



Newport News Redevelopment And Housing Authority

Admissions & Continued Occupancy Policy

The attached Statement of Policies Governing Admission and Continued Occupancy of the Low-Rent Public Housing were approved by the Board of Commissioners of the Newport News Redevelopment and Housing Authority on October 21, 2014.





ADMISSIONS & CONTINUED OCCUPANCY POLICY of the NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY

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NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY

Admissions and Continued Occupancy Policy for HUD-Aided Public Housing

Explanatory Note 1: This Admissions and Continued Occupancy Policy (ACOP) is the policy of the Board of Commissioners of the Newport News Redevelopment and Housing Authority (NNRHA) governing Public Housing occupancy in property the NNRHA owns. The ACOP sets forth the Board's mandatory requirements for performing occupancy-related work and can be revised only by Board resolution and, if the revision is significant, by changing the Annual Plan.

The ACOP is designed to be used with a series of Procedures referenced throughout the text in bold-face type. The procedures are implementing requirements that describe how this policy is to be carried out. Operational details, forms, checklists, methods and systems are contained in procedures, rather than in this policy. The NNRHA will issue new procedures whenever necessary. All procedures will be dated and numbered.

Explanatory Note 2: The citations to applicable HUD regulations (effective 4/06) follow the text they reference. Footnotes are denoted with superscript Arabic numerals and are presented at the end of each page.

I. Nondiscrimination

A. Complying with Civil Rights Laws

1. Civil rights laws protect the rights of applicants and residents to equal treatment by the Housing Authority in operating its programs. It is the policy of the Housing Authority (NNRHA) to comply with all Civil Rights laws now in effect and subsequently enacted, including but not limited to:
 - a. Title VI of the Civil Rights Act of 1964, which forbids discrimination on the basis of race, color, religion, national origin or sex; **24 CFR §§ 1 and 100**
 - b. Title VIII of the Civil Rights Act of 1968 (as amended by the 1974 HCDA and the Fair Housing Amendments Act of 1988), which extends protection against discrimination based on disability and familial status, and spell out forms of prohibited discrimination; **24 CFR § 100**
 - c. Executive Order 11063,
 - d. Section 504 of the Rehabilitation Act of 1973, which describes specific housing rights of persons with disabilities; **24 CFR § 8**
 - e. Age Discrimination Act of 1975, which establishes certain rights of the elderly; **24 CFR § 146**
 - f. Title II of the Americans with Disabilities Act, otherwise Section 504 and the Fair Housing Amendments govern (Title II deals with common areas and public space, not living units.)
 - g. Any applicable State laws or local ordinances.
2. The NNRHA shall not discriminate because of race, color, national origin, sex, religion, familial status, or disability, and in Virginia, elderliness (55 & over) in the leasing, rental, occupancy, use, or other disposition of housing or related facilities, including land, that is part of a development under the NNRHA's jurisdiction covered by a public housing Annual Contributions Contract with HUD. **24 CFR § 100**



3. Housing assisted or insured by HUD must be made available without regard to actual or perceived sexual orientation, gender identity, or marital status. The prohibition on inquiries regarding sexual orientation or gender identity (1) applies for the purpose of determining eligibility or otherwise making housing available and (2) does not apply to inquiries about a person's sex for the limited purpose of determining either the number of bedrooms to which a household may be entitled.
4. NNRHA shall not deny admission to otherwise qualified applicants because of their membership in some group to which negative behavior may be imputed (e.g., families with children born to unmarried parents or families whose head or spouse is a student). Instead, each applicant who is a member of a particular group will be treated as an individual based on his or her attributes and behavior. **24 CFR § 960.203(a)**
5. NNRHA shall not permit these policies to be subverted to do personal or political favors. **24 CFR § 206(e)**
6. NNRHA will offer units only in the order prescribed by this policy, since any other method violates the policy, federal law, and the civil rights of the other families on the waiting list. **24 CFR § 206(e)**

B. Reasonable Accommodations Policy

1. NNRHA, as a public agency that provides low rent housing to eligible families, has a legal obligation to provide "reasonable accommodations" to applicants and residents if they or any family members have a disability. **24 CFR § 8.4**
2. A reasonable accommodation is some modification or change NNRHA can make to its apartments, buildings, or methods and procedures that will assist an otherwise eligible applicant with a disability to take full advantage of and use NNRHA's programs, including those that are operated by other agencies in NNRHA-owned public space. **24 CFR § 8.20**
3. An accommodation is not reasonable if it: **24 CFR § 8.21(b) and 24 CFR § 8.24(a)(2)**
 - a. Causes an undue financial and administrative burden; or
 - b. Represents a fundamental alteration in the nature of NNRHA's program.
4. Subject to the undue burdens and fundamental alterations tests, NNRHA will correct physical situations or procedures that create a barrier to equal housing opportunity for all. To permit people with disabilities to take full advantage of the NNRHA's housing program and non-housing programs, in accordance with Section 504 and the Fair Housing Amendments Act of 1988, NNRHA shall comply with all requirements and prohibitions in applicable law. Specific actions are described in the Procedures on Civil Rights and Disability Rights. **24 CFR § 8.4**
5. Facilities and programs used by applicants and residents shall be accessible to persons in wheelchairs, persons with sensory impairments and other persons with disabilities. Application and management offices, hearing rooms, community centers, day care centers, laundry facilities, craft and game rooms, etc. (to the extent that the NNRHA has such facilities) will be usable by residents with a full range of disabilities. If NNRHA offers such facilities, and none is accessible, some¹ will be made so, subject to the undue financial and administrative burden test. **24 CFR § 8.21**
6. Documents and procedures used by applicants and residents will be accessible for those with vision,

¹ It is not required that all public and common areas be made accessible so long as persons with disabilities have full access to all the types of facilities and activities available to persons without disabilities. Thus, not all laundry facilities need to be accessible so long as there are sufficient accessible laundry facilities for use by persons with disabilities at each development that provides laundry facilities.



hearing or other sensory impairments. Also, all documents will be written simply and clearly to enable applicants with learning or cognitive disabilities to understand as much as possible. Methods used to ensure that communication is understandable by persons with disabilities are described in the Procedure on Civil Rights and Disability Rights. **24 CFR § 8.6**

7. Examples of reasonable accommodations include, but are not limited to: **24 CFR § 8.4**
 - a. Making alterations to a NNRHA apartment to make it fully accessible so it could be used by a family member with a wheelchair;
 - b. Transferring a resident from an apartment that cannot be made accessible to an apartment that is accessible;
 - c. Widening the door of a community room or public restroom so a person in a wheelchair may use the facility;
 - d. Adding or altering apartment or building features so they may be used by a family member with a disability, including but not limited to;
 - 1) Installing strobe-type flashing light smoke detectors in an apartment for a family with a hearing impaired member;
 - 2) Adding structural grab bars in the bathroom;
 - 3) Changing the doorknobs to lever-type door handles;
 - 4) Changing to a refrigerator with the freezer on the bottom instead of the top;
 - 5) Installing a magnifier over the thermostat;
 - 6) Switching the bathtub to a roll-in shower;
 - 7) Lowering the peephole on the door;
 - e. Permitting a family to have a large dog to assist a family member with a disability in a NNRHA family development where the size of dogs is usually limited; **24 CFR § 8.20**
 - f. Providing a van to take NNRHA resident children to and from their development, where the childcare facility is not accessible, to an accessible childcare facility; **24 CFR § 8.21**
 - g. Making sure that NNRHA processes are understandable to applicants and residents with sensory or cognitive impairments, including but not limited to: **24 CFR § 8.6**
 - 1) Making large type documents, Braille documents, cassettes or a reader available to an applicant or resident with a vision impairment during interviews or meetings with NNRHA staff;
 - 2) Making a sign language interpreter available to an applicant with a hearing impairment during interviews or meetings with NNRHA staff;
 - 3) Permitting an applicant or resident to be accompanied or represented by a family member, friend or advocate at all meetings and interviews with NNRHA if the individual desires such representation;
 - 4) Permitting an outside agency or individual to assist an applicant with a disability to meet the NNRHA's applicant screening criteria.
8. An applicant family that has a member with a disability must still be able to meet essential obligations of tenancy. They must be able **24 CFR § 8.3**
 - a. to pay rent and other charges (e.g. utility bills) as required by the lease in a timely manner;
 - b. to care for and avoid damaging the apartment and common areas;



- c. to use facilities and equipment in a reasonable way;
 - d. to create no health, or safety hazards, and to report maintenance needs;
 - e. not to interfere with the rights and peaceful enjoyment of others, and to avoid damaging the property of others;
 - f. not to engage in prohibited criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises by other residents or staff; and not to engage in drug-related criminal activity; and
 - g. to comply with necessary and reasonable rules and program requirements of HUD and the NNRHA.
 - h. but there is no requirement that they be able to do these things without assistance.
9. If an applicant or resident family member needs assistance with one of the essential obligations of tenancy, NNRHA will, as a reasonable accommodation, make a referral to an individual or agency that can provide such assistance. **24 CFR § 8.20**
 10. If an applicant or resident receives a referral to an agency or individual who can assist the applicant or resident with complying with the essential obligations of tenancy, the applicant or resident is not obligated to accept the service, but if refusing service results in a lease violation, NNRHA may terminate the lease. **24 CFR § 8.2**
 11. An applicant or resident family with a member who has a disability and needs or wants a reasonable accommodation may request it at any time. **24 CFR § 8.20**
 12. If an applicant or resident would prefer not to discuss the situation with the NNRHA, that is his/her right.

C. Providing Information in Languages other than English

1. All forms, written materials and recorded voice-mail messages used to communicate with prospective applicants, applicants and residents shall be available in any language spoken by at least ten percent of the eligible population of Newport News². This includes documents related to registration, intake, marketing, outreach, certification, reexamination and inspections.
2. At all NNRHA offices a notice will be available that states in multiple languages (and alphabets), "Please make a new appointment and bring someone with you who can interpret for you."
3. Applicants and residents with low English comprehension may furnish an interpreter to assist in communication with NNRHA. When an applicant or resident needs interpretation services and a staff member of the Authority speaks the language needed, the staff member will provide translation services.

II. Eligibility for Admission and Processing of Applications

A. Affirmative Marketing 24 CFR §960.103

1. NNRHA will conduct affirmative marketing as needed so the waiting list includes a mix of applicants with races, ethnic backgrounds, ages and disabilities proportionate to the mix of those groups in the eligible population of the area. The marketing plan will take into consideration the number and distribution of vacant units, units that can be expected to become vacant because of move-outs, and characteristics of families on the waiting list. NNRHA will review these factors regularly to determine

² At this writing the only language spoken by at least ten percent of the eligible population is English.



the need for and scope of marketing efforts. All marketing efforts will include outreach to those least likely to apply. The method used for Affirmative Marketing is described in **Procedure on Affirmative Marketing**.

B. Qualifying for Admission

1. It is NNRHA's policy to admit **only** applicants who are qualified³ according to the following criteria:
 - a. Are a family⁴, as defined in Section XV of this policy;
 - b. Meet HUD requirements on citizenship or immigration status; **24 CFR § 5.5 (subpart E)**
 - c. Have an Annual Income (as defined in Section XII of this document) at the time of admission that does not exceed the income limits (maximum incomes by family size established by HUD) posted in NNRHA offices. **24 CFR § 960.102**
 - d. Provide documentation of Social Security numbers for family members age 6 or older, or certify that they do not have Social Security numbers; and **24 CFR § 5.216**
 - e. Meet the Applicant Selection Criteria in Section II. F. of these policies, including completing a NNRHA-approved pre-occupancy orientation session if required; **24 CFR § 960.202 & 203**

C. Establishing and Maintaining the Waiting List

1. It is the policy of NNRHA to administer its waiting list as required by HUD's regulations and its **Procedure on Application Intake and Processing**. Waiting lists will be opened and closed in accordance with NNRHA's **Procedure on Opening and Closing Waiting Lists**. Applicant names will be removed from the waiting list only in accordance with NNRHA's **Procedure on Removing Applicants from the Waiting List**. **24 CFR § 960.206**
2. NNRHA will periodically update each waiting list by contacting all applicants in writing⁵ in accordance with NNRHA's **Procedure on Updating the Waiting List**.
3. If an applicant's preference status changes while on the waiting list, the applicant's position on the list will be adjusted in accordance with NNRHA's **Procedure on Application Intake and Processing** and NNRHA's **Procedure on Reporting Changes**.

D. Processing Applications for Admission

1. NNRHA will accept and process applications in accordance with applicable HUD Regulations and NNRHA's **Procedure on Application Intake and Processing**. Except for qualification for preferences, NNRHA will assume that the facts certified to by the applicant in the preliminary application are correct, although all those facts will be verified later in the application process.
2. Every application file for admission to public housing shall include the date and time of application; applicant's race and ethnicity; eligibility determination; when eligible, the apartment size(s) for which eligible; preference, if any; and the date, location, identification, and circumstances of each vacancy offered and accepted or refused. **24 CFR § 85.42**
3. As applicants approach the top of the waiting list, they will be asked to come to the NNRHA for an interview to update their applicant file. Applicants who fail to attend their scheduled update or who

³ The term "qualified" refers to applicants who are eligible and able to meet the applicant selection standards. This term is taken from the 504 regs: **24 CFR § 8.3** definition of "Qualified Individual with Disability".

⁴ A family can be a single person.

⁵ Or by the method designated at initial application by applicants with disabilities.



cannot be contacted to schedule an interview will have their applications withdrawn, subject to reasonable accommodations for people with disabilities.

- a. The following information will be verified according to NNRHA's **Procedure on Verification** located on page 12, to determine qualification for admission to NNRHA's housing: **24 CFR § 960.259**
 - 1) Family composition and type (Elderly/Disabled/Near elderly /Non-elderly)
 - 2) Annual Income
 - 3) Assets and Asset Income
 - 4) Deductions from Income
 - 5) Preferences
 - 6) Social Security Numbers of all Family Members⁶
 - 7) Applicant Screening Information
 - 8) Citizenship or eligible immigration status
- b. Enterprise Income Verification (using Federal databases) or third party written, faxed or electronic verification are the required form of documentation. Any other form of verification requires a note to the file explaining its use. **24 CFR § 960.259**

E. The Preference System

1. Preferences establish the order of applicants on the waiting list. An admission preference does not guarantee admission. Every applicant must still meet NNRHA's Selection Criteria before being offered an apartment. Preferences will be granted to applicants who are otherwise qualified and who, at the time of the offer (immediately prior to execution of a lease), are verified to meet the definitions of the preferences described below. **24 CFR § 960.206**

2. Local Preference based on Need

There is one local preference in effect based on need for housing. An applicant will qualify for this preference if he/she qualifies in one or more of the following categories (which are defined Chapter XII, Definition of Terms):

- a. Involuntarily Displaced; or
- b. Living in Substandard Housing; or
- c. Paying more than 50 Percent of Income for Housing; or
- d. Veteran or spouse of a Veteran.

These preferences are of equal weight and an applicant may qualify under any of the above categories.

Families that do not qualify for one of these preferences will be categorized as "no-local-preference" applicants; See page 6a for information regarding Local Preference based on HCVP Shortfall

3. Ranking Preferences **24 CFR § 960.206**

Ranking preferences are used to sort among applicants who qualify for Local Preference. The NNRHA has established two equally weighted Ranking Preferences (which are defined in Chapter XV, Definition of Terms):

⁶ Or certification that they do not have a social security number, if the individual has no social security number.



Local Preference based on Housing Choice Voucher Program (HCVP) Shortfall

This local preference will be extended to a family when the termination of a HCV HAP contract occurs because funding is not sufficient to support continued assistance for families in the HCV program (24 CFR 982.454). The family will be offered an available Public Housing unit. If the family accepts the available public housing unit the family will receive a unit based on the Public Housing occupancy standards. If the family chooses not to accept the Public Housing unit assignment, their Housing Choice Voucher assistance will end.



- a. Resident of Newport News; or
- b. Working Family

Families that qualify for no Ranking preferences will be categorized as No-ranking-preference applicants.

Sorting among applicants with equal Local and Ranking preferences will be by date and time of application.

4. Mixed Population Housing

- a. In buildings designed for occupancy by Elderly and Disabled families, applications from single persons and couples who qualify under the definitions of Elderly Family, Disabled Family and Displaced Person will be ranked higher than those of single persons who are not elderly, disabled or displaced.
- b. This preference shall not apply to units in General Occupancy properties.

5. Factors other than Preferences that affect selection of Applicants

- a. Accessible units: For UFAS accessible units, resident and applicant families that include a member with a disability shall be given preference for admission over a family that does not include a member with such a disability.
- b. Income targeting: In accordance with the requirements of the Quality Housing and Work Responsibility Act of 1998, at least 40 percent of admissions in every year shall be families of Extremely Low Income (as defined in Chapter XII, Definition of Terms). To ensure that this target is achieved, applicants shall be combined in groups of ten. The first four families admitted in each such group shall be extremely low income families (even if this means skipping over higher income applicants). The next six families can be in any income group, including Very Low Income and Lower Income.
- c. Deconcentration: If at any time, one of NNRHA's properties has an average tenant income greater than 15 percent higher than the Authority-wide average income, extremely low and very low income applicants will be targeted for admission until it is within 15 percent of the Authority-wide average income. This requirement neither requires nor permits the transfer of families to achieve deconcentration goals.

F. Screening Applicants for Admission

1. All applicants shall be screened in accordance with HUD's regulations and sound management practices. During screening, NNRHA requires applicants to demonstrate ability to comply with the essential provisions of the lease: **24 CFR§ 960.202 – 205**
 - a. to pay rent and other charges (e.g. utility bills) as required by the lease in a timely manner;
 - b. to care for and avoid damaging the apartment and common areas;
 - c. to use facilities and equipment in a reasonable way;
 - d. to create no health, or safety hazards, and to report maintenance needs;
 - e. not to interfere with the rights and peaceful enjoyment of others, and to avoid damaging the property of others;
 - f. not to engage in prohibited criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises by other residents or staff; and not to engage in drug-related criminal activity; and
 - g. to comply with necessary and reasonable rules and program requirements of HUD and the



NNRHA.

2. NNRHA will determine each applicant family's ability to comply with the essential lease requirements in accordance with NNRHA's **Procedure on Applicant Screening**.
 - a. Any costs incurred to complete the application process and screening will be paid by NNRHA.
 - b. Applicants who owe money to NNRHA or any other housing authority will not be placed on the waiting list until their debt is paid in full. **24 CFR §203**
 - c. The NNRHA is **required** to reject the applications of certain applicants for criminal activity or drug abuse by family members⁷:
 - 1) The NNRHA will reject any applicant for five years from the date of eviction if any household member has been evicted from any federally assisted housing for drug-related criminal activity. However, the NNRHA may admit the household if the NNRHA determines that **24 CFR § 204(a)**:
 - a) The evicted household member who engaged in drug-related criminal activity has successfully completed a supervised drug rehabilitation program approved by the NNRHA, or
 - b) The circumstances leading to the eviction no longer exist (for example, the criminal household member has died or is imprisoned).
 - c) The applicant household will not include the member involved in drug-related criminal activity
 - 2) The NNRHA is **required** to reject the application of a household if the NNRHA determines that:
 - a) Any household member is currently engaging in illegal use of a drug; or **24 CFR § 960.204 (a) (2)**⁸
 - b) The NNRHA has reasonable cause to believe that a household member's illegal use or pattern of illegal use of a drug may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents; or **24 CFR § 960.204 (a) (2)**
 - c) Any household member has ever been convicted of manufacture or production of methamphetamine on the premises of any federally assisted housing; or **24 CFR § 960.204 (a)(3)**
 - d) Any member of the household is subject to a lifetime registration requirement under a State sex offender registration program; or **24 CFR § 960.204(a)(4)** A check will be conducted of the State's lifetime sex offender registration program for each adult household member, including live-in aides. No household with an individual registered under a State sex offender registration will be admitted to NNRHA Public Housing. The NNRHA will check with our state registry and if the applicant has resided in another state(s), with that state(s)'s list. The NNRHA will utilize the US Department of Justice Dru Sjodin National Sex Offender website as a resource. The Dru Sjodin National Sex Offender Database is an online, searchable database, hosted by the Department of Justice, which combines the data from individual state sex offender registries. Refer to Page 8a of 63 for Statutory and Regulatory clarification under PIH Notice 2012-28.
 - e) Any member of the household's abuse or pattern of abuse of alcohol may threaten the

⁷ Criminal history on children under age 18 who are charged as adults will be used.

