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ADMISSIONS and CONTINUED OCCUPANCY POLICY

THE CITY OF WARNER ROBINS AND HOUSTON COUNTY HOUSING AUTHORITIES WARNER ROBINS, GEORGIA

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STATEMENT OF POLICIES AND OBJECTIVES

INTRODUCTION

The U.S. Housing Act of 1937 created the Public Housing Program.

Administration of the Public Housing Program and the functions and responsibilities of the Public Housing Authority (PHA) staff shall be in compliance with the PHA's Personnel Policy, and this Admissions and Continued Occupancy Policy (ACOP). The administration of this PHA's housing program will also meet the requirements of the Department of Housing and Urban Development. Such requirements include any Public Housing Regulations, Handbooks, and applicable Notices. All applicable Federal, State and local laws, including Fair Housing Laws and regulations also apply. Changes in applicable federal laws or regulations shall supersede provisions in conflict with this policy. Federal regulations shall include those found in Volume 24 CFR, Parts 1, 5, 8, 100 and 900-966 (Code of Federal Regulations).

TERMINOLOGY

The City of Warner Robins and Houston County Housing Authorities is referred to as "PHA" or "WRHA" or "Housing Authority" or "HA" throughout this document.

ACOP is the acronym for Admissions and Continued Occupancy Policy.

"Family" is used to refer to participants in terms of their relation as a lessee to the PHA.

"Landlord" refers to the PHA.

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

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

See Glossary for other terminology.

HOUSING AUTHORITY MISSION/ VISION STATEMENT

It is the mission Statement of the City of Warner Robins and Houston County Housing Authorities to provide safe, decent and sanitary housing to low and very low-income families, elderly and disabled, in an environment that fosters self-sufficiency and community pride.

The Mission of the City of Warner Robins and Houston County Housing Authorities is to develop and promote quality housing options through partnerships and through creative initiatives that supports a healthy atmosphere for the city and the county.

OUR VISION:

- We are recognized as a respected professional housing development and quality of life resource.
- Through partnerships, we:
 - Improve and meet the community's housing needs.
 - Support economic opportunity.
 - Implement strategies for education achievement.
 - Prepare people for home ownership and successful tenancy.
 - Promote good citizenship.

LOCAL OBJECTIVES

The ACOP for the Public Housing Program is designed to demonstrate that the PHA is managing its program in a manner that reflects its commitment to improving the quality of housing available to the public, and its capacity to manage that housing in a manner that demonstrates its responsibility to the public trust. In addition, this ACOP is designed to achieve the following objectives:

To provide improved living conditions for extremely low, very low and low income families while maintaining their rent payments at an affordable level.

To operate a socially and financially sound public housing agency that provides decent, safe, and sanitary housing with a drug free, suitable living environment for all residents. WRHA will actively enforce the "One Strike and You're Out Policy".

To avoid concentration of economically and socially deprived families in any one or all of the PHA's public housing developments.

To lawfully deny the admission of applicants, or the continued occupancy of residents, whose habits and practices reasonably may be expected to adversely affect the health, safety, comfort or welfare of other residents or the physical environment of the neighborhood, or create a danger to PHA employees.

To attempt to house a resident body in each development that is composed of families with a broad range of incomes and rent paying abilities that are representative of the range of incomes of low-income families in the PHA's jurisdiction.

To provide opportunities for upward mobility for families who desire to achieve self-sufficiency.

To facilitate the judicious management of the PHA inventory and the efficient management of the PHA staff.

To ensure compliance with Title VI of the Civil Rights Act of 1964 and all other applicable Federal laws and regulations so that the admissions and continued occupancy are conducted without regard to race, color, religion, creed, sex, national origin, handicap or familial status.

**THE CITY OF WARNER ROBINS AND HOUSTON COUNTY
HOUSING AUTHORITIES
WARNER ROBINS, GEORGIA**

ADMISSIONS AND CONTINUED OCCUPANCY POLICY

This Admissions and Continued Occupancy Policy (ACOP) defines the policies of the City of Warner Robins and Houston County Housing Authorities, hereinafter referred to as the WRHA, for the operation for the Public Housing Program, incorporating Federal, State and local law. If there is any conflict between this policy and laws or regulations, the laws and regulations will prevail.

1.0 FAIR HOUSING

It is the policy of the WRHA to fully comply with all Federal, State and local nondiscrimination laws; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the Warner Robins Housing Authority's programs.

To further its commitment to full compliance with applicable Civil Rights laws, WRHA will provide Federal/State and local information to applicants/residents of the Public Housing Program regarding discrimination and any recourse available to them if they believe they may be victims of discrimination. Such information is posted throughout the Housing Authority offices, including the lobby and interview rooms and the equal opportunity logo will be used on all outreach materials. Staff will attend local fair housing update training sponsored by HUD and other local organizations to keep current with new developments. In addition, all written information and advertisements will contain the appropriate Equal Opportunity language and logo.

The WRHA office(s) are accessible to persons with disabilities. The local telephone company provides accessibility for the hearing impaired.

2.0 REASONABLE ACCOMODATION

Sometimes people with disabilities may need a reasonable accommodation in order to take full advantage of WRHA's programs and related services. When such accommodations are granted, they do not confer special treatment or advantage for the person with a disability; rather, they make the program accessible to them in a way that would otherwise not be possible due to their disability. This policy clarifies how people can request

accommodations and the guidelines WRHA will follow in determining whether it is reasonable to provide a requested accommodation. Because disabilities are not always apparent, WRHA will ensure that all applicants/residents are aware of the opportunity to request reasonable accommodations.

2.1 COMMUNICATION

Anyone requesting an application will also receive information regarding a Request for Reasonable Accommodation.

WRHA notifications of re-examination/annual reviews, inspections, appointments, or evictions will include information about requesting a reasonable accommodation. Any notification requesting action initiated by the resident will also include information about requesting a reasonable accommodation.

All requests or decisions granting or denying requests for reasonable accommodations must be in writing.

2.2 QUESTIONS TO ASK IN GRANTING THE ACCOMMODATION

- A. Is the requestor a person with disabilities? For this purpose the definition of person with disabilities is different than the definition used for admission. The Fair Housing definition used for this purpose is:

A person with a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment. (The disability may not be apparent to others, i.e., a heart condition.)

If the disability is apparent or already documented, the answer to this question is yes. It is possible that the disability for which the accommodation is being requested is a disability other than the apparent disability. If the disability is not apparent or documented, WRHA will obtain verification that the person is a person with a disability.

- B. Is the requested accommodation related to the disability? If it is apparent that the request is related to the apparent or documented disability, the answer to this question is yes. If it is not apparent, WRHA will obtain documentation that the requested accommodation is needed due to the disability. WRHA will not inquire as to the nature of the disability.
- C. Is the requested accommodation reasonable? In order to be determined reasonable, the accommodation must meet two criteria:
1. Would the accommodation constitute a fundamental alteration? WRHA' business is housing. If the request would alter the fundamental business that WRHA conducts, that would not be reasonable. For instance, WRHA would

deny a request to have WRHA do grocery shopping for a person with disabilities.

2. Would the requested accommodation create an undue financial hardship or administrative burden? Frequently the requested accommodation costs little or nothing. If the cost would be an undue burden, WRHA may request a meeting with the individual to investigate and consider equally effective alternatives.

- D. Generally the individual knows best what it is they need; however, WRHA retains the right to be shown how the requested accommodation enables the individual to access or use WRHA' programs or services.

If more than one accommodation is equally effective in providing access to WRHA' programs and services, WRHA retains the right to select the most efficient or economic choice.

The cost necessary to carry out approved requests, including requests for physical modifications, will be borne by WRHA if there is no one else willing to pay for the modifications. If another party pays for the modification, WRHA will seek to have the same entity pay for any restoration costs.

If a Public Housing resident requests as a reasonable accommodation that they are permitted to make physical modifications at their own expense, WRHA will generally approve such request if it does not violate codes or affect the structural integrity of the unit. WRHA cannot make or be financially responsible for any physical modifications to any Public Housing property.

Any request for an accommodation that would enable a resident to materially violate essential lease terms will not be approved, i.e. allowing nonpayment of rent, destruction of property, disturbing the peaceful enjoyment of others, etc.

3.0 SERVICES FOR NON-ENGLISH SPEAKING APPLICANTS AND RESIDENTS

WRHA will endeavor to have bilingual staff or access to people who speak languages other than English in order to assist non-English speaking families. WRHA will develop and obtain the Board of Commissioners' approval for a Language Assistance Program.

4.0 FAMILY OUTREACH

WRHA will publicize the availability and nature of the Public Housing Program for extremely low-income, very low and low-income families in a newspaper of general circulation, minority media, WRHA' Residents Newsletter and by other suitable means.

To reach people who cannot or do not read the newspapers; WRHA will distribute fact sheets to the broadcasting media and initiate personal contacts with members of the news media and community service personnel. WRHA will also try to utilize public service announcements.

WRHA will communicate the status of housing availability to other service providers in the community and inform them of housing eligibility factors and guidelines so they can make proper referrals for the Public Housing Program.

5.0 RIGHT TO PRIVACY

All adult members of both applicant and resident households are required to sign HUD Form 9886, Authorization for Release of Information and Privacy Act Notice. The Authorization for Release of Information and Privacy Act Notice states how family information will be released and includes the Federal Privacy Act Statement.

Any request for applicant or resident information will not be released unless there is a signed release of information request from the applicant or resident.

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

Any and all information that would lead one to determine the nature and/or severity of a person's disability must be kept in a separate folder and marked "confidential." The personal information in this folder must not be released except on an "as needed" basis in cases where an accommodation is under consideration. The staff person designated by the Director of Asset Management must approve all requests for access and granting of accommodations based on this information.

The PHA's practices and procedures are designed to safeguard the privacy of applicants and residents.

Files will never be left unattended or placed in common areas.

PHA staff will not discuss or access family information contained in files unless there is a business reason to do so. Staff will be required to disclose whether s/he has relatives living in Public Housing. Inappropriate discussion of family information or improper disclosure of family information by staff will result in disciplinary action.

6.0 REQUIRED POSTINGS

In each of its offices, WRHA will post, in a conspicuous place and at a height easily read by all persons including persons with mobility disabilities, the following information:

- A. Statement of policies and procedures governing ACOP or a notice of where the policy is available.
- B. Notice of the status of the waiting list (opened or closed)
- C. A listing of all the developments by name, address, number of units, units designed with special accommodations, address of all project offices, office hours, telephone numbers, TDD numbers, and Resident Facilities and operation hours, and information on application taking
- D. Income Limits for Admission
- E. Excess Utility charges
- F. Utility Allowance Schedule
- G. Current Schedule of Routine Maintenance charges
- H. Dwelling Lease
- I. Grievance Procedure
- J. Fair Housing Poster
- K. Equal Opportunity in Employment Poster
- L. Any current City of Warner Robins and Houston County Authorities Notices
- M. A notice of where the PHA 5-year Plan and PHA Annual Plan are available
- N. Zero Tolerance Policy (sexual harassment)
- O. One Strike and You're Out Policy (Drug and other Criminal Activity)
- P. Fraud Hotline
- Q. Mission Statement
- R. Information on Screening and Eviction for Drug Abuse and Other Criminal Activity.
- S. Covid-19 Policy & Procedure

7.0 TAKING APPLICATIONS

TAKING APPLICATIONS FOR PUBLIC HOUSING

Families wishing to apply for the Public Housing Program will be required to complete an application for housing assistance. Regular application hours are 9:00-500p.m. Monday through Thursday, closed for lunch from 12:00-1:00 p.m. Applications will be accepted at the address listed below. This is a period when applications are accepted. The opening will be publicly announced in the paper and on the local television station. The closing will be publicly announced in the local newspaper(s) and on the local television station.

1. City of Warner Robins and Houston County Authorities
112 Memorial Terrace
Warner Robins, GA. 31093
2. Other locations as specified by Public Notice

Applications will be mailed upon request to elderly and disabled families and those families residing outside the City of Warner Robins or Houston County.

Applications are taken to compile a waiting list. Due to the demand for housing in WRHA's jurisdiction, WRHA may take applications on an open enrollment basis, depending on the length of the waiting list.

Applications will be accepted from all applicants and WRHA will verify the information.

Upon receipt of the family's application, the WRHA will date and time stamp the application.

Persons with disabilities who require a reasonable accommodation in completing an application may call WRHA to make special arrangements. A Telecommunication Device for the Deaf (TDD) is available. The TDD telephone number is 1-800-545-1833 Ext. 407.

The application process will involve two phases. The first phase is the initial application for housing assistance. The application requires the family to provide limited basic information. This first phase results in the family's placement on a pre- waiting list.

Upon receipt of the family's application, WRHA will make a preliminary determination of eligibility. WRHA will notify the family in writing of the date and time of placement on the waiting list. If WRHA determines the family to be ineligible, the notice will state the reasons therefore and will offer the family the opportunity of an Informal Review of the determination.

The applicant must report in writing (on a full sheet of paper) to WRHA any changes in his/her applicant status including any changes in address, family composition, income, or preference factors. WRHA will annotate the applicant's file.

The second phase is the final determination of eligibility, referred to as the verification. The verification takes place when the family is ready to be moved to a waiting list. WRHA will ensure that verification of all preferences, eligibility, suitability and selection factors are current within 120 days for conventional housing in order to determine the family's final eligibility for admission into the Public Housing Program.

Depending on the length of the waiting list, several verifications may be required before an applicant is housed or denied admissions.

8.0 ELIGIBILITY FOR ADMISSION

8.1 INTRODUCTION

There are five eligibility requirements for admission to public housing: qualifies as a family, has an income within the income limits, meets citizenship/eligible immigrant criteria, provides documentation of Social Security numbers, and signs all required WRHA documents. In addition to the eligibility criteria, families must also meet WRHA screening criteria in order to be admitted to public housing.

8.2 ELIGIBILITY CRITERIA

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

A. Family includes, but is not limited to the following, regardless of actual or perceived sexual orientation, gender identity, or marital status

1. **A family with or without children.** Such a family is defined as:
 - a. Group of people related by blood, marriage, or adoption that live together in a stable family relationship.
 - b. Two or more persons who intend to share residency whose income and resources are available to meet the family's needs and who have a history as a family unit or show evidence of a stable family relationship.
 - c. Children temporarily absent from the home due to placement in foster care.
 - d. Unborn children and children in the process of being adopted are considered family members for the purpose of determining bedroom size but are not considered family members for determining income limit.
2. **An elderly family,** which is defined as:
 - a. A family whose head, spouse, or sole member is a person who is at least 62 years of age;
 - b. Two or more persons who are at least 62 years of age living together; or
 - c. One or more persons who are at least 62 years of age living with one or more live-in aides.

3. A **near-elderly family**, which is defined as:
 - a. A family whose head, spouse, or sole member is a person who is at least 50 years of age but below the age of 62;
 - b. Two or more persons, who are at least 50 years of age but below the age of 62, living together; or
 - c. One or more persons, who are at least 50 years of age but below the age of 62, living with one or more live-in aides.

4. A **disabled family**, which is defined as:
 - a. A family whose head, spouse, or sole member is a person with disabilities;
 - b. Two or more persons with disabilities living together; or
 - c. One or more persons with disabilities living with one or more live-in aides.

5. A **displaced family**, which is defined as a family in which each member, or whose sole member, has been displaced by governmental action, or whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to Federal disaster relief laws.

6. A **remaining member of a resident family**.

7. A **single person** who is not an elderly or displaced person, a person with disabilities, or the remaining member of a resident family.

8. A **mixed family**, which is defined as a family whose members include those with citizenship or eligible immigration status and those without citizenship or eligible immigration status.

B. Income eligibility

1. The family income cannot exceed 80 percent of the median income for the area.
2. Income limits apply only at admission and are not applicable for continued occupancy.
3. A family may not be admitted to the public housing program from another

assisted housing program or from a public housing program operated by another housing authority without meeting the income requirements of WRHA.

4. If WRHA acquires a property for federal public housing purposes, the families living there must have incomes within the low-income limit in order to be eligible to remain as public housing residents.
5. Income limit restrictions do not apply to families transferring within our Public Housing Program.

C. Citizenship/Eligibility Status

1. To be eligible, each member of the family must be a citizen, national, or a non-citizen who has eligible immigration status under one of the categories set forth in Section 214 of the Housing and Community Development Act of 1980 (see 42 U.S.C. 1436a(a)).
2. Family eligibility for assistance.
 - a. A family shall not be eligible for assistance unless every member of the family residing in the unit is determined to have eligible status, with the exception noted below. All family members must have a birth certificate. Members over 18 must have a picture identification card or driver's license. The family must be able to verify that school age children are enrolled in school.
 - b. Despite the ineligibility of one or more family members, a mixed family may be eligible for one of three types of assistance. (See Section 13.5 for calculating rents under the non-citizen rule)
 - c. A family without any eligible members and receiving assistance on June 19, 1995 may be eligible for temporary deferral of termination of assistance.

D. Social Security Number Documentation

To be eligible, all family members or live in aid must provide a Social Security card.

