FAMILY INFORMATION PACKET

http://www.honolulu.gov/dcs/rentalassistance.htm

Family Packet

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CITY AND COUNTY OF HONOLULU
DEPARTMENT OF COMMUNITY SERVICES
SECTION 8 HOUSING ASSISTANCE PAYMENTS PROGRAM

842 Bethel Street, 1st Floor
Honolulu, Hawaii 96813
Telephone: 768-7096 Fax: 768-7039

1000 Ulu'ohi'a Street, Suite 118
Kapolei, Hawaii 96707
Telephone: 768-3000 Fax: 768-3237 TDD: 768-3228

Background

The Section 8 Tenant-Based Assistance Program, which provides rental assistance for low-income families, was established by the federal government and is administered by the City and County of Honolulu under contract with the U.S. Department of Housing and Urban Development (HUD). In Honolulu, the Program began in 1975 with the Certificate Program and expanded with the Voucher Program in 1985. Effective October 1, 1999, the Certificate and Voucher Programs merged into the Housing Choice Voucher Program. Implementation of the merged program began with new families entering the program and existing Certificate and Voucher families who were offered new leases or moved to a new unit. The remaining families receiving rental assistance under the Certificate and Voucher Programs are being converted to the Housing Choice Voucher Program at their annual reexamination beginning October 1, 2000.

Factors of Eligibility

To be eligible for the program, the applicant family must:

1) meet current income limits (see below)
2) fall within the definition of a family (see below)
3) provide a Social Security Number or certify they don't have one for all family members.
4) furnish evidence of citizenship or eligible immigrant status

Income Limits at Admission

The program is designed to provide rental assistance to income eligible families at or below very low (50% of the median income for the City and County of Honolulu) income limits set by HUD. As of October 1, 1999, not less than 75% of new admissions must have incomes that are at or below the extremely low (30% of the median income set by HUD for Honolulu) income limits.

The current income limits by number in the household are as follows:

	1	2	3	4	5	6	7	8
50%	$34,300	$39,200	$44,100	$48,950	$52,900	$56,800	$60,700	$64,650
30%	$20,550	$23,500	$26,450	$29,350	$31,700	$34,050	$36,400	$38,750

Incomes of all members of the household are considered, e.g. income from employment, welfare, SSI, Social Security, VA, retirement, dividends, etc.

Definition of Family

The Section 8 Program is primarily to help families. A family is defined as:

1. Two or more persons intending to or sharing residency whose income and resources are available to meet the family's needs (including single individuals, with no other children who are pregnant or in the process of securing legal custody of any individual under 18 years of age).
2. Person with disabilities.
3. Single person 62 years of age or older.
4. Persons displaced by government action or occurrence of a fire/natural disaster (time limit).
5. Remaining member of an eligible family.
6. Single individuals who are not elderly, disabled, or displaced.

Elderly, disabled, or displaced applicants and families consisting of 2 or more persons shall have preference over a single person.

Rent, Housing Subsidy, and Family Share of Rent

The amount of rental assistance each family is eligible to receive is based on a payment standard (maximum subsidy based on family size/composition) less the higher of 30% of the family's monthly adjusted gross income or 10% of the family's monthly gross income.

The family's share for rent plus utilities is determined by a formula affected by the payment standard, the gross rent (rent to owner plus utilities paid by the tenant) and the family's income. New families to the program or a family who is moving to a new unit cannot pay more than 40% of their monthly adjusted income towards the gross rent if the gross rent is above the payment standard.

If the family chooses a unit for which the gross rent is at or less than the family's payment standard, the family's share of the gross rent will be the "minimum rent" payment of the higher of 30% of monthly adjusted income or 10% of monthly gross income. If the gross rent is above the payment standard, the family will pay the "minimum rent" payment plus the amount above the payment standard.

The current Payment Standard Schedule by bedroom size is as follows:

0	1	2	3	4	5
$1,112	$1,305	$1,591	$2,308	$2,583	$2,970

Where a family can live

Program participants are permitted to choose where they want to live as long as they meet program requirements. They can choose to remain where they are or move to another neighborhood. The tenant-based subsidy is "invisible" so the assisted family is not identified as "low income" by their unit and can thereby blend into the community. The program does not concentrate assisted families into "projects" which would readily identify the family as a "low income" family within the community. The subsidy moves with the family and after the family ends their participation with the program, the subsidy in the form of the Housing Choice Voucher is issued to another eligible family from the Section 8 waiting list.

The Program utilizes existing housing stock, i.e. available private rental units in the community and makes direct payments to the landlord on behalf of the eligible tenant. This payment will equal the difference between the tenant's share of the rent and the rent of the unit.

Annual Reexamination and Annual HQS

Once the family begins receiving rental assistance, the family's assigned Section 8 examiner conducts a reexamination of the family's income and family composition at least once annually. The rental unit is also inspected prior to initial approval of rental assistance and at least once annually thereafter by a Section 8 Inspector to ensure that the unit meets the Housing Quality Standards set by HUD.

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
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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. 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. 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.

Rev 02/04

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…

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 checked. 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!

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 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.

form **HUD-1141**
(12/2005)

Any increase in income, such as wages from a new job or an expected pay raise or bonus.

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.

(**Important Notice for Hurricane Katrina and Hurricane Rita Evacuees:** HUD's reporting requirements may be temporarily waived or suspended because of your circumstances. Contact the local housing agency before you complete the housing assistance application.)

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.

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.
- Get a written explanation if you are required to pay for anything other than rent (maintenance or utility charges).

