

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

PHA Plans

5 Year Plan for Fiscal Years 2000 - 2004
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**

PHA Plan Agency Identification

PHA Name: Housing Authority City of Pittsburgh

PHA Number: PA-28-P001

PHA Fiscal Year Beginning: 01/2001

Public Access to Information

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

- 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)
 - HACP Personnel Department

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

- Main business office of the PHA
- PHA development management offices
- Other (list below)
 - HACP Personnel Department

5-YEAR PLAN
PHA FISCAL YEARS 2000 - 2004
[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)

B. Goals

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.

- PHA Goal: Increase efficiency and lower costs in delivering public and assisted housing in order to serve as many families as possible.
- Objectives:
- Convert 2,100 units at HACP successful sites to Section 8 Voucher subsidy under the Moving to Work demonstration within 5 years.
 - Complete all existing community revitalization efforts (Manchester, Allequippa Terrace, Bedford/Middle Hill, Pennley) within 5 years.
 - Initiate 2 new community revitalization efforts at HACP distressed sites within 5 years.
- PHA Goal: Stabilize the supply of assisted housing
- Objectives:
- Apply for additional rental vouchers:
 - Reduce public housing vacancies:
 - Leverage private or other public funds to create additional housing opportunities:
 - Acquire or build units or developments

- PHA Goal: Improve the quality of assisted housing
 - Objectives:
 - Improve public housing management: (PHAS score) 90 +
 - Improve voucher management: (SEMAP score) 90 +
 - Increase customer satisfaction:
 - Concentrate on efforts to improve specific management functions:
 - financial systems and business processes; security and safety;
 - resident relations & support
 - Renovate or modernize public housing units:
 - Demolish or dispose of obsolete public housing:
 - Provide replacement public housing:
 - Provide replacement vouchers:

- 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)

* **Note:** *Per the Smith Consent Decree, a court order under which the HACP currently operates, this Authority is not permitted to maintain site-based waiting lists. In the event that site-based waiting lists are approved in the future, however, the HACP plans to maintain waiting lists at Hope VI sites.*

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)

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

PHA Goal: Create incentives for public and assisted housing residents to become successful in the American economy

Objectives:

- Replace Brooke rents with a value-based rent system for all HACP units under the Moving to Work demonstration within 5 years.
- Provide comprehensive case management services for all family and elderly public and assisted housing households within 5 years.
- Provide life skills training for all family public and assisted housing households within 5 years.

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

Objectives:

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

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)

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:

- High Performing PHA**
- Small Agency (<250 Public Housing Units)**
- Administering Section 8 Only**

Troubled Agency Plan

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 Quality Housing and Work Responsibility Act of 1998 (QHWRA) effects numerous changes in the way that the Housing Authority City of Pittsburgh (HACP or Authority) administers its properties. One provision, Section 511, calls for the HACP to submit a five-year plan to the Department of Housing and Urban Development (HUD).

The QHWRA also requires the Authority to review 17 of its most critical operating criteria with a tenant review board as well as allow for public review of these documents.

Because HUD was not able to supply the HACP with a final ruling concerning the eight-hour community service portion of the Self-Sufficiency criteria, the Authority does not address that component.

Highlights of the Housing Authority City of Pittsburgh Plan:

- *The Plan replaces the HACP ceiling rent with a voluntary flat rent system.*
- *A homeownership plan will increase the residents' ability to pursue home purchases.*
- *The Plan includes units that the Authority plans to remove through demolition and/or disposition.*
- *The Plan includes the Authority's plans for HOPE VI communities.*

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 #

i. Annual Plan

ii. Executive Summary

iii. Table of Contents

1. Housing Needs -----	6
2. Financial Resources -----	14
3. Policies on Eligibility, Selection and Admissions-----	16
4. Rent Determination Policies-----	26
5. Operations and Management Policies-----	31
6. Grievance Procedures -----	33
7. Capital Improvement Needs -----	34
8. Demolition and Disposition -----	41
9. Designation of Housing -----	44
10. Conversions of Public Housing -----	45
11. Homeownership -----	47
12. Community Service Programs -----	49
13. Crime and Safety -----	52
14. Pets (Inactive for January 1 PHAs)-----	54
15. Civil Rights Certifications (included with PHA Plan Certifications) -----	55
16. Audit -----	56
17. Asset Management-----	57
18. Other Information-----	58

Attachments

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 2000 Capital Fund Program Annual Statement
- Most recent board-approved operating budget (Required Attachment for PHAs that are troubled or at risk of being designated troubled ONLY)

Optional Attachments:

- PHA Management Organizational Chart
- FY 2000 Capital Fund Program 5 Year Action Plan
- 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)

- *Homeownership*
- *Pet Rider (to Tenant Lease Agreement)*

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
X	State/Local Government Certification of Consistency with the Consolidated Plan	5 Year and Annual Plans
X	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
X	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	Annual Plan: Housing Needs
X	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources;
X	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
X	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
	Public Housing Deconcentration and Income Mixing Documentation: 1. 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	

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	<i>Quality Housing and Work Responsibility Act Initial Guidance; Notice</i> and any further HUD guidance) and 2. Documentation of the required deconcentration and income mixing analysis	
X	Public housing rent determination policies, including the methodology for setting public housing flat rents <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Schedule of flat rents offered at each public housing development <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Rent Determination
X	Section 8 rent determination (payment standard) policies <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Rent Determination
X	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
X	Public housing grievance procedures <input checked="" type="checkbox"/> check here if included in the public housing A & O Policy	Annual Plan: Grievance Procedures
X	Section 8 informal review and hearing procedures <input checked="" type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Grievance Procedures
X	The HUD-approved Capital Fund/Comprehensive Grant Program Annual Statement (HUD 52837) for the active grant year	Annual Plan: Capital Needs
X	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grant	Annual Plan: Capital Needs
X	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
X	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
X	Approved or submitted applications for demolition and/or disposition of public housing	Annual Plan: Demolition and Disposition
X	Approved or submitted applications for designation of public housing (Designated Housing Plans)	Annual Plan: Designation of Public Housing
X	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
X	Approved or submitted public housing homeownership programs/plans	Annual Plan: Homeownership
X	Policies governing any Section 8 Homeownership program <input checked="" type="checkbox"/> check here if included in the Section 8 Administrative Plan	Annual Plan: Homeownership

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Applicable Plan Component
	Any cooperative agreement between the PHA and the TANF agency	Annual Plan: Community Service & Self-Sufficiency
X	FSS Action Plan/s for public housing and/or Section 8	Annual Plan: Community 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
X	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)

1. Statement of Housing Needs

[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	11,922	3	2	5	2	2	5
Income >30% but <=50% of AMI	11,670	1	2	3	3	2	3
Income >50% but <80% of AMI	10,002	1	1	2	3	2	1
Elderly 0 – 80% AMI	11,034	1	1	3	3	1	1
Families with Disabilities	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Black Family <=30%	5,301	n/a	n/a	n/a	n/a	n/a	n/a
Black Family 31% - 50%	3,330	n/a	n/a	n/a	n/a	n/a	n/a
Black Family 51% - 80 %	2,971	n/a	n/a	n/a	n/a	n/a	n/a
Black Elderly <= 30%	1,299	n/a	n/a	n/a	n/a	n/a	n/a
Black Elderly 31% - 50 %	2,674	n/a	n/a	n/a	n/a	n/a	n/a
Black Elderly 51% - 80%	1,030	n/a	n/a	n/a	n/a	n/a	n/a

- Notes: 1) All data are 1996 estimates; Black estimates are adjusted for Census undercount
 2) “Overall” column represents estimated total demand (total rental population)
 3) Elderly = total elderly rental households w/income <81% AMI, which are included in prior rows

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.)

- Consolidated Plan of the Jurisdiction/s
Indicate year:
- U.S. Census data: the Comprehensive Housing Affordability Strategy (“CHAS”) dataset
- American Housing Survey data
Indicate year:
- Other housing market study
Indicate year: 1997
- Other sources: (list and indicate year of information)

Source: “Housing Demand and Supply Conditions Affecting the Performance of Public Housing” prepared for the Housing Authority of the City of Pittsburgh, Price Waterhouse Coopers, November 1997. Available for review at HACP headquarters offices and at www.hacp.org/html/specialprojects.html

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.

Housing Needs of Families on the Waiting List			
Waiting list type: (select one)			
<input type="checkbox"/>	Section 8 tenant-based assistance		
<input checked="" type="checkbox"/>	Public Housing		
<input type="checkbox"/>	Combined Section 8 and Public Housing		
<input type="checkbox"/>	Public Housing Site-Based or sub-jurisdictional waiting list (optional)		
If used, identify which development/subjurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	314		
Extremely low income <=30% AMI	290	92.4%	
Very low income (>30% but <=50% AMI)	21	6.7%	
Low income (>50% but <80% AMI)	3	0.9%	
Families with children	133	42.4%	

Housing Needs of Families on the Waiting List			
Elderly families	40	12.7%	
Families with Disabilities	5	1.6%	
Race/ethnicity:			
Black	261	16.9%	
White	53	83.1%	
Native American / Alaskan			
Asian			
Hispanic*			
<i>* Hispanic ethnicity included in other race categories (e.g., White-Hispanic)</i>			
Characteristics by Bedroom Size (Public Housing Only)			
1BR	192	61.1%	
2 BR	73	23.2%	
3 BR	37	11.8%	
4 BR	10	3.2%	
5 BR	2	0.7%	
5+ BR	0	0%	
<p>Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>If yes:</p> <p>How long has it been closed (# of months)?</p> <p>Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes</p>			

Housing Needs of Families on the Waiting List			
Waiting list type: (select one)			
<input checked="" type="checkbox"/> Section 8 tenant-based assistance			
<input type="checkbox"/> Public Housing			
<input type="checkbox"/> Combined Section 8 and Public Housing			
<input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)			
If used, identify which development/subjurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	1,932		
Extremely low income <=30% AMI	1,652	85%	
Very low income (>30% but <=50% AMI)	280	15%	
Low income (>50% but <80% AMI)			
Families with children	1,361	70%	
Elderly families	90	4%	
Families with Disabilities	279	14%	
Race/ethnicity:			
Black	1,572	81%	
White	349	18%	
Native American / Alaskan	7	0.5%	
Asian	4	0.5%	
Hispanic*	(39)	(2%)	
<i>* Hispanic ethnicity included in other race categories (e.g., White-Hispanic)</i>			
Characteristics by Bedroom Size (Public Housing Only)			
1BR			
2 BR			
3 BR			
4 BR			
5 BR			
5+ BR			

Housing Needs of Families on the Waiting List
<p>Is the waiting list closed (select one)? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>If yes:</p> <p style="padding-left: 40px;">How long has it been closed (# of months)?</p> <p style="padding-left: 40px;">Does the PHA expect to reopen the list in the PHA Plan year? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p style="padding-left: 40px;">Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input type="checkbox"/> No <input type="checkbox"/> Yes</p>

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

- 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
- Maintain or increase section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
- 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
- Maintain or increase section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program
- Participate in the Consolidated Plan development process to ensure coordination with broader community strategies
- Other (list below)

- *Continue offering units through our Home Selection Process.*
- *Conduct Section 8 landlord outreach seminars designed to encourage participation of owners of rental property especially in areas of low poverty concentrations.*

- *Preside in regular Section 8 Landlord Advisory Committee meetings to encourage greater participation of existing landlords and to foster better PHA/landlord relationships.*
- *Monitor housing market and, if needed, seek approval from HUD for area Payments Standards greater than 110% of the existing Fair Market Rent(s).*
- *Market Section 8 Program utilizing radio and print media.*

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 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)

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

- 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)
- *Replace obsolete elderly housing with new, well-located, service-enriched elderly housing.*

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)
- *Produce supportive housing as part of future mixed-income developments.*

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

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)
- *Conduct landlord outreach seminars designed to encourage participation of owners of rental property especially in areas of low poverty concentrations.*
 - *Provide specialized informational materials to participants that encourage mobility and provide information regarding housing opportunities in areas of low poverty.*

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:

- Funding constraints
- 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.

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2000 grants)		
a) Public Housing Operating Fund	27,874,911	
b) Public Housing Capital Fund	15,961,393	
c) HOPE VI Revitalization		Replacement of obsolete units under the mixed-finance development method
d) HOPE VI Demolition		Demolition of obsolete units
e) Annual Contributions for Section 8 Tenant-Based Assistance	22,257,884	
f) Public Housing Drug Elimination Program (including any Technical Assistance funds)	947,881	Public housing safety/security and public housing supportive services
g) Resident Opportunity and Self-Sufficiency Grants		
h) Community Development Block Grant	350,000	Public Housing Supportive Services
i) HOME		
Other Federal Grants (list below):		
Youth Build Grant	35,000	
2. Prior Year Federal Grants (unobligated funds only) (list below)		
1998 CGP	3,609,595	
1999 CGP	8,180,000	
HOPE VI	12,026,055	Public Housing Capital Improvements
MROP	3,000,000	Public Housing Capital Improvements

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
Public Housing Drug Elimination Program	1,565,943	Public housing supportive services
3. Public Housing Dwelling Rental Income	10,970,628	Public housing supportive services
4. Other income (list below)		
Investment Income	250,000	Public Housing Operations
Tenant Charges (Legal Fees, Late Fees, etc.)	414,333	Public Housing Operations
5. Non-federal sources (list below)		
Allegheny County HIV/AIDS	8,000	Public Housing Supportive Services
DOL/NOAH	1,434,992	Public Housing Supportive Services
Total resources	108,886,615	

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. Yes 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 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

Note: *Per the Smith Consent Decree, a court order under which the HACP currently operates, this Authority is not permitted to maintain site-based waiting lists. In the event that site-based waiting lists are approved in the future, however, the HACP plans to organize the waiting lists as indicated below.*

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
- 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**

- *Allequippa Terrace*
- *Manchester*
- *Pennley Place*
- *Christopher A. Smith*

1. How many site-based waiting lists will the PHA operate in the coming year? 4

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? 4

3. Yes No: May families be on more than one list simultaneously?
If yes, how many lists? 4 + Authority-wide

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
- 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)

- Emergencies
- Overhoused
- Underhoused
- Medical justification
- 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.

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

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
- PHA briefing seminars or written materials
- Other source (list)

- *Home Selection Guide*

b. How often must residents notify the PHA of changes in family composition? (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 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. Yes 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)

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)

- 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 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)

Other Criteria

The Housing Authority of the City of Pittsburgh will deny program assistance to a Section 8 applicant (or will terminate participation for a participant) if:

- a. Any member of the family has been evicted from any public housing, Indian housing, Section 23, or any Section 8 Program because of drug-related criminal activity as defined in 24 CFR §982.4, or if any member of the family has been evicted from public housing for any other reason in the past five years;*
- b. Any PHA has terminated program assistance for violating family obligations or program regulations under the Certificate or Voucher Program for any family member in the past three years;*
- c. Any member of the family has committed drug-related criminal activity or violent criminal activity within the past three years as defined in 24 CFR §982.4;*
- d. Any family member, in the past three years, has engaged in any other criminal activity, or has demonstrated a pattern in the abuse of alcohol or illegal use of a controlled substance that may threaten the health, safety or right to peaceful enjoyment of persons residing in the immediate vicinity of the residence (neighbors);*
- e. Any family member has ever been convicted of manufacturing or producing methamphetamine;*
- f. Any family member has committed any fraud, bribery or other corrupt or criminal act in connection with any federal housing program;*
- g. Any member of the household is violating a condition of probation or parole under federal or state law; or is fleeing to avoid prosecution, custody or*

confinement after conviction for a crime or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees, or that in the case of the State of New Jersey, is a high misdemeanor;

- h. The family currently owes rent or other amounts to the HACP or to another PHA in connection with Section 8 or public housing under the 1937 Housing Act;*
- i. The family has not reimbursed a PHA for amounts paid to an owner under a HAP contract for rent, damages to the unit, or other amounts owed by the family under the lease;*
- j. The family has breached an agreement with the HACP to pay amounts owed to the HACP, or amounts paid to an owner by the HACP;*
- k. Any member of the family fails to sign and submit the required consent forms for obtaining information, including form HUD 9886; or*
- l. Any member of the family has ever engaged in or threatened abusive or violent behavior toward HACP personnel.*

b. Yes No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

c. Yes No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

d. Yes 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)

- ***Names and addresses of all previous landlords are available to prospective landlords.***

(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)

HACP Section 8 Applications
700 Fifth Avenue, 4th Floor
Pittsburgh, PA 15219

(3) Search Time

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

If yes, state circumstances below:

- *A 30-day extension will be provided if the family demonstrates that they have been actively searching for housing during the initial 60 day period.*
- *An additional 30-day extension (totaling 120 days of search time) will be granted by management approval for special circumstances such as head or family member hospitalization, or other legitimate reason acceptable to the HACP.*
- *For the purpose of reasonable accommodation for persons with disabilities, the HACP may grant a special 30-day extension in addition to the initial or any other extended term of the voucher to make the program accessible and usable by family members with disabilities.*

(4) Admissions Preferences

a. Income targeting

Yes 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)

- See EXHIBIT HACPS8-1

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.

1 Date and Time

Former Federal preferences

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- 2 Substandard housing
- 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)

- *See EXHIBIT HACPS8-1*

4. Among applicants on the waiting list with equal preference status, how are applicants selected? (select one)

- Date and time of application
- 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
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

(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)

- The Section 8 Administrative Plan
- Briefing sessions and written materials
- Other (list below)

- *Special purpose programs applications*

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
 \$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. Yes 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
- 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)

- Never
- At family option
- 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)

- *Residents are required to report all changes in income and family composition any time they occur*

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)

- At or above 90% but below 100% 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
- 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
 \$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)

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.)

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing		
Section 8 Vouchers	3,463	15%
Section 8 Certificates	43	100%
Section 8 Mod Rehab	123	5%
Special Purpose Section 8 Certificates/Vouchers (list individually):		
HOPE VI Replacement Vouchers (Bedford)	100	N/A
Family Unification Program Vouchers	50	N/A
Public Housing Drug Elimination Program (PHDEP)	6,398	N/A
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)

- ***Maintenance Manual*** (attached)
- ***Management Manual*** (attached)

(2) Section 8 Management: (list below)

Section 8 Administrative Plan (See HACPS8-2)

6. PHA Grievance Procedures

[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.

A. 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)

- *Occupancy Department*

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:

- *See EXHIBIT HACPS8-3*

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)

- *Section 8 Department*

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 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)

-or-

The Capital Fund Program Annual Statement is provided below: (if selected, copy the CFP Annual Statement from the Table Library and insert here)

(2) Optional 5-Year Action Plan

Agencies are encouraged to include a 5-Year Action Plan covering capital work items. This statement can be completed by using the 5 Year Action Plan table provided in the table library at the end of the PHA Plan 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 yes to question a, select one:

The Capital Fund Program 5-Year Action Plan is provided as an attachment to the PHA Plan at Attachment (state name)

-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)

**Capital Fund Program Annual Statement
Parts I, II, and II**

Annual Statement 2001

Capital Fund Program (CFP) Part I: Summary

Capital Fund Grant Number FFY of Grant Approval: (10/01/01)

Original Annual Statement

Line No.	Summary by Development Account	Total Estimated Cost
1	Total Non-CGP Funds	0
2	1406 Operations	1,961,232.00
3	1408 Management Improvements	3,922,464.00
4	1410 Administration	1,961,232.00
5	1411 Audit	0
6	1415 Liquidated Damages	0
7	1430 Fees and Costs	1,991,944.00
8	1440 Site Acquisition	0
9	1450 Site Improvement	2,550,000.00
10	1460 Dwelling Structures	6,425,449.00
11	1465 Dwelling Equipment-Nonexpendable	300,000.00
12	1470 Nondwelling Structures	0
13	1475 Nondwelling Equipment	0
14	1485 Demolition	0
15	1490 Replacement Reserve	0
16	1492 Moving to Work Demonstration	0
17	1495.1 Relocation Costs	0
18	1498 Mod Used for Development	0
19	1502 Contingency	500,000.00
20	Amount of Annual Grant (Sum of lines 2-19)	19,612,321.00
21	Amount of line 20 Related to LBP Activities	0
22	Amount of line 20 Related to Section 504 Compliance	0
23	Amount of line 20 Related to Security	0
24	Amount of line 20 Related to Energy Conservation Measures	0

**2001 Annual Statement
Capital Fund Program Part
II: Supporting Table**

Development Number/Name HA - Wide Activities	General Description of Major Work Categories	Development Account Number	Total Estimate Cost
Management Improvements	Financial Systems Reengineering	1408	200,000.00
	Public Safety and Security Initiatives	1408	3,000,000.00
	Resident Training & Employment Initiative	1408	200,000.00
	Resident Relations Salaries and Benefits	1408	100,000.00
	Business Process Improvements	1408	200,000.00
	Prescreening of Residents	1408	22,464.00
	Technical Assistance Contract	1408	200,000.00
	Management 1408 Subtotal		3,922,464.00
Operations	Operations	1406	1,961,232.00
	Administration 1406 Subtotal		1,961,232.00
Administration	Administrative Salaries and Benefits	1410	933,357.00
	Mod/Dev Salaries and Benefits	1410	827,875.00
	HOPE VI Management	1410	200,000.00
	Administration 1410 Subtotal		1,961,232.00
Fees & Costs	A/E Services	1430	1,300,000.00
	Professional Legal Services	1430	450,000.00
	Fees and Costs Subtotal		1,750,000.00
HA-Wide Activities	Common Area Upgrade	1450	500,000.00
	Ranges and Refrigerators	1465	300,000.00
	HA-Wide Activities Subtotal		800,000.00
PA 1-004 Arlington Heights	Painting (150 units)	1460	100,000.00
	PA28001004 Subtotal		100,000.00
PA 1-005 Allegheny Dwellings	Landscaping and Fencing	1450	750,000.00
	Flooring repair and replacement	1460	300,000.00
	PA28001005 Subtotal		1,050,000.00

**2001 Annual Statement
Supporting Table
Page 2**

PA 1-007 St. Clair Village	Playground	1450	200,000.00
	Painting 398 Units	1460	300,000.00
	PA28001007 Subtotal		500,000.00
PA 1-010 Glen Hazel	Security Lighting	1450	50,000.00
	Recreation Building Renovations	1450	500,000.00

	PA28001010 Subtotal		550,000.00
PA 1-011 Hamilton/Larimer Auburn Towers	Predevelopment planning for replacement of Auburn Tower	1430	241,944.00
	PA28001011 Subtotal		241,944.00
PA 1-012 Garfield Heights	Kitchen Upgrades	1460	\$500,000.00
	Bathroom Upgrades	1460	500,000.00
	Electrical Upgrades	1460	500,000.00
	Site Improvements/Landscaping	1450	300,000.00
	PA 28001012 Subtotal		\$1,800,000.00
PA 1-020 Homewood North	Window Replacement	1460	500,000.00
	PA 28001020 Subtotal		500,000.00
PA 1-032 Glen Hazel Heights	Landscaping	1450	250,000.00
	Bathroom Replacement	1460	1,000,000.00
	PA 28001032 Subtotal		1,250,000.00
Scattered Sites	Furnace replacement; plaster repair kitchen and bathroom upgrades, roof replacement, storm doors, window replacement, landscaping upgrades	1460 1460 1460	2,725,449.00
	Scattered Site Subtotal		\$2,725,449.00
Contingency		1502	500,000.00
	Contingency Subtotal		\$500,000.00
	GRAND TOTAL		\$19,612,321.00

Annual Statement
 Capital Fund Program Part III:
 Implementation Schedule

Development Number/Name HA-Wide Activities	All Funds Obligated (Quarter Ending Date)	All Funds Expended (Quarter Ending Date)
Management Improvements	3/30/03	9/30/04
Operations	3/30/03	9/30/04
Administration	3/30/03	9/30/04
Fees and Costs	3/30/03	9/30/04
Addison Terrace 1-001	3/30/03	9/30/04
Bedford 1-002	3/30/03	9/30/04
Arlington Heights 1-004	3/30/03	9/30/04
Allegheny Dwellings 1-005	3/30/03	9/30/04
St. Clair Village 1-007	3/30/03	9/30/04
Northview Heights 1-009	3/30/03	9/30/04
Glen Hazel 1-010	3/30/03	9/30/04
Hamilton/Larimer 1-011	3/30/03	9/30/04
Garfield Heights 1-012	3/30/03	9/30/04
Addison Additions 1-013	3/30/03	9/30/04
Kelly Street 1-014	3/30/03	9/30/04
Bidwell High Rise 1-015	3/30/03	9/30/04
Pressley Street 1-017	3/30/03	9/30/04
Homewood North 1-020	3/30/03	9/30/04
Scattered Sites 1-022	3/30/03	9/30/04
East Hills High Rise 1-029	3/30/03	9/30/04
Murray Towers High Rise 1-031	3/30/03	9/30/04
Glen Hazel Heights 1-032	3/30/03	9/30/04
Bernice Crawley High Rise 1-033	3/30/03	9/30/04
Glen Hazel Scattered Sites 1-038	3/30/03	9/30/04
Scattered Sites 1-039	3/30/03	9/30/04
Brookline High Rise 1-040	3/30/03	9/30/04
Caliguiri 1-041	3/30/03	9/30/04
Scattered Sites 1-042	3/30/03	9/30/04
Scattered Sites 1-043	3/30/03	9/30/04
Finello Mid Rise 1-044	3/30/03	9/30/04
Morse Garden High Rise 1-045	3/30/03	9/30/04
Carrick Regency High Rise 1-046	3/30/03	9/30/04
Gualtieri Manor High Rise 1-047	3/30/03	9/30/04
Scattered Site 1-050	3/30/03	9/30/04
Scattered Sites 1-051	3/30/03	9/30/04
Scattered Sites 1-052	3/30/03	9/30/04
Non Dwelling Equipment	3/30/03	9/30/04
Contingency 1502	3/30/03	9/30/04

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.

- Yes 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: Manchester
2. Development (project) number: PA-1-24
3. Status of grant: (select the statement that best describes the current status)
 - Revitalization Plan under development
 - Revitalization Plan submitted, pending approval
 - Revitalization Plan approved
 - Activities pursuant to an approved Revitalization Plan underway

1. Development name: Allequippa Terrace
2. Development (project) number: PA-1-3
3. Status of grant: (select the statement that best describes the current status)
 - Revitalization Plan under development
 - Revitalization Plan submitted, pending approval
 - Revitalization Plan approved
 - Activities pursuant to an approved Revitalization Plan underway

1. Development name: Bedford / Middle Hill
2. Development (project) number: PA-1-8
3. Status of grant: (select the statement that best describes the current status)
 - Revitalization Plan under development
 - Revitalization Plan submitted, pending approval
 - Revitalization Plan approved
 - Activities pursuant to an approved Revitalization Plan underway

Yes 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:

Auburn Towers / Hamilton-Larimer
Garfield Heights

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:

Current HOPE VI projects (as given above)
East Hills High-Rise Replacement
Louis Mason Jr. High-Rise replacement
Supportive (disabled) housing development
New Pennley Park

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:

Current HOPE VI projects (as given above)
Louis Mason Jr. High-Rise replacement
Supportive (disabled) housing development
New Pennley Park
East Hills High-Rise replacement

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: Broadhead Manor
1b. Development (project) number: PA-1-6
2. Activity type: Demolition <input checked="" type="checkbox"/> Disposition <input type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input checked="" type="checkbox"/> Planned application <input type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(11/15/00)</u>
5. Number of units affected: 64 disposition, 16 demolition
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: 1/1/01 b. Projected end date of activity: 6/1/01

Demolition/Disposition Activity Description	
1a. Development name: St. Clair Village	
1b. Development (project) number: PA-1-7	
2. Activity type: Demolition <input checked="" type="checkbox"/>	Disposition <input type="checkbox"/>
3. Application status (select one)	
Approved <input checked="" type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(12/02/99)</u>	
5. Number of units affected: 266	
6. Coverage of action (select one)	
<input checked="" type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity: 6/1/99	
b. Projected end date of activity: 6/1/01	

Demolition/Disposition Activity Description	
1a. Development name: Arlington Heights	
1b. Development (project) number: PA-1-4	
2. Activity type: Demolition <input checked="" type="checkbox"/>	Disposition <input type="checkbox"/>
3. Application status (select one)	
Approved <input checked="" type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(12/02/99)</u>	
5. Number of units affected: 366	
6. Coverage of action (select one)	
<input checked="" type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity: 6/1/99	
b. Projected end date of activity: 6/1/01	

Demolition/Disposition Activity Description	
1a. Development name: Northview Heights	
1b. Development (project) number: PA-1-9	
2. Activity type: Demolition <input checked="" type="checkbox"/>	
Disposition <input type="checkbox"/>	
3. Application status (select one)	
Approved <input checked="" type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(12/02/99)</u>	
5. Number of units affected: 208	
6. Coverage of action (select one)	
<input checked="" type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity: 6/1/99	
b. Projected end date of activity: 6/1/01	

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 or only families with disabilities, or by elderly families and families with disabilities as provided by section 7 of the U.S. Housing Act of 1937 (42 U.S.C. 1437e) in the upcoming fiscal year? (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 <input type="checkbox"/> Occupancy by families with disabilities <input type="checkbox"/> Occupancy by only elderly families and families with disabilities <input type="checkbox"/>
3. Application status (select one) Approved; included in the PHA’s Designation Plan <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission: (DD/MM/YY)
5. If approved, will this designation constitute a (select one) <input type="checkbox"/> New Designation Plan <input type="checkbox"/> Revision of a previously-approved Designation Plan?
6. Number of units affected: 7. Coverage of action (select one) <input type="checkbox"/> Part of the development <input type="checkbox"/> 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: 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:	Broadhead Manor
1b. Development (project) number:	PA-1-6
2. What is the status of the required assessment?	<input type="checkbox"/> Assessment underway <input type="checkbox"/> Assessment results submitted to HUD <input checked="" type="checkbox"/> Assessment results approved by HUD (if marked, proceed to next question) <input type="checkbox"/> Other (explain below)
3. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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)	<input type="checkbox"/> Conversion Plan in development <input checked="" type="checkbox"/> Conversion Plan submitted to HUD on: (1/9/98) <input type="checkbox"/> Conversion Plan approved by HUD on: (DD/MM/YYYY) <input type="checkbox"/> 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)	<input type="checkbox"/> Units addressed in a pending or approved demolition application (date submitted or approved: _____) <input type="checkbox"/> 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:	
<input type="checkbox"/> HOPE I <input type="checkbox"/> 5(h) <input type="checkbox"/> Turnkey III <input type="checkbox"/> Section 32 of the USHA of 1937 (effective 10/1/99)	
3. Application status: (select one)	
<input type="checkbox"/> Approved; included in the PHA’s Homeownership Plan/Program <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> 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)	
<input type="checkbox"/> Part of the development <input type="checkbox"/> 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 (1)]

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.

A. PHA Coordination with the Welfare (TANF) Agency

1. Cooperative agreements:

- Yes No: Has the PHA 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. Economic and Social self-sufficiency programs

Yes No: Does the PHA coordinate, promote or provide any programs to enhance the economic and social self-sufficiency 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.)

Services and Programs				
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 section 8 participants or both)
GED / Adult Literacy Classes	30	Other	Development Office	LIPH & Section 8
Computer Classes	150	Waiting List	Development Office	LIPH & Section 8
Job Fair and Workshops	100	Other	Development Office	LIPH & Section 8
Knowledge Centers	400	Other	Development Office	LIPH Only
Case Management	300	Specific Criteria	Development Office	LIPH & Section 8
Job Readiness	50	Other	Development Office	LIPH & Section 8
Homeownership	150	Other	Other Provider Name	LIPH & Section 8
Resident Seminar	200	Specific Criteria	Other Provider Name	LIPH & Section 8

(2) Family Self Sufficiency program/s

a. Participation Description

Family Self Sufficiency (FSS) Participation		
Program	Required Number of Participants (start of FY 2001 Estimate)	Actual Number of Participants (As of: 08/31/00)
Public Housing	700	529
Section 8	290	255

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:

- See EXHIBIT HACPS8-2

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)]

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 sub-component D.

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)

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

St. Clair Village, Bedford Dwellings, Garfield Heights, Addison Terrace, Northview Heights Estates, and other family developments

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)

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

Northview Heights Estates, St. Clair Village, Addison Terrace, and other family developments

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)

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

St. Clair Village, Garfield Heights, Bedford Dwellings, Addison Terrace, Northview Heights Estates, and other family developments

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 eligible to participate in the PHDEP in the fiscal year covered by this PHA Plan?
- Yes No: Has the PHA included the PHDEP Plan for FY 2000 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)]

See attached.

15. Civil Rights Certifications

[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.)
2. Yes No: 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? 3 (estimated)
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.

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
 - 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?

18. Other Information

[24 CFR Part 903.7 9 (r)]

A. Resident Advisory Board Recommendations

1. Yes No: Did the 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:

3. 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. Yes 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. Yes 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 tenant-based 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)

- *Mixed-finance developments at Manchester, Allequippa Terrace, Bedford/Middle Hill, and Pennley Park*

Other: (list below)

- *See above re: mixed-finance developments*

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.

ATTACHMENT HACPS8-1

A. Section 8 Selection

All information on the application will be verified when the HACP estimates that an applicant can be housed within 60 days. A family will not be selected for admission until verification of all required information, including but not limited to, income, local preferences, citizenship and acceptability based upon Criminal Background Checks and PHA owing balances has been provided.

To assure compliance with §513 of the Quality Housing and Work Responsibilities Act of 1998, families will be selected from the waiting list based upon Income Targeting requirements as defined in this Plan and in accordance with the following:

1. Selection will be made based upon the HACP's obligation that seventy-five (75%) of all new admissions to the Section 8 program not have incomes that exceed 30% of the area median income.
2. The HACP will monitor admissions at least every six (6) months to determine compliance with the 75% Income Targeting requirement.
3. The HACP will admit families to the Section 8 program to comply with the Income Targeting requirement, and may adjust the waiting list selection to do so.

Where necessary, a request will be made to HUD by the HACP to establish and implement different targeting standards, for "good cause", in accordance with the HACP's Public Housing Agency Plan. "Good cause" may include, but is not limited to, the requirement to house eligible families as special non-waiting list admissions and the treatment of the family's income for the purposes of eligibility and Federal Income Targeting.

B. Targeting and Preferences

Eligible applicants will be placed on the waiting list and selected for admission based upon Federal Income Targeting eligibility requirements and any Local Preferences.

1. Federal Income Targeting

All Families whose annual gross incomes, at the time of admission do not exceed 30% of the area median income will be considered Federal Income Targeting Eligible. 75% of all new admissions to the Section 8 Program are required in this category. Families not meeting this income requirement will be placed on the waiting list as Federal Income Targeting Ineligible.

Where necessary, a request will be made to HUD by the HACP to establish and implement different targeting standards, for “good cause”, in accordance with the HACP’s Public Housing Agency Plan. “Good cause” may include, but is not limited to, the requirement to house eligible families as special non-waiting list admissions and the treatment of the family’s income for the purposes of eligibility and Federal Income Targeting.

2. Preferences

Preference(s) will be given to applicants who are otherwise eligible and who at the time they are seeking assistance meet the definition of the preference(s) described below. The following preference system will be applied in the selection of applicants for admissions:

Local Preferences:

Eligible applicants who qualify for a local preference are entitled to be placed on the waiting list and receive a preference in selection of Housing Vouchers. Families who qualify as local preference holders, as defined in this section, will be selected from the waiting list prior to families who do not have a local preference.

The HACP Section 8 department will place families on the waiting list as having any one of the following preferences or as a non-preference holder, by time and date of application:

HUD Special Program Population Preference:

Any applicant who is eligible for Section 8 housing assistance through the Family Unification Program, or the Mainstream Housing Opportunities Program for Persons with Disabilities. Applicants must be deemed eligible for assistance under these special HUD programs and the HACP must have been awarded funding for the purpose of housing eligible applicants in accordance with program regulations.

Involuntary Displacement Preference due to Demolition / Disposition of Public Housing:

Any applicant who is being involuntarily displaced due to the demolition or disposition of Public Housing. In instances where HUD has not provided replacement housing (funds) or when approvals for such funds are delayed, the HACP will inform Public Housing families of these developments that they may apply for Section 8 Assistance and be given a Local Preference.

Witness Relocation Displacement Preference:

Any applicant who is involuntarily displaced to avoid reprisals and is part of witness relocation program of a law enforcement agency. A family member must have provided information on criminal activities to a law enforcement agency; and based upon a written threat assessment, the law enforcement agency recommends rehousing the family to avoid or minimize a risk of violence against family members as a reprisal for providing such information.

Involuntary Displacement Preference due to Hope VI Development Activities:

Any applicant who is being involuntarily displaced due to real estate development or neighborhood revitalization utilizing Housing Authority City of Pittsburgh Hope VI funding. The applicant need not be residing in the HACP’s Low Income Public Housing program. The HACP must first obtain approval of the Hope VI development from both HUD and the City Planning Department of the City of Pittsburgh. Only those applicants who the HACP verifies as being displaced by such development activities will be considered eligible for this preference.

Domestic Violence Displacement Preference:

Any applicant who is involuntarily displaced because of actual or threatened violence against him/her or any other family member by a spouse or any other member of the household. The member in the household who engaged in such violence will not be admitted as part of the participant household. Documentation from a law enforcement agency, social service agency, or other appropriate governmental agency is required.

C. Special Admissions (non-waiting list selection)

A special admission is an admission of an applicant who is not on the HACP's waiting list or is admitted without considering the applicant's waiting list position. The HACP will admit families as special admissions for the following:

1. If HUD awards funding that is targeted for families living in specified units:
 - The HACP will use the assistance for the families living in these units;
 - The HACP will maintain records showing that a family was admitted with HUD-targeted assistance and;
 - For other reasons as directed by HUD.
2. The HACP will admit a family that is part of a HUD Office of Inspector General (OIG) witness protection program, provided that the OIG furnishes a written threat assessment that recommends rehousing the family to avoid or minimize a risk of violence against family members as a reprisal for providing such information.

