Information Received - Project Based Voucher

- **Introduction and General Information Section 8 PBV Program**
- **How the Section 8 Project Based Voucher Program Works**
- **3 Way Partnership**
- **Voucher and Bedroom Size Allocation**
- **Proof of Citizenship Status**
- **Family Self Sufficiency Program**
- **Confronting Housing Discrimination**
- **Eligibility Income Limits and Fair Market Rents**
- **Statement of Fair Housing Opportunity**
- **Equal Opportunity Fair Housing Plan**
- **Are You A Victim of Housing Discrimination**
- **HUD 5380, 5382; Notice of Occupancy Rights under the Violence Against Women Act & Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation (attachment)**
- **Fraud**
- **Notice Regarding Fraud**
- **Enterprise Income Verification (EIV) (attachment)**
- **No Income Requirements**
- **Termination of Assistance**
- **Family Obligations Under the Section 8 Project Based Voucher Program**
- **Most Common Program Violations**
- **Program Integrity**
- **Pet Policy**
- **Owner's Responsibility/Owner Breach of HAP Contract**
- **Choice Mobility**
- **Informal Hearing Procedures**
- **A Good Place To Live (attachment)**
- **Protect Your Family From Lead Base In Your Home (attachment)**
- **Contracts and Leases**
- **Tenancy Addendum**
- **Agreement to Terminate Tenancy**
- **Live-In Aide Request**
- **Housing Quality Standard Inspections/Inspections Checklist**
- **Annual Activities/Moving Procedures**
- **Helpful Telephone Numbers**
- **Glossary of Terms**
- **Attachments**

The above information was discussed in detail today by the Section 8 Occupancy Specialist and I was given a Section 8 Project Based Voucher Briefing Packet containing this information.

_____

Signature of Head of Household **Date**

_____

Signature of Spouse/Other Adult Member **Date**

WELCOME

TO YOUR
Project Based Voucher
Rental Assistance
Briefing

STAFF

Linda Langan
Executive Director

Vanessa Cloud
Deputy Director

Ashley McDonald
HCV Programs Director / PBV Specialist

FSS Coordinator
Don Bullis

Telephone (501) 624-4420
Fax (501) 232-2978

HOUSING AUTHORITY OF THE CITY OF HOT SPRINGS
1002 Illinois Street
HOT SPRINGS, AR 71901

The Housing Authority of the City of Hot Springs (HACHS) welcomes the opportunity to help you with your housing needs. It is our goal to assist you in fair and affordable housing.

1/2027

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INTRODUCTION AND GENERAL INFORMATION
SECTION 8 PROJECT BASED VOUCHER PROGRAM

This handbook has been designed as a guide to help you as you participate in the Section 8 Project Based Voucher Program.

It is designed to provide you with accurate information about how the program works. Please take time to review it carefully. It will help you remain in good standing with the owner of the rental property and the Housing Authority of the City of Hot Springs (HACHS).

Keep this Handbook in a Safe Place so that you can refer to it if you should have any questions.

Housing Authority of the City of Hot Springs Service Commitment

As a housing authority, it is the goal of HACHS to provide excellent service to the families in the community served by the HACHS. The HACHS will make every effort to inform you of program rules and advise you of how these rules affect you.
Since federal regulations are not always easy to understand, do not hesitate to contact the Section 8 office if you are not sure about any of the information or have questions or problems that pertain to the Section 8 Project Based Voucher Program.

Getting In Touch With You

In order to complete these tasks, it will be necessary for HACHS to contact you at different times. This contact will either be by first class mail or telephone; therefore, it is important that all contact information be kept up to date. If your telephone number changes, you must let us know. Please make any necessary childcare and transportation arrangements in advance so you can keep all appointments. Your cooperation is essential to our ability to serve you.

Request for Reasonable Accommodations

Persons with disabilities may request any reasonable accommodations in order to fully utilize this housing program and any related services. The HACHS will make all reasonable efforts to be flexible in assisting persons with disabilities. Requests for accommodations will be verified to ensure that the accommodations are reasonable. Examples of reasonable accommodations are as follows:

- **Home visits if your disability prevents you from coming to the HACHS office**
- **TDD or TDY Devices**
- **Accessible format for HACHS correspondence**
- **The use of an advocate or interpreter**
- **Approval for a "live-in-aid". (see attachment #A and end of this booklet)**

How the Section 8 Project Based Voucher Program Works

The rules and regulations for the Section 8 Project Based Voucher Program are determined by the U.S. Department of Housing and Urban Development (HUD). The purpose of the Section 8 Project Based Voucher Program is to provide rental assistance to eligible low-income families.

The Project-based Voucher Program was enacted in 1998 as part of the Quality Housing and Work Responsibility Act (QHWRA), with substantial revisions under the FY 2001 Appropriations Act. HUD published the Final Rule on November 14, 2005.

The maximum amount the HACHS will pay is an amount equal to the *Gross Rent* minus the family's total tenant payment. Gross Rent includes the Rent to Owner plus any allowances for tenant-paid utilities.

The Section 8 Project Based Program is a three-way partnership between the HACHS, the family (you), and the owner (includes owner, landlord or agent) of the rental unit.

In order for the program to work the HACHS must do the following:

- ***Review all applications to determine whether an applicant is eligible for the Program**
- ***Explain the rules of the program to all families who qualify.**
- ***Make housing assistance payments to the owner in a timely manner.**
- ***Ensure that both the family and the unit continue to qualify under the program.**
- ***Ensure that families and owners comply with the program rules.**
- ***Provide families and owners with prompt, professional service.**

In order for the program to work, the FAMILY must do the following:

- ***Provide the HACHS with complete and accurate information.**
- ***Cooperate in attending all appointments scheduled by the HACHS.**
- ***Take responsibility for the care of the housing unit.**
- ***Comply with the terms of the lease with the owner.**
- ***Comply with the Family Obligations as explained in this handbook.**

In order for the program to work, the OWNER must do the following:

- ***Screen families who apply to determine if they will be good renters. (The HACHS can supply the owner with the family's current and previous landlord information, as well as additional information pertaining to a tenant's performance as a renter.)**
- ***Comply with fair housing laws with no discrimination against any family**
- ***Maintain the housing unit by making necessary repairs in a timely manner**
- ***Comply with the terms of the Housing Assistance Payments Contract with HACHS.**
- ***Collect the rent due by the family and otherwise enforce the leases.**

REMEMBER: Assistance is tied to the unit and not the tenant.

Bedroom Size Allocation

The bedroom size is determined by family composition. This determines the family's level of assistance. See below.

Number of Bedrooms	Number of Persons per Bedroom	
	Minimum	Maximum
0	1	1
1	1	2
2	3	4
3	5	6
4	7	8

These standards are based on the assumption that each bedroom will accommodate no more than two (2) persons.

In determining bedroom size, the HACHS will NOT include children yet to be born to a pregnant woman, children who are in the process of being adopted, children whose custody is yet to be obtained. Anyone in the household less than 183 days will not be counted when determining bedroom size.

