

Table of Contents

Introduction ABOUT THE ACOP

REFERENCES CITED IN THE ACOP	Intro-i
REFERENCES CITED IN THE MODEL ACOP	Intro-ii

Chapter 1 OVERVIEW OF THE PROGRAM AND PLAN

INTRODUCTION	1-1
--------------------	-----

PART I: THE PHA

I.A. OVERVIEW	1-1
I.B. ORGANIZATION AND STRUCTURE OF THE PHA	1-2
I.C. PHA MISSION	1-3
I.D. THE PHA'S COMMITMENT TO ETHICS AND SERVICE	1-4

PART II: THE PUBLIC HOUSING PROGRAM

II.A. OVERVIEW AND HISTORY OF THE PROGRAM	1-5
II.B. PUBLIC HOUSING PROGRAM BASICS	1-6
II.C. PUBLIC HOUSING PARTNERSHIPS	1-6
II.D. APPLICABLE REGULATIONS	1-10

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES

III.A. OVERVIEW AND PURPOSE OF THE POLICY	1-11
III.B. CONTENTS OF THE POLICY	1-11
III.C. UPDATING AND REVISING THE POLICY	1-12

Table of Contents

Chapter 2 FAIR HOUSING AND EQUAL OPPORTUNITY

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

PART I: NONDISCRIMINATION

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

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

II.A. OVERVIEW	2-5
II.B. DEFINITION OF REASONABLE ACCOMMODATION	2-6
II.C. REQUEST FOR AN ACCOMMODATION.....	2-7
II.D. VERIFICATION OF DISABILITY	2-7
II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION.....	2-8
II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS	2-9
II.G. PHYSICAL ACCESSIBILITY	2-9
II.H. DENIAL OR TERMINATION OF ASSISTANCE	2-10

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

III.A. OVERVIEW	2-10
III.B. ORAL INTERPRETATION.....	2-11
III.C. WRITTEN TRANSLATION.....	2-11
III.D. IMPLEMENTATION PLAN	2-12

EXHIBITS

2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS	2-13
--	------

Table of Contents

Chapter 3 ELIGIBILITY

INTRODUCTION	3-1
--------------------	-----

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS

I.A. OVERVIEW	3-2
I.B. FAMILY AND HOUSEHOLD	3-2
I.C. FAMILY BREAK-UP AND REMAINING MEMBER OF TENANT FAMILY	3-3
I.D. HEAD OF HOUSEHOLD	3-4
I.E. SPOUSE, COHEAD, AND OTHER ADULT	3-4
I.F. DEPENDENT AND MINORS	3-5
I.G. FULL-TIME STUDENT	3-5
I.H. ELDERLY AND NEAR-ELDERLY PERSONS, AND ELDERLY FAMILY	3-6
I.I. PERSONS WITH DISABILITIES AND DISABLED FAMILY	3-6
I.J. GUESTS	3-7
I.K. FOSTER CHILDREN AND FOSTER ADULTS	3-8
I.L. ABSENT FAMILY MEMBERS	3-8
I.M. LIVE-IN AIDE	3-9

PART II: BASIC ELIGIBILITY CRITERIA

II.A. INCOME ELIGIBILITY AND TARGETING	3-10
II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	3-12
II.C. SOCIAL SECURITY NUMBERS	3-14
II.D. FAMILY CONSENT TO RELEASE OF INFORMATION	3-15
II.E. EIV SYSTEM SEARCHES	3-16

PART III: DENIAL OF ADMISSION

III.A. OVERVIEW	3-17
III.B. REQUIRED DENIAL OF ADMISSION	3-18
III.C. RESTRICTION ON ASSISTANCE BASED ON ASSETS	3-19
III.D. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION	3-20
III.E. SCREENING	3-23
III.F. CRITERIA FOR DECIDING TO DENY ADMISSION	3-27
III.G. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, AND HUMAN TRAFFICKING	3-29
III.H. NOTICE OF ELIGIBILITY OR DENIAL	3-30

EXHIBITS

3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES	3-32
---	------

Table of Contents

Chapter 4 APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION	4-1
--------------------	-----

PART I: THE APPLICATION PROCESS

I.A. OVERVIEW	4-2
I.B. APPLYING FOR ASSISTANCE.....	4-2
I.C. ACCESSIBILITY OF THE APPLICATION PROCESS.....	4-3
I.D. PLACEMENT ON THE WAITING LIST	4-3