ATTACHMENT HACPS8-2

ACTION PLAN FOR SECTION 8 FAMILY SELF-SUFFICIENCY

updated 2/2000

Introduction

In May of 1992, The Housing Authority of the City of Pittsburgh (HACP) Section 8 program was chosen to receive twenty (20) Section 8 vouchers and twenty-seven (27) certificates to begin a Family Self-Sufficiency (FSS) program. FSS was not made mandatory until 1993. Prior to program start-up, many models of FSS were considered. Given the resources available including staff and physical office space, it was determined that the program would be best operated by an outside social service agency. The provider chosen most recently, (July 1998) is the YWCA of Greater Pittsburgh.

Demographics

The 1990 U.S. Census of Population and Housing provides the following information regarding the city of Pittsburgh: Pittsburgh has a total population of 369,879. Of this, 17.9 percent are elderly. Racial and ethnic breakdowns are as follows:

72.13 percent White, 25.78 percent Black, 1.61percent Asian, .94 percent Hispanic, .18 percent Native American, and .30 percent other. The latest Census figures indicate that 21.4 percent of all Pittsburgh residents are living below the poverty level. This can be compared with 12 percent and 11 percent for the county and the state. Median household incomes for Pittsburgh and Allegheny County were \$20,747 and \$28,136 respectively while the median income for the state of Pennsylvania was \$29,069.

In Pittsburgh, 38.9 percent of all female-headed households are living in poverty. Fifty-seven percent of female-led households with children 5 to 18 years old live below the poverty line income of \$12, 674 for a family of four. The program's participants are composed primarily of single, African American female heads of household. The following information is based on the approximately 100 participants enrolled in 1998:

average age:	32
number of children:	2
level of education:	GED or high school graduate/with some community college course work or vocational training
employed:	71%
prior training:	50%
seeking employment/or in training:	12%
in school full-time:	2%

Program Size

The HACP Section 8 program currently has approximately 4000 units leased. Statistics on Section 8 families show that: 56 percent are Black and 28 percent are White. Of these families; 372 had employed heads of household, and the average income of these households was \$10, 930. This would indicate a need for the type of services that FSS is aimed at providing. Locally, JTPA and JOBS (Single Point of Contact (SPOC) provide training services for over 1100 individuals. Other educational and vocational resources are available and are suggested by FSS Case Managers. The minimum program size as calculated by the HACP is 316. Therefore, the latest contracted service provider has a target to reach this number in the contract year for 1998-1999. The number was agreed to under contract and a timeline included in this action plan was set forth by the contracted provider to reach the goal. Currently there are 244 active FSS participants.

FSS Family Selection

Family Self-Sufficiency is open to any certificate or voucher holder that expresses interest in participating in the program given the following;

1. The participant is planning on staying in Pittsburgh for at least a year.
2. The participant makes an effort to come to scheduled intake appointments.
3. The participant does not miss more than three scheduled appointments during the intake process.
4. The participant agrees to the contract and the service plan set forth as part of the contract.
5. The participant does not exhibit needs that are beyond the professional capacity or service scope of the program (ie. paranoid schizophrenia, suicidal ideation).

All interested individuals will be referred to the Housing Authority Representative to discuss program requirements and determine program eligibility. The individual will be sent an assessment that serves primarily to gather information and to determine the services in which the individual is interested. This assessment will be brought to the arranged intake/orientation appointment with a YWCA case manager. At the orientation the Service and Action Plan will be created, and the following information will be covered:

- contract of participation
- Section 8 regulations
- escrow regulations
- program expectations
- services available
- tour of facilities
- free YWCA membership
- required contact with the case manager

The HACP will retain all assessments for persons who are scheduled but do not attend and shall re-invite these individuals as they see fit. However, the HACP is only willing to invite an individual three times before excluding the individual from their efforts due to lack of motivation.

Incentives for Participation

An important part of the process will be program incentives and the Incentive Fund. The Incentive Fund, which will be raised by the YWCA, will consist of \$200 per participant per year for those participants who do not yet have an escrow account established. This Incentive Fund will be used for such things as: licensing, testing, training, or any other type of activity related to their goals. It will be accessed by the same means as a interim escrow withdrawal might be. Funds will be released when deemed necessary to the accomplishment of a goal.

Program incentives will also be provided to assist participants in achieving their goals and to acknowledge their progress. These incentives would be attached to consistent benchmarks in participant's progress toward their goals. Such incentives may include: driving lessons, grocery certificates, transportation assistance, small cash awards in the form of deposits to savings accounts opened by participants, recreational family outings such as movies, ice skating, circus, a trip to the YWCA's Unique Boutique (a gently used clothing boutique for professional women), a stress-reducing massage, or work accessories such as a briefcase or date book.

Outreach Efforts

The Housing Authority has concentrated outreach efforts on those Section 8 participants who are recertifying. A flyer advertising the program goes out in every recertification packet. Information regarding the program is also displayed in every housing assistant's office. Program brochures are available in close proximity to the monthly housing list. In the briefing, and at Housing Authority events, time is devoted to make people aware of the program. As a special effort, the Housing Authority presents information at community meetings, and at the Housing Authority apprentice programs, as well as in a quarterly newsletter.

The YWCA case managers are taking part in the outreach efforts by making information available in various offices at the YWCA. Those interested in the program are told to contact the Housing Authority. Special outreach orientation events are held at the YWCA. These events underscore the benefit of the program and serve as a social event for current participants. All of these outreach efforts are done in a mass-effort manner that ensures that a potential participant is not selected or targeted on the basis of race, education or social status.

Assurance of Non-Interference With Rights of Non-Participating Families

As early as the initial contact, the family is assured that their choice to participate in the program will in no way effect their Section 8 participation. Part of the signing of the contract is to again make the family aware of the fact that they are free to elect not to participate at any time. They are also reminded at the receipt of escrow that they may elect not to participate, however, the money accrued in escrow will be reverted back to the Housing Authority.

Supportive Services

The YWCA has been a collaborative partner in many ventures, both past and present. Some of these collaborative partners have been:

- ACTION Housing
- Allegheny Intermediate Unit
- Community Human Services
- Alma Illery Health Center
- Homewood Brushton Community Collaborative
- WIN (Wilkinsburg Intra-Agency Network)
- Three Rivers Employment
- First Stop Shop
- YMCA
- CCAC
- The Employment Div. of the Dept. of Public Welfare
- PA Job Center
- The Boys and Girls Club
- Pittsburgh Public Schools
- Shuman Center
- Girl Scouts
- Magee Hospital
- Allegheny General Hospital
- Women's Center and Shelter of Greater Pittsburgh
- Womanspace East
- Womansplace
- Pittsburgh Action Against Rape
- Cities in Schools
- Center for Victims of Violent Crime

The collaborative partners listed above have worked with the YWCA to provide health and educational programming for homeless women and children, employment and cash assistance to low income individuals, services for at risk teens and anti-violence programming for the public. Some collaboration with private partners for employment placement include:

- Health America
- Mellon Bank
- ManorCare
- Brandywine Real Estate
- Black Contractors Association
- Rite-Aid
- PNC Bank

Collaborations with these partners has provided countless employment opportunities for the graduates of YWCA employment programs.

The YWCA is a multi-faceted organization serving a broad range of interests and needs for people throughout the City of Pittsburgh. Some of the in-house services which would be available to FSS participants to Realize the Possibilities are:

- The Employment Training Service - a job readiness/job search/job placement program
- JobPlus - a 12-week job readiness/placement program for mothers 18 - 25
- Training, Inc. - a 22-week clerical job training course
- Women's Counseling Services - crisis and personal counseling, support groups, educational events, referrals
- Health and Wellness Services - EncorePlus (a rehab program for women who have had mastectomies), health education and physical fitness opportunities
- Legal Resources for Women - a low cost lawyer referral service for women
- Teen Services - services include career exploration, sexuality education, self-esteem, work maturity, anger management, conflict resolution programs as well as teen clubs and Teen-Adult Mentoring Programs
- Coordinated Child Care Program - resources and referrals for child care throughout the area and eligibility determination for Title XX child care subsidy

Each participant will receive a free membership to the YWCA and will be encouraged to take advantage of the many services available to them.

Through its many programs, the YWCA has established countless connections with outside agencies to which clients are referred for services. Some of those include:

- Community Family Support Centers
- Homewood-Brushton Collaborative
- Connelly Skill Development Center
- Urban League
- LIHEAP Energy Assistance Program
- Community Ministries (in each community)
- Food Pantries (in each community)
- Female Offenders
- Women's Center & Shelter of Greater Pittsburgh
- Local Service Clubs (Rotary, Lions, etc.)
- Furnish-A-Start
- Goodwill
- Family Services
- Family Resources
- The Parental Stress Center
- The Whale's Tale
- Sister's Project (CYS)
- EDGE
- Habitat for Humanity
- Youthbuild
- Ain't I a Woman
- Major Utilities (People's Gas, Duquesne Light Co., etc.)
- Penn State Cooperative Extension
- St. Vincent DePaul
- Job Bank
- Alma Illery Health Center
- Perinatal Addiction Center

- Center of Victims of Violent Crime
- Pittsburgh Action Against Rape
- St. Francis Center for Chemical Dependency
- PA Organization for Women in Early Recovery
- Narcotics Anonymous
- Alternatives
- Pittsburgh Coalition Against Substance Abuse
- Detox Units of various hospitals
- Allegheny County Mental Health/Mental Retardation Programs

Certification of Coordination

The YWCA is in compliance with Section 167 of the Job Training Partnership Act of 1982, Section 629.3 of JTPA Regulations and the City of Pittsburgh Ordinance Number 75, and therefore attests to the absence of discriminatory practices on the basis of race, color, sex, age, religion, national origin, handicap, and political affiliation.

Since 1980, the agency has administered a grant from the State Department of Welfare to provide child care services. This started out as an annual grant of approximately \$810,000. The agency presently administers a State Local Management Agency contract of \$13,100,000 for Child Care Partnerships.

The YWCA is operating a three year grant for the FORCE (Female Outreach Collaborative Effort) Program. This program with a 3 year budget of \$980,000 provides both intervention and prevention services for girls involved in gangs or at risk for being involved in gang behavior.

The services included in any individual Service and Action Plan will be coordinated with the JOBS program; the programs provided under JTPA; and any other relevant employment, education, training programs and implementation will continue to be coordinated in order to ensure that a duplication of services does not occur.

Signature of Program Director for YWCA

Date

Signature of Housing Authority Representative

Date

Time Line of Participation

Express Interest	Return Assessment
w/in 2 weeks	Invite to Orientation/Intake YWCA
w/in 2 weeks	Appointment w/ Case Manager
1st Appointment	Service Action Plan/ Goal Formation/AMR reviewed Sign Contract/Program Expectations Clarified
Intensive Participation (up to 1 year)	Employment, Finance, Family Goals
Non-Intensive Participation	Career Options/ Time Management/ Credit Repair
Independence From Welfare (Cash Assistance Only)	For 12-months prior to escrow
Completion	Goals reached/Home Ownership/Receipt of Escrow

Case Management meetings will occur with the following frequency, as per HACP guidelines:

0-3 months	contact once per week
3-6 months	contact once every two weeks
6 mo. - 5 years	contact once a month

Determining Services

A. Initial Eligibility

Preliminary assessments are sent out to all interested participants as a method of allowing the case managers to get to know something about the potential participant prior to meeting them. Income is checked and the eligibility of the individual is checked to verify that they are a City Section 8 certificate or voucher holder and that they are currently leased.

B. Orientation

Orientation will last 1 ½ hours at each site and will be conducted approximately every week. Activities will include: program overview (rules, regulations, policies, handbook, locations, appointments, etc.), overview of the Client Service and Action Plan, explanation of escrow account, YWCA membership and availability of support services, grievance procedure, and a preliminary focus on goals. All participants receiving welfare benefits will be instructed to bring their copy of their AMR to the meeting, as goals must be coordinated in order to maximize opportunities for success. Those who successfully complete the orientation will be awarded a certificate and any necessary transportation assistance.

C. Service Plan

At that meeting they will discuss what the client hopes to accomplish during their time in the program, the goals they have already established on their AMR (when applicable), the implications of the assessments and the results of career testing. They will then discuss some preliminary goals in the areas of personal life, employment, educational and financial. Barriers to these goals and possible solutions will also be recorded on the goal sheet. This Client Service Plan will outline the client's five (5) years of participation in the program. While broad, long-term goals will be the initial focus, the Case Manager will then help the participant to break those goals down into intermediate and short-term objectives, and identify the services necessary to achieve those objectives. It will be explained that all progress made in the program will be measured against this document, so they need to be sure that these are the goals they want to accomplish. This service plan will then be finalized by signing it as part of the Contract of Participation. A copy of the final contract will be forwarded to the Housing Authority for signature, entry in the computer system and disbursement to the client.

Each Case Manager will have no more than 50 clients per caseload for the first few months of the program. As enrollment increases and clients require less frequent contact, caseloads may extend up to 100. Contact in the beginning will occur face-to-face in the Case Manager's office, then, as participants become more independent, updates by telephone are acceptable, with the requirement that there is a face-to-face meeting at least every other month. Case Management Offices will be conveniently located in the downtown building, just a few blocks from the Section 8 offices, in order to be easily accessible to participants.

D. Referrals and In House Supports

All Case Managers will be well-versed in the following: the use of empowerment techniques with participants, the identification of community resources, knowledge of the welfare system, maintaining professional boundaries with participants, availability of in-house YWCA support services, job prep/search/training programs, knowledge of issues (domestic violence, drug/alcohol & recovery support, parenting issues) particular to the demographics of the participants (female, African-American, single head of household), basic assessment skills and a thorough knowledge of available support services.

The YWCA is well-positioned to provide a wealth of in-house services to this population. Personal counseling, educational groups and support groups especially geared toward women, Title XX child care eligibility determination and a wide variety of health and fitness activities for women and families are just a few of the in-house services that would be available to these participants. For the purposes of this program, however, special attention to the YWCA's employment programs is warranted.

In three (3) programs (JobPlus, Employment Training Service, and Training, Inc.) strategically located throughout the city (Homewood, Wilkinsburg and Downtown), the YWCA provides programs which focus on the following: literacy, aptitude and interest assessments, resume writing, interview skills, employment skills, employment sources, budgeting, money management, basic banking procedures (opening an account, balancing a checkbook, etc.), referrals to Greater Pgh. Literacy Council (when appropriate), computer training and other job readiness, job search skills, skills enhancement and employment retention activities. The programs operate on similar tracks: 4 weeks of job readiness, 8 weeks of short term training (for those who need it) and then 4 weeks of job search. All programs are in compliance with the Dept. of Public Welfare, so as to insure maximum coordination and compliance with AMR guidelines. Until and after participants find employment, Case Managers continue to provide services and address barriers to steady employment (both on-the-job and off).

After employment is obtained, participants also receive job coaching and an opportunity to participate in an innovative Job Club, which provides skill enhancement/development activities, referrals to training/education, a staffed center for resume updates and related activities, the services of a Job Developer, a Mentoring Program, classes in Parenting, Anger Management, Budgeting, Workplace Ethics, Information on Income Tax Credits, and much more. Currently under consideration is the offering of classes for teen-aged children of Job Club participants.

The YWCA has a broad base of contacts in the service providers community and a wealth of experience with the people who comprise the majority demographic of this program. These contacts would be fully utilized to provide not only employment assistance, but personal, health and financial assistance as well. Many of these referrals can be made in-house, but outside referrals are made with relative ease.

Employment Track

Careful consideration was given to the area of providing employment services. After gathering data on the current participants an employment track was developed to suit the needs of the identified skill/employment groups. This track is as follows:

Group I (Low skills/no job history)

- career path development
- skill development/ training
- work history development (temp/volunteer/first job placement)
- resume writing
- interviewing skills
- professional expectations in the work place

Group II (Medium skills/ limited job history)

- skill inventory
- advancement potential/career path assessment
- training (aimed at career advancement)
- resume design
- interviewing skills
- job contacts

Group III (High skills/ currently employed)

- advancement potential
- resume design
- training/ higher education goals
- optimizing workplace recognition
- positioning for advancement
- job contacts

The YWCA will make use of currently offered employment programming to ensure that participants current level is assessed and addressed in the manner which best suits their needs. The career track will allow for consistent provision of services to all clients in the area of employment.

Punitive Actions/Termination

After many years of having no punitive actions, it was decided that the program would operate on a “three-strike” system. All participants must do the following in order to participate in the program:

- must be actively seeking employment of some sort, or pursuing training or education to become employed
- must show continuing efforts toward self-sufficiency
- must actively adhere to the activities agreed upon in the service plan
- must make it to appointments at scheduled time

Failure to comply with any of these guidelines (for three consecutive times) is considered a “strike” against a participant. Three strikes are seen as non-participation and the person is terminated from the program.

At each failure to comply, the Case Manager will issue a written notice and discuss with the participant to see if there is a barrier to compliance which can be addressed by referral or by some other means. The participant will be offered the opportunity to enter a written rebuttal in their file if they do not agree with the action.

After two written notices, the participant will be placed on a “Contract for Continued Participation”. This document clearly outlines problem areas in participation and makes strong recommendations for improvement. It also makes very clear that this is the participant’s very last opportunity to “mess up”. The next written notice, if there is one, will not only state how the person failed to comply, but also inform them of their termination from the program. As per requirements set forth by HACP, the terminated client will then have an opportunity to request a Section 8 administrative hearing.

All participants leaving the program, whether through termination or through successful completion, will be asked to complete a program evaluation. The FSS Manager and Director of Housing will monitor these evaluations for problem areas to be corrected.

Program Coordinating Committee

The Program Coordinating Committee will be a small working group aimed at fostering partnerships, identifying resources, and providing advocacy. The following members have committed to acting on this committee:

Ms. Nicole Jenkins	Addison Works (employment)
Ms. Anne Bailey	Action Housing/County FSS Program
Ms. Barbara Baulding	Urban League of Pittsburgh
Ms. Flora Wortashek	Family Resources
Dr. Sherry Miller-Brown	University of Pittsburgh
Ms. Marcia Bagamery	Employment Training Services
Ms. Darlene Hamilton	Childcare Partnerships
Ms. Judith Mason	Dollar Bank
Ms. Nina Logan	Howard Hannah Realty
Ms. Kathy Laughner	Olsten Temporary Services

Due to past issues with time commitment, the Program Coordinating Committee members are available to the program on an as-needed basis and have offered to provide information to clients on their perspective areas of expertise. We will also hold an annual luncheon and focus on program outcomes and graduates. All Program Coordinating Committee members receive a copy of the monthly newsletter to ensure that they are kept informed of program happenings.

ATTACHMENT HACPS8-3

INFORMAL REVIEWS & HEARINGS

The HACP will conduct Informal Reviews and hearings for its Section 8 program in accordance with all applicable HUD regulations contained in Section 24 of the Code of Federal Regulations; HUD Notices; any applicable federal, state, or local law governing such process; and this Administrative Plan. An Informal Review will be offered to an applicant when the HACP has denied program assistance. An Informal Hearing will be offered to a participant family when specific decisions have been made by the HACP relating to individual circumstances of the family.

A. Informal Reviews for Applicants

1. **Acceptable Reasons for Informal Reviews**

The HACP will give an applicant an opportunity for an Informal Review of a HACP decision denying assistance. Any decision to deny assistance will be provided promptly to the applicant in writing and delivered by First Class Mail. The decision notice will include a brief statement of the reason for the denial, the applicant's right to a review, and the procedure to request a review.

2. **Unacceptable Reasons for Informal Reviews**

The HACP will not provide an applicant an opportunity for an Informal Review for any of the following reasons:

- a. Discretionary administrative determinations by the Authority.
- b. General policy issues or class grievances.
- c. A determination of family unit size under the Authority's subsidy standards.
- d. An Authority determination not to approve an extension or suspension of a Certificate or Voucher term.
- e. An Authority determination not to grant approval to lease a unit under the program or to approve a proposed lease.
- f. An Authority determination that a unit selected by the applicant is not in compliance with HQS.
- g. An Authority determination that the unit is not in compliance with HQS because of the family size or composition.

3. **Request for Informal Review**

An applicant will be provided with the HACP's procedure for requesting an Informal Review in the notice to deny assistance. The applicant must request an Informal Review in writing to the address listed in the notice. The request for an Informal Review must be received by the HACP within ten (10) days of the date of such notice. If the applicant fails to properly submit the request within the prescribed time, he/she will forfeit his/her right to an Informal Review, and the decision to deny assistance will remain final.

4. Informal Review Process

The Informal Review will be conducted by a hearing officer appointed by the HACP who has neither made nor approved the decision under review or by a subordinate of such person. The process will be in accordance with the following:

- a. The applicant will be notified of the date, time and location of the Informal Review within ten (10) days of the receipt of request by the HACP.
 - The applicant may request, in advance, that the HACP reschedule his/her review because of a reasonable inability to attend. The HACP notice will include a phone number and contact person for the purpose of rescheduling.
 - An applicant's failure to attend a scheduled Informal Review without advance notification to the HACP will be reason for automatic denial of the request without a decision by the hearing officer.
- b. Persons with disabilities will be afforded special considerations in the scheduling and conducting of the Informal Reviews.
- c. The applicant will have a right to examine his/her file prior to the review.
- d. Prior to the review the HACP must be given the opportunity to examine, at its offices, any family documents that are directly related to the review. The HACP may copy any such document at its expense. If the family does not make the document available for examination by the HACP, the family may not rely on or present the document at the review.
- e. The applicant will have the right of representation by legal counsel at the applicant's expense. The HACP must be notified in advance if the applicant intends to be represented by legal counsel.
- f. Evidence, witnesses and any information applicable to the review may be presented by either the HACP or the applicant.
- g. The hearing officer will conduct the Informal Review in a manner intended to ensure proper order.
- h. A final decision will be made by the hearing officer based upon the facts and evidence presented at the Informal Review.

B. Informal Hearings for Participants

1. Acceptable Reason for Informal Hearings

The HACP will give a participant an opportunity for an Informal Hearing for certain HACP determinations relating to individual circumstances of the participant family. Any applicable determination will be promptly provided to the participant in writing and delivered by First Class Mail. The notice will include a brief explanation of the determination, the applicant's right to a hearing, and the procedure to request a hearing. The Authority will offer a participant family an Informal Hearing for the following reasons:

- a. A determination of the family's annual or adjusted income, and the use of such income to compute housing assistance payments.
- b. A determination of the appropriate utility allowance (if any) for tenant-paid utilities from the HACP utility allowance schedule.
- c. A determination of the family unit size under the HACP subsidy standards.
- d. A determination that a Certificate program family is residing in a unit with a larger number of bedrooms than appropriate for the family unit size under the HACP subsidy standards, or the HACP determination to deny the family's request for an exception from the standards.
- e. A determination to terminate assistance for a participant family because of the family's action or failure to act in accordance with applicable HUD regulations or HACP policies. (see 24 CFR 982.552)
- f. A determination to terminate assistance because the participant family has been absent from the assisted unit for longer than the maximum period permitted under HUD regulations or HACP policy.

2. Unacceptable Reasons for Informal Hearings

The HACP will not provide a participant family an opportunity for an Informal Hearing for any of the following reasons:

- a. Discretionary administrative determinations by the Authority.
- b. General policy issues or class grievances.
- c. Establishment of the Authority schedule of utility allowances for families in the program.
- d. An Authority determination not to approve an extension or suspension of a Certificate or Voucher term.
- e. An Authority determination not to approve a unit or lease.
- f. An Authority determination that an assisted unit is not in compliance with HQS (unless a decision to terminate assistance was made due to tenant-caused HQS deficiencies).
- g. An Authority determination that the unit is not in compliance with HQS because of the family size.
- h. A determination by the Authority to exercise or not to exercise any right or remedy against the owner under a HAP contract.

3. Request for Informal Hearings

A participant family will be provided with the HACP's procedure for requesting an Informal Hearing in the determination notice. The participant must request an Informal Hearing in writing to the address listed in the notice. The request for an Informal Hearing must be *received* by the HACP within ten (10) days of the date of such notice. If the participant fails to properly submit the request within prescribed time, he/she will forfeit his/her right to an Informal Hearing and the determination will remain as final.

The Authority will notify the family that they may first ask for an explanation of the basis of an Authority determination under B.1a, b and c of this section and if the family does not agree with the explanation, they then may request an Informal Hearing in accordance with the Informal Hearing request procedures defined above.

4. Informal Hearing Process

The Informal Hearing will be conducted by a hearing officer appointed by the HACP who has neither made nor approved the decision under review or by a subordinate of such person. The process will be in accordance with the following:

- a. The participant will be notified of the date, time and location of the Informal Hearing within approximately ten (10) days of the receipt of request by the HACP.
 - The participant may request, in advance, that the HACP reschedule his/her hearing because of a reasonable inability to attend. The HACP notice will include a phone number and contact person for the purpose of rescheduling.
 - A participant's failure to attend a scheduled Informal Hearing without advance notification to the HACP will be reason for immediate denial of the request without a decision by the hearing officer.
- b. Persons with disabilities will be afforded special considerations in the scheduling and conducting of the Informal Hearings.
- c. The participant will have a right to examine his/her file prior to the hearing.
- d. Prior to the hearing, the HACP must be given the opportunity to examine, at its offices, any family documents that are directly related to the hearing. The HACP may copy any such document at its expense. If the family does not make the document available for examination by the HACP, the family may not rely on or present the document at the hearing.
- e. The participant family will have the right of representation by legal counsel at the family's expense. The HACP must be notified in advance if the family intends to be represented by legal counsel.
- f. Evidence, witnesses and any information applicable to the hearing may be presented by either the HACP or the participant family.
- g. The hearing officer will conduct the Informal Hearing in a manner to ensure proper order.
- h. A final decision will be made by the hearing officer based upon the facts and evidence presented at the Informal Hearing.

C. Hearing Officer and Conduct of Informal Reviews / Hearings

1. Hearing Officer

The Hearing Officer for all Section 8 Program Informal Reviews and Informal Hearings will be appointed by the HACP Executive Director or other member of management with appropriate administrative authority. He/She or a subordinate of such person will not have made or approved the decision under review. The Hearing Officer or designated staff member of the HACP Legal Department will be responsible for insuring that all eligible requests for reviews and hearings are scheduled within ten (10) days of the receipt of such requests. Following each of the reviews and hearings, the Hearing Officer will be responsible for promptly providing a decision letter to the applicant or participant family in accordance with this Plan.

2. Conduct of Informal Reviews / Hearings

It is the discretion of the Hearing Officer to regulate the conduct of hearings and reviews. This is a non-judicial function; therefore, no formal procedure is required. It shall be the responsibility of the Hearing Officer to insure that adequate information is presented and that the order of the hearing proceeds accordingly. The Hearing Officer always will identify the session (parties present, date, time, place), and read the initial HACP determination or decision which prompted the review / hearing. It is the responsibility of the Hearing Officer to take pertinent notes and acknowledge material and testimony needed to make a reasonable determination. The need for a tape recording and transcript of the proceedings shall be at the discretion of the hearing officer. However, a request by the family for a taping to be done, or not to be done, will be honored.

D. Informal Review / Hearing Decisions

The Hearing Officer is responsible for issuing to the applicant / participant a written decision within fifteen (15) days following the review / hearing. The decision letter shall be sent to the family by First Class Mail. The letter will contain a statement of the decision and the reason(s) for the decision including any applicable HUD regulations and/or HACP policies. Factual determinations that relate to the individual circumstances of the family will be based on a preponderance of evidence presented at the Review / Hearing. The HACP is not bound by any decision contrary to HUD regulations or requirements, or otherwise contrary to federal, state, or local law.

E. Restriction on Assistance to Non-Citizens

The HACP will comply with the Informal Hearing provisions for the denial of assistance on the basis of ineligible immigration status contained in 24 CFR part 5.

LEASE AGREEMENT

COMMUNITY _____

UNIT#

STREET _____

ADDRESS

VEHICLE _____

LICENSE

#

This LEASE AGREEMENT (“Lease”) is entered into this _____ day of _____, _____, by and between the Housing Authority of the City of Pittsburgh (“HACP”) or (“Management”) and _____ (“Tenant”). The parties to this agreement, intending to be legally bound, agree to the following:

1. UNIT AND PREMISES

A. Subject to the terms and conditions of this Lease and in consideration of the rent, Management leases to Tenant, Unit located at: _____, Pittsburgh, PA _____, for use solely as a private residence. The Unit shall include any steps, porch, hallway, lawn or yard adjacent to or surrounding the Unit, which shall be referred to herein as the “Unit.” The HACP shall provide a stove and refrigerator in the Unit for the Tenant’s use.

“Premises” is defined as the building or community in which the dwelling unit or Unit is located, including common areas and grounds.

B. The Unit is for the exclusive use and occupancy by the Tenant and Household Member(s) listed below:

Names	Relationship	S.S.#	Birth Date	M/F

C. No persons other than Tenant and/or Household Members are permitted to be domiciled in the

aforementioned Unit unless added to the Lease with the prior approval of Management. This requirement does not apply to additions by reason of marriage, natural birth, or adoptions. However, any addition to household, including, but not limited to, marriage shall be subject to standard criminal background check procedures. In addition, the Tenant must submit proper documentation, including, but not limited to, certificates and license prior to Management approval of an addition to household. The Tenant is obligated to report any changes in family composition to the Management Office within five (5) business days of such change.

D. Household Members may include children placed in long-term foster care, and essential live-in aides for elderly, disabled or handicapped persons. However, the Tenant is obligated to obtain approval from Management prior to moving said individual into the Unit.

E. (1) In the event that Tenant dies or vacates the Unit and there is no other adult (over 18) Household Member already listed on the Lease, the Lease terminates immediately.

(2) In the event that Tenant dies or vacates the Unit and as of that date there has been no breach of the Lease by the Tenant, or any Household Member, or Guest, and there is an adult (over 18) Household Member listed on the Lease, that adult may assume the Lease with all of its obligations and responsibilities thereunder.

2. LEASE TERM

The commencement date shall be the date on which the Lease is signed. First month’s rent and security deposit are due at the time of execution of this document. The term of the Lease shall be for one year and it shall begin on the ____ day of _____, ____ and shall terminate at midnight on the ____ day of _____, _____, provided, however, that in the absence of a notice to terminate, as provided for herein, the Lease will automatically be renewed for a successive term of one (1) calendar year. The Tenant’s rent shall be pro rated during the second month of the lease term in the event that the Tenant moves in after the first day of the month.

3. RENT

A. Rent (“Rent”) shall be calculated as required by law. Tenant agrees to pay monthly rent in the amount of \$_____.

RENT SHALL BE PAID, DIRECTLY TO THE MANAGEMENT OFFICE, WITHOUT DEMAND, ON THE FIRST (1ST) DAY OF EACH MONTH.

B. If Management does not RECEIVE the rent by the fifth (5th) day of the month, a \$10.00 administrative fee (“Administrative Fee”) shall be charged for each month that the rent is due and not paid by the fifth (5th) day of that month (if the fifth (5th) day falls on a weekend or holiday, the late fee will be assessed on the next business day).

C. Split Payments

Tenants shall be permitted to pay rent twice a month during the month in which the rent is due and on fixed dates as agreed to between Tenant and Manager, provided that a Tenant wishing to start split payments Must first pay a month’s rent, plus one-half (1/2) to start split payments, and the other split payment shall be due by the 20th day of the same month.

D. *All rent payments shall be by check or money order. Cash will not be accepted.*

INITIAL _____

4. SECURITY DEPOSIT

- A. To secure the Tenant's faithful performance of all terms of this Lease, the Tenant shall deposit with Management, at the time of execution of the Lease, a security deposit in the amount of \$99.00. (Tenants who have paid a lesser amount to the HACP under a previous lease are considered to have fully met this obligation).

- B. This Security Deposit may be used to cover any unpaid rent owed to the HACP at the time of lease termination, or to reimburse the HACP for the cost of repairing any damages to the Unit or Premises caused by the willful conduct or negligence of the Tenant, Household Members or guests.

- C. The Security Deposit shall not be used to cover unpaid Rent or other charges while the Tenant continues to occupy the Unit.

- D. At the time of termination of this Lease, HACP shall return the Security Deposit, less any costs for damages and/or other such charges for which the deposit was utilized, to the Tenant within thirty (30) days of the Unit becoming vacant, provided that the Tenant provides Management with a forwarding address in writing. The HACP will also send the former resident a written statement of any costs for damages and/or other such charges for which said deposit was utilized, in accordance with Pennsylvania law, as long as the former resident provided Management with a forwarding address in writing.

5. UTILITIES

- A. Management shall supply those utilities as indicated by an (x):
() electricity, () gas, () water, () heat.

Tenant will pay for all other utilities, related deposits and charges on Tenant's utility bills. It shall be a material breach of this Lease for the Tenant to fail to pay any utility bills that they are responsible for under this Lease.

- B. In communities having individual utility company-read meters, the HACP will provide a utility allowance based on size and type of apartment occupied. In such communities, residents will be responsible for paying his/her utility bill directly to the utility company. The approved allowances will be a credit each month for each utility, metered and subtracted from the gross monthly rent. The utility allowance may be changed from time to time by the Management and such changes will become part of this Lease, and the Tenant will receive a copy of the revised allowance schedule.
- C. Utilities shall be used for normal household purposes only. In the event that the HACP deems Tenant's utility usage excessive, the Tenant will be required to reimburse the HACP any monies above that usage which is deemed reasonable. The reimbursement shall be paid with the monthly rent on the first of every month.

6. MAINTENANCE AND REPAIRS

- A. Tenants must request maintenance repairs by telephone to the Customer Relations Manager assigned to their community or building. During non-business hours, emergency repairs may be requested by telephoning Maintenance at #281-6530. In the event that the emergency services number changes, the HACP shall notify all tenants in writing of the correct telephone number.
- B. Tenant shall pay reasonable charges, including reasonable labor charges, for the repair of damage beyond normal wear and tear to the Premises, Unit or to appliances provided by the HACP, which is negligently or intentionally caused by Tenant, Household Members, or guests. Repair and labor charges shall be established in the *Schedule of Tenant Charges* posted in the Management Office. The *Schedule of Tenant Charges* is the list that shows the costs of labor and specific repairs. Tenant acknowledges that he/she has had an opportunity to review the *Schedule of Tenant Charges*.

INITIAL _____

C. **Charges will be assessed to the Tenant to pay for damages caused by fire, smoke, and other related charges that are a direct result of willful conduct or negligence on the part of the Tenant, Household Members, or guests, as determined by the City of Pittsburgh Fire Department. Such charges must be paid within thirty (30) days from the date in which the charges are incurred.**

C. Charges to the Tenant under this section shall be considered as rent due and owing when incurred.

INITIAL _____

7. REDETERMINATION OF ELIGIBILITY, RENT OR DWELLING SIZE

A. Annual Re-certifications: At the time of each Tenant's annual review (at least thirty (30) days prior to the expiration of each lease term), the Management Office will send each Tenant an appointment letter, scheduling the date and time of the annual review interview. At the time of the interview, the Tenant must present current written verification of income, identification and the Social Security numbers for all household members.

At the date of signing the original lease or annual re-certification, all adult members of the household must each sign and date a release of information form. The Tenant as a parent or legal guardian must sign and date a release of information form for each minor child. New release of information forms must be signed and dated each year at the time of the Tenant's annual review.

The Tenant is required to provide complete and accurate information necessary for Management to determine eligibility, whether the rent shall be the same, and appropriateness of dwelling size in accordance with the *Tenant Selection, Assignment and Transfer Plan*. The *Tenant Selection, Assessment and Transfer Plan* contains the eligibility requirements for admission to public housing and the requirements for continued occupancy.

Tenant acknowledges that he/she has had an opportunity to review the *Tenant Selection, Assignment and Transfer Plan*.

INITIAL _____

- B. The Tenant's compliance with the Community Service requirement, set forth herein, shall also be reviewed at this time.

INITIAL _____

- B. Interim Rent Redetermination: The Tenant is obligated to report all changes in income or family composition within five (5) business days of such change, but not later than the 25th day of the month prior to the month that the rent is expected to change in order to effectuate the proper adjustments to his/her monthly rent amount.
1. In the event that the Tenant's income increases by less than \$200.00 monthly, and the Tenant timely reports the increase in income to Management, the new rent will not take effect until the Tenant's annual re-examination date. In the event that the Tenant's income increases in excess of \$200.00 per month and Tenant timely reports the increase in their income to Management, the new rent charged will take effect as follows:
 - (a) If an increase in rent, on the first (1st) day of the twelfth (12) month following increase in income, provided that the resident is newly employed, otherwise the increase will be effective the following month. Only newly employed Tenants who were previously unemployed for one or more years are eligible for a twelve-month grace period. Each adult family member can be eligible for the twelve (12) month grace period. (The twelve (12) month grace period will affect the adult with the income increase. The household's rent will still be adjusted if another family member's grace period expires.)

(b) Provided that the Tenant timely reports their increase to Management, the Tenant will be entitled to a \$200.00 monthly income increase exemption. More specifically, the Tenant will not be assessed a back charge for earned income in the event that his/her income increase does not exceed \$200.00 per month or \$2400.00 yearly.

2. In the event of a decrease in income, if the Tenant provides all documentation

concerning the decrease to the Management Office by the 25th day of the month in which the decrease occurred, the new rent will become effective the first (1st) day of the month following the Tenant's reporting. If the information is submitted late, the Tenant may be assessed an administrative fee after the fifth (5th) day of the month, and rent will not change until the first (1st) day of the month following the Tenant's reporting. No retroactive adjustments will be made if a Tenant fails to submit information on time.

