

ADMISSIONS AND CONTINUED OCCUPANCY POLICY
FOR THE
PUBLIC HOUSING PROGRAM

Product # 301-001

May 1, 2005

Revision Date	
February 1, 2006	March 1, 2017
October 1, 2006	July 1, 2017
June 1, 2007	July 1, 2018
September 1, 2008	June 1, 2019
September 1, 2009	July 1, 2020
August 1, 2010	May 1, 2021
June 1, 2011	September 1, 2022
June 1, 2012	March 1, 2023
June 1, 2013	November 1, 2023
July 1, 2014	November 1, 2024
June 1, 2015	March 1, 2026
March 1, 2016	July 1, 2026



1810 Gillespie Way, Suite 202
El Cajon, CA 92020
800.783.3100
www.nanmckay.com

Copyright 2026 by Nan McKay & Associates, Inc.

All rights reserved

Permission to reprint granted only to the Public Housing Authority that has purchased this plan from Nan McKay & Associates, Inc. This document may not be reprinted or distributed to any other person or entity other than the purchasing agency without the express written permission of Nan McKay & Associates, Inc.

Table of Contents

Introduction

ABOUT THE ACOP

REFERENCES CITED IN THE ACOP	Intro-i
HUD	Intro-i
RESOURCES CITED IN THE ACOP	Intro-ii

Chapter 1

OVERVIEW OF THE PROGRAM AND PLAN

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

PART I: THE PHA

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

PART II: THE PUBLIC HOUSING PROGRAM

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

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES

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

Table of Contents

Chapter 2 FAIR HOUSING AND EQUAL OPPORTUNITY

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

PART I: NONDISCRIMINATION

I.A. OVERVIEW	2-3
I.B. NONDISCRIMINATION.....	2-4
I.C. DISCRIMINATION COMPLAINTS.....	2-5

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

II.A. OVERVIEW	2-7
II.B. DEFINITION OF REASONABLE ACCOMMODATION	2-8
II.C. REQUEST FOR AN ACCOMMODATION.....	2-9
II.D. VERIFICATION OF DISABILITY	2-10
II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION.....	2-11
II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS	2-12
II.G. PHYSICAL ACCESSIBILITY	2-13
II.H. DENIAL OR TERMINATION OF ASSISTANCE	2-14

PART III: SERVING LIMITED ENGLISH PROFICIENT (LEP) PERSONS

III.A. OVERVIEW	2-15
-----------------------	------

EXHIBITS

2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS	2-17
--	------

Table of Contents

Chapter 3 ELIGIBILITY

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

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS

I.A. OVERVIEW	3-3
I.B. FAMILY AND HOUSEHOLD	3-3
I.C. FAMILY BREAK-UP AND REMAINING MEMBER OF TENANT FAMILY	3-4
I.D. HEAD OF HOUSEHOLD	3-5
I.E. SPOUSE, COHEAD, AND OTHER ADULT	3-5
I.F. DEPENDENTS AND MINORS	3-6
I.G. FULL-TIME STUDENT	3-6
I.H. ELDERLY AND NEAR-ELDERLY PERSONS, AND ELDERLY FAMILY	3-7
I.I. PERSONS WITH DISABILITIES AND DISABLED FAMILY	3-7
I.J. GUESTS	3-8
I.K. FOSTER CHILDREN AND FOSTER ADULTS	3-9
I.L. ABSENT FAMILY MEMBERS	3-10
I.M. LIVE-IN AIDE	3-12

PART II: BASIC ELIGIBILITY CRITERIA

II.A. INCOME ELIGIBILITY AND TARGETING	3-13
II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	3-15
II.C. OCCUPANCY BY OVER-INCOME FAMILIES	3-16
II.D. SOCIAL SECURITY NUMBERS	3-19
II.E. FAMILY CONSENT TO RELEASE OF INFORMATION	3-20
II.E. EIV SYSTEM SEARCHES	3-21

PART III: DENIAL OF ADMISSION

III.A. OVERVIEW	3-23
III.B. REQUIRED DENIAL OF ADMISSION	3-23
III.C. RESTRICTION ON ASSISTANCE BASED ON ASSETS	3-25
III.D. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION	3-27
III.E. SCREENING	3-30
III.F. CRITERIA FOR DECIDING TO DENY ADMISSION	3-35
III.G. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, AND HUMAN TRAFFICKING	3-38
III.H. NOTICE OF ELIGIBILITY OR DENIAL	3-40