PART II: MANAGING THE WAITING LIST

II.A. OVERVIEW	4-4
II.B. ORGANIZATION OF THE WAITING LIST	4-4
II.C. OPENING AND CLOSING THE WAITING LIST	4-5
II.D. FAMILY OUTREACH	4-6
II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES	4-7
II.F. UPDATING THE WAITING LIST	4-7

PART III: TENANT SELECTION

III.A. OVERVIEW	4-9
III.B. SELECTION METHOD.....	4-9
III.C. NOTIFICATION OF SELECTION	4-14
III.D. THE APPLICATION INTERVIEW	4-15
III.E. FINAL ELIGIBILITY DETERMINATION	4-16

Table of Contents

Chapter 5 OCCUPANCY STANDARDS AND UNIT OFFERS

INTRODUCTION	5-1
--------------------	-----

PART I: OCCUPANCY STANDARDS

I.A. OVERVIEW	5-1
I.B. DETERMINING UNIT SIZE	5-1
I.C. EXCEPTIONS TO OCCUPANCY STANDARDS	5-3

PART II: UNIT OFFERS

II.A. OVERVIEW	5-4
II.B. NUMBER OF OFFERS	5-4
II.C. TIME LIMIT FOR UNIT OFFER ACCEPTANCE OR REFUSAL	5-5
II.D. REFUSALS OF UNIT OFFERS	5-5
II.E. ACCESSIBLE UNITS	5-6
II.F. DESIGNATED HOUSING	5-7

Chapter 6 INCOME AND RENT DETERMINATIONS

INTRODUCTION	6-1
--------------------	-----

PART I: ANNUAL INCOME

I.A. OVERVIEW	6-2
I.B. HOUSEHOLD COMPOSITION AND INCOME	6-3
I.C. CALCULATING ANNUAL INCOME	6-7
I.D. EARNED INCOME	6-8
I.E. EARNED INCOME DISALLOWANCE	6-10
I.F. BUSINESS AND SELF EMPLOYEMENT INCOME	6-11
I.G. STUDENT FINANCIAL ASSISTANCE	6-14
I.H. PERIODIC PAYMENTS	6-18
I.I. NONRECURRING INCOME	6-21
I.J. WELFARE ASSISTANCE	6-22
I.K. STATE PAYMENTS TO ALLOW INDIVIDUALS WITH DISABILITIES TO LIVE AT HOME	6-23
I.L. CIVIL RIGHTS SETTLEMENTS	6-23
I.M. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME	6-24

PART II: ASSETS

II.A. OVERVIEW	6-29
II.B. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE	6-30
II.C. ASSET INCLUSIONS AND EXCLUSION	6-32
II.D. DETERMINING INCOME FROM ASSETS	6-40

PART III: ADJUSTED INCOME

Table of Contents

III.A.	INTRODUCTION	6-42
III.B.	DEPENDENT DEDUCTION.....	6-44
III.C.	ELDERLY OR DISABLED FAMILY DEDUCTION	6-44
III.D.	HEALTH AND MEDICAL EXPENSE AND DEDUCTIONS	6-45
III.E.	DIABILITY ASSISTANCE EXPENSES DEDUCTION	6-46
III.F.	CHILD CARE EXPENSE DEDUCTION.....	6-49
III.G.	HARSHIP EXEMPTIONS	6-53
III.H.	PERMISSIVE DEDUCTIONS.....	6-59

PART IV: CALCULATING RENT

III.A.	OVERVIEW OF INCOME-BASED RENT CALCULATIONS.....	6-60
III.B.	FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT	6-63
III.C.	UTILITY ALLOWANCES	6-68
III.D.	PRORATED RENT FOR MIXED FAMILIES.....	6-71
III.E.	FLAT RENTS AND FAMILY CHOICE IN RENTS	6-72

EXHIBITS

6-1:	ANNUAL INCOME FULL DEFINITION	6-75
6-2:	TREATMENT OF FAMILY ASSETS	6-80
6-3:	THE EFFECT PF WELFARE BENEFIT REDUCTION	6-82