3. FAILURE TO REPORT ALL HOUSEHOLD INCOME OR CHANGES IN HOUSEHOLD INCOME SHALL BE A MATERIAL BREACH OF THIS LEASE.

INITIAL _____

4. FAILURE TO REPORT ALL INCREASES IN INCOME MAY RESULT IN RETROACTIVE RENT BEING CHARGED TO THE TENANT'S ACCOUNT AND THE ENTIRE BALANCE BEING DUE IMMEDIATELY!

INITIAL _____

5. Rent may be increased in the event that said increases are required by changes in HUD regulations.

INITIAL _____

8. COMMUNITY SERVICE REQUIREMENTS

A. Tenant and each adult member of Household shall:

(1) Contribute eight (8) hours per month of community service (not political activity) within the community (e.g. City of Pittsburgh) in which that adult resides; or

(2) Participate eight (8) hours in an economic self-sufficiency program, (defined as any program designed to encourage, assist, train, or facilitate, the economic independence of participants and their families or to provide work for participants including programs for job training, employment counseling, work placement, basic skills training, education, workforce, financial or Household Management apprenticeship).

INITIAL _____

B. This requirement shall not apply to residents who are:

1. 62 years of age or older; or

2. blind or disabled individual, as defined under Section 216(i)(1) or Section 1614 of the Social Security Act (42 U.S.C. §416(i)(1); 1382c), and who is unable to comply with this section, or is a primary caretaker of such individual; or

3. engaged in a work activity (as such term is defined in section 407(d) of the Social Security Act (42 U.S.C. §607(d), as in effect on and after July 1, 1997); or

4. meet the requirements for being exempted from having to engage in a work activity under the State program funded under Part A of Title IV of the Social Security Act (42 U.S.C. §601 et seq.) or under any other welfare program of the Commonwealth of Pennsylvania, including a State-administered welfare-to-work program; or

5. in a family receiving assistance under a State program funded under Part A of Title IV of the Social Security Act (42 U.S.C. §601 et seq.) or under any other welfare program of the Commonwealth of Pennsylvania, 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.

INITIAL _____

C. If Management determines at the annual review, which shall take place at least thirty (30) days prior to the expiration of the Lease, that Tenant has not complied with Paragraph 8(A) of this Lease and is not exempt under Paragraph 8(B) of this Lease, Management shall:

1. Notify Tenant of noncompliance; and
2. Notify Tenant that Tenant may file a grievance regarding the determination of noncompliance; and
3. Notify Tenant that unless Tenant enters into an agreement with Management prior to expiration of the Lease term, which agreement shall provide that the Tenant cure any noncompliance with Paragraph 8(A) by participating in an economic self-sufficiency program or contributing to community service as many additional hours as the resident needs to comply in aggregate over a twelve (12) month term of the Lease, then the Lease shall not be renewed and Tenant shall be evicted.

INITIAL _____

D. IF TENANT FAILS TO COMPLY WITH REQUIREMENTS OF PARAGRAPH 8(A) AND FAILS TO ENTER INTO AN AGREEMENT SET FORTH IN SECTION 8(C)(3) WITH MANAGEMENT PRIOR TO EXPIRATION OF THE LEASE, THEN THE LEASE SHALL NOT BE RENEWED AND TENANT SHALL BE EVICTED.

INITIAL _____

9. TENANT OBLIGATIONS

In addition to the other obligations under this Lease, the failure to comply with any provision contained in this Section 9 shall be considered a serious material breach of the Lease. The Tenant agrees:

- A. To use the Unit solely as a private dwelling for Tenants and Household Members as named in this Lease and not to use or permit the use of the Unit for any other purpose, including but not limited to profit making activities, without prior written consent from Management.

INITIAL _____

B. Tenant shall not sublease or assign this Lease.

INITIAL _____

C. Tenant shall not provide accommodations for boarders and/or lodgers.

INITIAL _____

D. Tenant may reasonably provide accommodations to his/her guests or visitors for a period not to exceed fourteen (14) consecutive days, or thirty (30) days total in a twelve-month period. A guest is someone who is present in the Tenant's unit with the consent of the Tenant or another Household Member. Permission to permit a guest to remain in the unit in excess of fourteen (14) consecutive days but less than thirty (30) days shall not be unreasonably withheld by Management. Requests to allow a guest to remain in the unit beyond thirty (30) days shall be referred to the Director of Operations or his designee for special consideration (i.e., long-term foster care or medical care of a non-resident member of the Tenant's family). This limitation does not apply to any live-in aide for a Tenant's Household Member.

INITIAL _____

E. To abide by such necessary and reasonable rules and/or regulations promulgated by Management for the benefit and well being of the housing community and its Tenants. Any such rules and/or regulations shall be posted in each community's Management office. Tenant acknowledges that he/she has had an opportunity to review the rules and/or regulations posted in the Management Office.

INITIAL _____

F. To comply with all obligations imposed upon Tenants by applicable provisions of City, State and Federal building and housing codes materially affecting health and safety.

INITIAL _____

- G. To register all vehicles owned and operated by Household Members with the Management Office. In addition, Tenants are not to keep or maintain any inoperable vehicle, or a vehicle without a valid and current registration, license plate or inspection sticker in the development parking areas.

INITIAL _____

- H. To maintain the Unit, which includes stairwells and hallways, common areas as assigned, and the appliances assigned to Tenant for the Tenant's exclusive use in a decent, safe, clean and sanitary condition. To cooperate with Management in maintaining yards assigned to Tenant in a neat and orderly manner including, but not limited to cutting grass and raking leaves. To pick up and remove trash and to dispose of ashes, garbage, rubbish and other waste in a sanitary and safe manner. Tenants are also required to remove ice and snow from the area immediately in front of their Units. Tenants unable to perform the above tasks due to age or disability shall be exempt from this provision.

INITIAL _____

- I. To assure that the Tenant, any member of the household, a guest, or another person under the Tenant's control, shall not engage in:
- (1) Any drug-related criminal activity, on or near the Premises.
 - (a) The physical presence of the controlled substance rather than actual ownership of the drugs shall constitute a material breach of this agreement and amount to grounds for immediate lease termination in compliance with Pennsylvania law.
 - (b) For the purposes of this section, the term "drug-related criminal activity" means the illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell,

distribute or use of a controlled substance (as defined in Section 102 of the Controlled Substance Act, (21 U.S.C. §802).)

INITIAL _____

- (2) Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of HACP property by other Tenants or employees of Management or persons residing in the immediate vicinity of the Premises.

INITIAL _____

J. It shall be considered a material breach of Tenant's Lease and specific grounds for lease termination if any Tenant, Household Member or Guest do any of the following in the Unit or on the Premises:

- (1) Utilize or attempt to utilize a potentially deadly weapon in connection with a verbal or non-verbal threat of bodily harm without legal justification; or

INITIAL _____

- (2) Shoot, fire, explode, throw or otherwise discharge a potentially deadly weapon; or

INITIAL _____

- (3) Inflict any injury upon another person through the intentional, reckless or negligent use of a deadly weapon without legal justification; or

INITIAL _____

- (4) Damage any HACP property through the reckless, careless or negligent use of a deadly weapon.

INITIAL _____

- K. To act and to cause Household Members and guests to act in a manner which will not disturb other residents' peaceful enjoyment of their accommodations or community facilities and which will be conducive to maintaining the Premises in a decent, safe and sanitary condition.

INITIAL _____

- L. To use electrical, plumbing, sanitary, heating, ventilating, air conditioning and other facilities, including elevators, in a reasonable manner, and for their intended purposes.

INITIAL _____

- M. To assure that Tenant, Household Members, Guests, and other persons under Tenant's control do not destroy, deface, damage and/or remove any part of the Unit or Premises. This includes, but is not limited to, tampering with fire safety equipment or systems, disconnecting fire or smoke alarms, or tampering with heat sensors.

INITIAL _____

- N. To obtain written consent from Management prior to making repairs, alterations, or installing equipment in the unit. Consent shall not be unreasonably withheld.

INITIAL _____

- O. To notify Management immediately of the need for repairs to the Unit and of any unsafe conditions in the Unit or on the Premises which might lead to injury or damage.

INITIAL _____

- P. To comply with the HACP *Pet Policy*. Tenant acknowledges that he/she has had an opportunity to review the *Pet Policy* posted in the Management Office.

INITIAL _____

- Q. Not to change any locks on HACP property without prior written permission from Management. Further, Tenant must provide the Community Management Office with a duplicate copy of the key prior to adding any additional locks.

INITIAL _____

- R. Tenant must allow Management to enter unit for all repairs in accordance with Section 13(A) of this Lease.

INITIAL _____

- S. When a change in family composition justifies the need for transfer under HACP Occupancy Standards, or when defects hazardous to life, health or safety exist in the Unit, Tenant agrees to transfer to an appropriately sized Unit. Management will make a good faith effort to transfer Tenant within the same development or scattered site neighborhood. Tenant shall be given thirty (30) days advance written notice of the availability of a suitably sized unit prior to being required to move. The Tenant's response to the transfer offer must be received by Management within five (5) days of the date of the offer and must state the Tenant's willingness to move to an appropriately sized unit within thirty (30) days, or state that the Tenant rejects the transfer and the specific good cause reason(s) for the rejection. In the event that the reason is sufficient to establish good cause to reject the unit, the Tenant will still be required to move to another appropriately sized unit after one is assigned. Failure to respond to an offer within five (5) days will be considered a rejection and grounds for lease termination. All costs associated with the move will be the responsibility of the Tenant; however, the HACP may provide movers for elderly and handicapped residents who are required to move as a result of being overhoused/underhoused.

It shall be a material breach of this Lease if a Tenant fails to accept an appropriate unit, without demonstrating good cause for rejection, within five (5) days of receipt of the offer.

INITIAL _____

Nothing in the provisions of the Lease is intended to deny the residents the benefits of State or Local ordinances.

10. LANDLORD'S REMEDIES

Any serious or repeated violation of the material terms of this Lease shall constitute a lease violation, place the Tenant in default of this Lease, and Management may terminate this Lease by serving the Tenant with Notice of Lease Termination.

Management is also entitled to any remedy it may have in law or at equity.

11. MANAGEMENT OBLIGATIONS

In addition to the other obligations under this Lease, Management agrees to perform the following:

- A. Maintain the Unit and the Premises, not otherwise assigned to Tenant for maintenance and upkeep, in a decent, safe and sanitary condition.
- B. Make needed repairs promptly by responding in the following manner: Within twenty-four (24) hours of receiving an emergency repair request, abate the emergency, and no later than twenty-five (25) business days for a regular repair request.
- C. Provide inspection of the Unit by Management.
- D. Complete and process all necessary work orders required to initiate the correction of the condition in a timely manner. The HACP shall complete the remaining repairs and all non-emergency repairs in an adequate, competent and professional manner, within twenty-five (25) working days from the inspection date, whenever possible. If the work cannot be completed within that time frame, the HACP shall

immediately issue a repair schedule providing for the completion of the work in a prompt and reasonable time period with a copy given to the Tenant.

(1) Rent shall be abated in proportion to the seriousness of the damage and loss in value as a dwelling if repairs are not made in accordance with Paragraph (11)(B) of this Lease or alternative accommodations are not provided in accordance with Paragraph (12)(B) of this Lease, except that no abatement of rent shall occur if the tenant rejects the alternative accommodation or if the damage was caused by the Tenant, Tenant's household or guests.

- E. Comply with requirements of applicable building codes, housing codes and HUD regulations affecting health and safety.
- F. Maintain in good and safe working order and condition all electrical, plumbing, sanitary, heating, ventilating, appliances, elevators and other facilities that are supplied or required to be supplied by Management.
- G. Provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual Tenant) for the deposit of ashes, garbage, rubbish and other waste removed from the Unit and/or Premises by the Tenant.
- H. Furnish electricity, running water (including reasonable amounts of hot water) and reasonable amounts of heat at appropriate times of the year.
- I. Pre-occupancy Inspection: Management and Tenant or Tenant's representative will inspect the Unit prior to occupancy by the Tenant. Management will give the Tenant a copy of the inspection form showing the condition of the Unit, interior and exterior, as applicable, and any equipment provided with the Unit. The inspection form shall be signed by Management and Tenant and a copy of the form shall be given to Tenant and retained in the Tenant's folder. Any deficiencies noted on

the inspection form will be corrected by Management before the Tenant moves in, and at no charge to the Tenant.

- J. Post-occupancy Inspection: Management will inspect the Unit at the time Tenant vacates the Unit and give the Tenant a written statement of the charges, if any, for which the Tenant is responsible. Tenant and/or Tenant's representative may join in such inspection, unless the Tenant vacates without notice to the Management.
- K. Post in the Management Office copies of all rules, regulations, schedules of charges, procedures and other documents which are referred to in this Lease and to make these available to Tenants.
- L. Notify Tenant of the specific grounds for any proposed adverse action, including but not limited to proposed lease termination, transfer of Tenant to a different unit, the imposition of charges for maintenance and repair, or excess consumption of utilities.
- M. Enforce the terms of this Lease agreement fairly, impartially and in good faith.

12. DEFECTS HAZARDOUS TO LIFE, HEALTH AND SAFETY

- A. When conditions are created in the Unit or on the Premises which create a danger to the life, health and/or safety of the residents, Tenant shall immediately notify Management of the condition. Management shall be responsible for repair of the Unit and Premises, as stated in Paragraph 10(B)(3). If the damage was caused by Tenant, Household Members or Guests, the reasonable cost of repair shall be charged to Tenant.
- B. If repair cannot be made within a reasonable time, Management shall provide standard alternate accommodations, to the extent that such accommodations are available.

13. ENTRY OF UNIT DURING LEASE TERM

- A. Management shall have the right to enter the Unit between the hours of 9:00 a.m. and 5:00 p.m. to perform routine inspections and maintenance, or to make improvements or repairs for pest control purposes, or to determine if Tenant still occupies the Unit when reasonable doubt exists, provided that Management gives at least forty-eight (48) hours written notice delivered to Unit stating the purpose of the entry. However, Management may enter the Unit at any time without advance notice when there is reasonable cause to believe that an emergency exists.

If the Tenant and all adult Household Members are absent from the dwelling Unit at time of entry, Management shall leave a written statement as to the date, time and purpose of such entry.

INITIAL _____

- B. Failure to allow Management or its independent contractors entry into the Unit for any of the reasons indicated in Paragraph 13(A) shall be cause for termination of the Lease.

INITIAL _____

14. GRIEVANCE

Subject to HUD rules and regulations, and any provisions contained in the Lease, the Tenant may be entitled to a grievance hearing to resolve any disputes concerning the obligations of Tenant or Management under the terms of this Lease or any action or inaction by Management. Tenants are not eligible for a grievance hearing when their eviction is for drug-related or violent criminal activity. The grievance will be heard in accordance with the *Grievance Procedure*, which governs how Tenants may protest HACP's actions and decisions. A copy of the *Grievance Procedure* is available at the Management Office. In all disputes, the Tenant shall have the right to examine documents in the Tenant's file prior to the hearing. Tenant acknowledges that he/she has had an opportunity to review the *Grievance Procedure* posted in the Management Office.

INITIAL _____

15. DEFAULT BY MANAGEMENT

Management shall be in default under this Lease if Management materially fails to perform its obligations under this Lease. If Management is in default, Tenant may file a grievance, terminate this Lease by giving notice as described in Paragraph 17, or exercise any other rights permitted by state law.

16. DEFAULT BY TENANT

- A. Tenant shall be in default if:
 - (1) Tenant fails to pay rent or other monetary charge due to Management by the due date; or
 - (2) Tenant, Household Member or guest neglects or fails to perform any of the promises, terms, provisions or conditions contained in this Lease; or
 - (3) Tenant abandons the Unit.

INITIAL _____

17. NOTICES

- A. Any notice required by this Lease shall be in writing, personally delivered to the Tenant, or adult household member, or posted at the property by Management or an officer of the court.

- B. Management shall provide written notice of lease termination to Tenant including specific grounds for termination and shall inform Tenant of Tenant's right to reply, to examine Management's documents directly relevant to the termination, and to request a grievance in accordance with the current *Grievance Procedure*. Unless changed by the U. S. Department of Housing and Urban Development (HUD) or changes in State law occur, upon which the HACP will follow the new law, a thirty (30) day notice shall be served prior to the commencement of an eviction action.

- C. Notice to Management shall be in writing, hand-delivered to the management office, or sent via first-class mail, postage pre-paid and properly addressed.

D. If the Tenant is visually impaired, all notices must be in an accessible format.

18. EVICTION

A. Tenant is obligated to pay rent in full and any additional legal charges incurred by the HACP, even if Tenant has been served with a lease termination notice.

INITIAL _____

B. If Tenant is eligible for a grievance hearing and files a timely grievance, eviction proceedings may not continue until a hearing officer renders a decision concerning the grievance. However, the Tenant must escrow or pay into an account the monthly rent due after the Authority's alleged action or inaction prior to being scheduled for grievance hearing.

INITIAL _____

C. Tenant shall be liable for all court costs and other fees actually expended in a legal action for enforcement of this Lease Agreement, unless the Tenant prevails.

INITIAL _____

19. ENTIRE AGREEMENT

A. This Lease and all policies, rules and schedules which have been incorporated by reference, constitute the entire agreement between Management and Tenant. Any amendment, change or addition shall be made only in writing and signed by both parties except for Redetermination of Eligibility, Rent or Dwelling Size.

B. This Lease and all policies, rules and/or schedules referred to in this Lease any be modified provided Management gives at least thirty (30) days written notice to Tenant explaining the modification and giving Tenant the opportunity to comment. Written comments will be considered by Management prior to the proposed modification becoming effective.

20. INVALIDITY OF PROVISION

If any provision of this Lease is found invalid, the remaining provisions of the Lease shall remain valid and enforceable.

HOUSING AUTHORITY OF THE CITY OF PITTSBURGH (HACP)

By: _____

Title: _____

Date: _____

TENANT

Signature: _____

Printed Name: _____

Date: _____

Maintenance Manual

TABLE OF CONTENTS

- Chapter 1: Maintenance Organizational Chart**
- Chapter 2: Work Order Procedure Flowchart**
- Chapter 3: Emergency Maintenance Procedures**
 - a. Emergency problems**
 - b. Urgent problems**
 - c. Night call out procedures**
 - d. Emergency telephone numbers**
- Chapter 4: Engineering Department
Preventive Maintenance Procedures Description**
- Chapter 5: Equipment and Vehicle Procedures**
 - a. Vehicles**
 - b. Tractors**
 - c. Lawn Mowers**
 - d. Weed Trimmers and Power Scythes**
 - e. Chain Saws**
 - f. Elephant Vacs**
 - g. Vehicle Inspection Sheet**
- Chapter 6: Routine Maintenance and Cleaning Procedures**
- Chapter 7: Locksmith Procedures**
 - a. Lock and Core Procedure**
 - b. Master Keys**
 - c. Control Keys**
 - d. Key Cabinet Procedures**
- Chapter 8: Pest Control Procedures**
- Chapter 9: Vacant Unit Standards**
- Chapter 10: Preventive Maintenance Building Inspections**

Chapter 11: HACP Processing of Vacant Units

- a. Vacant Unit Processing Flowchart
- b. Transfer Processing Flowchart
- c. Occupancy Processing Flowchart

Chapter 12: Safety Standards

- a. General Safety Policy and Guidelines
- b. Responsibility for Safety
- c. General Rules
- d. Office Safety
- e. Building Maintenance Rules
- f. Fire Prevention
- g. Material Handling
- h. Uniforms, Personal Protective Equipment
- i. Hand and Power Tools
- j. Operations of Motor Vehicles
- k. Chemicals

Appendix A: Vacancy Inspection Report

2nd EDITION MAY, 2000

CHAPTER 1

MAINTENANCE DEPARTMENT BREAKDOWN

DIRECTOR OF MAINTENANCE

Responsible for directing the operations of this Maintenance Department

DIVISION SECRETARY

Provides secretarial support for the Director and the department.

MAINTENANCE COMPLIANCE SUPERVISOR

Coordinates Quality Control reviews. Also obtains and reviews reports from CRM (inspections, 5% call backs, open work orders, etc.) Position reports directly to Director of Maintenance Department.

ASSISTANT DIRECTOR OF FIELD MAINTENANCE

Coordinates all activities related to Field Maintenance within every zone, including Contract Administrator and Locksmith Positions. Position reports directly to the Director of Maintenance.

ASSISTANT DIRECTOR OF CENTRAL MAINTENANCE

Coordinates all activities related to Central Maintenance including the Engineering Department, Equipment Repair, Landscaping Department, and various miscellaneous employees including Appliance Repair Staff, Equipment Repair Staff, and Electronics Technicians. Position reports directly to the Director of Maintenance.

ADMINISTRATIVE ASSISTANTS

Gathers and organizes data; maintains records and documentation; and updates electronic reports as assigned. Position reports directly to Assistant Directors of Maintenance.

FIELD MAINTENANCE SUPERVISOR (FMS)

Schedules all maintenance work performed within the Zone. All Eight (8) are currently assigned to zones and scattered site housing owned by HACP. Position reports directly to the Assistant Director of Field Maintenance.

CUSTOMER RELATIONS MANAGER (CRM)

First line of contact for residents with maintenance problems. Processes all work orders within the zones or departments. Position reports directly to the Field Maintenance Supervisor. Assist with scheduling of maintenance work. Can also serve as Supervisor in absence of FMS and has the right to discipline. Handles Payroll.

ENGINEERING DEPARTMENT

Department is directly supervised by one (1) Chief Engineer, one (1) Assistant Chief Engineers, and one (1) Customer Relations Manager. Positions report directly to the Assistant Director of Central Maintenance. The Engineering department performs the following:

- 1. Preventive Maintenance on all HACP Major Systems.*
- 2. All necessary repairs to Major Systems. (heating, gas, security, fire, etc.)*
- 3. Abate any emergencies related to a Major System.*

LANDSCAPING DEPARTMENT

Department is comprised of one (1) supervisor and a staff of laborers, brick-layers, a cement finisher, a backhoe operator, and teamsters. Position reports directly to the Assistant Director of Central Maintenance. They perform the following functions:

1. *Major grounds duties.*
 - Sidewalks, bricklaying, fence repair, etc.
2. *Landscaping of all HACCP property (with support of the Zone personnel).*

8 ZONES

Zones are comprised of one (1) Field Maintenance Supervisor, two (2) Customer Relations Manager and a staff of laborers, janitors, plumbers, electricians, carpenters, painters, plasterers, teamsters, and maintenance aides. Reports directly to Assistant Director Field Maintenance.

1. *One (1) Field Maintenance Supervisor (FMS) to schedule and check maintenance employees in zone.*
2. *All of the following work is the responsibility of the FMS:*
 - a. *HQS work orders*
 - b. *Vacant Units*
 - c. *Tenant Generated Work Orders*
 - d. *Routine Work*
 - e. *Cyclical Work*
 - f. *Preventive Maintenance Work*
3. *FMS and CRM schedule all maintenance work.*

EQUIPMENT REPAIR DEPARTMENT

Department is comprised of one (1) supervisor, a small staff of equipment repair personnel and a welder. They are responsible for the Prevention Maintenance and repair of tools, Equipment and vehicles in the maintenance department. Position reports directly to the Assistant Director of Central Maintenance.

CABINET SHOP

Department is comprised of one (1) Supervisor and a small staff of carpenters. They are responsible for manufacturing cabinets, shelving, etc. For use in the communities, in addition to handling various special projects as assigned. Reports directly to Assistant Director Central Maintenance.

PEST CONTROL

Department is comprised of one (1) supervisor and a small staff of technicians. They are responsible for routine spraying and control of pests (roaches, pigeons, rodents, etc.) Reports directly to Assistant Director Central Maintenance.

CHAPTER 2

MAINTENANCE WORK ORDER SYSTEM

All work orders should be completed within 20 days and emergencies must be abated within 24 hours!

Answering Calls (CRM)

After entering the unit number, the resident's name will appear. Call the resident by Mr. or Ms. And his or her last name.

1. *Be polite and professional (Remember, you are here for the resident)*
2. *Be sure to give your name to the Resident.*
3. *Get community name and unit number.*
4. *Check for any existing work orders.*
5. *Ask Resident what the problem is.*
6. *If there is not a work order, create one. IF A WORK ORDER EXISTS, DO NOT CREATE A NEW ONE.*
7. *Check to insure that the Resident's phone number is correct.*
8. *Give Resident copy of the work order number.*
9. *Politely hang up with the Resident*
10. *Print the work order and schedule the work.*

ANSWERING an EMERGENCY CALL

1. *Stay calm and try to calm the resident. (Remember, you are here for the Resident)*
2. *Get Community name and unit number*
3. *Create the work order.*
4. *Get DETAILED description of the problem.*
5. *Notify the Supervisor of the affected zone FIRST.*
6. *Supervisor will page the trade needed to abate the emergency . Put in the Zone office phone number, followed by *911*
7. *Once arrangements have been made with the trade, radio the FMS of the problem.*
8. *If the trade is unavailable (abating another emergency), radio the FMS immediately to find another trades person.*
9. *Make work orders and schedule any clean up work.*
10. *Notify Director of Maintenance, Assistant Director(s) of Maintenance and zone supervisor if emergency is fire, disaster or personnel emergency.*

All work orders should be completed within 20+ days and emergencies must be abated within 24 hours!

The following items are considered EMERGENCIES (priority Code 1) with no exceptions:

1. *Elevator – Both cars down or somebody trapped in one.*
2. *Fire Alarm Systems Activation or Down (including smoke detectors), and all fire-related hazards (i.e. electrical, stove, etc.).*
3. *Flood*
4. *Gas Leak*
5. *Lock In*
6. *Lockout (where safety is an issue) \$35.00 tenant charge.*

7. *No Heat (outside temperature below 45 degrees)*
8. *No Electrical Power*
9. *Stack Clogs*
10. *Water Line Break*
11. *Break In (where security is an issue)*

Closing Out Work Orders

1. *Completed work orders **MUST** be closed out as soon as the maintenance employee completes the work and turns them in on the same day if possible.*
2. *Enter a complete description if work completed.*
3. *Enter in a start and stop time. (If this is missing, return to worker to fill in start and stop time)*
4. *When closing out plaster work orders, make a work order to paint after plaster repair.*
5. *Send copy if requested by resident. Enter materials used.*
6. *File original*

All work orders should be completed within 20 days and emergencies must be abated within 24 hours!

Reports

1. *Print out an Open Work Order report every Tuesday afternoon.*
2. *Print out a Vacancy Status Report every Thursday morning. Inform the FMS of all newly vacant units.*
3. *Print out the Periodical Work Orders for your zone every Friday morning.*
4. *Print out Employee hourly report once a month.*

Charges

1. *Charge resident in computer from Work Order screen.*
2. *Send charge form and a copy of the work order to manager.*
3. *Send a copy of charge form and work order to resident.*

Zone Office Files

1. *Create a separate file for each unit in each community.*
2. *Label file with unit ID number (community number followed by unit number.)*
3. *File all work orders CHRONOLOGICALLY in correct unit file.*
4. *File all HQS inspection forms CHRONOLOGICALLY behind work orders in a file folder.*
5. *Attach all resident charge forms behind their respective work order.*
6. *For each Community, set up four files for weekly interior, weekly exterior, interior, and exterior.*
7. *File cyclical work orders CHRONOLOGICALLY in weekly interior/weekly exterior file.*
8. *File all other non-unit (facility) work orders in interior/exterior file.*

All work orders should be completed within 20 days and emergencies must be abated within 24 hours!

One Job – One Slip

No matter how many workers are in the same trade on a job, they must share one slip.

Example: 5 painters are painting the same vacant unit and it has taken them a week. All 5 painters will put their time for the week on the same slip.

The last worker to finish is responsible for getting the slip back to be closed

If a Laborer or Janitor assists a craft, that worker's time will go on the slip the craft is using. Another slip will not be generated.

Example: A plasterer has a Laborer help carry the materials needed to a unit. The Laborer will complete the date and time that he/she has carried the materials.

No slips for paper work or ordering material

The task takes less than 1/2 hour to do. If it is taking more than 1/2 hour you should be asking "Why?"

No slips for travel time

If the travel time is more than 1/2 hour, then it should be included on the same slip as the job in the area marked for Est. Time Travel.

Example: A Carpenter is in a vacant unit and needs to go and get 2 x 4's from a supplier. If it takes more than 1/2 hour, then the time would go on the slip being used for the vacant unit.

Cyclical work orders are for cyclical work ONLY

Cyclical work is work done day to day, month to month, year to year, etc.

Examples are:

*Grounds
Clean lobby and halls/change light bulbs
Clean elevator*

Only one slip is needed for each item a week, such as one Grounds for a week or one change lights bulbs/clean hallways for a week.

All work orders should be completed within 20 days and emergencies must be abated within 24 hours

If a resident calls in to say a light is out in a hallway, a new slip WILL NOT be generated. The worker will put the time on the weekly change light bulbs/clean hallways slip.

Procedure Centralized Maintenance Departments

Pest Control

The Pest Control Customer Relations Managers is responsible for all routine preventive spraying, including sending letters to inform the residents and opening and closing the work orders. The Zone CRM is responsible for making work orders for any resident -requested sprays that are not routine preventive maintenance. The Zone CRM's must call the Central CRM's once the work order has been made to have the work scheduled.

In the case of an item that is classified as Urgent (see list) the Pest Control CRM will page an exterminator immediately to have the work taken care of as soon as possible.

The Pest Control CRM is responsible for closing all exterminator work orders. He/she must then fax a copy of all tenant generated work orders to the Zone Office for filing by Zone CRM.

Engineering

The Engineering CRM is responsible for answering resident complaints, making tenant-oriented slips, and having the work scheduled.

In case of an emergency, the Engineering CRM will page the Engineering staff to complete the task. The Engineering CRM is responsible for closing out all engineering work orders. Any tenant-generated work orders will be filed in the Engineering office.

All work orders should be completed within 20 days and emergencies must be abated within 24 hours

Payroll

The CRMs will do all maintenance payroll within their respective zones and/or departments (pest control, engineering, appliance repair, landscaping). Centralized department payroll will be handled by the Division Secretary. Time cards will be basis for payroll. Time cards are to be collected and submitted to Central Maintenance on a monthly basis.

Housing Authority of the City of Pittsburgh

Resident Charges

Resident Name: _____

Resident ID Number: _____

Apartment Number: _____

Community: _____

Problem Reported: _____

Staff Called Out:

Name: _____ Title: _____

Name: _____ Title: _____

Date of Incident: _____

Time: _____ Hr.: ___ Per HR.: ___ Total Cost: _____

Time: _____ Hr.: ___ Per HR.: ___ Total Cost: _____

Material Cost: _____

Total Charge: _____

Comments: _____

From: HACP Maintenance Department
Attachments: Work Order

cc: Manager
 File
 Resident

Coding Work Orders

All work orders **MUST** be properly coded. If there are any questions regarding proper coding or the specific definition of a code, the CRM **MUST** ask the Maintenance Compliance Supervisor or FMS for clarification.

Priority codes

- 1 = Emergency – see Answering Emergency Calls for a list
- 3 = Urgent –see Answering calls for a list
- 5 = HQS failures – only items that cause a unit to fail an HQS inspection will be coded with 5. Items that pass with comment should be coded either 9 or 7.
- 6 = System Repair
- 7 = Vacant unit – work that needs done in a vacant unit.
- 9 = Other – anything that does not fit into the above categories.

Originated By Codes

- T = Tenant
- F = Field Maintenance Supervisor
- C = Cyclical work orders – general work done on a routine basis that is repeated Week to week, month to month. Example: grounds, clean lobby, etc.
- H = HQS inspection - anything found during an HQS inspection. This Includes both pass with comment and failures.
- M = Manager
- O = Vacant
- D = Police
- S = System Repair/Inspection
- K = House Keeping Inspection

Cause Code

- FIR = Fire
- FLO = Flood
- NEG = Neglect
- PM = Preventive Maintenance
- TA = Tenant Abuse
- VAC = Vacant Unit
- VAN = Vandalism
- NOR = wear and tear, normal

Coding Work Orders (cont.)

Task Codes

Four digit codes consisting of a first letter/number signifying the trade, a second number signifying the work done (replacement, repair, etc), and the last two digits signifying the item worked on (closet rod, commode, etc.)

Example: Curtain Rod is replaced: **C109** – carpentry, replace, curtain rod

Commode is clogged: **P004** – plumbing, second code not necessary, clogged commode (second code not necessary is used when it was obvious the work was done.)

Unit Status Codes

AVAILABLE– Unit is Maintenance Ready and Management Office has the keys.

MAINTENANCE HOLD –

A – Final Clean and Lock Change (2 days)

B Surface prep, paint (4 days)

C – Minor Trade Work (6 days)

D – Moderate Trade Work (8 days)

E – Major Trade Work (10 days or more)

When calculating the time to prepare a vacant unit keep in mind that:

1. All time estimates are maximums.
2. Times should be added together to get estimate.
Example: If the unit is coded Maint. Hold D
8 days + 6 days + 4 days + 2 days =27 days Maximum
3. Times may be adjusted if zone is given an extraordinary amount of units to prepare. If this is the case, please advise Assistant Director of Field Maintenance immediately.

CHAPTER 3

EMERGENCY MAINTENANCE PROCEDURES

EMERGENCY: A problem whereby life, health, and/or property is in danger. All emergencies **MUST** be abated within 24 hours.

The following items are considered EMERGENCIES with no exceptions:

1. *Elevator – Both cars down or somebody trapped in one*
2. *Fire Alarm Systems Activation or down (including smoke detectors) and all fire related hazards*
3. *Flood*
4. *Gas Leak*
5. *Lock In*
6. *Lock Out (where safety is an issue) Lockouts are a \$35.00 tenant charge*
7. *No Heat (outside temperature below 45 degrees)*
8. *No Electrical Power*
9. *Stack Clogs*
10. *Water Line Break*
11. *Break In (where security is an issue)*

The following items are considered URGENT (complete during normal daily activities; top priority) but not emergencies:

PLUMBING

1. *Basement Drains (toilet clogs, especially on weekends, may be considered emergencies.)*
2. *Bathroom drains*
3. *Domestic Hot Water Heater and Tank*
4. *Expansion Joints*
5. *Gas Lines*
6. *Heating System*
7. *Large Commercial Heater and Tank*
8. *Meter Pits*
9. *Roof Drains*
10. *Sewer Lines*
11. *Stacks*
12. *Water Lines*

CARPENTRY

1. *Exterior Doors*
2. *Railing*
3. *Roof Leaks*

ELECTRICAL

1. *Breakers*
2. *Camera Repair*
3. *Computer Lines*
4. *Control Boxes / Panels*
5. *Emergency Lighting*
6. *Exterior Lighting*

7. *Fire Alarm Trouble*
8. *Fuses*
9. *Intercoms*
10. *Security Alarm*

APPLIANCE

1. *Refrigerator Down (On weekends and holidays, this also might be considered an emergency.)*

ELECTRONIC TECHNICIAN

1. *Elevator – one car down*

ENGINEER

1. *Compactor Chute Clog*
2. *Fire Pumps*

PEST CONTROL

1. *Bald Face Wasps*
2. *Paper Wasps*
3. *Yellow Jackets*
4. *Honey Bees*
5. *House Mice*
6. *Norway Rats*

NIGHT CALL OUTS

➤ *During normal business hours Customers Relations Manager or Manager contacts proper maintenance employee to abate emergency and radios the Field Maintenance Supervisor.*

➤ *Procedure for emergency call outs after 4:30 P.M. and weekends/holidays*

1. *Night Scheduler or Answering Service takes all resident calls for service after regular working hours and weekends.*
2. *Night Scheduler or Answering Service questions tenants tactfully in order to make a sound judgement as to whether it is an emergency or routine. The list of emergency questions will be provided by the HACP maintenance Department.*
3. *If the call is determined to be an emergency, the Answering Service or Night Scheduler will then call out the Supervisor in charge. The Supervisor in charge will call out the on-duty crafts person to respond to the emergency.*
4. *If the call is determined NOT to be an emergency, the Answering Service will tell tenant to call his/her Customer Relations Manager in the morning.*
5. *If the call is determined to be an emergency, the Answering Service will advise the resident of what to do until the emergency crew arrives. Talk to the resident for a temporary solution until the emergency crew arrives.*

EMERGENCY CALLS

1. One trades person per craft will be on call for a one-week period, based on a scheduled rotation basis. The schedule will be determined by seniority.
2. The on-call trades person shall have access to a fully stocked van, which will be inventoried on a weekly basis.

ROUTINE CALLS

1. Trades persons will not be called in for routine calls during the on-call system hours.
2. If a trades person is called out for a routine call which has been called in as an emergency, **there will be a tenant charge—without exception.** Even if the tenant calls to cancel once trade is called the tenant must be charged.

INVENTORY

1. Inventory will be done by comparing materials used on the work order system to materials inventoried on the van at the close of the trade person's on-call week. All material that is requisitioned any time during the week must be added to that vehicle's inventory. This should happen only when an item is out-of-stock on the van or depleted to one item.
2. The material inventory, which would be carried on the trades van would be determined by that craft's Field Maintenance Supervisor who also will be responsible for stocking and inventory balance check.
3. The craft's Field Maintenance Supervisor is responsible for his/her personnel while responding to an emergency call.

