FAMILY INFORMATION PACKET

www.honolulu.gov/dcs/housing.htm

Family Packet

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DEPARTMENT OF COMMUNITY SERVICES
SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM
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1000 ULU'OHI'A, SUITE 118 • KAPOLEI, HAWAII 96707 • TELEPHONE: 768-3000 • FAX: 768-3237 • TDD: 768-3228
www.honolulu.gov/dcs/rentalassistance.htm

TENANT INFORMATION BULLETIN

General Procedures for Leasing and Payment Processing

You have been issued a voucher that allows you to locate a suitable unit within 60 days. You may request an extension of your voucher within a week of your expiration date if you come in with a list of units that you were unable to rent and if housing funds are available. If funding is available, there is a maximum of 120 days in total for the time of the voucher. However, your voucher can be terminated at any time if the Agency does not have the funds available to assist you with your rental assistance. Your voucher will be suspended upon submission of a completed rental packet where your requested unit will undergo approval by your examiner. Your voucher will resume either upon unit examiner disapproval or decision by you to cancel request to rent. You have received the "rental packet" of leasing documents for completion by you and a prospective landlord.

When you find a unit to rent, you and the prospective landlord must complete the following required documents for submittal to the Section 8 office: Landlord's standard **Rental Agreement (Lease), Tenancy Addendum (Part B), Request for Tenancy Approval, Information for HAP Check, Owner's/Tenant's Certification, and the Landlord Screening Information form.**

A landlord must use the same lease used for all assisted and non-assisted tenants and agree to rent the unit to you for at least **ONE YEAR**.* **The lease must not be signed until Section 8 can approve the unit.** The owner(s) cannot be related to any members of the tenant family. The HUD-required Section 8 **Tenancy Addendum** must be attached as Part B of the lease. The rental unit must be inspected to ensure that the unit meets the Section 8 **Housing Quality Standards (HQS)** before the lease is approved. The rent must also meet the program's **rent reasonableness** test; that is, the rent must be reasonable in relation to rents being charged for comparable units in the private unassisted market and not in excess of rents currently being charged by the owner for comparable unassisted units.

After the lease is approved, a **Housing Choice Voucher Contract** is executed between the landlord and the City and County of Honolulu, Dept. of Community Services (Section 8 Office). Housing assistance payments are then processed for issuance directly to the landlord (payee). ***The Landlord may expect the first rental payment approximately one month after the contract is returned to the Section 8 Office.*** Thereafter monthly payments are normally mailed by the **2nd working day of each month.**

You must abide by the terms of the lease. Moves are prohibited during the initial period of the lease except for reasonable accommodations. After the initial period of the lease, the lease will continue under the same terms and conditions unless changes to the lease (which may require execution of a new HAP contract) or rent are made in accordance with the Tenancy Addendum. The landlord must notify the Section 8 office of any changes in terms or conditions of the lease and/or amount of the rent to owner at least 60 days before the change is effective. The new rent must also meet the rent reasonableness test.

A reexamination of the family's income and composition is conducted by the family's assigned Section 8 Specialist annually. The rental unit is also inspected at least once annually by a Section8 Inspector to ensure that the unit continues to meet the Housing Quality Standards set by HUD.

Our assistance is for rent only. You are responsible for the **Security Deposit.**

Change from six month leases to at least one year leases effective March 1, 2012.

TENANT RESPONSIBILITIES

1. **Pay your share of the rent on a regular basis and ON TIME.**
2. **Pay the security deposit.**
3. **Notify your Examiner about changes in income and family composition within 10 days.**
4. **Maintain your unit in a safe, sanitary, and decent manner.**
5. **Respond promptly to written communications.**
6. **Comply with the lease.**
7. **Comply with the family obligations under the voucher program.**

WHAT HAPPENS WHEN YOU BRING IN YOUR RENTAL AGREEMENT:

1. **We will schedule an inspection of the unit and if the unit passes inspection, we will assist you from the date the unit passes inspection or occupancy date whichever is late.**
2. **You must contact the Examiner and make an appointment to pick up the HAP contract. Take the paperwork to your Landlord for signing and return it to us. Do not mail the paper work back to us. No payment will be made to the Landlord if you fail to return the contract/lease timely.**

If you have any questions, please call your examiner or the main phone line at 768-7096.

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U.S. Department of Housing and Urban Development
Office of Inspector General

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APPLYING FOR HUD HOUSING ASSISTANCE?

THINK ABOUT THIS…
IS FRAUD WORTH IT?

DO YOU REALIZE…?

- If you commit fraud to obtain assisted housing from HUD, you could be:
- Evicted from your apartment or house.
- Required to repay all overpaid rental assistance you received.
- Fined up to $10,000.
- Imprisoned for up to five years.
- Prohibited from receiving future assistance.
- Subject to State and local government penalties.

DO YOU KNOW THAT…

- You are committing fraud if you sign a form knowing that you provided false or misleading information.
- The information you provide on housing assistance application and recertification forms will be verified.
- The local housing agency, HUD, or the Office of Inspector General will check the income and asset information you provide with other Federal, State, or local governments and with private agencies.
- Certifying false information is fraud

So Be Careful!

ASK QUESTIONS!

If you don't understand something on the application or recertification forms, always ask questions. It's better to be safe than sorry.

When you fill out your application and yearly recertification for assisted housing from HUD make sure your answers to the questions are accurate and honest.

You must include:

- All sources of income and changes in income (raise or bonus) you or any members of your household receive, such as wages, welfare payments, social security and veterans' benefits, pensions, retirement, etc.
- Any money you receive on behalf of your children, such as child support, AFDC payments, social security for children, etc.
- All assets, such as bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc., that are owned by you or any member of your household.
- All income from assets, such as interest from savings and checking accounts, stock dividends, etc.
- Any business or asset (your home) that you sold in the last two years at less than full value.
- The names of everyone, adults or children, relatives and non-relatives, who are living with you and make up your household.

Watch Out for Housing Assistance Scams!

- Don't pay money to have someone fill out housing assistance application and recertification forms for you.
- Don't pay money to move up on a waiting list.
- Don't pay for anything that is not covered by your lease.
- Get a receipt for any money you pay especially if you pay in cash.
- Get a written explanation if you are required to pay for anything other than rent (maintenance, utility charges, or fees).

The U.S. Department of Housing and Urban Development (HUD) Office of Inspector General (OIG) is the Department's law enforcement and auditing arm and is responsible for investigating complaints of fraud, waste and mismanagement in HUD funded programs.

REPORTING FRAUD

Serious allegations of fraud should be reported to your local
HUD Office of Inspector General or to the HUD OIG Hotline at:
http://www.hudoig.gov/report-fraud

U.S. Department of Housing and Urban Development

Office of Public and Indian Housing (PIH)

RHIIP

RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT

What You Should Know About EIV

A Guide for Applicants & Tenants of Public Housing & Section 8 Programs

What is EIV?

The Enterprise Income Verification (EIV) system is a web-based computer system that contains employment and income information of individuals who participate in HUD rental assistance programs. All Public Housing Agencies (PHAs) are required to use HUD's EIV system.

What information is in EIV and where does it come from?

HUD obtains information about you from your local PHA, the Social Security Administration (SSA), and U.S. Department of Health and Human Services (HHS).

HHS provides HUD with wage and employment information as reported by employers; and unemployment compensation information as reported by the State Workforce Agency (SWA).

SSA provides HUD with death, Social Security (SS) and Supplemental Security Income (SSI) information.

What is the EIV information used for?

Primarily, the information is used by PHAs (and management agents hired by PHAs) for the following purposes to:

1. Confirm your name, date of birth (DOB), and Social Security Number (SSN) with SSA.
2. Verify your reported income sources and amounts.
3. Confirm your participation in only one HUD rental assistance program.
4. Confirm if you owe an outstanding debt to any PHA.
5. Confirm any negative status if you moved out of a subsidized unit (in the past) under the Public Housing or Section 8 program.
6. Follow up with you, other adult household members, or your listed emergency contact regarding deceased household members.

EIV will alert your PHA if you or anyone in your household has used a false SSN, failed to report complete and accurate income information, or is receiving rental assistance at another address. ***Remember, you may receive rental assistance at only <u>one</u> home!***

EIV will also alert PHAs if you owe an outstanding debt to any PHA (in any state or U.S. territory) and any negative status when you voluntarily or involuntarily moved out of a subsidized unit under the Public Housing or Section 8 program. This information is used to determine your eligibility for rental assistance at the time of application.

The information in EIV is also used by HUD, HUD's Office of Inspector General (OIG), and auditors to ensure that your family and PHAs comply with HUD rules.

Overall, the purpose of EIV is to identify and prevent fraud within HUD rental assistance programs, so that limited taxpayer's dollars can assist as many eligible families as possible. EIV will help to improve the integrity of HUD rental assistance programs.

Is my consent required in order for information to be obtained about me?

Yes, your consent is required in order for HUD or the PHA to obtain information about you. By law, you are required to sign one or more consent forms. When you sign a form HUD-9886 *(Federal Privacy Act Notice and Authorization for Release of Information)* or a PHA consent form (which meets HUD standards), you are giving HUD and the PHA your consent for them to obtain information about you for the purpose of determining your eligibility and amount of rental assistance. The information collected about you will be used only to determine your eligibility for the program, unless you consent in writing to authorize additional uses of the information by the PHA.

<u>Note:</u> If you or any of your adult household members refuse to sign a consent form, your request for initial or continued rental assistance may be denied. You may also be terminated from the HUD rental assistance program.

What are my responsibilities?

As a tenant (participant) of a HUD rental assistance program, you and each adult household member must disclose complete and accurate information to the PHA, including full name, SSN, and DOB; income information; and certify that your reported household composition (household members), income, and expense information is true to the best of your knowledge.

Remember, you must notify your PHA if a household member dies or moves out. You must also obtain the PHA's approval to allow additional family members or friends to move in your home **prior** to them moving in.

What are the penalties for providing false information?

Knowingly providing false, inaccurate, or incomplete information is ***FRAUD*** *and a* ***CRIME***.

If you commit fraud, you and your family may be subject to any of the following penalties:

1. Eviction
2. Termination of assistance
3. Repayment of rent that you should have paid had you reported your income correctly
4. Prohibited from receiving future rental assistance for a period of up to 10 years
5. Prosecution by the local, state, or Federal prosecutor, which may result in you being fined up to $10,000 and/or serving time in jail.

Protect yourself by following HUD reporting requirements. When completing applications and reexaminations, you must include all sources of income you or any member of your household receives.

If you have any questions on whether money received should be counted as income or how your rent is determined, **ask your PHA**. When changes occur in your household income, **contact your PHA immediately** to determine if this will affect your rental assistance.

What do I do if the EIV information is incorrect?

Sometimes the source of EIV information may make an error when submitting or reporting information about you. If you do not agree with the EIV information, let your PHA know.

If necessary, your PHA will contact the source of the information directly to verify disputed income information. Below are the procedures you and the PHA should follow regarding incorrect EIV information.

Debts owed to PHAs and termination information reported in EIV originates from the PHA who provided you assistance in the past. If you dispute this information, contact your former PHA directly in writing to dispute this information and provide any documentation that supports your dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV.

Employment and wage information reported in EIV originates from the employer. If you dispute this information, contact the employer in writing to dispute **and** request correction of the disputed employment and/or wage information. Provide your PHA with a copy of the letter that you sent to the employer. If you are unable to get the employer to correct the information, you should contact the SWA for assistance.

Unemployment benefit information reported in EIV originates from the SWA. If you dispute this information, contact the SWA in writing to dispute **and** request correction of the disputed unemployment benefit information. Provide your PHA with a copy of the letter that you sent to the SWA.

Death, SS and SSI benefit information reported in EIV originates from the SSA. If you dispute this information, contact the SSA at (800) 772–1213, or visit their website at: www.socialsecurity.gov. You may need to visit your local SSA office to have disputed death information corrected.

Additional Verification. The PHA, with your consent, may submit a third party verification form to the provider (or reporter) of your income for completion and submission to the PHA.

You may also provide the PHA with third party documents (i.e. pay stubs, benefit award letters, bank statements, etc.) which you may have in your possession.

Identity Theft. Unknown EIV information to you can be a sign of identity theft. Sometimes someone else may use your SSN, either on purpose or by accident. So, if you suspect someone is using your SSN, you should check your Social Security records to ensure your income is calculated correctly (call SSA at (800) 772-1213); file an identity theft complaint with your local police department or the Federal Trade Commission (call FTC at (877) 438-4338, or you may visit their website at: http://www.ftc.gov). Provide your PHA with a copy of your identity theft complaint.

Where can I obtain more information on EIV and the income verification process?

Your PHA can provide you with additional information on EIV and the income verification process. You may also read more about EIV and the income verification process on HUD's Public and Indian Housing EIV web pages at: http://www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm.

The information in this Guide pertains to applicants and participants (tenants) of the following HUD-PIH rental assistance programs:

1. Public Housing (24 CFR 960); and
2. Section 8 Housing Choice Voucher (HCV), (24 CFR 982); and
3. Section 8 Moderate Rehabilitation (24 CFR 882); and
4. Project-Based Voucher (24 CFR 983)

DEPARTMENT OF COMMUNITY SERVICES

SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM

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www.honolulu.gov/dcs/housing.html

To: Owner/Agent

From: Jayne Lee, Rental Assistance Administrator

The City Department of Community Services is interested in preventing violations of the Section 8 Housing Assistance Payments Program. The Federal Office of the Inspector General (IG) has identified cases of fraud by Public Housing Agencies (PHA) and their employees, owner/agents, and tenants participating in the Section 8 Program.

