

Table of Contents

Introduction ABOUT THE MODEL ACOP

HOW TO USE THE MODEL ACOP	Intro-i
ABOUT THE MODEL ACOP AND THE PUBLIC HOUSING LEASE	Intro-ii
REFERENCES CITED IN THE MODEL ACOP	Intro-ii
RESOURCES CITED IN THE MODEL ACOP	Intro-iii

Chapter 1 OVERVIEW OF THE PROGRAM AND PLAN

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

PART I: THE PHA

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

PART II: THE PUBLIC HOUSING PROGRAM

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

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES

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

Table of Contents

Chapter 2 FAIR HOUSING AND EQUAL OPPORTUNITY

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

PART I: NONDISCRIMINATION

I.A. OVERVIEW	2-3
I.B. NONDISCRIMINATION.....	2-4

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

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

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

III.A. OVERVIEW	2-15
III.B. ORAL INTERPRETATION.....	2-16
III.C. WRITTEN TRANSLATION.....	2-16
III.D. IMPLEMENTATION PLAN	2-17

EXHIBITS

2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS	2-19
----------------------------------------------------------------------------------------	------

Table of Contents

Chapter 3 ELIGIBILITY

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

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS

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

PART II: BASIC ELIGIBILITY CRITERIA

II.A. INCOME ELIGIBILITY AND TARGETING	3-13
II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	3-15
II.C. SOCIAL SECURITY NUMBERS	3-17
II.D. FAMILY CONSENT TO RELEASE OF INFORMATION	3-18

PART III: DENIAL OF ADMISSION

III.A. OVERVIEW	3-19
III.B. REQUIRED DENIAL OF ADMISSION	3-19
III.C. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION	3-21
III.D. SCREENING	3-23
III.E. CRITERIA FOR DECIDING TO DENY ADMISSION	3-28
III.F. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING	3-31
III.G. NOTICE OF ELIGIBILITY OR DENIAL	3-32

EXHIBITS

3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES	3-33
---------------------------------------------------------	------

Table of Contents

Chapter 4 APPLICATIONS, WAITING LIST AND TENANT SELECTION

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

PART I: THE APPLICATION PROCESS

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

PART II: MANAGING THE WAITING LIST

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

PART III: TENANT SELECTION

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

Chapter 5 OCCUPANCY STANDARDS AND UNIT OFFERS

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

PART I: OCCUPANCY STANDARDS

I.A. OVERVIEW	5-1
I.B. DETERMINING UNIT SIZE.....	5-2
I.C. EXCEPTIONS TO OCCUPANCY STANDARDS	5-3

PART II: UNIT OFFERS

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

Table of Contents

Chapter 6 INCOME AND RENT DETERMINATIONS

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

PART I: ANNUAL INCOME

I.A. OVERVIEW	6-3
I.B. HOUSEHOLD COMPOSITION AND INCOME	6-4
I.C. ANTICIPATING ANNUAL INCOME.....	6-7
I.D. EARNED INCOME.....	6-9
I.E. EARNED INCOME DISALLOWANCE.....	6-13
I.F. BUSINESS INCOME.....	6-16
I.G. ASSETS	6-18
I.H. PERIODIC PAYMENTS	6-26
I.I. PAYMENTS IN LIEU OF EARNINGS	6-28
I.J. WELFARE ASSISTANCE	6-29
I.K. PERIODIC AND DETERMINABLE ALLOWANCES.....	6-30
I.L. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME.....	6-31

PART II: ADJUSTED INCOME

II.A. INTRODUCTION	6-35
II.B. DEPENDENT DEDUCTION.....	6-36
II.C. ELDERLY OR DISABLED FAMILY DEDUCTION	6-36
II.D. MEDICAL EXPENSES DEDUCTION	6-37
II.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION.....	6-39
II.F. CHILD CARE EXPENSE DEDUCTION.....	6-42
II.G. PERMISSIVE DEDUCTIONS.....	6-46

PART III: CALCULATING RENT

III.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS.....	6-47
III.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT	6-50
III.C. UTILITY ALLOWANCES	6-55
III.D. PRORATED RENT FOR MIXED FAMILIES.....	6-56
III.E. FLAT RENTS AND FAMILY CHOICE IN RENTS	6-57

EXHIBITS

6-1: ANNUAL INCOME INCLUSIONS	6-62
6-2: ANNUAL INCOME EXCLUSIONS	6-64
6-3: TREATMENT OF FAMILY ASSETS	6-68
6-4: EARNED INCOME DISALLOWANCE.....	6-70
6-5: THE EFFECT OF WELFARE BENEFIT REDUCTION.....	6-72

Table of Contents

Chapter 7 VERIFICATION

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

PART I: GENERAL VERIFICATION REQUIREMENTS

I.A. FAMILY CONSENT TO RELEASE OF INFORMATION	7-1
I.B. OVERVIEW OF VERIFICATION REQUIREMENTS	7-2
I.C. UP-FRONT INCOME VERIFICATION (UIV)	7-4
I.D. THIRD-PARTY WRITTEN AND ORAL VERIFICATION	7-6
I.E. SELF-CERTIFICATION.....	7-9

