



Boards of Commissioners Update

January 2018

Boards of Commissioners Update – January 2018

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BOARD UPDATE

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TO: Boards of Commissioners

Fresno Housing Authority

DATE: 01/11/2018

AUTHOR: Emily De La Guerra

FROM: Preston Prince, CEO/Executive Director



SUBJECT: Fresno Housing Operating Budget as of October 31, 2017

Executive Summary

The purpose of this update is to present an overview of the financial operating results for the Fresno Housing Authority as of October 31, 2017. Please see the attached financial report for a summary of revenues and expenses by Agency division.

The financial report attachment shows the consolidation of all Agency programmatic budgets combined into six divisions. Projections have been incorporated into the year-to-date budget to account for the timing of cash flows and known variable expenses. These adjustments were based on historical trends and the most current information available.

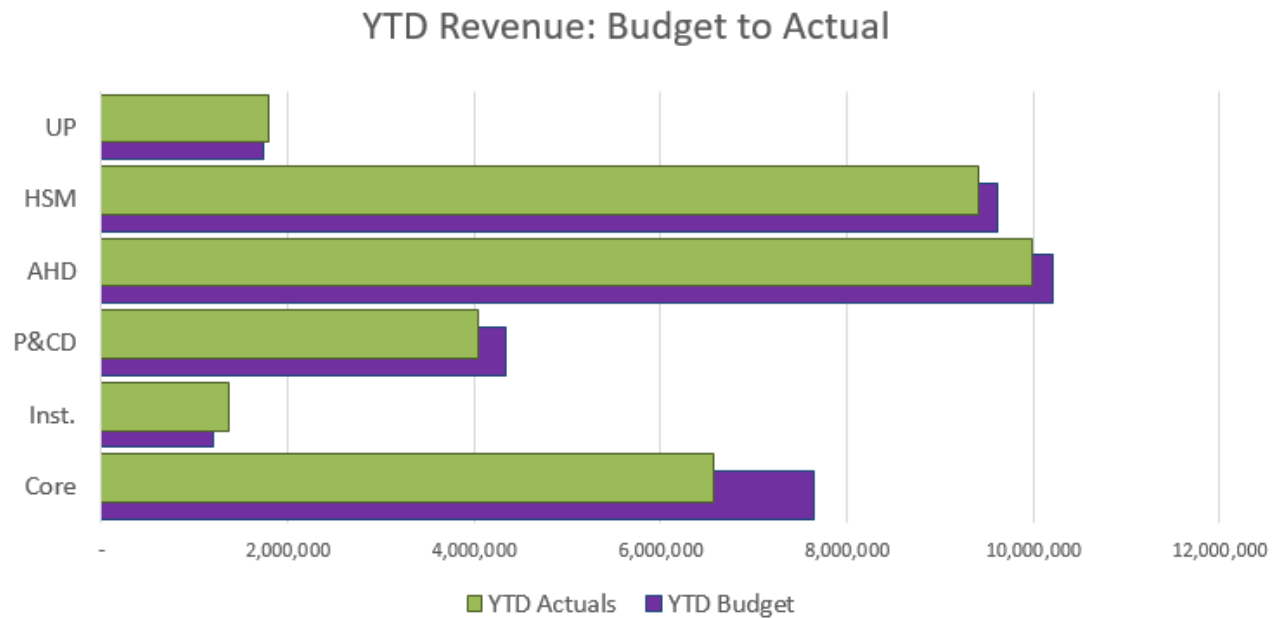
The 2017 Operating Budget was approved by the Boards in December 2016 with net operating income of \$3.8 million and unrestricted cash flow utilization of \$322 thousand, and as of October 31st, the Agency is operating better than budget. Total net operating income is \$5.1 million as of October, and unrestricted net income is \$2.4 million.

OPERATING BUDGET

TOTAL INCOME
TOTAL EXPENSES
NET OPERATING INCOME
TOTAL NON-OPERATING EXPENSES
NET INCOME
UNRESTRICTED NET INCOME

Fresno Housing Authority			
Annual Budget	YTD Budget	YTD Actuals	
41,693,668	34,744,723	33,163,194	
37,882,611	31,568,843	28,025,950	
3,811,057	3,175,880	5,137,245	
1,761,070	1,461,725	1,754,909	
2,049,987	1,714,156	3,382,335	
(321,763)	(262,303)	2,403,004	

Agency Revenue

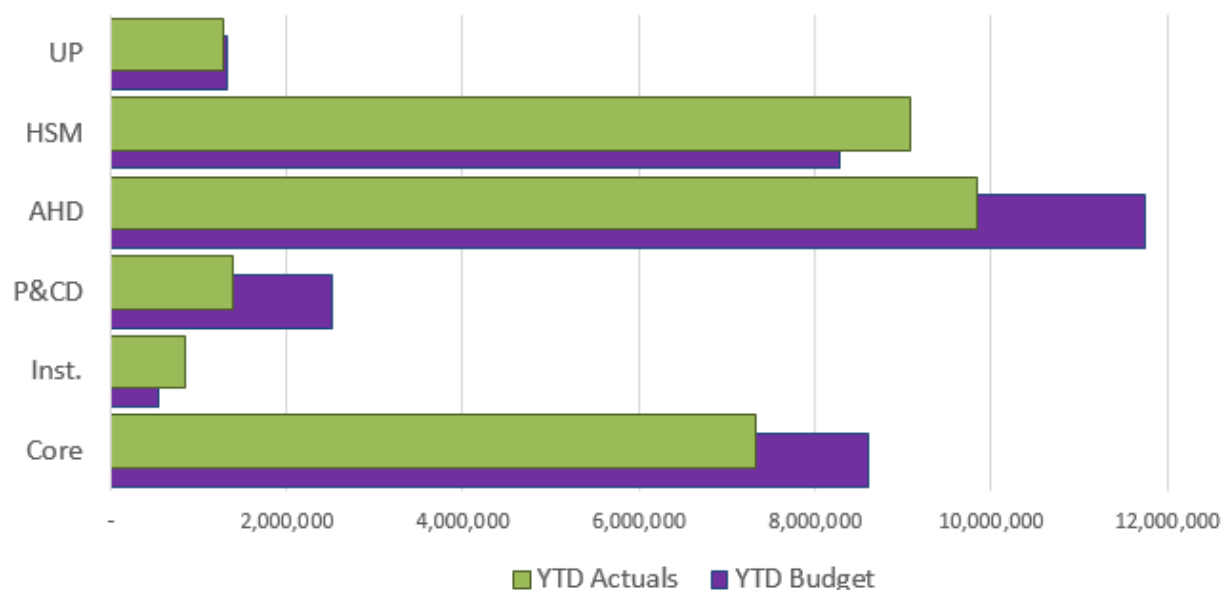


UP - Unrestricted Properties: Agency-owned non-subsidized properties, for example Dayton, Woodside, and San Ramon (formerly known as Affordable Housing)
HSM - Housing Management: Restricted, subsidized properties including all public housing, farm labor and migrant properties
AHD - Assisted Housing Division: Housing Choice Voucher, Resident Services and Homeless programs
P&CD - Planning & Community Development: Real Estate Development and Construction Management departments
Inst. - Instrumentalities: Wholly-owned subsidiaries of the Agency, including HRF, HSIC, and Silvercrest
Core: Administrative Services departments including Accounting, Executive, Human Resources and Asset Management

- Overall, year-to-date revenue is \$1.6 million, or 5%, less than anticipated at this point in the year.
- Income in Core is approximately \$1.1 million less than anticipated at this point in the year. Other Income is less than budgeted due to the delayed receipt of reimbursements for our specialized maintenance group. This revenue will be received in December or in early 2018. The remaining revenue variance in Core is in Admin & Management Fee Income. This is mainly due to reductions in IT Services and Staff Development expenses. These two services are charged to the programs and the revenue is booked in Core. If there are fewer expenses, there will be less revenue and the net effect on the overall budget will be zero.
- Other Grant Income in AHD is less than budgeted due to large grant-funded programs that started later than anticipated. However, due to the late start, there will also be fewer expenses in these programs in 2017 (Tenant Services Expenses line item); therefore, the net impact on the budget will be zero.
- Major revenue changes from September to October:
 - o Developer Fees were received for the Rio Villas (Firebaugh Gateway) project in the amount of \$325,000.

Agency Expenses

YTD Expenses: Budget to Actual

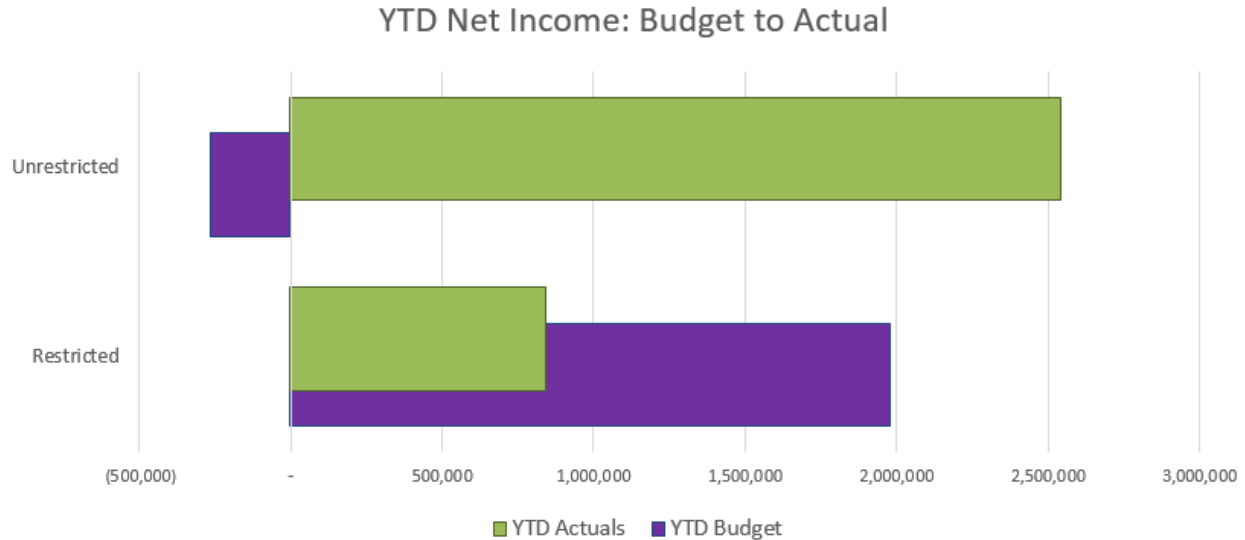


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AHD - Assisted Housing Division: Housing Choice Voucher, Resident Services and Homeless programs
P&CD - Planning & Community Development: Real Estate Development and Construction Management departments
Inst. - Instrumentalities: Wholly-owned subsidiaries of the Agency, including HRFC, HSIC, and Silvercrest
Core: Administrative Services departments including Accounting, Executive, Human Resources and Asset Management

- Overall, year-to-date expenses are \$3.2 million, or 10%, less than anticipated (operating and non-operating).
- Payroll expenses are approximately \$1.1 million, or 8%, lower than anticipated. This is mainly due to unfilled position and/or planned hiring delays. This variance will get slightly smaller over the course of the next three months, however, it is expected that there will be some budget savings in this line item at year-end.
- Administrative Expenses are lower than budgeted Agency-wide. Core and P&CD show the largest reductions in this line item, as Professional & Consulting Expenses have been less than anticipated. We do plan to see some permanent savings in this line item for 2017.
- Tenant Services Expenses in AHD are less than budgeted due to grant-funded programs that started later than anticipated. This is also why revenue in AHD is less than budgeted. These programs are reimbursement-based, so if there are fewer expenses, there will also be less revenue.
- Major expenses changes from September to October:
 - o Expenses for Temporary Administrative Salaries were higher than budgeted for October due to two temporary employees being added to the Housing Choice Voucher program to assist with a planned, year-end lease-up. Temporary employees allow the Agency to add

additional capacity during critical times of the year, without having to add permanent positions.

Agency Net Income



- Unrestricted net income is \$2.7 million better than budgeted as of October. AHD is performing better than projected due to increased proration in administrative fee revenue in the HUD Grant Income line and an overall reduction in expenses. P&CD is also doing significantly better than budgeted due to decreased expenditures in the Administrative Expenses.
- Restricted net income is less than budgeted at this point in the year. HSM is doing slightly worse than budget due to higher maintenance and non-operating expenses, which will smooth out during the year as additional revenue is earned and reserve draws are completed.

	Core			Inst.			P&CD			AHD			HSM			UP			Fresno Housing Authority			YTD \$ Variance	YTD % Variance	% of Budget Remaining
	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals			
OPERATING BUDGET																								
INCOME																								
NET TENANT INCOME	-	-	-	-	-	-	-	-	-	-	-	-	5,537,820	4,614,850	4,982,697	2,031,872	1,693,227	1,750,379	7,569,692	6,308,077	6,733,076	424,999	7%	11%
INTEREST INCOME	-	-	4,895	850,800	709,000	545,019	-	-	-	(141)	(118)	36,031	77,017	64,181	240,094	-	-	4	927,676	773,063	826,043	52,980	7%	11%
OTHER INCOME	940,298	783,582	452,051	430,400	358,667	765,611	25,752	21,460	145,802	919,954	766,628	867,578	133,866	111,555	197,995	27,555	22,963	38,350	2,477,825	2,064,854	2,467,386	402,532	19%	0%
ADMIN & MANAGEMENT FEE INCOME	8,225,798	6,854,832	6,107,319	150,000	125,000	55,172	-	-	-	10,961	9,134	27,721	78	65	780	-	-	-	8,386,837	6,989,031	6,190,992	(798,039)	-11%	26%
DEVELOPER FEE INCOME	-	-	-	-	-	-	5,185,792	4,321,493	3,895,047	-	-	-	-	-	-	-	-	-	5,185,792	4,321,493	3,895,047	(426,446)	-10%	25%
HUD GRANT INCOME	-	-	-	-	-	-	-	-	-	9,132,822	7,610,685	8,247,629	4,969,291	4,141,076	3,577,823	-	-	-	14,102,113	11,751,761	11,825,452	73,691	1%	16%
OTHER GRANT INCOME	-	-	-	-	-	-	-	-	-	2,185,668	1,821,390	801,023	827,645	689,704	408,824	30,420	25,350	15,350	3,043,733	2,536,444	1,225,198	(1,311,246)	-52%	60%
TOTAL INCOME	9,166,096	7,638,413	6,564,265	1,431,200	1,192,667	1,365,802	5,211,544	4,342,953	4,040,849	12,249,264	10,207,720	9,979,983	11,545,717	9,621,431	9,408,213	2,089,847	1,741,539	1,804,082	41,693,668	34,744,723	33,163,194	(1,581,529)	-5%	20%
EXPENSES																								
PAYROLL EXPENSES	5,941,548	4,951,290	4,715,463	-	-	-	1,194,986	995,822	984,120	6,668,740	5,557,283	4,787,998	2,847,970	2,373,308	2,226,259	273,951	228,293	253,098	16,927,195	14,105,996	12,966,937	(1,139,059)	-8%	23%
ADMINISTRATIVE EXPENSES	3,414,896	2,845,747	1,978,710	609,800	508,167	836,266	1,804,394	1,503,662	378,021	5,408,146	4,506,788	4,348,323	2,387,791	1,989,826	2,040,525	156,774	130,645	176,633	13,781,801	11,484,834	9,758,477	(1,726,357)	-15%	29%
TENANT SERVICES EXPENSES	53,000	44,167	18,635	-	-	-	-	-	113	1,697,019	1,414,183	330,803	16,880	14,067	92,369	4,835	4,030	245	1,771,734	1,476,445	442,165	(1,034,281)	-70%	75%
UTILITY EXPENSES	176,850	147,375	134,547	-	-	-	-	-	294	62,000	51,667	149,378	1,870,791	1,558,993	1,499,004	196,355	163,629	193,555	2,305,996	1,921,663	1,976,778	55,114	3%	14%
MAINTENANCE EXPENSES	532,456	443,713	331,228	35,000	29,167	9,916	6,690	5,575	5,555	46,783	38,986	54,608	1,495,430	1,246,192	1,605,087	544,350	453,625	419,518	2,660,709	2,217,257	2,425,913	208,655	9%	9%
TAXES & INSURANCE EXPENSES	29,890	24,908	18,071	18,300	15,250	5,932	2,583	2,153	17,414	3,493	2,911	5,936	353,356	294,463	371,403	27,554	22,961	36,925	435,176	362,646	455,681	93,034	26%	-5%
TOTAL EXPENSES	10,148,640	8,457,200	7,196,653	663,100	552,583	852,114	3,008,653	2,507,211	1,385,516	13,886,181	11,571,817	9,677,046	8,972,218	7,476,848	7,834,647	1,203,819	1,003,183	1,079,974	37,882,611	31,568,843	28,025,950	(3,542,893)	-11%	26%
NET OPERATING INCOME	(982,544)	(818,787)	(632,388)	768,100	640,083	513,688	2,202,891	1,835,742	2,655,333	(1,636,917)	(1,364,097)	302,937	2,573,499	2,144,583	1,573,567	886,028	738,357	724,109	3,811,057	3,175,880	5,137,245	1,961,364	62%	-35%
NON-OPERATING EXPENSES																								
TOTAL NON-OPERATING EXPENSES	-	-	-	-	-	-	-	-	46	222,737	185,614	166,533	713,913	594,927	713,837	43,700	36,417	50,397	980,350	816,958	930,813	113,855	14%	5%
TOTAL FINANCING EXPENSES	175,000	140,000	140,000	-	-	250	-	-	-	-	-	-	255,936	213,280	530,241	329,784	274,820	151,266	760,720	628,100	821,756	193,656	31%	-8%
TOTAL ADJUSTMENTS & OPERATING TRANSFERS	20,000	16,667	-	-	-	-	-	-	2,340	-	-	-	-	-	-	-	-	-	20,000	16,667	2,340	(14,327)	0%	88%
TOTAL NON-OPERATING EXPENSES	195,000	156,667	140,000	-	-	250	-	-	2,386	222,737	185,614	166,533	969,849	808,207	1,244,077	373,484	311,237	201,663	1,761,070	1,461,725	1,754,909	293,184	20%	0%
NET INCOME	(1,177,544)	(975,454)	(772,388)	768,100	640,083	513,438	2,202,891	1,835,742	2,652,946	(1,859,654)	(1,549,711)	136,404	1,603,650	1,336,375	329,489	512,544	427,120	522,446	2,049,987	1,714,156	3,382,335	1,668,180	97%	-65%
UNRESTRICTED NET INCOME	(1,177,544)	(975,454)	(772,388)				2,202,891	1,835,742	2,652,946	(1,859,654)	(1,549,711)	-				512,544	427,120	522,446	(321,763)	(262,303)	2,403,004	2,665,307	1016%	847%

BOARD UPDATE

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TO: Boards of Commissioners

Fresno Housing Authority

DATE: 01/11/2018

AUTHOR: Emily De La Guerra

FROM: Preston Prince, CEO/Executive Director



SUBJECT: Fresno Housing Operating Budget as of November 30, 2017

Executive Summary

The purpose of this update is to present an overview of the financial operating results for the Fresno Housing Authority as of November 30, 2017. Please see the attached financial report for a summary of revenues and expenses by Agency division.

The financial report attachment shows the consolidation of all Agency programmatic budgets combined into six divisions. Projections have been incorporated into the year-to-date budget to account for the timing of cash flows and known variable expenses. These adjustments were based on historical trends and the most current information available.

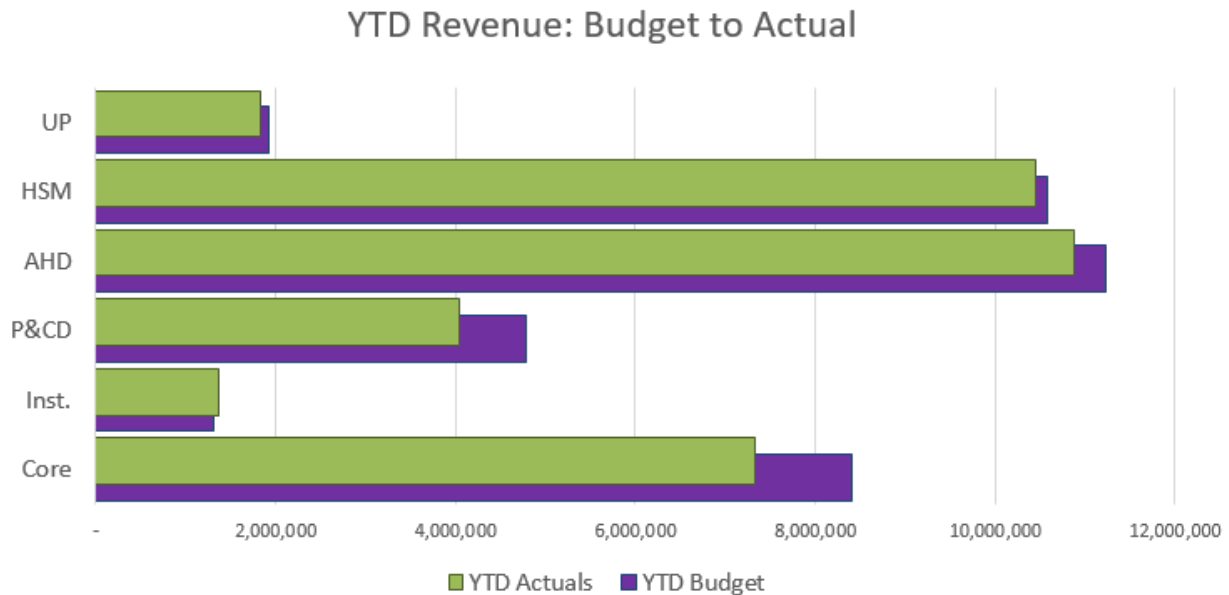
The 2017 Operating Budget was approved by the Boards in December 2016 with net operating income of \$3.8 million and unrestricted cash flow utilization of \$322 thousand, and as of November 30th, the Agency is operating better than budget. Total net operating income is \$4.5 million as of November, and unrestricted net income is \$1.7 million.

OPERATING BUDGET

TOTAL INCOME
TOTAL EXPENSES
NET OPERATING INCOME
TOTAL NON-OPERATING EXPENSES
NET INCOME
UNRESTRICTED NET INCOME

Fresno Housing Authority			
Annual Budget	YTD Budget	YTD Actuals	
41,693,668	38,219,196	35,912,199	
37,882,611	34,725,727	31,426,202	
3,811,057	3,493,469	4,485,997	
1,761,070	1,593,897	2,137,924	
2,049,987	1,899,571	2,348,073	
(321,763)	(274,533)	1,693,778	

Agency Revenue

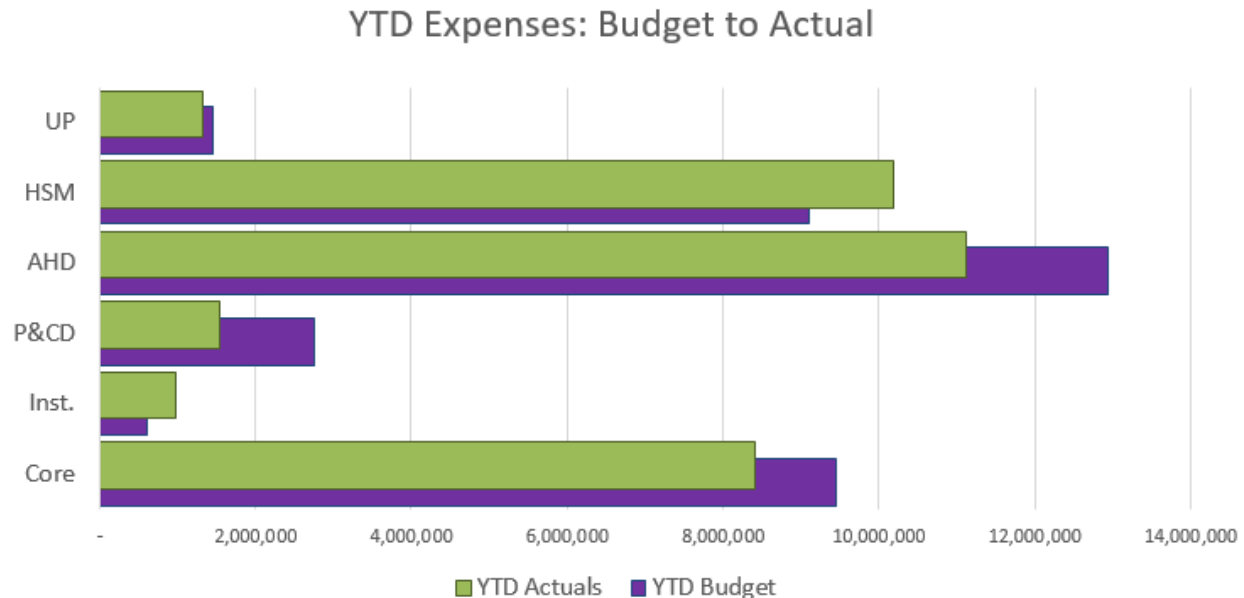


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- Overall, year-to-date revenue is \$2.3 million, or 6%, less than anticipated at this point in the year.
- Other Income in Core is less than budgeted due to the delayed receipt of reimbursements for our specialized maintenance group, some of which will be received in December or in early 2018. There are also some salary costs attributable to the maintenance group that cannot be charged to the properties, which will not be collected.
- Admin & Management Fee Income in Core is less than budgeted due to expenses reductions in IT Services and Staff Development expenses. Fees for these two services are allocated to the programs and the revenue is booked in Core. If there are fewer expenses, there will be less revenue and the net effect on the overall budget will be zero.
- Other Income in Instrumentalities is higher than budgeted due to the release of retained earnings to the programs from HSIC, and the sale of Argyle and Parc Grove North East from HRFC.
- Developer Fee Revenue in P&CD is about \$900 thousand less than budgeted. The developer fees for two projects that were budgeted for fourth quarter will be received in 2018.
- Other Grant Income in AHD is less than budgeted due to large grant-funded programs that started later than anticipated. However, due to the late start, there will also be fewer expenses in these programs in 2017 (Tenant Services Expenses line item); therefore, the net impact on the budget will be zero.
- Other Grant Income in HSM is less than budgeted due to a delay in the reimbursements received for the Parlier Migrant Center. The outstanding funding through October was paid in December 2017.

- Major revenue changes in November:
 - o The Management Fee for HRFC was paid to Core in the amount of \$125,000.
 - o No Developer Fees were received in the month of November.

Agency Expenses

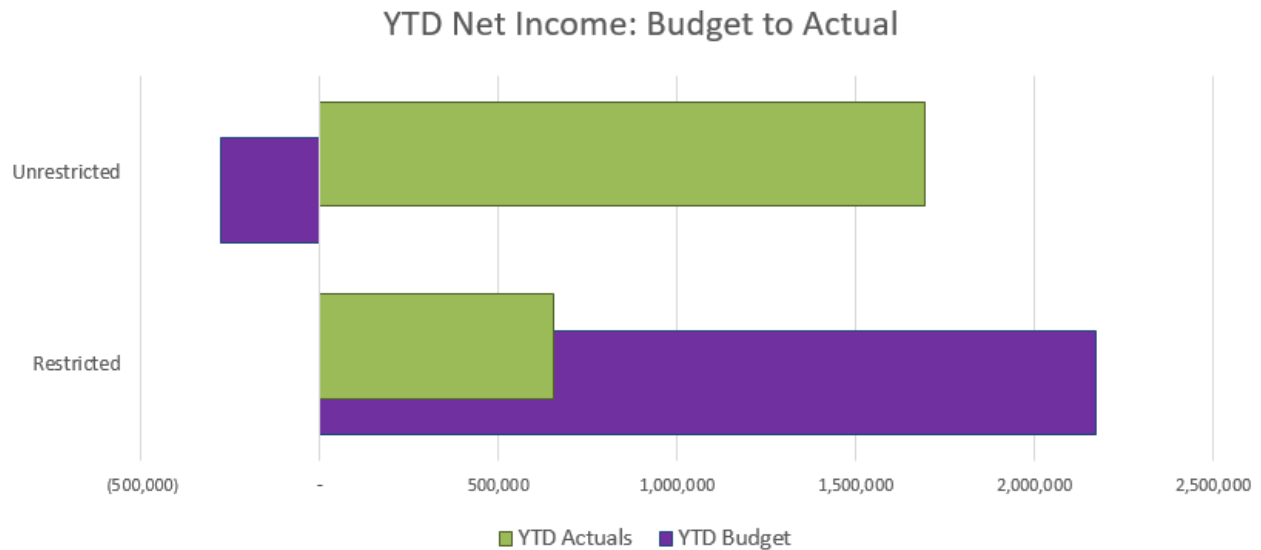


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 Core: Administrative Services departments including Accounting, Executive, Human Resources and Asset Management

- Overall, year-to-date expenses are \$2.8 million, or 8%, less than anticipated (operating and non-operating).
- Agency-wide, Payroll Expenses are approximately \$700 thousand, or 4%, lower than anticipated. This is mainly due to unfilled position and/or planned hiring delays. It is expected that there will be some budget savings in this line item at year-end.
- Administrative Expenses are lower than budgeted across the Agency. Core and P&CD show the largest reductions in this line item, as Professional & Consulting Expenses have been less than anticipated. We do plan to see some permanent savings in this line item for 2017.
- Tenant Services Expenses in AHD are less than budgeted due to grant-funded programs that started later than anticipated. This is also why revenue in AHD is less than budgeted. These programs are reimbursement-based, so if there are fewer expenses, there will also be less revenue.
- Maintenance Expenses are slightly higher than budgeted (about 7%) due to increased costs for HVAC repairs and unit turnaround costs for vacant units.
- Major expense changes in November:
 - o September and October expenses for the specialized maintenance group were paid in November.

- The first installment of property taxes were paid in November. The second installment will be paid in March 2018.

Agency Net Income



- Unrestricted net income is \$1.9 million better than budgeted as of November. AHD is performing better than projected due to increased proration in Administrative Fee Revenue in the HUD Grant Income line and an overall reduction in expenses. P&CD is also doing significantly better than budgeted due to decreased expenditures in the Administrative Expenses. These two divisions are the biggest contributors to the variance in unrestricted net income.
- Restricted net income is less than budgeted at this point in the year. HSM is not performing as expected due to a slight reduction in revenue, and higher maintenance and non-operating expenses. Instrumentalities is also doing slightly worse than budgeted due to higher administrative expenses related to the release of funds from HSIC to the programs.

	Core			Inst.			P&CD			AHD			HSM			UP			Fresno Housing Authority			YTD \$ Variance	YTD % Variance	% of Budget Remaining
	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals	Annual Budget	YTD Budget	YTD Actuals			
OPERATING BUDGET																								
INCOME																								
NET TENANT INCOME	-	-	-	-	-	-	-	-	-	-	-	-	5,537,820	5,076,335	5,366,386	2,031,872	1,862,549	1,783,597	7,569,692	6,938,884	7,149,983	211,098	3%	6%
INTEREST INCOME	-	-	5,400	850,800	779,900	555,829	-	-	-	(141)	(129)	36,031	77,017	70,599	240,099	-	-	-	927,676	850,370	837,364	(13,005)	-2%	10%
OTHER INCOME	940,298	861,940	509,232	430,400	394,533	765,853	25,752	23,606	147,482	919,954	843,291	928,868	133,866	122,711	199,168	27,555	25,259	38,371	2,477,825	2,271,340	2,588,973	317,634	14%	-4%
ADMIN & MANAGEMENT FEE INCOME	8,225,798	7,540,315	6,818,947	150,000	137,500	55,172	-	-	-	10,961	10,048	27,721	78	72	780	-	-	-	8,386,837	7,687,934	6,902,620	(785,314)	-10%	18%
DEVELOPER FEE INCOME	-	-	-	-	-	-	5,185,792	4,753,643	3,895,047	-	-	-	-	-	-	-	-	-	5,185,792	4,753,643	3,895,047	(858,596)	-18%	25%
HUD GRANT INCOME	-	-	-	-	-	-	-	-	-	9,132,822	8,371,754	8,930,258	4,969,291	4,555,183	4,199,735	-	-	-	14,102,113	12,926,937	13,129,992	203,055	2%	7%
OTHER GRANT INCOME	-	-	-	-	-	-	-	-	-	2,185,668	2,003,529	947,347	827,645	758,675	443,987	30,420	27,885	16,885	3,043,733	2,790,089	1,408,219	(1,381,869)	-50%	54%
TOTAL INCOME	9,166,096	8,402,255	7,333,579	1,431,200	1,311,933	1,376,854	5,211,544	4,777,249	4,042,529	12,249,264	11,228,492	10,870,225	11,545,717	10,583,574	10,450,154	2,089,847	1,915,693	1,838,857	41,693,668	38,219,196	35,912,199	(2,306,997)	-6%	14%
EXPENSES																								
PAYROLL EXPENSES	5,941,548	5,446,419	5,486,789	-	-	-	1,194,986	1,095,404	1,120,094	6,668,740	6,113,011	5,457,615	2,847,970	2,610,639	2,495,356	273,951	251,122	264,572	16,927,195	15,516,596	14,824,426	(692,170)	-4%	12%
ADMINISTRATIVE EXPENSES	3,414,896	3,130,321	2,209,592	609,800	558,983	970,363	1,804,394	1,654,028	399,751	5,408,146	4,957,467	4,855,559	2,387,791	2,188,808	2,216,157	156,774	143,710	182,521	13,781,801	12,633,318	10,833,944	(1,799,374)	-14%	21%
TENANT SERVICES EXPENSES	53,000	48,583	18,635	-	-	-	-	-	113	1,697,019	1,555,601	371,196	16,880	15,473	118,197	4,835	4,432	245	1,771,734	1,624,090	508,385	(1,115,704)	-69%	71%
UTILITY EXPENSES	176,850	162,113	156,042	-	-	-	-	-	294	62,000	56,833	161,806	1,870,791	1,714,892	1,652,421	196,355	179,992	202,125	2,305,996	2,113,830	2,172,688	58,858	3%	6%
MAINTENANCE EXPENSES	532,456	488,085	365,455	35,000	32,083	9,916	6,690	6,133	5,566	46,783	42,884	54,608	1,495,430	1,370,811	1,735,182	544,350	498,988	430,424	2,660,709	2,438,983	2,601,151	162,168	7%	2%
TAXES & INSURANCE EXPENSES	29,890	27,399	24,908	18,300	16,775	6,505	2,583	2,368	18,562	3,493	3,202	6,805	353,356	323,910	391,219	27,554	25,257	37,610	435,176	398,911	485,608	86,698	22%	-12%
TOTAL EXPENSES	10,148,640	9,302,920	8,261,420	663,100	607,842	986,784	3,008,653	2,757,932	1,544,380	13,886,181	12,728,999	10,907,589	8,972,218	8,224,533	8,608,532	1,203,819	1,103,501	1,117,497	37,882,611	34,725,727	31,426,202	(3,299,525)	-10%	17%
NET OPERATING INCOME	(982,544)	(900,666)	(927,841)	768,100	704,092	390,070	2,202,891	2,019,316	2,498,149	(1,636,917)	(1,500,507)	(37,363)	2,573,499	2,359,041	1,841,622	886,028	812,192	721,361	3,811,057	3,493,469	4,485,997	992,528	28%	-18%
NON-OPERATING EXPENSES																								
TOTAL NON-OPERATING EXPENSES	-	-	-	-	-	-	-	-	46	222,737	204,176	202,968	713,913	654,420	993,883	43,700	40,058	63,906	980,350	898,654	1,260,804	362,150	40%	-29%
TOTAL FINANCING EXPENSES	175,000	140,000	140,000	-	-	250	-	-	-	-	-	-	255,936	234,608	583,265	329,784	302,302	151,266	760,720	676,910	874,781	197,871	29%	-15%
TOTAL ADJUSTMENTS & OPERATING TRANSFERS	20,000	18,333	-	-	-	-	-	-	2,340	-	-	-	-	-	-	-	-	-	20,000	18,333	2,340	(15,993)	0%	88%
TOTAL NON-OPERATING EXPENSES	195,000	158,333	140,000	-	-	250	-	-	2,386	222,737	204,176	202,968	969,849	889,028	1,577,147	373,484	342,360	215,172	1,761,070	1,593,897	2,137,924	544,027	34%	-21%
NET INCOME	(1,177,544)	(1,058,999)	(1,067,841)	768,100	704,092	389,820	2,202,891	2,019,316	2,495,763	(1,859,654)	(1,704,682)	(240,332)	1,603,650	1,470,013	264,474	512,544	469,832	506,189	2,049,987	1,899,571	2,348,073	448,501	24%	-15%
UNRESTRICTED NET INCOME	(1,177,544)	(1,058,999)	(1,067,841)				2,202,891	2,019,316	2,495,763	(1,859,654)	(1,704,682)	(240,332)				512,544	469,832	506,189	(321,763)	(274,533)	1,693,778	1,968,311	717%	626%

BOARD UPDATE

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TO: Boards of Commissioners

Fresno Housing Authority

DATE: January 8, 2018

AUTHOR: Aurora Ibarra

FROM: Preston Prince, CEO/Executive Director

SUBJECT: 2017 Update on Leasing and Housing Assistance Payments
(HAP) for the Housing Choice Voucher (HCV) Program

Executive Summary

In the Housing Choice Voucher (HCV) program, leasing activity in the preceding year serves as the basis for HAP funding in the following year. The 2017 utilization rates in both City and County HCV programs ended the 2017 Calendar Year (CY) in a position to earn the Agency maximum points in key indicators for the program.

PHAs have two main funding sources to support voucher leasing:

1. Annual HAP renewal budget authority; and
2. Available funding in the PHA's restricted net assets (NRA) account at the beginning of the year, which will eventually be converted to a program reserve balance (HUD-held reserves).

HAP revenue for both City and County programs includes funds transferred through HAP reserves (24 CFR 982.154).

City HCV

HAP expenditures for the year totaled \$42.55 million. PHA-held reserve balances ended the year at \$1.58 million, while HUD-held reserves ended at \$2.86 million, resulting in a total HAP reserve balance of \$4.44 million. HAP utilization for 2017 was 102.56%. Voucher utilization for CY 2017 was 96.78%. Under the lease-up indicator of the Section Eight Management Assessment Program (SEMAP), a minimum of 98% in either HAP or voucher utilization rates will result in the full 20 points, as is the case for the City's HCV program.

County HCV

HAP expenditures for the year totaled \$33.66 million. PHA-held reserve balances ended the year at \$411 thousand, while HUD-held reserves ended the CY at \$2.15 million, resulting in a total HAP reserve balance of \$2.56 million. HAP utilization for 2017 was 103.12%. Voucher utilization for CY 2017 was 97.05%. Under the lease-up indicator of the Section Eight Management

Assessment Program (SEMAP), a minimum of 98% in either HAP or voucher utilization rates will result in the full 20 points, as is the case for the County's HCV program.

Leasing Strategies

While the Agency will meet the SEMAP requirements for leasing, overall voucher utilization in both the City and the County is below the Agency's target level. Staff is working to appropriately increase leasing rates so that we can continue to serve more families, all while monitoring HAP utilization and per unit cost (PUC) to ensure there is no overutilization of HAP.

Staff has spent the past several month analyzing leasing rates and trends in HCV program. Some of the findings include an increasingly tight rental market, higher rents across the City and County, a reduction in the response rate of applicants drawn from the waitlist stemming from the transition to Yardi, and some technical challenges with the waitlist, among others. The Housing Choice Department has enlisted several strategies to increase leasing in the last quarter of 2017 and will continue to evaluate the effectiveness of these strategies. The department evaluated payment standards when the new Fair Market Rents were published in September. Payment standards were increased effective October 2nd and were immediately applied to new applicants and participants searching for new housing. The department also conducted a pre-inspection pilot project in October and November. Seventy three pre-inspections were conducted during that time, and thirty eight pre-inspections resulted in a HAP contract (52%). Staff has been calling applicants and participant movers who are searching for housing to offer voucher extensions for eligible families and provided them with updated listings of available units.

Staff will continue to analyze issues and trends and adjust leasing strategies where appropriate. Staff is preparing to present an in depth review of leasing and HAP at a future Board workshop and will be reaching out to Commissioners to determine possible dates.

Agency: City HAP Analysis													
Year: 2017													
Enter Data into Green fields	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
HAP													
HAP Budget Authority (97%)	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$3,457,264	\$41,487,170
HAP Revenue	\$3,726,652	\$3,449,952	\$3,731,785	\$3,731,785	\$3,731,785	\$3,731,785	\$3,754,053	\$3,748,771	\$3,748,771	\$3,748,771	\$3,748,771	\$3,748,771	\$44,601,652
HAP Expenses	\$3,626,303	\$3,709,838	\$3,676,829	\$3,599,902	\$3,600,737	\$3,590,181	\$3,570,631	\$3,459,455	\$3,387,958	\$3,390,032	\$3,358,488	\$3,580,387	\$42,550,741
Net HAP (Variance)	\$169,039	\$252,574	\$219,565	\$142,638	\$143,473	\$132,917	\$113,367	\$2,191	-\$69,306	-\$67,232	-\$98,776	\$123,123	\$1,063,571
Percent Variance (of BA)	104.89%	107.31%	106.35%	104.13%	104.15%	103.84%	103.28%	100.06%	98.00%	98.06%	97.14%	103.56%	102.56%
PHA-Held Reserve Balance	\$ -	\$ -	\$ -	\$ 36,468	\$ 174,632	\$ 316,236	\$ 487,394	\$ 776,710	\$ 1,172,432	\$ 1,503,588	\$ 1,510,756	\$ 1,576,673	\$1,576,673
HUD-Held Reserve Balance	\$ 5,076,773	\$ 4,747,741	\$ 4,256,075	\$ 3,764,410	\$ 3,272,744	\$ 2,781,079	\$ 2,918,577	\$ 3,061,357	\$ 3,204,136	\$ 2,912,628	\$ 3,044,083	\$ 2,859,302	\$2,859,302
Total HAP Reserve Balance	\$5,076,773	\$4,747,741	\$4,256,075	\$3,800,878	\$3,447,376	\$3,097,315	\$3,405,971	\$3,838,067	\$4,376,568	\$4,416,216	\$4,554,839	\$4,435,975	\$4,435,975
PUC													
Actual HAP PUC	\$506	\$517	\$523	\$514	\$520	\$523	\$524	\$514	\$507	\$510	\$504	\$533	\$516
UNITS - Regular Vouchers													
HUD Baseline Units	6785	6785	6785	6785	6785	6785	6785	6785	6785	6785	6785	6785	81,420
Actual Leased (inc port outs)	6868	6883	6739	6713	6631	6571	6509	6427	6372	6336	6353	6399	78,801
Variance to baseline	83	98	-46	-72	-154	-214	-276	-358	-413	-449	-432	-386	-2619
YTD Variance to baseline	83	181	135	63	-91	-305	-581	-939	-1352	-1801	-2233	-2619	-2619
Monthly Utilization	101.22%	101.44%	99.32%	98.94%	97.73%	96.85%	95.93%	94.72%	93.91%	93.38%	93.63%	94.31%	96.78%
UNITS - VASH Vouchers													
HUD Baseline Units	371	371	371	371	371	371	371	371	371	371	371	371	4,452
Actual Leased	294	294	292	296	297	297	305	309	313	317	315	315	3,644
Variance to baseline	-77	-77	-79	-75	-74	-74	-66	-62	-58	-54	-56	-56	-808
YTD Variance to baseline	-77	-154	-233	-308	-382	-456	-522	-584	-642	-696	-752	-808	-808
Monthly Utilization	79.25%	79.25%	78.71%	79.78%	80.05%	80.05%	82.21%	83.29%	84.37%	85.44%	84.91%	84.91%	81.85%

Agency: County HAP Analysis Year: 2017													
	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
HAP													
HAP Budget Authority (97%)	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$2,720,297	\$32,643,561
HAP Revenue	\$2,649,445	\$2,649,445	\$2,790,148	\$2,790,148	\$2,790,148	\$2,790,148	\$2,635,157	\$2,897,562	\$2,897,562	\$2,897,562	\$2,694,619	\$2,863,587	\$33,345,531
HAP Expenses	\$2,689,401	\$2,810,818	\$2,881,088	\$2,847,970	\$2,821,991	\$2,911,487	\$2,797,625	\$2,790,667	\$2,802,293	\$2,804,407	\$2,704,566	\$2,798,872	\$33,661,185
Net HAP (Variance)	-\$30,896	\$90,521	\$160,791	\$127,673	\$101,694	\$191,190	\$77,328	\$70,370	\$81,996	\$84,110	-\$15,731	\$78,575	\$1,017,624
Percent Variance (of BA)	98.86%	103.33%	105.91%	104.69%	103.74%	107.03%	102.84%	102.59%	103.01%	103.09%	99.42%	102.89%	103.12%
PHA-Held Reserve Balance	\$ 625,449	\$ 464,076	\$ 373,136	\$ 320,759	\$ 290,577	\$ 169,238	\$ 6,770	\$ 113,665	\$ 262,976	\$ 356,131	\$ 346,184	\$ 411,169	\$411,169
HUD-Held Reserve Balance	\$ 2,804,485	\$ 2,760,202	\$ 2,575,216	\$ 2,390,230	\$ 2,205,244	\$ 2,020,258	\$ 2,335,668	\$ 2,388,673	\$ 2,441,677	\$ 2,264,412	\$ 2,290,090	\$ 2,146,530	\$2,146,530
Total HAP Reserve Balance	\$3,429,934	\$3,224,278	\$2,948,352	\$2,710,989	\$2,495,821	\$2,189,496	\$2,342,438	\$2,502,338	\$2,704,653	\$2,620,543	\$2,636,274	\$2,557,699	\$2,557,699
PUC													
Actual HAP PUC (Exp/Leased)	\$499	\$517	\$517	\$512	\$508	\$526	\$507	\$508	\$512	\$517	\$498	\$515	\$511
UNITS													
HUD Baseline Units	5652	5652	5652	5652	5652	5652	5652	5652	5652	5652	5652	5652	67,824
Actual Leased (inc port outs)	5390	5438	5575	5564	5551	5534	5514	5492	5468	5429	5434	5432	65,821
Variance to baseline	-262	-214	-77	-88	-101	-118	-138	-160	-184	-223	-218	-220	-2003
YTD Variance to baseline	-262	-476	-553	-641	-742	-860	-998	-1158	-1342	-1565	-1783	-2003	-2003
Monthly Utilization	95.36%	96.21%	98.64%	98.44%	98.21%	97.91%	97.56%	97.17%	96.74%	96.05%	96.14%	96.11%	97.05%

BOARD UPDATE

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TO: Boards of Commissioners

Fresno Housing Authority

DATE: January 11, 2018

AUTHOR: Tracewell Hanrahan

FROM: Preston Prince, CEO/Executive Director 

SUBJECT: HUD Monitoring Update

Executive Summary

The purpose of this update is to provide the Board of Commissioners with a copy of the final HUD Monitoring Report, which was received on December 19, 2017, and the Agency's responses to the report, which was sent by the required deadline of January 5, 2018. A team of seven analysts and auditors from HUD performed an extensive off-site and on-site compliance review of HUD-funded programs, and prepared the attached report to be used by the Agency to improve operations and strengthen compliance activities for HUD programs.

As indicated in the attached executive summary and report, as well as the exit interviews conducted between HUD and Agency staff, both housing authorities are performing well, with the majority of functions and activities reviewed having solicited very few concerns. We are pleased to report that the Agency received very positive comments in the following areas:

- Governance
- Leadership
- Financial reporting
- Internal controls
- Maintenance
- Procurement
- Program file organization and accuracy, particularly in the Housing Choice Voucher Department

The report did recommend certain improvements, primarily in the Public Housing Program. As the Boards are aware, the Public Housing Division has recently undergone an internal program analysis and structural changes at the staff-level. Management and staff are in the process of developing and implementing additional procedures and complimentary training programs. The report from HUD recognizes that the Agency has been making on-going improvement to the Public Housing Division and encourages management to continue efforts to strengthen training and procedures.