⁸ For purposes of this section a household member is "currently engaged in" the criminal activity if the person has engaged in the behavior recently enough to justify a belief that the behavior is current



State Registered Lifetime Sex Offenders in Federally Assisted Housing

PIH Notice 2012-28 reiterates Public Housing Agencies' (PHAs) statutory and regulatory based responsibilities to prohibit admission to individuals subject to a lifetime registration requirement under a State sex offender registration program.

HUD regulations at 24 CFR § 5.856, § 960.204(a)(4), prohibit admission after June 25, 2001, if any member of a household is subject to a State lifetime sex offender registration requirement. This regulation reflects a statutory prohibition. A household receiving assistance with such a member is receiving assistance in violation of federal law.

If a PHA discovers that a household member was erroneously admitted (the household member was subject to a lifetime registration requirement at admission and was admitted after June 25, 2001), the PHA must immediately pursue eviction or termination of assistance for the household member.

a) The PHA must offer the family the opportunity to remove the ineligible family member from the household. If the family is unwilling to remove that individual from the household, the PHA must terminate assistance for the household.

b) Regulations for hearings for the Public Housing (PH) and Housing Choice Voucher (HCV) programs, at 24 CFR § 966 Subpart B and § 982.555, respectively, continue to apply.

In addition to screening adult members of the applicant's household, HUD recommends that criminal background screening include juvenile members of the applicant's household, to the extent allowed by state and local law.

According to Virginia State Law any juvenile tried and convicted in the circuit court of one of the offenses requiring registration pursuant to § 9.1-902 of the *Code of Virginia* must register. Effective July 1, 2005, juveniles over the age of 13 at the time of the offense, who are tried as a juvenile and are adjudicated delinquent, are also included within the registry if the trial Court determined that the circumstances of the offense require offender registration and ordered the juvenile to register pursuant to § 9.1-902(C) of the *Code of Virginia*.



health, safety, or right to peaceful enjoyment of the premises by other residents. **24 CFR § 960.204.(a)(4)**⁹

- d. In addition to the HUD-required rejections for criminal activity, NNRHA will reject applicants if NNRHA determines that
 - 1) Any household member has ever been convicted of arson or child molestation; or **24 CFR § 960.203. (c)(3)**
 - 2) Any household member has a criminal history in the past five years that involves crimes of violence to persons or property; **24 CFR § 960.203.(c)**
 - 3) Crimes of violence to persons or property would include but not be limited to homicide or murder, destruction of property or vandalism, burglary, robbery or theft, drug trafficking, manufacture, use or possession of illegal drugs, threats or harassment, assault or fighting, domestic violence, weapons offenses, criminal sexual assault, and home invasion. **24 CFR § 960.203**
 - e. An applicant's intentional misrepresentation of information related to eligibility, preference for admission, housing history, allowances, family composition or rent will result in rejection. Unintentional mistakes that do not confer any advantage to the applicant will not be considered misrepresentations.
 - f. Applicants must be able to demonstrate the ability and willingness to comply with the terms of NNRHA's lease, either alone or with assistance that they can demonstrate they will have at the time of admission.¹⁰ Availability of assistance is subject to verification by NNRHA. **24 CFR § 8.2, Definition, Qualified Individual with Handicaps**
3. Screening applicants who claim mitigating circumstances
 - a. If negative information is received about an applicant, NNRHA shall consider the time, nature, and extent of the applicant's conduct and to factors that might indicate a reasonable probability of favorable future conduct. To be considered, mitigating circumstances must be verifiable. **24 CFR § 960.203(d)**.
 - b. NNRHA will consider whether individuals with negative behavior in their recent past can document that they have been rehabilitated. See II.F.2.c of this ACOP.
 4. Qualified and Unqualified Applicants
 - a. Qualified families will be notified by NNRHA of the approximate date of admission insofar as that date can be determined, however the date stated is an estimate and does not guarantee that applicants will be housed by that date. **24 CFR § 960.208**
 - b. Unqualified applicants will be promptly notified by a Notice of Rejection from NNRHA, stating the basis for such determination and offering an opportunity for informal hearing (see **Procedure for**

⁹ NNRHA must be able to show a relationship between the applicant household member's abuse of alcohol and behavior that threatens the health, safety, or right to peaceful enjoyment of other residents.

¹⁰ Applicants whose landlord, financial, criminal and other references demonstrate that they are already willing and able to comply with lease terms in their existing housing will be considered to have met this criterion, whether or not they are disabled. Applicants whose housing situations make it difficult for NNRHA to determine whether or not they are able and willing to comply with lease terms (e.g. because they are homeless, are living with friends or relatives, or have other non-traditional housing circumstances) will have to demonstrate ability and willingness to comply with lease terms whether or not they are disabled.



Informal Hearing for Rejected Applicants). At the Informal Hearing the applicant can offer information about mitigating circumstances or mistakes in fact upon which NNRHA's decision was based. Informal hearings for applicants are different from the resident grievance process. Applicants are not entitled to use of the resident grievance process (24 CFR § 960.208(a).

- c. Applicants known to have a disability who are eligible but fail to meet the Selection Criteria will be offered an opportunity for a second meeting to determine whether mitigating circumstances or reasonable accommodations will make it possible for them to be housed in accordance with the Screening Procedures.

G. Occupancy Guidelines: HUD Notice of Policy, Dec. 18, 1998 Federal Register

- 1. Apartments shall be occupied by families of the appropriate size. This policy maintains the usefulness of the apartments, while preserving them from excessive wear and tear and underutilization.

Minimum and Maximum-Number-of-Persons-Per Unit Standard

<u>Number of Bedrooms</u>	<u>Min Persons (Occupying Unit)</u>	<u>Max Persons (Occupying Unit)</u>
0BR	1	1
1BR	1	2
2BR	3	4
3BR	5	6
4BR	7	8
5BR	9	10

- 2. The following principles govern the size of apartment for which a family will qualify. Generally two people are expected to share a bedroom. Units will be so assigned that:
 - a. Children age four and under share a bedroom with any other child or a parent, regardless of age or sex;
 - b. Two children between the ages of six and seventeen of the same sex share a bedroom;
 - c. Two children between the ages of six and seventeen of the opposite sex do not share a bedroom, although they may do so at the request of the family.
 - d. Adults (over age eighteen) of the same sex share a bedroom;
 - e. Adults (over age eighteen) of opposite sexes who are spouses or co-heads share a bedroom;
 - f. Adults (over age eighteen) of opposite sexes who are not spouses or co-heads of household do not share a bedroom although they may do so at the request of the family.
 - g. A single head of household parent shall not be required to share a bedroom with his/her child over age four, although they may do so at the request of the family.
 - h. Exceptions to the largest permissible apartment size may be made in case of reasonable accommodations for a person with disabilities.
 - i. An unborn child will not be counted as a person in determining apartment size. A single pregnant woman may be assigned to a one bedroom apartment. In determining apartment size,
 - j. NNRHA will count for unit size determination a child who is temporarily away from the home



because the child has been placed in foster care, kinship care, or is away at school, so long as the family can document that the child will be living with the family if they are admitted.

- k. A live-in aide may be assigned a bedroom. Single elderly or disabled residents with live-in attendants will be assigned one or two bedroom units.
 - l. One bedroom units in designated elderly properties will be leased first to couples or single persons with live-in aides.
 - m. NNRHA reserves the right to relax these Occupancy Standards at hard to lease properties.
3. The Local Housing Code of two persons per bedroom is the standard for the smallest apartment a family may be offered¹¹.
 4. The largest apartment size that a family may be offered would be one bedroom per family member, considering family size and composition.
 5. When a family applies for housing and when the waiting list is updated, some families will qualify for more than one apartment size. These applicants will choose the waiting sublist from which they will receive an offer, and will be placed on the appropriate waiting sublist by apartment size.
 - a. If a family chooses a smaller apartment than would normally be assigned (e.g. because they will receive an offer sooner), the family shall agree in writing to occupy that apartment until their family size or circumstances change.
 - b. When a family is actually offered an apartment, if they no longer qualify for the apartment size where they were sublisted, they will be moved to the appropriate sublist, retaining their preferences and application number. This may mean that they may have to wait longer for an offer.
 - c. The NNRHA shall change the family's sublist at any time at the family's request.

H. Mandatory Requirement to disclose SSN for all household members: HUD Notice 2010-3 Published January 20, 2010.

Prior to admission, every family member regardless of age must provide the Newport News Redevelopment and Housing Authority with a complete and accurate Social Security Number unless they do not contend eligible immigration status. New family members must provide this verification prior to being added to the lease. If the new family member is under the age of six and has not been assigned a Social Security Number, the family shall have ninety (90) calendar days after starting to receive the assistance to provide a complete and accurate Social Security Number. The Newport News Redevelopment and Housing Authority may grant one ninety (90) day extension for newly-added family members under the age of six if in its sole discretion it determines that the person's failure to comply was due to circumstances that could not have reasonably been foreseen and was outside the control of the person.

If a person is already a program participant and has not disclosed his or her Social Security Number, it must be disclosed at the next re-examination or re-certification.

¹¹ Individual apartments with very small or very large bedrooms or other specific situations that inhibit or encourage lower or higher levels of occupancy may be permitted to establish lower or higher occupancy levels so long as the occupancy levels will not discriminate on the basis of familial status.



Participants aged 62 or older as of January 31, 2010 whose initial eligibility determination was begun before January 31, 2010 are exempt from the required disclosure of their Social Security Number.

The best verification of the Social Security Number is the original Social Security card. If the card is not available, the Newport News Redevelopment and Housing Authority will accept an original document issued by a federal or state government agency, which contains the name of the individual and the Social Security Number of the individual, along with identifying information of the individual or such other evidence of the Social Security Number as HUD may prescribe in administrative instructions.

If a member of an applicant family indicates they have a Social Security Number, but cannot readily verify it, the family cannot be assisted until verification is provided.

If an individual fails to provide the verification within the time allowed, the family will be denied assistance or will have their assistance terminated. The Newport News Redevelopment and Housing Authority may grant one ninety (90) day extension from termination if in its sole discretion it determines that the person's failure to comply was due to circumstances that could not have reasonably been foreseen and there is a reasonable likelihood that the person will be able to disclose a Social Security Number by the deadline.

III. Acceptable Methods of Verification

Age, relationship, U.S. citizenship, and Social Security number will generally be verified with documentation provided by the family. For citizenship, the family's certification will be accepted. (Or, for citizenship, documentation such as listed below will be required.) Verification of these items will include photocopies of the Social Security cards and other documents presented by the family, the INS SAVE approval code, and forms signed by the family.

Other information will be verified by the following verification methods acceptable to HUD, in the order of preference indicated:

1. Up-front Income Verifications (UIV)

UIV is the verification of income through an independent source that systematically maintains income information in computerized form for a large number of individuals.

Current UIV resources include the following:

a. **Enterprise Income Verification (EIV)** - The EIV System is a web-based application, which provides the NNHRA with employment, wage, unemployment compensation and social security benefit information of tenants who participate in the Public Housing and various Section 8 programs under the jurisdiction of the Office of Public and Indian Housing (PIH). Information in EIV is derived from computer matching programs initiated by HUD with the Social Security Administration (SSA) and the U.S. Department of Health and Human Services (HHS), for all program participants with valid personal identifying information (name, date of birth (DOB), and social security number (SSN)) reported on the form HUD-50058. Use of the EIV system in its entirety is mandatory for all annual and interim re-examinations. The NNRHA will monitor the following EIV reports on a monthly basis - (1) Deceased Tenants Report, (2) Identity Verification Report, and the (3) Immigration Report. In addition, it will monitor on a quarterly basis the following EIV reports - (1) Income Discrepancy Report, Multiple Subsidy Report, and the New Hires Report.

b. State Wage Information Collection Agencies (SWICAs)

c. State systems for the Temporary Assistance for Needy Families (TANF) program



d. Credit Bureau Information (CBA) credit reports

e. Internal Revenue Service (IRS) Letter 1722

f. Private sector databases (e.g. The Work Number)

The NNRHA will use additional UIV resources as they become available. This will be done before, during and/or after examinations and/or re-examinations of household income as appropriate.

It is important to note that UIV data will only be used to verify a participant's eligibility for participation in a rental assistance program and to determine the level of assistance the participant is entitled to receive and only by properly trained persons whose duties require access to this information. Any other use, unless approved by the HUD Headquarters UIV Security System Administrator, is specifically prohibited and will not occur.

No adverse action can be taken against a participant until the NNRHA has independently verified the UIV information and the participant has been granted an opportunity to contest any adverse findings through the established grievance procedure. The consequences of adverse findings may include the NNRHA requiring the immediate payment of any over-subsidy, the entering into a repayment agreement, eviction, criminal prosecution, or any other appropriate remedy.

Furthermore, the information the NNRHA derives from the UIV system will be protected to ensure that it is utilized solely for official purposes and not disclosed in any way that would violate the privacy of the affected individuals.

The EIV Income Report must remain in the tenant file for the duration of tenancy and no longer than three years from the end of participation (EOP) date. The NNRHA is required to maintain at a minimum, the last three years of the form HUD-50058, and supporting documentation for all annual and interim reexaminations of family income. All records are to be maintained for a period of at least three years from the effective date of the action. Once the data has served its purpose, it shall be destroyed by either burning or shredding the data.

2. Third-Party Written Verifications

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

Examples of acceptable tenant-provided documentation (generated by a third-party source) include, but are not limited to: pay stubs, payroll summary report, employer notice/letter of hire/termination, SSA benefit verification letter, bank statements, child support payment stubs, welfare benefit letters and/or printouts,



and unemployment monetary benefit notices. Current acceptable tenant-provided documents will be used for income and rent determinations.

The NNRHA will obtain four current and consecutive pay stubs but not less than two for determining annual income from wages. For new income sources or when two pay stubs are not available, the NNRHA will project income based on the information from a traditional written third-party verification form or the best available information.

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

Third-party written verifications may also be used to supplement Up-front Income Verifications. They will be utilized when there is a discrepancy of \$200 a month or more and the participant disputes the UIV results.

Note: Social Security benefit information in EIV is updated every three months. If the tenant agrees with the EIV-reported benefit information, the NNRHA do not need to obtain or request a benefit verification letter from the tenant.

3. Written Third-Party Verification Form

Also known as traditional third-party verification, a standardized form to collect information from a third-party source is distributed by the NNRHA. The form is completed by the third-party by hand (in writing or typeset) when sent the form by the NNRHA.

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

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

The NNRHA will allow (10) calendar days for the return of third-party written verifications prior to continuing on to the next type of verification.

4. Third-Party Oral Verifications

This type of verification includes direct contact with the source, in person or by telephone. When this method is used, staff members will be required to document in writing with whom they spoke, the date of the conversation, the telephone number, and the facts obtained.



The NNRHA will allow (10) calendar days for the return of third-party oral verifications prior to continuing on to the next type of verification.

5. Review of Documents

When UIV, written and oral third-party verifications are not available within the (10) calendar day period allowed in paragraphs 3 and 4 above, the NNRHA will use the information received by the family, provided that the documents provide complete information. Photocopies of the documents, excluding government checks, provided by the family will be maintained in the file. In cases in which documents are viewed and cannot be photocopied, staff reviewing the documents will complete a written statement as to the contents of the document(s).

6. Self-Certification and Self-Declaration

When UIV, written and oral third-party verifications are not available within the (10) calendar days period allowed in paragraphs 3 and 4 above, and hand-carried verification cannot be obtained, the NNRHA will accept a statement detailing information needed, signed by the head, spouse, co-head, or other adult family member.

Verification forms and reports received will be contained in the applicant/tenant 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 any verification method other than Up-front Income Verification is utilized, the NNRHA will document the reason for the choice of the verification methodology in the applicant/resident's file.

The following chart comes from PIH Notice 2010-19.

Level	Verification Technique	Ranking
6	Up-front Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system (not available for income verifications of applicants)	Highest (Mandatory)
5	Up-front Income Verification (UIV) using non-HUD system	Highest (Optional)
4	Written Third-Party Verification	High (Mandatory to supplement EIV-reported income sources and when EIV has no data; Mandatory for non-EIV reported income sources; Mandatory when tenant disputes EIV-reported employment and income information and is unable to provide acceptable documentation to support dispute)
3	Written Third-Party	Medium-Low (Mandatory if written third-



	Verification Form	party verification documents are not available or rejected by the PHA; and when the applicant or tenant is unable to provide acceptable documentation)
2	Oral Third-Party Verification	Low (Mandatory if written third-party verification is not available)
1	Tenant Declaration	Low (Use as a last resort when unable to obtain any type of third-party verification)

IV. Tenant Selection and Assignment Plan

This Tenant Selection and Assignment Plan is the policy that describes how applicants receive unit offers.

A. Organizing the Applicant Waiting List

1. Community-wide Waiting List **24 CFR § 1.4(2)(ii)**

Each applicant for properties shall be assigned his/her appropriate place on a single community-wide waiting list in sequence based upon:

- a. type and size of apartment needed and selected by the family (e.g. mixed population or general occupancy building, accessible or non-accessible apartment, number of bedrooms);
- b. applicant preference, if any;

NNRHA will maintain its waiting list in the form of a computer report that records the type and size of apartment needed, each applicant's priority/preference status, the application number, and the race and ethnicity of the family head.

B. Making Unit Offers to Transferees and Applicants

1. Certain types of transferees will receive offers of housing before applicants from the waiting list.
2. In all offers NNRHA shall not discriminate on grounds of race, color, sex, religion, national origin, disability, familial status or elderliness. Also, see the **Transfer Policy located on page 20**.
3. Specifically, the following order of offers applies:
 - a. Emergency transfers; **24 CFR § 966.4 (h)**
 - b. Administrative transfers in the following category order:
 - 1) Priority 1: Problems of a life-threatening nature
 - 2) Priority 2: Reasonable accommodations for residents with disabilities **24 CFR § 8.4**
 - 3) Priority 3: Three sub priorities below:
 - Modernization transfers or Revitalization transfers
 - Problems of violence that are less than life-threatening
 - Overcrowding, over-housing, and split families **24 CFR § 966.4(c)**
 - c. Incentive Transfers;



- d. New Admissions from the waiting list;
 - e. Resident-initiated transfers
4. To assure equal opportunity and nondiscrimination on grounds of race, color, sex, religion, national origin, disability or familial status is PLAN "A", the one-offer plan, will be used to make apartment offers to applicants from waiting lists.
 5. The first qualified applicant in sequence on the waiting list is made one offer of an apartment of appropriate size and type.
 - a. An applicant must accept the vacancy offered or be removed from the waiting list.
 6. NNRHA will first match the apartment available to the highest ranking applicant for an apartment of that size, type and special features (if any). Preferences will then be used to determine the order of selection from the waiting list. If two applicants need the same type and size of apartment and have the same local and ranking preference status, the applicant with the earliest date and time of application will receive the earliest offer. **24 CFR § 960.206(c)**.
 7. When application processing is delayed because of missing verifications, a family's application will be suspended until the necessary verifications are received. This means that a person who is lower on the waiting list may receive a unit offer before a person who is higher on the waiting list. As soon as the necessary verification(s) are received, the suspended application will be placed back on the waiting list in its former position.
 8. The applicant must accept any apartment offered.
 - a. the date the offer is communicated (by phone, mail, or the method of communication designated by an applicant with disabilities); or
 - b. the date they are shown the apartment.
 9. If the applicant does not accept the unit offered their name is removed from the waiting list.
 10. All offers made over the phone will be confirmed by letter¹². If unable to contact an applicant by phone or first class mail, NNRHA will send a certified letter, return receipt requested.
 11. If more than one apartment of the appropriate size and type is available, the first apartment to be offered will be the apartment that is or will be ready for move-in first. If two units are ready for move-in on the same day, the first apartment to be offered will be the apartment that became vacant first.