EXHIBITS

3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES	3-41
---	------

Table of Contents

Chapter 4 APPLICATIONS, WAITING LIST AND TENANT SELECTION

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

PART I: THE APPLICATION PROCESS

I.A. OVERVIEW	4-3
I.B. APPLYING FOR ASSISTANCE.....	4-3
I.C. ACCESSIBILITY OF THE APPLICATION PROCESS.....	4-4
I.D. PLACEMENT ON THE WAITING LIST	4-5

PART II: MANAGING THE WAITING LIST

II.A. OVERVIEW	4-7
II.B. ORGANIZATION OF THE WAITING LIST	4-7
II.C. OPENING AND CLOSING THE WAITING LIST	4-9
II.D. FAMILY OUTREACH	4-10
II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES	4-11
II.F. UPDATING THE WAITING LIST	4-12

PART III: TENANT SELECTION

III.A. OVERVIEW	4-15
III.B. SELECTION METHOD.....	4-16
III.C. NOTIFICATION OF SELECTION	4-21
III.D. ELIGIBILITY DETERMINATION PROCESS.....	4-22
III.E. FINAL ELIGIBILITY DETERMINATION	4-24

Chapter 5 OCCUPANCY STANDARDS AND UNIT OFFERS

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

PART I: OCCUPANCY STANDARDS

I.A. OVERVIEW	5-1
I.B. DETERMINING UNIT SIZE.....	5-2
I.C. EXCEPTIONS TO OCCUPANCY STANDARDS	5-4

PART II: UNIT OFFERS

II.A. OVERVIEW	5-5
II.B. NUMBER OF OFFERS.....	5-5
II.C. TIME LIMIT FOR UNIT OFFER ACCEPTANCE OR REFUSAL	5-6
II.D. REFUSALS OF UNIT OFFERS	5-6
II.E. ACCESSIBLE UNITS.....	5-8
II.F. DESIGNATED HOUSING	5-8

Table of Contents

Chapter 6 INCOME AND RENT DETERMINATIONS

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

PART I: ANNUAL INCOME

I.A. OVERVIEW	6-3
I.B. HOUSEHOLD COMPOSITION AND INCOME	6-4
I.C. CALCULATING ANNUAL INCOME	6-8
I.D. EARNED INCOME.....	6-10
I.E. BUSINESS AND SELF-EMPLOYMENT INCOME.....	6-12
I.F. STUDENT FINANCIAL ASSISTANCE.....	6-14
I.G. PERIODIC PAYMENTS.....	6-18
I.H. NONRECURRING INCOME.....	6-21
I.I. WELFARE ASSISTANCE	6-22
I.J. STATE PAYMENTS TO ALLOW INDIVIDUALS WITH DISABILITIES TO LIVE AT HOME	6-23
I.K. CIVIL RIGHTS SETTLEMENTS	6-23
I.L. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME.....	6-24

PART II: ASSETS

II.A. OVERVIEW	6-31
II.B. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE	6-32
II.C. ASSET INCLUSIONS AND EXCLUSIONS	6-34
II.D. DETERMINING INCOME FROM ASSETS	6-43

PART III: ADJUSTED INCOME

III.A. INTRODUCTION	6-45
III.B. DEPENDENT DEDUCTION.....	6-46
III.C. ELDERLY OR DISABLED FAMILY DEDUCTION	6-46
III.D. HEALTH AND MEDICAL CARE EXPENSES DEDUCTION.....	6-47
III.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION.....	6-50
III.F. CHILD CARE EXPENSE DEDUCTION.....	6-52
III.G. HARDSHIP EXEMPTIONS	6-55
III.H. PERMISSIVE DEDUCTIONS.....	6-62

Table of Contents

PART IV: CALCULATING RENT

IV.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS.....	6-63
IV.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT	6-66
IV.C. UTILITY ALLOWANCES	6-70
IV.D. PRORATED RENT FOR MIXED FAMILIES.....	6-73
IV.E. FLAT RENTS AND FAMILY CHOICE IN RENTS	6-74