Overall, there were eleven findings for the Housing Authority for the City of Fresno and eleven findings for the Housing Authority of Fresno County. Many of these were recommendations centered around strengthening our policies and procedures, and the Agency has promptly adopted and implemented the recommendations. These enhancements will help us further improve our services to program participants. Additionally, the report documents a small number of errors with respect to tenant files and HQS inspection frequency, and the Agency is working to promptly to correct these issues. Staff has already provided responses to HUD regarding these items, and anticipate that these responses will clear a number of the findings. Staff will continue to follow up with HUD on our progress, and the Boards will receive confirmation from staff once all findings are cleared.

Background

The Agency received notification in late March 2017 that the San Francisco Field Office for the U.S. Department of Housing and Urban Development (HUD) would be conducting a Compliance Monitoring review during the year. HUD officials indicated that this review was not being conducted as a result of any specific concern, but due to the breadth and variety of our programs and our numerous RAD transactions. Officials also indicated that they wanted an opportunity to provide support and technical assistance. The on-site review was scheduled for mid-August in order to allow staff to focus on the regular annual Agency audit before being available to the HUD staff. A team of HUD analysts came to Fresno during the week of August 14, 2017 and worked directly with staff to perform the review.

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Mr. Gerard R. Windt, Director
Office of Public Housing
U.S. Department of Housing and Urban Development
San Francisco Regional Office – Region IX
One Sansome Street Ste 1200
San Francisco, CA 94104-4430

January 4, 2018

RE: PIH Compliance Monitoring Review Report Transmittal for the Housing Authority
of Fresno County (HAFC)

Dear Mr. Windt,

This letter is in response to the Compliance Monitoring Review Report received on December 19, 2017 for the review conducted from August 14 – 18, 2017 by the U.S. Department of Housing and Urban Development (HUD) which resulted in eleven findings and nine concerns. Attached you will find our responses to the findings, including the deliverables. You will also find general responses to the concerns and recommendations even though they were not listed as required corrective actions, except where noted.

Our mission continues to be to *create and sustain vibrant communities throughout Fresno County*. We are confident our ongoing efforts align with this mission and with the established guidelines that continue to meet the needs of our residents.

If you have additional questions, please do not hesitate to contact either myself or Tracewell Hanrahan, Deputy Executive Director.

Sincerely,



Preston Prince
CEO

RESPONSES TO FINDINGS

CORRECTIVE ACTION RESPONSES:

Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives.

Corrective action(s): The PHA has revised and received Board approval for the 2018 ACOP in compliance with all current HUD directives and mandates. The PHA will submit updated SOP to conform with policies. The PHA will ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA has assessed staff training needs and will provide training in those areas.

Deliverable(s): Enclosed as Deliverable #1 – HUD PHA Plan Approval letter, Deliverable #1a -#1c – County Board Resolution for ACOP, Agency Plan, and Administrative Plan, Deliverable #2 – Fresno Housing Training Plan (HMD) Sample, Deliverable #3 – HMD Program Matrix Sample

Finding #2 – Public Housing Lease and Grievance Procedure.

Corrective action: The PHA has prepared a draft updated Lease with grievance policy requirements and procedures, which was presented to the Board in December and expected to be submitted for Board approval in the first quarter of 2018. Staff is in the process of incorporating comments from the Boards and members of the public..

Deliverable(s): Enclosed as Deliverable #4 – draft standard lease, Deliverable #5 - public housing addendum, and Deliverable #6 - grievance procedures

Finding #3 – Enterprise Income Verification (EIV) System.

Corrective action(s): As the report indicates, the PHA does currently use the EIV system. The PHA will ensure that staff consistently uses the EIV system in its entirety. The PHA will use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA will monitor EIV reports as required. The PHA will investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA has implemented the EIV requirements per the most current updated Notice PIH 2017-12 and reviewed with staff on August 30, 2017.

Deliverable(s): Enclosed as Deliverable #7 – HMD QA Meeting Agenda & Sign in sheet for August 2017, and Deliverable #8 - HMD Quality Assurance Monthly Monitoring Checklist

Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII).

Corrective action(s): The PHA takes the protection of PII very seriously and staff is mindful of the safeguards required. The report indicates that staff at two sites were not consistently implementing all available measures to protect the data. The PHA has refocused efforts around the issue in 2017 including training, which was delivered in April of 2017.

The PHA has further developed and implemented administrative, technical, and physical safeguards to protect applicant and participant information as provided in Chapter 22 of the 2018 ACOP. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA will implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA will continually train staff on HUD Information Security Procedures. The PHA has developed a security plan for the information system that provides an overview of the security requirements as provided in Chapter 22 of the 2018 ACOP. REAC-EIV recommends PHA staff complete the on-line DOD Annual Security Awareness. HACF requires staff complete this Cyber Awareness training prior to initial EIV certification and annually prior to EIV recertification. PHA staff completed the annual Cyber Awareness training in April 2017 certificates are on file for all staff.

Deliverable(s): Enclosed as Deliverable #9 – 2018 ACOP, Chapter 22, Deliverable #9a – Cyber Awareness Certificate and list of staff with completed Certificate and Deliverable #10 – HMD QA Meeting Agenda & Sign in Sheet for October 2017

Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols.

Corrective action(s): The PHA reviewed the new PIH Notice on VAWA in 2017 and updated all policies and procedures in the 2018 ACOP. All staff were trained on the updated VAWA rules and regulations in May of 2017. The standard lease with all the required language is currently being updated. (See response to Finding #2.)

Deliverable(s): Enclosed as Deliverable #4 – draft standard lease (see Finding #2.), Deliverable #5 - public housing addendum, Deliverable #11 – HMD QA Meeting Agenda & Sign in sheet for May 2017, Deliverable #12 - VAWA notice and forms

Finding #6 – HQS Inspections.

Corrective Action (s): The HCV Department has pulled the latest PIC HQS report and identified all inspections showing the last inspection conducted later than two years. In the City HCV program, PIC was reflecting 185 inspections older than 24 months. In the County program, PIC was reflecting 202 inspections older than 24 months. This was a total of less than 3% of the total number of annual inspections performed by the PHAs combined. In addition, only 47 inspections were actually late in the City and 12 were late in the County. The remaining inspections that were showing up on the HUD reporting system (PIC) were PIC system errors and data errors from our software conversion.

The PHA took action on the late inspections by either submitting PIC corrections, doing data clean-up or scheduling the late inspections. The current data reflected in PIC represents one inspection older than 24 months for the HCV City program and one at 24 months; both of these inspections have been corrected and will come off the late report when the December report is available in PIC. There are two inspections older than 24 months for the HCV County program; both of these inspections will also come off the late report when the December report is available in PIC.

Deliverable(s): Enclosed as Deliverable #13 – HQS Inspection Report as of November 30, 2017. A new report can be provided by the PHA when the PIC/IMS system report reflects the additional December updates, which is the first Friday after the end of the preceding month, or January 8, 2018.

Finding #7 – Determination of Adjusted Income.

Corrective action(s): The PHA will update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA will verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination. Ongoing training will be provided to staff at each site and monitored by our QA department.

Deliverable(s): The PHA will update Income Verification policy by March 2018.

Finding #8 – Resident Allowances for Utilities.

Corrective action(s): The PHA maintains records that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and makes them available for inspection by residents. The PHA also gives notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notifies residents where those records are maintained and available for review/inspection. PHA has not been consistently retaining proof of notification to residents in the tenant files. The PHA has mailed a notice to each resident regarding Utility Allowances and has posted a copy of such notice in each tenant file. In addition, the PHA has developed a policy and schedule for Individual Relief of Utility Allowance and has included the information in the notice given to the residents.

Deliverable(s): Enclosed as Deliverable #14 – Individual Relief of Utility Allowance Policy (draft) and Deliverable #15 – Utility Allowance Notice to Residents

Finding #9 – Systemic Resident File Errors.

Corrective action(s): The PHA corrected the tenant file errors identified at the time of the review in August 2017. The PHA has developed policies and procedures for quality control and has implemented regular reviews that will be conducted at least quarterly to correct and avoid careless errors.

Deliverable(s): Enclosed as Deliverable #16 – HMD QA SOP, Deliverable #17 – HMD File Audit Checklist, and Deliverable #18 HMD QA Monitoring Reports

Finding #10 – General HUD Program Requirements.

Corrective action(s): PHA has updated the lease (see Finding #2), which includes all HUD mandated terms. The PHA will begin the process of having the updated leases signed by all tenants following Board approval of the standard lease estimated to occur in March of 2018. The PHA will provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Staff will be reminded about the annual inspections requirements.

Deliverable(s): Enclosed as Deliverable #5 - standard lease, and Deliverable #6 - public housing addendum

Finding #11 – Internal Controls.

Corrective action(s): PHA staff does a regular Quality Assurance Review of all files, but will increase its monitoring as recommended in the report. The PHA has reviewed and updated procedures and has implemented additional file reviews for all initial files and 10% of annual certification quality control review measures, to correct and avoid errors.

Deliverable(s): Enclosed as Deliverable #16 – HMD QA SOP, Deliverable #17 – HMD File Audit Checklist, Deliverable #18 - HMD QA Monitoring Reports, and Deliverable #19 – 50058 Submission Report

RESPONSES TO CONCERNS/RECOMENDATIONS**GOVERNANCE:****Concern #1 - Bank Reconciliation Procedures**

The PHA agrees with the recommendation and has since trained staff to date the bank reconciliations. This concern has been corrected.

Concern #2 - Check Signing Policy

The PHA agrees with the recommendation and has since removed the Director of Finance and Administrative Services as a check signer. This concern has been corrected. Enclosed as Deliverable #24 – Board Resolution Authorizing Officers/Employees.

Concern #3 - Collection Agency Use

The PHA is in the process of reviewing their policy around rent collection and tenant account receivable write-offs. Staff will further analyze and complete a cost/benefit analysis of hiring a collection agency to collect past due rent, and make a determination that will be included in the update to the policy.

Recommendation #2 – Account Transfer Activity Procedure. The PHA agrees with the recommendation and will include the recommended language in the update to the internal accounting procedure.

HOUSING CHOICE VOUCHERS:

Concern #4 – Tenant File Review:

The HAFC has corrected the three tenant files that contained errors and conducts supervisor and quality control reviews on a regular basis.

Deliverable(s): Enclosed, as requested are the following documents; Deliverable 20 - HCV monitoring database 11.28.17, Deliverable #21 - Intake Self-Monitoring Checklist, and Deliverable #22 - Certification Self-Monitoring Checklist.

Concern #5 – Payment Standards:

The PHA's Payment Standards Schedule was updated October 12, 2017. A copy of the schedule is enclosed as Deliverable #23 - Payment Standard Memo Eff 10.1.2017. The PHA will also update the Board Approved Administrative Plan to include more specific procedures that will ensure a memo is written to staff on an annual basis and indicates to staff if the payment standards are to be changed or will remain the same. The report indicates that the payment standards should be approved by the Boards. There is no HUD Guidance or regulations that specifically indicate that the payment standards need to be individually approved by the Boards as long as they are within the required 90% - 110% of FMRs. The PHA regularly shares information about Payment Standards with the Boards when changes are necessary and will continue to get Board approval of the Administrative Plan that contains procedures regarding the Payment Standards.

Concern #6 – Unfunded Pension Liability

The PHA agrees with the recommendation and is correcting the entries for 2017. This concern will be corrected before year-end.

Concern #7 – FSS

In regards to the missing documentation of monthly contacts, Individual Training, and Services Plans for some of the enrollees/participants in the physical file, the concern is noted and well received. The information was digitally stored; however, the information was not printed and placed in the file prior to the file being audited.

Action has been taken to place all existing documentation that was digitally stored, related to monthly contacts and program progression, back into the original FSS case file for all enrollees/participants.

We have adjusted quality assurance monitoring for FSS moving forward to ensure that all files are in an organized order. We have revisited our existing case management and monitoring tools to ensure that all FSS enrollees/participants have monthly contacts, at minimum. In addition, all enrollees/participants with or without an escrow are being monitored for progress and retention and updated monthly. The FSS Coordinator has received in-housing training on new procedures for case management and file monitoring. The FSS Coordinator recently attended a structured “FSS Academy” for Service Coordinator Professional Certification Program in October 2017 and is now certified in the FSS program.

PUBLIC HOUSING:

Concern #8 - Ineligible Use of Operating Funds

The PHA agrees with the recommendation and has since repaid the Operating Fund for the ineligible expense. This concern has been corrected.

Concern #9 - Non-Competitive Proposals greater than \$150,000

The PHA agrees with the recommendation and has trained staff on the need to receive HUD’s approval before issuing a non-competitive procurements greater than \$150,000. This language has also been included in the Agency’s internal Procurement Procedures Manual. This concern has been corrected.

1331 Fulton Mall
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Mr. Gerard R. Windt, Director
Office of Public Housing
U.S. Department of Housing and Urban Development
San Francisco Regional Office – Region IX
One Sansome Street Ste 1200
San Francisco, CA 94104-4430

January 4, 2018

RE: PIH Compliance Monitoring Review Report Transmittal for the Housing Authority
of the City of Fresno (HACF)

Dear Mr. Windt,

This letter is in response to the Compliance Monitoring Review Report received on December 19, 2017 for the review conducted from August 14 – 18, 2017 by the U.S. Department of Housing and Urban Development (HUD) which resulted in eleven findings and eight concerns. Attached you will find our responses to the findings, including the deliverables. You will also find general responses to the concerns and recommendations even though they were not listed as required corrective actions, except where noted.

Our mission continues to be to *create and sustain vibrant communities throughout Fresno County*. We are confident our ongoing efforts align with this mission and with the established guidelines that continue to meet the needs of our residents.

If you have additional questions, please do not hesitate to contact either myself or Tracewell Hanrahan, Deputy Executive Director.

Sincerely,



Preston Prince
CEO

RESPONSES TO FINDINGS

CORRECTIVE ACTION RESPONSES:

Finding #1 – Board Approved Admissions and Continued Occupancy Policy (ACOP) and Agency Policies, Non-Compliance with HUD Directives.

Corrective action(s): The PHA has revised and received Board approval for the 2018 ACOP in compliance with all current HUD directives and mandates. The PHA will submit updated SOP to conform with policies. The PHA will ensure that all Board-approved policies are properly implemented, with all staff trained on all current and updated PHA policies and HUD directives. The PHA has assessed staff training needs and will provide training in those areas.

Deliverable(s): Enclosed as Deliverable #1 – HUD PHA Plan Approval letter, Deliverable #1a -#1c – County Board Resolution for ACOP, Agency Plan, and Administrative Plan, Deliverable #2 – Fresno Housing Training Plan (HMD) Sample, Deliverable #3 – HMD Program Matrix Sample

Finding #2 – Public Housing Lease and Grievance Procedure.

Corrective action: The PHA has prepared a draft updated Lease with grievance policy requirements and procedures, which was presented to the Board in December and expected to be submitted for Board approval in the first quarter of 2018. Staff is in the process of incorporating comments from the Boards and members of the public..

Deliverable(s): Enclosed as Deliverable #4 – draft standard lease, Deliverable #5 - public housing addendum, and Deliverable #6 - grievance procedures

Finding #3 – Enterprise Income Verification (EIV) System.

Corrective action(s): As the report indicates, the PHA does currently use the EIV system. The PHA will ensure that staff consistently uses the EIV system in its entirety. The PHA will use the EIV system in its entirety to verify income information and validate tenant-reported income. The PHA will monitor EIV reports as required. The PHA will investigate and confirm possible income discrepancies of \$2,400 or more as disclosed on the EIV Income Discrepancy Report. The PHA has implemented the EIV requirements per the most current updated Notice PIH 2017-12 and reviewed with staff on August 30, 2017.

Deliverable(s): Enclosed as Deliverable #7 – HMD QA Meeting Agenda & Sign in sheet for August 2017, and Deliverable #8 - HMD Quality Assurance Monthly Monitoring Checklist

Finding #4 – Non-Compliance with Privacy Act and Safeguarding of Personally Identifiable Information (PII).

Corrective action(s): The PHA takes the protection of PII very seriously and staff is mindful of the safeguards required. The report indicates that staff at two sites were not consistently implementing all available measures to protect the data. The PHA has refocused efforts around the issue in 2017 including training, which was delivered in April of 2017.

The PHA has further developed and implemented administrative, technical, and physical safeguards to protect applicant and participant information as provided in Chapter 22 of the 2018 ACOP. This includes protecting electronic transmissions of sensitive data via fax, email, and other electronic devices. The PHA will implement procedures to protect all hard copy and electronic files containing sensitive PII, and manage access to sensitive applicant, tenant and participant PII. The PHA will continually train staff on HUD Information Security Procedures. The PHA has developed a security plan for the information system that provides an overview of the security requirements as provided in Chapter 22 of the 2018 ACOP. REAC-EIV recommends PHA staff complete the on-line DOD Annual Security Awareness. HACF requires staff complete this Cyber Awareness training prior to initial EIV certification and annually prior to EIV recertification. PHA staff completed the annual Cyber Awareness training in April 2017 certificates are on file for all staff.

Deliverable(s): Enclosed as Deliverable #9 – 2018 ACOP, Chapter 22, Deliverable #9a – Cyber Awareness Certificate and list of staff with completed Certificate and Deliverable #10 – HMD QA Meeting Agenda & Sign in Sheet for October 2017

Finding #5 – Non-Compliance with Violence Against Women Act (VAWA) Protocols.

Corrective action(s): The PHA reviewed the new PIH Notice on VAWA in 2017 and updated all policies and procedures in the 2018 ACOP. All staff were trained on the updated VAWA rules and regulations in May of 2017. The standard lease with all the required language is currently being updated. (See response to Finding #2.)

Deliverable(s): Enclosed as Deliverable #4 – draft standard lease (see Finding #2.), Deliverable #5 - public housing addendum, Deliverable #11 – HMD QA Meeting Agenda & Sign in sheet for May 2017, Deliverable #12 - VAWA notice and forms

Finding #6 – HQS Inspections.

Corrective Action (s): The HCV Department has pulled the latest PIC HQS report and identified all inspections showing the last inspection conducted later than two years. In the City HCV program, PIC was reflecting 185 inspections older than 24 months. In the County program, PIC was reflecting 202 inspections older than 24 months. This was a total of less than 3% of the total number of annual inspections performed by the PHAs combined. In addition, only 47 inspections were actually late in the City and 12 were late in the County. The remaining inspections that were showing up on the HUD reporting system (PIC) were PIC system errors and data errors from our software conversion.

The PHA took action on the late inspections by either submitting PIC corrections, doing data clean-up or scheduling the late inspections. The current data reflected in PIC represents one inspection older than 24 months for the HCV City program and one at 24 months; both of these inspections have been corrected and will come off the late report when the December report is available in PIC. There are two inspections older than 24 months for the HCV County program; both of these inspections will also come off the late report when the December report is available in PIC.

Deliverable(s): Enclosed as Deliverable #13 – HQS Inspection Report as of November 30, 2017. A new report can be provided by the PHA when the PIC/IMS system report reflects the additional December updates, which is the first Friday after the end of the preceding month, or January 8, 2018.

Finding #7 – Determination of Adjusted Income.

Corrective action(s): The PHA will update its Income Verification policies to provide clear guidance in obtaining income verification and calculating correct income. The PHA will verify and correctly determine adjusted annual income for applicants at admission and each assisted family at annual reexamination. Ongoing training will be provided to staff at each site and monitored by our QA department.

Deliverable(s): The PHA will update Income Verification policy by March 2018.

Finding #8 – Resident Allowances for Utilities.

Corrective action(s): The PHA maintains records that documents the basis on which allowances, scheduled surcharges, and revisions are established and revised and makes them available for inspection by residents. The PHA also gives notice to all residents of proposed allowances, scheduled surcharges, and revisions; and notifies residents where those records are maintained and available for review/inspection. PHA has not been consistently retaining proof of notification to residents in the tenant files. The PHA has mailed a notice to each resident regarding Utility Allowances and has posted a copy of such notice in each tenant file. In addition, the PHA has developed a policy and schedule for Individual Relief of Utility Allowance and has included the information in the notice given to the residents.

Deliverable(s): Enclosed as Deliverable #14 – Individual Relief of Utility Allowance Policy (draft) and Deliverable #15 – Utility Allowance Notice to Residents

Finding #9 – Systemic Resident File Errors.

Corrective action(s): The PHA corrected the tenant file errors identified at the time of the review in August 2017. The PHA has developed policies and procedures for quality control and has implemented regular reviews that will be conducted at least quarterly to correct and avoid careless errors.

Deliverable(s): Enclosed as Deliverable #16 – HMD QA SOP, Deliverable #17 – HMD File Audit Checklist, and Deliverable #18 HMD QA Monitoring Reports

Finding #10 – General HUD Program Requirements.

Corrective action(s): PHA has updated the lease (see Finding #2), which includes all HUD mandated terms. The PHA will begin the process of having the updated leases signed by all tenants following Board approval of the standard lease estimated to occur in March of 2018. The PHA will provide training to staff on the procedures for tracking and documenting welfare benefit reductions. Staff will be reminded about the annual inspections requirements.

Deliverable(s): Enclosed as Deliverable #5 - standard lease, and Deliverable #6 - public housing addendum

Finding #11 – Internal Controls.

Corrective action(s): PHA staff does a regular Quality Assurance Review of all files, but will increase its monitoring as recommended in the report. The PHA has reviewed and updated procedures and has implemented additional file reviews for all initial files and 10% of annual certification quality control review measures, to correct and avoid errors.

Deliverable(s): Enclosed as Deliverable #16 – HMD QA SOP, Deliverable #17 – HMD File Audit Checklist, Deliverable #18 - HMD QA Monitoring Reports, and Deliverable #19 – 50058 Submission Report

RESPONSES TO CONCERNS/RECOMENDATIONS**GOVERNANCE:****Concern #1 - Bank Reconciliation Procedures**

The PHA agrees with the recommendation and has since trained staff to date the bank reconciliations. This concern has been corrected.

Concern #2 - Check Signing Policy

The PHA agrees with the recommendation and has since removed the Director of Finance and Administrative Services as a check signer. This concern has been corrected. Enclosed as Deliverable #24 – Board Resolution Authorizing Officers/Employees.

Concern #3 - Collection Agency Use

The PHA is in the process of reviewing their policy around rent collection and tenant account receivable write-offs. Staff will further analyze and complete a cost/benefit analysis of hiring a collection agency to collect past due rent, and make a determination that will be included in the update to the policy.

Recommendation #2 – Account Transfer Activity Procedure. The PHA agrees with the recommendation and will include the recommended language in the update to the internal accounting procedure.

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Concern #5 – Payment Standards:

The PHA's Payment Standards Schedule was updated October 12, 2017. A copy of the schedule is enclosed as Deliverable #23 - Payment Standard Memo Eff 10.1.2017. The PHA will also update the Board Approved Administrative Plan to include more specific procedures that will ensure a memo is written to staff on an annual basis and indicates to staff if the payment standards are to be changed or will remain the same. The report indicates that the payment standards should be approved by the Boards. There is no HUD Guidance or regulations that specifically indicate that the payment standards need to be individually approved by the Boards as long as they are within the required 90% - 110% of FMRs. The PHA regularly shares information about Payment Standards with the Boards when changes are necessary and will continue to get Board approval of the Administrative Plan that contains procedures regarding the Payment Standards.

Concern #6 – Unfunded Pension Liability

The PHA agrees with the recommendation and is correcting the entries for 2017. This concern will be corrected before year-end.

PUBLIC HOUSING:

Concern #7 - Ineligible Use of Operating Funds

The PHA agrees with the recommendation and has since repaid the Operating Fund for the ineligible expense. This concern has been corrected.

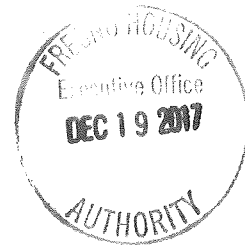
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U.S. Department of Housing and Urban Development
San Francisco Regional Office - Region IX
1 Sansome Street
San Francisco, California 94104-4432
www.hud.gov
espanol.hud.gov

DEC 12 2017



Mr. Preston Prince
Executive Director
Housing Authority of the City of Fresno
1331 Fulton Mall
Fresno, CA 93721

Re: PHA Plan Approval- Housing Authority of the City of Fresno (CA006)
Fiscal Year Beginning January 2018

Dear Mr. Prince:

This letter is to inform you that the Housing Authority of the City of Fresno's Plan submission for the PHA Fiscal Year (FY), beginning January 1, 2018, is approved. The Plan approved is version 1. This approval of the Plan submission does not constitute an endorsement of the strategies and policies outlined in the Plan. In providing assistance to families under programs covered by this Plan, the Housing Authority of the City of Fresno will comply with the rules, standards, and policies established in its Plan, as provided in 24 CFR §903 and other applicable regulations.

Your approved Plan and all required attachments and documents must be made available for review and inspection at the principal office of the PHA during normal business hours. Once posted, your plan will remain on display until your next Plan (whether next year's Plan or an intervening Significant amendment or modification) is submitted and is approved by HUD.

Please note a housing authority has the option to schedule one public hearing to address several changes to its approved Plan. Changes that require public housing hearing include: PHA Plan Significant Amendments; changes due to Demolition/Disposition; Homeownership; use of Capital Funds; Capital Fund Financing; proposed New Development or Mixed finance projects; Implementation of Rental Assistance Demonstration (RAD) Program; Flat Rents policies.

In a separate correspondence you will be notified of the procedures necessary to finalize the fund obligation process for this fiscal year's Capital Fund Award(s). Until the obligation process for these funds is finalized, they will not be available for drawdown.

If you have any questions regarding your PHA Plan or the information in this letter, please contact Andrew Q. Nguyen, Portfolio Management Specialist, at (415) 489-6443.

Sincerely,

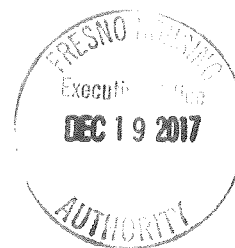
A handwritten signature in dark ink, appearing to read 'Gerard R. Windt', with a stylized, flowing script.

Gerard R. Windt
Director
Office of Public Housing



U.S. Department of Housing and Urban Development
San Francisco Regional Office - Region IX
1 Sansome Street
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DEC 12 2017



Mr. Preston Prince
Executive Director
Housing Authority of the County of Fresno
1331 Fulton Mall
Fresno, CA 93721

Re: PHA Plan Approval- Housing Authority of the County of Fresno (CA028)
Fiscal Year Beginning January 2018

Dear Mr. Prince:

This letter is to inform you that the Housing Authority of the County of Fresno's Plan submission for the PHA Fiscal Year (FY), beginning January 1, 2018, is approved. The Plan approved is version 1. This approval of the Plan submission does not constitute an endorsement of the strategies and policies outlined in the Plan. In providing assistance to families under programs covered by this Plan, the Housing Authority of the County of Fresno will comply with the rules, standards, and policies established in its Plan, as provided in 24 CFR §903 and other applicable regulations.

Your approved Plan and all required attachments and documents must be made available for review and inspection at the principal office of the PHA during normal business hours. Once posted, your plan will remain on display until your next Plan (whether next year's Plan or an intervening Significant amendment or modification) is submitted and is approved by HUD.

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If you have any questions regarding your PHA Plan or the information in this letter, please contact Andrew Q. Nguyen, Portfolio Management Specialist, at (415) 489-6443.

Sincerely,

A handwritten signature in dark ink, appearing to be "Gerard R. Windt", written in a cursive style.

Gerard R. Windt
Director
Office of Public Housing

RESOLUTION NO. 3865

BEFORE THE BOARD OF COMMISSIONERS OF THE
HOUSING AUTHORITY OF THE CITY OF FRESNO

RESOLUTION AUTHORIZING SUBMISSION OF THE 2018 ADMISSION AND
CONTINUED OCCUPANCY POLICY (ACOP) TO THE U.S. DEPARTMENT OF HOUSING
AND URBAN DEVELOPMENT

WHEREAS, the Housing Authority of the City of Fresno (PHA) is mandated to comply with federal laws, regulations, and notices; and,

WHEREAS, the PHA must establish policies and procedures to both clarify federal requirements and to ensure consistency in program operation; and,

WHEREAS, the ACOP informs HUD, residents and the public of the PHA's mission for serving the needs of low-income and very low-income families and the strategies for determining eligibility for admission and continued occupancy in public and affordable housing programs; and,

WHEREAS, HUD requires each PHA to submit an ACOP for all low-income public housing programs;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno, hereby adopt the 2018 Admission and Continued Occupancy Policy and authorize the CEO/Executive Director, and/or designee, to submit the ACOP to HUD by the deadline of October 17, 2017.

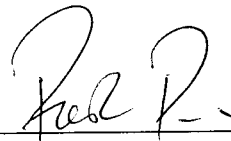
PASSED AND ADOPTED THIS 26th DAY OF SEPTEMBER, 2017. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES: Commissioners Jones, Johnson, Christensen and Santos.

NOES: None.

ABSENT: Commissioners Scott, Bedrosian and Vaillancourt.

ABSTAIN: None.



Preston Prince, Secretary of the Boards of Commissioners

RESOLUTION NO. 2606

BEFORE THE BOARD OF COMMISSIONERS OF THE
HOUSING AUTHORITY OF FRESNO COUNTY

RESOLUTION AUTHORIZING SUBMISSION OF THE 2018 ADMISSION AND
CONTINUED OCCUPANCY POLICY (ACOP) TO THE U.S. DEPARTMENT OF HOUSING
AND URBAN DEVELOPMENT

WHEREAS, the Housing Authority of Fresno County (PHA) is mandated to comply with federal laws, regulations, and notices; and,

WHEREAS, the PHA must establish policies and procedures to both clarify federal requirements and to ensure consistency in program operation; and,

WHEREAS, the ACOP informs HUD, residents and the public of the PHA's mission for serving the needs of low-income and very low-income families and the strategies for determining eligibility for admission and continued occupancy in public and affordable housing programs; and,

WHEREAS, HUD requires each PHA to submit an ACOP for all low-income public housing programs;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of Fresno County, hereby adopt the 2018 Admission and Continued Occupancy Policy and authorize the CEO/Executive Director, and/or designee, to submit the ACOP to HUD by the deadline of October 17, 2017.

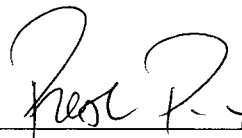
PASSED AND ADOPTED THIS 26th DAY OF SEPTEMBER, 2017. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES: Commissioners Petty, Sablan, Miller, Fuentes, Newsome and Catalano.

NOES: None.

ABSENT: Commissioner Castro.

ABSTAIN: None.



Preston Prince, Secretary of the Boards of Commissioners

RESOLUTION NO. 3869

BEFORE THE BOARD OF COMMISSIONERS OF THE
HOUSING AUTHORITY OF THE CITY OF FRESNO

RESOLUTION AUTHORIZING SUBMISSION OF THE 2018 PUBLIC HOUSING AGENCY
ANNUAL PLAN TO THE U.S. DEPARTMENT OF HOUSING AND URBAN
DEVELOPMENT

WHEREAS, the Quality Housing and Work Responsibility Act of 1998, established the U.S. Department of Housing and Urban Development's (HUD) responsibility for reviewing and approving or disapproving Public Housing Agency (PHA) Annual Plan; and,

WHEREAS, the PHA Annual Plan informs HUD, residents and the public of the PHA's mission for serving the needs of low-income and very low-income families and the strategies for addressing those needs; and,

WHEREAS, HUD requires each PHA to submit an Annual Plan for tenant-based assistance and public housing programs, and once every five years a Five-Year Plan ;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno, hereby adopt the 2018 Public Housing Agency Annual Plan and authorize the CEO/Executive Director, and/or designee, to submit the Plans to HUD by the deadline of October 17, 2017.

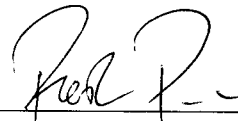
PASSED AND ADOPTED THIS 26th DAY OF SEPTEMBER, 2017. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES: Commissioners Jones, Johnson, Christensen and Santos.

NOES: None.

ABSENT: Commissioners Scott, Bedrosian and Vaillancourt.

ABSTAIN: None.



Preston Prince, Secretary of the Boards of Commissioners

RESOLUTION NO. 2610

BEFORE THE BOARD OF COMMISSIONERS OF THE
HOUSING AUTHORITY OF FRESNO COUNTY

RESOLUTION AUTHORIZING SUBMISSION OF THE 2018 PUBLIC HOUSING AGENCY
ANNUAL PLAN TO THE U.S. DEPARTMENT OF HOUSING AND URBAN
DEVELOPMENT

WHEREAS, the Quality Housing and Work Responsibility Act of 1998, established the U.S. Department of Housing and Urban Development's (HUD) responsibility for reviewing and approving or disapproving Public Housing Agency (PHA) Annual Plan; and,

WHEREAS, the PHA Annual Plan informs HUD, residents and the public of the PHA's mission for serving the needs of low-income and very low-income families and the strategies for addressing those needs; and,

WHEREAS, HUD requires each PHA to submit an Annual Plan for tenant-based assistance and public housing programs, and once every five years a Five-Year Plan ;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of Fresno County, hereby adopt the 2018 Public Housing Agency Annual Plan and authorize the CEO/Executive Director, and/or designee, to submit the Plans to HUD by the deadline of October 17, 2017.

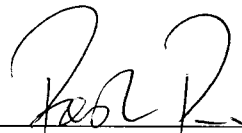
PASSED AND ADOPTED THIS 26th DAY OF SEPTEMBER, 2017. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES: Commissioners Petty, Sablan, Miller, Fuentes, Newsome and Catalano.

NOES: None.

ABSENT: Commissioner Castro.

ABSTAIN: None.



Preston Prince, Secretary of the Boards of Commissioners

RESOLUTION NO. 3866

BEFORE THE BOARD OF COMMISSIONERS OF THE
HOUSING AUTHORITY OF THE CITY OF FRESNO

RESOLUTION AUTHORIZING SUBMISSION OF THE 2018 ADMINISTRATIVE PLAN
TO THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WHEREAS, the Housing Authority of the City of Fresno (PHA) is mandated to comply with federal laws, regulations, and notices; and,

WHEREAS, the PHA must establish policies and procedures to both clarify federal requirements and to ensure consistency in program operation; and,

WHEREAS, the Administrative Plan informs HUD, residents and the public of the PHA's mission for serving the needs of low-income and very low-income families and the strategies for the administration of the Housing Choice Voucher program (HCV); and,

WHEREAS, HUD requires each PHA to submit an Administrative Plan that clearly outlines the policies that govern the PHA's administration of rental assistance programs;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of the City of Fresno, hereby adopt the 2018 Administrative Plan and authorize the CEO/Executive Director, and/or designee, to submit the Administrative Plan to HUD by the deadline of October 17, 2017.

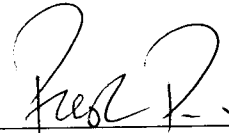
PASSED AND ADOPTED THIS 26th DAY OF SEPTEMBER, 2017. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES: Commissioners Jones, Johnson, Christensen and Santos.

NOES: None.

ABSENT: Commissioners Scott, Bedrosian and Vaillancourt.

ABSTAIN: None.



Preston Prince, Secretary of the Boards of Commissioners

RESOLUTION NO. 2607

BEFORE THE BOARD OF COMMISSIONERS OF THE
HOUSING AUTHORITY OF FRESNO COUNTY

RESOLUTION AUTHORIZING SUBMISSION OF THE 2018 ADMINISTRATIVE PLAN
TO THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

WHEREAS, the Housing Authority of Fresno County (PHA) is mandated to comply with federal laws, regulations, and notices; and,

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WHEREAS, HUD requires each PHA to submit an Administrative Plan that clearly outlines the policies that govern the PHA's administration of rental assistance programs;

NOW THEREFORE, BE IT RESOLVED that the Board of Commissioners of the Housing Authority of Fresno County, hereby adopt the 2018 Administrative Plan and authorize the CEO/Executive Director, and/or designee, to submit the Administrative Plan to HUD by the deadline of October 17, 2017.

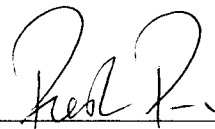
PASSED AND ADOPTED THIS 26th DAY OF SEPTEMBER, 2017. I, the undersigned, hereby certify that the foregoing Resolution was duly adopted by the governing body with the following vote, to-wit:

AYES: Commissioners Petty, Sablan, Miller, Fuentes, Newsome and Catalano.

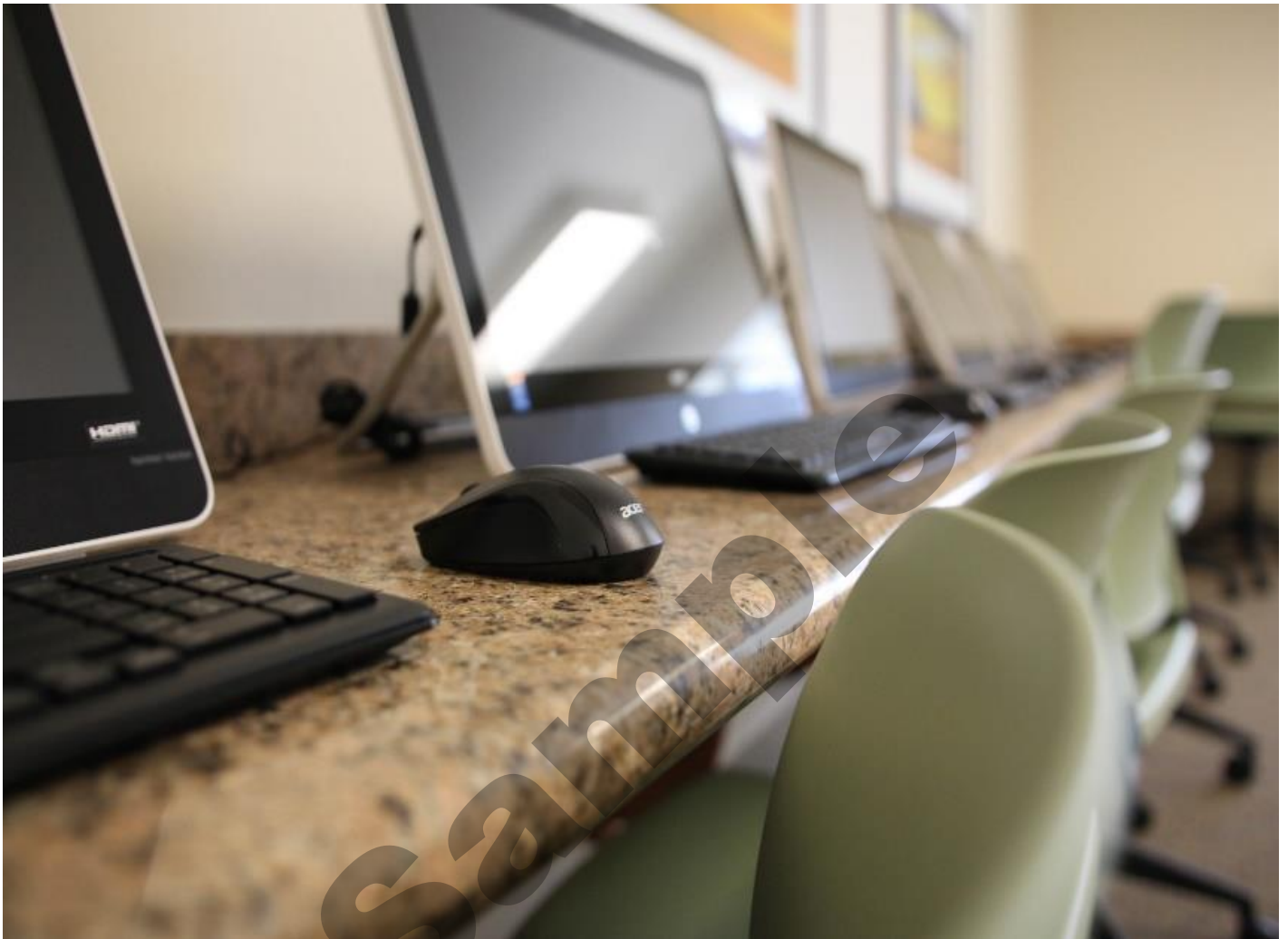
NOES: None.

ABSENT: Commissioner Castro.

ABSTAIN: None.



Preston Prince, Secretary of the Boards of Commissioners



Fresno Housing Training Plan

Fresno Housing has developed a training plan that will ensure Housing Management Division (HMD) staff understand and implement required policies and regulations across all programs. The intent is to establish clear and understandable guidance to site staff that will aid with tasks, processes, and procedures. The established procedures will clarify each process as it pertains to specific programs. The following agenda is subject to amendments and changes as the needs of the staff and agency evolve.

Timeframe

Trainings are expected to begin in January of 2018 and continue ongoing. Current and new staff will be required to attend trainings as they relate to the type of programs they manage.

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Materials:

- Matrix
- Quick Guides
- Training Guides
- SOP's

Program Matrix

	PBRA	LIHTC	HOME	LIPH	RD	CALHFA	MIGRANT
Household Income Documents Used	Third Party Verification of Employment Required 8 Consecutive Paystubs	Third Party Verification of Employment Required 3 Months of consecutive Pay stubs	Third Party Verification of Employment Required 3 Months of consecutive Pay stubs	Third Party Verification of Employment Requirement is Not Required Minimum of 2 consecutive paystubs	Third Party Verification of Employment Required Most current pay stub	Third Party Verification of Employment Required 8 Consecutive Paystubs	Use W2 and Income Tax Return If Income Tax return is not available, accept last paystub for each employer
Household Assets - Documents Used	6 months of Bank Statements for Checking Accts. Current Bank Statement for Savings Accts.	Only Verify with Bank Verification When Asset is Over \$5K	6 months of Bank Statements for Checking Accts. Current Bank Statement for Savings Accts.	6 months of Bank Statements for Checking Accts. Current Bank Statement for Savings Accts.	6 months of Bank Statements for Checking Accts. Current Bank Statement for Savings Accts.	6 months of Bank Statements for Checking Accts. Current Bank Statement for Savings Accts.	Not Verified
Occupancy Standard	Minimum 1 per bedroom Maximum 2 per bedroom Studio = Minimum 1 Maximum 1	2 persons per bedroom plus 1 Studio = Minimum 1 Maximum 1	2 persons per bedroom plus 1 Studio = Minimum 1 Maximum 1	Minimum 1 per bedroom Maximum 2 per bedroom Studio = Minimum 1 Maximum 1	Minimum 1 per bedroom Maximum 2 per bedroom Studio = Minimum 1 Maximum 1	Minimum 1 per bedroom Maximum 2 per bedroom Studio = Minimum 1 Maximum 1	2 bedrooms - Max of 7 3 bedrooms - Max of 10
Student Rule							
Eligibility Status							

RESIDENT LEASE AGREEMENT

[PROPERTY NAME]

RESIDENT NAME(S)	TOTAL NO. PERSONS IN HOUSEHOLD	BEDROOM COUNT
UNIT ADDRESS	DWELLING UNIT NO.	MONTHLY RENT
MANAGEMENT ADDRESS	MANAGEMENT CONTACT	EFFECTIVE DATE

This RESIDENT LEASE AGREEMENT is effective this _____ day of _____, 20____ and _____ is made between _____ (“MANAGEMENT”) and _____ (“RESIDENT”). In reliance upon statements made in the RESIDENT's housing application, MANAGEMENT hereby agrees to lease to RESIDENT the dwelling unit # _____ (“Dwelling Unit”) according to the following terms and conditions. As used throughout, the term “Lease” shall mean this document and all addenda attached hereto and listed in Section 20.

1. TERM OF LEASE

- a. The initial term of this Lease shall be for a period of twelve (12) months.
- b. **Renewal.** After the initial term, this Lease shall be automatically renewable, except for non-compliance with the Lease or applicable program requirements, or another reason described in this Lease and any addenda attached to and incorporated into this Lease.
- c. **Termination.** This Lease may be terminated by either party as set forth in Section 16 and the applicable addenda attached to and incorporated into this Lease.
- d. **Unit Type.** One or more federal, state, or local affordable housing and/or rental assistance programs (e.g Low-Income Housing Tax Credit (LIHTC), HOME Investment Partnerships Program (HOME), Project-Based Voucher (PBV) among others) may govern the premises. RESIDENT will be required to comply with all program requirements applicable to his/her unit, commencing from time of occupancy. Specific program requirements not mentioned in this Resident Lease Agreement are shown in the applicable Lease addenda attached hereto. This Resident Lease Agreement and applicable addenda are intended to read together, and shall hereinafter collectively be referred to as and comprise the “Lease”. If there is any conflict between the terms of this Resident Lease Agreement or any applicable Lease addendum, the most stringent requirements shall control.

2. **MEMBERS OF HOUSEHOLD.** Occupancy in the Dwelling Unit is limited to the RESIDENT(s) listed above and the following members of the household:

Member Name	D.O.B.	Masked SSN	Member name	D.O.B	Masked SSN
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

3. RENT PAYMENTS

- a. **Monthly Rent.** The monthly rental amount of \$_____ shall be due and payable in advance on the first day of each month.
- b. **Prorated Rent.** If tenancy does not begin on the first day of the month, RESIDENT shall pay the initial prorated rent payment of \$ _____ at the time this Lease is signed for the period beginning on _____, and ending on _____. Beginning _____, RESIDENT shall pay the monthly rent as provided in Paragraph (a) of this section on or before the first day of each month. RESIDENT shall be personally responsible for rent payments due. NO PARTIAL RENT PAYMENTS WILL BE ACCEPTED.
- c. **Late Charges.** A late payment charge of \$20.00 will be assessed after the grace period set forth in the applicable Lease addendum. **Failure to pay rent prior to the date late payments are assessed shall constitute good cause for eviction.** Repeated late payments, meaning more than four (4) late payments within a twelve (12) month period, shall constitute good cause for eviction.
- d. **Payment Location.** Unless otherwise specified, rent and other charges must be mailed to "LOCKBOX" at [Designated Lockbox Address], payable to MANAGEMENT. All mailed payments must be post marked by the last day of the applicable grace period considered on time.
- e. If RESIDENT terminates this Lease as set forth in Section 16 and the Lease addenda, any rents already paid or any rents due shall be prorated daily after the date of expiration of the thirty (30) day required notice period. If RESIDENT vacates without notice, he/she shall be charged rent for the thirty (30) days after MANAGEMENT learns the unit is vacated. Rental credits or charges shall be based upon actual days per month. This rent will remain in effect unless adjusted by MANAGEMENT after an annual or interim reexamination of the household composition and income as explained in Addendum 1, or as a result of program required rent increases.
- f. IT IS EXPRESSLY UNDERSTOOD AND AGREED that, in the event the RESIDENT is transferring from another MANAGEMENT-operated Dwelling Unit, payment of any unpaid balance due under the previous lease shall become a part of the consideration of this Lease.

- g. **Cash payments prohibited.** Payments are to be made in the form of money order, cashier's check or personal check. Residents who have submitted a personal check that is returned for insufficient funds or written on a closed bank account will be charged a returned check fee (also known as Non-Sufficient Funds (NSF) bank fee) of up to \$25.00 for the first returned check, and up to \$35.00 for any subsequent returned check. Residents who submit more than two (2) personal checks that are not honored for payment shall be required to make future payments by cashier's check or money order.

