PHA Plans

5-Year Plan for Fiscal Years 2001 - 2005 Annual Plan for Fiscal Year 2001

NOTE: THIS PHA PLANS TEMPLATE (HUD 50075) IS TO BE COMPLETED IN ACCORDANCE WITH INSTRUCTIONS LOCATED IN APPLICABLE PIH NOTICES

> HUD 50075 OMB Approval No: 2577-0226 Expires: 03/31/2002

PHA Plan Agency Identification

PHA Name: Pahokee Housing Authority

PHA Number: FL021

PHA Fiscal Year Beginning: 07/2001

Public Access to Information

Information regarding any activities outlined in this plan can be obtained by contacting: (select all that apply)

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Main administrative office of the PHA PHA development management offices

PHA local offices

Display Locations For PHA Plans and Supporting Documents

The PHA Plans (including attachments) are available for public inspection at: (select all that apply)

Main administrative office of the PHA
PHA development management offices
PHA local offices
Main administrative office of the local government
Main administrative office of the County government
Main administrative office of the State government
Public library
PHA website
Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

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Main business office of the PHA PHA development management offices Other (list below)

5-YEAR PLAN PHA FISCAL YEARS 2001 - 2005 [24 CFR Part 903.5]

A. 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. (select one of the choices below)

- The mission of the PHA is the same as that of the Department of Housing and Urban Development: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.
 - The PHA's mission is: (state mission here)

<u>B. Goals</u>

The goals and objectives listed below are derived from HUD's strategic Goals and Objectives and those emphasized in recent legislation. PHAs may select any of these goals and objectives as their own, or identify other goals and/or objectives. Whether selecting the HUD-suggested objectives or their own, **PHAS ARE STRONGLY ENCOURAGED TO IDENTIFY QUANTIFIABLE MEASURES OF SUCCESS IN REACHING THEIR OBJECTIVES OVER THE COURSE OF THE 5 YEARS**. (Quantifiable measures would include targets such as: numbers of families served or PHAS scores achieved.) PHAs should identify these measures in the spaces to the right of or below the stated objectives.

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

\boxtimes	PHA Goal: Expand the supply of assisted housing						
	Objectives:						
	Apj Apj	ply for additional rental vouchers:					
	Rec	luce public housing vacancies:					
	Lev	verage private or other public funds to create additional housing					
	opp	portunities:					
		quire or build units or developments					
	Oth	er (list below)					
\square	DILA Cool	Immerse the exclision of equipted housing					
\square		Improve the quality of assisted housing					
	Objectives						
G + +	🛛 Imp	prove public housing management: (PHAS score) High Performer					
Status							
	🖄 Imp	prove voucher management: (SEMAP score) High Performer Status					
	Inc	rease customer satisfaction:					
	5 Year Plan						
		Page 2					

Concentrate on efforts to improve specific management functions:

- (list; e.g., public housing finance; voucher unit inspections)
- Renovate or modernize public housing units:
-] Demolish or dispose of obsolete public housing:
- Provide replacement public housing:
- Provide replacement vouchers:
- Other: (list below)
- PHA Goal: Increase assisted housing choices Objectives:
 - Provide voucher mobility counseling:
 - Conduct outreach efforts to potential voucher landlords
 - Increase voucher payment standards
 - Implement voucher homeownership program:
 - Implement public housing or other homeownership programs:
 - Implement public housing site-based waiting lists:
 - Convert public housing to vouchers:
 - Other: (list below)

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

- PHA Goal: Provide an improved living environment Objectives:
 - Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments:
 - Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments:
 - Implement public housing security improvements:
 - Designate developments or buildings for particular resident groups (elderly, persons with disabilities)
 - Other: (list below)

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

PHA Goal: Promote self-sufficiency and asset development of assisted households

Objectives:

\ge	Increase the number and percentage of employed persons in assisted
	families:
\boxtimes	Provide or attract supportive services to improve assistance recipients'
	employability:
\boxtimes	Provide or attract supportive services to increase independence for the
	elderly or families with disabilities.

Other: (list below)

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

- PHA Goal: Ensure equal opportunity and affirmatively further fair housing Objectives:
 - Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:
 - Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability:

Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:

Other: (list below)

Other PHA Goals and Objectives: (list below)

Annual PHA Plan PHA Fiscal Year 2001

[24 CFR Part 903.7]

i. Annual Plan Type:

Select which type of Annual Plan the PHA will submit.

Standard Plan

Streamlined Plan:

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High Performing PHA

- Small Agency (<250 Public Housing Units)
- Administering Section 8 Only

	Troubled	Agency	Plan
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ii. Executive Summary of the Annual PHA Plan

[24 CFR Part 903.7 9 (r)]

Provide a brief overview of the information in the Annual Plan, including highlights of major initiatives and discretionary policies the PHA has included in the Annual Plan.

The purpose of the Agency Plan is to empower and equip the PHA to exercise optimum flexibility in meeting local housing needs within the community while meeting its own needs. The Agency Plan contains a FY-2001-FY-2005 Five-Year Plan that includes the Authority's mission and long range goals and objectives. The FY-2001 Annual Plan addresses the Authority's immediate operations, current policies, program participants, programs and services, and the PHA's strategy for handling operational concerns, resident concerns and needs, and programs and services for the upcoming fiscal year. The Agency Plan outlines the PHA's efforts in meeting the needs of the low and very-low income population in its community as well as serves as a management, operational and accountability tool for the PHA. The Authority's residents, community leaders and organizations, and State and local authorities communicated with the Authority during the development of the Agency Plan to ensure that the needs of the residents and community were addressed. The Agency Plan is consistent with the Consolidated Plan for Palm Beach County.

iii. Annual Plan Table of Contents

[24 CFR Part 903.7 9 (r)] Provide a table of contents for the Annual Plan, including attachments, and a list of supporting documents available for public inspection.

Table of Contents

Page #

Annual Plan

- i. Executive Summary
- ii. Table of Contents
 - 1. Housing Needs
 - 2. Financial Resources

- 3. Policies on Eligibility, Selection and Admissions
- 4. Rent Determination Policies
- 5. Operations and Management Policies
- 6. Grievance Procedures
- 7. Capital Improvement Needs
- 8. Demolition and Disposition
- 9. Designation of Housing
- 10. Conversions of Public Housing
- 11. Homeownership
- 12. Community Service Programs
- 13. Crime and Safety
- 14. Pets
- 15. Civil Rights Certifications (included with PHA Plan Certifications)
- 16. Audit
- 17. Asset Management
- 18. Other Information

Attachments

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Indicate which attachments are provided by selecting all that apply. Provide the attachment's name (A, B, etc.) in the space to the left of the name of the attachment. Note: If the attachment is provided as a SEPARATE file submission from the PHA Plans file, provide the file name in parentheses in the space to the right of the title.

Required Attachments:

- Admissions Policy for Deconcentration
- FY 2001 Capital Fund Program Annual Statement (fl021a01)
- Capital Fund P&E Report (fl021b01)
 - Most recent board-approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY) N/A
- XXXXX Statement of Progress-Goals and Objectives
 - **Community Service Requirement Policy**
 - Resident Customer Service Survey Action Plan
 - Pet Policy
 - Resident Advisory Board Members/Resident Commissioner

Optional Attachments:

- PHA Management Organizational Chart
- FY 2001 Capital Fund Program 5 Year Action Plan (fl021c01)
- Public Housing Drug Elimination Program (PHDEP) Plan
- Comments of Resident Advisory Board or Boards (must be attached if not included in PHA Plan text)
- Other (List below, providing each attachment name)

Supporting Documents Available for Review Indicate which documents are available for public review by placing a mark in the "Applicable & On Display" column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

List of Supporting Documents Available for Review					
Applicable & On Display	Supporting Document	Applicable Plan Component			
X	PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations	5 Year and Annual Plans			
Х	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans			
Х	Fair Housing Documentation: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions' initiatives to affirmatively further fair housing that require the PHA's involvement.	5 Year and Annual Plans			
Х	Consolidated Plan for the jurisdiction/s in which the PHA is located (which includes the Analysis of Impediments to Fair Housing Choice (AI))) and any additional backup data to support statement of housing needs in the jurisdiction Most recent board-approved operating budget for the public	Annual Plan: Housing Needs Annual Plan:			
	housing program	Financial Resources;			
Х	Public Housing Admissions and (Continued) Occupancy Policy (A&O), which includes the Tenant Selection and Assignment Plan [TSAP]	Annual Plan: Eligibility, Selection, and Admissions Policies			
Х	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies			
	 Public Housing Deconcentration and Income Mixing Documentation: PHA board certifications of compliance with deconcentration requirements (section 16(a) of the US Housing Act of 1937, as implemented in the 2/18/99 <i>Quality Housing and Work Responsibility Act Initial Guidance; Notice</i> and any further HUD guidance) and Documentation of the required deconcentration and income mixing analysis 	Annual Plan: Eligibility, Selection, and Admissions Policies			
Х	Public housing rent determination policies, including the methodology for setting public housing flat rents check here if included in the public housing	Annual Plan: Rent Determination			