EXHIBITS

6-1: ANNUAL INCOME FULL DEFINITION	6-77
6-2: TREATMENT OF FAMILY ASSETS	6-82
6-3: THE EFFECT OF WELFARE BENEFIT REDUCTION.....	6-83

Table of Contents

Chapter 7 VERIFICATION

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

PART I: GENERAL VERIFICATION REQUIREMENTS

I.A. FAMILY CONSENT TO RELEASE OF INFORMATION.....	7-1
I.B. USE OF OTHER PROGRAMS' INCOME DETERMINATIONS	7-5
I.C. STREAMLINED INCOME DETERMINATIONS	7-9
I.D. VERIFICATION HIERARCHY	7-10
I.E. LEVEL 5 AND 6 VERIFICATIONS: UP-FRONT INCOME VERIFICATION (UIV)	7-11
I.F. LEVEL 4 VERIFICATION.....	7-15
I.G. LEVEL 3 VERIFICATION: WRITTEN, THIRD-PARTY FORM.....	7-18
I.H. LEVEL 2: ORAL THIRD-PARTY VERIFICATION	7-19
I.I. LEVEL 1: NON-THIRD-PARTY VERIFICATION TECHNIQUE: SELF-CERTIFICATION.....	7-20

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY.....	7-21
II.B. SOCIAL SECURITY NUMBERS	7-32
II.C. DOCUMENTATION OF AGE	7-24
II.D. FAMILY RELATIONSHIPS	7-25
II.E. VERIFICATION OF STUDENT STATUS	7-26
II.F. DOCUMENTATION OF DISABILITY	7-26
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS.....	7-28
II.H. VERIFICATION OF PREFERENCE STATUS	7-30

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME.....	7-31
III.B. BUSINESS AND SELF-EMPLOYMENT INCOME.....	7-32
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS.....	7-33
III.D. ALIMONY OR CHILD SUPPORT	7-34
III.E. NONRECURRING INCOME	7-34
III.F. ASSETS AND INCOME FROM ASSETS.....	7-35
III.G. NET INCOME FROM RENTAL PROPERTY	7-37
III.H. FEDERAL TAX REFUNDS OR REFUNDABLE TAX CREDITS	7-37
III.I. RETIREMENT ACCOUNTS	7-37
III.J. INCOME FROM EXCLUDED SOURCES	7-38
III.K. ZERO INCOME FAMILIES.....	7-39
III.L. STUDENT FINANCIAL ASSISTANCE.....	7-40

Table of Contents

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS	7-41
IV.B. HEALTH AND MEDICAL CARE EXPENSE DEDUCTION	7-42
IV.C. DISABILITY ASSISTANCE EXPENSES	7-44
IV.D. CHILDCARE EXPENSES	7-47

EXHIBITS

7-1: SUMMARY OF DOCUMENTATION REQUIREMENTS FOR NONCITIZENS	7-50
---	------

Chapter 8 LEASING AND INSPECTIONS

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

PART I: LEASING

I.A. OVERVIEW	8-1
I.B. LEASE ORIENTATION	8-2
I.C. EXECUTION OF LEASE	8-3
I.D. MODIFICATIONS TO THE LEASE	8-4
I.E. SECURITY DEPOSITS	8-6
I.F. PAYMENTS UNDER THE LEASE	8-7

PART II: INSPECTIONS

II.A. OVERVIEW	8-11
II.B. PHA-CONDUCTED INSPECTIONS	8-11
II.C. NSPIRE INSPECTIONS	8-15

EXHIBITS

8-1: SMOKE-FREE POLICY	8-19
------------------------------	------

Table of Contents

Chapter 9 REEXAMINATIONS

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

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

I.A. OVERVIEW	9-3
I.B. SCHEDULING ANNUAL REEXAMINATIONS	9-4
I.C. CONDUCTING ANNUAL REEXAMINATIONS	9-5
I.D. CALCULATING ANNUAL INCOME AT ANNUAL REEXAMINATION.....	9-6
I.E. OTHER CONSIDERATIONS.....	9-8
I.F. EFFECTIVE DATES.....	9-9

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW	9-11
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION.....	9-12
II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”)	9-13