Bedroom size will also be determined using the following guidelines:

***Head of Household gets one room and two persons to a room thereafter**

***Live-in aides will get a separate bedroom**

The HACHS may grant exceptions to normal occupancy standards when a family requests a larger size than the guideline allows and documents a medical reason why the larger size is necessary. For example: one person requires medical equipment in the bedroom.

The family unit size will be determined by the HACHS in accordance with the above guidelines and will determine the maximum rent subsidy for the family.

Proof of Citizenship Status

Section 214 Part 812 of the Code of Federal Regulations states:

- **All family members must submit evidence of citizenship or eligible immigration status or verification.**
- **Verification or evidence of citizenship or eligible immigration status must be submitted at the point of eligibility determination.**

Family Self Sufficiency Program

The Family Self Sufficiency (FSS) Program helps families develop and continue educational and career goals. Participants are encouraged to seek training or education that will enable them to work or improve their current employment situation. The program is available to Section 8 PBV Program participants. There is not a waiting list for the FSS Program. Those admitted to the FSS Program enter into five-year contracts with goals to achieve economic independence. As participants increase their earned income and pay more of their rent, the Housing Authority saves money by paying less of their rent.

Families may be eligible to the money saved if they meet their goals by the end of their five-year contract.

Paying Rent

You must pay rent, utilities and other charges on or before the first day of each month or the owner may evict you. Non-payment of rent is a violation of your family responsibilities and is cause for termination of your assistance. IMPORTANT: IF YOU ARE EVICTED OR RECEIVE A "NOTICE TO QUIT", YOU WILL BE TERMINATED FROM THE SECTION 8 PROJECT BASED PROGRAM FOR A PERIOD OF AT LEAST THREE (3) YEARS AND MAY NOT BE HOUSED AFTER THIS TIME UNTIL YOU HAVE RECEIVED WRITTEN VERIFICATION FROM YOUR PAST LANDLORD THAT YOU HAVE PAID ALL RENT/DAMAGES IN FULL.

Owner Eviction

It is extremely important that you read your lease before you sign it to make sure you fully understand what it says. If you do not abide by your lease, the owner has the right to evict you from the property, which will in turn terminate your Section 8 Project Based Voucher assistance. Typical reasons for eviction are:

- **Non-payment of rent**
- **Destruction of property**
- **Poor housekeeping habits**
- **Keeping unauthorized pets**
- **Allowing people who are not on your lease to live with you**
- **Fighting, displaying weapons, and/or engaging in criminal activity of physical violence to persons or property, or any drug related criminal activity while receiving assistance. This applies to any member of your household, a guest, or any other person under your control. EVICTION WILL CAUSE YOU TO LOSE YOUR SECTION 8 PBV ASSISTNCE FOR A PERIOD OF AT LEAST THREE (3) YEARS.**
- **Failure to pay any utilities you are responsible for resulting in the utilities being turned off for more than twenty-four (24) hours.**

Legal Steps the Owner Must Follow In an Eviction

In all cases the owner must notify you in writing stating the reason for any eviction action he is taking to remove you from his property. This written notice will either be a 30-day notice of lease termination or (in the most serious cases) fourteen (14) notice of lease termination. The owner must send a copy of the notice to the HACHS. You must also supply a copy of any eviction notice you have received to the HACHS. If you remain in the unit after this time has expired, the owner may file a lawsuit to recover possession of the dwelling. You have the right to appear in court and explain your actions before the court decides whether you will be forced to move. It is to your advantage to appear in court. If you are not there, the case will be decided without considering your side of the story, and your Section 8 Project Based Voucher assistance will be terminated.

If you are forced to move, you must notify the Section 8 office as soon as you receive a termination notice to schedule an appointment with the Housing Authority so a decision can be made whether you are eligible to continue receiving assistance. Failure to notify

the HACHS within five (5) working days will automatically terminate your Section 8 PBV assistance.

Wrongful Evictions

The Housing Authority is not directly involved in the eviction process because the lease is between you and the owner. If you have questions or believe your rights have been denied during the eviction process you should seek advice from an attorney. Arkansas Legal Services (1 800 950-5817) helps people with limited income to obtain legal representation based on their ability to pay.

ELIGIBILITY INCOME LIMITS AND FAIR MARKET RENTS FOR THE SECTION 8 PROJECT BASED PROGRAM

ELIGIBILITY INCOME LIMITS

FAMILY SIZE	INCOME LIMIT
1	$45,000.00
2	$51,450.00
3	$57,900.00
4	$64,300.00
5	$69,450.00
6	$74,600.00
7	$79,750.00
8	$84,900.00

FAIR MARKET RENTS with utilities is the maximum we will pay for Rent

0 BEDOOM	$ 568.00
1 BEDROOM	$ 707.00
2 BEDROOM	$ 952.00
3 BEDROOM	$ 1,271.00
4 BEDROOM	$ 1,557.00

$50.00 MINIMUM RENT

HUD REQUIRES THE HOUSING AUTHORITY TO SET A MINUMUM RENT. FOR THE PROJECT BASED VOUCHER PROGRAM, THE MINIMUM RENT REFERS TO A MINIMUM FAMILY CONTRIBUTION AND MUST INCLUDE ANY APPLICABLE ALLOWANCES FOR TENANT PAID UTILITIES

STATEMENT

OF

FAIR HOUSING OPPORTUNITY

The Housing Authority of the City Hot Springs hereby assures and certifies that:

(1) It complies with Title VI of the Civil Rights Act of 1964, and regulations pursuant thereto (Title 24 CFR Part 1) which states that no person in the United States shall, on the ground of race, color, national origin, religion, sex, familial status(families with children under the age of 18, who are expecting a child), handicap, be excluded from participating in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives financial assistance, and will immediately take measures necessary to effectuate this agreement. With reference to the real property and structure(s) thereof which are provided or improved with the aid of Federal financial assistance extends to the applicant, this assurance shall obligate the applicant, or in the case of any transfer of property, the transferee, for the period during which the real property and structure(s) are used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits.

(2) It complies with Title VIII of the Civil Rights Act of 1968, which prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, or handicap, and administers its programs and activities relating to housing in a manner to affirmatively further fair housing.

(3) It complies with Executive Order 11063 on Equal Opportunity in Housing which prohibits discrimination because of race, color, or nation origin in housing and related facilities provided with Federal Financial Assistance.

(4) In establishing the criteria for the selection of tenants, the PHA or owners does not utilize preferences or priorities which are based on:

- **(a) the identify or location of housing which is occupied or proposed to be occupied or**
- **(b) upon the length of time the applicant has resided in the jurisdiction.**

The PHA or Owner shall treat nonresident applicants who are working or have been notified that they are hired to work, in the jurisdiction as residents of the jurisdiction.

(5) If the proposed project is to be located within the area of a local Housing Assistance Plan, the applicant will take affirmative action to provide opportunities to participate in the program to persons expected to reside in the community as a result of current or planned employment.