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY.....	7-11
II.B. SOCIAL SECURITY NUMBERS	7-12
II.C. DOCUMENTATION OF AGE	7-13
II.D. FAMILY RELATIONSHIPS	7-14
II.E. VERIFICATION OF STUDENT STATUS	7-15
II.F. DOCUMENTATION OF DISABILITY	7-16
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	7-17
II.H. VERIFICATION OF PREFERENCE STATUS	7-18

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME.....	7-19
III.B. BUSINESS AND SELF EMPLOYMENT INCOME	7-19
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS.....	7-20
III.D. ALIMONY OR CHILD SUPPORT	7-21
III.E. ASSETS AND INCOME FROM ASSETS.....	7-22
III.F. NET INCOME FROM RENTAL PROPERTY	7-22
III.G. RETIREMENT ACCOUNTS	7-23
III.H. INCOME FROM EXCLUDED SOURCES	7-24
III.I. ZERO ANNUAL INCOME STATUS	7-24

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS	7-25
IV.B. MEDICAL EXPENSE DEDUCTION	7-26
IV.C. DISABILITY ASSISTANCE EXPENSES	7-28
IV.D. CHILD CARE EXPENSES	7-30

EXHIBITS

7-1: Summary of Documentation Requirements for Noncitizens	7-33
------------------------------------------------------------------	------

Table of Contents

Chapter 8 LEASING AND INSPECTIONS

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

PART I: LEASING

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

PART II: INSPECTIONS

II.A. OVERVIEW	8-11
II.B. TYPES OF INSPECTIONS	8-11
II.C. NOTICE AND SCHEDULING OF INSPECTIONS	8-13
II.D. INSPECTION RESULTS	8-14

Table of Contents

Chapter 9 REEXAMINATIONS

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

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

I.A. OVERVIEW	9-2
I.B. SCHEDULING ANNUAL REEXAMINATIONS	9-2
I.C. CONDUCTING ANNUAL REEXAMINATIONS	9-4
I.D. EFFECTIVE DATES.....	9-6

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW	9-7
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION.....	9-7
II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”)	9-8

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW	9-10
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION.....	9-10
III.C. CHANGES AFFECTING INCOME OR EXPENSES.....	9-12
III.D. PROCESSING THE INTERIM REEXAMINATION	9-14

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW	9-15
IV.B. CHANGES IN UTILITY ALLOWANCES	9-15
IV.C. NOTIFICATION OF NEW TENANT RENT.....	9-15
IV.D. DISCREPANCIES.....	9-16

Table of Contents

Chapter 10 PETS

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

PART I: SERVICE ANIMALS AND ASSISTANCE ANIMALS

I.A. OVERVIEW	10-2
I.B. APPROVAL OF ASSISTANCE ANIMALS	10-2
I.C. CARE AND HANDLING	10-4

PART II: PET POLICIES FOR ALL DEVELOPMENTS

II.A. OVERVIEW	10-5
II.B. MANAGEMENT APPROVAL OF PETS	10-5
II.C. STANDARDS FOR PETS	10-7
II.D. PET RULES	10-9

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

III.A. OVERVIEW	10-14
III.B. PET DEPOSITS	10-14
III.C. OTHER CHARGES	10-15

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

IV.A. OVERVIEW	10-16
IV.B. PET DEPOSITS	10-16
IV.C. NON-REFUNDABLE NOMINAL PET FEE	10-17
IV.D. OTHER CHARGES	10-18

Table of Contents

Chapter 11 COMMUNITY SERVICE

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

PART I: COMMUNITY SERVICE REQUIREMENT

I.A. OVERVIEW	11-1
I.B. REQUIREMENTS.....	11-2
I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE	11-8
I.D. DOCUMENTATION AND VERIFICATION.....	11-10
I.E. NONCOMPLIANCE.....	11-11

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

II.A. OVERVIEW	11-14
----------------------	-------

EXHIBITS

11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY	11-16
11-2: DEFINITION OF A PERSON WITH A DISABILITY UNDER SOCIAL SECURITY ACTS 216(i)(1) and Section 1416(excerpt) FOR PURPOSES OF EXEMPTION FROM COMMUNITY SERVICE	11-22
11-3: PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE.....	11-24

Table of Contents

Chapter 12 TRANSFER POLICY

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

PART I: EMERGENCY TRANSFERS

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

PART II: PHA REQUIRED TRANSFERS

II.A. OVERVIEW	12-3
II.B. TYPES OF PHA REQUIRED TRANSFERS	12-3
II.C. ADVERSE ACTION	12-6
II.D. COST OF TRANSFER.....	12-6