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW	9-15
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION.....	9-16
III.C. CHANGES AFFECTING INCOME OR EXPENSES.....	9-19
III.D. EFFECTIVE DATES.....	9-23

PART IV: NON-INTERIM REEXAMINATION TRANSACTIONS

.....	9-25
-------	------

PART V: RECALCULATING TENANT RENT

IV.A. OVERVIEW	9-27
IV.B. CHANGES IN UTILITY ALLOWANCES	9-27
IV.C. NOTIFICATION OF NEW TENANT RENT.....	9-27
IV.D. DISCREPANCIES.....	9-28

EXHIBITS

9-1: CALCULATING INCOME AT ANNUAL REEXAMINATION.....	9-29
--	------

Table of Contents

Chapter 10 ASSISTANCE ANIMALS AND PETS

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

PART I: ASSISTANCE ANIMALS

I.A. OVERVIEW	10-3
I.B. APPROVAL OF ASSISTANCE ANIMALS	10-4
I.C. CARE AND HANDLING	10-6

PART II: PET POLICIES FOR ALL DEVELOPMENTS

II.A. OVERVIEW	10-7
II.B. MANAGEMENT APPROVAL OF PETS	10-7
II.C. STANDARDS FOR PETS	10-9
II.D. PET RULES	10-11

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

III.A. OVERVIEW	10-17
III.B. PET DEPOSITS	10-17
III.C. OTHER CHARGES	10-18

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

IV.A. OVERVIEW	10-19
IV.B. PET DEPOSITS	10-19
IV.C. NON-REFUNDABLE NOMINAL PET FEE	10-20
IV.D. OTHER CHARGES	10-21

Table of Contents

Chapter 11 COMMUNITY SERVICE

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

PART I: COMMUNITY SERVICE REQUIREMENT

I.A. OVERVIEW	11-1
I.B. REQUIREMENTS.....	11-2
I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE	11-7
I.D. DOCUMENTATION AND VERIFICATION.....	11-11
I.E. NONCOMPLIANCE.....	11-13

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

II.A. OVERVIEW	11-17
----------------------	-------

EXHIBITS

11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY	11-19
11-2: DEFINITION OF A PERSON WITH A DISABILITY UNDER SOCIAL SECURITY ACTS 216(i)(I) and Section 1416(excerpt) FOR PURPOSES OF EXEMPTION FROM COMMUNITY SERVICE	11-25
11-3: PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE.....	11-27
11-4: CSSR WORK-OUT AGREEMENT	11-29

Table of Contents

Chapter 12 TRANSFER POLICY

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

PART I: EMERGENCY TRANSFERS

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

PART II: PHA-REQUIRED TRANSFERS

II.A. OVERVIEW	12-5
II.B. TYPES OF PHA-REQUIRED TRANSFERS	12-5
II.C. ADVERSE ACTION	12-8
II.D. COST OF TRANSFER.....	12-8

PART III: TRANSFERS REQUESTED BY TENANTS

III.A. OVERVIEW	12-9
III.B. TYPES OF RESIDENT-REQUESTED TRANSFERS	12-9
III.C. ELIGIBILITY FOR TRANSFER.....	12-10
III.D. SECURITY DEPOSITS	12-11
III.E. COST OF TRANSFER.....	12-11
III.F. HANDLING OF REQUESTS	12-12

PART IV: TRANSFER PROCESSING

IV.A. OVERVIEW	12-13
IV.B. TRANSFER LIST	12-13
IV.C. TRANSFER OFFER POLICY	12-14
IV.D. GOOD CAUSE FOR UNIT REFUSAL.....	12-14
IV.E. DECONCENTRATION	12-15
IV.F. REEXAMINATION POLICIES FOR TRANSFERS	12-15

Table of Contents

Chapter 13 LEASE TERMINATIONS

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

PART I: TERMINATION BY TENANT

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

PART II: TERMINATION BY PHA – MANDATORY

II.A. OVERVIEW	13-5
II.B. FAILURE TO PROVIDE CONSENT.....	13-5
II.C. FAILURE TO DOCUMENT CITIZENSHIP	13-5
II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS ..	13-6
II.E. FAILURE TO ACCEPT THE PHA’S OFFER OF A LEASE REVISION	13-6
II.F. METHAMPHETAMINE CONVICTION.....	13-7
II.G. LIFETIME REGISTERED SEX OFFENDERS	13-7
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS.....	13-7
II.I. DEATH OF A SOLE FAMILY MEMBER	13-7
II.J. OVER-INCOME FAMILIES	13-9

PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS

III.A. OVERVIEW	13-17
III.B. MANDATORY LEASE PROVISIONS.....	13-18
III.C. OTHER AUTHORIZED REASONS FOR TERMINATION.....	13-24
III.D. ALTERNATIVES TO TERMINATION OF TENANCY	13-26
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY	13-27
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING.....	13-31

PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

IV.A. OVERVIEW	13-35
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS	13-35
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY	13-36
IV.D. LEASE TERMINATION NOTICE.....	13-37
IV.E. EVICTION.....	13-41
IV.F. NOTIFICATION TO POST OFFICE	13-41
IV.G. RECORD KEEPING	13-42

Table of Contents

EXHIBITS

13-1:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES – INITIAL NOTIFICATION FOR NPHOI FAMILY OPTION.....	13-43
13-2:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES – INITIAL NOTIFICATION FOR TERMINATE ONLY OPTION.....	13-46
13-3:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 12 MONTH NOTIFICATION FOR NPHOI FAMILY OPTION.....	13-49
13.4:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 12 MONTH NOTIFICATION FOR TERMINATE ONLY OPTION.....	13-52
13.5:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 24 MONTH NOTIFICATION FOR NPHOI FAMILY OPTION.....	13-55
13.6:	SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 24 MONTH NOTIFICATION FOR TERMINATION ONLY OPTION	13-58

Chapter 14 GRIEVANCES AND APPEALS

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

PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS

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

PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS

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

PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS

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

EXHIBITS

14-1:	GRIEVANCE PROCEDURE.....	14-29
-------	--------------------------	-------

Table of Contents

Chapter 15 PROGRAM INTEGRITY

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

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

I.A. PREVENTING ERRORS AND PROGRAM ABUSE	15-3
I.B. DETECTING ERRORS AND PROGRAM ABUSE	15-4
I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE.....	15-5

PART II: CORRECTIVE MEASURES AND PENALTIES

II.A. UNDER OR OVERPAYMENT	15-7
II.B. FAMILY-CAUSED ERRORS AND PROGRAM ABUSE.....	15-8
II.C. PHA-CAUSED ERRORS OR PROGRAM ABUSE	15-10
II.D. CRIMINAL PROSECUTION	15-12
II.E. FRAUD AND PROGRAM ABUSE RECOVERIES.....	15-12

Table of Contents

Chapter 16 PROGRAM ADMINISTRATION

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

PART I: SETTING UTILITY ALLOWANCES

I.A. OVERVIEW	16-3
I.B. UTILITY ALLOWANCES	16-3
I.C. SURCHARGES FOR PHA-FURNISHED UTILITIES.....	16-5
I.D. NOTICE REQUIREMENTS	16-5
I.E. REASONABLE ACCOMMODATION AND INDIVIDUAL RELIEF	16-6

PART II: ESTABLISHING FLAT RENTS

II.A. OVERVIEW	16-7
II.B. FLAT RENTS	16-7

PART III: FAMILY DEBTS TO THE PHA

III.A. OVERVIEW	16-9
III.B. REPAYMENT POLICY.....	16-10

PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)

IV.A. OVERVIEW	16-13
IV.B. PHAS INDICATORS	16-13
IV.C. PHAS SCORING.....	16-15

PART V: RECORD KEEPING

V.A. OVERVIEW	16-17
V.B. RECORD RETENTION.....	16-17
V.C. RECORDS MANAGEMENT	16-18

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

VI.A. REPORTING REQUIREMENTS	16-21
------------------------------------	-------

Table of Contents

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

VII.A. OVERVIEW	16-23
VII.B. DEFINITIONS.....	16-23
VII.C. NOTIFICATION	16-25
VII.D. DOCUMENTATION	16-27
VII.E. CONFIDENTIALITY.....	16-30

EXHIBITS

16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380	16-31
16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5382	16-37
16-3: EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING	16-41
16-4: EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5383	16-47

GLOSSARY