List of Supporting Documents Available for Review				
Applicable & On Display	Supporting Document	Applicable Plan Component		
On Display	A & O Policy			
Х	Schedule of flat rents offered at each public housing development Check here if included in the public housing A & O Policy	Annual Plan: Rent Determination		
Х	Section 8 rent determination (payment standard) policies check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination		
Х	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation)	Annual Plan: Operations and Maintenance		
Х	Public housing grievance procedures Check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures		
Х	Section 8 informal review and hearing procedures check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures		
Х	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs		
	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs		
Х	Most recent, approved 5 Year Action Plan for the Capital Fund/Comprehensive Grant Program, if not included as an attachment (provided at PHA option)	Annual Plan: Capital Needs		
	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans or any other approved proposal for development of public housing	Annual Plan: Capital Needs		
	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition		
	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing		
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act	Annual Plan: Conversion of Public Housing		
	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership		
	Policies governing any Section 8 Homeownership program check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership		
	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency		
Х	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community		

FY 2001 Annual Plan Page 4

List of Supporting Documents Available for Review				
Applicable & On Display	Supporting Document	Applicable Plan Component		
		Service & Self-Sufficiency		
	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports	Annual Plan: Community Service & Self-Sufficiency		
	The most recent Public Housing Drug Elimination Program (PHEDEP) semi-annual performance report for any open grant and most recently submitted PHDEP application (PHDEP Plan)	Annual Plan: Safety and Crime Prevention		
X	The most recent fiscal year audit of the PHA conducted under section 5(h)(2) of the U.S. Housing Act of 1937 (42 U. S.C. 1437c(h)), the results of that audit and the PHA's response to any findings	Annual Plan: Annual Audit		
	Troubled PHAs: MOA/Recovery Plan	Troubled PHAs		
	Other supporting documents (optional) (list individually; use as many lines as necessary)	(specify as needed)		

<u>1. Statement of Housing Needs</u>

[24 CFR Part 903.7 9 (a)]

A. Housing Needs of Families in the Jurisdiction/s Served by the PHA

Based upon the information contained in the Consolidated Plan/s applicable to the jurisdiction, and/or other data available to the PHA, provide a statement of the housing needs in the jurisdiction by completing the following table. In the "Overall" Needs column, provide the estimated number of renter families that have housing needs. For the remaining characteristics, rate the impact of that factor on the housing needs for each family type, from 1 to 5, with 1 being "no impact" and 5 being "severe impact." Use N/A to indicate that no information is available upon which the PHA can make this assessment.

Housing Needs of Families in the Jurisdiction							
	by Family Type						
Family Type	Overall	Afford- ability	Supply	Quality	Access- ibility	Size	Loca- tion
Income <= 30% of AMI	971	5	3	3	3	2	3
Income >30% but <=50% of AMI	0	0	0	0	0	0	0
Income >50% but <80% of AMI	NA	NA	NA	NA	NA	NA	NA
Elderly	187	5	5	3	4	1	3
Families with Disabilities	NA	NA	NA	NA	NA	NA	NA
Race/Ethnicity	NA	NA	NA	NA	NA	NA	NA
Race/Ethnicity	NA	NA	NA	NA	NA	NA	NA
Race/Ethnicity	NA	NA	NA	NA	NA	NA	NA
Race/Ethnicity	NA	NA	NA	NA	NA	NA	NA

FY 2001 Annual Plan

What sources of information did the PHA use to conduct this analysis? (Check all that apply; all materials must be made available for public inspection.)

\boxtimes	Consolidated Plan of the Jurisdiction/s
	Indicate year: 1995-2000
\boxtimes	U.S. Census data: the Comprehensive Housing Affordability Strategy
	("CHAS") dataset
	American Housing Survey data
	Indicate year:
	Other housing market study
	Indicate year:
	Other sources: (list and indicate year of information)

B. Housing Needs of Families on the Public Housing and Section 8 Tenant- Based Assistance Waiting Lists

State the housing needs of the families on the PHA's waiting list/s. Complete one table for each type of PHA-wide waiting list administered by the PHA. PHAs may provide separate tables for site-based or sub-jurisdictional public housing waiting lists at their option.

Н	Housing Needs of Families on the Waiting List					
Waiting list type: (sele	ect one)					
Section 8 tenan	t-based assistance					
Public Housing						
Combined Sect	ion 8 and Public Housi	ng				
	Site-Based or sub-juri	-	(optional)			
If used, identif	y which development/s					
	# of families	% of total families	Annual Turnover			
Waiting list total	138		55			
Extremely low	53	38				
income <= 30% AMI						
Very low income	48	35				
(>30% but <=50%						
AMI)	AMI)					
Low income	37	27				
(>50% but <80%						
AMI)	AMI)					
Families with	128	93				
children						
Elderly families	Elderly families 3 2					
Families with	<u>,</u>					
Disabilities						

Housing Needs of Families on the Waiting List					
Race/ethnicity B	133	96			
Race/ethnicity H	5	4			
Race/ethnicity W	0	0			
Race/ethnicity					
Characteristics by					
Bedroom Size					
(Public Housing					
Only)					
1BR	0	0			
2 BR	24	17			
3 BR	69	50			
4 BR	35	25			
5 BR	10	8			
5+ BR	0	0			
Is the waiting list closed (select one)? 🛛 No 🗌 Yes					
If yes:					
How long has it been closed (# of months)?					
Does the PHA expect to reopen the list in the PHA Plan year? No Yes					
Does the PHA permit specific categories of families onto the waiting list, even if					
generally closed? No Yes					

C. Strategy for Addressing Needs

Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list **IN THE UPCOMING YEAR**, and the Agency's reasons for choosing this strategy.

(1) Strategies

Need: Shortage of affordable housing for all eligible populations

Strategy 1. Maximize the number of affordable units available to the PHA within its current resources by:

Select all that apply

 \mathbb{X}

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\boxtimes	Employ effective maintenance and management policies to minimize the
	number of public housing units off-line

- Reduce turnover time for vacated public housing units
- Reduce time to renovate public housing units

Seek replacement of public housing units lost to the inventory through mixed
finance development

	Seek replacement of public housing units lost to the inventory through section
	8 replacement housing resources
\boxtimes	Maintain or increase section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
_	e ,
	Undertake measures to ensure access to affordable housing among families
	assisted by the PHA, regardless of unit size required
	Maintain or increase section 8 lease-up rates by marketing the program to
	owners, particularly those outside of areas of minority and poverty
	concentration
\boxtimes	Maintain or increase section 8 lease-up rates by effectively screening Section 8
	applicants to increase owner acceptance of program
\bowtie	Participate in the Consolidated Plan development process to ensure
	1 1 1
_	coordination with broader community strategies
	Other (list below)

Strategy 2: Increase the number of affordable housing units by:

Select all that apply

- Apply for additional section 8 units should they become available
 - Leverage affordable housing resources in the community through the creation of mixed finance housing
- Pursue housing resources other than public housing or Section 8 tenant-based assistance.
- Other: (list below)

Need: Specific Family Types: Families at or below 30% of median

Strategy 1: Target available assistance to families at or below 30 % of AMI Select all that apply

- Exceed HUD federal targeting requirements for families at or below 30% of AMI in public housing
 Exceed HUD federal targeting requirements for families at or below 30% of
 - Exceed HUD federal targeting requirements for families at or below 30% of AMI in tenant-based section 8 assistance
 - Employ admissions preferences aimed at families with economic hardships
 - Adopt rent policies to support and encourage work
 - Other: (list below)

Strive to meet targeting requirements in Public Housing and Section 8 Programs Need: Specific Family Types: Families at or below 50% of median

Strategy 1: Target available assistance to families at or below 50% of AMI Select all that apply

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Employ admissions preferences aimed at families who are working Adopt rent policies to support and encourage work Other: (list below)

Need: Specific Family Types: The Elderly

Strategy 1: Target available assistance to the elderly: Select all that apply

Seek designation of public housing for the elderly

Apply for special-purpose vouchers targeted to the elderly, should they become available

Other: (list below)

Need: Specific Family Types: Families with Disabilities

Strategy 1: Target available assistance to Families with Disabilities: Select all that apply

- Seek designation of public housing for families with disabilities Carry out the modifications needed in public housing based on the section 504 Needs Assessment for Public Housing
- Apply for special-purpose vouchers targeted to families with disabilities, should they become available
- Affirmatively market to local non-profit agencies that assist families with disabilities
 - Other: (list below)