PART III: TRANSFERS REQUESTED BY TENANTS

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

PART IV: TRANSFER PROCESSING

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

Table of Contents

Chapter 13 LEASE TERMINATIONS

INTRODUCTION	13-1
PART I: TERMINATION BY TENANT	
I.A. TENANT CHOOSES TO TERMINATE THE LEASE.....	13-3
PART II: TERMINATION BY PHA – MANDATORY	
II.A. OVERVIEW	13-5
II.B. FAILURE TO PROVIDE CONSENT.....	13-5
II.C. FAILURE TO DOCUMENT CITIZENSHIP	13-5
II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS...	13-6
II.E. FAILURE TO ACCEPT THE PHA’S OFFER OF A LEASE REVISION	13-6
II.F. METHAMPHETAMINE CONVICTION.....	13-7
II.G. LIFETIME REGISTERED SEX OFFENDERS	13-7
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS.....	13-7
II.I. DEATH OF A SOLE FAMILY MEMBER	13-7
PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS	
III.A. OVERVIEW	13-9
III.B. MANDATORY LEASE PROVISIONS.....	13-10
III.C. OTHER AUTHORIZED REASONS FOR TERMINATION.....	13-16
III.D. ALTERNATIVES TO TERMINATION OF TENANCY	13-18
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY	13-19
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING.....	13-22
PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING	
IV.A. OVERVIEW	13-25
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS	13-25
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY.....	13-26
IV.D. LEASE TERMINATION NOTICE.....	13-27
IV.E. EVICTION.....	13-29
IV.F. NOTIFICATION TO POST OFFICE	13-30
IV.G. RECORD KEEPING	13-30

Table of Contents

Chapter 14 GRIEVANCES AND APPEALS

INTRODUCTION	14-1
PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS	
I.A. OVERVIEW	14-1
I.B. INFORMAL HEARING PROCESS	14-2
PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS	
II.A. HEARING AND APPEAL PROVISIONS FOR NONCITIZENS	14-5
PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS	
III.A. REQUIREMENTS.....	14-9
III.B. DEFINITIONS.....	14-10
III.C. APPLICABILITY.....	14-11
III.D. INFORMAL SETTLEMENT OF GRIEVANCE.....	14-12
III.E. PROCEDURES TO OBTAIN A HEARING	14-13
III.F. SELECTION OF HEARING OFFICER/PANEL	14-16
III.G. PROCEDURES GOVERNING THE HEARING	14-17
III.H. DECISION OF THE HEARING OFFICER/PANEL.....	14-22

Chapter 15 PROGRAM INTEGRITY

INTRODUCTION	15-1
PART I: PREVENTING, DETECTING, AND INVESTIGATING ERRORS AND PROGRAM ABUSE	
I.A. PREVENTING ERRORS AND PROGRAM ABUSE	15-3
I.B. DETECTING ERRORS AND PROGRAM ABUSE	15-4
I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE	15-5
PART II: CORRECTIVE MEASURES AND PENALTIES	
II.A. UNDER- OR OVERPAYMENT.....	15-7
II.B. FAMILY-CAUSED ERRORS AND PROGRAM ABUSE.....	15-8
II.C. PHA-CAUSED ERRORS OR PROGRAM ABUSE	15-10
II.D. CRIMINAL PROSECUTION	15-11
II.E. FRAUD AND PROGRAM ABUSE RECOVERIES.....	15-12

Table of Contents

Chapter 16 PROGRAM ADMINISTRATION

INTRODUCTION	16-1
PART I: SETTING UTILITY ALLOWANCES	
I.A. OVERVIEW	16-3
I.B. UTILITY ALLOWANCES	16-3
I.C. SURCHARGES FOR PHA-FURNISHED UTILITIES.....	16-5
I.D. NOTICE REQUIREMENTS	16-5
I.E. REASONABLE ACCOMMODATION.....	16-6
PART II: ESTABLISHING FLAT RENTS AND PUBLIC HOUSING MAXIMUM RENTS	
II.A. OVERVIEW	16-7
II.B. FLAT RENTS	16-7
II.C. PUBLIC HOUSING MAXIMUM RENTS	16-9
PART III: FAMILY DEBTS TO THE PHA	
III.A. OVERVIEW	16-11
III.B. REPAYMENT POLICY.....	16-12
PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)	
IV.A. OVERVIEW	16-15
IV.B. PHAS INDICATORS	16-15
IV.C. PHAS SCORING.....	16-17
PART V: RECORD KEEPING	
V.A. OVERVIEW	16-19
V.B. RECORD RETENTION.....	16-19
V.C. RECORDS MANAGEMENT	16-20
PART VI: REPORTING REQUIREMENTS FOR CHILDREN WITH ENVIRONMENTAL INTERVENTION BLOOD LEAD LEVEL	
VIA. REPORTING REQUIREMENTS	16-23

Table of Contents

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

VII.A. OVERVIEW	16-25
VII.B. DEFINITIONS.....	16-25
VII.C. NOTIFICATION	16-26
VII.D. DOCUMENTATION	16-28
VII.E. CONFIDENTIALITY.....	16-30

EXHIBITS

16-1: SAMPLE NOTICE TO PUBLIC HOUSING APPLICANTS AND RESIDENTS REGARDING THE VIOLENCE AGAINST WOMEN ACT (VAWA).....	16-31
------------------------------------------------------------------------------------------------------------------------	-------

Glossary

Table of Contents