EQUAL OPPORTUNITY
FAIR HOUSING PLAN

The Housing Authority of the City of Hot Springs hereby assures and certifies that:

(1) **It complies with the Fair Housing Act, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Executive Order 11063, Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act.**

(2) **It complies with Title VIII of the Civil Right Act of 1968, which prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status or disability and administers its programs and activities relating to housing in a manner to affirmatively further fair housing.**

(3) **It complies with Executive Order on Equal Opportunity in Housing which prohibits discrimination because of race, color, religion, sex national origin, age, familial status or disability in housing and related facilities provided with federal financial assistance.**

(4) **The Housing Authority will assist a family, who claims that illegal discrimination because of race, color, religion, sex, national origin, age, familial status or disability prevents the family from finding or leasing a suitable unit with assistance under the program, with information on how to fill out and file a housing discrimination complaint.**

(5) **The PHA will make known to the public through publication in a newspaper of general circulation, as well as through minority media and other suitable means, the availability and nature of housing assistance for very low-income families. The PHA's notice shall be made in accordance with its HUD approved equal opportunity logo, type, statement and slogan.**

(6) **The PHA will encourage participation by Owners and other through publication in a newspaper of general circulation as well as through minority media. The PHA will contact owners of units in areas other than low-income or minority concentrated areas. Such invitation shall be advertising guidelines for fair housing requiring the use of the equal housing opportunity logo type statement and slogan.**

(7) **The Hot Springs Housing Authority is an Equal Opportunity Employer.**

(8) **The Hot Springs Housing Authority will collect and maintain statistical data which will allow HUD to monitor the Housing Authority's compliance with Equal Opportunity Requirements.**

Are you a Victim?
Of
Housing
Discrimination

If you believe you have been discriminated against, you may call the Fair Housing and Equal Opportunity at 800-424-8590.

OR

Come into the HACHS's Office and pick up a HUD form HUD-903.1.

How do you recognize Housing Discrimination?

Under the Fair Housing Act, it is against the law to:

- **Refuse to rent to you or sell you housing.**
- **Tell you housing is unavailable when in fact it is available.**
- **Show you apartments or homes in certain neighborhoods only.**
- **Advertise housing to preferred groups of people only.**
- **Refuse to make certain modifications or accommodations for persons with a mental or physical disability, that are reasonable modifications or accommodations. Harass, coerce, intimidate, or interfere with anyone exercising or assisting someone else with their fair housing rights.**

Housing Discrimination is based on these factors:

- **Race**
- **Color**
- **National Origin**
- **Religion**
- **Sex**

- **Familial Status (families with children under the age of 18, who are expecting a child)**
- **Handicap (if you or a family member has a disability)**

Violence Against Women and Justice Department Reauthorization Act 2005

Are you a victim of Violence?

HUD 5380, 5382; Notice of Occupancy Rights under the Violence Against Women Act & Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation (See additional paperwork)

If you are a victim of domestic violence, dating violence or stalking you will need to come to the Section 8 office and fill out the appropriate paperwork for your file.

FRAU D

FRAUD = FEDERAL CRIME

The Department of Housing and Urban Development is seriously concerned about *FRAUD* in the Section 8 Project Based Voucher Program. Providing wrong information could result in a federal investigation and the head of the household being accused of a *Federal Crime.*

FAMILY

Must Supply:

1. **True and complete information.**
2. **Report all income received by members of the family.**
3. **Provide names of everyone expected to live in the unit.**
4. **Report absence from the unit before being absent.**

Must NOT:

1. **Commit Fraud, bribery or any other criminal act in connection with the program.**
2. **Receive Section 8 assistance through the H.S.H.A. while receiving another housing subsidy for the same unit OR a different unit *ANYWHERE.***
2. **Engage in any drug-related criminal activity. (ANY RELATED ACTIVITY)**

OWNER/LANDLORD

Must NOT:

1. **Discriminate**
2. **Accept or demand side payments**
3. **Rent to any family member**

Must:

1. **Make reasonable modifications for persons with disabilities.**

NOTICE REGARDING FRAUD

The Department of Housing and Urban Development (HUD) is seriously concerned about fraud in the Section 8 Existing Housing Programs and has asked us, the Housing Authority of the City of Hot Springs, to send this reminder to all families in the program. Going along with these simple rules will help you stay in the Section 8 Housing Program and help the program run fairly and honestly. If you do not follow these rules, you could be accused of a Federal Crime.

Whenever appropriate, we will ask you for information about your income and your family size so that we can determine if: 1) you are paying the right amount of rent to your owner, and 2) your house or apartment is the right size for your family.

When we ask for this information:

1. **Let us know about ALL INCOME received by members of your household and income that you expect to receive in the next year. Many people forget about income from second jobs, part time jobs, overtime, child support and social security benefits received for minor children.**
2. **Let us know the name of everyone expected to live in your household in the next year. Of your family size increases, we will help you with a larger place to live.**

Your rent payment to your owner must not be more than the amount in your lease that we calculated at the time of our review. If you are now paying (or if your owner asks for) any money in addition to this payment, PLEASE REPORT THIS TO US AT ONCE. We will determine if these extra payments are legal. Most of these payments are not legal, and, therefore, appropriate action will be taken against the owner. We will review your case and get back to you shortly. If necessary, we will help you find another place to live.

It is very important that you report all income and any changes in the number of people living with you. We urge you to be sure that you are meeting these responsibilities so that you will continue receiving assistance and so that this program can service many families as possible.

If you know of any cases of fraud by Section 8 Tenant Based or Project Based tenants, Owners or Housing Authority employees, or if you have any questions, please call Mary Beth Valencia, Deputy Director/Asset Manager or Linda Langan, HCV Director at 501-624-4420. Thank you for your cooperation.

ENTERPRISE INCOME VERIFICATION (EIV)

IMPORTANT INFORMATION—PLEASE READ CAREFULLY

The Housing Authority of the City of Hot Springs (HACHS) now has the capability to use the income verification system on a state and federal level through Enterprise Income Verification. This means that HACHS can access income information on tenants at any given time. Therefore, it is very important to report all changes to this office within ten (10) days.

IF, IN THE PROCESS OF CHECKING EIV, THE HOUSING AUTHORITY IS NOTIFIED OF INCOME NOT REPORTED, THE HOUSING AUTHORITY WILL THEN HAVE TO DETERMINE IF THE NEGLECT IN REPORTING THAT INCOME WAS INTENTIONAL AND TAKE APPROPRIATE ACTION.

Title 18, Section 1001 of the United States code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department or agency of the United States government.

If it is determined a participant failed to provide income changes, the Housing Authority may do any or all of the following:

1. **Require you to enter into a repayment agreement**
2. **Terminate your rental assistance**
3. **Take legal action against you.**

SOME EXAMPLES OF INCOME ARE

J O B - One's occupation or trade which provides proper or improper private gain.

- **A NEW JOB - report income to Section 8 Office WITHIN 10 days.**
- **JOB CHANGE - report any and all changes to Section 8 Office WITHIN 10 days.**

❖ **JOB LOSS – *MUST* have "*Affidavit of Income Lost*" turned into the Section 8 office before income will be deducted from calculation of rent.**

OTHER INCOME: ANY MONIES RECEIVED INCLUDING CHILD SUPPORT, TEA, GIFTS, MONTHLY CONTRIBUTIONS FROM FAMILY, FRIENDS, OTHER ORGANIZATIONS

NO INCOME

According to HUD guidelines there is no such thing as "No Income".