Table of Contents

Chapter 7 VERIFICATION

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

PART I: GENERAL VERIFICATION REQUIREMENTS

I.A. FAMILY CONSENT TO RELEASE OF INFORMATION	7-1
I.B. USE OF OTHER PROGRAMS' INCOME DETERMINATION	7-3
I.C. STREAMLINED INCOME DETERMINATIONS	7-6
I.D. VERIFICATION HIERARCHY	7-6
I.E. LEVEL 5 AND 6 VERIFICATIONS:UP-FRONT INCOME VERIFICATION	7-7
I.F. LEVEL 4 VERIFICATION	7-11
I.G. LEVEL 3 VERIFICATION: WRITTEN, THIRD PARTY FORM	7-13
I.H. LEVEL 2 ORAL THIRD PARTY VERIFICATION	7-13
I.I. LEVEL1 NON-THIRD PARTY VERIFICATION TECHNIQUE:SELF- CERTIFICATION	7-14

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY	7-16
II.B. SOCIAL SECURITY NUMBERS	7-17
II.C. DOCUMENTATION OF AGE	7-18
II.D. FAMILY RELATIONSHIPS	7-19
II.E. VERIFICATION OF STUDENT STATUS	7-20
II.F. DOCUMENTATION OF DISABILITY	7-20
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	7-21
II.H. VERIFICATION OF PREFERENCE STATUS	7-22

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME	7-24
III.B. BUSINESS AND SELF EMPLOYMENT INCOME	7-24
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS	7-25
III.D. ALIMONY OR CHILD SUPPORT	7-26
III.E. NONRECURRING INCOME	7-26
III.F. ASSETS AND INCOME FROM ASSETS	7-27
III.G. ASSETS DISPOSED OFFOR LESS THAN FAIR MARKET VALUE	7-28
III.H. NET INCOME FROM RENTAL PROPERTY	7-23
III.I. FEDERAL TAX REFUNDS OR REFUNDABLE TAX CREDIT	7-29
III.J. RETIREMENT ACCOUNTS	7-29
III.K. INCOME FROM EXCLUDED SOURCES	7-29
III.L. ZERO INCOME REVIEWS	7-30
III.M. STUDENT FINANCIAL ASSISTANCE	7-31

Table of Contents

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A.	DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS	7-31
IV.B.	HEALTH AND MEDICAL EXPENSE DEDUCTION	7-32
IV.C.	DISABILITY ASSISTANCE EXPENSES	7-34
IV.D.	CHILD CARE EXPENSES	7-36

EXHIBITS

7-1:	SUMMARY OF DOCUMENTATION REQUIREMENTS FOR NONCITIZENS	7-39
------	--	------

Chapter 8 LEASING AND INSPECTIONS

INTRODUCTION	8-1
--------------------	-----

PART I: LEASING

I.A.	OVERVIEW	8-1
I.B.	LEASE ORIENTATION	8-2
I.C.	EXECUTION OF LEASE	8-3
I.D.	MODIFICATIONS TO THE LEASE	8-4
I.E.	SECURITY DEPOSITS	8-5
I.F.	PAYMENTS UNDER THE LEASE	8-6

PART II: INSPECTIONS

II.A.	OVERVIEW	8-10
II.B.	CONDUCTED INSPECTIONS	8-10
II.C.	NSPIRE INSPECTIONS	8-15

EXHIBITS

8-1:	SMOKE-FREE POLICY	8-17
------	-------------------------	------

Table of Contents

Chapter 9 REEXAMINATIONS

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

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

I.A. OVERVIEW	9-2
I.B. SCHEDULING ANNUAL REEXAMINATIONS	9-3
I.C. CONDUCTING ANNUAL REEXAMINATIONS	9-4
I.D. CALCULATING ANNUAL INCOME AT ANNUAL REEXAMINATION.....	9-5
I.E. OTHER CONSIDERATIONS.....	9-7
I.F. EFFECTIVE DATES.....	9-8

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

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

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW	9-12
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION.....	9-12
III.C. CHANGES AFFECTING INCOME OR EXPENSES.....	9-14

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW	9-20
IV.B. CHANGES IN UTILITY ALLOWANCES	9-20
IV.C. NOTIFICATION OF NEW TENANT RENT.....	9-20
IV.D. DISCREPANCIES.....	9-21

