Introduction ABOUT THE MODEL ACOP

HOW	TO USE THE MODEL ACOP	Intro-i
ABOU	UT THE MODEL ACOP AND THE PUBLIC HOUSING LEASE	Intro-ii
REFE	RENCES CITED IN THE MODEL ACOP	Intro-ii
RESO	URCES CITED IN THE MODEL ACOP	Intro-iii
	Chapter 1	
	OVERVIEW OF THE PROGRAM AND PLAN	
INTR	ODUCTION	1-1
	PART I: THE PHA	
I.A.	OVERVIEW	1-1
I.B.	ORGANIZATION AND STRUCTURE OF THE PHA	
I.C.	PHA MISSION	
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 PO	OLICIES
III.A.	OVERVIEW AND PURPOSE OF THE POLICY	1-11
	CONTENTS OF THE POLICY	
III.C.	UPDATING AND REVISING THE POLICY	1-12

Chapter 2 FAIR HOUSING AND EQUAL OPPORTUNITY

INTR	ODUCTION	2-1
	PART I: NONDISCRIMINATION	
I.A.	OVERVIEW	2-3
I.B.	NONDISCRIMINATION	
	PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES	
II.A.	OVERVIEW	2-7
II.B.	DEFINITION OF REASONABLE ACCOMMODATION	
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	
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

Chapter 3 ELIGIBILITY

INTR	ODUCTION	3-1
	PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS	
I.A.	OVERVIEW	3-3
I.B.	FAMILY AND HOUSEHOLD	
I.C.	FAMILY BREAK-UP AND REMAINING MEMBER OF TENANT FAMILY	
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	
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	
I.K.	FOSTER CHILDREN AND FOSTER ADULTS	
I.L.	ABSENT FAMILY MEMBERS	
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	
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	
III.C.	OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION	3-21
III.D.	SCREENING	
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	
III.G.	NOTICE OF ELIGIBILITY OR DENIAL	3-32
	EXHIBITS	
3-1:	DETAILED DEFINITIONS RELATED TO DISABILITIES	3-33

Chapter 4 APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTR	INTRODUCTION	
	PART I: THE APPLICATION PROCESS	
I.A.	OVERVIEW	4-3
I.B.	APPLYING FOR ASSISTANCE	
I.C.	ACCESSIBILITY OF THE APPLICATION PROCESS	
I.D.	PLACEMENT ON THE WAITING LIST	
	PART II: MANAGING THE WAITING LIST	
II.A.	OVERVIEW	4_7
II.B.	ORGANIZATION OF THE WAITING LIST	
II.C.	OPENING AND CLOSING THE WAITING LIST	
II.D.	FAMILY OUTREACH	
II.E.	REPORTING CHANGES IN FAMILY CIRCUMSTANCES	
II.F.	UPDATING THE WAITING LIST	
	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	
INTR	ODUCTION	5-1
	PART I: OCCUPANCY STANDARDS	
I.A.	OVERVIEW	5-1
I.B.	DETERMINING UNIT SIZE	
I.C.	EXCEPTIONS TO OCCUPANCY STANDARDS	
	PART II: UNIT OFFERS	
II.A.	OVERVIEW	5-5
II.B.	NUMBER OF OFFERS	
II.C.	TIME LIMIT FOR UNIT OFFER ACCEPTANCE OR REFUSAL	
II.D.	REFUSALS OF UNIT OFFERS	
II.E.	ACCESSIBLE UNITS	
II.F.	DESIGNATED HOUSING	