The Housing Authority of the City of Hot Springs requires anyone in the household age 18 or over, not gainfully employed, to report all assistance for household expenses.

An Income Expense Worksheet must be completed quarterly or more often if deemed necessary.

TERMINATION OF ASSISTANCE
FROM
SECTION 8 PROJECT BASED VOUCHER PROGRAM
FOR A MINIMUM OF
THREE (3) YEARS

Violation of any of the following listed items by ANY family member or by a GUEST of the family can bring termination of housing assistance for a minimum of three (3) years from any Federal Assisted Housing.

- ✓ **Part or all of the family income is not reported.**
- ✓ **An unauthorized person or persons living in the unit.**
- ✓ **Absence from the unit without reporting.**
- ✓ **Failure to pay for utilities and having one or more turned off.**
- ✓ **Family fails to correct damages caused by the family or guest.**
- ✓ **Family fails to maintain appliances.**
- ✓ **Family fails to provide proper notice before moving out of the unit.**
- ✓ **Family has moved owing rent to a former landlord.**
- ✓ **Family commits serious or repeated violations of the lease.**
- ✓ **Family members committed fraud or criminal acts.**
- ✓ **Family members have engaged in drug-related criminal activity.**
- ✓ **Family members have engaged in violent criminal activity.**
- ✓ **Family has engaged in or threatened abusive or violent behavior toward any HACHS personnel.**
- ✓ **Family has NOT had proper control of a vicious animal during a visit by HACHS personnel.**

FAMILY OBLIGATIONS UNDER THE SECTION 8 PROJECT BASED PROGRAM

1. **The family (including each family member) MUST NOT:**
   - *** Commit any serious or repeated violations of the lease**
   - *** Commit fraud, bribery or any other corrupt or criminal act in connection with the program.**
   - *** Participate in illegal drug or violent criminal activity.**
   - *** Sublease or let the unit or assign the lease or transfer the lease**
   - *** Receive Section 8 Project Based Voucher housing assistance while receiving another housing subsidy, for the same unit or a different unit under any other Federal, State or local housing assistance program.**
   - *** Damage the unit or premises (other than damage from <u>normal</u> wear and tear) or permit any guest to damage the unit or premises.**

2. **Termination of Assistance**

   If the family voluntarily vacates the unit, there is no guarantee that further assistance will be provided.

   The HACHS may drop program assistance for a participant for any of the reasons listed below:

   - **If the family violates any family obligations under Section 4;**
   - **If any member of the family has ever been evicted from public housing;**
   - **If a Housing Authority has ever terminated assistance under the Section 8 programs for any member of the family;**
   - **If any member of the family participates in illegal drug or violent criminal activity;**
   - **If any member of the family commits fraud, bribery or any other corrupt or criminal act in connection with any Federal housing program;**
   - **If the family currently owes any money to the HACHS or another Housing Authority in connection with Section 8 or public housing assistance;**
   - **If the family has left a unit owing money to the Housing Authority or owner and/or there are damages to the unit beyond normal wear and tear.**
   - **If the family breaches an agreement with the Housing Authority to pay amounts owed to a Housing Authority, or amounts paid to an owner by a Housing Authority;**
   - **If the family engaged in or threatened abusive or violent behavior toward Housing Authority personnel;**
   - **If tenant-paid utilities are off more than twenty-four (24) hours**

A signed copy of reasons for termination will be retained in your permanent file by the Hot Springs Housing Authority

MOST COMMON PROGRAM VIOLATIONS

Most families who are selected for the program comply with the rules, but occasionally some do not. It is always unpleasant when someone violates the rules and penalties are required. To prevent families from embarrassment and hardship, the program rules need to be thoroughly understood. The most common violations are as follows:

- **UNAUTHORIZED HOUSEHOLD MEMBERS- The persons you list on your applications for housing assistance and lease are the only persons who may reside in your units. If you permit anyone who has not been approved by the HACHS to reside in your unit, it is a violation of the Family Obligations, and would result in the loss of your housing assistance. Contact the Section 8 Office for approval before you allow someone to move into your unit.**
- **UNDER-REPORTING INCOME—whenever you are interviewed by the HACHS, you will be asked to report all income received by everyone in your household. If a family withholds income, it causes the HACHS to pay more money to the owner than the law requires. This is also a violation of a Family Obligation. In these cases, the family is required to repay the money, and in addition could result in loss of assistance and, in some cases, criminal prosecution.**
- **SUBLEASING THE UNIT – when the HACHS approves a unit for the family, it is for your family only. It is illegal for any family on the program to lease all or a part of their unit to anyone.**
- **NOT REPORTING CHANGES – failure to report changes in income or family members could result in repayment of money, loss of assistance, and, in some cases, criminal prosecution.**
- **NOT PROVIDING INFORMATION OR DOCUMENTS – when the HACHS requests that you furnish additional information or documents, it is because it is a program requirement. If you do not furnish the information or documents requested, your application cannot be verified. This applies every time you are due for re-certification.**
- **UTILITIES – failure to keep all utilities ON is grounds for termination of assistance. No utility can be off for more than twenty-four (24) hours.**
- **INSPECTIONS – failure to be home to complete the initial, annual, follow up or quality control inspection is grounds for termination of assistance. The Hot Springs Housing Authority will only make two (2) attempts to inspect a unit. If unable to get into the unit after these two (2) attempts, the assistance will be terminated.**

PROGRAM INTEGRITY

IF YOU RECEIVE A NOTICE FROM HUD

HUD matches income data you supplied to the HACHS with IRS income data. If the income you reported to the HACHS does not match the income information the IRS has for the same period, HUD will notify you.

You are required to give the HACHS any letter or other notice that you receive from HUD concerning the amount of verification of your family's income. If you receive a notice or letter from HUD concerning your income, contact the HACHS right away.

The HACHS will verify the information and make the necessary adjustments to your rent and housing assistance payment.

If you fail to correctly report your income, you may have to repay the HACHS for the amount of overpaid housing assistance payments.

If you misrepresented your income, your assistance may be terminated, and you could be prosecuted.

HUD determines the amount of funding that is available for rental assistance in each community. It is important to ensure that the funds are used to assist only those who are eligible. The reason housing authorities have waiting lists is that there isn't enough funding to assist all the families who apply.
The HACHS assumes that the information provided by families is complete and accurate but, occasionally, we find that it is not.

Making false statements and providing false information are serious violations of the program rules as well as violations of the State and Federal Criminal Laws.

If you are not sure about the rules or procedures, please contact the HACHS to get the correct information. No one should be evicted or lose their assistance unnecessarily. If you are aware of someone who is violating program rules, please contact your housing authority. You can do this in person, in writing or on the telephone.

HOUSING AUTHORITY'S PET POLICY

The "Pet Policy" establishes reasonable rules governing the keeping of "common" household pets by families holding a Project Based Voucher.

The Housing Authority (HA) may refuse to assist a Project Based Voucher family with a pet on the determination that the owner is financially unable to care for the pet. In some cases, this could be a family with zero income; a family with projected zero income; or a family receiving a monthly utility assistance check from the HA. Refusal would be based partly on the owner not complying with the adopted Animal Control Code for the City of Hot Springs.