Report Fraud

If you know of anyone who provided false information on a HUD housing assistance application or recertification or if anyone tells you to provide false information, report that person to the HUD Office of Inspector General Hotline. You can call the Hotline toll-free Monday through Friday, from 10:00 a.m. to 4:30 p.m., Eastern Time, at 1-800-347-3735. You can fax information to (202) 708-4829 or e-mail it to Hotline@hudoig.gov. You can write the Hotline at:

HUD OIG Hotline, GFI
451 7th Street, SW
Washington, DC 20410

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

Special Attention of: Public Housing and Section 8 Program Administrators, Public Housing Hub Office Directors; Public Housing Field Office Directors**;** Program Center Coordinators; Resident Management Corporations; Resident Councils; Applicants and Participants of Public Housing, Housing Choice Voucher and Project-Based Voucher Programs	**Notice PIH 2012-26 (HA)** Issued: June 1, 2012 Expires: May 31, 2013 Cross References: 24 CFR §5.233, 24 CFR §5.236, 24 CFR §908.101, PIH Notice 2010-19 and PIH Notice 2011-25

SUBJECT: Extension: Administrative Guidance for Effective and Mandated Use of the Enterprise Income Verification (EIV) System

1. **Extension:** This notice extends notice PIH-2010-19(HA), which was extended under notice PIH-2011-25, same subject, for another year until May 31, 2013.

2. **Purpose:** This notice provides Public Housing Agencies (PHAs) with administrative guidance related to the mandated use of HUD's EIV system, as required in accordance with the new HUD regulation, 24 CFR §5.233, as issued in the Final Rule: *Refinement of Income and Rent Determinations in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*, effective January 31, 2010, as published in the Federal Register (FR) at 74 FR 68924, on December 29, 2009.

3. **For inquiries about this notice contact:** your local HUD field office or Nicole Faison of HUD Headquarters' Office of Public and Indian Housing, Real Estate Assessment Center via email at PIH.RHIIP.TA@HUD.GOV.

4. **Paperwork Reduction:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 U.S.C. 3520) and assigned OMB control number(s) 2577-0083, 2577-0266, and 2577-0267. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

Sandra B. Henriquez, Assistant Secretary
for Public and Indian Housing

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

Special Attention of:
Public Housing and Section 8 Program Administrators, Public Housing Hub Office Directors; Public Housing Resident Management Corporations; Resident Councils; Applicants and Participants of Public Housing, Housing Choice Voucher, Section 8 Moderate Rehabilitation, and Project-Based Certificate and Voucher Programs

Notice PIH 2010 - 19 (HA)

Issued: May 17, 2010

Expires: May 31, 2011

Cross References: 24 CFR §5.233, 24 CFR §5.236, 24 CFR §908.101

SUBJECT: Administrative Guidance for Effective and Mandated Use of the Enterprise Income Verification (EIV) System

1. **Purpose:** This Notice provides Public Housing Agencies (PHAs) with administrative guidance related to the mandated use of HUD's Enterprise Income Verification (EIV) system, as required in accordance with the new HUD regulation, 24 CFR §5.233, as issued in the *Final Rule: Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments*, effective January 31, 2010, as published at 74 FR 68924, on December 29, 2009.

2. **Applicability:** This Notice applies to the following HUD-PIH rental assistance programs: Public Housing, Section 8 Moderate Rehabilitation, Project-Based Voucher, Project-Based Certificate, and Housing Choice Voucher (HCV) Programs**.**

3. **Background:** On December 29, 2009, HUD issued the final rule entitled *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification (EIV) System-Amendments*, which requires PHAs to use the EIV system in its entirety to verify tenant employment and income information during mandatory reexaminations of family composition and income; and reduce administrative and subsidy payment errors in accordance with 24 CFR §5.236 and administrative guidance issued by HUD.

   Using EIV as an upfront income verification (UIV) technique will be valuable in validating tenant-reported income during interim and annual reexaminations of family income; as well as streamlining the income verification process. This will result in less administrative burden in complying with third party verification requirements. Additionally, EIV will help to identify and cure inaccuracies in housing subsidy determinations, which will benefit PHAs, tenants, and taxpayers by ensuring that the level of benefits provided on behalf of families is proper and will prevent fraud and abuse within Public and Indian Housing (PIH) rental assistance programs.

4. **Effective Date:** This Notice is effective as of issuance date.

5. **The New HUD Regulation: 24 CFR 5.233.** Effective January 31, 2010, all PHAs are required to use the EIV system in its entirety. This means that PHAs must use all features of the EIV system to:

   a. Verify tenant employment and income information during mandatory reexaminations of family composition and income in accordance with 24 CFR §5.236, and HUD administrative guidance; and
   b. Reduce administrative and subsidy payment errors in accordance with HUD administrative guidance.

6. **What is the EIV System?** The EIV System is a web-based application, which provides PHAs with employment, wage, unemployment compensation and social security benefit information of tenants who participate in the Public Housing and various Section 8 programs under the jurisdiction of the Office of Public and Indian Housing (PIH)**.** This system is available to all PHAs nationwide. Information in EIV is derived from computer matching programs initiated by HUD with the Social Security Administration (SSA) and the U.S. Department of Health and Human Services (HHS), for all program participants with valid personal identifying information (name, date of birth (DOB), and social security number (SSN)) reported on the form HUD-50058.