4. SECURITY DEPOSIT

- a. Upon signing this Lease, RESIDENT also agrees to pay MANAGEMENT a security deposit of \$_____. MANAGEMENT will retain the security deposit until the last RESIDENT household member vacates the Dwelling Unit. The security deposit may not be used to pay rent or other charges while RESIDENT occupies the Dwelling Unit.
- b. Upon termination of the Lease, MANAGEMENT may apply the security deposit towards:
- i. Any rent, late fee, maintenance material and labor, excess utility, returned check fee, legal fees, and/or other charges owed by the RESIDENT;
 - ii. The cost of repairing any damages to the Dwelling Unit caused by RESIDENT, other household members, or guests, or pet(s) beyond normal wear and tear; and
 - iii. The cost of cleaning the Dwelling Unit.
- c. MANAGEMENT agrees to return the security deposit within three (3) weeks from the date the last RESIDENT household member vacates the Dwelling Unit less any deductions for any of the costs indicated in subsection (b) above. If RESIDENT does not supply MANAGEMENT with a forwarding address, the security deposit will be returned to RESIDENT's last known address. If such deductions are made, MANAGEMENT will give RESIDENT a written statement of any such costs for damages and/or charges deducted from the security deposit.

5. UTILITIES

- a. MANAGEMENT will supply the following utilities and appliances:

- ☐ Water
- ☐ Gas
- ☐ Electric
- ☐ Trash collection
- ☐ Sewer utility services
- ☐ Heat
- ☐ Air Conditioning
- ☐ Cable
- ☐ Internet
- ☐ Stove Range
- ☐ Refrigerator
- ☐ Microwave
- ☐ Other: _____
- ☐ Other: _____

☐ Other: _____

- b. MANAGEMENT shall provide RESIDENT with a monthly utility allowance. The applicable Schedule of Utility Allowance is attached and incorporated to this Lease. The utility allowance has been subtracted from the household's formula rent or applicable gross rent to determine the monthly rental amount stated above.
- c. RESIDENT agrees to promptly pay for electricity, gas, heat and/or all other utilities not provided by MANAGEMENT pursuant to Section 5(a).
- d. RESIDENT shall immediately notify MANAGEMENT if he/she cannot maintain any utility service for which he/she is responsible. RESIDENT shall be charged for all damages resulting from failure to maintain utilities or failure to notify MANAGEMENT except for causes beyond RESIDENT's control. Failure to remain current on utility bills (thus causing the utility company to discontinue service or charge MANAGEMENT for utility services), or the sharing or borrowing utilities may be deemed good cause for eviction.

6. OCCUPANCY OF THE DWELLING UNIT

- a. RESIDENT agrees to use (or permit the use of) the Dwelling Unit solely as a private Dwelling Unit for the RESIDENT and members of his/her household listed in Section 2 of this Resident Lease Agreement. RESIDENT and the household members authorized to reside in the Dwelling Unit in accordance with the Lease shall have the right to exclusive use and occupancy of the leased unit, including the accommodation of permitted guests.
- b. With written consent of MANAGEMENT, RESIDENT'S household may include foster children and a live-in aide to care for a member of RESIDENT'S household, provided the accommodation of such person(s) conforms to MANAGEMENT'S occupancy standards. Any live-in aide approved by MANAGEMENT to also occupy the unit is subject to screening for suitability requirements and shall not be considered as a remaining family member with residual rights to housing benefits.
- c. **Changes to RESIDENT Household Composition.** Any additions to the household members named on this Lease, including live-in aides and foster children but excluding additions by natural birth, adoption, or court-awarded custody require advance written approval by MANAGEMENT. Such approval will be granted only if the new household member(s) pass MANAGEMENT'S screening criteria. RESIDENT agrees to wait for MANAGEMENT'S approval before allowing additional person(s) to move into the premises. RESIDENT shall report all additions and removals of the household members named on the Lease to MANAGEMENT in writing within ten (10) business days of the occurrence. RESIDENT's failure to comply with this provision will be considered a material violation of the material terms of the Lease, for which MANAGEMENT may terminate the Lease.
- d. **Guest Policy.** The occupancy provisions in this Lease allows for the accommodation of RESIDENT's guests, for a consecutive period not to exceed one (1) week each year without prior approval of MANAGEMENT. Guests may be permitted in a Dwelling Unit as long as they have no previous history of behavior that would be a Lease violation.
- e. **Absence from Unit.** MANAGEMENT may take appropriate steps to terminate tenancy if RESIDENT and all other household members are absent from the Dwelling Unit for an "extended absence" as specified in Addendum 1. Household members who are deemed

"permanently absent", as such term is defined in Addendum 1, will be removed from the Lease. An extended absence alone would constitute grounds for an Unlawful Detainer Action (UDA) based on cause, regardless of whether or not RESIDENT continues to pay rent.

7. **BANNING.** MANAGEMENT may ban a non-resident, including but not limited to a guest or visitor of RESIDENT, from the housing complex for twelve (12) consecutive months if the non-resident commits one or more of the following acts in or upon any area of complex within a twelve (12) month period:
 - a. Commits any misdemeanor or infraction that disturbs the peaceful enjoyment of the complex, including without limitation illegal drug activity or violent criminal activity;
 - b. Destroys MANAGEMENT's property or private property;
 - c. Continues to interfere with the job responsibilities of a MANAGEMENT employee or vendor; and/or
 - d. Continues to disturb the peaceful enjoyment other residents of the complex.
 - e. MANAGEMENT may also ban persons who have previously been evicted from the premises or any other MANAGEMENT properties.
8. **CURFEW AND LOITERING.** No minor under the age of 18 years unaccompanied by a parent, legal guardian, other person having the legal care or custody of the minor, or a spouse that is at least 18 years of age shall remain in or upon any common area of the housing complex or within the managed community, including but not limited to a road, curb area, sidewalk, parking lot, alley, park grounds, playground, basketball court, hallway, stairway, laundry or recreational room, community center, or other common area grounds, place, building, or vacant lot between the hours of 10:00 p.m. on any day and 6:00 a.m. of the immediately following day, except for within an apartment unit or private yard area, unless a valid exception exists, as described in Addendum 1. Adults and minors are prohibited from loitering in common areas.
9. **RESIDENT OBLIGATIONS.** As a condition of this Lease, RESIDENT agrees to:
 - a. Comply with any applicable conditions of occupancy or house rules put in place by MANAGEMENT for the housing complex, including but not limited to those referenced in this Lease;
 - b. Comply with all obligations imposed upon residents by applicable provisions of state and local building and housing codes materially affecting health and safety; maintain the premises in a manner that prevents the growth of mold, mildew or other fungi by reducing or eliminating the sources of excessive moisture.
 - c. Report immediately to the appropriate federal, state or local governmental agency and MANAGEMENT, any case of infectious or contagious disease occurring in the household or among any persons living or staying in the Dwelling Unit;
 - d. Keep the premises and such other areas as may be assigned to him/her for his/her exclusive use in a clean and safe condition and maintain the premises in a manner that prevents the occurrence of a bedbug infestation in the premises. RESIDENT shall remove clutter, and

avoid using appliances, electronics, and furnishings that have the presence of bedbugs. RESIDENT shall immediately report any signs of bedbugs to MANAGEMENT;

- e. Dispose of all ashes, garbage, rubbish and other waste from the premises in a sanitary and safe manner;
- f. Use only in a reasonable manner electrical, plumbing, sanitary, heating, ventilating, air conditioning and other facilities;
- g. Promptly notify MANAGEMENT of the need for repairs to the Dwelling Unit and known unsafe conditions in the common areas and grounds of the project which may lead to damage or injury;
- h. Refrain from, and cause his/her household and guests to refrain from, destroying, defacing, damaging or removing any part of the premises or complex;
- i. Pay for the repair of all damages, except for normal wear and tear, to the premises, complex buildings, facilities or common areas, which were caused by the RESIDENT, members of the household or guests;
- j. Conduct himself/herself and cause other persons who are on the premises with his/her consent to conduct themselves in a manner which will not disturb his/her neighbors' peaceful enjoyment of their Dwelling Unit and will encourage the maintaining of the complex in a decent, safe and sanitary condition;
- k. To act in a cooperative manner with neighbors, vendors and/or MANAGEMENT's staff; and to refrain from and cause members of RESIDENT's household or guests to refrain from acting or speaking in an abusive or threatening manner toward neighbors, vendors and/or MANAGEMENT's staff;
- l. Refrain from, and cause household members to refrain from, knowingly allowing non-resident person(s) that have been banned by MANAGEMENT to access the premises and/or Dwelling Unit as guests or visitors of the RESIDENT or other household members;
- m. Refrain from, and cause household members and guests to refrain from using the premises for any illegal purpose or engaging in criminal activity including, but not limited to:
 - i. Violent or other criminal activity that threatens the health, safety, or right of other residents to peaceful enjoyment of the premises. Criminal activity directly related to domestic violence, dating violence, sexual assault or stalking engaged in by a household member, guest, or other person under RESIDENT'S control will not be cause for termination of the Lease and occupancy rights;
 - ii. drug-related criminal activity on or near the premises; and
 - iii. other activities which impair the physical or social environment of the complex;
- n. Refrain from making any repairs or alterations, or installing equipment (including satellite dishes, cable, and/or internet equipment) without the prior written consent of MANAGEMENT;

- o. Maintain the grounds and landscaping adjacent to his/her Dwelling Unit. In the event RESIDENT fails or neglects to maintain grounds as assigned, RESIDENT shall pay to MANAGEMENT any and all expenses incurred by MANAGEMENT in the maintenance or repair of said grounds rendered necessary by such failure or neglect on the part of RESIDENT. MANAGEMENT may exempt elderly or disabled residents from this obligation;
- p. Obey all traffic signs within the housing complex;
- q. Refrain from posting or displaying on or about the premises any political sign that is larger than six square feet in size, or a posting that would violate a local, state, or federal law.
- r. Regularly test the smoke detector(s) and carbon monoxide device(s) and agrees to notify MANAGEMENT immediately of any problem, defect, malfunction or failure of the smoke detector(s) or carbon monoxide device(s). Resident must not alter, disconnect or tamper with any smoke detector and/or carbon monoxide devices installed in dwelling. In accordance with California law, RESIDENT shall allow MANAGEMENT and/or MANAGEMENT's staff or other representative access to the Dwelling Unit for the maintenance of smoke detectors and carbon monoxide devices;
- s. Promptly notify MANAGEMENT of any extended absences, as defined in Addendum 1;
- t. Not assign, lease, sublease or otherwise transfer the unit; and
- u. Comply with all other resident obligations listed in Addendum 1 and other applicable lease addenda.

10. MANAGEMENT OBLIGATIONS. MANAGEMENT agrees to:

- a. Maintain the premises and the complex in a decent, safe and sanitary condition;
- b. Comply with requirements of applicable state and local building codes and regulations established by the U.S. Department of Housing and Urban Development ("HUD") materially affecting health and safety;
- c. Make necessary repairs to the premises, at its own expense, except as otherwise provided in this Lease;
- d. Keep complex buildings, facilities and common areas not otherwise assigned to the RESIDENT for maintenance and upkeep, in a clean and safe condition;
- e. Maintain in good and safe working order and condition: electrical, plumbing, sanitary, heating, ventilating and other facilities and appliances supplied or required to be supplied by MANAGEMENT;
- f. Provide and maintain receptacles and facilities (except containers for the exclusive use of an individual RESIDENT household) for the deposit of ashes, garbage, rubbish and other waste removed from the premises by the RESIDENT;

- g. Supply running water and reasonable amounts of hot water and heat at appropriate times of the year, except when heat or hot water are generated by an appliance within the exclusive control of the RESIDENT and supplied by a direct utility connection;
- h. Inspect the Dwelling Unit prior to the commencement of the Lease and periodically throughout RESIDENT's occupancy;
- i. Provide RESIDENT with a Lead Hazard Information Pamphlet, and a Lead Disclosure Addendum as an attachment to the Lease only for those units originally constructed prior to 1978;
- j. Provide RESIDENT with a copy of MANAGEMENT's Housekeeping Standards as a part of RESIDENT's move-in orientation;
- k. Provide upon legitimate request from a law enforcement officer, the current address, social security number and photograph (if applicable) of any recipient of assistance who is a fugitive, felon and/or parole or probation violator;
- l. Reserve the right, to be exercised by its employees, to exclude non-residents, including but not limited to guests, who conduct themselves in a manner to disturb the residents' peaceful enjoyment of their accommodations, community facilities or other areas of MANAGEMENT's property, or violate MANAGEMENT's banning regulations to the extent allowable by all applicable laws and/or regulations;
- m. Verify documents relating to the eligibility, certification, recertification assets, income, and deductions from income;
- n. Consider lease bifurcation or remove a household member from a lease in certain circumstances to protect victims of domestic violence, dating violence, sexual assault, or stalking in accordance with 24 CFR Part 5, Subpart L; and
- o. Take affirmative steps to communicate with people who need services or information in a language other than English.

11. MAINTENANCE AND REPAIR CHARGES.

- a. RESIDENT shall pay for all maintenance and repair charges (except for normal wear and tear) for damages to the Dwelling Unit, housing complex buildings, facilities, and common areas if the need for such maintenance is caused by a wrongful act or omission of the RESIDENT, other members of RESIDENT'S household, guests, pets and/or any other person under the RESIDENT'S control.
- b. If MANAGEMENT employees do the repair work, the basis for the charges to the RESIDENT shall be the Schedule of Charges maintained by MANAGEMENT. If MANAGEMENT uses an outside contractor to make repairs, the basis for charges to the RESIDENT shall be the bill submitted to MANAGEMENT, plus a reasonable overhead as set forth in the Schedule of Charges. This Schedule of Charges is incorporated herein by reference as part of this Lease. Copies of the Schedule of Charges are posted in MANAGEMENT'S office and may be obtained upon request by the RESIDENT. Such charges shall be billed to RESIDENT and shall specify the items of damage involved.

12. DEFECTS HAZARDOUS TO LIFE, HEALTH, AND SAFETY

- a. RESIDENT must immediately notify MANAGEMENT of any damage to the Dwelling Unit causing conditions that are hazardous to the life, health and safety of the occupants.
- b. MANAGEMENT shall make repairs within a reasonable time. The reasonable cost of these repairs shall be charged to the RESIDENT if the damage was caused by RESIDENT, his/her household or guests.
- c. If necessary repairs cannot be made in a reasonable time, MANAGEMENT will offer, if available, standard alternative accommodations, subject to any termination provisions of this Lease.
- d. In the event repairs are not made, or alternative accommodations are not provided in accordance with this section, rent may be abated in proportion to the seriousness of the damage and loss in value as a Dwelling Unit. NO ABATEMENT OF RENT SHALL OCCUR IF THE RESIDENT REJECTS ALTERNATIVE ACCOMMODATIONS OR IF THE DAMAGE WAS CAUSED BY THE RESIDENT, RESIDENT'S HOUSEHOLD OR GUESTS.

13. UNIT INSPECTIONS. MANAGEMENT has inspected the Dwelling unit prior to the commencement of the Lease and has identified no damp or wet building materials and knows of no mold, mildew or other fungal growth in the Dwelling Unit. However, mold and mildew spores are present throughout the natural environment and cannot be eliminated entirely from any dwelling place.

- a. **Move-In Inspection.** When RESIDENT moves in, MANAGEMENT and RESIDENT, or his/her representative, shall jointly inspect the Dwelling Unit and MANAGEMENT shall give RESIDENT a written inventory of the condition of the Dwelling Unit and the equipment therein. This inventory shall be signed by MANAGEMENT and RESIDENT.
- b. **Move-Out Inspection.** When RESIDENT moves out, MANAGEMENT, jointly with RESIDENT and/or representative, will inspect the Dwelling Unit and give RESIDENT a written statement of the charges for damage, if any, for which RESIDENT is responsible, in accordance with state law. If resident fails to appear for scheduled inspection appointment, RESIDENT is deemed to have waived his/her rights to be in attendance.
- c. **Other Inspection.** MANAGEMENT will inspect each unit at least once annually to determine compliance with the applicable programs requirements and/or other regulatory standards, as well as MANAGEMENT's Housekeeping Standards. MANAGEMENT may conduct special inspection(s) at least annually for housekeeping, unit conditions, preventative maintenance, routine maintenance, quality control, or if there is reasonable cause to believe an emergency exists.

14. MANAGEMENT ACCESS TO DWELLING UNIT. RESIDENT agrees that MANAGEMENT's duly-authorized agent, employee or representative may enter the dwelling for the following reasons:

- a. Upon a minimum 24-hour advance notification to the RESIDENT, MANAGEMENT will be permitted to enter the Dwelling Unit during reasonable hours to (i) perform routine inspections and maintenance, (ii) make improvements or repairs, or (iii) show the unit for re-leasing. A written statement specifying the purpose of MANAGEMENT's entry, delivered

to the Dwelling Unit a minimum of 24-hour before such entry, shall be considered reasonable advance notification unless otherwise specified in Addendum 1.

- b. MANAGEMENT shall have the right to enter RESIDENT's Dwelling Unit without prior notice to RESIDENT if MANAGEMENT reasonably believes that an emergency exists which requires such entry.
- c. If RESIDENT and all other adult household members, if any, are absent from the Dwelling Unit at the time of MANAGEMENT's entry, MANAGEMENT must leave in the Dwelling Unit a written statement describing the date, time and purpose of such entry, and any emergency which necessitated the entry.
- d. If RESIDENT makes a service request, MANAGEMENT representatives may enter the Dwelling Unit in the event that RESIDENT and all adult members of the household are absent from the premises. At the time of entry, MANAGEMENT shall leave a written statement specifying date, time and purpose of entry, prior to leaving the premises.

15. **NOTICE PROCEDURES.** Except as otherwise provided in the Lease, any notice to the RESIDENT shall be in writing and personally delivered to the RESIDENT or an adult member of the household residing in the Dwelling Unit or sent by pre-paid first-class mail, properly addressed to the RESIDENT. Notice to MANAGEMENT shall be in writing and delivered to the management office or sent by pre-paid first-class mail, properly addressed to MANAGEMENT. If RESIDENT is visually impaired, all notice will be made in an accessible format.

16. **TERMINATION OF LEASE**

- a. This Lease may be terminated by RESIDENT at any time by giving Thirty (30) Day written notice as specified in Section 15.
- b. If RESIDENT terminates the Lease, he/she agrees to move promptly and leave the unit in a clean and good condition until the keys are returned to MANAGEMENT'S office.
- c. If, through any cause, a signer of the Lease ceases to be a member of the RESIDENT household, this Lease shall terminate and a new lease will be signed by the responsible remaining member(s) of the household, so long as the household remains eligible for continued occupancy.
- d. If the RESIDENT transfers to another MANAGEMENT-operated Dwelling Unit or a unit owned and operated by the Housing Authority, this Lease shall terminate and a new lease is to be executed by RESIDENT for the Dwelling Unit into which the household is to move.
- e. Except as provided in subparagraphs (b) and (c) of this section and any applicable Lease addendum, MANAGEMENT shall terminate or refuse to renew the Lease for any member of the household's violation of the material terms of the Lease. A material term of this Lease shall include, but not be limited to the following:
 - i. RESIDENT's failure to make payments due under the Lease, fulfill his/her RESIDENT obligations, or for other good cause;

- ii. Violation of Federal, State or local laws that impose obligations in connections with the occupancy or use of the housing premises ;
- iii. Repeated late payment of rent;
- iv. Failure to pay utility bills when RESIDENT is responsible for paying such bills directly to the utility supplier;
- v. Misrepresentation of the household's principle place of residency, income, assets, or composition;
- vi. Discovery after admission of facts that made the resident ineligible;
- vii. Discovery of material false statements or fraud by the resident in connection with an application for assistance or with reexamination of continued occupancy. Program abuse or fraud refers to a single act or a pattern of actions that constitute a false statement, omission, or concealment of a substantial fact, made with the intent to deceive or mislead;
- viii. Failure to accept the MANAGEMENT's offer of a Lease revision to an existing Lease within the specified time period, provided that written notice of the offer of the revision is provided at least 30 calendar days before the Lease revision is scheduled to take effect, unless otherwise specified in any applicable Lease addendum;
- ix. Failure to timely supply any certification, release, information, or documentation of household income or composition when requested by MANAGEMENT;
- x. Serious or repeated damages to the Dwelling Unit, or the creation of physical hazards in the unit, common areas, grounds, or parking areas of any project site;
- xi. Criminal activity on or off the premises by RESIDENT, household member, or guest(s), or any criminal activity engaged in or near the premises by any visitor or other person under RESIDENT's control, including criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises by other residents,
- xii. Drug-related criminal activity engaged on or off the premises by RESIDENT, member of the household, or guest(s), or any drug-related criminal activity engaged in or near the premises by any visitor or other person under the RESIDENT's control;
- xiii. Discovery after admission of facts, that RESIDENT, household member, guest(s), or other person under RESIDENT's control failed to disclose previous criminal activity, drug-related criminal activity, or other repetitive and/or serious criminal activity that threatened the health, safety or right to peaceful enjoyment of other persons;
- xiv. Engaging in abuse or pattern of abuse of alcohol that MANAGEMENT determines interferes with the health and safety or right to peaceful enjoyment of the premises by other residents;
- xv. Weapons or illegal drugs seized in the Dwelling Unit or on the premises by the law enforcement officer (s);

- xvi. Any fire on the premises caused by the RESIDENT, household members' or guest's intentional actions or neglect;
 - xvii. Furnishing false or misleading information concerning illegal drug use, alcohol abuse, or rehabilitation of illegal drug users or alcohol abusers;
 - xviii. Repeatedly acting or speaking in an abusive or threatening manner toward neighbors, guests, vendors and/or MANAGEMENT's staff;
 - xix. Material violation of any applicable banning, curfew, and/or loitering regulations imposed by MANAGEMENT;
 - xx. RESIDENT's failure to promptly notify MANAGEMENT of any actual or perceived extended absences;
 - xxi. Fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees, or violating a condition of probation or parole imposed under Federal or State law.
 - xxii. Allowing a person registered as a sex offender pursuant to California Penal Code §290 or similar statute to be present in the Dwelling Unit, common area, grounds, or parking areas of any project site at any time; and
 - xxiii. Being deemed a registered sex offender pursuant to California Penal Code §290 or under any other provision of California or Federal law.
- f. The Lease, RESIDENT'S occupancy, and other assistance hereunder will not terminate solely because RESIDENT (or an affiliated individual of the RESIDENT as such term is defined in 24 CFR 5.2003) is the victim of criminal activity directly related to domestic violence, dating violence, sexual assault, or stalking engaged in by a household member, guest, or other person under RESIDENT'S control if the Dwelling Unit receives housing assistance through a HUD program covered by the Violence Against Women Act .
 - g. MANAGEMENT shall give RESIDENT 3-day written notice of termination of the Lease for criminal activity on or off the premises by RESIDENT that threatens the health, safety, or right to peaceful enjoyment of the premises, other tenants or MANAGEMENT's employees.
 - h. MANAGEMENT shall give RESIDENT the minimum number of days' notice to terminate this Lease as provided by law for the failure to make payments due under the Lease.
 - i. Except as otherwise provided in the Lease, including subparagraphs g and h, and any applicable Lease addendum, MANAGEMENT shall give RESIDENT 30-day written notice of termination of the Lease.
 - j. In the event the Dwelling Unit occupied by the RESIDENT under this Lease is determined to be uninhabitable, this Lease shall automatically terminate.
 - k. The agreements of this Lease and any rights given to MANAGEMENT under this Lease shall continue and remain in full force and effect, even if MANAGEMENT fails to insist upon the strict performance of any Lease provisions in any one or more instances. MANAGEMENT'S

receipt of rent with the knowledge of RESIDENT's breach of any covenant or condition hereof shall not be deemed a waiver of such breach. MANAGEMENT'S waiver of any Lease provisions must be expressed in writing and signed by MANAGEMENT, its representative or agents.

17. **FAIR HOUSING, EQUAL OPPORTUNITY, EQUAL ACCESS AND PROTECTION FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING.** HUD regulations regarding fair housing, equal opportunity, and equal access found in 24 CFR 5.105 shall apply to this Lease. If the Dwelling Unit receives housing assistance through a HUD program covered by the Violence Against Women Act, HUD's regulations in 24 CFR Part 5, Subpart L (Protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking) shall also apply to this Lease.
18. **ATTORNEYS' FEES.** Unless otherwise specified or prohibited by other program regulations applicable to the Dwelling Unit, RESIDENT agrees to pay a reasonable attorney's fee and court costs in the event RESIDENT loses any court action to enforce any terms and conditions of this Lease by MANAGEMENT.
19. **CHANGES TO LEASE.** This Lease, including all addenda, together with any future adjustments of rent or Dwelling Unit, is the entire agreement between MANAGEMENT and RESIDENT. No changes herein shall be made except in writing, signed and dated by both parties except as provided for in this Lease.
20. **PROGRAM SPECIFIC REQUIREMENTS AND LEASE ADDENDA.** RESIDENT is aware that the property may contain various types of subsidized housing units. RESIDENT will be required to comply with all program requirements applicable to his or her unit beginning from the start of RESIDENT's occupancy. The following Lease addenda are attached to and were incorporated into this Lease before it was signed:
- ☐ Addendum 1: Fresno Housing Authority ☐Public Housing / ☐Housing Choice Voucher/ ☐ Project-Based Voucher Tenancy Addendum
 - ☐ HUD Tenancy Addendum - Section 8 Tenant-Based Assistance Housing Choice Voucher Program
 - ☐ HUD Tenancy Addendum - Project-Based Voucher Program
 - ☐ Housing Choice Voucher Statement of Family Responsibility
 - ☐ Low Income Housing Tax Credit (LIHTC) Lease Addendum
 - ☐ Occupancy Addendum (tax credit requirements)
 - ☐ CA Low Income Housing Tax Credit (LIHTC) Lease Rider
 - ☐ Conditions of Occupancy (House Rules)
 - ☐ City/County HOME Addendum
 - ☐ Violence Against Women Act Protections and Certification
 - ☐ Violence Against Women Act Lease Addendum
 - ☐ Smoke Detector Addendum
 - ☐ Smoke-Free Policy Addendum
 - ☐ Grilling Addendum
 - ☐ Mold Notification Addendum
 - ☐ Disclosure of Information on Lead-Based Paint and Lead-Based Paint Hazards
 - ☐ Bedbug Addendum
 - ☐ Pet Policy/ Pet Agreement

- ☐ Policy on Drug and Alcohol Use
- ☐ Schedule of Utility Charges
- ☐ Schedule of Rents and Maintenance Charges
- ☐ Other: _____
- ☐ Other: _____

The California Department of Justice, Sheriff's Departments, Police Departments serving jurisdictions of 200,000 or more and many other local law enforcement authorities maintain for public access a data base of the locations of persons required to register pursuant to paragraph (1) of subdivision (a) of Section 290.4 of the Penal Code. The database is updated on a quarterly basis and is a source of information about the presence of these individuals in any neighborhood. The Department of Justice also maintains a Sex Offender Identification Line through which inquiries about individuals may be made. This is a "900" telephone service. Callers must have specific information about individuals they are checking. Information regarding neighborhoods is not available through the "900" telephone service

Pursuant to Section 290.46 of the California Penal Code, information about specified registered sex offenders is made available to the public via an Internet Web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community or residence and ZIP Code in which he or she resides

I/WE THE RESIDENT(S) WHOSE SIGNATURE(S) APPEARS IMMEDIATELY BELOW, HAVE READ AND DO UNDERSTAND AND HEREBY AGREE TO THE PROVISIONS OF THIS LEASE AND THE CONDITIONS OF OCCUPANCY SET FORTH IN THIS LEASE. I/WE HEREBY FURTHER AGREE THAT FAILURE TO OBSERVE AND FOLLOW SAID LEASE PROVISIONS AND CONDITIONS OF OCCUPANCY WILL BE JUST AND PROPER CAUSE FOR THE TERMINATION AND CANCELLATION OF THIS LEASE BY MANAGEMENT. I/WE HEREBY FURTHER AGREE THAT, UPON EXPIRATION OF THE TIME LIMIT CONTAINED IN ANY WRITTEN NOTICE OF CANCELLATION FROM MANAGEMENT REPRESENTATIVE, I/WE WILL VACATE THE PREMISES COVERED BY THIS LEASE WITHOUT DISTURBANCE OR DELAY. I/WE ALSO UNDERSTAND THAT THIS LEASE CONTAINS A PROVISION FOR THE AUTOMATIC RENEWAL FOR SUCCESSIVE TERMS OF ONE CALENDAR MONTH EACH, UNLESS TERMINATED BY THIRTY- (30) DAYS WRITTEN NOTICE BY RESIDENT, OR THIRTY- (30) DAYS WRITTEN NOTICE BY MANAGEMENT, OR AS OTHERWISE STATED HEREIN.

Dated this _____ day of _____, 20____

RESIDENT: _____
Head of Household

RESIDENT _____
Other Adult

RESIDENT: _____
Other Adult

RESIDENT _____
Other Adult

MANAGEMENT: _____
Owner/Agent

Addendum 1

HOUSING AUTHORITY OF THE CITY AND COUNTY OF FRESNO

PUBLIC HOUSING LEASE ADDENDUM

This Public Housing Lease Addendum ("Addendum 1") is an agreement between the _____ ("MANAGEMENT") and _____ ("RESIDENT"). This addendum supplements and is a part of the Resident Lease Agreement between the parties for the dwelling unit at [Unit Address] (the "Dwelling Unit"). As a condition of the Resident Lease Agreement, RESIDENT must also abide by the provisions of this Addendum 1.

While the Resident Lease Agreement leasing the Dwelling Unit and this Addendum 1 are intended to be read together, if there is any conflict between the terms of this addendum and other provisions in the Resident Lease Agreement, the language of this Addendum 1 will control. Together, the Resident Lease Agreement and all addenda (including this Addendum 1) shall hereinafter be referred to as and comprise the "Lease".

1. EXCLUSIVE USE AND OCCUPANCY

- a. In addition to other occupancy provisions in the Lease, RESIDENT agrees not to provide accommodations for boarders or lodgers.
- b. RESIDENT may use dwelling unit to engage in legal profitmaking activities only after obtaining prior written consent from MANAGEMENT, and if MANAGEMENT determines such activities are incidental to the primary residential use of the leased unit.
- c. **Absence from Dwelling Unit.** An "extended absence" for purposes of Section 6(e) of the Resident Lease Agreement occurs when the entire household is absent from the Dwelling Unit without notice to MANAGEMENT and for reasons other than health or an emergency for more than fourteen (14) consecutive days, whether or not rent has been paid. In the case of an extended absence, the Dwelling Unit will be considered to be abandoned, and MANAGEMENT will terminate the Lease. In such case, MANAGEMENT will follow state and local law procedures regarding abandonment and disposition of property, and unit repossession. Any individual household member will be considered "permanently absent" from the Dwelling Unit and removed from the Lease if he or she is away from the unit for sixty (60) or more days in a 12-month period for reasons other than health, emergency, or other special circumstance.

2. RENTAL PAYMENTS

The contracted monthly rent for the initial term of the Lease shall be \$_____. This amount is determined by (CHOOSE ONE):

_____ a formula based on income and other information provided by the resident

_____ a flat rent based on the value of a _____-bedroom unit minus applicable Utility Allowance .

3. COLLECTION OF CHARGES FOR LATE RENT PAYMENTS, MAINTENANCE AND REPAIR, OR EXCESS UTILITY CONSUMPTION

- a. **Grace Period.** Any charges for late payment of rent, maintenance and repair charges that exceed normal wear and tear, or RESIDENT's consumption of excess utilities will not be due to and collectible by MANAGEMENT until two (2) weeks after MANAGEMENT gives RESIDENT written notice of the charges. Such notice constitutes an adverse action for the purpose of grievance procedures.
- b. **Individual Relief of Utility Allowance:** RESIDENT may request for relief from payment of utility supplier billings in excess of the Utility Allowance for resident-paid utilities. MANAGEMENT may grant such requests on reasonable grounds such as the special needs of elderly, ill, or disabled residents, or special factors affecting utility usage that are not within RESIDENT's control of the resident, as further described in the Schedule of Utility Charges. These Utility Allowance relief requests must be made to the designated MANAGEMENT staff of the development where RESIDENT resides.

4. **REDETERMINATION OF RENT, DWELLING SIZE AND ELIGIBILITY**

- a. Each year in preparation for an annual reexamination, RESIDENT may choose to have rent his or her rent determined under the formula method or having their rent set at the flat rent amount. The Schedule of Rents incorporated herein by reference may be modified from time to time by MANAGEMENT, provided that RESIDENT shall be given thirty (30) days written notice of change and shall be given an opportunity to present written comments for consideration by MANAGEMENT. Flat rents are not available for "mixed" households (i.e. households whose members include those with and without citizenship or eligible immigration status) that receive prorated housing assistance.
- b. Every twelve (12) months if rent is based on a formula method or every thirty six (36) months if rent is based on Flat Rent. RESIDENT agrees to timely furnish accurate and conclusive information as requested by MANAGEMENT about income and employment. For household members with fixed sources of income, MANAGEMENT may verify income using a streamlined determination process whereby MANAGEMENT collects third-party verifications of income sources every three (3) years and determines the income from fixed sources for the intervening years using a verified cost of living adjustment or interest rate. RESIDENT also agrees to timely furnish accurate and conclusive information requested by MANAGEMENT about household composition at least annually. MANAGEMENT will use this information to determine whether the rental amount should be changed, whether the RESIDENT is still eligible for low rent housing, and the appropriateness of the dwelling size. This determination will be made in accordance with the provisions set forth in MANAGEMENT'S Statement of Policies governing leasing and occupancy posted in MANAGEMENT'S office.
- c. Any change in rent required as a result of this redetermination shall be made effective the first of the month following the date of reexamination or the annual anniversary of the Lease execution date.
- d. When a reexamination is completed, MANAGEMENT will, if necessary, execute a new lease or mail a written "Notice of Review Determination" to the RESIDENT showing the change in the amount of the household's adjusted anticipated income and the change in monthly rent including the amount of retroactive rent (determined in accordance with paragraph 8) due, if any, resulting from such reexamination or redetermination. The

RESIDENT agrees to accept such “Notice of Review Determination” as an amendment to this Lease.

- e. Failure to complete certification(s) is a lease violation and repeated violations may result in termination of the Lease.
- f. The following types of families must provide receipts for the amounts claimed: Zero Income Households who report zero income and have no income excluded for rent computation; or households whose Total Tenant Payment equals the minimum rent; or households who report \$100 or less per month in total income. Households who fail to provide receipts for the amounts claimed will be in non-compliance with the Lease and will be subject to a 30-Day Notice to Vacate. MANAGEMENT will examine the household’s circumstances every 60 to 90 days until the household has a stable income. MANAGEMENT will verify income by requiring the household to certify how it meets certain living expenses and/or performing home visits.

5. PET DEPOSIT

If applicable, RESIDENT shall pay a refundable pet deposit of \$_____ upon signing the Lease. A full deposit must be paid before MANAGEMENT allows any approved pet on to the premises. MANAGEMENT will refund the deposit after the RESIDENT vacates the premises, less any amounts owed for damages made by the pet(s).

6. REPORTING INTERIM CHANGES IN INCOME AND HOUSEHOLD COMPOSITION

- a. The RESIDENT and/or a surviving household member must report all changes in the household's composition or income to MANAGEMENT within ten (10) business days. Such changes include but are not limited to:
 - i. The loss of the RESIDENT head of household, or a household member, through death, divorce or other continuing circumstances; or the addition of a family member who, by marriage, remarriage or otherwise, should become the RESIDENT in accordance with MANAGEMENT policy.
 - ii. Additions to the household or a loss of household member. With the exception of household additions due to birth, adoption, or court awarded custody, MANAGEMENT must previously approve all additions.
 - iii. Any increase in household income. **Note:** Increases in household income do not have to be reported by households who have elected to pay a flat rent.
 - iv. Instances where households who opt for the flat rent request to have a reexamination and return to the formula based method at any time because of circumstances creating a financial hardship.
 - v. When there is a change in citizenship or eligible immigration status of any household member.
 - vi. When the amount of any allowance a household is entitled to increases or when a household becomes eligible for a new allowance.

- b. RESIDENT may report decreases in income and other changes that could reduce the RESIDENT's total payment.
- c. If these reported changes result in a decrease in the household's rent, the reduced rental rate shall become effective the first of the following month after the change occurred, when the change is reported, or when verification of decrease is received. **Note:** Reductions in welfare payments due to welfare fraud or failure to comply with economic self-sufficiency requirements are not eligible for rent reductions.
- d. If the reported changes result in an increase in the RESIDENT's rent, the higher rental amount shall take effect on the first day of the second month following that in which the change occurred as a result of one or more of the following:
 - i. a of change in family composition;
 - ii. a change in source of income; and/or
 - iii. an income increase of \$200/month or more,
- e. RESIDENT agrees to accept a "Notice of Review Determination" as an amendment to the Lease following any redeterminations of RESIDENT rent or total payment.
- f. A household who is paying the minimum rent, but is unable to pay the minimum rent because of financial hardship, has the right to request a hardship exemption.
- g. RESIDENT must promptly furnish to MANAGEMENT any letter or notice received from HUD concerning the amount or verification of the household's income. MANAGEMENT will verify the accuracy of the income information received and change the amount of rent as appropriate.
- h. Lack of complete disclosure of household members' income and assets or indications that the RESIDENT is deliberately obstructing efforts to obtain said information, may jeopardize the RESIDENT'S continued assisted housing. Such behavior may be interpreted as attempted fraud and may result in the termination of continued occupancy.

7. CURFEW AND LOITERING

The following shall constitute valid exceptions to the curfew regulations in Section 8 of the Resident Lease Agreement:

- a. When a minor is accompanied by his or her parent or parents, legal guardian or other person having the legal care or custody of the minor, or by his or her spouse who is 18 years of age or older;
- b. When the minor is on an errand or other legitimate business or activity directed by his or her parent(s), legal guardian, or other adult person having the legal care or custody of the minor, or by his or her spouse who is 18 years of age or older;
- c. When the minor is going directly to or returning directly home (without any unnecessary detour or stop) from a public meeting, religious activity or other voluntary association, a

place of public entertainment such as a movie, play, sporting event, dance, school activity, or the minor's place of employment;

- d. When the minor is actively participating in a sporting or community event on MANAGEMENT property, if the MANAGEMENT rules or regulations permit the sporting or community event during said hours;
- e. When the minor's presence in the common area(s) described is connected with or required with respect to a business, trade, profession, or occupation in which the minor is lawfully engaged;
- f. When minor is exercising First Amendment rights protected by the United States or California Constitution;
- g. When the minor is involved in an emergency or seeking medical assistance; or
- h. When the minor is emancipated pursuant to law.

8. MANAGEMENT RESPONSIBILITIES

In addition to the other MANAGEMENT responsibilities provided for in the Lease, MANAGEMENT shall do the following:

- a. Notify the RESIDENT of the specific grounds for any proposed adverse action by MANAGEMENT. Such adverse action includes, but is not limited to, a proposed lease termination, transfer of the tenant to another unit, or imposition of charges for maintenance and repair, or for excess consumption of utilities.
- b. MANAGEMENT shall provide RESIDENT with written notice of any offer of a lease revision at least 60 calendar days before the lease revision is scheduled to take effect.
- c. For non-emergency situations, MANAGEMENT shall provide RESIDENT with a minimum of two (2) days advance written notification prior to entering the Dwelling Unit to (i) perform routine maintenance and inspections, (ii) make improvements or repairs, or (iii) show the unit for re-leasing.

9. RESIDENT OBLIGATIONS

In addition to the other RESIDENT obligations provided for in the Lease, RESIDENT also agrees to refrain from and cause other household members and guests to refrain from smoking prohibited tobacco products in restricted or smoke free areas, and to otherwise comply with the terms of MANAGEMENT's Smoke Free Policy.

10. COMMUNITY SERVICE/ECONOMIC SELF-SUFFICIENCY REQUIREMENTS

- a. In addition to the other obligations set forth in the Lease, in order to be eligible for automatic annual renewal of the Lease, RESIDENT and any other household member of 18 years of age or older are required to contribute eight (8) hours per month of community service (not including political activities), or participate in an economic self-sufficiency program for eight (8) hours per month, unless otherwise exempted from this requirement by HUD or MANAGEMENT regulations.

- b. Failure to comply with community service requirements, or to enter into a written agreement with MANAGEMENT to cure the noncompliance over the next twelve-month term, shall be grounds for nonrenewal of the Lease.
- c. Failure to provide documentation of compliance with the community service requirements within the time period provided by MANAGEMENT shall be grounds for nonrenewal of the Lease.

11. RETROACTIVE RENT CHARGES

- a. If the RESIDENT has failed to report changes in household circumstances, as required in Paragraph 8, or misrepresented to MANAGEMENT the facts upon which rent is determined, and this misrepresentation or failure to report facts results in the RESIDENT paying less rent than he/she should have been charged, MANAGEMENT shall adjust the rent to the proper amount. Failure to report income/asset changes in a timely manner (10 working days), may result in a retroactive rent charge, even if the failure was not intentional.
- b. The increase in rent shall be made retroactive to the first day of the second month after the change in household circumstances occurred.
- c. The new, increased rental rate and all retroactive rent shall be due and payable upon demand the first day of the month following receipt of the "Notice of Review Determination".

12. REQUIRED TRANSFER

- a. If MANAGEMENT determines that the Dwelling Unit is no longer appropriate to meet RESIDENT'S needs, MANAGEMENT may amend this Lease by notifying the RESIDENT that he/she will be required to move into another unit of appropriate size, giving RESIDENT thirty (30) days' notice in which to move. If MANAGEMENT determines at the time of regular reexamination that RESIDENT no longer qualifies as a family of low income, no action will be taken to terminate the Lease or commence eviction proceedings on the basis of the income of RESIDENT.
- b. Transfers will be made without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, familial status, or persons with disabilities. Residents on the transfer list may refuse transfer offers for the "good cause" reasons without losing their position on the transfer list. Residents who refuse a transfer offer without good cause may be removed from the transfer list and residents whose transfers are mandatory are subject to lease termination. Residents are entitled to use the Grievance Procedure attached as Exhibit A to this Addendum 1 ("Grievance Procedure") if they are refused the right to transfer.

13. ADDITIONAL TERMINATION PROCEDURES

- a. Violations of the material terms of the Lease as described in Section 16(e) of the Resident Lease Agreement shall also include, but not be limited to:
 - i. Illegal drug use by a household member that interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents; and

- ii. RESIDENT or household member's conviction of manufacturing or producing methamphetamine on the premises of federally assisted housing.
- b. Notwithstanding other provisions of the Lease, MANAGEMENT shall give RESIDENT written notice of termination of the Lease of:
 - i. 14 days in the case of failure to pay rent;
 - ii. A reasonable time commensurate with the exigencies of the situation in the case of creation or maintenance of a threat to the health or safety of other residents or MANAGEMENT's employees;
 - iii. 30 days of non-compliance of Community Service requirements
 - iv. 30 days in all other cases.

14. AUTOMATIC RENEWAL

At the end of the initial term, the automatic renewal of the Lease in accordance with Section 1 of the Lease will be for successive terms of twelve (12) calendar months, unless the Lease is terminated by RESIDENT or MANAGEMENT for the reasons stated in the Lease and this Addendum 1.

15. PET POLICY

If MANAGEMENT approves the presence of RESIDENT's pet(s) in the dwelling unit, RESIDENT must enter into a pet agreement and/or sign a pet certification upon signing of the Lease.

16. CHANGES TO LEASE

- a. This Lease, together with any future adjustments of rent or Dwelling Unit, is the entire agreement between MANAGEMENT and RESIDENT. No changes herein shall be made except in writing, signed and dated by both parties except as provided for above or hereafter:
- b. The Schedule of Charges incorporated herein by reference may be modified from time to time by MANAGEMENT, provided that RESIDENT shall be given thirty (30) days written notice of such change including the reasons thereof, and further be given an opportunity to present written comments for consideration by MANAGEMENT.
- c. The Conditions of Occupancy (House Rules), incorporated herein by reference, and other rules and regulations of MANAGEMENT may be modified from time to time by MANAGEMENT, provided that RESIDENT shall be given thirty (30) days written notice of such changes and shall be given an opportunity to present written comments for consideration by MANAGEMENT.

17. DISPUTES. Any disputes between the RESIDENT and MANAGEMENT concerning obligations of the RESIDENT or MANAGEMENT under this Lease will be resolved in accordance with the Grievance Procedure.

EXHIBIT A

PUBLIC HOUSING GRIEVANCE PROCEDURE

This Grievance Procedure is incorporated into Addendum 1, Public Housing Lease Addendum, between MANAGEMENT and “RESIDENT”.

SCOPE and PURPOSE

The purpose of this Grievance Procedure is to adopt MANAGEMENT's grievance policy. The Grievance Procedure makes sure all residents of the housing complex are given an opportunity for a hearing if the resident promptly disputes MANAGEMENT's action or failure to act in accordance with the Lease and/or MANAGEMENT regulations, which adversely affect the RESIDENT's rights, duties, welfare or status.

APPLICABILITY

This Grievance Procedure is applicable to all individual Grievances as defined below between RESIDENT and MANAGEMENT.

This grievance procedure **shall not** apply to:

1. Eviction or tenancy termination actions involving the following, where HUD has determined local law requires tenant be given an opportunity for hearing in court that provides basic elements of due process:
 - a. Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of MANAGEMENT;
 - b. Any violent or drug-related criminal activity on or off the premises; or
 - c. Any criminal activity that resulted in felony conviction of a household member.
2. Class grievances
3. Disputes between residents that do not involve MANAGEMENT
4. The Grievance Policy also should not be used as a forum for initiating or negotiating policy changes between a group or groups of tenants and the MANAGEMENT's Boards of Commissioners.

DEFINITIONS

“Grievance” shall mean any dispute, which a resident may have with respect to MANAGEMENT’s action or failure to act in accordance with the RESIDENT's lease or MANAGEMENT regulations, which adversely affect the RESIDENT's individual rights, duties, welfare or status.

“Complainant” shall mean any resident whose Grievance is presented to MANAGEMENT in accordance with this procedure.

“Hearing Officer” shall mean an impartial and unbiased person selected in accordance with this procedure to hear grievances and render a decision with respect thereto.

“Resident” shall mean any RESIDENT identified above who resides in the dwelling unit and executes the Lease with MANAGEMENT, or another adult person(s) who resides in the unit and is the remaining head of household for the family occupying the unit.

INFORMAL SETTLEMENT OF GRIEVANCES

Any Grievance shall be presented in person either orally or in writing through a “Grievance Request Form” signed by the Complainant (telephone calls will not be accepted), to MANAGEMENT’s main office or to the management office of the housing complex where Complainant resides so that the Grievance may be discussed informally and settled without a hearing.

The Grievance must be presented within ten (10) business days of notice of MANAGEMENT’s act or failure to act that is the basis of the Grievance. The Grievance must specify:

- The particular grounds upon which the Grievance is based;
- The corrective action(s) requested by the Complainant;
- The name, address, and telephone number of the Complainant and similar information about the Complainant's representative, if any

A designated MANAGEMENT representative will hold an informal conference with the Complainant within ten (10) business days of receipt of the Grievance. If Complainant fails to appear within 30 minutes of the schedule time, MANAGEMENT's representative may determine that the Complainant has waived their right to the conference.

MANAGEMENT will provide reasonable accommodations for persons with disabilities to participate in the informal conference, and must be notified within three (3) days of the scheduled hearing time if special accommodations are required.

Within ten (10) business days of the completed informal conference, MANAGEMENT's representative will prepare a written summary of such discussion of the informal conference. One copy shall be given to the Resident and one shall be retained in RESIDENT's file. The summary shall specify:

- The names of the participants to the informal hearing;
- The date(s) of the meeting(s);
- MANAGEMENT 's proposed resolution and its specific reasoning for reaching that proposed resolution; and
- The procedures Complainant can take to obtain a formal hearing if he or she is not satisfied with the proposed disposition.

PROCEDURES FOR OBTAINING A FORMAL HEARING

Request for Hearing. If Complainant is not satisfied with the proposed disposition of the informal conference, he or she shall submit a written "Grievance Request Form" requesting a formal hearing within ten (10) business days from the date of the summary of the informal conference. The form must be submitted to MANAGEMENT’s main office or to the management office of the housing complex where Complainant resides. The written hearing request must specify:

- The reasons for the Grievance; and
- The action or relief Complainant is seeking.