In order to provide Section 8 housing assistance to as many needy families as possible, participants in the program must properly use assistance payments and follow program requirements. Incidents of fraud, willful misrepresentation, or intent to deceive the Section 8 Program are criminal acts. If anyone is suspected of committing any fraudulent action, we will refer the matter to the proper authority for appropriate action. Some examples of fraud involving owner/agent identified by the IG's investigation included:

1. Enter into verbal or written "side" agreements to receive payments in excess of the family's share of the rents. Any payment in excess of the rent must receive our prior approval.

2. Collecting assistance payments for units not occupied by Section 8 tenants.

3. Bribing PHA employees to certify substandard units as standard.

We urge you to immediately report any violations of the Section 8 Program. In addition, tenants receiving Section 8 assistance payments will be requested to assist in preventing abuses of the program. If you know of any violations or fraud committed by anyone, including City employees, please call the Section 8 office at 768-7096.

Thank you for your cooperation.

Portability

Portability is a term used to describe a family's ability to rent a dwelling unit outside the jurisdiction of the initial PHA and receive Section 8 tenant-based assistance. Portability increases the ability of program participants to live in areas of their choice, relocate to a new area for employment opportunities, or to gain access to preferred schools for their children within areas of low poverty. Portability also allows victims of domestic violence the opportunity to relocate away from an abuser.

A voucher holder has the right to receive tenant-based Voucher assistance to lease a unit outside the initial PHA jurisdiction, anywhere in the USA in the jurisdiction of a PHA with tenant-based assistance.

Hawaii Section 8 Programs - Neighbor Islands

COUNTY OF HAWAII:
Office of Housing & Community Development, Section 8
1990 Kinoole Street Suite 105
Hilo, HI 96720
Contact: Garrett Uejo
Ph: (808) 959-4642 Fax: (808) 959-9308

COUNTY OF KAUAI:
County of Kauai Housing Agency, Section 8
4444 Rice Street Suite 330
Lihue, HI 96766
Contact: Jennifer Toguchi
Ph: (808) 241-4411 Fax: (808) 241-4496

COUNTY OF MAUI:
Department of Human Concerns, Section 8
2065 Main St. 108
Wailuku, HI 96793
Contact: Gail Rumbaoa
Ph: (808) 270-7354 Fax: (808) 270-7829

If you are a victim of domestic violence, contact the National Domestic Violence Hotline, 1-800-799-SAFE (7233), or the National Sexual Assault Hotline, 1-800-656-HOPE (4673), to locate supportive services for the jurisdiction you wish to port to.

How Portability Works

What is Portability?

"Portability" in the Housing Choice Voucher (HCV) program refers to the process through which your family can transfer or "port" your rental subsidy when you move to a location outside the jurisdiction of the public housing agency (PHA) that first gave you the voucher when you were selected for the program **(the initial PHA).**

The agency that will administer your assistance in the area to which you are moving is called the receiving PHA.

New families have to live in the jurisdiction of the initial PHA for a year before they can port. But, the initial PHA may allow new families to port during this one-year period.

What Happens Next?

1. You must notify the initial PHA that you would like to port and to which area you are moving.
2. The initial PHA will determine if you are eligible to move. For example, the PHA will determine whether you have moved out of your unit in accordance with your lease.
3. If eligible to move, the initial PHA will issue you a voucher (if it has not done so already) and send all relevant paperwork to the receiving PHA.
4. If you are currently assisted, you must give your landlord notice of your intent to vacate in accordance with your lease.

Contacting the Receiving PHA

1. Your case manager will let you know how and when to contact the receiving PHA. Your case manager must give you enough information so that you know how to contact the receiving PHA.

2. If there is more than one PHA that administers the HCV program where you wish to move, you may choose the receiving PHA. The initial PHA will give you the contact information for the PHAs that serve the area. If you prefer, you may request that the initial PHA selects the receiving PHA for you.
Generally, the initial PHA is not required to give you any other information about the receiving PHAs, but you may wish to find out more details when contacting them (such as whether the receiving PHA operates a Family Self-Sufficiency or Homeownership program).

See back for more details

See back for more details

How Portability Works

Before Porting, Things You Should Know

Subsidy Standards: The receiving PHA may have different subsidy standards. In other words, the initial PHA may have issued you a three-bedroom voucher, but the receiving PHA may, if appropriate for your family, issue you a two-bedroom voucher. Note, however, that the PHA's subsidy standards must comply with fair housing and civil rights laws. This includes processing reasonable accommodation requests that are necessary for qualified individuals with disabilities.

Payment Standards: The payment standards of the receiving PHA may be different for each PHA. Payment standards are what determine the amount of the rent that the PHA will pay on your behalf. If a receiving PHA's payment standards are lower than the initial PHA, then the portion of the rent you pay may be more than what you were paying at the initial PHA.

Re-screening: The receiving PHA may re-screen you using their own policies, which may be different than the initial PHA's policies and could result in them denying your request to move. When contacting the receiving PHA, you may want to ask whether they re-screen families moving into their area under portability and what are their policies for termination or denial of HCV assistance. This will assist you in determining if the receiving PHA's policies might prevent you from moving to their jurisdiction.

Time Management: You should manage the move so that you have enough time to arrive at the receiving PHA before the initial PHA voucher expires; otherwise, you may lose your assistance.

See front for more details

Once at the Receiving PHA

1. The receiving PHA will issue you a voucher to search for a unit in its jurisdiction. Your voucher must be extended by 30 days from the expiration date on the voucher issued by the initial PHA.

2. When you submit a request for tenancy approval, the time on your voucher will stop until you are notified in writing whether the unit is approved or denied. The request for tenancy approval is the form you will submit to the receiving PHA once you find a unit, so that the receiving PHA can determine whether you may rent that unit under the program.

3. If you decide that you do not want to lease a unit in the area, the receiving PHA will return your voucher to the initial PHA. The initial PHA is not required to, but may, extend the term of your voucher so that you may search for a unit in the initial PHA's jurisdiction or port to another jurisdiction.

Any additional instructions will be provided by the receiving PHA. PHAs must comply with all nondiscrimination and equal opportunity requirements in the portability process, including, but not limited to, the Fair Housing Act, Section 504 of the of the Rehabilitation Act, Title VI of the Civil Rights Act, and title II of the Americans with Disabilities Act.

See front for more details

INFORMAL REVIEW AND SETTLEMENT OF DISPUTES

If an Applicant, or Participant Family, or an Owner, disputes any action taken by the Agency, and claims that such actions adversely affect the rights, duties, and welfare or status of said Family or Owner, such Family or Owner may present a written complaint to the Agency so that the dispute may discussed informally and attempted to be settled without a hearing. An informal review is not to be confused with the administrative proceeding under section 8-10-26 which affords an aggrieved Participant the opportunity to present an appeal before an impartial departmental representative for decision. The complaint must be filed with the Agency in writing within fifteen (15) calendar days after the day of the dispute arose or, if there was a written notification which gave rise to the dispute, within fifteen (15) calendar days from the date on the written notice. The Agency shall send written notification acknowledging receipt of the written complaint.

How to Be a Good Renter

Strategies to Search & Secure a Rental Unit

The basics

- Job interview approach -
  - **Professional attitude**
  - **Dress to impress**
  - **Be organized**

- Be practical -
  - **Secure a lease within your Payment Standard budget**
  - **Will the unit pass the Housing Quality Standards?**
  - **Prioritize what your preferred unit needs to have, especially when *time limitations* are a factor. You may have to settle for less than perfect to keep your voucher.**

- What can I afford?
  - **Eliminate unnecessary expenses**
  - **The less I spend, the more I save**

- Secure the deposit -
  - **Have finances equivalent to your payment standard, plus your portion of the first month's rent.**
  - **Seek financial aid through IHS, Salvation Army, Helping Hands, Catholic Charities, family and friends.**

- Access to available units and proactive search techniques -
  - **Utilize the section 8 rental inventory on lobby bulletin board**
  - **Seek help from the Section 8 Landlord Specialist**
  - **Work with a Real Estate Management team or agent**
  - **Check Newspapers and Rental magazines**
  - **Access Internet sites like Craigslist**
  - **Submit rental applications and add your name to potential wait lists**

- Be prompt and respond in a timely manner -
  - **Be punctual**
  - **Respond to messages in a timely manner (within 3 hours or less)**
  - **Provide detailed and well thought out replies**

- Use good etiquette when communicating via phone, mail or text -
  - **Update your voice message. Example: "Aloha, you have reached <u>Your Name</u>. Please leave your name, number and a brief message and I will get back to you as soon as possible. Thank you for calling."**
  - **Answer calls when you have a moment to talk (not while you are in the middle of taking care of more pressing matters).**

Interview etiquette

- Be prepared –
  - **Make sure you understand the Section 8 Program well enough to explain it. (NOTE: If you need more information call the Examiner listed on your Voucher.)**

- What type of first impression are you making?
  - **Don't smoke, chew gum or eat in the interview**
  - **Make eye contact and smile**
  - **If you have young children, talk to them about being respectful and have something to keep them busy while you are talking**

- Ask pertinent questions –
  - **Owner's name, address and phone number**
  - **Complete address of the property being rented**
  - **Who pays for utilities, is there a stove and refrigerator in the unit?**
  - **Are there special restrictions such as no pets, no waterbeds, etc.?**

- Provide candid answers regarding your –
  - **Sources of income, number of people in your household, past landlord references, credit history, deposit verification, etc.**

Lease Agreement

- Inquire about the following -
  - **How much is the rent?**
  - **What is the term/duration of the lease?**
  - **Identify who collects the rental payment?**
  - **When is the rent due, is there a grace period, what are the late fees &/or consequences? PAY YOUR RENT ON TIME!**
  - **Understand the policies and rules for children, visitors, overnight guests, pets, decorating, etc.**
  - **Identify owner and tenant utility obligations.**
  - **Review and understand the addendum stipulations.**
  - **What happens if a rule is broken on the lease?**
  - **Attend all initial, routine and post inspections (Note: Participate in the inspection process by taking notes, pictures or video for documentation and future reference.)**

Caring for the unit

- Refer to Housekeeping Basics section
- Keep the unit clean!
  - **The condition in which the unit was provided upon move in should be sustained throughout your tenancy minus normal wear and tear.**
  - **Know the difference between – "Normal wear and tear" of items vs "Damage due to neglect &/or negligence" - You break … you buy!**

- Promptly report unit deficiencies –
  - **Use diplomacy & document the event.**
  - **Do not retaliate against the Landlord (i.e. sever communication &/or withhold rent payment)!**

- Maintain your utility services –
  - **This a Housing Quality Standards requirement**
  - **If utilities are shut off, we must stop payments!**
  - **Use energy efficient products and utilities in moderation to save you &/or the landlord money.**
  - **Do not tamper with your heating, plumbing and electrical systems. Damages you cause will be paid by you.**

Be a good neighbor

- Do your part to -
  - **Maintain a decent, safe and sanitary residence**
  - **Govern noise, guest and traffic**
  - **Avoid excessive accumulation of items in the interior and exterior areas of the unit**

Vacating the unit

- Abide by the lease requirements and house rules

- Clean and restore the unit to its original move in condition (minus normal wear and tear)

- Remove your belongings by the exit date and promptly return all keys to the unit

- Participate in the exit inspection

- Collect back your deposit (less any amount still owed to the landlord)

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

A Good Place to Live!

Introduction

Having a good place to live is important. Through your Public Housing Agency (or PHA) the Section 8 Certificate Program and the Housing Voucher Program help you to rent a good place. You are free to choose any house or apartment you like, as long as it meets certain requirements for quality. Under the Section 8 Certificate Program, the housing cannot cost more than the Fair Market Rent. However, under the Housing Voucher Program, a family may choose to rent an expensive house or apartment and pay the extra amount. Your PHA will give you other information about both programs and the way your part of the rent is determined.

Housing Quality Standards

Housing quality standards help to insure that your home will be safe, healthy, and comfortable. In the Section 8 Certificate Program and the Housing Voucher Program there are two kinds of housing quality standards.
Things that a home must have in order approved by the PHA, and
Additional things that you should think about for the special needs of your own family. These are items that you can decide.

The Section 8 Certificate Program and Housing Voucher Program

The Section 8 Certificate Program and Housing Voucher Program allow you to *choose* a house or apartment that you like. It may be where you are living now or somewhere else. The *must have* standards are very basic items that every apartment must have. But a home that has all of the *must have* standards may still not have everything you need or would like. With the help of Section 8 Certificate Program or Housing Voucher Program, you *should* be able to afford a good home, so you should think about what you would like your home to have. You may want a big kitchen or a lot of windows or a first floor apartment. Worn wallpaper or paint may bother you. Think of these things as you are looking for a home. Please take the time to read A Good Place to Live. If you would like to stay in your present home, use this booklet to see if your home meets the housing quality standards. If you want to move, use it each time you go to look for a new house or apartment, and good luck in finding your good place to live.
Read each section carefully. After you find a place to live, you can start the *Request for Lease Approval* process. You may find a place you like that has some problems with it. Check with your PHA about what to do, since it may be possible to correct the problems.

The Requirements

Every house or apartment must have at least a living room, kitchen, and bathroom. A one-room efficiency apartment with a kitchen area is all right. However, there must be a separate bathroom for the private use of your family. Generally there must be one living/sleeping room for every two family members.