   All PHAs are required to review the EIV Income Report of each family before or during mandatory annual and interim reexaminations of family income and/or composition to reduce tenant under reporting of income and improper subsidy payments. EIV is classified as an UIV technique (or automated written third party verification), which helps to identify income sources and/or amounts that the tenant may not have disclosed. This UIV technique in many instances will reduce the need to mail or fax third party verification request forms to an income source. EIV also provides various reports to assist PHAs with the following:

   a. Identifying tenants whose reported personal identifiers do not match the SSA database;
   b. Identifying tenants who need to disclose a SSN;
   c. Identifying tenants whose alternate identification number (Alt ID) needs to be replaced with a SSN;
   d. Identifying tenants who may not have reported complete and accurate income information;
   e. Identifying tenants who have started a new job;
   f. Identifying tenants who may be receiving duplicate rental assistance;
   g. Identifying tenants who are deceased and possibly continuing to receive rental assistance;
   h. Identifying former tenants of PIH rental assistance programs who voluntarily or involuntarily left the program and have a reportable adverse status and/or owe money to a PHA or Section 8 landlord.

7. **How to obtain access to the EIV System.** All PHA staff (including PHA-hired management agents), who have a need to access the EIV system, is required to complete and submit the EIV Access Authorization Form & Rules of Behavior and User Agreement to their designated EIV Coordinator in the local HUD office.

The form is available online at:
http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm.

The user's access must be approved by the PHA Executive Director or designee in order for the local HUD office to process all EIV access requests. Individuals who will not directly access the EIV system, but will have access to the EIV data in printed or electronic form is also required to complete the EIV Access Authorization Form & Rules of Behavior and User Agreement and maintain on file (do not submit the form to the local HUD office).

8. **The Verification Hierarchy.** PHAs should begin with the highest level of verification techniques.

PHAs are required to access the EIV system and obtain an Income Report for each household. The PHA is required to maintain the Income Report in the tenant file along with the form HUD-50058 and other supporting documentation to support income and rent determinations for all mandatory annual reexaminations of family income and composition.

If the Income Report does not contain any employment and income information for the family, the PHA should attempt the next lower level verification technique, as noted in the below chart.

Level	Verification Technique	Ranking
6	**Upfront Income Verification (UIV)** using HUD's Enterprise Income Verification (EIV) system (not available for income verifications of applicants)	**Highest** (Mandatory)
5	**Upfront Income Verification (UIV)** using non-HUD system	**Highest** (Optional)
4	**Written third Party Verification**	**High** (Mandatory to supplement EIV-reported income sources and when EIV has no data; Mandatory for non-EIV reported income sources; Mandatory when tenant disputes EIV-reported employment and income information **and** is unable to provide acceptable documentation to support dispute)
3	**Written Third Party Verification Form**	**Medium-Low** (Mandatory if written third party verification documents are not available or rejected by the PHA; and when the applicant or tenant is unable to provide acceptable documentation)
2	**Oral Third Party Verification**	**Low** (Mandatory if written third party verification is not available)
1	**Tenant Declaration**	**Low** (Use as a last resort when unable to obtain any type of third party verification)

Note: This verification hierarchy applies to income determinations for applicants and participants. However, EIV is not available for verifying income of applicants.

Verification Technique Definitions

Third Party Verification Techniques

Upfront Income Verification (UIV) (Level 6/5): The verification of income before or during a family reexamination, through an independent source that systematically and uniformly maintains income information in computerized form for a number of individuals.

It should be noted that the EIV system is available to all PHAs as a UIV technique. PHAs are encouraged to continue using other non-HUD UIV tools, such as The Work Number (an automated verification system) and state government databases, to validate tenant-reported income.

Written Third Party Verification (Level 4): An original or authentic document generated by a third party source dated either within the 60-day period preceding the reexamination or PHA request date. Such documentation may be in the possession of the tenant (or applicant), and is commonly referred to as tenant-provided documents. It is the Department's position that such tenant-provided documents are written third party verification since these documents originated from a third party source. The PHA may, at its discretion, reject any tenant-provided documents and follow up directly with the source to obtain necessary verification of information.

Examples of acceptable tenant-provided documentation (generated by a third party source) include, but are not limited to: pay stubs, payroll summary report, employer notice/letter of hire/termination, SSA benefit verification letter, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices. Current acceptable tenant-provided documents must be used for income and rent determinations.

The PHA is required to obtain at a minimum, two current and consecutive pay stubs for determining annual income from wages. For new income sources or when two pay stubs are not available, the PHA should project income based on the information from a traditional written third party verification form or the best available information.

Note: Documents older than 60 days (from the PHA interview/determination or request date) is acceptable for confirming effective dates of income.

Written Third Party Verification Form (Level 3): Also, known as traditional third party verification. A standardized form to collect information from a third party source. The form is completed by the third party by hand (in writing or typeset). PHAs send the form directly to the third party source by mail, fax, or email.

It is the Department's position that the administrative burden and risk associated with use of the traditional third party verification form may be reduced by PHAs relying on acceptable documents that are generated by a third party, but in the possession of and provided by the tenant (or applicant). Many documents in the possession of the tenant are derived from third party sources (i.e. employers, federal, state and/or local agencies, banks, etc.).

The Department recognizes that third party verification request forms sent to third party sources often are not returned. In other instances, the person who completes the verification form may provide incomplete information; or some tenants may collude with the third party source to provide false information; or the tenant intercepts the form and provides false information.

The Department requires PHAs to rely on documents that originate from a third party source's computerized system and/or database, as this process reduces the likelihood of incorrect or falsified information being provided on the third party verification request form. The use of acceptable tenant-provided documents, which originate from a third party source, will improve the integrity of information used to determine a family's income and rent and ultimately reduce improper subsidy payments. This verification process will also streamline the income verification process.

Oral Third Party Verification (Level 2): Independent verification of information by contacting the individual income/expense source(s), as identified through the UIV technique or identified by the family, via telephone or in-person visit. PHA staff should document in the tenant file, the date and time of the telephone call (or visit to the third party), the name of the person contacted and telephone number, along with the confirmed information.