PLUMBING

1. Gas leak, smell of gas, or gas line break. Any leak needs to be addressed immediately. Call the Engineering Dept.
2. Flooding. If property is in danger of being damaged and/or life is in danger, Call FMS.
3. Heating line break.
4. Water line break
5. Pipe clogging. Only if the flooding or complaint is registered over the weekend or property is endangered. If there is no flooding, and it is on a week day, wait until daylight to process.
6. Toilet overflowing. If a toilet is overflowing, have the tenant turn off the supply line valve.
7. Stack Clogs. When main building sewer clogs and backups, causing numerous toilet clogs in the building, these should be taken care of immediately to avoid flooding. This is a health issue. Call the FMS of that zone.

ENGINEERING

1. No heat. When temperature outside is 55 degrees or less. **Partial heat is not an emergency.** Any calls for heat that come in on a single dwelling after 11:00 p.m. can wait until the following day.
2. Flooding. In-house or apartment due to heating lines or radiators.
3. Numerous heating complaints in one area.

CARPENTERS

1. Break-in. *Board up windows/ doors for safety of tenant. Doors on occupied apartments should be secured for resident's safety, no matter what floor.*
2. Lock-out. *Call for assistance from resident that he/she cannot get in to apartment. Call Community Manager. (TENANT CHARGE -\$35.00)*
3. Lock-in. *When tenant is unable to get out of his/her apartment, call FMS. (NO TENANT CHARGE)*

ELECTRICIANS

1. Fire. *If the tenant complains of the smell of burning electrical equipment or overheating of same.*
2. Loss of power in apartment. *Ask the resident if his/her fuses are in the hall or if there is a breaker box in the apartment. If so, tenant needs to replace fuse(s) or reset breaker. If HACP Maintenance has to come out, there is a tenant charge. If the fuse box is in the basement, there will be no charge.*
3. Power outage. *Contact Utility Company first, then notify Housing Authority Electrician only when entire building is without power. It is not an emergency if there is some power available in the building. (If resident is on life support the call should be considered an EMERGENCY)*

APPLIANCE CALLS

1. *If there is a gas leak on an appliance, notify the Engineering Department.*
2. *For all other calls, call the Engineering Dept.*

FIRE/BURGULAR ALARMS

1. Fire Alarms. *Call an Engineer for that zone. If an Engineer cannot be reached, call the Electronics Technician. If there is no response, the Chief Engineer should be notified. Personnel should be called only if the fire alarm is sounding, not if it is a trouble alarm.*
2. Burglar alarms. *Call the Community Manager and Field Maintenance Supervisor to alert them that the alarm went off. If the alarm needs reset the FMS will contact the Electronics Technician.*

TEAMSTER/LABORER

Contact Teamster or Laborer only when there is a major emergency. You must obtain authorization from your FMS before contacting a teamster or a laborer.

SPECIAL NOTES

1. *Remember all stated procedures are to be followed.*
2. *When an emergency cannot be handled by the on-call trades person, notify the Community Manager and the FMS.*
3. *If they cannot be reached contact the Assistant Director of Maintenance.*

ELEVATORS

1. Tenant stuck in elevator. *Call and alert the appropriate Elevator Service Company (or applicable elevator company) immediately (without authorization).*
2. Both cars down. *Call and alert the appropriate Elevator Service Company (or applicable elevator company) immediately (without authorization)*
3. One car operating. *Alert Elevator Service Company (or applicable elevator company) that the car is down but repair should not be made until the following morning. Write it on the night sheet.*
4. *If at all possible, have a security guard check the malfunction,*
 - a. *Check to see if there is a shopping car in the door, vandalism, etc.*
 - b. *Check the stop button and door tracks for obstructions.*
5. *Call your FMS if you have any questions.*

MAJOR WATER BREAKS

1. Call the on-call plumber to verify the seriousness of the break and if break is on HACP property. If it is not on our property call the City Water Department. Some examples of breaks are water sprouting from street, water icing the streets. etc. Some breaks can wait until the next working day depending on the severity.
2. After the plumber has determined a need for repair, call your FMS. The FMS will do the following:
 - a. Notify Director of Maintenance, Assistant Director, etc. (if necessary).
 - b. Notify backhoe operator.
 - c. Contact two laborers from the community where the break is located (if possible).
 - d. Contact truck driver.
 - e. Contact engineer if the water shut-off will affect the community's boiler room.
 - f. Notify the Fire Department that the water is off and may affect certain fire hydrants.
 - g. If roads need to be blocked off for a period of time notify Port Authority Transit so they can reroute the bus service.

MAJOR GAS LINE BREAK

1. Call on-call plumber to verify the location of the leak/break. Have gas shut off as soon as possible. Notify the Fire Department of the situation.
2. Call your FMS.

EMERGENCY TELEPHONE NUMBERS

Utility Companies

City of Pittsburgh Water Department	255-2409
Columbia Gas Company	344-9800 Ext.283
Duquesne Light Company	393-7000
Equitable Gas Company	281-9911
PA American Water Company	343-0200
Peoples Gas Company	244-2626
EMERGENCY	1-800-400-4271
Wilkinsburg-Penn Joint Water Authority	243-6200

County

Emergency Operations Center, 1520 Penn Avenue	392-8550
---	----------

Hazardous Substances

Government Chemical Oil Spills/Clean-up	1-800-424-8802
Motor Transportation of Hazardous Substances	717-787-7445

Public Safety Department

Emergency Management Office	255-2293
Ambulance Division	622-6934

Fire

First Response Basic Life Support	665-4314
Administrative Offices	622 -6934

<u>Environmental Protection Agency(EPA)</u>	1-800-541-1625
--	----------------

CHAPTER 4

PREVENTIVE MAINTENANCE PROCEDURES

Preventive Maintenance (P.M.) work: *Work that is performed on a periodic basis designed to:*

1. *Prolong the life of equipment*
2. *Avoid the breakdown of equipment*
3. *Address seasonal maintenance needs*

P.M. is a very important function to a maintenance department. A good P.M. system can save time and money.

THREE MAJOR TYPES OF PREVENTATIVE MAINTENANCE

1. **Corrective Maintenance.** *Includes minor repairs and replacement, and ensures equipment continues to function at or near maximum capacity. This is done by restoration, reconditioning, or replacement of some or all parts. Example include:*
 - a. *Replace, repair, and/or rebuild motors, pumps, etc.*
 - b. *Clean and maintain apartment heating, cooling, and hot water units.*
 - c. *Clean and maintain central heating, cooling, and hot water systems.*
 - d. *Clean and maintain lawn equipment, tools, etc.*
2. **Extraordinary Maintenance.** *Work that prolongs the life of equipment or site facilities. This work usually consists of major repairs, replacements, or rehabilitation requiring substantial expenditures in equipment and manpower not available to the HACP staff. HACP staff may complete some of this work.*
3. **Emergency Maintenance.** *Work that is performed to correct or eliminate conditions that are or may be hazardous to the safety of the resident, employee, property, or the adjacent community. Examples include replacement or repair of water, gas, sewer, or electrical lines/parts.*

CHAPTER 5

EQUIPMENT AND VEHICLE PROCEDURES

The following should not be considered an all-inclusive list or take precedence over the instructions of the FMS or CRM.

HACP VEHICLES

1. *Any maintenance employee using a HACP vehicle must complete the attached inspection form.*
2. *Any equipment malfunction should be reported immediately to the supervisor or CRM.*
3. *Every employee must wear a seat belt.*

TRACTORS- DAILY OPERATING PROCEDURES

1. *Check oil.*
2. *Check fuel.*
3. *Check tires.*
4. *Check and make sure safety equipment is working properly.*
5. *Visually inspect tractor, tractor mower deck, and/or snow plow for missing, broken, worn or loose parts. Contact Equipment Repair Shop if repairs are needed.*
6. *Before cutting always check the area to be cut for debris; i.e., bottles, rocks, bricks, curb boxes, cut-off fence posts, metal objects, etc.*
7. *Never leave running tractor unattended. When equipment is not in use, always store it in the maintenance shop to prevent theft.*
8. *Every employee must wear appropriate personal protective equipment, i.e. goggles, shoulder harness strap, safety shoes, long sleeved shirts and gloves.*
9. *Tractors must be cleaned after being used, or at the end of the work day. All fluid levels must be re-checked at the end of each work day.*

LAWN MOWERS – DAILY OPERATING PROCEDURES

1. *Check oil, if applicable.*
2. *Check fuel, and always use a proper container for fuel.*
3. *Visually inspect lawn mower, i.e., loose engine mounting bolts, missing engine mounting bolts, broken or bent blades, missing safety shields, decks which are cracked or missing pieces of the deck housing, etc.*
4. *Check to make sure lawn mower runs before leaving your maintenance shop.*
5. *Always check area to be cut for debris (see No. 6, tractor section).*
6. *Never leave running lawn mower unattended. When equipment is not in use, always store in the maintenance shop to prevent theft.*
7. *Any equipment sent to the repair shop will have a work order and transfer slip.*
8. *Every employee must wear appropriate personal protective equipment, i.e. goggles, shoulder harness strap, safety shoes, long sleeved shirts and gloves.*
9. *Lawn mowers must be cleaned after being used, or at the end of the work day. All fluid levels must be re-checked at the end of each work day.*

WEED TRIMMERS – DAILY OPERATION PROCEDURES

1. *Check fuel.*
2. *Visually inspect. Make sure all safety shields are in place, and check for loose screws and bolts. Make sure trimmer spool is full. For power scythes, check for broken, cracked, worn or loose blades. Make sure the metal blade guard is in place.*
3. *Make sure trimmer or power scythe runs before leaving the shop area.*
4. *Every employee must wear appropriate personal protective equipment, i.e. goggles, shoulder harness strap, safety shoes, long sleeved shirt.*
5. *Check area to be cut or trimmed for debris.*
6. *Never leave weed trimmers unattended. When equipment is not in use, always store in the maintenance shop to prevent theft.*
7. *Weed trimmers and power scythes must be cleaned after being used, or at the end of the work day. All fluid levels must be re-checked at the end of each work day.*

CHAIN SAWS- DAILY OPERATING PROCEDURE

1. *Check fuel.*
2. *Check chain oiler tank.*
3. *Check saw chain; adjust if it is too loose or replace if it is too worn. Sharpen if it is too dull.*
4. *Never leave chain saw unattended. When equipment is not in use, always store in the maintenance shop to prevent theft.*
5. *Every employee must wear protective equipment, i.e. goggles, shoulder harness strap, safety shoes, long sleeved shirts and gloves.*
6. *Chain saws must be cleaned after being used, or at the end of the work day. All fluid levels must be re-checked at the end of each work day.*

ELEPHANT VACS - DAILY OPERATING PROCEDURES

1. *Check oil.*
2. *Check fuel.*
3. *Check tires.*
4. *Check and make sure safety equipment is working properly.*
5. *Visually inspect elephant vac for missing, broken, worn or loose parts. Contact Equipment repair Shop if repairs are needed.*
6. *Never leave running elephant vac unattended. When equipment is not in use, always store in the maintenance shop to prevent theft.*
7. *Every employee must wear protective equipment, i.e. goggles, shoulder harness strap, safety shoes, long sleeved shirts and gloves.*
8. *Elephant Vacs must be cleaned after being used, or at the end of the work day. All fluid levels must be re-checked at the end of each work day.*

ABUSE TO HACP OR VEHICLE EQUIPMENT BY ANY EMPLOYEE WILL RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING DISMISSAL.

CHAPTER 6

ROUTINE MAINTENANCE AND CLEANING PROCEDURES

The following should not be considered an all-inclusive list or take precedence over the instructions of the FMS or CRM.

Routine maintenance and cleaning is general work done to interior common areas, exterior common areas, offices, and maintenance areas in order to keep them presentable and safe for residents, employees, and visitors.

EXTERIOR COMMON AREAS (All sites)

Grounds cleaning will be addressed on a daily basis.

The supervisor will make the final determination on the amount of time needed and assign the proper person their weekly work order.

Grounds Cleaning (all sites)

- 1. Pick up and dispose of all paper and debris on grounds.*
- 2. Sweep streets, sidewalks, and parking lots.*
- 3. Make note of problems and report.*
- 4. Remove any and all weeds growing between curb and street and cracks on walk ways.*

Grass Cutting and Trimming (all sites)

- 1. Cut and trim grass areas at least once a week or as needed during the growing season.*
- 2. Follow appropriate safety precautions at all times.*

Shrubs, Bushes, and Hedges

- 1. High Rises. Trim all shrubs, bushes and hedges at least one each month or as needed in the growing season.*
- 2. Family Sites. Trim and/or prune throughout the growing season, as needed.*

Outside Garbage Courts and Dumpsters Areas (family sites)

- 1. Clean all debris in area of dumpsters.*
- 2. Report to supervisor when dumpster is full and needs to be rotated.*
- 3. Clean up all debris in area of garbage court and dispose of debris in containers.*
- 4. If the containers are full, use individual trash cans to store excess garbage and leave them at garbage court for regular pick-up day.*

INTERIOR COMMON AREAS (all sites)

Daily Cleaning (all sites)

1. *Dust all furniture, counters, window sills and ledges.*
2. *Wipe hand and finger prints from furniture with damp cloth or furniture polish.*
3. *Clean tiled floor areas with a broom, dust mop or damp mop.*
4. *Empty waste receptacles.*
5. *Empty and clean ash trays*
6. *Remove any accumulated debris.*
7. *Put away any tools that may have been left in the management office. DO NOT STORE ANY TOOLS IN THE MANAGEMENT OFFICE.*
8. *Clean hand prints, etc. from glass doors and windows.*
9. *Vacuum all carpeted areas.*

Laundry Rooms and Restrooms – Interior Common Area – (Hi-Rise)

1. *Clean sinks, urinals, mirrors and commodes.*
2. *Damp mop floors with appropriate cleaner.*
3. *Stock, as needed, toilet tissue, hand towels, deodorant blocks, and soap.*
4. *Empty all waste receptacles.*

Interior Common Areas – (Hi-Rise)

1. *Clean all entrance door and lobby window glass.*
2. *Mop all non-carpeted floors with appropriate cleaning solution.*
3. *Wipe down baseboards and/or cove base.*
4. *Thoroughly vacuum all carpeted areas.*

Elevators (high rises)

1. *Damp mop all non-carpeted floors.*
2. *Vacuum carpeted floors.*
3. *Wipe hand and finger prints with cleaning solution.*
4. *Check lighting and replace if needed.*
5. *Report all elevator malfunctions to Central Maintenance, 455-5010*
6. *Clean all elevator walls, doors and control panels with cleaning solution.*
7. *Mop non-carpeted floors with soap solution.*
8. *Scrape and clean all door tracks in elevator cars, using wet/dry vacs to remove loose debris.*

Elevators (high rise) -ONCE PER QUARTER

1. *Thoroughly clean elevator ceilings, if ceiling is removable, remove panels, clean, and reinstall.*
2. *Strip and wax non-carpeted floors.*
3. *Supervisor will check elevator doors and cars. If painting or repairs are needed, he/she will schedule the work.*

Trash Compactor, Bins, Rooms/Area (high rise)

1. Check and report all malfunctions and/or needs (bags, deodorant, etc.) to supervisor.
2. On pick-up day (bin type), flush down trash chute and deodorize.
3. Hose out and deodorize compactor bins.
4. Scrub compactor room floors with deodorant soap solution and hose down.

Interior Hallways -(high rise/three-story walk-up)

1. Check each floor for lighting needs; replace as needed.
2. Vacuum some carpeted floors daily, rotating so that each floor is vacuumed at least once per week.
3. Dust all areas (window sills, etc.) to coincide with floors vacuumed.
4. If floors are not carpeted, they should be mopped and baseboard/coves wiped down.
5. Periodically wax floors, as needed.
6. ALL TILED FLOORS MUST BE STRIPPED AND WAXED ONCE PER QUARTER.

Stairwells (high rise/three-story walk-up)

1. Daily remove debris; check lighting and replace, if needed.
2. BI-weekly, completely sweep down stairwells.
3. BI-weekly, sweep and mop stairwells.

OFFICES, MAINTENANCE AREAS, BOILER ROOMS (ALL SITES)

Maintenance Areas and Offices (all sites)

1. Sweep or vacuum floors.
2. Empty all trash receptacles.
3. Clean work benches, desks, and all other furniture.
4. Clean all fixtures.
5. Clean employee restrooms.
6. Organize tools, equipment, office supplies, etc. and store in proper place.
7. Mop all non-carpeted floors with soap solution in maintenance areas, restrooms and offices (as needed).

NOTE: LABORERS AND JANITORS MAY BE DIRECTED TO PERFORM OTHER DUTIES SUCH AS LOADING AND UNLOADING VEHICLES, SNOW REMOVAL, ETC.

ABUSE TO HACP EQUIPMENT BY ANY EMPLOYEE WILL RESULT IN DISCIPLINARY ACTION AND FINANCIAL RESPONSIBILITY TO HACP!

CHAPTER 7

LOCKSMITH PROCEDURES

1. *Maintain all locks and finish hardware in a good state of repair.*
2. *Cut all new keys required.*
3. *Keep accurate record of all key blanks, locks, cylinders and repair parts required and carried in stock.*
4. *Requisition all repair and replacement parts needed for all hardware.*
5. *Perform any other duties necessary in the care and maintenance of the locks, hinges, door closets, and panic bolts.*
6. *Inventory community key cabinets.*

LOCK AND CORE PROCEDURE

1. *Field Maintenance Supervisors are to submit all locks and cores to the Locksmith for re-keying and key-cutting on a weekly basis, regardless of how few or how many there are,*
2. *Any and all file keys must be sent with cores and cylinders to Locksmith. Those not having keys will be returned without being serviced. Note that any time the keys do not come with the cores or cylinders, it increases costs to the Authority.*
3. *All cores and cylinders that are to be ordered are to go through the locksmith shop to allow the authority to standardize key-way and materials. This will also help cut costs.*
4. *All emergencies are to be completed within eight hours, if a work order is submitted.*
5. *Non-emergencies will be completed in the order in which they are received.*
6. *Key Cabinet procedure is to be followed (see subsequent pages)*
7. *Master and control key procedures are to be followed (see subsequent pages).*
8. *Employees must report lost keys to Field Maintenance Supervisor and/or Customer Relations Manager immediately. If not reported disciplinary action will be taken*

MASTER KEYS

1. *There will be a master key maintained in both the manager's and Field Maintenance Supervisor's office in a locked cabinet.*
2. *Key cabinets in each office are to be maintained by the person in charge of the office.*
3. *Access to key cabinets is to be limited to the Community Manager, Assistant Manager, Field Maintenance Supervisor and Customer Relations Manager.*
4. *There is to be an inventory of the key cabinet at the end of each work day.*
5. *At no time will master key be permitted to be taken from HACP property.*
6. *At no time are master keys to be in the possession of unauthorized employees.*
7. *Authorized employees are: Locksmith, Community Manager, Assistant Manager, Field Maintenance Supervisor and Customer Relations Manager —unless authorized by the Director or Assistant Director of Maintenance. Authorized personnel can sign out master keys to appropriate supervisory personnel.*
8. *Lockouts are to be performed by an authorized master key holder, employees only.*
9. *All master keys will be indicated by a pound (#) sign.*
10. *Master keys will be signed out when removed from cabinet.*

CONTROL KEYS

1. *One set of control keys will be maintained in the locked cabinet by the carpenter.*
2. *Control keys are to be returned at the end of each work day.*
3. *One control key will be kept in the maintenance key cabinet and will be issued on a day-to-day basis.*

Notes

There will be a monthly inspection of key cabinets and sign-out charts by the Locksmith. If anyone is found in violation of the outlined policy, disciplinary action will be taken.

At no time will any employee be issued, on permanent basis, a master key or control key.

Any employee who holding an unauthorized control or master key is to turn it into the HACP Locksmith at once.

Master keys can only be used by authorized employees and are not for loan.

KEY CABINET PROCEDURES

1. *All keys must be tagged with apartment numbers (building and entrances). There should not be two different keys on one tag. If two different keys exist, the one to the apartment must be found and the other discarded.*
2. *When carpenters perform lock changes, the rent office must send a vacancy notice/work order to the maintenance shop. The keys should be attached to the work order so that the carpenter can change the lock and send lock and keys to the Locksmith Shop. When the carpenter installs new locks, he/she must send new keys to rent office to be tagged and hung up in the appropriate spot of the apartment number.*
3. *The rent office must not give out last apartment key. It should be sent to the locksmith shop to have keys made and sent back to the rent office.*
4. *Loose keys on the bottom of the key cabinet must be removed and sent to the Locksmith Shop.*
5. *Unauthorized personnel are prohibited access to the key cabinet.*

CHAPTER 8

PEST CONTROL PROCEDURES

Preventive Pest Control: Building

Pest Control CRM sends notice to tenants one week to ten day prior to service. The notice gives tenants instructions for preparing apartments prior to service for better control.

Each community has schedule of service days with an assigned pest control operator (PCO).

Three story walkup. PCO arrives to spray 18 to 24 units.

Row houses. PCO arrives to spray 12 to 16 units

High rises. Pest Control Scheduled twice a year and completed with two-man teams. All units are treated. Follow-up treatment is done in infested units. PCO SHOULD INFORM MANAGER OF POOR HOUSEKEEPING.

PCO completes all units scheduled and should spray all rooms, Sometimes it is necessary to encourage the tenant to permit PCO to treat unit.

If a unit's tenant is not home, PCO needs to return at least twice to gain entry. An alternative to waiting for the tenant to be home is to have the Community Manager accompany PCO with pass key. PCO MUST LET COMMUNITY MANAGER KNOW WHICH UNITS WERE NOT COMPLETED.

If tenant unit is infested or has poor housekeeping, this must be noted on work order. PCO MUST INFORM SUPERVISOR OF POOR HOUSEKEEPING AND SCHEDULE FOCUS UNITS FOLLOW-UP SERVICE.

COMPLAINTS AND VACANTS

- 1. Assigned to special crew.*
- 2. Call first if telephone number is on work order.*
- 3. More time may be required with vacants due to square footage to be treated.*
- 4. Inform supervisor if complaint was a result of poor quality workmanship from prior PCO.*
- 5. Go to units twice if tenant home or if vacancy key does not work.*
- 6. Give notice to supervisor of any poor housekeeping. cc to Assistant Directors of Maintenance & Associate Director of Operations.*

CHAPTER 9

VACANT UNIT STANDARDS

The following should not be considered an all-inclusive list or take precedence over the instructions of the FMS or CRM.

VACANT UNITS

ANY personal belongings left in a vacant unit by a previous tenant shall be considered HACP property unless the property was left in the unit or set out of the unit as the result of an eviction. In that instance, the property remains the personal property of the tenant and must be taken to the dump or otherwise disposed of by management if not removed from the premises within 72 hours of a lockout. No useable items shall be taken by any employee. Any employee who does so may be subject to disciplinary action up to and including discharge and/or may be reported to law enforcement authorities.

*Any Employee who finds anything of value in a vacant unit **MUST** report it to the FMS/CRM immediately.*

INITIAL ACTIVITIES

- 1. Remove debris.*
- 2. Change locks.*
- 3. Board windows.*
- 4. Remove stove and refrigerator.*
- 5. Remove cabinets if defective.*
- 6. Schedule extermination.*
- 7. Remove damaged interior doors.*
- 8. Remove non-hazardous damage floor tile.*

PRE CLEAN

- 1. Remove all wallpaper and contact paper.*
- 2. Remove all hazardous flooring.*
- 3. Remove electrical plates, lighting globes, and stock in closet.*
- 4. Clean all walls and floors.*
- 5. Clean windows and snap trim.*
- 6. Clean commode, sinks and bathtubs.*

VACANCY PREPARATION STANDARD

The following procedure is to ensure the proper preparation of vacant units throughout the Housing Authority. This standard involves various trades, as follows:

ELECTRICAL

Switches and Receptacles

- 1. Remove all receptacles and switch plates.*
- 2. Unscrew switches and receptacles out of workbox.*
- 3. Pull switches and receptacles out of workbox without disconnecting wires.*
- 4. Inspect wiring to ensure safety. Repair as needed.*
- 5. Vacuum dust out of workbox.*
- 6. Inspect switch and plug for proper operation. Change if they fall into any of the following categories: no ground, cracked, damaged, or discolored.*

Panel Box

1. *Remove cover from panel box.*
2. *Vacuum all dust from panel box.*
3. *Tighten all connections.*
4. *Inspect all wiring for damage.*
5. *Reinstall panel cover.*

Exhaust Fan

1. *Check electrical connection.*
2. *Inspect motor and lubricate if required.*
3. *Replace light and inspect socket.*
4. *Replace filter.*

Lighting Fixtures

1. *Remove fixture.*
2. *Inspect wiring and repair if necessary.*
3. *Replace fixture if it is the old type.*
4. *Reinstall fixture.*

Hot Water Heater

1. *Check Wiring. Repair if necessary.*
2. *Check continuity of element to ensure proper operation.*
3. *Check thermostatic control.*

Hard Wire/Battery smoke Detectors

Hard wire:

1. *Detach detector from ceiling.*
2. *Check wiring for frays and discoloring. Repair if needed.*
3. *Dust out detector.*
4. *Reinstall detector and test.*

Battery Type:

1. *Remove cover of detector.*
2. *Replace battery.*
3. *Dust out detector.*
4. *Reinstall cover and test.*

PLUMBING

Kitchen

1. *Check for proper water pressure. Pressure reading should be 60 to 80 psi.*
2. *Check hot water temperature. Temperature must be 115 to 120 degrees.*
3. *Rebuild faucet or replace for the following reasons: (1) too worn to be rebuilt or (2) rusted or (3) cracked.*
4. *Check drainage by filling sink and draining to ensure proper drainage. Snake if needed.*
5. *Inspect drain piping for leaks or weak metal. Replace if needed.*
6. *Inspect supply lines.*
7. *Inspect range valve and connector. Replace if needed.*
8. *Check range for gas leaks.*

Bathroom

1. Check for proper water pressure. Pressure reading should be 60 to 80 psi.
2. Check for hot water temperature. Temperature must be 115 to 120 degrees.
3. Rebuild lavatory and tub faucets or replace for the following reasons: (1) too worn to be rebuilt, (2) rusted or (3) cracked.
4. Rebuild commode fluid master or replace if needed.
5. Replace commode flapper valve.
6. Replace commode float ball.
7. Inspect commode flushing hand and linkage. Replace if needed.
8. Check drainage by filling sink and tub, then draining to ensure proper flow. Snake drain if needed.
9. Inspect all drain piping for leaks or weak metal. Replace if needed.
10. Inspect supply lines.

NOTE: ALL REPLACEMENTS OR REPAIRS ARE TO BE TOP QUALITY.

CARPENTRY

Floor Tile: The goal is to provide a safe, level surface of a common pattern.
Check floor tile for cracks or chips. Replace individual tiles only if it can be matched properly.

Floor Tile Demo

After it has been determined the tile needs to be replaced. Follow these steps:

1. Check tile and mastic for asbestos, as follows:
 - a. Wear proper clothing:
 - ◆ Tie-back suit
 - ◆ Respirator
 - ◆ Gloves
 - b. Take samples and seal in an 8 mil plastic bag available at Central Maintenance.
 - c. Deliver sample to Chief Engineer for proper testing.

NOTES:

1. If flooring or mastic is determined to have asbestos, a hazardous waste contract will be provided.
2. If flooring is non-hazardous, handle it as construction debris.

Floor Replacement

1. Check sub-floor. Repair as needed.
2. Replace floor tile.

Doors

1. Check all apartment doors. Replace if there are holes or cracks.
2. Check all door hardware. Replace or repair as needed.
3. Check door for proper operation.
4. Replace cove base.
5. Rebuild or replace cabinets.
 - A. The look we need to achieve is a cabinet with no holes or cracks.
 - B. All doors and drawers need to operate properly.
 - C. The finish is top quality.
6. Replace old-type medicine cabinets.

Steps: Inspect steps. Repair as needed.

Towel/Paper Racks: Replace old towel and paper racks.

NOTE: ALL REPLACEMENTS OR REPAIRS ARE TO BE TOP QUALITY.

SURFACE PREPARATION

The need for proper surface preparation prior to painting cannot be stressed enough. It has been said many times that INCOMPLETE OR IMPROPER SURFACE PREPARATION IS THE PRIMARY CAUSE OF COATING FAILURES. Thus, the surface should be prepared as necessary so that it will receive the paint properly.

1. *Thorough cleaning of the surface is the fundamental objective of all surface preparation methods.*
2. *All metal surfaces must be clean and free of rust, mill scale, grease, oil, dirt and other foreign matter.*
3. *New walls and ceilings often require attention before priming. Preparatory work may include patching and spot priming.*
4. *Patching - Cracks and holes in plaster walls require skillful patching.*
5. *Map cracks - Deep cracks must be cutout and patched before primer and paint are applied.*
6. *The correct preparation of a deep crack or hole includes cutting away loose or bulging plaster from edges and then undercutting it so that a cross section looks like an inverted "V".*
7. *If the bottom of the crack or hole is wider than the top, patching material will be keyed to the surface and will not fall out.*
8. *After undercutting, dust out the opening, then soak the sides and bottom with water. A pressure spraying device is the most effective way of wetting the opening.*

NOTE: UNLESS THE EDGES ARE WET WITH WATER BEFORE PATCHING, THE DRY PLASTER WILL ASORB EXCESSIVE WATER FROM THE PATCH AND IT WILL ULTIMATELY CRUMBLE.

SPOT PRIMING

1. *After the patch dries (a minimum of 15 hours should be allowed for drying), and is sanded smooth, dust completely.*
2. *The patched wall is to receive a two-coat repaint job. Spot prime the patch.*
3. *Apply primer over the entire wall and finish with the appropriate top coats.*

NEW PLASTER

1. *New plaster should always be dry before it is primed and painted.*
2. *Efflorescence and suction spots may require special attention when priming new plaster.*
3. *Care should be taken in proper cleaning and complete sealing of these potential trouble spots.*

NOTE: EFFLORESCENCE CAN OCCUR ON NEW PLASTER APPLIED TO MASONRY SURFACE. IT RESULTS WHEN MOISTURE IN NEW MASONRY CARRIES WATER SOLUBLE SALTS FROM THE MASONRY TO THE SURFACE OF THE PLASTER.

NOTE: PLASTER WALLS TO BE PAINTED, FROM WHICH WALLPAPER AND GLUE SIZING HAVE BEEN REMOVED, SHOULD BE TREATED LIKE NEW PLASTER.

"SKIM-COAT" PLASTER

1. *"Skim-coat" plaster is applied in very thin coats to the face of special gypsum wallboard sheets.*

NOTE: *WHEN PROPERLY APPLIED, "SKIM-COAT" PLASTER CURES TO AN EXTREMELY HARD, NON-POROUS SURFACE. WHEN NOT PROPERLY APPLIED OR THOROUGHLY CURED, POROUS AREAS OR "HOT SPOTS" MAY RESULT. IT IS ALWAYS ESSENTIAL THAT THE PLASTER BE COMPLETELY DRY BEFORE PRIMING.*

DRYWALL SURFACES

1. *Be sure all nail heads are set below the surface and spackled over.*
2. *Joints should be taped and covered with a suitable drywall joint compound.*
3. *Sand the spackled nail heads and joint compound. Smooth and dust well before priming.*
4. *All work is to be top quality.*

NOTE: *AFTER JOINT COMPOUND HAS DRIED, REAPPLY AND SAND UNTIL YOU ACHIEVE A SMOOTH SURFACE.*

CONCRETE AND MASONRY SURFACES

1. *Unpainted concrete surfaces must be properly in order to prevent poor adhesion or primers.*
2. *A good washing with a detergent will remove the oils, releasing agents, dust and dirt.*

PAINTING OF VACANT APARTMENT UNITS

1. *All walls and ceilings should be painted. Base is to be painted to match trim color.*
2. *All concrete or wooden floors with out tile shall be painted or varnished.*
3. *All interior doors and frames shall be re-painted, varnished or replaced.*
4. *Paint door edges.*
5. *Paint wood shelving in kitchens*
6. *Paint all wood shelving in all closets.*
7. *Radiators, exposed pipes, heat convector covers, etc.*
8. *Paint window sills with oil base paint.*
9. *Use rubber base if previously painted with oil base paint*
10. *Paint miscellaneous painted items (medicine cabinets, outside of bathtubs, etc)*
11. *The wall around the bathtub, except where new tiles exists, shall be painted. The color must match walls and ceilings.*
12. *Paint metal base and wall cabinets, interior and exterior, in kitchens.*
13. *All doors, cabinets and wood stairs previously varnished will be revarnished to show a smooth gloss finish.*
14. *Painter must use the required roller cover nap thickness specified for each type of surface and coating.*
15. *All work is to be top quality.*

FINAL CLEAN

1. *Clean all walls and floors.*
2. *Clean windows and snap trim.*
3. *Clean commode, sinks and bathtub.*
4. *Remove any debris left in unit.*
5. *Make sure that a new toilet seat has been installed.*

CHAPTER 10

PREVENTIVE MAINTENANCE BUILDING INSPECTION

The following should not be considered an all inclusive list or take precedence over the instructions of the FMS or CRM.

ROOFS

A roof that is not weather-tight and allows significant amounts of water to leak through to the interior of an occupied unit is unacceptable and must be addressed immediately.

GUTTERS/DOWN-SPOUTS

Deterioration of the gutters and down-spouts (rotting or missing pieces) must be addressed immediately if it causes significant amounts of water to enter the interior of the unit by rotting an exterior wall. Deterioration that does not affect the interior of the unit should be addressed in a timely manner but is not urgent.

FLASHING

Unsound and hazardous flashing, if sections are missing or hanging, it should be addressed immediately.

EXTERIOR WALLS

Unsound or hazardous means that exterior walls

--show severe defects such as buckling, bowing, or leaning

--contain large cracks

--have falling or missing pieces of masonry

--have significant portions deteriorating to the point that would allow water and serious drafts to penetrate.

ENTRANCE DOORS AND HARDWARE

Unsound and hazardous means that:

--the doors are not working or are off the hinges or hanging

--the closures are not working or hanging

--the door handle or knob is not working or missing.

WINDOWS

Broken or cracked windows need to be addressed immediately. To determine if there is a crack, rub your finger across it. If you can feel the crack, then it should be replaced immediately.

SCREENS

If the screens are broken or torn, record a comment.

CAULKING

Caulking should be in tact, but caulking with cracks or small sections missing should be recorded. If the caulking is missing, then it should be replaced immediately.

NOTE: All work is to be top quality.

CHAPTER 11

HACP Processing of Vacant Units

The following flowcharts demonstrate the Housing Authority procedures for processing vacant units and placing families in them. Maintenance employees should take special note of the section that describes the turning over and readying of vacant units. It is very important that the Maintenance Department works closely with Management and Occupancy to efficiently process vacant units.

VACANT UNIT NOTIFICATION

This is to inform you that the following unit has become vacant.

Unit ID _____

Address _____

Date Vacated _____

Community Manager Signature

Date

FMS or CRM Signature

Date

VACANCY TURNOVER SHEET

Date _____

Unit No. _____

Keys Yes _____ No _____

Manager _____

*Field Maintenance
Supervisor* _____

RCB

CHAPTER 12

HACP SAFETY PROCEDURES AND GUIDELINES

IMPORTANT: IF GUIDELINES ARE NOT FOLLOWED, DISCIPLINARY ACTION UP TO AN INCLUDING DISCHARGE COULD RESULT. The following guidelines should not be considered an all-inclusive list or take precedence over the instructions of the FMS or CRM. For a complete list of guidelines please refer to the HACP Employee Handbook.

A. Reporting Procedures

1. All maintenance personnel are to report to their designated zones every morning.
2. Employees are to be ready to start work at 8:00 (except for seasonal work, special schedules, emergency situations, etc).
3. If an employee has to report off sick, he/she will be marked absent. If a supervisor is not present, employee should report to Central Maintenance (456-5131).
4. Lunch is from 12:00 noon until 12:30p.m. Every employee must be ready to receive afternoon assignments and start work at 12:30 p.m.
5. Quitting time is 4:30p.m. (not 4:25p.m), unless employee is responding to an emergency situation.
6. All Maintenance Employees (except supervisors) **MUST** punch a time clock in the morning and at the end of the day. You must also punch in and out for lunch.

B. Proper Attire

1. All maintenance employees are required to wear full HACP uniforms shirt and pants. The following are not permitted:
 - a. Cut off sleeves, pants or shorts
 - b. Working without a shirt
 - c. Tennis shoes or other type of soft-soled shoes
 - d. Short sleeved shirts except during hot weather
 - e. Bandanas or earrings
 - f. Only the top two buttons on shirts are permitted open
 - g. Only Housing Authority hats issued by the maintenance department are permitted.
2. All employees shall dress properly for weather conditions (good or bad)

C. Work Performance

1. Each employee is expected to perform his/her job to completion and to the best of his/her ability.
2. No one is permitted to leave a community or assigned job during working hours without permission of his/her supervisor. Permission may be granted for a legitimate reason.
3. All employees will be responsible for the care of tools and equipment.
4. All employees shall carefully monitor his/her absenteeism and tardiness.

GENERAL SAFETY POLICY & GUIDELINES

It shall be the general policy of the HACP to make every reasonable effort to provide employees with a safe work place.

The rules and procedures in this section reflect efforts to establish reasonable, practical, and safe work practices to prevent accidents. Rules and policies concerned with specific department operations will be explained to each employee by his/her supervisor.

