



**Section 811 Project-Based
Rental Assistance (Section
811 PRA)
Program Guide**

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Introduction

Program Guide

This Program Guide sets forth the terms and conditions under which New Mexico Mortgage Finance Authority (MFA) will provide Project Based Rental Assistance to eligible properties under the Department of Housing and Urban Development (HUD) Section 811 Program. Section 1: Program Overview

1.1 Program Purpose and Overview

The purpose of the Section 811 Project-Based Rental Assistance Program (Section 811 PRA) is to expand the supply of supportive housing that promotes and facilitates community integration for people with significant and long-term disabilities.

Section 811 PRA provides a project-based rent assistance subsidy that covers the difference between the tenant payment and the approved contract rent. Tenants pay 30 percent of their adjusted gross income for rent and utilities. Tenant referrals and service providers are coordinated by the Department of Human Services (DHS) and Local Lead Agencies (LLAs).

Restrictions: No more than 25 percent of the total units in an eligible multifamily property can:

- ◆ Be provided Section 811 PRA funds
- ◆ Be used for supportive housing for persons with disabilities
- ◆ Have any occupancy preference for persons with disabilities

In addition, units must meet program criteria for unit integration and accessibility.

Rental Assistance Contract: MFA will enter into a Rental Assistance Contract (RAC) with selected owners for a minimum of a 20-year term, with initial funding for a period of five years. Funding beyond the first five years is subject to federal appropriations.

Rent Levels: Rent levels cannot exceed the applicable Fair Market Rents (FMR) as determined by HUD.

TRACS: Tenant data must be entered into HUD's Tenant Rental Assistance Certification System (TRACS).

EIV: Enterprise Income Verification (EIV) must be used to verify tenant income.

Use Agreement: Owners must agree to record a Use Agreement for a term no less than 30 years, in the form prescribed by HUD. During the Use Agreement period, owners shall make the approved number of assisted units available for occupancy only to households that meet the eligibility requirements. The Use Agreement will not be enforced or it may be terminated if the funding is not appropriated by Congress.

Tenant Eligibility: At least one person in a household must be non-elderly (18-62 years of age), disabled, with extremely low income (30 percent AMI) and eligible for community-based, long-term services funded through Medicaid. In addition to these requirements, the agency will target individuals and households with emphasis on homeless individuals, households in which a household member has one or more of the substantial, long-term disabilities listed below, and provided that a LLA determines that appropriate services related to the type of disability are available and can be provided:

- ◆ Serious mental illness;
- ◆ Addictive disorder (e.g. individuals in treatment and demonstrated recovery from substance abuse disorder)
- ◆ Developmental disability (e.g. intellectual disability, autism or other development disability acquired before the age of 22);
- ◆ Physical, sensory or cognitive disability occurring after the age of 22;
- ◆ Disability caused by effects of chronic illness (e.g. people with HIV/AIDS who are no longer able to work); and/or
- ◆ Age-related disability (e.g. frail elderly less than 62 years of age or young adults with other special needs who have been in the foster care or juvenile justice system).

Section 2: Eligible Properties

2.1 Eligible Multifamily Property

- ◆ New construction or rehabilitation projects that applied for MFA multifamily financing through 2016, including Low Income Housing Tax Credits (LIHTCs), Risk Share HUD 542 (c), New Mexico Housing Trust Fund, Primero and HOME/Rental
- ◆ Existing multifamily properties, provided that Section 811 rental assistance is not used for:
 - Units with existing occupancy or use restrictions for persons with disabilities
 - Units with existing occupancy or use restrictions for persons aged 62 or older
 - Units that have received any form of long-term operating subsidy in the last six months
- ◆ No more than 25 percent of the total units in a property may be restricted to persons with disabilities, including Section 811 PRA units. Section 811 PRA units must be dispersed throughout the property.

2.2 Eligible Use(s) of Funds

- ◆ Section 811 PRA provides a project-based rent assistance subsidy that covers the difference between the tenant payment and the approved contract rent. Tenants pay 30 percent of their adjusted gross income for rent and utilities.
- ◆ Rental assistance payments will cover the difference between the contract rent and the portion of the rent payable by the eligible household as determined in accordance with 24 CFR Part 5 and other applicable requirements.

- ◆ Rental assistance payments shall be paid to the owner for assisted units under lease for occupancy by eligible households in accordance with the RAC.
- ◆ Payments to owners will be processed through voucher submission in TRACS.
- ◆ Vacancy payments during rent-up may be allowed, as determined by MFA (30 day vacancy)
- ◆ Vacancy payments after rent-up will be allowed as described in Part II of the RAC.

Section 3: Funding Amount and Terms

3.1 Funding Source and Amounts Available

The Section 811 PRA is a program of HUD. MFA is the grantee, in partnership with DHS.

Forty-one units of Section 811 PRA are available.

3.2 Funding Amount

Funding for each Section 811 PRA unit is for an initial period of five years, with expected renewals for up to 20 years, subject to appropriations.

3.3 Rental Assistance Contract (RAC)

MFA will execute a RAC with owners of selected properties for a term of 20 years. The RAC consists of:

- ◆ *RAC Part I and II.* The RAC describes the terms and conditions of the contract. The RAC designates the funding amount and the number of units that are expected to be available for Section 811 PRA tenants within six months of the initial RAC.

See HUD **Exhibit 8:** Rental Assistance Contract Part I and **Exhibit 9:** Rental Assistance Contract Part2

3.4 Model Lease

All properties must use the HUD Model Lease for Section 811 PRA assisted units. See HUD **Exhibit 11:** Model Lease.

3.5 Use Agreement

Owners of selected properties must record a 30-year use agreement, restricting the use of the determined number of units for the Section 811 PRA program. The restriction is subject to appropriations. The use restriction will terminate if Congress fails to appropriate adequate funding to provide for the financial needs of the assisted

units.

See HUD **Exhibit 10**: Use Agreement

3.6 Rent Adjustments

Section 811 PRA contract units are eligible for an annual rent adjustment on the anniversary date of the RAC. Within the first year of the contract, the owner may request to align their contract anniversary date with an existing state or federal state housing program layered at the property.

Owners must submit their request for a rent adjustment in writing to MFA, along with the appropriate documentation as determined by MFA, within appropriate timeframes to be determined by MFA.