This verification method is commonly used in the event that the independent source does not respond to the PHA's faxed, mailed, or e-mailed request for information in a reasonable time frame, i.e., ten (10) business days.

Non-Third Party Verification Technique

Tenant Declaration (Level 1): The tenant submits an affidavit or notarized statement of reported income and/or expenses to the PHA. This verification method should be used as a last resort when the PHA has not been successful in obtaining information via all other verification techniques. When the PHA relies on tenant declaration, the PHA must document in the tenant file why third party verification was not available.

Exceptions to Third Party Verification Requirements

HUD is aware that in some situations, third party verification is not available for a variety of reasons. Oftentimes, the PHA may have made numerous attempts to obtain the required verifications with no success, or it may not be cost effective to obtain third party verification of income, assets, or expenses, when the impact on total tenant payment is minimal. In these cases, the PHA is **required to document in the family file the reason(s) why third party verification was not available.**

The exception to third party verification can be found at 24 CFR §960.259(c)(1) and §982.516(a)(2), which states, "The PHA must obtain and document in the family file third party verification of the following factors, **or must document in the file why third party verification was not available**."

9. **Third party verification requirements.** In accordance with 24 CFR §960.259(c)(1) and 24 CFR §982.516(a)(2) for the Public Housing and the HCV programs, respectively, the PHA must obtain and document in the tenant file third party verification of the following factors, or must document in the tenant file why third party verification was not available: (i) reported family annual income; (ii) the value of assets; (iii) expenses related to deductions from annual income; and (iv) other factors that affect the determination of adjusted income.

10. **How to comply with and reduce administrative burden of third party verification requirements of family annual income.** PHAs can comply with and reduce administrative burden of third party verification requirements for employment, wage, unemployment compensation and social security benefits, and any other information that is verifiable using EIV by:

    a. Reviewing the EIV Income Report to confirm/validate tenant-reported income; and
    b. Printing and maintaining an EIV Income Report (or an EIV Individual Control Number (ICN) page for interim reexaminations as prescribed in Section 12 of this Notice) in the tenant file; and
    c. Obtaining current acceptable tenant-provided documentation to supplement EIV information; and
    d. Using current tenant-provided documentation and/or third party verification to calculate annual income.

    Note: Social Security benefit information in EIV is updated every three months. If the tenant agrees with the EIV-reported benefit information, PHAs do not need to obtain or request a benefit verification letter from the tenant. See PIH Notice 2010-03 for guidance on verifying Social Security benefit income through the EIV system.

    The PHA may also reduce the administrative burden of obtaining third party verification by relying on acceptable documents that are generated by a third party, but provided by the tenant. Many documents in the possession of the tenant are derived from third party sources (i.e. employers, federal, state and/or local agencies, banks, etc.).

11. **When the PHA is required to request written third party verification** The PHA must request written third party verification under the following circumstances:

    a. When the tenant disputes the EIV information and is unable to provide acceptable documentation to support his/her dispute (24 CFR §5.236(b));
    b. When the PHA requires additional information that is not available in EIV and/or the tenant is unable to provide the PHA with current acceptable tenant-provided documentation. Examples of additional information, includes but is not limited to:
        i. Effective dates of income (i.e. employment, unemployment compensation, or social security benefits)
        ii. For new employment: pay rate, number of hours worked per week, pay frequency, etc.
        iii. Confirmation of change in circumstances (i.e. reduced hours, reduced rate of pay, temporary leave of absence, etc.)

Note: 24 CFR §5.236(a), prohibits PHAs from taking adverse action based solely on EIV information.

12. **Type of file documentation required to demonstrate PHA compliance with mandated use of EIV as a third party source to verify tenant employment and income information (24 CFR §5.233(a)(2)(i)).**

A. For each new admission (form HUD-50058 action type 1), the PHA is required to do the following:

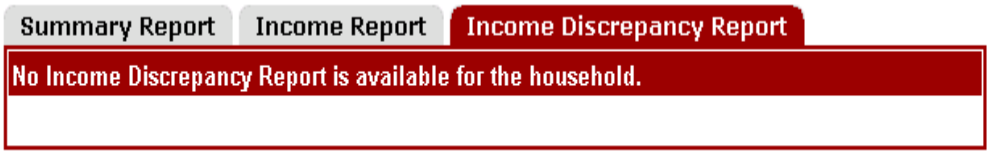
- **i.** Review the EIV Income Report to confirm/validate family-reported income within 120 days of the PIC submission date; and
- **ii.** Print and maintain a copy of the EIV Income Report in the tenant file; and
- **iii.** Resolve any income discrepancy with the family within 60 days of the EIV Income Report date.

B. For each historical adjustment (form HUD-50058 action type 14), the PHA is required to do the following:

- **i.** Review the EIV Income Report to confirm/validate family-reported income within 120 days of the PIC submission date; and
- **ii.** Print and maintain a copy of the EIV Income Report in the tenant file; and
- **iii.** Resolve any income discrepancy with the family within 60 days of the EIV Income Report date.

C. For each interim reexamination (form HUD-50058 action type 3) of family income and composition, the PHA is required to have the following documentation in the tenant file:

- **i.** **ICN Page** when there is **no** household income discrepancy noted on the household's Income Discrepancy Report tab or Income Discrepancy Report. (PHAs have the discretion to print the EIV Income report, however, only the ICN page is required.) See sample screen shot below.