E. Signing Consent Forms

1. In order to be eligible, each member of the family who is at least 18 years of age, and each family head and spouse regardless of age, shall sign one or more consent forms.
2. The consent form must contain, at a minimum, the following:

- a. A provision authorizing HUD or WRHA to obtain from State Wage Information Collection Agencies (SWICAs) any information or materials necessary to complete or verify the application for participation or for eligibility for continued occupancy; and
- b. A provision authorizing HUD or WRHA to verify with previous or current employers income information pertinent to the family's eligibility for or level of assistance;
- c. Financial institutions;
- d. A provision authorizing HUD to request income information from the IRS and the SSA for the sole purpose of verifying income information pertinent to the family's eligibility or level of benefits; and
- e. A provision authorizing HUD or WRHA to verify with financial institutions information regarding income pertinent to the family's eligibility and level of assistance;
- f. A statement that the authorization to release the information requested by the consent form expires 15 months after the date the consent form is signed.

8.3 SUITABILITY

- A. Applicant families will be evaluated to determine whether, based on their recent behavior, such behavior could reasonably be expected to result in noncompliance with the public housing lease. WRHA will look at past conduct as an indicator of future conduct. Emphasis will be placed on whether a family's admission could reasonably be expected to have a detrimental effect on the development environment, other residents, WRHA employees, or other people residing in the immediate vicinity of the property. Eligible families will be denied admission if they fail to meet the suitability criteria.
- B. The WRHA will consider objective and reasonable aspects of the family's background, including the following:
 - 1. History of meeting financial obligations, especially rent;
 - 2. Ability to maintain (or with assistance would have the ability to maintain) their housing in a decent and safe condition based on living or housekeeping habits and whether such habits could adversely affect the health, safety, or welfare of other residents;
 - 3. History of criminal activity by any household member involving crimes of physical violence against persons or property and any other criminal activity

including drug-related criminal activity that would adversely affect the health, safety, or well being of other residents or staff or cause damage to the property; the WRHA may judge the criminal related arrest on a case by cases basis.

4. History of disturbing neighbors or destruction of rental and personal property;
 5. Having committed fraud in connection with any Federal housing assistance program, including the intentional misrepresentation of information related to their housing application or benefits derived there from; and
 6. History of abusing alcohol or drugs in a way that may interfere with the health, safety, or right to peaceful enjoyment by others.
- C. The WRHA will ask applicants to provide information demonstrating their ability to comply with the essential elements of the lease. WRHA will verify the information provided. Such verification may include but may not be limited to the following:
1. A credit check of all family members who are 18 and older;
 2. A rental history check of all adult family members;
 3. A criminal background check on all adult household members, including live-in aides. This check will be made through State or local law enforcement or court records in those cases where the household member has lived in the local jurisdiction for the last three years. Where the individual has lived outside the local area, WRHA may contact law enforcement agencies where the individual had lived or request a check through the FBI's National Crime Information Center (NCIC). WRHA reserves the right to fingerprint any applicant in order to carry out this background check; The top sheet of the criminal background check with the applicant's name and social security number on it will be placed in the applicants file.
 4. A home visit. The home visit provides the opportunity for the family to demonstrate their ability to maintain their home in a safe and sanitary manner. This inspection considers cleanliness and care of rooms, appliances, and appurtenances. The inspection may also consider any evidence of criminal activity; and
 5. A check of the State's lifetime sex offender registration program for each adult household member, including live-in aides. No individual registered with this program will be admitted to public housing.

8.4 GROUNDS FOR DENIAL

WRHA is not required or obligated to assist applicants who:

- A. Do not meet any one or more of the eligibility criteria;
- B. Do not supply information or documentation required by the application process;
- C. Have failed to respond to a written appointment, request for information or a request to declare their continued interest in the program;
- D. Have a history of not meeting financial obligations, especially rent;
- E. Do not have the ability to maintain (with assistance) their housing in a decent and safe condition where such habits could adversely affect the health, safety, or welfare of other residents;
- F. Have a history of criminal activity by any household member involving crimes of physical violence against persons or property and any other criminal activity including drug-related criminal activity that would adversely affect the health, safety, or well being of other residents or staff or cause damage to the property;
- G. Have a history of disturbing neighbors or destruction of rental property;

The following circumstances will result in automatic denial upon verification from applicant or any background source:

- H. Currently owes rent or other amounts to any federally assisted housing entity in connection with their housing assistance programs;
- I. Have committed fraud, bribery or any other corruption in connection with any Federal housing assistance program, including the intentional misrepresentation of information related to their housing application or benefits derived there from;
- J. Have been involved with or formally charged in drug-related criminal activity involving the personal use or possession for personal use within five years of the projected date of admission into conventional housing;
- K. Have been involved with or formally charged in drug-related criminal activity involving the illegal manufacture, sale, distribution, or possession with the intent to manufacture, sell, distribute a controlled substance as defined in Section 102 of the Controlled Substances Act, 21 U.S.C. 802 within five years of the projected date of admission; the WRHA reserves the right to handle any criminal related arrest on a case by case basis.
- L. Are illegally using a controlled substance or are abusing alcohol in a way that may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents. WRHA may waive this requirement if:

1. The person demonstrates to WRHA' satisfaction that the person is no longer engaging in drug-related criminal activity or abuse of alcohol;
 2. Has successfully completed a supervised drug or alcohol rehabilitation program;
 3. Has otherwise been rehabilitated successfully with the documentation of a WRHA-recognized program; or
 4. Is participating in a supervised drug or alcohol rehabilitation program.
- M. Have engaged in or threatened abusive or violent behavior towards any City of Warner Robins and Houston County Authorities staff or residents;
- N. Have a household member who has been evicted from federally assisted housing within the last five years;
- O. Have a family household member who has been terminated under the certificate or voucher program;
- P. Are under the age of 18, unless so ordered by a court;
- Q. **Denied for Life:** If any family member has been convicted of manufacturing or producing any illegal drug in a public housing development; the WRHA reserves the right to handle any criminal related arrest on a case by case basis.
- R. **Denied for Life:** Has a lifetime registration under a State sex offender registration program.

8.5 INFORMAL REVIEW

- A. If WRHA determines that an applicant does not meet the criteria for receiving public housing assistance, WRHA will promptly provide the applicant with written notice of the determination. The notice must contain a brief statement of the reason(s) for the decision and state that the applicant may request in writing an Informal Review of the decision within 10 business days of the denial. WRHA will describe how to obtain the Informal Review.

The Informal Review may be conducted by any person designated by the WRHA, other than a person who made or approved the decision under review or subordinate of this person. During the Informal Review, the applicant will be given the opportunity to present written or oral objections to WRHAs' decision. WRHA must notify the applicant of the final decision within 14 calendar days after the Informal Review, including a brief statement of the reasons for the final decision.

- B. The participant family may request that WRHA provide for an Informal Hearing after the family has notification of an INS decision on their citizenship status on appeal, or in lieu of request of appeal to the INS. The participant family must make this request within 30 days of receipt of the Notice of Denial or Termination of Assistance, or within 30 days of receipt of the INS appeal decision.

For the participant families, the Informal Hearing Process above will be utilized with the exception that the participant family will have up to 30 days of receipt of the Notice of Denial or Termination of Assistance, or of the INS appeal decision.

8.6 REINSTATEMENT OF A DENIAL APPLICATION

An applicant file may be reinstated for good cause (example, WRHA error) or as a result of a hearing. The Executive Director or his/her representative must approve reinstatement.

8.7 ORIENTATION AND SCREENING

A. Standards for Determining Suitability for Public Housing

1. A thorough evaluation of applicants is one of WRHA's most important jobs. It is essential in maintaining well-managed communities.
2. The WRHA will make an informed judgment about the applicant's suitability.

B. Methods of Public Housing Applicant Evaluation

WRHA's Applicant Screening Committee will interview the applicant. The committee will conduct a personal interview with the applicant and all adult members listed on the application. Applicants will be evaluated on information pertaining to history of income, employment, educational background, marital status, landlord and rent paying references, credit, criminal and drug-related background and the ability to live as a productive member of a community. All applicants will be asked to answer a list of standard questions. The committee will then approve or deny the applicant for housing assistance based on the information obtained during the interview.

The Applicant Screening Committee may require a home visit. Focus will be on identifying behavior that would pose a health hazard or be destructive to property or a nuisance to other residents.

The ability to live independently or to comply with the lease will be a consideration in evaluating applicants who:

- a) Are in poor health or deteriorating physical or mental health;
- b) Are of limited mental capacity;
- c) Are not yet adults (at least 18 years old);

- d) Are not living independently at the time of application, such as those who have been in nursing homes, halfway houses, and shelters or under institutional care.
- C. WRHA Screening Committee will deny admission to applicants for public housing who have a history of:
- a) Not meeting financial obligations, especially rent;
 - b) Disturbing the neighbors or abusive actions at the time of the interview;
 - c) Living or housekeeping habits which could adversely affect the safety, health or welfare of other residents;
 - d) WRHA will consider the applicant's arrest record;
 - e) The use of alcohol, violence and/or drugs to the extent likely to result in conduct that would adversely affect the community environment;
 - f) Applicants with drug-related evictions will not be placed on the waiting list for three years;
 - g) The Screening Committee determines an applicant or any family member who illegally uses a controlled substance;
 - h) The Screening Committee has reasonable cause to believe an applicant illegally uses a controlled substance or abuses alcohol in a way that may interfere with the health, safety or right to peaceful enjoyment of the premises by other residents.
 - i) The Screening Committee has proof that the applicant is residing in Public Housing without being on a lease or using a Public Housing address while not on a lease.

Prior to signing the lease all families (head of household) and other adult family members will be required to attend the Lease and Occupancy Orientation when they are initially accepted.

9.0 MANAGING THE WAITING LIST

9.1 OPENING AND CLOSING THE WAITING LIST

Opening of the waiting list will be announced with a public notice stating that applications for public housing will again be accepted. The public notice will state where, when, and how to apply. The notice will be published in a local newspaper of general circulation and also by any available minority media. The public notice will state any limitations to who may apply.

The notice will state that applicants already on waiting lists for other housing programs must apply separately for this program and such applicants will not lose their place on other waiting lists when they apply for public housing. The notice will include the Fair Housing logo and slogan and will be in compliance with Fair Housing requirements.

Closing of the waiting list will also be announced with a public notice. The public notice will state the date the waiting list will be closed and for what bedroom sizes. The public

notice will be published in a local newspaper of general circulation and also by any available minority media.

9.2 ORGANIZATION OF THE WAITING LIST

The waiting list will be maintained in accordance with the following guidelines:

- A. The application will be a permanent file;
- B. All applications will be maintained in order of bedroom size, site-based selection, preferences, and then in order of date and time of application; and
- C. Any contacts between WRHA and the applicant will be documented in the applicant file.

9.3 FAMILIES NEARING THE TOP OF THE WAITING LIST

When a family appears to be within three (3) months of being offered a unit, the family will be invited to a Public Housing briefing. They will be shown the Public Housing Orientation film, taken on a tour of all WRHA communities and take a walk through of a unit that is ready for occupancy. Once all preferences are verified the family will be moved from a pre-waiting list to a waiting list.

Once the preference has been verified, the family will complete a full application, present Social Security card, birth certificate citizenship/eligible immigrant information, and sign the Consent for Release of Information forms and other required WRHA documents.

9.4 PURGING THE WAITING LIST

WRHA will update and purge its waiting list at least annually to ensure that the pool of applicants reasonably represents the interested families for whom WRHA has current information, i.e. applicant's address, family composition, income category, and preferences.

9.5 REMOVAL OF APPLICANTS FROM THE WAITING LIST

WRHA will not remove an applicant's name from the waiting list unless:

- A. The applicant requests in writing that the name be removed;
- B. The applicant fails to respond to a written request for information or a request to declare their continued interest in the program; or
- C. The applicant does not meet either the eligibility or suitability criteria for the program.

9.6 MISSED APPOINTMENTS

All applicants who fail to keep a scheduled appointment with WRHA will be sent a notice of termination of the process for eligibility.

WRHA will allow the family to reschedule for good cause. Generally, no more than one opportunity will be given to reschedule without good cause. When good cause exists for missing an appointment, WRHA will work closely with the family to find a more suitable time. Applicants will be offered the right to an Informal Review after being removed from the waiting list.

9.7 NOTIFICATION OF NEGATIVE ACTIONS

WRHA will notify any applicant whose name is being removed from the waiting list, in writing, that they have ten (10) calendar days from the date of the written correspondence to present mitigating circumstances or request an Informal Review. The letter will also indicate that their name will be removed from the waiting list if they fail to respond within the timeframe specified. WRHA system of removing applicant names from the waiting list will not violate the rights of persons with disabilities. If an applicant claims that their failure to respond to a request for information or updates was caused by a disability, WRHA will verify that there is in fact a disability and the disability caused the failure to respond, and provide a reasonable accommodation. An example of a reasonable accommodation would be to reinstate the applicant on the waiting list based on the date and time of the original application.

10.0 RESIDENT SELECTION AND ASSIGNMENT PLAN

10.1 PREFERENCES FOR ADMISSION

A. PREFERENCES

WRHA will select families based on the following preferences within each bedroom size category:

WRHA operates under a HUD-approved site-based waiting list which requires that all applications be selected based on date and time received. Below is a list of the local preferences (not all-inclusive).

- a. Residency preference: for families, who live, work or have been hired to work within the jurisdiction of Georgia and a preference given for Houston County residents.
- b. Displaced person(s): Individuals or families displaced by government action or whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to Federal Disaster Relief Laws.

- c. Working preference (CFR 960.206(b) (2): for families where the head, spouse or sole member is employed and has been employed for 12 months.
- d. Veteran's preference: Veterans or surviving spouses of veterans.
- e. Applicants with an adult family member who is currently enrolled in an employment training program working at least thirty (30) hours per week, or attending school on a full time basis. This preference is also extended equally to all elderly families and all families' head of household or spouse who is receiving income based on their inability to work.
- f. Disability and elderly preference: This preference is extended to disabled persons or families with a disabled member as defined in this plan. These persons will be housed in a 504 unit (a unit equipped for a persons with disabilities), according to need and availability.
- g. Community preference for Fire Fighters, Police, Teachers, Victims of Domestic Violence and for Maintenance Staff to reside in housing.
- h. Preference for Victims of Domestic Violence: Victims of domestic violence included but are not limited to anyone fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence;
- i. All other applicants.

Based on the above preferences, all families in preference A will be offered housing before any families in preference B, preference B families will be offered housing before any families in preference C and so on.

The date and time of application will be noted and utilized to determine the sequence within the above-prescribed preferences.

Buildings Designed for the Elderly and/or Disabled: Preference will be given to elderly and disabled families. If there are no elderly or disabled families on the list, preference will then be given to near-elderly families. If there are no near-elderly families on the waiting list, units will be offered to families who qualify for the appropriate bedroom size using these priorities. All such families will be selected from the waiting list using the preferences as outlined above.

Accessible Units: Accessible units will be first offered to families who may benefit from the accessible features. Applicants for these units will be selected utilizing the same preference system as outlined above. If there are no applicants who would benefit from the accessible features, the units will be offered to other applicants in the order that their names come to the top of the waiting list. Such applicants, however, must sign a release form stating they will accept a transfer (at their own expense) if, at a future time, a family requiring an accessible feature applies. Any family required to transfer will be given a 30-day notice.

B. RESIDENT IDENTIFICATION CARDS

Each resident and member of household will be issued an ID card. Lost cards will be replaced for \$15.00.

C. EXCEPTIONS FOR SPECIAL ADMISSION/EMERGENCY HOUSING

If HUD awards WRHA program funding that is targeted for specifically named families, WRHA will admit these families under this procedure.

Special admissions families will be admitted outside of the regular waiting list process. They do not have to qualify for any preferences, nor are they required to be on the program waiting list. WRHA maintains separate records of these admissions. Such special admissions may include emergency housing.

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

- a. A family displaced because of demolition or disposition of a public housing project;
- b. A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;
- c. For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990; and

D. TARGETED FUNDING

When HUD awards special funding for certain family types, families who qualify are placed on the regular waiting list. When a specific type of funding becomes available, the waiting list is searched for the first available family meeting the targeted funding criteria.

Applicants who are admitted under targeted funding which are not identified as a Special Admission are identified by code in an automated system. WRHA has the following “targeted” programs:

- a. Disabled Families
- b. Homeless (3-bedrooms) Families

10.2 ASSIGNMENT OF BEDROOM SIZES

The following guidelines will determine each family's unit size without overcrowding or over-housing:

Number of Bedrooms	Number of Persons per Bedroom	
	Minimum	Maximum
0	1	1
1	1	2
2	2	4
3	3	6
4	4	8
5	5	10

These standards are based on the assumption that each bedroom will accommodate no more than two (2) persons. Zero bedroom units will only be assigned to one-person families.

In determining bedroom size, WRHA may include the presence of children to be born to a pregnant woman, children who are in the process of being adopted, children whose custody is being obtained, children who are temporarily away at school, or children who are temporarily in foster-care.

In addition, the following considerations may be taken in determining bedroom size:

- A. Children of the same sex will share a bedroom.
- B. Children of the opposite sex may share a bedroom.
- C. Adults and children will not be required to share a bedroom.
- D. Foster – adults and/or foster - children will not be required to share a bedroom with adult family members.
- E. Live-in aides will get a separate bedroom.