1. Living Room

The Living Room must have:

Ceiling
A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Walls
Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Electricity
At least two electric outlets, or one outlet and one permanent overhead light fixture.
Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cords: they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Floor
A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Window
At least one window. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Lock
A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that cannot be reached from the ground. A window that cannot be opened is acceptable.

Paint

- No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

You should also think about:

- The types of locks on windows and doors
  -- Are they safe and secure?
  -- Have windows that you might like to open been nailed shut?

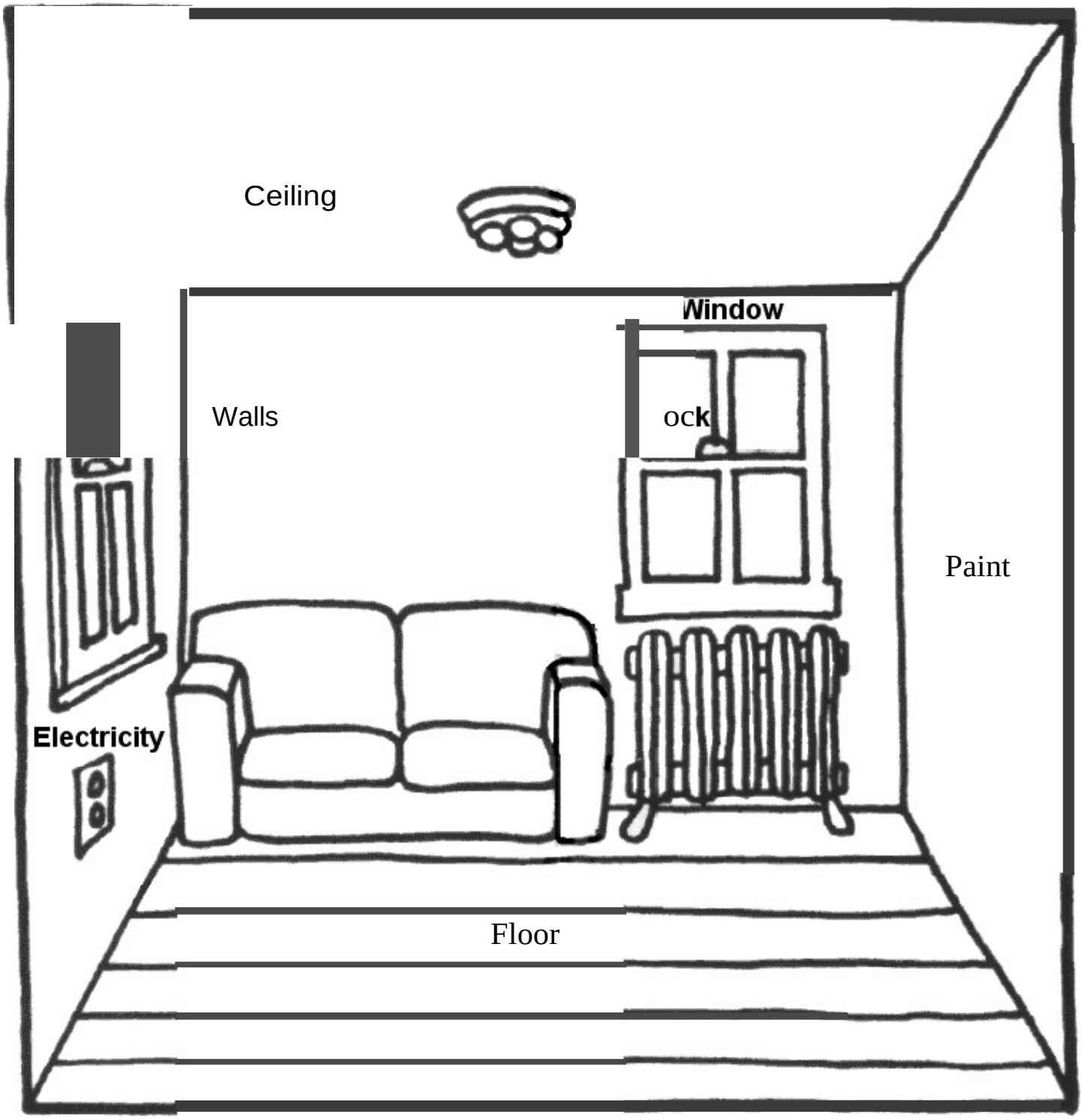
- The condition of the windows.
  -- Are there small cracks in the panes?

- The amount of weatherization around doors and windows.
  -- Are there storm windows?
  -- Is there weather stripping? If you pay your own utilities, this may be important.

- The location of electric outlets and light fixtures.

- The condition of the paint and wallpaper
  -- Are they worn, faded, or dirty?

- The condition of the floor.
  -- Is it scratched and worn?


Ceiling
Window
Walls
ock
Paint
Electricity
Floor

2. Kitchen

The Kitchen must have:

Ceiling
A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Storage
Some space to store food.

Electricity
At least one electric outlet and one permanent light fixture.
Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cards; they are not permanent.

- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Stove and Oven
A stove (or range) and oven that works (This can be supplied by the tenant)

Floor
A floor that is in good condition.
Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Preparation Area
Some space to prepare food.

Paint
No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

Window
If there is a window, it must be in good condition.

Lock
A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground. A window that cannot be opened is acceptable.

Walls
Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Serving Area
Some space to serve food.

- A separate dining room or dining area in the living room is all right.

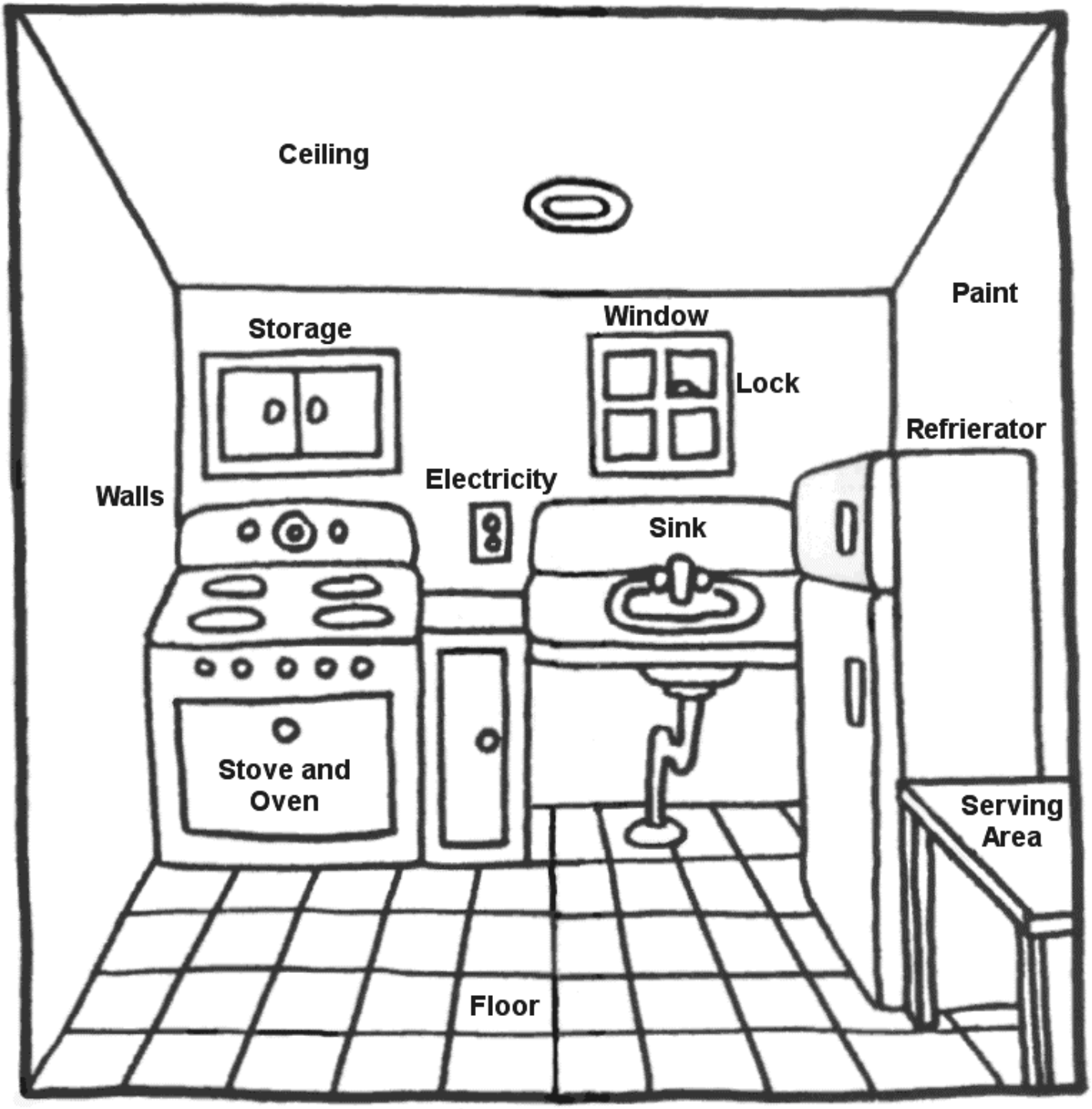
Refrigerator
A refrigerator that keeps temperatures low enough so that food does not spoil. (This can be supplied by the tenant.)

Sink
A sink with hot and cold running water.

- A bathroom sink will not satisfy this requirement.

You should also think about:

- The size of the kitchen.
- The amount, location, and condition of space to store, prepare, and serve food. Is it adequate for the size of your family?
- The size, condition, and location of the refrigerator. Is it adequate for the size of your family?
- The size, condition, and location of your sink.
- Other appliances you would like provided.
- Extra outlets.


Ceiling
Paint
Storage
Window
Lock
Refrierator
Walls
Electricity
Sink
Stove and
Oven
Serving
Area
Floor

3. Bathroom

The Bathroom must have:

Ceiling
A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Window
A window that opens or a working exhaust fan.

Lock
A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Toilet
A flush toilet that works.

Tub or Shower
A tub or shower with hot and cold running water.

Floor
A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Walls
Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface such as plaster.

Electricity
At least one permanent overhead or wall light fixture.

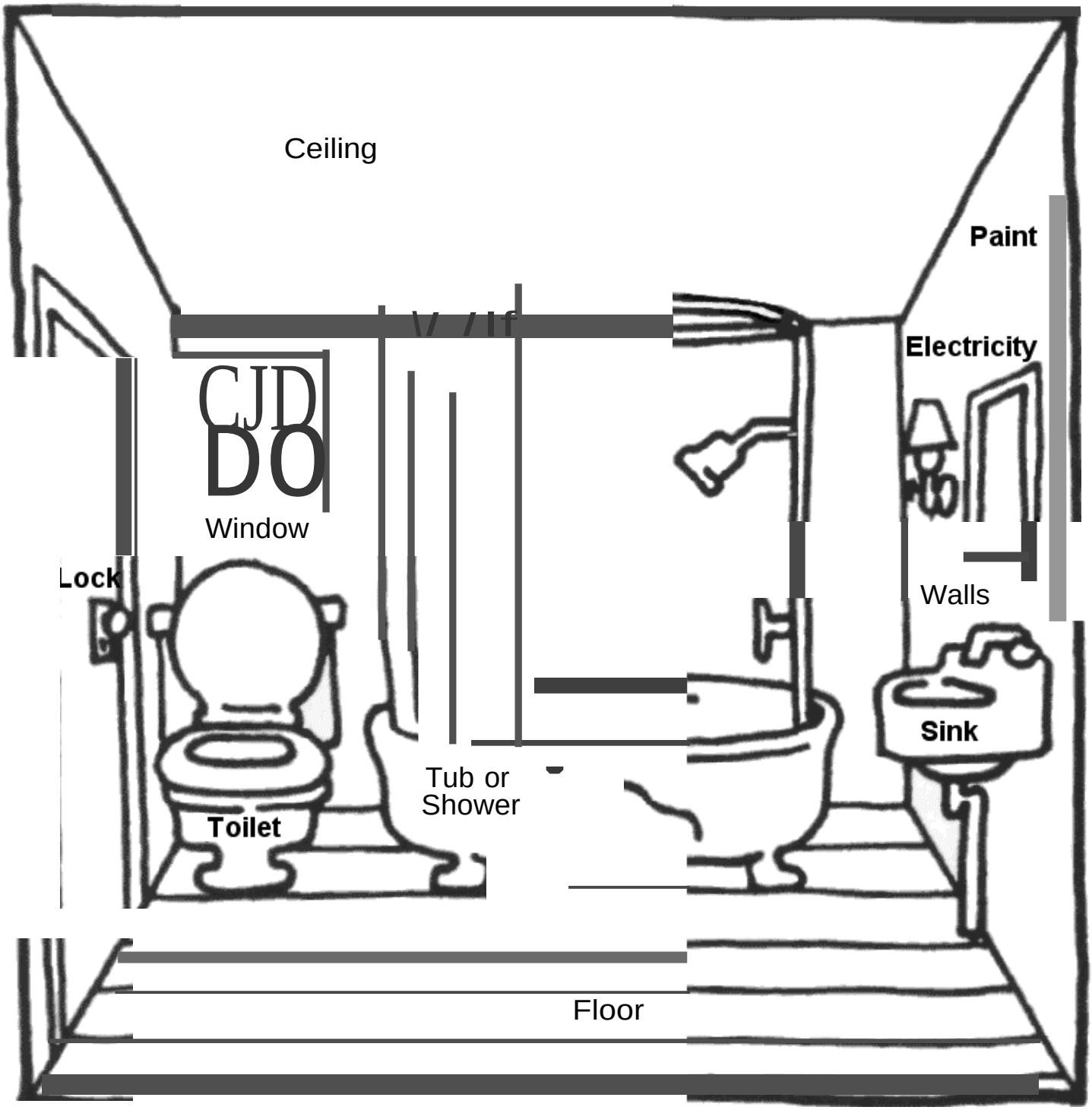
- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

Sink
A sink with hot and cold running water.