Note: The ICN Page is available from the Summary Report tab. See sample screen shot below:

Income Information >> By Head of Household >> Summary Report

Print-All

Summary Report | Certification Page | Income Report | Income Discrepancy Report

Head of Household Identifiers	
Name:	MIKILA
Social Security Number:	***-**-
Date of Birth (mm/dd/yyyy):	XX/XX/1989
Program Type:	Sec.8 Vouchers
Project:	
Unit Address:	
Participant Code:	
Annual Reexamination Date:	05/01/2010
Tenant Data from Form 50058 as of:	10/20/2009
Most Recent Type of Action:	3-Interim Reexamination
Effective Date:	10/01/2009

Household Members

Member SSN	Member First Name	Member Last Name	Date of Birth	Age	Relationship	Identity Verification Status
***-**-	MIKILA		XX/XX/1989	20	Head	Verified
***-**-	MALAYA		XX/XX/2009		Other youth under 18	Verified

The month and day values in the Date of Birth field have been masked for security reasons.

Provide ICN

Click here to generate printer-friendly ICN page

Confidential Privacy Act Data. Civil and Criminal penalti

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ii. **EIV Income Report** when there **is** an income discrepancy noted on the household's Income Discrepancy Report tab or Income Discrepancy Report. See sample screen shot below.

Summary Report | Income Report | Income Discrepancy Report

Head of Household Information		
Name:	DEBRA	
Social Security Number:		
Program Type:	Public Housing	
Project:		
Effective Date of Action:	03/10/2009	
Annual Reexamination Date:	02/01/2010	
Projected Annual Wages and Benefits from Form HUD-50058:	$8,328.00	
Period Of Income for Discrepancy Analysis	12/10/2007 - 12/09/2008	
Discrepancy Analysis	**Actuals**	**Annualized Last Quarter**
Reported Annual Wages and Benefits from EIV Data:	$24,919.06	$26,131.00
Amount of Annual Income Discrepancy:	($16,591.06)	**($17,803.00)**
Amount of Monthly Income Discrepancy:	($1,382.59)	($1,483.58)
Percentage of Income Discrepancy:	(66.58%)	(68.13%)

Note:Negative numbers represent potential under reporting of income. Please discuss this income discrepancy with the tenant. Positive numbers represent potential decrease in tenant income.

Confidential Privacy Act Data. Civil and Criminal penalties apply to misuse of this data.

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D. For each annual reexamination of family income and composition, the PHA is required to have the following documentation in the tenant file:

i. **No Dispute of EIV Information:** EIV Income Report, current acceptable tenant-provided documentation, and ***if necessary*** (as determined by the PHA), traditional third party verification form(s). See examples 1 and 3 below.

ii. **Disputed EIV Information:** EIV Income report, current acceptable tenant-provided documentation, and/or traditional third party verification form(s) for disputed information. See example 2 below.

iii. **Tenant-reported income not verifiable through EIV system:** Current tenant-provided documents, and ***if necessary*** (as determined by the PHA), traditional third party verification form(s). See example 3 below.

Example 1: No Disputed EIV Information & Tenant Provided Documents

You are conducting an annual reexam with tenant, Mary Jones. Ms. Jones reports that she is employed at the ABC Box Company. You pull up the EIV income report for the Jones family, which shows quarterly wages from the ABC Box Company for the full year of 2008, and the first two quarters of 2009. Last year's (2009) annual reexam reflects wages from the same employer. There is no other income information on the report.

The PHA may streamline the income verification process by requesting Ms. Jones provide current pay stubs dated within the last 60 days of the interview or PHA request date. The PHA must obtain a minimum of two current and consecutive pay stubs from Ms. Jones. Since there is no disparity between tenant-reported and EIV-reported income, the PHA may obtain original and current tenant-provided pay stubs to calculate annual income.

The PHA may **not** use quarterly EIV wage (or unemployment benefit) information to calculate annual income since this information is at least six months old and more current income information (from pay stubs) is available.

Example 2: Disputed EIV Information & No Tenant-Provided Documents

You are conducting an annual reexam with tenant, Bob Miller. Mr. Miller reports that his only source of income is monetary support from his sister, Betty Miller. You pull up the EIV income report for the Miller family, which shows quarterly wages from the Home Depot for the full year of 2008, and the first two quarters of 2009. There is no other income information on the EIV report. Last year's (2009) annual reexam reflects no wage information and only source of income is other non-wage income (monetary support from family member).

You inform Mr. Miller that the EIV system shows wages from the Home Depot and ask him to provide you with current pay stubs. Mr. Miller states that he does not work there and has no pay stubs.

Because Mr. Miller disputes the EIV-reported income and is unable to provide documents to support his dispute, the PHA **must** request written third party verification from Home Depot. You mail a third party verification request form to the address listed for Home Depot.

A few days later, you receive the third party verification request form back from Home Depot, which indicates that Mr. Miller has been employed there since January 5, 2008, and a payroll summary report, showing Mr. Miller's bi-weekly gross and net pay since January 2008. Since the disputed EIV information has been confirmed to be correct by the independent third party source (Home Depot), the PHA will use the income information from the payroll summary report to calculate annual income. The PHA would also calculate the retroactive rent (using the information provided by Home Depot) since Mr. Miller failed to disclose his employment at the 2008 and 2009, annual reexams. The PHA would also inform Mr. Miller of this retroactive rent and take action according to PHA-established policies.