It is the goal of HACP to perform public housing services without accidents. It is the responsibility of all HACP employees to contribute to that goal. The parameters that shall guide such efforts are as follows:

- 1. Safe practices can help prevent accidents.*
- 2. Safety is a mark of skill and good sense.*
- 3. HACP is sincerely interested in safety and is willing to pay in time and money to prevent accidents.*
- 4. Safety is a personal responsibility.*
- 5. No job is so important and no service is so urgent that employees cannot take time to perform their work safely.*
- 6. All employees have an obligation to each other to do everything possible to prevent accidents.*
- 7. Management interest in preventing accidents is sincere. Neither the employer nor the employee can afford the loss that accompanies an accident.*
- 8. The work areas and equipment will be kept as safe as possible. As new hazards are discovered, corrective measures will be taken.*
- 9. Each employee should report all unsafe conditions encountered in the workplace.*
- 10. No employee is expected to undertake a job until he/she has been trained to do it and is authorized to do so by his or her supervisor.*
- 11. All injuries must be reported immediately, no matter how small. Even if medical treatment is not required, an accident must be reported.*
- 12. Compliance with safety rules (such as the use of safety equipment) is a condition of employment.*
- 13. Safe work practices are the most cost efficient. Unsafe work practices cause loss of productivity through unavailability of staff due to injury.*

RESPONSIBILITY FOR SAFETY

Supervisors

Each department head may delegate authority and assign responsibilities for most areas in his or her control of accident prevention. Final responsibility for safety measures, however, will remain with Department Head.

Supervisors will consistently enforce safety standards and requirements to the utmost of their ability and authority. Supervisors will act positively to eliminate any potential hazards within the activities under their jurisdiction, and they will set the example of good safety practice in all spheres of their endeavors. Safety records shall be measured along with other phases of supervisor performance. Therefore, it is absolutely essential that records be complete and accurate and that all accidents be fully reported.

When accidents occur, supervisors will informally investigate them. Formal investigations will be undertaken in the manner set forth in another section of this chapter.

ALL EMPLOYEES

All employees are responsible for compliance with safety procedures, standards, and rules outlined in this manual or other applicable directives that are established to prevent injuries to themselves or other persons, or damage to equipment and property. They are responsible for prompt reporting to their supervisor any hazardous conditions or procedure that affects them,

their fellow workers, or the general public. More specifically, it shall be the responsibility of every HACP employee to report the following:

- a. Any accident which caused injury or had the potential of causing an injury to an employee, tenant, or general public.*
- b. Any condition or procedure which has the potential of causing an injury or accident.*
- c. Any suggestions which could increase and facilitate the further safety of employees.*

REPORTING OF ACCIDENTS

All accidents must be reported to the employee's supervisor as soon as possible, but no later than the start of the first working day following the date of the injury. The supervisor shall assist the employee in completing an Employee's Report of Occupational Injury which, upon completion, shall be delivered to the Department Head no later than the end of the first day following the date of injury.

INVESTIGATION OF ACCIDENTS

At the discretion of the Department Head, an accident may be investigated, after which an investigation report will be prepared by the supervisor of the department in which the accident took place or by the appropriate supervisor, as the case may be. The report shall include:

- 1. Verification of the information provided on the injury report.*
- 2. Interviews with the injured employee and any employees who witnessed the accident.*
- 3. Analysis of the cause of the accident.*
- 4. Recommendation of measures to assure against similar future accidents.*

A copy of each investigation report will be forwarded to the proper supervisors.

SAFETY RULES

Safety rules shall be established for each department and activity. Supervisors shall be responsible for the enforcement of safety rules. Employees violating safety rules shall be subject to disciplinary action, up to and including discharge.

The following safety procedures and rules are established to supplement programmatic regulations:

GENERAL RULES

➤ Report all personal injuries, no matter how minor, to the immediate supervisor as soon as possible. This must be done whether the injury resulted in lost time for work or required medical attention. Prompt reporting of accidents is a requirement under Federal and State OSHA Laws and the Workmen's Compensation Law.

➤ HACP will not expect employees to take any unnecessary chances to work under hazardous conditions.

➤ No horseplay and/or practical jokes on the job. Any employee participating in such activities shall be subject to disciplinary action, up to and including discharge.

➤ *Drinking of alcoholic beverages on the job, or during work hours, is strictly prohibited. Any employee reporting to work under the influence of alcoholic beverages during working hours shall be subject to disciplinary action, up to and including discharge.*

➤ *Work at a consistent speed with safety.*

➤ *Use the handrails on the stairs or on elevated places.*

➤ *Jumping from an elevation, such as a table, bench, or platform, is prohibited.*

➤ *Always inspect tools and equipment before use. Report defects to supervisors and other potential users. Do not use tools and equipment that are defective to unsafe degree.*

➤ *Remove splinters from work benches, tables, bins, shelves, or chairs before someone is injured.*

➤ *Remove, cut off or hammer down protruding nails, staples, or steel straps.*

➤ *Work clear of suspended loads.*

➤ *Employees shall operate only the machinery or equipment they have been authorized and trained to operate safely.*

➤ *Remove jewelry such as rings, identification bracelets, earrings, etc., in work involving climbing, materials handling, or operating mechanical equipment.*

➤ *Never reach over moving parts of machinery or equipment.*

➤ *Never operate machinery or equipment with guards removed.*

➤ *Common sense, health and sanitation rules must be observed for the welfare and consideration of other employees.*

OFFICE SAFETY

Office work is more dangerous than is commonly supposed; hence the following office safety rules are established.

➤ *Every employee will be responsible to see to it that his or her desk and work area is clean and orderly.*

➤ *All files, desk and table drawers shall be kept closed when not in use.*

➤ *Furniture such as tables, desks, and chairs must be maintained in good condition and free from sharp corners, projecting edges, wobbly legs, etc.*

➤ *Never use chairs, desks, or other office furniture as a make-shift ladder. Use a stepladder.*

➤ *Keep the blades of paper cutters closed when not in use.*

➤ *Be sure equipment is grounded and that the cord is in good condition.*

BUILDING MAINTENANCE RULES

- *Work areas and storage facilities will be kept clean, neat, and orderly.*
- *All aisles, stairways, passageways, exits, and access ways to buildings shall be kept free from obstructions at all times. All grease and water spills shall be removed from traffic areas at once.*
- *Do not place supplies on top of lockers, hampers, boxes or other moveable containers at a height where they are not visible from the floor.*
- *When piling materials for storage, make sure the base is firm and level.*
- *When storing materials overhead on balconies, adequate toe boards to prevent object from rolling over the edge will be provided and storage must be below 18" from ceiling.*
- *Do not let soft drink bottles, soiled clothes, etc., accumulate in lockers and work places.*
- *Tools, equipment, machinery and work areas are to be maintained in a clean and safe manner. Defects and unsafe conditions shall be reported to the supervisors. Where provided, all trades persons tools shall be stored in the tool cabinet at the end of each work day. No tools,/equipment are to be taken home.*
- *Return tools and equipment in their proper place when not in use. Follow tool/equipment sign out policy.*
- *Lay out extension cords, air hoses, water hoses, ladders, pipes, tools, etc., in such a way as to minimize tripping hazards or obstructions to traffic.*
- *Clean up spills immediately to avoid slipping hazards.*
- *Nail points, ends of loop or tie wires, etc., must be left exposed when packing and unpacking boxes, crates, barrels, etc. Nails are to be removed as soon as lumber is disassembled.*
- *Sharp or pointed articles should be stored as to prevent persons from coming in contact with the sharp edges or points.*
- *All packing materials should be properly disposed to prevent fire.*
- *Wastebaskets are to be emptied into approved containers.*
- *Oily and greasy rags shall be put in a metal container for that purpose.*
- *Adequate lighting in obscure areas shall be secured for the protection of both employees and tenants.*
- *All switches or drives on machinery shall be shut down and locked out before cleaning, greasing oiling, or making adjustments or repairs.*
- *Control or fuse boxes should be kept closed at all times and clear of coats, rags bottles, etc.*
- *Extension cords should not be run across aisles or through oil or water. Cords should be inspected for kinks, worn insulation and exposed strands of wire before use.*

FIRE PREVENTION

➤ Fire equipment shall be prominently displayed, labeled for usage and kept clear for easy access at all times.

➤ Do not use water type extinguishers on electrical fire because of the danger of electrocution and damage to the equipment.

➤ Oily rags and other flammable wastes shall be kept in covered, metal containers. Such debris shall be removed from shop buildings as soon as possible. In no case, shall be left unattended in a building overnight.

➤ Cleaning solvents that have flammable properties shall be kept in OSHA-approved safety containers having spring-lift caps. Each container shall be labeled as to its contents. Use of gasoline is prohibited for cleaning parts, floors, and or any part of the building.

➤ Gasoline utilized in small quantities in shops for fueling engines being repaired, tested, adjusted, etc., shall be handled and dispensed in the smaller OSHA- approved safety containers. Containers must be labeled as to their contents.

➤ The fueling of any type of motorized equipment while the engine is running is prohibited. Indoor fueling of any type of motorized equipment is prohibited.

➤ Dark places, basements, or cellars must not be entered without proper light. The use of matches is strictly forbidden.

➤ Under no circumstances will gasoline be used for starting fires.

➤ "NO SMOKING" shall be enforced in all areas where hazardous substances are stored or used and in any other area where posted.

➤ Exits shall not be locked (chained or otherwise) from the inside.

➤ Maintenance Supervisors shall be responsible for inspection of fire extinguishing equipment on a monthly schedule.

MATERIAL HANDLING

➤ All hoists are to have a rated load capacity posted on the exterior of the hoist. Employees are not exceed the specified limit.

UNIFORMS, PROTECTIVE CLOTHING AND EQUIPMENT

➤ All maintenance employees must wear HACP-approved clothing.

➤ Safety vests must be worn when working on or close to streets.

➤ Goggles must be worn whenever the possibility of flying debris exists (e.g. grass cutting, weeding, operating power equipment, plastering, carpentry work, painting, and repairing boilers, furnaces, HVAC units, etc.)

➤ Safety toed (e.g. steel, fiberglass) work boots or shoes must be worn at all times by all maintenance employees.

➤ Disposable paper ventilation masks will be required for plastering work, floor-wall-door demolition, and any other dust creating situations.

- *Gloves with metal type of reinforcement will be required while performing the following duties:*
- a. Preparing sausage-type garbage bags for disposal.*
 - b. Handling glass that is encased.*
 - c. Handling electric eel cables while in the process of opening clogged sewers and drains.*

➤ *A heavy-duty work glove (leather or leather like material) will be required while performing the following duties:*

- a. Cleaning streets, grounds, garbage courts, and /or dumpster areas.*
- b. Removing furniture and debris from vacant units.*
- c. Assisting crafts in the handling and erection of carpentry material (lumber, etc.) and the demolition of walls, ceilings, floors, etc.*
- d. Transferring ranges or refrigerators.*
- e. Moving, storing, or disposing of any items with rough or sharp edges.*

➤ *Rubber gloves will be required while performing the following duties:*

- a. While using oven cleaners, strong detergents, floor strippers, drain openers, or any item of a chemical nature.*
- b. While performing or assisting in any duty where handling of unsanitary items occurs (drains, sewer lines, commodes, etc.)*

➤ *The safe worker does not wear rings, medals, identification bracelets and other jewelry. Jewelry increases the danger of electrical shock and can damage fingers to become badly injured.*

➤ *If you choose to launder your work clothes laundering should be done frequently as a safe guard against skin infections and irritations.*

➤ *Oil soaked clothes are a serious fire hazard. Keep clothes free from oil.*

HAND & POWER TOOLS AND CONSTRUCTION SAFETY

Safety rules and procedures for those who work with hand tools, grinders, electrical equipment drill presses, lathe tools, compressed air equipment, woodworking machinery, gas welding, electrical arc welding, chain saws, and lawn mowers shall be established by the appropriate department heads. HACP employees who are involved in task related to heavy construction will also be subject to the safety rules established by the department head.

OPERATIONS OF MOTOR VEHICLES AND MOBILE EQUIPMENT

➤ *Authorized personnel shall drive HACP vehicles only. Transporting non-HACP personnel is prohibited, except where the particular job or official business warrants.*

➤ *The vehicle operator must report any vehicle malfunction to his or her supervisor.*

➤ *Vehicles left outside overnight shall be locked and have the emergency break engaged.*

➤ *All employees shall be responsible for a safety check each day of any vehicle for mobile equipment he or she is assigned to drive.*

Safety checks shall include but not be limited to:

- a. Lights*
- b. Horns*
- c. Directional signs*
- d. Brakes and brake fluid*
- e. Motor oil*
- f. Power steering and fluid reservoir*

- g. Windshield washers and wipers*
- h. Tires*
- i. Clutch travel*
- j. Hydraulic systems*

➤ *Position all adjustments for safe driving before putting vehicle into gear such as seat inside and outside mirrors and sitting positions.*

➤ *Drivers of HACP vehicles must possess a valid Pennsylvania Driver's License and they must be thoroughly familiar with the state and local regulations governing motor vehicle operation.*

➤ *Supplies transported in motor vehicles shall be secured in such a manner that they will not be dislodged or fall out or forward during transit or sudden stop.*

➤ *Drugs or strong medication should never be taken before operating a vehicle. Employees are to review the HACP Employee Handbook for more information.*

➤ *All persons who drive or ride in HACP vehicles will wear the installed seat belts.*

➤ *Persons shall not be transported in any vehicle unless safe and secure seating is provided for each such person. Not more than three persons shall be permitted to ride in the front driver's seat of any vehicle (pick-up type trucks)*

➤ *Except when working conditions require otherwise, parked vehicles must have motor stopped, key removed, and emergency brakes set and be left in gear (manual transmissions only).*

➤ *The operator of an HACP vehicle is responsible for traffic violations.*

➤ *All equipment must be secured when being transported and tarps used when necessary.*

➤ *When backing up a vehicle, be sure the way is clear.*

➤ *Never leave the vehicle with the engine running or the keys in the ignition.*

➤ *Drivers must be particularly alert while driving near children.*

➤ *Stay within posted speed limits. Slow down when conditions warrant.*

➤ *Signal intentions at least 100 feet in advance, including change-in-lanes and actual change in directions. Avoid sudden breaking.*

➤ *Turn on low beam headlights during dark periods of the day, such as during rain storms and fog.*

➤ *Filling Tanks:*

- a. Shut off the motor of the equipment.*
- b. Do not smoke near gasoline pumps.*
- c. Keep the hose nozzle against the edge of the filler pipe.*
- d. To avoid spilling gasoline, do not fill tank too fast or too full.*

➤ *In the event of an accident involving HACP-owned vehicles, the following procedure will be followed:*

- a. Render first aid and arrange for an ambulance, doctor, etc., if necessary.*
- b. Notify the Police Department immediately and request an investigator at the scene.*

- c. *In the event the investigator fails to appear within a responsible time, exchange names, driver's license numbers, and vehicle number with the other persons involved. **Offer no information regarding the responsibility for the accident or what should have been done to avoid the accident.***
- d. *The driver of the HACP vehicle must report the accident to his supervisor as soon as possible. The supervisor shall report this accident to the proper authorities as soon as possible.*

CHEMICALS

➤ *Reduce Chemical Compounds: Make a conscious effort to reduce the number of different products presently used. The least amount of solvents used will make your environment chemically safer.*

➤ *Mixing Chemicals: Cleaning chemicals are designed to be used as the label directions indicate and are not designed to be mixed or altered in any way unless directions so indicate. Never mix chemicals in the toilet when cleaning the bowl, as chemical reactions may occur.*

➤ *Over-Spray Control: Whenever possible (glass cleaner is an exception) spray cleaners on to the wipe or cloth used for cleaning. This will avoid over-spray on to an already clean surface and reduce airborne particles.*

➤ *Toilet cleaning: Do not place cleaner or deodorizing chemicals in the toilet bowl after cleaning with a cleaning agent. Always flush so that plain water remains in the toilet overnight.*

➤ *Drinking Fountains: Never spray or use caustic cleaners on the drinking fountain spigot as residue could be taken into the mouth when used later. This particularly is a problem when children use fountains as they tend to put their mouths on the water outlet.*

➤ *Chemical odor testing: Never place the chemical container under your nose. Fumes could be poisonous and cause a violent or fatal reaction. Hold container away from your face and fan the odor toward your nose with your free hand.*

➤ *Chemical mixing: Never exceed the manufacture guidelines for mixing cleaning products. Never combine cleaning products as a chemical reaction may occur.*

➤ *Wiping Spills: Should you spill cleaning material while filling a container, be sure to wipe the container outside immediately and rinse out the cloth after wiping. Clean floors promptly if a spill occurs there.*

PROVISION OF SAFETY EQUIPMENT

*Safety glasses, gloves, etc. will be provided by the HACP. Equipment damaged through proper use will be replaced by the HACP. Equipment that is repeatedly misplaced or lost will be replaced at the employee's expense. **All personal protective equipment along with any HACP assigned tools or equipment must be returned to the supervisor before final benefits will be paid to an employee retiring from or leaving HACP.***

PROPERTY MANAGERS MANUAL

*Housing Authority
City of Pittsburgh*

**Manager
Office**

Forward

The Manager’s Manual was compiled by Managers for Managers of the Housing Authority of the City of Pittsburgh. The purpose of the manual is to provide written policy and procedures for all aspects of a Manager’s responsibilities.

The Property Manager is responsible for the coordination, integration, and implementation of effective rent collections, accurate record-keeping, leasing and termination of units, legal issues, payment plans, monthly reports, lease enforcement, “curb appeal” issues, policies and procedures related to management issues, amicable and professional leadership, customer service and inter-departmental communication.

Property Managers are responsible for the day-to-day operations of residential properties. Property Managers are the Pittsburgh Housing Authority’s front-line representatives concerning residents, on-site staffing, vendors, and agencies. The success of the community depends on the Property Manager’s leadership, management and communication skills, as well as such personal qualities as maturity, judgment, and professionalism. The Property Manager must be able to manage people and resources effectively, possess good organizational skills and time management skills, and able to assess the relative importance of tasks in order to establish priorities.

The actions of Property Managers, in particular those granted the ARM[®] service award by the Institute of Real Estate Management (IREM), are guided by a code of ethics that requires them to be professional at all times and to foster an atmosphere that assures employee and resident retention.

TABLE OF CONTENTS

Section 1: Administrative Office Policy and Procedures	1
Section 1: Rent Collection Collection/Delinquent Rent	3
Section 2: Move-In / Move-Out Leasing/Collection Loss	7
Section 3: Legal Process Eviction/Lock-out/Grievance	12
Section 4: Re-Certification Calculation/Re-Determination	18
Section 5: Transfers/Addition to Household Policy and Procedure/Background Checks	21
Section 6: Damage Claims Procedure	25
Section 7: Housing Quality Standards/Housekeeping Procedure	27
Section 8: Key Procedure Control Key/Cabinet	29
Section 9: Vendor Program Plan/Meetings	30
Section 10: Payment Plan Procedures/Contract	31
Section 11: Public Housing Management Assessment Program/PHAS Indicators/Components	37
Section 12: Maintenance Vacancy Procedures	41
Section 13: Pet Policy Guideline/Rules	42

Section 1:

Administrative

The following policies have been established for HACP Management offices for quality control purposes. These policies will ensure that each community is operating professionally and working towards HACP's goal of providing safe, sanitary, decent housing for all of its residents.

Office Hours

HACP Community Management offices will be open 8:00am-5:00pm. Lunch hour should be staggered so that the office remains open at all times during operating hours. Staff should be prepared to alter schedules to ensure availability to the residents. Exceptions to this policy can only be made by approval from the following: Executive Director, Deputy Executive Director, Associate Director, or Property Manager Coordinator.

Kitchen

HACP Community Management office kitchen is for the sole purpose of lunch. No one is permitted to prepare meals for the entire staff or for take-home purposes. The kitchen area should be maintained and cleaned on a regular basis.

Uniforms

HACP Community Management staff is required to wear the HACP uniforms issued at the time of employment. *There are no exceptions to this policy.* The following are guidelines for uniforms:

- a. Shirts must be tucked in at all times.
- b. All male employees must wear ties in the office.
- c. Shirts may be unbuttoned no more than one button from the collar.
- d. Dress shoes only – no slippers, sneakers, or tennis shoes.
- e. Belts must be worn at all times. No decorative belts are allowed.
- f. Women may purchase and wear knee length skirts in beige or navy blue.

Radios

Radios are permitted in the HACP Community Management offices, but use is restricted and will be monitored. The following are guidelines for radio use:

- a. No stereos or boom boxes are permitted.
- b. Radios are permitted for individual use and must be played at a low volume.
- c. No televisions are permitted on the premises.

Customer Service

A HACP resident approaching a HACP Community Management office window should receive service in a timely fashion. No one should wait unattended. If a community office is experiencing a shortage in staff, they should immediately contact the Associate Director of Operations/Management to get assistance.

Complaints

Every HACP Community Management office should have complaint forms available for tenants. In cases where someone is unable to effectively dictate their complaint, staff should assist him/her in a private area. Complaints should be handled in an efficient manner. Response time should be limited to no more than two (2) business days. The tenant should be contacted with the answer to their complaints. A summary of the complaint should be sent to the Associate Director of Operations/Management and a copy kept in the tenant's file.

The Committee recommends creating a Quality Control Manager (QCM) position. The QCM will be responsible for taking any complaints through the mail or by telephone and resolving tenant issues. The QCM will be trained in HACP Management & Maintenance policy, the EmPHAsys system, and would report to the Operations Department.

Etiquette

HACP Community Management staff should handle themselves in a professional manner at all times. The following are essential points to follow to maintain a professional atmosphere:

- a. HACP staff answering telephones in Community Management offices should say: "Thank you for calling Region name, my name is -----.
How may I help you?"
- b. Tenants should be treated in a courteous and professional manner. If a situation cannot be controlled or a tenant becomes threatening, belligerent,
or
aggressive, remove yourself and inform the manager. If the situation escalates and cannot be controlled, contact the HACP Police.
- c. No eating breakfast or lunch at your desk.
- d. Always greet residents in a polite way (e.g., good morning-afternoon, thank you).
- e. Maintain a clean lobby and work area.
- f. Always maintain a professional appearance.

Section 2:

Rent Collection

One of the Property Manager's most important functions as well as a high priority is the collection of rent. Rent collection is a HUD sponsored Public Housing Management Assessment Program Indicator #3. The Property Manager and the Housing Authority is rated by how well rents are collected. Section 12: Public Housing Management Assessment Program is dedicated entirely to this issue and gives further details.

Rent Collection Procedure

- 1) Rent is charged and due on the 1st day of the month.
- 2) Rent is late on the 6th day of the month (\$10.00 Administrative fee is charged).
- 3) 15-Day Lease Termination Notice list is prepared in MLS computer system on 8th day of the month.
- 4) 15-Day Lease Termination Notice is dated for the 10th and placed in envelopes to be hand delivered on the 9th day of the month.
- 5) When the letter expires around the 25th day from May through August / 30th day from September through April, all accounts remaining unpaid will be recommended for eviction using the Landlord/Tenant Complaint form and the recommendation for eviction.

Note: If the 5th or the 8th falls on a weekend, then letters and charges will be prepared and charged on the following Monday.

- 6) Rent is to be paid at the Management Office, in person or via mail. Checks or money orders should be made payable to the Housing Authority of the City of Pittsburgh. Cash is not accepted.
- 7) Residents can also pay rent through the Voluntary Vendor Payment Program. The Pennsylvania Department of Public Assistance offers this program throughout all HACP communities as a service to public housing residents. If the resident so desires, his/her rent will be automatically deducted from his/her assistance check and will be sent directly to HACP. Half of the monthly Vendor Payment amount will be deducted from each of the resident's semi-monthly checks before the payment is sent to the Finance Department.
- 8) Rent is late if it is not paid by 4:00 p.m. on the fifth day of the month, and a \$10.00 Administrative fee will be assessed to the resident's account. A \$10.00 Administrative fee will be assessed for each and every month for which rent is late. The fee must be paid during the month in which it is charged to the resident's account. The resident will not be in default of the rent payment obligation if, following the first late fee charge, the resident enters into a Payment Plan Agreement (which will include the late fee) with the

Management Office and remains current with the terms of the agreement.

- 9) A resident will be eligible for a Payment Plan Agreement only once during any 12-month period, and any default on a Payment Plan Agreement will result in immediate commencement of eviction proceedings.
- 10) If the rent has not been paid within 15 days after the notice have been sent, the resident's account will be referred to HACP's Legal Department to initiate the eviction process within 48 hours. Once HACP attorneys have filed the petition for eviction, a resident who does not wish to contest such proceedings but instead desires to remain on HACP premises and have the said eviction proceedings dismissed, shall be required to do all of the following:
 - a. Make payment of all rent in arrears in full (plus any court costs and/or costs incurred by HACP pursuant to the eviction action), and/or adhere to HACP Payment Plan Policy.
 - b. If legal proceedings have been brought against a resident by HACP for non-payment of rent two times during any 12-month period, rent will be accepted through a Partial Payment Agreement but the eviction process will be continued. Residents who are recommended for evictions twice in a 12-month period are in violation of their lease, Section 3(B).

Fine/Charge: Any miscellaneous fine (uncut grass, snow removal, garbage and debris, unkempt yard/hallway/trash) is the resident's responsibility. A list of fines/charges is posted in all Management offices (refer to Item 6 of the Lease Agreement for additional related charges). Such charges must be paid within 30 days of the date on which the notification of charges is originated. The resident may be given the option of entering into a reasonable payment agreement for said charges. Failure to pay such charges by the due date or in accordance with the Payment Plan Agreement shall be considered a breach of the lease and grounds for termination of same.

Delinquent Rent:

Delinquent rent accounts should be handled in the same manner.

- 1) Every day, the management staff should review all rent accounts. This will give the Property Management staff the opportunity to familiarize themselves with the names of the residents who are delinquent in their rent as well as those residents who are current in their rent.
- 2) For late rent, a 15-day Notice of Lease Termination/Notice to Vacate is hand delivered to residents who have not paid rent by the fifth day of the month (not including the weekends or holidays).* This Notice must be printed on the 8th day of the month, dated for the 10th day of the month (if the 10th day falls on a weekend, the letter shall be dated for the following Monday). This Notice must be taped to the door in an envelope.
- 3) If rent is not paid after the Notice of Lease Termination/Notice to Vacate has expired, the Property Manager and/or staff must submit the delinquent account to the Legal

Department. This must occur by 28 day of the month of the expiration of these notices.

- a. The Landlord and Tenant Complaint Form must be completed and sent to the Legal Department for the eviction process to begin.
 - b. Retain all copies of Landlord and Tenant Complaint forwarded to the Legal Department.
- 4) The local Magistrate's Office will set a hearing date within two weeks. The Property Management and/or appropriately designated staff member must attend this hearing. The Property Management and/or staff member must have all of the information concerning this rent-related eviction (including copies of the Notice of Lease Termination/Notice to Vacate, the affidavit, and the resident's lease).
- 5) Delinquent rent should be collected in accord with HACP's policy:
 - a. Payment Plan Policy*
 - b. The Property Management and/or staff member will inform residents of the Voluntary Vendor Payment Program for the collection of current rent.
 - c. Simultaneously, along with proper collection action, the Community Management and/or staff member may refer the resident(s) with delinquent accounts to a social service agency, the Department of Public Assistance, and/or an agency that could help the resident in the payment of rent.
- 6) Residents who have made payment plans with the Property Management and/or staff must abide by the Payment Plan Policy. The Payment Plan account must be entered into the MLS System following current HACP policies. Those accounts that are in default must be sent immediately to the Legal Department for eviction proceedings.*
- 7) Once the Property Management has been made aware that a resident in the eviction process has satisfied the amount determined by means of judgement, arbitration, jury trial, etc., or has paid the rent in full, the Property Management and/or staff member must then stop the eviction proceedings. Property Management must then fax a copy of the Notice of Cancellation of Eviction to the Legal Department, along with the appropriate information.
- 8) The resident has ten days to file an appeal of the judgement made at the Magistrate level. If this is done, then the Legal Department will notify the Property Management and/or staff of the date of the Arbitration Hearing. All of the information that was submitted to the magistrate must also be brought to the Arbitration Hearing. Additionally, the Legal Department has the responsibility to notify the Property Management and/or staff of any other appeal hearings that have been set by the court. Again, all pertinent information must be brought to the court hearing.
- 9) The Property Management and/or staff member must conduct himself/herself in a professional manner. This includes the timely processing of delinquent accounts and being on time in hearings to ensure that all such accounts are either on a current payment plan or in the legal process.

* *Essential for PHMAP TARs indicator*

Note: Any former resident who has an outstanding account with HACP will not be re-admitted at a later date unless the past due account is paid in full.

Section 2: **Move-In / Move-Out Procedures**

The leasing interview affords an opportunity for the Property Management to discuss HACP lease, rights, and obligations with the applicant and the applicant's family, as well as to provide them with the appropriate written materials and any forms that must be completed.

Move-In

- 1) It is HACP's policy that all units must be occupied pursuant to a Lease Agreement that complies with HUD's regulations.
- 2) The head of the household, spouse and all other adult members of the household age 18 and older must sign the Lease Agreement and it must identify all members of the household in the appropriate sections. After Manager receives the resident's folder from the Occupancy Department, he/she will review the contents and determine the amount of monthly rent. If there is no income verification in the folder, the manager must contact the resident and request the above-mentioned verification then schedule the leasing appointment when this information is made available.
- 3) The head of household, spouse and all other adult members of the household age 18 and older shall attend the leasing appointment bringing with them proof of income and age. The Property Management staff should handle changes in family composition, income, or status between the time of submission of the initial application and the showing of the unit. To ensure this, the management staff will instruct the family head to complete a Continued Occupancy application and all adults in the household must sign the application. Once this has been completed, all changes must be verified (i.e. birth certificates).
- 4) If at any time during the life of the Lease Agreement a change in the resident's family composition and/or household income results in the need for changing or amending any provision of the Lease Agreement, either:
 - a. A new Lease Agreement will be executed, or
 - b. An appropriate rider will be prepared and made a part of the existing Lease Agreement. All copies of such riders are to be dated and signed by the Resident and by the Property Management.
 - c. The Property Management will update the computer.

Leasing Interview

- 1) A member of the Property Management staff shall conduct the leasing interview.
- 2) The manager will notify the prospective family in writing as to the date, time of the leasing appointment and amount of security deposit and rent (1st month) needed at the leasing appointment. When resident attends the appointment, be sure to check with resident that they have appropriate sum. The prospective tenants shall be informed as to the process to be followed during the leasing interview at the time of unit selection, so as to prepare the

family for the interview.

- 3) It is mandatory that all adult members of the family bring photo identification to the leasing interview. Copies of these are to remain in the Management office.
- 4) Before the interview, the Property Management will take the family to the unit assigned to them. The Property Management will perform an inspection on the unit in the presence of the resident. The head of the household must sign the inspection form and date it. The resident must receive a copy of the inspection at the end of the interview. A member of the Property Management staff will explain in detail the mechanics of the apartment (stove and refrigerator, when applicable; electrical box; smoke/fire alarm; windows; doors; plumbing; etc.).
- 5) The Property Management will show the community area to the applicant and explain proper procedures including the resident's community area responsibility (care of the stairwell, use of the courtyard, procedures for trash disposal, etc.). Property Management will also discuss the amenities in the area (laundry, bus stops, social service agencies in the community, mailing facilities, stores, etc.).
- 6) Once the unit is shown, the Property Management will first ask if the resident is satisfied with their selection, then they will fully explain the Lease Agreement provisions and the applicant will execute the Lease Agreement. If, for any reason, the applicant rejects the unit, the applicant must give a written and signed reason for rejection to be forwarded to the Occupancy Department.
- 7) One month's rent and the tenant's security deposit (or balance thereof) shall be paid at the time of the leasing interview.

Leasing Packet

Should include the following items:

Please note that the leasing register is computer generated for each community.

Immigration and Naturalization Form

The Authorization of Release of Information Privacy Act

Leasing/Transfer Worksheet: Establishes the applicant as a resident; includes the effective date and the prorated monthly rent.

Move-in Checklist Form: Carry with you when you show the unit; mark findings on report.

Lease Rider: Appliance charges (freezer, extra refrigerator, air conditioner, and electric dryer).

Vendor Request Forms: Enrolls the resident (if qualified) in direct rent-deduction program.

HUD Form 50058: Must be completed, in the computer system, for every family residing on HACP premises; an updated copy must always be in the tenant's file. The 50058 must always

be submitted to the MTCS system.

Application for Continued Occupancy (ACO): Must be completed at the leasing interview, and once a year thereafter, during the re-certification process.

Lease Agreement: Details the provisions of the agreement between HACP and the tenant regarding tenant's occupancy of a specific dwelling unit.

Smoke Detector Equipment Information: Requires tenant's signature as an indication that he/she understands own responsibility regarding smoke detector upkeep.

Emergency Contact Form: Obtain information on how to contact the tenant's next of kin in the event of an emergency.

Receipts (for rent and security deposit): Must be given to the tenant at the time that the security deposit and first month's rent are tendered (during the leasing interview).

Lead-based Paint Brochure(with signature form): given to the tenant to ensure that he/she understands the dangers of lead based paint; tenant's signature must be kept on file in the Management Office.

Photo Identification: Required by all tenants; if not readily available, photos should be taken at the management office.

Contact Letter: Informs the applicant that a unit is ready and provided him/her with the date and time of the leasing interview.

Security Deposit Form: Establishes agreement between tenant and HACP regarding payment made.

Stair/Hall Cleaning Schedules: The hallways must be clean and free of debris at all times. The Manager must inspect hallways periodically, checking for debris, grills and bicycles. If the manager finds debris or if the hallway isn't clean, all residents in the hallway must be fined. Also Property Management staff must inform tenant of his/her own responsibilities regarding these areas.

Move-Out

This section of the manual contains the information needed to process a resident move-out.

I. Resident's Notice of Intent to Vacate:

When a resident wishes to give formal, written notice that he/she intends to vacate his/her apartment (unit), he/she shall fill out a **Notice of Intent to Vacate** form.

II. Management Responsibility:

A) When a resident has filled out the Notice of Intent to Vacate, the Community Management or staff shall examine it to ensure that all necessary information has been provided. The resident must be reminded that security deposits can be returned only if 15 days notice has been given. If the date the resident provides is not 15 days from the date the notice is being given, the resident may wish to revise it.

If a resident cannot write, the Property Management (or a staff member) may fill out the form for him/her. In all cases, however, the ***resident*** should sign the form. The Management office staff will inform the resident that rent will be charged until the keys to their unit are turned in to the management office. Once the keys are received, the management office staff will move the resident out of HACP using the computer system.

1. The Property Management/staff member must check the address to confirm that the street name, apartment number, and city, state, and zip code given are correct.

2. The resident is asked for a reason for vacating. (This may or not be the real reason).

3. The person Management/Staff member should sign the form on the "Notice Taken By" line and date the form.

4. In accordance with the terms of the lease, 15 days written notice is required for a resident to have his/her security deposit refunded.

B) When the Notice of Intent to Vacate has been completed, the notice is filed and it is attached to and sent with the request for security deposit refund (if applicable), which is transported with the file records.

III. Management Responsibility: Tenant Moves Out Without Notice

A) When Property Management discovers that a unit has been vacated without proper notice, he/she shall complete the "Project" section of the Notice of Intent to Vacate. The day on which the unit is discovered to be empty shall be used as the "date actually vacated."

B) Enter the move-out information into the computer system by following the instructions on the Computerized Move-out Form in this section (refer to Move-outs Form).

C) All move-outs must be prorated regardless of the time/date of the move-out.

D) If the resident is to receive a refund, the original copy of the Notice of Intent to Vacate is sent to the Finance Department with the request for Security Deposit form or the request for Unearned Rent Form.

Termination Packet

- 1) **Notice of Intent to Vacate:** Provides written documentation of resident's intention to vacate the premises.
- 2) **Request for Refund of Security Deposit** (if applicable): Gives notice that refund is due.
- 3) **Request for Refund of Unearned Rent** (if applicable): Gives notice that refund is due.

Collection Loss

The procedures outlined below provide Property Management with a means by which to charge off and/or collect rent after move-out.

1. Move the resident out;
2. Moving out of public housing terminates the account;
3. After 25 days the account is written off to collection loss.
4. The information from the former family is then stored in the computer.
5. All the charge off figures to collection loss is used on the Tenant Accounts Receivable (TAR) Report.

Collection Agency

HACP has engaged Summit Consultants to collect outstanding balances. The Comptroller's Office notifies Summit Consultants of the former resident's balance. The Management staff or any HACP employee is **not** permitted in any fashion to discuss a former resident's outstanding balance with the resident, especially if it relates to the amount due. It is vital that all former residents inquiring about balances owed or attempting to make payments should be directed to Howard Stein or Mary Vernon at:

Summit Consultants
1717 Murray Avenue – Suite 18
Pittsburgh, PA 15217
(412) 421-3198



HACP will seek to evict a family or an individual for financial and/or criminal violations, as well as violations of the lease. Recommendation for eviction must be submitted to the Legal Department no later than the 28 day of the current month. In the event a person must be recommended during September through April a fifteen (15) day Notice must be submitted.

Eviction

The following are some areas in which HACP will seek an eviction:

1. Criminal activity and/or history of criminal activity.
2. Acts of violence and violent behavior.
3. Drug use or sale of illegal drugs.
4. Repeat of criminal activity.
5. Threats made against an HACP employee or another resident.
6. Re-admittance of a family to housing that has previously been evicted or moved from an HACP home without providing proper notification.
7. Intentionally falsifying an Application of Housing.
8. Behavior that endangers the life, safety, morals, or welfare of other person(s). This includes child neglect, as well as loud parties and otherwise disturbing neighbors.
9. Poor housekeeping, including care of areas immediately outside one's apartment.
10. Destruction of any property belonging to others.
11. Disregard of conditions of occupancy and of rights of others.

No tenant shall be evicted without first being provided written notice via by hand delivery. Such notice shall include the following:

- a) A full statement of the reason for the action and the alleged facts upon which the proposed eviction is based.
- b) A statement of the tenant's right to a hearing and the means by which it might be obtained.
- c) The name, address, and telephone number of the resident council or tenant organization representing the appropriate community.