Failure to Request a Formal Hearing. If the Complainant does not request a formal hearing, MANAGEMENT's disposition of the Grievance according to the information conference will become final. Failure to request a hearing does not constitute a waiver by the Complainant of his/her right to later contest MANAGEMENT's action in disposing of the complaint in an appropriate judicial proceeding.

Formal Hearing Prerequisites. To obtain a formal hearing, all Grievances must have been presented either orally or in writing pursuant to the informal procedure described in the previous section. If the Complainant can show good cause why he/she failed to present the Grievance according to the informal conference procedures in the preceding section, this may be waived by the Hearing Officer.

Scheduling of Formal Hearing. If Complainant complies with the hearing request procedures outlined above, MANAGEMENT will schedule the formal hearing not less than seven (7) working days and no more than twenty (20) working days after the Complaint is received by the Hearing Officer at a place reasonably convenient to both the Complainant and MANAGEMENT. MANAGEMENT will also deliver a written notification of the date, time, place, and procedures governing the formal hearing to both the Complainant and the appropriate MANAGEMENT official. MANAGEMENT will provide reasonable accommodations for persons with disabilities to participate in the informal conference, and must be notified within three (3) days of the scheduled hearing time if special accommodations are required.

Selection of a Hearing Officer: Grievances shall be presented before a Hearing Office selected as follows:

1. Any Hearing Officer must be an impartial and disinterested person who has no personal stake in the disputed action, other than the person who made or approved the decision that is under review or a subordinate of that person.
2. The Hearing Officer will be appointed by MANAGEMENT through an approved list of hearing officers or through another organization approved by the Executive Director of MANAGEMENT. The Complainant or any other party to the Grievance may challenge the selection of the Hearing Officer for good cause by filing an objection and stating the reasons for the challenge before the start of the formal hearing.

Escrow Deposit

Before a formal hearing is scheduled for any Grievance involving the amount of rent MANAGEMENT claims is due, the Complainant shall pay to MANAGEMENT an amount equal to the amount of the rent due and payable as of the first of the month preceding the month in which the act or failure to act took place. The Complainant shall thereafter deposit the same amount of the monthly rent in an escrow account monthly until the complaint is resolved by decision of the Hearing Officer. These requirements may be waived by MANAGEMENT in special circumstances or where RESIDENT is paying minimum rent and the Grievance is based on a request for a hardship exemption or imputed welfare income. Unless so waived, the failure to make such payments shall result in termination of the Grievance procedure. However, the failure to make such payments shall not constitute a waiver of any right the complainant may have to contest MANAGEMENT's disposition of his/her Grievance in any appropriate judicial proceeding.

Formal Hearing Procedures.

The Complainant shall be given a fair hearing providing the basic safeguards of due process which shall include:

1. The opportunity to examine before the hearing and, at the expense of the Complainant, to copy all documents, records, and MANAGEMENT regulations that are relevant to the hearing;
 - a. The resident will be allowed to copy any documents related to the hearing at a cost of 50 cents for the first page and 30 cents per page thereafter. Research time is to be compensated at \$20 per hour or \$5 per quarter hour or fraction thereof. The family must request discovery of MANAGEMENT documents no later than 12:00 p.m. on the business day prior to the hearing.
2. The right to be represented by counsel or other person chosen as his or her representative;
3. The right to a private hearing unless the Complainant requests a public hearing;
4. The right to present evidence and arguments in support of his or her complaint, to controvert evidence relied on by MANAGEMENT, and confront and cross-examine all witnesses on whose testimony or information MANAGEMENT relies; and
5. A decision based solely and exclusively upon the facts presented at the hearing.

The Hearing Officer may render a decision without proceeding with the hearing if the Hearing Officer determines that the issue has been previously decided in another proceeding.

If the Complainant or MANAGEMENT fail to appear at a scheduled hearing, the Hearing Officer may make a determination to postpone the hearing for not to exceed five (5) working days, or may make a determination that the party has waived his/her right to a hearing. Both the Complainant and MANAGEMENT shall be notified of the determination. This determination shall not constitute a waiver of any right the Complainant may have to contest MANAGEMENT's disposition of the Grievance in an appropriate judicial proceeding.

At the hearing, the Complainant must first make a showing of an entitlement to the relief sought, and thereafter MANAGEMENT must sustain the burden of justifying MANAGEMENT's action or failure to act against which the Complaint is directed.

The hearing shall be conducted informally by the Hearing Officer and oral or documentary evidence pertaining to the facts and issues raised by the Complaint must be received without regard to judicial proceedings. The Hearing Officer shall require MANAGEMENT, the Complainant, counsel and other participants or spectators to conduct themselves in an orderly fashion. Failure to comply with the directions of the Hearing Officer to obtain order may result in exclusion from the proceedings or in a decision adverse to the interests of the disorderly party and granting or denial of the relief sought, as appropriate.

The Complainant or MANAGEMENT may arrange to obtain a transcript of the hearing, so long as the arrangement is made in advance and at the expense of the party making the arrangement.

MANAGEMENT will comply with HUD's Limited English Proficiency Final Rule by providing language services, if requested, throughout the grievance process.

DECISION OF THE HEARING OFFICER

The Hearing Officer shall prepare a written decision, together with the reasoning for the decision, within ten (10) working days after the hearing is concluded. A copy of the decision shall be mailed to the Complainant and MANAGEMENT who shall retain copy of the decision in the RESIDENT's folder. A copy of such decision, with all names and identifying references deleted, shall also be maintained on file by MANAGEMENT and made available for inspection by a prospective Complainant, his/her representative, or a Hearing Officer.

The decision of the Hearing Officer shall be binding on MANAGEMENT which shall take all actions, or refrain from any actions, necessary to carry out the decision unless MANAGEMENT's Boards of Commissioners determine within twenty (20) working days, and promptly notifies the Complainant of its determination, that:

- The Grievance does not concern MANAGEMENT's action or failure to act in accordance with or involving the Complainant's Lease or MANAGEMENT regulations, which adversely affect the Complainant's rights, duties, welfare or status.
- The decision of Hearing Officer is contrary to applicable federal, state or local law, HUD regulations or requirements of the annual contributions contract and HUD and MANAGEMENT.

A decision by the Hearing Officer or Boards of Commissioners in favor of MANAGEMENT, or which denies the relief requested by the Complainant in whole or in part shall not constitute a waiver of, nor affect in any manner whatsoever any rights the complainant may have to a trial de novo or judicial review in any judicial proceedings which may thereafter be brought in the matter.

MANAGEMENT EVICTION ACTIONS

If a resident has requested a hearing in regards to a complaint involving a MANAGEMENT notice of termination of tenancy, and the Hearing Officer upholds MANAGEMENT's action to terminate the tenancy, MANAGEMENT shall not commence an eviction action in a state or local court until it has served a notice to vacate to the resident, and in no event shall the notice to vacate be issued before the decision of the Hearing Officer has been mailed or delivered to the Complainant. Such notice to vacate must be in writing and specify that, if the resident fails to quit the premises within the applicable statutory period, or on the termination date stated in the notice of termination, whichever is later, appropriate action will be brought against him/her and he/she may be required to pay court costs and attorney fees.

HMD QA Update Meeting

Date | time 8/30/2017 8:30 AM | *Location* Central Office Boardroom – Training lab

Meeting called by	HMD QA Department	Attendees HMD Site Staff (PH/MF/USDA Programs)
Type of meeting	QA Update Meeting	Handouts – 08.30.2017 HMD PowerPoint
Facilitator	Blanca Navarro	PIH Alert 2017-12 with all attachments
	Toni Bustamante	EID – Yardi guidebook and EID screenshots
	Laura Gonzalez-Cortez	

Agenda Items

Topic	Presenter	Time allotted
☐ Welcome Quote	Blanca Navarro	8:30 AM – 8:35 AM
☐ Audits/Results – PH/MF/USDA/CALHFA programs	Toni Bustamante/Blanca	8:40 AM – 9:00 AM
☐ AFHMP – MF/USDA/CALHFA programs	Laura Gonzalez-Cortes	9:00 AM – 9:30 AM
☐ BREAK		9:30 AM – 9:45 AM
☐ Secured Systems Overview – Public Housing	Toni Bustamante	9:45 AM – 10:30 AM
☐ EID Overview – Public Housing	Blanca Navarro	10:30 AM – 11:00 AM

Other Information

Resources:

PIH Notice 2017-12

<https://portal.hud.gov/hudportal/documents/huddoc?id=17-12pihn.pdf>

Secure Systems Web link

https://hudapps.hud.gov/login/login_wass_external.fcc

PIH Notice 2017-12 (HA) Administrative Guidance for Effective Use of the Enterprise Income EIV System User Manual for Public Housing and Voucher Program Users 9.5

<https://portal.hud.gov/hudportal/documents/huddoc?id=eivsystemmanual.pdf>

2011 Initial PIH EIV System 9.2.1 Training web link (slides)

<https://portal.hud.gov/hudportal/documents/huddoc?id=initialpresentation.pdf>

HUD Earned Income Disallowance (EID) FAQs

https://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/phr/about/ao_faq_eid

Quality Assurance Update Meeting
Central Office Board Room
Wednesday, August 30, 2017

	NAME		SIGNATURE
1	ALONSO	ELENA	N/A.
2	ALVARA	BRITTANY	Vacation
3	ARAGON	ELIZABETH	n/A.
4	BACHICHA	GRACIE	Gracie Bachicha
5	BELTRAN	ANITA	n/A
6	BETANCOURT	LORENA	LO
7	BUNN	FRANCES	Frances Bunn F.B
8	BUSTAMANTE	TONI	Toni Bustamante
9	BUTLER	BRYAN	BButler 88
10	CHILDRESS	SHANEECE	Shaneece Childress
11	COBARRUBIAS	KEN	n/A
12	COBB	RENEE	RCobb
13	CORRALES	ROSIE	Rosie Corrales
14	COSTILLA	ROSE	Rose Costilla RC
15	DOMINGUEZ	ROSEANN	RoseAnn Dominguez
16	DUNDORE	ANGELA	r
17	EARL	TIMOTHY	TE
18	GARZA	CYNTHIA	N/A
19	GONZALEZ-CORTEZ	LAURA	LG
20	KEISER	YOLANDA	Yolande Keiser
21	LONG	WENDI	Wendi Long
22	LOPEZ	MARIA	N/A

Quality Assurance Update Meeting
Central Office Board Room
Wednesday, August 30, 2017

	NAME		SIGNATURE
23	LOPEZ-SIERRA	ELIZABETH	<i>Elizabeth Sierra</i> <i>ESS</i>
24	LOZANO	LAURO	<i>[Signature]</i>
25	MALDONADO <i>PM</i>	ROSE	<i>Rose Maldonado</i>
26	MARES	NANCY	<i>N/A</i>
27	MARTINEZ <i>AM</i>	HORTENCIA	<i>Hortencia Martinez</i> <i>AM</i>
28	MARTINEZ	DENISE	<i>Denise Martinez</i>
29	MULDREW	IVANA	<i>N/A</i>
30	NAVARRO	BLANCA	<i>Blanca Navarro</i>
31	NAVARRO	ALICIA	<i>[Signature]</i>
32	NAVARRO	TRACY	<i>N/A</i>
33	NIKA	RODIKA	<i>Rodika Nika</i>
34	NUNEZ	STEPHANIE	<i>Out.</i>
35	PADILLA	LORI	<i>[Signature]</i>
36	PRICE <i>SP</i>	DAVID <i>SP</i>	<i>David A Price</i>
37	PULIDO	GLORIA <i>SP</i>	<i>Gloria Pulido</i>
38	QUNITERO	AUDREY	<i>N/A</i>
39	RAMIREZ	MARIA	<i>Maria Ramirez</i>
40	REEVES	HILDA	
41	ROBISON	LAURA	<i>Laura Robison</i> <i>LR</i>
42	ROCHA <i>SR</i>	SYLVIA	<i>Sylvia Rocha</i>
43	VALENZUELA	JOSEFINA	<i>Josefina Valenzuela</i> <i>JP</i>
44	VANG	PHOUA	<i>Phoua Vang</i> <i>PV</i>

Quality Assurance Update Meeting
Central Office Board Room
Wednesday, August 30, 2017

	NAME		SIGNATURE
45	VASQUEZ	THERESA	Theresa Vasquez W tw
46	WEESE	LOWELLA	Lowella Weese
GW 47	WILLIAMS	GENEVA	Geneva Williams
48	WOODARD	JULIE	Julie Woodard GW
49	YANG	YIA ^{YH}	Yia Yang
50	YBARRA	DENISE ^{df}	Denise Ybarra
51	Cesena	Jeannette	Jeannette Cesena J.C.
52			
53			
54			
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56			
57			



August 7, 2017

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GENERAL NEWS

PIH Issues EIV Administrative Guidance

Late Friday HUD's Office of Public and Indian Housing ([PIH](#)) issued [Notice PIH 2017-12](#) to provide administrative guidance on mandatory use of the Enterprise Income Verification ([EIV](#)) system. The notice, which is effective upon publication, supersedes [Notice PIH 2010-19](#). According to the notice:

Using EIV as an upfront income verification (UIV) technique will be valuable in validating tenant-reported income during interim and annual reexaminations of family income; as well as streamlining the income verification process. This will result in less administrative burden in complying with third party verification requirements. Additionally, EIV will help to identify and cure inaccuracies in housing subsidy determinations, which will benefit PHAs, tenants, and taxpayers by ensuring that the level of benefits provided on behalf of families is proper and will prevent fraud and abuse within Public and Indian Housing rental assistance programs.

Use of EIV data has been mandatory since 2010. The new notice states that it makes several technical corrections to the older version. While PIH 2017-12 includes new EIV screen shots, in a page-by-page comparison it appears that the new notice is otherwise identical to Notice PIH 2010-19.

The notice includes as attachments two versions of the "What You Should Know about EIV" brochure to be given to program applicants and participants. [Attachment 1](#) includes a signature block. [Attachment 2](#) does not. The brochures have not been revised, and both versions are dated February 2010.

Notice Addresses CDBG-DR Funding

Today in the *Federal Register*, HUD published a [notice](#) titled "Allocations, Common Application, Waivers, and Alternative Requirements for Community Development Block Grant Disaster Recovery Grantees." The 15-page notice addresses funding under the Community Development Block Grant – Disaster Recovery ([CDBG-DR](#)) program. According to the notice's summary:

This notice provides guidance on issues arising from Community Development Block Grant disaster recovery funds. Specifically, this notice allocates additional funds for 2015 and 2016 disasters; establishes an allocation framework for disasters that occur in 2017 and later; provides waivers for previously funded National Disaster Resilience Competition grants and for grantees that received certain CDBG–DR funding; provides a waiver for Rebuild By Design activities; and establishes an alternative requirement that creates new national objective criteria for grantees undertaking CDBG–DR buyouts and housing incentives.

The notice's effective date is August 14, 2017.

SUBSCRIPTION INFORMATION

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

Special Attention of:

Public Housing and Section 8 Program Administrators,
Public Housing Hub Office Directors; Public Housing
Resident Management Corporations; Resident Councils;
Applicants and Participants of Public Housing, Housing
Choice Voucher, Section 8 Moderate Rehabilitation,
and Project-Based Certificate and Voucher Programs

Notice PIH 2010 - 19 (HA)

Issued: May 17, 2010

Expires: May 31, 2011

Cross References: 24 CFR §5.233,
24 CFR §5.236, 24 CFR §908.101

**SUBJECT: Administrative Guidance for Effective and Mandated Use of the Enterprise
Income Verification (EIV) System**

1. **Purpose:** This Notice provides Public Housing Agencies (PHAs) with administrative guidance related to the mandated use of HUD's Enterprise Income Verification (EIV) system, as required in accordance with the new HUD regulation, 24 CFR §5.233, as issued in the *Final Rule: Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009.
2. **Applicability:** This Notice applies to the following HUD-PIH rental assistance programs: Public Housing, Section 8 Moderate Rehabilitation, Project-Based Voucher, Project-Based Certificate, and Housing Choice Voucher (HCV) Programs.
3. **Background:** On December 29, 2009, HUD issued the final rule entitled *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification (EIV) System-Amendments*, which requires PHAs to use the EIV system in its entirety to verify tenant employment and income information during mandatory reexaminations of family composition and income; and reduce administrative and subsidy payment errors in accordance with 24 CFR §5.236 and administrative guidance issued by HUD.

Using EIV as an upfront income verification (UIV) technique will be valuable in validating tenant-reported income during interim and annual reexaminations of family income; as well as streamlining the income verification process. This will result in less administrative burden in complying with third party verification requirements. Additionally, EIV will help to identify and cure inaccuracies in housing subsidy determinations, which will benefit PHAs, tenants, and taxpayers by ensuring that the level of benefits provided on behalf of families is proper and will prevent fraud and abuse within Public and Indian Housing (PIH) rental assistance programs.

4. **Effective Date:** This Notice is effective as of issuance date.
5. **The New HUD Regulation: 24 CFR 5.233.** Effective January 31, 2010, all PHAs are required to use the EIV system in its entirety. This means that PHAs must use all features of the EIV system to:
 - a. Verify tenant employment and income information during mandatory reexaminations of family composition and income in accordance with 24 CFR §5.236, and HUD administrative guidance; and
 - b. Reduce administrative and subsidy payment errors in accordance with HUD administrative guidance.
6. **What is the EIV System?** The EIV System is a web-based application, which provides PHAs with employment, wage, unemployment compensation and social security benefit information of tenants who participate in the Public Housing and various Section 8 programs under the jurisdiction of the Office of Public and Indian Housing (PIH). This system is available to all PHAs nationwide. Information in EIV is derived from computer matching programs initiated by HUD with the Social Security Administration (SSA) and the U.S. Department of Health and Human Services (HHS), for all program participants with valid personal identifying information (name, date of birth (DOB), and social security number (SSN)) reported on the form HUD-50058.

All PHAs are required to review the EIV Income Report of each family before or during mandatory annual and interim reexaminations of family income and/or composition to reduce tenant under reporting of income and improper subsidy payments. EIV is classified as an UIV technique (or automated written third party verification), which helps to identify income sources and/or amounts that the tenant may not have disclosed. This UIV technique in many instances will reduce the need to mail or fax third party verification request forms to an income source. EIV also provides various reports to assist PHAs with the following:

- a. Identifying tenants whose reported personal identifiers do not match the SSA database;
 - b. Identifying tenants who need to disclose a SSN;
 - c. Identifying tenants whose alternate identification number (Alt ID) needs to be replaced with a SSN;
 - d. Identifying tenants who may not have reported complete and accurate income information;
 - e. Identifying tenants who have started a new job;
 - f. Identifying tenants who may be receiving duplicate rental assistance;
 - g. Identifying tenants who are deceased and possibly continuing to receive rental assistance;
 - h. Identifying former tenants of PIH rental assistance programs who voluntarily or involuntarily left the program and have a reportable adverse status and/or owe money to a PHA or Section 8 landlord.
7. **How to obtain access to the EIV System.** All PHA staff (including PHA-hired management agents), who have a need to access the EIV system, are required to complete and submit the EIV Access Authorization Form & Rules of Behavior and User Agreement to their designated EIV Coordinator in the local HUD office.

The form is available online at:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>.

The user's access must be approved by the PHA Executive Director or designee in order for the local HUD office to process all EIV access requests. Individuals who will not directly access the EIV system, but will have access to the EIV data in printed or electronic form also are required to complete the EIV Access Authorization Form & Rules of Behavior and User Agreement and maintain it on file (do not submit the form to the local HUD office).

8. **The Verification Hierarchy.** PHAs should begin with the highest level of verification techniques.

PHAs are required to access the EIV system and obtain an Income Report for each household. The PHA is required to maintain the Income Report in the tenant file along with the form HUD-50058 and other supporting documentation to support income and rent determinations for all mandatory annual reexaminations of family income and composition.

If the Income Report does not contain any employment and income information for the family, the PHA should attempt the next lower level verification technique, as noted in the below chart.

Level	Verification Technique	Ranking
6	Upfront Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system (not available for income verifications of applicants)	Highest (Mandatory)
5	Upfront Income Verification (UIV) using non-HUD system	Highest (Optional)
4	Written third Party Verification	High (Mandatory to supplement EIV-reported income sources and when EIV has no data; Mandatory for non-EIV reported income sources; Mandatory when tenant disputes EIV-reported employment and income information and is unable to provide acceptable documentation to support dispute)
3	Written Third Party Verification Form	Medium-Low (Mandatory if written third party verification documents are not available or rejected by the PHA; and when the applicant or tenant is unable to provide acceptable documentation)
2	Oral Third Party Verification	Low (Mandatory if written third party verification is not available)
1	Tenant Declaration	Low (Use as a last resort when unable to obtain any type of third party verification)

Note: This verification hierarchy applies to income determinations for applicants and participants. However, EIV is not available for verifying income of applicants.

Verification Technique Definitions

Third Party Verification Techniques

Upfront Income Verification (UIV) (Level 6/5): The verification of income before or during a family reexamination, through an independent source that systematically and uniformly maintains income information in computerized form for a number of individuals.

It should be noted that the EIV system is available to all PHAs as a UIV technique. PHAs are encouraged to continue using other non-HUD UIV tools, such as The Work Number (an automated verification system) and state government databases, to validate tenant-reported income.

Written Third Party Verification (Level 4): An original or authentic document generated by a third party source dated either within the 60-day period preceding the reexamination or PHA request date. Such documentation may be in the possession of the tenant (or applicant), and is commonly referred to as tenant-provided documents. It is the Department's position that such tenant-provided documents are written third party verification since these documents originated from a third party source. The PHA may, at its discretion, reject any tenant-provided documents and follow up directly with the source to obtain necessary verification of information.

Examples of acceptable tenant-provided documentation (generated by a third party source) include, but are not limited to: pay stubs, payroll summary report, employer notice/letter of hire/termination, SSA benefit verification letter, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices. Current acceptable tenant-provided documents must be used for income and rent determinations.

The PHA is required to obtain at a minimum, two current and consecutive pay stubs for determining annual income from wages. For new income sources or when two pay stubs are not available, the PHA should project income based on the information from a traditional written third party verification form or the best available information.

Note: Documents older than 60 days (from the PHA interview/determination or request date) is acceptable for confirming effective dates of income.

Written Third Party Verification Form (Level 3): Also, known as traditional third party verification. A standardized form to collect information from a third party source. The form is completed by the third party by hand (in writing or typeset). PHAs send the form directly to the third party source by mail, fax, or email.

It is the Department's position that the administrative burden and risk associated with use of the traditional third party verification form may be reduced by PHAs relying on acceptable documents that are generated by a third party, but in the possession of and provided by the tenant (or applicant). Many documents in the possession of the tenant are derived from third party sources (i.e. employers, federal, state and/or local agencies, banks, etc.).

The Department recognizes that third party verification request forms sent to third party sources often are not returned. In other instances, the person who completes the verification form may provide incomplete information; or some tenants may collude with the third party source to provide false information; or the tenant intercepts the form and provides false information.

The Department requires PHAs to rely on documents that originate from a third party source's computerized system and/or database, as this process reduces the likelihood of incorrect or falsified information being provided on the third party verification request form. The use of acceptable tenant-provided documents, which originate from a third party source, will improve the integrity of information used to determine a family's income and rent and ultimately reduce improper subsidy payments. This verification process will also streamline the income verification process.

Oral Third Party Verification (Level 2): Independent verification of information by contacting the individual income/expense source(s), as identified through the UIV technique or identified by the family, via telephone or in-person visit. PHA staff should document in the tenant file, the date and time of the telephone call (or visit to the third party), the name of the person contacted and telephone number, along with the confirmed information.

This verification method is commonly used in the event that the independent source does not respond to the PHA's faxed, mailed, or e-mailed request for information in a reasonable time frame, i.e., ten (10) business days.

Non-Third Party Verification Technique

Tenant Declaration (Level 1): The tenant submits an affidavit or notarized statement of reported income and/or expenses to the PHA. This verification method should be used as a last resort when the PHA has not been successful in obtaining information via all other verification techniques. When the PHA relies on tenant declaration, the PHA must document in the tenant file why third party verification was not available.

Exceptions to Third Party Verification Requirements

HUD is aware that in some situations, third party verification is not available for a variety of reasons. Oftentimes, the PHA may have made numerous attempts to obtain the required verifications with no success, or it may not be cost effective to obtain third party verification of income, assets, or expenses, when the impact on total tenant payment is minimal. In these cases, the PHA is **required to document in the family file the reason(s) why third party verification was not available.**

The exception to third party verification can be found at 24 CFR §960.259(c)(1) and §982.516(a)(2), which states, "The PHA must obtain and document in the family file third party verification of the following factors, **or must document in the file why third party verification was not available.**"

9. **Third party verification requirements.** In accordance with 24 CFR §960.259(c)(1) and 24 CFR §982.516(a)(2) for the Public Housing and the HCV programs, respectively, the PHA must obtain and document in the tenant file third party verification of the following factors, or must document in the tenant file why third party verification was not available: (i) reported family annual income; (ii) the value of assets; (iii) expenses related to deductions from annual income; and (iv) other factors that affect the determination of adjusted income.
10. **How to comply with and reduce administrative burden of third party verification requirements of family annual income.** PHAs can comply with and reduce administrative burden of third party verification requirements for employment, wage, unemployment compensation and social security benefits, and any other information that is verifiable using EIV by:
- a. Reviewing the EIV Income Report to confirm/validate tenant-reported income; and
 - b. Printing and maintaining an EIV Income Report (or an EIV Individual Control Number (ICN) page for interim reexaminations as prescribed in Section 12 of this Notice) in the tenant file; and
 - c. Obtaining current acceptable tenant-provided documentation to supplement EIV information; and
 - d. Using current tenant-provided documentation and/or third party verification to calculate annual income.

Note: Social Security benefit information in EIV is updated every three months. If the tenant agrees with the EIV-reported benefit information, PHAs do not need to obtain or request a benefit verification letter from the tenant. See PIH Notice 2010-03 for guidance on verifying Social Security benefit income through the EIV system.

The PHA may also reduce the administrative burden of obtaining third party verification by relying on acceptable documents that are generated by a third party, but provided by the tenant. Many documents in the possession of the tenant are derived from third party sources (i.e. employers, federal, state and/or local agencies, banks, etc.).

11. **When the PHA is required to request written third party verification** The PHA must request written third party verification under the following circumstances:

- a. When the tenant disputes the EIV information and is unable to provide acceptable documentation to support his/her dispute (24 CFR §5.236(b));
- b. When the PHA requires additional information that is not available in EIV and/or the tenant is unable to provide the PHA with current acceptable tenant-provided documentation. Examples of additional information, includes but is not limited to:
 - i. Effective dates of income (i.e. employment, unemployment compensation, or social security benefits)
 - ii. For new employment: pay rate, number of hours worked per week, pay frequency, etc.
 - iii. Confirmation of change in circumstances (i.e. reduced hours, reduced rate of pay, temporary leave of absence, etc.)

Note: 24 CFR §5.236(a), prohibits PHAs from taking adverse action based solely on EIV information.

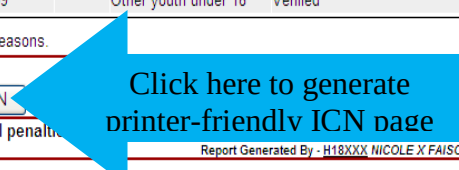
12. Type of file documentation required to demonstrate PHA compliance with mandated use of EIV as a third party source to verify tenant employment and income information (24 CFR §5.233(a)(2)(i)).

- A.** For each new admission (form HUD-50058 action type 1), the PHA is required to do the following:
 - i.** Review the EIV Income Report to confirm/validate family-reported income within 120 days of the PIC submission date; and
 - ii.** Print and maintain a copy of the EIV Income Report in the tenant file; and
 - iii.** Resolve any income discrepancy with the family within 60 days of the EIV Income Report date.
- B.** For each historical adjustment (form HUD-50058 action type 14), the PHA is required to do the following:
 - i.** Review the EIV Income Report to confirm/validate family-reported income within 120 days of the PIC submission date; and
 - ii.** Print and maintain a copy of the EIV Income Report in the tenant file; and
 - iii.** Resolve any income discrepancy with the family within 60 days of the EIV Income Report date.
- C.** For each interim reexamination (form HUD-50058 action type 3) of family income and composition, the PHA is required to have the following documentation in the tenant file:
 - i.** **ICN Page** when there is **no** household income discrepancy noted on the household's Income Discrepancy Report tab or Income Discrepancy Report. (PHAs have the discretion to print the EIV Income report, however, only the ICN page is required.) See sample screen shot below.

Summary Report	Income Report	Income Discrepancy Report
No Income Discrepancy Report is available for the household.		

Note: The ICN Page is available from the Summary Report tab. See sample screen shot below:

[Print All](#)

Summary Report						
Certification Page		Income Report		Income Discrepancy Report		
Head of Household Identifiers						
Name:	MIKILA					
Social Security Number:	***-**-****					
Date of Birth (mm/dd/yyyy):	XX/XX/1989					
Program Type:	Sec.8 Vouchers					
Project:						
Unit Address:						
Participant Code:						
Annual Reexamination Date:	05/01/2010					
Tenant Data from Form 50058 as of:	10/20/2009					
Most Recent Type of Action:	3-Interim Reexamination					
Effective Date:	10/01/2009					
Household Members						
Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
-**-*	MIKILA		XX/XX/1989	20	Head	Verified
-**-*	MALAYA		XX/XX/2009		Other youth under 18	Verified
The month and day values in the Date of Birth field have been masked for security reasons.						
Provide ICN						
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.						
Report Generated By - H18XXX NICOLE X FAISON						

- ii. **EIV Income Report** when there is an income discrepancy noted on the household's Income Discrepancy Report tab or Income Discrepancy Report. See sample screen shot below.

Summary Report			Income Report		Income Discrepancy Report	
Head of Household Information						
Name:	DEBRA					
Social Security Number:						
Program Type:	Public Housing					
Project:						
Effective Date of Action:	03/10/2009					
Annual Reexamination Date:	02/01/2010					
Projected Annual Wages and Benefits from Form HUD-50058:	\$8,328.00					
Period Of Income for Discrepancy Analysis	12/10/2007 - 12/09/2008					
Discrepancy Analysis	Actuals	Annualized Last Quarter				
Reported Annual Wages and Benefits from EIV Data:	\$24,919.06	\$26,131.00				
Amount of Annual Income Discrepancy:	(\$16,591.06)	(\$17,803.00)				
Amount of Monthly Income Discrepancy:	(\$1,382.59)	(\$1,483.58)				
Percentage of Income Discrepancy:	(66.58%)	(68.13%)				
Note: Negative numbers represent potential under reporting of income. Please discuss this income discrepancy with the tenant. Positive numbers represent potential decrease in tenant income.						
Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.						
Report Generated By - H18XXX NICOLE X FAISON						

- D. For each annual reexamination of family income and composition, the PHA is required to have the following documentation in the tenant file:
- i. **No Dispute of EIV Information:** EIV Income Report, current acceptable tenant-provided documentation, and *if necessary* (as determined by the PHA), traditional third party verification form(s). See examples 1 and 3 below.
 - ii. **Disputed EIV Information:** EIV Income report, current acceptable tenant-provided documentation, and/or traditional third party verification form(s) for disputed information. See example 2 below.
 - iii. **Tenant-reported income not verifiable through EIV system:** Current tenant-provided documents, and *if necessary* (as determined by the PHA), traditional third party verification form(s). See example 3 below.

Example 1: No Disputed EIV Information & Tenant Provided Documents

You are conducting an annual reexam with tenant, Mary Jones. Ms. Jones reports that she is employed at the ABC Box Company. You pull up the EIV income report for the Jones family, which shows quarterly wages from the ABC Box Company for the full year of 2008, and the first two quarters of 2009. Last year's (2009) annual reexam reflects wages from the same employer. There is no other income information on the report.

The PHA may streamline the income verification process by requesting Ms. Jones provide current pay stubs dated within the last 60 days of the interview or PHA request date. The PHA must obtain a minimum of two current and consecutive pay stubs from Ms. Jones. Since there is no disparity between tenant-reported and EIV-reported income, the PHA may obtain original and current tenant-provided pay stubs to calculate annual income.

The PHA may **not** use quarterly EIV wage (or unemployment benefit) information to calculate annual income since this information is at least six months old and more current income information (from pay stubs) is available.

Example 2: Disputed EIV Information & No Tenant-Provided Documents

You are conducting an annual reexam with tenant, Bob Miller. Mr. Miller reports that his only source of income is monetary support from his sister, Betty Miller. You pull up the EIV income report for the Miller family, which shows quarterly wages from the Home Depot for the full year of 2008, and the first two quarters of 2009. There is no other income information on the EIV report. Last year's (2009) annual reexam reflects no wage information and only source of income is other non-wage income (monetary support from family member).

You inform Mr. Miller that the EIV system shows wages from the Home Depot and ask him to provide you with current pay stubs. Mr. Miller states that he does not work there and has no pay stubs.

Because Mr. Miller disputes the EIV-reported income and is unable to provide documents to support his dispute, the PHA **must** request written third party verification from Home Depot. You mail a third party verification request form to the address listed for Home Depot.

A few days later, you receive the third party verification request form back from Home Depot, which indicates that Mr. Miller has been employed there since January 5, 2008, and a payroll summary report, showing Mr. Miller's bi-weekly gross and net pay since January 2008. Since the disputed EIV information has been confirmed to be correct by the independent third party source (Home Depot), the PHA will use the income information from the payroll summary report to calculate annual income. The PHA would also calculate the retroactive rent (using the information provided by Home Depot) since Mr. Miller failed to disclose his employment at the 2008 and 2009, annual reexams. The PHA would also inform Mr. Miller of this retroactive rent and take action according to PHA-established policies.

Example 3: Tenant Unreported Income, Income not Verifiable through EIV & Tenant- Provided Documents

You are conducting an annual reexam with tenant, Sharon Duvet. Ms. Duvet reports that her only source of income is child support and provides you with four current and consecutive child support pay stubs. You pull up the EIV Income Report for the Duvet family, which shows: hire date at the District Police Department effective January 9, 2005; quarterly wages from the District Police Department for the full years of 2005, 2006, 2007, and 2008, and the first two quarters of 2009. There is no other income information on the EIV Income Report. Last year's (2009) annual reexam reflects income from only child support. You inform Ms. Duvet that the EIV system is showing wages from the District Police Department and you ask her to provide you with current pay stubs. Ms. Duvet admits that she has been working at the District Police Department and indicates that she can provide you with current pay stubs. You inform Ms. Duvet that you will also have to calculate her retroactive rent for the previous years in which she did not disclose her employment. You go over the EIV-reported wages with Ms. Duvet and she indicates that she does not dispute the information.

Since Ms. Duvet does not dispute the EIV-reported information, the PHA may use the tenant provided documents to calculate income and rent for the 2010 annual reexam, and use the EIV-reported earnings for years 2005 through 2008, to calculate the retroactive rent Ms. Duvet will owe. The PHA should require Ms. Duvet to provide her last pay stub from 2009, or her 2009 W- 2, to calculate the retroactive rent for 2009. The PHA will use the tenant-provided child support pay stubs (child support income is not available in EIV) to calculate annual income from this source.

13. **What if the tenant does not provide the PHA with requested information?** If the tenant does not provide the requested information, the PHA may mail or fax a third party verification request form to the third party source. The PHA is **required** to request third party verification when the tenant disputes EIV information and the tenant is unable to provide acceptable documentation to support disputed information. However, the PHA should **also** remind the tenant that s/he is required to supply any information requested by the PHA for use in a regularly scheduled annual or interim reexamination of family income and composition.

The PHA may **determine** that the tenant is not in compliance with program requirements and terminate tenancy or assistance, or both, if the tenant fails to provide the requested information in a timely manner (as prescribed by the PHA).

14. **How to use EIV to reduce administrative and subsidy payment errors.** EIV has the ability to identify other potential issues which may impact a family's level of assistance. EIV contains stand-alone reports, which a PHA may generate at any time (i.e. Deceased Tenants Report, New Hires Report, Multiple Subsidy Report, Identity Verification Report, Income Discrepancy Report, Debts Owed to PHAs & Termination Report, and Immigration Report). However, it should be noted that the information from these stand-alone reports are contained in the Income Report for each household. PHAs are required to address any and all potential issues at the time of the annual or interim reexam, as conveyed in the Income Report.

PHAs may use the stand-alone reports to monitor staff's progress in reducing the following administrative and subsidy payment errors by using the listed reports:

- a. Incorrect/invalid SSNs/name/date of birth – Identity Verification Report
- b. Follow-up with families who need to disclose a SSN – Immigration Report
- c. Duplicate rental assistance – Multiple Subsidy Report
- d. Unreported increase in income – Income discrepancy Report
- e. Improper payments on behalf of deceased tenants – Deceased Tenants Report
- f. Unreported new employment (PHAs with interim increase policy) – New Hires Report
- g. Adverse Termination/Outstanding Debt to PHA – Debts Owed to PHAs & Termination Search

In order to ensure PHAs are aware of potential subsidy payment errors, PHAs are **required** to monitor the following EIV reports on a monthly basis:

1. Deceased Tenants Report
2. Identity Verification Report
3. Immigration Report

In order to ensure PHAs are aware of potential subsidy payment errors, PHAs are **required** to monitor the following EIV reports on a quarterly basis:

1. Income Discrepancy Report
2. Multiple Subsidy Report
3. New Hires Report (if your agency has an interim increase policy)

15. **How to use the EIV Income Report as a third party source to verify tenant employment and income information.** The EIV Income Report provides a variety of information about each household member of the family. The report contains the following information for each household member:

- a. Personal identifiers: name, date of birth, and SSN
- b. Identity verification status (pending, verified, deceased, or failed)
- c. Employment information
 - 1. New Hire Information (W-4)
 - i. Date hired
 - ii. Employer name
 - 2. Employer name, address, and employer identification number of current and past employers
 - 3. Quarterly earnings
- d. Quarterly unemployment compensation
- e. Social Security benefit information
 - 1. Social Security (SS) benefits
 - i. Payment status code
 - ii. Date of current entitlement
 - iii. Current net monthly benefit amount (if payable)
 - iv. Gross monthly benefit history (last 8 changes in benefit amount)
 - v. Lump sum payment amount and date
 - vi. Payee name and address
 - 2. Dual Entitlement (Social Security benefits under another person's SSN)
 - i. Claim Number (the other person's SSN)
 - ii. Payment status code
 - iii. Date of current entitlement
 - iv. Current net monthly benefit amount (if payable)
 - v. Gross monthly benefit history (last 8 changes in benefit amount)
 - vi. Payee name and address
 - 3. Supplemental Security Income (SSI)
 - i. Payment status code
 - ii. Alien indicator
 - iii. Current net monthly benefit amount
 - iv. Current monthly state supplement benefit amount (if available)
 - v. Gross monthly benefit history (last 8 changes in benefit amount)
 - vi. Payee name and address
 - 4. Medicare data
 - i. Payee name and address
 - ii. Monthly hospital insurance premium amount, buy-in status, and buy-in start and end dates
 - iii. Monthly supplemental medical insurance premium amount, buy-in status, and buy-in start and end dates
- f. Disability status and onset date
- g. Identity verification status
- h. Indicator of possible multiple rental subsidy
- i. Indicator of debt and/or termination information from another PHA (effective September 2010)

All EIV Income Reports contain the date the report was generated and by whom; and the date EIV received each type of information.

To minimize tenant underreporting of income, PHAs are required to obtain an EIV Income Report for each family any time the PHA conducts an annual or interim reexamination of family income and composition.

In accordance with 24 CFR §5.236(b)(2)(3), PHAs are required to compare the information on the EIV report with the family-reported information. If the EIV report reveals an income source that was not reported by the tenant or a substantial difference in the reported income information, the PHA is required to take the following actions:

1. Discuss the income discrepancy with the tenant; and
2. Request the tenant to provide any documentation to confirm or dispute the unreported or underreported income and/ or income sources; and
3. In the event the tenant is unable to provide acceptable documentation to resolve the income discrepancy, the PHA is required to request from the third party source, any information necessary to resolve the income discrepancy; and
4. If applicable, determine the tenant's underpayment of rent as a result of unreported or underreported income, retroactively*; and
5. Take any other appropriate action as directed by HUD or the PHA's administrative policies.

*The PHA is required to determine the retroactive rent as far back as the existence of complete file documentation (form HUD-50058 and supporting documentation) to support such retroactive rent determinations.

Note: A substantial difference is defined as an amount equal to or greater than \$2,400, annually.

The tenant must be provided an opportunity to contest the PHA's determination of tenant rent underpayment. HUD regulations require PHAs to promptly notify tenants in writing of any adverse findings made on the basis of the information verified through the aforementioned income discrepancy resolution process. The tenant may contest the findings in accordance with the PHA's established grievance procedures, as required by HUD. The PHA may not terminate, deny, suspend, or reduce the family's assistance until the expiration of any notice or grievance period.

When there is insubstantial or no disparity between tenant-reported and EIV-reported income information, the PHA is required to obtain from the tenant, any necessary documentation to complete the income determination process. As noted previously, the PHA may reject any tenant-provided documentation, if the PHA deems the documentation unacceptable. The PHA may reject documentation provided by the tenant for only the following HUD-approved reasons:

1. The document is not an original; or
2. The original document has been altered, mutilated, or is not legible; or

3. The document appears to be a forged document (i.e. does not appear to be authentic).

The PHA should explain to the tenant, the reason(s) the submitted documents are not acceptable and request the tenant provide additional documentation. If at any time, the tenant is unable to provide acceptable documentation that the PHA deems necessary to complete the income determination process, the PHA is required to submit a traditional third party verification form to the third party source for completion and submission to the PHA.

If the third party source does not respond to the PHA's request for information, the PHA is required to document the tenant file of its attempt to obtain third party verification and that no response to the third party verification request was received.

The PHA should then pursue lower level verifications in accordance with the verification hierarchy listed in section 8 of this notice.

16. **Tenant Repayment Agreement.** Tenants are required to reimburse the PHA if they were charged less rent than required by HUD's rent formula due to the tenant's underreporting or failure to report income. The tenant is required to reimburse the PHA for the difference between the tenant rent that should have been paid and the tenant rent that was charged. This rent underpayment is commonly referred to as retroactive rent. If the tenant refuses to enter into a repayment agreement or fails to make payments on an existing or new repayment agreement, the PHA **must** terminate the family's tenancy or assistance, or both. HUD does **not** authorize any PHA-sponsored amnesty or debt forgiveness programs.

All repayment agreements must be in writing, dated, signed by both the tenant and the PHA, include the total retroactive rent amount owed, amount of lump sum payment made at time of execution, if applicable, and the monthly repayment amount. At a minimum, repayment agreements must contain the following provisions:

- a. Reference to the paragraphs in the Public Housing lease or Section 8 information packet whereby the tenant is in non-compliance and may be subject to termination of tenancy or assistance, or both.
- b. The monthly retroactive rent repayment amount is in addition to the family's regular rent contribution and is payable to the PHA.
- c. The terms of the agreement may be renegotiated if there is a decrease or increase in the family's income.
- d. Late and missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.

PHAs are required to determine retroactive rent amount as far back as the PHA has documentation of family reported income. For example, if the PHA determines that the family has not reported income for a period of five years and only has documentation for the last three years, the PHA is only able to determine retroactive rent for the three years for which documentation is available.

The monthly retroactive rent payment plus the amount of rent the tenant pays at the time the repayment agreement is executed should be affordable and not exceed 40 percent of the family's monthly adjusted income. However, PHAs have the discretion to establish thresholds and policies for repayment agreements in addition to HUD required procedures.

Example:

- Family's monthly adjusted income is \$1,230.
- Family's monthly rent payment is \$369 (30% of the family's monthly adjusted income).
- 40% of the family's monthly adjusted income is \$492.
- The monthly payment for the repayment agreement should not exceed \$123 per month (\$369 monthly rent + \$123 repayment = \$492, 40% of the family's monthly adjusted income.)

Repayment Time Period. The period in which the retroactive rent balance will be repaid is based on the monthly payments and original retroactive balance.

Example: The tenant agrees to repay \$1,000, by making a monthly payment of \$25 for 40 months.

Repayment Options. Tenants have the option to repay the retroactive rent balance as follows:

1. In a lump sum payment; or
2. Monthly installment; or
3. A combination of 1 and 2, above
 - a. For example, a tenant may owe \$1,000, make a lump sum payment of \$300 and enter into a repayment agreement for the remaining balance of \$700.

17. How long should the PHA maintain EIV printouts in a tenant file? The PHA's record retention policy will determine the length of time the PHA should maintain EIV printouts in a tenant file. PHAs are authorized to maintain the EIV Income Report in the tenant file for the duration of tenancy and no longer than three years from the end of participation (EOP) date. In accordance with revised regulation, 24 CFR §908.101, PHAs are required to maintain at a minimum, the last three years of the form HUD-50058, and supporting documentation for all annual and interim reexaminations of family income. All records are to be maintained for a period of at least three years from the effective date of the action.

18. Disclosure of an Individual's EIV Information. The Federal Privacy Act (5 USC §552a, as amended) prohibits the disclosure of an individual's information to another person without the written consent of such individual. As such, the EIV data of an adult household member may not be shared (or a copy provided or displayed) with another adult household member, unless the individual has provided written consent to disclose such information.

However, the PHA is not prohibited from discussing with the head of household (HOH) and showing the HOH how the household's income and rent were determined based on the total family income reported and verified.

EIV information and any other information obtained by the PHA for the purpose of determining eligibility and level of assistance for a PIH rental assistance program may not be disclosed to third parties for any reason (even for similar verifications under other programs, such as eligibility for low income housing tax credit units, other federal or state assistance programs), unless the tenant has authorized such disclosure in writing.

19. What to do if the EIV Information is incorrect.

Sometimes the source or originator of EIV information may make an error when submitting or reporting information about tenants. HUD cannot correct data in the EIV system. Only the originator of the data can correct the information. When the originator corrects the data, HUD will obtain the updated information with its next computer matching process. Below are the procedures tenants and PHAs should follow regarding incorrect EIV information.

Employment and wage information reported in EIV originates from the employer. The employer reports this information to the local State Workforce Agency (SWA), who in turn, reports the information to HHS' National Directory of New Hires (NDNH) database.

If the tenant disputes this information, s/he should contact the employer directly, in writing to dispute the employment and/or wage information, and request that the employer correct erroneous information.

The tenant should provide the PHA with this written correspondence so that it may be maintained in the tenant file. If employer resolution is not possible, the tenant should contact the local SWA for assistance.

Unemployment benefit information reported in EIV originates from the local SWA. If the tenant disputes this information, s/he should contact the SWA directly, in writing to dispute the unemployment benefit information, and request that the SWA correct erroneous information. The tenant should provide the PHA with this written correspondence so that it may be maintained in the tenant file.

SS and SSI benefit information reported in EIV originates from the SSA. If the tenant disputes this information, s/he should contact the SSA at (800) 772-1213, or visit the local SSA office. SSA office information is available in the government pages of the local telephone directory or online at <http://www.socialsecurity.gov>.

Note: The tenant may also provide the PHA with third party documents which are in the tenant's possession to support their dispute of EIV information. The PHA, with the tenant's consent, is required to submit a third party verification form to third party sources for completion and submission to the PHA, when the tenant disputes EIV information and is unable to provide documentation to validate the disputed information. The tenant's failure to sign the consent form is grounds for termination of tenancy and/or assistance in accordance with 24 CFR §5.232.

Debts owed to PHAs and termination information reported in EIV originates from the PHA. If a current or former tenant disputes this information, s/he should contact the PHA (who reported the information) directly in writing to dispute this information and provide any documentation that supports the dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV. Former tenants may dispute debt and termination information for a period of up to three years from the end of participation date in the PIH program.

