

Chapter 5

BRIEFINGS AND VOUCHER ISSUANCE

INTRODUCTION

This chapter explains the briefing and voucher issuance process. When a family is determined to be eligible for the Housing Choice Voucher (HCV) program, the HACEP must ensure that the family fully understands the way the program operates and the family's obligations under the program. This is accomplished through both an oral briefing and provision of a briefing packet containing written documentation of information the family needs to know. Once the family is fully informed of the program's requirements, the HACEP issues the family a voucher. The voucher includes the unit size the family qualifies for based on the HACEP's subsidy standards, as well as the dates of issuance and expiration of the voucher. The voucher is the document that permits the family to begin its search for a unit, and limits the amount of time the family has to successfully locate an acceptable unit.

This chapter describes HUD regulations and HACEP policies related to these topics in two parts:

Part I: Briefings and Family Obligations. This part details the program's requirements for briefing families orally, and for providing written materials describing the program and its requirements. It includes a particular focus on the family's obligations under the program.

Part II: Subsidy Standards and Voucher Issuance. This part discusses the HACEP's standards for determining how many bedrooms a family of a given composition qualifies for, which in turn affects the amount of subsidy the family can receive. It also discusses the policies that dictate how vouchers are issued, and how long families have to locate a unit.

PART I: BRIEFINGS AND FAMILY OBLIGATIONS

5-I.A. OVERVIEW

HUD regulations require the HACEP to conduct mandatory briefings for applicant families. The briefing provides a broad description of owner and family responsibilities, explains the HACEP's procedures, and includes instructions on how to lease a unit. This part describes how oral briefings will be conducted, specifies what written information will be provided to families, and lists the family's obligations under the program.

5-I.B. BRIEFING [24 CFR 982.301]

The PHA must give the family an oral briefing and provide the family with a briefing packet containing written information about the program. Families may be briefed individually or in groups. At the briefing, the PHA must ensure effective communication in accordance with Section 504 requirements (Section 504 of the Rehabilitation Act of 1973), and ensure the briefing site is accessible to individuals with disabilities. For a more thorough discussion of accessibility requirements, refer to Chapter 2.

HACEP Policy

Briefings will be conducted in group meetings and one on one as deemed necessary by the HACEP.

All household members 18 years of age and older are required to attend the briefing. Any household members 18 years of age and older who are unable to attend the briefing due to active employment in the military or a full time student in a school 50 miles away are excused if the head of household is unable to attend, the HACEP will reschedule the family for another appointment unless subject to reasonable accommodations. Families that attend group briefings and still need individual assistance will be referred to an appropriate HACEP staff person.

Briefings will be conducted in English. For limited English proficient (LEP) applicants, the HACEP will provide translation services in accordance with the HACEP's LEP plan (See Chapter 2).

Notification and Attendance

HACEP Policy

Families will be notified of their eligibility for assistance at the time they are invited to attend a briefing. The notice will identify who is required to attend the briefing, as well as the date and time of the scheduled briefing.

If the notice is returned by the post office with no forwarding address, the applicant will be denied and their name will not be placed back on the waiting list. If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated.

Applicants who fail to attend a scheduled briefing will automatically be scheduled for another briefing. The HACEP will notify the family of the date and time of the second scheduled briefing. Applicants who fail to attend two scheduled briefings, without HACEP approval, will be denied assistance (see Chapter 3).

Oral Briefing [24 CFR 982.301(a)]

Each briefing must provide information on the following subjects:

- How the Housing Choice Voucher program works;
- Family and owner responsibilities;
- Where the family can lease a unit, including renting a unit inside or outside the PHA's jurisdiction;
- For families eligible under portability, an explanation of portability. The PHA cannot discourage eligible families from moving under portability;
- For families living in high-poverty census tracts, an explanation of the advantages of moving to areas outside of high-poverty concentrations; and

HACEP Policy

When HACEP-owned units are available for lease, the HACEP will inform the family during the oral briefing the family has the right to select any eligible unit available for lease, and is not obligated to choose a HACEP-owned unit.