PART V: NON-INTERIM REEXAMINATION TRANSACTIONS

IV.A. OVERVIEW	9-22
----------------------	------

EXHIBITS

9-1: CALCULATING INCOME AT ANNUAL REEXAMINATION.....	9-23
--	------

Table of Contents

Chapter 10 PETS

INTRODUCTION	10-1
--------------------	------

PART I: ASSISTANCE ANIMALS

I.A. OVERVIEW	10-2
I.B. APPROVAL OF ASSISTANCE ANIMALS	10-3
I.C. CARE AND HANDLING	10-5

PART II: PET POLICIES FOR ALL DEVELOPMENTS

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

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

III.A. OVERVIEW	10-15
III.B. PET DEPOSITS	10-15
III.C. OTHER CHARGES	10-16

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

IV.A. OVERVIEW	10-17
IV.B. PET DEPOSITS	10-17
IV.C. NON-REFUNDABLE NOMINAL PET FEE	10-18
IV.D. OTHER CHARGES	10-19

Table of Contents

Chapter 11 COMMUNITY SERVICE

INTRODUCTION	11-1
--------------------	------

PART I: COMMUNITY SERVICE REQUIREMENT

I.A. OVERVIEW	11-1
I.B. REQUIREMENTS.....	11-2
I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE	11-6
I.D. DOCUMENTATION AND VERIFICATION.....	11-10
I.E. NONCOMPLIANCE.....	11-11

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

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

EXHIBITS

11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY	11-14
11-2: DEFINITION OF A PERSON WITH A DISABILITY UNDER SOCIAL SECURITY ACTS 216(i)(I) and Section 1416(excerpt) FOR PURPOSES OF EXEMPTION FROM COMMUNITY SERVICE	11-20
11-3: PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE.....	11-21
11-4 CSSR WORK-OUT AGREEMENT	11-22

Table of Contents

Chapter 12 TRANSFER POLICY

INTRODUCTION	12-1
--------------------	------

PART I: EMERGENCY TRANSFERS

I.A. OVERVIEW	12-1
I.B. EMERGENCY TRANSFERS	12-2
I.C. EMERGENCY TRANSFER PROCEDURES	12-3
I.D. COSTS OF TRANSFER.....	12-3

PART II: PHA REQUIRED TRANSFERS

II.A. OVERVIEW	12-5
II.B. TYPES OF PHA REQUIRED TRANSFERS	12-5
II.C. ADVERSE ACTION	12-7
II.D. COST OF TRANSFER.....	12-7

PART III: TRANSFERS REQUESTED BY TENANTS

III.A. OVERVIEW	12-7
III.B. TYPES OF RESIDENT REQUESTED TRANSFERS	12-7
III.C. ELIGIBILITY FOR TRANSFER.....	12-8
III.D. SECURITY DEPOSITS	12-9
III.E. COST OF TRANSFER.....	12-9
III.F. HANDLING OF REQUESTS	12-10

PART IV: TRANSFER PROCESSING

IV.A. OVERVIEW	12-11
IV.B. TRANSFER LIST.....	12-11
IV.C. TRANSFER OFFER POLICY	12-12
IV.D. GOOD CAUSE FOR UNIT REFUSAL.....	12-12
IV.E. DECONCENTRATION	12-13
IV.F. REEXAMINATION POLICIES FOR TRANSFERS	12-13
IV.G. TIME ALLOWED FOR TRANSFERS.....	12-13

Table of Contents

Chapter 13 LEASE TERMINATIONS

INTRODUCTION	13-1
--------------------	------

PART I: TERMINATION BY TENANT

I.A. TENANT CHOOSES TO TERMINATE THE LEASE.....	13-3
---	------

PART II: TERMINATION BY PHA – MANDATORY

II.A. OVERVIEW	13-5
II.B. FAILURE TO PROVIDE CONSENT.....	13-5
II.C. FAILURE TO DOCUMENT CITIZENSHIP	13-5
II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS...	13-6
II.E. FAILURE TO ACCEPT THE PHA’S OFFER OF A LEASE REVISION	13-6
II.F. METHAMPHETAMINE CONVICTION.....	13-7
II.G. LIFETIME REGISTERED SEX OFFENDERS	13-7
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS.....	13-7
II.I. DEATH OF A SOLE FAMILY MEMBER	13-7
II.J. OVER_INCOME FAMILIES [24 CFR 960.507; FR Notice 7/26/18; Notice PIH 2019-11; FR Notice 2/14/23]	13-7

PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS

III.A. OVERVIEW	13-13
III.B. MANDATORY LEASE PROVISIONS.....	13-14
III.C. OTHER AUTHORIZED REASONS FOR TERMINATION.....	13-20
III.D. ALTERNATIVES TO TERMINATION OF TENANCY	13-22
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY	13-23
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING OR HUMAN TRAFFICKING	13-27

PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

IV.A. OVERVIEW	13-31
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS	13-31
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY	13-32
IV.D. LEASE TERMINATION NOTICE.....	13-33
IV.E. EVICTION.....	13-36
IV.F. NOTIFICATION TO POST OFFICE	13-36
IV.G. RECORD KEEPING	13-36