C. Accessible Units

1. Before offering a UFAS accessible apartment to a non-disabled applicant, NNRHA will offer such units:
 - a. First, to a current public housing resident having a disability that requires the special features of the vacant apartment. **24 CFR § 8.27(1) (a)**

¹² Or by the communication method requested by an applicant with disabilities



- b. Second, to an eligible qualified applicant on the waiting list having a disability that requires the special features of the vacant apartment. **24 CFR § 8.27(1) (b)**
2. When offering an accessible/adaptable apartment to a non-disabled applicant, NNRHA will require the applicant to agree to move to an available non-accessible apartment within 30 days when a current resident or an applicant with a disability needs the apartment. This requirement is also reflected in the lease signed with the applicant. **24 CFR § 8.27 (2)**
3. If an applicant family includes a member with a visual or hearing impairment, the NNRHA will retrofit the unit to be offered to the family to make it fully accessible considering the family member's disability.

D. Administering the Applicant and Transfer Waiting Lists

Applications for admission and transfer will be processed centrally by the Occupancy Department. Initial intake, waiting list management, screening, and assigning of housing (including transfers) will be made from the Occupancy Department office¹³. Offers may be made in person, in writing or by phone from the central office or the development

E. Transfers

NNRHA has four possible types of transfers: Emergency, Administrative - Priorities 1 through 3, Incentive, and Resident-Initiated. The definition of each is found in the Transfer section.

1. Emergency, Administrative and Incentive transfers take precedence over admissions.
2. Tenants on the transfer list may refuse transfer offers for the "good cause" reasons cited in Section C above without losing their position on the transfer list.
3. Tenants who refuse a transfer offer without good cause may be removed from the transfer list and tenants whose transfers are mandatory are subject to lease termination. **24 CFR § 955.4(c)**
4. Tenants may use the NNRHA Grievance Procedure if they are refused the right to transfer or if NNRHA is requiring them to transfer and they do not want to do so. **24 CFR § 966.50**

V. Leasing Policies

A. General Leasing Policy

1. Apartments will be leased without regard to race, religion, sex, age, national origin, disability and family status. **24 CFR §§ 1.4 and 100**
2. All public housing units must be occupied by families whose sole residence is the public housing apartment. **24 CFR § 966.4(f)**
3. All units must be occupied pursuant to a signed NNRHA lease that complies with HUD's regulations **24 CFR § 966.4).**
4. NNRHA will not offer nor move a family into an apartment that does not meet basic standards of habitability, including HUD occupancy standards. **24 CFR § 966.4(e)**
5. The lease shall be signed by the head, spouse, and all other adult members of the family and by the Executive Director or other authorized representative of NNRHA, prior to actual admission **24 CFR § 966.4 (p)**
6. The manager shall provide an explanation of the lease provisions either prior to move-in or at the time

¹³ The exception to this policy is that Mixed Finance properties are administered by the property managers at those sites.



of move-in.

7. Changes in family composition, income or family status between the eligibility interview and leasing will be processed by the Occupancy Department. Changes after leasing will be processed by the Manager.
8. The resident shall pay a security deposit at the time of leasing. The security deposit for new residents shall be the greater of \$100 or one month's rent, but never greater than \$250. For all current residents, the amount of security deposit already paid shall not be increased while a resident.
9. Pet deposits are in addition to the security deposit, in accordance with **NNRHA's Pet Procedure. 24 CFR § 966.4(b)(5)**
10. If a resident transfers from one NNRHA apartment to another, a new lease will be executed for the dwelling into which the family moves. **24 CFR § 966.4 (a)(ii)**
11. If at any time during the life of the lease agreement, a change in the resident's status results in the need for changing or amending any provision of the lease, either: **24 CFR § 966.4(c)**
 - a. A new lease agreement will be executed, or
 - b. A Notice of Rent Adjustment will be executed, or
 - c. An appropriate rider will be prepared and made a part of the existing lease.All copies of such riders or insertions are to be dated and signed by the Resident and by the Executive Director or other authorized representative of NNRHA. **24 CFR § 966.4 (o)**
12. At the time of leasing the new resident will receive a copy of the NNRHA Lease and the following attachments:
 - a. Pet Policy
 - b. Applicable City Ordinances (if applicable).
13. If, at any time, the head of household dies or leaves the unit for any reason (Institutionalization, incarceration, forming a new household elsewhere), NNRHA will permit the remaining members of the family to remain in the unit so long as:
 - a. The remaining family member(s) report the death or departure of the head within ten days of the occurrence;
 - b. There is still at least one member who was listed on the lease for the apartment;
 - c. There is at least one person who is either an adult or an emancipated minor capable of executing a lease;
14. Residents are not permitted to allow roomers or boarders to occupy their apartment. Violation of this provision is grounds for lease termination;
15. Residents are not permitted to allow a former resident of NNRHA who has been evicted to occupy their unit. Violation of this provision is grounds for lease termination.
16. Residents must advise NNRHA if they will be absent from the apartment for more than 7 days. Residents shall notify the manager, secure the apartment and provide a means for NNRHA to contact the resident in an emergency. Failure to advise NNRHA of an extended absence is grounds for termination of the lease.
17. All adults must be able to sign the lease. If the State of Virginia forbids individuals with ineligible



immigration status from executing contracts (i.e. leases or other legal binding documents), then they are ineligible for this program.

B. Showing Units Prior to Leasing

1. Applicants shall have an opportunity to see the unit being offered before they accept the offer and lease the apartment.
2. NNRHA will not show nor move a family into a unit that does not meet basic habitability standards, including applicable HUD occupancy standards.

C. Additions to and Deletions from the Resident Family and Household

1. Only persons listed on the most recent certification form and lease, or added in accordance with law or **NNRHA's Procedure on Additions to Resident Families/Households**, shall be permitted to occupy a dwelling unit (**24 CFR § 966.4(a)(v)**).
2. Generally NNRHA will approve the addition of a family or household member when that individual passes screening and does not overcrowd the family in the unit they currently occupy.
3. Residents who permit unauthorized individuals to occupy their units are subject to lease termination and eviction.

D. Visitors

1. Visitors are permitted in a dwelling unit in accordance with **NNRHA's Procedure on Visitors** so long as they have no previous history of behavior problems on NNRHA premises that would be a lease violation.
2. In family properties a guest may visit for a total of 14 days in any twelve month period.

VI. Transfer Policy

A. General Transfer Policy

1. Transfers are made without regard to race, color, national origin, sex, religion, familial status, disability, and elderliness. Residents can be transferred to accommodate a disability. Transfers will be made in accordance with **NNRHA's Transfer Policy. 24 CFR § 100.5**
2. Residents will not be transferred to a dwelling unit of equal size except to alleviate hardship of the resident or other undesirable conditions as determined by the Executive Director or designee.
3. Residents will receive one offer of a transfer. Refusal of that offer without good cause will result in lease termination for mandatory transfers or the removal of the household from the transfer list for voluntary transfers. **24 CFR § 1.4(2)(ii)**
4. There is no notice requirement for emergency transfers, since, by definition, these involve danger to residents. There is no notice requirement for administrative transfers in which the resident is in danger from criminal elements or domestic violence, but all other categories of transfers require at least 30 days written notice¹⁴. **24 CFR § 966.4(h)**
5. When possible, NNRHA will allow a resident in good standing to choose the property to which to transfer for rehabilitation or redevelopment units.

¹⁴ Transfers under the Relocation Rights Contract require 120 to 180 days notice.



B. Types of Transfers

1. The order in which families are transferred shall be hierarchic by category set forth below.
 - a. Emergency Transfers are mandatory when NNRHA determines that unit or building conditions pose an immediate threat to resident life, health or safety. **24 CFR § 966.4(h)**
 - 1) NNRHA is not required to give prior notice of an Emergency Transfer;
 - 2) Emergency conditions that occur due to resident abuse or neglect will be grounds for emergency transfers, however resident will be charged for the damages caused to the apartment¹⁵. **24 CFR § 966.4(h)**
 - 3) Refusal to make an emergency transfer is grounds for lease termination and eviction.
 - b. Administrative Transfers: These transfers shall take priority over new admissions.
 - 1) Priority 1 Mandatory administrative transfers to resolve problems of a life-threatening nature that are not related to building or unit conditions. Such conditions could involve crime, domestic violence, hate crimes, medical or disability issues, or other situations that put a resident's life in danger from something other than the condition of the unit or building.
 - 2) Priority 2 Voluntary administrative transfers to move residents with disabilities to accessible units or units with features that accommodate their disabilities better than those in their current apartments. **24 CFR § 8.27(1)**
 - 3) Priority 3 This category of administrative transfers includes those due to modernization or revitalization, victim assistance, and overcrowding / over-housing. It is set up in 3 sub priorities – A through C as described below
 - i. Sub priority A: Transfers to permit unit modernization or to permit the revitalization of communities;
 - ii. Sub priority B: Transfers to alleviate threats from criminal elements and domestic violence that are less than life threatening;
 - iii. Sub priority C: Transfers for split families and over-crowded or over-housed families; **24 CFR § 966.4(c)**
 - c. Incentive Transfers: Voluntary transfers to Mixed Income and scattered site properties available to residents who are lease compliant and in full compliance with Community Service requirements.
 - d. Resident Initiated Transfers: Voluntary transfers made to lease compliant residents who have been in their current apartments for at least a year. These transfers are made according to a ratio with new admissions, and are made in the order in which qualifying residents request them. The ratio may change from time to time.

Requests for these transfers will be made to the manager with necessary documentation to substantiate the need for such transfers. Transfers may also be initiated by NNRHA (e.g. moving a person with mobility problems to an apartment with accessible features).
2. Whenever feasible, transfers will be made within a resident's area or other location of the resident's choice.

C. Priorities for Transfers

¹⁵ Resident may challenge any charges for damages by using the NNRHA Grievance Procedure



1. Transfers will be sorted into their appropriate categories by the Occupancy staff. Offers of apartments will be made in the following order:
 - a. Emergency transfers;
 - b. Administrative transfers in the following category order:
 - 1) Priority 1: Problems of a life-threatening nature
 - 2) Priority 2: Reasonable accommodations for residents with disabilities
 - 3) Priority 3: Three sub priorities below:
 - Modernization or Revitalization transfers
 - Problems of violence that are less than life-threatening
 - Overcrowding, over-housing, and split families
 - c. Incentive transfers;
 - d. New Admissions from the waiting list;
 - e. Resident-initiated transfers

D. Processing Transfers

1. Residents request transfers from managers and managers prepare the paperwork justifying transfers, which is submitted to Occupancy. Occupancy maintains transfer waiting lists and processes transfers for all Public Housing properties. For details, see **NNRHA Transfer Policy**.
2. NNRHA shall take into consideration issues of personal safety when transferring families from buildings that are being closed. To be considered by NNRHA, such issues must be documented by a threat assessment conducted by NNRHA's Victim Assistance Department and supported by a current police report¹⁶ or an arson report.
3. Within each category, transfer applications will be sorted by the date the completed file (including any verification needed) is received from the manager.
4. When a head of a household, originally housed in a bedroom by him/herself, has or adopts a child, the family will not be approved for a Priority 3 Administrative transfer until the child is two (2) years of age. Exceptions: spouse or partner returns to the apartment, marriage takes place, or family decides to remain in the apartment and the apartment is large enough (using the smallest-unit standard) to accommodate the number of persons now in the household.
5. Split-family transfers will be processed as Priority 3 administrative transfers. Split family transfers due to implementation of the Relocation Rights Contract have a higher priority than split family transfers that simply arise due to overcrowding.

E. Residents in Good Standing

1. In general, and in all cases of all resident-requested transfers, residents will be considered for transfers only if the head of household and other family members and guests under the resident's control:
 - a. Are current on rent without unpaid balance at any time in the past year or current on a repayment agreement;

¹⁶ 30 days or less from the date of the request or NNRHA-initiated transfer



- b. Are current on utility payments to NNRHA or to utility supplier or are current with any repayment agreement with the NNRHA or utility supplier;
 - c. Are in compliance with the terms of the lease and any additional terms required to be added to that lease by Federal law. Violations of the lease must be documented by notices of lease violations or other evidence of serious or repeated violations of the material terms of the lease;
 - d. Meet reasonable housekeeping standards and have no housekeeping lease violations as documented by housekeeping inspection reports or work orders reflecting a pattern of damage caused by poor housekeeping; and
 - e. Have not destroyed, defaced, damaged or removed any part of an apartment or the development as documented by housekeeping inspection reports or work orders reflecting a pattern of damage or abuse.
2. Exceptions to the good record requirements may be made for emergency transfers or when it is to NNRHA's advantage¹⁷ to make the transfer. The exception to the good record requirement will be made by the central transfer administrator taking into account the recommendation by the Manager.
 3. Absent a determination of exception, the following policy applies to transfers:
 - a. If back rent is owed, the resident will not be transferred until a payment plan is established or, if prior payment plans have failed, back rent is paid in full.
 - b. A resident with housekeeping standards violations will not be transferred until he/she passes a follow-up housekeeping inspection.

F. Cost of Transfers

1. NNRHA will pay the cost of all transfers except resident-initiated transfers and those due to changes in family size (overcrowding and overhousing);
2. Transfers in connection with modernization or revitalization will include moving expenses.

G. Split Family Transfers

1. Certain families will qualify for split family transfers in accordance with **NNRHA's Transfer Policy**.
2. Families may qualify for split family transfers through regular annual reexaminations of income and family composition. At our option NNRHA would consider split family transfers under the following circumstances.
3. The following must be true:
 - a. The original family must be both lease compliant and overcrowded; and
 - b. The splitting family must be able to pass applicant screening. Both heads must be legally capable of executing a lease.
4. The presence of an additional adult family member, with or without children, does not automatically qualify a family for a split family transfer.
5. The reason for the family split must be the addition of children through birth, adoption, or court-awarded custody.

¹⁷ e.g. a single person is living alone in a three bedroom unit and does not want to move



Transfers within Public Housing

For every five (5) units leased in Public Housing there will be 1 to 2 transfers completed from the transfer waiting list. The order in which families are transferred shall be in accordance with the transfer policy and will be based on the type of transfer.



VII. Annual Reexaminations of Income and Family Circumstances

A. Eligibility for Continued Occupancy

Residents who meet the following criteria will be eligible for continued occupancy:

1. Qualify as a family as defined in Section XV of this policy.¹⁸
2. Are in full compliance with the resident obligations and responsibilities as described in the dwelling lease. **24 CFR § 966.4(f)**
3. Whose family members, age 6 and older, each have Social Security numbers or have certifications on file indicating they have no Social Security number. **24 CFR § 5.216**
4. Who meet HUD standards on citizenship or immigration status or are paying a pro-rated rent **24 CFR § 5.5**
5. Who are in compliance with the NNRHA's 8 hour per month Community service requirements, if applicable.¹⁹

B. Remaining Family Members and Prior Debt

1. If the head of household dies or leaves the unit, continued occupancy by remaining family members is permitted only if:
 - a. The family reports the departure (or death) of the head of household within 10 days of the occurrence; and
 - b. The family includes a member who can pass screening and is either of legal age to execute a lease or is a Court recognized emancipated minor; and
 - c. The new head signs a new lease within 30 days of the departure of the former head.
2. Remaining family members age 18 years or older will be held responsible for arrearages incurred by the former head or spouse.
3. NNRHA will not hold remaining family members (other than the head or spouse) responsible for any portion of the arrearage incurred before the remaining member attained age 18.
4. NNRHA will not hold remaining family members under age 18 for rent arrearages incurred by the former head of household.

C. Reexaminations

1. Regular reexaminations: NNRHA shall, at least once a year, re-examine the family composition and incomes of all resident families, except that families paying Flat Rent shall have their incomes reexamined only every three years **24 CFR § 960.257**
2. Special Reexaminations: When it is not possible to estimate family income accurately, a temporary determination will be made with respect to income and a special reexamination will be scheduled every 90 days until a reasonably accurate estimate of income can be made. **24 CFR § 5.609(d)**

¹⁸ For purpose of continued occupancy, remaining family members qualify as a family so long as at least one of them is of legal age to execute a lease. Remaining family members can also include court recognized emancipated minors under age 18

¹⁹ applicable to certain adults who are neither elderly, disabled, working nor participating in qualifying educational or job training programs



3. A special reexamination shall be conducted when there is a change in the head of household that requires a remaining family member to take on the responsibilities of a leaseholder. **24 CFR § 960.257**
4. Zero Income Families: Unless the family has income that is excluded for rent computation, families reporting zero income will have their circumstances examined every 90 days until they have a stable income. Monetary or non-monetary contributions from persons not residing in the dwelling unit for any purpose other than the payment or reimbursement of medical expenses shall be considered income. **24 CFR § 5.609**
5. If NNRHA is terminating the lease of a resident when the resident is scheduled for reexamination, the reexamination will be completed but a new lease will not be executed.
 - a. If NNRHA prevails in the lease termination action, a new lease will not be executed, and the resident will be evicted;
 - b. If the resident prevails in the lease termination action, a new lease will be executed.
6. If NNRHA discovers criminal activity by an adult family member when they perform the criminal history check for reexamination, they will begin lease termination action in accordance with number 5 above.
 - a. During the reexamination, each household shall be asked whether any member is subject to the lifetime registration requirement under a state registration program. The NNRHA will verify this information using the Dru Sjodin National Sex Offender Database and document this information in the same method used at admission. For any admissions after June 25, 2001 (the effective date of the Screening and Eviction for Drug Abuse and Other Criminal Activity final rule), if the reexamination screening reveals that the tenant or a member of the tenant's household is subject to a lifetime sex offender registration requirement, or that the tenant has falsified information or otherwise failed to disclose his or her criminal history on their application and/or reexamination forms, the NNRHA will pursue eviction of the household.
7. Action Following Reexamination: If there is any change in rent, the lease will be amended, a new lease will be executed, or a Notice of Rent Adjustment will be issued. **24 CFR § 966.4(a)(3)**
 - a. If any change in the apartment size is required, the resident will be placed on a transfer list in accordance with the transfer criteria described above in this policy and moved to an appropriate apartment when one becomes available. **24 CFR § 966.4(c)(3)**
 - b. The Notice of rent adjustment will include the current rent, the new rent, the date when the new rent takes effect, the reason for the rent adjustment, and the fact that the resident has the right to request a Grievance hearing if he/she disagrees with the new rent.
8. Effective Date of Adjustments
 - a. Residents will be notified in writing of any rent adjustment including the effective date of the adjustment.
 - b. Rent decreases go into effect the first of the month following the report of a change. Income decreases reported or verified after the tenant accounting cut-off date will be effective the first of the second month with a credit retroactive to the first month.
 - c. Rent increases (except those due to misrepresentation) require 30 days notice and become effective the first of the second month.
 - d. Rent increases due to misrepresentation are retroactive to the first of the month following the event that was misrepresented or not reported.