Exceptions to normal bedroom size standards include the following:

- A. Units smaller than assigned through the above guidelines – A family may request a smaller unit size than the guidelines allow. Persons of different generations, persons of the opposite sex (other than spouses), and unrelated adults, may have separate bedrooms. However, the decision as to where the family members sleep will be left up to the head of household at the time of their initial interview. In conventional housing, the family will not be allowed to transfer to a larger or smaller unit unless the family composition changes.
- B. Units larger than assigned through the above guidelines – A family may request a larger unit size than the guidelines allow. WRHA will allow the larger size unit if the family provides a verified medical need that the family is housed in a larger unit.
- C. If there are no families on the waiting list for a larger size, smaller families may be housed if they sign a release form stating they will transfer (at the family's own expense) to the appropriate size unit when an eligible family needing the larger unit applies. The family transferring will be given a 30-day notice before being required to move.
- D. Larger units may be offered in order to improve the marketing of a development suffering a high vacancy rate.

10.3 SELECTION FROM THE WAITING LIST

WRHA shall follow the statutory requirement that at least 40% of newly admitted families in any fiscal year be families whose annual income is at or below 30% of the area median income. To insure this requirement is met we shall quarterly monitor the incomes of newly admitted families and the incomes of the families on the waiting list. If it appears that the requirement to house extremely low-income families will not be met, we will skip higher income families on the waiting list to reach extremely low-income families.

If there are not enough extremely low-income families on the waiting list we will conduct outreach on a non-discriminatory basis to attract extremely low-income families to reach the statutory requirement.

10.4 DECONCENTRATION POLICY IN PUBLIC HOUSING

It is City of Warner Robins and Houston County Authorities' policy to provide for de-concentration of poverty and encourage income mixing by bringing higher income families into lower income developments and lower income families into higher income developments. Toward this end, we may skip families on the waiting list to reach other families with a lower or higher income. We will accomplish this in a uniform and non-discriminating manner.

WRHA will affirmatively market our housing to all eligible income groups. Lower income residents will not be steered toward lower income developments and higher income people will not be steered toward higher income developments.

Prior to the beginning of each fiscal year, we will analyze the income levels of families residing in each of our developments, the income levels of census tracts in which our developments are located, and the income levels of the families on the waiting list. Based on this analysis, we will determine the level of marketing strategies and de-concentration incentives to implement. This information is available in WRHA's Deconcentration of Poverty Plan.

10.5 DECONCENTRATION INCENTIVES IN PUBLIC HOUSING

WRHA may offer one or more incentives to encourage applicant families whose income classification would help to meet the de-concentration goals of a particular development.

Various incentives may be used at different times, or under different conditions, but will always be provided in a consistent and nondiscriminatory manner.

10.6 OFFER OF A PUBLIC HOUSING UNIT

When WRHA discovers that a unit will become available, we will contact the first family on the waiting list who has the highest priority for this type of unit or development and whose income category would help to meet the de-concentration goal and/or the income targeting goal.

WRHA will contact the family by mail and if necessary by phone to make the unit offer. The family will be given five (5) business days from the date the letter was mailed to contact WRHA regarding the offer.

The family will be offered the opportunity to view the unit. After the opportunity to view the unit, the family will have two (2) business days to accept or reject the unit. This verbal offer and the family's decision must be documented in the resident file. If the family rejects the offer of the unit, WRHA will send the family a letter documenting the offer and the rejection.

10.7 REJECTION OF A PUBLIC HOUSING UNIT

If in making the offer to the family WRHA skipped over other families on the waiting list in order to meet their de-concentration goal or offered the family any other de-concentration incentive and the family rejects the unit, the family will not lose their place on the waiting list and will not be otherwise penalized.

If WRHA did not skip over other families on the waiting list to reach this family, did not offer any other de-concentration incentive, and the family rejects the unit without good cause, the family will forfeit their application's date and time. The family will keep their

preferences, but the date and time of application will be changed to the date and time the unit was rejected.

If the family rejects, with good cause, any unit offered they will not lose their place on the waiting list. Good cause includes reasons related to health, proximity to work, school, and childcare (for those working or going to school). The family will be offered the right to an Informal Review of the decision to alter their application status.

10.8 ACCEPTANCE OF A PUBLIC HOUSING UNIT

The family will be required to sign a lease that will become effective no later than three (3) business days after the date of acceptance or the business day after the day the unit becomes available, whichever is later. WRHA reserves the right to waive the first month rent due to market conditions or the family's need.

The family will not be housed if they have not attended the orientation. Applicants who provide prior notice of an inability to attend the orientation will be rescheduled. Failure of an applicant to attend the Lease and Occupancy orientation, without good cause, may result in the cancellation of the occupancy process.

The applicant will be provided a copy of the lease, the grievance procedure, utility allowances, utility charges, the current schedule of routine maintenance charges, a request for reasonable accommodation form and other required WRHA documents. These documents will be explained in detail. The applicant will sign a certification that they have received these documents and that they have reviewed them with Housing Authority personnel. The certification will be filed in the resident's file.

The signing of the lease and the review of financial information are to be privately handled. The head of household and all adult family members will be required to execute the lease prior to admission. One executed copy of the lease will be furnished to the head of household and WRHA will retain the original executed lease in the resident's file. A copy of the grievance procedure will be attached to the resident's copy of the lease.

In the event, that a co-head of household is executed or named on the original lease, WRHA will not be responsible for the removal of the co-head of household from the lease. The Head of Household will have to seek legal actions through the court systems to remove the person from the lease.

The family will pay a security deposit at the time of lease signing. The security deposit will be equal to a set amount based on bedroom size determined by the WRHA and approved by WRHA Board of Commissioners.

WRHA reserves the right to allow a new resident to pay their security deposit in up to four (4) payments. One half shall be paid in advance, one-sixth with their second rent payment, one sixth with their third rent payment and one-sixth with their fourth rent payment. This shall be at the sole discretion of the Housing Authority.

In the case of a move within public housing, the security deposit for the first unit will be transferred to the second unit. Additionally, if the security deposit for the second unit is greater than that for the first, the difference will be collected from the family. Conversely, if the security deposit is less, the difference will be refunded to the family at the sole discretion of the manager.

In the event there are costs attributable to the family for bringing the first unit into condition for re-renting, the family shall be billed for these charges.

11.0 INCOME, EXCLUSIONS AND DEDUCTIONS FROM INCOME

To determine annual income, WRHA counts the income of all family members, except the types and sources of income that are specifically excluded as identified in this policy and by law. Once the annual income is determined, WRHA subtracts all allowable deductions (allowances) to determine the Total tenant payment.

11.1 INCOME

Annual income means all amounts, monetary or not, that:

- A. Go to (or on behalf of) the family head or spouse (even if temporarily absent) or to any other family member; or
- B. Are anticipated to be received from a source outside the family during the 12-month period following admission or annual re-examination effective date; and
- C. Are not specifically excluded from annual income.

Annual income includes, but is not limited to:

- A. The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
- B. The net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness are not used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight-line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession is included in income, except to the extent the withdrawal is a reimbursement of cash or assets invested in the operation by the family.
- C. Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness are not used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight-line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from an

investment is included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income includes the greater of the actual income derived from all net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.

- D. The full amount of periodic amounts received from Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount. (However, deferred periodic amounts from supplemental security income and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts are excluded.)
- E. Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation, and severance pay. (However, lump sum additions such as insurance payments from worker's compensation are excluded.)
- F. Welfare assistance.
 - 1. If the welfare assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustment by the welfare assistance agency in accordance with the actual cost of shelter and utilities, the amount of welfare assistance income to be included as income consists of:
 - a. The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus
 - b. The maximum amount that the welfare assistance agency could in fact allow the family for shelter and utilities. If the family's welfare assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under this requirement is the amount resulting from one application of the percentage.
 - 2. If the amount of welfare is reduced due to an act of fraud by a family member or because of any family member's failure to comply with requirements to participate in an economic self-sufficiency program or work activity, the amount of rent required to be paid by the family will not be decreased. In such cases, the amount of income attributable to the family will include what the family would have received had they complied with the welfare requirements and/or had not committed an act of fraud.
 - 3. If the amount of welfare assistance is reduced as a result of a lifetime time limit, the reduced amount is the amount that shall be counted as income.
- G. Periodic and determinable allowances, such as alimony, child support payments, and regular contributions or gifts received from organizations or from persons not

residing in the dwelling.

- H. All regular pay, special pay, and allowances of a member of the Armed Forces. (Special pay to a member exposed to hostile fire is excluded.)

11.2 EXCLUDED ANNUAL INCOME

Annual income does not include the following:

- A. Income from employment of children (including foster children) under the age of 18 years;
- B. Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the resident family, who are unable to live alone);
- C. Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains, and settlement for personal or property losses;
- D. Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
- E. Income of a live-in aide;
- F. The full amount of student financial assistance paid directly to the student or to the educational institution;
- G. The special pay to a family member serving in the Armed Forces who is exposed to hostile fire;
- H. The amounts received from the following programs:
 - 1. Amounts received under training programs funded by HUD;
 - 2. Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS);
 - 3. Amounts received by a participant in other publicly assisted programs that are specifically for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and that are made solely to allow participation in a specific program;
 - 4. Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the Housing Authority or owner, on a part-time

basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, and resident initiatives coordination. No resident may receive more than one such stipend during the same period of time;

5. Incremental earnings and benefits resulting to any family member from participation in qualifying State or local employment training programs (including training programs not affiliated with a local government) and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the family member participates in the employment training program;
6. Temporary, nonrecurring or sporadic income (including gifts);
7. Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
8. Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse);
9. Adoption assistance payments in excess of \$480 per adopted child;
10. For family members who enrolled in certain training programs prior to 10/1/99, the earnings and benefits resulting from the participation if the program provides employment training and supportive services in accordance with the Family Support Act of 1988, Section 22 of the 1937 Act (42 U.S.C. 1437t), or any comparable Federal, State, or local law during the exclusion period. For purposes of this exclusion the following definitions apply:
 - a. Comparable Federal, State or local law means a program providing employment training and supportive services that meet all of the following conditions:
 - i. Is authorized by a Federal, State or local law;
 - ii. Is funded by the Federal, State or local government;
 - iii. Is operated or administered by a public agency; and
 - iv. Has as its objective to assist participants in acquiring employment skills.
 - b. Exclusion period means the period during which the family member participates in a program described in this section, plus 18 months from the date the family member begins the first job acquired by the family member after completion of such program that is not funded

by public housing assistance under the 1937 Act. If the family member is terminated from employment with good cause, the exclusion period shall end.

- c. Earnings and benefits mean the incremental earnings and benefits resulting from a qualifying employment training program or subsequent job.
11. The incremental earnings due to employment during the 12-month period following date of hire shall be excluded. This exclusion (paragraph 11) will not apply for any family who concurrently is eligible for exclusion #10. Additionally, this exclusion is only available to the following families:
- a. Families whose income increases as a result of employment of a family member who was previously unemployed for one or more years. (Previously unemployed includes one whose earnings amount to no more than he would have earned for 10 hours of work per week at the established minimum wage)
 - b. Families whose income increases during the participation of a family member in any family self-sufficiency program.
 - c. Families who are or were, within 6 months, assisted under a State TANF program.

(While HUD regulations allow for the housing authority to offer an escrow account in lieu of having a portion of their income excluded under this paragraph, it is the policy of this housing authority to provide the exclusion in all cases.)

- 12. Deferred periodic amounts from supplemental security income and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts;
- 13. Amounts received by the family in the form of refunds or rebates under State or local law for property taxes paid on the dwelling unit;
- 14. Amounts paid by a State agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or
- 15. Amounts specifically excluded by any other Federal statute from consideration as income for purposes of determining eligibility or benefits. These exclusions include:
 - a. The value of the allotment of food stamps

- b. Payments to volunteers under the Domestic Volunteer Services Act of 1973
- c. Payments received under the Alaska Native Claims Settlement Act
- d. Income from sub-marginal land of the U.S. that is held in trust for certain Indian tribes
- e. Payments made under HA's Low-Income Energy Assistance Program
- f. Payments received under the Job Training Partnership Act/Workforce Investment Act of 1998
- g. Income from the disposition of funds of the Grand River Band of Ottawa Indians
- h. The first \$2000 per capita received from judgment funds awarded for certain Indian claims
- i. Amount of scholarships awarded under Title IV including Work-Study
- j. Payments received under the Older Americans Act of 1965
- k. Payments from Agent Orange Settlement
- l. Payments received under the Maine Indian Claims Act
- m. The value of childcare under the Child Care and Development Block Grant Act of 1990
- n. Earned income tax credit refund payments
- o. Payments for living expenses under the AmeriCorps Program
- p. Additional income exclusions provided by and funded by WRHA

WRHA will not provide exclusions from income in addition to those already provided for by HUD.

11.3 DEDUCTIONS FROM ANNUAL INCOME

The following deductions will be made from annual income:

- A. \$480 for each dependent;

- B. \$400 for any elderly family or disabled family;
- C. For any family that is not an elderly or disabled family but has a member (other than the head or spouse) who is a person with a disability, disability assistance expenses in excess of 3% of annual income. This allowance may not exceed the employment income received by family members who are 18 years of age or older as a result of the assistance to the person with disabilities.
- D. For any elderly or disabled family:
 - 1. That has no disability assistance expenses, an allowance for medical expenses equal to the amount by which the medical expenses exceed 3% of annual income;
 - 2. That has disability expenses greater than or equal to 3% of annual income, an allowance for disability assistance expenses computed in accordance with paragraph C, plus an allowance for medical expenses that equal the family's medical expenses;
 - 3. That has disability assistance expenses that are less than 3% of annual income, an allowance for combined disability assistance expenses and medical expenses that are equal to the total of these expenses less 3% of annual income.
- E. Child care expenses.

12.0 VERIFICATION

WRHA will verify information related to waiting list preferences, eligibility, admission, and level of benefits prior to admission. Periodically during occupancy, items related to eligibility and rent determination shall also be reviewed and verified. Income, assets, and expenses will be verified, as well as disability status, need for a live-in aide and other reasonable accommodations; full time student status of family members 18 years of age and older; Social Security numbers; and citizenship/eligible non-citizen status. Age and relationship will only be verified in those instances where needed to make a determination of level of assistance.

12.1 ACCEPTABLE METHODS OF VERIFICATION

Each family member or live-in aid must have a birth certificate, Social Security numbers, INS SAVE approval code and other forms signed by the family. All persons over eighteen (18) years of age must have a picture ID. Family members in school must be able to produce documentation from the school that they are currently enrolled.

Other information will be verified by third party verification. This type of verification includes written documentation with forms sent directly to and received directly by a source, not passed through the hands of the family. This verification may also be direct contact with

the source, in person or by telephone. It may also be a report generated by a request from WRHA or automatically by another government agency, i.e. the Social Security Administration. Verification forms and reports received will be contained in the applicant/resident file. Oral third party documentation will include the same information as if the documentation had been written, i.e. name date of contact, amount received, etc.

When third party verification cannot be obtained, WRHA will accept documentation received from the applicant/resident. Hand-carried documentation will be accepted if WRHA has been unable to obtain third party verification in a 4-week period of time. Photocopies of the documents provided by the family will be maintained in the file.

When neither third party verification nor hand-carried verification can be obtained, WRHA will accept a notarized statement signed by the head, spouse or co-head. Such documents will be maintained in the file.

12.2 EIV POLICY

Acceptable Enterprise Income Verification System Use Policy

Date issued March 23, 2006

Introduction

WRHA provide use of the Enterprise Income Verification (EIV) System to specific staff members. The U.S. Department of Housing and Urban Development (HUD), Public and Indian Housing Real Estate Assessment Center(PIH-REAC) is actively involved in implementing and maintaining Office Departmental policies and procedures to keep PIH-REAC Systems secure from unauthorized access and inappropriate use. The use of this system is to increase productivity.

Use Policy

Users of the EIV System are given access to the system based on a need to perform specific work. Personal or non work related use is prohibited and will be addressed under the Rules of Behavior as well as the Standards of Conduct. Prior to using the EIV System each user must sign the Rules of Behavior and User Agreement. Further each user will be given a copy of the EIV Security Procedures for Upfront Income Verification data. (located in the appendix)

Infringements of this policy will be investigated on a case by case basis.

12.3 TYPES OF VERIFICATION

The Chart below outlines the factors that may be verified and gives common examples of the verification that will be sought. To obtain written third party verification, WRHA will send a request form to the source along with a release form signed by the applicant/resident via first class mail.

Verification Requirements for Individual Items		
Item to Be Verified	3rd party verification	Hand-carried verification
General Eligibility Items		
Social Security Number	Letter from Social Security, electronic reports	Social Security card
Citizenship	N/A	Signed certification, voter's registration card, birth certificate, etc.
Eligible immigration status	INS SAVE confirmation #	INS card
Disability	Letter from medical professional, SSI, etc	Proof of SSI or Social Security disability payments
Full time student status (if older than 18)	Letter from school	For high school students, any document evidencing enrollment
Need for a live-in aide	Letter from doctor or other professional knowledgeable of condition	N/A
Child care costs	Letter from care provider	Bills and receipts
Disability assistance expenses	Letters from suppliers, care givers, etc.	Bills and records of payment
Medical expenses	Letters from providers, prescription record from pharmacy, medical professional's letter stating assistance or a companion animal is needed	Bills, receipts, records of payment, dates of trips, mileage log, receipts for fares and tolls

Verification Requirements for Individual Items		
Item to Be Verified	3rd party verification	Hand-carried verification
Value of and Income from Assets		
Savings, checking accounts	Letter from institution	Passbook, most current statements
CDS, bonds, etc	Letter from institution	Tax return, information brochure from institution, the CD, the bond
Stocks	Letter from broker or holding company	Stock or most current statement, price in newspaper or through Internet
Real property	Letter from tax office, assessment, etc.	Property tax statement (for current value), assessment, records or income and expenses, tax return
Personal property	Assessment, bluebook, etc	Receipt for purchase, other evidence of worth
Cash value of life insurance policies	Letter from insurance company	Current statement
Assets disposed of for less than fair market value	N/A	Original receipt and receipt at disposition, other evidence of worth

12.4 VERIFICATION OF CITIZENSHIP OR ELIGIBLE NON-CITIZEN STATUS

The citizenship/eligible non-citizen status of each family member regardless of age must be determined.