A written record of every eviction shall be maintained by HACP and shall contain the following information:

1. Name of tenant and identification of unit occupied.
2. Date of notice of proposed lease termination.
3. Specific reason(s) for notice of proposed lease termination. For example, if a tenant is being evicted because of undesirable actions, the records should detail the actions that resulted in the determination that the eviction should be instituted.
4. Date and method of notifying tenants, with summary of any conference with tenant, including name of conference participants.

HACP may not commence an eviction or refuse to renew a lease based on the income of a tenant family unless HACP has identified a unit for an amount not exceeding the family's rental payment calculation as computed herein above.

Lease Termination Procedures

Rent is due on the first day of the month and is considered to be late if not received by the fifth day of the month. On the sixth day of the month, the manager will send a 15-day Notice of Lease Termination/Notice to Vacate.

If the resident responds, he/she might be eligible for a payment plan (refer to “Payment Plan” section). As explained, in the case of default, the account is immediately sent to the Legal Department for eviction proceedings.

When the resident makes no response, the Management staff sends a packet entitled “Recommendation for Eviction” (on the cover sheet), which includes:

- 1) Recommendation for Eviction
- 2) Landlord Tenant Complaint Form

Once the Recommendation for Eviction Form is printed, the completed Landlord Tenant Complaint Form can be attached and sent to legal.

If the resident files an appeal based on the magistrate’s decision, prepare the following:

- 1) Affidavit of Services
- 2) Lease Termination Notice/Notice to Vacate
- 3) Copy of resident’s lease

Social Eviction

Social evictions serve to terminate the lease of and remove undesirable residents for reasons other than non-payment of rent. When evicting because of drug-related activity, obtain copies of the police officers’ or detectives’ reports. These copies must accompany the Notice of Lease Termination and Notice to Vacate, which must be hand-delivered. An example of a detailed drug-related lease termination situation is included in this section.

Lock Out

This is the final stage of the eviction process in which the resident is officially locked out of the unit. A 72-hour notice is given to allow the resident time to remove personal belongings.

- 1) The Manager prepares the 72-hour notice and schedules HACP carpenter to be on call to change the locks.
- 2) The Constable and HACP carpenter will go to the apartment and ask the family to leave the premises. Once the family leaves the premises, the locks are changed and the keys returned to the Management staff. The eviction becomes final when the locks are changed; use this date for your move-out information.
 - a. Once the locks are changed the eviction is final. Payment will still be accepted at the management office, however, that does not stop the eviction.
 - b. If the family is not at home, the Constable shall tape the 72-hour notice to the door.
- 3) The Management staff must wait at least 72 hours before scheduling a date for the Constable to remove the remaining items from the unit.

If the family call the Management staff before the 72-hour period expires, the Management staff can schedule a time for the family to meet with the Constable to remove their personal items. (This procedure is called a “Stand By”). All items must be removed during the 72-hour period.

- 4) If the 72-hour time limit expires, the Management staff must call the Legal Department and schedule the Constable to come back and perform the actual eviction.

Tenant Grievance

The purpose of these grievance procedures is to assure that HACP residents are afforded an opportunity for a hearing if the resident disputes, within a reasonable period of time, any HACP action or failure to act that involves the resident’s obligation under the lease or other HACP requirements.

Grievance Procedures

When HACP contemplates taking any action involving a specific tenant that substantially, individually and adversely affects that tenant’s interest by way of eviction, denial of transfer or forced transfer, increase of rent or back-charge, and/or a condition that adversely affects his/her tenancy the following procedure shall be followed:

- A. A letter will be sent to the affected tenant that explains the proposed action and reason. If the action is an eviction, the tenant may be sent a Notice of Lease Termination/Notice to Vacate, which provides the resident with **five** days to file a written grievance. The Grievance Form can be obtained at the Property Management Office. If the tenant has, in a timely and proper manner, requested a grievance hearing, no magistrate hearing will be held until such time as the grievance hearing is held and a written decision rendered.
- B. If the tenant has in a timely manner requested a grievance hearing, the following standards and criteria shall be adopted and observed:
 1. The grievance hearing shall be held before a panel consisting of an arbitrator, a resident-appointed representative, and an employee of the Authority who was not involved in the matter in question. The arbitrator shall be an impartial individual selected by the Authority. The arbitrator selected may not be an officer, employee, or tenant of the Authority. The Authority will pay all the costs of the arbitration proceeding, including the fee, if any, of the arbitrator. (However, such costs may be assessed against the tenant if, in the opinion of the arbitrator, the grievance filed by the tenant was capricious and without reasonable basis. IN the event of such assessment, the tenant will be obligated to the Authority in such amount.)
 2. The grievance hearing shall be set by the Authority at a time and place convenient to all parties, and shall be continued only for good cause. The parties shall be served, either in person or by mail, notice of the time and place for the hearing, at least seven days prior to the hearing.
 3. The parties shall be entitled to a fair hearing before the arbitrator and may be represented by counsel or another person chosen as a representative.
 4. At such hearing, a tenant may present evidence concerning the Authority’s action or alleged failure to act in accordance with the lease and the Authority’s policies and/or regulations. In addition, the tenant may claim the following:
 - a) An action or policy of Authority-wide application is being discriminatorily

- directed or applied in the case of that individual tenant, and;
- b) An Authority-wide action or policy is not intended to apply to that individual tenant.
5. The hearing shall be private unless the tenant requests and the panel agree to a public hearing. This shall not be construed to limit the attendance of persons with a valid interest in the proceedings.
 6. The tenant may examine before the hearing and at his/her expense, copy all documents, records, and regulations of the Authority that are relevant to the hearing. At the hearing the Authority may not rely on any document not made available after request by the tenant.
 7. If the dispute concerns rent or other charges, the tenant shall deposit with the Authority or establish satisfactory proof of escrow of the amount of rent equal to the amount due and payable as of the first day of the month preceding the month in which the alleged act or failure to act took place. If the tenant fails to do so, the arbitrator may determine that the tenant has waived his/her right to an administrative grievance hearing.
 8. If the tenant fails to appear at the hearing, the panel will make a determination that the tenant has waived his/her right to the hearing. Such a determination shall not constitute a waiver of tenant's right to thereafter contest the Authority's disposition of his grievance in an appropriate judicial proceeding.
 9. At the hearing, the tenant must make a prima facie case, and then the burden of proof is on the Authority to justify the proposed action or inaction. The tenant may present evidence and arguments in support of his/her complaint, controvert evidence relied on by the Authority, and confront and cross-examine all witnesses on whose testimony or information the Authority relies. Hearings conducted by the panel shall be informal. Any oral documentary evidence (as limited however to the facts and issues raised by the complainant or the Authority's response thereto) may be received by the arbitrator without regard to whether that evidence would be admissible under rules of evidence employed in judicial proceedings.
 10. The decision of the arbitrator shall be based solely and exclusively upon facts presented at the hearing and upon applicable HACP and HUD regulations. The decision shall be binding on the Authority to the extent that it is consistent with state law; the United States Housing Act of 1937, as amended; HUD regulations and requirements promulgated thereunder; or the Annual Contributions Contract. If not, the Authority shall notify the tenant in writing, within a reasonable period of time, that the Authority has made a decision that the hearing panel acted arbitrarily or exceeded its authority. In such event, the matter may be judicially reviewed.
 11. The arbitrator shall prepare a written decision, including a statement of findings and conclusions, as well as the reasons or basis therefore, upon all material issues raised by the parties. This shall be done within a reasonable time after the date of the hearing. Copies thereof shall be mailed or delivered to the parties and/or their representative.

Arbitration & Grievance

The Housing Authority of the City of Pittsburgh shall:

- Evict for drug-related or other criminal activity by public housing residents.
- Adopt reasonable policies regarding residence by a foster child/children or live-in aid.
- Serve Notice of Lease Termination/Notice to Vacate.
- Explain rent charges or procedures upon request.
- Notify tenant of reason for proposed adverse action.
- Give tenant and resident organization time to comment before changing grievance procedures.
- Give copy of grievance procedures to tenant and resident organization.

A tenant who disputes an HACP action may file an appeal to be heard by the Hearing Panel by obtaining and completing, within **five** business days of the Authority action, an Appeal Form obtained from the manager of his/her community. This form shall be completed in triplicate (3) of which: one (1) copy shall be forwarded by the manager to the Administrative Offices of the Authority, one (1) copy retained by the tenant, and one (1) copy retained by the manager.

- HACP will exclude any grievance concerning a termination of tenancy or eviction that involves:
 - a. Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or of employees of HACP; or
 - b. Any drug-related criminal activity on or near the premises.
- Upon receipt of a non-excludable appeal form at HACP's Administrative Office, the Authority shall suspend any eviction proceeding and set the hearing date.
- A Hearing Panel is composed of a resident representative, one person selected by HACP and one independent person who shall be learned in the law and who shall preside at hearings. A tenant who disputes an HACP action including, but not limited to, inspection, adjusting rents, imposing extra charges, or certain violations of the Lease shall be entitled to a hearing before the hearing panel in accordance with this grievance procedure. This section shall require the tenant to deposit one-half of any delinquent rent in an escrow account, and he/she shall present proof of rent in escrow as a condition for a hearing before the panel. Money deposited will be refunded to the tenant within 20 days of a decision favorable to the tenant, at which time the case will be closed. Tenant must keep rent current during disposition of the grievance.
- The Hearing Panel shall ensure that both the tenant and HACP have full opportunity to present all facts relevant to the administrative hearing. To this end, the Panel shall:
 - a. Ensure that the resident is given adequate written notice of the hearing date and is aware that the hearing shall be private unless he/she requests otherwise.
 - b. Ensure that any person who is related to the tenant or who made the decision that is being appealed shall be disqualified from sitting on the Hearing Panel upon challenge by the tenant or HACP, or upon the Hearing Panel's own motion.
 - c. Ensure that the tenant has the right to be represented by counsel or other person of his choosing and to be accompanied by any person of his choosing.
 - d. Provide the tenant with the opportunity to present witness, to question, or to refute any testimony or evidence through cross-examination and to confront

adverse witnesses.

- e.** Ensure that the tenant or his representative has adequate opportunity, before and during the hearing, to examine and copy, at HACP's expense, all HACP documents, records, and regulations that are asserted against the resident.
- f.** Ensure that the decision of the Hearing Officer is based exclusively upon facts introduced at the hearing.
- g.** Ensure that a written decision, including findings of fact and a statement of reasons upon which the decision is based, shall be rendered.
- h.** Ensure that the decision of the Hearing Officer shall be consistent with applicable laws and regulations.

Section 4:

Re-Certification

The Re-Certification process determines the yearly lease rent and each resident's income is required, including verification of all income as well as family composition. Re-Certification, Re-examination, and Annual Review (AR) are synonymous terms that mean:

The process of securing and verifying documentation of a family's total income, which is used to determine the amount of rent that the tenant will pay for the next 12 months (providing that there are no changes of income reported during this period).

A) Annual Re-Certifications

1. HACP shall, at least once a year, re-examine the incomes of all resident families.
2. At the time of re-examination, all adult members of the household will be required to sign an application for Continued Occupancy and an Authorization for Release of Information/Privacy Act notice.
3. Employment, income, allowances, Social Security numbers, and other such data will be verified as is deemed necessary, and all verified findings will be documented and filed in the resident's folder.
4. Verified information will be analyzed and a determination made with respect to:
 - a) Rent the family should pay;
 - b) Unit size required for the family (using the minimum and maximum standards).
5. Income shall be computed in accordance with the definitions and procedures set forth in this policy.
6. Resident shall receive a 30-day notice of rent change.

B) Rental Payment Calculation and Utility Allowance

Regarding the amount of rent, all leases shall require payment of the greater of: 30% of the applicant's adjusted monthly income; 10% of his/her gross monthly income; or \$25.00.

1. Unless the family has income that is excluded for rent computation, families reporting zero income will have their circumstances examine every 30 days until they have stable income. Persons claiming zero income will also be asked to complete a family expense form.
2. This form will be the first form completed in the annual re-examination process. The form will ask residents to estimate how much they spend on: food, beverages, transportation, health care, childcare, debts, household items, etc. Residents will then be asked how they pay for these items.

Calculation of Total Tenant Payment (TTP)

The calculation of Total Tenant Payment is the greater of:

- a. 30% of Monthly Adjusted Income
- b. 10% of Monthly Income
- c. \$25.00 Monthly Rent

Interim Rent Re-Determination

The income and rent of a resident will be reviewed as follows:

- 1) Any increase in income that is less than \$200.00 a month and occurred after the previous Annual review will be counted only at the re-examination date.
- 2) Tenants must report changes in family composition immediately. Requests for additions to households are to be referred to the Occupancy Department for approval. If the addition to the household is approved and this person's income increases the family's income by more than \$200.00 a month, the rent will be increased based on the additional income. This increase in rent will begin on the first day of the sixth (6) month following the increase in income.
- 3) If a change occurs and it is not reported at the time of re-examination, there will be a back-charge levied on the increased income as if it were reported at the proper re-examination date.
- 4) Decreases in rent resulting from a decrease in income are to become effective the first day of the month following the reported change. (All reported decreases in income are to be verified. If the change occurs during the first five days of the month, the decrease will be made retroactive to the first day of the month in which the change occurred.

The status of each resident family is to be re-examined once a year in accordance with an established re-examination schedule. Failure to return the Application for Continued Occupancy within 14 days of mailing is a lease violation and grounds for eviction.

Interim Re-Determination

Interim re-determinations are performed between the re-certification periods. Changes in composition of household and income are recorded by management personnel on said report and usually attached to the Interim Re-determination (IR) face sheet (see enclosed examples). The IR will reflect the new income and when the rent change will become effective. The IR will also reflect a retroactive date, if applicable.

Monthly adjustments provide immediate rent changes based on the earnings or income of the previous month, unless the changes in income occur before the fifth of the *current* month.

TTP rent adjustments require specific documentation. Documentation forms are included in this section.

Interim/Monthly Rent Increase or Decrease

A) Interim

1. Once the tenant's rent has been established, it shall remain in effect until the next re-certification unless an increase or decrease in the resident's income is established or another adult person becomes a member of the household.
2. In the event that the income of the resident has decreased, the rent shall be adjusted in accordance with HACP's Rent Schedule on the first of the following month, unless the decrease in income occurs within the first five days of the month in which the decrease in income occurs.
3. HACP will increase the resident's rent *the first day of the sixth month following an increase in family income*. When a resident fails to inform HACP of income or intentionally misrepresents the facts upon which his/her rent is based, the increase

in rent may be made retroactive to the time at which the increase would have otherwise been in effect. Back-charges are grounds for eviction.

Example: If a resident begins working on October 3, then October becomes the first month accountable. Therefore, rent will increase on March 1. If the resident begins working on October 15, which is after the fifth day of the month, then November becomes the first month accountable. Rent would then be increased on April 1.

B) Occupancy – Changes in Income

During the term of a lease agreement, any changes in the rent amount or the family's composition shall be noted in the following manner:

1. Changes in rent shall be made by proper notice to the tenant, in writing, and dated and signed by an HACP employee.
2. Changes in family composition or income shall be provided to HACP on forms made available to the residents. Any such changes shall be incorporated into the resident's record, and shall become part of the existing lease.

Section 5:

Transfer/Addition to Household

The purpose of a transfer is to place residents in a more accommodating unit. For the information and verification needed to transfer residents from one unit to another, whether based on personal preference or occupancy violations, refer to the Transfer Manual. When a resident requests a transfer, he/she should receive written material explaining HACP's transfer policies and procedures, to minimize the risk of misunderstanding regarding the transfer process.

When a transfer is requested because of a medical condition, the resident must have his/her physician complete the Legal Medical Request form. When completed, it should be returned to the Management Office, where it should be date stamped and then sent to the Occupancy Department. Remember: a transfer request must also accompany the Medical Request form.

Policy

- 1) The Occupancy Department under the following circumstances shall approve transfers:
 - a. Due to uninhabitable conditions that result from a fire or that are otherwise not readily repairable;
 - b. When the dwelling unit size is no longer appropriate for the tenant family, based on HACP Admissions and Occupancy Policy Standards;
 - c. To facilitate employment, education, and/or training;
 - d. For the personal health or safety of the family or one of its members (said circumstances must be verified and documented by the appropriate authorities).
- 2) All residents who have requested and have received approval for a transfer shall be placed on HACP's Transfer Waiting List according to the date that said transfer was requested.
- 3) All occupants residing in a dwelling that is no longer suitable due to the size of the family (underhoused/overhoused) shall be placed on HACP's Transfer Waiting List.
- 4) Transfers shall fall into the following categories:
 - a. Emergency
 - b. Medical
 - c. Underhoused
 - d. Maintenance
 - e. Overhoused
 - f. Tenant Requested

Procedure

- 1) A resident may complete a Household Request form at the management office in the community in which they reside.
- 2) All transfer request information must be sent to the Occupancy Department where it will be approved or disapproved.
- 3) Residents whose transfer request is denied will receive notification in writing by the Management office. Residents have the right to request a grievance hearing if a transfer is denied.
- 4) Household request forms are sent to the Occupancy Department, and the stamped filing date (the date of request should be recorded) is entered into the computer. A folder is then

prepared for each approved transfer. The resident is notified in writing by the Occupancy department that his/her transfer has been approved.

- 5) All residents with an approved transfer shall be placed on HACP's Transfer Request Waiting List according to the date that said transfer was requested and the appropriate category.

Addition to Household

Only those persons listed on the most recent certification form shall be permitted to occupy a dwelling unit. Except for natural births to or adoptions by family members, any family seeking to add a new member to the household must notify HACP in writing prior to the new member occupying the unit so that an appropriate background check and income verification can be performed.

Following receipt of a family's request to add a new person to the lease, HACP will conduct a pre-admission screening of the proposed new member. The results of the screening shall be used to determine whether HACP will approve admittance of the new member.

- 1) Examples of situations in which the addition of a family or household member is subject to screening are:
 - a. Residents who marry must file a request to add the new spouse to the lease (this must be verified with a marriage certificate).
 - b. Residents who are awarded custody of a child over the age for which juvenile justice records are available.
 - c. Residents who desire to add another family member to the lease, employ a live-in aide, or take in a foster child (or children).
 - d. A unit is occupied by a remaining family member(s) under age 18 (who is not an emancipated minor), and an adult who was not a member of the original household requests permission to take over as the head of the household.
- 2) Residents who fail to notify HACP of additions to the household or who permit persons to join the household without providing HACP with the opportunity to conduct screening are in violation of the lease. Such persons will be considered unauthorized occupants, and the entire household will be subject to eviction.
- 3) In accordance with the lease, roomers and lodgers shall not be permitted to occupy a dwelling unit, nor shall they be permitted to move in with any family occupying a dwelling unit. Violation of this provision is grounds for termination of the lease.
- 4) Residents will not be given permission to allow a former HACP resident who was evicted (for non-payment of rent or social reasons) to occupy the unit for *any* period of time. Violation of this requirement is grounds for termination of the lease.
- 5) Family members over the age of 17 or emancipated minors who move from the dwelling unit to establish new households shall be removed from the lease. The resident has the responsibility to report the move-out within 30 calendar days of occurrence.
- 6) Visitors may be permitted in a dwelling unit so long as they have no history of negative behavior on HACP premises that would constitute a lease violation or criminal conduct. Visits of less than three days need not be reported to or approved by the Property

Management, who may require documentation of extenuating circumstances. Visitors remaining beyond this period shall be considered trespassers, and the head of the household shall be guilty of breach of the lease.

Procedure

Following receipt of a family's request to add a new member to the household, adhere to the procedures outlined below:

- 1) Complete the most recent version (i.e., revised 1998) of the Household Request form.
- 2) Request a photograph of each household member, as well as:
 - a. Birth certificates
 - b. Documentation of custody award (if applicable)
 - c. Marriage certificate
 - d. Social Security number(s)
 - e. DPA caseworker statement for all new members who are not under a custody award
 - f. Documentation for foster care award(s)
 - g. Live-in aide (including medical statement from aide's employing agency and from doctor who ordered the care)
 - h. Employment, as well as any and all income from other sources reported for new family member

If the resident does not comply with the request for the submission of the appropriate documents, the addition to household request will not be approved.

- 3) Send a copy of Household Request to the Occupancy Department for criminal background check.
- 4) In the event that a resident is currently under an Occupancy Violation status and an addition to household for a family member is requested, the request may be denied unless the following applies:
 - a. Permanent custody of child(ren) is awarded.
 - b. Detailed medical documents substantiating the justification for an extra bedroom for the personal care of the resident or family member of the resident has been provided (refer to Legal Form Document).
- 5) If approved, the computer system must then be updated with the information for the addition.

Criminal Background Checks

Every new applicant or adult addition to a household must be screened for adverse criminal behavior prior to admission to public housing. The following criteria will be considered by HACP when determining whether an applicant is eligible for admission to public housing:

Prior Criminal Record – This shall include but is not limited to: any record(s) for disorderly conduct (e.g., disturbance of neighbors or destruction of property; crimes of physical violence to persons; possession of or intent to distribute illegal drugs; and any other criminal activity that would adversely affect the health, safety, or welfare of other tenants.

In the event that HACP receives information that is unfavorable to an applicant, consideration shall be given to the following cases:

- a.** Time and nature of the applicant's conduct; and,
- b.** Any subsequent favorable acts; and,
- c.** If an applicant's adverse behavior is sufficiently altered in time, and the applicant has demonstrated his or her ability to successfully adjust to society, the applicant will be eligible for public housing.

Note: HACP reserves the right to make decisions regarding the eligibility of applicants with a criminal record. HACP shall not, however, act in any manner that would serve to deny an individual equal treatment and access to housing. Any decision by the Occupancy Department to reject an applicant is subject to review at the applicant's request according to HACP's grievance procedure.



Section 6:

Damage Claim

When a resident has sustained damage to their property or personal belongings due to an incident deemed to be the responsibility of HACP, the resident may seek reimbursement for costs incurred, through a damage claim process.

Procedure

1. The damage claim package consists of two parts: Description of Damage Memorandum and “Schedule A”. Both parts must be submitted the day that the incident is investigated.
2. The Property Manager investigating the claim must actually view the damage and give a detailed description of same. Said description must include verification of the items damaged, as well as the extent of the damage. The investigating party will not compensate residents for items removed from the unit prior to verification.
3. The individual completing the forms must specifically state the cause of the damage and immediately contact a Customer Relations Manager (CRM) so that work orders(s) can be produced.
4. The tenant must sign a form stating that HACP is not responsible for damage that occurs to property while removing rugs, chairs, tables, etc.
5. A “Schedule A” must be completed by the resident and sent with receipts to the Management Office. The Manager must then submit the Schedule A form with receipts and all related work orders attached, along with the Damage Claim form to the Operations Department.
6. An employee of the Operations Department (Division Manager) will then assess the loss by noting those items that were properly verified by the tenant (i.e., items for which the tenant submitted receipts of purchase).
7. Residents who have properly verified damaged items shall be compensated in the following manner:
 - a) Damage items properly supported with receipts shall be paid for by taking into account normal wear and tear. Residents must provide additional information for items which cannot be verified by receipts (i.e., place and date of purchase and approximate cost).
 - b) Items deemed compensatory will be paid for according to the following schedule:
 - i. 75% of purchase price if damaged within the first year.
 - ii. 65% of cost of item after the first year of ownership, less 10% each year for the life of the item (Amount not to go below 25% of cost).

HACP Response Time

The resident must report any alleged damages to his/her community's Management office. If maintenance work is required, the resident should contact his/her customer Service Representative. The management office shall record the date and time that the resident reports such damage, and the representative shall proceed to the unit in a timely fashion.

The management office is responsible for investigating and verifying reported damage claims in accordance with the following schedule:

- Reported Monday through Thursday – Investigation shall occur immediately to 24 hours (not to exceed 48 hours).
- Reported Friday – Investigation shall occur immediately to 72 hours (depending on the circumstances).

Residents claiming damages must retain the damaged property for at least 48 hours from the date of recording at the management office, if reported Monday through Thursday. At least 72 hours, if reported on Friday (this may require rolling up damaged carpet and retaining it in the unit until inspected by management staff).

Refrigerated Items

Items contained in the refrigerator shall be inspected and verified by HACP representative. In no event shall HACP pay in excess of \$75.00 per occurrence for all items damaged in the refrigerator and/or freezer.

Emergency Procedures

Property Management shall use sound judgement in determining whether emergency services are necessary, and he/she shall act immediately to prevent any further harm.

- 1) In the event of an emergency, Property Management must immediately contact the Customer Service Representative to ensure prompt service.
- 2) Immediately contact the Division Manager for approval of emergency services.
- 3) Once emergency services are approved, the Property Management shall immediately seek a purchase order number from the Purchasing Department. The purchase order number is to be recorded at the bottom of the Damage Claim Description Memorandum.
- 4) Property Management must also prepare an IDR including the date, tenant name and address, Purchase Order number, vendor name and address and attach it to the damage claim report which is then sent immediately to the Operations Department.
- 5) A "Schedule A" must be filled out by the resident then returned to management, and then sent to the Operations Department on the day that the services are actually rendered.



Section 7:

Housing Quality Standards/Housekeeping Inspection

The purpose of Housing Quality Standards (HQS) inspections is to provide “decent, safe and sanitary” housing to all residents. An HQS inspection sheet provides a pass or fail standard for every room. HQS inspections are mandatory and directly affect HACP’s PHMAP/PHAS scores. The purpose of the Housekeeping Inspection is to assess the family’s ability to maintain their dwelling unit in a clean, sanitary, safe and uncluttered manner.

Housing Quality Standards

- 1) HACP is to perform at least one HQS inspection each year.
- 2) The annual inspection is conducted to ensure the continued quality of our resident’s living conditions.
- 3) No inspection shall be made without at least 48 hours advance notice to the tenant, specifying the time and date of the proposed inspection and requesting the tenant’s permission (except in cases of an emergency), as well as stating HACP’s action. All inspections shall be conducted Monday through Thursday between the hours of 9:00 a.m. and 4:00 p.m.
- 4) HACP will make two attempts to complete the inspection. If the HQS inspection is not completed by the first attempt, HACP has the right to use the pass key to enter and complete the inspection on the second attempt. If the HQS inspection is not complete by the second attempt, the resident will be in violation of the lease, and eviction proceedings will begin. You must inform the resident of this in the initial letter.
- 5) Dead-bolt locks: In the event that a dead-bolt lock has been placed on an apartment door but no key for it given to the management office, the lock will be removed. All expenses associated with the lock removal are the resident’s responsibility.
- 6) The completed HQS Inspections must be turned in to the CRM no later than 4:00 p.m.
- 7) Copies of the front and last page must be copied and kept on file in the Management office.

Housekeeping Inspections

Housekeeping Inspections must be completed at the time of the scheduled HQS Inspections. However, HACP may perform additional housekeeping inspections to maintain the habitability standards of each community. It is the duty of the inspector to report and follow up on his/her findings.

If a resident fails the Housekeeping Inspection, the inspector must follow these steps:

1. The resident must receive a re-inspection notice instructing the resident that their unit will be re-inspected within five (5) business days of their initial inspection. All recommendations must be recorded on the inspection form.

2. If the unit passes the second inspection, it must be noted on the inspection form and filed in the resident's file folder.
3. If the unit fails the second inspection, a Social Lease Termination / Notice to Vacate letter must be delivered to the resident immediately. When the Notice expires, the resident must be recommended for eviction without delay.
4. All correspondence must be filed in the resident's file folder.

While inspecting the unit the following criteria must be followed:

- 1.0 LIVINGROOM** - The floors must be free and clear of debris. There must be no evidence of insect or rodent infestation. There should be a clear pathway to the door. The walls must be clean (i.e. no dirt, drawings, etc...).
- 2.0 KITCHEN** - The floors must be free and clear of debris. There must be no evidence of insect or rodent infestation. There should be a clear pathway to the door. The walls must be clean (i.e. no dirt, drawings, etc...). The range should be clean and free of debris. The refrigerator should be clean and free of infestation. There should be a garbage can with a lid.
- 3.0 BATHROOM** - The floors must be free and clear of debris. There must be no evidence of insect or rodent infestation. There should be a clear pathway to the door. The sink and bathtub should be clean.
- 4.0 BEDROOMS** - The floors must be free and clear of debris. There must be no evidence of insect or rodent infestation. There should be a clear pathway to the door. The walls must be clean (i.e. no dirt, drawings, etc...).
- 5.0 OTHER ROOMS/CLOSETS/EXTERIOR** - The floors must be free and clear of debris. There must be no evidence of insect or rodent infestation. There should be a clear pathway to the door. The walls must be clean (i.e. no dirt, drawings, etc...). There should be no obstructions leading to the entrance door. There should be no items stored in the hallway. The hallway should be swept clean.

NOTE: All inspectors are required to observe the number of occupants and/or any significant indication of over-occupancy as compared to the named residents. In the event of under-housing, Management must notify the resident and re-inspect the unit for occupancy. If the unit is still over-occupied, the eviction process must be initiated.



Master keys are maintained in both the Manager's and Field Maintenance Supervisor's (FMS') office in a locked cabinet. Key cabinets in each office are to be maintained by the lead person in charge of the office. Access to key cabinets is to be limited to the Manager, Assistant Manager and FMS. There is to be an inventory of the key cabinet at the end of each workday. Master keys are not permitted off HACP property at any time. At no time are unauthorized employees to be in possession of master keys. Authorized employees include: Locksmith, Manager, Assistant Manager, and FMS, unless authorization is otherwise given by the Assistant Director of Maintenance or one of his/her supervisors. Lockouts are to be performed only by employees authorized to hold a master key. All master keys will be indicated by a pound (#) sign.

Control keys - One set of control keys will be maintained in a locked cabinet or by the carpenter. Control keys are to be returned at the end of the day. One control key will be kept in the maintenance key cabinet, and it will be issued on a day-to-day basis.

Key Cabinet Procedure:

- 1) All keys must be tagged with apartment number (building and entrance).
- 2) There should not be two different keys on one tag. If two keys exist, the one to the apartment must be found and the other returned to Maintenance.
- 3) The rent office must not give out the apartment key. It should be sent to the locksmith shop to have keys made and sent back to the rent office.
- 4) Loose keys on bottom of the key cabinet must be removed and sent to the locksmith shop.
- 5) Unauthorized personnel should not have access to the key cabinet.
- 6) When carpenters perform lock changes, the rent office must call in a work order to the maintenance shop. The keys should be attached to the work order so that the carpenter can change the lock and then send the lock and keys to the locksmith shop. When the carpenter installs the new lock, he must send the new keys to the rent office to be tagged and hung up in the spot designated for that apartment number.
- 7) Do not loan file keys to residents.

Notes: HACP locksmith will conduct a monthly inspection of key cabinets and sign-out charts. If anyone is found to be in violation of the policy outlined above, disciplinary action will be taken. At no time will any employee be issued on a permanent basis a master key or control key. Any employee that is holding an unauthorized master or control key is to turn it in to HACP locksmith immediately. Master keys can be used only by authorized employees and are not to be loaned to anyone else. Authorized holders of master keys must sign out the key from the cabinet and return it at the end of the workday.



Section 9:

Vendor Program

The Vendor Plan offers residents a form of “direct deposit” for rental payments. Payments are deducted from the resident’s public assistance check and are sent directly to HACP. The Vendor Plan is not mandatory; however, it is strongly recommended and encouraged.

Vendor Meetings, conducted by Action Housing, are held on a quarterly basis. The dates for these are usually set at the Vendor Meetings themselves, with a follow-up letter sent to the participants at least 30 days before the meeting is to be held. Attendance at Vendor Meetings is mandatory. A quarterly vendor report is also required at these meetings.

Section 10:

Payment Plan Policy

HACP is sensitive to the need for flexibility in handling collection of delinquent rents and back-charges. Under the current circumstances, it is essential that rent collection and payment plans be uniform and consistent across the Housing Authority. These procedures have been designed with the purpose of promulgating clear, uniform standards.

“Grandfathering” of Existing Payment Plans

There are a large number of people who have already entered into payment plan agreements and have not defaulted on their agreement concerning the payment plan. Some existing payment plans are not in writing, but are clearly reflected by the consistent payment upon the tenant’s account. To the extent that the payment plan is not in writing, the Operations Department is having the tenant execute a “Payment Plan Agreement and Lease Addendum” version 1.1 or 1.2, as attached, to memorialize the agreement. That agreement is flexible enough in its critical terms to allow it to be used for payment plans that do not comport with the rules discussed below. To ensure that the Grandfathered agreement is not confused with new agreements, the manager should write “Grandfathered” in the space between “Housing Authority of the City of Pittsburgh” and “Payment Plan Agreement.” (This is for future auditing purposes.)

Length of Payment Plan

In many situations the tenant incurs a back-charge or has a rent delinquency because of his/her action or inaction and is therefore responsible for the back-charge or rent delinquency. **A maximum length of twelve (12) months is recommended for any payment plan dealing with a back-charge and six (6) months for routine delinquent rent.** The balances should not be so high that a tenant, even a low-income tenant, is not able to pay the balance in a year. Additionally, if a shorter-term period payment plan can be arranged, this will be advantageous to both HACP and the tenant.

Payment Amount

HACP is sensitive to the fact that a tenant who becomes delinquent or receives a back-charge may not be able to pay a large sum of money each in order to remedy the problem. Payment plans should be designed so that the tenant has a realistic likelihood of successfully completing the plan. A monthly payment of an additional 10% of adjusted monthly income will have an impact on the tenant, but should not have an impact so severe as to cause the tenant to be unable to successfully complete the plan. Ten percent is a maximum goal and this does not authorize the Manager to exceed the one-year limit on payment plans addressed above. If the tenant makes a lump sum payment, the Manager and tenant may agree to a lower payment amount.

Breaches of Payment Plan

Managers should make every reasonable effort to ensure that there are no breaches of payment plans. Managers should consistently inform tenants of their status on a payment plan, and the cashier should give the tenant a statement showing the balance owed to HACP on the plan at the time of each receipt of payment. **Tenants who breach the terms and conditions of the Payment Plan Agreement must be placed in Legal. Breaches are defined in paragraph 13 of the Agreement.**

Delinquent Rent Payment Plan

Managers are responsible for ensuring that tenants do not fall behind in their rent. A tenant who falls behind may be put on a payment plan if the total amount in controversy is less than two month's rent. A general goal is that the manager use three months on the payment plan for each month behind in rent, not to exceed six months. A qualifying payment is not required, but tenants should be encouraged to make a lump sum payment for the purpose of ensuring that the tenant successfully completes the plan. Managers **are** authorized to vary from the 10% maximum target goal if the tenant makes a lump sum payment, but the maximum amount of time for payment of delinquent rent allowable on a payment plan is six months.

The minimum amount must be obtained at the time that the tenant and HACP enter into the agreement. Of course, the tenant may pay more than the minimum and should be encouraged to do so. Tenants who refuse to pay the minimum should be placed in Legal.

Payment Plan Contract

Following are detailed instructions for the preparation of the payment plan contract on a paragraph-by-paragraph basis.

THIS AGREEMENT

Made, this _____ day of _____, 19____, between the Housing Authority of the City of Pittsburgh and Tenant _____, a tenant residing at _____, do hereby agree that:

Fill in the day, month, and year of the agreement. The tenant's name and address should be typed or printed on the next two lines.



- 1. Tenant received notice of Lease Termination on _____ and Notice to Vacate on _____ for non-payment of rent.

A tenant who is being placed on the payment plan because of failure to pay rent or failure to satisfy a back-charge should have been given these notices. If they have, indicate the date(s) of the notices. If they have not been given notice, give them notices at the time that you enter into the agreement.



- 2. Tenant and HACP hereby acknowledge a past due balance of \$_____ as of the date of this agreement.

It is important that all appropriate adjustments be made prior to entering into a payment plan. While later adjustments are always permissible, the accuracy of this figure will be helpful in future discussions with the tenant. Therefore, take the time to ensure that this is accurate and make certain that the tenant understands how this number was determined.



- 3. HACP acknowledges that, as of the date of this agreement, the manager is not aware of any reason for eviction of the tenant other than non-payment of rent.

If there are other reasons for evicting the person, do not enter into a payment plan. Instead, refer the person to legal.



4. Tenant agrees to pay a lump sum in the amount of \$ _____ toward the past due balance on or before _____.

This provision is to be used for qualifying payments and lump sum payments. The maximum amount of time that the Manager may allow a tenant to pay the lump sum is 30 days from the date of the agreement.



5. Tenant agrees to pay the remainder of the past due balance in _____ monthly installments of \$ _____ per month, in addition to the monthly rent.

The amount and number of months should be in accordance with the policy stated above.



6. Installment payments under this plan are due on or before the _____th day of the month, and the regular rent is due on the first business day of the month.

Schedule the payments when you expect the tenant to have adequate funds.



7. HACP will apply monies collected from tenant first to current rent and then to the installment payments under this plan.

This is for purposes of limiting confusion as to which particular monies are in dispute. With a properly executed agreement, the tenant's payment will be credited to current rent first. If we are required to go to court, we should be able to show the default on this plan more clearly without a full analysis of the tenant's payment history.



8. By entering this agreement, tenant waives the Grievance Procedure of 24 C.F.R. §966.50, (2) acknowledging that any relief sought through such grievance proceeding has been granted through the entry into this payment plan contract as an informal settlement of grievance in accordance with 24 C.F.R. §966.54, (3).

Tenant's Initials

A tenant entering into this agreement waives the grievance proceedings for disputes concerning rent during the pending agreement. This is an extremely important timesaving provision. We are in effect agreeing to grant a payment plan to the tenant as a remedy to their grievance. Managers must point out this provision to the tenant and ensure that the tenant understands that this agreement replaces a grievance on the issue of past due rent. Additionally, each management office should post 24 C.F.R. §966.50 for the tenants' information.