Example 3: Tenant Unreported Income, Income not Verifiable through EIV & Tenant- Provided Documents

You are conducting an annual reexam with tenant, Sharon Duvet. Ms. Duvet reports that her only source of income is child support and provides you with four current and consecutive child support pay stubs. You pull up the EIV Income Report for the Duvet family, which shows: hire date at the District Police Department effective January 9, 2005; quarterly wages from the District Police Department for the full years of 2005, 2006, 2007, and 2008, and the first two quarters of 2009. There is no other income information on the EIV Income Report. Last year's (2009) annual reexam reflects income from only child support. You inform Ms. Duvet that the EIV system is showing wages from the District Police Department and you ask her to provide you with current pay stubs. Ms. Duvet admits that she has been working at the District Police Department and indicates that she can provide you with current pay stubs. You inform Ms. Duvet that you will also have to calculate her retroactive rent for the previous years in which she did not disclose her employment. You go over the EIV-reported wages with Ms. Duvet and she indicates that she does not dispute the information.

Since Ms. Duvet does not dispute the EIV-reported information, the PHA may use the tenant provided documents to calculate income and rent for the 2010 annual reexam, and use the EIV-reported earnings for years 2005 through 2008, to calculate the retroactive rent Ms. Duvet will owe. The PHA should require Ms. Duvet to provide her last pay stub from 2009, or her 2009 W- 2, to calculate the retroactive rent for 2009. The PHA will use the tenant-provided child support pay stubs (child support income is not available in EIV) to calculate annual income from this source.

13. **What if the tenant does *not* provide the PHA with requested information?** If the tenant does not provide the requested information, the PHA may mail or fax a third party verification request form to the third party source. The PHA is ***required*** to request third party verification when the tenant disputes EIV information and the tenant is unable to provide acceptable documentation to support disputed information. However, the PHA should ***al*so** remind the tenant that s/he is required to supply any information requested by the PHA for use in a regularly scheduled annual or interim reexamination of family income and composition.

    The PHA may det***ermine t***hat the tenant is not in compliance with program requirements and terminate tenancy or assistance, or both, if the tenant fails to provide the requested information in a timely manner (as prescribed by the PHA).

14. **How to use EIV to reduce administrative and subsidy payment errors.** EIV has the ability to identify other potential issues which may impact a family's level of assistance. EIV contains stand-alone reports, which a PHA may generate at any time (i.e. Deceased Tenants Report, New Hires Report, Multiple Subsidy Report, Identity Verification Report, Income Discrepancy Report, Debts Owed to PHAs & Termination Report, and Immigration Report). However, it should be noted that the information from these stand-alone reports are contained in the Income Report for each household. PHAs are required to address any and all potential issues at the time of the annual or interim reexam, as conveyed in the Income Report.

    PHAs may use the stand-alone reports to monitor staff's progress in reducing the following administrative and subsidy payment errors by using the listed reports:

    a. Incorrect/invalid SSNs/name/date of birth – Identity Verification Report
    b. Follow-up with families who need to disclose a SSN – Immigration Report
    c. Duplicate rental assistance – Multiple Subsidy Report
    d. Unreported increase in income – Income discrepancy Report
    e. Improper payments on behalf of deceased tenants – Deceased Tenants Report
    f. Unreported new employment (PHAs with interim increase policy) – New Hires Report
    g. Adverse Termination/Outstanding Debt to PHA – Debts Owed to PHAs & Termination Search

    In order to ensure PHAs are aware of potential subsidy payment errors, PHAs are **required** to monitor the following EIV reports on a monthly basis:

    1. Deceased Tenants Report
    2. Identity Verification Report
    3. Immigration Report

    In order to ensure PHAs are aware of potential subsidy payment errors, PHAs are **required** to monitor the following EIV reports on a quarterly basis:

    1. Income Discrepancy Report
    2. Multiple Subsidy Report
    3. New Hires Report (if your agency has an interim increase policy)

15. How **to use the EIV Income Report as a third party source to verify tenant employment and income information.** The EIV Income Report provides a variety of information about each household member of the family. The report contains the following information for each household member:

    a. Personal identifiers: name, date of birth, and SSN
    b. Identity verification status (pending, verified, deceased, or failed)
    c. Employment information
        1. New Hire Information (W-4)
            i. Date hired
            ii. Employer name
        2. Employer name, address, and employer identification number of current and past employers
        3. Quarterly earnings
    d. Quarterly unemployment compensation
    e. Social Security benefit information
        1. Social Security (SS) benefits
            i. Payment status code
            ii. Date of current entitlement
            iii. Current net monthly benefit amount (if payable)
            iv. Gross monthly benefit history (last 8 changes in benefit amount)
            v. Lump sum payment amount and date
            vi. Payee name and address
        2. Dual Entitlement (Social Security benefits under another person's SSN)
            i. Claim Number (the other person's SSN)
            ii. Payment status code
            iii. Date of current entitlement
            iv. Current net monthly benefit amount (if payable)
            v. Gross monthly benefit history (last 8 changes in benefit amount)
            vi. Payee name and address
        3. Supplemental Security Income (SSI)
            i. Payment status code
            ii. Alien indicator
            iii. Current net monthly benefit amount
            iv. Current monthly state supplement benefit amount (if available)
            v. Gross monthly benefit history (last 8 changes in benefit amount)
            vi. Payee name and address
        4. Medicare data
            i. Payee name and address
            ii. Monthly hospital insurance premium amount, buy-in status, and buy-in start and end dates
            iii. Monthly supplemental medical insurance premium amount, buy-in status, and buy-in start and end dates
    f. Disability status and onset date
    g. Identity verification status
    h. Indicator of possible multiple rental subsidy
    i. Indicator of debt and/or termination information from another PHA (effective September 2010)

All EIV Income Reports contain the date the report was generated and by whom; and the date EIV received each type of information.

To minimize tenant underreporting of income, PHAs are required to obtain an EIV Income Report for each family any time the PHA conducts an annual or interim reexamination of family income and composition.