- A kitchen sink will not satisfy this requirement.

You should also think about:

- The size of the bathroom and the amount of privacy.
- The appearances of the toilet, sink, and shower or tub.
- The appearance of the grout and seal along the floor and where the tub meets the wall.
- The appearance of the floor and walls.
- The size of the hot water heater.
- A cabinet with a mirror.


Ceiling
Paint
Electricity
Window
Lock
Walls
Sink
Tub or
Shower
Toilet
Floor

4. Other Rooms

Other rooms that are lived in include: bedrooms, dens, halls, and finished basements or enclosed, heated porches. The requirements for other rooms that are lived in are similar to the requirements for the living room as explained below.

Other Rooms Used for Living must have:

Ceiling
A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster,

Walls
Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Electricity in Bedrooms
Same requirement as for living room.

In All Other Rooms Used for Living: There is no specific standard for electricity, but there must be either natural illumination (a window) or an electric light fixture or outlet.

Floor
A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Lock
A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Window
At least one window, which must be openable if it was designed to be opened, in every rooms used for sleeping. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Other rooms that are not lived in may be: a utility room for washer and dryer, basement or porch. These must be checked for security and electrical hazards and other possible dangers (such as walls or ceilings in danger of falling), since these items are important for the safety of your entire apartment. You should also look for other possible dangers such as large holes in the walls, floors, or ceilings, and unsafe stairways. Make sure to look for these things in all other rooms not lived in.

You should also think about:

- What you would like to do with the other rooms.
  -- Can you use them the way you want to?

- The type of locks on windows and doors.
  -- Are they safe and secure?
  -- Have windows that you might like to open been nailed shut?

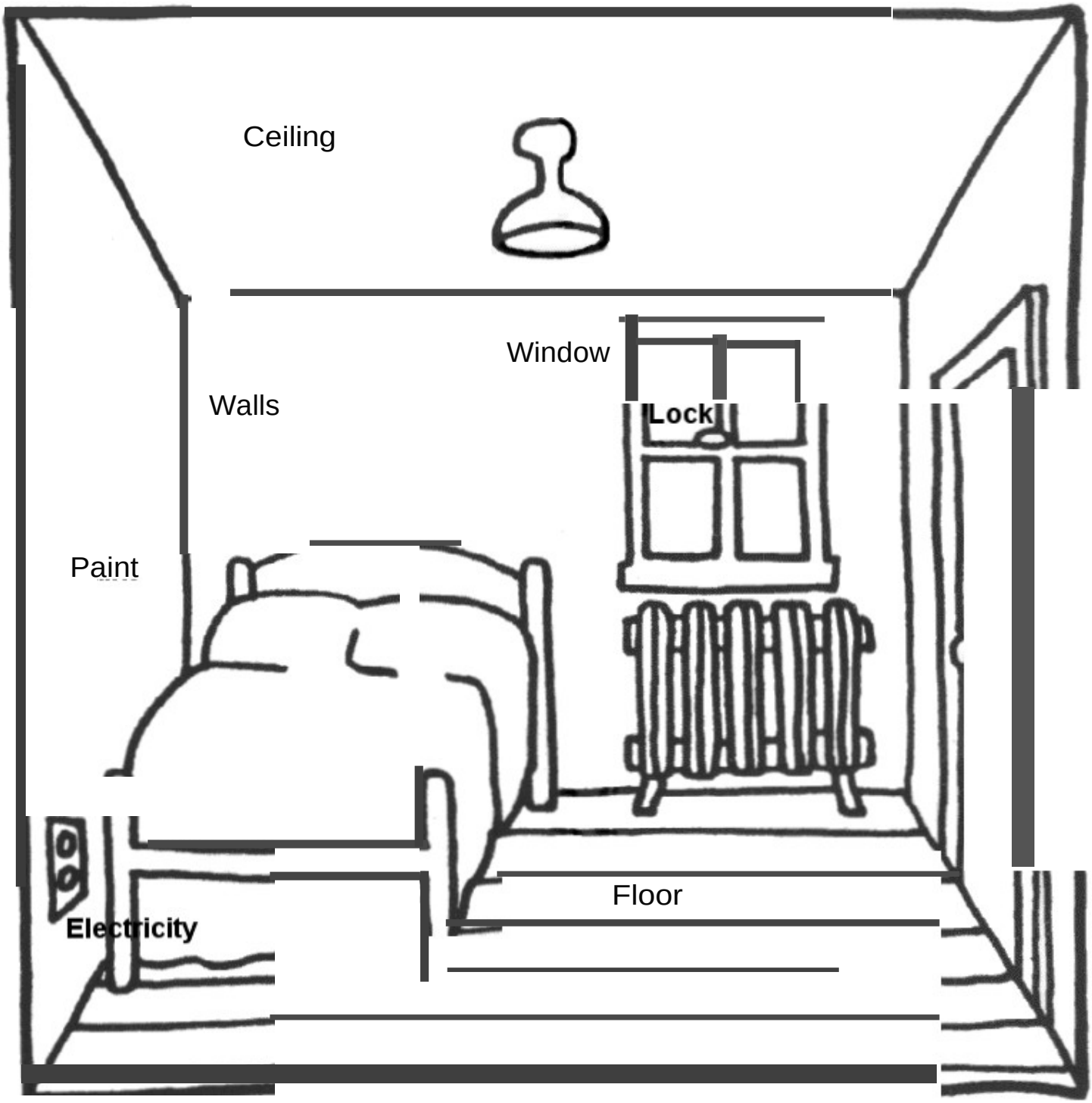
- The condition of the windows.
  -- Are there small cracks in the panes?

- The amount of weatherization windows.
  -- Are there storm windows?
  -- Is there weather-stripping? If you pay your own utilities, this may be important.

- The location of electric outlets and light fixtures.

- The condition of the paint and wallpaper
  -- Are they worn, faded, or dirty?

- The condition of the floors.
  -- Are they scratched and worn?


Ceiling
Window
Walls
Lock
Paint
Floor
Electricity

5. Building Exterior, Plumbing, and Heating

The Building must have:

Roof
A roof in good condition that does not leak, with gutters and downspouts, if present, in good condition and securely attached to the building.

- Evidence of leaks can usually be seen from stains on the ceiling inside the building.

Outside Handrails
Secure handrails on any extended length of stairs (e.g. generally four or more steps) and any porches, balconies, or decks that are 30 inches or more above the ground.

Walls
Exterior walls that are in good condition, with no large holes or cracks that would let a great amount of air get inside.

Foundation
A foundation in good condition that has no serious leaks.

Water Supply
A plumbing system that is served by an approvable public or private water supply system. Ask the manager or owner.

Sewage
A plumbing system that in connected to an approvable public or private sewage disposal system. Ask the manager or owner.

Chimneys
No serious leaning or defects (such as big cracks or many missing bricks) in any chimneys.

Paint
No cracking, peeling, or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

- This includes exterior walls, stairs, decks, porches, railings, windows, and doors.

Cooling
Some windows that open, or some working ventilation or cooling equipment that can provide air circulation during warm months.

Plumbing
Pipes that are in good condition, with no leaks and no serious rust that causes the water to be discolored.

Water Heater
A water heater located, equipped, and installed in a safe manner. Ask the manager.

Heat
Enough heating equipment so that the unit can be made comfortably warm during cold months.

- Not acceptable are space heaters (or room heaters) that burn oil or gas and are not vented to a chimney. Space heaters that are vented may be acceptable if they can provide enough heat.

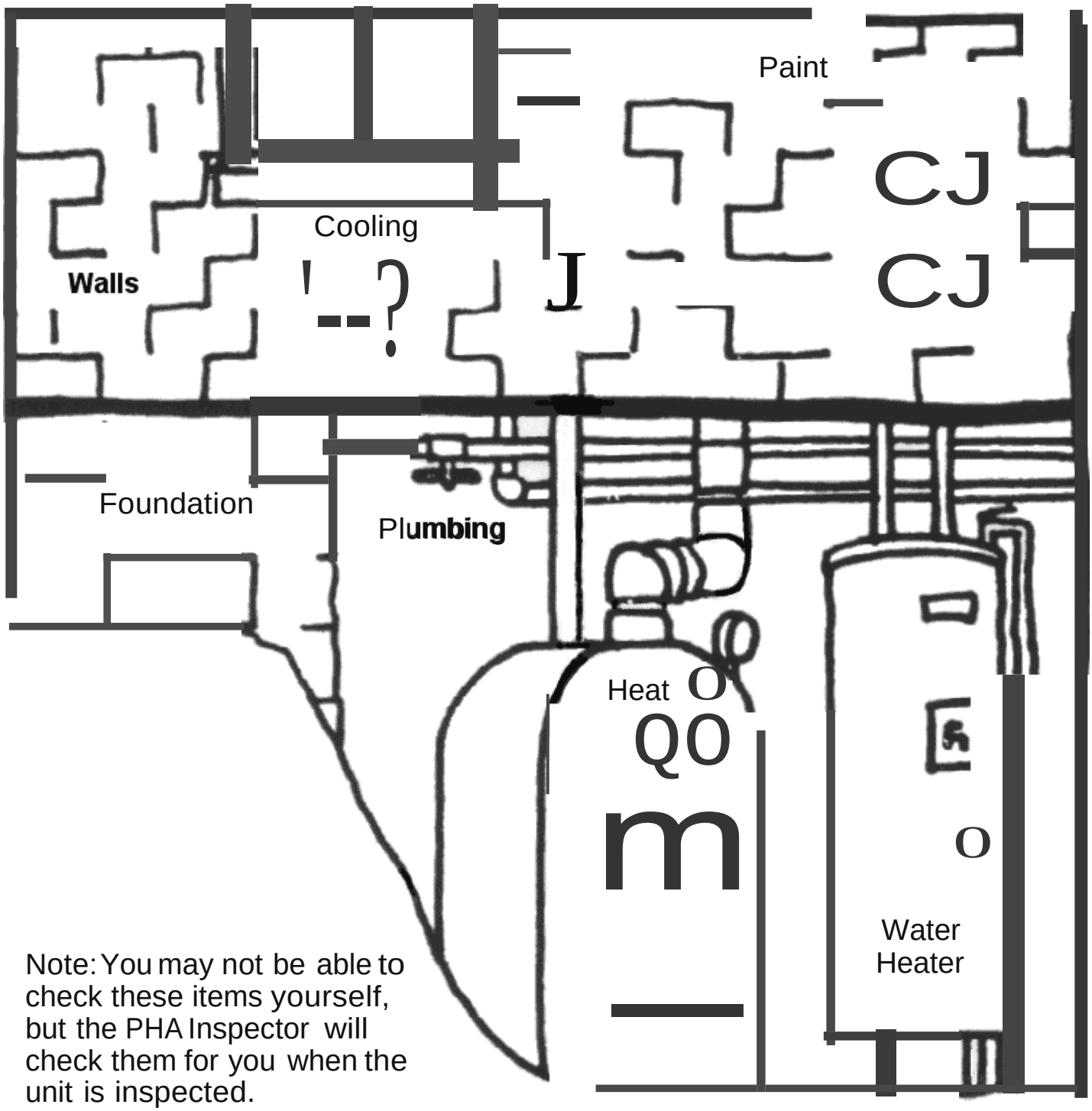
You should also think about:

- How well maintained the apartment is.

- The type of heating equipment.
  --Will it be able to supply enough heat for you in the winter, to all rooms used for living?

- The amount and type of weatherization and its affect on utility costs.
  -- Is there insulation?
  -- Are there storm windows?
  -- Is there weather-stripping around the windows and doors?

- Air circulation or type of cooling equipment (if any).
  -- Will the unit be cool enough for you in the summer?



Note: You may not be able to check these items yourself, but the PHA Inspector will check them for you when the unit is inspected.

6. Health and Safety

The Building and Site must have:

Smoke Detectors
At least one working smoke detector on each level of the unit, including the basement. If any member of your family is hearing-impaired, the smoke detector must have an alarm designed for hearing-impaired persons.

Fire Exits
The building must provide an alternate means of exit in care of fire (such as fire stairs or exit through windows, with the use of a ladder if windows are above the second floor).

Elevators
Make sure the elevators are safe and work properly.

Entrance
An entrance from the outside or from a public hall, so that it is not necessary to go through anyone else's private apartment to get into the unit.

Neighborhood
No dangerous places, spaces, or things in the neighborhood such as:

- Nearby buildings that are falling down
- Unprotected cliffs or quarries
- Fire hazards
- Evidence of flooding

Garbage
No large piles of trash and garbage inside or outside the unit, or in common areas such as hallways. There must be a space to store garbage (until pickup) that is covered tightly so that rats and other animals cannot get into it. Trash should be picked up regularly.

Lights
Lights that work in all common hallways and interior stairs.