Briefing Packet [24 CFR 982.301(b)]

Documents and information provided in the briefing packet must include the following:

- The term of the voucher, and the HACEP's policies on any extensions or suspensions of the term. If the HACEP allows extensions, the packet must explain how the family can request an extension.
 - A description of the method used to calculate the housing assistance payment for a family, including how the HACEP determines the payment standard for a family, how the HACEP determines total tenant payment for a family, and information on the payment standard and utility allowance schedule.
 - An explanation of how the HACEP determines the maximum allowable rent for an assisted unit.
 - Where the family may lease a unit. For a family that qualifies to lease a unit outside the HACEP jurisdiction under portability procedures, the information must include an explanation of how portability works.
 - The HUD-required tenancy addendum, which must be included in the lease.
 - The form the family must use to request approval of tenancy, and a description of the procedure for requesting approval for a tenancy.
 - A statement of the HACEP policy on providing information about families to prospective owners.
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- The HACEP subsidy standards including when and how exceptions are made.
 - The HUD brochure on how to select a unit.
 - The HUD pamphlet on lead-based paint entitled *Protect Your Family from Lead in Your Home*.
 - Information on federal, state and local equal opportunity laws and a copy of the housing discrimination complaint form.
 - A list of landlords or other parties willing to lease to assisted families or help families find units, especially outside areas of poverty or minority concentration.
 - Notice that if the family includes a person with disabilities, the family may request a list of available accessible units known to the HACEP.
 - The family obligations under the program, including any obligations of a welfare-to-work family.

- The grounds on which the HACEP may terminate assistance for a participant family because of family action or failure to act.
- HACEP informal hearing procedures including when the HACEP is required to offer a participant family the opportunity for an informal hearing, and how to request the hearing.

If the PHA is located in a metropolitan FMR area, the following additional information must be included in the briefing packet in order to receive full points under SEMAP Indicator 7, Expanding Housing Opportunities [24 CFR 985.3(g)]:

- Maps showing areas with housing opportunities outside areas of poverty or minority concentration, both within its jurisdiction and its neighboring jurisdiction
- Information about the characteristics of these areas including job opportunities, schools, transportation, and other services
- An explanation of how portability works, including a list of portability contact persons for neighboring PHAs with names, addresses, and telephone numbers

Additional Items to Be Included in the Briefing Packet

In addition to items required by the regulations, PHAs may wish to include supplemental materials to help explain the program to both participants and owners [HCV GB p. 8-7, Notice PIH 2010-19].

HACEP Policy

The HACEP will provide the following additional materials in the briefing packet:

When HACEP-owned units are available for lease, a written statement that the family has the right to select any eligible unit available for lease and is not obligated to choose a HACEP-owned unit

Information on how to fill out and file a housing discrimination complaint form

“Is Fraud Worth It?” (form HUD-1141-OIG), which explains the types of actions a family must avoid and the penalties for program abuse

“What You Should Know about EIV,” a guide to the Enterprise Income Verification (EIV) system published by HUD as an attachment to Notice PIH 2010-19

5-I.C. FAMILY OBLIGATIONS

Obligations of the family are described in the Housing Choice Voucher (HCV) regulations and on the voucher itself. These obligations include responsibilities the family is required to fulfill, as well as prohibited actions. The HACEP must inform families of these obligations during the oral briefing, and the same information must be included in the briefing packet. When the family's unit is approved and the HAP contract is executed, the family must meet those obligations in order to continue participating in the program. Violation of any family obligation may result in termination of assistance, as described in Chapter 12.

Time Frames for Reporting Changes Required By Family Obligations

HACEP Policy

Unless otherwise noted below, when family obligations require the family to respond to a request or notify the HACEP of a change, notifying the HACEP of the request or change within 10 days is considered prompt notice.

When a family is required to provide notice to the HACEP, the notice must be in writing.

Family Obligations [24 CFR 982.551]

Following is a listing of a participant family's obligations under the HCV program:

- The family must supply any information that the HACEP or HUD determines to be necessary, including submission of required evidence of citizenship or eligible immigration status.
- The family must supply any information requested by the HACEP or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition.
- The family must disclose and verify social security numbers and sign and submit consent forms for obtaining information.
- Any information supplied by the family must be true and complete.
- The family is responsible for any Housing Quality Standards (HQS) breach by the family caused by failure to pay tenant-provided utilities or appliances, or damages to the dwelling unit or premises beyond normal wear and tear caused by any member of the household or guest.