Need: Specific Family Types: Races or ethnicities with disproportionate housing needs

Strategy 1: Increase awareness of PHA resources among families of races and ethnicities with disproportionate needs:

Select if applicable

Affirmatively market to races/ethnicities shown to have disproportionate housing needs

Other: (list below)

Strategy 2: Conduct activities to affirmatively further fair housing

FY 2001 Annual Plan Page 9 Select all that apply

- Counsel section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units
- Market the section 8 program to owners outside of areas of poverty /minority concentrations
- Other: (list below)

Other Housing Needs & Strategies: (list needs and strategies below)

(2) Reasons for Selecting Strategies

Of the factors listed below, select all that influenced the PHA's selection of the strategies it will pursue:

\boxtimes	Funding constraints
\ge	Staffing constraints
	Limited availability of sites for assisted housing
	Extent to which particular housing needs are met by other organizations in the community
	Evidence of housing needs as demonstrated in the Consolidated Plan and other
	information available to the PHA
	Influence of the housing market on PHA programs
	Community priorities regarding housing assistance
	Results of consultation with local or state government
	Results of consultation with residents and the Resident Advisory Board
	Results of consultation with advocacy groups
	Other: (list below)

2. Statement of Financial Resources

[24 CFR Part 903.7 9 (b)]

List the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year. Note: the table assumes that Federal public housing or tenant based Section 8 assistance grant funds are expended on eligible purposes; therefore, uses of these funds need not be stated. For other funds, indicate the use for those funds as one of the following categories: public housing operations, public housing capital improvements, public housing safety/security, public housing supportive services, Section 8 tenant-based assistance, Section 8 supportive services or other.

	ncial Resources: I Sources and Uses	
Sources	Planned \$	Planned Uses
	Flanned 5	Planned Uses
1. Federal Grants (FY 2001 grants)	¢022.000*	
a) Public Housing Operating Fund	\$922,900* \$040,000*	
b) Public Housing Capital Fund	\$940,000*	
c) HOPE VI Revitalization	0	
d) HOPE VI Demolition	0	
e) Annual Contributions for Section 8 Tenant-Based Assistance	\$230,000*	
 f) Public Housing Drug Elimination Program (including any Technical Assistance funds) 	0	
g) Resident Opportunity and Self- Sufficiency Grants	0	
h) Community Development Block Grant	0	
i) HOME	0	
Other Federal Grants (list below)		
(unobligated funds only) (list below)		
3. Public Housing Dwelling Rental Income	\$782,000*	PH Operations
4. Other income (list below)		
4. Non-federal sources (list below)		
Total resources *Based on prior year estimates	\$2,874,900*	

3. PHA Policies Governing Eligibility, Selection, and Admissions

[24 CFR Part 903.7 9 (c)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete subcomponent 3A.

(1) Eligibility

- a. When does the PHA verify eligibility for admission to public housing? (select all that apply)
 - When families are within a certain number of being offered a unit: (state number)



When families are within a certain time of being offered a unit: (state time) Other: (describe) At time of application.

b. Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing (select all that apply)?

- Criminal or Drug-related activity
- Rental history
- Housekeeping
 - Other (describe)
- c. Xes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?
- d. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?
- e. Yes X No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

(2)Waiting List Organization

- a. Which methods does the PHA plan to use to organize its public housing waiting list (select all that apply)
- Community-wide list
 - Sub-jurisdictional lists
 - Site-based waiting lists
 - Other (describe)

b. Where may interested persons apply for admission to public housing?

PHA main administrative office

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PHA development site management office Other (list below)

- c. If the PHA plans to operate one or more site-based waiting lists in the coming year, answer each of the following questions; if not, skip to subsection (3) Assignment
 - 1. How many site-based waiting lists will the PHA operate in the coming year?
 - 2. Yes No: Are any or all of the PHA's site-based waiting lists new for the upcoming year (that is, they are not part of a previously-HUD-approved site based waiting list plan)? If yes, how many lists?
 - 3. Yes No: May families be on more than one list simultaneously If yes, how many lists?
 - 4. Where can interested persons obtain more information about and sign up to be on the site-based waiting lists (select all that apply)?

PHA main administrative office		PHA	main	adm	inis	trative	office
--------------------------------	--	-----	------	-----	------	---------	--------

- All PHA development management offices
- Management offices at developments with site-based waiting lists
- At the development to which they would like to apply
- Other (list below)

(3) Assignment

- a. How many vacant unit choices are applicants ordinarily given before they fall to the bottom of or are removed from the waiting list? (select one)
 - One Two
 - Three or More
- b. 🛛 Yes 🗌 No: Is this policy consistent across all waiting list types?
- c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

(4) Admissions Preferences

a. Income targeting:

Yes No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of median area income?

b. Transfer policies:

In what circumstances will transfers take precedence over new admissions? (list below)

\square	Emergencies
	Overhoused
\boxtimes	Underhoused
\boxtimes	Medical justification
\boxtimes	Administrative reasons determined by the PHA (e.g., to permit modernization
	work)
	Resident choice: (state circumstances below)
	Other: (list below)

- c. Preferences
- 1. Yes No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If "no" is selected, skip to subsection (5) Occupancy)
- 2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
-] Substandard housing
- Homelessness
 - High rent burden (rent is > 50 percent of income)

Other preferences: (select below)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)

Those previously enrolled in educational, training, or upward mobility programs



Victims of reprisals or hate crimes

Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Date and Time

Former Federal preferences:

Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)

- 1 Victims of domestic violence Substandard housing
- 2 Homelessness High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
 - Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Relationship of preferences to income targeting requirements:

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(5) Occupancy

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a. What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing (select all that apply)

The PHA-resident lease

The PHA's Admissions and (Continued) Occupancy policy

FY 2001 Annual Plan Page 15

\boxtimes	

 \boxtimes

PHA briefing seminars or written materials Other source (list)

b. How often must residents	notify the PHA	of changes ir	n family compos	ition?
(select all that apply)	-	_		

- At an annual reexamination and lease renewal
- Any time family composition changes
- At family request for revision
- Other (list)

(6) Deconcentration and Income Mixing

- a. Yes No: Did the PHA's analysis of its family (general occupancy) developments to determine concentrations of poverty indicate the need for measures to promote deconcentration of poverty or income mixing?
- b. Yes X No: Did the PHA adopt any changes to its **admissions policies** based on the results of the required analysis of the need to promote deconcentration of poverty or to assure income mixing?
- c. If the answer to b was yes, what changes were adopted? (select all that apply)
 Adoption of site-based waiting lists
 If selected, list targeted developments below:
- Employing waiting list "skipping" to achieve deconcentration of poverty or income mixing goals at targeted developments If selected, list targeted developments below:
- Employing new admission preferences at targeted developments If selected, list targeted developments below:
- Other (list policies and developments targeted below)

- d. \square Yes \bowtie No: Did the PHA adopt any changes to **other** policies based on the results of the required analysis of the need for deconcentration of poverty and income mixing?
- e. If the answer to d was yes, how would you describe these changes? (select all that apply)
 - Additional affirmative marketing
 - Actions to improve the marketability of certain developments
 - Adoption or adjustment of ceiling rents for certain developments
 - Adoption of rent incentives to encourage deconcentration of poverty and income-mixing
 - Other (list below)

f. Based on the results of the required analysis, in which developments will the PHA make special efforts to attract or retain higher-income families? (select all that apply)

 \boxtimes

Not applicable: results of analysis did not indicate a need for such efforts List (any applicable) developments below:

g. Based on the results of the required analysis, in which developments will the PHA make special efforts to assure access for lower-income families? (select all that apply) \boxtimes

Not applicable: results of analysis did not indicate a need for such efforts

List (any applicable) developments below:

B. Section 8

Exemptions: PHAs that do not administer section 8 are not required to complete sub-component 3B. Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).

(1) Eligibility

a. What is the extent of screening conducted by the PHA? (select all that apply)

- Criminal or drug-related activity only to the extent required by law or \bowtie regulation
- Criminal and drug-related activity, more extensively than required by law or regulation
- More general screening than criminal and drug-related activity (list factors below)
- Other (list below)

b. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?
c. Yes X No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?
d. Ves No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)
 e. Indicate what kinds of information you share with prospective landlords? (select all that apply) Criminal or drug-related activity Other (describe below) Only that required by HUD
(2) Waiting List Organization

- a. With which of the following program waiting lists is the section 8 tenant-based assistance waiting list merged? (select all that apply)
 - None
 - Federal public housing
 - Federal moderate rehabilitation
 - Federal project-based certificate program
 - Other federal or local program (list below)
- b. Where may interested persons apply for admission to section 8 tenant-based assistance? (select all that apply)
- PHA main administrative office
- Other (list below)

(3) Search Time

a. Xes No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below: If family is having difficulty locating a unit and has evidence of attempts to locate units, also in the case of disabled families needing accessible units.