Stairs and Hallways
Interior stairs with railings, and common hallways that are safe and in good condition. Minimal cracking, peeling or chipping in these areas.

Pollution
No serious air pollution, such as exhaust fumes or sewer gas.

Rodents and Vermin
No sign of rats or large numbers of mice or vermin (like roaches).

For Manufactured Homes: Tie Downs
Manufactured homes must be place on the site in a stable manner and be free from hazards such as sliding or wind damage.

You should also think about:

- The type of fire exit.
  --Is it suitable for your family?

- How safe the house or apartment is for your family.

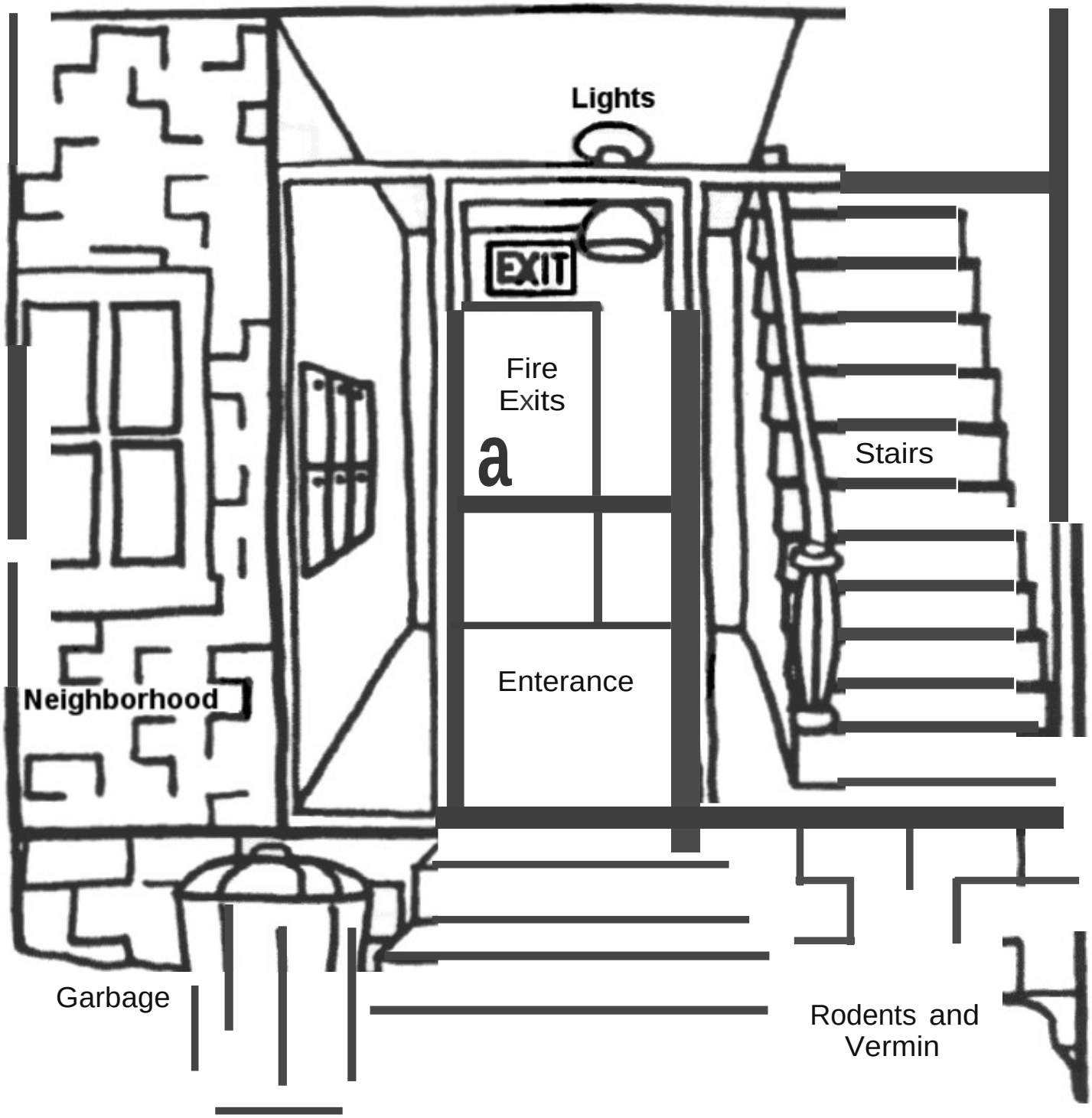
- The presence of screens and storm windows.

- Services in the neighborhood.
  --Are there stores nearby?
  --Are there schools nearby?
  --Are there hospitals nearby?
  --Is there transportation nearby?

- Are there job opportunities nearby?

- Will the cost of tenant-paid utilizes be affordable and is the unit energy-efficient?

- Be sure to read the lead-based paint brochure give to you by the PHA or owner, especially if the housing or apartment is older (built before 1978).



Note: You may not be able to check these items listed here yourself, but the **PHA** Inspector will check them for you when the unit is inspected.

Now that you have finished this booklet, you know that for a house or apartment to be a good place to live, it must meet two kinds of housing quality standards:

- Things it must have in order to be approved for the Section 8 Rental Certificate Program and the Rental Voucher Program.

- Additional things that you should think about for the special needs of your family.

You know that these standards apply in six areas of a house or apartment.

1. Living Room
2. Kitchen
3. Bathroom
4. Other Rooms
5. Building Exterior, Plumbing and Heating
6. Health and Safety

You know that when a house or apartment meets the housing quality standards, it will be safe, healthy, and comfortable home for your family. It will be a good place to live.

After you find a good place to live, you can begin the *Request for Lease Approval* process. When both you and the owner have signed the R*equest for Lease Approval* and the PHA has received it, an official inspection will take place. The PHA will inform both you and the owner of the inspection results.

If the house or apartment passed, a lease can be signed. There may still be some items that you or the PHA would like improved. If so, you and your PHA may be able to bargain for the improvements when you sign the lease. If the owner is not willing to do the work, perhaps you can get him or her to pay for the materials and do if yourself.

It the house or apartment fails, you and/or your PHA may try to convince the owner to make the repairs so it will pass. The likelihood of the owner making the repairs may depend on how serious or costly they are.

If it fails, all repairs must be made, and the house or apartment must be re-inspected before any lease is signed. If the owner cannot or will not repair the house or apartment, even if the repairs are minor, you must look for another home. Make sure you understand why the house or apartment failed, so that you will be more successful in your next search.

Responsibilities of the Public Housing Authority:

- Ensure that all units in the Section 8 Certificate Program and the Housing Voucher Program meet the housing quality standards.
- Inspect unit in response to Request for Lease Approval. Inform potential tenant and owner of results and necessary actions.
- Encourage tenants and owners to maintain units up to standards.
- Make inspection in response to tenant or owner complaint or request. Inform the tenant and owner of the results, necessary actions, and time period for compliance.
- Make annual inspection of the unit to ensure that it still meets the housing quality standards. Inform the tenant and owner of the results, necessary actions, and time period for compliance.

Responsibilities of the tenant:

- Live up to the terms of your lease.
- Do your part to keep the unit safe and sanitary.
- Cooperate with the owner by informing him or her of any necessary repairs.
- Cooperate with the PHA for initial, annual, and complaint inspections.

Responsibilities of the owner:

- Comply with the terms of the lease.
- Generally maintain the unit and keep it up to the housing quality standards outlined in this booklet.
- Cooperate with the tenant by responding promptly to requests for needed repairs.
- Cooperate with the PHA on initial, annual, and complaint inspections, including making necessary repairs.

Financial Assistance Providers

Financial Aid

- Catholic Charities of Hawai'i: (808) 521-4357
- Kalihi-Palama Health Center : (808) 792-4518
- Parents and Children Together: (808) 841-6177
- The Salvation Army of Hawaii – Family Services Center: (808) 841-5565
- U.S.VETS Hawai'i – Supportive Services for Veteran Families: (808) 282-9244
- Helping Hands Hawai'i – Emergency Assistance Program : (808) 440-3835
- Institute for Human Services (I.H.S.):
  - Families: (808) 447-2819 or (808) 447-2844
  - Individuals: (808) 447-2863
  - Homeless Prevention/Rapid Rehousing: (808) 447-2907

Low-Income Home Energy/Utilities Assistance (LIHEAP):

provides a one-time utilities assistance credit to qualified individuals and families. LIHEAP applications are available from June 1st – June 30th at your local Honolulu Community Action Program (HCAP) office.

HCAP Offices

- Main Office: (808) 521-4531
- Kalihi-Palama District: (808) 847-0804
- Central District: (808) 488-6834
- Leahi District: (808) 732-7755
- Windward District: (808) 239-5754
- Leeward District: (808) 696-4261

You may also call Aloha United Way at 211 from any touch-tone phone for a list of other rental assistance agencies in your area.

GET CONNECTED. GET HELP.

Call 211, Hawaii's only comprehensive, community information and referral helpline.

211 is powered by caring, local experts, trained to understand complex problems and connect people to community resources including:

- Food, shelter, clothing
- Support and care programs
  - Keiki
  - Kupuna
  - Disability services
- Crisis intervention and disaster relief
- Domestic violence programs
- Rental and utility assistance
- Legal and financial assistance
- Substance abuse treatment
- SNAP prescreening
- And much more!

CALL 211
Monday – Friday,
7:00am – 5:00pm

24/7

AUW211.ORG

FREE, CONFIDENTIAL, STATEWIDE HELPLINE.

1,300+ agencies
4,000+ programs

82,709 assistance requests received in 2019

AIRS

AIRS accredited Specalists trained to provide quality service

2·1·1
Get Connected. Get Help.™

United Way
Aloha United Way

Know your Credit Score and Repair Credit if necessary.

You cannot change anything that is correct on your credit report (even if you don't like it), but you can get incorrect information removed from your credit report. Request a credit report and those of all adult household members who will be responsible for the rent and then review it with a fine-toothed comb.

To obtain a ***FREE*** credit report once a year from each of the three credit reporting agencies (Equifax, Experian, and Transunion), you can access it through one of these three methods:

Web: *https://www.annualcreditreport.com/index.action*

Phone: Call 1-877-322-8228
You will go through a simple verification process over the phone. Your reports will be mailed to you.

Mail: Fill out the request form: and mail it to:
Central Source LLC
P.O. Box 105283
Atlanta, GA 30348-5283

Note: There is ***NO -COST*** for this service. If the vendor requests payment or a credit card to pull the report(s), then you have reached an incorrect website. Please exit and try again.

For assistance with credit issues and housing counseling, consider contacting:

U.S. Department of Housing & Urban Development (HUD) Approved Housing Counseling Agencies
See the following Pages of list of agencies.
Website:https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?webListAction=search&searchstate=HI

This listing is current as of **11/09/2020**.

Agencies located in HAWAII

Agency Name: HAWAIIAN COMMUNITY ASSETS, INC. - ANAHOLA BRANCH
Phone: 808-632-2070
Toll Free:
Fax:
Email: info@hawaiiancommunity.net
Address: 4523 Ioane Road
Anahola, Hawaii 96703
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
- Rental Housing Counseling
- Services for Homeless Counseling
Languages: - English
Affiliation: HAWAIIAN COMMUNITY ASSETS, INC
Website: http://www.hawaiiancommunity.net
Agency ID: 82381

Agency Name: HAWAIIAN COMMUNITY ASSETS, INC. - HILO BRANCH
Phone: 808-934-0801
Toll Free:
Fax:
Email: info@hawaiiancommunity.net
Address: 1315 Kalanianaole St
Hilo, Hawaii 96720-4911
Counseling Services: - Financial Management/Budget Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
- Rental Housing Counseling
- Services for Homeless Counseling
Languages: - English
Affiliation: HAWAIIAN COMMUNITY ASSETS, INC
Website: http://www.hawaiiancommunity.net
Agency ID: 82245

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 808-962-2851
Toll Free: 800-499-4302
Fax: 808-969-3983
Email:
Address: 101 Aupuni Street
PH1002
HILO, Hawaii 96720-4246
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
- Reverse Mortgage Counseling
Languages: - English
Affiliation: LEGAL AID SOCIETY OF HAWAII
Website: http://www.legalaidhawaii.org
Agency ID: 80975

Agency Name: HAWAII HOMEOWNERSHIP CENTER
Phone: 808-523-9500
Toll Free: 877-523-9503
Fax: 808-523-9502
Email: info@hihomeownership.org
Address: 1259 Aala St Ste 201
Honolulu, Hawaii 96817-3962
Counseling Services: - Financial Management/Budget Counseling
- Home Improvement and Rehabilitation Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
Languages: - English
Affiliation: NEIGHBORHOOD REINVESTMENT CORP. DBA NEIGHBORWORKS AMERICA
Website: http://www.hihomeownership.org
Agency ID: 83762

Agency Name: HAWAIIAN COMMUNITY ASSETS, INC
Phone: 808-587-7886
Toll Free:
Fax:
Email: info@hawaiiancommunity.net

Address: 200 N Vineyard Blvd
Suite B140
Honolulu, Hawaii 96817-3950
Counseling Services: - Financial Management/Budget Counseling
- Financial, Budgeting, and Credit Workshops
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
- Rental Housing Counseling
- Rental Housing Workshops
- Services for Homeless Counseling
Languages: - English
- Other
Affiliation: RURAL COMMUNITY ASSISTANCE CORPORATION
Website: http://www.hawaiiancommunity.net
Agency ID: 82582