Prior to being admitted, or at the first re-examination, all citizens and nationals will be required to sign a declaration under penalty of perjury. They will be required to show proof of their status by such means as a Social Security card, birth certificate, military ID, or military DD 214 Form.

Prior to being admitted or at the first re-examination, all eligible non-citizens who are 62 years of age or older will be required to sign a declaration under penalty of perjury. They will also be required to show proof of age.

Prior to being admitted or at the first re-examination, all eligible non-citizens must sign a declaration of their status and a verification consent form and provide their original INS documentation. WRHA will make a copy of the individual's INS documentation and place the copy in the file. WRHA will also verify their status through the INS SAVE system. If the INS SAVE system cannot confirm eligibility, WRHA will mail information to the INS in order that a manual check can be made of INS records.

Family members who do not claim to be citizens, nationals, or eligible non-citizens must be listed on a statement of ineligible members and the head of the household must sign the list.

Non-citizen students on student visas, though in the country legally, are not eligible to be admitted to public housing.

Any family member who does not choose to declare their status must be listed on the statement of ineligible members.

If no family member is determined to be eligible under this section, the family's eligibility will be denied.

The family's assistance will not be denied, delayed, reduced, or terminated because of a delay in the process of determining eligible status under this section, except to the extent that the family causes the delay.

If WRHA determine that a family member has knowingly permitted an ineligible non-citizen (other than any ineligible non-citizens listed on the lease) to permanently reside in their public housing unit, the family will be evicted. Such family will not be eligible to be readmitted to public housing for a period of 24 months from the date of eviction or termination.

12.5 VERIFICATION OF SOCIAL SECURITY NUMBERS

Prior to admission, each family member must have a Social Security card or proof of application for a social security card. The actual card must be presented within 90 days of the application date .

The best verification of the Social Security number is the original Social Security card. If the card is not available, WRHA will accept letters from the Social Security Agency that establishes and states the number. Documentation from other governmental agencies will also be accepted that establishes and states the number, the card must be presented within 90 days. Driver's licenses, military IDs, passports, or other official documents that establish and state the number are also acceptable.

If a member of an applicant family indicates they have a Social Security number, but cannot readily verify it, the family cannot be housed until the card is produced.

If a member of a resident family indicates they have a Social Security number, but cannot readily verify it, they shall be asked to certify to this fact and shall have up to ninety, (90) days to provide the verification. If the individual is at least 62 years of age, they will be given one hundred and twenty (120) days to provide the verification. If the individual fails to provide the verification within the time allowed, the family will be evicted.

12.6 TIMING OF VERIFICATION

Verification information must be dated within 120 days for public housing for certification or re-examination. If the verification is older than this, the source will be contacted and asked to provide information regarding any changes.

When an interim re-examination is conducted, the Housing Authority only verifies and updates those elements reported to have changed. However, WRHA has the discretion to verify and update all information related to family circumstances and level of assistance.

12.7 FREQUENCY OF OBTAINING VERIFICATION

For each family member, citizenship/eligible non-citizen status will be verified only once. This verification will be obtained prior to admission. If the status of any family member was not determined prior to admission, verification of their status will be obtained at the next regular re-examination. Prior to a new member joining the family, their citizenship/eligible non-citizen status will be verified.

For each family member, verification of age and Social Security card will be obtained prior to admissions and when requested for re-certifications.

12.8 VERIFICATION OF WAITING LIST PREFERENCES

Residency Preference: In order to verify that an applicant is a resident, the PHA will require a minimum of 5 of the following documents: rent receipts, leases, utility bills, school records, drivers licenses, voters registration records, credit reports, statement from household with whom the family is residing.

Veterans Preference: The PHA will require US Government documents, which indicate that the applicant qualifies under the above.

Working Preference: The PHA will require a statement from the employer.

Education/Training Preference: The PHA will require a statement from the agency or institution providing the education or training.

Involuntary Displacement Preference: Written verification by the displacing unit or agency of government, or by a service agency such as FEMA or the Red Cross.

Domestic Violence Preference: A notarized statement documenting the situation and or copies of Police Reports.

13.0 DETERMINATION OF TOTAL TENANT PAYMENT AND RESIDENT RENT

13.1 FAMILY CHOICE

At admission and each year in preparation for their annual re-examination, each family is given the choice of having their rent determined under the formula method or having their rent set at the flat rent amount.

- A. Families who opt for the flat rent may be asked to go through the income re-examination process annually.
- B. Families who opt for the flat rent may request to have a re-examination and return to the formula based method at any time for any of the following reasons:
 - 1. The family's income has decreased.
 - 2. The family's circumstances have changed increasing their expenses for childcare, medical care, etc.
 - 3. Other circumstances creating a hardship on the family such that the formula method would be more financially feasible for the family.

13.2 THE FORMULA METHOD

The total tenant payment is equal to the highest of:

- A. 10% of monthly income; or
- B. 30% of adjusted monthly income.

The family will pay the greater of the total tenant payment or the minimum rent of \$50.00.

In the case of a family who has qualified for the income exclusion at Section 11.2(H) (11), upon the expiration of the 12-month period described in that section, an additional rent benefit accrues to the family. If the family member's employment continues, then for the 12-month period following the 12-month period of disallowance, the resulting rent increase will be capped at 50 percent of the rent increase the family would have otherwise received.

13.3 MINIMUM RENT

WRHA has set the minimum rent at \$50.00. However, if the family requests a hardship exemption, WRHA will immediately suspend the minimum rent for the family until the Housing Authority can determine whether the hardship exists and whether the hardship is of a temporary or long-term nature.

- A. A hardship exists in the following circumstances:
 - 1. When the family has lost eligibility or is waiting for an eligibility determination form a Federal, State, or local assistance program;
 - 2. When the family would be evicted as a result of the imposition of the minimum rent requirement;
 - 3. When the income of the family has decreased because of changed circumstances, including loss of employment;
 - 4. When the family has an increase in expenses because of changed circumstances, for medical costs, childcare, transportation, education, or similar items;
 - 5. When a death has occurred in the family.
- B. No hardship. If the Housing Authority determines there is no qualifying hardship, the minimum rent will be reinstated, including requiring back payment of minimum rent for the time of suspension.
- C. Temporary hardship. If the Housing Authority reasonably determines that there is a qualifying hardship but that it is of a temporary nature, the minimum rent will not be imposed for a period of 90 days from the date of the family's request. At the end of

the 90-day period, the minimum rent will be imposed retroactively to the time of suspension. The Housing Authority will offer a repayment agreement in accordance with the Section 19 of this policy for any rent not paid during the period of suspension. During the suspension period the Housing Authority will not evict the family for nonpayment of the amount of resident rent owed for the suspension period.

- D. Long-term hardship. If the Housing Authority determines there is a long-term hardship, the family will be exempt from the minimum rent requirement until the hardship no longer exists.
- E. Appeals. The family may use the grievance procedure to appeal the Housing Authority's determination regarding the hardship. No escrow deposit will be required in order to access the grievance procedure.

13.4 THE FLAT RENT

WRHA has set a flat rent for each public housing unit. In doing so, it considered the size and type of the unit, as well as its condition, amenities, services, and neighborhood. WRHA determined the market value of the unit and set the rent at the market value. The amount of the flat rent will be reevaluated annually and adjustments applied. Affected families will be given a 30-day notice of any rent change. Adjustments are applied on the anniversary date for each affected family (for more information on flat rents, see Section 16.3).

WRHA will post the flat rents at each of the developments and at the central office and are incorporated in this policy upon approval by the Board of Commissioners.

13.5 RENT FOR FAMILIES UNDER THE NON-CITIZEN RULE

A mixed family will receive full continuation of assistance if all of the following conditions are met:

- A. The family was receiving assistance on June 19, 1995;
- B. The family was granted continuation of assistance before November 29, 1996;
- C. The family's head or spouse has eligible immigration status; and
- D. The family does not include any person who does not have eligible status other than the head of household, the spouse of the head of household, any parent of the head or spouse, or any child (under the age of 18) of the head or spouse.

If a mixed family qualifies for prorated assistance but decides not to accept it, or if the family has no eligible members, the family may be eligible for temporary deferral of termination of assistance to permit the family additional time for the orderly transition of some or all of its members to locate other affordable housing. Under this provision, the family receives full assistance. If assistance is granted under this provision prior to

November 29, 1996, it may last no longer than three (3) years. If granted after that date, the maximum period of time for assistance under the provision is eighteen (18) months. WRHA will grant each family a period of six (6) months to find suitable affordable housing. If the family cannot find suitable affordable housing, WRHA will provide additional search periods up to the maximum time allowable.

Suitable housing means housing that is not substandard and is of appropriate size for the family. Affordable housing means that it can be rented for an amount not exceeding the amount the family pays for rent, plus utilities, plus 25%.

The family's assistance is prorated in the following manner:

- A. Determine the 95th percentile of gross rents (resident rent plus utility allowance) for WRHA. The 95th percentile is called the maximum rent.
- B. Subtract the family's total tenant payment from the maximum rent. The resulting number is called the maximum subsidy.
- C. Divide the maximum subsidy by the number of family members and multiply the result times the number of eligible family members. This yields the prorated subsidy.
- D. Subtract the prorated subsidy from the maximum rent to find the prorated total tenant payment. From this amount subtract the full utility allowance to obtain the prorated resident rent.

13.6 UTILITY ALLOWANCE

WRHA shall establish a utility allowance for all check-metered utilities and for all resident-paid utilities. The allowance will be based on a reasonable consumption of utilities by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful environment. In setting the allowance, WRHA will review the actual consumption of resident families as well as changes made or anticipated due to modernization (weatherization efforts, installation of energy-efficient appliances, etc). Allowances will be evaluated at least annually as well as any time utility rate changes by 10% or more since the last revision to the allowances.

The utility allowance will be subtracted from the family's formula to determine the amount of the Resident Rent. The Resident Rent is the amount the family owes each month to WRHA. The amount of the utility allowance is then still available to the family to pay the cost of their utilities. Any utility cost above the allowance is the responsibility of the resident. Any savings resulting from utility costs below the amount of the allowance belongs to the resident.

For City of Warner Robins and Houston County Authorities paid utilities, WRHA will monitor the utility consumption of each household. Any consumption in excess of the allowance established by WRHA will be billed to the resident monthly.

Utility allowance revisions based on rate changes shall be effective retroactively to the first day of the month following the month in which the last rate change took place. Revisions based on changes in consumption or other reasons shall become effective at each family's rent change or the next annual re-examination.

Families with high utility costs are encouraged to contact WRHA for an energy analysis. The analysis may identify problems with the dwelling unit that, once corrected, will reduce energy costs. The analysis can also assist the family in identifying ways they can reduce their costs.

Requests for relief from surprise charges for excess consumption of City of Warner Robins and Houston County Authorities purchased utilities or from payment of utility supplier billings in excess of the utility allowance for resident-paid utility costs may be granted by WRHA on reasonable grounds. Requests shall be granted to families that include an elderly member or a member with disabilities. Requests by the family shall be submitted under the Reasonable Accommodation Policy. Families shall be advised of their right to individual relief at admission to public housing and at time of utility allowance changes.

13.7 PAYING RENT

Rent and other charges are due and payable on the first day of the month. The Tenant will have the option to pay rent via debit or credit card payment. With the exception of a convenience fee not to exceed **\$10.00**. That will be added to the tenants rent. Rent can be paid at the following locations:

Central Office/Kemp Harrison Homes
112 Memorial Terrace
Warner Robins, GA. 31093

Reasonable accommodations for this requirement will be made for persons with disabilities. As a safety measure, no cash shall be accepted as rent payment.

If the rent is not paid by the fifth of the month, a late notice will be issued to the resident. If the rent is not paid by the fifth of the month, a \$50.00 late fee will be assessed to the resident, unless the fee is waived by the manager. If rent is paid by a personal check and the check is returned for insufficient funds, this shall be considered non-payment of rent and will incur the late charge plus processing costs, as posted by WRHA. WRHA does not accept partial rent payments.

14.0 “ONE STRIKE AND YOU’RE OUT” POLICY

The goal of the “One Strike and You’re Out” Policy is to ensure the safety and well being of families and individuals who live in public housing.

The “One Strike” Policy applies to residents of WRHA. Individuals who engage in illegal drug use and/or other criminal activity shall be evicted from their dwelling unit after one (1) such offense.

WRHA is committed to the provisions of this policy and it shall be strictly enforced.

By aggressively removing criminals from the Authority’s public housing developments, the One Strike policy shall:

- A. Free public housing residents from daily threats to their personal and family safety;
- B. Build public housing communities that are safer and drug-free;
- C. Support parents in their efforts to install positive values in their families;
- D. Create a positive environment for residents of all ages, where people can live, learn, and grow to be productive and responsible citizens;
- E. Set an example for the greater community.

Guiding Principles of the “One Strike” Policy

WRHA One Strike Policy was developed based on the following principles:

- A. All individuals have the right to live in peace and be free from fear, intimidation, and abuse. The WRHA is committed to providing safe housing for all residents of the Authority.
- B. Public Housing should be awarded to responsible individuals. The WRHA shall give no preference to applicant families with a history of drug-related behavior and/or criminal activity. WRHA reserves the right to handle any criminal related arrest on a case by case basis

- C. Applicants and current residents of Public Housing must be protected from discrimination and violation of their right to privacy. The WRHA shall comply with all civil rights, fair housing, and privacy laws, at both the screening and eviction stages. The WRHA shall not discriminate against any applicant or resident based on race, color, nationality, religion, sex, familial status, disability or membership in other groups or categories protected under such laws.
- D. Active community and governmental involvement in designing and implementing a One Strike Policy is fundamental to its success. The WRHA shall work cooperatively with local government, law enforcement, residents, and the courts in enforcing the One Strike policy.

Enforcement by Eviction

In accordance with the current law and the Extension Act, the WRHA dwelling lease stipulates that:

- A. Any activity is grounds for eviction if it threatens the health, safety, or right to peaceful enjoyment of the premises by other residents or staff;
- B. All drug related criminal activity occurring on or off the premises is cause for eviction; The WRHA reserves the right to handle any criminal related arrest on a case by case basis
- C. Any person who the Authority determines is using an illegal controlled substance shall be evicted; and/or
- D. Any person whose illegal use of a controlled substance is determined by the authority to interfere with the rights of other residents shall be evicted.

Under these required lease terms, tenancy shall be terminated and the household evicted when the resident, any member of the resident's household, or guest, engages in the prohibited criminal activity. The WRHA reserves the right to handle any criminal related arrest on a case by case basis

Screening and Admissions Policy

The One Strike Policy ensures that individuals who engage in illegal drug use or other criminal activities that endanger the well being of residents are prohibited from becoming residents of the WRHA. The Authority has adopted the following screening procedure to ensure the goals of the policy:

- A. Comprehensive background checks: The WRHA shall conduct comprehensive background checks, including criminal activity, on all household applicants eighteen (18) years and older. Screening procedure shall include:

1. Reviewing police and courts records;
 2. Landlord references;
 3. Background check with probation officers, parole officers, and local social service providers.
- B. Coordination with courts and local, state, and federal law enforcement agencies: The WRHA shall coordinate with courts and local, state, and federal law enforcement agencies to gain access to criminal records through the Extension Act. The Extension Act makes criminal conviction records available to the Authority for the purposes of screening, lease enforcement, and eviction. The Authority shall maintain a records management system to ensure that records received are maintained confidentially, not misused or improperly disseminated, and destroyed once action is taken.
- C. Criteria for acceptance of application for residence: The WRHA shall consider applications for resident on a case-by-case basis; denial of acceptance shall be based on the existence of concrete evidence of the seriousness, extent, and recentness of criminal activity. The following applicants shall be denied residence:
1. Applicants who have been evicted from Public Housing within the past five years due to drug-related criminal activity, unless the applicant can show evidence of rehabilitation;
 2. Persons illegally using controlled substances;
 3. Persons who have exhibited a pattern of illegal use of controlled substances;
 4. Any other criminal and/or drug related activity, which may interfere with the health, safety. Or right to peaceful enjoyment of the premises by other residents.
- D. Protect applicants' due process rights: The WRHA Admissions and Continued Occupancy Plan (ACOP) shall be made available upon request and posted in the central office where applications are received.
1. In accordance with the Authority's ACOP, applicants determined to be ineligible for admission shall be promptly notified of the basis for the decision.
- Per the Extension Act, should denial of occupancy be based on a criminal record, the Authority shall provide the applicant with a copy of the criminal record and the opportunity to dispute the accuracy and relevance of the record. The WRHA reserves the right to handle any criminal related arrest on a case by case basis
- E. Compliance with state and local laws: The WRHA is committed to protecting the rights of all applicants and residents. All policies and procedures, and revisions of policies and

procedures shall be reviewed for compliance with local and state landlord-resident law and any other applicable law by attorneys with experience in such law.