(4) Admissions Preferences

a. Income targeting

\Box Yes \boxtimes No: Does the PHA plan to exceed the federal targeting requirements by
targeting more than 75% of all new admissions to the section 8
program to families at or below 30% of median area income?

- b. Preferences
- 1. Yes No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent (5) Special purpose section 8 assistance programs)
- 2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
 - High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
 - Residents who live and/or work in your jurisdiction
 - Those enrolled currently in educational, training, or upward mobility programs
 - Households that contribute to meeting income goals (broad range of incomes)
 - Households that contribute to meeting income requirements (targeting)
 - Those previously enrolled in educational, training, or upward mobility programs
 - Victims of reprisals or hate crimes
 - Other preference(s) (list below)
- 3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

Date and Time

Former Federal preferences

Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)

- 1 Victims of domestic violence Substandard housing
- 2 Homelessness High rent burden

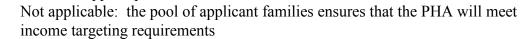
Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
 - Other preference(s) (list below)
- 4. Among applicants on the waiting list with equal preference status, how are applicants selected? (select one)
 - Date and time of application

 \boxtimes

 \square

- Drawing (lottery) or other random choice technique
- 5. If the PHA plans to employ preferences for "residents who live and/or work in the jurisdiction" (select one)
 - This preference has previously been reviewed and approved by HUD
 - The PHA requests approval for this preference through this PHA Plan
- 6. Relationship of preferences to income targeting requirements: (select one)
 - The PHA applies preferences within income tiers



(5) Special Purpose Section 8 Assistance Programs

a. In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained? (select all that apply)





Briefing sessions and written materials

Other (list below)

- b. How does the PHA announce the availability of any special-purpose section 8 programs to the public?
 - Through published notices

Other (list below)

4. PHA Rent Determination Policies

[24 CFR Part 903.7 9 (d)]

A. Public Housing

Exemptions: PHAs that do not administer public housing are not required to complete sub-component 4A.

(1) Income Based Rent Policies

Describe the PHA's income based rent setting policy/ies for public housing using, including discretionary (that is, not required by statute or regulation) income disregards and exclusions, in the appropriate spaces below.

a. Use of discretionary policies: (select one)

The PHA will not employ any discretionary rent-setting policies for income based rent in public housing. Income-based rents are set at the higher of 30% of adjusted monthly income, 10% of unadjusted monthly income, the welfare rent, or minimum rent (less HUD mandatory deductions and exclusions). (If selected, skip to sub-component (2))

---or---

- The PHA employs discretionary policies for determining income based rent (If selected, continue to question b.)
- b. Minimum Rent

1. What amount best reflects the PHA's minimum rent? (select one)

\$0 \$1-\$25 \square \$26-\$50

2. 🗌 Yes 🖂] No: Has the PHA adopted any discretionary minimum rent	hardship
	exemption policies?	

- 3. If yes to question 2, list these policies below:
- c. Rents set at less than 30% than adjusted income
- 1. \square Yes \boxtimes No: Does the PHA plan to charge rents at a fixed amount or percentage less than 30% of adjusted income?
- 2. If yes to above, list the amounts or percentages charged and the circumstances under which these will be used below:
- d. Which of the discretionary (optional) deductions and/or exclusions policies does the PHA plan to employ (select all that apply)
 - For the earned income of a previously unemployed household member
 - For increases in earned income
 - Fixed amount (other than general rent-setting policy) If yes, state amount/s and circumstances below:
- Fixed percentage (other than general rent-setting policy) If yes, state percentage/s and circumstances below:
- For household heads
- For other family members
 - For transportation expenses
 - For the non-reimbursed medical expenses of non-disabled or non-elderly families
- Other (describe below)
- e. Ceiling rents
- 1. Do you have ceiling rents? (rents set at a level lower than 30% of adjusted income) (select one)



Yes for all developments Yes but only for some developments

> FY 2001 Annual Plan Page 22

- No No
- 2. For which kinds of developments are ceiling rents in place? (select all that apply)
 - For all developments

For all general occupancy developments (not elderly or disabled or elderly only)

- For specified general occupancy developments
- For certain parts of developments; e.g., the high-rise portion
- For certain size units; e.g., larger bedroom sizes

Other (list below)

- 3. Select the space or spaces that best describe how you arrive at ceiling rents (select all that apply)
- Market comparability study
 Fair market rents (FMR)
 95th percentile rents
 75 percent of operating costs
 100 percent of operating costs for general occupancy (family) developments
 Operating costs plus debt service
 The "rental value" of the unit
 Other (list below)
- f. Rent re-determinations:
- 1. Between income reexaminations, how often must tenants report changes in income or family composition to the PHA such that the changes result in an adjustment to rent? (select all that apply)

1,	(beleet un that apply)
	Never
	At family option
\square	Any time the family experiences an income increase
	Any time a family experiences an income increase above a threshold amount or
	percentage: (if selected, specify threshold)
	Other (list below)
g. 🗌	Yes No: Does the PHA plan to implement individual savings accounts for residents (ISAs) as an alternative to the required 12 month disallowance of earned income and phasing in of rent increases in the next year?

(2) Flat Rents

- 1. In setting the market-based flat rents, what sources of information did the PHA use to establish comparability? (select all that apply.)
 - The section 8 rent reasonableness study of comparable housing
 - Survey of rents listed in local newspaper
 - Survey of similar unassisted units in the neighborhood
 - Other (list/describe below)

B. Section 8 Tenant-Based Assistance

Exemptions: PHAs that do not administer Section 8 tenant-based assistance are not required to complete sub-component 4B. Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).

(1) Payment Standards

Describe the voucher payment standards and policies.

a. What is the PHA's payment standard? (select the category that best describes your standard)

\times

- At or above 90% but below100% of FMR
- 100% of FMR
- Above 100% but at or below 110% of FMR
- Above 110% of FMR (if HUD approved; describe circumstances below)
- b. If the payment standard is lower than FMR, why has the PHA selected this standard? (select all that apply)
 - FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area
- The PHA has chosen to serve additional families by lowering the payment standard
 - Reflects market or submarket
 - Other (list below)
- c. If the payment standard is higher than FMR, why has the PHA chosen this level? (select all that apply)
 - FMRs are not adequate to ensure success among assisted families in the PHA's segment of the FMR area
 - Reflects market or submarket
 - To increase housing options for families
 - Other (list below)

- d. How often are payment standards reevaluated for adequacy? (select one)
 - Annually

X

Other (list below)

e. What factors will the PHA consider in its assessment of the adequacy of its _____payment standard? (select all that apply)

- Success rates of assisted families
 - Rent burdens of assisted families
 - Other (list below)

(2) Minimum Rent

a. What amount best reflects the PHA's minimum rent? (select one)

	\$0
	\$1-\$25
\times	\$26-\$50

b. Yes No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)

5. Operations and Management

[24 CFR Part 903.7 9 (e)]

Exemptions from Component 5: High performing and small PHAs are not required to complete this section. Section 8 only PHAs must complete parts A, B, and C(2)

Pahokee Housing Authority is a designated High Performer under PHAS and is exempt from reporting this component.

A. PHA Management Structure

Describe the PHA's management structure and organization.

(select one)

- An organization chart showing the PHA's management structure and organization is attached.
- A brief description of the management structure and organization of the PHA follows:

B. HUD Programs Under PHA Management

List Federal programs administered by the PHA, number of families served at the beginning of the upcoming fiscal year, and expected turnover in each. (Use "NA" to indicate that the PHA does not operate any of the programs listed below.)

FY 2001 Annual Plan Page 25

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing		
Section 8 Vouchers		
Section 8 Certificates		
Section 8 Mod Rehab		
Special Purpose Section 8 Certificates/Vouchers (list individually)		
Public Housing Drug Elimination Program (PHDEP)		
Other Federal Programs(list individually)		

C. Management and Maintenance Policies

List the PHA's public housing management and maintenance policy documents, manuals and handbooks that contain the Agency's rules, standards, and policies that govern maintenance and management of public housing, including a description of any measures necessary for the prevention or eradication of pest infestation (which includes cockroach infestation) and the policies governing Section 8 management.

(1) Public Housing Maintenance and Management: (list below)

(2) Section 8 Management: (list below)

6. <u>PHA Grievance Procedures</u>

[24 CFR Part 903.7 9 (f)]

Exemptions from component 6: High performing PHAs are not required to complete component 6. Section 8-Only PHAs are exempt from sub-component 6A.