Section 4: Program Guidelines and Eligible Tenants

4.1 HUD Program Guidelines

All selected applicants must understand and follow the HUD program guidelines, specifically Part C-Rental Assistance Contract, and Part D-Owner Requirements. See **Exhibit 5**: HUD Program Guidelines

Households eligible for Section 811 PRA include single adults and families. Households must meet **each** of the following four criteria:

1. The household must include at least one adult with a disability who is at least 18, but less than 62 years of age at the time of admission.
2. The household must include at least one adult with a disability who is eligible for community-based, long-term services funded through Medicaid waivers, Medicaid state plan options, state funded services or other appropriate services related to the type of disability of the targeted populations.
3. The household income cannot exceed the Extremely-Low Income (ELI) limit established by HUD and published annually (refer to Section 2 of this document).
4. Household must have a currently designated services provider who commits to provide said services.

4.2 Target Population

The Section 811 PRA program in New Mexico targets individuals and households, with an emphasis on homeless individuals, households in which a household member has one or more of the substantial, long-term disabilities listed below, and provided that a LLA determines that appropriate services related to the type of disability are available and can be provided:

- ◆ Serious mental illness;
- ◆ Addictive disorder (e.g. individuals in treatment and demonstrated recovery from substance abuse disorder)
- ◆ Developmental disability (e.g. intellectual disability, autism or other development disability acquired before the age of 22);
- ◆ Physical, sensory or cognitive disability occurring after the age of 22;
- ◆ Disability caused by effects of chronic illness (e.g. people with HIV/AIDS who are no longer able to work); and/or
- ◆ Age-related disability (e.g. frail elderly less than 62 years of age or young adults with other special needs who have been in the foster care or juvenile justice system).

4.3 Ineligible Households

The following households are excluded from Section 811 PRA:

- ◆ Any household containing a member(s) who was evicted in the last three years from federally assisted housing;
- ◆ Any household containing a member(s) who was convicted of drug related activity;
- ◆ Any household containing a member (s) who has been convicted of illegal manufacture or distribution of a controlled substance;
- ◆ A household containing a member(s) who is currently engaged in illegal use of drugs or for which the owner has reasonable cause to believe that a member's illegal use or pattern of illegal use of a drug may interfere with the health, safety and right to peaceful enjoyment of the property by other residents;
- ◆ Any household member who is subject to a state sex offender lifetime registration requirement.

Applicants must disclose Social Security Numbers (SSN) for all family members and provide proof of the numbers reported. If no SSN has been assigned to a particular family member, the applicant must, at a minimum, bring proof that an application to the Social Security Administration (SSA) has been completed. The SSN requirement does not apply to persons who are not claiming eligible immigration status or applicants age 62 or older as of January 31, 2010, whose initial determination of eligibility for assistance was begun before January 31, 2010.

Acceptable evidence of the SSN consists of one of the following:

- ◆ An original SSN card issued by SSA or an original SSA-issued document, which contains the name and the SSN of the individual;
- ◆ An original document issued by a federal, state or local government agency, which contains the name and the SSN of the individual (the documentation must identify the number as an SSN);
- ◆ IRS Form 1099 or W-2 Form;
- ◆ Benefit award letters from government agencies;
- ◆ Unemployment benefit letter;
- ◆ Court records such as real estate, tax notices, marriage and divorce judgment or bankruptcy records;

- ◆ Verification of Social Security benefits with the (SSA).

Applicants who have not disclosed and/or provided verification of SSN for all non-exempt household members have 90 days from the date they are first offered an available unit to disclose and/or verify the SSNs. During this 90 day period, if the applicant is unable to disclose and/or verify the SSNs for all non-exempt household members, the applicant will be determined ineligible and removed from the waiting list.

Failure to disclose all Social Security Numbers as required or failure to certify that a family member does not have a number is cause for denial of admission or termination of assistance, subject to the family's right to an informal review or hearing.

All family members claiming eligible immigration status and requesting assistance, regardless of age, must disclose and document their SSN prior to admission. Appropriate documentation of a SSN for all family members claiming eligible citizenship status must be provided before the household can be admitted.

4.4 Student Eligibility

Owner/agent must determine a student's eligibility for assistance at move-in, at initial or annual recertification, and at the time of an interim recertification if one of the changes reported reflects a household member is enrolled as a student. Assistance will not be provided to any individual who:

- ◆ Is enrolled as either a part-time or full-time student at an institution of higher education for the purpose of obtaining a degree, certificate or other program leading to a recognized educational credential, **AND**
- ◆ Is under the age of 24, **AND**
- ◆ Is not married, **AND**
- ◆ Is not a veteran of the United States Military, **AND**
- ◆ Does not have a dependent child, **AND**
- ◆ Is not a person with disabilities, as such term is defined in 3(b)(3)(E) of the United States Housing Act of 1937 (42 U.S.C.1437a(b)(3)(E)) and was not receiving Section 8 assistance as of November 30, 2005, **AND**
- ◆ Is not living with his or her parents who are receiving Section 8 assistance, **AND**
- ◆ Is not individually eligible to receive Section 8 assistance or has parents (the parents individually or jointly) who are not income eligible to receive Section 8 assistance.

In order for a student to be eligible, independent of his or her parents, the student must meet **all** of the following criteria:

1. Be of legal contract age under state law;
2. Have established a household separate from parents or legal guardians for at least one year

prior to application for occupancy, **or** meet the U.S. Department of Education's (ED) definition of an independent student;

3. Not be claimed as a dependent by parents or legal guardians pursuant to IRS regulations;
4. Obtain a certification of the amount of financial assistance that will be provided by parents, signed by the individual providing the support. This certification is required even if no assistance will be provided.

In order to verify a student's independence from parents, the owner/agent must:

- ◆ Review and verify previous address information to determine evidence of separate household from parents or legal guardians, **or** verify the student meets ED's definition of independent student;
- ◆ Review prior year income tax returns to verify if a parent or guardian has claimed the student as a dependent (except if the student meets ED's definition of independent student);
- ◆ Verify income provided by a parent by requiring a written certification from the individual providing the support. Certification is also required if the parent(s) is not providing support to the student. Financial assistance that is provided by persons not living in the unit is part of annual income.
- ◆ Verify the amount of financial assistance the student receives from other sources.