The above stated terms for termination of tenancy and household eviction shall be enforced through the following actions:

A. Lease: The WRHA Dwelling Lease stipulates that:

Residents, nor any household member or guest, or other person under their control, shall not engage in the prohibited drug related or other criminal activities; failure to abide by this lease term is grounds for eviction and any drug related or criminal activity in violation of the term shall be treated as a “serious violation of this terms of the lease.” WRHA reserves the right to handle any criminal related arrest on a case by case basis

Under the Extension Act, alcohol abuse which interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents, shall be grounds for eviction; WRHA reserves the right to handle any criminal related arrest on a case by case basis

1. The WRHA shall not tolerate violations of the lease terms regarding criminal activity; one such offense shall be grounds for eviction;
2. Criminal activity is cause for eviction even in the absence of conviction or arrest. WRHA reserves the right to handle any criminal related arrest on a case by case basis

The same lease shall be used for all residents of the Authority.

B. Briefing on Terms of the lease: All residents shall be briefed on the terms of the lease at the time of annual re-examination. New residents shall be briefed on the terms of the lease at the time of signing the initial lease.

C. Due Process Rights: The WRHA shall protect the resident’s due process rights to the greatest extent possible:

1. Eviction procedure shall be processed through the Georgia State court system and shall not be handled through normal administrative grievance procedure.
2. Residents shall be protected by state and local laws governing eviction procedure, barring preemption by federal law.

Nonresident Criminal Activity

The WRHA is committed to protecting against criminal activities committed by nonresidents and has adopted the following policy:

- A. The Authority shall post warnings in all WRHA public housing developments that violators shall be prosecuted to the fullest extent under the law.

In accordance with the lease, residents shall be held responsible for guests', nonresidents, and criminal behavior. Disruptive and/or criminal behavior of resident guests may be grounds for eviction of the entire household. The WRHA reserves the right to handle any criminal related arrest on a case by case basis

- B. In cases where the Authority and household settle an eviction case on the condition that the disruptive household member moves away from the Authority properties, the Authority/Resident agreement shall provide that:
 - C. The individual thereafter shall be a trespasser on the Authority properties; and,
 - D. The household shall be subject to eviction if the individual returns to the WRHA properties.

15.0 CONTINUED OCCUPANCY AND COMMUNITY SERVICE

15.1 GENERAL

In order to be eligible for continued occupancy, each adult family member must either (1) contribute eight hours per month of community service (not including political activities) in the City of Warner Robins, or (2) participate in an economic self-sufficiency program unless they are exempt from this requirement. All activities must be approved by the WRHA.

15.2 EXEMPTIONS

The following adult family members of resident families are exempt from this requirement:

- A. Age 62 years or older.
 - 1. a certificate of a general equivalence, in case of a recipient who has not completed secondary school or received such a certificate
 - 2. The provision of childcare services to an individual who is participating in a community service program or caretakers of a person with disability who has certified that based on the disability, he or she cannot comply the requirement.
- D. Individuals exempted from work activities by a state program funded under the

Social Security Act or by any other state welfare program.

- E. Individuals receiving assistance who have not been found to be in noncompliance with state or TANF requirements.

15.3 RESIDENT RESPONSIBILITIES

At lease execution or re-examination after the effective date of the adopted policy, all adult members (18 or older) of the Warner Robins and Houston County Housing Authorities must:

- Provide documentation that they qualify for an exemption, if they claim to be exempt from Community Service requirement; and
- Sign a certification that they have received and read the policy and understand that if they are not exempt, failure to comply with the Community Service requirement will result in non-renewal of their lease.

15.4 NOTIFICATION OF THE REQUIREMENT

Initial notice of the community service requirement will be provided to all applicants at the time of application. WRHA shall identify all adult family members who are apparently not exempt from the community service requirement.

WRHA shall notify all such family members of the community service requirement and of the categories of individuals who are exempt from the requirement. The notification will provide the opportunity for family members to claim and explain an exempt status. WRHA shall verify such claims.

The notification will advise families that their community service obligation will begin upon the effective date of their first annual re-examination on or after 10/1/99. For family's paying a flat rent, the obligation begins on the date their annual re-examination would have been effective had an annual re-examination taken place. It will also advise them that failure to comply with the community service requirement will result in ineligibility for continued occupancy at the time of any subsequent annual re-examination.

15.5 VOLUNTEER OPPORTUNITIES

Community service includes performing work or duties for the public benefit that serve to improve the quality of life and/or enhance resident self-sufficiency, and/or increase the self-responsibility of the resident within the community.

An economic self-sufficiency program is one that is designed to encourage, assist, train or facilitate the economic independence of participants and their families or to provide work for participants. These programs may include programs for job training, work placement, basic skills training, education, English proficiency, work fare, financial or household management, apprenticeship, and any program necessary to ready a participant to work (such as substance abuse or mental health treatment).

WRHA will coordinate with social service agencies, local schools, and the Residents Executive Council (REC) in identifying a list of volunteer community service positions.

15.6 ELIGIBLE COMMUNITY SERVICE ACTIVITIES

Eligible community service activities that can be performed include, but are not limited to:

- Work at a local public or non-profit institution, including but not limited to: school, Head Start, other before or after school programs, child care center, hospital, clinic, hospice, nursing home, recreation center, senior center, adult day care program, homeless shelter, feeding program, food bank (distributing either donated or commodity foods), or clothes closet (distributing donated clothing), etc.;
- Work with a non-profit organization that serves WRHA AND HCHA residents or their children, including but not limited to: Boy Scouts, Girl Scouts, Boys or Girls Club, 4-H Club, PAL, other children's recreation, mentoring, or education programs, Big Brothers or Big Sisters, Community clean-up programs, Beautification programs, etc.;
- Work with any program funded under the Older Americans Act, including but not limited to: Green Thumb, Service Corps of Retired Executives, Senior meals programs, Senior Center, Meals on Wheels, etc.;
- Work with any other public or non-profit youth or senior organizations;
- Work as an officer of a development or citywide resident organization;
- Work as a member of the Resident Advisory Committee;
- Work at the Authority to help improve physical conditions (for example as a floor, grounds or building captain);
- Work at the Authority to help with children's programs;
- Work at the Authority to help with senior programs;
- Helping neighborhood groups with special projects;
- Working through a resident organization to help other residents with problems, serving as an officer in a Resident Organization, serving on the Resident Advisory Board; and
- Caring for the children of other residents so they may volunteer.

15.7 ELIGIBLE SELF-SUFFICIENCY ACTIVITIES

Eligible self-sufficiency activities in which residents may engage include, but are not limited to:

- Job readiness programs;
- Job training programs;
- Skills training programs;
- Higher education (Junior college or college);
- GED classes;
- Apprenticeships (formal or informal);
- Substance abuse or mental health counseling;
 - English proficiency or literacy (reading) classes;
- English as a second language classes;
- Budgeting and credit counseling; and
- Carrying out any activity required by the Department of Public Assistance as part of welfare reform.

15.8 THE PROCESS

At the first annual re-examination on or after October 1, 1999, and each annual re-examination thereafter, WRHA will do the following:

- A. Provide a list of volunteer opportunities to the family members.
- B. Provide information about obtaining suitable volunteer positions.
- C. Provide a volunteer time sheet to the family member. Instructions for the time sheet require the individual to complete the form and have a supervisor date and sign for each period of work.
- D. Assign family members to a case manager who will assist the family members in identifying appropriate volunteer positions and in meeting their responsibilities. The case manager will track the family member's progress monthly and will meet with the family member as needed to best encourage compliance.
- E. Thirty (30) days before the family's next lease anniversary date, the Resident Services Coordinator and the manager will advise WRHA whether each applicable adult family member is in compliance with the community service requirement.

15.9 NOTIFICATION OF NON-COMPLIANCE WITH COMMUNITY SERVICE REQUIREMENT

WRHA will notify any family non-compliant of the following:

- A. The family member(s) has been determined to be in noncompliance;
- B. That the determination is subject to the grievance procedure; and
- C. That, unless the family member(s) enter into an agreement to comply and or family provides written assurance satisfactory to the WRHA/HCHA that the tenant or other noncompliant resident no longer resides in the unit, the lease will not be renewed or will be terminated;

15.10 OPPORTUNITY FOR CURE

WRHA will offer the family member(s) the opportunity to enter into an agreement prior to the anniversary of the lease. The agreement shall state that the family member(s) agrees to enter into an economic self-sufficiency program or agrees to contribute to community service for as many hours as needed to comply with the requirement over the past 12-month period. The cure shall occur over the 12-month period beginning with the date of the agreement and the resident shall at the same time stay current with that year's community service requirement. The first hours a resident earns goes toward the current commitment

until the current year's commitment is made.

The Property Manager will assist the family member in identifying volunteer opportunities and will track compliance on a monthly basis.

If any applicable family member does not accept the terms of the agreement, does not fulfill their obligation to participate in an economic self-sufficiency program, or falls behind in their obligation under the agreement to perform community service by more than three (3) hours after three (3) months, WRHA shall take action to terminate the lease.

15.11 GUESTS

1. Residents of any City of Warner Robins and Houston County Housing Authorities have the right to receive visitors and guests at their homes if they follow the policies established by the City of Warner Robins and Houston County Housing Authorities. The head of household is responsible for the conduct of their visitors and guests just as they are for the members of their own household. This includes guests' behavior inside the unit as well as anywhere on or near WRHA/HCHA premises. Thus, a guest's behavior could, if it violated the lease, cause serious problems for a resident, up to and including eviction.

The City of Warner Robins and Houston County Housing Authorities will consider unauthorized occupant(s) to be trespassers. The family in tenancy that allows an unauthorized occupant to reside in their unit is not in compliance with the lease and is subject to termination of tenancy. Some examples of unauthorized occupants include:

- A former resident of the WRHA/HCHA who has been evicted from the development;
 - Family members over age 17 or emancipated minors who moved from the dwelling unit to establish new households;
 - Persons that have joined the household without undergoing screening;
 - Persons that stay in the unit beyond the 14 (fourteen) day period; and
 - A person (often a relative) that came to the unit as an extended visitor because the resident needed support, for example, after a medical procedure but stayed on in the unit beyond the time needed by the resident.
2. City of Warner Robins and Houston County Authorities public housing residents cannot provide accommodations for boarders, lodgers or houseguests for more than two weeks, in a twelve month period.

16.0 RECERTIFICATIONS

At least annually, WRHA will conduct a re-examination of family income, background check and circumstances. The reexamination date will be determined by the community in which the family lives. The results of the re-examination determine (1) the rent the family will pay, and (2) whether the family is housed in the correct unit size. WRHA resident(s)

requesting to add a new member to the lease will be responsible for the payment of conducting the background check(s). The cost of the background check will be \$33.00.

16.1 GENERAL

WRHA will send a notification letter to the family letting them know that it is time for their annual re-examination, giving them the option of selecting either the flat rent or formula method, and scheduling an appointment to meet with the manager. The letter includes a list of information families need to bring in preparation for the interview. The letter includes instructions permitting the family to reschedule the interview if necessary. The letter tells families who may need to make alternate arrangements due to a disability that they may contact staff to request an accommodation of their needs. At the appointment, the family will make their decision regarding which rent method they will choose.

During the appointment, WRHA will determine whether family composition may require a transfer to a different bedroom size unit, and if so, the family's name will be placed on the transfer list.

Under 24 CFR Parts 5.903, 960 and 982, PHAs are authorized to obtain and use the criminal records to screen applicants for admission to public housing and HCV programs, and for lease enforcement or eviction of families residing in public housing or receiving HCV assistance. Under these rules for both the public housing and HCV Programs, there are certain policies that PHAs must adopt to screen out applicants that have been engaged in specific criminal conduct. PHAs are required to adopt the following admissions standards that prohibit admission to applicants or lease provisions that authorize a PHA to propose to evict a household for the following offenses: $\frac{3}{4}$ Persons currently engaged in illegal drug activity; $\frac{3}{4}$ Fugitive felons, parole violators and persons 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; $\frac{3}{4}$ Persons convicted for producing Methamphetamine on federal assisted housing property; $\frac{3}{4}$ Sex offenders who are required by law to maintain permanent/lifetime registration with a State program; $\frac{3}{4}$ Persons whom a PHA determines it has reasonable cause to believe the household member's illegal drug or alcohol abuse threatens the health, safety, or interferes with the peaceful enjoyment of the premises by other residents; and $\frac{3}{4}$ Persons evicted from federally assisted housing for drug-related criminal activity less than 3 years ago, unless the tenant successfully completes a rehabilitation program approved by a PHA or the circumstances for the eviction no longer exist.

16.2 MISSED APPOINTMENTS

If the family fails to respond to the letter and fails to attend the interview, a second letter will be mailed. The second letter will advise of a new time and date for the interview, allowing for the same considerations for rescheduling and accommodation as above. The letter will also advise that failure by the family to attend the second scheduled interview will result in WRHA taking eviction actions against the family.

16.3 FLAT RENTS

The annual letter to flat rent payers regarding the re-examination process will state the following:

- A. Each year at the time of the annual re-examination, the family has the option of selecting a flat rent amount in lieu of completing the re-examination process and having their rent based on the formula amount.
- B. The amount of the flat rent
- C. A fact sheet about formula rents that explains the types of income counted, the most common types of income excluded, and the categories allowances that can be deducted from income.
- D. Families who opt for the flat rent will be required to go through the income re-examination process every three years. However, the manager has the right to reexamine residents, who pay flat rents, when he/she deems necessary.
- E. Families who opt for the flat rent may request to have a re-examination and return to the formula-based method at any time for any of the following reasons:
 - 1. The family's income has decreased.
 - 2. The family's circumstances have changed increasing their expenses for childcare, medical care, etc.
 - 3. Other circumstances creating a hardship on the family such that the formula method would be more financially feasible for the family.
- F. The dates upon which WRHA expects to review the amount of the flat rent, the approximate rent increase the family could expect, and the approximate date upon which a future rent increase could become effective.
- G. The name and phone number of an individual to call to get additional information or counseling concerning flat rents.
- H. A certification for the family to sign accepting or declining the flat rent.

Each year prior to their anniversary date, City of Warner Robins and Houston County Authorities will send a re-examination letter to the family offering the choice between a flat rent and a formula rent. The opportunity to select the flat rent is available only at this time. At the appointment, WRHA may assist the family in identifying the rent method that would be most advantageous for the family. If the family wishes to select the flat rent method without meeting with WRHA representative, they may make the selection on the form and return the form to WRHA. In such case, WRHA will cancel the appointment.

16.4 THE FORMULA METHOD

During the interview, the family will provide all information regarding income, assets, expenses, and other information necessary to determine the family's share of rent. The family will sign the Authorization & Privacy Act form and other consent forms that later will be mailed to the sources that will verify the family circumstances.

Upon receipt of verification, WRHA will determine the family's annual income and will calculate their rent as follows.

The total tenant payment is equal to the highest of:

- A. 10% of monthly income;
- B. 30% of adjusted monthly income; or
- C. The welfare rent.

The family will pay the greater of the total tenant payment or the minimum rent of \$50, but never more than the ceiling rent.

16.5 EFFECTIVE DATE OF RENT CHANGES FOR ANNUAL RE-EXAMINATIONS

The new rent will generally be effective upon the anniversary date with thirty (30) days notice of any rent increase to the family.

If the rent determination is delayed due to a reason beyond the control of the family, then any rent increase will be effective the first of the month after the month in which the family receives a 30-day notice of the amount. If the new rent is a reduction and the delay is beyond the control of the family, the reduction will be effective as scheduled on the anniversary date.

If the family caused the delay, then any increase will be effective on the anniversary date. Any reduction will be effective the first of the month after the rent amount is determined.

16.6 INTERIM RE-EXAMINATIONS

During an interim re-examination, only the information affected by the changes being reported will be reviewed and verified.

Families will not be required to report any increase in income or decreases in allowable expenses between annual re-examinations.

Families are required to report the following changes to WRHA between regular re-examinations. If the family's rent is being determined under the formula method, these changes will trigger an interim re-examination. The family shall report these Changes within

ten (10) days of their occurrence.

- A. A member has been added to the family through birth or adoption or court-awarded custody.
- B. A household member is leaving or has left the family unit.
In order to add a household member other than through birth or adoption (including a live-in aide), the family must request that the new member be added to the lease. Before adding the new member to the lease, the individual must complete an application form stating their income, assets, and all other information required of an applicant. The individual must provide their Social Security number if they have one and must verify their citizenship/eligible immigrant status. (Their housing will not be delayed due to delays in verifying eligible immigrant status other than delays caused by the family.) The new family member will go through the screening process similar to the process for applicants. WRHA will determine the eligibility of the individual before adding them to the lease. If the individual is found to be ineligible or does not pass the screening criteria, they will be advised in writing and given the opportunity for an Informal Review. If they are found to be eligible and do pass the screening criteria, their name will be added to the lease. At the same time, if the family's rent is being determined under the formula method, the family's annual income will be recalculated taking into account the circumstances of the new family member. The effective date of the new rent will be in accordance with paragraph 16.8 below.

Families are not required to, but may at any time, request an interim re-examination based on a decrease in income, an increase in allowable expenses, or other changes in family circumstances. Upon such request, WRHA will take timely action to process the interim re-examination and recalculate the resident's rent.

16.7 SPECIAL RE-EXAMINATIONS/HARDSHIPS

If a family's income is too unstable to project for twelve (12) months, including families that temporarily have no income (0 renters) or have a temporary decrease in income, WRHA may schedule special re-examinations every thirty (30) days until the income stabilizes and an annual income can be determined.