Identity Theft. Seemingly incorrect information in EIV may be a sign of identity theft. Sometimes someone else may use an individual's SSN, either on purpose or by accident. SSA does not require an individual to report a lost or stolen SSN card, and reporting a lost or stolen SSN card to SSA will not prevent the misuse of an individual's SSN. However, a person using an individual's SSN can get other personal information about that individual and apply for credit in that individual's name. So, if the tenant suspects someone is using his/her SSN, s/he should check their Social Security records to ensure their records are correct (call SSA at (800) 772-1213); file an identity theft complaint with the local police department and/or Federal Trade Commission (call FTC at (877) 438-4338, or visit their website at: <http://www.ftc.gov/bcp/edu/microsites/idtheft/>); and s/he should also monitor their credit reports with the three national credit reporting agencies (Equifax, TransUnion, and Experian). The tenant should provide the PHA written documentation of filed identity theft complaint. (Refer back to paragraph on Employment and wage information regarding disputed EIV information related to identity theft).

Tenants may request their credit report and place a fraud alert on their credit report with the three national credit reporting agencies at: www.annualcreditreport.com or by contacting the credit reporting agency directly. Each agency's contact information is listed below.

National Credit Reporting Agencies Contact Information

Equifax Credit Information Services, Inc.
P.O. Box 740241
Atlanta, GA 30374
Website: www.equifax.com
Telephone: (800) 685-1111

Experian
P.O. Box 2104
Allen, TX 75013
Website: www.experian.com
Telephone (888) 397-3742

TransUnion
P.O. Box 6790
Fullerton, CA 92834
Website: www.transunion.com
Telephone: (800) 680-7289 or (800) 888-4213

20. **Security of EIV Data.** The data in EIV contains personal information on individual tenants which is protected under the Federal Privacy Act. The information in EIV may only be used for limited official purposes, as noted below.

A. Official Purposes Include:

1. PHAs, in connection with the administration of PIH programs, for verifying the employment and income at the time of interim and annual reexaminations.
2. HUD staff for monitoring and oversight of PHA compliance with HUD program requirements.
3. Independent Auditors hired by the PHA or HUD to perform a financial audit for use in determining the PHA's compliance with HUD program requirements, including verifying income and determining the accuracy of the rent and subsidy calculations.

Restrictions on disclosure requirements for Independent Auditors:

- (a) May only access EIV income information within family files and only within the offices of the PHA or PHA-hired management agent;
- (b) May not transmit or transport EIV income information in any form;
- (c) May not enter EIV income information on any portable media;
- (d) Must sign non-disclosure oaths that the EIV income information will be used only for the purpose of the audit; and
- (e) May not duplicate EIV income information or re-disclose EIV income information to any user not authorized by Section 435(j)(7) of the Social Security Act to have access to the EIV income data.

B. Official Purposes Do NOT Include:

1. Sharing the information with governmental or private entities not involved in the reexamination process specifically used for PIH rental assistance programs.

Disclosing the EIV information to other private or public entities for purposes other than determining eligibility and level of assistance for PIH rental assistance programs is prohibited since these entities are not a party to the computer matching agreements with the HHS and SSA. The fact that these entities may find the EIV beneficial for similar eligibility and determination purposes for other low-income housing programs or public benefits, does not permit these entities to use or view information in the EIV system that is covered by the computer matching agreements.

The computer matching agreements are governed by the Privacy Act and the Social Security Act. Specifically, sections 453(j)(7)(E)(ii) and (iv) of the Social Security Act (42 USC §653j) limit disclosure of the data matched between HUD and HHS' National Directory of New Hires (NDNH) database to PHAs, Independent Auditors, the Inspector General (IG) and Attorney General, private owners, management agents, and contract administrators of Multifamily Housing programs.

C. Penalties for Willful Disclosure or Inspection of EIV Data.

1. **Unauthorized Disclosure** – felony conviction and fine up to \$5,000 or imprisonment up to five (5) years, as well as civil damages.
2. **Unauthorized Inspection** – misdemeanor penalty of up to \$1,000 and/or one (1) year imprisonment, as well as civil damages.

21. **Penalties for Noncompliance with Mandated EIV System Use.** PHAs may be subject to sanctions and/or the assessment of disallowed costs associated with any resulting incorrect subsidy or tenant rent calculation or both. It should be noted that HUD may impose a sanction on any PHA who does not have access to the EIV system or the PHA has access to the system, however, has not used the system within the last six months. To avoid sanctions or disallowed costs, PHAs should follow all formal and informal guidance provided to PHAs via webcast trainings, PIH Rental Housing Integrity Improvement Project (RHIIP) periodic electronic mailings, and any other HUD Headquarters'-generated guidance.

EIV System Tip Sheets (ETS). PHAs are required to comply with guidance provided via ETS and HUD Headquarters-sponsored EIV training, via webcast and satellite. PIH will also post ETS to the PIH RHIIP technical assistance web pages at: <http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>, and send via email to all subscribers of the PIH RHIIP mailing list. ETS is designed to explain effective use of the EIV system to ensure PHAs' compliance with the third party verification requirements and reduce administrative and subsidy payment errors, so that PHAs may avoid penalties for failure to use the EIV system in its entirety.

22. **EIV System Training Information.** As a condition of initial and continued access to the EIV System, HUD and PHA staff are required to complete Annual Security Awareness training and EIV system training (initial (complete system training) and update (interim system changes) training) when offered by HUD Headquarters (HHQ). This training requirement also applies to those individuals who will not access EIV, but will view or handle printed and/or electronic EIV data. Individuals who will view and/or handle printed EIV information are required to complete only annual Security Awareness training (EIV system training is optional for these individuals). EIV training provided by third parties (other than HUD Headquarters) does not fulfill the mandatory EIV training requirement.

HHQ offers training in Washington, DC and via webcast at least once a year. EIV system users who need to complete EIV training may view EIV training webcasts at: <http://www.hud.gov/webcasts/archives/iv.cfm>. HUD offers a *Certificate of Completion* for a period of six months following the broadcast date, for those who desire confirmation of completed training.

However, it should be noted that a certificate is not required in order for an individual to be granted access to the EIV system or be certified for continued EIV system access. The most recent PIH RHIIP/EIV training was held on January 28, 2010. EIV system users may request a *Certificate of Completion* for this training through October 30, 2010.

Training information is posted at the following websites:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm> and is emailed to all subscribers of the PIH RHIIP mailing list. To subscribe to this mailing list, paste the following URL into your browser, enter your email address, and click

OK: <http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L>

Instructions for requesting a *Certificate of Completion* is posted at

<http://www.hud.gov/webcasts/archives/iv.cfm> or

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>, and is automatically emailed to all subscribers of the PIH RHIIP mailing list.

EIV system users must complete HHQ-offered training as follows:

Training Offered	Training Must be Completed By
October 1 st – March 31 st	April 29 th
April 1 st – September 30 th	October 30 th

New employees, who begin employment after March 31st, are required to complete the training by October 30th.

New employees, who begin employment after September 30th, are required to complete the training by April 29th, of the following year.

Note: Employees must complete the training **prior** to accessing the EIV system and/or printed EIV reports.

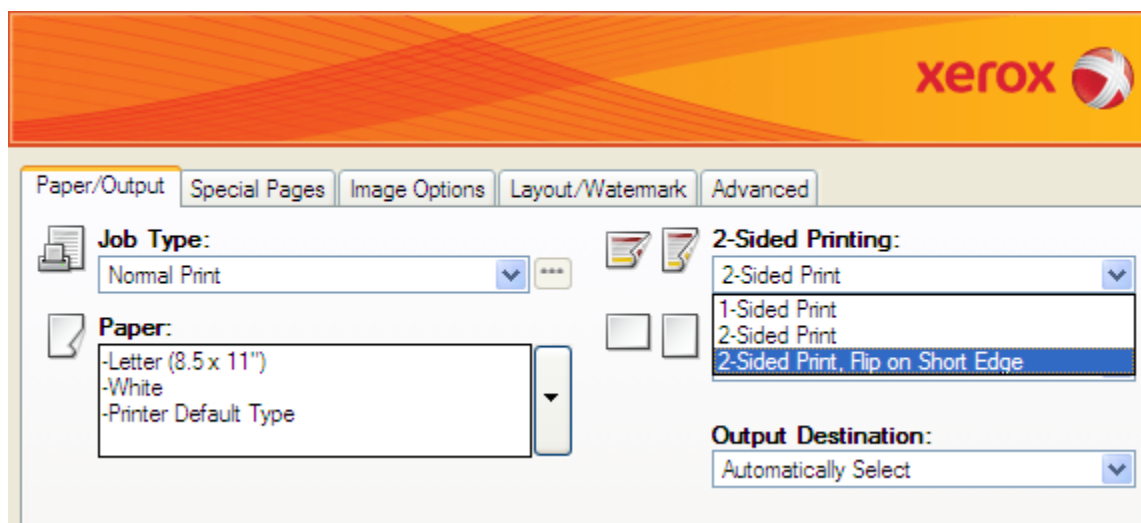
23. **Updating of PHA Policies and Procedures.** PHAs are required to immediately implement all new and modified regulatory requirements of the *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*.

The Department recognizes that many PHAs have already begun to modify existing policies and procedures to reflect use of EIV during all mandatory annual and interim reexams. PHAs should immediately update their policies and procedures to reflect these new regulatory provisions.

24. **Notice to Applicants and Tenants.** PIH is providing PHAs with the attached EIV system information guide that PHAs may provide to applicants and tenants of PIH rental assistance programs. PHAs are **not** required to distribute this document. However, PHAs are strongly encouraged to provide applicants and tenants with the ***What You Should Know About EIV Guide*** to educate families about EIV and inform them of how it affects their family.

There are two versions of the document: 1) with a signature block; and 2) without a signature block. HUD does not require applicants or tenants to acknowledge receipt of the document; however, PHAs may, at their discretion, require the family to acknowledge receipt of the guide. If your PHA will require families to acknowledge receipt of the guide, provide the family with a copy of the guide to take with them, and maintain a signed copy in the family file folder.

The guide is a two page document or one double-side printed document. To print the file on one page (if your printer has two-sided printing capability), select **Print Properties** when printing the document, select **2-Sided Print, Flip on Short Edge**, and then print. This document is not available for ordering from HUD. Simply click and print the guide.



Currently, the guide is only available in English, however, in the future; HUD may make this document available in other languages. As a subscriber to the PIH RHIIP mailing list, you will automatically receive the guide in other languages, when they become available.

Tip: Print on color paper to add a little flare!

25. **Rental Housing Integrity Improvement Project (RHIIP)/EIV Resources.** For your convenience, PIH EIV information is available on the web at the below listed URLs. Many of your questions can be answered by viewing information that is posted on the HUD web pages. Bookmark these pages:

Overview of Upfront Income Verification (UIV)

Technique: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm>

Training and Technical Assistance (including webcast training materials):

<http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm>

EIV System, Access Authorization Form, and User

Manuals: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>



U.S. Department of Housing and Urban Development

Office of Public and Indian Housing (PIH)



What You Should Know About EIV

A Guide for Applicants & Tenants of Public Housing & Section 8 Programs

What is EIV?

The Enterprise Income Verification (EIV) system is a web-based computer system that contains employment and income information of individuals who participate in HUD rental assistance programs. All Public Housing Agencies (PHAs) are required to use HUD's EIV system.

What information is in EIV and where does it come from?

HUD obtains information about you from your local PHA, the Social Security Administration (SSA), and U.S. Department of Health and Human Services (HHS).

HHS provides HUD with wage and employment information as reported by employers; and unemployment compensation information as reported by the State Workforce Agency (SWA).

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What is the EIV information used for?

Primarily, the information is used by PHAs (and management agents hired by PHAs) for the following purposes to:

1. Confirm your name, date of birth (DOB), and Social Security Number (SSN) with SSA.
2. Verify your reported income sources and amounts.
3. Confirm your participation in only one HUD rental assistance program.
4. Confirm if you owe an outstanding debt to any PHA.
5. Confirm any negative status if you moved out of a subsidized unit (in the past) under the Public Housing or Section 8 program.
6. Follow up with you, other adult household members, or your listed emergency contact regarding deceased household members.

EIV will alert your PHA if you or anyone in your household has used a false SSN, failed to report complete and accurate income information, or is receiving rental assistance at another address.

Remember, you may receive rental assistance at only one home!

EIV will also alert PHAs if you owe an outstanding debt to any PHA (in any state or U.S. territory) and any negative status when you voluntarily or involuntarily moved out of a subsidized unit under the Public Housing or Section 8 program. This information is used to determine your eligibility for rental assistance at the time of application.

The information in EIV is also used by HUD, HUD's Office of Inspector General (OIG), and auditors to ensure that your family and PHAs comply with HUD rules.

Overall, the purpose of EIV is to identify and prevent fraud within HUD rental assistance programs, so that limited taxpayer's dollars can assist as many eligible families as possible. EIV will help to improve the integrity of HUD rental assistance programs.

Is my consent required in order for information to be obtained about me?

Yes, your consent is required in order for HUD or the PHA to obtain information about you. By law, you are required to sign one or more consent forms. When you sign a form HUD-9886 (*Federal Privacy Act Notice and Authorization for Release of Information*) or a PHA consent form (which meets HUD standards), you are giving HUD and the PHA your consent for them to obtain information about you for the purpose of determining your eligibility and amount of rental assistance. The information collected about you will be used only to determine your eligibility for the program, unless you consent in writing to authorize additional uses of the information by the PHA.

Note: If you or any of your adult household members refuse to sign a consent form, your request for initial or continued rental assistance may be denied. You may also be terminated from the HUD rental assistance program.

What are my responsibilities?

As a tenant (participant) of a HUD rental assistance program, you and each adult household member must disclose complete and accurate information to the PHA, including full name, SSN, and DOB; income information; and certify that your reported household composition (household members), income, and expense information is true to the best of your knowledge.

February 2010

Remember, you must notify your PHA if a household member dies or moves out. You must also obtain the PHA's approval to allow additional family members or friends to move in your home **prior** to them moving in.

What are the penalties for providing false information?

Knowingly providing false, inaccurate, or incomplete information is **FRAUD** and a **CRIME**.

If you commit fraud, you and your family may be subject to any of the following penalties:

1. Eviction
2. Termination of assistance
3. Repayment of rent that you should have paid had you reported your income correctly
4. Prohibited from receiving future rental assistance for a period of up to 10 years
5. Prosecution by the local, state, or Federal prosecutor, which may result in you being fined up to \$10,000 and/or serving time in jail.

Protect yourself by following HUD reporting requirements. When completing applications and reexaminations, you must include all sources of income you or any member of your household receives.

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My signature below is confirmation that I have received this Guide.

Signature

Date



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Subscribe to PIH RHIIP Mailing

list: <http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L>

PIH EIV Webcasts

Archives: <http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/iv>

Latest EIV News: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivnewsflash.cfm>

Income Discrepancy

Resolution: <http://www.hud.gov/offices/pih/programs/ph/rhiip/indisres.cfm>

Public Notices: <http://www.hud.gov/offices/pih/programs/ph/rhiip/pubnotices.cfm>

Report Fraud, Waste & Abuse to HUD

OIG: <http://www.hud.gov/offices/pih/programs/ph/rhiip/uivreporting.cfm>

PIH Notices: <http://www.hud.gov/offices/pih/publications/notices/>

26. **Paperwork Reduction:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 USC §3520) and assigned OMB control number(s) 2577-0083 and 2577-0266. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.
27. **For inquiries about this Notice contact:** the designated EIV Coordinator in the local HUD field office or Nicole Faison of HUD Headquarters' Office of Public and Indian Housing at (202) 475-7949, or via email at PIH.RHIIP.TA@HUD.GOV.

/s/

Sandra B. Henriquez, Assistant Secretary for
Public and Indian Housing

Attachments:

1. *What You Should Know About EIV Guide* (with signature block)
2. *What You Should Know About EIV Guide* (without signature block)

Property Name:
Property Specialist/Community Coordinator
Area/Property Manager:
Date report was run:

EIV Income Discrepancy Report Update/ Failed Verification

Deceased Tenant	Count	Unit Number	Name	Issue	Resolution
Failed Verification (SSA Identify)	Count	Unit Number	Name	Issue	Resolution
Failed Pre-Screening (DOB, SSN, Name)	Count	Unit Number	Name	Issue	Resolution
Income Discrepany	Count	Unit Number	Name	Issue	Resolution
New Hires	Count	Unit Number	Name	Issue	Resolution

Sample

HOUSING AUTHORITY OF THE CITY OF FRESNO

LOW INCOME PUBLIC HOUSING PROGRAM

ADMISSION AND CONTINUED OCCUPANCY POLICY

FYB: JANUARY 1, 2018

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CHAPTER 22 – ENTERPRISE INCOME VERIFICATION (EIV) SECURITY POLICIES AND PROCEDURES

22.0 PRIVACY PROTECTION POLICY

EIV resident data will be used only to verify a resident's eligibility for participation in the Housing Choice Voucher Program and Low Income Public Housing to determine the level of assistance for which resident is eligible.

22.1 PRIVACY ACT

Data provided via the EIV System will be protected to ensure that information is used only for official purposes and not disclosed in any way that would violate the privacy of the individuals represented in the system data. Privacy of data and data security for computer systems are covered by a variety of Federal laws and regulations. The Privacy Act of 1974 as amended, 5 U.S.C. 552(a) is one such regulation.

Appendix 1 of the FH's EIV Security Policies and Procedures manual is a summary of the safeguards of the Privacy Act.

In compliance with HUD requirements, the FH will implement three types of safeguards, technical safeguards, administrative safeguards, and physical safeguards.

Technical Safeguards

The purpose of the Technical Safeguards is to:

- Reduce the risk of a security violation related to the EIV system's software, network, or applications
- Identify and authenticate all users seeking access to the EIV data
- Monitor the user activity on the EIV system

Description of the Technical Safeguards includes two types of controls built into the EIV system:

1. User Identification and Authentication:

- Each user is required to have their own User ID and Password;
- The User ID identifies the program administrators and resident information that the user is authorized to access;
- Passwords are encrypted and the password file is protected from unauthorized access;
- The system forces all users to change their password every 21 days and limits the reuse of previous passwords;

- After three unsuccessful attempts to log in, the User ID is locked and the user has to contact the PIH Security Administrator or the PIH User Administrator for further instructions.

2. Online User Alerts:

- Online Warning messages that inform user of the civil and criminal penalties associated with unauthorized use of the UIV data.

Physical Safeguards

1. The purpose of Physical Safeguards is to:

- Provide barriers between unauthorized persons and documents containing private data and computer media containing files that contain private data;
- Provide immediate notification, noticeable under normal operating conditions, if the barrier is penetrated by unauthorized persons;
- Prevent viewing or sensing of private information by any person by any means from outside the area confined by the barrier.

2. Physical Safeguards:

- Locked and monitored buildings, offices, or storage rooms;
- Locked and monitored metal file cabinets;
- Designated secure areas and equipment;
 - Security rooms or locked office space with limited (minimum required) points of entry (e.g., doors)
 - Security rooms or locked office space with limited (minimum required) means of entry (e.g., keys)
 - Restricted areas with prominently posted signs or other indicators identifying them and limited points of entry
 - Physical and administrative means for monitoring access to the secure areas and access and use of the protected data
 - Restricted use printers, copiers, facsimile machines, etc.
- Secure computer systems and output
 - Retrieve all computer printouts as soon as they are generated so that UIV data is not left lying unattended in printers;
 - Avoid leaving a computer unattended with UIV data displayed on the screen;
 - Staff is prohibited from downloading UIV data information into computer or a CD.
- Secure disposal of UIV information
 - It is the FH's policy and procedures to shred all UIV information upon purging resident file.

Administrative Safeguards

1. Purposes of the administrative safeguards:

- Ensure all users who have access to EIV data have an Access Authorization form signed by the Executive Director of the Housing Authority on File
- Ensure all users who access the EIV system have a current signed Rules of Behavior and User Agreement on file
- Conduct quarterly reviews of all User IDs to determine if the user still has a valid need to access the EIV data, and
- Ensure the access rights are modified or revoked as appropriate.

2. The PIH Security Administrator and the PIH User Administrator will maintain the following security records and forms:

- EIV Rules of Behavior and User Agreement forms
- EIV Access Authorization Forms
- EIV Disposal records list
- EIV Security violation information
- Key control logs for secure areas or filing cabinets
- EIV Security Awareness Training records
- Records of internal audits to ensure that the Form HUD-9886 has been signed by each adult member of the household and is kept in the Confidential Resident File.
- A record of all users who have approved access to EIV data including the date the access was granted and the date access was terminated
- Monitor User Session and Activity Report
- Monitor the Resident Data Access Audit Report

3. Conducting Security Awareness Training:

- Ensure that all users of UIV data receive training in UIV security policies and procedures at the time of employment and at least annually afterwards;
- Maintain a record of all personnel who have attended training sessions;
- Communicate security information and requirements to appropriate personnel using various methods including discussions at group and managerial meetings and security bulletins posted throughout the work areas;
- Distribute all User Guides and Security Procedures to personnel using UIV data.

22.2 REPORTING OF IMPROPER DISCLOSURES

These security violations may include the disclosure of private data as well as attempts to access unauthorized data and the sharing of User IDs and passwords. Upon the discovery of a possible improper disclosure of UIV information or another security violation by a program administrator employee or any other person, the individual making the observation or receiving the information should contact the PIH Security Administrator or the PIH User Administrator. The Security Administrator or the User Administrator or designated staff should document all improper disclosures in writing providing details

including who was involved, what was disclosed, how the disclosure occurred, and where and when it occurred regardless if the security violation was intentional or unintentional.

The following contacts should be made:

- The program administrator security officer should contact and provide the FH Executive Director or the designee with the written documentation; and
- The FH Executive Director or the designee should provide the HUD Field Office Public Housing Director with the written documentation.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Appendix 1. Safeguards Provided by the Privacy Act

The Privacy Act provides safeguards for individuals against invasion of privacy by requiring Federal agencies, except as otherwise provided by the law or regulation to:

1. Permit individuals to know what records pertaining to them are collected, maintained, used or disseminated;
2. Allow individuals to prevent records pertaining to them, obtained for a particular purpose from being used or made available for another purpose without their consent;
3. Permit individuals to gain access to information pertaining to them, obtain a copy of all or any portions thereof, and correct or amend such records;
4. Collect, maintain, use or disseminate personally identifiable information in a manner that ensure the information is current and accurate, and that adequate safeguards are provided to prevent misuses of such information;
5. Permit exemption from the requirements of the Act only where an important public policy need exists as determined by specific statutory authority; and
6. Be subject to a civil suit for any damages that occur as a result of action that violates any individual's rights under this Act.

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E. TERMS USED IN MIXED FINANCE DEVELOPMENTS

DEVELOPMENT. Is a housing facility consisting of public housing units, and that may also consist of non-public housing units, that has been developed, or that will be developed, using mixed-finance strategies.

MIXED-FINANCE. Is the combined use of publicly and privately financed sources of funds for the development of public housing units.

PUBLIC HOUSING UNIT. A unit that is eligible to receive operating subsidy pursuant to section 9 of the Act (42 U.S.C.1437g).

ⁱ 24 CFR 100.5

HOUSING AUTHORITY OF THE COUNTY OF FRESNO

LOW INCOME PUBLIC HOUSING PROGRAM

ADMISSION AND CONTINUED OCCUPANCY POLICY

FYB: JANUARY 1, 2018

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CHAPTER 22 – ENTERPRISE INCOME VERIFICATION (EIV) SECURITY POLICIES AND PROCEDURES

22.0 PRIVACY PROTECTION POLICY

EIV resident data will be used only to verify a resident's eligibility for participation in the Housing Choice Voucher Program and Low Income Public Housing to determine the level of assistance for which resident is eligible.

22.1 PRIVACY ACT

Data provided via the EIV System will be protected to ensure that information is used only for official purposes and not disclosed in any way that would violate the privacy of the individuals represented in the system data. Privacy of data and data security for computer systems are covered by a variety of Federal laws and regulations. The Privacy Act of 1974 as amended, 5 U.S.C. 552(a) is one such regulation.

Appendix 1 of the FH's EIV Security Policies and Procedures manual is a summary of the safeguards of the Privacy Act.

In compliance with HUD requirements, the FH will implement three types of safeguards, technical safeguards, administrative safeguards, and physical safeguards.

Technical Safeguards

The purpose of the Technical Safeguards is to:

- Reduce the risk of a security violation related to the EIV system's software, network, or applications
- Identify and authenticate all users seeking access to the EIV data
- Monitor the user activity on the EIV system

Description of the Technical Safeguards includes two types of controls built into the EIV system:

1. User Identification and Authentication:

- Each user is required to have their own User ID and Password;
- The User ID identifies the program administrators and resident information that the user is authorized to access;
- Passwords are encrypted and the password file is protected from unauthorized access;
- The system forces all users to change their password every 21 days and limits the reuse of previous passwords;

- After three unsuccessful attempts to log in, the User ID is locked and the user has to contact the PIH Security Administrator or the PIH User Administrator for further instructions.

2. Online User Alerts:

- Online Warning messages that inform user of the civil and criminal penalties associated with unauthorized use of the UIV data.

Physical Safeguards

1. The purpose of Physical Safeguards is to:

- Provide barriers between unauthorized persons and documents containing private data and computer media containing files that contain private data;
- Provide immediate notification, noticeable under normal operating conditions, if the barrier is penetrated by unauthorized persons;
- Prevent viewing or sensing of private information by any person by any means from outside the area confined by the barrier.

2. Physical Safeguards:

- Locked and monitored buildings, offices, or storage rooms;
- Locked and monitored metal file cabinets;
- Designated secure areas and equipment;
 - Security rooms or locked office space with limited (minimum required) points of entry (e.g., doors)
 - Security rooms or locked office space with limited (minimum required) means of entry (e.g., keys)
 - Restricted areas with prominently posted signs or other indicators identifying them and limited points of entry
 - Physical and administrative means for monitoring access to the secure areas and access and use of the protected data
 - Restricted use printers, copiers, facsimile machines, etc.
- Secure computer systems and output
 - Retrieve all computer printouts as soon as they are generated so that UIV data is not left lying unattended in printers;
 - Avoid leaving a computer unattended with UIV data displayed on the screen;
 - Staff is prohibited from downloading UIV data information into computer or a CD.
- Secure disposal of UIV information
 - It is the FH's policy and procedures to shred all UIV information upon purging resident file.

Administrative Safeguards

1. Purposes of the administrative safeguards:

- Ensure all users who have access to EIV data have an Access Authorization form signed by the Executive Director of the Housing Authority on File
- Ensure all users who access the EIV system have a current signed Rules of Behavior and User Agreement on file
- Conduct quarterly reviews of all User IDs to determine if the user still has a valid need to access the EIV data, and
- Ensure the access rights are modified or revoked as appropriate.

2. The PIH Security Administrator and the PIH User Administrator will maintain the following security records and forms:

- EIV Rules of Behavior and User Agreement forms
- EIV Access Authorization Forms
- EIV Disposal records list
- EIV Security violation information
- Key control logs for secure areas or filing cabinets
- EIV Security Awareness Training records
- Records of internal audits to ensure that the Form HUD-9886 has been signed by each adult member of the household and is kept in the Confidential Resident File.
- A record of all users who have approved access to EIV data including the date the access was granted and the date access was terminated
- Monitor User Session and Activity Report
- Monitor the Resident Data Access Audit Report

3. Conducting Security Awareness Training:

- Ensure that all users of UIV data receive training in UIV security policies and procedures at the time of employment and at least annually afterwards;
- Maintain a record of all personnel who have attended training sessions;
- Communicate security information and requirements to appropriate personnel using various methods including discussions at group and managerial meetings and security bulletins posted throughout the work areas;
- Distribute all User Guides and Security Procedures to personnel using UIV data.

22.2 REPORTING OF IMPROPER DISCLOSURES

These security violations may include the disclosure of private data as well as attempts to access unauthorized data and the sharing of User IDs and passwords. Upon the discovery of a possible improper disclosure of UIV information or another security violation by a program administrator employee or any other person, the individual making the observation or receiving the information should contact the PIH Security Administrator or the PIH User Administrator. The Security Administrator or the User Administrator or designated staff should document all improper disclosures in writing providing details

including who was involved, what was disclosed, how the disclosure occurred, and where and when it occurred regardless if the security violation was intentional or unintentional.

The following contacts should be made:

- The program administrator security officer should contact and provide the FH Executive Director or the designee with the written documentation; and
- The FH Executive Director or the designee should provide the HUD Field Office Public Housing Director with the written documentation.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Appendix 1. Safeguards Provided by the Privacy Act

The Privacy Act provides safeguards for individuals against invasion of privacy by requiring Federal agencies, except as otherwise provided by the law or regulation to:

1. Permit individuals to know what records pertaining to them are collected, maintained, used or disseminated;
2. Allow individuals to prevent records pertaining to them, obtained for a particular purpose from being used or made available for another purpose without their consent;
3. Permit individuals to gain access to information pertaining to them, obtain a copy of all or any portions thereof, and correct or amend such records;
4. Collect, maintain, use or disseminate personally identifiable information in a manner that ensure the information is current and accurate, and that adequate safeguards are provided to prevent misuses of such information;
5. Permit exemption from the requirements of the Act only where an important public policy need exists as determined by specific statutory authority; and
6. Be subject to a civil suit for any damages that occur as a result of action that violates any individual's rights under this Act.

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E. TERMS USED IN MIXED FINANCE DEVELOPMENTS

DEVELOPMENT. Is a housing facility consisting of public housing units, and that may also consist of non-public housing units, that has been developed, or that will be developed, using mixed-finance strategies.

MIXED-FINANCE. Is the combined use of publicly and privately financed sources of funds for the development of public housing units.

PUBLIC HOUSING UNIT. A unit that is eligible to receive operating subsidy pursuant to section 9 of the Act (42 U.S.C.1437g).

ⁱ 24 CFR 100.5



Certificate of Completion

DENISE YBARRA

Has completed the
Cyber Awareness Challenge

Version 4.0

Denise Ybarra
Signature

4/11/2017
Date

Annual Cyber Awareness Training Certificates – Fresno Housing Authority – HMD staff

April 2017

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EIV Annual Security Awareness Training

HUD recommended EIV annual security awareness training is available online at:

<http://iatraining.disa.mil/eta/cyberchallenge/launchpage.htm>

Click on the **Launch Cyber Awareness Challenge For Department of Defense Employees** link to begin and complete the training.

This training is not owned by HUD, therefore all inquiries or assistance with this training can be obtained online by clicking on the **Troubleshooting Guide** link.

External TRACS Users Access and Security Training Requirements

Introduction:

Registration is required prior to gaining access to the Tenant Rental Assistance Certification System (TRACS) Internet and integrated Multifamily Access eXchange (iMAX) applications for current user(s) and coordinator(s). These applications provide access to sensitive financial and personal information, security features have been implemented to ensure access is granted only to authorize entities/individuals. The Internet user will be able to access TRACS and iMAX Internet applications, after registering in HUD's Secure Systems, being assigned a system, completing Security Awareness Training and accepting TRACS Rules of Behavior.

Further restrictions apply regarding system access for a specific property. Before permitting access to TRACS Voucher, Certification, and Tenant Unit Address data for a property, a user must be assigned to that property by the coordinator of the owning entity.

Each trusted business partner, or their authorized agent, interested in using these applications must first successfully complete a registration process with HUD. There are two types of TRACS Internet/iMAX users: coordinators and users. In most cases coordinators perform only system administration functions. These functions include profile as a coordinator to TRACS or other systems, activating the user, assigning the user's role and access to the applicable property. A user is someone other than the coordinator, either an employee of the owner or a third party, who has registered for a user ID from HUD and has been authorized to access TRACS Voucher and/or Certification data for a property (or properties) by the coordinator of the owning entity.

Security Awareness Training must be completed no later than 30 days after Rule of Behavior acceptance.

A. Access and Training Requirements for New External Users

The following steps outline the registration process:

1. Coordinator(s) for a HUD trusted business partner submits an online registration application form for their coordinator user ID to HUD using Secure Systems.
2. User(s) for trusted business partner submits an online registration application form for their user ID to HUD using HUD's Secure Systems.
3. HUD approves/denies application for coordinator registration and returns correspondence by mail to the CEO for the owning entity or the organization named in the registration application. The mailed response contains information necessary for coordinator registration in Secure Systems.

4. Coordinator log into Secure Systems and establishes their profile as a coordinator to TRACS and/or other systems.
5. After submitting their registration, user(s) notify the coordinator for the owning entity under which they registered.
6. The coordinator accesses Secure Systems, retrieves the user information, and assigns role(s) and property accesses rights for the user(s).
7. Effective June 7, 2010 user (s) and coordinator(s) **MUST** complete Security Awareness Training. (See Section C for instructions on completing Security Awareness Training.)
8. Effective June 7, 2010 user(s) and coordinator(s) **MUST** accept TRACS Rules of Behavior by logging into Secure Systems and accessing any TRACS Internet or iMAX application.

B. Access and Training Requirements for Current External Users

To maintain TRACS access, current user(s) and coordinator(s) with user ID's must accept TRACS Rules of Behavior and complete Security Awareness Training annually. (See Section C. for instructions on completing Security Awareness Training.) Users accessing TRACS Internet or iMAX applications will be presented with Rules of Behavior for initial acceptance. Thereafter, TRACS will display Rules of Behavior annually for acceptance.

C. Security Awareness Training Instructions

If you use, operate, or manage a Federal computer system, you are required to take Security Awareness Training annually as mandated by the Federal Information Security Management Act (FISMA) and Office of Management and Budget (OMB) Circular A-130. New user(s) or coordinator(s) must complete Security Awareness Training prior to accessing TRACS Internet or iMAX applications. Current user(s) or coordinator(s) must complete Security Awareness Training no later than 30 days after annual TRACS Rules of Behavior acceptance.

Follow the steps below to complete online training:

Step 1: Open your web browser

Step 2: Type <http://iase.disa.mil/eta/index.html#onlinetraining> into the URL box

Step 3: Press Enter

Step 4: Click on the **Federal ISS Awareness** icon on the IA Education, Training and Awareness screen

Step 5: Click on **Launch New Information Systems Security Awareness** on the Information Systems Security Awareness V 3.0 screen

Step 6: Proceed with the training

You must **complete all areas** to finish the course. Upon course completion you will be prompted to print a certificate confirming you completed the course. You must sign and file the certificate. If you are unable to print the certificate, press Alt + Print Screen, open a word document, right click, paste, print, sign and file the certificate.

NOTE: Signed TRACS Rules of Behavior and Security Awareness Training Certificates are subject to review and audit at any time by HUD staff and/or HUD's representatives with oversight and monitoring responsibilities, and must be available upon request.

If you have questions regarding the security training, send an email to Multifamily TRACS Security at:

MFTRACSSECURITY@hud.gov

HMD QA Update Meeting

Date | time 10/25/2017 8:30 AM | *Location* Legacy Commons

Meeting called by	HMD QA Department	Attendees HMD Site Staff (All Programs)
Type of meeting	QA Update Meeting	Handouts – 10.25.2017 HMD PowerPoint
Facilitator	Blanca Navarro Toni Bustamante Laura Gonzalez-Cortez Christine Muro - HCV	2018 ACOP Summary of Changes Multiple Subsidy HMD - SOP

Agenda Items

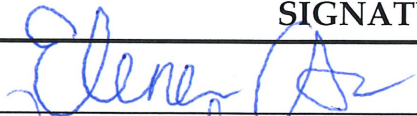
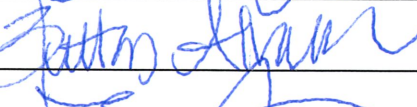
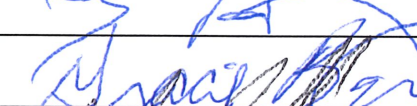
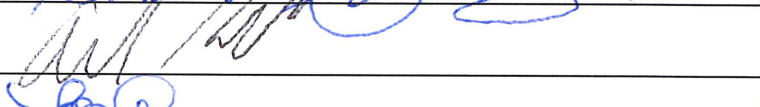
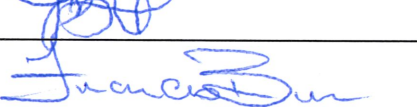
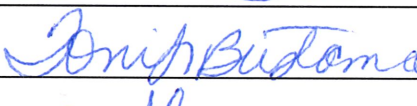
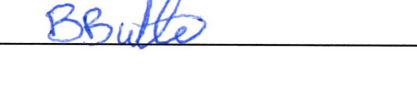
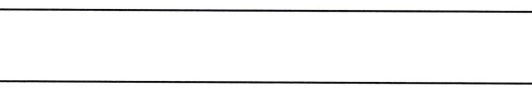
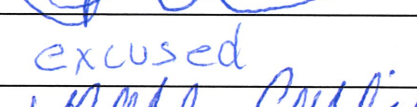
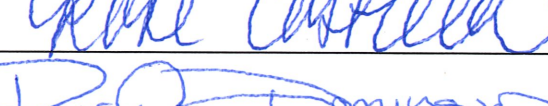
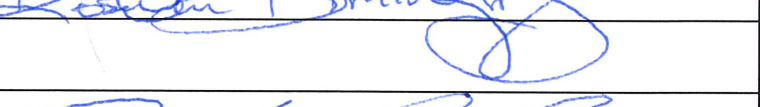
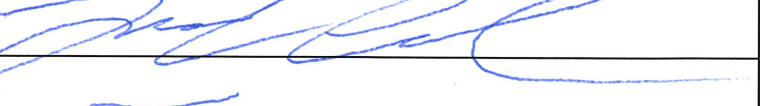
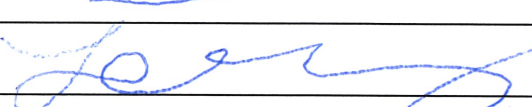
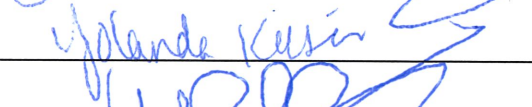
Topic	Presenter	Time allotted
☐ Welcome Quote	Blanca Navarro	8:30 AM – 8:35 AM
☐ Today's Agenda	Blanca Navarro	8:40 AM – 8:50 AM
☐ Compliance is FUN - Teams	Blanca Navarro	8:50 AM – 9:00 AM
☐ RINs, CHAPs, GINs	Laura Gonzalez-Cortez	9:15 AM – 9:40 AM
☐ BREAK	Blanca Navarro	9:45 AM – 10:00 AM
☐ Multiple Subsidy	Blanca/Christine	10:00 AM – 10:30 AM
☐ Public Housing	Blanca Navarro	10:30 AM – 11:00 AM
☐ All Programs/FUN	Blanca Navarro	11:00 AM – 12:00 PM

Other Information

Resources:

2016 Mixed Families New Rule

Quality Assurance Update Meeting
LEGACY COMMONS
Wednesday, October 25, 2017

	NAME		SIGNATURE
1	ALONSO	ELENA	
2	ALVARA	BRITTANY	
3	ARAGON	ELIZABETH	
4	BACHICHA	GRACIE	
5	BELTRAN	ANITA	
6	BETANCOURT	LORENA	
7	BUNN	FRANCES	
8	BUSTAMANTE	TONI	
9	BUTLER	BRYAN	
10	CESENA	JEANETTE	
11	CHILDRESS	SHANEECE	
12	COBARRUBIAS	KEN	
13	COBB	RENEE	
14	CORRALES	ROSIE	excused
15	COSTILLA	ROSE	
16	DOMINGUEZ	ROSEANN	
17	DUNDORE	ANGELA	
18	EARL	TIMOTHY	
19	GARZA	CYNTHIA	
20	GONZALEZ-CORTEZ	LAURA	
21	KEISER	YOLANDA	
22	LONG	WENDI	

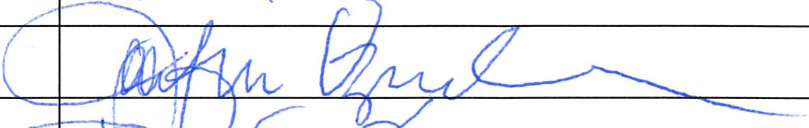
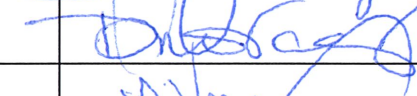
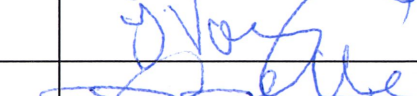
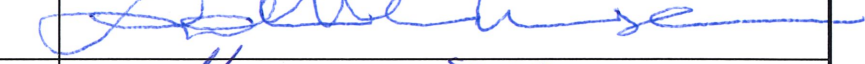
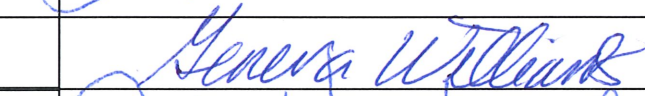
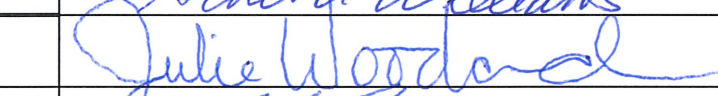
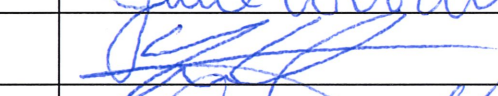
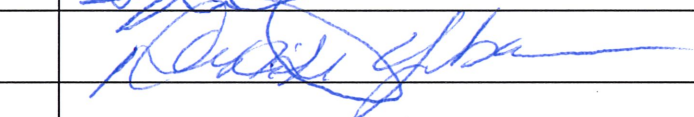
Quality Assurance Update Meeting
LEGACY COMMONS
Wednesday, October 25, 2017

	NAME		SIGNATURE
23	LOPEZ	MARIA	
24	LOPEZ-SIERRA	ELIZABETH	El Lopez-Sierra
25	LOZANO	LAURO	Lauro Lozano
26	MALDONADO	ROSE	Rose Maldonado
27	MARES	NANCY	Nancy Mares
28	MARTINEZ	HORTENCIA	Hortencia Martinez
29	MARTINEZ	DENISE	Denise Martinez
30	MCINTYRE	JESSE	
31	MULDREW	IVANA	Ivana Muldrew
32	NAVARRO	BLANCA	Blanca Navarro
33	NAVARRO	ALICIA	Alicia Navarro
34	NAVARRO	TRACY	
35	NIKA	RODIKA	Rodika Nika
36	NUNEZ	STEPHANIE	Stephanie Nunez
37	PADILLA	LORI	Lori Padilla
38	PRICE	DAVID	David Price
39	PULIDO	GLORIA	Gloria Pulido
40	QUINTERO	AUDREY	Audrey Quintero
41	RAMIREZ	MARIA	Maria Ramirez
42	REEVES	HILDA	
43	ROBISON	LAURA	Laura Robison
44	ROCHA	SYLVIA	Sylvia Rocha

Quality Assurance Update Meeting

LEGACY COMMONS

Wednesday, October 25, 2017

	NAME		SIGNATURE
45	VALENCIA	KATHERINE	excused
46	VALENZUELA	JOSEFINA	
47	VANG	PHOUA	
48	VASQUEZ	THERESA	
49	WEESE	LOWELLA	
50	WILLIAMS	GENEVA	
51	WOODARD	JULIE	
52	YANG	YIA	
53	YBARRA	DENISE	
54			
55			
56			
57			



Quality Assurance Update – HMD – All Programs

May 11, 2017

AGENDA

- HUD Updates
- Back to Basics
- Updates
 - Mixed Family Flat Rents
 - Section 214 (eligible vs ineligible)
 - Waitlist/CBC
- Audits
 - File Reviews
- CATCAC Basic Compliance Workshop
- SharePoint updates

UPDATES – HUD Updates

- HUD Updates
 - Smoke Free Rule for Public Housing
 - VAWA Reauthorization
 - New forms
 - Emergency Transfer Plan
 - HOTMA (Housing Opportunity through Modernization Act)
 - PIC Next Generation (PIC NG)

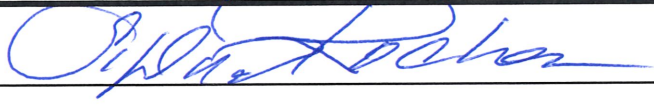
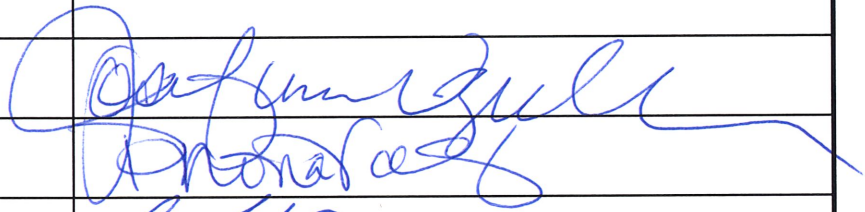
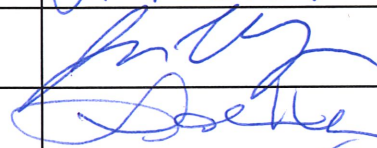
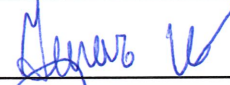
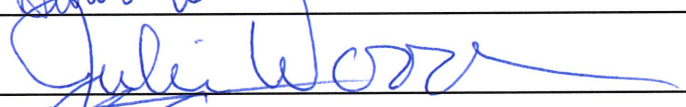
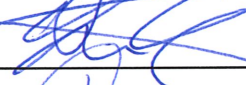
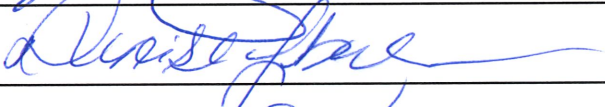
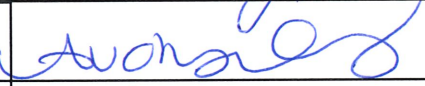
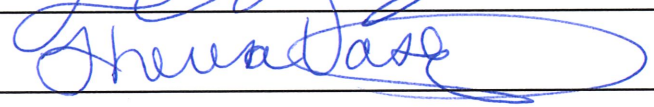
Quality Assurance Update Meeting
Parc Grove Learning Center
Thursday, May 11, 2017

	NAME		SIGNATURE
1	ALONSO	ELENA	Oms training
2	ALVARA	BRITTANY	Brittany Alvara
3	ARAGON	ELIZABETH	
4	BACHICHA	GRACIE	Gracie Bachicha
5	BELTRAN	ANITA	
6	BUNN	FRANCES	Frances Bunn
7	BUSTAMANTE	TONI	Toni Bustamante
8	BUTLER	BRYAN	
9	CHILDRESS	SHANEECE	Oms training
10	COBARRUBIAS	KEN	excused
11	COBB	RENEE	
12	CORRALES	ROSIE	
13	COSTILLA	ROSE	Rose Costilla
14	DOMINGUEZ	ROSEANN	Roseann Dominguez
15	DUNDORE	ANGELA	Angela Dundore
16	EARL	TIMOTHY	
17	GARZA	CYNTHIA	Cynthia Garza
18	KEISER	YOLANDA	Yolanda Keiser
19	LONG	WENDI	

Quality Assurance Update Meeting
Parc Grove Learning Center
Thursday, May 11, 2017

	NAME		SIGNATURE
20	LOPEZ	MARIA	Maria Lopez
21	LOPEZ-SIERRA	ELIZABETH	Elizabeth Lopez Sierra
22	LOZANO	LAURO	Lauro Lozano
23	MALDONADO	ROSE	Rose Maldonado
24	MARES	NANCY	Nancy Mares
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31	NUNEZ	STEPHANIE	Stephanie Nunez
32	PADILLA	LORI	Lori Padilla
33	PRICE	DAVID	David A Price
34	PULIDO	GLORIA	Gloria Pulido
35	RAMIREZ	CELINA	Celina Ramirez
36	RAMIREZ	MARIA	Maria Ramirez
37	REEVES	HILDA	Hilda A Reeves
38	ROBISON	LAURA	Laura Robison

Quality Assurance Update Meeting
Parc Grove Learning Center
Thursday, May 11, 2017

	NAME		SIGNATURE
39	ROCHA	SYLVIA	
40	RUDD	ADRIANA	
41	VALENZUELA	JOSEFINA	
42	VANG	PHOUA	
43	VASQUEZ	JUAN	
44	WEESE	LOWELLA	
45	WILLIAMS	GENEVA	
46	WOODARD	JULIE	
47	YANG	YIA	
48	YBARRA	DENISE	
49	Quintero	Andrew	
50	Gonzalez	Laura	
51	Vasquez	Theresa	
52			
53			
54			
55			

May 17, 2017

RE: Notice of Occupancy Rights Under VAWA

Dear Applicant,

In accordance with HUD Final Rule, implementing the Violence Against Women Reauthorization Act (VAWA) of 2013 requires all HUD housing programs and/or programs covered under Section 42, Low Income Housing Tax Credit program to notify applicants and residents of the Occupancy Rights under the Violence Against Women Act (VAWA) during the following:

- At admission to a covered program;
- at rejection from a covered program;
- all existing residents; and
- at time of notification of termination of tenancy or termination of assistance for all current residents.