D. Income Discrepancies

An EIV Income Report shall be pulled from the system before annual or interim reexamination are conducted for any family and compared with family-reported information. If the EIV report reveals an income source that was not reported by the tenant or a substantial difference (defined as \$2400 or more annually) in the reported income information, the NNRHA will:

- a. Discuss the income discrepancy with the tenant; and
- b. Request the tenant to provide any documentation to confirm or dispute the unreported or underreported income and/ or income sources; and
- c. In the event the tenant is unable to provide acceptable documentation to resolve the income discrepancy, the NNRHA will request from the third-party source, any information necessary to resolve the income discrepancy; and
- d. If applicable, determine the tenant's underpayment of rent as a result of unreported or underreported income, retroactively*; and
- e. Take any other appropriate action.

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

The tenant will be provided an opportunity to contest the NNRHA determination of tenant rent underpayment. Tenants will be promptly notified in writing of any adverse findings made on the basis of the information verified through the aforementioned income discrepancy resolution process. The tenant may contest the findings in accordance with established grievance procedures. The NNRHA will not terminate, deny, suspend, or reduce the family's assistance until the expiration of any notice or grievance period.

When there is an unsubstantial or no disparity between tenant-reported and EIV-reported income information, the NNRHA will obtain from the tenant, any necessary documentation to complete the income determination process. As noted previously, the NNRHA may reject any tenant-provided documentation, if the Authority deems the documentation unacceptable. Documentation provided by the tenant will only be rejected for only the following reasons:

- a. The document is not an original; or
- b. The original document has been altered, mutilated, or is not legible; or
- c. The document appears to be a forged document (i.e. does not appear to be authentic).

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



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

The NNRHA will then pursue lower level verifications in accordance with the verification hierarchy.

VIII. Interim Rent Adjustments: Modified Fixed Rent System

A. Adjusting Rent between Regular Reexaminations

1. **Residents are required to report all changes in family composition or status to the housing manager within 10 calendar days of the occurrence. Failure to report within the 10 calendar days may result in a retroactive rent increase, but not a retroactive credit or rent reduction. In order to qualify for rent reductions, residents must report income decreases promptly. **Residents are also required to report interim increases in income if they have been granted interim rent reductions or have previously reported zero income.****
2. NNRHA wishes to encourage families to improve their economic circumstances, so most changes in family income between reexaminations will not result in a rent change. NNRHA will process interim changes in rent in accordance with the chart below:

<u>INCOME CHANGE</u>	<u>NNRHA ACTION</u>
(a) Decrease in income for any reason, <u>except</u> for decrease that lasts less than 30 days or is subject to Imputed Welfare Income rules ²⁰ .	• NNRHA will process an interim reduction in rent if the income decrease will last more than 30 days. 24 CFR § 5.609
(b) Increase in income following NNRHA granting of interim rent decrease.	• NNRHA will process an interim increase for income increases that follow interim rent reductions.
(c) Increase in earned income from the employment of a current household member.	• NNRHA will either conduct an Interim Redetermination if the person's income has increased by at least \$200 per month, or, if the individual is eligible for an earned income disallowance, grant the disallowance; otherwise the rent increase will be deferred until the next regular reexamination. 24 CFR § 960.255
(d) Increase in unearned income (e.g.COLA adjustment for social security).	• NNRHA will conduct an Interim Redetermination only if the person's income has increased by at least \$200 per month, otherwise the rent increase will be deferred to the next regular reexamination.
(e) Increase in income because a person with income (from any source) joins the household.	• NNRHA will conduct an Interim Redetermination of the family's income and raise the rent.
(f) Increase in monetary or non-monetary income after Resident claimed zero income	• NNRHA will process an interim rent increase.

²⁰ Decreases in welfare income resulting from welfare fraud or from cuts for failure to comply with economic self sufficiency requirements are not eligible for rent reductions (**24 CFR § 5.615**).



3. NNRHA will process an interim increase in rent only if
 - a. the resident has misrepresented or failed to report facts upon which rent is based, so the rent the Resident is paying is less than it should have been²¹; or
 - b. the resident's income increases after the resident was granted and interim decrease in rent; or
 - c. the resident reported zero income and has a verified increase in income (which may be a non-monetary contribution).
 - d. the resident has an increase in earned or unearned income of \$200 per month or more, or
 - e. a person with income joins the household;
4. Complete verification of the circumstances applicable to rent adjustments must be documented and approved by according to **NNRHA Procedure on Verification 24 CFR § 960.259(c)**
5. NNRHA will process interim decreases in rent as follows:
 - a. When a decrease in income is reported, and NNRHA verifies that the decrease will last less than 30 days, an interim adjustment will not be processed.
 - b. Residents reporting decreases in income that are expected to last more than 30 days will have an interim adjustment processed.
6. Residents granted a reduction in rent are required to report for special reexaminations at intervals determined by the Housing Manager. Reporting is required until income increases or it is time for the next regularly scheduled reexamination, whichever occurs first.
7. If residents experience a decrease in income from public assistance because their grant is cut for one of the two following reasons, their rent will not be reduced:
 - a. Welfare department has reduced the grant because of welfare fraud; or
 - b. Welfare department has reduced the grant because the family failed to comply with economic self sufficiency requirements.
8. If a resident challenges the welfare department's reduction of their grant, an interim reduction in rent will be processed until the matter is settled by the welfare department.
9. If the welfare department upholds the grant reduction, the resident shall owe a retroactive rent on the interim rent reduction granted in "c" above.
10. If the welfare department overturns the grant reduction, no retroactive balance is owed. See **NNRHA Procedure on Imputed Welfare Income**

B. Interim Changes in Family Composition

1. All changes in family composition must be reported within ten days of occurrence. These changes would include:
 - a. Someone listed on the lease leaving the unit;
 - b. Birth, adoption or court-awarded custody of a child;
2. Additions of the following persons must be requested in writing and require written permission from NRHA or the property manager before the persons may move into the apartment:

²¹ NNRHA will apply any increase in rent retroactive to the month following the month in which the misrepresentation occurred.



- a. Adult family member (including a new spouse);
 - b. Foster child or children;
 - c. Foster adult;
 - d. Live-in Aide;
 - e. Child in kinship care.
3. All adults who are proposed for addition to a family or household must be screened by the occupancy department, and, with the exception of Live-in Aides, must not overcrowd the unit. See **NNRHA Procedure on Additions to and Deletions from the Household**.

C. Effective Date of Rent Adjustments

Residents will be notified in writing of any rent adjustment including the effective date of the adjustment.

1. Rent decreases go into effect the first of the month following the report of a change. Income decreases reported or verified after the tenant accounting cut-off date will be effective the first of the second month with a credit retroactive to the first month.
2. Rent increases (except those due to misrepresentation) require 30 days notice and become effective the first of the second month.

D. Earned Income Disallowances

1. If a resident goes to work or has new or additional earned income and qualifies under one of the following three criteria, that individual will receive an Earned Income Disallowance (EID) as described below.
 - a. Goes to work after having been unemployed for at least twelve months, or goes to work after having earned less than would be earned working ten hours per week for a fifty week year earning minimum wage; or
 - b. Receives new or increased earned income during participation in an education, job training, or other economic self sufficiency activity; or
 - c. Receives new or increased earned income within six months of having received a cash benefit or in-kind services funded through the program of Temporary Assistance to Needy Families. If an in-kind benefit (child care, clothing or transportation subsidies for example) was received it must be worth at least \$500 in the past six months.
2. During the first 12 months after the date when the resident qualified for the EID, the resident's rent will not be increased because of the new earned income. Rent during this period will be based on the resident's income before qualifying for the EID plus any increases in unearned income that may occur after qualifying for the EID.
3. During the second 12 months after the date the resident qualified for the EID, the resident's rent will be increased by an amount equal to fifty percent of what the increase would be if not for the EID.
4. The disallowance periods described in number 3 and 4 above only occur while the resident is employed. If the resident stops working for any reason the disallowance stops and resumes again when the resident goes back to work.
5. Even if the full 24 months of disallowance (12 months of full disallowance plus 12 months of 50% disallowance) have not been used, the EID will terminate 48 months from the date when the resident first qualified for the EID.



6. An EID is awarded to a person, not an entire family. More than one adult family member can receive an EID at the same time if they qualify as described under number 1 above.
7. No one receives more than one EID in a lifetime.
8. Residents may qualify for a retroactive EID if all the following are true:
 - a. The residents had new or increased earned income and qualified for an EID after 10/1/99; and
 - b. The resident reported the increased income; and
 - c. NNRHA increased the resident's rent; and
 - d. The resident paid the increased rent.
9. Before the amount potentially owed to a resident for a retroactive rent credit is determined, any amounts owed to NNRHA by the resident shall be deducted.
10. If a resident qualifies for a retroactive EID as described in "8" above, he/she shall be entitled to the choice of a payment of the retroactive amount due as calculated above, or a prospective rent credit.

IX. Lease Termination Procedures

A. General Policy: Lease Termination

1. Either NNRHA or the Resident may terminate tenancy at any time in accordance with all applicable Federal, State and local laws and the lease terms **24 CFR § 966.4(I)**

B. Resident-initiated Lease Terminations

1. Resident may terminate tenancy by providing 15 days written notice to NNRHA or property manager in accordance with **NNRHA Procedure on Resident-Initiated Lease Terminations**.

C. NNRHA-initiated Lease Terminations

1. NNRHA or its manager terminates the lease only for serious or repeated violations of the material provisions of the lease. **24 CFR § 966.4(I)**
2. Manager shall give written notice of proposed lease termination in the form required by the lease and applicable regulations in English, or, in the case of a resident with disability, in the format requested by the resident **24 CFR § 966.4(I)**
3. In accordance with the lease and grievance procedure, NNRHA shall notify Resident in the lease termination notice of Resident's grievance rights if the lease termination is subject to the Grievance Procedure.

D. Eviction Actions

1. NNRHA may evict a resident from the apartment only by bringing a Court action.
2. The Sheriff's office or another legally authorized department is the only entity authorized to execute and eviction.
3. If NNRHA files an eviction action against a resident, the resident will be liable for Court costs, excluding attorney's fees, unless the resident prevails in the action;
4. NNRHA is not required to prove that the resident knew or should have known that a family member, household member, guest, or other person under the resident's control was engaged in the action that violated the lease.
 - a. The resident may raise as a defense that the resident did not know nor should have known about



the action that violated the lease.

- b. The resident must prove this defense by the preponderance of the evidence.
5. In deciding whether or not to evict for criminal activity NNRHA may consider all the circumstances of the case, including the seriousness of the offense, the extent of participation by family members and the effect that the eviction would have on family members not involved in the proscribed activity.
6. In appropriate cases, NNRHA may permit continued occupancy by remaining family members and may impose a condition that the family members who engaged in the proscribed activity will neither reside in nor visit the dwelling unit.
7. NNRHA may require a resident who has engaged in the illegal use of drugs to present evidence of successful completion of a treatment program as a condition to be allowed to visit and/or reside in the dwelling unit.
8. NNRHA may require that the remaining family members live in strict compliance with the lease and that the family be placed on probation for an appropriate period of time.

E. Record keeping Requirements

1. A written record of every termination and/or eviction shall be maintained by NNRHA, and shall contain the following information:
 - a. Name of resident, race and ethnicity, number and identification of apartment occupied;
 - b. Date of the Notice of Lease Termination and any other state or local notices required, which may be on the same form and run concurrently;
 - c. For lease terminations for criminal activity, a note in the file with the date, case number and source of information relating to the Notice of Arrest or Notice of the Incident
 - d. For "for cause" lease terminations, copies of any occurrence reports, lease violation notices, or other appropriate documentation of the underlying facts surrounding the incident that is the subject of the eviction;
 - e. Specific reason(s) for the Notice(s), with section of the lease violated, and other facts pertinent to the issuing of the Notice(s) described in detail;
 - f. Date and method of notifying resident; and
 - g. Summaries of any conferences held with resident including dates, names of conference participants and conclusions;
 - h. Copy of the served Termination Notice;
 - i. Copy of any agreed settlement orders;
 - j. Copy of any post-judgment agreements.



F. EIV'S Deceased Tenants Report

The NNRHA shall generate the EIV's Deceased Tenants Report monthly shortly before either the end of the month or creating rent statements to see if the system flags deceased residents. The NNRHA will review the report and follow up with any listed families immediately and take any necessary corrective action as set forth in PIH Notice 2012-4 or successor publications. When the Deceased Tenants Report identifies an individual as being deceased, the NNRHA is required to take the following actions:

A. Administrative and Corrective Actions Required by the NNRHA.

1. Immediately send a letter to the head of household (HOH) or emergency contact person (if the HOH is deceased and there is no other adult household member) to confirm the death of the listed household member.
2. Conduct a home visit to determine if anyone is residing in the unit.
3. If there are unauthorized persons (including a live-in aide) in the unit of a deceased single member household we will pursue judicial intervention to have them lawfully removed from the unit. The NNRHA will follow state Tenant and Landlord laws to regain possession of the unit.
4. When the HOH dies and the only remaining household member is the live-in aide, the live in aide is not entitled or eligible for any rental assistance or continued occupancy in a subsidized unit. By definition, the live-in aide would not be living in the subsidized unit except to provide the necessary supportive services on behalf of the elderly or disabled HOH. The NNRHA may not designate the live-in aide as the new HOH or change the relation code (line item 3h on the form HUD-50058) of the live-in aide to make him or her an eligible household member eligible for assistance.

B. Remaining Household Members Who are Minors

When a HOH dies during tenancy and the remaining household members are minors, the NNRHA may allow a temporary adult guardian to reside in the unit until a court –appointed guardian is established. In accordance with its screening policies, the NNRHA may add the new guardian as the new HOH.

C. HUD 50058 Recording on Deceased Tenants

- a.) NNRHA is required to list the EOP date as of the date on which the family or designee of the deceased tenant's estate returned the keys and signed a vacate notice; or the date the public housing lease was terminated; or the date NNRHA legally regained possession of the unit, whichever occurs first.
- b.) In instances in which there are unauthorized occupants in the public housing unit after the death of the HOH, NNRHA must initiate litigation to regain possession of the public housing unit. To remove the deceased HOH from the Deceased Tenants report in which there is pending litigation to regain possession of the public housing unit, the NNRHA is required to compete and successfully submit an updated form HUD-50058 to PIC.

D. Removal of Personal Belongings from Public Housing Unit

Upon notification of the death, either by HUD's EIV system or a third party, the family or designee of the deceased tenant's estate will be allotted time to remove personal belongings from the unit. Families will be afforded a reasonable time frame to remove personal belongings from the public housing unit and enable



the NNRHA to prepare the unit, as quickly as possible, for occupancy by the next eligible family in need of affordable housing.

The NNRHA will comply with local and state established tenant-landlord laws with respect to lease termination, possession of premises upon death and removal of personal belongings from the public housing unit.

X. Utilities

A. Resident-Paid Utilities 24 CFR § 965 & 966.4(b)(2)

The following requirements apply to residents living in developments with resident-paid utilities:

1. In units with Resident-paid utilities, paying the utility bill in a timely manner is an obligation under the lease and failure to pay in a timely manner is a serious violation of the lease, subject to lease termination. **24 CFR § 960.253(c)(3) and 966.4(b)**
2. If a resident or applicant is unable to get utilities connected because of bad credit or a previous balance owed to the utility company at a prior address, the resident or applicant will not be permitted to move into a unit with resident-paid utilities. **24 CFR § 960.203**
3. When a resident makes application for utility service in his/her own name, he or she **shall** sign a third-party notification agreement so that NNRHA will be notified if the resident fails to pay the utility bill.
4. Each resident will receive a monthly Utility Allowance that reflects a reasonable amount of utilities for the specific size and type of apartment occupied. **24 CFR § 5.609**
5. Residents who pay their utility bills directly and are paying an income-based rent have the amount of rent owed to NNRHA reduced by the amount of the Utility Allowance. In other words, the resident's Total Tenant Payment, less the Utility Allowance equals the Tenant Rent owed to NNRHA.
6. When a resident's Total Tenant Payment is less than the utility allowance, NNRHA will pay a utility reimbursement, equal to the difference between one month's total tenant payment and the utility allowance, to the utility company on the resident's behalf. **24 CFR § 5.632**
7. Residents on whose behalf Utility Reimbursements are paid to the utility company are required to pay the utility supplier for any use in excess of that covered by the Utility Allowance;
8. If the resident's actual utility bill is less than the Utility Allowance, the resident receives the the saving.
9. When the utility supplier offers a "Budget" payment plan, Manager shall suggest that Resident use this plan to protect the resident from seasonal fluctuations in utility bills.

B. Excess Utility Charges

1. Check-metered developments or buildings: In buildings that are check-metered, residents shall have consumption-based utility allowances that reflect the size and type of units and actual equipment provided by NNRHA. Check meters are read by NNRHA and each tenant charged for consumption in excess of the utility allowance at the rate paid by NNRHA.
2. In buildings where utilities are not individually metered and there are no check meters, NNRHA may make excess utility charges for the use of certain resident-supplied appliances in excess of those supplied by NNRHA. Examples include:
 - a. Second refrigerator;
 - b. Air conditioner;
 - c. Freezer



C. Reasonable Accommodations 24 CFR § 8.4 and 966.7

1. Residents with disabilities may be entitled to higher than normal utility allowances or may not be charged for the use of certain resident-supplied appliances if there is a verified need for special equipment because of the disability.

XI. Flat Rents and Ceiling Rents

A. Flat Rents

Effective June 1, 2014, PHAs may set their flat rents no lower than 80% of the Department of Housing and Urban Development established fair market rent (FMR) in their area by bedroom size. In cases where following this formula causes flat rents to exceed 135% of the existing flat rent, the amount must be phased in to ensure that families do not experience a rent increase of more than 35% annually. The effected families' rents will change at their next income re-examination. Families still have the option of selecting the Income Based Rent, which in some cases may be lower. In addition, in some cases, the new Flat rent may be phased in by \$50 quarterly until the new rent amount is achieved.

B Annual Update of Flat Rents

1. NNRHA shall review the Fair Market Rent annually and adjust the Flat rents as needed.
2. Flat rents may either be increased or decreased based on the FMR schedule as described above.
3. When a resident chooses Flat rent, his/her rent shall be adjusted only at the next regular reexamination/ recertification rather than at the point the Flat rent may change.
4. Flat Rents will be adjusted by the tenant paid utility allowances.

C. Choice of Rent

1. Once each year, beginning with admission, each family is offered a choice between paying the income-based rent and the Flat rent applicable to the unit they will be occupying.
2. Because of the way the Federal law is written, choice of Flat rent may only be offered at admission and annual reexamination.