The Pet's TEMPERAMENT AND BEHAVIOR may be considered as a factor in determining the owner's ability to comply with provision of the Owner's lease and the Animal Control Code for the City of Hot Springs.

The owner will "PROMPTLY (within 10 days) upon introducing an animal onto the premises, provide a certificate signed by a licensed veterinarian that the pet has received all inoculations required by the State of Arkansas and the local Animal Control Code. The head of household will furnish each year at re-certification proof of license and inoculation certificates.

The maintenance of the premises and removal of waste must be performed in such a manner that the animal is not a nuisance. An animal shall be considered a nuisance if it damages, soils, defiles or its defecation causes unsanitary, dangerous or offensive conditions. The owner shall maintain the pet's premises in such a manner as not to constitute either a private nuisance to adjoining property owners or a nuisance to the public generally.

The Owner of a vicious animal shall confine it within an outside building or secure enclosure and not release the animal from the confined area unless it is SECURELY MUZZLED. It shall be unlawful for any Section 8 Project Based Voucher family to keep a dangerous or vicious animal, except in compliance with the provisions of the Housing Authority's Admin Plan, city, or state animal control regulations.

OWNER'S RESPONSIBILIITES

- **Screen prospective tenant families.**
- **Do not discriminate**
- **Maintain the unit structure.**
  - **Adequacy of Heating Equipment**
  - **Roof and gutters**
  - **Outside paint or siding**
  - **Inside paint**
  - **Window seals and door facing**
  - **Broken windows**
  - **Plumbing**
  - **Porches**
  - **Handrails**
  - **Security**
- **Smoke Detector(s) – one in each sleeping room**
- **Water heating tank must have approved plumbing and shield**
- **Collect the rent due by the tenant monthly**
- **Comply with the terms of Lease and the Tenancy Addendum**
- **Manage the rental unit as any other unit on the open market**

OWNER BREACH OF HAP CONTRACT

The Housing Assistance Payment (HAP) Contract is executed by the owner and the Housing Authority of the City of Hot Springs. This contract does not allow any Housing Assistance Payments to be made on any unit(s) which do NOT meet the Section 8 Housing Quality Standards (HQS) Inspection.

The LEASE is a contractual agreement between the Owner and the Tenant Family.

Any of the following actions by the owner is a breach of the HAP contract between the Housing Authority and the owner:

1. **A violation of any obligation of the HAP Contract, including but not limited to:**
    a. **Not reporting knowledge of a change in the *composition of the family* residing in the contract unit:**
    b. **Not maintaining the contract unit and premises in accordance with the *HQS.***
    c. **Not maintaining the owner supplied *utilities;***
    d. **Not maintaining the owner supplied *appliances.***
2. **Accepting payments(s) for any *unit vacant* of a Section 8 family.**
3. ***Discriminating* against a family because of race, color, religion, sex, national origin, age, familial status or disability.**
4. **Demanding or accepting any rent payment in excess of the "TENANT RENT".**
5. **Committing *fraud, bribery, or any other corrupt or criminal act* involving a federal housing program.**
6. **Engage in *drug trafficking or manufacturing.***
7. **Failing to provide the Housing Authority a copy of any *"NOTICE TO QUIT"* given to a Section 8 Family.**

The Department of Housing and Urban Development (HUD) is seriously concerned about FRAUD in the Section 8 Project Based Voucher Program. Providing wrong information could result in federal investigation with the owner and tenant being accused of a Federal Crime.

CHOICE MOBILITY

Choice Mobility: Under the PBV program, residents are eligible to move with the first available Housing Choice Voucher <u>after one year of residency</u>.

This simply means that after one (1) year of PBV residency if a Housing Choice Voucher is available you can take your Housing Choice Voucher issued by the Housing Authority of the City of Hot Springs and move to another unit in Garland County or Housing Authority within the state of Arkansas or any other state of the United States of America as long as long as the applicant meets these qualifications.

The family may terminate the assisted lease at any time <u>after</u> the first year of occupancy. The family must give the owner advance written notice of intent to vacate (with a copy to the HACHS) in accordance with the lease. If the family has elected to terminate the lease in this manner, the HACHS must offer the family the opportunity for continued tenant-based rental assistance, in the form of assistance under the voucher program. Before providing notice to terminate the lease, a family must contact the HACHS to request comparable tenant-based rental assistance if the family wishes to move with continued assistance. If voucher assistance is not immediately available upon termination of the family's lease of a PBV unit, the HACHS must give the family priority to receive the next available opportunity for continued tenant-based rental assistance. If the family terminates the assisted lease before the end of one year, the family relinquishes the opportunity for continued tenant-based assistance.

RESTRICTIONS:

- **Must be under PBV lease for one (1) full year**
- **Must be in good standing with owner**

Waitlist priority if Housing Choice Voucher not immediately available.
Will be ranked in order of date and time of applicants who request (in writing) Choice Mobility

INFORMAL HEARING PROCEDURES

The Housing Authority of the City of Hot Springs (HACHS) is required to adopt written procedures for conducting informal hearings for participants of the Section 8 Project Based Voucher program, if requested, and under certain circumstances. It is important to the HACHS that families are provided all rights and protection under the law and HUD regulations.

A participant family may request an informal hearing to consider whether the following HACHS decisions or determinations pertaining to the family are in accordance with the law, HUD regulations and HACHS policies.

- **Determination of the family's annual or adjusted income used to compute the housing assistance payment.**
- **Determination for the appropriate utility allowance from the HACHS's utility schedule.**
- **Determination of the family unit size under HACHS subsidy standards, and whether an exception will be granted.**
- **Decision to terminate housing assistance because of the family's action or failure to act, including absence from the assisted unit for longer than the maximum period permitted.**

A family receiving assistance may NOT request an informal hearing on a HACHS decision concerning the following:

- *** General policy issues or class grievances.**
- *** Unit does not meet Housing Quality Standards (HQS) or owner has failed to maintain unit in decent, safe and sanitary condition or family is over crowded.**
- **When owner has violated Housing Assistance Payments Contract between the owner and the HACHS.**
- **Any drug related issues.**

A Family receiving assistance may request an informal hearing on a HACHS decision by requesting the hearing in the form of a written request. It must be <u>received</u> at the HACHS office within ten (10) calendar days after the family has received the date of termination notice.

Informal hearings must be conducted by any person(s) designated by the Housing Authority except anyone who made or approved the decision under review or a subordinate of such person.

1) **The family can have, at its own expense, a lawyer or someone else to represent them at the hearing.**
2) **The person presiding at the hearing can regulate the conduct of the hearing.**

3) **Both sides shall present their evidence and may question witnesses (but are not governed by court rules over the admissibility of evidence).**

The person who conducts the hearing must issue a written decision within ten (10) days. The decision will include reasons for the decision. These reasons will be based only on the facts presented at the hearing.

DETERMINATION OF HOUSING ASSISTANCE PAYMENTS

The Housing Authority of the City of Hot Springs must first determine your gross annual income

Deductions and HUD Allowable Expenses

Dependents – a $480.00 deduction is made for all minors under the age of 18 and for family members (other than the Head of Household or Spouse) 18 and over who are full time students or is a person with disability.