16.8 EFFECTIVE DATE OF RENT CHANGES DUE TO INTERIM OR SPECIAL RE-EXAMINATIONS

Unless there is a delay in re-examination processing caused by the family, any rent increase will be effective the first of the second month after the month in which the family receives notice of the new rent amount. If the family causes a delay; then the rent increase will be effective on the date it would have been effective had the process not been delayed (even if this means a retroactive increase). Increases in income must be reported within ten (10) days of the change.

If the new rent is a reduction and any delay is beyond the control of the family, the

reduction will be effective the first of the month after the interim re-examination should have been completed.

If the new rent is a reduction and the family caused the delay or did not report the change in a timely manner, the change will be effective the first of the month after the rent amount is determined.

17.0 UNIT TRANSFERS

17.1 OBJECTIVES OF THE TRANSFER POLICY

The objectives of the Transfer Policy include the following:

- A. To address emergency situations.
- B. To address medical and health situations.
- C. To fully utilize available housing resources while avoiding overcrowding by insuring that each family occupies the appropriate size unit.
- D. To facilitate relocation when required for modernization or other management purposes.
- E. To facilitate relocation of families with inadequate housing accommodations.
- F. To provide an incentive for families to assist in meeting WRHA' de-concentration goal.
- G. To eliminate vacancy loss and other expense due to unnecessary transfers.

17.2 PRIORITIES OF TRANSFERS

Priority 1: Emergency transfers. These transfers are necessary when conditions pose an immediate threat to the life, health, or safety of a family or one of its members. Such situations may involve defects of the unit or the building in which it is located, a hate crime, the safety of witnesses to a crime, or a law enforcement matter particular to the neighborhood.

Priority 2: Immediate administrative transfers. These transfers are necessary in order to permit a family, needing accessible features to move to a unit with such features or to enable modernization work to proceed.

Priority 3: Regular administrative transfers. These transfers are made to offer incentives to families willing to help meet certain City of Warner Robins and Houston County Authorities occupancy goals, to correct occupancy standards where the unit size is inappropriate for the size and composition of the family, to allow for non-emergency but

medically advisable transfers, and other transfers approved by WRHA when a transfer is the only or best way of solving a serious problem.

Priority 4: Other administrative transfers. These transfers offer incentives to families through the site-based waiting list and the homeownership program.

17.3 DOCUMENTATION

When the transfer is at the request of the family, the family may be required to provide third party verification of the need for the transfer.

17.4 INCENTIVE AND SITE-BASED TRANSFERS

Transfer requests will be encouraged and approved for families who live in a development where their income category (below or above 30% of area median) predominates and wish to move to a development where their income category does not predominate.

Families living in multifamily developments have the opportunity to transfer to scattered-site housing. Families approved for such transfers will meet the following eligibility criteria:

- A. Have been a resident for three years;
- B. For a minimum of one year, at least one adult family member is enrolled in an economic self-sufficiency program or is working at least thirty-five (35) hours per week;
- C. The family is current in the payment of all charges owed WRHA and has not paid late rent for at least one year;
- D. The family passes a current housekeeping inspection and does not have any record of housekeeping problems during the last year;
- E. The family has not materially violated the lease over the past two years by disturbing the peaceful enjoyment of their neighbors, by engaging in criminal or drug-related activity, or by threatening the health or safety of residents or Housing Authority staff.

17.5 PROCESSING TRANSFERS

Transfers on the waiting list will be sorted by the above priorities and within each priority by date and time.

Transfers in Priorities 1 and 2 will be housed ahead of any other families, including those on the applicant waiting list. Transfers in Priority 1 will be housed ahead of transfers in Priority 2 and Priority 3.

Transfers in Priority 4 will be housed along with applicants for admission.

Upon offer and acceptance of a unit, the family will execute all lease documents and pay any rent and/or security deposit within two (2) days of being informed the unit is ready to rent. The family will be allowed three (3) days to complete a transfer. The family will be responsible for paying rent at the old unit as well as the new unit if the family fails to move in the three-day period. The prorated rent and other (including any additional security deposit owing) must be paid the first of the following month or as determined by the manager.

The following is the policy for the rejection of an offer to transfer:

- A. If the family rejects with good cause any unit offered, they will not lose their place on the transfer waiting list.
- B. If the transfer is being made at the request of WRHA and the family rejects two offers without good cause, WRHA will take action to terminate their tenancy. If the reason for the transfer is that the current unit is too small to meet WRHA' optimum occupancy standards, the family may request in writing to stay in the unit without being transferred so long as their occupancy will not exceed two people per living/sleeping room.
- C. If the transfer is being made at the family's request and the rejected offer provides de-concentration incentives, the family will maintain their place on the transfer list and will not otherwise be penalized.
- D. If the transfer is being made at the family's request, the family may, without good cause and without penalty, turn down one offer that does not include de-concentration incentives. After turning down a second such offer without good cause, the family's name will be removed from the transfer list.

17.6 COST OF THE FAMILY'S MOVE

The cost of the transfer generally will be borne by the family in the following circumstances:

- A. When the transfer is made at the request of the family or by others on behalf of the family (i.e. by the police);
- B. When the transfer is needed to move the family to an appropriately sized unit, either larger or smaller;
- C. When the transfer is necessitated because a family with disabilities needs the accessible unit into which the transferring family moved (the family without disabilities signed a statement to this effect prior to accepting the accessible unit); or
- D. When the transfer is needed because action or inaction by the family caused the unit to be unsafe or uninhabitable.

The cost of the transfer will be borne by WRHA in the following circumstances:

- A. When the transfer is needed in order to carry out rehabilitation activities; or
- B. When action or inaction by WRHA has caused the unit to be unsafe or inhabitable.

The responsibility for moving costs in other circumstances will be determined on a case-by-case basis.

17.7 RESIDENTS IN GOOD STANDING

When the transfer is at the request of the family, it will not be approved unless the family is in good standing with WRHA. This means the family must be in compliance with their lease, current in all payments to the Housing Authority, and must pass a housekeeping inspection.

17.8 TRANSFER REQUESTS

A resident may request a transfer at any time by completing a transfer request form. In considering the request, WRHA may request a meeting with the resident to better understand the need for transfer and to explore possible alternatives. WRHA will review the request in a timely manner and if a meeting is desired, it shall contact the resident within ten (10) business days of receipt of the request to schedule a meeting.

WRHA will grant or deny the transfer request in writing within ten (10) business days of receiving the request or holding the meeting, whichever is later.

If the transfer is approved, the family's name will be added to the transfer waiting list.

If the transfer is denied, the denial letter will advise the family of their right to utilize the grievance procedure.

17.9 RIGHT OF WRHA IN TRANSFER POLICY

The provisions listed above are to be used as a guide to ensure fair and impartial means of assigning units for transfers. It is not intended that this policy will create a property right or any other type of right for a resident to transfer or refuse to transfer.

17.10 OVER HOUSED/UNDER HOUSED TRANSFER

WRHA will maintain a separate transfer list of families that are over housed or under housed. These families will be transferred as the appropriate unit size becomes available.

18.0 INSPECTIONS

An authorized representative of WRHA and the head of household will inspect the premises prior to commencement of occupancy. A written statement of the condition of the premises will be made, all equipment will be provided, and the statement will be signed by both parties with a copy retained in WRHA file and a copy given to the head of household. An authorized City of Warner Robins and Houston County Authorities representative will inspect the premises at the time the resident vacates and will furnish a statement of any charges to be made provided the resident turns in the proper notice under State law. The resident's security deposit can be used to offset against any damages to WRHA unit.

18.1 MOVE-IN INSPECTIONS

WRHA and the head of household will inspect the unit prior to signing the lease. Both parties will sign a written statement of the condition of the unit. A copy of the signed inspection will be given to the family and the original will be placed in the resident file.

18.2 ANNUAL INSPECTIONS

WRHA will inspect each public housing unit at a minimum of twice a year to ensure that each unit meets WRHA' housing standards. Work orders will be submitted and completed to correct any deficiencies.

18.3 PREVENTATIVE MAINTENANCE INSPECTIONS

This is generally conducted along with the annual inspection. This inspection is intended to keep items in good repair. It checks weatherization; checks the condition of the smoke detectors, water heaters, furnaces, automatic thermostats and water temperatures; checks for leaks; and provides an opportunity to change furnace filters and provide other minor servicing that extends the life of the unit and its equipment.

WRHA will also perform routine pest control treatments this will also include treatment for bedbugs.

18.4 SPECIAL INSPECTIONS

A special inspection may be scheduled to enable HUD or others to inspect a sample of the housing stock maintained by WRHA.

18.5 HOUSEKEEPING INSPECTIONS

Generally, at the time of the Housing Quality and Standard Inspection (HQS), or at other times as necessary, WRHA will conduct a housekeeping inspection to ensure the family is maintaining the unit in a safe and sanitary condition. To prevent the spread of Covid-19, tenant must inform WRHA of any illnesses before inspections. During inspection social distancing procedures will be followed, tenant must remain 6ft away.

18.6 NOTICE OF INSPECTION

For inspections defined as annual inspections, preventative maintenance inspections, special inspections, Housing Quality and Standard Inspections and housekeeping inspections, WRHA will give the resident at least two (2) days written notice.

18.7 EMERGENCY INSPECTIONS

If any employee and/or agent of WRHA has reason to believe that an emergency exists within the housing unit, the unit can be entered without notice. The person(s) that enters the unit will leave a written notice to the resident that indicates the date and time the unit was entered and the reason why it was necessary to enter the unit.

18.8 PRE-MOVE-OUT INSPECTIONS

When a resident gives notice that they intend to move, WRHA will schedule a pre-move-out inspection upon request by the family. The inspection allows WRHA to help the family identify any problems, which if left uncorrected, could lead to vacate charges. This inspection is a courtesy to the family and has been found to be helpful both in reducing costs to the family and in enabling WRHA to ready units more quickly for the future occupants.

18.9 MOVE-OUT INSPECTIONS

WRHA conducts the move-out inspection after the resident vacates to assess the condition of the unit and determine responsibility for any needed repairs. When possible, the resident is notified of the inspection and is encouraged to be present. This inspection becomes the basis for any claims that may be assessed against the security deposit.

19.0 RESIDENT PARKING POLICY

The purpose of this policy is to ensure that only Resident owned vehicles, in good repair, and with current licenses and sticker are parked on Authority property. This policy sets forth the conditions and guidelines under which a Resident may legally park a vehicle on Authority property.

- A. The vehicle must be registered in the head of household name or an individual currently on the lease;
- B. All vehicles must display a current parking permit. They are issued by your Property Manager;
- C. Visitors must have a visitor pass to park; each Resident is issued one visitor pass;
- D. Residents will be issued up to two Resident parking permits;
- E. No parking is allowed on the grass for any reason;

- F. No repairs may be attempted on any WRHA property;
- G. Residents will be assigned parking spots as needed, based on the property design;
- H. All vehicles illegally parked, have flat tires, broken windows, expired tags, expired stickers and not operational will be immediately towed at the owners expense. Once the tow company is called the bill for service will be billed to the Resident, even if they or their guest move the vehicle.

19.1 PET POLICY

19.2 PURPOSE

In compliance with Section 227 of Title II of the Housing and Urban-Rural Recovery Act of 1983, and with 24 CFR Parts 5, 243, 842, and 942, Final Rule, WRHA will permit residents of housing projects built exclusively for occupancy by the elderly and persons with disabilities, to own and keep common household pets in their apartment. This policy sets forth the conditions and guidelines under which pets will be permitted. This policy is to be adhered to at all times.

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

Common Household Pets are defined as follows:

Birds: Including canary, parakeet, finch and other species that are normally kept caged; birds of prey are not permitted.

Fish: Tanks or aquariums are not to exceed 20 gallons in capacity. Poisonous or dangerous fish are not permitted. Only one (1) tank or aquarium is permitted per apartment.

Dogs: Not to exceed thirty (30) pounds at time of maturity. All dogs must be neutered or spayed. No Pit Bulls, Doberman Pinchers, German Shepherds, Chows or vicious dogs of any breed are allowed.

Cats: All Cats must be neutered or spayed and de-clawed.

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

19.3 REGISTRATION

Every pet must be registered with the WRHA's management prior to moving the pet into the unit and updated annually thereafter. Registration requires the following:

- A. A certificate signed by a licensed veterinarian, or a state or local authority empowered to inoculate animals (or designate agent of such authority), stating that the animal has received all inoculations required by the state and local law, if applicable (dogs, cats).

- B. Proof of current license, if applicable (dogs, cats)
- C. Identification tag bearing the owner's name, address, and phone number (dogs, cats)
- D. Proof of neutering/spaying and/or de-clawing, if applicable (dogs, cats)
- E. Photograph (no smaller than 3 x 5) of pet or aquarium.
- F. The name, address, and phone number of a responsible party that will care for the pet
 - a. if the owner becomes temporarily incapacitated.
- G. Fish – size of tank or aquarium must be registered.

19.4 LICENSES AND TAGS

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

19.5 DENSITY OF PETS

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

19.6 VISITORS AND GUESTS

No visitor or guest will be allowed to bring pets on the premises at anytime. Residents will not be allowed to pet sit.

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

19.7 PET RESTRAINTS

- A. All dogs must be on a leash when not in the owner's apartment. The leash must be no longer than three (3) feet.
- B. Cats must be in a caged container or on a leash when taken out of the owner's apartment.
- C. Birds must be in a cage when inside of the resident's apartment or entering or leaving the building.

19.8 LIABILITY

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

19.9 SANITARY STANDARDS AND WASTE DISPOSAL

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

19.10 GENERAL RULES

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

- A. No pet shall be tied up anywhere on Authority property and left unattended for any amount of time.
- B. Pet owners will be required to make arrangements for their pets in the event of vacation or hospitalization.
- C. Dog houses are not allowed on Authority property.
- D. Pet owners are required to have in their possession a pooper scooper and a plastic bag each time they walk their cat or dog to dispose of pet waste.

19.11 *PET RULE VIOLATION AND PET REMOVAL*

- A. If it is determined on the basis of objective facts, supported by written statement, that a pet owner has violated a rule governing the pet policy, the WRHA shall serve a notice of

- pet rule violation on the pet owner. Serious or repeated violations may result in pet removal or termination of the pet owner's tenancy, or both.
- B. If a pet poses a nuisance such as excessive noise, barking, or whining which disrupts the peace of other residents, owner will remove the pet from premises upon request of WRHA management within forty-eight (48) hours. Nuisance complaints regarding pets are subject to immediate inspections.
 - C. If a pet owner becomes unable, either through hospitalization or illness, to care for the pet and the person so designated to care for the pet in the pet owner's absence refuses or is unable physically to care for the pet, the WRHA can officially remove the pet. The Authority accepts no responsibility for pets that are removed.

19.12 RULE ENFORCEMENT

Violation of these pet rules will prompt a written notice of violation. The pet owner will have seven (7) days to correct the violation or request an informal hearing at which time the Authority's Grievance Procedure will be followed.

19.13 GRIEVANCE

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

19.14 DAMAGE DEPOSIT

A "Pet Damage Deposit" will be required for dogs and cats only; however, all pet owners must comply with registration rules for all other pets. The "Pet Damage Deposit" must be paid in advance and is to be used to pay reasonable expenses directly attributable to the presence of the pet in the project including (but not limited to) the cost of repairs and replacement to, and fumigation of, the resident's dwelling unit. The amount of the "Pet Damage Deposit" will be \$300.00.

19.15 EXCEPTIONS

This policy does not apply to animals that are used to assist persons with disabilities. This exclusion applies to animals that reside in the development, as well as animals used to assist persons with disabilities that visit the development. Pets used for the purpose of aiding residents with disabilities must have appropriate certification.

19.16 NO RESIDENT SHALL HOUSE A PET WITHOUT PROPER APPROVAL FROM WRHA

Approved September 27, 2006

21.0 REPAYMENT AGREEMENT

When a resident owes the City of Warner Robins and Houston County Authorities back charges (to include those under a hardship situation) and is unable to pay the balance by the due date, the resident may request that the City of Warner Robins and Houston County Authorities allow them to enter into a Repayment Agreement. The City of Warner Robins and Houston County Authorities has the sole discretion of whether to accept such an agreement. All Repayment Agreements must assure that the full payment is made within a period not to exceed twelve (12) months unless approved by the manager. All Repayment Agreements must be in writing and signed by both parties. Failure to comply with the Repayment Agreement terms may subject the Resident to eviction procedures.

22.0 TERMINATION

22.1 TERMINATION BY RESIDENT

The resident may terminate the lease at any time upon submitting a 30-day written notice. If the resident vacates prior to the end of the thirty (30) days, they will be responsible for rent through the end of the notice period or until the unit is re-rented, whichever occurs first.

22.2 TERMINATION BY THE HOUSING AUTHORITY

WRHA after 10/1/2000 will not renew the lease of any family that is not in compliance with the community service requirement or an approved Agreement to Cure. If they do not voluntarily leave the property, eviction proceedings will begin.