In accordance with 24 CFR §5.236(b)(2)(3), PHAs are required to compare the information on the EIV report with the family-reported information. If the EIV report reveals an income source that was not reported by the tenant or a substantial difference in the reported income information, the PHA is required to take the following actions:

1. Discuss the income discrepancy with the tenant; and
2. Request the tenant to provide any documentation to confirm or dispute the unreported or underreported income and/ or income sources; and
3. In the event the tenant is unable to provide acceptable documentation to resolve the income discrepancy, the PHA is required to request from the third party source, any information necessary to resolve the income discrepancy; and
4. If applicable, determine the tenant's underpayment of rent as a result of unreported or underreported income, retroactively*; and
5. Take any other appropriate action as directed by HUD or the PHA's administrative policies.

*The PHA is required to determine the retroactive rent as far back as the existence of complete file documentation (form HUD-50058 and supporting documentation) to support such retroactive rent determinations.

Note: A substantial difference is defined as an amount equal to or greater than $2,400, annually.

The tenant must be provided an opportunity to contest the PHA's determination of tenant rent underpayment. HUD regulations require PHAs to promptly notify tenants in writing of any adverse findings made on the basis of the information verified through the aforementioned income discrepancy resolution process. The tenant may contest the findings in accordance with the PHA's established grievance procedures, as required by HUD. The PHA may not terminate, deny, suspend, or reduce the family's assistance until the expiration of any notice or grievance period.

When there is an unsubstantial or no disparity between tenant-reported and EIV-reported income information, the PHA is required to obtain from the tenant, any necessary documentation to complete the income determination process. As noted previously, the PHA may reject any tenant-provided documentation, if the PHA deems the documentation unacceptable. The PHA may reject documentation provided by the tenant for only the following HUD-approved reasons:

1. The document is not an original; or

2. The original document has been altered, mutilated, or is not legible; or
3. The document appears to be a forged document (i.e. does not appear to be authentic).

The PHA should explain to the tenant, the reason(s) the submitted documents are not acceptable and request the tenant to provide additional documentation. If at any time, the tenant is unable to provide acceptable documentation that the PHA deems necessary to complete the income determination process, the PHA is required to submit a traditional third party verification form to the third party source for completion and submission to the PHA.

If the third party source does not respond to the PHA's request for information, the PHA is required to document the tenant file of its attempt to obtain third party verification and that no response to the third party verification request was received.

The PHA should then pursue lower level verifications in accordance with the verification hierarchy listed in section 8 of this notice.

16. **Tenant Repayment Agreement.** Tenants are required to reimburse the PHA if they were charged less rent than required by HUD's rent formula due to the tenant's underreporting or failure to report income. The tenant is required to reimburse the PHA for the difference between the tenant rent that should have been paid and the tenant rent that was charged. This rent underpayment is commonly referred to as retroactive rent. If the tenant refuses to enter into a repayment agreement or fails to make payments on an existing or new repayment agreement, the PHA **must** terminate the family's tenancy or assistance, or both. HUD does **not** authorize any PHA-sponsored amnesty or debt forgiveness programs.

All repayment agreements must be in writing, dated, signed by both the tenant and the PHA, include the total retroactive rent amount owed, amount of lump sum payment made at time of execution, if applicable, and the monthly repayment amount. At a minimum, repayment agreements must contain the following provisions:

a. Reference to the paragraphs in the Public Housing lease or Section 8 information packet whereby the tenant is in non-compliance and may be subject to termination of tenancy or assistance, or both.
b. The monthly retroactive rent repayment amount is in addition to the family's regular rent contribution and is payable to the PHA.
c. The terms of the agreement may be renegotiated if there is a decrease or increase in the family's income.
d. Late and missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.

PHAs are required to determine retroactive rent amount as far back as the PHA has documentation of family reported income. For example, if the PHA determines that the family has not reported income for a period of five years and only has documentation for the last three years, the PHA is only able determine retroactive rent for the three years for which documentation is available.

The monthly retroactive rent payment plus the amount of rent the tenant pays at the time the repayment agreement is executed should be affordable and not exceed 40 percent of the family's monthly adjusted income. However, PHAs have the discretion to establish thresholds and policies for repayment agreements in addition to HUD required procedures.

Example:

- Family's monthly adjusted income is $1,230.
- Family's monthly rent payment is $369 (30% of the family's monthly adjusted income).
- 40% of the family's monthly adjusted income is $492.
- The monthly payment for the repayment agreement should not exceed $123 per month ($369 monthly rent + $123 repayment = $492, 40% of the family's monthly adjusted income.)

Repayment Time Period. The period in which the retroactive rent balance will be repaid is based on the monthly payments and original retroactive balance.

Example: The tenant agrees to repay $1,000, by making a monthly payment of $25 for 40 months.

Repayment Options. Tenants have the option to repay the retroactive rent balance as follows:

1. In a lump sum payment; or
2. Monthly installment; or
3. A combination of 1 and 2, above
    a. For example, a tenant may owe $1,000, make a lump sum payment of $300 and enter into a repayment agreement for the remaining balance of $700.

17. **How long should the PHA maintain EIV printouts in a tenant file?** The PHA's record retention policy will determine the length of time the PHA should maintain EIV printouts in a tenant file. PHAs are authorized to maintain the EIV Income Report in the tenant file for the duration of tenancy and no longer than three years from the end of participation (EOP) date. In accordance with revised regulation, 24 CFR §908.101, PHAs are required to maintain at a minimum, the last three years of the form HUD-50058, and supporting documentation for all annual and interim reexaminations of family income. All records are to be maintained for a period of at least three years from the effective date of the action.