HACEP Policy

Damages beyond normal wear and tear will be considered to be damages which could be assessed against the security deposit.

- The family must allow the HACEP to inspect the unit at reasonable times and after reasonable notice, as described in Chapter 8 of this plan.
- The family must not commit any serious or repeated violation of the lease.

HACEP Policy

The HACEP will determine if a family has committed serious or repeated violations of the lease based on available evidence, including but not limited to, a court-ordered eviction, or an owner's notice to evict.

Serious and repeated lease violations will include, but not be limited to, nonpayment of rent, disturbance of neighbors, destruction of property, or living or housekeeping habits that cause damage to the unit or premises and criminal activity. Generally, the criteria to be used is whether the reason for the eviction was through no fault of the tenant or guests.

- The family must notify the HACEP and the owner before moving out of the unit or terminating the lease.

HACEP Policy

The family must comply with lease requirements regarding written notice to the owner. The family must provide written notice to the HACEP at the same time the owner is notified.

- The family must promptly give the HACEP a copy of any owner eviction notice.
- The family must use the assisted unit for residence by the family. The unit must be the family's only residence.
- The composition of the assisted family residing in the unit must be approved by the HACEP. The family must promptly notify the HACEP in writing of the birth, adoption, or court-awarded custody of a child. The family must request HACEP approval to add any other family member as an occupant of the unit.

HACEP Policy

The request to add a family member must be submitted in writing and approved prior to the person moving into the unit. The HACEP will determine eligibility of the new member in accordance with the policies in Chapter 3.

- The family must promptly notify the HACEP in writing if any family member no longer lives in the unit.
- If the HACEP has given approval, a foster child or a live-in aide may reside in the unit. The HACEP has the discretion to adopt reasonable policies concerning residency by a foster child or a live-in aide, and to define when HACEP consent may be given or denied. For policies related to the request and approval/disapproval of foster children, foster adults, and live-in aides, see Chapter 3 (Sections I.K and I.M), and Chapter 11 (Section II.B).
- The family must not sublease the unit, assign the lease, or transfer the unit.

HACEP Policy

Subleasing includes receiving payment to cover rent and utility costs by a person living in the unit who is not listed as a family member.

- The family must supply any information requested by the HACEP to verify that the family is living in the unit or information related to family absence from the unit.
- The family must promptly notify the HACEP when the family is absent from the unit.

HACEP Policy

Notice is required under this provision only when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days. Written notice must be provided to the HACEP at the start of the extended absence.

- The family must pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease [Form HUD-52646, Voucher].
- The family must not own or have any interest in the unit, (other than in a cooperative and owners of a manufactured home leasing a manufactured home space).

- Family members must not commit fraud, bribery, or any other corrupt or criminal act in connection with the program. (See Chapter 14, Program Integrity for additional information).
- Family members must not engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for HUD and HACEP policies related to drug-related and violent criminal activity.
- Members of the household must not engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for a discussion of HUD and HACEP policies related to alcohol abuse.
- An assisted family or member of the family must not receive HCV program assistance while receiving another housing subsidy, for the same unit or a different unit under any other federal, state or local housing assistance program.
- A family must not receive HCV program assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the HACEP has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities. [Form HUD-52646, Voucher]

PART II: SUBSIDY STANDARDS AND VOUCHER ISSUANCE

5-II.A. OVERVIEW

The HACEP must establish subsidy standards that determine the number of bedrooms needed for families of different sizes and compositions. This part presents the policies that will be used to determine the family unit size (also known as the voucher size) a particular family should receive, and the policies that govern making exceptions to those standards. The HACEP also must establish policies related to the issuance of the voucher, to the voucher term, and to any extensions or suspensions of that term.

5-II.B. DETERMINING FAMILY UNIT (VOUCHER) SIZE [24 CFR 982.402]

For each family, the HACEP determines the appropriate number of bedrooms under the HACEP subsidy standards and enters the family unit size on the voucher that is issued to the family. The family unit size does not dictate the size of unit the family must actually lease, nor does it determine who within a household will share a bedroom/sleeping room.