D. Recertification of Families on Flat Rents

Families paying flat rents are required to recertify income only every three years, rather than annually, although they are still required to participate in an Annual Reexamination in order to ensure that apartment size is still appropriate and Community Service requirements (if applicable) are met. **24 CFR § 960.257 (a)(2)**

E. Hardship Reduction in Flat Rents

1. If a resident who opted for Flat Rent experiences a decrease in income, Management will perform an Interim Reexamination of Income.
2. If the reduction in income will last more than 30 days, Management will reduce rent to the income-based rent based on verified income information. **24 CFR § 960.253 (f)**

XII. Determining Income and Rent

A. Annual Income 24 CFR § 5,609

NNRHA shall use HUD's definition of Annual Income. Should this definition be revised, HUD's definition, rather than that presented below shall be used.

Annual income is the anticipated total income from all sources, including net income derived from assets, received by the family head and spouse (even if temporarily absent) and by each additional family member including all net income from assets for the 12-month period following the effective date of initial determination or reexamination of income, exclusive of income that is temporary, non-recurring, or sporadic as defined below, or is specifically excluded from income by other federal statute. Annual income includes but is not limited to:

1. The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services;
2. The net income from operation of a business or profession, including any withdrawal of cash or assets from the operation of the business. Expenditures for business expansion or amortization of capital



indebtedness shall not be used as deductions in determining the net income from a business. An allowance for the straight line depreciation of assets used in a business or profession may be deducted as provided in IRS regulations. Withdrawals of cash or assets will not be considered income when used to reimburse the family for cash or assets invested in the business;

3. Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for the straight line depreciation of real or personal property is permitted. Withdrawals of cash or assets will not be considered income when used to reimburse the family for cash or assets invested in the property;
4. If the Family has Net Family Assets in excess of \$5,000, Annual Income shall include 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;
5. The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts [See B. 14. below for treatment of delayed or deferred periodic payment of social security or supplemental security income benefits.];
6. Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation, and severance pay (But see paragraph B. 3. below concerning treatment of lump-sum additions as Family assets.);
7. All welfare assistance payments (Temporary Assistance to Needy Families, General Assistance) received by or on behalf of any family member;
8. Periodic and determinable allowances, such as alimony and child support payments, and regular cash and non-cash contributions or gifts received from agencies or persons not residing in the dwelling made to or on behalf of family members; and
9. All regular pay, special pay, and allowances of a family member in the Armed Forces. (See paragraph B. 7. below concerning pay for exposure to hostile fire.)

B. Excluded Income 24 CFR § 5.609

Annual Income does not include the following:

1. Income from the employment of children (including foster children) under the age of 18 years;
2. Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the resident family, who are unable to live alone);
3. Lump sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance, and worker's compensation), capital gains, one-time lottery winnings, and settlement for personal property losses (but see paragraphs 4 and 5 above if the payments are or will be periodic in nature);

(See paragraph 14. below for treatment of delayed or deferred periodic payments of social security or supplemental security income benefits.)

4. Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;
5. Income of a live-in aide, provided the person meets the definition of a live-in aide (See Section 12 of these policies);



6. The full amount of student financial assistance paid directly to the student or the educational institution;
7. The special pay to a family member serving in the Armed Forces who is exposed to hostile fire;
8. Certain amounts received that are related to participation in the following programs:
 - a. Amounts received under HUD funded training programs (e.g. Step-up program: excludes stipends, wages, transportation payments, child care vouchers, etc. for the duration of the training);
 - b. Amounts received by a person with disabilities that are disregarded for a limited time for purposes of Supplemental Security Income and benefits that are set aside for use under a Plan to Attain Self-Sufficiency (PASS);
 - c. 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.) to allow participation in a specific program;
 - d. A resident services stipend. A resident services stipend is a modest amount (not to exceed \$200/month) received by a public housing resident for performing a service for the NNRHA, on a part-time basis, that enhances the quality of life in public housing. 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; and
 - e. Incremental earnings and/or benefits resulting to any family member from participation in qualifying state or local employment training program (including training programs not affiliated with the local government), and training of family members 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 a limited period as determined in advance by the NNRHA;
9. Temporary, non-recurring, or sporadic income (including gifts);
10. Reparation payments paid by foreign governments pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
11. Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of the household and spouse);
12. Adoption assistance payments in excess of \$480 per adopted child;
13. The incremental earnings and benefits to any resident 1) whose annual income increases due to employment of a family member who was unemployed for one or more years previous to employment; or 2) whose annual income increases as the result of increased earnings by a family member during participation in any economic self sufficiency or other job training program; or 3) whose annual income increases due to new employment or increased earnings of a family member during or within six months of receiving state-funded assistance, benefits or services, will not be increased during the exclusion period. For purposes of this paragraph, the following definitions apply:
 - a. State-funded assistance, benefits or services means any state program for temporary assistance for needy families funded under Part A of Title IV of the Social Security Act, as determined by the NNRHA in consultation with the local agencies administering temporary assistance for needy families (TANF) and Welfare-to-Work programs. The TANF program is not limited to monthly income maintenance, but also includes such benefits and services as one-time payments, wage subsidies and transportation assistance – provided that the total amount over a six-month period is at least \$500.



subsidies and transportation assistance – provided that the total amount over a six-month period is at least \$500.

- b. During the 12 month period beginning when the member first qualifies for a disallowance, the NNRHA must exclude from Annual Income any increase in income as a result of employment. For the 12 months following the exclusion period, 50% of the income increase shall be excluded.
 - c. Regardless of how long it takes a resident to work for 12 months (to complete the first exclusion) or the second 12 months (to qualify for the second exclusion), the maximum period for the disallowance (exclusion) is 48 months.
 - d. The disallowance of increased income under this section is only applicable to current residents and will not apply to applicants who have begun working prior to admission (unless their earnings are less than would be earned working ten hours per week at minimum wage, under which they qualify as unemployed).
14. Deferred periodic payments of supplemental security income and social security benefits that are received in a lump sum payment;
 15. 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;
 16. Amounts paid by a State agency to a family with a developmentally disabled family member living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home;
 17. Amounts specifically excluded by any other Federal Statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under the United States Housing Act of 1937. (A notice will be published by HUD in the Federal Register identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary.)

The following is a list of benefits excluded by other Federal Statute. There are a total of 26 federally mandated exclusions.

- a. The value of the allotment provided to an eligible household for coupons under the Food Stamp Act of 1977; **7 USC 2017 (h)**
- b. Payments to volunteers under the Domestic Volunteer Service Act of 1973; **42 USC 5044 (g), 5088**

Examples of programs under this Act include but are not limited to:

- The Retired Senior Volunteer Program (RSVP), Foster Grandparent Program (FGP), Senior Companion Program (SCP), and the Older American Committee Service Program;
 - National Volunteer Antipoverty Programs such as VISTA, Peace Corps, Service Learning Program, and Special Volunteer Programs;
 - Small Business Administration Programs such as the National Volunteer Program to Assist Small Business and Promote Volunteer Service to Persons with Business Experience, Service Corps of Retired Executives (SCORE), and Active Corps of Executives (ACE).
- c. Payments received under the Alaska Native Claims Settlement Act; **43 USC.1626 (a)**
 - d. Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes; **25 USC. 459e**



- e. Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program; **42 USC 8624 (f)**
- f. Income derived from the disposition of funds of the Grand River Band of Ottawa Indians; **P. L. 94-540, 90 State 2503-04**
- g. The first \$2000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the Court of Claims **25 USC 1407-08**, or from funds held in trust for an Indian Tribe by the Secretary of Interior; and **25 USC 117b, 1407**
- h. Amounts of scholarships funded under Title IV of the Higher Education Act of 1965 including awards under the Federal work-study program or under the Bureau of Indian Affairs student assistance programs. **20 USC 1087 uu**
 - Examples of Title IV programs include but are not limited to: Basic Educational Opportunity Grants (Pell Grants), Supplemental Opportunity Grants, State Student Incentive Grants, College Work Study, and Byrd Scholarships.
- i. Payments received from programs funded under Title V of the Older Americans Act of 1965: **42 USC 3056 (f)**
 - Examples of programs under this act include but are not limited to: Senior Community Services Employment Program (CSEP), National Caucus Center on the Black Aged, National Urban League, Association National Pro Personas Mayores, National Council on Aging, American Association of Retired Persons, National Council on Senior Citizens, and Green Thumb.
- j. Payments received after January 1, 1989 from the Agent Orange Settlement Fund or any other fund established in the In Re Agent Orange product liability litigation;
- k. Payments received under Maine Indian Claims Settlement Act of 1980; **P.L. 96-420,94 Stat. 1785**
- l. The value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990; **42 USC 9858q**
- m. Earned income tax credit refund payments received on or after January 1, 1991 **26 USC 32 (j)**
- n. Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation;
- o. Allowances, earnings and payments to AmeriCorps participants under the National and Community Service Act of 1990;
- p. Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act; and
- q. Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998.

Please see page 39a for the new federally mandated income exclusions published by HUD referenced at 24 CFR 5.6909(c)

C. Anticipating Annual Income 24 CFR § 5.609(d)

If it is not feasible to anticipate income for a 12-month period, the Authority may use the annualized income



r. Any amount received under the School Lunch Act and the Child Nutrition Act of 1966 (42 U.S.C. 1780(b)), including reduced-price lunches and food under the Special Supplemental Food Program for Women, Infants, and Children (WIC);

s. Payments, funds or distributions authorized, established, or directed by the Seneca Nation Settlement Act of 1990 (25 U.S.C. 1774f(b));

t. Payments from any deferred Department of Veterans Affairs disability benefits that are received in a lump sum amount or in prospective monthly amounts as provided by an amendment to the definition of annual income in the U.S. Housing Act of 1937 (42 U.S.C. 1437) by Section 2608 of the Housing and Economic Recovery Act of 2008 (Pub. L. 110-289, 42 U.S.C. 4501);

u. Compensation received by or on behalf of a veteran for service-connected disability, death, dependency, or indemnity compensation as provided by an amendment by the Indian Veterans Housing Opportunity Act of 2010 (Pub. L. 111-269) to the definition of income applicable to programs authorized under the Native American Housing Assistance and Self-Determination Act of 1996 (25 U.S.C. 4101) and administered by the Office of Native American Programs; and

v. Periodic or lump sum payments under the United States District Court Case *Elouise Cobell et al. v. Ken Salazar et al.*, United States District Court, District of Columbia, as provided in the Claims Resolution Act of 2010 (Pub. L. 111-291).

w. Major disaster and emergency assistance received by individuals and families under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Pub. L. 93-288, as amended) comparable disaster assistance provided by States, local governments, and disaster assistance organizations shall not be considered as income or a resource when determining eligibility for or benefit levels under federally funded income assistance or resource-tested benefit programs (42 U.S.C. 5155(d)).

x. Any amounts in an "individual development account" as provided by the Assets for Independence Act, as amended in 2002 (Pub. L. 107-110, 42 U.S.C. 604(h)(4))

y. Any allowance paid under the provisions of 38 U.S.C. 1833© to children of Vietnam veterans born with spina bifida (38 U.S.C. 1802-05), children of women Vietnam veterans born with certain birth defects (38 U.S.C. 1811-16), and children of certain Korean service veterans born with spina bifida (38 U.S.C. 1821)

z. Per capita payments made from the proceeds of Indian Tribal Trust Cases as described in PIH 2013-30 "Exclusions from Income of Payments under Recent Tribal Trust Settlements" (25 U.S.C. 117b (a))

The Newport News Redevelopment and Housing Authority will not provide exclusions from income in addition to those already provided for by HUD.



tenants receiving unemployment compensation.)

D. Adjusted Income (24 CFR § 5.611)

Adjusted Income (the income upon which income-based rent is based) means Annual Income less the following deductions:

For All Families

1. **Child Care Expenses** — A deduction of amounts anticipated to be paid by the family for the care of children under 13 years of age for the period for which Annual Income is computed, BUT ONLY when such care is necessary to enable a family member to be gainfully employed, to seek employment or to further his/her education. Amounts deducted must be unreimbursed expenses and shall not exceed: (a) the amount of income earned by the family member released to work; or (b) an amount determined to be reasonable by NNRHA when the expense is incurred to permit education or to seek employment.
2. **Dependent Deduction** — An exemption of \$480 for each member of the family residing in the household (other than the head of household, or spouse, Live-in Aide, foster adult or foster child) who is under eighteen years of age or who is eighteen years of age or older and disabled, or a full-time student.
3. **Work-related Disability Expenses** — a deduction of unreimbursed amounts paid for attendant care or auxiliary apparatus expenses for family members with disabilities where such expenses are necessary to permit a family member(s), including the disabled member, to be employed. In no event may the amount of the deduction exceed the employment income earned by the family member(s) freed to work.

Equipment and auxiliary apparatus may include but are not limited to: wheelchairs, lifts, reading devices for the visually impaired, and equipment added to cars and vans to permit their use by the disabled family member. Also included would be the annualized cost differential between a car and the cost of a van required by the family member with disabilities.

- a. For non-elderly families and elderly or disabled families without medical expenses: the amount of the deduction equals the cost of all unreimbursed expenses for work-related disability expense less three percent of Annual Income, provided the amount so calculated does not exceed the employment income earned.
- b. For elderly or disabled families with medical expenses: the amount of the deduction equals the cost of all unreimbursed expenses for work-related disability expense less three percent of Annual Income (provided the amount so calculated does not exceed the employment income earned) PLUS medical expenses as defined below.

For elderly and disabled families only:

4. **Medical Expense Deduction** — A deduction of unreimbursed Medical Expenses, including insurance premiums, anticipated for the period for which Annual Income is computed.

Medical expenses include but are not limited to: services of physicians and other health care professionals, services of health care facilities, health insurance premiums (including the cost of Medicare), prescription and non-prescription medicines, transportation to and from treatment, dental expenses, eyeglasses, hearing aids and batteries, attendant care (unrelated to employment of family



members), and payments on accumulated medical bills. To be considered by NNRHA for the purpose of determining a deduction from income, the expenses claimed must be verifiable.

- a. For elderly or disabled families without work-related disability expenses: The amount of the deduction shall equal total medical expenses less three percent of annual income.
- b. For elderly or disabled families with both work-related disability expenses and medical expenses: the amount of the deduction is calculated as described in paragraph 3 (b) above.

5. **Elderly/Disabled Household Exemption** — An exemption of \$400 per household. See Definitions in the next section.
6. **Optional Deductions/Exemptions:** NNRHA may amend this policy and grant further deductions. Any such deduction would be noted here. HUD does not increase operating subsidy to offset additional deductions.

E. Computing Income-based Rent and Choice of Rent 24 CFR § 5.628

1. Total Tenant Payment (TTP)

- a. The first step in computing income-based rent is to determine each family's Total Tenant Payment.
- b. Then, if the family is occupying an apartment that has tenant-paid utilities, the Utility Allowance is subtracted from the Total Tenant Payment.
- c. The result of this computation, if a positive number, is the Tenant Rent.
- d. If the Total Tenant Payment less the Utility Allowance is a negative number, the result is the utility reimbursement, which is paid directly to the utility company by the NNRHA.

2. Total Tenant Payment (income-based rent) is the higher of:

- **30% of adjusted monthly income;**
or
- **10% of monthly income;**
but never less than the
- **Minimum Rent of \$50;**
and not more than the
- **Flat Rent, if chosen by the family**

3. Tenant rent

- a. Tenant rent is computed by subtracting the utility allowance for tenant supplied utilities (if applicable) from the Total Tenant Payment.
- b. In developments where the NNRHA pays all utility bills directly to the utility supplier, Tenant Rent equals Total Tenant Payment. **24 CFR § 5.634**

4. Minimum Rent

The Minimum Rent shall be \$50 per month.

5. Minimum rent hardship exemption

A hardship exemption shall be granted to residents who can document that they are unable to pay the



\$50 because of a long-term hardship (over 90 days). Examples of situations under which residents would qualify for the hardship exemption to the minimum rent are limited to the following: **24 CFR § 5.630**

- a. The family has lost eligibility for or is applying for an eligibility determination for a Federal, State or local assistance program;
 - b. The family would be evicted as result of the imposition of the minimum rent requirements;
 - c. The income of the family has decreased because of changed circumstances, including loss of employment;
 - d. A death in the family has occurred;
6. Being exempted from paying minimum rent does not mean the family automatically pays nothing. Instead, the family is required to pay the greater of 30% of Adjusted Monthly Income or 10 percent of monthly income.

7. Choice of Rent

At initial certification and at each subsequent annual reexamination the resident shall be offered a choice of paying either the income-based rent or the Flat Rent applicable to the apartment they will be occupying.

F. Repayment Agreements

When a resident owes the NNRHA retroactive rent or back charges and is unable to pay the balance by the due date, the resident may request that the NNRHA allow them to enter into a Repayment Agreement. The NNRHA 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 XXXXX months. The number of months is at the discretion of the property manager. If feasible, the total amount paid will not exceed 40% of monthly adjusted income. All Repayment Agreements must be in writing and signed by both parties. They must include the following elements:

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

Refusal to enter into a Repayment Agreement for monies owed will subject the family to lease termination procedures.



XIII. NNRHA COMMUNITY SERVICE POLICY

A. Background

1. NNRHA is working to enable its residents to become fully economically independent. In support of this goal, NNRHA is requiring that all non-exempt members of resident families meet monthly targets for neighborhood service or economic self sufficiency, as monitored monthly through the Service Connector.
2. The Community Service requirement is 8 hours per month for each non-exempt adult (not for each family with a non-exempt adult).
3. Compliance with Community Service activities is monitored by monthly contact between the non-exempt resident and the Manager.

B. Definitions

1. **Community Service** - volunteer work that benefits the property or the local neighborhood includes, but is not limited to:
 - a. Work at a local institution, including but not limited to: school, community center, hospital, hospice, recreation center, senior center, adult day care program, homeless shelter, meals or feeding program, library or bookmobile, before- or after-school education program, or child care center, etc.;
 - b. Work with a non-profit organization that serves NNRHA residents or their children, including but not limited to: Boy Scouts, Girl Scouts, Boys or Girls Club, 4-H Club, PAL, Garden Center, Neighborhood clean-up programs, Beautification programs, etc.;
 - c. Work with a community arts program involving performing arts, fine arts, visual arts or crafts including but not limited too community theater, dance, music (orchestra, voice, band, small ensemble, etc.) , etc.;
 - d. Work with any program funded under the Older Americans Act, including but not limited to: Green Thumb, Service Corps of Retired Executives, Meals on Wheels, etc.;
 - e. Work with service programs sponsored by churches so long as they do not involve religious education or the practice of religion (e.g. a meals program for the homeless sponsored by a church and provided in the parish hall would be acceptable, teaching Sunday School would not);
 - f. Work with other youth, disability service or advocacy, or senior organizations;
 - g. Work at the property to help improve physical conditions (for example as a grounds or building captain, or on a beautification program for the building or grounds);
 - h. Work at the property to help with children's programs;
 - i. Work at the property to help with senior programs;
 - j. Help neighborhood groups with special projects;
 - k. Work through the Resident Association to help other residents with problems, serving as an officer in an RA, serving on the RA or Resident Advisory Board;
 - l. Care for the children of other residents so they may volunteer.