The full amount of financial assistance paid directly to the student or to the educational institution, and amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under federal work-study programs or under the Bureau of Indian Affairs student assistance programs are excluded from annual income.

4.5 Income Limits

HUD establishes income limits and revises them annually to ensure that federal rental assistance is provided only to low-income families. Income limits are based on family size and the annual income the family receives. The owner/agent will determine income eligibility prior to approving any applicant for tenancy. Applicants must have an income that is not greater than the maximum income limits established by HUD and as published annually in the Federal Register.

For Section 811 PRA, a family's annual income at the time of admission may not exceed the extremely low-income limits established by HUD for the current year. Refer to **Appendix B** for the current extremely low-income limits.

Section 5: Referrals

5.1 Applicant Referral Process

LLAs will refer the screened and eligible Section 811 PRA applicants to properties to be processed for tenancy.

5.2 Reverse Referrals

A reverse referral means the referral of an existing tenant by the property manager and/or service coordinator of the LIHTC property to the LLA to be screened for Section 811 PRA eligibility criteria.

If the property manager and/or social coordinator of an eligible LIHTC property identifies a current, existing tenant as a possible, eligible applicant of the target population who meets Section 811 PRA eligibility criteria; the property manager and/or social coordinator will refer the current, existing tenant to the LLA to be screened. The applicant must be at risk of eviction and/or received an eviction notice. The referred individual must meet all of the following criteria:

- ◆ Household must **include one adult with a disability who is at least 18, but less than 62 years of age** at the time of screening. *Note:* Households with a disabled minor child do not qualify for the Section 811 PRA program.
- ◆ The household must **include at least one adult with an eligible special needs/set-aside disability**, as listed above.
- ◆ The **household income must not exceed the extremely low-income limits**, per HUD.
- ◆ The applicant **must have a current, active support service provider** that will commit to conducting at least one house visit per month and provide eviction prevention as needed.
 - The **applicant will not meet eligibility criteria if lacking a support service provider** willing to commit to conducting the monthly house visit and/or work in collaboration with the LLA.
- ◆ The applicant **must be willing to voluntarily participate** in 811 PRA programming and to engage with a support service provider that includes, but is not limited to, a **monthly house visit**.
- ◆ **Household must be at risk of eviction**, including having received an eviction notice.

For each individual reverse referral, the property manager or service coordinator will provide the LLA with all demographic information for the client; any relevant, qualifying income and financial information; the designated support service agency name, case manager name and their contact information.

Please note that there will be no preference status for existing tenants *after the first available Section 811 PRA units are initially filled*. All Section 811 PRA applicants thereafter will be placed on the LLAs waiting list without any preference. The purpose of the initial preference is to prevent homelessness of existing qualified tenants.

5.3 Reverse Referrals of existing tenants already identified as Special Needs

Each LIHTC program property may have special needs units filled by tenants that the LLA has already screened and identified as special needs. To refer these individuals, the referred individuals must have the following:

- ◆ Household must **include one adult with a disability who is at least 18 but less than 62 years of age** at the time of screening. *Note:* Households with a disabled minor child do not qualify for the Section 811 PRA program.
- ◆ The household must include at least one adult **with an eligible Special Needs/Set Aside disability**, as listed above.
- ◆ The **household income must not exceed the extremely low-income limits**, per HUD.
- ◆ The applicant **must have a current, active support service provider** that will commit to conducting at least one house visit per month and provide eviction prevention as needed.
- ◆ The **applicant must be willing to voluntary participate** in Section 811 PRA programming and continue to engage in support services that include but are not limited to a **monthly house visit**.
- ◆ **Household must be at risk of eviction**, including having received an eviction notice.

Please note that there will be no preference status for existing special needs tenants *after the first available Section 811 PRA units are initially filled*. All special needs and Section 811 PRA applicants thereafter will be placed on the LLAs waiting list without any preference. The purpose of the initial preference is to prevent homelessness of existing qualified tenants.

5.4 Waiting List Management

The LLA in each county where Section 811 PRA eligible and designated properties are located will maintain a waiting list with the following information:

1. Date and time the referrals (with complete Section 811 PRA application and backup documentation) are received by the LLA;
2. Applicant name, household size and income;
3. Qualifying disability;
4. Referring agency and contact person;

5. Designated support services agency.

This detailed applicant information will ensure that applicants will be referred for the correct bedroom size unit, household income and rental requirements. Waiting lists will be maintained and updated by the LLA and referring services provider to ensure that current consumer contact information is on file. The waiting lists will continuously remain **open** to receive newly eligible consumers who have applied and are determined eligible. Every new housing unit vacancy is advertised to the entire community-at-large through established provider, consumer and advocacy e-mail networks.

5.5 Maintaining and Ensuring Successful Tenancy

1. The LLAs and the collaborating parties will ensure that support services will be provided by the referring and/or designated services provider organization. Support services will be available to Section 811 PRA households on an as requested basis; they are not a condition of tenancy, but shall be provided as needed and indicated by the tenant's services assessment and jointly-developed services plan to support successful tenancy and prevent eviction.
2. Each referring services provider shall be responsible to perform monthly in-home housing visits, using the Monthly Housing Checklist form to assure the tenant's well-being; the property is well maintained by both property manager and tenant; the tenant has good relationships with the property manager and their neighbors; the tenant is paying rent and utilities regularly; and the tenant has not received any tenant warning notices or eviction notices in the last 30 days.
3. In order to fulfill the goal of maintaining successful tenancy for Section 811 PRA recipients and utilizing eviction as the last resort, the parties are committed to a dispute resolution process that is designed to provide an open, consistent, efficient and fair opportunity for each party to tell their story and present their perspective. Dispute resolution processes shall include the tenant, their primary service provider, the LLA, the property manager and/or property management company of the specified Section 811 PRA property. The LLA and the service provider will be primarily responsible to intervene and resolve any tenant issues to prevent eviction.
4. In the event that the tenant selected and designated services provider organization fails to provide the necessary and requested support services as requested by the tenant and/or the LLA or fails to intervene to avert eviction, the LLA will temporarily intervene to avert eviction. The LLA will then notify and coordinate with referring service provider to request they assist the tenant in securing and designating another services provider organization.