During the initial process you received, a copy of the Certification of Domestic Violence, Dating Violence or Stalking form, however enclosed is the Notification of Occupancy Rights under VAWA, HUD-5380 form for your records.

You may view a copy of HUD's final VAWA rule at

<https://www.federalregister.gov/documents/2016/11/16/2016-25888/violence-against-women-reauthorization-act-of-2013-implementation-in-hud-housing-programs>. Additionally, your rental office has a copy of HUD's VAWA regulation available for you to view upon request.

Please contact your local management office at _____ or the Fresno Housing Authority, Housing Management Division (HMD) Quality Assurance Department at (559) 443-8400 if you have any questions.

Sincerely,

Blanca Navarro

Blanca Navarro
Quality Assurance Analyst, HMD

Enclosure: HUD-5380

May 17, 2017

RE: Notice of Occupancy Rights Under VAWA

Dear Resident,

In accordance with HUD Final Rule, implementing the Violence Against Women Reauthorization Act (VAWA) of 2013 requires all HUD housing programs and/or programs covered under Section 42, Low Income Housing Tax Credit program, to notify applicants and residents of the Occupancy Rights under the Violence Against Women Act (VAWA) during the following:

- At admission to a covered program;
- at rejection from a covered program;
- all existing residents; and
- at time of notification of termination of tenancy or termination of assistance for all current residents.

Enclosed is the Notification of Occupancy Rights under VAWA, HUD-5380 form and Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation, HUD-5382 for your records.

You may view a copy of HUD's final VAWA rule at

<https://www.federalregister.gov/documents/2016/11/16/2016-25888/violence-against-women-reauthorization-act-of-2013-implementation-in-hud-housing-programs>. Additionally, your rental office has a copy of HUD's VAWA regulation available for you to view upon request.

Please contact your local management office at _____ or the Fresno Housing Authority, Housing Management Division (HMD) Quality Assurance Department at (559) 443-8400 if you have any questions.

Sincerely,

Blanca Navarro

Blanca Navarro
Quality Assurance Analyst, HMD

Enclosures (2): HUD-5380
HUD-5382

VIOLENCE AGAINST WOMEN ACT (VAWA) POLICY

I. PURPOSE AND APPLICABILITY

The purpose of this policy is to implement the requirements of the Violence Against Women Reauthorization Act 2013 (VAWA) with respect to the responsibilities of the City and County Fresno Housing Authority (FH) regarding domestic violence, dating violence, sexual assault and stalking. This policy shall be applicable to all of the federally-subsidized housing programs administered by FH including Housing Choice Voucher Program (HCV), Project Based Voucher (PBV), Veteran's Affairs Supportive Housing (VASH), HOME Tenant Based Rental Assistance (TBRA), Family Unification Program (FUP), Family Unification Program-Youth (FUP-Y), and Continuum of Care (CoC) administered under FH's Assisted Housing Division (AHD), Low Income Public Housing (LIPH), HOME Investment Partnership (HOME), Multifamily Project Rental Assistance (PBRA), Multifamily Project Based Section 8 operated under the California Finance Housing Agency (CalHFA) programs [HUD Programs] are in compliance with VAWA. Properties operated solely or in conjunction with one or more of the above and/or regulated under the Low Income Housing Tax Credit, (LIHTC) Internal Revenue Code (IRC) Section 42 program (Affordable Housing Program), administered under the Housing Management Division (HMD) Protections under this policy are available to all victims regardless of sex, gender identity, or sexual orientation and will be applied consistent with all nondiscrimination and fair housing requirements.

II. GOALS AND OBJECTIVES

- A. Maintaining compliance with all applicable legal requirements imposed by VAWA
- B. Ensuring the physical safety of victims of actual or threatened domestic violence, dating violence, sexual assault and stalking
- C. Providing and maintaining housing opportunities for victims of domestic violence, dating violence, sexual assault and stalking
- D. Creating and maintaining collaborative arrangements between FH, law enforcement authorities, victim service providers and others to promote the safety and well-being of victims of actual or threatened domestic violence, dating violence, sexual assault and stalking
- E. Taking appropriate action in response to an incident or incidents of domestic violence, dating violence, sexual assault and stalking affecting individuals assisted by FH programs.

III.

DEFINITIONS

- A. Domestic Violence - includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child, by a person who is living with or has lived with the victim as a **spouse or intimate partner**, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.
- B. Spouse or Intimate Partner - includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship.
- C. Dating Violence - violence committed by a person
 - a. who is or has been in a social relationship of a romantic or intimate nature with the victim and
 - b. where the existence of such a relationship is determined by the following:
 - i. length of the relationship,
 - ii. the type of the relationship; and
 - iii. the frequency of interaction between the persons involved in the relationship.
- D. Sexual Assault - is any type of sexual contact or behavior that occurs without the explicit consent of the recipient, including when the individual lacks capacity to consent as prescribed by Federal, tribal, State or local laws.
- E. Stalking - engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for the person's individual safety or the safety of others, or suffer substantial emotional distress
- F. Affiliated individual - with respect to an individual, means
 - (1) a spouse, parent, brother, sister, or child of that individual, or a person to whom that individual stands in the place of a parent or guardian (for example, the affiliated individual is a person in the care, custody, or control of that individual); or
 - (2) any other person living in the household of that individual, including lawful occupant

- G. Perpetrator - a person who commits acts of domestic violence, dating violence, sexual assault, or stalking against a victim.
- H. VAWA Self Petitioner - refers to noncitizens who claim to be victims of "battery or extreme cruelty." Battery or extreme cruelty includes domestic violence, dating violence, sexual assault, and stalking. VAWA allows these noncitizens to self-petition for Lawful Permanent Resident (LPR) status without the cooperation of or knowledge of their abusive relative
- I. Actual and Imminent Threat – Words, gestures, actions, or other physical threats that
 - a. is real,
 - b. would occur within an immediate time frame, and
 - c. could result in death or serious bodily harm [24 CFR 5.2005 (d) (2) and (e).

In determining whether an individual would pose an actual and imminent threat, the factors to be considered include:

- a. The duration of the risk,
 - b. The harm and severity of the potential harm,
 - c. The likelihood that the potential harm will occur, and
 - d. The length of time before the potential harm would occur [24 CFR 5.2005 (e)].
- J. Bifurcate – To divide a lease as a matter of law, subject to the permissibility of such process under the requirements of the applicable HUD-covered programs, affordable housing, and State or local laws. Divide lease to provide rights of victim and remove rights of the abuser regardless of head of household, spouse. HCV participants will work with the owner and/or Management Company of their housing unit to complete this process.

IV. NOTIFICATIONS PROVIDED

- A. All applicants and tenant/participants of all FH Housing Programs will be provided HUD-5380, "Notification of Occupancy Rights Under the Violence Against Women Act (VAWA)" and HUD-5382, "Certification of Domestic Violence, Dating violence, Sexual Assault, or Stalking and Alternate Documents" at the following times:
 - (1) at time of denial of assistance or admission
 - (2) at time of providing of assistance or admission
 - (3) at recertification or lease renewal

(4) at any eviction or termination

- B. These forms will be provided in the applicable language, if necessary, in accordance with Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency).

V. ADMISSIONS AND SCREENING

- A. Non-Denial of Assistance - The FH will not deny assistance or admission to any person because that person is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, provided that such person is otherwise qualified for admission.
- B. Mitigation of Disqualifying Information
 - (1) An applicant for assistance whose history includes incidents in which the applicant was a victim of domestic violence, may request that FH take such information into account in mitigation of potentially disqualifying information, such as poor credit history or previous damage to a dwelling.
 - (2) If requested by an applicant to take such mitigating information into account, FH shall be entitled to conduct such inquiries as are reasonably necessary to verify the claimed history of domestic violence and its probable relevance to the potentially disqualifying information.
 - (3) FH will not disregard or mitigate potentially disqualifying information if the applicant household includes a perpetrator of a previous incident or incidents of domestic violence.

VI. TERMINATION OF TENANCY OR ASSISTANCE

- A. VAWA Protections against Termination [24 CFR 5.2005 (c)]
 - (1) A tenant/participant may not be denied tenancy or occupancy rights solely on the basis of criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking if
 - a. the criminal activity is engaged in by a member of the household of the tenant/participant or any guest or other person under the control of the tenant/participant and

- b. the tenant/participant or an affiliated individual of the tenant/participant is the victim or threatened victim of such domestic violence, dating violence, sexual assault, or stalking
- (2) An incident of actual or threatened domestic violence, dating violence, sexual assault, or stalking shall not be considered as a serious or repeated violation of the lease by the victim or threatened victim or good cause for terminating the assistance, tenancy or occupancy rights of the victim or threatened victim of such incident.

B. Limitations of VAWA Protections

- (1) Nothing in the above section limits the authority of the FH to comply with a court order with respect to the rights of access or control of property, including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking, or the distribution or possession of property among members of a household.
- (2) Nothing in the above section limits any available authority of the FH to evict or terminate assistance to a tenant/participant for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking. However, the FH will not hold to a more demanding standard, a tenants/participants or an affiliated individual who is or has been a victim of or domestic violence, dating violence, sexual assault, or stalking
- (3) Nothing in the above section limits the authority of the FH to evict or terminate from assistance any tenant/participant or lawful applicant if
 - a. FH can demonstrate an actual and imminent threat to other tenants/participants or to those employed at or providing service to the property, if the tenant/participant is not evicted or terminated from the assistance, and
 - b. no other actions that could be taken to reduce the threat have been successful, including transferring the victim to a different unit, barring the perpetrator from the property, involving law enforcement, or seeking other legal remedies to prevent the perpetrator from acting on a threat.

V II. VERIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

A. Requirement for Verification. Subject only to waiver as provided in paragraph D below, the FH shall require verification in all cases where an individual requests protection against an action involving domestic violence, dating violence, sexual assault, or stalking.

B. Verification may be accomplished in one of three ways:

- (1) Completing HUD-5382, "Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking"
- (2) Other documentation signed by an employee, agent, or volunteer of a victim service provider, an attorney, or a medical professional, from whom the victim has sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the side effects of the abuse, described in such documentation. The professional providing the documentation must sign and attest under penalty of perjury that the incident or incidents in question are bona fide and meet the requirements of the applicable definition set forth in this policy.
- (3) Police or court record - provided to the FH by federal, state, tribal, or local police or court record describing the incident or incidents in question.

C. Time Allowed. An individual who claims protection against adverse action based on an incident or incidents of actual or threatened domestic violence, dating violence, sexual assault or stalking, and who is requested by the FH to provide verification, must provide such verification within 14 business days after receipt of the request for verification. Failure to provide verification, in proper form within such time will result in loss of protection under VAWA and this policy against a proposed adverse action.

D. If the FH receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), the FH has the right to request that the tenant/participant provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. Failure to provide third-party

documentation where there is conflicting evidence will result in loss of protection under VAWA and this policy against a proposed adverse action.

- E. Waiver of verification requirement. With respect to any specific case, the FH may waive the above-stated requirements for verification and provide the benefits of this policy based on the victim's statement or other corroborating evidence. Such waiver may be granted in the sole discretion of the Executive Director or President/CEO. Any such waiver must be in writing. Waiver in a particular instance or instances shall not operate as precedent for, or create any right to, waiver in any other case or cases, regardless of similarity in circumstances.

VIII. NON-CITIZEN SELF-PETITIONER VERIFICATION

- A. Financial assistance to ineligible noncitizens will not be denied while verifying immigration status.

- B. Self-petitioners can indicate that they are in "satisfactory immigration status" when applying for assistance or continued assistance. "Satisfactory immigration status" means an immigration status which does not make the individual ineligible for financial assistance. After verifying such immigration status in the Department of Homeland Security (DHS) Systematic Alien Verification for Entitlements (SAVE) System, FHs will make a final determination as to the self-petitioner's eligibility for assistance.

- C. In order to qualify, the noncitizen victim must have been battered or subjected to extreme cruelty by their spouse or parent, who is a U.S. citizen or LPR (Lawfully Permanent Resident).

- D. Once a FH receives a self-petition (INS Form I-360 or I-130) or INS Form 797, FH will not request any additional information from the VAWA self-petitioner, other than what is required using the SAVE system to complete the verification.

- E. When a FH receives a self-petition or INS Form 797 Notice of Action, the FH will initiate verification in the SAVE System

- F. Final determination from the SAVE System. FH will receive one of two confirmations:

- (1) the VAWA self-petition is verified, in which case the applicant is immediately eligible for housing and no evidence of battery or extreme cruelty shall be requested or collected;

- (2) the I-130 is verified, in which case the petitioner submitting a family-based visa petition must provide to the FH any evidence of “battery or extreme cruelty.”

G. Housing assistance and all other VAWA protections will be granted to the self-petitioner throughout the verification process until a final determination of LPR (Lawful Permanent Resident) status is made. If the final determination is to deny the VAWA self-petition or LPR petition, the FH must alert the petitioner and take actions to terminate voucher/rental assistance or evict the petitioner from public housing/affordable housing program (s) in accordance with the existing public/affordable or governing housing requirements.

IX. EMERGENCY TRANSFER PLAN

A. Eligibility for Transfer

In accordance with the Violence Against Women Act (VAWA) the FH allows tenants/participants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant’s current unit to another unit and/or transfer of assistance in the case of Housing Choice Voucher participants, regardless of sex, gender identity, sexual orientation. The ability of the FH to honor such request for tenants/participants currently receiving assistance may depend upon on

- (1) a preliminary determination that the tenant/participant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking,
- (2) Type of housing program tenant/participant is currently receiving to determine the type of unit/assistance available and
- (3) whether the FH has another dwelling unit and/or assistance that is available and is safe to offer the tenant/participant for temporary or more permanent occupancy.

B. Requesting a transfer

- (1) To request an emergency transfer the tenant/participant shall notify the FH office located at the 1331 Fulton Mall Fresno CA 93721 for programs under the Housing Choice Voucher program, or local rental office for public housing and/or affordable housing programs, and

submit a written request for a transfer (HUD-5383). The FH will provide reasonable accommodations to this policy for individuals with disabilities. The tenant/participants' written request for an emergency transfer should include either:

- a. A statement expressing that the tenant/participant reasonably believes that there is a threat of imminent harm from further violence if the tenant/participant were to remain in the same dwelling unit assisted under one or more of the FH's program; or
- b. A statement that the tenant/participant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant/participant's request for an emergency transfer.

- (1) For tenants/participants living in public housing or other affordable housing programs, FH cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. However, the FH will act as quickly as possible to move a tenant/participant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit.
- (2) For Housing Choice participants, FH will work with the participant to transfer their assistance from one unit to another. FH cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. However, the FH will act as quickly as possible to move a tenant/participant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit
- (3) If a tenant/participant reasonably believes a proposed transfer would not be safe, the tenant/participant may request a transfer to a different unit.
- (4) If a unit is available, the transferred tenant/participant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The FH may be unable to transfer a tenant/participant to a particular unit if the tenant cannot establish eligibility for that unit/program.

- (5) In cases where the FH determines that the family's decision to move out of the FH housing was reasonable under the circumstances, the FH may wholly or partially waive rent payments and any rent owed shall be reduced by the amounts of rent collected for the remaining lease term from a tenant subsequently occupying the unit.
- (6) Portability - An HCV-assisted tenant will not be denied portability to a unit located in another jurisdiction so long as the tenant has complied with all other requirements of the Housing Choice Voucher program and has moved from the unit in order to protect the health or safety of an individual member of the household who is or has been the victim of domestic violence, dating violence, sexual assault or stalking and who reasonably believes that the tenant or other household member will be imminently threatened by harm from further violence if the individual remains in the present dwelling unit.
- (7) If the FH has no safe and available units for which a tenant/participant who needs an emergency is eligible, the FH will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant/participant could move.
- (8) At the tenant/participant's request, the FH will also assist tenants/participant in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

C. Safety and Security of Tenants

- (1) Confidentiality - The FH will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives the FH written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling

unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant.

- (2) Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant/participant is urged to take all reasonable precautions to be safe.
- (3) Tenants/participants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).
- (4) Tenants/participants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.
- (5) Tenants/participants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

X. OTHER REMEDIES

A. Lease Bifurcation

- (1) the FH may bifurcate a lease; that is, remove a household member from a lease in order to evict, remove, terminate occupancy rights, or terminate assistance to that member who engages in criminal activity related to of domestic violence, dating violence, sexual assault, or stalking. In such a case, it does not matter that the perpetrator was a signatory to the lease and the victim is allowed to stay in the unit or on the program.
- (2) In removing the perpetrator from the household, the FH will follow all federal, state and local eviction procedures.

(3) If the evicted person was the eligible person in the household, the remaining tenants will be given 90 days from the date of bifurcation of the lease to:

- a. establish eligibility for the program they are currently under
- b. establish eligibility under another program, or
- c. find alternative housing

B. Efforts to promote housing stability

The FH will make every effort that is feasible and permissible to assist victims to remain in their units or other units of the FH and/or retain assistance. The FH will bear the cost of any transfer, where permissible.

C. Relationships with service providers

It is the policy of the FH to cooperate with organizations and entities, both private and governmental that provide shelter and/or services to victims of domestic violence. If the FH becomes aware that an individual assisted by the FH is a victim of domestic violence, dating violence, sexual assault or stalking, the FH will refer the victim to such providers of shelter or services as appropriate. Notwithstanding the foregoing, this Policy does not create any legal obligation requiring the FH either to maintain a relationship with any particular provider of shelter or services to victims of domestic violence or to make a referral in any particular case. The FH's annual Public Housing Agency Plan shall describe providers of shelter or services to victims of domestic violence with which the FH has referral or other cooperative relationships.

May 17, 2017

RE: Notice of Occupancy Rights Under VAWA

Dear Applicant,

In accordance with HUD Final Rule, implementing the Violence Against Women Reauthorization Act (VAWA) of 2013 requires all HUD housing programs and/or programs covered under Section 42, Low Income Housing Tax Credit program to notify applicants and residents of the Occupancy Rights under the Violence Against Women Act (VAWA) during the following:

- At admission to a covered program;
- at rejection from a covered program;
- all existing residents; and
- at time of notification of termination of tenancy or termination of assistance for all current residents.

During the initial process you received, a copy of the Certification of Domestic Violence, Dating Violence or Stalking form, however enclosed is the Notification of Occupancy Rights under VAWA, HUD-5380 form for your records.

You may view a copy of HUD's final VAWA rule at

<https://www.federalregister.gov/documents/2016/11/16/2016-25888/violence-against-women-reauthorization-act-of-2013-implementation-in-hud-housing-programs>. Additionally, your rental office has a copy of HUD's VAWA regulation available for you to view upon request.

Please contact your local management office at _____ or the Fresno Housing Authority, Housing Management Division (HMD) Quality Assurance Department at (559) 443-8400 if you have any questions.

Sincerely,

Blanca Navarro

Blanca Navarro
Quality Assurance Analyst, HMD

Enclosure: HUD-5380

May 17, 2017

RE: Notice of Occupancy Rights Under VAWA

Dear Resident,

In accordance with HUD Final Rule, implementing the Violence Against Women Reauthorization Act (VAWA) of 2013 requires all HUD housing programs and/or programs covered under Section 42, Low Income Housing Tax Credit program, to notify applicants and residents of the Occupancy Rights under the Violence Against Women Act (VAWA) during the following:

- At admission to a covered program;
- at rejection from a covered program;
- all existing residents; and
- at time of notification of termination of tenancy or termination of assistance for all current residents.

Enclosed is the Notification of Occupancy Rights under VAWA, HUD-5380 form and Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation, HUD-5382 for your records.

You may view a copy of HUD's final VAWA rule at

<https://www.federalregister.gov/documents/2016/11/16/2016-25888/violence-against-women-reauthorization-act-of-2013-implementation-in-hud-housing-programs>. Additionally, your rental office has a copy of HUD's VAWA regulation available for you to view upon request.

Please contact your local management office at _____ or the Fresno Housing Authority, Housing Management Division (HMD) Quality Assurance Department at (559) 443-8400 if you have any questions.

Sincerely,

Blanca Navarro

Blanca Navarro
Quality Assurance Analyst, HMD

Enclosures (2): HUD-5380
HUD-5382

Notice of Occupancy Rights under the Violence Against Women Act¹

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.² The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that **programs such as the Low Income Housing Programs (LIPH), HOME Investment Partnership (HOME), Rural Housing Section 515, Multifamily Project Based Rental Assistance (PBRA), and Multifamily Project Based Section 8 operated under the California Finance Housing Agency (CalHFA) programs [HUD funded program]** are in compliance with VAWA. Properties operated solely or in conjunction with one or more of the above and/or regulated under the **Low Income Housing Tax Credit, (LIHTC)** Internal Revenue Code (IRC) Section 42 **program** are also to maintain compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence; dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.”

¹ Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

Protections for Applicants

If you otherwise qualify for assistance under **one or more of the above HUD funded and/or LIHTC programs**, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under **one of more of the above HUD funded and/or LIHTC programs**, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under **one of more of the above HUD funded and/or LIHTC programs**, solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Removing the Abuser or Perpetrator from the Household

The Housing Provider, (Owner/Managing Agent) may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal

activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If Owner/Managing Agent, chooses to remove the abuser or perpetrator, Owner/Managing Agent may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, Owner/Managing Agent must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing.

In removing the abuser or perpetrator from the household, Owner/Managing Agent must follow Federal, State, and local eviction procedures. In order to divide a lease, Owner/Managing Agent may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, Owner/Managing Agent may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, Owner/Managing Agent may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

- (1) You are a victim of domestic violence, dating violence, sexual assault, or stalking.** If your housing provider does not already have documentation that you

are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.

(2) You expressly request the emergency transfer. Your housing provider may choose to require that you submit a form, or may accept another written or oral request.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

Owner/Managing Agent will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

Owner/Managing Agent's emergency transfer plan provides further information on emergency transfers, and Owner/Managing Agent must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

Owner/Managing Agent can, but is not required to, ask you to provide documentation to “certify” that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from Owner/Managing Agent must be in writing, and Owner/Managing Agent must give you at least 14 business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. Owner/Managing Agent may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to Owner/Managing Agent as documentation. It is your choice which of the following to submit if Owner/Managing Agent asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by Owner/Managing Agent with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.

- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection.
- Any other statement or evidence that Owner/Managing Agent has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, Owner/Managing Agent does not have to provide you with the protections contained in this notice.

If Owner/Managing Agent receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), Owner/Managing Agent has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, Owner/Managing Agent does not have to provide you with the protections contained in this notice.

Confidentiality

Owner/Managing Agent must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

Owner/Managing Agent must not allow any individual administering assistance or other services on behalf of Owner/Managing Agent (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

Owner/Managing Agent must not enter your information into any shared database or disclose your information to any other entity or individual. Owner/Managing Agent, however, may disclose the information provided if:

- You give written permission to Owner/Managing Agent to release the information on a time limited basis.
- Owner/Managing Agent needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires Owner/Managing Agent or your landlord to release the information.

VAWA does not limit Owner/Managing Agent's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, Owner/Managing Agent cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if Owner/Managing Agent can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

- 1) Would occur within an immediate time frame, and
- 2) Could result in death or serious bodily harm to other tenants or those who work on the property.

If Owner/Managing Agent can demonstrate the above, Owner/Managing Agent should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report a covered housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with **San Francisco Regional Office (415) 489-6400**.

For Additional Information

You may view a copy of HUD's final VAWA rule at

<https://www.federalregister.gov/documents/2016/11/16/2016-25888/violence-against-women-reauthorization-act-of-2013-implementation-in-hud-housing-programs>

Additionally, Owner/Managing Agent must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact **Fresno Housing Authority, Housing Management Division, Quality Assurance Department at (559) 443-8400.**

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY). You may also contact **Fresno County United Way at 211. You can also dial 1-866-559-4211 to call 2-1-1 toll-free.**

For tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

For help regarding sexual assault, you may contact **Fresno County United Way at 211. You can also dial 1-866-559-4211 to call 2-1-1 toll-free.**

Victims of stalking seeking help may contact **Fresno County United Way at 211. You can also dial 1-866-559-4211 to call 2-1-1 toll-free.**

Attachment: Certification form HUD-5382

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____

2. Name of victim: _____

3. Your name (if different from victim's): _____

4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____

6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim: _____

8. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s):

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

HQS Inspection Report

As Of November 30 2017

Head Of Households Name	SSN	HA Code	HA Name	Last HQS Inspection Date	Number of Months Since Last HQS	PHA Update
Resident information extracted for confidentiality.		CA006	Housing Authority City of Fresno	9/3/2015	26	Inspection attempted on 11/1/2017, Inspection failed on 11/22/2017, passed on 12/14/2017
		CA006	Housing Authority City of Fresno	11/20/2015	24	Inspection passed 11/29/2017
		CA006	Housing Authority City of Fresno	1/7/2016	22	Resident is EOP'd effective 11/29/2017
						Received recession notice. Inspection scheduled 1/3/2018
		CA006	Housing Authority City of Fresno	1/11/2016	22	Moved out of unit 9/2017. Issued RFTA
		CA006	Housing Authority City of Fresno	1/13/2016	22	Resident EOP'D 11/2016
		CA006	Housing Authority City of Fresno	1/22/2016	22	Resident vacated unit 9/13/2017
		CA006	Housing Authority City of Fresno	1/25/2016	22	Inspection passed 11/7/2017
		CA006	Housing Authority City of Fresno	1/27/2016	22	Vacated unit 8/2017
		CA006	Housing Authority City of Fresno	1/27/2016	22	Passed 10/16/2017
		CA006	Housing Authority City of Fresno	2/5/2016	21	Vacated unit 4/2017
						Received recession notice. Forwarded to scheduling 12/12/2017
		CA006	Housing Authority City of Fresno	2/29/2016	21	Received recession notice. Forwarded to scheduling 12/12/2017
						Notice to vacate 11/2017 Last inspection passed 4/2017
		CA006	Housing Authority City of Fresno	3/15/2016	20	Inspection passed 4/12/2017
		CA006	Housing Authority City of Fresno	3/17/2016	20	Inspection passed 5/8/2017
		CA006	Housing Authority City of Fresno	3/18/2016	20	Resident in past status - notes indicate a email was received in regards to a recession notice in 5/2017
		CA006	Housing Authority City of Fresno	4/11/2016	19	Inspection passed 4/26/2017
						Inspection passed 11/29/2017
		CA006	Housing Authority City of Fresno	4/13/2016	19	Inspection passed 10/30/2017
		CA006	Housing Authority City of Fresno	4/15/2016	19	Inspection passed 5/17/2017
		CA006	Housing Authority City of Fresno	4/25/2016	19	
		CA006	Housing Authority City of Fresno	5/2/2016	18	
		CA006	Housing Authority City of Fresno	5/2/2016	18	

[illegible]

Inspection failed 11/29/2017. Re-Inspection
scheduled for 12/27/2017
Inspection passed 6/6/2017
Resident gave up assistance 5/2017
Inspection passed 9/28/2017
Resident EOP'D 7/30/2017

Resident information
extracted for
confidentiality.

CA006	Housing Authority City of Fresno	6/1/2016	17
CA006	Housing Authority City of Fresno	6/2/2016	17
CA006	Housing Authority City of Fresno	6/6/2016	17
CA006	Housing Authority City of Fresno	6/7/2016	17
CA006	Housing Authority City of Fresno	6/7/2016	17
CA006	Housing Authority City of Fresno	6/7/2016	17
CA006	Housing Authority City of Fresno	6/14/2016	17
CA006	Housing Authority City of Fresno	6/14/2016	17
CA006	Housing Authority City of Fresno	6/16/2016	17
CA006	Housing Authority City of Fresno	6/17/2016	17
CA006	Housing Authority City of Fresno	6/20/2016	17
CA006	Housing Authority City of Fresno	6/20/2016	17
CA006	Housing Authority City of Fresno	6/21/2016	17
CA006	Housing Authority City of Fresno	6/23/2016	17
CA006	Housing Authority City of Fresno	6/23/2016	17
CA006	Housing Authority City of Fresno	6/24/2016	17
CA006	Housing Authority City of Fresno	6/24/2016	17
CA006	Housing Authority City of Fresno	6/29/2016	17
CA006	Housing Authority City of Fresno	6/30/2016	17
CA006	Housing Authority City of Fresno	7/6/2016	16
CA006	Housing Authority City of Fresno	7/7/2016	16
CA006	Housing Authority City of Fresno	7/8/2016	16
CA006	Housing Authority City of Fresno	7/11/2016	16
CA006	Housing Authority City of Fresno	7/12/2016	16
CA006	Housing Authority City of Fresno	7/12/2016	16
CA006	Housing Authority City of Fresno	7/13/2016	16
CA006	Housing Authority City of Fresno	7/14/2016	16
CA006	Housing Authority City of Fresno	7/14/2016	16
CA006	Housing Authority City of Fresno	7/18/2016	16
CA006	Housing Authority City of Fresno	7/18/2016	16
CA006	Housing Authority City of Fresno	7/18/2016	16
CA006	Housing Authority City of Fresno	7/19/2016	16
CA006	Housing Authority City of Fresno	7/21/2016	16
CA006	Housing Authority City of Fresno	7/21/2016	16

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confidentiality.

CA006	Housing Authority City of Fresno	9/1/2016	14
CA006	Housing Authority City of Fresno	9/6/2016	14
CA006	Housing Authority City of Fresno	9/6/2016	14
CA006	Housing Authority City of Fresno	9/7/2016	14
CA006	Housing Authority City of Fresno	9/7/2016	14
CA006	Housing Authority City of Fresno	9/7/2016	14
CA006	Housing Authority City of Fresno	9/7/2016	14
CA006	Housing Authority City of Fresno	9/8/2016	14
CA006	Housing Authority City of Fresno	9/8/2016	14
CA006	Housing Authority City of Fresno	9/8/2016	14
CA006	Housing Authority City of Fresno	9/12/2016	14
CA006	Housing Authority City of Fresno	9/12/2016	14
CA006	Housing Authority City of Fresno	9/12/2016	14
CA006	Housing Authority City of Fresno	9/12/2016	14
CA006	Housing Authority City of Fresno	9/12/2016	14
CA006	Housing Authority City of Fresno	9/12/2016	14
CA006	Housing Authority City of Fresno	9/13/2016	14
CA006	Housing Authority City of Fresno	9/13/2016	14
CA006	Housing Authority City of Fresno	9/13/2016	14
CA006	Housing Authority City of Fresno	9/13/2016	14
CA006	Housing Authority City of Fresno	9/13/2016	14
CA006	Housing Authority City of Fresno	9/14/2016	14
CA006	Housing Authority City of Fresno	9/14/2016	14
CA006	Housing Authority City of Fresno	9/14/2016	14
CA006	Housing Authority City of Fresno	9/15/2016	14
CA006	Housing Authority City of Fresno	9/15/2016	14
CA006	Housing Authority City of Fresno	9/15/2016	14
CA006	Housing Authority City of Fresno	9/15/2016	14
CA006	Housing Authority City of Fresno	9/15/2016	14
CA006	Housing Authority City of Fresno	9/19/2016	14
CA006	Housing Authority City of Fresno	9/19/2016	14
CA006	Housing Authority City of Fresno	9/19/2016	14

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confidentiality.

CA006	Housing Authority City of Fresno	9/19/2016	14
CA006	Housing Authority City of Fresno	9/21/2016	14
CA006	Housing Authority City of Fresno	9/21/2016	14
CA006	Housing Authority City of Fresno	9/21/2016	14
CA006	Housing Authority City of Fresno	9/22/2016	14
CA006	Housing Authority City of Fresno	9/22/2016	14
CA006	Housing Authority City of Fresno	9/22/2016	14
CA006	Housing Authority City of Fresno	9/26/2016	14
CA006	Housing Authority City of Fresno	9/26/2016	14
CA006	Housing Authority City of Fresno	9/26/2016	14
CA006	Housing Authority City of Fresno	9/26/2016	14
CA006	Housing Authority City of Fresno	9/27/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/28/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/29/2016	14
CA006	Housing Authority City of Fresno	9/30/2016	14
CA006	Housing Authority City of Fresno	10/3/2016	13
CA006	Housing Authority City of Fresno	10/3/2016	13
CA006	Housing Authority City of Fresno	10/3/2016	13
CA006	Housing Authority City of Fresno	10/4/2016	13

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Resident information
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confidentiality.

CA006	Housing Authority City of Fresno	10/22/2016	13
CA006	Housing Authority City of Fresno	10/24/2016	13
CA006	Housing Authority City of Fresno	10/25/2016	13
CA006	Housing Authority City of Fresno	10/25/2016	13
CA006	Housing Authority City of Fresno	10/25/2016	13
CA006	Housing Authority City of Fresno	10/25/2016	13
CA006	Housing Authority City of Fresno	10/26/2016	13
CA006	Housing Authority City of Fresno	10/26/2016	13
CA006	Housing Authority City of Fresno	10/26/2016	13
CA006	Housing Authority City of Fresno	10/27/2016	13
CA006	Housing Authority City of Fresno	10/28/2016	13
CA006	Housing Authority City of Fresno	10/28/2016	13
CA006	Housing Authority City of Fresno	10/28/2016	13
CA006	Housing Authority City of Fresno	10/31/2016	13
CA006	Housing Authority City of Fresno	10/31/2016	13
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/1/2016	12
CA006	Housing Authority City of Fresno	11/2/2016	12
CA006	Housing Authority City of Fresno	11/3/2016	12

Resident information
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confidentiality.

CA006	Housing Authority City of Fresno	11/3/2016	12
CA006	Housing Authority City of Fresno	11/7/2016	12
CA006	Housing Authority City of Fresno	11/7/2016	12
CA006	Housing Authority City of Fresno	11/7/2016	12
CA006	Housing Authority City of Fresno	11/8/2016	12
CA006	Housing Authority City of Fresno	11/9/2016	12
CA006	Housing Authority City of Fresno	11/10/2016	12
CA006	Housing Authority City of Fresno	11/10/2016	12
CA006	Housing Authority City of Fresno	11/14/2016	12
CA006	Housing Authority City of Fresno	11/14/2016	12
CA006	Housing Authority City of Fresno	11/14/2016	12
CA006	Housing Authority City of Fresno	11/15/2016	12
CA006	Housing Authority City of Fresno	11/16/2016	12
CA006	Housing Authority City of Fresno	11/16/2016	12
CA006	Housing Authority City of Fresno	11/16/2016	12
CA006	Housing Authority City of Fresno	11/16/2016	12
CA006	Housing Authority City of Fresno	11/17/2016	12
CA006	Housing Authority City of Fresno	11/22/2016	12
CA006	Housing Authority City of Fresno	11/22/2016	12
CA006	Housing Authority City of Fresno	11/22/2016	12
CA006	Housing Authority City of Fresno	11/22/2016	12
CA006	Housing Authority City of Fresno	11/23/2016	12
CA006	Housing Authority City of Fresno	11/23/2016	12
CA006	Housing Authority City of Fresno	11/23/2016	12
CA006	Housing Authority City of Fresno	11/23/2016	12
CA006	Housing Authority City of Fresno	11/23/2016	12
CA006	Housing Authority City of Fresno	11/28/2016	12
CA006	Housing Authority City of Fresno	11/28/2016	12
CA006	Housing Authority City of Fresno	11/28/2016	12
CA006	Housing Authority City of Fresno	11/28/2016	12
CA006	Housing Authority City of Fresno	11/28/2016	12
CA006	Housing Authority City of Fresno	11/29/2016	12
CA006	Housing Authority City of Fresno	11/29/2016	12
CA006	Housing Authority City of Fresno	11/29/2016	12

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LOERA YGNACIO	CA006	Housing Authority City of Fresno	1/6/2017 10
KUZOMITIS AGAOUNI	CA006	Housing Authority City of Fresno	1/6/2017 10
JUAREZ LIBRADO	CA006	Housing Authority City of Fresno	1/6/2017 10
Pineda Raquel	CA006	Housing Authority City of Fresno	1/6/2017 10
MAST MICHAEL R	CA006	Housing Authority City of Fresno	1/6/2017 10
Moore Ronnette	CA006	Housing Authority City of Fresno	1/6/2017 10
ANDERSON TIFFANY M	CA006	Housing Authority City of Fresno	1/6/2017 10
BLALOCK MASHANTI M	CA006	Housing Authority City of Fresno	1/6/2017 10
GONZALEZ NANCY	CA006	Housing Authority City of Fresno	1/6/2017 10
DOZIER EARL L	CA006	Housing Authority City of Fresno	1/6/2017 10
CUEVAS LEONOR L	CA006	Housing Authority City of Fresno	1/6/2017 10
REED THERESA D	CA006	Housing Authority City of Fresno	1/6/2017 10
RANDOLPH LYNDIA	CA006	Housing Authority City of Fresno	1/6/2017 10
ROMERO CORINA L	CA006	Housing Authority City of Fresno	1/6/2017 10
YOUNG MYRTLE	CA006	Housing Authority City of Fresno	1/6/2017 10
REYES JUANITA	CA006	Housing Authority City of Fresno	1/8/2017 10
JONES ELLA M	CA006	Housing Authority City of Fresno	1/8/2017 10
JONES KOURTNEY M	CA006	Housing Authority City of Fresno	1/8/2017 10
JAIRE JON	CA006	Housing Authority City of Fresno	1/9/2017 10
HERNANDEZ JOSEPHINE	CA006	Housing Authority City of Fresno	1/9/2017 10
HARRIS CHINYERE M	CA006	Housing Authority City of Fresno	1/9/2017 10
HER TANG	CA006	Housing Authority City of Fresno	1/9/2017 10
MARSHALL MARVIN L	CA006	Housing Authority City of Fresno	1/9/2017 10
Moss Tempest M	CA006	Housing Authority City of Fresno	1/9/2017 10
MENDOZA DESTINIE L	CA006	Housing Authority City of Fresno	1/9/2017 10
Mendez Susan	CA006	Housing Authority City of Fresno	1/9/2017 10
RAMOS CYNTHIA R	CA006	Housing Authority City of Fresno	1/9/2017 10
OLAIS ELIZABETH E	CA006	Housing Authority City of Fresno	1/9/2017 10
PATRICIO ALEJANDRA	CA006	Housing Authority City of Fresno	1/9/2017 10
PARRA JR RICARDO	CA006	Housing Authority City of Fresno	1/9/2017 10
DAVIS LATOYA R	CA006	Housing Authority City of Fresno	1/9/2017 10
GONZALEZ TOMASA	CA006	Housing Authority City of Fresno	1/9/2017 10
CHAVEZ BRIANNA A	CA006	Housing Authority City of Fresno	1/9/2017 10
Cooks Trinika D	CA006	Housing Authority City of Fresno	1/9/2017 10

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CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	1/31/2017	10
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/1/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9
CA006	Housing Authority City of Fresno	2/2/2017	9

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CA006	Housing Authority City of Fresno	2/9/2017	9
CA006	Housing Authority City of Fresno	2/10/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/14/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/15/2017	9
CA006	Housing Authority City of Fresno	2/16/2017	9
CA006	Housing Authority City of Fresno	2/16/2017	9
CA006	Housing Authority City of Fresno	2/16/2017	9
CA006	Housing Authority City of Fresno	2/16/2017	9

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HUTCHINSON IANTHA H	CA006	Housing Authority City of Fresno	11/22/2017 0
Wright Dorothy N	CA006	Housing Authority City of Fresno	11/27/2017 0
MCARN KAREN E	CA006	Housing Authority City of Fresno	11/28/2017 0

As Of November 30 2017

Program Type

Voucher-Funded Assistance

Head Of Households Name	Head Of Household's SSN	HA Code	HA Name	Last HQS Inspection Date	Number of Months Since Last HQS Inspection	PHA Updates
PINEDO JAMIE L		CA028	Housing Authority of Fresno Co	5/19/2015	30	Tenant issued voucher during conversion. Moved into new unit 12/01/2017
Resident information extracted for confidentiality.		CA028	Housing Authority of Fresno Co	6/12/2015	29	Inspection passed 6/20/2016 in legacy system. New inspection completed and passed 12/20/2017
		CA028	Housing Authority of Fresno Co	1/25/2016	22	
		CA028	Housing Authority of Fresno Co	2/17/2016	21	
		CA028	Housing Authority of Fresno Co	3/10/2016	20	
		CA028	Housing Authority of Fresno Co	3/21/2016	20	
		CA028	Housing Authority of Fresno Co	4/7/2016	19	
		CA028	Housing Authority of Fresno Co	4/18/2016	19	
		CA028	Housing Authority of Fresno Co	4/20/2016	19	
		CA028	Housing Authority of Fresno Co	4/20/2016	19	
		CA028	Housing Authority of Fresno Co	4/20/2016	19	
		CA028	Housing Authority of Fresno Co	4/25/2016	19	
		CA028	Housing Authority of Fresno Co	4/26/2016	19	
		CA028	Housing Authority of Fresno Co	4/28/2016	19	
		CA028	Housing Authority of Fresno Co	5/2/2016	18	
		CA028	Housing Authority of Fresno Co	5/2/2016	18	
		CA028	Housing Authority of Fresno Co	5/2/2016	18	
		CA028	Housing Authority of Fresno Co	5/3/2016	18	
		CA028	Housing Authority of Fresno Co	5/3/2016	18	
		CA028	Housing Authority of Fresno Co	5/3/2016	18	

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CA028	Housing Authority of Fresno Co	5/3/2016 18
CA028	Housing Authority of Fresno Co	5/3/2016 18
CA028	Housing Authority of Fresno Co	5/4/2016 18
CA028	Housing Authority of Fresno Co	5/4/2016 18
CA028	Housing Authority of Fresno Co	5/4/2016 18
CA028	Housing Authority of Fresno Co	5/4/2016 18
CA028	Housing Authority of Fresno Co	5/5/2016 18
CA028	Housing Authority of Fresno Co	5/5/2016 18
CA028	Housing Authority of Fresno Co	5/5/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/6/2016 18
CA028	Housing Authority of Fresno Co	5/9/2016 18
CA028	Housing Authority of Fresno Co	5/9/2016 18
CA028	Housing Authority of Fresno Co	5/9/2016 18
CA028	Housing Authority of Fresno Co	5/9/2016 18
CA028	Housing Authority of Fresno Co	5/9/2016 18
CA028	Housing Authority of Fresno Co	5/10/2016 18
CA028	Housing Authority of Fresno Co	5/10/2016 18
CA028	Housing Authority of Fresno Co	5/10/2016 18
CA028	Housing Authority of Fresno Co	5/11/2016 18
CA028	Housing Authority of Fresno Co	5/11/2016 18
CA028	Housing Authority of Fresno Co	5/11/2016 18
CA028	Housing Authority of Fresno Co	5/11/2016 18
CA028	Housing Authority of Fresno Co	5/12/2016 18
CA028	Housing Authority of Fresno Co	5/12/2016 18
CA028	Housing Authority of Fresno Co	5/12/2016 18
CA028	Housing Authority of Fresno Co	5/12/2016 18
CA028	Housing Authority of Fresno Co	5/12/2016 18

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CA028	Housing Authority of Fresno Co	5/12/2016 18
CA028	Housing Authority of Fresno Co	5/12/2016 18
CA028	Housing Authority of Fresno Co	5/13/2016 18
CA028	Housing Authority of Fresno Co	5/13/2016 18
CA028	Housing Authority of Fresno Co	5/13/2016 18
CA028	Housing Authority of Fresno Co	5/13/2016 18
CA028	Housing Authority of Fresno Co	5/13/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/16/2016 18
CA028	Housing Authority of Fresno Co	5/17/2016 18
CA028	Housing Authority of Fresno Co	5/17/2016 18
CA028	Housing Authority of Fresno Co	5/17/2016 18
CA028	Housing Authority of Fresno Co	5/17/2016 18
CA028	Housing Authority of Fresno Co	5/18/2016 18
CA028	Housing Authority of Fresno Co	5/18/2016 18
CA028	Housing Authority of Fresno Co	5/18/2016 18
CA028	Housing Authority of Fresno Co	5/18/2016 18
CA028	Housing Authority of Fresno Co	5/19/2016 18
CA028	Housing Authority of Fresno Co	5/19/2016 18
CA028	Housing Authority of Fresno Co	5/23/2016 18
CA028	Housing Authority of Fresno Co	5/23/2016 18
CA028	Housing Authority of Fresno Co	5/23/2016 18
CA028	Housing Authority of Fresno Co	5/23/2016 18
CA028	Housing Authority of Fresno Co	5/24/2016 18
CA028	Housing Authority of Fresno Co	5/24/2016 18
CA028	Housing Authority of Fresno Co	5/24/2016 18
CA028	Housing Authority of Fresno Co	5/24/2016 18
CA028	Housing Authority of Fresno Co	5/24/2016 18

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CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/8/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/9/2016 17
CA028	Housing Authority of Fresno Co	6/10/2016 17
CA028	Housing Authority of Fresno Co	6/10/2016 17
CA028	Housing Authority of Fresno Co	6/10/2016 17
CA028	Housing Authority of Fresno Co	6/10/2016 17
CA028	Housing Authority of Fresno Co	6/10/2016 17
CA028	Housing Authority of Fresno Co	6/10/2016 17
CA028	Housing Authority of Fresno Co	6/13/2016 17
CA028	Housing Authority of Fresno Co	6/13/2016 17
CA028	Housing Authority of Fresno Co	6/13/2016 17
CA028	Housing Authority of Fresno Co	6/13/2016 17
CA028	Housing Authority of Fresno Co	6/13/2016 17
CA028	Housing Authority of Fresno Co	6/14/2016 17
CA028	Housing Authority of Fresno Co	6/14/2016 17
CA028	Housing Authority of Fresno Co	6/14/2016 17
CA028	Housing Authority of Fresno Co	6/14/2016 17
CA028	Housing Authority of Fresno Co	6/14/2016 17

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/15/2016 17
CA028	Housing Authority of Fresno Co	6/16/2016 17
CA028	Housing Authority of Fresno Co	6/16/2016 17
CA028	Housing Authority of Fresno Co	6/16/2016 17
CA028	Housing Authority of Fresno Co	6/17/2016 17
CA028	Housing Authority of Fresno Co	6/17/2016 17
CA028	Housing Authority of Fresno Co	6/17/2016 17
CA028	Housing Authority of Fresno Co	6/17/2016 17
CA028	Housing Authority of Fresno Co	6/17/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/20/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/21/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/22/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/23/2016 17
CA028	Housing Authority of Fresno Co	6/24/2016 17
CA028	Housing Authority of Fresno Co	6/24/2016 17
CA028	Housing Authority of Fresno Co	6/24/2016 17
CA028	Housing Authority of Fresno Co	6/24/2016 17
CA028	Housing Authority of Fresno Co	6/24/2016 17

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Resident information
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CA028	Housing Authority of Fresno Co	6/28/2016 17
CA028	Housing Authority of Fresno Co	6/28/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/29/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	6/30/2016 17
CA028	Housing Authority of Fresno Co	7/5/2016 16
CA028	Housing Authority of Fresno Co	7/5/2016 16
CA028	Housing Authority of Fresno Co	7/5/2016 16
CA028	Housing Authority of Fresno Co	7/5/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16
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CA028	Housing Authority of Fresno Co	7/6/2016 16
CA028	Housing Authority of Fresno Co	7/6/2016 16