9. By entering this agreement, HACP agree to cease efforts for eviction for non-payment of rent as long as Tenant complies with the terms herein and does not breach the lease in any other fashion.

We are agreeing not to evict the tenants if they maintain their obligations under this agreement.



10. The effective period of this agreement commences on the date indicated above and concludes on the date of receipt of the last installment payment under the plan.

Because this agreement modifies the lease while it is effective, it is important that the effective dates be very clear. The agreement becomes effective when signed and continues in effect until all payment under the agreement has been made.

11. This document represents an agreement between HACP and Tenant which is incorporated into and made part of the lease with the intention that this agreement supersede any conflicting term or condition of the lease during the effective period of this agreement.

The purpose of this section is to clearly state the impact of the payment plan agreement on the lease. This document modifies the lease during its effective period.



12. By successfully completing this agreement, Tenant will become eligible for a new payment plan agreement six months after the completion of this payment plan.

A tenant who successfully completes the payment plan should not need to go on another payment plan for a while and payment plans are not meant to be a way of life. The tenant will be permitted to go on another payment plan six months after the successful completion of the current plan. Tenants who fail to complete the payment plan should be placed in Legal.



13. Tenant will be deemed to have breached this agreement if he/she:
- a) fails to pay current rent on or before the first business day of the month; or
 - b) fails to make installment payments on or before the date due under this agreement; or
 - c) breaches another condition of the lease.

These terms describe specifically for the tenant the breaches that may occur. Subsections a) and b) concern payments due under this agreement. Subsection c) concerns social violations and refers the tenant back to the lease.



14. If tenant breaches this agreement, HACP will proceed with an action for eviction before the District Justice without further notice to the tenant, the required notices having been waived pursuant to 68 P.S. §250.501, a Statute of Pennsylvania Law allowing for waiver of notice by agreement.

Tenant's Initials

This clause of the agreement is designed to expedite processing of violations of the agreement. The clause was written to take advantage of Pennsylvania Law (4). Managers, because of their obligations to keep the tenant informed, may wish to call the tenant, but the tenant, by entering this agreement, must agree to waive the notice requirements. Violations of part a) or part b) of paragraph 13 may be referred to legal without further notice to the tenant. The legal department requires managers to give notice to the tenant for violations of part c).



- 15.** Modification of this agreement must be made in writing and agreed to by the manager and the tenant and approved by the Operations Department.

This clause is written for the purpose of ensuring that both parties know that there are no verbal modifications of this plan. There should almost never be a change in a payment plan, absenting the death of the principal leaseholder.



- 16.** Tenant acknowledges receipt of a copy of this agreement and that tenant has read, understands and intends to be bound by this agreement.

For the Housing Authority:

Tenant:

Manager

Before the tenant signs this agreement, the tenant must read it. Managers should allow the tenant at least 24 hours to read the agreement before accepting the tenant's signature. If there is any term that the tenant does not understand, the manager should explain the clause consistent with this publication. The tenant should initial where indicated and sign where indicated.



Accounting Procedures

The Comptroller shall develop policies and procedures that make maximum advantage of these procedures for PHMAP purposes.



Section 11: Public Housing Management Assessment Program (PHMAP/PHAS)

PHAS is an acronym for the Public Housing Assessment System. The Department of Housing and Urban Development instituted this program in 1992 as a means for evaluating the performance of public housing agencies.

PHMAP/PHAS is worth possible 100 points and consists of four indicators for which the housing authority is graded. All Public Housing Authorities (PHA) are required to complete a PHMAP/PHAS certification sheet to report their performance to HUD on a yearly basis.

Community Management Offices have three important responsibilities that directly affect how the Authority as a whole performs on PHMAP/PHAS: leasing up units, collecting rent and performing through HQS inspections.

These three functions are priority to all other duties performed in the community management offices. The following PHMAP/PHAS indicators are:

Indicator #1, Physical Condition of Public Housing Properties

The objective of this indicator is to determine whether a PHA is maintaining its public housing in a condition that is decent, safe, sanitary, and in good repair. In order to assess the condition, HUD will conduct independent physical inspections using new uniform, objective, and computerized inspection software in order to confirm compliance with the uniform physical condition standards. This indicator is worth 30 points or one third of the total grade.

Performing through HQS inspections, house keeping inspections, and community walks will insure the deficiencies within common areas and units are reported for repair by Maintenance. HACP can better its PHAS score by correcting as many deficiencies as possible before the inspections.

Indicator #3, Management Operations

This indicator reflects the existing requirements of PHMAP. Six of the eight indicators remain unchanged: Vacancy Rate, Unexpected Section 14, Rents Uncollected, Work Orders, Annual Inspection of Units and Systems, and Security. This indicator is worth 30 points or one third of the total grade.

The three indicators most impacted by Community Management are as follows.

Vacancy Rate

This indicator measures the vacancy rate, progress in reducing vacancies and unit turnaround time. This indicator requires the PHA to have an accurate system to track the duration of vacancies and unit turnaround, including down time, make ready time and lease up time.

HACP tracks every unit's vacancy status throughout the year with the

EmPHAsys computer system. To document vacancy days and turnaround time, the following is tracked for each unit:

1. The date unit actually became vacant or the ending lease date;
2. The date the maintenance staff was directed to rehabilitate the unit;
3. The date the community management staff was informed by the maintenance staff that the unit was ready for occupancy;
4. The effective date of the new lease.

Four categories of units are exempted from vacancy computations. The first three require written approval from HUD before they can be exempted. They include the following:

1. Non-dwelling use (tenant council offices, service providers)
2. Employee occupied
3. Deprogrammed units (HOPE VI, units approved for demolition)
4. On schedule modernization/conversion of units

Component #1, Vacancy Percentage and Progress in Reducing Vacancies

This component is calculated by taking the total number of days during the assessment year that the available units were vacant and dividing by the total number of days that dwelling units were available for occupancy.

A PHA may choose whether to use the actual vacancy rate, the adjusted vacancy rate or a reduction in the actual vacancy rate within the past three years.

Grade A: An actual vacancy rate of 3% or less or adjusted vacancy rate of 2% or less.

Grade B: An actual vacancy rate of greater than 3% and less than or equal to 5% or and adjusted vacancy rate of greater than 2% and less than or equal to 3%.

Grade C: An actual vacancy rate of greater than 5% and less than or equal to 7% or and adjusted vacancy rate of greater than 3% and less than or equal to 4%.

Grade D: An actual vacancy rate of greater than 7% and less than or equal to 9% or an adjusted vacancy rate of greater than 4% and less than or equal to 5%.

Grade E: An actual vacancy rate of greater than 9% and less than or equal to 10% or an adjusted vacancy rate of greater than 5% and less than or equal to 6%.

Grade F: An actual vacancy rate greater than 10% or an adjusted vacancy rate greater than 7%.

Component #2, Unit Turnaround Time

This component is to be completed by all PHAs, however only PHAs scoring below a grade C on component #1 will receive a score. Unit turnaround is the average number

of calendar days between the time when a unit is vacated and a new lease takes effect for units re-occupied during the assessed fiscal year.

- Grade A:** less than or equal to 20 days .
- Grade B:** greater than 20 days and less than or equal to 25 days.
- Grade C:** greater than 25 days and less than or equal to 30 days.
- Grade D:** greater than 30 days and less than or equal to 40 days.
- Grade E:** greater than 40 days and less than or equal to 50 days.
- Grade F:** greater than 50 days.

Rents Uncollected

This indicator examines HACP's ability to collect dwelling rent owed by residents in possession during the immediate past fiscal year by measuring the balance of dwelling rents uncollected as a percentage of total dwelling rents to be collected. Collection loss and re-payment agreements are not deducted from rents uncollected. Therefore, re-payment plans are the same as uncollected rent and are not encouraged. This indicator measures only dwelling rent; Maintenance and utility charges, late fees, retro-rent and any charges other than rent is excluded from this figure. HACP is graded on this indicator as follows:

- Grade A:** Uncollected rent of less than or equal to 2%.
- Grade B:** Uncollected rent greater than 2% and less than or equal to 4%.
- Grade C:** Uncollected rent greater than 4% and less than or equal to 6%.
- Grade D:** Uncollected rent greater than 6% and less than or equal to 8%.
- Grade E:** Uncollected rent greater than 8% and less than or equal to 10%.
- Grade F:** Uncollected rent greater than 10%.

Annual Inspection of Units and Systems

This indicator examines the percentage of units that a PHA inspects on an annual basis in order to determine short-term maintenance needs and long-term modernization needs. Implicit in this indicator is the adequacy of the PHA's inspection program in terms of the quality of a PHA's inspections, and how a PHA tracks both inspections and needed repairs. **All units are required to be inspected, unless they have been exempted from Indicator #1, Vacancy Rate.**

Component #1, Annual HQS Inspection of Units

- Grade A:** The PHA inspected 100% of its units and, if repairs were necessary for HQS compliance, either completed the repairs during the inspection; Issued work orders for the repairs; or referred similar work items to the current year's mod plan, to the next year's mod plan if there are less than three (3) remaining before the end of the PHA fiscal year the Inspection was completed.
- Grade B:** The PHA inspected less than 100% but at least 97% of its units.
- Grade C:** The PHA inspected less than 97% but at least 95% of its units.
- Grade D:** The PHA inspected less than 95% of its units.

- Grade E:** The PHA inspected less than 93% but at least 90% of its units.
Grade F: The PHA has failed to inspect at least 90% of its units.

Component #2, Annual Inspection of Systems

This component examines the inspection of buildings and sites according to the PHA's maintenance plan.

- Grade A:** The PHA inspected all major systems at 100% of its buildings and sites.
Grade B: The PHA inspected all major systems of at least a minimum 90% but less than 100% of its buildings and sites.
Grade C: The PHA inspected all major systems of at least a minimum of 80% but less than 90% of its buildings and sites.
Grade D: The PHA inspected all major systems of at least a minimum of 70% but less than 80% of its buildings and sites.
Grade E: The PHA inspected all major systems of at least a minimum of 60% but less than 70% of its buildings and sites.
Grade F: The PHA failed to inspect all major systems of at least 60% its buildings and sited and perform the required maintenance of these systems.

S

ection 12:

Maintenance Vacancy

Once the Property Manager has reported the unit vacant to Maintenance they immediately board windows that are accessible from the outside, remove appliances and change the locks. The FMS will then inspect the unit to determine what repairs need to be made. During the preparation, all vacant units receive at least the following:

- Extermination spray
- A new coat of paint
- A thorough final cleaning (includes waxing the floors and cleaning windows, all sinks, tub, and commodes)

Once the preparation is complete, the following should be true of the unit:

- All smoke detectors work
- All switch plates/receptacles are present and in good condition
- All lights work
- All fans work
- All plumbing works and there are no leaks
- All floor tile is in good condition (no cracks or missing pieces)
- All windows open, close, lock, and are free from cracks
- All interior doors are present and close properly
- All interior door hardware is present, firmly secured to the door, and works properly
- All cabinet door and drawers open and close properly
- All counter tops are free from defects and clean
- All walls and ceilings are painted the standard HACCP off white color and are free from any holes
- All convector covers are painted
- Hot water tanks and furnaces work properly and up to code
- All handrails are securely attached to walls
- All stair treads are securely attached to stairs

You will receive three (3) sets of keys for the unit. One is for the tenant. The other two sets are for your key cabinet.



Section 13:

Pet Policy

A common household pet is a cat, dog, goldfish or tropical fish, canary, parakeet, or lovebird. No dangerous or intimidating pets, i.e., pit-bull dogs, will be permitted. Only one pet to a unit is permitted, i.e., one cat or dog, one fish bowl or tank, one cage with no more than two birds.

Any dog must be:

- a. no less than six (6) months old.
- b. completely housebroken.
- c. proof that the dog is already neutered or spayed must be furnished.
- d. teach dog must be licensed by the city.
- e. proof of license renewal is required each year by the pet owner.
- f. wear a collar showing license and owners name and address at all times.
- g. wear a flea collar.
- h. a dog cannot be over 14 inches tall at the top of the shoulder
- i. not weight over 35 pounds at maturity.
- j. have proof of shots (vaccinations)

In the case of a 6 month old dog, a statement from a veterinarian will be required verifying that normally that type of dog will not be over the size requirements as listed.

Cats must:

- a. be no less than six (6) months old.
- b. be litter box trained.
- c. have proof that the cat has been de-clawed and spayed or neutered
- d. not cat over ten (10) inches tall at the shoulders.
- e. not weigh over 15 pounds.
- f. have proof of shots (vaccinations)

Pet registration

Registration must be updated annually at the time of certification. Tenants in residency who already have fish or birds may keep the pets they have now but will be required to fill out a registration form and responsibility card and identify the type of pet with the office within 30 days of the effective date of the Pet Rider.

Pre-registering the pet

Pre-registering must occur no less than ten (10) days before pet is to be brought into the building.

Registration must show:

- type of pet
- age
- address of
- recent picture
- license number
- signed responsibility
- name
- current inoculation

veterinarian

card with three
contacts to take the
pet in emergencies

REQUIRED UPDATE OF REGISTRATION

Each pet's registration must be updated once each year. Updated annual registration will include:

- a. verification that the pet's license (if required) is in effect and has been renewed
- b. for the current year;
- c. a new picture if the pet has changed sufficiently.
- d. proof of any inoculations that may be required for each pet, that all shots are up to date.

If the pet owner fails to provide complete pet registration information or fails to update the pet registration annually at certification, the pet will not be permitted in the building.

If Management determines, based on a pet applicant or owner's habits or health, the pet will be denied registration or end admission.

Deposits and charges

- a. \$10.00 charge will be levied each time a pet owner fails to remove pet waste
Code 0015
- b. a pet Security Deposit will be required of dog and cat owners for \$100.00
Code 0019
- c. monthly maintenance charge of \$5.00 to be paid with the rent by the fifth (5th) of each month. (dogs)
Code 0015
- d. monthly maintenance charge of \$3.00 to be paid with the rent by the fifth (5th) of each month. (cats)
Code 0015
- e. damages i.e. (unit inspection) extermination. Code 0031

Basic rules tenants owning pets must follow

- a. pet owners must use the nearest accessible exit when taking their pet outside.
- b. no dog or cat may be exercised on Authority property.
- c. no pet is permitted to be taken to a floor other than the first floor and their own apartment floor.
- d. pets are not to be taken into other tenants' apartment for any reason.
- e. pets are never permitted in the building's public rooms such as the offices, laundry room, lounges, or community rooms.
- f. tenants shall not alter their unit in any way as to create an enclosure for their pets.
- g. apartments must be kept clean and free of hair, feathers, seeds, and odors at all times.

- h. coats of extermination from fleas, ticks, or other animal related pests caused by a tenant's pet will be the responsibility of such tenant.
- i. tenants shall not permit any disturbance by their pet which would interfere with other tenants' quiet enjoyment of their accommodations.

Pet Waste

Pet Waste must be properly disposed. At no time will pet waste of any type be permitted to be placed in any trash chute, wastebaskets, or garbage cans inside the building. Pet waste of all types, including litter box and cage cleaning, must be put in tightly fastened, heavy duty plastic bags and placed outside in the dumpster.

Notice of Pet Rule Violation.

If the Management determines that a pet owner has violated a rule governing the keeping of pets, Management will serve a notice to the owner of pet rule violation. The notice of pet rule violation will be in writing and will:

- a. contain a brief statement of the factual basis for the determination and the pet rule or rules alleged to be violated.
- b. state that the pet owner has 10 days from the effective date of service of the notice to correct the violation (including, in appropriate circumstances, removal of the pet) or to make a written request for a meeting to discuss the violation with the Committee.
- c. state that the pet owner's failure to correct the violation, to request a meeting. the pet owner may request grievance hearing.

PET REMOVAL

Management or an authorized agency will be permitted to enter the unit, remove the pet, with respect to the pet as may be permissible under state and local law. The Housing Authority is permitted to enter these premises in such case as above if one of two situations apply:

- a. the pet owner has refused to remove the pet or if the Authority is unable to contact the pet owner to make the removal request.
- b. if the pet owner is willing but unable due to accident or illness to remove the pet.

Notice for Pet Removal

If the Management determines that the pet owner has failed to correct the pet rule violation, the Authority may serve a notice to the pet owner requiring the pet owner to remove the pet. The notice will be in writing and will:

- a. contain a brief statement of the factual basis for the determination and the pet rule that has been violated.
- b. state that the pet owner must remove the pet.
- c. state that failure to remove the pet may result in initiation of procedures to have the pet removed or terminate the pet owner's tenancy, or both.

UNIT INSPECTION

During the unit inspection, the owner must be present and the pet must be under control.

Any problems noticed at this inspection such as unit damages or odors will be rectified by repairs or extermination within ten (10) days of the unit inspection. At that time, if the pet owner has not arranged and provide proof of arrangement for repairs or extermination within the ten (10) days, Management will then make the

necessary repairs or extermination and bill the pet owner. These charges must be paid within thirty (30) days of postings.

PET RIDER TO LEASE NO. _____

STREET ADDRESS _____ APARTMENT NUMBER _____

By and between the Housing Authority of the City of Pittsburgh, hereinafter referred to as the "Authority" and _____ hereinafter referred to as the "Tenant" or "Pet Owner."

The parties hereto, intending to be legally bound hereby, agree as follows:

SECTION 1. DEFINITION OF PET AND NUMBER PER UNIT

A common household pet is defined as being a cat, dog, fish, canary, parakeet, or lovebird. No other type of pet will be permitted. Any other pet will be refused registration. Dogs cannot weigh more than 20 pounds; cats cannot weigh more than 15 pounds. If the dog or cat grows to weigh more than the allowable weight, it then must be removed from the household immediately or the entire household will face eviction.

Only one pet to a unit is permitted, i.e., one cat or dog. An exception is made for fish, where the tenant is limited to one twenty-gallon tank, and for birds, where two may be allowed in one cage.

**SECTION 2. PRE-REGISTRATION AND PET RESPONSIBILITY CARD
REQUIRED PRIOR TO ADMISSION**

No less than ten (10) days before pet is to be brought into the building, such pet must be registered with management. Registration must show the type of pet, a recent picture, name, age, license number and current inoculation information, name and address of pet's veterinarian. Also, a completed written responsibility card showing name, address, and phone number of three (3) local persons who will come and get the pet in the event of tenant's illness, vacation, or death.

Tenants in residency who already have fish or birds may keep the pets they have now but will be required to fill out a registration form and responsibility card within 30 days of the effective date of this Pet Rider. If the pet owner fails to provide complete pet registration information or fails to update the pet registration annually by February 15th, the pet will not be permitted on the premises.

If Management determines, based on a pet applicant or owner's housekeeping habits or health, that such person will be unable to comply fully with this Pet Rider in its entirety, the pet will be denied registration and admission. A notice will be sent to the pet owner stating the basis for the Authority's determination, and notifying the tenant of their right to an administrative grievance hearing.

SECTION 3. REQUIRED UPDATE OF REGISTRATION & RESPONSIBILITY CARD

Each pet's registration must be updated once each year and no later than February 15th annually. Updated annual registration will include:

- a. Verification that the pet's license is in effect and has been renewed for the current year;
- b. *The Dog or Cat must be brought to the management office each year to be photographed;*
- c. Proof of any inoculations that are required for such pet, that all shots are current.

- d. Proof of annual veterinary care

At this time, the Pet Responsibility Card will be reviewed with the tenant to see that the 3 persons listed are still correct and that there has been no change in their addresses or phone numbers.

SECTION 4. SECURITY DEPOSIT

A Pet Security Deposit in the amount of \$250.00 will be required of pet owners. The Authority will refund any unused portion of the Pet Security Deposit within a reasonable time after a tenant moves from the building or no longer owns or keeps a pet in their dwelling unit (provided that tenant notifies the management office in writing of their forwarding address). The resident must provide written proof that the pet is no longer in the household.

SECTION 5. PETS - GENERAL CONDITIONS

The tenant agrees to comply with these rules, and the violation of these rules may be grounds for removal of the pet or termination of the pet owner's tenancy, or both, in accordance with the provisions of this policy, the lease, and applicable regulations.

- a. Only 1 pet is allowed in the elevator at a time. If one pet is already in the elevator car when it stops at a floor, the second pet owner must wait for a car to stop without another pet in it.
- b. Pet owners must use the nearest accessible exit when taking their pet outside.
- c. No pet is permitted to be taken to a floor in the tenant's building other than the first floor and their own apartment floor.
- d. Pets are not to be taken into other tenants apartment for any reason.
- e. Pets are never permitted in the building's public rooms such as the offices, laundry room, lounges, or community rooms.
- f. Tenants shall not alter their unit, porch, balcony, or hallway, yard in any way as to create an enclosure for their pets.
- g. Apartments, porches, balconies, hallways, and yards must be kept clean and free of hair, feathers, seeds, droppings, urine, feces and odors at all times.
- h. Costs of extermination from fleas, ticks, or other animal related pests caused by a tenant's pet will be the responsibility of such tenant. Failure to pay these costs is grounds for the termination of tenancy.
- i. Tenants shall not permit any disturbance by their pet that interferes with other tenants' quiet enjoyment of their accommodations. This includes disturbances such as barking, howling, scratching, whining, loud chirping, yowling, screeching, or other such activities.

- j. Pet Waste must be properly disposed of as specified in the specific pet regulations applying to the type of pet in question.
- k. Pet waste of all types, including litter box and cage cleaning, must be put in tightly fastened, heavy duty plastic bags and placed outside in the dumpster or (for residents who live in row houses) in garbage cans with lids, provided by the resident. A \$10.00 charge will be levied each time a pet owner fails to remove pet waste in accordance with the rules. Failure to pay this charge is grounds for termination of tenancy
- l. If a pet is moved out of the apartment or house for any reason, such pet will be restrained in some way so that it does not become loose in the building. Recapture of a loose pet is the sole responsibility of the pet owner. Management or staff will not be involved or take responsibility for such recapture.
- m. Pet blankets and bedding are not to be cleaned or washed in the laundry for hygienic reasons.
- n. Pets are not to be tied outside or left unattended on a patio, deck, porch, hallway, backyards, or on grounds used by the community.

SECTION 6. VISITING PETS

Visiting pets are not permitted unless they are dogs aiding the handicapped, (i.e., seeing-eye dogs).

SECTION 7. PROTECTION OF THE PET

If the health or the safety of a pet is threatened by the death or incapacity of the pet owner or by other factors that render the pet owner unable to care for the pet, the Authority will contact one of the three persons listed on the Pet Responsibility Card. If none of these people are willing or able to care for the pet, or after reasonable efforts the Housing Authority has been unable to contact any of the three persons, the Authority will contact the appropriate state or local agency and request the removal of such pet. If there is no state or local agency authorized to remove a pet under these circumstances, the Authority will enter the pet owner's unit, remove the pet, and place it with the Animal Rescue League.

SECTION 8. OWNER'S ABSENCE

If the tenant will be temporarily absent from the unit at a time when Management has notified tenant that they need to enter the unit for a purpose authorized by the lease, tenant shall crate or cage the pet until they return to the unit.

If the resident is going to be away for an extended period of time, such as in the hospital or on vacation, the Authority must be notified as soon as possible before the tenant leaves with the name of the person who will take responsibility to regularly care for the pet until the owner returns.

Failure to abide by this requirement will cause Management to arrange for removal and care of the pet as stated in Section 7, with the cost for such removal to be the full responsibility of the pet owner.

SECTION 9. PET VIOLATIONS

If the Housing Authority determines on the basis of objective facts, supported by written statements, that a pet owner has violated a rule governing the keeping of pets, the Housing Authority will serve a notice to the owner of pet rule violation. The notice of pet rule violation will be in writing and will:

- a. Contain a brief statement of the factual basis for the determination and the pet rule or rules alleged to be violated;
- b. State that the pet owner has 10 days from the effective date of service of the notice to correct the violation (including, in appropriate circumstances, removal of the pet) or to make a written request for a meeting to discuss the violation with the Property Manager.
- c. If the pet owner's fails to correct the violation, to request a meeting, or to appear at a grievance hearing this will result in initiation of such procedures to have the pet removed or to terminate the pet owner's tenancy, or both.

SECTION 10. PET REMOVAL

If a pet becomes vicious, shows dangerous behavior, or displays symptoms of severe illness or other behavior that constitutes an immediate threat to the health or safety of other tenants or HACP employees, the Authority or an authorized agency will be permitted to enter the unit, remove the pet, and take such action with respect to the pet as may be permissible under state and local law. The Housing Authority is permitted to enter the unit if either one of two situations applies:

- a. The pet owner has refused to remove the pet or if the Authority is unable to contact the pet owner to make the removal request.
- b. If the pet owner is willing but unable due to accident or illness to remove the pet.

Should a pet owner decide for any reason that they no longer want the pet, it is their responsibility to relocate the pet at the owners expense. If the Authority determines that the pet owner has failed to correct the pet rule violation, the Authority may serve a notice to the pet owner requiring the pet owner to remove the pet. The notice will be in writing and will;

- a. Contain a brief statement of the factual basis for the determination and the pet rule that has been violated;
- b. State that the pet owner must remove the pet; and State that failure to remove the pet may result in initiation of procedures to have the pet removed or terminate the pet owner's tenancy, or both.

Once a pet has been removed by Management due to problems incurred, the owner/tenant will not be permitted to bring in a new pet to Authority property.

SECTION 11. DEATH OF PET

Should a pet die on Authority property it is the responsibility of the owner or the person listed on the Pet Responsibility Card to properly dispose of the pet immediately. If this is not done within 1 day and Management must dispose of said pet, the owner will be billed, at cost, for a professional service to dispose of the deceased pet.

SECTION 12. UNIT INSPECTION

Authority maintenance personnel will not enter a unit housing a dog or cat unless the owner is home and places the pet in its cage pet at all times while the maintenance personnel are in the unit. Any problems noticed at an inspection such as damage to the property or odors will be rectified by repairs or extermination within ten (10) days of the unit inspection. At that time, if the pet owner has not arranged for repairs or extermination within the ten (10) days, Management will then make the necessary repairs or extermination and bill the pet owner. Failure to pay these charges is grounds for termination of tenancy.

SECTION 13A. DOGS.

In addition to the other sections of these rules, the following apply: A dog must be housebroken.

Proof that the dog is already neutered or spayed must be furnished.

A dog must be licensed by the city and proof of license renewal is required each year by the pet owner.

Dog must wear a collar at all times showing license and owner's name and address, plus a flea collar.

Each year by February 15th, tenant must show proof that the dog has had the proper Parvo shots for distemper and rabies. (certification must be signed by a veterinarian).

A dog cannot be over 18 inches tall at the top of the shoulder, or weight over 20 pounds at maturity. In the case of a 6 month old dog, a statement from a veterinarian will be required verifying that normally that type of dog will not be over the size requirements as listed.

A dog must be on a leash at all times when outside of the owner's apartment unless it is in a pet carrier. Small dogs should be held and carried through the building even if on a leash. They must be walked or curbed outside Authority property.

If dogs are walked and deposit waste on Authority property, such waste must be disposed of properly. The pet owner must have a utensil such as a "Pooper Scooper" to use to remove any waste as soon as it is deposited on Authority property. The waste must then be placed in a plastic bag, sealed tightly, and put in the outside dumpster.

It is the pet owner's responsibility to clean the stairwell if there is any deposit of hair, mud, snow, or animal waste from their pet. This also applies to the elevators and stairwells.

No dog may stay alone in a unit overnight. It is the responsibility of the tenant if they have to be away overnight to take the pet elsewhere until they return. If a pet is found alone, it will be removed in accordance with the provisions set forth in Section 10 of the Pet Rider.

SECTION 13B. CATS

In addition to the other sections of these rules, the following apply:

Cats must be litter box trained before admission.

Proof that the cat has been spayed or neutered must be shown before admission approval.

Cats must wear a collar at all times showing owner's name and address plus a cat flea collar.

Proof must be shown before admission and each year by February 15th that the cat has had the proper FVR-CP and rabies and distemper shots. The certification must be signed by a veterinarian.

Cats must be on a leash at all times and carried when outside the owner's apartment or carried in a pet carrier.

Cat owner must use a cat litter box and waste must be cleaned daily from the litter box, placed in a tightly fastened plastic bag, and placed in the outside dumpster by the cat owner. Litter must be disposed of a minimum of twice a week and replaced with new, clean litter. Cat waste and litter are never to be disposed of in the building.

No cat can be over 12 inches tall at the shoulders or weigh over 15 pounds.

No cat may stay alone in an apartment overnight. It is the responsibility of the tenant if they have to be away overnight to take the pet elsewhere until they return. If a pet is found alone, it will be removed in accordance with the provisions of Section 9 of this Pet Rider.

In the case that a cat does not wait and does deposit waste on Authority property, the pet owner must have a "Pooper Scooper" to use to remove any waste from his pet as soon as it is deposited on Authority property. The waste must then be placed in a plastic bag, sealed tightly and put in an outside dumpster.

During the Unit Inspection, the owner must be present and the cat must be under control at all times.

Although cats are to be carried and on a leash when outside the pet owner's apartment, in the event the cat does deposit hair, mud, snow, water, or animal waste in the building in the hall, stairwell, or elevator, this must be cleaned up by the pet owner.

SECTION 14. PETS FOR ELDERLY RESIDENTS IN SENIOR HIGH-RISES

Any resident owning a pet and living in an HACP Senior High-rise facility is grand-fathered under the federal "Pets in Elderly Housing" law.

DO NOT SIGN THIS PET RIDER IF YOU HAVE NOT READ IT CAREFULLY AND HAD ALL QUESTIONS ANSWERED, AS THIS DOCUMENT IS A BINDING PORTION OF YOUR LEASE.

FAILURE TO COMPLY WITH ALL PROVISIONS OF THE PET RIDER SHALL PLACE THE IN DEFAULT OF THIS RIDER AND THE LEASE, AND MANAGEMENT MAY TERMINATE THE LEASE AND INITIATE EVICTION PROCEEDINGS.

HOUSING AUTHORITY OF THE CITY OF PITTSBURGH

By _____
Tenant's Signature

HACP Employee: _____

Witness: _____

HOUSING AUTHORITY OF THE CITY OF PITTSBURGH

PET REGISTRATION FORM

As of this date, _____ I _____ of apartment _____ am requesting registration of the following type of pet, a _____, named _____ age _____.

My pet's veterinarian is _____ at _____, Phone: _____

****VETERINARIAN TO FILL OUT THE FOLLOWING:**

This pet has had the following necessary inoculations:

which are effective until _____.

I am certifying that this pet is in good health and has been spayed or neutered as required by management on _____

Veterinarian's Signature

Date

As the pet owner, I hereby certify that I have a pet license and it is in effect until _____ (copy attached)

As the pet owner, I also have read the Pet Rider and agree to abide by those regulations. My signed Pet Responsibility Card is attached.

Signature

Date

All in order, approved by _____ For HACP on _____

(PLEASE INCLUDE A PHOTO OF THE PET WITH THIS DOCUMENT)

HOUSING AUTHORITY OF THE CITY OF PITTSBURGH
PET RESPONSIBILITY FORM

(Must be filled in, signed, and submitted with the Registration Form to Housing Authority of the City of Pittsburgh before the pet can be approved).

As a pet owner residing in a Pittsburgh Housing Authority managed building, I have contacted the following three(3) local persons who have agreed by their signatures to accept the responsibility for removal and/or care of my pet if I become ill or for any reason cannot care for this pet.

I have read the Pet Regulations and agree to abide by these rules and assume responsibility for the

Pet _____ owned by _____ of
(name of pet) (Tenant)

1. In the event the owner is out of town, or for any reason is not able to continue care of the pet when called by the owner or the Pittsburgh Housing Authority.

PHONE: _____

2. In the event the owner is out of town, or for any reason is not able to continue care of the pet when called by the owner or the Pittsburgh Housing Authority.

PHONE: _____

3. In the event the owner is out of town, or for any reason is not able to continue care of the pet when called by the owner or the Pittsburgh Housing Authority.

PHONE: _____

F. Duration of Program

Indicate the duration (number of months funds will be required) of the PHDEP Program proposed under this Plan (place an “x” to indicate the length of program by # of months. For “Other”, identify the # of months).

6 Months _____ 12 Months _____ 18 Months _____ 24
Months x Other _____

G. PHDEP Program History

Indicate each FY that funding has been received under the PHDEP Program (place an “x” by each applicable Year) and provide amount of funding received. If previously funded programs have not been closed out at the time of this submission, indicate the fund balance and anticipated completion date. For grant extensions received, place “GE” in column or “W” for waivers.

Fiscal Year of Funding	PHDEP Funding Received	Grant #	Fund Balance as of Date of this Submission	Grant Extensions or Waivers	Anticipated Completion Date
FY 1995 x	2,240,500	PA28DEP0010195			
FY 1996 x	2,223,420	PA28DEP0010196			
FY 1997 x	2,346,760	PA28DEP0010197			
FY1998 x	1,958,320	PA28DEP0010198	1,069,394		11/15/2000
FY 1999 x	1,780,198	PA28DEP0010199	1,632,452		12/31/2001

Section 2: PHDEP Plan Goals and Budget

A. PHDEP Plan Summary

In the space below, summarize the PHDEP strategy to address the needs of the target population/target area(s). Your summary should briefly identify: the broad goals and objectives, the role of plan partners, and your system or process for monitoring and evaluating PHDEP-funded activities. This summary should not exceed 5-10 sentences.

The plan is a comprehensive drug elimination strategy to reduce/eliminate drug related crime in HACP communities. The overall goal is the re-creation of public housing into beautiful, healthy, thriving neighborhoods of self-sufficient families.

Strategies will include providing police protections and continued improvement of police professionalism, improved targeting of all efforts through analysis of crime data, a variety of crime prevention activities focusing primarily on youth, and comprehensive case management services for resident families.

Cooperative efforts with a variety of partners, including the Carnegie Library of Pittsburgh, the Allegheny County Library Association, the Brashear Association, the Boys and Girls Club of Western Pennsylvania and other social service agencies continue to improve and enhance prevention and intervention activities in our communities.

B. PHDEP Budget Summary

Enter the total amount of PHDEP funding allocated to each line item.

FY _____ PHDEP Budget Summary	
Budget Line Item	Total Funding
9110 - Reimbursement of Law Enforcement	\$ 0
9120 - Security Personnel	\$ 517,348
9130 - Employment of Investigators	\$ 0
9140 - Voluntary Tenant Patrol	\$ 0
9150 - Physical Improvements	\$ 0
9160 - Drug Prevention	\$ 690,818
9170 - Drug Intervention	\$ 604,196
9180 - Drug Treatment	\$ 0
9190 - Other Program Costs	\$ 83,400

TOTAL PHDEP FUNDING	\$1,895,762.00
----------------------------	----------------

C. PHDEP Plan Goals and Activities

In the tables below, provide information on the PHDEP strategy summarized above by budget line item. Each goal and objective should be numbered sequentially for each budget line item (where applicable). Use as many rows as necessary to list proposed activities (additional rows may be inserted in the tables). PHAs are not required to provide information in shaded boxes. Information provided must be concise—not to exceed two sentences in any column. Tables for line items in which the PHA has no planned goals or activities may be deleted.

9110 - Reimbursement of Law Enforcement						Total PHDEP Funding: \$	
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount/Source)	Performance Indicator

9120 - Security Personnel						Total PHDEP Funding: \$ 517,348	
Goal(s)	To provide overall reduction of crime in communities. To increase sense of safety and security in communities. To improve operation and effectiveness of police department and officers.						
Objectives	Hire security staff for guard stations; provide 24 hour staffing to guard stations. Increase police presence. Increase training level of officers. Maintain department accreditation. Utilize crime analysis for improved targeting of resources and evaluation of effectiveness.						
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount/Source)	Performance Indicator
1. Employ Security Guards			7/1/02	6/30/03	195,888	0	<ul style="list-style-type: none"> Uniform Crime Report Resident Survey
2. Employ four officers – salary and benefits			7/1/02	6/30/03	174,360	0	<ul style="list-style-type: none"> Uniform Crime Report Resident Survey
3. Accreditation, Crime Analysis, and police training			1/1/03	12/31/03	\$147,100	0	<ul style="list-style-type: none"> Maintain department accreditation Resident Survey

9130 - Employment of Investigators						Total PHDEP Funding: \$	
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHDEP Funding	Other Funding (Amount)	Performance Indicator

						/Source)	
1.							
2.							
3.							

9140 - Voluntary Tenant Patrol						Total PHDEP Funding: \$	
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicator
1.							
2.							
3.							

9150 - Physical Improvements						Total PHDEP Funding: \$	
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicator
1.							
2.							
3.							