Section 6: Standards and Policies

6.1 Occupancy Standards

A unit is assigned to an applicant family based on their family size and composition. Reference the written policies for the site's specific standards. To prevent underutilization, the following minimum standards for occupancy apply:

Bedrooms	Minimum Persons
0	1
1	1
2	2
3	3

One person will not be permitted to occupy a unit with two or more bedrooms unless that person is:

- ◆ A person with a disability who needs the larger unit as a reasonable accommodation;
- ◆ A displaced person who has a verifiable need for a larger unit;
- ◆ A remaining family member of a resident family when no appropriately sized unit is available.

6.2 Security Deposit

The security deposit amount will be the greater of \$25 or the Total Tenant Payment determined at move-in. The tenant may pay the security deposit in an installment basis from his/her own resources and/or other public sources. The security deposit will be placed in a segregated, interest-bearing account. The balance of this account must at all times be equal to the total amount collected from the tenant, plus any accrued interest. The owner must comply with any applicable state and local laws concerning interest payments on security deposits and return the security deposit to the tenant following the requirements in HUD Handbook 4350.3 R1 C4 P 6-18.

6.3 Unit Transfers

A change in the number of household members or the composition of a tenant family may change the size of the unit for which the family is eligible. The owner/agent is responsible for management of in-house waiting lists, overcrowded and under occupied units and he/she will determine if the family is in the appropriately sized unit. The owner/agent will adhere to the minimum occupancy standards shown above.

Participants may request transfers to other units in accordance with the owner/agent's

occupancy policies. The owner/agent must notify the LLA about the transfer.

6.4 Dispute Resolution

In order to fulfill the goal of maintaining successful tenancy and utilizing eviction as the last resort, the LLAs, property managers, Section 811 PRA residents and designated service providers will work closely to resolve any tenancy disputes. The LLA and service providers will be responsible to intervene and resolve any tenant issues to prevent eviction. As such, the Dispute Resolution Process described below has been developed and will be subscribed to by all parties.

A situation, issue or concern may arise on behalf of the resident, the resident's service provider, the LLA or the property manager related to the continued and successful tenancy of a Section 811 PRA resident. The dispute resolution process is designed to provide an open, consistent, efficient and fair opportunity for each party to tell their story and present their perspective. The following persons and designated positions will be responsible for the dispute resolution process: the Section 811 PRA resident, their primary service provider, the LLA and the property manager and/or property management company of the Section 811 PRA property.

Additionally, representatives from MFA and HSD will be active and involved in continuous review of the dispute resolution process and procedures and, if necessary, may provide oversight of the appeals and resolution of individual disputes that cannot be resolved at the local property level.

Process Level I: The resident or the resident's primary services provider or the property manager may identify a situation, issue or concern that appears to be irresolvable or, if not resolved, could result in formal action to resolve the problem. The parties and the designated positions above are committed to resolve disputes at the initial level of the dispute, typically at the resident-property manager level or the resident-provider agency-property manager level.

If the resident and/or their services provider initiate a dispute resolution request, they shall submit an *Application for Dispute Resolution* form (see **Appendix C**) to the property manager that identifies the type and details of the issue and provides any evidence and information to support their claim. If the property manager identifies a situation or concern that may lead to eviction, the property manager shall promptly notify both the resident and the LLA using the *Notification That Resident Was Served Notice of Eviction (3, 7 or 10 Day)* (see Appendix C: *Forms from LLA Operations Manual*). In turn, the LLA will notify the resident's designated services provider organization and they will be requested to intervene and resolve the tenant issue to prevent eviction. An informal meeting that includes all named and responsible parties will be scheduled within seven days of the date the notice is received by the responding party. The Section 811 resident may choose to have a supporting representative (i.e., family, legal representative, etc.) to assist them in resolving the dispute.

Process Level II: If the dispute cannot be resolved, the resident or their primary services provider on their behalf or property manager may appeal the decision within five business days of the informal

meeting and notify the designated LLA and the property manager's supervisor or the property owner who will review the dispute and attempt to resolve it within 10 business days to the mediated satisfaction of all parties.

Process Level III: If at Level II the LLA and the property management company representatives are unable to resolve the dispute, an appeal may be submitted by either party to designated representatives of HSD or MFA for resolution. HSD and MFA shall jointly determine the appropriate dispute resolution action and communicate their recommendations back to the LLA, property manager, services provider and the resident.

Conditions for Termination of Lease: The owner and/or his designated property management company may not terminate tenancy or refuse to renew the lease of a resident of a Section 811 PRA assisted unit except: (1) for serious or repeated violations of the terms and conditions of the lease, for violation of applicable federal, state, or local law or for other good cause; and (2) by providing written notice specifying the grounds of such action to the resident not less than 30 days before such termination or refusal to renew. If no reasonable resolution is able to be reached, the property manager and LLA have agreed to use the *Notification That Resident Was Served Notice of Eviction (3, 7 or 10 Day) from LIHTC Property* form (see Appendix C: *Forms from LLA Operations Manual*).

Landlord should notify the LLA or designated service provider of all disputes/notices served to tenant(s).

6.5 Identifying Applicant Needs for Accessible Units or Reasonable Accommodations

Participants wishing to relocate to another Section 811 PRA property or housing unit within a Section 811 PRA property related to handicap accessibility or reasonable accommodations must submit a written request to the property manager and also notify the LLA of their needs. The LLA will work with the property manager and owner/agent if a participant requests relocation due to a need for handicapped accessibility. The tenant must comply with the terms of their lease agreement and their name will be placed on the waiting list as of the date of their request.

6.6 Unit Inspections

Prior to the initial lease execution, a move-in inspection must be completed and certified by both the owner/agent and the eligible tenant. The certified form must determine if the unit is in decent, safe and sanitary condition. The form will become an attachment to the lease. If the eligible tenant is unable to attend the move-in inspection, he/she must certify that they have waived the right to be present for the move-in inspection.

Each assisted unit will be inspected annually to determine if all appliances and equipment in the unit

are functioning properly and to assess whether a component needs to be replaced or repaired.

A move-out inspection will be conducted when the eligible tenant vacates the unit. This will determine if any damages to the unit have occurred and will assist in determining the amount of security deposit to be reimbursed to the tenant. The tenant does not need to be present at the time of the move-out inspection.

Additionally, each assisted unit will be subject to inspection based upon the property's other existing federal or state housing programs pursuant to Uniform Physical Conditions Standards (UPCS). Minimally, these inspections occur every three years, however, reference the individual site's written policies for the frequency and purpose of the inspections.