WRHA will terminate the lease for serious or repeated violations of material lease terms. Such violations include but are not limited to the following:

- A. Nonpayment of rent or other charges;
- B. A history of late rental payments;
- C. Failure to provide timely and accurate information regarding family composition, income circumstances, or other information related to eligibility or rent;
- D. Failure to allow inspection of the unit;
- E. Failure to maintain the unit in a safe and sanitary manner;
- F. Assignment or subletting of the premises;
- G. Use of the premises for purposes other than as a dwelling unit (other than for housing authority approved resident businesses);
- H. Destruction of property;
- I. Acts of destruction, defacement, or removal of any part of the premises or failure to cause guests to refrain from such acts;

- J. Any criminal activity or drug-related criminal activity on or off the premises (even in the absence of conviction or arrest). WRHA has a “one-strike” or “zero tolerance” policy with respect to violations in this area.
- K. Non-compliance with Non-Citizen Rule requirements;
- L. Permitting persons not on the lease to reside in the unit more than fourteen (14) days each year without the prior written approval of the Housing Authority; and
- M. WRHA will take immediate action to evict any household that includes an individual who is subject to a lifetime registration requirement under a State sex offender registration program.
- N. Other good cause.
- O. Failing to clean up behind your dog or cat.
- P. Possession of an alcoholic beverage container on WRHA Property outside the unit by the resident, member of the household or guest.
- Q. Loud music or other noises that are not in compliance with WRHA and the City of Warner Robins Noise Ordinance Code: Section 13-67 and Section 13-68. This includes Horns, Musical instruments before 7 am and after 10 p.m., Voices such as yelling shouting, whistling or singing between the hours of 12:00 midnight and 7:00 a.m., or any time or place as to annoy or disturb the quiet, comfort or repose of persons in any type of residence, or any persons in the vicinity, Noisy vehicles in any manner as to create loud and unnecessary noise to include loud speakers, amplifiers, and Loudspeakers on public property or any other device increasing volume or sound upon the streets, sidewalks, or parks.
- R. Residents may not have possession of water slides, swimming pools, trampolines, **bouncy houses** gas powered go carts, four wheelers, gas-operated grills or fryers in any of the communities.
- S. Resident’s may not wash their vehicles on the premises of the WRHA property (with the exception of Mary B. Terry and Kathleen Bynum Homes).
- T. Residents or guest of residents may not have possession of toys that may cause harm to resident and/or resident guest or damage to WRHA property and/or resident property such as gun(s), bb gun, rifle, air rifle pellet gun and/or paint ball gun (s).

22.3 ABANDONMENT

WRHA will consider a unit to be abandoned when a resident has both fallen behind in rent **AND** utilities are no longer on.

When a unit has been abandoned, a City of Warner Robins and Houston County Authorities representative may enter the unit and remove any abandoned property. If the value of the removed property is less than \$500, it will be disposed of. If the value of the removed property is greater than \$500, then WRHA will file for a "Declaration of Abandonment" with the local magistrate. If the magistrate concurs, the removed property will be disposed of.

In all cases, the manager has the right to sell the property.

Any money raised by the sale of the property goes to cover money owed by the family to WRHA such as back rent and the cost of storing and selling the goods. If there is any money left over (i.e., security deposit) and the family's forwarding address is known WRHA will mail it to the family. If the family's address is not known, WRHA will keep it for the resident for no more than 5 years. If it is not claimed within that time, WRHA will submit the funds to The City of Warner Robins Department of Revenue.

Within thirty (30) days of learning of abandonment WRHA will either return the deposit or provide a statement of why the deposit is being kept.

22.4 RETURN OF SECURITY DEPOSIT

After a family moves out, WRHA will return the security deposit within **thirty (30) days** or give the family a written statement of why all or part of the security deposit is being kept. The rental unit must be restored to the same conditions as when the family moved in, except for normal wear and tear. Deposits will not be used to cover normal wear and tear or damage that existed when the family moved in.

Upon moving out of the unit, tenants are responsible for having TV satellites removed or will be charged a trash out fee of \$175.

WRHA will pay interest on security deposits.

WRHA will be considered in compliance with the above if the required payment, statement, or both, are deposited in the U.S. mail with first class postage paid within **thirty (30) days**.

22.5 BALANCES OWED TO WRHA

If a resident leaves with a balance owed WRHA and it is not paid by November of the calendar year, the Advance Bureau of Collections will be notified.

22.6 SMOKE FREE POLICY

Tenant and all members of Tenant's family or household are parties to a written lease with Landlord. This lease addendum states the following additional terms, conditions and rules which are hereby incorporated into the lease. A breach of this lease addendum shall give each party all the rights contained herein, as well as the rights in the Lease.

1. Purpose of No-Smoking Policy. The parties desire to mitigate (i) the irritation and known health effects of secondhand smoke; (ii) the increased maintenance, cleaning, and redecorating costs from smoking; and (iii) the increased risk of fire from smoking.

2. Definitions:

“Smoking” means inhaling, exhaling, burning, or carrying any lighted or heated cigar, cigarette, or pipe, or any other lighted or heated tobacco or plant product intended for inhalation, including hookahs and marijuana, whether natural or synthetic, in any manner or in any form. “Smoking” also includes the use of an electronic smoking device which creates an aerosol or vapor, in any manner or in any form.

“Electronic Smoking Device” means any product containing or delivering nicotine or any other substance intended for human consumption that can be used by a person in any manner for the purposes of inhaling vapor or aerosol from the product. The term includes any such device, whether manufactured, distributed, marketed, or sold as an e-cigarette, e-cigar, e-pipe, e-hookah, or vape pen, or under any other product name or descriptor.

3. No-Smoking Complex. Tenant agrees and acknowledges that the premises to be occupied by Tenant and members of Tenant's household have been designated as a no-smoking living environment. Tenant and members of Tenant's household shall not smoke anywhere in the unit rented by Tenant, or the building where the Tenant's dwelling is located or in any of the common areas or adjoining grounds of such building or other parts of the rental community, nor shall Tenant permit any guests or visitors under the control of Tenant to do so.

4. Tenant to Promote No-Smoking Policy and to Alert Landlord of Violations. Tenant shall inform Tenant's guests of the no-smoking policy. Further, Tenant shall promptly give Warner Robins Housing Authority a written statement of any incident where tobacco smoke is migrating into the Tenant's unit from sources outside the Tenant's apartment unit.

5. Warner Robins/Houston County Authority to Promote No-Smoking Policy. Warner Robins/Houston County Housing Authority shall post no-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places on the grounds of the apartment complex.

6. Other Tenants are Third-Party Beneficiaries of Tenant's Agreement. Tenant agrees that the other Tenants at the complex are the third-party beneficiaries of Tenant's no-smoking lease addendum with Warner Robins/Houston County Housing Authority. A Tenant may bring legal action against another Tenant related to the no-smoking lease addendum, but a Tenant does not have the right to evict another Tenant. Any legal action between Tenants related to this no-smoking lease addendum shall not create a presumption that the Warner Robins/Houston County Housing Authority breached this no-smoking lease addendum.

7. Effect of Breach and Right to Terminate Lease. A breach of this lease addendum shall give each party all the rights contained herein, as well as the rights in the Lease. A material breach of this lease addendum shall be considered a material breach of the lease and grounds for enforcement actions, including eviction, by the Warner Robins/Houston County Housing Authority.

8. Disclaimer by Landlord. Tenant acknowledges that Landlord's adoption of a no-smoking policy and the efforts to designate the rental complex as no-smoking do not in any way change the standard of care that the Landlord or managing agent would have to a Tenant household to render buildings and premises designated as no-smoking any safer, more habitable, or improved in terms of air quality standards than any other rental premises. Landlord specifically disclaims any implied or express warranties that the building, common areas, or Tenant's premises will have any higher or improved air quality standards than any other rental property. Landlord cannot and does not warranty or promise that the rental premises or common areas will be free from secondhand smoke. Tenant acknowledges that Landlord's ability to police, monitor, or enforce the agreements of this lease addendum is dependent in significant part on voluntary compliance by Tenant and Tenant's guests. Landlord shall take reasonable steps to enforce the no-smoking policy. Landlord is not required to take steps in response to smoking unless Landlord knows of said smoking or has been given written notice of said smoking. Tenants with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Landlord does not assume any higher duty of care to enforce this lease addendum than any other landlord obligation under the Lease.

9. Effect on Current Tenants. Tenant acknowledges that current tenants residing in the complex under a prior lease will not be immediately subject to the no-smoking Policy. As current tenants move out, or enter into new leases, the no-smoking policy will become effective for their unit or under the new lease.

23.0 GRIEVANCES AND EXCEPTIONS

23.1 GRIEVANCES

All decisions can be appealed by following WRHA's standard grievance procedures, which can be found in WRHA's Annual Plan. A copy of this Annual Plan is available in all WRHA management offices.

23.2 EXCEPTIONS

Only WRHA's Executive Director can make exceptions to the admission's policy/procedure. His/her judgment will be based upon relative evidence, produced by the applicant, that adherence to a certain policy or procedure would result in an emergency or hardship either to the applicant and/or a member of the family. Such exceptions shall not be related to race, color or national origin. The applicant file will be documented accordingly.

24.0 RESIDENT OWNED BUSINESS

The Warner Robins Housing Authority has established the following policy to allow Residents the opportunity to operate a business as a home occupation from their apartment.

1. The Resident must submit in writing a request to operate a business as a home occupation from their residence.
2. The request must be turned into the Property Manager for the community in which the Resident lives. The request must include the type of business and goods or services offered.
3. To be considered for operating a business/home occupation, each member of the household must be in compliance with the lease, the ACOP and all posted rules & regulations.
4. Residents requesting to operate a business/home occupation must follow the City of Warner Robins Procedures for Obtaining a Home Occupation License.
5. The business/home occupation must be operated by family members on the lease only.
6. The business/home occupation must not generate traffic, noise, parking problems, glare or other conditions that will disturb the peaceful tranquility of the community.
7. There must not be any posted signs or other advertisements in conjunction with the business/home occupation operation.
8. The resident may not make any structural alterations to the residence or alter the appearance of the residence.
9. The business/home occupation must be restricted to an area that is 25% or less of the apartment.
10. Large oversized trucks are not permitted to deliver supplies to the residence.
11. WRHA reserves the right to revoke the use of their apartments for business/home occupations purposes with or without cause.
12. Potential business operators/ home occupations must get a business license from the appropriate locality, the City of Warner Robins or Houston County. Granting of a business license by the appropriate locality does not guarantee WRHA will allow a particular business/ home occupation the right to operate a business on WRHA property.

25.0 COMMUNITY CENTER RENTAL

- 25.1 Residents, Citizens, and Staff will have the opportunity to rent any one of the WRHA community centers.
- 25.2 The fee to rent the facility will be \$150.00. \$100 will be refundable after the usage of the center is returned in clean and decent order.

26.0 APENDIX POLICY CHANGES IN EFFECT DURING COVID-19 PANDEMIC

A. Summary

In response to current and ongoing threats to public safety caused by the novel Coronavirus (COVID-19), the Perry Housing Authority (PHA) has taken several measures to protect the health and safety of residents pursuant to local, state and national recommendations. On March 13, 2020, the City of Perry and Houston County issued the first in a series of Emergency Public Health Declarations, and PHA implemented modified operations to ensure the well-being of all clients and staff. Additionally, the Coronavirus Aid, Relief and Economic Security (CARES) Act (Public Law 116-136) was signed into law on March 27, 2020 and included special provisions for federally-assisted housing programs. On April 10, 2020 the U.S. Department of Housing and Urban Development (HUD) issued a compilation of waivers under the authority of the CARES Act that allow Public Housing Agencies (PHAs) to make policy changes detailing their modified operations, which are outlined in this appendix.

B. U.S. Department of Housing and Urban Development (HUD) Waivers

The following waivers provided in PIH Notice 2020-05 will be utilized by PHA to amend relevant policy sections, as noted in this appendix or in either the Administrative Plan (Admin. Plan) or Admissions and Continued Occupancy Policy (ACOP).

- Family Income and Composition: Delayed Annual Examinations
- Family Income and Composition: Annual Examination - Income Verification Requirements
- Family Income and Composition: Interim Examinations
- Enterprise Income Verification (EIV) Monitoring
- ACOP: Adoption of Tenant Selection Policies
- Community Service Requirement (CSR)
- Review and Revision of Utility Allowances
- Tenant Notifications for Changes to Project Rules and Regulation

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POLICY CHANGES IN EFFECT DURING COVID-19 PANDEMIC

C. CARES Act Provisions

Under the federal CARES Act, PHA is prohibited from issuing late fees and notices to vacate for nonpayment of rent between March 27, 2020 and July 24, 2020. During that time frame and in accordance with these provisions, PHA's Public Housing program will not charge late fees or initiate evictions proceedings due to nonpayment of rent during that time, and landlords under PHA's voucher programs are prohibited from charging late fees or initiating eviction proceedings due to nonpayment of rent.

D. PHA Policy Amendments

The following policies amend the current policies and procedures under both the Administrative Plan and the ACOP. Unless otherwise stated in the applicable waiver, these policies remain in effect until the expiration of the COVID-19 emergency declaration.

1. Requirements for Acceptable Documents

- a. PHA may accept scans or pictures of documents used for verification.
 - i. Images of documents must be legible and unaltered.
 - ii. PHA may re-verify at any time by requiring submission of the original document.

3. HUD's Verification Hierarchy

- a. PHA may skip steps (iii)-(v) of HUD's Verification Hierarchy: Written Third-Party Verification, Written Third-party Verification Form and Oral Third-party Verification. PHA will still require Self-Certification. Tenant-provided documents will be accepted but not required.

3. Alimony or Child Support

- a. PHA will waive requirements for the family to provide evidence that it has taken all reasonable efforts to collect amounts due.
 - i. If a change of income is reported due to loss of child support, PHA will process the change to be effective the first of the following month. PHA may re-verify the change at any time.

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POLICY CHANGES IN EFFECT DURING COVID-19 PANDEMIC

4. Zero Income Declaration

3. When verifying zero income status, PHA may waive requirements for the family to complete a Family Expense Summary or submit supporting documentation.

5. Income Exclusions

4. When calculating income during annual reexamination or interim reexamination, PHA will not consider any financial assistance received through The Coronavirus Aid, Relief, and Economic Security (CARES) Act as federally excluded disaster assistance.

6.Repayment Policy

- a. PHA may suspend Repayment Agreements or alter repayment time periods, eligibility criteria or down payment requirements.

7. Fees Charged for Non-Sufficient Funds

- a. PHA may suspend or alter late fees or Non-Sufficient Funds (NSF) fees.

8.Informal Reviews and Hearings

- a. PHA may conduct informal reviews and hearings by alternative means, such as video conferencing/call platform.
- b. PHA may delay issuance of the hearing decision.

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POLICY CHANGES IN EFFECT DURING COVID-19 PANDEMIC

1. Changes in Rent

- a. PHA may delay processing of requested rental change

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POLICY CHANGES IN EFFECT DURING COVID-19 PANDEMIC

E. ACOP Policy Amendments

The following policies amend the current policies and procedures for the Public Housing Program under SAHA's ACOP. Unless otherwise stated in the applicable waiver, these policies remain in effect until the expiration of the COVID-19 emergency declaration.

1. Lease Execution

- a. Any signatures required on the lease, and not obtained, at the time of occupancy may be obtained within a reasonable time frame, as stated in the written agreement, after the family has taken occupancy of the unit or after the expiration of the emergency declaration.

2. Payments Under the Lease

- a. Without altering the lease agreement, PHA may extend time periods for issuing a 14-day Notice to Vacate in accordance with federal regulations.
- b. Without altering the lease agreement, PHA may suspend or alter charges for maintenance or damages, or extend time periods for repayment in accordance with federal regulations.

3. Re-examinations

- a. PHA may alter or extend time periods for completing the reexamination interview or the reexamination process.
- b. PHA may only process decreases in earned and unearned income.

4. Re-examination at Transfer

- a. PHA may waive requirements to perform a new annual reexamination at the time of move-in for transfers.
 - i. PHA may perform the reexamination according to the resident's previous anniversary date and may sign a new lease at the time of the next reexamination.

5. Changes in Income and Zero-Income Procedures

- a. PHA may alter or extend the time period for reporting and/or processing increases in earned and unearned income.

b. For families with a Total Tenant Payment (TTP) of \$50 or less, PHA will only conduct an interim reexamination after six (6) months from the expiration of the emergency declaration.

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- i. Families reporting a change of income that brings their TTP to \$50 or less during the time of the emergency declaration will be subject to reexamination of income no sooner than six (6) months from the expiration of the emergency declaration.

6. Community Service and Self-Sufficiency

a. PHA may alter or waive annual community service requirements in accordance with federal regulations.

26.0

GLOSSARY

50058 Form: The HUD form that Housing Authorities are required to complete for each assisted household in public housing to record information used in the certification and re-certification process and, at the option of the housing authority, for interim re-examinations.

1937 Housing Act: The United States Housing Act of 1937 (42 U.S.C. 1437 et seq.) (24 CFR 5.100)

Adjusted Annual Income: The amount of household income, after deductions for specified allowances on which resident's rent is based. (24 CFR 5.611)

Adult: A household member who is 18 years or older or who is the head of the household, or spouse, or co-head.

Allowances: Amounts deducted from the household's annual income in determining adjusted annual income (the income amount used in the rent calculation). Allowances are given for elderly families, dependents, medical expenses for elderly families, disability expenses, and child care expenses for children under 13 years of age. Other allowance can be given at the discretion of the housing authority.