***Elderly/Disability Allowance* – a $400.00 household deduction is made for families whose head, spouse, or sole member is 62 or over or is a person with a disability.**

***Allowable Medical Expenses* – If the Head of Household or Spouse is elderly, handicapped, or disabled, the Housing Authority allows a deduction of medical expenses incurred within the past 12-month period that exceeds 3% of the family's gross annual income. Medical expenses include supplemental medical insurance, doctor, pharmacy, dental, hospital, eye care and other medical bills for which YOU have paid. This does not include what Medicare or other insurance may have paid. This also does not include unpaid medical expenses. Verifications must be in the form of pharmacy printouts, actual receipts showing date of services, less any payments made by insurance or denial of payment by insurance.**

***Allowable Childcare Expenses* – Reasonable childcare expenses for a family member 12 years old or younger will be deducted if the childcare enables a family to work, attend school, or seek employment. Written verification must be completed and signed by the childcare provider stating hours he/she is providing childcare.**

Once all of the deductions (if they are applicable to you) have been subtracted from your annual income, this is your adjusted gross income. This amount is multiplied by HUD-regulated 30% and divided by 12 to get a monthly Total Tenant Payment. This Total Tenant Payment is subtracted from the Payment Standard for which you are qualified, or the Gross Rent, whichever is less. (see attachment #G)

A
GOOD PLACE
TO LIVE

Having a good place to live is important. Through you Housing Agency (HA), the Section 8 Project Based Voucher Program will assist you to rent a good place.

The Housing Quality Standards (HQS) help to ensure that your home will be *Safe, healthy and comfortable.*

Please take time to read "*A Good Place To Live*". The booklet is divided into six sections and a summary. In each section there is a picture and an explanation of the items that a unit ***must have.* There are also suggestions of some things you should think about.**

E P A

ENVIRONMENTAL PROTECTION AGENCY

PROTECT YOUR FAMILY

FROM LEAD IN YOUR

H O M E

Many houses and apartments built before 1978 have paint that contains lead (called led-based paint). Lead from paint, paint chips, and dust can pose serious health hazards if taken into the mouth.

HUMANS CAN GET LEAD IN THEIR BODY IF THEY:

- **Put their hands or other objects covered with lead dust in their mouths.**
- **Eat paint chips or soil that contains lead.**
- **Breathe in lead dust.**

C O N T R A C T S

AND

L E A S E S

CONTRACT: The contract is a document between the Landlord / Agent and the Housing Authority of the City of Hot Springs.

LEASE: The lease is a document between the Landlord / Agent and the Family moving into the Landlord's rental unit.

The Family should read the Lease before signing. Landlord and tenant (Family) should discuss all areas of the Lease to insure each have the same understanding of the meaning of each paragraph.

LEASE-UP

Units can only be inspected AFTER a request for inspection has been completed and the unit has passed HQS Inspection before the 1st day of the month. Rental assistance will start on the 1st day of the month – providing all other guidelines have been followed.

Payment will begin once the Unit passes HQS Inspection or the date the tenant has moved into the unit after the passed inspection.

HUD-52530.c
Tenancy Addendum

Section 8 Project Based Assistance

Voucher Program

(To be attached to Tenant Lease)

The tenancy addendum is required by HUD and is included both in the HAP contract (Owner and HA) and in the lease between the owner and the tenant.

AGREEMENT TO TERMINATE TENANCY

If a Family is wishing to move from an assisted rental unit before expiration date listed on Owner / Tenant Lease after the initial one-year contact, BOTH must agree to the move and sign an Agreement to Terminate Tenancy form provided by the Housing Authority.

A Family who moves before the termination of Lease WITHOUT an Agreement To Terminate Tenancy form provided to the Housing Authority, will lose all rights to for Choice Mobility and Right to Return and not be eligible to be housed for at least three (3) years. The family will have to reapply and be placed on the Waiting List after this time.

RENT REASONABLENESS

Rent reasonableness is applied by the HA for each unit receiving rental assistance. It applies at the time a family initially receives project-based assistance for occupancy of a dwelling unit. Rent reasonableness also limits the amount of rent increase that an Owner can request.

RENT INCREASES

Rent increases in the Housing Choice Voucher Program may be requested by the Owner one year after the initial lease up. The owner must notify the Family of the projected rent increase at least 30 days before the change is to be effective. Rent increases will only the allowed at annual re-examinations and must be submitted at least thirty (30) days in advance to the HACHS. The lease renewal lease must be signed by both owner and family. The Family needs to understand that the amount of the rent increase will be added to the established family share of the monthly rent.

A "NOTICE OF RENT INCREASE" signed by both the Owner and Tenant must be in the Section 8 office a minimum of 30 days before the change is to be effective.

Effective dates will always be on the first (1st) day of the month following a minimum of 60 days of receipt of Notice of Rent Increase.

Changes in the rent are subject to rent reasonableness requirements.

The HA approval of tenancy and execution of a new HAP contract is NOT required for a change in the amount of rent to owner.

Disability Accommodation Request For Live-in Aide

Head of household: _____ Social Security Number: _____
Phone Number: _____ Address: _____
Name of disable or elderly/near elderly household member requesting accommodation:
Name: _____ Social Security Number: _____
Name of the desired Live-in Aide is: (print) _____
His/Her present address: _____
His/Her Social Security Number: _____ and income from _____
_____
_____
_____

Participant is disabled or elderly/near elderly household member requesting accommodation:

Check all that apply:
_____ Person receives SSI
_____ Health care professional will certify on verification form that this person is disabled
_____ Person is elderly and/or near elderly
_____ A live-in aide is necessary to afford the household member equal use and enjoyment of the dwelling unit
_____ A daily in-home worker, as a reasonable alternative accommodation is not equally effective because: (Please Explain) _____
_____
_____

Bedroom Request:

The household currently lives in a ____ bedroom unit. We are requesting to:
_____ Keep our current unit where we are considered over-housed for now.
_____ Be upgraded to a larger bedroom subsidy and move to a larger unit.
The household member requests the additional bedroom for a live-in aide.
The household member requests the additional bedroom for medical equipment, due to its size/function.

Housing Quality Standards/Inspections

Any unit occupied by a participant, MUST meet Housing Quality Standards (HQS). Before a lease is signed and annually thereafter, the HACHS will perform a minimum HQS Inspection to ensure standards are being met. HQS is the minimum set of standards required by HUD to determine if a unit meets the qualifications of being decent, safe and sanitary.