The following requirements apply when the HACEP determines family unit size:

- The subsidy standards must provide for the smallest number of bedrooms needed to house a family without overcrowding.
- The subsidy standards must be consistent with space requirements under the housing quality standards.
- The subsidy standards must be applied consistently for all families of like size and composition.

- A child who is temporarily away from the home because of placement in foster care is considered a member of the family in determining the family unit size.
- A family that consists of a pregnant woman (with no other persons) must be treated as a two-person family.
- Any live-in aide (approved by the HACEP to reside in the unit to care for a family member who is disabled or is at least 50 years of age) must be counted in determining the family unit size;
- Unless a live-in-aide resides with a family, the family unit size for any family consisting of a single person must be either a zero- or one-bedroom unit, as determined under the HACEP subsidy standards.
- Only one bedroom will be allocated for a live-in aide

HACEP Policy

The HACEP will assign one bedroom for each two persons within the household, except in the following circumstances:

Persons of the opposite sex (other than spouses, partners, common law marriages and children age 5 and under) will be allocated separate bedrooms if funding is available.

A live-in aide will be allocated a separate bedroom. No additional bedrooms are provided for a live-in aide's family.

Single person families will be allocated one bedroom.

Separate bedrooms may be allocated, at the discretion of the Housing Authority, to same sex children more than 8 years apart in age and if funding is available.

Foster children will be included in determining unit size only if they will be in the unit for more than 6 months out of the year.

Space may be provided for a child who is away at school but who lives with the family during school recesses.

Space will not be provided for a family member, other than spouse, who will be absent most of the time, such as a member who is away in the military.

Adults of different generations will be allocated separate bedrooms

The HACEP will reference the following chart in determining the appropriate voucher size for a family:

Voucher Size	Persons in Household (Minimum – Maximum)
1 Bedroom	1-2
2 Bedrooms	2-4
3 Bedrooms	3-6
4 Bedrooms	4-8
5 Bedrooms	6-10

5-II.C. EXCEPTIONS TO SUBSIDY STANDARDS

In determining family unit size for a particular family, the PHA may grant an exception to its established subsidy standards if the PHA determines the exception is justified by the age, sex, health, handicap, or relationship of family members or other personal circumstances [24 CFR 982.402(b)(8)]. Reasons may include, but are not limited to:

- A need for an additional bedroom for medical equipment
- A need for a separate bedroom for reasons related to a family member's disability, medical or health condition

For a single person who is not elderly, disabled, or a remaining family member, an exception cannot override the regulatory limit of a zero or one bedroom [24 CFR 982.402(b)(8)].

HACEP Policy

The HACEP will consider granting an exception for any of the reasons specified in the regulation: the age, sex, health, handicap, or relationship of family members or other personal circumstances.

The family must request any exception to the subsidy standards in writing. The request must explain the need or justification for a larger family unit size, and must include appropriate documentation. Requests based on health-related reasons must be verified by a knowledgeable professional source (e.g., doctor or health professional), unless the disability and the disability-related request for accommodation is readily apparent or otherwise known. The family's continued need for an additional bedroom due to special medical equipment must be re-verified at annual reexamination.

The HACEP will notify the family of its determination within 10 business days of receiving the family's request. If a participant family's request is denied, the notice will inform the family of their right to request an informal hearing.

5-II.D. VOUCHER ISSUANCE [24 CFR 982.302]

When a family is selected from the waiting list (or as a special admission as described in Chapter 4), or when a participant family wants to move to another unit, the HACEP issues a Housing Choice Voucher, form HUD-52646. This chapter deals only with voucher issuance for applicants. For voucher issuance associated with moves of program participants, please refer to Chapter 10.

The voucher is the family's authorization to search for housing. It specifies the unit size for which the family qualifies, and includes both the date of voucher issuance and date of expiration. It contains a brief description of how the program works and explains the family obligations under the program. The voucher is evidence the HACEP has determined the family to be eligible for the program, and the HACEP expects to have money available to subsidize the family if the family finds an approvable unit. However, the HACEP does not have any liability to any party by the issuance of the voucher, and the voucher does not give the family any right to participate in the HACEP's Housing Choice Voucher Program [Voucher, form HUD-52646]

A voucher can be issued to an applicant family only after the HACEP has determined the family is eligible for the program based on information received within the 60 days prior to issuance [24 CFR 982.201(e)] and after the family has attended an oral briefing [HCV 8-1].