6.7 Annual Recertification

Owner/agents will conduct a recertification of family income and composition annually. All family members must supply the information requested by management, the owner and HUD. Tenants must sign the required consent forms and the owner/agent will obtain third party verification of the required documentation, including annual income, the value of assets, authorized deductions from annual income and other factors that affect the determination of adjusted income. Owner/agents will then calculate the rent and assistance payments based upon the information gathered. Failure by the resident to comply with the recertification process may result in eviction for noncompliance with the lease requirement to recertify annually.

6.8 Interim Recertification

To ensure that assisted tenants pay rent based on their ability to pay, applicants must understand and agree to HUD's requirement that they are required to supply interim information to the owner/agent when any of the following occurs between annually scheduled re-certifications:

- ◆ A family member moves in/out of the unit;
- ◆ An adult member of the family who was reported as unemployed on the most recent certification obtains employment;
- ◆ The family's income cumulatively increases by \$200 or more per month;
- ◆ Student status.

6.09 Implementation of House Rule Changes

Owner/agents must give tenants written notice 30 days prior to implementing new house rules.

Section 7: Monitoring, Reporting and Compliance Review

MFA will perform monitoring of properties that receive Section 811 PRA funding to ensure compliance with program requirements. The protocol used during the monitoring will be similar to that used in existing Project-Based Section 8 properties with certain unique requirements specific to Section 811 PRA. Monitoring will occur at least annually, but may be more frequent if the situation calls for it. Owners will be notified in advance of monitoring visits.

7.1 Reporting Requirements

TRACS: Tenant data must be entered into TRACS. Owners must submit vouchers to MFA by the 10th day of the month preceding the month for which the owner is requesting payment.

The Section 811 PRA program requires quarterly and annual reports from MFA on program management, efficient utilization of PRA units, tenant outcomes, etc. It is important that owners submit tenant data via TRACS in a timely and accurate manner to ensure the reporting requirements can be met. LLAs and owners must submit reports monthly to MFA.

7.2 Program Compliance Requirements

During monitoring visits, MFA will review the following areas to confirm compliance with applicable Section 811 PRA program requirements:

- ◆ Physical inspections of units
 - UPCS protocol will be used during the physical inspections. UPCS requires properties to be in “decent, safe and sanitary condition and in good repair.”
- ◆ File compliance reviews and audits
 - Review resident files to ensure initial, and at least annual, eligibility with all applicable income and program requirements;
 - Review income, asset and expenses verification and calculation;
 - Review applicant rejections and move-out records;
 - Verify compliance with document retention requirements.
- ◆ Review of waiting list(s)
 - Verify that BHD referral process was followed and properly documented;
 - Review site’s resident selection criteria and policies.
- ◆ TRACS data
 - Ensure data is entered into TRACS accurately and timely.

- ◆ EIV use monitoring
 - Ensure the site is utilizing the EIV system to verify sources of resident income at recertification and monthly/quarterly use.

- ◆ Annual rent adjustments
 - Verify that rent changes are timely and consistently implemented.

- ◆ Other reporting
 - Monitoring staff may be responsible for ongoing reporting, gathering data and providing narrative reports on program compliance and effectiveness, as needed or required by HUD, MFA or BHD.

Section 8: Fair Housing Policy

It is the policy of MFA to affirmatively further fair housing in all its programs so that individuals of similar income levels have equal access to MFA housing programs, regardless of race, color, creed, religion, national origin, sex, marital status, disability, familial status, gender identity or sexual orientation.

8.1 The Fair Housing Act

The Fair Housing Act prohibits discrimination with respect to race, color, religion, sex, disability, family status or national origin. To ensure compliance with this act, an applicant will not be:

- ◆ Denied the opportunity to apply for housing or lease housing suitable to their needs;
- ◆ Provided housing that is different from housing provided to others;
- ◆ Subjected to segregation or disparate treatment;
- ◆ Restricted to any benefit enjoyed by others in connection with the housing program;
- ◆ Treated differently in determining eligibility or other requirements for admission;
- ◆ Denied access to the same level of services as others;
- ◆ Denied the opportunity to participate in a planning or advisory group that is an integral part of the housing program.

Additionally, advertising materials will not contain any exclusionary language, discrimination based on relation to another person will not take place, nor will retaliation or intimidation in any manner if someone exercises his/her right under the Fair Housing Act.

Participating properties will be required to submit an Affirmative Fair Housing Marketing Plan, to update the plan regulatory and to use affirmative fair housing marketing practices in soliciting renter,

determining eligibility and concluding all transactions.

8.2 Affirmative Fair Housing Marketing Plan (AFHMP) for Section 811 PRA

The Section 811 PRA program requires the state (the 811 grantee, MFA in partnership with NMBHSD/HSD) to affirmatively market the Section 811 PRA units according to the following guidelines.

Local Lead Agencies will:

- ◆ provide 811 PRA information materials annually to owners/agents, service providers, advocacy organizations, Core Service Agencies (CSAs), peer workers, transition-age youth programs in juvenile justice and protective services, New Mexico's two Continuum of Care, and homeless programs;
- ◆ hold semiannual Supportive Housing Learning Community meetings; and
- ◆ actively maintain a local website that targets homeless and disabled populations.

Owners/Agents of 811 PRA will:

- ◆ conspicuously post a flyer including LLA contact information about the availability of the 811 PRA program in community common space; and
- ◆ provide 811 PRA information materials received by the LLA to any interested applicant/resident on request.