9160 - Drug Prevention					Total PHDEP Funding: \$ 690,818		
Goal(s)	To provide community based programs that address drug abuse and drug related crime in communities, with an emphasis on programs for youth.						
Objectives	Provide drug prevention, education, recreation, leadership and other personal and family development opportunities to community residents and families.						
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicator
1. Knowledge Connections Centers (formerly Family Reading and Learning Centers)	500	Adults & Youth	7/1/00	6/30/02	\$ 60,000	200,000/ State via County Library Assoc.	<ul style="list-style-type: none"> • Monthly meetings • Library Card registration • Participation level
2. GED, computer, job readiness and computer skills training	150	Adults	1/1/03	12/31/03	\$ 60,000	0	<ul style="list-style-type: none"> • GEDs awarded • Percentage of skill improvement
3. Clean Slate	1500	Youth	1/1/02	12/31/02	\$ 93,800	\$60,000/ private donation	<ul style="list-style-type: none"> • Police Reports • Tenant council participation • Resident Participation
4. Yothsports	500	Youth	9/1/02	8/30/03	\$150,000	\$15,000/ Josh Gibson Found./ Pgh Pirates	<ul style="list-style-type: none"> • Participation level • Pre & post survey • Program Evaluation
5. Boy Scouts	100	Youth	9/1/02	8/30/03	\$ 12,450	10,000/ Boy Scouts	<ul style="list-style-type: none"> • Badges awarded/ advancements obtained • Pre- & Post tests
6. HIV/AIDS and Drug Prevention Outreach and Employment Training Program	1200	Adults	11/1/02	6/30/03	\$49,808	5,000/ County Health Dept.	<ul style="list-style-type: none"> • # of presentations and contacts • # completing employment training
7. Community Programs Funding Pool	500	Youth & Adults	9/1/02	10/30/03	\$250,000	0	<ul style="list-style-type: none"> • timely completion • selection and contracting process • effective program monitoring

9170 - Drug Intervention					Total PHDEP Funding: \$604,196		
Goal(s)	To provide comprehensive case management services to residents. Case management will assist resident families to access resources and programs. It will also provide motivation for each individual family member to become self-sufficient while remaining drug and crime free.						
Objectives	Hire and maintain employment of case management staff. Assist residents to define and achieve their personal goals.						
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicator
1. Case Management		Families	7/1/02	6/30/03	604,196	0	<ul style="list-style-type: none"> • Number of families contacted • Number of plans developed • % of plans completed • Review case load

9180 - Drug Treatment					Total PHDEP Funding: \$		
Goal(s)							
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicator
1.							
2.							
3.							

9190 - Other Program Costs					Total PHDEP Funds: \$83,400		
Goal(s)	To provide overall management of PHDEP funded programs, monitor funded programs and provide contract administration for subcontracted programs. To conduct annual safety survey. To provide independent evaluation of Drug Elimination Program.						
Objectives							
Proposed Activities	# of Persons Served	Target Population	Start Date	Expected Complete Date	PHEDEP Funding	Other Funding (Amount /Source)	Performance Indicator
1. PHDEP Program Manager			7/1/02	6/30/03	53,400	0	<ul style="list-style-type: none"> • Meet established timelines • Meet program goals • Contracts executed • Reports completed
2. PHDEP Program Evaluation and Survey			7/1/02	12/31/03	\$30,000	0	<ul style="list-style-type: none"> • Complete annual resident survey • Complete

							independent evaluation
--	--	--	--	--	--	--	---------------------------

Section 3: Expenditure/Obligation Milestones

Indicate by Budget Line Item and the Proposed Activity (based on the information contained in Section 2 PHDEP Plan Budget and Goals), the % of funds that will be expended (at least 25% of the total grant award) and obligated (at least 50% of the total grant award) within 12 months of grant execution.

Budget Line Item #	25% Expenditure of Total Grant Funds By Activity #	Total PHDEP Funding Expended (sum of the activities)	50% Obligation of Total Grant Funds by Activity #	Total PHDEP Funding Obligated (sum of the activities)
9110				
9120	Activity 1,2,3	\$145,730	Activity 1, 2, 3	\$487,348
9130				

9140				
9150				
9160	Activity 1,2,3,4,5,6,7	\$187,000	Activity 1,2,3,4,5,6,7	\$540,450
9170	Activity 1	\$286,467	Activity 1	\$283,399
9180				
9190	Activity 1	\$ 24,700	Activity 1	\$ 49,400
TOTAL		\$643,897.00		\$1,287,794.00

Section 4: Certifications

A comprehensive certification of compliance with respect to the PHDEP Plan submission is included in the “PHA Certifications of Compliance with the PHA Plan and Related Regulations.”

Annual Statement/Performance and Evaluation Report
Capital Fund Program
Part 1: Summary

PHA Name: Housing Authority City of Pittsburgh		Grant Type and Number Capital Fund Program: Replacement Housing Factor Grant No:	
<input checked="" type="checkbox"/> Original Annual Statement		<input type="checkbox"/> Reserve for Disasters/ Emergencies <input type="checkbox"/> Revised A	
<input type="checkbox"/> Performance and Evaluation Report for Period Ending:		<input type="checkbox"/> Final Performance and Evaluation Report	
Line No.	Summary by Development Account	Total Estimated Cost	
		Original	Revised
1	Total non-CFP Funds	0	
2	1406 Operations	1,961,232.00	
3	1408 Management Improvements	3,922,464.00	
4	1410 Administration	1,961,232.00	
5	1411 Audit	0	
6	1415 liquidated Damages	0	
7	1430 Fees and Costs	2,138,944.00	
8	1440 Site Acquisition	0	
9	1450 Site Improvement	1,350,000.00	
10	1460 Dwelling Structures	6,278,449.00	
11	1465.1 Dwelling Equipment—Nonexpendable	300,000.00	
12	1470 Nondwelling Structures	1,200,000	
13	1475 Nondwelling Equipment		
14	1485 Demolition	0	
15	1490 Replacement Reserve	0	
16	1492 Moving to Work Demonstration	0	
17	1495.1 Relocation Costs	0	
18	1498 Mod Used for Development	0	
19	1502 Contingency	500,000.00	
20	Amount of Annual Grant: (sum of lines 2-19)	19,612,321.00	
21	Amount of line 20 Related to LBP Activities	0	
22	Amount of line 20 Related to Section 504 Compliance	0	
23	Amount of line 20 Related to Security	0	
24	Amount of line 20 Related to Energy Conservation Measures	0	

Annual Statement/Performance and Evaluation Report
Capital Fund Program
Part II: Supporting Pages

PHA Name: Housing Authority City of Pittsburgh		Grant Type and Number Capital Fund Program #: Capital Fund Program Replacement Housing Factor #:			
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost	
				Original	Revised
Management Improvements	Financial Systems Reengineering	1408		200,000.00	
	Public Safety and Security Initiatives	1408		3,000,000.00	
	Resident Training & Employment Initiative	1408		200,000.00	
	Resident Relations Salaries and Benefits	1408		100,000.00	
	Business Process Improvements	1408		200,000.00	
	Prescreening of Residents	1408		22,464.00	
	Technical Assistance Contract	1408		200,000.00	
		Management 1408 Subtotal			3,922,464.00
Operations	Operations	1406		1,961,232.00	
	Operations 1406 Subtotal			1,961,232.00	
Administration	Administrative Salaries & Benefits	1410		933,357.00	
	Mod.Dev Salaries and Benefits	1410		827,875.00	
	HOPE VI Management	1410		200,000.00	
	Administration 1410 Subtotal			1,961,232.00	
Fees & Costs	A/E Services	1430		1,300,000.00	
	Professional Legal Services	1430		450,000.00	
	Fees and Costs Subtotal			1,750,000.00	
HA-Wide Activities	Ranges and Refrigerators	1465		300,000.00	
	HA-Wide Activities Subtotal			300,000.00	
PA 1-004 Arlington Heights	Painting (150 units)	1460		100,000.00	
	PA 28001004 Subtotal			100,000.00	
PA 1-005 Allegheny Dwellings	Landscaping and Fencing	1450		750,000.00	
	Flooring repair & replacement	1460		300,000.00	
	PA28001005 Subtotal			1,050,000.00	
PA 1-007 St. Clair Village	Playground	1450		200,000.00	
	Painting 398 Units	1460		300,000.00	
	PA28001007 Subtotal			500,000.00	
PA 1-010 Glen Hazel	Security Lighting	1450		50,000.00	
	Recreation Building Renovations	1470		500,000.00	
	PA28001010 Subtotal			550,000.00	
PA 1-011 Hamilton/Larimer Auburn Towers	Predevelopment planning for replacement of Auburn Tower	1430		241,944.00	
	PA28001011 Subtotal			241,944.00	

Annual Statement/Performance and Evaluation Report
Capital Fund Program
Part II: Supporting Pages

PHA Name: Housing Authority City of Pittsburgh		Grant Type and Number Capital Fund Program #: Capital Fund Program Replacement Housing Factor #:			
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost	
				Original	Revised
PA 1-012 Garfield Heights	Kitchen Upgrades Bathroom Upgrades Electrical Upgrades Site Improvements/Landscaping PA28001012	1460 1460 1460 1450		500,000.00 500,000.00 500,000.00 300,000.00 1,800,000.00	
PA 1-020 Homewood North	Window Replacement PA 28001020 Subtotal	1460		500,000.00 500,000.00	
PA 1-032 Glen Hazel Heights	Landscaping Bathroom Replacement PA 28001032 Subtotal	1450 1460		250,000.00 1,000,000.00 1,250,000.00	
PA 1 – 022 Scattered Sites	A/E Services Interior Improvements Exterior Improvements Scattered Site Subtotal	1430 1460 1460		60,000.00 740,000.00 100,000.00 900,000.00	
PA 1-33 Bernice Crawley	Common Area Upgrade PA 280011033 Subtotal	1450		100,000.00 100,000.00	
PA 1-39 Scattered Sites	A/E Services Interior Improvements Exterior Improvements Scattered Site Subtotal	1430 1460 1460		27,000.00 300,000.00 195,000.00 522,000.00	
PA 1-40 Mazza Pavilion	Common Area Upgrade PAA28001040 Subtotal	1450		\$50,000.00 50,000.00	
PA 1-43 Scattered Sites	Interior Improvements Exterior Improvements Scattered Site Subtotal	1460 1460		20,000.00 4,000.00 24,000.00	
PA 1-44 Finello Plaza	Common Area Upgrade PA 28001044	1450		150,000.00 \$150,000.00	
PA 1-46 Carrick Regency	Common Area Upgrade PA 28001046	1450		50,000.00 \$50,000.00	
PA 1-47 Gualtieri Manor	Common Area Upgrade PA 28001047	1450		150,000.00 150,000.00	
PA 1-50 Scattered Sites	A/E Services Interior Improvements Exterior Improvements Scattered Site Subtotal	1430 1460 1460		25,000 400,000 40,000 465,000.00	

Annual Statement/Performance and Evaluation Report
Capital Fund Program
Part II: Supporting Pages

PHA Name: Housing Authority City of Pittsburgh		Grant Type and Number Capital Fund Program #: Capital Fund Program Replacement Housing Factor #:			
Development Number Name/HA-Wide Activities	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost	
				Original	Revised
PA 1-051 Scattered Sites	A/E Services	1430		10,000.00	
	Interior Improvements	1460		240,000.00	
	Exterior Improvements	1460		127,500.00	
	Scattered Site Subtotal			377,500.00	
PA 1-052 Scattered Sites	A/E Services	1430		25,000.00	
	Interior Improvements	1460		131,949.00	
	Exterior Improvements	1460		280,000.00	
	Scattered Site Subtotal			436,949.00	
Contingency	Contingency	1502		500,000.00	
	Contingency Subtotal			500,000.00	
	GRAND TOTAL			\$19,612,321.00	

Annual Statement/Performance and Evaluation Report
Replacement Housing Factor (CFP/CFPRHF)
Part II: Supporting Pages

PHA Name: Housing Authority City of Pittsburgh		Grant Type and Number Capital Fund Program #: Capital Fund Program Replacement Housing Factor #:			
Development Number Name	General Description of Major Work Categories	Dev. Acct No.	Quantity	Total Estimated Cost	
				Original	Revised
HA -Wide Activities	Moving to work Demonstration	1492		4,588,100.00	
	Management 1492 Subtotal			4,588,100.00	
	GRAND TOTAL			4,588,100.00	

Annual Statement/Performance and Evaluation Report
Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/
Part III: Implementation Schedule

PHA Name:	Grant Type and Number				
	Capital Fund Program #:				
	Capital Fund Program Replacement Housing Factor #:				
Development Number Name/HA-Wide Activities	All Fund Obligated (Quart Ending Date)			All Funds Expended (Quarter Ending Date)	
	Original	Revised	Actual	Original	Revised
Management Improvements	03/30/2003			09/30/2004	
Operations	03/30/2003			09/30/2004	
Administration	03/30/2003			09/30/2004	
Fees and Costs	03/30/2003			09/30/2004	
HA – Wide Activities	03/30/2003			09/30/2004	
Arlington Heights 1-004	03/30/2003			09/30/2004	
Allegheny Dwellings 1-005	03/30/2003			09/30/2004	
St. Clair Village 1-007	03/30/2003			09/30/2004	
Glen Hazel 1-010	03/30/2003			09/30/2004	
Hamilton/Larimer 1-011	03/30/2003			09/30/2004	
Garfield Heights 1-012	03/30/2003			09/30/2004	
Homewood North 1-020	03/30/2003			09/30/2004	
Glen Hazel Heights 1-032	03/30/2003			09/30/2004	
Scattered Sites 1-022	03/30/2003			09/30/2004	
Bernice Crawley 1-033	03/30/2003			09/30/2004	
Scattered Sites 1-039	03/30/2003			09/30/2004	

**Annual Statement/Performance and Evaluation Report
 Capital Fund Program and Capital Fund Program Replacement Housing Factor (CFP/
 Part III: Implementation Schedule**

PHA Name:	Grant Type and Number					
	Capital Fund Program #:					
	Capital Fund Program Replacement Housing Factor #:					
Development Number Name/HA-Wide Activities	All Fund Obligated (Quart Ending Date)			All Funds Expended (Quarter Ending Date)		
	Original	Revised	Actual	Original	Revised	
Mazza Pavilion 1-040	03/30/2003			09/30/2004		
Sattered Sites 1 -043	03/30/2003			09/30/2004		
Finello Plaza 1-044	03/30/2003			09/30/2004		
Carrick Regency 1-046	03/30/2003			09/30/2004		
Gualtieri Manor 1-047	03/30/2003			09/30/2004		
Scattered Sites 1-051	03/30/2003			09/30/2004		
Scattered Sites 1-052	03/30/2003			09/30/2004		
Contingency	03/30/2003			09/30/2004		

Capital Fund Program 5-Year Action Plan

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.

CFP 5-Year Action Plan		
<input type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		
Development Number	Development Name (or indicate PHA wide)	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Total estimated cost over next 5 years		

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-1	Addison Terrace	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Painting (250 units) -1460	200,000.00	2002
Painting (400 units) - 1460	320,000.00	2003
Recreational Facility Upgrades – 1470	400,000.00	2003
Total estimated cost over next 3 years		\$920,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-2	Bedford Dwellings	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
New roof on boiler house – 1460	100,000.00	2002
Replace windows – 1460	300,000.00	2002
Total estimated cost over next 3 years		\$400,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	

PA 1-5	Allegheny Dwellings	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Painting (282 units) – 1460	200,000.00	2002
Roof Replacement/Repair – 1460	1,000,000.00	2002
Landscaping - 1450	800,000.00	2003
Total estimated cost over next 3 years		\$2,000,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-7	St. Clair Village	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Road repair/resurfacing – 1450	600,000.00	2002
Recreational facility upgrades – 1470	500,000.00	2002
Upgrade bathrooms – 1460	1,500,000.00	2003
Total estimated cost over next 3 years		\$2,600,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-9	Northview Heights	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Kitchen Upgrades – 1460	1,000,000.00	2002
Painting (350 units) – 1460	280,000.00	2002
Bathroom replacement – 1460	1,800,000.00	2003
Total estimated cost over next 3 years		\$3,080,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-10	Glen Hazel – Cove Place	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Roof replacement – 1460	600,000.00	2002
Upgrade bathrooms - 1460	500,000.00	2002
Exterior lighting upgrades – 1450	300,000.00	2003
Total estimated cost over next 3 years		\$1,400,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-11	Hamilton – Larimer	

Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Painting (30 units) – 1460	24,000.00	2003
Exterior lighting upgrades	100,000.00	2003
Total estimated cost over next 3 years	\$124,000.00	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-12	Garfield Heights	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Window Replacement - 1460	500,000.00	2002
Painting (400 units) - 1460	320,000.00	2002
Painting (201 units) - 1460	160,800.00	2003
Total estimated cost over next 3 years	\$980,800.00	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-13	Addison Addition	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Painting (144 units) – 1460	115,200.00	2003
Upgrade entrance - 1460	300,000.00	2003
Total estimated cost over next 3 years	\$415,200.00	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-14	Kelly Street High – Rise	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Roof replacement – 1460	300,000.00	2003
Total estimated cost over next 3 years	\$300,000.00	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-15	PA Bidwell High Rise	

Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Painting (130 units) – 1460	104,000.00	2003
Upgrade entrance doors - 1460	150,000.00	2003
Total estimated cost over next 3 years	\$254,000.00	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-20	Homewood North	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Repair/paint wood siding – 1460	100,000.00	2003
Painting (135 units) – 1460	108,000.00	2003
Total estimated cost over next 3 years	\$208,000.00	

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-31	Murray Towers	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Upgrade cooling system - 1460	300,000.00	2002
Window replacement - 1460	500,000.00	2002
Upgrade exterior lighting – 1450	100,00.00	2003
Painting (70 units) - 1460	56,000.00	2003
Total estimated cost over next 3 years		\$956,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-32	Glen Hazel	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Upgrade bathrooms – 1460	1,000,000.00	2003
Total estimated cost over next 3 years		\$1,000,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-33	Bernice Washington – Crawley Manor	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Upgrade cooling system - 1460	200,000.00	2002
Air condition common area – 1470	400,000.00	2003
Total estimated cost over next 3 years		\$600,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-38	Glen Hazel	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Painting (15 units) - 1460	12,000.00	2003
Total estimated cost over next 3 years		\$12,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)	
PA 1-40	Brookline Terrace	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Paint interior halls – 1460	30,000.00	2003
Painting (30 units) - 1460	24,000.00	2003
Total estimated cost over next 3 years		\$54,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)	
PA 1-45	Morse Gardens	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Window replacement – 1460	200,000.00	2002
Replace/repair roof - 1460	300,000.00	2002
Total estimated cost over next 3 years		\$500,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)	
PA 1-46	Carrick Regency	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Replace gas emergency generator – 1460	350,000.00	2002
Total estimated cost over next 3 years		\$350,000.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)	
PA 1-22	Scattered Sites	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Interior Modification	250,000.00	2002
Exterior Modification	100,000.00	2002
Interior Modification	150,000.00	2003
Exterior Modification	77,778.00	2003
Total estimated cost over next 3 years		\$577,778.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement		Housing Authority of the City of Pittsburgh

Development Number	Development Name (or indicate PHA wide)		
PA 1-39	Scattered Sites		
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)	
Interior Modification	100,000.00	2002	
Exterior Modification	13,172.00	2002	
Interior Modification	200,000.00	2003	
Exterior Modification	50,000.00	2003	
Total estimated cost over next 3 years		\$363,172.00	

CFP 5-Year Action Plan			
<input checked="" type="checkbox"/> Original statement		<input type="checkbox"/> Revised statement	Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)		
PA 1-43	Scattered Sites		
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)	
Interior Modification	33,015.00	2003	
Total estimated cost over next 3 years		\$33,015.00	

CFP 5-Year Action Plan			
<input checked="" type="checkbox"/> Original statement		<input type="checkbox"/> Revised statement	Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)		
PA 1-50	Scattered Sites		
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)	
Interior Modification	50,000.00	2002	
Interior Modification	100,000.00	2003	
Exterior Modification	48,094.00	2003	
Total estimated cost over next 3 years		\$198,094.00	

CFP 5-Year Action Plan			
<input checked="" type="checkbox"/> Original statement		<input type="checkbox"/> Revised statement	Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)		
PA 1-51	Scattered Sites		
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)	
Interior Modification	70,000.00	2002	
Interior Modification	100,000.00	2003	
Exterior Modification	28,094.00	2003	
Total estimated cost over next 3 years		\$198,094.00	

CFP 5-Year Action Plan			
<input checked="" type="checkbox"/> Original statement		<input type="checkbox"/> Revised statement	Housing Authority of the City of Pittsburgh
Development Number	Development Name (or indicate PHA wide)		
PA 1-52	Scattered Sites		

Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Interior Modification	100,000.00	2002
Exterior Modification	50,000.00	2002
Interior Modification	50,000.00	2003
Exterior Modification	31,110.00	2003
Total estimated cost over next 3 years		\$231,110.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
PA 1-57	Scattered Sites	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Interior Modification	49,523.00	2002
Total estimated cost over next 3 years		\$49,523.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
1408	Management Improvements	
Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Financial Systems Reengineering	200,000.00	2002
Financial Systems Reengineering	200,000.00	2003
Public Safety and Security Initiatives	3,000,000.00	2002
Public Safety and Security Initiatives	3,000,000.00	2003
Resident Training & Employment Initiatives	200,000.00	2002
Resident Training & Employment Initiatives	200,000.00	2003
Resident Relations Salaries and Benefits	100,000.00	2002
Resident Relations Salaries and Benefits	100,000.00	2003
Business Process Improvements	200,000.00	2002
Business Process Improvements	200,000.00	2003
Prescreening of Residents	22,464.00	2002
Prescreening of Residents	22,464.00	2003
Technical Assistance Contract	200,000.00	2002
Technical Assistance Contract	200,000.00	2003
Management 1408 Subtotal		
Total estimated cost over next 3 years		\$7,844,928

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	

1406	Operations	
Description of Needed Physical Improvements or Management Improvements		Estimated Cost
Operations		1,961,232.00
Operations		1,961,232.00
Total estimated cost over next 3 years		\$3,922,464.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
1410	Administration	
Description of Needed Physical Improvements or Management Improvements		Estimated Cost
Administration		1,961,232.00
Administration		1,961,232.00
Total estimated cost over next 3 years		\$3,922,464.00

CFP 5-Year Action Plan		
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh		
Development Number	Development Name (or indicate PHA wide)	
1430	Fees and Costs	
Description of Needed Physical Improvements or Management Improvements		Estimated Cost
General A/E Services		1,300,000.00
General A/E Services		1,300,000.00
Professional Legal Services		450,000.00
Professional Legal Services		450,000.00
Professional Design and Scheduling		400,000.00
Professional Design and Scheduling		400,000.00
Total estimated cost over next 3 years		\$4,300,000.00

CFP 5-Year Action Plan	
<input checked="" type="checkbox"/> Original statement <input type="checkbox"/> Revised statement Housing Authority of the City of Pittsburgh	
Development Number	Development Name (or indicate PHA wide)
HA Wide	HA Wide Activities

Description of Needed Physical Improvements or Management Improvements	Estimated Cost	Planned Start Date (HA Fiscal Year)
Stoves and refrigerators – 1465	200,000.00	2002
Computer equipment upgrades – 1475	200,000.00	2002
Office furniture and equipment – 1475	100,000.00	2002
Extraordinary boiler repairs – 1460	30,000.00	2002
Lighting repairs – 1460	100,000.00	2002
Tree removal – 1450	50,000.00	2002
Asphalt and concrete repair –1450	100,000.00	2002
Signage – 1460	20,000.00	2002
Fencing – 1450	30,000.00	2002
Computer equipment upgrades – 1475	200,000.00	2003
Office furniture and equipment – 1475	100,000.00	2003
Extraordinary boiler repairs - 1460	300,000.00	2003
Total estimated cost over next 3 years	\$1,430,000.00	

Total for 2002 and 2003	\$39,224,642
--------------------------------	---------------------

PHA Plan Table Library

Optional Public Housing Asset Management Table

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

Public Housing Asset Management							
Component Location	Activity Description						
Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home- ownership <i>Component 11a</i>	Other (de) <i>Co 17</i>
		Construction of 180 units under HOPE VI grant	Demolition of 600 units under HOPE VI grant	Designation of 50 units as elderly only		Construct 28 for- sale units	
	See Component 7		<i>Demolish 366 units under 24 CFR 971. FY 1998 HOPE VI Demo Grant \$1,402,500</i>				
	See Component 7						

Public Housing Asset Management (continued)

Component Location	Activity Description						
Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home- ownership <i>Component 11a</i>	Other (de- con- struction) <i>Component 17</i>
54			Disposition of 64 unit site after conversion and relocation		Conversion of 64 units to TBA		
266	See Component 7		<i>Demolish 366 units under 24 CFR 971. FY 1998 HOPE VI Demo Grant \$1,040,000</i>				
208			<i>Demolish 108 walkup units and 100 unit elderly high rise under 24 CFR 971. FY 1998 HOPE VI Demo Grant \$989,500</i>				
	See Component 7						
	See Component 7	Possible submission of HOPE VI					

Public Housing Asset Management (continued)

Component Location	Activity Description						
Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home- ownership <i>Component 11a</i>	Other (de- con- struction) <i>Component 17</i>
224	See Component 7	Submit a HOPE VI revitalization plan for the Garfield neighborhood.					
170	HQS and market improvements to prepare property for possible conversion and disposition under Moving to Work		Disposition to non-profit holding company under Moving to Work Plan		Possible conversion to TBA under Moving to Work Plan		
274	HQS and market improvements to prepare property for possible conversion and disposition under Moving to Work		Disposition to non-profit holding company under Moving to Work Plan		Possible conversion to TBA under Moving to Work Plan		
	See Component 7						
170			Disposition to non-profit holding company under Moving to Work Plan		Possible conversion to TBA under Moving to Work Plan		

Public Housing Asset Management (continued)

Item Location	Activity Description						
Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home- ownership <i>Component 11a</i>	Other (de- con) <i>Component 17</i>
104	HQS and market improvements to prepare property for conversion and disposition under Moving to Work. See Component 7		Disposition to public and assisted housing residents under HACP Home ownership Program			HACP Home ownership Program	
153	HQS and market improvements to prepare property for possible conversion and disposition under Moving to Work.		Disposition to non-profit holding company under Moving to Work Plan		Possible conversion to TBA under Moving to Work Plan		
159	HQS and market improvements to prepare property for conversion and disposition under Moving to Work. See Component 7		Disposition to public and assisted housing residents under HACP Home ownership Program			HACP Home ownership Program	
18	HQS and market improvements to prepare property for conversion and disposition under Moving to Work. See Component 7		Disposition to public and assisted housing residents under HACP Home ownership pgm			HACP Home ownership Program	

Public Housing Asset Management (continued)

Item Location	Activity Description						
Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home- ownership <i>Component 11a</i>	Other (de- con) <i>Component 17</i>
14	HQS and market improvements to prepare property for conversion and disposition under Moving to Work. See Component 7		Disposition to public and assisted housing residents under HACP Home ownership pgm			HACP Home ownership Program	
125	HQS and market improvements to prepare property for conversion and disposition under Moving to Work. See Component 7		Disposition to public and assisted housing residents under HACP Home ownership pgm			HACP Home ownership Program	
125	HQS and market improvements to prepare property for conversion and disposition under Moving to Work. See Component 7		Disposition to public and assisted housing residents under HACP Home ownership pgm			HACP Home ownership Program	
130	HQS and market improvements to prepare property for conversion and disposition under Moving to Work.		Disposition to public and assisted			HACP Home ownership	

	See Component 7		housing residents under HACP Home ownership pgm			Program	
--	-----------------	--	---	--	--	---------	--

Public Housing Asset Management (continued)

Component Location	Activity Description						
Number and Type of units	Capital Fund Program Parts II and III <i>Component 7a</i>	Development Activities <i>Component 7b</i>	Demolition / disposition <i>Component 8</i>	Designated housing <i>Component 9</i>	Conversion <i>Component 10</i>	Home-ownership <i>Component 11a</i>	Other (de) <i>Component 17</i>
157		Replace 50 occupied units using existing capital funds under the Mixed Finance Method					

Executive Summary

In accordance with the Quality Housing and Work Responsibility Act of 1998 and the additional provision of Section 512-Community Service and Family Self-Sufficiency, the Housing Authority of the City of Pittsburgh has developed an integrated plan, which is outlined in the following policies and procedures. Members of the all the departments who will play a part to insure a smooth and efficient implementation of the new regulations designed these policies and procedures. The Management Department will assume primary responsibility since compliance with the new mandate is based on lease provisions and re- certification. The Resident Relations Department's Case Management staff, the Department of Grant and Contract Compliance and the MIS Department, will give support in implementation and compliance.

EXEMPTIONS

All adult residents (18 years of age or older) are required to participate in Community Service and Self Sufficiency.

HUD shall exempt from this requirement anyone who:

1. Is 62 years of age or older;
2. Is blind or disabled as defined under Section 216(I)(1) or 1614 of the Social Security Act , and who is unable to comply with this section, or is a primary caretaker of such individual;
3. Is engaged in a work activity (as such term is defined in Section 40a7(d) of the Social Security Act (42 U.S.C. 60a7a (d), as in effect on and after July 1, 1977);
4. Meets the requirement for being exempted from having to engage in a work activity under the State Program funded under part A of title IV of the Social Security Act (42 U.S.C. a601 et seq.) or under any other welfare program of the State in which the PHA is located including a State-administered welfare to work program; or
5. Is in a family receiving assistance under a state program funded under part A of title IV of the Social Security Act (42 U.S.C. aa601 et seq.) or under any other welfare program of the state in which the PHA is located, including a State administered welfare to work program and has not been found by the State or other administering entity to be in noncompliance with such program.
6. *The 1988 Social Security Act defines “disability” very narrowly for the purpose of the community service requirement. A person is exempt only to the extent the disability makes the person “unable to comply” with the community service requirement.*
7. *Residents may change their exemption status at any time if their situation changes.*

New Community Service and Self Sufficiency Requirements for Public Housing (24CFR 960.603-960.611) Section 512 of the 1998 Act Amending Section 12 of the 1937 Act.

Section 512 of the 1998 Act adds a new requirement for non-exempt residents of public housing. Each non exempt adult public housing resident must contribute eight (8) hours per month of community service or participate in a self-sufficiency program for 8 hours in each month.

Community Service

Community service offers public housing residents an opportunity to contribute to the communities that support them. Community Service is service for which the individual volunteers and the service is not limited to a single type of activity and/or a single location in which the activity is to be performed.

Self-Sufficiency

Participation in self-sufficiency activities can satisfy part or all of a resident's requirement to perform community service. The 1998 act defines economic Self-Sufficiency program to include activities that are designed to encourage, assist, train or facilitate economic independence.

Changes in Exemption Status

Changes in exemption status can be brought to the attention of the Management Office Representative immediately upon effect of the change. (ie. Unemployed residents must be able to request a determination of exemption if they find work or start a training program) Documentation is necessary in determining the change in status.

Exemption from Community Service CFR 960.601

The exemption from the community service requirement for persons with disabilities who are also not able to perform community service is statutory.. Existing documentation will be accepted as evidence of a disability, and disabled individuals will be permitted to self-certify that they can or cannot perform community service or self-sufficiency activities.

Resident Notification CFR 960.605(c)

Written notification of the provisions of the community service requirement must be sent to all residents, including a description of the service requirement, who is exempt and how the exemption will be verified.

Documentation FR/Vol. 64. No. 83

Reasonable documentation must be provided to verify the community service requirements. Documentation by residents is not acceptable; third party certification must be provided by the entity with whom the resident has volunteered. The documentation must be placed in the resident's file at the time of reexamination.

Non-Compliance CFR 960.607(iii) (c)

The Management Office will review and determine compliance with the community service requirement. If the tenant or another family member has violated the service requirement, the PHA may not renew the lease upon expiration of the term unless:

- 1. The tenant, and any other noncompliant resident, must enter into a written agreement with the PHA, in the form and manner required by the PHA, to cure such noncompliance by completing the additional hours of community service or economic self-sufficiency activity needed to make up the total number of hours required over the twelve-month term of the new lease, and*
- 2. All other members of the family who are subject to the service requirement are currently are currently complying with the service requirement or are no longer residing in the unit.*

Management Staff Responsibilities

The Management Office will send a letter to the Head of Household and all adult family members (18 years of age or older) to notify the residents of the Community Service Requirement and the process for claiming the exempt status. (Appendix A)

The Management Office will send the annual re-certification letter which states the date and time that the Head of the Household and adult family members must be present in the Management office to sign forms and present the required verifications. (Appendix B)

The Management Office Representative meets with the resident at the time of certification/re-certification to explain the Community Service requirement and that non-compliance is grounds for eviction.

The Management Office Representative makes the determination identifying the family members who are subject to the service requirement and the family members who are exempt. The Management Office Representative must document all exemptions for the resident's file. (Appendix C)

The Management Office Representative will provide each qualifying family member with the Community Service Passbook. The passbook contains information on the requirements, exemptions, and consequences for non-compliance, reporting responsibilities, Community Service Opportunities/ Self Sufficiency Programs and the Community Service Record.

The Management Office Representative, during the re-certification process, will have each family member who is subject to the Community Service requirement sign an acknowledgement that the program has been explained and they have received their passbook and that they understand how to report service hours.

The Management Office Representative emphasizes that it is the responsibility of the resident to submit the appropriate documentation. Documentation should be submitted monthly.

The Management Office Representative will review resident files every three months to see if Community Service documentation has been turned in. If the file is lacking the appropriate verification a reminder letter will be sent at six and nine months.

The Management Office Representative will notify non-exempt residents' 30 days prior to re-certification if they are not in compliance. A time and date will be set for the resident to meet with the Management Office Representative to sign an agreement to make up the hours needed within the next 12 month period. Continued noncompliance will result in eviction of the entire family, unless the non-compliant family member is no longer a part of the household.

The MIS Department will provide assistance so that every Rent Receipt reads, "Have you completed your Community Service" .

CASE MANAGEMENT RESPONSIBILITIES

The HACP Case Management model provides improved delivery and coordination of core services. The process of case management is intended to promote self-sufficiency and empower the client to assume responsibility for his/her life based on the individual's capacity to assume such responsibility. Presently Case Managers are located in Northview Heights Estates and Saint Clair Village.

If the resident elects to enroll in the Case Management Self-Sufficiency Program as part of the Community Service requirement the Case Manager will:

- *assist and support the resident in evaluating their strengths and needs*
- *be supportive in the goal setting process*
- *assist in linking the resident to services that meet their identified needs*
- *monitor and provide support*
- *provide advocacy and coaching*
- *document in the Community Service Passbook the hours of participation in the Self-Sufficiency Program*

Required Attachment ____: Resident Member on the PHA Governing Board

1. Yes No: Does the PHA governing board include at least one member who is directly assisted by the PHA this year? (if no, skip to #2)

A. Name of resident member(s) on the governing board:

Patricia Bagley, Ada Blackman

B. How was the resident board member selected: (select one)?

- Elected
- Appointed

C. The term of appointment is (include the date term expires): 5 years

Patricia Bagley's term expires 12/31/2003

Ada Blackman's term expires 09/30/2004

2. A. If the PHA governing board does not have at least one member who is directly assisted by the PHA, why not?

- the PHA is located in a State that requires the members of a governing board to be salaried and serve on a full time basis
- the PHA has less than 300 public housing units, has provided reasonable notice to the resident advisory board of the opportunity to serve on the governing board, and has not been notified by any resident of their interest to participate in the Board.
- Other (explain):

B. Date of next term expiration of a governing board member:

Patricia Bagley's term expires 12/31/2003

Ada Blackman's term expires 09/30/2004

C. Name and title of appointing official(s) for governing board (indicate appointing official for the next position):

The Mayor of the City of Pittsburgh recommends the member(s) for the PHA governing board, and the City Council approves/disapproves this recommendation.

Required Attachment _____: Membership of the Resident Advisory Board or Boards

List members of the Resident Advisory Board or Boards: (If the list would be unreasonably long, list organizations represented or otherwise provide a description sufficient to identify how members are chosen.)

Margaret Avery
2125 Los Angeles St. #302
Pittsburgh, PA 15216

Lucy Beechaum
2025 Bentley Dr. #402
Pittsburgh, PA 15219

Ada Blackman
c/o HACP Administrative Office
200 Ross Street, 9th Floor
Pittsburgh, PA 15219

Patricia Blackmon
1234 Lakewood St. #19
Pittsburgh, PA 15220

Barb Brown
2747 Bergman Street
Pittsburgh, PA 15204

Karen Cellars
1025 Cresswell St. #523
Pittsburgh, PA 15210

Sherelene Cokely
2124 Bentley Dr. #651
Pittsburgh, PA 15219

Olivia Doswell
1213 Mohler St. #46
Pittsburgh, PA 15208

Winnie Evans
437 Mt. Pleasant Rd. #908
Pittsburgh, PA 15214

Lois Gale
6562-1/2 Rowan Street
Pittsburgh, PA 15206

John Graves
3206 Niagara St. #707
Pittsburgh, PA 15213

Diane Henderson
25218 Brackenridge Road #557
Pittsburgh, PA 15219

Ella Hillman
346 Elmore St. #972
Pittsburgh, PA 15219

Dennis Hughes
845 Whiteside Rd. #509
Pittsburgh, PA 15219

Mildred Jackson
601 Pressley St. #1616
Pittsburgh, PA 15212

Barb Johnson
5409 Sunnyside St. #5
Pittsburgh, PA 15207

Erma Johnson
2013 Bentley Dr. #968
Pittsburgh, PA 15219

Kennetta Lark
2360 Bracey Dr. #1111
Pittsburgh, PA 15221

Yvonne Lawrence
2360 Bracey Dr. #604
Pittsburgh, PA 15221

Robert J. Reynolds
5461 Clarendon Place #57
Pittsburgh, PA 15206

William Richardson
7030 Kelly St. #204
Pittsburgh, PA 15208

Kenneth Robinson
851 Johnston Ave.
Pittsburgh, PA 15207

Monica Robinson
5720 Friendship Ave. #104
Pittsburgh, PA 15206

Amy Sanders
2056 Bentley Dr. #783
Pittsburgh, PA 15219

Mabel Stevens
5330 Fern St. #1419
Pittsburgh, PA 15224

Mary Stock
2129 Brownsville Rd. #2B
Pittsburgh, PA 15210

Olga Szyfranski
920 Brookline Blvd. #208
Pittsburgh, PA 15226

Angela Williams
1630 Sandusky Court #214
Pittsburgh, PA 15212

Josephine Williams
7030 Kelly Street #605
Pittsburgh, PA 15208

Lynn Wilson
5322 Rosetta Street
Pittsburgh, PA 15224