Chapter 6 INCOME AND RENT DETERMINATIONS

INTR	ODUCTION	6-1
	PART I: ANNUAL INCOME	
I.A.	OVERVIEW	6-3
I.B.	HOUSEHOLD COMPOSITION AND INCOME	
I.C.	ANTICIPATING ANNUAL INCOME	
I.D.	EARNED INCOME	
I.E.	EARNED INCOME DISALLOWANCE	6-13
I.F.	BUSINESS INCOME	6-17
I.G.	ASSETS	
I.H.	PERIODIC PAYMENTS	6-27
I.I.	PAYMENTS IN LIEU OF EARNINGS	6-29
I.J.	WELFARE ASSISTANCE	
I.K.	PERIODIC AND DETERMINABLE ALLOWANCES	6-31
I.L.	ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME	6-32
	DADE HAAD HIGHED INCOME	
	PART II: ADJUSTED INCOME	
II.A.	INTRODUCTION	
II.B.	DEPENDENT DEDUCTION	
II.C.	ELDERLY OR DISABLED FAMILY DEDUCTION	
II.D.	MEDICAL EXPENSES DEDUCTION	
II.E.	DISABILITY ASSISTANCE EXPENSES DEDUCTION	
II.F.	CHILD CARE EXPENSE DEDUCTION	
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	
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	
6-3:	TREATMENT OF FAMILY ASSETS	
6-4:	EARNED INCOME DISALLOWANCE	
6-5:	THE EFFECT OF WELFARE BENEFIT REDUCTION	

Chapter 7 VERIFICATION

INTRO	ODUCTION	7-1
	PART I: GENERAL VERIFICATION REQUIREMENTS	
I.A.	FAMILY CONSENT TO RELEASE OF INFORMATION	7-1
I.B.	OVERVIEW OF VERIFICATION REQUIREMENTS	
I.C.	UP-FRONT INCOME VERIFICATION (UIV)	
I.D.	THIRD-PARTY WRITTEN AND ORAL VERIFICATION	7-6
I.E.	SELF-CERTIFICATION	
	PART II: VERIFYING FAMILY INFORMATION	
II.A.	VERIFICATION OF LEGAL IDENTITY	7-11
II.B.	SOCIAL SECURITY NUMBERS	
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	
III.C.	PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS	
III.D.	ALIMONY OR CHILD SUPPORT	
III.E.	ASSETS AND INCOME FROM ASSETS	
III.F.	NET INCOME FROM RENTAL PROPERTY	
III.G.	RETIREMENT ACCOUNTS	
III.H.	INCOME FROM EXCLUDED SOURCES	
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
	DISABILITY ASSISTANCE EXPENSES	
IV.D.	CHILD CARE EXPENSES	7-30
	EXHIBITS	
7-1:	SUMMARY OF DOCUMENTATION REQUIREMENTS	
	FOR NONCITIZENS	7-33

Chapter 8 LEASING AND INSPECTIONS

INTR	ODUCTION	8-1
	PART I: LEASING	
I.A.	OVERVIEW	
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
I.G	MINIMUM HEATING STANDARDS	8-10
	PART II: INSPECTIONS	
II.A.	OVERVIEW	8-13
II.B.	TYPES OF INSPECTIONS	8-13
II.C.	NOTICE AND SCHEDULING OF INSPECTIONS	8-15
II.D.	INSPECTION RESULTS	8-16
	EXHIBITS	
8-1:	SMOKE-FREE POLICY	8-19

Chapter 9 REEXAMINATIONS

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

Chapter 10 PETS

INTR	ODUCTION	10-1
	PART I: SERVICE ANIMALS AND ASSISTANCE AN	NIMALS
I.A.	OVERVIEW	10-3
I.B.	APPROVAL OF ASSISTANCE ANIMALS	
I.C.	CARE AND HANDLING	
	PART II: PET POLICIES FOR ALL DEVELOPME	ENTS
II.A.	OVERVIEW	10-7
II.B.	MANAGEMENT APPROVAL OF PETS	
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 GENER	RAL
	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

Chapter 11 COMMUNITY SERVICE

INTRO	ODUCTION	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
II.A.	PART II: IMPLEMENTATION OF COMMUNITY SERVICE 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)(l) and Section 1416(excerpt) FOR PURPOSES	
	OF EXEMPTION FROM COMMUNITY SERVICE	11-25
11-3:	PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE	CE 11-27
11-4	CSSR WORK-OUT AGREEMENT	11-29