Pahokee Housing Authority is a designated High Performer under PHAS and is not required to complete component 6.

> Public Housing

1. 🗌 🗅	Yes No: Has the PHA established any written grievance procedures in
	addition to federal requirements found at 24 CFR Part 966,
	Subpart B, for residents of public housing?

If yes, list additions to federal requirements below:

2. Which PHA office should residents or applicants to public housing contact to initiate the PHA grievance process? (select all that apply)

PHA main administrative office

- PHA development management offices
- Other (list below)

B. Section 8 Tenant-Based Assistance

1. Yes No: Has the PHA established informal review procedures for applicants to the Section 8 tenant-based assistance program and informal hearing procedures for families assisted by the Section 8 tenant-based assistance program in addition to federal requirements found at 24 CFR 982?

If yes, list additions to federal requirements below:

- 2. Which PHA office should applicants or assisted families contact to initiate the informal review and informal hearing processes? (select all that apply)
 - PHA main administrative office

Other (list below)

7. Capital Improvement Needs

[24 CFR Part 903.7 9 (g)]

Exemptions from Component 7: Section 8 only PHAs are not required to complete this component and may skip to Component 8.

A. Capital Fund Activities

Exemptions from sub-component 7A: PHAs that will not participate in the Capital Fund Program may skip to component 7B. All other PHAs must complete 7A as instructed.

(1) Capital Fund Program Annual Statement

Using parts I, II, and III of the Annual Statement for the Capital Fund Program (CFP), identify capital activities the PHA is proposing for the upcoming year to ensure long-term physical and social viability of its public housing developments. This statement can be completed by using the CFP Annual

FY 2001 Annual Plan Page 27 Statement tables provided in the table library at the end of the PHA Plan template **OR**, at the **PHA's** option, by completing and attaching a properly updated HUD-52837.

Select one:

	The Capital Fund Program Annual Statement is provided as an attachment to the PHA Plan at Attachment (state name) fl021a01.
-or-	
	The Capital Fund Program Annual Statement is provided below: (if selected, copy the CFP Annual Statement from the Table Library and insert here)
<u>(2)</u> O	ptional 5-Year Action Plan
can be c	es are encouraged to include a 5-Year Action Plan covering capital work items. This statement completed by using the 5 Year Action Plan table provided in the table library at the end of the an template OR by completing and attaching a properly updated HUD-52834.
a. 🔀	Yes No: Is the PHA providing an optional 5-Year Action Plan for the Capital Fund? (if no, skip to sub-component 7B)
b. If y	es to question a, select one:
\bowtie	The Capital Fund Program 5-Year Action Plan is provided as an attachment to the PHA Plan at Attachment (state name) fl021c01
-or-	
	The Capital Fund Program 5-Year Action Plan is provided below: (if selected, copy the CFP optional 5 Year Action Plan from the Table Library and insert here)

B. HOPE VI and Public Housing Development and Replacement Activities (Non-Capital Fund)

Applicability of sub-component 7B: All PHAs administering public housing. Identify any approved HOPE VI and/or public housing development or replacement activities not described in the Capital Fund Program Annual Statement.

\Box Yes \boxtimes No:	a) Has the PHA received a HOPE VI revitalization grant? (if no,
	skip to question c; if yes, provide responses to question b for
	each grant, copying and completing as many times as necessary)
	b) Status of HOPE VI revitalization grant (complete one set of
	questions for each grant)

1. Development name:	1.	Devel	opment	name:
----------------------	----	-------	--------	-------

2. Development (project) number

2.1	Development (project) number.
3. 8	Status of grant: (select the statement that best describes the current
5	status)
	Revitalization Plan under development
	Revitalization Plan submitted, pending approval
	Revitalization Plan approved
	Activities pursuant to an approved Revitalization Plan underway
Yes X No:	c) Does the PHA plan to apply for a HOPE VI Revitalization grant in the Plan year? If yes, list development name/s below:
🗌 Yes 🔀 No:	d) Will the PHA be engaging in any mixed-finance development activities for public housing in the Plan year?
	If yes, list developments or activities below:
☐ Yes ⊠ No:	 e) Will the PHA be conducting any other public housing development or replacement activities not discussed in the Capital Fund Program Annual Statement? If yes, list developments or activities below:

8. Demolition and Disposition

[24 CFR Part 903.7 9 (h)] Applicability of component 8: Section 8 only PHAs are not required to complete this section.

1. Yes No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 of the U.S. Housing Act of 1937 (42 U.S.C. 1437p)) in the plan Fiscal Year? (If "No", skip to component 9; if "yes", complete one activity description for each development.)

2. Activity Description

Yes No:

Has the PHA provided the activities description information in the **optional** Public Housing Asset Management Table? (If "yes", skip to component 9. If "No", complete the Activity Description table below.)

Demolition/Disposition Activity Description
1a. Development name:
1b. Development (project) number:
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: (DD/MM/YY)
5. Number of units affected:
6. Coverage of action (select one)
Part of the development
Total development
7. Timeline for activity:
a. Actual or projected start date of activity:
b. Projected end date of activity:

9. Designation of Public Housing for Occupancy by Elderly Families or Families with Disabilities or Elderly Families and Families with Disabilities

[24 CFR Part 903.7 9 (i)]

Exemptions from Component 9; Section 8 only PHAs are not required to complete this section.

1. ☐ Yes ⊠ No: Has the PHA designated or applied for approval to designate or does the PHA plan to apply to designate any public housing 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 and families or only families with disabilities, or by elderly families and families with disabilities and families with disabilities are 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? (If "No", skip to component 10. If "yes", complete one activity description for each development, unless the PHA is eligible to complete a streamlined submission; PHAs completing streamlined submissions may skip to component 10.)

2. Activity Description

Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If "yes", skip to component 10. If "No", complete the Activity Description table below.

Designation of Public Housing Activity Description
1a. Development name:
1b. Development (project) number:
2. Designation type:
Occupancy by only the elderly
Occupancy by families with disabilities
Occupancy by only elderly families and families with disabilities
3. Application status (select one)
Approved; included in the PHA's Designation Plan
Submitted, pending approval
Planned application
4. Date this designation approved, submitted, or planned for submission: (DD/MM/YY)
5. If approved, will this designation constitute a (select one)
New Designation Plan
Revision of a previously-approved Designation Plan?
6. Number of units affected:
7. Coverage of action (select one)
Part of the development
Total development

10. Conversion of Public Housing to Tenant-Based Assistance

[24 CFR Part 903.7 9 (j)] Exemptions from Component 10; Section 8 only PHAs are not required to complete this section.

A. Assessments of Reasonable Revitalization Pursuant to section 202 of the HUD FY 1996 HUD Appropriations Act

1. 🗌 Yes 🔀 No:	Have any of the PHA's developments or portions of
	developments been identified by HUD or the PHA as covered
	under section 202 of the HUD FY 1996 HUD Appropriations
	Act? (If "No", skip to component 11; if "yes", complete one
	activity description for each identified development, unless

eligible to complete a streamlined submission. PHAs completing streamlined submissions may skip to component 11.)

2. Activity Description Yes No: H

Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? If "yes", skip to component 11. If "No", complete the Activity Description table below.

Conversion of Public Housing Activity Description
1a. Development name:
1b. Development (project) number:
2. What is the status of the required assessment?
Assessment underway
Assessment results submitted to HUD
Assessment results approved by HUD (if marked, proceed to next
question)
Other (explain below)
3. Yes No: Is a Conversion Plan required? (If yes, go to block 4; if no, go to
block 5.)
4. Status of Conversion Plan (select the statement that best describes the current
status)
Conversion Plan in development
Conversion Plan submitted to HUD on: (DD/MM/YYYY)
Conversion Plan approved by HUD on: (DD/MM/YYYY)
Activities pursuant to HUD-approved Conversion Plan underway
5. Description of how requirements of Section 202 are being satisfied by means other
than conversion (select one)
Units addressed in a pending or approved demolition application (date submitted or approved:
Units addressed in a pending or approved HOPE VI demolition application
(date submitted or approved:)
Units addressed in a pending or approved HOPE VI Revitalization Plan
(date submitted or approved:)
Requirements no longer applicable: vacancy rates are less than 10 percent
Requirements no longer applicable: site now has less than 300 units
Other: (describe below)

B. Reserved for Conversions pursuant to Section 22 of the U.S. Housing Act of 1937

C. Reserved for Conversions pursuant to Section 33 of the U.S. Housing Act of 1937

11. Homeownership Programs Administered by the PHA

[24 CFR Part 903.7 9 (k)]

A. Public Housing

Exemptions from Component 11A: Section 8 only PHAs are not required to complete 11A.

