

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.....	5-4

PART II: UNIT OFFERS

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

Table of Contents

Chapter 6 INCOME AND RENT DETERMINATIONS

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

PART I: ANNUAL INCOME

I.A. OVERVIEW	6-3
I.B. HOUSEHOLD COMPOSITION AND INCOME	6-4
I.C. ANTICIPATING ANNUAL INCOME.....	6-7
I.D. EARNED INCOME.....	6-9
I.E. EARNED INCOME DISALLOWANCE.....	6-13
I.F. BUSINESS INCOME.....	6-17
I.G. ASSETS	6-19
I.H. PERIODIC PAYMENTS	6-27
I.I. PAYMENTS IN LIEU OF EARNINGS	6-29
I.J. WELFARE ASSISTANCE	6-30
I.K. PERIODIC AND DETERMINABLE ALLOWANCES.....	6-31
I.L. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME.....	6-32

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	6-61
6-2: ANNUAL INCOME EXCLUSIONS	6-63
6-3: TREATMENT OF FAMILY ASSETS	6-65
6-4: EARNED INCOME DISALLOWANCE.....	6-67
6-5: THE EFFECT OF WELFARE BENEFIT REDUCTION.....	6-69

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

EXHIBITS

8-1: SMOKE-FREE POLICY 8-17

Table of Contents

**Chapter 9
REEXAMINATIONS**

INTRODUCTION 9-1

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

I.A. OVERVIEW 9-3
I.B. STREAMLINED ANNUAL REEXAMINATIONS..... 9-4
I.C. SCHEDULING ANNUAL REEXAMINATIONS 9-5
I.D. CONDUCTING ANNUAL REEXAMINATIONS 9-6
I.E. EFFECTIVE DATES..... 9-8

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW 9-9
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION..... 9-9
II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”) 9-10

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW 9-13
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION..... 9-13
III.C. CHANGES AFFECTING INCOME OR EXPENSES..... 9-15
III.D. PROCESSING THE INTERIM REEXAMINATION 9-17

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW 9-19
IV.B. CHANGES IN UTILITY ALLOWANCES 9-19
IV.C. NOTIFICATION OF NEW TENANT RENT..... 9-19
IV.D. DISCREPANCIES..... 9-20

Table of Contents

Chapter 10 PETS

INTRODUCTION	10-1
PART I: SERVICE ANIMALS AND ASSISTANCE ANIMALS	
I.A. OVERVIEW	10-3
I.B. APPROVAL OF ASSISTANCE ANIMALS	10-4
I.C. CARE AND HANDLING	10-5
PART II: PET POLICIES FOR ALL DEVELOPMENTS	
II.A. OVERVIEW	10-7
II.B. MANAGEMENT APPROVAL OF PETS	10-7
II.C. STANDARDS FOR PETS	10-9
II.D. PET RULES.....	10-11
PART III: PET DEPOSITS AND FEES IN ELDERLY/DISABLED DEVELOPMENTS	
III.A. OVERVIEW	10-17
III.B. PET DEPOSITS.....	10-17
III.C. OTHER CHARGES.....	10-18
PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS	
IV.A. OVERVIEW	10-19
IV.B. PET DEPOSITS.....	10-19
IV.C. NON-REFUNDABLE NOMINAL PET FEE	10-20
IV.D. OTHER CHARGES.....	10-21

Table of Contents

**Chapter 11
COMMUNITY SERVICE**

INTRODUCTION 11-1

PART I: COMMUNITY SERVICE REQUIREMENT

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

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

II.A. OVERVIEW 11-17

EXHIBITS

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

Table of Contents

Chapter 12 TRANSFER POLICY

INTRODUCTION	12-1
PART I: EMERGENCY TRANSFERS	
I.A. OVERVIEW	12-1
I.B. EMERGENCY TRANSFERS	12-2
I.C. EMERGENCY TRANSFER PROCEDURES	12-3
I.D. COSTS OF TRANSFER.....	12-3
PART II: PHA REQUIRED TRANSFERS	
II.A. OVERVIEW	12-5
II.B. TYPES OF PHA REQUIRED TRANSFERS	12-5
II.C. ADVERSE ACTION.....	12-8
II.D. COST OF TRANSFER.....	12-8
PART III: TRANSFERS REQUESTED BY TENANTS	
III.A. OVERVIEW	12-9
III.B. TYPES OF RESIDENT REQUESTED TRANSFERS.....	12-9
III.C. ELIGIBILITY FOR TRANSFER.....	12-10
III.D. SECURITY DEPOSITS	12-11
III.E. COST OF TRANSFER.....	12-11
III.F. HANDLING OF REQUESTS	12-12
PART IV: TRANSFER PROCESSING	
IV.A. OVERVIEW	12-13
IV.B. TRANSFER LIST.....	12-13
IV.C. TRANSFER OFFER POLICY	12-14
IV.D. GOOD CAUSE FOR UNIT REFUSAL.....	12-14
IV.E. DECONCENTRATION	12-15
IV.F. REEXAMINATION POLICIES FOR TRANSFERS.....	12-15

Table of Contents

Chapter 13 LEASE TERMINATIONS

INTRODUCTION	13-1
PART I: TERMINATION BY TENANT	
I.A. TENANT CHOOSES TO TERMINATE THE LEASE.....	13-3
PART II: TERMINATION BY PHA – MANDATORY	
II.A. OVERVIEW	13-5
II.B. FAILURE TO PROVIDE CONSENT.....	13-5
II.C. FAILURE TO DOCUMENT CITIZENSHIP	13-5
II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS...	13-6
II.E. FAILURE TO ACCEPT THE PHA’S OFFER OF A LEASE REVISION	13-6
II.F. METHAMPHETAMINE CONVICTION.....	13-7
II.G. LIFETIME REGISTERED SEX OFFENDERS	13-7
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS.....	13-7
II.I. DEATH OF A SOLE FAMILY MEMBER	13-7
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	13-19
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY	13-20
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING.....	13-24
PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING	
IV.A. OVERVIEW	13-27
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS	13-27
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY	13-28
IV.D. LEASE TERMINATION NOTICE.....	13-29
IV.E. EVICTION.....	13-31
IV.F. NOTIFICATION TO POST OFFICE	13-32
IV.G. RECORD KEEPING	13-32

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 14-15

III.G. PROCEDURES GOVERNING THE HEARING 14-16

III.H. DECISION OF THE HEARING OFFICER/PANEL..... 14-20

**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

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

PART III: FAMILY DEBTS TO THE PHA

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

PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)

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

PART V: RECORD KEEPING

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

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

VI.A. REPORTING REQUIREMENTS 16-21

Table of Contents

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

VII.A. OVERVIEW 16-23
VII.B. DEFINITIONS..... 16-23
VII.C. NOTIFICATION 16-24
VII.D. DOCUMENTATION 16-26
VII.E. CONFIDENTIALITY..... 16-28

EXHIBITS

16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE
VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380 16-29
16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING
VIOLENCE, SEXUAL ASSAULT, OR STALKING AND
ALTERNATE DOCUMENTATION, FORM HUD-5382..... 16-35
16-3 EMERGENCY TRANSFER PLAN FOR VICTIMS OF
DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT,
OR STALKING 16-37
16-4 EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS
OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT,
OR STALKING, FORM HUD-5383..... 16-41

Glossary

Table of Contents