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 808-536-4302
Toll Free: 800-499-4302
Fax: 808-527-8088
Email:
Address: 924 Bethel Street
HONOLULU, Hawaii 96813-4304
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
Languages: - English
Affiliation:
Website: http://www.legalaidhawaii.org
Agency ID: 80972

Agency Name: NACA (NEIGHBORHOOD ASSISTANCE CORPORATION OF AMERICA) HONOLULU, HI
Phone: 310-412-2600
Toll Free: 617-250-6222
Fax: 877-329-6222
Email: N/A
Address: 1516 S King St
Honolulu, Hawaii 96826-1912
Counseling Services: - Fair Housing Pre-Purchase Education Workshops
- Financial Management/Budget Counseling
- Home Improvement and Rehabilitation Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
- Predatory Lending Education Workshops
- Resolving/Preventing Mortgage Delinquency Workshops
Languages: - English
- Spanish
Affiliation: NEIGHBORHOOD STABILIZATION CORPORATION (NACA COUNSELING SUBSIDIARY)
Website: https://www.naca.com
Agency ID: 90427

Agency Name: HALE MAHAOLU HOMEOWNERSHIP/HOUSING COUNSELING
Phone: 808-242-7027
Toll Free:
Fax: 808-442-0740
Email: mtanji@halemahaolu.org
Address: 615 West Papa Ave.
KAHULUI, Hawaii 96732-2500
Counseling Services: - Fair Housing Pre-Purchase Education Workshops
- Financial Management/Budget Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
- Predatory Lending Education Workshops
- Rental Housing Counseling
Languages: - English
Affiliation:
Website: http://www.halemahaolu.org
Agency ID: 80480

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 808-235-5343
Toll Free: 800-499-4302
Fax: 808-239-5292
Email:
Address: 45-955 Kamehameha Hwy.
Suite 206
KANEOHE, Hawaii 96744-3222
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling

Languages: - English
Affiliation: LEGAL AID SOCIETY OF HAWAII
Website: http://www.legalaidhawaii.org
Agency ID: 80974

Agency Name: COUNCIL FOR NATIVE HAWAIIAN ADVANCEMENT
Phone: 808-596-8155
Toll Free:
Fax: 808-596-8156
Email: nancy@hawaiiancouncil.org
Address: 91-1270 Kinoiki St
Kapolei, Hawaii 96707-4128
Counseling Services: - Financial Management/Budget Counseling
- Home Improvement and Rehabilitation Counseling
Languages: - English
- Other
Affiliation: NATIONAL CAPACD
Website: https://www.hawaiiancouncil.org
Agency ID: 82428

Agency Name: NANAKULI HOUSING CORPORATION
Phone: 808-520-2607
Toll Free:
Fax: 808-520-2627
Email: info@baseyard.com
Address: 91-1041 Midway Street
Bldg 187
KAPOLEI, Hawaii 96707-2135
Counseling Services: - Financial Management/Budget Counseling
- Home Improvement and Rehabilitation Counseling
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
Languages: - English
Affiliation: RURAL COMMUNITY ASSISTANCE CORPORATION
Website: http://www.baseyard.com
Agency ID: 90185

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 800-553-3251
Toll Free: 800-499-4302
Fax: 808-774-8667
Email:
Address: 40 Ala Malama Ave
Kaunakakai, Hawaii 96748-0427
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
Languages: - English
Affiliation: LEGAL AID SOCIETY OF HAWAII
Website: http://www.legalaidhawaii.org
Agency ID: 80978

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 808-245-4728
Toll Free: 800-499-4302
Fax: 808-246-8824
Email:
Address: 3016 Umi Street
Suite 208
LIHUE, Hawaii 96766-1346
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
- Pre-purchase Homebuyer Education Workshops
Languages: - English
Affiliation: LEGAL AID SOCIETY OF HAWAII
Website: http://www.legalaidhawaii.org
Agency ID: 80977

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 808-696-6322
Toll Free: 800-499-4302
Fax: 808-696-5809
Email:
Address: 85-670 Farrington Hwy Ste A
WAIANAE, Hawaii 96792-2407
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
Languages: - English
Affiliation: LEGAL AID SOCIETY OF HAWAII
Website: http://www.legalaidhawaii.org
Agency ID: 80973

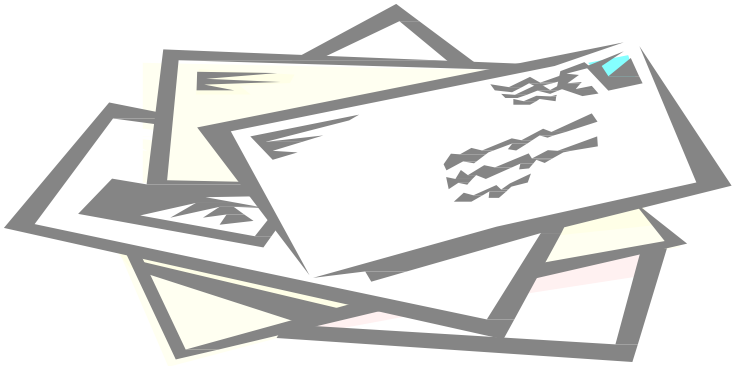
Agency Name: HABITAT FOR HUMANITY MAUI, INC
Phone: 808-242-1140
Toll Free:
Fax: 808-242-1141
Email: info@habitat-maui.org

Address: 1162 Lower Main St.
WAILUKU, Hawaii 96793-2039
Counseling Services: - Financial Management/Budget Counseling
- Financial, Budgeting, and Credit Workshops
- Home Improvement and Rehabilitation Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
Languages: - English
Affiliation:
Website: www.habitat-maui.org
Agency ID: 90276

Agency Name: HAWAIIAN COMMUNITY ASSETS, INC. - WAILUKU BRANCH
Phone: 808-587-7886
Toll Free:
Fax:
Email: info@hawaiiancommunity.net
Address: 24 N Church St
Suite 210
Wailuku, Hawaii 96793-1680
Counseling Services: - Financial Management/Budget Counseling
- Mortgage Delinquency and Default Resolution Counseling
- Non-Delinquency Post Purchase Workshops
- Pre-purchase Counseling
- Pre-purchase Homebuyer Education Workshops
- Rental Housing Counseling
- Services for Homeless Counseling
Languages: - English
Affiliation: HAWAIIAN COMMUNITY ASSETS, INC
Website: http://www.hawaiiancommunity.net
Agency ID: 82371

Agency Name: LEGAL AID SOCIETY OF HAWAII
Phone: 808-244-3731
Toll Free: 800-499-4302
Fax: 808-446-7849
Email:
Address: 24 N. Church street
Suite 401
WAILUKU, Hawaii 96793-1680
Counseling Services: - Mortgage Delinquency and Default Resolution Counseling
Languages: - English
Affiliation: LEGAL AID SOCIETY OF HAWAII
Website: http://www.legalaidhawaii.org
Agency ID: 80976

Show the landlord that you can be relied on to pay your rent on time! Make copies of records or receipts of bills you have paid on time for the last six (6) months, such as:



- **Credit report;**
- **Utility bills: (Electricity/phone/cable, etc.);**
- **Credit card payments (MC, Visa, etc.);**
- **Loan payments (car, signature, etc.).**

RECOMMENDATIONS & REFERENCES:

Secure recommendation or reference letters from employers, supervisors, church pastors, co-workers, sport coaches, and friends who will write positive things about you and your family. This type of letter will show the landlord:

- **The length of time you have worked at your past or present job, and your duties and responsibilities;**
- **Positive work ethics and dependability;**
- **Professional or personal attitudes and behaviors;**
- **Type of person you and your family are: It will show that you and your family take good care of where you live by keeping things clean and in good condition, etc.**

OTHER TYPES OF RECORDS NEEDED:

Other types of records can show landlords that you and your family do follow through on commitments, can be counted on to pay your rent on time and are good community citizens. If possible include:

- School report cards records/transcripts/diplomas;
- Traffic abstract (a good driving record);
- Any type of volunteer experience (shows positive community and citizenship involvement);
- Recognition awards and trophies (Sponsors, and community involvement).

RENTAL INTERVIEW:

Interviews by phone and in person are very important. Make sure your "First Impression" at your *Interview* is a positive one, as the landlord can decide to rent or not rent to you based on how you interviewed. Always be ready regarding:

The Phone Interview:

- ***Though you may not know this, when you call to inquire about the unit, you are being interviewed. Make sure you are courteous and respectful. Based on your attitude and the tone of your voice on the phone, the landlord or the secretary may decide to meet/not meet you.***
- ***Have a pen and paper ready to write your appointment date/time, the unit address, and other information.***

The In-Person Interview:

- ***Dress your Sunday best and "Dress for Success;"***
- ***Arrive early to your appointment or call if you will be late;***
- ***Have copies of your documents ready for the landlord;***
- ***Before your appointment, write down questions you want to ask about the unit. Bring a pen and paper to write the answers and to write other information;***
- ***Don't forget to ask for a "check back" date regarding the landlord's decision to rent or not rent to you.***

RESUME:

Landlords are similar to employers, because they are business people. Landlords want to rent to people who can show them that they are trustworthy, dependable and will take care of the place they rent and/or do business with. A RESUME helps to show landlords this in written format. It is a picture of you on paper. The resume tells about your work experience, education and specialized skills.

REQUIRED I.D. AND DOCUMENTS:

You will need a copy of each of the following for each adult that will live with you in the unit:

- **Valid STATE I.D. (Driver's License or I.D. Card)**
- **Social Security Card;**
- **Legal status in USA (Alien Card, Passport, etc.)**
- **Source of income for the last six (6) months (Paystubs, LES/Welfare/Social Security/SSI/SSDI, pension, etc.);**
- **Account Numbers from Bank Accounts; (Checking/Savings/Credit Unions, etc.).**

SUMMARY OF HOW TO AVOID PROBLEMS WHILE YOU ARE RENTING

Pay Rent on Time

Failure to pay on time is the most frequent reason why tenants are evicted. Paying rent should take priority over most other bills, especially in subsidized housing. Do not withhold rent because of something that your land did or failed to do-obtain legal advice first. If you want to avoid being evicted, it is much better to borrow money from a family member and owe them than it is to owe rent to your landlord.

Request Rent Adjustment Promptly

If a tenant who receives a rent subsidy of some kind suffers a reduction in income, immediately request a rent adjustment. Adjustments not requested will not be made retroactively.

Know the Rules and Follow Them

Don't violate the rules of the lease and the house rules; you will eventually get evicted. Common violations included unauthorized guests or occupants, noise violations, and damaging the apartment. Read your lease before you move in. If your tenancy is subject to the landlord-tenant code, get a copy and read it before problems develop.

Act Promptly

One of the most important things to do is to take prompt action when some problem arises pertaining to your tenancy. In a normal landlord-tenant relationship, the tenant pays the landlord on time for each month's rent and there is very little other interaction between the landlord and the tenant. If there is anything else that occurs-such as receiving a notice of a house rules violation, receiving a notice to pay rent, being told that your lease is terminating-take immediate action to try and remedy the problem. Problems become much difficult to solve as time passes. Do not hesitate to contact others, such as Legal Aid, for help right when the problem first arises.

Keep Good Records

It is important to keep track of all your rental documents (e.g., leases, house rules, rent receipts, etc.) in case you need to refer to them in the future. Never pay rent in cash unless the landlord will immediately provide you with a receipt-use checks or money orders if your landlord refuses to provide receipts.

Make a Paper Trial

If problems arise with your tenancy (e.g., if you receive a rule violation notice, if your landlord refuse to make requested repairs, etc.) send a letter to your landlord about the problems. If you are cited for a rule violation you did not commit, contest in writing. Try to be cordial in your communications. Make sure you keep a copy of everything you send your landlord.

Be Nice

Most problems other than those created by failure to pay rent can be avoided by being cordial to your landlord and your neighbors. Even when you disagree with your landlord or neighbors, try to resolve problems.

PRE-INSPECTION CHECK LIST FOR A HEALTHY AND SAFE HOME

Address: Insure that unit numbers and numerals are put on an easily seen place.