1. ☐ Yes ⊠ No: Does the PHA administer any homeownership programs administered by the PHA under an approved section 5(h) homeownership program (42 U.S.C. 1437c(h)), or an approved HOPE I program (42 U.S.C. 1437aaa) or has the PHA applied or plan to apply to administer any homeownership programs under section 5(h), the HOPE I program, or section 32 of the U.S. Housing Act of 1937 (42 U.S.C. 1437z-4). (If "No", skip to component 11B; if "yes", complete one activity description for each applicable program/plan, unless eligible to complete a streamlined submission due to **small PHA** or **high performing PHA** status. PHAs completing streamlined submissions may skip to component 11B.)

2. Activity Description

Yes No: Has the PHA provided all required activity description information for this component in the **optional** Public Housing Asset Management Table? (If "yes", skip to component 12. If "No", complete the Activity Description table below.)

Public Housing Homeownership Activity Description (Complete one for each development affected)

1a. Development name:

1b. Development (project) number:

 2. Federal Program authority: HOPE I 5(h) Turnkey III
Section 32 of the USHA of 1937 (effective 10/1/99)
3. Application status: (select one)
Approved; included in the PHA's Homeownership Plan/Program
Submitted, pending approval
Planned application
4. Date Homeownership Plan/Program approved, submitted, or planned for submission:
(DD/MM/YYYY)
5. Number of units affected:
6. Coverage of action: (select one)
Part of the development
Total development

B. Section 8 Tenant Based Assistance

1. ☐ Yes ⊠ No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982 ? (If "No", skip to component 12; if "yes", describe each program using the table below (copy and complete questions for each program identified), unless the PHA is eligible to complete a streamlined submission due to high performer status. **High performing PHAs** may skip to component 12.)

- 2. Program Description:
- a. Size of Program

Yes No: Will the PHA limit the number of families participating in the section 8 homeownership option?

If the answer to the question above was yes, which statement best describes the number of participants? (select one)

- 25 or fewer participants
- 26 50 participants
 - 51 to 100 participants
 - more than 100 participants

b. PHA-established eligibility criteria

Yes No: Will the PHA's program have eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria? If yes, list criteria below:

12. PHA Community Service and Self-sufficiency Programs

[24 CFR Part 903.7 9 (l)]

Exemptions from Component 12: High performing and small PHAs are not required to complete this component. Section 8-Only PHAs are not required to complete sub-component C.

Pahokee Housing Authority is a designated High Performer under PHAS and is exempt from completing this component.

A. PHA Coordination with the Welfare (TANF) Agency

1. Cooperative agreements:

Yes No: Has the PHA has entered into a cooperative agreement with the TANF Agency, to share information and/or target supportive services (as contemplated by section 12(d)(7) of the Housing Act of 1937)?

If yes, what was the date that agreement was signed? DD/MM/YY

- 2. Other coordination efforts between the PHA and TANF agency (select all that apply)
 - Client referrals
 - Information sharing regarding mutual clients (for rent determinations and otherwise)
- Coordinate the provision of specific social and self-sufficiency services and programs to eligible families
 - Jointly administer programs
 - Partner to administer a HUD Welfare-to-Work voucher program
 - Joint administration of other demonstration program
 - Other (describe)

B. Services and programs offered to residents and participants

(1) General

a. Self-Sufficiency Policies

Which, if any of the following discretionary policies will the PHA employ to enhance the economic and social self-sufficiency of assisted families in the following areas? (select all that apply)

	Public housing rent determination policies Public housing admissions policies
	Section 8 admissions policies
	Preference in admission to section 8 for certain public housing families Preferences for families working or engaging in training or education programs for non-housing programs operated or coordinated by the
	PHA Preference/eligibility for public housing homeownership option participation Preference/eligibility for section 8 homeownership option participation Other policies (list below)
b. Ecc	pnomic and Social self-sufficiency programs
∏ Y€	es No: Does the PHA coordinate, promote or provide any

] No: Does the PHA coordinate, promote or provide any programs to enhance the economic and social selfsufficiency of residents? (If "yes", complete the following table; if "no" skip to sub-component 2, Family Self Sufficiency Programs. The position of the table may be altered to facilitate its use.)

	Serv	ices and Program	ms	
Program Name & Description (including location, if appropriate)	Estimated Size	Allocation Method (waiting list/random selection/specific criteria/other)	Access (development office / PHA main office / other provider name)	Eligibility (public housing or setion 8 participants or both)

(2) Family Self Sufficiency program/s

u. Turtiespution Debeniption		
Fan	nily Self Sufficiency (FSS) Participa	ntion
Program	Required Number of Participants	Actual Number of Participants
	(start of FY 2000 Estimate)	(As of: DD/MM/YY)
Public Housing		
Section 8		

a. Participation Description

b. 🗌 Yes 🗌 No:	If the PHA is not maintaining the minimum program size
	required by HUD, does the most recent FSS Action Plan address
	the steps the PHA plans to take to achieve at least the minimum
	program size?

If no, list steps the PHA will take below:

C. Welfare Benefit Reductions

- 1. The PHA is complying with the statutory requirements of section 12(d) of the U.S. Housing Act of 1937 (relating to the treatment of income changes resulting from welfare program requirements) by: (select all that apply)
 - Adopting appropriate changes to the PHA's public housing rent determination policies and train staff to carry out those policies
 - Informing residents of new policy on admission and reexamination
 - Actively notifying residents of new policy at times in addition to admission and reexamination.
- Establishing or pursuing a cooperative agreement with all appropriate TANF agencies regarding the exchange of information and coordination of services
 - Establishing a protocol for exchange of information with all appropriate TANF agencies
 - Other: (list below)

D. Reserved for Community Service Requirement pursuant to section 12(c) of the U.S. Housing Act of 1937

13. PHA Safety and Crime Prevention Measures

[24 CFR Part 903.7 9 (m)]

FY 2001 Annual Plan Page 37 Exemptions from Component 13: High performing and small PHAs not participating in PHDEP and Section 8 Only PHAs may skip to component 15. High Performing and small PHAs that are participating in PHDEP and are submitting a PHDEP Plan with this PHA Plan may skip to subcomponent D.

Pahokee Housing Authority is a designated high performer under PHAS and is not participating in PHDEP.

A. Need for measures to ensure the safety of public housing residents

- 1. Describe the need for measures to ensure the safety of public housing residents (select all that apply)
- 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
- Other (describe below)
- 2. What information or data did the PHA used to determine the need for PHA actions to improve safety of residents (select all that apply).
 - 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
- Other (describe below)
- 3. Which developments are most affected? (list below)

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

1. List the crime prevention activities the PHA has undertaken or plans to undertake: (select all that apply)

- 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
 - Volunteer Resident Patrol/Block Watchers Program

Other (describe below)

2. Which developments are most affected? (list below)

C. Coordination between PHA and the police

1. Describe the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities: (select all that apply)

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
- Other activities (list below)
- 2. Which developments are most affected? (list below)

D. Additional information as required by PHDEP/PHDEP Plan

PHAs eligible for FY 2000 PHDEP funds must provide a PHDEP Plan meeting specified requirements prior to receipt of PHDEP funds.

	Yes] No	: Is the	PHA	eligibl	e to pa	rticipa	te ir	the	PHE	DEP	in th	e fi	scal	year
			co	vered b	y this	PHA I	Plan?								
ſ	Yes	Nc	: Has t	he PH	A inclu	ided th	ne PHE	DEP	Plan	for	FY	2000	in t	this 1	PHA

Yes	No: Has the PHA	included the PHDE	EP Plan for FY 200	0 in this PHA
	Plan?			

Yes No: This PHDEP Plan is an Attachment. (Attachment Filename: ____)

14. RESERVED FOR PET POLICY

[24 CFR Part 903.7 9 (n)]

<u>15. Civil Rights Certifications</u>

[24 CFR Part 903.7 9 (o)]

Civil rights certifications are included in the PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations.

16. Fiscal Audit

[24 CFR Part 903.7 9 (p)]

1. 🛛	Yes 🗌	No:	Is the PHA required to have an audit conducted under section
			5(h)(2) of the U.S. Housing Act of 1937 (42 U S.C. 1437c(h))?
			(If no, skip to component 17.)
			Was the most recent fiscal audit submitted to HUD?
3.	Yes 🖂	No:	Were there any findings as the result of that audit?
4.	Yes 🗌	No:	If there were any findings, do any remain unresolved?
			If yes, how many unresolved findings remain?
5.	Yes 🗌	No:	Have responses to any unresolved findings been submitted to
			HUD?
			If not, when are they due (state below)?

17. PHA Asset Management

[24 CFR Part 903.7 9 (q)]

Exemptions from component 17: Section 8 Only PHAs are not required to complete this component. High performing and small PHAs are not required to complete this component.