2. **Political activity is excluded.**
3. **Work activity must not take the place of work performed by paid employees.**
4. **Self Sufficiency Activities** - include, but are not limited to:
 - a. Job readiness programs;
 - b. Job training programs;
 - c. Skills training programs;
 - d. Higher education (Junior college or college);
 - e. Vocational education;
 - f. GED classes;
 - g. Verifiable job search activities;
 - h. Apprenticeships;
 - i. Substance abuse or mental health counseling;
 - j. English proficiency or literacy (reading) classes;
 - k. Parenting classes;
 - l. Budgeting and credit counseling;
 - m. Any kind of class that helps a person toward economic independence;
 - n. Carrying out any activity required by the Department of Public Assistance as part of welfare reform.
 - o. The self sufficiency hours counted toward the 8 hour per month requirement will be only hours when a non-exempt adult is actually attending class or engaged in job training. It will not include time in transit.
5. Exempt Adult - an adult member of the family who
 - a. Is 62 years of age or older
 - b. Has a disability that can be verified to prevent him/her from being gainfully employed
 - c. Is verified to be the fulltime caretaker of a disabled person
 - d. Is working at least 20 hours per week
 - e. Qualifies as a full-time student at a secondary school or an institution of higher learning

C. Requirements of the Program

1. Each non-exempt adult in a family paying at least the minimum rent must contribute and document some combination of 8 hours per month of Community service or self sufficiency activity.
2. The 8 hours per month may be either volunteer work or self sufficiency program activity or a combination of the two.
3. At least 8 hours of activity must be performed each month. An individual may not skip a month and then double up the following month, unless special circumstances warrant special consideration. NNRHA will make the determination of whether to allow or disallow a deviation from the schedule.



4. Activities must be performed within the neighborhood and not outside the jurisdictional area of the NNRHA. The exception to this rule would be adults who are enrolled in full-time higher education or vocational training. Their hours of education would count toward the requirement.
5. Family obligations
 - a. At lease execution or re-examination after the effective date of this policy, all adult members (18 or older) of a public housing resident family must
 - 1 provide documentation that they are exempt from Community Service requirement if they qualify for an exemption, and
 - 2 sign a certification that they have received and read this policy and understand that if they are not exempt, failure to comply with the Community Service requirement will result in termination of their lease.
 - b. Once each month non-exempt family members must present a completed documentation form (provided NNRHA) of activities performed over the previous month to the Service Connector.
 - c. At each annual re-examination, non-exempt family members must present a completed documentation form (provided by NNRHA) of activities performed over the previous twelve months. Both forms will include places for signatures of supervisors, instructors, or counselors and the Service Connector certifying to the number of hours contributed each month by month.
6. Change in exempt status:
 - a. If, during the twelve (12) month period, a non-exempt person becomes exempt, it is his/her responsibility to report this to NNRHA and provide documentation of such.
 - b. If, during the twelve (12) month period, an exempt person becomes non-exempt, it is his/her responsibility to report this to NNRHA and the property manager.
 - c. The Service Connector will provide the person with the Recording/Certification documentation form and a list of agencies in the neighborhood that provide volunteer and/or training opportunities.

D. NNRHA obligations

1. To the greatest extent possible and practicable, NNRHA and its property managers will
 - a. provide names and contacts at agencies that can provide opportunities for residents, including those with disabilities, to fulfill their Community Service/Self Sufficiency obligations;
 - b. include a disabled person who is otherwise able to be gainfully employed, since such an individual is not exempt from the Community Service requirement; and
 - c. provide referrals for volunteer work or self sufficiency programs.
2. The property manager will provide the family with exemption verification forms and Recording/Certification documentation forms and a copy of this policy at initial application and at lease execution.
3. NNRHA will make the final determination as to whether or not a family member is exempt from the Community Service/Self Sufficiency requirement. Residents may use NNRHA's Grievance Procedure if they disagree with NNRHA's determination.
4. Noncompliance of a non-exempt family member
 - a. If a non-exempt adult fails to report to the Manager or fails to complete the required eight hours of



neighborhood service or self sufficiency activity, the Manager shall, at the end of the month, report to the property manager.

- b. When a property manager receives a report of a non-exempt adult's failure to either report or complete the required activity, the property manager shall send a Notice of Lease Violation to the head of household.
- c. The non-exempt adult will be granted one month to make up any lost hours, properly reported to the Manager.
- d. If the lost hours are not made up in the subsequent month and verified to the Manager, the Manager shall, at the end of the month, report to the property manager.
- e. When the property manager receives the report from the Manager of the non-exempt adult's failure to cure, the property manager shall send a Notice of Lease Termination to the head of household;
- f. If the non-exempt adult who fails to make up the required hours is someone other than the head of household, the remaining family members may retain their tenancy if the noncompliant adult leaves the household;
- g. The family may use NNRHA's Grievance Procedure to contest the lease termination.

VIOLENCE AGAINST WOMEN ACT POLICY

The Newport News Redevelopment and Housing Authority provides or offers the following activities, services, or programs, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking.

- The Community Resources Division provides services to victims of domestic violence through referrals in partnership with Transitions Family Violence Services. Transitions Family Violence Services is the sole provider of comprehensive family violence services. The agency assists adult and child victims through shelter, counseling and advocacy. Community Resources staff work with residents to increase awareness of domestic violence and provide opportunities for them to get assistance through referrals. Families are also given the number to Transitions 24 Hour Hotline-757-723-7774.
- NNRHA works in partnership with the Commonwealth Attorney's Office Victim Services Unit.
- NNRHA works in partnership with the Department of Social Services, Newport News Drug Court and the Peninsula Center for Independent Living sharing information about the different programs and services we offer to assist victims of domestic violence.

The Newport News Redevelopment and Housing Authority provides or offers the following activities, services, or programs that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing.

- Transitions Family Violence Services distributes literature at the Annual College and Career Fair which is sponsored by the Authority.



- The Authority bans individuals from Authority properties that commit assaults.
- The Authority's policy allows the transfer of victims when necessary to other complexes.

The Newport News Redevelopment and Housing Authority provides or offers the following activities, services, or programs to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance victim safety in assisted families.

- NNRHA has an Involuntary Displacement Preference policy in place to assist families who are "actual or threatened with physical violence directed against the applicant or the applicant's family by a spouse or other household member who lives in the unit with the family".

The Newport News Redevelopment and Housing Authority has the following procedures in place to notify residents of their rights under the Violence Against Women Act:

- This information is given to residents at their leasing.
- The Authority posts this information on the bulletin board at each rental office and the Family Investment Center.
- This information is included in the resident Newsletter quarterly.

The Newport News Redevelopment and Housing Authority has the following procedures in place to notify applicants and residents of their rights under the Violence Against Women Act:

- This information is given to residents at their leasing, when denying admission to applicants and when providing notice of eviction or termination of assistance.
- The Authority posts this information on the bulletin board at each rental office and the Family Investment Center.
- This information is included in the resident Newsletter quarterly.
- In partnership with Transitions Family Violence Services, the Authority holds an annual Domestic Violence workshop/meeting in October in recognition of Domestic Violence Month. Tenant Council Members are invited to attend as well as the Commonwealth Attorney's Office Victim Services Unit.

VAWA-Violence Against Women and Justice Department Reauthorization Act of 2005

The Violence Against Women and Justice Department Reauthorization Act of 2005 ("VAWA") protects qualified tenants, participants, and applicants, and family members of tenants, participants, and applicants, who are victims of domestic violence, dating violence, or stalking from being denied housing assistance, evicted, or terminated from housing assistance based on acts of such violence against them.

A. Under the federal Violence against Women Act of 2005 (VAWA), the NNRHA must abide by any state or local laws that provide greater protection to victims of domestic violence, dating violence, or stalking than VAWA does.

B. For the purposes of interpreting the Violence against Women Act, NNRHA recognizes the following definition:

Bifurcate: with respect to a public housing lease, it means to divide a lease as a matter of law such that certain tenants can be evicted or removed while the remaining family members' lease and occupancy rights are allowed to remain intact.



C. VAWA provides statutory protections for victims of domestic violence, dating violence, sexual assault, and stalking.

D. Documenting the Occurrence of domestic violence, dating violence or stalking

Upon request, the victim will provide evidence, which could be in the form of the victim's written statement on a HUD-approved certification form, HUD Form 50066. The evidence could also consist of a police or court record, or the written statement of an employee, agent, or volunteer of a victim service provider, an attorney, or a medical professional, from whom the victim has sought assistance in addressing domestic violence, dating violence, or stalking, or in addressing the effects of abuse, in which the professional attests under the penalty of perjury to the professional's belief that the incident or incidents in question are bona fide incidents of abuse. In brief, a written document that verifies that the violence occurred could be requested by the NNRHA. At its discretion, the NNHRA may provide benefits to an individual based solely on the individual's verbal statement or other corroborating evidence.

The submission of false information may be the basis for the termination of assistance or for eviction.

E. Managing conflicting information

In cases where the NNRHA receives conflicting certification documents from two or more members of a household, each claiming to be a victim and naming one or more of the other petitioning household members as the perpetrator, the NNRHA may determine which is the true victim by requiring third-party documentation in accordance with any HUD guidance as to how such determinations will be made. The NNRHA shall honor any court orders addressing rights of access or control of the property, including civil protection orders issued to protect the victim and issued to address the distribution or possession of property among the household. We also make this decision in accordance with information received from the Commonwealth Attorney's Office and/or information received from the local police department.

F. HUD FORM 50066 Certification of Domestic Violence, Dating Violence, or Stalking. The revised form reflects the VAWA final rule Effective November 26, 2010.

G. An actual and imminent threat consists of a physical danger that is real, would occur within an immediate timeframe, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur.

H. VAWA Protections.

Notice of VAWA protections.

(1) The NNRHA must provide notice to public its Public Housing Residents of their rights under VAWA.

(2) Applicants-- Admission to the program shall not be denied on the basis that the applicant is or has been a victim of domestic violence, dating violence, or stalking, if the applicant otherwise qualifies for assistance or admission.

(3) Tenants--(a) Domestic violence, dating violence, or stalking. An incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be construed as a serious or repeated



lease violation by the victim or threatened victim of the domestic violence, dating violence, or stalking, or as good cause to terminate the tenancy of, occupancy rights of, or assistance to the victim.

(b) Criminal activity related to domestic violence, dating violence, or stalking. Criminal activity directly related to domestic violence, dating violence, or stalking, engaged in by a member of a tenant's household or any guest or other person under the tenant's control, shall not be cause for termination of tenancy of, occupancy rights of, or assistance to the victim, if the tenant or immediate family member of the tenant is the victim.

(4) Limitations of VAWA protections (a) Nothing in this section limits the authority of the PHA, owner, or management agent to evict a tenant or terminate assistance for a lease violation unrelated to domestic violence, dating violence, or stalking, provided that the NNRHA does not subject such a tenant to a more demanding standard than other tenants in making the determination whether to evict, or to terminate assistance or occupancy rights;

(b) Nothing in this section may be construed to limit the authority of a PHA, owner, or management agent to evict or terminate assistance to any tenant or lawful occupant if the PHA, owner, or management agent can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the public housing if that tenant or lawful occupant is not terminated from assistance. In this context, words, gestures, actions, or other indicators will be considered an "actual imminent threat" if they meet the standards. Any eviction or termination of assistance, should be utilized by the NNRHA only when there are no other actions that could be taken to reduce or eliminate the threat, including, but not limited to, transferring the victim to a different unit, barring the perpetrator from the property, contacting law enforcement to increase police presence or develop other plans to keep the property safe, or seeking other legal remedies to prevent the perpetrator from acting on a threat. Restrictions predicated on public safety cannot be based on stereotypes, but must be tailored to particularized concerns about individual residents.

5. As of February 2013 a new bill was created and signed into law. A bill was passed reauthorizing the Violence against Women Act (VAWA 2013). VAWA 2013 makes some changes in the VAWA 2005 provisions applicable to federal housing. Please see 49a for updates to VAWA.

I. Remedies Available for Victims

Remedies available to victims of domestic violence, dating violence, or stalking in HUD-assisted housing are:

(a) Lease bifurcation. Notwithstanding any Federal, State, or local law to the contrary, the NNRHA may bifurcate a lease, or remove a household member from a lease without regard to whether the household member is a signatory to then lease, in order to evict, remove, terminate occupancy rights, or terminate assistance to any tenant or lawful occupant who engages in criminal acts of physical violence against family members or others, without evicting, removing, terminating assistance to, or otherwise penalizing the victim of such violence who is a tenant or lawful occupant. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by Federal, State, or local law for termination of assistance or leases under the relevant public housing.

(b) Court orders. Nothing may be construed to limit the authority of the NNRHA when notified, to honor court orders addressing rights of access to or control of the property, including civil protection orders issued to protect the victim and to address the distribution of property among household members in a case where a family breaks up.



VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013

(VAWA 2013)

The new law makes some changes in the VAWA 2005 provisions applicable to federal housing to include the following:

It extends VAWA protections to victims of sexual assault as well as victims of domestic violence, dating violence, and stalking with sexual assault defined as “any non consensual sexual act proscribed by federal, tribal, or state law, including when the victim lacks capacity to consent.”

It replaces the term *immediate family member* with the term *affiliated individual* and defines the latter term to mean, “with respect to individual – (A) a spouse, parent, brother, sister, or child of that individual, or an individual to whom that individual stands in loco parentis; or (B) any individual, tenant, or lawful occupant living in the household of that individual. (For the definition of *immediate family member* in the current HUD regulations, see 24 CFR 5.2003. For the context in which the term is used, see 24 CFR 5.2005(c)(2).)

VAWA 2013 continues to provide the option of lease bifurcation as an option of removing the perpetrator of the violence. It requires the tenant remaining after bifurcation be given, if necessary, an opportunity to establish program eligibility and if that fails a reasonable time to find new housing or establish eligibility in another housing program.

If removed tenant or lawful occupant was the sole tenant eligible to receive assistance under a covered housing program, the PHA shall provide any remaining tenant the opportunity to establish eligibility for the covered housing program. If the remaining tenant cannot establish eligibility, the PHA is required to provide the tenant a reasonable time to find new housing or to establish eligibility under another covered housing program. If the remaining tenant cannot establish eligibility, the PHA is required to provide the tenant a reasonable time to find new housing or to establish eligibility under another covered housing program.

VAWA 2013 changes the description of violence from “criminal acts of physical violence against family members or others to “criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual.”

The HUD approved VAWA certification form (HUD-50066) requires a victim of abuse to name the perpetrator, VAWA 2013 limits the requirement to situations in which the name is known to the victim and safe to provide.

It adds a provision explicitly authorizing a PHA, owner, or manager to request third-party documentation when presented with victim certification forms containing conflicting information. (The HUD regulation at 24 CFR 5.2007(e) already provides this authorization.)

VAWA 2013 expands the list of acceptable forms of documentation of abuse to include a document signed by a mental health professional or the record of an administrative agency.

VAWA 2013 expands the victim notification requirements to require that PHAs provide the notice when a person is denied assistance, when a person is admitted, and when a tenant is notified of eviction or termination of housing benefits, and to require that the notice be provided together with form HUD-50066.



CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, OR STALKING

U.S. Department of Housing and Urban Development

Office of Public and Indian Housing

OMB Approval No. 2577-0249

Exp. (02/28/2014)

Purpose of Form: The Violence Against Women and Justice Department Reauthorization Act of 2005 ("VAWA") protects qualified tenants, participants, and applicants, and family members of tenants, participants, and applicants, who are victims of domestic violence, dating violence, or stalking from being denied housing assistance, evicted, or terminated from housing assistance based on acts of such violence against them.

Use of Form: This is an optional form. A PHA, owner or management agent presented with a claim for continued or initial tenancy or assistance based on status as a victim of domestic violence, dating violence or stalking (herein referred to as "Victim") has the option to request that the victim document or provide written evidence to demonstrate that the violence occurred. The Victim has the option of either submitting this form or submitting third-party documentation, such as:

(1) A Federal, State, tribal, territorial, or local police or court record; or

(2) Documentation signed by an employee, agent or volunteer of a victim service provider, an attorney or a medical professional, from whom the victim has sought assistance in addressing domestic violence, dating violence or stalking, or the effects of abuse, in which the professional attests under penalty of perjury (28 U.S.C. 1746) to the professional's belief that the incident or incidents in question are bona fide incidents of abuse, and the victim of domestic violence, dating violence, or stalking has signed or attested to the documentation.

If this form is used by the Victim, the Victim must complete and submit it within 14 business days of receiving it from the PHA, owner or management agent. This form must be returned to the person and address specified in the written request for the certification. If the Victim does not complete and return this form (or provide third-party verification) by the 14th business day or by an extension of the date provided by the PHA, management agent or owner, the Victim cannot be assured s/he will receive VAWA protections.

If the Victim submits this form, the PHA, owner or management agent cannot require any additional evidence from the Victim.

Confidentiality: All information provided to a PHA, owner or management agent concerning the incident(s) of domestic violence, dating violence, or stalking relating to the Victim shall be kept confidential by the PHA, owner or management agent, and such details shall not be entered into any shared database. Employees of the PHA, owner, or management agent are not to have access to these details unless to afford or reject VAWA protections to the Victim; and may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by the Victim in writing; (ii) required for use in an eviction proceeding; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, OR STALKING:

Date Written Request Received by Victim: _____

Name of Victim: _____

Names of Other Family Members Listed on the Lease: _____

Name of the Perpetrator: _____

Perpetrator's Relationship to Victim: _____

Date(s) the Incident(s) of Domestic Violence, Dating Violence or Stalking Occurred: _____

Location of Incident(s):



Description of Incident(s) (This description may be used by the PHA, owner or management agent for purposes of evicting the perpetrator. Please be as descriptive as possible.):

[INSERT TEXT LINES HERE]

I hereby certify that the information that I have provided is true and correct and I believe that, based on the information I have provided, that I am a victim of domestic violence, dating violence, or stalking and that the incident(s) in question are bona fide incidents of such actual or threatened abuse. I acknowledge that submission of false information is a basis for denial of admission, termination of assistance, or eviction.

Signature _____ Executed on (Date) _____

Public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. Information provided is to be used by PHAs and Section 8 owners or management agents to request a tenant to certify that the individual is a victim of domestic violence, dating violence or stalking. The information is subject to the confidentiality requirements of the HUD Reform Legislation. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB control number.



XIV. PHAS Score and Designations

The NNRHA will post a notice of the PHAS (Public Housing Assessment Score) and designation in appropriate and conspicuous and accessible locations in its offices within two weeks of receipt of our final PHAS score and designation.

XV. Definitions of Terms Used in This Statement of Policies

1. Accessible dwelling units—when used with respect to the design, construction or alteration of an individual dwelling unit, means that the apartment is located on an accessible route and when designed, constructed, altered, or adapted can be approached, entered, and used by individuals with physical disabilities. An apartment that is on an accessible route and is adaptable and otherwise in compliance with the standards set forth in **24 CFR § 8.32 & § 40** (the Uniform Federal Accessibility Standards) is “accessible” within the meaning of this paragraph.

When an individual dwelling unit in an existing facility is being modified for use by a specific individual, the apartment will not be deemed accessible, even though it meets the standards that address the impairment of that individual, unless it also meets the UFAS standards.