Annual Contributions Contract (ACC): The written contract between HUD and a housing authority under which HUD agrees to provide funding for a program under the 1937 Act, and the housing authority agrees to comply with HUD requirements for the program. (24 CFR 5.403)

Annual Income: All amounts, monetary or not, that:

- A. Go to (or on behalf of) the family head or spouse (even if temporarily absent) or to any other family member; or

- B. Are anticipated to be received from a source outside the family during the 12-month period following admission or annual re-examination effective date; and
- C. Are not specifically excluded from annual income.

Annual Income also includes amounts derived (during the 12-month period) from assets to which any member of the family has access. (1937 Housing Act; 24 CFR 5.609)

Applicant (applicant family): A person or family that has applied for admission to a program but is not yet a participant in the program. (24 CFR 5.403)

As-Paid States: States where the welfare agency adjusts the shelter and utility component of the welfare grant in accordance with actual housing costs. Currently, the four as-paid States are New Hampshire, New York, Oregon, and Vermont.

Assets: The value of equity in savings, checking, IRA and Keogh accounts, real property, stocks, bonds, and other forms of capital investment. The value of necessary items of personal property such as furniture and automobiles are not counted as assets. (Also see "net family assets.")

Asset Income: Income received from assets held by family members. If assets total more than \$5,000, income from the assets is "imputed" and the greater of actual asset income and imputed asset income is counted in annual income. (See "imputed asset income" below.)

Ceiling Rent: Maximum rent allowed for some units in public housing projects.

Certification: The examination of a household's income, expenses, and family composition to determine the family's eligibility for program participation and to calculate the family's share of rent.

Child: For purposes of citizenship regulations, a member of the family other than the family head or spouse who is under 18 years of age. (24 CFR 5.504(b))

Child Care Expenses: Amounts anticipated to be paid by the family for the care of children under 13 years of age during the period for which annual income is computed, but only where such care is necessary to enable a family member to actively seek employment, be gainfully employed, or to further his or her education and only to the extent such amounts are not reimbursed. The amount deducted shall reflect reasonable Charges for childcare. In the case of childcare necessary to permit employment, the amount deducted shall not exceed the amount of employment income that is included in annual income. (24 CFR 5.603(d))

Citizen: A citizen or national of the United States. (24 CFR 5.504(b))

Consent Form: Any consent form approved by HUD to be signed by assistance applicants and participants for the purpose of obtaining income information from employers and SWICAs, return information from the Social Security Administration, and return information for unearned income from the Internal Revenue Service. The consent forms may authorize the collection of other

information from assistance applicants or participant to determine eligibility or level of benefits. (24 CFR 5.214)

Decent, Safe, and Sanitary: Housing is decent, safe, and sanitary if it satisfies the applicable housing quality standards.

Department: The Department of Housing and Urban Development. (HUD) (24 CFR 5.100)

Dependent: A member of the family (except foster children and foster adults), other than the family head or spouse, who is under 18 years of age or is a person with a disability or is a full-time student. (24 CFR 5.603(d)). Children who are subject to a joint custody agreement but live with one parent at least 51% of the time will be considered members of the household. "51% of the time" is defined as 183 days of the year and do not have to run consecutively. When both parents are on the Waiting List and both are trying to claim the child, the parent whose address is listed in the school records will be allowed to claim the school-age child as a dependent.

Dependent Allowance: An amount, equal to \$480 multiplied by the number of dependents, that is deducted from the household's annual income in determining adjusted annual income.

Disability Assistance Expenses: Reasonable expenses that are anticipated, during the period for which annual income is computed, for attendant care and auxiliary apparatus for a disabled family member and that are necessary to enable a family member (including the disabled member) to be employed, provided that the expenses are neither paid to a member of the family nor reimbursed by an outside source. (24 CFR 5.603(d))

Disability Assistance Expense Allowance: In determining adjusted annual income, the amount of disability assistance expenses deducted from annual income for families with a disabled household member.

Disabled Family: A family whose head, spouse, or sole member is a person with disabilities; two or more persons with disabilities living together; or one or more persons with disabilities living with one or more live-in aides. (24 CFR 5.403(b)) (Also see "person with disabilities.")

Disabled Person: See "person with disabilities."

Displaced Family: A family in which each member, or whose sole member, is a person displaced by governmental action (such as urban renewal), or a person whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to Federal disaster relief laws. (24 CFR 5.403(b))

Displaced Person: A person displaced by governmental action or a person whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to Federal disaster relief laws. [1937 Act]

Disallowance: Exclusion from annual income.

Drug-Related Criminal Activity: Drug trafficking or the illegal use, or possession for personal use, of a controlled substance as defined in Section 102 of the Controlled Substances Act (21 U.S.C. 802).

Elderly Family: A family whose head, spouse, or sole member is a person who is at least 62 years of age; two or more persons who are at least 62 years of age living together; or one or more persons who are at least 62 years of age living with one or more live-in aides. (24 CFR 5.403)

Elderly Family Allowance: For elderly families, an allowance of \$400 is deducted from the household's annual income in determining adjusted annual income.

Elderly Person: A person who is at least 62 years of age. (1937 Housing Act)

Extremely low-income families: Those families whose incomes do not exceed 30% of the median income for the area, as determined by the Secretary with adjustments for smaller and larger families.

Fair Housing Act: Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988 (42 U.S.C. 3601 et seq.). (24 CFR 5.100)

Family includes but is not limited to:

- A. A family with or without children;
- B. An elderly family;
- C. A near-elderly family;
- D. A disabled family;
- E. A displaced family;
- F. The remaining member of a resident family; and
- G. A single person who is not an elderly or displaced person, a person with disabilities, or the remaining member of a resident family. (24 CFR 5.403)

Family Members: All members of the household other than live-in aides, foster children, and foster adults. All family members permanently reside in the unit, though they may be temporarily absent. All family members are listed on the lease.

Family Self-Sufficiency Program (FSS Program): The program established by a housing authority to promote self-sufficiency among participating families, including the coordination of supportive services. (24 CFR 984.103(b))

Flat Rent: A rent amount the family may choose to pay in lieu of having their rent determined under the formula method. The flat rent is established by the housing authority set at the lesser of

the market value for the unit or the cost to operate the unit. Families selecting the flat rent option have their income evaluated once every three years, rather than annually.

Formula Method: A means of calculating a family's rent based on 10% of their monthly income, 30% of their adjusted monthly income, the welfare rent, or the minimum rent. Under the formula method, rents may be capped by a ceiling rent. Under this method, the family's income is evaluated at least annually.

Full-Time Student: A person who is carrying a subject load that is considered full-time for day students under the standards and practices of the educational institution attended. An educational institution includes a vocational school with a diploma or certificate program, as well as an institution offering a college degree. (24 CFR 5.603(d))

Head of Household: The adult member of the family who is the head of the household for purposes of determining income eligibility and rent. (24 CFR 5.504(b))

Household Members: All members of the household including members of the family, live-in aides, foster children, and foster adults. All household members are listed on the lease, and no one other than household members is listed on the lease.

Housing Assistance Plan: A housing plan that is submitted by a unit of general local government and approved by HUD as being acceptable under the standards of 24 CFR 570.

Imputed Income: For households with net family assets of more than \$5,000, the amount calculated by multiplying net family assets by a HUD-specified percentage. If imputed income is more than actual income from assets, the imputed amount is used as income from assets in determining annual income.

In-Kind Payments: Contributions other than cash made to the family or to a family member in exchange for services provided or for the general support of the family (e.g., groceries provided on a weekly basis, baby sitting provided on a regular basis).

Interim (examination): A re-examination of a family income, expenses, and household composition conducted between the regular annual re-certifications when a Change in a household's circumstances warrants such a re-examination.

Live-In Aide: A person who resides with one or more elderly persons, near-elderly persons, or persons with disabilities and who:

- A. Is determined to be essential to the care and well being of the persons;
- B. Is not obligated for the support of the persons; and
- C. Would not be living in the unit except to provide the necessary supportive services. (24 CFR 5.403(b))

Low-Income Families: Those families whose incomes do not exceed 80% of the median income for the area, as determined by the Secretary with adjustments for smaller and larger families, except that the Secretary may establish income ceilings higher or lower than 80% of the median for the area on the basis of the Secretary's findings that such variations are necessary because of prevailing levels of construction costs or unusually high or low family incomes. (1937Act)

Medical Expenses: Medical expenses (of all family members of an elderly or disabled family), including medical insurance premiums that are anticipated during the period for which annual income is computed and that are not covered by insurance. (24 CFR 5.603(d)). These expenses include, but are not limited to, prescription and non-prescription drugs, costs for doctors, dentists, therapists, medical facilities, care for a service animals, and transportation for medical purposes.

Mixed Family: A family whose members include those with citizenship or eligible immigration status and those without citizenship or eligible immigration status. (24 CFR 5.504(b))

Monthly Adjusted Income: One twelfth of adjusted income. (24 CFR 5.603(d))

Monthly Income: One twelfth of annual income. (24 CFR 5.603(d))

National: A person who owes permanent allegiance to the United States, for example, as a result of birth in a United States territory or possession. (24 CFR 5.504(b))

Near-Elderly Family: A family whose head, spouse, or sole member is a person who is at least 50 years of age but below the age of 62; two or more persons, who are at least 50 years of age but below the age of 62, living together; or one or more persons who are at least 50 years of age but below the age of 62 living with one or more live-in aides. (24 CFR 5.403(b))

Net Family Assets:

- A. Net cash value after deducting reasonable costs that would be incurred in disposing of real property, savings, stocks, bonds, and other forms of capital investment, excluding interests in Indian trust land and excluding equity accounts in HUD homeownership programs. The value of necessary items of personal property such as furniture and automobiles shall be excluded.
- B. In cases where a trust fund has been established and the trust is not revocable by, or under the control of, any member of the family or household, the value of the trust fund will not be considered an asset so long as the fund continues to be held in trust. Any income distributed from the trust fund shall be counted when determining annual income.
- C. In determining net family assets, housing authorities or owners, as applicable, shall include the value of any business or family assets disposed of by an applicant or resident for less than fair market value (including a disposition in trust, but not in a foreclosure or bankruptcy sale) during the two years preceding the date of application for the program or re-examination, as applicable, in excess of the consideration received therefore. In the case of a disposition as part of a separation

or divorce settlement, the disposition will not be considered to be for less than fair market value if the applicant or resident receives important consideration not measurable in dollar terms. (24 CFR 5.603(d))

Non-Citizen: A person who is neither a citizen nor national of the United States. (24 CFR 5.504(b))

Occupancy Standards: The standards that a housing authority establishes for determining the appropriate number of bedrooms needed to house families of different sizes or composition.

Person with Disabilities: A person who:

- A. Has a disability as defined in Section 223 of the Social Security Act, which states:

"Inability to engage in any substantial, gainful activity by reason of any medically determinable physical or mental impairment that can be expected to result in death or that has lasted or can be expected to last for a continuous period of not less than 12 months, or

In the case of an individual who attained the age of 55 and is blind and unable by reason of such blindness to engage in substantial, gainful activity requiring skills or ability comparable to those of any gainful activity in which he has previously engaged with some regularity and over a substantial period of time."

- B. Is determined, pursuant to regulations issued by the Secretary, to have a physical, mental, or emotional impairment that:

1. Is expected to be of long-continued and indefinite duration;
2. Substantially impedes his or her ability to live independently; and
3. Is of such a nature that such ability could be improved by more suitable housing conditions, or

- C. Has a developmental disability as defined in Section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act, which states:

"Severe chronic disability that:

1. Is attributable to a mental or physical impairment or combination of mental and physical impairments;
2. Is manifested before the person attains age 22;
3. Is likely to continue indefinitely;
4. Results in substantial functional limitation in three or more of the following areas of major life activity: (1) self care, (2) receptive and responsive language, (3) learning, (4) mobility, (e) self-direction, (6) capacity for independent living, and (7) economic self-sufficiency; and
5. Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are of lifelong or extended duration and are individually planned and coordinated."

This definition does not exclude persons who have the disease of acquired immunodeficiency syndrome or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome. (1937 Act)

No individual shall be considered to be a person with disabilities for purposes of eligibility solely based on any drug or alcohol dependence.

Proration of Assistance: The reduction in a family's housing assistance payment to reflect the proportion of family members in a mixed family who are eligible for assistance. (24 CFR 5.520)

Public Housing Agency (PHA): Any State, county, municipality, or other governmental entity or public body (or agency or instrumentality thereof), which is authorized to engage in or assist in the development or operation of low-income housing under the 1937 Housing Act. (24 CFR 5.100)

Re-certification: The annual re-examination of a family's income, expenses, and composition to determine the family's rent.

Remaining Member of a Resident Family: A member of the family listed on the lease who continues to live in the public housing dwelling after all other family members have left. (Handbook 7565.1 REV-2, 3-5b.)

Self-Declaration: A type of verification statement by the resident as to the amount and source of income, expenses, or family composition. Self-declaration is acceptable verification only when third-party verification or documentation cannot be obtained.

Shelter Allowance: That portion of a welfare benefit (e.g., TANF) that the welfare agency designates to be used for rent and utilities.

Single Person: Someone living alone or intending to live alone who does not qualify as an elderly family, a person with disabilities, a displaced person, or the remaining member of a resident family. (Public Housing: Handbook 7465.1 REV-2, 3-5)

State Wage Information Collection Agency (SWICA): The State agency receiving quarterly wage reports from employers in the State or an alternative system that has been determined by the Secretary of Labor to be as effective and timely in providing employment-related income and eligibility information. (24 CFR 5.214)

Temporary Assistance to Needy Families (TANF): The program that replaced the Assistance to Families with Dependent Children (AFDC) that provides financial assistance to needy families who meet program eligibility criteria. Benefits are limited to a specified time period.

Resident: The person or family renting or occupying an assisted dwelling unit. (24 CFR 5.504(b))

Resident Rent: The amount payable monthly by the family as rent to the housing authority. Where all utilities (except telephone) and other essential housing services are supplied by the housing authority or owner, resident rent equals total tenant payment. Where some or all utilities (except telephone) and other essential housing services are supplied by the housing authority and the cost

thereof is not included in the amount paid as rent, resident rent equals total tenant payment less the utility allowance. (24 CFR 5.603(d))

Third-Party (verification): Written or oral confirmation of a family's income, expenses, or household composition provided by a source outside the household.

Total Tenant Payment (TTP):

A. Total tenant payment for families whose initial lease is effective on or after August 1, 1982:

1. Total tenant payment is the amount calculated under Section 3(a)(1) of the 1937 Act, which is the higher of:

a. 30% of the family's monthly-adjusted income;

b. 10% of the family's monthly income; or

c. If the family is receiving payments for welfare assistance from a public agency and a part of such payments, adjusted in accordance with the family's actual housing costs, is specifically designated by such agency to meet the family's housing costs, the portion of such payments which is so designated.

If the family's welfare assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under section 3(a)(1) shall be the amount resulting from one application of the percentage.

2. Total tenant payment for families residing in public housing does not include Charges for excess utility consumption or other miscellaneous Charges.

B. Total tenant payment for families residing in public housing whose initial lease was effective before August 1, 1982: Paragraphs (b) and (c) of 24 CFR 913.107, as it existed immediately before November 18, 1996), will continue to govern the total tenant payment of families, under a public housing program, whose initial lease was effective before August 1, 1982.

Utility Allowance: If the cost of utilities (except telephone) and other housing services for an assisted unit is not included in the resident rent but is the responsibility of the family occupying the unit, an amount equal to the estimate made by a housing authority of the monthly cost of a reasonable consumption of such utilities and other services for the unit by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful living environment. (24 CFR 5.603)

Utility Reimbursement: The amount, if any, by which the utility allowance for the unit, if applicable, exceeds the total tenant payment for the family occupying the unit. (24 CFR 5.603)

Very Low-Income Families: Low-income families whose incomes do not exceed 50% of the median family income for the area, as determined by the Secretary with adjustments for smaller and larger families, except that the Secretary may establish income ceilings higher or lower than 50% of the median for the areas on the basis of the Secretary's findings that such variations are necessary because of unusually high or low family incomes. Such ceilings shall be established in consultation with the Secretary of Agriculture for any rural area, as defined in Section 520 of the Housing Act of 1949, taking into account the subsidy characteristics and types of programs to which such ceilings apply. (1937 Act)

Welfare Assistance: Welfare or other payments to families or individuals, based on need, that are made under programs funded by Federal, State or local governments. (24 CFR 5.603(d))

Welfare Rent: In "as-paid" welfare programs, the amount of the welfare benefit designated for shelter and utilities.

Working Family: Families whose head of household or spouse are bona fide employed for a period of ninety (90) days. An applicant household shall be considered to be a working family and given the benefit of this ranking preference if the head or spouse, or the sole member, are age 62 or older or are receiving social security disability, supplemental security income disability benefits, or any other payments based on an individual's inability to work.

For the purpose of the site-based waiting list, the head of household or spouse are bona fide employed for a period of one (1) year.

ACRONYMS

ACC	Annual Contributions Contract
CFR	Code of Federal Regulations
FSS	Family Self Sufficiency (program)
HCDA	Housing and Community Development Act
HQS	Housing Quality Standards
HUD	Department of Housing and Urban Development
INS	(U.S.) Immigration and Naturalization Service
NAHA	(Cranston-Gonzalez) National Affordable Housing Act
NOFA	Notice of Funding Availability
OMB	(U.S.) Office of Management and Budget
PHA	Public Housing Agency
QHWR	Quality Housing and Work Responsibility Act of 1998
SSA	Social Security Administration
TTP	Total Tenant Payment