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Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
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CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/12/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/13/2016	16
CA028	Housing Authority of Fresno Co	7/14/2016	16
CA028	Housing Authority of Fresno Co	7/14/2016	16
CA028	Housing Authority of Fresno Co	7/14/2016	16
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CA028	Housing Authority of Fresno Co	7/14/2016	16
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CA028	Housing Authority of Fresno Co	7/14/2016	16
CA028	Housing Authority of Fresno Co	7/14/2016	16
CA028	Housing Authority of Fresno Co	7/14/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/15/2016	16
CA028	Housing Authority of Fresno Co	7/16/2016	16
CA028	Housing Authority of Fresno Co	7/16/2016	16
CA028	Housing Authority of Fresno Co	7/16/2016	16
CA028	Housing Authority of Fresno Co	7/18/2016	16
CA028	Housing Authority of Fresno Co	7/18/2016	16
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CA028	Housing Authority of Fresno Co	7/18/2016	16
CA028	Housing Authority of Fresno Co	7/19/2016	16
CA028	Housing Authority of Fresno Co	7/19/2016	16
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CA028	Housing Authority of Fresno Co	7/19/2016	16
CA028	Housing Authority of Fresno Co	7/20/2016	16
CA028	Housing Authority of Fresno Co	7/20/2016	16
CA028	Housing Authority of Fresno Co	7/20/2016	16
CA028	Housing Authority of Fresno Co	7/20/2016	16

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Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
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CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
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CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/28/2016	16
CA028	Housing Authority of Fresno Co	7/29/2016	16
CA028	Housing Authority of Fresno Co	7/29/2016	16
CA028	Housing Authority of Fresno Co	7/29/2016	16
CA028	Housing Authority of Fresno Co	7/29/2016	16
CA028	Housing Authority of Fresno Co	8/1/2016	15
CA028	Housing Authority of Fresno Co	8/1/2016	15
CA028	Housing Authority of Fresno Co	8/1/2016	15
CA028	Housing Authority of Fresno Co	8/1/2016	15
CA028	Housing Authority of Fresno Co	8/1/2016	15
CA028	Housing Authority of Fresno Co	8/1/2016	15
CA028	Housing Authority of Fresno Co	8/2/2016	15
CA028	Housing Authority of Fresno Co	8/2/2016	15
CA028	Housing Authority of Fresno Co	8/3/2016	15
CA028	Housing Authority of Fresno Co	8/3/2016	15
CA028	Housing Authority of Fresno Co	8/4/2016	15
CA028	Housing Authority of Fresno Co	8/5/2016	15
CA028	Housing Authority of Fresno Co	8/5/2016	15
CA028	Housing Authority of Fresno Co	8/5/2016	15
CA028	Housing Authority of Fresno Co	8/8/2016	15

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	8/9/2016	15
CA028	Housing Authority of Fresno Co	8/15/2016	15
CA028	Housing Authority of Fresno Co	8/15/2016	15
CA028	Housing Authority of Fresno Co	8/29/2016	15
CA028	Housing Authority of Fresno Co	8/29/2016	15
CA028	Housing Authority of Fresno Co	8/30/2016	15
CA028	Housing Authority of Fresno Co	8/30/2016	15
CA028	Housing Authority of Fresno Co	9/1/2016	14
CA028	Housing Authority of Fresno Co	9/1/2016	14
CA028	Housing Authority of Fresno Co	9/7/2016	14
CA028	Housing Authority of Fresno Co	9/7/2016	14
CA028	Housing Authority of Fresno Co	9/8/2016	14
CA028	Housing Authority of Fresno Co	9/8/2016	14
CA028	Housing Authority of Fresno Co	9/12/2016	14
CA028	Housing Authority of Fresno Co	9/12/2016	14
CA028	Housing Authority of Fresno Co	9/13/2016	14
CA028	Housing Authority of Fresno Co	9/14/2016	14
CA028	Housing Authority of Fresno Co	9/14/2016	14
CA028	Housing Authority of Fresno Co	9/14/2016	14
CA028	Housing Authority of Fresno Co	9/15/2016	14
CA028	Housing Authority of Fresno Co	9/19/2016	14
CA028	Housing Authority of Fresno Co	9/20/2016	14
CA028	Housing Authority of Fresno Co	9/20/2016	14
CA028	Housing Authority of Fresno Co	9/21/2016	14
CA028	Housing Authority of Fresno Co	9/27/2016	14
CA028	Housing Authority of Fresno Co	9/30/2016	14
CA028	Housing Authority of Fresno Co	9/30/2016	14
CA028	Housing Authority of Fresno Co	9/30/2016	14
CA028	Housing Authority of Fresno Co	10/3/2016	13
CA028	Housing Authority of Fresno Co	10/4/2016	13
CA028	Housing Authority of Fresno Co	10/5/2016	13
CA028	Housing Authority of Fresno Co	10/5/2016	13
CA028	Housing Authority of Fresno Co	10/5/2016	13
CA028	Housing Authority of Fresno Co	10/6/2016	13

CA028

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	10/6/2016	13
CA028	Housing Authority of Fresno Co	10/6/2016	13
CA028	Housing Authority of Fresno Co	10/6/2016	13
CA028	Housing Authority of Fresno Co	10/6/2016	13
CA028	Housing Authority of Fresno Co	10/10/2016	13
CA028	Housing Authority of Fresno Co	10/10/2016	13
CA028	Housing Authority of Fresno Co	10/10/2016	13
CA028	Housing Authority of Fresno Co	10/11/2016	13
CA028	Housing Authority of Fresno Co	10/11/2016	13
CA028	Housing Authority of Fresno Co	10/11/2016	13
CA028	Housing Authority of Fresno Co	10/11/2016	13
CA028	Housing Authority of Fresno Co	10/11/2016	13
CA028	Housing Authority of Fresno Co	10/11/2016	13
CA028	Housing Authority of Fresno Co	10/12/2016	13
CA028	Housing Authority of Fresno Co	10/12/2016	13
CA028	Housing Authority of Fresno Co	10/13/2016	13
CA028	Housing Authority of Fresno Co	10/13/2016	13
CA028	Housing Authority of Fresno Co	10/13/2016	13
CA028	Housing Authority of Fresno Co	10/13/2016	13
CA028	Housing Authority of Fresno Co	10/13/2016	13
CA028	Housing Authority of Fresno Co	10/14/2016	13
CA028	Housing Authority of Fresno Co	10/17/2016	13
CA028	Housing Authority of Fresno Co	10/19/2016	13
CA028	Housing Authority of Fresno Co	10/19/2016	13
CA028	Housing Authority of Fresno Co	10/19/2016	13
CA028	Housing Authority of Fresno Co	10/20/2016	13
CA028	Housing Authority of Fresno Co	10/21/2016	13
CA028	Housing Authority of Fresno Co	10/24/2016	13
CA028	Housing Authority of Fresno Co	10/24/2016	13
CA028	Housing Authority of Fresno Co	10/24/2016	13
CA028	Housing Authority of Fresno Co	10/24/2016	13
CA028	Housing Authority of Fresno Co	10/24/2016	13
CA028	Housing Authority of Fresno Co	10/24/2016	13
CA028	Housing Authority of Fresno Co	10/25/2016	13

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	10/26/2016	13
CA028	Housing Authority of Fresno Co	10/26/2016	13
CA028	Housing Authority of Fresno Co	10/26/2016	13
CA028	Housing Authority of Fresno Co	10/27/2016	13
CA028	Housing Authority of Fresno Co	10/28/2016	13
CA028	Housing Authority of Fresno Co	10/28/2016	13
CA028	Housing Authority of Fresno Co	10/28/2016	13
CA028	Housing Authority of Fresno Co	10/31/2016	13
CA028	Housing Authority of Fresno Co	10/31/2016	13
CA028	Housing Authority of Fresno Co	10/31/2016	13
CA028	Housing Authority of Fresno Co	11/1/2016	12
CA028	Housing Authority of Fresno Co	11/1/2016	12
CA028	Housing Authority of Fresno Co	11/1/2016	12
CA028	Housing Authority of Fresno Co	11/1/2016	12
CA028	Housing Authority of Fresno Co	11/1/2016	12
CA028	Housing Authority of Fresno Co	11/1/2016	12
CA028	Housing Authority of Fresno Co	11/2/2016	12
CA028	Housing Authority of Fresno Co	11/3/2016	12
CA028	Housing Authority of Fresno Co	11/3/2016	12
CA028	Housing Authority of Fresno Co	11/4/2016	12
CA028	Housing Authority of Fresno Co	11/7/2016	12
CA028	Housing Authority of Fresno Co	11/8/2016	12
CA028	Housing Authority of Fresno Co	11/8/2016	12
CA028	Housing Authority of Fresno Co	11/8/2016	12
CA028	Housing Authority of Fresno Co	11/8/2016	12
CA028	Housing Authority of Fresno Co	11/9/2016	12
CA028	Housing Authority of Fresno Co	11/9/2016	12
CA028	Housing Authority of Fresno Co	11/9/2016	12
CA028	Housing Authority of Fresno Co	11/9/2016	12
CA028	Housing Authority of Fresno Co	11/9/2016	12
CA028	Housing Authority of Fresno Co	11/10/2016	12
CA028	Housing Authority of Fresno Co	11/10/2016	12
CA028	Housing Authority of Fresno Co	11/10/2016	12
CA028	Housing Authority of Fresno Co	11/10/2016	12

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	11/10/2016	12
CA028	Housing Authority of Fresno Co	11/10/2016	12
CA028	Housing Authority of Fresno Co	11/10/2016	12
CA028	Housing Authority of Fresno Co	11/11/2016	12
CA028	Housing Authority of Fresno Co	11/14/2016	12
CA028	Housing Authority of Fresno Co	11/14/2016	12
CA028	Housing Authority of Fresno Co	11/14/2016	12
CA028	Housing Authority of Fresno Co	11/14/2016	12
CA028	Housing Authority of Fresno Co	11/15/2016	12
CA028	Housing Authority of Fresno Co	11/15/2016	12
CA028	Housing Authority of Fresno Co	11/16/2016	12
CA028	Housing Authority of Fresno Co	11/17/2016	12
CA028	Housing Authority of Fresno Co	11/17/2016	12
CA028	Housing Authority of Fresno Co	11/17/2016	12
CA028	Housing Authority of Fresno Co	11/21/2016	12
CA028	Housing Authority of Fresno Co	11/21/2016	12
CA028	Housing Authority of Fresno Co	11/22/2016	12
CA028	Housing Authority of Fresno Co	11/22/2016	12
CA028	Housing Authority of Fresno Co	11/23/2016	12
CA028	Housing Authority of Fresno Co	11/28/2016	12
CA028	Housing Authority of Fresno Co	11/30/2016	12
CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11
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CA028	Housing Authority of Fresno Co	12/1/2016	11
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CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11
CA028	Housing Authority of Fresno Co	12/1/2016	11

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Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	12/7/2016	11
CA028	Housing Authority of Fresno Co	12/7/2016	11
CA028	Housing Authority of Fresno Co	12/7/2016	11
CA028	Housing Authority of Fresno Co	12/7/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/8/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
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CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
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CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/9/2016	11
CA028	Housing Authority of Fresno Co	12/12/2016	11

Resident information
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Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	12/13/2016	11
CA028	Housing Authority of Fresno Co	12/13/2016	11
CA028	Housing Authority of Fresno Co	12/13/2016	11
CA028	Housing Authority of Fresno Co	12/13/2016	11
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CA028	Housing Authority of Fresno Co	12/14/2016	11
CA028	Housing Authority of Fresno Co	12/14/2016	11
CA028	Housing Authority of Fresno Co	12/14/2016	11
CA028	Housing Authority of Fresno Co	12/15/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/16/2016	11
CA028	Housing Authority of Fresno Co	12/19/2016	11
CA028	Housing Authority of Fresno Co	12/19/2016	11
CA028	Housing Authority of Fresno Co	12/19/2016	11
CA028	Housing Authority of Fresno Co	12/19/2016	11

[illegible]

[illegible]

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	12/28/2016	11
CA028	Housing Authority of Fresno Co	12/28/2016	11
CA028	Housing Authority of Fresno Co	12/29/2016	11
CA028	Housing Authority of Fresno Co	12/29/2016	11
CA028	Housing Authority of Fresno Co	1/3/2017	10
CA028	Housing Authority of Fresno Co	1/3/2017	10
CA028	Housing Authority of Fresno Co	1/3/2017	10
CA028	Housing Authority of Fresno Co	1/3/2017	10
CA028	Housing Authority of Fresno Co	1/3/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/4/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10
CA028	Housing Authority of Fresno Co	1/5/2017	10

[illegible]

[illegible]

[illegible]

Resident information
extracted for confidentiality.

CA028	Housing Authority of Fresno Co	1/18/2017	10
CA028	Housing Authority of Fresno Co	1/18/2017	10
CA028	Housing Authority of Fresno Co	1/18/2017	10
CA028	Housing Authority of Fresno Co	1/18/2017	10
CA028	Housing Authority of Fresno Co	1/18/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/19/2017	10
CA028	Housing Authority of Fresno Co	1/20/2017	10
CA028	Housing Authority of Fresno Co	1/20/2017	10
CA028	Housing Authority of Fresno Co	1/20/2017	10
CA028	Housing Authority of Fresno Co	1/20/2017	10
CA028	Housing Authority of Fresno Co	1/20/2017	10
CA028	Housing Authority of Fresno Co	1/20/2017	10
CA028	Housing Authority of Fresno Co	1/23/2017	10
CA028	Housing Authority of Fresno Co	1/23/2017	10
CA028	Housing Authority of Fresno Co	1/23/2017	10
CA028	Housing Authority of Fresno Co	1/23/2017	10
CA028	Housing Authority of Fresno Co	1/23/2017	10
CA028	Housing Authority of Fresno Co	1/24/2017	10
CA028	Housing Authority of Fresno Co	1/24/2017	10
CA028	Housing Authority of Fresno Co	1/24/2017	10
CA028	Housing Authority of Fresno Co	1/24/2017	10
CA028	Housing Authority of Fresno Co	1/25/2017	10

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Resident information
extracted for confidentiality.

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[illegible]

[illegible]

[illegible]

Resident information
extracted for confidentiality.

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

COX RASHADA P	CA028	Housing Authority of Fresno Co	11/27/2017 0
CHA MOUA	CA028	Housing Authority of Fresno Co	11/27/2017 0
CANEL MONICA	CA028	Housing Authority of Fresno Co	11/27/2017 0
Camacho George A	CA028	Housing Authority of Fresno Co	11/27/2017 0
BUTLER SHIRLEY A	CA028	Housing Authority of Fresno Co	11/27/2017 0
BRADLEY ALICE	CA028	Housing Authority of Fresno Co	11/27/2017 0
BRACKENS MACI J	CA028	Housing Authority of Fresno Co	11/27/2017 0
BOOKER BREANNA K	CA028	Housing Authority of Fresno Co	11/27/2017 0
BOGAN DANNY	CA028	Housing Authority of Fresno Co	11/27/2017 0
BEASLEY SR NICO K	CA028	Housing Authority of Fresno Co	11/27/2017 0
Barajas Mark D	CA028	Housing Authority of Fresno Co	11/27/2017 0
ALVAREZ ANNA A	CA028	Housing Authority of Fresno Co	11/27/2017 0
FIGUEROA ELEANOR	CA028	Housing Authority of Fresno Co	11/27/2017 0
DILLINGHAM MONICA L	CA028	Housing Authority of Fresno Co	11/27/2017 0
Godines Arias Salvador	CA028	Housing Authority of Fresno Co	11/27/2017 0
GARZA CRYSTAL N	CA028	Housing Authority of Fresno Co	11/27/2017 0
GAMEZ JESUS A	CA028	Housing Authority of Fresno Co	11/27/2017 0
Gamez Sarah	CA028	Housing Authority of Fresno Co	11/27/2017 0
HERNANDEZ ROBERTO	CA028	Housing Authority of Fresno Co	11/27/2017 0
HERNANDEZ SUSIE L	CA028	Housing Authority of Fresno Co	11/27/2017 0
HARRIS SHARON E	CA028	Housing Authority of Fresno Co	11/27/2017 0
HALL GAIL N	CA028	Housing Authority of Fresno Co	11/27/2017 0
HALL DELBERT E	CA028	Housing Authority of Fresno Co	11/27/2017 0
GULASARIAN NVARD	CA028	Housing Authority of Fresno Co	11/27/2017 0
GRANADO JOE A	CA028	Housing Authority of Fresno Co	11/27/2017 0
JOHNSON JIMIESHA Y	CA028	Housing Authority of Fresno Co	11/27/2017 0

INDIVIDUAL RESIDENT RELIEF FROM EXCESS UTILITY CHARGES POLICY

Purpose:

To establish policy for allowing individual relief from resident utility bills that have exceeded the Housing Authority's Utility Allowance (UA).

Background:

HUD regulations [24 CFR 965.508] permit PHA's to grant residents of public housing individual relief from surcharges for excess consumption of PHA-purchased utilities, or from payment of utility supplier billings in excess of the allowances for resident-purchased utilities. Requests for individual relief must be based on reasonable grounds such as the special needs of the elderly, ill or disabled residents, or special factors affecting utility consumption beyond the resident's control.

The regulations also require PHA's to adopt criteria and procedures for requesting relief. Notice of the availability of the procedures and the PHA's criteria for granting relief must be included in notices regarding utility allowances, scheduled surcharges or revisions to these documents must be provided to residents and to new residents upon admission.

§ 965.508 Individual relief.

Requests for relief from surcharges for excess consumption of PHA-purchased utilities, or from payment of utility supplier billings in excess of the allowances for resident-purchased utilities, may be granted by the PHA on reasonable grounds, such as special needs of elderly, ill or disabled residents, or special factors affecting utility usage not within the control of the resident, as the PHA shall deem appropriate. The PHA's criteria for granting such relief, and procedures for requesting such relief, shall be adopted at the time the PHA adopts the methods and procedures for determining utility allowances. Notice of the availability of such procedures (including identification of the PHA representative with whom initial contact may be made by residents), and the PHA's criteria for granting such relief, shall be included in each notice to residents given in accordance with [§ 965.502\(c\)](#) and in the information given to new residents upon admission.

Policy:

The Housing Authority of the City and County of Fresno (HACCF) will grant individual relief to residents who demonstrate that excessive utility consumption is beyond the resident's control.

The following criteria will be considered as valid standards for granting individual relief:

1. The resident's consumption was mistakenly portrayed as excessive due to defects in the meter or errors in the meter reading

2. The resident's over consumption is caused by a characteristic of the dwelling unit or Housing Authority supplied equipment that is beyond the resident's control such as an energy-deficient refrigerator or inadequate insulation.
3. The resident's over consumption is due to special needs of a resident household member and is not within the resident's ability to control. Special needs might include having as part of the household elderly, ill, disabled, or residents that have special needs requiring higher energy or water consumption. The allowance should be adjusted to reflect the higher consumption needs associated with the household's special circumstances.
4. It is determined that the resident is eligible based upon the consumption for the past two (2) months exceeding the seasonal amount of the utility allowance by fifteen percent (15%).

At least one (1) of the conditions above must be met for the request to proceed. Should the resident's consumption be excessive and does not meet at least one (1) of the conditions above, then no individual relief will be granted

Processing Requests for Individual Relief:

Requests for Individual Relief will be processed in accordance with "Administrative Procedures for Implementing Individual Relief" and "Procedures for Applying for Individual Relief from Utility Allowances" attached to this policy. Management will accept requests and determine allow ability based on standards established in this policy.

Processing times for all requests must meet the following schedule. The resident must make the request within twenty (20) calendar days of receiving the utility bill. HACCF must inspect the dwelling unit within ten (10) calendar days of receiving a request. A written determination must be sent to the resident with fifteen (15) days of receiving the request.

HACCF does not discriminate against persons with disabilities. If you or anyone in your family is a person with a disability and you require a specific accommodation in order to fully utilize our program (s) and/or services, please contact Fresno Housing Authority, Housing Management Division (HMD) Quality Assurance Department at (559) 443-8400.

NOTICE OF PROPOSED UTILITY ALLOWANCES

DATE: December 20, 2017

TO: ALL PUBLIC HOUSING RESIDENTS

The Fresno Housing Authority (FH) has completed its annual review of the Public Housing Utility Allowances, as a result of this review, the proposed revisions to the utility allowance is scheduled to be effective March 1, 2018 or next annual review. FH maintains a record of the basis on which allowances, and revisions thereof, are established and revised.

FH encourages residents to review the proposed utility allowances and supporting documentation. Residents may also provide written comments.

Pursuant to regulation 24 CFR 965.502, the Fresno Housing Authority hereby provides 60-day notice to the public housing residents of the proposed utility allowances.

COMPARISON OF OLD AND PROPOSED UTILITY ALLOWANCES				
AMP CA006000002 - City of Fresno, CA				
Development	Bedroom Size	Old Allowance (2017)	Proposed Allowance (2018)	Difference (Rent Decrease)
Sierra Plaza 0603 1 & 2 Story	1	\$38.00	\$42.00	(\$4.00)
	2	\$50.00	\$55.00	(\$5.00)
	3	\$61.00	\$66.00	(\$5.00)
	4	\$70.00	\$75.00	(\$5.00)
Sierra Plaza 0603 Detached 1 story	3	\$81.00	\$83.00	(\$2.00)
	4	\$93.00	\$94.00	(\$1.00)
Fairview Heights Terrace 0604	1	\$39.00	\$42.00	(\$3.00)
	2	\$50.00	\$55.00	(\$5.00)
	3	\$61.00	\$66.00	(\$5.00)
	4	\$70.00	\$75.00	(\$5.00)
Sierra Terrace 0606	1	\$38.00	\$42.00	(\$4.00)
	2	\$49.00	\$55.00	(\$6.00)
	3	\$60.00	\$66.00	(\$6.00)
	4	\$68.00	\$75.00	(\$7.00)
	5	\$79.00	\$86.00	(\$7.00)
Sierra Terrace 0606 Detached	5	\$107.00	\$107.00	(\$0.00)

Desoto Gardens 0626 1 & 2 Story	3	\$61.00	\$66.00	(\$5.00)
	4	\$70.00	\$75.00	(\$5.00)
HOP Homes	3	\$103.00	\$96.00	\$7.00

The utility allowances for resident-paid utilities are established by FH utilizing an engineering methodology for each dwelling unit category and unit size.

The FH records and documents that provide the basis for the proposed utility allowances are available for review at the FH main administrative office located at 1331 Fulton Mall, Fresno, California, from January 30, 2018 to February 28, 2018 from 8:00 a.m. until 5:00 p.m. Monday through Thursday. There is a schedule of allowance for each property available for review on FH's website at www.fresnohousing.org.

Individual Relief of Utility Allowance: Request for relief from payment of utility supplier billings in excess of the allowance for resident-paid utilities may be granted by FH on reasonable grounds such as the special needs of elderly, ill, or disabled residents, or special factors affecting utility usage not within the control of the resident. Such request must be made to the designated management staff of the community in which you reside.

Residents are encouraged to submit their written comments to the address listed above. The FH will gather all comments and review them at the close of the comment period. Such written comments and responses will be retained by the FH and shall be available for inspection by residents. The FH will respond to comments within 10 business days of the close of the comment period. Such written comments will be retained by the FH and shall be available for inspection by residents.

If you have any questions regarding this notice, please contact your local site management office.

Sincerely,

Blanca Navarro

Blanca Navarro
Quality Assurance Analyst
Housing Management Division

Housing Management Division	Standard Operating Procedures (SOP)
Procedure Name: Initial file review procedure	Procedure Number:
Original Effective Date: 05/11/2017	Revised Effective Date: Not applicable

I. PURPOSE

This procedure will provide the necessary steps needed to prepare an initial certification packet for scanning to the Quality Assurance Coordinator for approval.

II. RESPONSIBILITY

This procedure applies to all staff responsible for completing Move-in, certification paperwork.

III. PROCEDURE

- 1) Go to the shares_LIPH_File Review and click on the appropriate program folder.
- 2) Within the program folder you will find property folders. Click on the appropriate property and locate the file approval sheet. Please place documents in order of the file approval sheet. If your property does not have an approval sheet you may place file in any order until an approval sheet is created.
- 3) Once everything is in the proper order you will be ready to scan the document. When saving the scan, you will need to name the document. Please include last name of the HOH, first name of HOH and then program type. This step is very important as this is how the file will be identified for review.

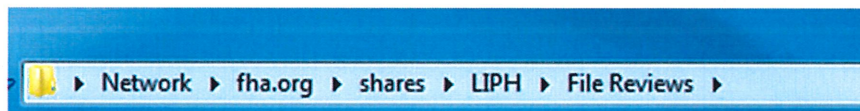
*****Properties that have 2 separate programs should have 2 separate scans.**

For Example:

- A.
- B.
- C.
- D.

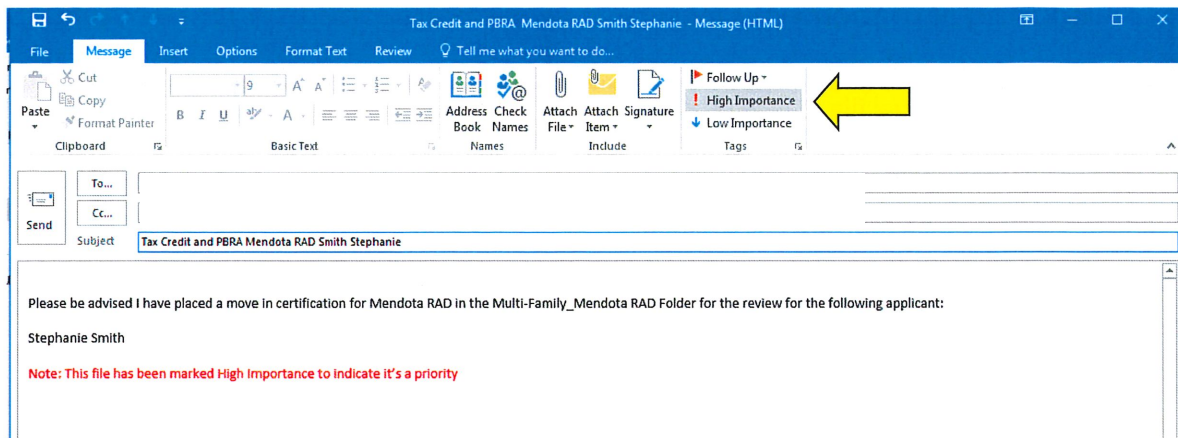
For example, Smith_Jane_Tax Credit and Smith_Jane_PBRA

- 4) Go into the Share_LIPH_File Reviews and click on the appropriate program type for which you are submitting a move in file for. Save your scanned copy of the certification in the following folder



- 5) Once you click on the program type you will save the file in the appropriate property folder
LIPH- City or County
Multifamily- Property Name
Farm Labor Property Name
CalHFA-Property Name
- 6) Once you have placed your documents into the appropriate program and property folder you will then send the Quality Assurance Coordinator an email advising her that you have a file ready for review and

include the property name and applicant name and whether this is a priority file. Please see sample email below:



- 7) Once the Quality Assurance Coordinator has reviewed the packet, you will receive an electronic copy of the approval activity sheet back via email. A copy of the electronic approval sheet will also be saved in the file folder labeled as follows. **Please note if you have 2 separate programs you will receive 2 separate file approval sheets.**

Examples of possible responses from

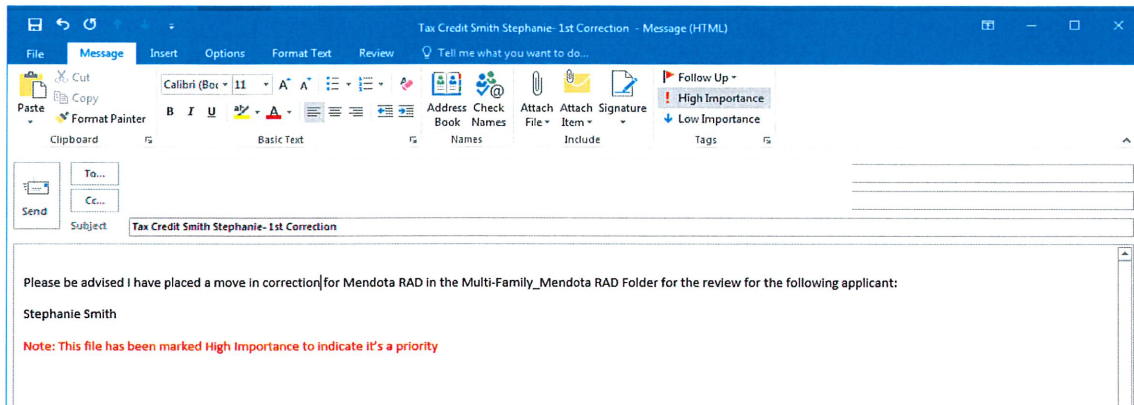
- A. Smith_Jane_Tax Credit-1st request for corrections-Correction(s) are required please correct items listed and resubmit to QAC.
- B. Smith_Jane_Tax Credit-Conditional Approval-Minor corrections required and noted okay to proceed with move in process but will need to complete all corrections at move in. Once all corrections are completed you will need to send back to QAC for review to receive a final approval.
- C. Smith_Jane_Tax Credit-Final Approval- File is 100% and you may proceed with move in process no further actions needed.
- D. Smith_Jane_Tax Credit-Denied- File denied cannot proceed with move in process. Denial reason will be listed in comment section of approval sheet.

- 8) If corrections are required, you will have 5 working days to rescan only the activity sheet and the items that required corrections back into the appropriate folder. The documents will be saved as follows:

Smith_Jane_Tax Credit- 1st correction

Smith_Jane_Tax Credit- 2nd correction.

Smith_Jane_Tax Credit- 3rd correction.



SAMPLE

- 9) Once the file is 100%, you will receive an electronic copy of the approval activity sheet back via email. It will be signed off as being approved in the Final Approval section of the form as shown below. You will not have a date in the final approval line if it is a conditional approval. Final approval date will be given once the file is 100% complete.

Comments:	Approved
	Income: ☒ ELIGIBLE HOUSEHOLD ☐ INELIGIBLE HOUSEHOLD 03/01/2017 Date of Last Verification Received 07/01/2017 Date Paperwork will Expire (120 days) 03/15/2017 Date Corrections Requested by QAC 03/22/2017 Due Date for Corrections 03/28/2017 Date QAC received all Corrections 03/28/2017 Date of Final Approval
Reviewed by: <u>Stephanie Smith</u> <u>03/28/2017</u> QAC Signature Date	

for the Tax Credit file

A final scan of the entire file once all corrections if any have been completed will need to be saved in the appropriate property folder. Please save this final as follows: Smith_Jane_GSF

Date Received for Review	Date Reviewed	TENANT NAME	Priority	Property Name	Program Type	Number of files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Reveiwed By	NOTES
12/21/2016	1/9/2017				UPH			Initial Certification		Approved	see sheet	1/9/2017									1/9/2017		
1/6/2017	1/9/2017				UPH			Initial Certification		Disapproved	see sheet	1/17/2017	1/17/2017	2/17/2017	2/21/2017	3/14/2014					4/11/2017		
1/6/2017	1/17/2017				UPH	1		Initial Certification		Disapproved	see sheet	1/17/2017	1/17/2017										
1/17/2017	1/20/2017		YES		UPH	1		Initial Certification		Disapproved	see sheet	1/20/2017	1/20/2017	1/26/2017	1/30/2017	1/31/2017					2/3/2017		
1/17/2017	1/26/2017		no		UPH	1		Initial Certification		Disapproved	see sheet	1/26/2017	1/26/2017	1/26/2017	1/30/2017								Paper work has now expired
1/17/2017	1/30/2017		YES		Tax Credit/PBRA	2		Initial Certification		Disapproved	see sheet	1/30/2017	1/30/2017		4/4/2017	4/10/2017		4/13/2017					Pending Review of the TIC
1/17/2017	1/26/2017		YES		Tax Credit/PBRA	2		Initial Certification		Disapproved	see sheet	1/26/2017	1/26/2017	2/27/2017	3/1/2017	3/10/2017	3/13/2017						
1/18/2017	1/20/2017		YES		Tax Credit	1		Initial Certification										1/20/2017	1/20/2017		2/3/2017		
1/18/2017	1/20/2017		YES		Tax Credit	1		Initial Certification		Disapproved	see sheet	1/20/2017	1/20/2017										
1/18/2017	1/20/2017		YES		Tax Credit	1		Initial Certification										1/20/2017					Pending Review of the TIC
1/19/2017	1/20/2017		YES		Tax Credit	1		Initial Certification		Disapproved	see sheet	1/20/2017	1/20/2017										
1/19/2017	1/26/2017		yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	see sheet	1/30/2017	1/30/2017	3/3/2017	3/14/2017	5/26/2017	6/7/2017						
1/25/2017	1/26/2017		YES		Tax Credit	1		Initial Certification		Disapproved	see sheet	1/26/2017	1/26/2017	1/26/2017							1/26/2017		
1/26/2017	1/30/2017		YES		Tax Credit	1		Initial Certification										1/30/2017	1/30/2017		2/2/2017		
1/30/2017	1/31/2017		YES		Tax Credit/ACC	2		Initial Certification		Disapproved	see sheet	1/31/2017	1/31/2017	2/14/2017						2/14/2017	2/14/2017		Received Approval from GSF 02/17/2017
1/31/2017	1/31/2017		YES		Tax Credit	1		Initial Certification		Disapproved	see sheet	1/31/2017	1/31/2017										
					Total	18																	

Resident information extracted for confidentiality.

Date Received for Review	Date Reviewed	TENANT NAME	Priority	Property Name	Program Type	Number of Files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Received By	NOTES
2/1/2017	2/1/2017		Yes		Tax Credit	1		Initial Certification											2/1/2017	2/1/2017			
2/1/2017	2/2/2017		Yes		Tax Credit	1		Initial Certification												2/14/2014			
2/1/2017	2/2/2017		Yes		Tax Credit	1		Initial Certification												2/14/2017			
2/2/2017	2/7/2017		No		Public Housing	1		Initial Certification		Approved Pending Correction	See sheet	2/7/2017	2/7/2017	2/14/2017							2/14/2017		Income was approved by GSF
2/6/2017	2/7/2017		No		Public Housing	0		URP		Approved Pending Correction	See sheet	2/7/2017	2/7/2017	2/23/2017							2/23/2017		
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017	3/17/2017					3/22/2017				Pending TIC to send to GSF
2/14/2017	2/16/2017		yes		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017										
2/14/2017	2/16/2017		yes		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017						3/22/2017				Pending TIC to send to GSF
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017	3/17/2017	3/22/2017								
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017										
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017										
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Conditional Approval	See sheet	2/16/2017	2/16/2017										
2/14/2017	2/16/2017		Yes		Tax Credit	1		Initial Certification		Conditional Approval	See sheet	2/16/2017	2/16/2017										
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Disapproved	See sheet	Feb-17	2/16/2017	3/17/2017					3/22/2017				Pending TIC to send to GSF
2/14/2017	2/16/2017		YES		Tax Credit	1		Initial Certification		Disapproved	See sheet	2/16/2017	2/16/2017										
2/14/2017	2/16/2017		Yes		Tax Credit	1		Initial Certification		Conditional Approval	See Sheet	2/16/2017	2/16/2017						2/16/2017				
2/14/2017	2/16/2017		YES		ACC/Tax Credit	2		Initial Certification		Conditional Approval	See sheet	2/16/2017	2/16/2017	2/21/2017					2/16/2017	2/22/2017	2/22/2017		
2/14/2017	2/16/2017		YES		Tax Credit/PBRA	2		Initial Certification		Disapproved	See sheet	2/21/2017	2/21/2017	4/4/2017	4/5/2017	4/10/2017			4/13/2017				Pending review of 50059 and TIC final
02/16/207	2/23/2017		No		Public Housing	1		Initial Certification		Disapproved	See sheet	2/23/2017	2/23/2017	3/1/2017							3/2/2017		
2/16/2017	2/21/2017		no		Public Housing	1		Initial Certification		Disapproved	See sheet	2/22/2017	2/22/2017	3/1/2017							3/2/2017		
2/17/2016	2/21/2017		no		Public Housing	1		Initial Certification		Approved Pending Correction	See sheet	2/21/2017	2/21/2017	2/23/2017							2/23/2017		
2/17/2016	2/21/2017		NO		Public Housing	1		Initial Certification		Disapproved	See sheet	2/21/2017	2/21/2017	2/23/2017							2/27/2017		
2/17/2017	2/21/2017		no		Public Housing	1		Initial Certification		Approved Pending Correction	See sheet	2/21/2017	2/21/2017	2/22/2017							2/23/2017		
2/22/2017	2/23/2017		NO		Public Housing	1		Initial Certification		Disapproved	See sheet	2/23/2017	2/23/2017										
2/27/2017	3/1/2017		no		Public Housing	1		Initial Certification		Disapproved	See sheet	3/1/2017	3/1/2017	3/21/2017							3/23/2017		37700
2/22/2017	3/1/2017		YES		Tax Credit/PBRA	2		Initial Certification		Disapproved	See sheet	3/3/2017	3/3/2017	3/13/2017	3/15/2017	3/15/2017			3/16/2017				Pending Review of 50059 and New under 5,000 asset form on TIC side
2/22/2017	3/6/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See sheet	3/6/2017	3/6/2017		5/8/2017	5/9/2017			5/10/2017				
2/28/2017	3/6/2017		YES		Tax Credit/PBRA	2		Initial Certification		Disapproved	See sheet	3/6/2017	3/6/2017		4/18/2017	5/1/2017	5/3/2017	5/8/2017	5/8/2017				
					Total	32																	

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Date Received for Review	Date Reviewed	TENANT NAME	Priority	Property Name	Program Type	Number of Files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Reviewed By	NOTES	
3/2/2017	3/6/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/6/2017	3/6/2017	3/13/2017					3/16/2017				Pending Review of TIC and 50059	
3/3/2017	3/6/2017		NO		Public Housing	1		Initial Certification																
3/3/2017	3/8/2017		no		Public Housing	1		Initial Certification		Approved Pending Corrections	See Sheet	3/8/2017	3/8/2017	3/13/2017							3/13/2017			
3/3/2017	3/8/2017		NO		Public Housing	1		Initial Certification		Disapproved	See Sheet	3/9/2017	3/9/2017	3/21/2017					3/23/2017					
3/3/2017	3/14/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/14/2017	3/14/2017	4/10/2017	4/12/2017	4/13/2014			4/13/2017				Pending review of the 50059 and TIC	
3/3/2017	3/7/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/7/2017	3/7/2017	3/13/2017					3/15/2017				Pending Review of TIC and 50059	
3/15/2017	3/17/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/17/2017	3/17/2017	3/21/2017					3/23/2017	4/6/2017			Pending TICQ NUMBER 11	
3/15/2017	3/17/2017		Yes		Tax Credit	1		Initial Certification		Denied Over income	See Sheet	3/17/2017	3/17/2017										File has corrections but denied due to being over income at a 60% AMI	
3/15/2017	3/17/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/17/2017	3/17/2017	3/21/2017	3/23/2017	3/29/2017			3/29/2017	4/10/2017			Approved by GSF on 04/12/2017	
3/15/2017	3/17/2017		Yes		Tax Credit	1		Initial Certification		Disapproved	See Sheet	3/20/2017	3/20/2017	3/30/2017	3/30/2017								Pending TIC review and landlord verification review none in file	
3/15/2017	3/17/2017		Yes		Tax Credit	1		Initial Certification		Disapproved	See Sheet	3/17/2017	3/17/2017	3/21/2017	3/28/2017				4/12/2017	4/12/2017				Approved by GSF on 04/15/2017
																								Also note that the permanent resident must run though save and complete an update declaration of citizenship as she did not select the correct one. Also need to updat the tax credit TICQ to reflect interest rates for checking and savings accounts
3/15/2017	3/17/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/17/2017	3/17/2017	3/21/2017	3/23/2017					4/6/2017				
3/15/2017	3/20/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/20/2017	3/20/2017	3/29/2017						4/11/2017				Pending EIV Existing tenant search. Tax Credit side file is missing child/spousal support affidavit.
3/15/2017	2/20/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/20/2017	3/20/2017	3/29/2017					3/30/2017					Pending TIC for GSF
3/20/2017	3/23/2017		Yes		ACC	1		Initial Certification		Conditional Approval	See Sheet	3/23/2017							3/23/2017					Pending letter from son stating mom lives with him
3/21/2017	3/22/2017		Yes		Tax Credit	1		Initial Certification		Disapproved	See Sheet	3/22/2017	3/22/2017	4/6/2017					4/11/2017	4/11/2017				Approved by GSF 04/14/2017
3/22/2017	3/23/2017		NO		LIPH	1		Initial Certification		Disapproved	See Sheet	3/23/2017	3/23/2017											Pending RHIP and declaration correction
3/22/2017	3/23/2017		NO		LIPH	0		URP		Disapproved	See Sheet	3/23/2017	3/23/2017											Pending Letter from employer or VOE
3/21/2017	3/23/2017		Yes		Tax Credit	1		Initial Certification		Disapproved	See Sheet	3/23/2017	3/23/2017	3/28/2017					3/29/2017	4/6/2017				Pending update to Under 5,000 and unit numbers on forms. Conditional approval
3/21/2017	3/23/2017		Yes		Tax Credit	1		Initial Certification		Disapproved	See Sheet	3/23/2017	3/23/2017	4/11/2017					4/11/2017	4/11/2017				
3/21/2017	3/23/2017		Yes		Tax Credit/PBRA	2		Initial Certification		Disapproved	See Sheet	3/23/2017	3/23/2017	4/4/2017					4/5/2017	4/6/2017				
3/22/2017	3/27/2017		NO		LIPH	0		URP		Disapproved	See Sheet	3/27/2017	3/27/2017	3/29/2017							4/11/2017			

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Date Received for Review	Date Reviewed	TENANT NAME	Priority	Date Paperwork due to Expire	Property Name	Program Type	Number of Files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correcti on Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forward ed to GSF	Approved by GSF	Date of Final Approval	Reveiwed By	NOTES
4/27/2017	5/2/2017		No			LIPH	1		Initial Certification		Disapproved	See Sheet	5/2/2017	5/2/2017											Bank verification is not acceptable as it only provided a 2 month average for checking.
4/28/2017	5/1/2017		NO			LIPH	1		Initial Certification		Disapproved	See Sheet	5/1/2017	5/1/2017	5/17/2017								5/17/2017		
4/28/2017	5/1/2017		NO			LIPH	1		Initial Certification		Disapproved	See Sheet	5/1/2017	5/1/2017	5/24/2017	5/26/2017	5/31/2017						6/1/2017		
4/28/2017	5/1/2017		No			LIPH	1		Initial Certification		Disapproved	See Sheet	5/1/2017	5/1/2017	5/17/2017								5/17/2017		
4/28/2017	5/1/2017		no			LIPH	1		Initial Certification		Disapproved	See Sheet	5/1/2017	5/1/2017	5/17/2017								5/17/2017		
4/28/2017	5/1/2017		no			LIPH	1		Initial Certification		Disapproved	See Sheet	5/1/2017	5/1/2017	5/3/2017	5/4/2017	5/9/2017	5/9/2017	5/9/2017	5/9/2017			5/11/2017		
5/2/2017	5/2/2017		no			LIPH	1		Initial Certification		Disapproved	See Sheet	5/1/2017	5/1/2017	5/18/2017	5/18/2017	5/18/2017	6/8/2017					6/12/2017		
5/2/2017	5/2/2017		no			ACC	1		Initial Certification		Disapproved	See Sheet	5/2/2017	5/2/2017	5/17/2017	5/18/2017	5/18/2017						5/18/2017		Only received ACC side of the file sent email to area manager and property speicalist on 05/02/2017
5/2/2017	5/3/2017		yes			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/3/2017	5/3/2017	6/14/2017					6/14/2017	6/19/2017				Some corrections on original conditional approval not completed GW noted corrections to still be completed on conditional approval but file forwarded to GSF
5/2/2017	5/3/2017		yes			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/3/2017	5/3/2017	5/25/2017					5/26/2017	5/30/2017				
5/2/2017	5/4/2017		yes			PBRA/Tax Credit	2		Initial Certification		Disapproved	See Sheet	5/4/2017	5/4/2017	5/10/2017	5/18/2017	5/25/2017	5/31/2017		5/31/2017	6/6/2017				Conditional Approval for the HUD side
5/2/2017	5/8/2017		No			PBRA	1		URP		Disapproved	see sheet	5/8/2017	5/30/2017	6/5/2017		6/28/2017						6/28/2017		
5/2/2017	5/9/2017		no			LIPH	1		Retro Rent		Disapproved	See Sheet	5/9/2017	5/9/2017	5/18/2017								5/18/2017		
5/2/2017	5/9/2017		no			LIPH	1		Retro Rent		Disapproved	See Sheet	5/9/2017	5/9/2017									5/9/2017		
5/9/2017	5/18/2017		NO			PBRA/Tax Credit	2		Initial Certification		Disapproved	See Sheet	5/18/2017	5/18/2017	5/23/2017	5/23/2017	5/23/2017		5/23/2017						
5/10/2017	5/17/2017		no			CALHFA	1		Initial Certification		disapproved	See Sheet	5/17/2017	5/17/2017	5/23/2017	5/26/2017									
5/10/2017	5/16/2017		no			LIPH	1		Initial Certification		Disapproved	See Sheet	5/16/2017	5/16/2017	6/27/2017	7/12/2017									
5/11/2017	5/17/2017		YES			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/17/2017	5/17/2017	5/25/2017				5/26/2017	5/30/2017					
5/13/2017	5/17/2017		YES			PBRA/Tax Credit	2		Initial Certification		Disapproved	See Sheet	5/17/2017	5/17/2017											
5/13/2017	5/17/2017		YES			PBRA/Tax Credit	2		Initial Certification		Disapproved	See Sheet	5/17/2017	5/17/2017	8/14/2017	8/17/2017									
5/13/2017	5/17/2017		YES			PBRA/Tax Credit	2		Initial Certification		Disapproved	See Sheet	5/17/2017	5/17/2017											
5/13/2017	5/17/2017		yes			Tax Credit	1		Initial Certification		disapproved	See Sheet	5/17/2017	5/17/2017											
5/16/2017	5/18/2017		NO			LIPH	1		Retro Rent		Approved-Pending Correction for Annual	See Sheet	5/18/2017	5/18/2017	5/22/2017								5/22/2017		
5/17/2017	5/22/2017		no			Farm Labor	1		Initial Certification		Disapproved	See Sheet	5/22/2017	5/22/2017	5/26/2017				5/31/2017						Approved pending corrections same as conditional approval
5/22/2017	5/23/2017		YES			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/23/2017	5/23/2017	5/23/2017	5/23/2017							5/24/2017		
5/24/2017	5/31/2017		NO			LIPH	1		Initial Certification		Disapproved	See Sheet	5/31/2017	5/31/2017	6/8/2017				6/12/2017				6/15/2017		
5/26/2017	5/31/2017		YES			Tax Credit/ACC	2		Initial Certification		disapproved	See Sheet	5/31/2017	5/31/2017	6/15/2017						6/15/2017	6/18/2017	6/15/2017		
5/27/2017	5/30/2017		YES			Tax Credit	1		Initial Certification		Conditional Approval	See Sheet							5/30/2017	5/30/2017					
5/27/2017	5/30/2017		YES			Tax Credit	1		Initial Certification		disapproved	See Sheet	5/30/2017	5/30/2017	6/6/2017				6/6/2017	6/6/2017	6/15/2017				
5/27/2017	5/31/2017		YES			Tax Credit/PBRA	2		Initial Certification		Denied-Eviction 2014	See Sheet	5/31/2017												Applicanton denied due to Eviction within the last 7 years.
5/30/2017	5/30/2017		YES			Tax Credit	1		Initial Certification		Conditional Approval	See Sheet								5/30/2017	5/30/2017				
5/30/2017	5/30/2017		YES			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/30/2017	5/30/2017	5/30/2017	5/31/2017			6/1/2017	6/1/2017					
5/30/2017	5/31/2017		Yes			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/31/2017	5/31/2017	6/7/2017				6/12/2017	6/20/2017			6/20/2017		
5/30/2017	5/31/2017		YES			Tax Credit	1		Initial Certification		Disapproved	See Sheet	5/31/2017	5/31/2017											
							42								23 1st Correction Reviews		7 2nd Correction reviews		2 3rd correction reviews						
						File Review Total									Correction Total										
						Tax Credit	18								1st Correction Reviews	23									
						PBRA	7								2nd Correction Reviews	7									
						LIPH	11								3rd Correction Reviews	2									
						URP	1								Total	32									