HACEP Policy

Vouchers will be issued to eligible applicants immediately following the mandatory briefing.

The HACEP should have sufficient funds to house an applicant before issuing a voucher. If funds are insufficient to house the family at the top of the waiting list, the HACEP must wait until it has adequate funds before it calls another family from the list [HCV GB p. 8-10].

If the HACEP determines there is insufficient funding after a voucher has been issued, the HACEP may rescind the voucher and place the affected family back on the waiting list.

5-II.E. VOUCHER TERM, EXTENSIONS, AND SUSPENSIONS

Voucher Term [24 CFR 982.303]

The initial term of a voucher must be at least 60 calendar days. The initial term must be stated on the voucher [24 CFR 982.303(a)].

HACEP Policy

The initial voucher term will be 60 calendar days.

The family must submit a Request for Tenancy Approval and proposed lease within the 60-day period unless the HACEP grants an extension.

Extensions of Voucher Term [24 CFR 982.303(b)]

The PHA has the authority to grant extensions of search time, to specify the length of an extension, and to determine the circumstances under which extensions will be granted. There is no limit on the number of extensions that the PHA can approve. The PHA must approve additional search time if needed as a reasonable accommodation to make the program accessible to and usable by a person with disabilities. The extension period must be reasonable for the purpose.

The family must be notified in writing of the PHA's decision to approve or deny an extension. The PHA's decision to deny a request for an extension of the voucher term is not subject to informal review [24 CFR 982.554(c)(4)].

HACEP Policy

The HACEP will automatically approve one 30-day extension upon written request from the family.

The HACEP will approve additional extensions only in the following circumstances:

It is necessary as a reasonable accommodation for a person with disabilities.

It is necessary due to reasons beyond the family's control, as determined by the HACEP. Following is a list of extenuating circumstances that the HACEP may consider in making its decision. The presence of these circumstances does not guarantee an extension will be granted:

Serious illness or death in the family

Other family emergency

Obstacles due to employment

Whether the family has already submitted requests for tenancy approval that were not approved by the HACEP

Whether family size or other special requirements make finding a unit difficult

If a family has ported to a jurisdiction and more time is needed to accommodate the family

Any request for an additional extension must include the reason(s) an additional extension is necessary. The HACEP may require the family to provide documentation to support the request.

All requests for extensions to the voucher term must be made in writing and submitted to the HACEP prior to the expiration date of the voucher (or extended term of the voucher).

The HACEP will decide whether to approve or deny an extension request within 10 business days of the date the request is received, and will immediately provide the family its decision.

Suspensions of Voucher Term [24 CFR 982.303(c)]

At its discretion, a PHA may adopt a policy to suspend the housing choice voucher term if the family has submitted a Request for Tenancy Approval (RTA) during the voucher term.

“Suspension” means stopping the clock on a family’s voucher term from the time a family submits the RTA until the time the PHA approves or denies the request [24 CFR 982.4]. The HACEP’s determination not to suspend a voucher term is not subject to informal review [24 CFR 982.554(c)(4)].

HACEP Policy

When a Request for Tenancy Approval and proposed lease is received by the HACEP, the term of the voucher will not be suspended while the HACEP processes the request.

Expiration of Voucher Term

Once a family’s Housing Choice Voucher term (including any extensions) expires, the family is no longer eligible to search for housing under the program. If the family still wishes to receive assistance, the HACEP may require that the family reapply or may place the family on the waiting list with a new application date but without requiring reapplication. Such a family does not become ineligible for the program on the grounds that it was unable to locate a unit before the voucher expired [HCV GB p. 8-13].

HACEP Policy

If an applicant family’s voucher term or extension expires before the family has submitted a Request for Tenancy Approval (RTA), the HACEP will require the family to reapply for assistance. If an RTA that was submitted prior to the expiration date of the voucher is subsequently disapproved by the HACEP (after the voucher term has expired), the family will be required to reapply for assistance.

Within 10 business days after the expiration of the voucher term or any extension, the HACEP will notify the family in writing that the voucher term has expired and the family must reapply in order to be placed on the waiting list.