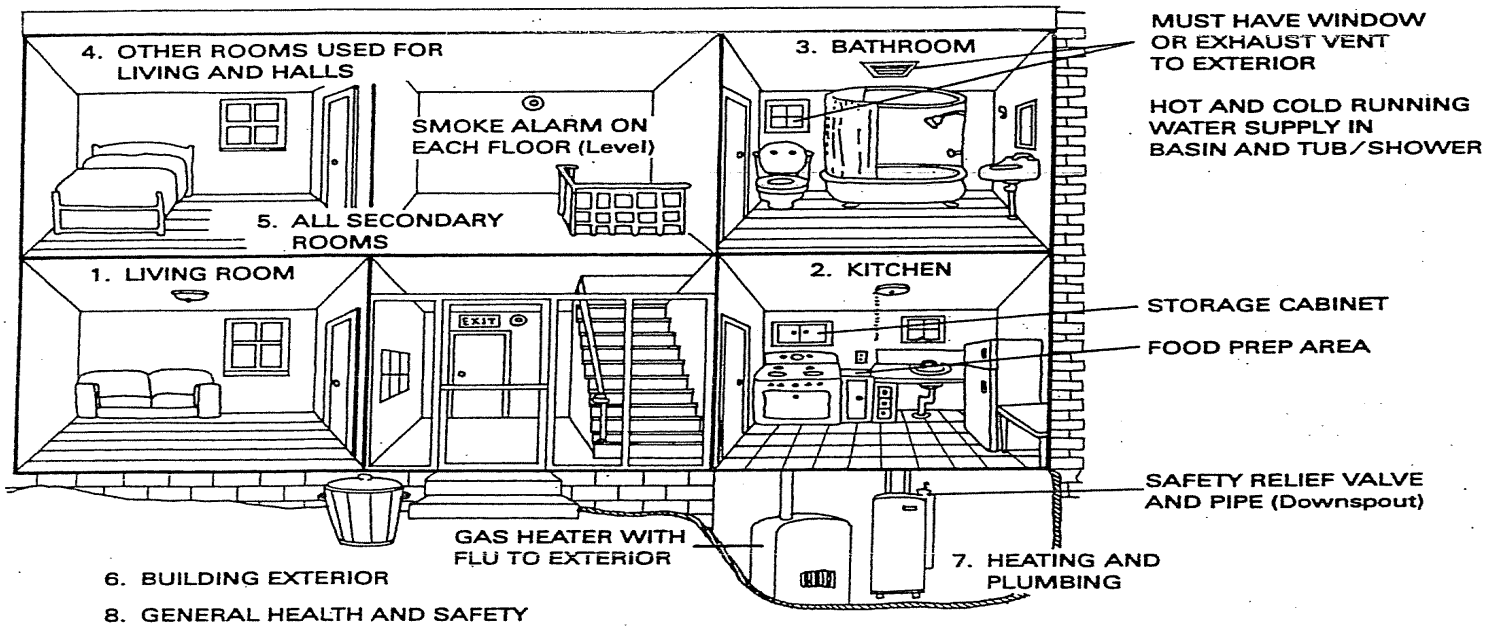
Utilities: Turn on electric and gas supply so appliances can be checked. If this is not possible, then landlord or agent should be present at time of inspection to sign a statement that all appliances and fixtures are in good working order.

Electrical Hazards: **Not acceptable** are broken or frayed wiring; light fixtures hanging from wiring; missing or cracked boxes, covers, plates on switches or outlets.

Windows: **Not acceptable** are windows with badly broken or missing panes and slats, jalousie windows with cracks and handles that do not work, and windows without locking mechanisms.

Celling Walls: **Not acceptable** are large cracks or holes, severe bulging or leaning, any amounts of loose, and chipping, peeling, cracking, or falling surface materials - plaster, paint, acoustics, etc.

Closets and Cabinets: **Not acceptable** are missing screen vents or panels. No falling hazards or vermin infestation.



Floors: **Not acceptable** are large cracks, holes or missing or uneven floor covering that could cause someone to trip.

Kitchen: **Must have** a food preparation area, sink, stove with oven and refrigerator. All burners, switches and knobs on stove, and oven must be working. In place of permanently installed ovens, portable broiler or microwave ovens are acceptable. Portable stoves, and hot plates are not acceptable. Under certain conditions microwave ovens can be used in lieu of stove and oven.

Bathroom: **Must have** a flush toilet, shower or tub and basin. Kitchen sink cannot be used in place of basin.

Building Exterior: **Must have** a roof that does not leak, walls that are in good condition; no cracking, peeling or chipping paint.

Plumbing: Hot water heater safety valve must be piped down to six inches (6") above floor. Hot and cold water supply and drain pipes must not leak.

NOTE: The pre-inspection checklist covers items that usually cause a unit to fail inspection, however, there are numerous other areas and items inspected to meet the Federal Housing Quality Standard.

Most Common Deficiencies for Inspections:

1. Missing, chipped or cracked switch and outlet covers.

2. Missing jalousie slats and/or locking pins or jalousie cranks are broken. Weather strips for jalousies are missing.

3. Carpet – tripping hazards because the carpet is curling up.

4. Missing or faded knobs on the stove. Drip pans are corroded. Burners are not working.

5. Faucets are leaking and/or leaky plumbing.

6. Flushing mechanisms or toilets are not working. Loose or wobbly toilets.

7. No batteries for smoke detectors or no smoke detectors.

8. Rubber seals on the refrigerator are broken.

9. All interior doors should not have keyed locks.

10. No downspout on the water heater Temperature Pressure Relief Valve (TPRV).

11. Disposal is not working. Disposal wire clamp is missing.

12. Exhaust vent in the bathroom is not working or there is no proper ventilation (no windows in the bathroom).

13. Lead Paint – peeling, chipping, or flaking paint, for units built prior to 1978 and occupied by families with children below 6 years old.

#3 PRESERVATION

Housekeeping Basics

Strategies to pass HQS:

- Enhance your status as the lessee
- Maintain the unit's inspection readiness

Note: Err on the side of caution!

A) Refer to product directions
B) Avoid mixing cleaning solutions **(i.e. Chlorine bleach and ammonia based products)**
C) Use non-abrasives cleaners
D) Wear protective gloves

1. Entry ways:

- Place floor mats at the external and internal door way
- Remove shoes

2. Kitchen:

- Use containers to seal cereal, flour, sugar, rice, etc. to preserve items and prevent infestations
- Stow cook wear, dishes, and glasses in cabinets to eliminate clutter. **(Note: Adequate food preparation space is an HQS requirement)**.
- Use cutting boards to preserve counter tops. Clean cutting boards using a bristle brush after each use to prevent continuation ricks.

- Eliminate burn hazards by using hot pads beneath heated items that can burn scorch or melt surfaces **(Note: Use oven mitts when handling hot items).**

- Use warm water during wash cycles.

- Wash dishes immediately after meals **(Note: If time constrains prevent washing, thoroughly rinse dishes immediately after meals and wash then time permits).**

- Use a drain strainer to trap debris and reduce clogs.

- Use a commercial disk rack &/or dish towel to dry dishes

- Stow dishes after wash cycle and dry cycle.

- Frequently micro wave cleaning cloths and sponges for 20 sec to sanitized these items. **(Note: Allow time for items to cool before handling).**

- Clean the following surfaces all each use: Sink, stove, knobs, burns, oven racks and drip pans. **(Note: Baking soda is effective chrome cleaner).**

3. Garbage disposal:

- Clean and disinfect dish rack, cabinets, switch plates and garbage cans weekly.

- Clean and disinfect refrigerator, frig door seal, cabinet and draws quarterly. **(Note: Utilized this time to dispose of expired goods).**

- Plastic bags are effective for the disposal of garbage. **(Note: Frequently spraying a dose of all purpose cleaner inside the trash bags will deter insects and using a garbage can with a lid will reduce order and spills).**

4. Bathroom:

- Clean disinfect weekly to frequently depend on family size.

- Rinse shower stall immediately using a bathroom cleaner and towel dry afterwards to deter mold. **(Note: Leave the shower curtain or door slightly open to allow air circulation.**

- Hard water deposits are removable by wiping areas with a solution of white vinegar and water.

- Use a drain strainer to prevent hair and debris from clogging drain pipe.

- Commercial rust remover products are effective dissolving rust stains.

- Use non–abrasive cleaning solutions and mild cleaning pads and/or sponges to prevent scratching surfaces.

- Use drain traps to prevent debris & hair from clogging pipes

- Rust stains can be removed effectively using commercial rust remover products

- Always wear protective gloves with applying household cleaning products.

- To effectively clean a toilet bowl place 2 denture tablets in the toilet bowl overnight, followed by a throw scrubbing in the morning.

- Clean and disaffect the medicine cadent 4 x yearly. Also use this opportunity to discard expired products.

- Tub mats can be clean and disaffected by washing in a laundry cycle

5. Bedroom & Living room Areas:

- Always dust from top to bottom **(i.e. ceiling to floor)**
- A sock can act as an excellent dust mitt
- Vacuum &/or sweep after dusting
- Properly stow away all clothing and items at the end of the day
- Keep a bin in a convenient location to quickly stow items away

6. Exterior & Yard:

- Keep the exterior premises free from litter
- Frequently sweep, rake and mow respective areas
- Water vegetation in the early AM or late PM hours **(Note: Conserve water)**
- Maintain a high degree of maintenance and sanitation on pet areas
- Promptly rpt exterior discrepancies to the Landlord/Agent

DEPARTMENT OF COMMUNITY SERVICES
SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM
842 BETHEL STREET, 1st FLOOR • HONOLULU, HAWAII 96813 • AREA CODE 808 • PHONE: 768-7096 • FAX: 768-7039
1000 ULU'OHI'A, SUITE 118 • KAPOLEI, HAWAII 96707 • TELEPHONE: 768-3000 • FAX: 768-3237 • TDD: 768-3228
www.honolulu.gov/dcs/housing.html

REQUIREMENT FOR SMOKE DETECTORS

We have been notified by the Department of Housing and Urban Development that it has amended the Section 8 Housing Quality Standards regulations. The new regulations state that:

> After October 30, 1992, each dwelling unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition, on each level of the unit. If the unit is occupied by hearing-impaired persons, smoke detectors must have an alarm system designed for hearing-impaired persons, in each bedroom occupied by a hearing-impaired person.
>
> The smoke detector must be located, to the extent practicable, in a hallway adjacent to a bedroom, unless the unit is occupied by a hearing-impaired person must have an alarm system connected to the smoke detector installed in the hallway.

Owners are responsible for installing, inspecting, and replacing batteries, as necessary, in the smoke detectors. A resident's responsibility under the lease to maintain and care for the unit extends to not tampering any other malfunction or maintenance need in their units.

Section 8 assisted rental units must be in compliance with these regulations. As such, the City's Section 8 Inspectors will be checking for the required smoke detectors at the time of the unit's next annual inspection. If you have any questions, please call Wally Macaraeg, Supervising Inspector at 768-7088.

DEPARTMENT OF COMMUNITY SERVICES
SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM
842 BETHEL STREET, 1st FLOOR • HONOLULU, HAWAII 96813 • AREA CODE 808 • PHONE: 768-7096 • FAX: 768-7039
1000 ULU'OHI'A, SUITE 118 • KAPOLEI, HAWAII 96707 • TELEPHONE: 768-3000 • FAX: 768-3237 • TDD: 768-3228
www.honolulu.gov/dcs/housing.html

IMPORTANT NOTICE TO SECTION 8 LANDLORD/AGENT

RE: CHANGES TO LEAD-BASED PAINT REGULATIONS

Effective September 15, 2000, changes to lead-based paint regulations are effective for the following Section 8 units and families:

UNITS/FAMILIES AFFECTED: All units constructed prior to 1978 which are occupied by a family with a child under **age 6** residing or expecting to reside in the unit.

WHAT WILL BE INSPECTED: The Section 8 inspector will inspect unit/building/complex for any deteriorated paint surfaces on the exterior and interior and all common areas (halls, laundry, recreation areas).

ACTION TO BE TAKEN: If the inspector discovers paint that is flaking, peeling, loose or defective (deteriorated surfaces), the new Federal regulation for safe treatment/safe work practices will be implemented and the owner/agent will be required to follow all the rules and regulations set forth by HUD (EPA) standards. (See attached "The Lead-Based Paint Pre-Renovation Education Rule" pamphlet.)

If your rental unit(s) is affected by these regulations, you are strongly encouraged to have your unit(s) inspected by your maintenance personnel for any deteriorated paint surfaces as described above. Please take corrective action to ensure that all paint defects have been removed before a Section 8 inspection is scheduled.

If you have any questions, please call **Wally Macaraeg,** Supervising Inspector, at 768-7088.

REV 3/2015

Protect Your Family From Lead in Your Home

United States Environmental Protection Agency

United States Consumer Product Safety Commission

United States Department of Housing and Urban Development

January 2020

Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

Read this entire brochure to learn:

- How lead gets into the body
- How lead affects health
- What you can do to protect your family
- Where to go for more information

Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint or lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right,* to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).

Simple Steps to Protect Your Family from Lead Hazards

If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at epa.gov/lead.
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy, low-fat foods high in iron, calcium, and vitamin C.
- Remove shoes or wipe soil off shoes before entering your house.

Lead Gets into the Body in Many Ways

Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.

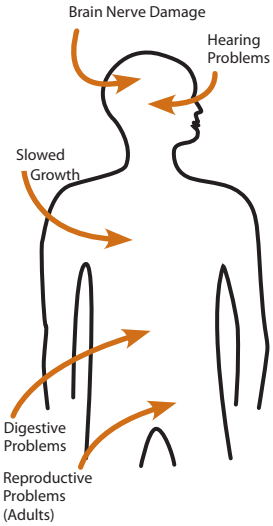
Women of childbearing age should know that lead is dangerous to a developing fetus.

- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

Health Effects of Lead

Lead affects the body in many ways. It is important to know that even exposure to low levels of lead can severely harm children.

In children, exposure to lead can cause:



- Nervous system and kidney damage
- Learning disabilities, attention-deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage

While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

In adults, exposure to lead can cause:

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

Check Your Family for Lead

Get your children and home tested if you think your home has lead.

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

Your doctor can explain what the test results mean and if more testing will be needed.

Where Lead-Based Paint Is Found

In general, the older your home or childcare facility, the more likely it has lead-based paint.[1]

Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint. In 1978, the federal government banned consumer uses of lead-containing paint.[2]

Learn how to determine if paint is lead-based paint on page 7.

Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at epa.gov/lead.

[1] "Lead-based paint" is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm^2), or more than 0.5% by weight.