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Date Received for Review	Date Reviewed	TENANT NAME	Priority	Paper work due to date	Property Name	Program Type	Number of Files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Reviewed By	NOTES
7/26/2017	8/1/2017		YES	11/21/2017		UPH	1		initial certification		APPROVED	n/a	8/2/2017									8/1/2017		
7/26/2017	8/1/2017		yes	7/4/2017		UPH	1		initial certification		Conditional Approval	see sheet	8/1/2017	8/1/2017						8/1/2017				
7/26/2017	8/1/2017		yes	8/28/2017		UPH	1		initial certification		APPROVED	n/a	8/1/2017									8/1/2017		
7/31/2017	8/1/2017		yes	10/24/2017		UPH	1		initial certification		disapproved	see sheet	8/1/2017	8/1/2017										
7/31/2017	8/1/2017		yes			UPH	1		initial certification		APPROVED	see sheet	8/1/2017									8/1/2017		Approved for 1 bedroom RA is still pending approval from DR for live in AID.
8/1/2017	8/1/2017		YES	8/1/2017		UPH	1		initial certification		disapproved	see sheet	8/1/2017	8/1/2017								8/1/2017		
8/1/2017	8/2/2017		yes	9/25/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/2/2017	8/2/2017	8/2/2017	8/2/2017						8/1/2017		
8/2/2017	8/2/2017		yes	10/26/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/2/2017	8/2/2017										
8/2/2017	8/2/2017		YES	10/6/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/2/2017	8/2/2017										Denial letter for CBC was sent on 7/27/17
8/1/2017	8/3/2017		yes	10/28/2017		UPH	1		initial certification		disapproved	see sheet	8/3/2017	8/3/2017	8/8/2017							8/10/2017		
8/2/2017	8/3/2017		YES	10/28/2017		UPH	1		initial certification		disapproved	see sheet	8/3/2017	8/3/2017	8/8/2017							8/8/2017		
8/1/2017	8/3/2017		yes			Farm Labor	1		initial certification															
8/2/2017	8/3/2017		yes	8/7/2017		UPH	1		initial certification		APPROVED	see sheet	8/7/2017									8/7/2017		2 small notes made but approved
8/1/2017	8/3/2017		yes	8/11/2017		Farm Labor	1		initial certification		disapproved	see sheet	8/3/2017	8/3/2017										
8/1/2017	8/4/2017		yes	9/9/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/4/2017	8/4/2017	8/7/2017					8/7/2017	8/7/2017			
8/3/2017	8/4/2017		yes	11/7/2017		Tax Credit/PBRA	2		initial certification		disapproved	see sheet	8/4/2017	8/4/2017	8/8/2017									
8/4/2017	8/4/2017		yes			Tax Credit	1		initial certification		disapproved	see sheet	8/4/2017	8/7/2017	8/7/2017	8/7/2017								
8/7/2017	8/7/2017		YES	9/31/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/7/2017	8/7/2017	8/7/2017					8/7/2017	8/7/2017			
8/7/2017	8/7/2017		yes	9/24/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/7/2017	8/7/2017	8/8/2017					8/8/2017	8/8/2017			
8/7/2017	8/7/2017		yes	9/11/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/7/2017	8/7/2017	8/7/2017					8/8/2017	8/8/2017			
8/7/2017	8/7/2017		yes			tax credit	1		initial certification		disapproved	see sheet	8/8/2017	8/8/2017	8/8/2017					8/9/2017	8/9/2017			
8/8/2017	8/8/2017		yes	9/27/2017		Tax Credit/PBRA	2		initial certification		disapproved	see sheet	8/8/2017	8/8/2017	8/8/2017					8/8/2017	8/8/2017			
8/8/2017	8/8/2017		yes	9/8/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/8/2017	8/8/2017	8/8/2017	8/8/2017	8/8/2017				8/9/2017	8/9/2017		
8/7/2017	8/8/2017		yes	11/27/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/8/2017	8/8/2017	8/8/2017							8/8/2017		
8/4/2017	8/8/2017		yes	11/6/2017		UPH	1		initial certification		APPROVED	see sheet										8/8/2017		
8/8/2017	8/9/2017		yes	9/8/2017		TAX credit	1		initial certification		disapproved	see sheet	8/9/2017	8/9/2017	8/9/2017					8/10/2017	8/10/2017			
8/8/2017	8/9/2017		yes	8/9/2017		Tax Credit	1		initial certification		APPROVED	see sheet									8/9/2017	8/9/2017		
8/8/2017	8/9/2017		yes	9/18/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/9/2017	8/9/2017	8/9/2017	8/10/2017								
8/4/2017	8/9/2017		yes	10/18/2017		UPH	1		initial certification		APPROVED	see sheet										8/9/2017		
8/8/2017	8/9/2017		yes	11/7/2017		UPH	1		initial certification		disapproved	see sheet	8/9/2017	8/14/2017	8/14/2017	8/14/2017	8/14/2017			8/14/2017				2 corrections: client will fix at move-in
8/8/2017	8/9/2017		yes			UPH	1		initial certification		APPROVED	see sheet										8/10/2017		
8/15/2017	8/16/2017		yes	11/7/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/16/2017	8/16/2017								8/17/2017	8/17/2017	
8/15/2017	8/16/2017		yes			tax credit	1		initial certification		disapproved	see sheet	8/16/2017	8/16/2017	8/16/2017							8/16/2017	8/16/2017	
8/15/2017	8/16/2017		yes			tax credit	1		initial certification		Conditional Approval	see sheet								8/16/2017	8/16/2017	8/16/2017		
8/16/2017	8/16/2017		yes	12/8/2017		UPH	1		initial certification		disapproved	see sheet	8/16/2017	8/16/2017	8/17/2017							8/17/2017	8/17/2017	
8/14/2017	8/16/2017		yes	12/9/2017		tax credit	1		initial certification		disapproved	see sheet	8/16/2017							8/16/2017	8/16/2017	8/16/2017		
8/15/2017	8/17/2017		yes	12/7/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/17/2017	8/17/2017	8/21/2017						8/21/2017	8/21/2017		
8/16/2017	8/17/2017		yes			tax credit	1		initial certification		disapproved	see sheet	8/17/2017	8/18/2017	8/21/2017	8/21/2017						8/21/2017	8/21/2017	
8/15/2017	8/17/2017		yes			UPH	1		initial certification		disapproved	see sheet	8/17/2017	8/17/2017	8/31/2017							9/1/2017		
8/15/2017	8/17/2017		yes	11/31/2017		UPH	1		initial certification		APPROVED	see sheet										8/17/2017	8/17/2017	
8/16/2017	8/18/2017		yes			TAX CREDIT	1		initial certification		disapproved	see sheet	8/17/2017	8/17/2017	8/22/2017							8/22/2017		
8/18/2017	8/18/2017		yes	12/2/2017		UPH	1		initial certification		disapproved	see sheet	8/17/2017	8/17/2017										
8/18/2017	8/21/2017		YES	07/25/2017		UPH	1		initial certification		APPROVED	see sheet										8/21/2017		
8/21/2017	8/21/2017		yes	12/10/2017		Tax Credit/PBRA	2		initial certification		disapproved	see sheet	8/21/2017	8/21/2017										
8/22/2017	8/23/2017		yes	12/7/2017		Tax Credit AMP unit	1		initial certification		disapproved	see sheet	8/23/2017	8/23/2017										Conditional pending review of final TIC and 50059
8/23/2017	8/24/2017		yes			Tax Credit	1		initial certification		disapproved	see sheet	8/24/2017	8/24/2014	8/29/2017					8/29/2017	8/29/2017			
8/24/2017	8/24/2017		yes	12/8/2017		Tax Credit	1		initial certification		disapproved	see sheet	8/24/2017	8/24/2017	9/5/2017						9/6/2017	9/6/2017		
8/22/2017	8/24/2017		yes	12/08/2017		Tax Credit/PBRA	2		INITIAL Certification		disapproved	see sheet	8/24/2017	8/24/2017	8/29/2017					8/29/2017				Still conditional corrections received on 12/13/2017 did not address all findings. Sent back to address on 12/19/2017
8/23/2017	8/28/2017		yes	12/8/2017		Tax Credit/PBRA	2		Initial Certification		disapproved	see sheet	8/28/2017	8/28/2017	8/28/2017					8/28/2017		8/31/2017		
8/23/2017	8/28/2017		yes	12/17/2017		Tax Credit/PBRA	2		Initial Certification		disapproved	see sheet	8/28/2017	8/28/2017										
8/24/2017	8/28/2017		yes	10/1/2017		Tax Credit/PBRA	2		initial certification		disapproved	see sheet	8/28/2017	8/28/2017	8/29/2017	8/29/2017	8/29/2017			8/29/2017				
8/24/2017	8/28/2017		yes			Tax Credit/PBRA	2		initial certification		Conditional Approval	see sheet	8/28/2017	8/28/2017										
8/28/2017	8/29/2017		yes			Tax Credit/PBRA	2		initial certification		disapproved	see sheet	8/29/2017	8/29/2017										
8/29/2017	8/29/2017		yes			UPH	1		Retro Rent		disapproved	see sheet	8/29/2017	8/29/2017										
8/29/2017	8/29/2017		no			UPH	1		Retro Rent		APPROVED	see sheet	8/29/2017	8/29/2017								8/29/2017		

Resident information extracted for confidentiality.

Approved	Conditional	Pending CBC																						
Date Received for Review	Date Reviewed	TENANT NAME	Priority	Paper work due to Expire	Property Name	Program Type	Number of Files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Reviewed By	NOTES
8/31/2017	9/1/2017		yes	12/8/2017		Tax Credit	1		Initial Certification		disapproved	see sheet	9/1/2017	9/1/2017										
9/5/2017	9/6/2017		yes	11/7/2017		Tax Credit	1		Initial Certification		Approved-Pending Correction	see sheet	9/6/2017											
8/30/2017	9/6/2017		yes	12/17/2017		Multifamily	1		Initial Certification		disapproved	see sheet	9/6/2017	9/6/2017	9/12/2017								9/14/2017	
9/1/2017	9/7/2017		yes	12/9/2017		Tax Credit/PBRA	2		Initial Certification		disapproved	see sheet	9/7/2017	9/7/2017										
9/6/2017	9/7/2017		yes	12/18/2017		LIPH	1		Initial Certification		disapproved	see sheet	9/7/2017	9/7/2017	9/13/2017								9/14/2017	
9/9/2017	9/12/2017		yes			Tax Credit	1		Initial Certification		Approved-Pending Correction	see sheet	9/12/2017	9/12/2017							9/12/2017	9/12/2017		
9/11/2017	9/12/2017		yes	12/24/2017		Tax Credit	1		Initial Certification		Approved-Pending Correction	see sheet	9/12/2017	9/12/2017						9/12/2017	9/12/2017	9/19/2017		We only have 2 months of paystubs note to site to continue collection paystubs until move in
9/7/2017	9/12/2017		yes	12/10/2017		Tax Credit	1		Initial Certification		disapproved	see sheet	9/12/2017	9/12/2017	9/19/2017						9/19/2017			
9/6/2017	9/12/2017		yes	10/28/2017		LIPH	1		Initial Certification		disapproved	see sheet	9/12/2017	9/12/2017										
9/6/2017	9/12/2017		yes	12/8/2017		Tax Credit/PBRA	2		Initial Certification		disapproved	see sheet	9/12/2017	9/12/2017										
9/11/2017	9/14/2017		yes			Tax Credit /ACC	2		Initial Certification		disapproved	see sheet	9/14/2017	9/14/2017	9/27/2017	9/27/2017	9/28/2017	9/29/2017					9/29/2017	Tax Credit approved but LIPH 2nd request
9/12/2017	9/14/2017		yes	12/14/2017		Tax Credit/PBRA	2		Initial Certification		disapproved	see sheet	9/14/2017	9/14/2017										
8/29/2017	9/13/2017		yes			Tax Credit	1		Initial Certification		disapproved	see sheet	9/13/2017	9/13/2017	9/15/2017	9/15/2017							9/15/2017	
9/11/2017	9/14/2017		yes			Tax Credit	1		Initial Certification		disapproved	see sheet	9/12/2017	9/12/2017	9/13/2017				9/14/2017					Pending CBC scheduled for 9/19/2017
9/11/2017	9/14/2017		yes			tax credit	1		Initial Certification		disapproved	see sheet	9/14/2017	9/14/2017										
9/12/2017	9/14/2017		yes			Tax Credit	1		Initial Certification		disapproved	see sheet	9/14/2017	9/14/2017										
9/13/2017	9/14/2017		yes			tax credit	1		Initial Certification		disapproved	see sheet	9/14/2017	9/14/2017									9/15/2017	
9/14/2017	9/15/2017		yes	12/9/2017		LIPH	1		Initial Certification		disapproved	see sheet	9/15/2017	9/15/2017										
9/14/2017	9/15/2017		yes	12/8/2017		LIPH	1		Initial Certification		approved	see sheet												9/15/2017
9/6/2017	9/15/2017		no			RD	1		Initial Certification		disapproved	see sheet	9/15/2017	9/15/2017	9/18/2017									9/27/2017
9/15/2017	9/18/2017		yes	12/8/2017		Tax Credit	1		Initial Certification		disapproved	see sheet	9/15/2017	9/15/2017	9/18/2017									9/19/2017
9/15/2017	9/18/2017		yes			Tax Credit	1		Initial Certification		disapproved	see sheet	9/15/2017	9/15/2017			9/27/2017							3rd request sent back on 9/27/2017
9/19/2017	9/20/2017		yes			LIPH	1		Initial Certification		disapproved	see sheet	9/20/2017	9/20/2017	9/20/2017					9/20/2017				
																								File has been approved but applicant cannot move in the unit until 10/2/2017 as she has been removed from her mothers section 8 case on 10/1/2017
9/20/2017	9/21/2017		yes	1/11/2018		LIPH	1		Initial Certification		approved	see sheet	9/20/2017										9/20/2017	
9/21/2017	9/26/2017		yes	1/9/2018		Tax Credit	1		Initial Certification		disapproved	see sheet	9/26/2017	9/26/2017										
9/25/2017	9/26/2017		yes	1/20/2018		tax credit	1		Initial Certification		disapproved	see sheet	9/26/2017	9/26/2017	10/4/20017							10/4/2017		Need to verify the final TIC AND 50059
9/25/2017	9/27/2017		yes	12/31/2017		LIPH	1		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017	9/27/2017							9/27/2017		
9/26/2017	9/27/2017		yes	12/7/2017		LIPH	1		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017										
9/20/2017	9/27/2017		no			Tax Credit/PBRA	2		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017										
9/21/2017	9/27/2017		no	1/8/2018		LIPH	1		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017										
9/26/2017	9/27/2017		YES			LIPH	1		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017	9/27/2017								9/27/2017	
9/25/2017	9/27/2017		yes	1/8/2018		Tax Credit	1		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017										
9/26/2017	9/27/2017		yes			Tax Credit	1		Initial Certification		disapproved	see sheet	9/27/2017	9/27/2017										
	9/25/2017		yes			LIPH	1		Retro Rent		approved,	see sheet											9/28/2017	
9/27/2017	9/28/2017		yes	1/8/2018		TAX CREDIT/PBRA	2		Initial Certification		disapproved	see sheet	9/28/2017	9/28/2017										Tax credit disapproved HUD side approved.
9/28/2017	9/29/2017		yes	5/24/2017		TAX CREDIT	1		Initial Certification		disapproved	see sheet	9/29/2017	9/29/2017										
							42																	

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Approved	Conditional Approval	Pending CDC	Cancelled																					
Date Received for Review	Date Reviewed	TENANT NAME	Priority	Paper work due to Expire	Property Name	Program Type	Number of files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Reveiwed By	NOTES
11/1/2017	11/1/2017		yes	1/29/2018		LIPH	1		Initial certification		disapproved	see sheet	11/1/2017	11/1/2017	12/4/2017									Disapproved poor rental history pending area manager approval.
11/1/2017	11/1/2017		yes	2/4/2018		LIPH	1		Initial certification		disapproved	SEE SHEET	11/1/2017	11/1/2017										
11/15/2017	11/16/2017		YES	1/11/2018		liph	1		Initial certification		disapproved	SEE SHEET	11/16/2017	11/16/2017	11/27/2017	11/28/2017	11/28/2017				11/28/2017			
11/15/2017	11/16/2017		yes	12/15/2017		PBRA/Tax Credit	2		Initial certification		disapproved	SEE SHEET	11/16/2017	11/16/2017										
11/16/2017	11/20/2017		yes			LIPH	1		Initial certification		disapproved	SEE SHEET	11/20/2017	11/20/2017										
11/21/2017	11/21/2017		Yes			Tax Credit	1		Initial certification		disapproved	SEE SHEET	11/21/2017	11/21/2017	11/28/2017	11/28/2017	11/28/2017			11/29/2017	11/29/2017			Pending review of final TIC so show section 8 amount
11/27/2017	11/27/2017		Yes	3/7/2018		PBRA/Tax Credit	2		Initial certification		disapproved	SEE SHEET	11/27/2017	11/27/2017										
11/28/2017	11/21/2017		YES			PBRA/Tax Credit	2		Initial certification		disapproved	SEE SHEET	11/21/2017	11/21/2017	11/27/2017					11/28/2017				
11/28/2017	11/28/2017		Yes	1/12/2018		LIPH	1		Initial certification		disapproved	SEE SHEET	11/28/2017	11/28/2017	11/28/2017							11/28/2017		
11/28/2017	11/28/2017		YES			Tax Credit	1		Initial certification		disapproved	SEE SHEET	11/28/2017	11/28/2017	11/28/2017					11/29/2017	11/29/2017			Pending review of final TIC so show section 8 amount
11/27/2017	11/28/2017		no			Farm Labor	1		Initial certification		disapproved	SEE SHEET	11/28/2017	11/28/2017		12/6/2017	12/7/2017	12/19/2017						File was not reviewed by QA but approved by GSF directly for Tax Credit file and ACC was reviewed by Lorena Bettancourt.
11/27/2017	11/27/217		no	3/27/2018		Tax Credit	1		Initial certification		disapproved	SEE SHEET	11/28/2017	11/28/2017										File was not reviewed by QA but approved by GSF directly for Tax Credit file and ACC was reviewed by Lorena Bettancourt.
11/30/2017			YES			Tax Credit/ACC																		
11/30/2017			YES			Tax Credit/ACC																		

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Approved	Conditional Approval	Pending CBC	Cancelled																					
Date Received for Review	Date Reviewed	TENANT NAME	Priority	Paper work due to Expire	Property Name	Program Type	Number of files	Unit Number	Reviewed For	Property Specialist I/II	Approved/ Disapproved	Error Found	Date Forward to Site	1st Correction Request	Date Correction Received	2nd Correction Request	Date Correction Received	3rd Correction Request	Date Correction Received	Date of Conditional Approval	Date Forwarded to GSF	Date of Final Approval	Reveiwed By	NOTES
11/28/2017	12/4/2017		Yes	2/27/2018		Tax Credit/PBRA	2		Initial Certification		Disapproved	See sheet	12/4/2017	12/4/2017	12/20/2017	12/21/2017								
12/4/2017	12/4/2017		Yes			UPH	1		Initial Certification		Disapproved	See sheet	12/4/2017	12/4/2017	12/4/2017	12/4/2017	12/4/2017					12/4/2017		
11/29/2017	12/4/2014					PBRA	1		Initial Certification		Disapproved	See sheet												Did not review entire file as papwe work had expired and CBC is over 1 year old.
12/4/2017	12/6/2017		Yes			UPH	1		Initial Certification		Conditional Approval	See sheet	12/6/2017	12/6/2017					12/6/2017					
11/29/2017	12/6/2017		Yes	12/15/2017		UPH	1		Initial Certification		Disapproved	See sheet	12/6/2017	12/6/2017										
12/7/2017	12/8/2017		Yes	3/28/2018		liph	1		Initial Certification		Disapproved	See sheet	12/8/2017	12/8/2017	12/11/2017							12/11/2017		
11/30/2017	12/7/2017		Yes			PBRA	1		Initial Certification		Disapproved	See sheet	12/8/2017	12/8/2017										Reviewed only the PBRA side. Corrections went back a forth with site for some time. File approved on 12/20/2017
12/7/2017	12/11/2017		Yes	4/18/2018		UPH	1		Initial Certification		Disapproved	See sheet	12/11/2017	12/11/2017								12/20/2017		
12/8/2017	12/11/2017		Yes			Tax Credit	1		Initial Certification		Disapproved	See sheet	12/11/2017	12/11/2017										
12/12/2017	12/13/2017		Yes	3/18/2018		ACC/Tax Credit	2		Initial Certification		Disapproved	See sheet	12/13/2017	12/13/2017										
12/14/2017	12/14/2017		no	3/11/2018		UPH	1		Initial Certification		Disapproved	See sheet	12/14/2017	12/14/2017	12/14/2017							12/19/2017		
12/14/2017	12/19/2017		Yes			PBRA/Tax Credit	2		Initial Certification															
12/18/2017	12/20/2017		NO	4/17/2018		UPH	1		Initial Certification		Disapproved	See sheet	12/20/2017	12/20/2017	12/20/2017							12/20/2017		
12/19/2017	12/20/2017		no	4/18/2018		Tax Credit	1		Initial Certification		Disapproved	See sheet	12/20/2017	12/20/2017										
12/18/2017	12/20/2017		no	4/18/2018		tax credit	1		Initial Certification		Disapproved	See sheet	12/20/2017	12/20/2017										
12/18/2017	12/20/2017		no	4/19/2018		Tax Credit	1		Initial Certification		Conditional Approval	See sheet	12/20/2017						12/20/2017					
12/20/2017	12/20/2017		no			Tax Credit	1		Initial Certification		Disapproved	See sheet	12/20/2017	12/21/2017	12/21/2017									
12/21/2017	12/21/2017		no	3/17/2018		UPH	1		Initial Certification		Disapproved	See sheet	12/21/2017	12/21/2017										

Resident information extracted for confidentiality.

Date of Submission	Batch #	Ticket #	City/County	Type	Errors	HPC	Tenant Info	Notes
1/11/2017	YY2017011115 3635	8684240	CO	New Admission	NO ERROR		1-batch	
1/11/2017	YY2017011115 5112	8684248	PGC	New Admission	NO ERROR		2-BATCH	
1/31/2017	YY2017013116 0930	8745020	CO	IR-FEB	NO ERROR		1-batch	
1/31/2017	YY2017013116 1430	8745043	CO	AR-FEB	NO ERROR		3- BATCH	
1/31/2017	YY2017013116 1716	8745053	CO	AR-FEB	NO ERROR		3- BATCH	
1/31/2017	YY2017013116 2021	8745062	CO	IR-FEB	NO ERROR		2-BATCH	
1/31/2017	YY2017013116 2230	8745069	CO	AR-FEB	NO ERROR		1-batch	
1/31/2017	YY2017013116 2427	8745087	CO	AR-FEB	NO ERROR		4-BATH	
2/8/2017	YY2017020816 0034	8771730	PGC	EOP	NO ERROR		1-batch	
2/8/2017	YY2017020816 0253	8771735	PGC	IR-FEB	NO ERROR		3-BATCH	
2/8/2017	YY2017020816 0427	8771743	PGC	AR-FEB	NO ERROR		1-BATCH	
2/22/2017	YY2017022073 534	8799823	CO	EOP	NO ERROR		1-batch	
3/3/2017	YY2017030315 1958	8833569	CO	UNIT TRANSF	NO ERROR		1-batch	
3/3/2017	YY2017030315 2444	8833575	CO	IR	NO ERROR			
3/3/2017	YY2017030315 2626	8833578	CO	AR-MAR	NO ERROR			
3/3/2017	YY2017030315 2758	8833581	CO	AR-MAR	NO ERROR			

3/3/2017	YY2017030315 2959	8833583	CO	IR-LOWELLA	NO ERROR
3/3/2017	YY2017030315 3133	8833585	CO	AR-MAR	NO ERROR
3/3/2017	YY2017030315 3310	8833589	CO	IR	NO ERROR
3/3/2017	YY2017030315 3433	8833592	CO	AR-MAR	NO ERROR
3/3/2017	YY2017030315 3634	8833595	PGC	IR	NO ERROR
3/3/2017	YY2017030315 3759	8833596	PGC	AR-MAR	NO ERROR
3/15/2017	YY2017031517 0028	8871910	CO	EOP	NO ERROR
3/28/2017	YY2017032816 4711	8941735	PGC	EOP	NO ERROR
3/30/2017	YY2017033015 3431	8948266	CO	IR	NO ERROR
3/30/2017	YY2017033015 4306	8948271	CO	AR	NO ERROR
3/30/2017	YY2017033015 4547	8948277	CO	AR	NO ERROR
3/30/2017	YY2017033015 4734	8948285	PGC	AR	NO ERROR
3/30/2017	YY2017033015 5123	8948309	CO	EOP	WARNING ERROR
3/30/2017	YY2017033016 0943	8948338	CO	AR	WARNING ERROR
4/6/2017	YY2017040615 4021	8972701	CO	New Admission	NO ERROR
4/28/2017	YY2017042714 4921	9015448	CO	IR	NO ERROR
4/28/2017	YY2017042808 5240	9015515	CO	AR	NO ERROR

4/28/2017	YY2017042808 5615	9015544	CO	IR	NO ERROR	
4/28/2017	YY2017042808 5833	9015568	CO	AR	NO ERROR	
4/28/2017	YY2017042809 0125	9015672	PGC	IR	NO ERROR	
4/28/2017	YY2017042809 1952	9015660	CO	EOP	NO ERROR	28/11
4/28/2017	YY2017042809 2535	9015694	PGC	AR	NO ERROR	
5/16/2017	YY2017051613 5939	9076359	PGC	New Admission	NO ERROR	
5/18/2017	YY2017051815 5629	9080726	CO	EOP	NO ERROR	
5/18/2017	YY2017051816 0056	9080729	CO	New Admission	NO ERROR	
5/23/2017	YY2017052315 1653	9096565	CO	EOP	NO ERROR	
5/26/2017	YY2017052611 11	9103116	CO	IR	NO ERROR	
5/26/2017	YY2017052616 1354	9103117	CO	AR	NO ERROR	
5/26/2017	YY2017052616 1546	9103118	CO	AR	NO ERROR	
5/26/2017	YY2017052616 2425	9103123	PGC	IR	NO ERROR	
5/26/2017	YY2017052616 2613	9103125	PGC	AR	NO ERROR	
6/1/2017	YY2017060110 5320	9121827	PGC	EOP	NO ERROR	
6/12/2017	YY2017061213 3939	9149226	PGC	UNIT TRANSF	NO ERROR	
6/12/2017	YY2017061213 4442	9149242	CO	EOP	NO ERROR	

6/14/2017	YY2017061414 2607	9153700	PGC	EOP	NO ERROR
6/27/2017	YY2017062707 5552	9198005	CO	UNIT TRANSF	NO ERROR
7/3/2017	YY2017070300 73431	9221368	CO	IR	NO ERROR
7/3/2017	YY2017070307 3749	9221374	CO	AR	NO ERROR
7/3/2017	YY2017070307 3953	9221378	CO	New Admission	NO ERROR
7/3/2017	YY2017070307 4206	9221402	CO	AR	NO ERROR
7/3/2017	YY2017070307 4607	9221413	PGC	IR	NO ERROR
7/3/2017	YY2017070307 4750	9221416	PGC	AR	NO ERROR
7/5/2017	YY2017070513 0105	9224811	PGC	New Admission	NO ERROR
7/25/2017	YY2017072508 4632	9293936	CO	IR	NO ERROR
7/25/2017	YY2017072508 5003	9293952	CO	AR	NO ERROR
7/25/2017	YY2017072508 5706	9293994	CO	AR	NO ERROR
7/25/2017	YY2017072509 0441	9294007	PGC	EOP	NO ERROR
7/25/2017	YY2017072509 5332	9294137	PGC	IR	NO ERROR
7/25/2017	YY2017072509 5545	9294148	PGC	AR	NO ERROR
8/17/2017	YY2017081707 4525	9343615	CO	IR	ERROR
8/17/2017	"	"	CO	IR	VOID

8/17/2017	YY2017081708 2854	9343754	CO	IR	CORRECTION- NO ERROR
8/17/2017	YY2017081708 3234	9343765	CO	IR	NO ERROR
8/23/2017	YY2017082313 2919	9362811	CO	New Admission	NO ERROR
8/23/2017	YY2017082313 3349	9362869	PGC	New Admission	NO ERROR
8/30/2017	YY2017083015 2451	9386334	CO	IR	NO ERROR
8/30/2017	YY2017083015 4707	9386371	CO	AR	NO ERROR
8/30/2017	YY2017083015 5041	9386402	CO	IR	NO ERROR
8/30/2017	YY2017083016 2508	9386470	CO	AR	NO ERROR
8/30/2017	YY2017083016 2653	9386476	CO	AR	NO ERROR
8/30/2017	YY2017083016 2831	9386480	PGC	IR	NO ERROR
8/30/2017	YY2017083016 3329	9386492	PGC	AR	NO ERROR
9/5/2017	YY2017090512 0447	9405344	CO	EOP	NO ERROR
9/18/2017	YY2017091807 4727	9441748	CO	New Admission	NO ERROR
9/29/2017	YY2017092915 0000	9463608	CO	IR	1 FATAL(REEXAM DATE)
9/29/2017	YY2017092915 4036	9463710	CO	IR	CORRECTION- NO ERROR
9/29/2017	YY2017092915 4749	9463722	CO	AR	NO ERROR
9/29/2017	YY2017092915 5115	9463725	CO	IR	NO ERROR

9/29/2017	YY2017092915 5249	9463730	CO	AR	NO ERROR
9/29/2017	YYANG201709 29155447	9463733	PGC	New Admission	NO ERROR
9/29/2017	YYANG201709 29155629	9463737	PGC	IR	NO ERROR
10/27/2017	YY2017102709 0143	9543534	CO	IR	NO ERROR
10/27/2017	YY2017102709 0515	9543545	CO	AR	NO ERROR
10/27/2017	YY2017102709 0733	9543552	CO	IR	NO ERROR
10/27/2017	YY2017102709 0905	9543561	CO	AR	NO ERROR
10/27/2017	YY2017102709 1049	9543568	PGC	IR	NO ERROR
11/9/2017	YY2017110913 4333		CO	EOP	NO ERROR
11/21/2017	YY2017112114 2503	9604122	CO	EOP	NO ERROR
11/28/2017	YY2017112812 0804	9619987	CO	EOP	NO ERROR
11/28/2017	YY2017112812 2138	9620027	CO	IR	NO ERROR
11/28/2017	YY2017112812 2506	Forgot to write	CO	AR	ERROR
11/28/2017	YY2017112812 3842	9620106	CO	AR	CORRECTION- NO ERROR
11/28/2017	YY2017112812 4102	9620114	CO	IR	NO ERROR
11/28/2017	YY2017112812 4312	9620125	PGC	IR	NO ERROR
11/28/2017	YY2017112812 4508	9620135	PGC	AR	NO ERROR

Date of Submission	Batch #	Ticket #	City/County	Type	Errors	HPC	Tenant Info	Notes
1/21/2016	116052	7629859	TCPH-PGC	New Admission	Fatal Errors-check		1-batch	
1/28/2016	116096	7650824	TCPH-PGC	New Admission	Void correction		1-batch	
1/28/2016	116097	7650832	TCPH-PGC	New Admission	No Errors		1-batch	
1/28/2016	116098	7650852	TCPH-PGC	Interim/Annual	No Errors		3-batch	
1/28/2016	116099	7650886	CO	Interim	No Errors		7-batch	
1/28/2016	116101	7650902	CO	Annual	No Errors		13-batch	
2/19/2016	116217	7708639	CO	EOP	No Errors		1-batch	
2/19/2016	116218	7708641	CO	Interim	No Errors		13-batch	
2/19/2016	116219	7708642	CO	Annual	No Errors		8-batch	
2/19/2016	116220	7708643	TCPH-PGC	Interim	Error- check		Ref Ticket# 4461733 corrective	
	116220	4461733	TCPH-PGC	Interim	No Errors			
3/4/2016	116321	7755976	CO	EOP	No Errors		1-batch	
3/4/2016	116322	7756145	CO	New Admission	No Errors		1-batch	
3/14/2016	116366	7781607	CO	EOP	No Errors		1-batch	
3/14/2016	116367	7781611	CO	New Admission	No Errors		1-batch	
3/14/2016	116368	7781682	TCPH-PGC	EOP	No Errors		1-batch	
3/18/2016	116393	7790325	CO	EOP	No Errors		1-batch	
3/21/2016	116401	7802458	TCPH-PGC	EOP	No Errors		1-batch	
3/28/2016	116443	7823217	CO	Interim	No Errors		3-batch	
3/28/2016	116444	7823221	CO	Annual	No Errors		6-batch	
3/28/2016	116445	7823226	TCPH-PGC	Interim	Error- check		4-batch	Ref Tic#7824707 corrective
3/29/2016	116458	7824707	TCPH-PGC	Interim	No Errors		1-batch	
3/29/2016	116459	7824742	TCPH-PGC	Annual	No Errors		1-batch	
3/29/2016	116460	7825071	TCPH-PGC	EOP	No Errors		1-batch	
4/5/2016	116522	7850756	TCPH-PGC	New Admission	No Errors		1-batch	
4/5/2016	116523	7850768	CO	New Admission	No Errors		1-batch	

4/7/2016	46539	7855091	CO	Other change of unit	No Errors	1-batch	
4/21/2016	116607	7886592	CO	EOP	No Errors	1-batch	
4/21/2016	116606	7886509	TCPH-PGC	New Admission	Error- PHA ID header	1-batch	Ref Tic#7908195 corrective
4/21/2016	116606	7886521	TCPH-PGC	New Admission	Error-PHA ID header	1-batch	Ref Tic #7908195 Corrective
4/25/2016	116613	7901950	CO	EOP	No Errors	1-batch	
4/26/2016	116631	7904373	CO	Interim	No Errors	5-batch	
4/26/2016	116632	7904376	CO	Annual	No Errors	14-batch	
4/26/2016	116633	7904381	TCPH-PGC	Annual	No Errors	9-batch	
4/28/2016	116606	7908195	TCPH-PGC	New Admission	No Errors	1-batch	
4/28/2016	116653	7909788	CO	Void-annual	No Errors	1-batch	
4/29/2016	116663	7913080	CO	Other change of unit	No Errors	1-batch	
4/29/2016	116664	7913093	CO	EOP	No Errors	1-batch	
5/10/2016	116721	7951068	CO	New Admission	No Errors	1-batch	
5/10/2016	116722	7951070	CO	EOP	No Errors	1-batch	
5/23/2016	116765	7997465	TCPH-PGC	New Admission	No Errors	1-batch	
5/23/2016	116766	7997471	TCPH-PGC	EOP	No Errors	1-batch	
5/23/2016	116767	7997479	CO	EOP	No Errors	1-batch	
5/23/2016	116768	7997488	CO	New Admission	No Errors	1 batch	
5/25/2016	116787	8001451	CO	New Admission	No Errors	1 batch	
5/25/2016	116788	8001459	CO	Interim	No Errors	6 batch	
5/25/2016	116789	8001465	CO	Annual	No Errors	18 batch	
5/25/2016	116790	8001479	TCPH-PGC	Interim	No Errors	2 batch	
5/25/2016	116791	8001499	TCPH-PGC	Annual	No Errors	2 batch	
5/26/2016	116797	8005672	CO	Transfer	No Errors	1-batch	

Assisted Housing Division
Housing Choice Voucher Program – Monitoring Report
November 29, 2017

Month Monitored	Annual RX	Interim IX	New Contract Data Entry	Initial Eligibility	Rent Reasonableness	Total
January	9	1	18	*	8	36
February	32	11	8	*	2	51
March	90	22	16	*	1	133
April	105	32	7	*	0	144
May	56	7	12	*	6	81
June	48	16	14	*	0	78
July	59	22	8	*	3	92
August	56	18	9	*	4	87
September	64	21	4	*	2	91
October	152	27	3	*	0	182
November	120	30	0	*	0	150
December	Pending	Pending	Pending	Pending	Pending	Pending
Month Unknown	11	2	81	*Months Unknown	34	128
Total	802	209	180	163	60	1,415

Initial Eligibility Intake Certification ☐ PBV ☐ HOMELESS ☐ MULTIPLE SUBSIDY ☐ PRO-RATED _____%

HOH Applicant Name:		Applicant ID:	
Eligibility Interview Date:	Leasing Specialist:	☐ CITY ☐ COUNTY ☐ OTHER _____	
PREFERENCES - ▼ Check "No" or "Yes" for each qualified preference(s) and if "Yes", indicate the type of verification used. ▼			
Residency: Qualified? ☐ No ☐ Yes ⇨	Verification: _____ Verified On: _____		
Elderly or Disabled: Qualified? ☐ No ☐ Yes ⇨	Verification: _____ Verified On: _____		
U.S. Veterans: Qualified? ☐ No ☐ Yes ⇨	Verification: _____ Verified On: _____		
FAMILY COMPOSITION -			
# Adult Members: _____ #Other Youth Under 18: _____ #Non-Contending Members _____ #Foster Children: _____ (Not counted as family member)			
Does the Student Eligibility Apply? ☐ No ☐ Yes <i>If Yes, complete and attach Student Eligibility Worksheet & Verifying Student Assistance</i>			
<i>EIV – Debts Owed/Existing Tenant Search – Date completed:</i> _____ Positive Results? ☐ No ☐ Yes			
Is anyone currently receiving housing assistance? ☐ No ☐ Yes {If Yes, ☒ Multiple Subsidy box above and ☒ type}: ☐ LIPH ☐ Other			
IDENTIFICATION DOCUMENTATION – <i>For every question answered "No", please document details on backside of checklist.</i>			
Obtained copies of valid photo IDs for all adult members?	☐ No ☐ Yes	Original Documents Reviewed On _____ By _____	
Obtained copies of birth certificates for all members?	☐ No ☐ Yes	Original Documents Reviewed On _____ By _____	
Obtained copies of SS Cards for all family members?	☐ No ☐ Yes	Original Documents Reviewed On _____ By _____	
Criminal Background Requested For:	Date Requested:	Date Received:	Status: (If more than 3 adults, additional space on back)
			☐ Approved ☐ Denied ☐ Overturned
			☐ Approved ☐ Denied ☐ Overturned
			☐ Approved ☐ Denied ☐ Overturned
			☐ Approved ☐ Denied ☐ Overturned
			☐ Approved ☐ Denied ☐ Overturned
			☐ Approved ☐ Denied ☐ Overturned

A Narrative is required to explain pertinent information related to the processing of this case. Document the information to explain the full and complete story. Use the Third Party oral Verification Form to narrate your oral verifications.

SUPPLEMENTAL NARRATIVE

VERIFICATION HIERARCHY – INCOME DETERMINATION REVIEW – Reference: PIH 2010 -19

Verification Type/Source Verification Type = B, C, E, G, O, P, S, T, U The letters ie, B, C B = Own Business P = Pension C = Child Support S = SSI/SSA E = Med. Reimbursement T = TANF G = General Relief U = Unemployment O = Other W = Wage(s)		For: Member Name	Highest Level 6 EIV HUD Resource Mandatory	Highest Level 5 UIV Non-HUD Resource Optional	High Level 4 Written 3rd Party Generated from 3 rd Party Source		Medium – Low Level 3 Written 3rd Party Form		Low Level 2 Oral 3rd Party Verification		Low Level 1 Tenant Declaration (Last Resort)	
			Date Recd	Date Recd	Due Date	Date Recd	Due Date	Date Recd	Date Called	Date Recd	Due Date	Date Recd

Annual Gross Income: \$ _____	Income Eligible? ☐ No ☐ Yes	Eligible @ ☐ 30% ☐ 50%
Total # Members: _____	Voucher Size: _____	10% _____ 30% _____ 40% _____ ☐ Min. Rent
Final Results: ☐ Eligible ☐ Not Eligible Reason Not Eligible: ☐ Balance Owed ☐ Criminal ☐ Missed Return Appt. ☐ Over-Income ☐ Other _____		
I hereby certify that all requirements for complete and accurate information, and all requirements for obtaining third-party verifications, have been complied with.		
_____ Print Name of Verifying Leasing Specialist	_____ Signature of Verifying Leasing Specialist	_____ Date

FAMILY CONSENT TO RELEASE INFORMATION - Check all required forms for required signatures for all adult members in household.		
☐ Family Review (HOH) ☐ CS15 (HOH) ☐ Family Obligations and Grounds for Denial (HOH) ☐ HUD – 92006 (HOH) The information must be updated in Yardi Personal Info ☐ EIV – What You Should Know (HOH) ☐ Non-Contending Form (HOH) ☐ Calculation Summary ☐ Applicant Tenant Certification (ALL Adults) ☐ Declaration of Section 214 (One form for each member) ☐ HUD-9886 (All Adults) ☐ Applicant Debts Owed (One form for each adult) ☐ General Consent Form (One form for each adult)		
FILES ARE TO BE ASSEMBLED IN CLASSIC FILE ORDER		
PANEL 1	PANEL 5	PANEL 6
1. Checklist 2. Calculation Summary with calculation tape 3. Income/Asset verifications 4. Packet 5. Misc. verifications	1. Voucher 2. DMV ID's/Photo ID's/etc. 3. Social Security Cards 4. Birth Certificates 5. Declaration 214's/Non-Contending forms 6. EIV – Existing Search (Positive Results w/documentation) 7. Briefing Certification 8. Briefing Notification 9. CBC Approved forms 10. Letters sent to applicant(in date order) 11. HUD – 92006 12. County Shortfall Packet/Project Based Packet (If applicable) 13. WL Draw Invite Letter 14. Family Review (Always on bottom)	1. RFTA Checklist 2. Rent Change Letter 3. Owner Authorization/W9 4. Metro Scan 5. Lead Base Paint Disclosure 6. Contract 7. Lease/Lease Rider 8. 52667 – Utilities 9. Proposed Rent Notice 10. Affordability Screen Shots 11. RFTA Supplemental 12. RFTA 13. Unit Survey 14. Rent Reasonableness Forms 15. Proposed Rent/Owner Correspondence

Assisted Housing Division

Certification Self Monitoring Tool

☐ Annual

☐ Interim

Name: «FirstName» «LastName»		ID: «SSN»	Anniversary Date: «ReExamDate»
Date Received: «DATERECEIVED»		Received By: «VerifBy»	Module: «Module»
Assigned Worker: «AssignedWorker»		Date Assigned: «DateAssigned»	☐ Decrease Reported
Reassigned Worker:		Date Reassigned:	☐ Move Re-exam
Program Type:		Other Program Types:	
☐ Regular Housing Choice Voucher ☐ Enhanced Voucher ☐ Shared Housing		☐ Shelter Plus Care (Certificate Program) ☐ Veterans Admin Supp Housing (VASH) ☐ Family Unification ☐ Mainstream/NED	

CHECK POINTS	YES	NO	N/A
Were household members added?			
If "yes," were photo IDs received for all adults added?			
if "yes," were birth records received for all members added?			
if "yes," were social security cards received for all members added?			
If "yes," did you run the EIV Debts owed and Existing Tenant Search?			
If "yes," were criminal background checks requested for all adult members?			
Name:	☐ Approved ☐ Denied		
Name:	☐ Approved ☐ Denied		
Were all HUD required forms signed by all adults in the household?			
If the inspection was past due, was the Inspections Team notified via email?			
HUD-52667 amounts used are highlighted, is correctly calculated & updated in YARDI?			
Were Manual/Auto adjustments calculated correctly and the Resident Subsidy Schedule printed and signed?			
If applicable, was the Minimum Rent Hardship box checked & form attached to Rent Change Ltr?			
Was the Rent Change Letter Mailed to Participant & Owner?			
Were YARDI notes and the Access database updated?			
Termination of Assistance (TAS) Initiated?			

DATE COMPLETED: _____

DATE EFFECTIVE: _____

Housing Specialist's Signature: _____

2018

MEMO

TO: Assisted Housing Division

DATE: 10/12/2017

FROM: Aurora Ibarra, HCV Senior Manager

SUBJECT: Housing Choice Voucher Program Payment Standards

The U.S. Department of Housing and Urban Development (HUD) published final Fair Market Rents (FMRs) for 2018 for the Housing Choice Voucher program effective October 1, 2017. The primary uses of FMRs are to determine the payment standards for the HCV program. Payment Standard amounts should allow families a reasonable selection of modest, decent, safe, and sanitary housing in a range of neighborhoods in the PHA's jurisdiction.

The new HCV Payment Standards are reflected in the table shown below. All revised payments standards will be increased at a minimum of 93% of the current FMRs.

Voucher Size	Payment Standards Eff 7/1/2016 to 9/30/2017	New Payment Standard Effective 10/1/17
0	\$637	\$750
1	\$691	\$750
2	\$837	\$910
3	\$1,187	\$1,272
4	\$1,374	\$1,487
5	\$1,579	\$1,710
6	\$1,786	\$1,933
7	\$1,992	\$2,157

The Payment Standards are effective October 1, 2017 for:

- Requests for Tenancy Approvals received on or after the date of this memo, and
- Reexaminations with a January 2018 anniversary date.

BOARD UPDATE

O (559) 443-8400

F (559) 445-8981

1331 Fulton Street
Fresno, California 93721
TTY (800) 735-2929

www.fresnohousing.org

TO: Boards of Commissioners

Fresno Housing Authority

FROM: Preston Prince

CEO/Executive Director



DATE: January 11, 2018

AUTHOR: Michael Duarte

SUBJECT: Closed-Confidential Matter – Real Estate Negotiations

3726 N. Pleasant Ave., Fresno, CA (APN 433-220-39T)

Executive Summary

Pursuant to Government Code § 54954.5(b), this matter is confidential for the purposes of negotiating terms and price of the site as follows:

Property: 3726 N. Pleasant Avenue, Fresno, CA
(APN: 433-220-39T)

Agency negotiator: Preston Prince

Negotiating parties: Fresno Housing Authority and Ernest M. Reyes, Lincoln Consulting Group, LLC

Under negotiation: Price and Terms of Sale

BOARD UPDATE

O (559) 443-8400
F (559) 445-8981

1331 Fulton Street
Fresno, California 93721
TTY (800) 735-2929

www.fresnohousing.org

TO: Boards of Commissioners
Fresno Housing Authority

DATE: January 11, 2018

AUTHOR: Michael Duarte

FROM: Preston Prince 
CEO/Executive Director

SUBJECT: Closed-Confidential Matter – Real Estate Negotiations
Parcel at California & Fruit, Fresno, CA (APN 477-040-73T)

Executive Summary

Pursuant to Government Code § 54954.5(b), this matter is confidential for the purposes of negotiating terms and price of the site as follows:

Pursuant to Government Code § 54954.5(b)

Property: Potential sale of 2.0 parcel at California & Fruit Avenues, Fresno, CA (APN: 477-040-73T)

Agency negotiator: Preston Prince

Negotiating parties: Fresno Housing Authority and Frank Kozlowski, Capitol Rivers, Inc.

Under negotiation: Price and Terms of Sale