Appendix A: Definitions

Term	Definition
Disability	<p>For the purpose of eligibility for Section 811 PRA, a disability is defined as a physical, mental or emotional impairment that:</p> <ul style="list-style-type: none"> ◆ Is expected to be of long, continued and indefinite duration ◆ Substantially impedes a person’s ability to live independently ◆ Is of such a nature that such ability could be improved by more suitable housing conditions. <p>This includes, but is not limited to:</p> <p>Developmental Disability: a severe, chronic disability that:</p> <ul style="list-style-type: none"> ◆ Is attributable to a mental or physical impairment or a combination of mental and physical impairments ◆ Is manifested before the individual attains age 22 ◆ Is likely to continue indefinitely ◆ Results in substantial functional limitations in three or more of the following areas of major life activity (self-care, receptive and expressive language, learning mobility, self-direction, capacity for independent living, economic self-sufficiency) ◆ Reflects the individual’s need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports or other forms of assistance that are of lifelong or of extended duration and are individually planned and coordinated <p>Chronic Mental Illness: a severe and persistent mental or emotional impairment that seriously limits the ability to live independently and which impairment could be improved by more suitable housing conditions.</p> <p>NOTE: A person whose sole impairment is a diagnosis of HIV positive, alcoholism or drug addiction does not meet the definition of disability that is required to be eligible for Section 811 PRA.</p>

Term	Definition
Extremely Low Income (ELI)	ELI limit is defined as the higher of either the poverty guidelines provided by the HSD or 30% of AMI adjusted for the applicable family size.
Homelessness	Lacking a fixed, adequate nighttime residence. This includes 'doubled up' or 'couch hopping,' emergency shelters, living outside or in a place not meant for human habitation, transitional housing for homeless or a hotel/motel.
N/A	

Appendix B: Income Limits

(must attach)

STATE:NEW MEXICO

-----SECTION 8 INCOMELIMITS-----

	PROGRAM	1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
Albuquerque, NM MSA									
FY 2019 MFI: 65700	EXTR LOW INCOME	13800	16910	21330	25750	30170	34590	39010	43400
	VERY LOW INCOME	23000	26300	29600	32850	35500	38150	40750	43400
	LOW-INCOME	36800	42050	47300	52550	56800	61000	65200	69400
Farmington, NM MSA									
FY 2019 MFI: 67800	EXTR LOW INCOME	13900	16910	21330	25750	30170	34590	39010	43430
	VERY LOW INCOME	23150	26450	29750	33050	35700	38350	41000	43650
	LOW-INCOME	37050	42350	47650	52900	57150	61400	65600	69850
Las Cruces, NM MSA									
FY 2019 MFI: 50800	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Santa Fe, NM MSA									
FY 2019 MFI: 73200	EXTR LOW INCOME	15400	17600	21330	25750	30170	34590	39010	43430
	VERY LOW INCOME	25650	29300	32950	36600	39550	42500	45400	48350
	LOW-INCOME	41000	46850	52700	58550	63250	67950	72650	77300
Catron County, NM									
FY 2019 MFI: 51200	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Chaves County, NM									
FY 2019 MFI: 52300	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Cibola County, NM									
FY 2019 MFI: 47400	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Colfax County, NM									
FY 2019 MFI: 50600	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Curry County, NM									
FY 2019 MFI: 51600	EXTR LOW INCOME	12490	16910	21330	25750	28950	31100	33250	35400
	VERY LOW INCOME	18800	21450	24150	26800	28950	31100	33250	35400
	LOW-INCOME	30050	34350	38650	42900	46350	49800	53200	56650
De Baca County, NM									
FY 2019 MFI: 53100	EXTR LOW INCOME	12490	16910	21330	25750	29000	31150	33300	35450
	VERY LOW INCOME	18800	21500	24200	26850	29000	31150	33300	35450
	LOW-INCOME	30100	34400	38700	42950	46400	49850	53300	56700
Eddy County, NM									
FY 2019 MFI: 72700	EXTR LOW INCOME	15300	17450	21330	25750	30170	34590	39010	43430
	VERY LOW INCOME	25450	29100	32750	36350	39300	42200	45100	48000
	LOW-INCOME	40750	46550	52350	58150	62850	67500	72150	76800
Grant County, NM									
FY 2019 MFI: 53000	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100

STATE:NEW MEXICO

-----SECTION 8 INCOMELIMITS-----

PROGRAM		1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
Guadalupe County, NM FY 2019 MFI: 42900	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Harding County, NM FY 2019 MFI: 52400	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Hidalgo County, NM FY 2019 MFI: 43800	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Lea County, NM FY 2019 MFI: 65900	EXTR LOW INCOME	13850	16910	21330	25750	30170	34590	39010	43430
	VERY LOW INCOME	23100	26400	29700	32950	35600	38250	40900	43500
	LOW-INCOME	36900	42200	47450	52700	56950	61150	65350	69600
Lincoln County, NM FY 2019 MFI: 53400	EXTR LOW INCOME	12490	16910	21330	25750	29550	31750	33950	36150
	VERY LOW INCOME	19150	21900	24650	27350	29550	31750	33950	36150
	LOW-INCOME	30650	35000	39400	43750	47250	50750	54250	57750
Los Alamos County, NM FY 2019 MFI: 135500	EXTR LOW INCOME	25400	29000	32650	36250	39150	42050	44950	47850
	VERY LOW INCOME	42300	48350	54400	60400	65250	70100	74900	79750
	LOW-INCOME	52850	60400	67950	75500	81550	87600	93650	99700
Luna County, NM FY 2019 MFI: 37800	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
McKinley County, NM FY 2019 MFI: 37100	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Mora County, NM FY 2019 MFI: 38600	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Otero County, NM FY 2019 MFI: 57800	EXTR LOW INCOME	12490	16910	21330	25750	30170	33550	35850	38150
	VERY LOW INCOME	20250	23150	26050	28900	31250	33550	35850	38150
	LOW-INCOME	32400	37000	41650	46250	49950	53650	57350	61050
Quay County, NM FY 2019 MFI: 45000	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Rio Arriba County, NM FY 2019 MFI: 48100	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100

STATE:NEW MEXICO

-----SECTION 8 INCOMELIMITS-----

	PROGRAM	1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
Roosevelt County, NM FY 2019 MFI: 44600	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
San Miguel County, NM FY 2019 MFI: 45500	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Sierra County, NM FY 2019 MFI: 43700	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Socorro County, NM FY 2019 MFI: 45200	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Taos County, NM FY 2019 MFI: 47800	EXTR LOW INCOME	12490	16910	21330	25750	28700	30800	32950	35050
	VERY LOW INCOME	18600	21250	23900	26550	28700	30800	32950	35050
	LOW-INCOME	29750	34000	38250	42500	45900	49300	52700	56100
Union County, NM FY 2019 MFI: 54000	EXTR LOW INCOME	12490	16910	21330	25750	29200	31350	33500	35650
	VERY LOW INCOME	18900	21600	24300	27000	29200	31350	33500	35650
	LOW-INCOME	30250	34600	38900	43200	46700	50150	53600	57050