2. Accessible Facility - means all or any portion of a facility other than an individual dwelling unit used by individuals with physical disabilities. **24 CFR § 8.21**
3. Accessible Route - For persons with mobility impairment, a continuous unobstructed path that complies with space and reach requirements of the Uniform Federal Accessibility Standards. For persons with hearing or vision impairments, the route need not comply with requirements specific to mobility. **24 CFR § 8.3 & § 40.3.5**
4. Adaptability - Ability to change certain elements in a dwelling unit to accommodate the needs of disabled and non-disabled persons; or ability to meet the needs of persons with different types & degrees of disability. **24CFR § 8.3 & § 40.3.5**
5. Affiliated Individual- for purposes of interpreting the Violence Against Women Act with respect to an individual—(A) a spouse, parent, brother, sister, or child of that individual, or an individual to whom that individual stands in loco parentis; or (B) any individual, tenant or lawful occupant living in the household of that individual.
6. Alteration - any change in a facility or its permanent fixtures or equipment. It does not include: normal maintenance or repairs, re-roofing, interior decoration or changes to mechanical systems. **24 CFR § 8.3 & § 8.23 (b)**
7. Applicant – an individual or a family that has applied for admission to housing.
8. Area of Operation - Jurisdiction of NNRHA as described in state law and NNRHA’s Articles of Incorporation.
9. Assets - Assets means “cash (including checking accounts), stocks, bonds, savings, equity in real property, or the cash value of life insurance policies. Assets do not include the value of personal



property such as furniture, automobiles and household effects or the value of business assets.” See the definition of Net Family Assets, for assets used to compute annual income. **24 CFR § 5.603**

10. Auxiliary Aids - means services or devices that enable persons with impaired sensory, manual, or speaking skills to have an equal opportunity to participate in and enjoy the benefits of programs or activities. **24 CFR § 8.3**
11. Care attendant - a person that regularly visits the apartment of a NNRHA resident to provide supportive or medical services. Care attendants are not live-in aides, since they have their own place of residence (and if requested by NNRHA must demonstrate separate residence) and do not live in the public housing apartment. Care attendants have no rights of tenancy.
12. Citizen – Citizen (by birth or naturalization) or national of the United States. **24CFR § 5.504**
13. Co-head of household – One of two persons held responsible and accountable for the family.
14. Community Service Requirements – The performance of voluntary work or duties that benefit the public and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self responsibility in the community. Community service is not employment and may not include political activities. See **NNRHA Community Service Policy**.
15. Covered Families for Welfare Benefits – Families who receive welfare assistance or other public assistance benefits (welfare benefits) from a state or other public agency (welfare agency) under a program for which federal, state or local law requires that a member of the family participate in an economic self sufficiency program as a condition for such assistance.
16. Covered Person – For the purposes of lease enforcement, covered person means a tenant, any member of the tenant’s household, a guest or another person under the tenant’s control. **24 CFR § 5.A**
17. Dating Violence – for purposes of interpreting the Violence Against Women Act, violence committed by a person:
 - a. Who is or has been in a social relationship of a romantic or intimate nature with the victim; and
 - b. Where the existence of such a relationship shall be determined based on a consideration of the following factors: (i) the length of the relationship, (ii) the type of relationship; and (iii) the frequency of interaction between the persons involved in the relationship.
18. Dependent - A member of the household, other than head, spouse, sole member, foster child, or Live-in Aide, who is under 18 years of age, or 18 years of age or older and disabled, or a full-time student. **24 CFR § 5.603**
19. Designated Family - means the category of family for whom NNRHA elects (subject to HUD approval) to designate a project (e.g. elderly family in a project designated for elderly families) in accordance with the 1992 Housing Act. **PL 96-120**
20. Designated housing (or designated project) - a project(s), or portion of a project(s) designated for elderly only or for disabled families only in accordance with **PL 96-106**.
21. Development – The whole of one or more residential structures and appurtenant structures, equipment, roads, walks, and parking lots that are covered by a single contract for federal financial assistance, or are treated as a whole for processing purposes, whether or not located on a common site. **24 CFR § 5.603**
22. Disability Assistance Expenses – Reasonable expenses that are anticipated during the period for which annual income is computed for attendant care or auxiliary apparatus for a disabled family member that



are incurred to permit an adult family member (including the person with disability) to be employed, provided that the expenses are not paid to a family member, reimbursed by an outside source, and exceed 3 percent of Annual Income.

23. Disabled Family – means a family whose head (including cohead), spouse, or sole member is a person with disabilities. (Person with disabilities is defined later in this section.) The term includes two or more persons with disabilities living together, and one or more such persons living with one or more persons including live-in aides determined to be essential to the care and well-being of the person or persons with disabilities. A disabled family may include persons with disabilities who are elderly. **24 CFR § 5.403**
24. Displaced Person – A person who is displaced by governmental action or a person whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or formally recognized pursuant to federal disaster relief laws **24 CFR § 5.403(b)** For purposes of redevelopment activities, a family may also be displaced as defined in the Uniform Relocation Act. Such families have been displaced if they have been required to permanently move from real property for the rehabilitation or demolition of such property. These families may be entitled to specified benefits under the Uniform Relocation Act. **49 CFR § 24.2**
25. Divestiture Income - Imputed income from assets, including business assets, disposed of by applicant or resident in the last two years at less than fair market value. (See the definition of Net Family Assets **24 CFR § 5.603** in this section.)
26. Domestic Violence: for purposes of interpreting the Violence Against Women Act, includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim share a child in common, by a person who is cohabitating or has cohabitated with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.
27. Drug-Related Criminal Activity – The illegal manufacture, sale, distribution, use or possession of a controlled substance with intent to manufacture, sell, distribute, or use the drug. **24 CFR § 5.A**
28. Economic Self-Sufficiency Program – Any program designed to encourage, assist, train, or facilitate the economic independence of HUD-assisted families or to provide work for such families. These programs include programs for job training, employment, counseling, work placement, basic skills training, education, English proficiency, workfare, financial or household management, apprenticeship, and any program necessary to ready a participant for work (including substance abuse or mental health treatment) or other work activities. **24 CFR § 5.603**
29. Elderly Family – means a family whose head (including cohead), spouse, or sole member is at least 62 years of age. It may include two or more elderly persons living together, and one or more such persons living with one or more persons, including live-in aides, determined to be essential to the care and well-being of the elderly person or persons. An elderly family may include elderly persons with disabilities and other family members who are not elderly. **24 CFR § 5.403**
30. Elderly Person - A person who is at least 62 years of age. **42 USC 1437a(b)(3)**
31. Eligible Immigration Status – For a non-citizen, verification of immigration status eligible for assisted housing consisting of a signed certification and the original copy of an acceptable INS document. **24 CFR § 50508**



32. Emancipated Minor – A person under age 18 who does not live or intend to live with his/her parents, and who has been declared “emancipated” by a court of competent jurisdiction. An emancipated minor is eligible to be a head of household and sign a NNRHA lease.
33. Extremely Low Income Family – Families whose incomes do not exceed the higher of 30% of the median income for the area or the Federal poverty level.
34. Family – includes but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status. Two or more persons (with or without children) regularly living together, related by blood, marriage, adoption, guardianship or operation of law who will live together in NNRHA housing; **OR** two or more persons who are not so related, but are regularly living together, can verify shared income or resources who will live together in NNRHA housing.
- The term family also includes: Elderly family (Definition #28), Near elderly family (Definition #52) disabled family (Definition #22), displaced person (Definition #23), single person (Definition #63), the remaining member of a tenant family, or a kinship care arrangement (Definition #42). Other persons, including members temporarily absent (e.g. a child temporarily placed in foster care or a student temporarily away at college), may be considered a part of the applicant family's household if they are living or will live regularly with the family. **24 CFR §§ 5 and 960**
- Live-in Aides (Definition #43) may also be considered part of the applicant family's household. However, live-in aides are not family members and have no rights as “remaining family members”.
- Foster Care Arrangements include situations in which the family is caring for a foster adult, child or children in their home who have been placed there by a public child placement agency, or a foster adult or adults placed in the home by a public adult placement agency. These individuals are household members but are not family members and have no rights as “remaining family members”.
- For purposes of continued occupancy: the term family also includes the remaining member of a resident family with the capacity to execute a lease.
35. Foster Adult – An adult (usually a person with disabilities) who is placed in someone's home by a governmental agency so the family can help with his/her care. Foster adults may be members of NNRHA households, but they have no rights as remaining family members. The income received by the family for the care of a Foster Adult is excluded from Annual Income.
36. 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. Educational institution shall include but not be limited to: college, university, secondary school, vocational school or trade school. **24 CFR 5.603**
37. Gender Identity- means actual or perceived gender-related characteristics.
38. Guest – For the purposes of resident selection and lease enforcement, a guest is a person temporarily staying in the unit with the consent of the resident or other member of the household who has express or implied authority to so consent on behalf of the resident. **24CFR § 5.A**
39. Head of the Household - Head of the household means the family member (identified by the family) who is held responsible and accountable for the family.
40. HUD 50058 Form- The HUD form that housing authorities are required to complete and electronically submit to HUD 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 reexaminations. Housing Authorities must retain at a minimum the last three years of the form 50058,



and supporting documentation, during the term of each assisted lease, and for a period of at least three years from the end of participation date. Electronic retention of form HUD 50058 and HUD 50058-FSS and supporting documentation fulfills the record retention requirement.

41. Immediate Family Member – a spouse, parent, brother or sister, or child of the person, or an individual to whom that person stands in loco parentis (in place of a parent); or any other person living in the household of that person and related to that person by blood or marriage.
42. Imputed Welfare Income – The amount of Annual Income by which a resident’s welfare grant has been reduced because of welfare fraud or failure to comply with economic self sufficiency requirements that is, nonetheless, included in Annual Income for determining rent. **24 CFR § 5.615(b)**
43. Individual with Disabilities, Section 504 definition **24 CFR § 8.3**

Section 504 definitions of Individual with Handicaps and Qualified Individual with disabilities are not the definitions used to determine program eligibility. Instead, use the definition of “Person with Disabilities” as defined later in this section. Note: the Section 504, Fair Housing, and Americans with Disabilities Act (ADA) definitions are similar. ADA uses the term “individual with a disability”. Individual with disabilities means any person who has:

- a. A physical or mental impairment that:
 - substantially limits one or more major life activities;
 - has a record of such an impairment; or
 - is regarded as having such an impairment.
- b. For purposes of housing programs, the term does not include any individual who is an alcoholic or drug abuser whose current use of alcohol or drugs prevents the individual from participating in the program or activity in question, or whose participation, by reason of such current alcohol or drug abuse, would constitute a direct threat to property or the safety of others.
- c. Definitional elements:

“physical or mental impairment” means any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: Neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine; or

Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The term “physical or mental impairment” includes, but is not limited to, such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.

“Major life activities” means functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

“Has a record of such an impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.



“Is regarded as having an impairment” means has a physical or mental impairment that does not substantially limit one or more major life activities but that is treated by a recipient as constituting such a limitation; or

Has a physical or mental impairment that substantially limits one or more major life activities only as result of the attitudes of others toward such impairment; or

Has none of the impairments defined in this section but is treated by a recipient as having such an impairment.

NOTE: A person would be covered under the first item if NNRHA refused to serve the person because of a perceived impairment and thus “treats” the person in accordance with this perception. The last two items cover persons who are denied the services or benefits of NNRHA’s housing program because of myths, fears, and stereotypes associated with the disability or perceived disability.

- d. The 504 definition of disability does not include homosexuality, bisexuality, or transvestitism. Note: These characteristics do not disqualify an otherwise disabled applicant/resident from being covered.

The 504 definition of individual with disabilities is a civil rights definition. To be considered for admission to public housing a person must meet the program definition of person with disabilities found in this section.

- 44. Kinship care - an arrangement in which a relative or non-relative becomes the primary caregiver for a child or children but is not the biological parent of the child or children. The primary caregiver need not have legal custody of such child or children to be a kinship caregiver under this definition. (Definition provided by the Kinship Care Project, National Association for Public Interest Law) The primary caregiver must be able to document Kinship care, which is usually accomplished through school or medical records.
- 45. Live-in Aide - A person who resides with an elderly person(s), near elderly person(s) or person(s) with disabilities and who: (a) is determined by NNRHA to be essential to the care and well being of the person(s); (b) is not obligated to support the family member; and (c) would not be living in the apartment except to provide the necessary supportive services **24 CFR 5.403**
- 46. Local Preferences:

There are four categories of Local Preferences. They are equal in weight and are not aggregated.

- a. Involuntarily displaced: An applicant qualifies as “involuntarily displaced” if the family is will be displaced through no fault of their own because of:
 - 1) A disaster, declared or not (fire, flood, earthquake, etc.) that causes the unit to be uninhabitable;
 - 2) Federal, State or Local action related to code enforcement, redevelopment or public improvement;
 - 3) Action by the housing owner that the family cannot control, even though the family is fully lease compliant, and is other than a rent increase, such as converting the applicant’s unit to non-housing use, closing the unit to rehabilitate it, the owner’s decision to use the unit for a family member, sale of the unit when the contract of sale requires the unit to be vacant when sold, any other legal act that will require the unit to be vacated;



- 4) Actual or threatened violence by a spouse or other family member against another member of the applicant family. The actual or threatened violence must have occurred within the past 90 days, the abuser must be a part of the current household and may not be a part of the public housing household without NNRHA's written permission, and this preference is not available to someone who lives in a neighborhood with high potential for crime or violence if the threat is not coming from a household member.
 - 5) To avoid reprisals because the family provided information on criminal activities to law enforcement authorities. This must be verifiable through a threat assessment.
 - 6) Hate crimes, which is actual or threatened physical violence or intimidation based on a person's race, color, religion, national origin, disability or familial status that occurred in the last 90 days or is of a continuing nature;
 - 7) Non-suitability of the housing unit because a member of the applicant family has a disability, the unit is not accessible, and the owner has no legal obligation to make it accessible;
 - 8) HUD disposition of a multifamily project.
- b. Substandard Housing: An applicant lives in substandard housing if the applicant is homeless or the applicant's current housing meets one of the following criteria and the applicant did not cause the condition:
- 1) Is dilapidated, as cited by Code Enforcement officials and does not provide safe, adequate shelter, has one or more critical defects, or a combination of defects requiring considerable repair, endangers the health safety, and well-being of the family; or
 - 2) Does not have operable indoor plumbing;
 - 3) Does not have a usable flush toilet in the unit for the exclusive use of the family;
 - 4) Does not have a usable bathtub or shower in the unit for the exclusive use of the family;
 - 5) Does not have adequate, safe electrical service;
 - 6) Should but does not have a kitchen. (Single room occupancy housing is not substandard solely because it does not contain sanitary and/or food preparation facilities in the unit)
 - 7) Has been declared unfit for habitation by a government agency;
 - 8) Is overcrowded according to the local housing code;
 - 9) Applicants living in public housing or publicly assisted housing shall not be denied this preference if their housing meets the criteria for this preference.
 - 10) A "homeless family" is one who lacks a fixed, regular and adequate nighttime residence; and Has a primary temporary nighttime residence that is a supervised public or private shelter providing temporary accommodations, or an institution providing temporary residence for individuals intended to be institutionalized, or a public or private place not ordinarily used as a sleeping accommodation for human beings.

Families who are residing with friends or relatives on a temporary basis will be included in the "homeless family definition". Persons who are part of an applicant family unit will not be considered a separate household.



- c. Rent Burden Preference: An applicant family will qualify for a local preference if they can document that they are paying more than 50 percent of their monthly income for rent and utilities for at least 90 days and until the preference is verified at certification.

Monthly income is 1/12th of Annual Income as defined in Chapter XII, Determining Income and Rent.

“Rent” is defined as the actual amount due under the applicant’s lease or occupancy agreement plus the monthly amount of tenant paid utilities which can be either the NNRHA’s estimate based on the Section 8 utility schedule or the average monthly payments actually made by the applicant family. The family chooses the method used to determine utility payments.

To qualify for this preference, the applicant must pay rent directly to the landlord, owner or agent. If the applicant pays rent to a cohabitant, the NNRHA will verify the rent payments through the cohabitant.

Members of a cooperative will be considered renters for this preference. Rent would include all charges under the occupancy agreement.

- d. Veteran An applicant family will qualify for a local preference if the applicant or spouse served in the active military service of the United States at any time and who was discharged or released from service under conditions other than dishonorable.

47. Lower-Income Household - A family whose annual income does not exceed 80 percent of the median income for the area as determined by HUD with adjusted for smaller family size. **42 USC 1437a(b)**
48. Medical Expense Allowance - For purposes of calculating adjusted income for elderly or disabled families only, medical expenses mean the medical expense not compensated for or covered by insurance in excess of 3% of Annual Income. **24 CFR § 5.603**
49. Minor - A minor is a person less than 18 years of age. An unborn child will not be considered as a minor. (See definition of dependent.) Some minors are permitted to execute contracts, provided a court declares them “emancipated”.
50. Mixed Family – a family with both citizen or eligible immigrant members and members that are neither citizens nor eligible immigrants. Such a family will be charged a pro-rated rent. **24 CFR § 5.504**
51. Mixed Population Project - means a public housing project for elderly and disabled families. The NNRHA is not required to designate this type of project.
52. Multifamily housing project - For purposes of Section 504, means a project containing five or more dwelling units. **24 CFR § 8.3**
53. 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**
54. Near-elderly family - means a family whose head (including cohead), spouse, or sole member is a near-elderly person who may be a person with a disability. The term includes two or more near-elderly persons living together, and one or more such persons living with one or more persons who are determined to be essential to the care or well-being of the near-elderly person or persons. A near-elderly family may include other family members who are not near-elderly. **24 CFR § 5.403**
55. Near-elderly person - means a person who is at least 50 years of age but below 62, who may be a person with a disability **42 USC 1437a(b)(3)**



56. Net Family Assets - The net cash value, after deducting reasonable costs that would be incurred in disposing of: **24 CFR § 5.603**

- a. Real property (land, houses, mobile homes)
- b. Savings (CDs, IRA or KEOGH accounts, checking and savings accounts, precious metals)
- c. Cash value of whole life insurance policies
- d. Stocks and bonds (mutual funds, corporate bonds, savings bonds)
- e. Other forms of capital investments (business equipment)

Net cash value is determined by subtracting the reasonable costs likely to be incurred in selling or disposing of an asset from the market value of the asset. Examples of such costs are: brokerage or legal fees, settlement costs for real property, or penalties for withdrawing saving funds before maturity.

Net Family assets also include the amount in excess of any consideration received for assets disposed of by an applicant or resident for less than fair market value during the two years preceding the date of the initial certification or reexamination. This does not apply to assets transferred as the result of a foreclosure or bankruptcy sale.

In the case of a disposition as part of a separation or divorce settlement, the disposition will not be considered to be less than fair market value if the applicant or resident receives important considerations not measurable in dollar terms

57. Other Person Under the Resident's Control - for the purposes of resident selection and lease enforcement means that the person, although not staying as a guest in the unit is, or was at the time of the activity in question, on the premises because of an invitation from the resident or other member of the household who has express or implied authority to so consent on behalf of the resident. Absent evidence to the contrary, a person temporarily and infrequently on the premises solely for legitimate commercial purposes is not "under the resident's control". **24CFR § 5.A**

58. Person with disabilities²² **42 USC 1437a(b)(3)** means a person²³ who —

- a. Has a disability as defined in Section 223 of the Social Security Act **42 USC 423** ; or,
- b. Has a physical or mental impairment that:
 - Is expected to be of long continued and indefinite duration;
 - Substantially impedes his/her ability to live independently; and,
 - Is of such nature that such disability could be improved by more suitable housing conditions; or,
- c. Has a developmental disability as defined in Section 102 (5) (b) of the Developmental Disabilities Assistance and Bill of Rights Act 42 USC 6001 (5).

This is the definition that is used for eligibility and granting deductions for rent.