The following checklist is a brief outline of items the HACHS Inspector will be reviewing while conducting an HQS Inspection. More specific HQS requirements applicable to each unit will be explained at the initial inspection. (Usually with the landlord)

BUILDING EXTERIOR

- **Are the foundation, stairs, rails, gutters, and porch sound and free of hazards or deterioration?**
- **Is the chimney and other brickwork free of loose bricks and mortar?**
- **If the unit was built prior to 1977 and there is a child under the age of six years, is the exterior paint free of chipping, peeling or cracking within five feet of the ground?**
- **Is there a firmly secure handrail for four or more steps?**

LIVING ROOM

- **Are there at least two working electrical outlets, or one outlet and one light fixture?**
- **Can ground floor windows be locked?**
- **Are the windows and frames in good condition?**
- **Are the walls, celling, and floors in good condition?**
- **Is the space free of peeling, chipping or cracking paint?**

KITCHEN

- **Are the stove and refrigerator working properly and large enough to meet the family's needs?**
- **Is the plumbing free from leaks and working properly?**
- **Is there at least one working outlet and one working permanently installed light fixture?**
- **Can all windows be locked, and are they in good condition?**
- **Is the space free of peeling, cracking, and/or chipping paint?**
- **Is there adequate space for storage and food preparation?**
- **Is there an adequate space for eating?**

BATHROOM

- **Are the tub, sink, shower and toilet in good condition, working properly and without leaks?**
- **Is there an operable, lockable window or an air vent or bath fan?**
- **Are floors, ceiling and walls clean and in good condition?**
- **Is there at least one permanent light fixture in working condition?**

BEDROOMS

- **Are there enough bedrooms for the family?**
- **Is there a window in good condition that opens, if designed to open, in each bedroom?**
- **If the bedroom is on the first floor, does the window lock?**
- **Are there at least two working outlets or one outlet and one light fixture in each bedroom?**
- **Are the floors, ceiling, and walls clean and in good condition?**
- **Is the space, including windows, free from peeling, chipping or cracking paint?**

INSPECTION CHECKLIST

It is necessary for the unit where you plan to receive rental assistance PASS a housing quality standards (HQS) inspection before payments will be made. The unit will also need to pass inspection each year for rental assistance payments to continuation of payments. You must notify your housing representative if your landlord fails to make repairs with a reasonable period of time to conditions that affect the habitability of your assisted unit.

The Housing Authority will inspect the following eight areas for Housing Quality Standards (HQS)

- **Living Room**
- **Kitchen**
- **Bathroom(s)**
- **Other Rooms used for Living**
- **Outbuildings**
- **Building Exterior**
- **Heating and Plumbing**
- **General Health and Safety**
- **Garage**

The following is a listing of the conditions that must be verified by the Housing Inspector:

- **All major utilities (electricity, gas, and water) must be turned on**
- **The cooking stove and oven must be clean and in working condition, there must be burner control knobs**
- **The refrigerator must be clean and in working condition**
- **The heating unit must be properly installed and vented and otherwise in good working order**
- **There must be hot and cold running water in the kitchen and bathroom(s)**
- **There must be a shower or bathtub that is in good working condition**
- **There must be a flush toilet that works and does not leak**
- **The bathroom must have a window or working ventilation fan**
- **There must be no plumbing leaks or plugged drains**
- **All accessible outside doors and windows must have working locks**
- **At least one exit door must be without a double keyed deadbolt lock**
- **All electrical outlet must have cover plates in good condition with no cracks**
- **There must be no missing, broken or badly cracked windows/windowpanes**
- **The roof must not leak**
- **The hot water tank for the unit must have a pressure relief valve and a downward discharge pipe**
- **There can be no tears, holes or loose seams in carpeting or linoleum**
- **Stairs and railing, inside and out, must be secure. A stairway of three (3) or more steps requires a railing**
- **There can be no mice, rats or insect infestation**
- **There must be a properly operating smoke detector on every level of the unit**
- **No cracking, chipping, scaling, or loose paint anywhere, inside or outside the unit if a child under the age of six (6) resides or is expected to reside in the unit**
- **No excessive debris in or around the unit, such as an accumulation of boxes, paper, trash, wood, tires, machine or auto parts, batteries, paint cans, or old appliances. Derelict vehicles must be removed from the premises**

Any other deficiencies for the unit will be listed by the inspector when the unit is initially inspected. Owner packets are available at the Housing Authority.

Your initial lease is for one (1) full year. You will not be allowed to move during the initial one-year lease.

ANNUAL ACTIVITIES

Annual Recertification:

HUD requires that all families be reviewed annually to determine continued program eligibility and the appropriate amount of assistance. This process is called the annual "recertification". Approximately eight months after you are first approved for assistance, you will receive a recertification letter and packet from the Housing Authority. It is important that you promptly complete and return your packet and all requested information by the deadline. If you fail to return the requested information by the deadline, you will be notified that your assistance will be terminated. It is important that you promptly contact your housing authority representative if you receive a notice to terminate benefits.

Annual Inspection:

The Housing Authority must inspect your housing unit at least annually. Approximately eight months after you are first approved for assistance, you will be notified by letter or telephone of the date and time of your annual inspection. You must cooperate to avoid an interruption in or termination of your housing assistance. The inspector may not be able to answer questions regarding your case. You should contact your assigned housing representative to report changes in your situation or to ask questions about your case.

Interim Review:

Certain changes in your status may require a review by the Housing Authority. A review of your eligibility and the level of your benefits may take place when the household composition or your income changes. In addition, the Housing Authority may review your status when it receives information indicating that you have violated your program obligations.

Enterprise Income Verification System:

Income and employment information reported by assisted households is compared to the income and employment information reported to HUD's Enterprise Income Verification (EIV) system. If there is any discrepancy between the income and employment information reported to HUD's EIV System by employers and agencies providing benefits, the Housing Authority will research the discrepancies and take the appropriate action if it is found that income and employment information was not reported, underreported, or reported late. The action that will be taken as a result of unreported or underreported income may include termination of program participation and/or repayment of overpaid housing assistance benefits.

MOVING PROCEDURES

Before you move, you must notify the Housing Authority and the landlord in compliance with state law and the lease. The Housing Authority must approve your move in advance and the Housing Authority will not transfer your assistance during the initial 12-month lease.

Follow these steps to transfer your assistance:

- **After your lease term and with Housing Authority approval, give your landlord an advance thirty to sixty (30-60) days written notice as required by State law and send a copy to your Occupancy Specialist.**
- **If your landlord gives you notice to move, send a copy to your housing representative right away. The Housing Authority does not advise on tenant-landlord law. If you believe your notice is deficient and you intend to not comply with the notice, you should seek legal advice and notify the Housing Authority of your intention.**
- **Make sure all your belongings are removed from your unit by the end of the notice period.**
- **Leave the unit clean and in good condition.**
- **Never allow yourself to be evicted because you may lose your assistance.**

Deciding where you want to live after Choice Mobility:

- **As you search for suitable housing, try to select a place that meets your family's needs because you must remain at the new location at least one year. Here are some suggestions to consider:**

    - **Schools-If you have school-aged children, consider the various school districts that are available, as well as the distance from the housing unit to the school.**

    - **Safety-Consider the neighborhood and its surroundings. Avoid high crime areas.**

    - **Work-Consider the distance between your workplace and the location of the housing unit.**

    - **Child Care-Consider childcare availability in the area of the housing unit. If you work, what is the distance between the housing unit, the childcare provider, and your work location?**

    - **Public Transportation-If you do not have a vehicle, what is the access to public transportation in the area of the housing unit?**