Appendix C: Forms from Local Lead Agency (LLA) Operations Manual

NOTICE OF VACANCY & REFERRAL OF SPECIAL NEEDS/SAHP APPLICANT
FOR LIHTC HOUSING UNIT

Revised Version 10.2018

Notice of Vacancy at LIHTC property: *[To be sent from Property Manager to LLA via Email Attachment or Fax]*

LIHTC Property Name: _____

Address: _____ City: _____

Property Management Company: _____

Printed Name of Property Manager: _____

Office Phone: _____ Cell Phone: _____

Email: _____ Fax: _____

Date Notice Sent to Local Lead Agency: ____/____/____

Date LIHTC Unit Vacancy Notice will Expire: ____/____/____ Time: 5:00 pm

Date Housing Unit will be ready for Occupancy: ____/____/____

Comments: _____

Area Median Income (AMI) Required: (30%) (40%) (50%) (60%) _____ AMI %

Bedroom size: studio 1 2 3

Signature of Property Manager: _____

Response from Local Lead Agency (LLA): *[To be returned to Property Manager from LLA via Email Attachment or Fax]*

Acknowledgement of Date Received by LLA: ____/____/____ Time: ____:____ (AM/PM)

Printed Name of LLA Coordinator: _____

Office Phone: _____ Cell Phone: _____

Email: _____ Fax: _____

Attestation from LLA Coordinator of Special Needs/SAHP Referral Status:

Referral Name and Date of Special Needs Consumer by Local Lead Agency:

Name of Referral: _____ Date: ____/____/____;

LLA Release of Vacancy Hold for SAHP Unit:

Based upon a good faith effort by the LLA to recruit and screen Special Needs Applicants, there are no eligible Special Needs Applicants to refer for this housing unit identified above.

LLA Coordinator Signature: _____ Date: ____/____/____

Attachment for each Referral: Applicant Proof of Eligibility and Letter of Referral

Response from Property Manager: *[To be returned to LLA from Property Manager via Email Attachment or Fax]*

Acknowledgement of Date Received by Property Manager: _____/_____/_____ Time:____:____(AM/PM)

Printed Name of Property Manager:_____

Office Phone:_____ Cell Phone:_____

Email:_____ Fax:_____

If applicable, name of Service Coordinator:_____

Office Phone:_____ Cell Phone:_____

Email:_____ Fax:_____

Attestation from Property Manager of Special Needs/SAHP Referral Status:

Referral Name and Date of each Special Needs Consumer by Property Manager:

Name of Referral:_____ Date:_____/_____/_____;

Approval/Denial:

Based upon a good faith effort by the Property Manager to review an application using the Tenant Screening Criteria and in compliance of the Fair Housing Act, the applicant deemed eligible as Special Needs by the LLA is APPROVED for a Special Needs Unit.

Based upon a good faith effort by the Property Manager to review an application using the Tenant Screening Criteria and in compliance of the Fair Housing Act, the applicant deemed eligible as Special Needs by the LLA is DENIED for a Special Needs Unit. Basis for denial attached.

LLA Coordinator Signature:_____ Date:_____/_____/_____

Attachment for each Referral: Tenant Selection Criteria; indication of specific criteria served as basis for application denials

New Mexico Special Needs Housing Program

Special Needs Applicant Proof of Eligibility and Letter of Referral to Property Manager

(Dated 10.2018)

Instructions: The *Special Needs Housing and Section 811 PRA Program* must serve persons who meet program regulations and eligibility. All programs must maintain documentation on file to prove an Applicant's eligibility. Note: This form is to be used as a guide for LLA and Property Management staff. It does not serve as a substitute for the required backup documentation that should be collected and maintained in each Applicant's file.

Date Referred to Property Manager: _____/_____/_____

Property Name: _____ **Applying for Apt Unit No:** _____

Applicant Name: _____

Applicant Contact Information: Phone: (____) _____

Cell Phone: (____) _____ **Email:** _____

Other Contact Person: Name: _____ **Phone:** _____

Proof of Eligibility for Special Needs Housing

____ Documented Verification of SAHP or Section 811 PRA Qualifying Disability or Homelessness

____ Applicant for Area Median Income Apartment (AMI): (30%) (40%) (50%) (60%) AMI %

____ Bedroom size: __ studio; __ 1; __ 2; __ 3; __ 4

____ Commitment of Services Provision signed by Services Provider/Agency

____ Tenant Participation and Responsibility Agreement signed by Applicant

The Local Lead Agency staff making this referral attests that the Applicant named above is eligible and able to pay the rent for the income/size of apartment unit they are applying for; has received an orientation to tenant responsibilities; demonstrates housing readiness and skills for independent living; and, will have the sufficient support services to ensure he/she has a reasonable prospect for successful tenancy, based on the submission to the Local Lead Agency of the Commitment of Support Services Provision form by the Service Provider

Signature of LLA Coordinator

Print Name

Date

LLA Contact: Email: _____ **Office Phone:** (____) _____

Cell Phone: (____) _____

Support Service Provider/Agency; Contact Person: _____/_____

Email: _____ **Office Phone:** (____) _____

Cell Phone: (____) _____

MONTHLY SUPPORTIVE HOUSING HOME VISIT CHECKLIST

Month/Year of Visit: _____ / ____ / _____

Tenant/Consumer Printed Name: _____

Address of Rental Unit: _____ City: _____

Printed Name of Support Services Staff: _____

Provider/Referring Agency: _____ Phone: _____

MONTHLY SUPPORTIVE HOUSING HOME VISIT CHECKLIST	
<input type="checkbox"/> YES <input type="checkbox"/> NO	1. Is the unit in a reasonably clean state? (e.g. are there any health or safety issues?)
Corrective Action Due Date _____	If no, what are next steps for consumer?
<input type="checkbox"/> YES <input type="checkbox"/> NO	2. Is there anything in the housing unit not in good working condition or in need of repair or replacement? Please review the list of the following items: <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> Stove Refrigerator Heating and Cooling Systems Lighting Hot and Cold Water Smoke Detectors Toilets Water leaks Doors Windows Electrical fixtures, electrical outlets Any other items? _____ </div> <div style="width: 35%;"> Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ Yes___ No___ </div> </div>
Corrective Action Due Date _____	Has the landlord or property manager been notified of needed repairs <u>via official letter</u> , and if yes, are they making repairs in a timely fashion? Yes___ No___ Issue: _____ Date Notified: _____ Issue: _____ Date Notified: _____ Issue: _____ Date Notified: _____ If no, Corrective Action to be taken:
<input type="checkbox"/> YES <input type="checkbox"/> NO	3. Does the tenant have the necessary amenities for their home: refrigerator, stove, fan (if no air conditioning), basic furniture (bed, pillow, dresser, chair/couch, lamps, table and chairs), basic kitchen set-up (plates, glasses, utensils, pots and pans); and, basic linens (bath, hand and dish towels, wash cloths, sheets, blankets, pillowcases).