EXHIBITS

13-1: SAMPLE NOTICE FOR OVER-INCOME FAMILIES-INITIAL NOTIFICATION FOR NPHOI FAMILY OPTION	13-37
--	-------

Table of Contents

13-2:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES-INITIAL NOTIFICATION FOR TERMINATE ONLY OPTION.....	13-40
13-3:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES-12 MONTH NOTIFICATION FOR NPHOI FAMILY OPTION	13-43
13-4:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES-12 MONTH NOTIFICATION FOR TERMINATE ONLY OPTION	13-46
13-5:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES-24 MONTH NOTIFICATION FOR NPHOI FAMILY OPTION	13-49
13-6:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES-24 MONTH NOTIFICATION FOR TERMINATE ONLY OPTION	13-52

Chapter 14 GRIEVANCES AND APPEALS

INTRODUCTION	14-1
--------------------	------

PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS

I.A.	OVERVIEW	14-1
I.B.	INFORMAL HEARING PROCESS	14-2

PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS

II.A.	HEARING AND APPEAL PROVISIONS FOR NONCITIZENS	14-7
-------	---	------

PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS

III.A.	REQUIREMENTS.....	14-11
III.B.	DEFINITIONS.....	14-12
III.C.	APPLICABILITY	14-13
III.D.	INFORMAL SETTLEMENT OF GRIEVANCE.....	14-14
III.E.	PROCEDURES TO OBTAIN A HEARING	14-15
III.F.	SELECTION OF HEARING OFFICER	14-17
III.G.	REMOTE HEARINGS	14-18
III.H.	PROCEDURES GOVERNING THE HEARING	14-21
III.I.	DECISION OF THE HEARING OFFICER/PANEL.....	14-25

EXHIBITS

14-1:	GRIEVANCE PROCEDURE.....	14-28
-------	--------------------------	-------

Chapter 15 PROGRAM INTEGRITY

INTRODUCTION	15-1
--------------------	------

PART I: PREVENTING, DETECTING, AND INVESTIGATING ERRORS AND PROGRAM ABUSE

I.A.	PREVENTING ERRORS AND PROGRAM ABUSE	15-2
I.B.	DETECTING ERRORS AND PROGRAM ABUSE	15-3

Table of Contents

I.C.	INVESTIGATING ERRORS AND PROGRAM ABUSE	15-4
------	--	------

PART II: CORRECTIVE MEASURES AND PENALTIES

II.A.	UNDER- OR OVERPAYMENT	15-6
II.B.	FAMILY-CAUSED ERRORS AND PROGRAM ABUSE.....	15-7
II.C.	PHA-CAUSED ERRORS OR PROGRAM ABUSE	15-9
II.D.	CRIMINAL PROSECUTION	15-11
II.E.	FRAUD AND PROGRAM ABUSE RECOVERIES.....	15-11

Chapter 16

PROGRAM ADMINISTRATION

INTRODUCTION	16-1
--------------------	------

PART I: SETTING UTILITY ALLOWANCES

I.A.	OVERVIEW	16-2
I.B.	UTILITY ALLOWANCES	16-2
I.C.	SURCHARGES FOR PHA-FURNISHED UTILITIES.....	16-4
I.D.	NOTICE REQUIREMENTS	16-4
I.E.	REASONABLE ACCOMMODATION AND INDIVIDUAL RELIEF.....	16-5

PART II: ESTABLISHING FLAT RENTS

II.A.	OVERVIEW	16-6
II.B.	FLAT RENTS	16-6

PART III: FAMILY DEBTS TO THE PHA

III.A.	OVERVIEW	16-8
III.B.	REPAYMENT POLICY	16-9

PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)

IV.A.	OVERVIEW	16-12
IV.B.	PHAS INDICATORS	16-12
IV.C.	PHAS SCORING.....	16-14

PART V: RECORD KEEPING

V.A.	OVERVIEW	16-15
V.B.	RECORD RETENTION	16-15
V.C.	RECORDS MANAGEMENT	16-16

Table of Contents

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

VIA. REPORTING REQUIREMENTS	16-18
-----------------------------------	-------

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

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

EXHIBITS

16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380	16-26
16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION, FORM HUD-5382.....	16-31
16-3 EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING	16-34
16-4 EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5383.....	16-37

Glossary