[2] "Lead-containing paint" is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

Identifying Lead-Based Paint and Lead-Based Paint Hazards

Deteriorated lead-based paint (peeling, chipping, chalking, cracking, or damaged paint) is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

Lead-based paint is usually not a hazard if it is in good condition and if it is not on an impact or friction surface like a window.

Lead dust can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 10 micrograms per square foot ($\mu g/ft^2$) and higher for floors, including carpeted floors
- 100 $\mu g/ft^2$ and higher for interior window sills

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

Checking Your Home for Lead

You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
  - Portable x-ray fluorescence (XRF) machine
  - Lab tests of paint samples

- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
  - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
  - Sample dust near painted surfaces and sample bare soil in the yard
  - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.

Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.

Checking Your Home for Lead, continued

In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit epa.gov/lead, or call **1-800-424-LEAD (5323)** for a list of contacts in your area.[3]

[3] Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

What You Can Do Now to Protect Your Family

If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron, and calcium, such as spinach and dairy products. Children with good diets absorb less lead.

Reducing Lead Hazards

Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead–safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.

Always use a certified contractor who is trained to address lead hazards safely.

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement contractor. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Reducing Lead Hazards, continued

If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 40 micrograms per square foot (µg/ft^2) for floors, including carpeted floors
- 250 µg/ft^2 for interior windows sills
- 400 µg/ft^2 for window troughs

For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 14 and 15), or visit epa.gov/lead, or call 1-800-424-LEAD.

Renovating, Repairing or Painting a Home with Lead-Based Paint

If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*

RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
  - Open-flame burning or torching
  - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment
  - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects, visit epa.gov/getleadsafe, or read *The Lead-Safe Certified Guide to Renovate Right*.

Other Sources of Lead

Lead in Drinking Water

The most common sources of lead in drinking water are lead pipes, faucets, and fixtures.

Lead pipes are more likely to be found in older cities and homes built before 1986.

You can't smell or taste lead in drinking water.

To find out for certain if you have lead in drinking water, have your water tested.

Remember older homes with a private well can also have plumbing materials that contain lead.

Important Steps You Can Take to Reduce Lead in Drinking Water

- Use only cold water for drinking, cooking and making baby formula. Remember, boiling water does not remove lead from water.
- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes.
- Regularly clean your faucet's screen (also known as an aerator).
- If you use a filter certified to remove lead, don't forget to read the directions to learn when to change the cartridge. Using a filter after it has expired can make it less effective at removing lead.

Contact your water company to determine if the pipe that connects your home to the water main (called a service line) is made from lead. Your area's water company can also provide information about the lead levels in your system's drinking water.

For more information about lead in drinking water, please contact EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have other questions about lead poisoning prevention, call 1-800 424-LEAD.*

Call your local health department or water company to find out about testing your water, or visit epa.gov/safewater for EPA's lead in drinking water information. Some states or utilities offer programs to pay for water testing for residents. Contact your state or local water company to learn more.

* Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

Other Sources of Lead, continued

- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.[4]
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as **"greta"** and **"azarcon,"** used to treat an upset stomach.

[4] In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint. In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products.

For More Information

The National Lead Information Center
Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at epa.gov/lead and hud.gov/lead, or call **1-800-424-LEAD (5323).**

EPA's Safe Drinking Water Hotline
For information about lead in drinking water, call **1-800-426-4791**, or visit epa.gov/safewater for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline
For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772,** or visit CPSC's website at cpsc.gov or saferproducts.gov.

State and Local Health and Environmental Agencies
Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at epa.gov/lead, or contact the National Lead Information Center at **1-800-424-LEAD.**

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

U. S. Environmental Protection Agency (EPA) Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact
U.S. EPA Region 1
5 Post Office Square, Suite 100, OES 05-4
Boston, MA 02109-3912
(888) 372-7341

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 906-6809

Region 3 (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)

Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA 19103
(215) 814-2088

Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact
U.S. EPA Region 4
AFC Tower, 12th Floor, Air, Pesticides & Toxics
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8998

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact
U.S. EPA Region 5 (LL-17J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 353-3808

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)

Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue, 12th Floor
Dallas, TX 75202-2733
(214) 665-2704

Region 7 (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact
U.S. EPA Region 7
11201 Renner Blvd.
Lenexa, KS 66219
(800) 223-0425

Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop St.
Denver, CO 80202
(303) 312-6966

Region 9 (Arizona, California, Hawaii, Nevada)

Regional Lead Contact
U.S. EPA Region 9 (CMD-4-2)
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-4280

Region 10 (Alaska, Idaho, Oregon, Washington)

Regional Lead Contact
U.S. EPA Region 10 (20-C04)
Air and Toxics Enforcement Section
1200 Sixth Avenue, Suite 155
Seattle, WA 98101
(206) 553-1200

Consumer Product Safety Commission (CPSC)

The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

CPSC
4330 East West Highway
Bethesda, MD 20814-4421
1-800-638-2772
cpsc.gov or saferproducts.gov

U. S. Department of Housing and Urban Development (HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Contact to Office of Lead Hazard Control and Healthy Homes for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

HUD
451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
(202) 402-7698
hud.gov/lead

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U. S. EPA Washington DC 20460
U. S. CPSC Bethesda MD 20814
U. S. HUD Washington DC 20410

EPA-747-K-12-001
January 2020

IMPORTANT!

Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).

EQUAL HOUSING OPPORTUNITY

We Do Business in Accordance With the Federal Fair Housing Law

(The Fair Housing Amendments Act of 1988)

It is Illegal to Discriminate Against Any Person Because of Race, Color, Religion, Sex, Handicap, Familial Status, or National Origin

In the sale or rental of housing or residential lots

In advertising the sale or rental of housing

In the financing of housing

In the provision of real estate brokerage services

In the appraisal of housing

Blockbusting is also illegal

Anyone who feels he or she has been discriminated against may file a complaint of housing discrimination:

1-800-669-9777 (Toll Free)
1-800-927-9275 (TTY)
www.hud.gov/fairhousing

U.S. Department of Housing and Urban Development
Assistant Secretary for Fair Housing and Equal Opportunity
Washington, D.C. 20410

Hawai'i Fair Housing Contacts:

- **Fair Housing Hotline:** 1-800-669-9777

https://www.hud.gov/program_offices/fair_housing_equal_opp

- **U. S. Department of Housing & Urban Development (HUD)**

Fair Housing Equal Employment Opportunity (FHEO)
(808) 457-4662 or TTY: (800) 877-8339 or dial 7-1-1

- **City and County of Honolulu**

Fair Housing Office
(808) 768-7753
http://www.honolulu.gov/cms-dcs-menu/site-dcs-sitearticles/1670-cbdd-fair-housing.html

- **State of Hawai'i**

Hawai'i Civil Rights Commission (HCRC)
586-8636 or TDD/TTY Dial 711 then ask for (808) 586-8636.
https://labor.hawaii.gov/hcrc/

Hawai'i Public Housing Authority (HPHA)
(808) 832-4690 or TDD (808) 832-6083
hpha@hawaii.gov

- **Legal Aid Society of Hawaii**

Fair Housing Enforcement Program
(808) 536-4302 or Toll Free (800) 499-4302
https://www.fairhousinghawaii.org/

NOTICE TO HOUSING CHOICE VOUCHER APPLICANTS AND TENANTS REGARDING THE VIOLENCE AGAINST WOMEN ACT (VAWA)

A federal law that went into effect in 2013 protects individuals who are victims of domestic violence, dating violence, sexual assault, or stalking. The name of the law is the Violence against Women Act, or "VAWA." This notice explains your rights under VAWA.

Protections for Victims

If you are eligible for a Section 8 voucher, the housing authority cannot deny you rental assistance solely because you are a victim of domestic violence, dating violence, sexual assault, or stalking.

If you are the victim of domestic violence, dating violence, sexual assault, or stalking, you cannot be terminated from the Section 8 program or evicted based on acts or threats of violence committed against you. Also, criminal acts directly related to the domestic violence, dating violence, sexual assault, or stalking that are caused by a member of your household or a guest can't be the reason for evicting you or terminating your rental assistance if you were the victim of the abuse.

Reasons You Can Be Evicted

You can be evicted and your rental assistance can be terminated if the housing authority or your landlord can show there is an *actual* and *imminent* (immediate) threat to other tenants or employees at the property if you remain in your housing. Also, you can be evicted and your rental assistance can be terminated for serious or repeated lease violations that are not related to the domestic violence, dating violence, sexual assault, or stalking committed against you. The housing authority and your landlord cannot hold you to a more demanding set of rules than it applies to tenants who are not victims.

Removing the Abuser from the Household

Your landlord may split the lease to evict a tenant who has committed criminal acts of violence against family members or others, while allowing the victim and other household members to stay in the assisted unit. Also, the housing authority can terminate the abuser's Section 8 rental assistance while allowing you to continue to receive assistance. If the landlord or housing authority chooses to remove the abuser, it may not take away the remaining tenants' rights to the unit or otherwise punish the remaining tenants. In removing the abuser from the household, your landlord must follow federal, state, and local eviction procedures.

Moving to Protect Your Safety

The housing authority may permit you to move and still keep your rental assistance, even if your current lease has not yet expired. The housing authority may require that you be current on your rent or other obligations in the housing choice voucher program. The housing authority may ask you to provide proof that you are moving because of incidences of abuse.

Proving That You Are a Victim of Domestic Violence, Dating Violence, or Stalking

The housing authority and your landlord can ask you to prove or "certify" that you are a victim of domestic violence, dating violence, sexual assault, or stalking. The housing authority or your landlord must give you at least 14 business days (i.e., Saturdays, Sundays, and holidays do not count) to provide this proof. The housing authority and your landlord are free to extend the deadline. There are three ways you can prove that you are a victim:

- Complete the certification form given to you by the housing authority or your landlord. The form will ask for your name, the name of your abuser, the abuser's relationship to you, the date, time, and location of the incident of violence, and a description of the violence. You are only required to provide the name of the abuser if it is safe to provide and you know their name.
- Provide a statement from a victim service provider, attorney, or medical professional who has helped you address incidents of domestic violence, dating violence, sexual assault, or stalking. The professional must state that he or she believes that the incidents of abuse are real. Both you and the professional must sign the statement, and both of you must state that you are signing "under penalty of perjury."
- Provide a police or court record, such as a protective order.

If you fail to provide one of these documents within the required time, the landlord may evict you, and the housing authority may terminate your rental assistance.

Confidentiality

The housing authority and your landlord must keep confidential any information you provide about the violence against you, unless:

- You give written permission to the housing authority or your landlord to release the information.
- Your landlord needs to use the information in an eviction proceeding, such as to evict your abuser.
- A law requires the housing authority or your landlord to release the information.

If release of the information would put your safety at risk, you should inform the housing authority and your landlord.

VAWA and Other Laws

VAWA does not limit the housing authority's or your landlord's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

VAWA does not replace any federal, state, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking.

For Additional Information

If you have any questions regarding VAWA, please contact your housing examiner.

For help and advice on escaping an abusive relationship, call the National Domestic Violence Hotline at 1-800-799-SAFE (7233) or 1-800-787-3224 (TTY).

Definitions

For purposes of determining whether a tenant may be covered by VAWA, the following list of definitions applies:

VAWA defines *domestic violence* to include felony or misdemeanor crimes of violence committed by any of the following:

- A current or former spouse of the victim
- A person with whom the victim shares a child in common
- A person who is cohabitating with or has cohabitated with the victim as a spouse
- A person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies
- Any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction

VAWA defines *dating violence* as violence committed by a person (1) who is or has been in a social relationship of a romantic or intimate nature with the victim AND (2) where the existence of such a relationship shall be determined based on a consideration of the following factors:

- The length of the relationship
- The type of relationship
- The frequency of interaction between the persons involved in the relationship

VAWA defines *sexual assault* as "any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent" (42 U.S.C. 13925(a)).

VAWA defines *stalking* as (A)(i) to follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate another person OR (ii) to place under surveillance with the intent to kill, injure, harass, or intimidate another person AND (B) in the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (i) that person, (ii) a member of the immediate family of that person, or (iii) the spouse or intimate partner of that person.

DEPARTMENT OF COMMUNITY SERVICES
CITY AND COUNTY OF HONOLULU

SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM
842 BETHEL STREET, FIRST FLOOR HONOLULU, HAWAII 96813 PHONE: (808) 768-7096 FAX: (808) 768-7039
1000 ULU'OHI'A #118 , KAPOLEI, HAWAII 96707 PHONE: (808) 768-3000 FAX: (808) 768-3237
INTERNET: http://www.honolulu.gov/dcs/housing.htm

NOTICE OF RIGHT TO REASONABLE ACCOMMODATION

If you have a disability and as a result of your disability you need:

☐ A change in the rules or policies to give you an equal opportunity to take part in the Section 8 program, or

☐ A change in the way we communicate with you or give you information, therefore you may ask for this kind of change, which is called a reasonable accommodation.

If you can show that you have a disability and if your request is reasonable (does not pose "undue financial or administrative burden"), we may grant your request.

We will respond to you within 15 working days from the date we receive your request unless there is a problem getting the information we need or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons, and you can give us more information if you think that will help. You can request for an informal meeting if you receive a disapproval letter.

If you need help filling out a REASONABLE ACCOMMODATION form or if you want to give us your request in some other way, we can help you.

You can get a Request for Reasonable Accommodation form from an examiner of our housing agency.

NOTE: All information you provide will be kept confidential and will be used only to help you have an equal opportunity to participate in the Section 8 program.

Jlee 12/15 (agency/family)