Pahokee Housing Authority is a designated high performer under PHAS and is not required to complete this component.

1. Yes No: Is the PHA engaging in any activities that will contribute to the long-term asset management of its public housing stock, including how the Agency will plan for long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs that have **not** been addressed elsewhere in this PHA Plan?

2. What types of asset management activities will the PHA undertake? (select all that ____apply)

Not applicable

Private management

Development-based accounting

FY 2001 Annual Plan Page 40

Comprehensive stock assessment Other: (list below)
 3. Yes No: Has the PHA included descriptions of asset management activities in the optional Public Housing Asset Management Table? <u>18. Other Information</u> [24 CFR Part 903.7 9 (r)]
A. Resident Advisory Board Recommendations
1. Yes X No: Didhe PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?
 2. If yes, the comments are: (if comments were received, the PHA MUST select one) Attached at Attachment (File name) Provided below:
 In what manner did the PHA address those comments? (select all that apply) Considered comments, but determined that no changes to the PHA Plan were necessary. The PHA changed portions of the PHA Plan in response to comments List changes below:
Other: (list below)
B. Description of Election process for Residents on the PHA Board
1. \Box Yes \boxtimes No: Does the PHA meet the exemption criteria provided section 2(b)(2) of the U.S. Housing Act of 1937? (If no, continue to question 2; if yes, skip to sub-component C.)
2. \Box Yes \boxtimes No: Was the resident who serves on the PHA Board elected by the residents? (If yes, continue to question 3; if no, skip to sub-component C.)
3. Description of Resident Election Process
 a. Nomination of candidates for place on the ballot: (select all that apply) Candidates were nominated by resident and assisted family organizations Candidates could be nominated by any adult recipient of PHA assistance Self-nomination: Candidates registered with the PHA and requested a place on

ballot

Other: (describe)

b. Eligible candidates: (select one)

- Any recipient of PHA assistance
- Any head of household receiving PHA assistance
- Any adult recipient of PHA assistance
- Any adult member of a resident or assisted family organization
- Other (list)

c. Eligible voters: (select all that apply)

All adult recipients of PHA assistance (public housing and section 8 tenantbased assistance)

Representatives of all PHA resident and assisted family organizations Other (list)

C. Statement of Consistency with the Consolidated Plan

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

- 1. Consolidated Plan jurisdiction: (provide name here)
- 2. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply)
- The PHA has based its statement of needs of families in the jurisdiction on the needs expressed in the Consolidated Plan/s.
- The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.
- The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.
- Activities to be undertaken by the PHA in the coming year are consistent with the initiatives contained in the Consolidated Plan. (list below)
- Other: (list below)
- 4. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)

D. Other Information Required by HUD

Use this section to provide any additional information requested by HUD.

Attachments

Use this section to provide any additional attachments referenced in the Plans.

Statement of Progress: Goals and Objectives

Goal Number One

The Pahokee Housing Authority (PHA) will strive to increase the availability of decent, safe, and affordable housing.

As an ongoing process, the Executive Director has applied for and will to strive to expand the supply of assisted housing by applying for additional rental vouchers. In addition, the PHA has reducing public housing vacancies and turnaround time.

Goal Number Two

The PHA will strive to improve community quality of life and economic viability.

As an ongoing process, the Executive Director will implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments. In addition, the PHA has established a local preference for working families to attempt to provide stability in the community.

Goal Number Three

The PHA will promote self-sufficiency and asset development of families and individuals.

The Executive Director and the staff work with local agencies to provide or attract supportive services to improve employability, and provide services for persons with disabilities. This is an ongoing process. Staff attends meetings in the community to network with service providers.

Goal Number Four

The PHA shall strive to ensure Equal Opportunity in Housing for all people.

The PHA has undertaken affirmative measures to ensure access to assisted housing and to provide a suitable living environment for all families regardless of race, color, religion, national origin, sex, familial status, and disability. PHA has reviewed its policies and procedures to ensure there are no discriminatory practices. Staff receives training in Fair Housing on an annual basis and offers assistance to applicants and residents who believe they may be victims of discrimination.

COMMUNITY SERVICE REQUIREMENT

As a condition of continued occupancy, excluding residents under paragraph 4 below, each adult resident of the Housing Authority shall:

- a. Contribute eight (8) hours per month of community service (not including political activities) within the community in which that adult resides; or,
- b. Participate in an economic self-sufficiency program for eight (8) hours per month.

Exemptions

Exemptions to the above requirement shall be made for any individual who:

- Is 62 years of age or older;
- Is a blind or disabled individual defined under section 216(i)(1) or 1614 of the Social Security Act (42 USC 416(i)(1); 1382c) and who is unable to comply with this section, or is a primary caretaker of such individual;
- Is engaged in a work activity (as such term is defined in section 407(d) of the Social Security Act (42 USC 607(d), as in effect on and after July 1, 1997);
- Meets the requirements for being exempted from having to engage in a work activity under the state program funded under part A of title IV of the Social Security Act (42 USC 601 et seq) or under any other welfare program of the state in which the public housing agency is located, including a state-administered welfare-to-work program; or,
- Is in a family receiving assistance under a state program funded under part A of title IV of the Social Security Act (42 USC 601 et seq) or under any other welfare program of the state in which public housing agency is located, including a state administered welfare-to-work program, and has not been found by the state or other administering entity to be in noncompliance with such program.

Annual Determinations

For each public housing resident, the Housing Authority shall, thirty (30) days before the expiration of each lease term of the resident, review and determine the compliance of the resident with the requirement. Such determinations shall be made in accordance with the principles of due process and on a nondiscriminatory basis.

Noncompliance

If the Housing Authority determines that a resident subject to the requirement is non-compliant, the Housing Authority shall notify the resident in writing of such noncompliance. The written notification shall state that the determination of noncompliance is subject to the administrative grievance procedure and that failure by the resident to enter into an agreement, before the expiration of the lease term, to cure any noncompliance by participating in an economic self-sufficiency program for, or contributing to community service, as many additional hours as the resident needs to comply in the aggregate with such requirement over the 12-month term of the lease, may be cause for lease termination.

The Housing Authority shall not renew or extend any lease, or provide any new lease, for a dwelling unit for any household that includes an adult member subject to the requirement who has been determined to be not compliant with the requirement and has failed to attempt to cure the noncompliance.

PET POLICY

I. **Purpose**

In compliance with 24 CFR Part 960, Subpart G, the Housing Authority will permit a resident of a dwelling unit of public housing to own and keep <u>common household pet</u> in the unit. This policy sets forth the conditions and guidelines under which pets will be permitted. This policy is to be adhered to at all times.

The purpose of the policy is to ensure that pet ownership will not be injurious to persons or property, or violate the rights of all residents to clean, quiet, and safe surroundings.

Common Household Pets are defined as follows:

- Birds: Including canary, parakeet, finch and other species that are normally kept caged; birds of prey are not permitted.
- Fish: Tanks or aquariums are not to exceed 20 gallons in capacity. Poisonous or dangerous fish are not permitted. Only one (1) tank or aquarium is permitted per apartment.
- Dogs: Not to exceed thirty (30) pounds at time of maturity. All dogs must be neutered or spayed.
- Cats: All cats must be neutered or spayed and declawed.

Dangerous animals will not be allowed. For example, Rotweillers, Pit Bulls, Huskies, Chows, German Shepherds, and Malamutes, whether pure bred or mix, are not allowed.

Exotic pets such as snakes, reptiles, monkeys, rodents, etc. are not allowed.

II. Registration

Every pet <u>must be registered</u> with the Housing Authority's management <u>prior to moving the pet</u> <u>into the unit</u> and updated annually thereafter. Registration requires the following:

- A. A certificate signed by a licensed veterinarian, or a state or local authority empowered to inoculate animals (or designated agent of such authority), stating that the animal has received all inoculations required by the state and local law, if applicable (dogs, cats).
- B. Proof of current license, if applicable (dogs, cats).
- C. Identification tag bearing the owner's name, address, and phone number (dogs, cats).
- D. Proof of neutering/spaying and/or declawing, if applicable (dogs, cats).
- E. Photograph (no smaller than 3x5) of pet or aquarium.
- F. The name, address, and phone number of a responsible party that will care for the pet if the owner becomes temporarily incapacitated.
- G. Fish size of tank or aquarium must be registered.

III. Licenses and Tags

Every dog and cat must wear the appropriate local animal license, a valid rabies tag and a tag bearing the owner's name, address and phone number. All licenses and tags must be current.

IV. Density of Pets

Only one (1) dog or cat will be allowed per apartment. Only two (2) birds will be allowed per apartment. The Housing Authority will give final approval on type and density of pets.