Chapter 12 TRANSFER POLICY

INTR	ODUCTION	12-1
	PART I: EMERGENCY TRANSFERS	
I.A.	OVERVIEW	12-1
I.B.	EMERGENCY TRANSFERS	
I.C.	EMERGENCY TRANSFER PROCEDURES	
I.D.	COSTS OF TRANSFER.	
	PART II: PHA REQUIRED TRANSFERS	
II.A.	OVERVIEW	12-5
II.B.	TYPES OF PHA REQUIRED TRANSFERS	12-5
II.C.	ADVERSE ACTION	
II.D.	COST OF TRANSFER	12-8
	PART III: TRANSFERS REQUESTED BY TENANT	S
III.A.	OVERVIEW	12-9
III.B.		
III.C.	ELIGIBILITY FOR TRANSFER	12-10
III.D.	SECURITY DEPOSITS	
III.E.		
III.F.	HANDLING OF REQUESTS	12-12
	PART IV: TRANSFER PROCESSING	
IV.A.	OVERVIEW	12-13
IV.B.	TRANSFER LIST	12-13
IV.C.		
IV.D.		
IV.E.		
IV.F.	REEXAMINATION POLICIES FOR TRANSFERS	12-15

Chapter 13 LEASE TERMINATIONS

INTR	ODUCTION	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	
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	
II.G	LIFETIME REGISTERED SEX OFFENDERS	
II.H.	NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS	13-7
II.I.	DEATH OF A SOLE FAMILY MEMBER	
	PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS	
III.A.	OVERVIEW	13-9
III.B.		
III.C.	OTHER AUTHORIZED REASONS FOR TERMINATION	
III.D.		
III.E.		
III.F.	TERMINATIONS RELATED TO DOMESTIC VIOLENCE,	
	DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING	13-25
	PART IV: NOTIFICATION REQUIREMENTS, EVICTION	
	PROCEDURES AND RECORD KEEPING	
IV.A.	OVERVIEW	13-29
IV.B.	CONDUCTING CRIMINAL RECORDS CHECKS	13-29
IV.C.	DISCLOSURE OF CRIMINAL RECORDS TO FAMILY	13-30
IV.D.	LEASE TERMINATION NOTICE	13-31
IV.E.	EVICTION	13-33
IV.F.	NOTIFICATION TO POST OFFICE	13-34
	RECORD KEEPING	

Chapter 14 GRIEVANCES AND APPEALS

INTR	ODUCTION14-	-1			
	PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS				
I.A.	OVERVIEW	-1			
I.B.	INFORMAL HEARING PROCESS				
	PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS				
II.A.	HEARING AND APPEAL PROVISIONS FOR NONCITIZENS	-5			
PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS					
III.A.	REQUIREMENTS	-9			
III.B.					
III.C.	APPLICABILITY14-1	11			
III.D.	INFORMAL SETTLEMENT OF GRIEVANCE	12			
III.E.	PROCEDURES TO OBTAIN A HEARING14-1	13			
III.F.	SELECTION OF HEARING OFFICER	15			
III.G.	PROCEDURES GOVERNING THE HEARING14-1	16			
III.H.	DECISION OF THE HEARING OFFICER	20			
	EXHIBITS				
14-1:	SAMPLE GRIEVANCE PROCEDURE	23			
	Chapter 15				
	PROGRAM INTEGRITY				
INTR	ODUCTION	-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	-4			
I.C.	INVESTIGATING ERRORS AND PROGRAM ABUSE	-5			
	PART II: CORRECTIVE MEASURES AND PENALTIES				
II.A.	UNDER- OR OVERPAYMENT	-7			
II.B.	FAMILY-CAUSED ERRORS AND PROGRAM ABUSE				
II.C.	PHA-CAUSED ERRORS OR PROGRAM ABUSE				
II.D.	CRIMINAL PROSECUTION	12			
II.E.	FRAUD AND PROGRAM ABUSE RECOVERIES	12			

Chapter 16 PROGRAM ADMINISTRATION

INTR	ODUCTION	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	
V.C.	RECORDS MANAGEMENT	16-18
	PART VI: REPORTING REQUIREMENTS FOR CHILDREN WITH ELEVATED BLOOD LEAD LEVEL	
VI.A.	REPORTING REQUIREMENTS	16-21

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

VII.A.	OVERVIEW	16-23		
VII.B.	DEFINITIONS	16-23		
	NOTIFICATION			
	DOCUMENTATION			
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