59. Portion of Development - includes, one or more buildings in a multi-building project; one or more floors of a development or developments; a certain number of dwelling units in a development or developments. **24CFR § 945.105**

²² NOTE: this is the program definition for public housing. The 504 definition does not supersede this definition for eligibility or admission. **24 CFR 8.4 (c) (2)**

²³ A person with disabilities may be a child



60. Ranking preference – The NNRHA has two ranking preferences that are of equal weight and are used to sort among Local Preference holders:
 - a. Resident of Newport News: An applicant will be considered a resident of Newport News if he/she lives, works or has been hired to work in Newport News²⁴;
 - b. Working: A family qualifies for the Working family ranking preference if any adult member of the applicant family is working at least 30 hours per week for 90 days prior to certification and at the time of certification. In addition, a family qualifies for this preference if all the adult members of the applicant family are elderly or persons with disabilities.
61. Refusal of Housing – An applicant’s choice not to accept a NNRHA offer of housing without good cause.
62. Rejection for Housing – NNRHA’s determination not to accept an applicant either because of ineligibility or failing applicant screening.
63. Qualified Individual with Disabilities, Section 504 - means an individual with disabilities who meets the essential eligibility requirements and who can achieve the purpose of the program or activity without modifications in the program or activity that the NNRHA can demonstrate would result in a fundamental alteration in its nature.
 - a. Essential eligibility requirements include: ...stated eligibility requirements such as income as well as other explicit or implicit requirements inherent in the nature of the program or activity, such as requirements that an occupant of multifamily housing be capable of meeting the recipient’s selection criteria and be capable of complying with all obligations of occupancy with or without supportive services provided by persons other than the NNRHA.
 - b. For example, a chronically mentally ill person whose particular condition poses a significant risk of substantial interference with the safety or enjoyment of others or with his or her own health or safety in the absence of necessary supportive services may be “qualified” for occupancy in a project where such supportive services are provided by the NNRHA as a part of the assisted program. The person may not be ‘qualified’ for a project lacking such services. **24 CFR § 8.3**
64. Service Provider - a person or organization qualified and experienced in the provision of supportive services, that is in compliance with applicable licensing requirements imposed by state or local law for the type of service to be provided. The service provider may be either a for-profit or a non-profit entity.
65. Sexual Assault- any non consensual sexual act proscribed by federal, tribal, or state law, including when the victim lacks capacity to consent.
66. Sexual Orientation- means homosexuality, heterosexuality, or bisexuality.
67. Single Person - A person living alone or intending to live alone.
68. Spouse - Spouse means the husband or wife of the head of the household.
69. Stalking – for purposes of interpreting the Violence Against Women Act, to follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass or intimidate; or to place under surveillance with the intent to kill, injure, harass or intimidate another person; and in the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (i) that person, (ii) a member of the immediate family of that person; or (iii) the spouse or intimate partner of that person.

²⁴ There is no minimum length of time required to establish residency.



70. Tenant Rent - The amount payable monthly by the Family as rent to NNRHA. If all utilities (except telephone) and other essential housing services are supplied by the NNRHA, Tenant Rent equals Total Tenant Payment. If some or all utilities (except telephone) and other essential housing services are not supplied by the NNRHA the cost thereof is not included in the amount paid as rent, and Tenant Rent equals Total Tenant Payment less the Utility Allowance **24 CFR § 5.6**.
71. Total Tenant Payment (TTP) - The TTP is calculated using the following formula:
The greater of 30% of the monthly Adjusted Income (as defined in these policies) or 10% of the monthly Annual Income (as defined in these policies), but never less than the Minimum Rent. If the Resident pays utilities directly to the utility supplier, the amount of the Utility Allowance is deducted from the TTP. **24 CFR §5.6** See definition for Tenant Rent
72. Uniform Federal Accessibility Standards - Standards for the design, construction, and alteration of publicly owned residential structures to insure that physically disabled persons will have ready access to and use of such structures. The standards are set forth in Appendix A to 24 CFR Part 40. See cross reference to UFAS in 504 regulations, **24 CFR § 8.32 (a)**.
73. Utilities - Utilities means water, electricity, gas, other heating, refrigeration and cooking fuels, trash collection, and sewerage services. Telephone service is not included as a utility **24 CFR § 965.473**
74. Upward Mobility Preference: An admissions preference granted when:
- a. A family can verify employment of an adult member:
 - (i) Employment at the time of the offer — to receive this preference an applicant family must have at least one adult family member, employed at the time of NNRHA's offer of housing. Employment at the time of the offer must be for the 90 day period immediately prior to the offer of housing and provide a minimum of 20 hours of work per week for the family member claiming the preference.
 - (ii) Employment periods may be interrupted, but to claim the preference, a family must have an employed family member prior to the actual offer of housing as described above.
 - (iii) A family member that leaves a job will be asked to document the reasons for the termination. Someone who quits work after receiving benefit of the preference (as opposed to layoff, or taking a new job) will be considered to have misrepresented the facts to NNRHA and will have their lease terminated.
 - (iv) The amount earned shall not be a factor in granting this local preference. This local preference shall also be available to a family if the head, spouse, or sole member is 62 or older, or is receiving social security disability, or SSI disability benefits, or any other payments based on the individual's inability to work. **24 CFR 960.212 (b) (1)**
 - b. A family can verify participation in an education or job training program or graduation from such a program in the 90 days before admission. This includes programs of job training, skills training or higher education accepted or mandated by the Temporary Assistance to Needy Families program;
The family must notify NNRHA if it enters such a program while on the waiting list and provide documentation of participation to NNRHA. NNRHA will not grant this preference if the family fails to provide notice. Notice and verification of the preference claim must be received prior to the offer of housing. To claim this preference applicants must be in good standing with respect to attendance and program rules.



75. Utility Reimbursement - Funds reimbursed to the utility company on the resident's behalf if the utility allowance exceeds the Total Tenant Payment. Families paying Flat rent do not receive Utility Allowances and, consequently, will never qualify for utility reimbursements.
76. VAWA- means the Violence Against Women and Department of Justice Reauthorization Act of 2005 (Pub. L. 109-162, approved August 28, 2006), as amended by the U.S. Housing Act of 1937 (42 U.S.C. 1437d and 42 U.S. 1437f)
77. Very Low-Income Family – A very low-income family has an Annual Income less than 50 percent of the median Annual Income for the area, adjusted for family size, as determined by HUD.
78. Violence- criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual.
79. Welfare Assistance– Welfare or other payments to families or individuals based on need, that are made under programs, separately or jointly, by federal, state or local governments.
80. Work Activities – As used in the HUD definitions at **24 CFR § 5.603** the term work activities means:
 - a. Unsubsidized employment;
 - b. Subsidized private sector employment;
 - c. Subsidized public sector employment;
 - d. Work experience (including work associated with the refurbishing of publicly assisted housing) if sufficient private sector employment is not available;
 - e. On-the-job training;
 - f. Job search and job readiness programs;
 - g. Community service programs;
 - h. Vocational educational training (< 12 months)
 - i. Job skills training directly related to employment;
 - j. Education directly related to employment, in the case of a recipient who has not received a high school diploma or certificate of high school equivalency;
 - k. Satisfactory attendance at a secondary school or in a course of study leading to a certificate of general equivalency;
 - l. The provision of child care services to an individual who is participating in a community service program.



NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY

REASONABLE ACCOMMODATION SECTION 504 POLICY

The Newport News Redevelopment and Housing Authority (NNRHA) is committed to operating all of its housing programs in a fair and impartial way. All core programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status. NNRHA is committed to providing programs in a way that does not discriminate based on race, color, sex, national origin, religion, familial status, disability or elderliness. No otherwise qualified person will be denied housing or otherwise discouraged from obtaining housing at NNRHA because of his/her race, color, sex, national origin, religion, familial status, disability or elderliness.

Pursuant to Section 504 of the Rehabilitation Act, no qualified individual with disabilities will be excluded, solely on the basis of disability from participation in or the benefits of the program or activities administered by NNRHA. NNRHA will provide reasonable accommodations to all applicants, residents, and employees, who need such accommodations to be able to enjoy the benefits of the housing and employment provided by NNRHA. In addition, reasonable modifications will be provided to the structure and features of the apartments and public and common use areas of the property should such modifications be necessary to provide full enjoyment to the premises if such modifications do not result in an administrative and financial burden to NNRHA.

NNRHA will post a copy of this 504 Policy in the Administrative Office located at 227 27th Street, Newport News, VA 23607, on its website at www.nnrha.com and in the management office in each public housing development. In addition, individuals may obtain a copy of this 504 Policy upon request from the NNRHA's 504 Coordinator. NNRHA will notify and advise residents of the 504 Policy.

1. Definition of Disability

Federal laws define a person with a disability as "any person who has 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 an impairment." In general, a physical or mental impairment includes hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex, and mental retardation that substantially limits one or more major life activities. Major life activities include walking, talking, hearing, seeing, breathing, learning, performing manual tasks, and caring for oneself.

2. Prohibition of inquiries about the nature and severity of a disability

Under the Fair Housing Act, NNRHA cannot make an inquiry to determine whether an individual has a disability or an inquiry as to the nature or severity of an individual's disability.

The NNRHA may only request documentation to confirm the disability-related need(s) for the requested reasonable accommodation(s). The NNRHA may not require the individual to disclose the specific disability (ies); or the nature or extent of the individual's disability (ies). HUD and the Department of Justice have said that if a person's disability is obvious or otherwise known to the provider, and the need for the requested accommodation is also readily apparent or known, then the provider (NNRHA) may not request any additional information about the requester's disability or the disability-related need for the accommodation. If the requestor's disability is known or readily apparent to the provider (NNRHA) but the need for the accommodation is not readily apparent or known, the provider may request only information that is necessary to evaluate the disability-related need for the accommodation.

3. Requirement to provide reasonable accommodation, including accommodations in policies and practices and structural modifications to enable persons with disabilities to live in and enjoy housing

NNRHA is subject to laws governing rights of the disabled, including Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA). Section 504 of the Rehabilitation Act mandates that federal fund recipients such as NNRHA, ensure that their programs are accessible to qualified individuals with disabilities. Section 504 also requires NNRHA to ensure those individuals with physical and mental disabilities have the opportunity to participate equally in programs and activities. It aims to eliminate discrimination against people with disabilities by ensuring certain accessibility standards are met when building or altering facilities, as well as protection and in programs and activities.

4. Examples of reasonable accommodation and structural modifications

Applicants

- Making documents available in large type or providing a reader to a vision-impaired applicant;
- Permitting an outside agency or family member to assist an applicant or resident to meet NNRHA's applicant screening criteria or meeting essential lease obligations.

Public Housing Residents

- Making a NNRHA unit, part of a unit or public and common use element wheelchair accessible for the head of household or a household member with a disability that is on the lease;
- Installing strobe type flashing light smoke detectors and lights or other such equipment in a NNRHA housing unit for a family member with a hearing-impairment;
- Permitting a family to have a service animal necessary to assist a household member with a disability in a NNRHA development;
- Allowing a live-in aide to reside in an appropriately sized NNRHA unit;
- Transferring a resident to a larger size unit to provide a separate bedroom for a person with a disability at NNRHA's expense;
- Transferring a resident to a unit on a lower level or a unit that is completely on one level at NNRHA's expense;
- Transferring a resident to a unit that is handicap accessible at NNRHA's expense.
- Lower the entry threshold of a unit; and
- Install grab bars in a bathroom.

Section 8 Housing Choice Voucher Program Applicants

- Permitting requests for extensions of Housing Choice Vouchers if there is difficulty in locating a unit with suitable accessible features or otherwise appropriate for the family;
- As a reasonable accommodation for a family member with a disability approving a request for a reasonable exception payment standard amounts under the Section 8 Housing Choice Voucher Program;
- Provide search assistance to disabled Section 8 Housing Choice Voucher Program participants; and
- Provide to Section 8 Housing Choice Voucher Program participants a list of properties known to NNRHA that has accessibility features.

5. Description of procedure for verification of disability (including a provision that prohibits written verification when the nature of the disability is obvious)

The NNRHA may request documentation of the need for a Reasonable Accommodation as identified on the Request for Reasonable Accommodation Form. In addition, NNRHA may request that the individual provide suggested reasonable accommodations.

The NNRHA may verify a person's disability only to the extent necessary to ensure that individuals who have requested a reasonable accommodation have a disability-based need for the requested accommodation.

However, the PHA may not require individuals to disclose confidential medical records in order to verify a disability. In addition, the NNRHA may not require specific details regarding the individual's disability. The NNRHA may only request documentation to confirm the disability-related need(s) for the requested reasonable accommodation(s). The NNRHA may not require the individual to disclose the specific disability (ies); or the nature or extent of the individual's disability (ies). HUD and the Department of Justice have said that if a person's disability is obvious or otherwise known to the provider, then the provider (NNRHA) may not request any additional information about the requester's disability.

6. Identification of the staff person (s) responsible for monitoring Respondent's compliance with the Policy

The person assigned with Section 504 and ADA responsibilities has open and regular communication throughout the organization to coordinate and oversee ongoing compliance efforts with the support of the Executive Director. NNRHA has designated Steve Hagwood as the 504 Coordinator and Nicole Jones as the Alternate 504 Coordinator.

7. A detailed description of the procedure for accepting and processing requests for reasonable accommodation and structural modification

NNRHA will provide the "Request for Reasonable Accommodation Request" Form, to all applicants, residents or individuals with disabilities who request a reasonable accommodation. The Reasonable Accommodation Request Form includes various forms of reasonable accommodations as well as the general principles of reasonable accommodation.

Individuals may submit their reasonable accommodation request(s) in writing, orally, or by any other equally effective means of communication. If needed as a reasonable accommodation, NNRHA will assist the individual in completing the Request Form.

- The NNRHA will provide the "Request for Reasonable Accommodation Form to all applicants, residents or individuals with disabilities who request a reasonable accommodation. The Reasonable Accommodation form must be offered in an alternate format if requested.
- NNRHA will provide all applicants with the Request Form as an attachment to the NNRHA application. The Request for Reasonable Accommodation Form must be provided in an alternative format, upon request.
- Reasonable Accommodations will be made for applicants during the application process. All applications must be taken in an accessible location. Applications will be made available in accessible formats. NNRHA will provide applicants with appropriate auxiliary aids and services, including qualified sign language interpreters and readers, upon request.
- NNRHA will provide all residents with the Request Form during the annual re-certification. NNRHA will provide the Request Form in an alternate form, upon request.
- Residents seeking accommodation(s) may contact the housing management office to fill out the Reasonable Accommodation Form. In addition, residents may also contact the 504/ADA Coordinator's office directly to request the accommodation(s).
- When the disability is obvious or known to the staff, documentation of the disability will not be required. When the disability and/or need is not obvious or known to staff, requests will require verification of disability status, need for equal access, and/or when relevant, likelihood that the request will resolve problem.
- When documentation is necessary, NNRHA strongly recommends that applicants or residents use the "Request for Reasonable Accommodation Verification" form in order to avoid delays. Management reserves the right to require documentation on a verification of need and release form provided by NNRHA if other forms of documentation are not sufficient to document need. It is the applicant's or resident's responsibility to secure such documentation or to give NNRHA the information necessary to secure such documentation. Documentation must come from a reliable source with sufficient professional and personal knowledge of the applicant/resident to answer the applicable questions such as a physician, licensed health professional, professional representing a social service agency or disability agency or clinic.
- As soon as the property manager receives a Reasonable Accommodation request, they will send applicant's request, verification of need and release form to the verification source identified by the applicant or resident for verification.

- The property manager forwards the request and all materials and verifications to the 504 Coordinator.
- The 504 Coordinator may approve or deny a request for a reasonable accommodation or structural modification. The decision to approve or recommend denial of the request shall be made no later than 15 days after the request.
- Once the decision has been made to approve a request for a reasonable accommodation or structural modification, the resident will be notified in writing of the final reasonable accommodation or structural modification determination by the 504 Coordinator with a copy to the Property Manager. If the request is approved, the resident will be notified of the projected date for implementation. If the request is denied, the resident will be notified in writing of the reasons for denial by the 504 Coordinator.

8. A detailed list of the procedure that will be used to verify the need for a requested accommodation (including a provision that prohibits written verification when the need for the accommodation is obvious)

The NNRHA may request documentation of the need for a Reasonable Accommodation as identified on the Request for Reasonable Accommodation Form. In addition, NNRHA may request that the individual provide suggested reasonable accommodations.

The NNRHA may verify a person's disability only to the extent necessary to ensure that individuals who have requested a reasonable accommodation have a disability-based need for the requested accommodation.

However, the PHA may not require individuals to disclose confidential medical records in order to verify a disability. In addition, the NNRHA may not require specific details regarding the individual's disability. The NNRHA may only request documentation to confirm the disability-related need(s) for the requested reasonable accommodation(s). The NNRHA may not require the individual to disclose the specific disability (ies); or the nature or extent of the individual's disability (ies). NNRHA prohibits written verification if the need for the accommodation is obvious.

The following may provide verification of a resident's disability and the need for the requested accommodation or structural modification:

- (a) Physician;
- (b) Licensed health professional;

- (c) Professional representing a social service agency; or
- (d) Disability agency or clinic.

9. Procedures for transfers requested as reasonable accommodation, including the waiver of any transfer fee

The NNRHA shall not require a resident with a disability to accept a transfer in lieu of providing a reasonable accommodation. However, if a public housing resident with a disability requests dwelling unit modifications that involve structural changes, including, but not limited to widening entrances, rooms, or hallways, and there is a vacant, comparable, appropriately sized UFAS-compliant unit in that resident's complex or another complex, NNRHA may offer to transfer the resident to the vacant unit in his/her complex or another complex in lieu of providing structural modifications.

If the resident accepts the transfer, the cost of moving a disabled tenant from the non-accessible unit to an accessible unit that meets UFAS standards will be at NNRHA expense. Nothing contained in this paragraph is intended to modify the terms of NNRHA's Tenant and Assignment Plan and any resident's rights thereunder.

10. Procedures for requesting the reasonable accommodation of a live-in-aide

A person with a disability can request that NNRHA approve a live-in aide to live in the unit with the person with a disability. The NNRHA must approve a live-in aide if the live-in aide is needed as a reasonable accommodation to make the program accessible to and usable by the person with a disability. A live-in aide affects the size of the family unit and, therefore, may increase the number of bedrooms a person can receive. For example, a single person is entitled to a one-bedroom apartment, but if there is a live-in aide, that person is eligible for a two-bedroom apartment. However, the NNRHA can refuse a particular live-in aide if that person committed a corrupt or criminal act; has committed drug-related or violent criminal activity; or owes money to any PHA under a federal housing program. In accordance with 24 CFR Section 982.316, the PHA must approve the person identified as the live-in aide. The PHA may disapprove such a person if s/he has: (1) committed fraud, bribery or any other corrupt criminal act in connection with any federal housing program; (2) committed drug related criminal activity or violent criminal activity; or (3) currently owes rent or other amounts to the PHA or to another PHA in connection with Section 8 or public housing assistance under the 1937 Act.

11. Procedures for approving and acting upon requested structural modifications, including designation of appropriate responsible parties.

If an individual with a disability requires a structural modification, NNRHA will provide such accommodation unless doing so would result in a fundamental alteration in the nature of the program; or an undue financial and administrative burden. Property Manager must seek bids if required by the Procurement Policy for the work to be done. Once property management approves a bid, the selected contractor can begin working on the structural modification. The 504/ADA Coordinator will contact the resident and inform them of the projected day of completion of the modification.

12. Procedures outlining the right to appeal a denial of a requested accommodation or modification and any applicable grievance process.

Clients and applicants of assisted housing programs that are not satisfied with the decision on their request for reasonable accommodation by the 504 Coordinator may file a complaint requesting an administrative hearing with the Office of Human Affairs (OHA). In addition, public housing residents may request a grievance hearing through the rental office and HCV clients may request a grievance hearing through the Housing Choice Voucher Program.

Adopted by Board of Commissioners – October 21, 2014