V. Visitors and Guests

No visitor or guest will be allowed to bring pets on the premises at any time. Residents will not be allowed to Pet Sit or House a Pet without fully complying with this policy.

Feeding or caring for stray animals is prohibited and will be considered keeping a pet without permission.

VI. <u>Pet Restraints</u>

- A. <u>All dogs</u> must be on a leash when not in the owner's apartment. The leash must be no longer than six (6) feet.
- B. <u>Cats</u> must be in a cage container or on a leash when taken out of the owner's apartment.
- C. <u>Birds</u> must be in a cage when inside the resident's apartment or entering or leaving the building.

VII. Liability

Residents owning pets shall be liable for the entire amount of all damages to the Housing Authority premises caused by their pet and all cleaning, defleaing and deodorizing required because of such pet. Pet owners shall be strictly liable for the entire amount of any injury to the person or property of other residents, staff or visitors of the Housing Authority caused by their pet, and shall indemnify the Housing Authority for all costs of litigation and attorney's fees resulting from such damage. Pet liability insurance can be obtained through most insurance agents and companies.

VIII. Sanitary Standards and Waste Disposal

- A. Litter boxes must be provided for cats with use of odor-reducing chemicals.
- B. Fur-bearing pets must wear effective flea collars at all times. Should extermination become necessary, cost of such extermination will be charged to pet owner.
- C. Pet owners are responsible for immediate removal of the feces of their pet and shall be charged in instances where damages occur to Authority property due to pet or removal of pet feces by staff.
 - (i) All pet waste must be placed in a plastic bag and tied securely to reduce odor and placed in designated garbage container and/or trash compactor.
 - (ii) Residents with litter boxes must clean them regularly. Noncompliance may result in removal of the pet. The Housing Authority reserves the right to impose a mandatory twice weekly litter box cleaning depending on need. Litter box garbage shall be placed in a plastic bag and deposited outside the building in the garbage container and/or trash compactor.
- D. All apartments with pets must be kept free of pet odors and maintained in a clean and sanitary manner. Pet owner's apartments may be subject to inspections once a month.

IX. General Rules

The resident agrees to comply with the following rules imposed by the Housing Authority:

FY 2001 Annual Plan Page 47

- A. No pet shall be tied up anywhere on Authority property and left unattended for any amount of time; nor shall pets be left in vehicles unattended.
- B. Pet owners will be required to make arrangements for their pets in the event of vacation or hospitalization.
- C. Dog houses are not allowed on Authority property.
- D. Sick or injured dogs or cats shall be transported by their owner for prompt veterinarian treatment.
- E. Owner shall be responsible to promptly arrange for cremation or disposal of deceased dogs or cats through appropriate community resources, such as Humane Society, etc. Burial or disposal on Housing Authority premises is not allowed.

X. <u>Pet Rule Violation and Pet Removal</u>

- A. If it is determined on the basis of objective facts, supported by written statement, that a pet owner has violated a rule governing the pet policy, the Housing Authority shall serve a notice of pet rule violation on the pet owner. Serious or repeated violations may result in pet removal or termination of the pet owner's tenancy, or both.
- B. If a pet poses a nuisance such as excessive noise, barking, or whining, fighting or aggression, which disrupts the peace, safety or well-being of other residents, owner will remove the pet from premises upon request of management within 48 hours. Nuisance complaints regarding pets are subject to immediate inspections.
- C. If a pet owner becomes unable either through hospitalization or illness to care for the pet and the person so designated to care for the pet in the pet owner's absence refuses or is unable physically to care for the pet, the Housing Authority can officially remove the pet. The Authority accepts no responsibility for pets so removed.

XI. <u>Rule Enforcement</u>

Violation of these pet rules will prompt a written notice of violation. The pet owner will have seven (7) days to correct the violation or request a hearing under the Authority's Grievance Procedure.

XII. Grievance

Management and resident agree to utilize the Grievance Procedure described in the Lease Agreement to resolve any dispute between resident and management regarding a pet.

XIII. Pet Fees and Deposits

A non-refundable Pet Fee of \$100 will be required for dogs and cats; however, all pet owners must comply with registration rules for all other pets. The Pet Fee is used to pay reasonable operating costs relating to the presence of pets in the development.

In addition, a refundable Pet Deposit of \$250 will be required for dogs and cats, which will be applied to the cost of repairs and replacements to, and fumigation of, the dwelling unit attributable to the pet and not covered by the Pet Fee.

The Pet Fee and Pet Deposit must be paid in advance.

XIV. <u>Exceptions</u>

This policy does not apply to animals that are used to assist persons with disabilities. This exclusion applies to animals that reside in the development, as well as animals used to assist persons with disabilities that visit the development. Pets used for the purpose of aiding residents with disabilities must have appropriate certification. The Authority shall maintain a list of agencies that provide and/or train animals to give assistance to individuals with disabilities.

RESIDENT CUSTOMER SERVICE AND SATISFACTION SURVEY FOLLOW-UP PLAN

The Pahokee Housing Authority (PHA) is required to develop an action plan for any of the five areas included in the Resident Customer Service Survey (RASS) that fall below 75 percent. As a result of the RASS, the PHA must respond in the following areas: maintenance and repair, communication; safety; services; and neighborhood appearance. This follow-up plan addresses all factors of the recent survey.

- Maintenance and Repair: PHA shall coordinate with residents and personnel to evaluate the agency's maintenance program to determine if there are areas of deficiency. PHA will require on-going training of all maintenance and administrative personnel regarding customer service delivery and customer satisfaction. We will educate residents regarding upkeep of units, reporting of work orders and the PHA will monitor all activities that relate to work order generation, intake, and completion.
- Communication: The PHA shall continue its efforts in communicating and improving relations with residents and building rapport with communities by notifying all resident leaders of all board meetings; PHA shall initiate information sessions with residents to discuss goals, concerns, policies and procedures so that feedback can be addressed in a prompt manor. The PHA will develop a newsletter to keep residents abreast of program updates and changes and plan other activities as necessary to promote communication and increase resident satisfaction.
- Safety: Public Safety is of the utmost importance to the PHA. PHA has on-site community policing with arrest power on the sites. PHA offers activities for youth in the summer months to curtail mischief and criminal acts. Law enforcement works with the residents in the community to for the Community Observer Policing Program through the Palm Beach County Sheriff's Department. The residents and all staff are involved as volunteers in this program. The PHA will conduct surveys of all community areas to determine public safety issues.
- Services: As an ongoing process, the PHA will continue to network and form partnerships and utilize existing community sources and identify sources of funding for additional programs that may improve service delivery and physical improvements to PHA facilities. Staff will periodically conduct a customer satisfaction survey. Furthermore, staff will attend, at a minimum, one customer service training seminar each year.
- Neighborhood Appearance: The PHA staff, in consultation with the Resident Advisory Board and neighborhood representatives, will promote neighborhood improvement plans for each development, thereby establishing the role of residents in achieving maximum neighborhood appeal. The Executive Director and the PHA staff will develop methods of enforcing model neighbor standards, marketing strategies and a marketing plan for future success. The Executive Director and/or designee, will identify potential state and local funding and/or grants. This will include possible allocation of current capital funds and /or other sources of funding for site improvements to increase curb appeal.

Pahokee Housing Authority Resident Advisory Board

Bernice Peterkin

691 Waddell Way Pahokee, FL 33476 Tel. (561) 924-2298

Lawanda Thomas 453 Cypress Avenue Pahokee, FL 33476 Tel. (561) 924-7381

Anniece Boyd 248 Holman Court Pahokee, FL 33476 Tel. (561) 924-1940

Columbus Rawls 769 McClure Road

Pahokee, FL 33476 Tel. (561) 924-5071

Carolyn Bouie 293 Martin Luther King Jr. Blvd. Pahokee, FL 33476 Tel. (561) 924-3191

Eddie King 710 Padgett Circle Pahokee, FL 33476 Tel. (561) 924-7806

Easter Bryant 799 Padgett Circle Pahokee, FL 33476 Tel. (none)

Resident on the Board of Commissioners

Ms. Omega Graham 393 Shirley Drive Pahokee, FL 33476 (561) 924-7639

PHA Plan Table Library

Optional Table for 5-Year Action Plan for Capital Fund (Component 7)

Complete one table for each development in which work is planned in the next 5 PHA fiscal years. Complete a table for any PHA-wide physical or management improvements planned in the next 5 PHA fiscal year. Copy this table as many times as necessary. Note: PHAs need not include information from Year One of the 5-Year cycle, because this information is included in the Capital Fund Program Annual Statement.

Optional Public Housing Asset Management Table

See Technical Guidance for instructions on the use of this table, including information to be provided.