TELEPHONE NUMBERS

Important Numbers

- **AT&T Telephone Service (lifeline) 800-288-2020**
- **Adult Abuse and Neglect Hotline 800-482-8049**
- **CenterPoint Energy-Arkla 800-992-7552**
- **Child Abuse and Neglect Hotline 800-482-5964**
- **Crisis Center-Adult 888-274-7472**
- **Crisis Center-Teen 800-798-8336**
- **CSO 501-624-5724**
- **Department of Human Services 501-321-2583**
- **Early Head Start 501-620-4323**
- **Employment Office 501-525-3450**
- **Entergy (To report Outage) 800-968-8243**
- **Fair Housing 501-321-6800**
- **Fire Chief 501-321-6971**
- **First Step 501-624-6468**
- **Garland County Library 501-623-4161**
- **Garland County Sheriff 501-622-3660**
- **Headstart 501-623-3545**
- **Hot Springs Police Department 501-321-6789**
- **Hot Springs Transit 501-321-2020**
- **Legal Aide 501-624-2591**
- **Meals on Wheels 501-624-5724**
- **Poison Center 800-222-1222**
- **Social Security Administration 501-525-6927**

Garland County Offices

- **Circuit Clerk 501-622-3630**
- **Circuit Court Judge 501-321-1333**
- **Coroner 501-624-4213**
- **County Clerk 501-622-3610**
- **County Judge 501-622-3600**
- **Health Department 501-624-3394**

Hot Springs City Offices

- **Action Line (24 HOURS) 501-321-6808**
- **Animal Services 501-262-2091**
- **Code Compliance 501-321-6846**
- **District Court 501-321-6765**

State Offices

- **Arkansas State Police 800-553-3820**
- **State Revenue Offices 501-624-4472**

Utilities

- **Entergy** 800-330-1379
- **Hot Springs Municipal Utilities-Water** 501-321-6880
- **Reliant Energy Arkla** 501-623-7744

Hospitals

- **Advance Care Hospital** 501-609-4360
- **Health Park Hospital** 501-520-2000
- **Levi Hospital** 501-624-1281
- **National Park Hospital** 501-321-1100
- **St Joseph Ambulance** 501-624-5433
- **St Joseph Hospital** 501-622-1000

Public Schools

- **Cutter Morning Star School District** 501-262-2414
- **Fountain Lake School District** 501-623-5101
- **Hot Springs School District** 501-624-3372
- **Jessieville School District** 501-984-5381
- **Lake Hamilton School District** 501-767-2306
- **Lakeside School District** 501-262-1880
- **Mountain Pine School District** 501-767-1540
- **National Park Community College** 501-760-4222

Other Telephone Numbers

- **Community Counseling Services** 501-624-7111
- **Department of Children/Family Ser** 501-321-0966
- **Jackson House** 501-623-4048
- **Ouachita Children's Center** 501-623-5591
- **Voters Registration** 501-622-3610
- **Potters Clay** 501-624-1366
- **Salvation Army** 501-623-1628
- **Goodwill** 501-321-0275

Glossary of Terms

ADJUSTED INCOME: annual gross income, less allowable HUD deductions

ANNUAL INCOME: the anticipated total annual income of an eligible applicant/participant from all sources for the 12-month period following the date of determination of income eligibility

BRIEFING: A Housing Authority's information giving/gathering meeting

CONTINUING INTEREST LETTER: a mailed letter, asking if you are still interested in being on the Waiting list

CONTRACT: the two-party agreement, required by the Housing Authority, between the Housing Authority and the landlord

CONTRACT RENT: the total rent paid to the owner, including the applicant/participant rent and HAP payment from HACHS

GROSS RENT: the sum of the Contract Rent and the Utility Allowance, if there is no Utility Allowance, then Contract Rent equals Gross rent

HA-HOUSING AUTHORITY: in this instance, The Housing Authority of the City of Hot Springs

HAP CONTRACT-HOUSING ASSISTANCE PAYMENTS CONTRACT: a written contract between HACHS and a property owner for the purpose of providing housing assistance payments to the owner on behalf of an eligible applicant/participant. The amount of the payments equals the difference between the Contract Rent and the Applicant/Participant Rent

HOUSEHOLD COMPOSITION: all those who live in the assisted unit

HOUSEHOLD INCOME: gross annual income from various sources

HQS-HOUSING QUALITY STANDARDS: HUD's minimum quality standards for units receiving assistance

HUD: The United States Department of Housing and Urban Development

LANDLORD: the owner, his representative, or managing agent, as designated by the owner

LEASE: a written agreement between a property owner and an eligible applicant/participant for leasing a housing unit

LEASE ADDENDUM: HUD's required added language to the landlord's lease with the applicant/participant

PAYMENT STANDARD: the amount used to calculate the total assistance an applicant/participant will receive on the Housing Choice Voucher Program

PREAPPLICATION: the first and simple form a person fills out, to decide if applicant qualifies for placement onto the Waiting list

RFTA-REQUEST FOR TENANCY APPROVAL: this form is submitted by the applicant/participant, initiating the approval process to have their chosen unit leased-up with rental assistance under Choice Mobility

RECERTIFICATION: confirmation of participant income and family size, collected by the Housing Authority at lease every 12 months

SECURITY DEPOSIT: a dollar amount (paid by the applicant/participant) which may be used to cover unpaid rent or property damages to the owner upon termination of the lease

TENANT RENT: the amount an applicant/participant will be responsible to pay the landlord

TERM OF LEASE: the initial term of the lease shall be for at least one year and provides for automatic renewal, on a month-to-month basis

TOL-TOP OF THE LIST MEETING: the initial interview with the Housing Authority and applicant to start the eligibility determination process

TTP-TOTAL TENANT PAYMENT: the monthly amount the applicant/participant is required to pay for rent, which is highest of 30% of applicant's/participant's monthly adjusted income, 10% of the applicant's/participant's monthly adjusted income, or the minimum rent, plus any rent above the payment standard

UNIT: any house, duplex, apartment, mobile home, trailer, etc. under Choice Mobility

UTILITY ALLOWANCE: the HA maintains a utility allowance schedule for all participant paid utilities (except telephone), for cost of participant-supplied refrigerators and ranges, and for other participant paid housing services (e.g. trash collection). The utility allowance schedule is determined based on the typical cost of utilities and services paid by energy-conservative households that occupy housing similar size and type in the same locality

UTILITY REIMBURSEMENT PAYMENT: When the TTP is less than the utility allowance the difference is paid to the applicant/participant monthly

VERFICATION OF INCOME AND FAMILY COMPOSITION: the process with which a Housing Representative seeks first-and third-party verification of an applicant's/participant's family size and annual income

VOUCHER: contractual agreement between the PHA and the applicant/participant, obligating the PHA to provide assistance if the applicant/participant locates and approvable unit and complies with the family obligations under Choice Mobility

WAITING LIST: The Housing Authority's managed list of applicants that is updated daily and purged semiannually for people no longer interested/available to remain on the Waiting list

ATTACHMENTS

SECTION 8 PROJECT BASED VOUCHER

BRIEFING BOOKLET

HUD 5380, 5382; Notice of Occupancy Rights under the Violence Against Women Act & Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation
EIV
Citizenship 214 Declaration Form
Arkansas Set Off
Debts Owed
Attachment "A" HUD-92006
Release of Information HUD-9886
Tenancy Addendum (HUD 52530.c)
EPA – Protect Your Family from Lead In Your Home
Fair Housing