By When: Date_____	If no, what are next steps: For consumer? For Case Manager?
<input type="checkbox"/> YES <input type="checkbox"/> NO	4. Is there a record or evidence [receipts, money order stub, etc.] of tenant's monthly rent and other related utilities [if not included with rent] being paid in a timely manner?
By When: Date_____	If no, what are next steps: For consumer? For Case Manager?
<input type="checkbox"/> YES <input type="checkbox"/> NO	5. Consumer Well Being: Does the tenant appear to be in good physical and mental health?
By When: Date_____	If no, what are next steps: For consumer? For Case Manager?
<input type="checkbox"/> YES <input type="checkbox"/> NO	6. Are there any tenancy-related issues that may become a problem for the tenant? (e.g. problems with other tenants/neighbors; lease violations; or issues with the landlord or apartment manager)
By When: Date_____	If no, what are next steps: For consumer? For Case Manager?
<input type="checkbox"/> YES <input type="checkbox"/> NO	7. Are there any changes or new challenges since the last month's visit? Transportation Yes___ No___ Food Yes___ No___ Amenities Yes___ No___ Purchases/Losses Yes___ No___ Social Activities Yes___ No___ Unusual Events Yes___ No___ Police/Landlord visits Yes___ No___ Other Yes___ No___
By When: Date_____	If yes, what are next steps: For consumer? For Case Manager?
<input type="checkbox"/> YES <input type="checkbox"/> NO	8. Service or Treatment Plan Update: What progress has been made, or, new challenges developed (per above questions) that need to be addressed in the consumer's Service or Treatment Plan?
By When: Date_____	If yes, what are next steps: For consumer? For Case Manager?

Signatures:

Support Services Staff: _____ Printed Name: _____ Date: _____

Consumer: _____ Printed Name: _____ Date: _____

**NOTIFICATION THAT RESIDENT WAS SERVED NOTICE
OF EVICTION (3, 7 or 10 DAY) FROM LIHTC PROPERTY [Version 10.2018]**

This Section is completed by the Property Manager: *Send to LLA via E-mail Attachment ONLY (do not fax).*
Attachment: *Copy of Eviction Notice Served; Property Rules and/or lease with indication of rule(s) violated*

LLA Organization: _____ LLA Coordinator Name: _____
Date Sent to LLA Coordinator: _____ / _____ / _____ Time: _____ AM/PM

LIHTC Property Name: _____ Property Manager Name: _____
Address: _____ City _____ State _____ Zip Code _____
Phone: _____ Fax: _____ E-mail: _____
Property Management Company: _____

Resident/Tenant Name: _____ Apartment No. ____

1st Notice(s) Served to Resident: (**attach a copy**): 3 Day 7 Day 10 Day Other
 Notice of Non-payment of Rent Notice of Non-compliance other than Non-payment of Rent Other
Notice Date: _____ / _____ / _____ Time: _____ AM/PM

Type of Issue(s): _____
Date Notice Sent to Local Lead Agency: _____ / _____ / _____
Date Copy Sent to On-Site Services Coordinator (if applicable): _____ / _____ / _____

ATTACHMENT FOR EACH EVICTION NOTICE: Property Rules and/or lease with indication of rule(s) violated.

2nd Notice(s) Served to Resident: (attach a copy): 3 Day 7 Day 10 Day Other
 Notice of Non-payment of Rent Notice of Non-compliance other than Non-payment of Rent Other
Notice Date: _____ / _____ / _____ Time: _____ AM/PM

Type of Issue(s): _____
Date Notice Sent to Local Lead Agency: _____ / _____ / _____
Date Copy Sent to On-Site Services Coordinator (if applicable): _____ / _____ / _____

ATTACHMENT FOR EACH EVICTION NOTICE: Property Rules and/or lease with indication of rule(s) violated.

In accordance and compliance of the Fair Housing Act, I find the above tenant violation(s) to merit an eviction notice:

Signature Date Property Manager Title

This Section is completed by the Local Lead Agency

Date Received by LLA Coordinator: _____ / _____ / _____ Time: _____ AM/PM

Resident's Service Provider/Agency Name: (if applicable) _____
Date Resident's Services Provider/Agency date notified _____ / _____ / _____

Resolved: Yes No Comments: _____

Signature Date LLA Coordinator Title

Printed name of LLA Coordinator: _____ Phone: _____
E-mail: _____

Dispute Resolution Request Form

LIHTC Property Name: _____

Address: _____ **City:** _____

Who is lodging this dispute: Tenant _____ Property Manager _____ Services Provider _____ Neighbor _____

Applicant: First _____ Last: _____

Company Name: _____ (if applicable)

Applicant Address: _____, Unit No. _____ City: _____ Zip: _____

Daytime Phone: _____ Cell Phone: _____

Who is the dispute with: Tenant _____ Property Manager _____ Services Provider _____ Neighbor _____

Respondent: First _____ Last: _____

Company Name: _____ (if applicable)

Respondent Address: _____, Unit No. _____ City: _____ Zip: _____

Daytime Phone: _____ Cell Phone: _____

Date(s) of any Previous Notice(s) Sent: _____/_____/_____; _____/_____/_____

(attach copies)

Has the Tenant/Resident left the Property: ___ Y/N Date vacated: _____/_____/_____

Printed Name of Local Lead Agency Coordinator : _____

Office Phone: _____ Email: _____

Details of Dispute

[include dates, times, people or other information that says who, what, where and when the issue arose or event occurred] :

Date Dispute Resolution Request Submitted:

Printed Name of Applicant: _____

Signature: _____ **Date:** _____/_____/_____

Acknowledgement of Date Received:

Printed Name of Respondent: _____

Signature: _____ **Date:** _____/_____/_____