18. **Disclosure of an Individual's EIV Information.** The Federal Privacy Act (5 USC §552a, as amended) prohibits the disclosure of an individual's information to another person without the written consent of such individual. As such, the EIV data of an adult household member may not be shared (or a copy provided or displayed) with another adult household member, unless the individual has provided written consent to disclose such information.

However, the PHA is not prohibited from discussing with the head of household (HOH) and showing the HOH how the household's income and rent were determined based on the total family income reported and verified.

EIV information and any other information obtained by the PHA for the purpose of determining eligibility and level of assistance for a PIH rental assistance program may not be disclosed to third parties for any reason (even for similar verifications under other programs, such as eligibility for low income housing tax credit units, other federal or state assistance programs), unless the tenant has authorized such disclosure in writing.

19. **What to do if the EIV Information is incorrect.**

Sometimes the source or originator of EIV information may make an error when submitting or reporting information about tenants. HUD cannot correct data in the EIV system. Only the originator of the data can correct the information. When the originator corrects the data, HUD will obtain the updated information with its next computer matching process. Below are the procedures tenants and PHAs should follow regarding incorrect EIV information.

Employment and wage information reported in EIV originates from the employer. The employer reports this information to the local State Workforce Agency (SWA), who in turn, reports the information to HHS' National Directory of New Hires (NDNH) database.

If the tenant disputes this information, s/he should contact the employer directly, in writing to dispute the employment and/or wage information, and request that the employer correct erroneous information.

The tenant should provide the PHA with this written correspondence so that it may be maintained in the tenant file. If employer resolution is not possible, the tenant should contact the local SWA for assistance.

Unemployment benefit information reported in EIV originates from the local SWA. If the tenant disputes this information, s/he should contact the SWA directly, in writing to dispute the unemployment benefit information, and request that the SWA correct erroneous information. The tenant should provide the PHA with this written correspondence so that it may be maintained in the tenant file.

SS and SSI benefit information reported in EIV originates from the SSA. If the tenant disputes this information, s/he should contact the SSA at (800) 772–1213, or visit the local SSA office. SSA office information is available in the government pages of the local telephone directory or online at http://www.socialsecurity.gov.

Note: The tenant may also provide the PHA with third party documents which are in the tenant's possession to support their dispute of EIV information. The PHA, with the tenant's consent, is required to submit a third party verification form to third party sources for completion and submission to the PHA, when the tenant disputes EIV information and is unable to provide documentation to validate the disputed information. The tenant's failure to sign the consent form is grounds for termination of tenancy and/or assistance in accordance with 24 CFR §5.232.

Debts owed to PHAs and termination information reported in EIV originates from the PHA. If a current or former tenant disputes this information, s/he should contact the PHA (who reported the information) directly in writing to dispute this information and provide any documentation that supports the dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV. Former tenants may dispute debt and termination information for a period of up to three years from the end of participation date in the PIH program.

Identity Theft. Seemingly incorrect information in EIV may be a sign of identity theft. Sometimes someone else may use an individual's SSN, either on purpose or by accident. SSA does not require an individual to report a lost or stolen SSN card, and reporting a lost or stolen SSN card to SSA will not prevent the misuse of an individual's SSN. However, a person using an individual's SSN can get other personal information about that individual and apply for credit in that individual's name. So, if the tenant suspects someone is using his/her SSN, s/he should check their Social Security records to ensure their records are correct (call SSA at (800) 772-1213); file an identity theft complaint with the local police department and/or Federal Trade Commission (call FTC at (877) 438-4338, or visit their website at: http://www.ftc.gov/bcp/edu/microsites/idtheft/); and s/he should also monitor their credit reports with the three national credit reporting agencies (Equifax, TransUnion, and Experian). The tenant should provide the PHA written documentation of filed identity theft complaint. (Refer back to paragraph on Employment and wage information regarding disputed EIV information related to identity theft).

Tenants may request their credit report and place a fraud alert on their credit report with the three national credit reporting agencies at: www.annualcreditreport.com or by contacting the credit reporting agency directly. Each agency's contact information is listed below.

National Credit Reporting Agencies Contact Information

Equifax Credit Information Services, Inc.
P.O. Box 740241
Atlanta, GA 30374
Website: www.equifax.com
Telephone: (800) 685-1111

Experian
P.O. Box 2104
Allen, TX 75013
Website: www.experian.com
Telephone (888) 397-3742

TransUnion
P.O. Box 6790
Fullerton, CA 92834
Website: www.transunion.com

Telephone: (800) 680-7289 or (800) 888-4213

20. **Security of EIV Data.** The data in EIV contains personal information on individual tenants which is protected under the Federal Privacy Act. The information in EIV may only be used for limited official purposes, as noted below.

A. Official Purposes Include:

1. PHAs, in connection with the administration of PIH programs, for verifying the employment and income at the time of interim and annual reexaminations.
2. HUD staff for monitoring and oversight of PHA compliance with HUD program requirements.
3. Independent Auditors hired by the PHA or HUD to perform a financial audit for use in determining the PHA's compliance with HUD program requirements, including verifying income and determining the accuracy of the rent and subsidy calculations.

Restrictions on disclosure requirements for Independent Auditors:

(a) May only access EIV income information within family files and only within the offices of the PHA or PHA-hired management agent;
(b) May not transmit or transport EIV income information in any form;
(c) May not enter EIV income information on any portable media;
(d) Must sign non-disclosure oaths that the EIV income information will be used only for the purpose of the audit; and
(e) May not duplicate EIV income information or re-disclose EIV income information to any user not authorized by Section 435(j)(7) of the Social Security Act to have access to the EIV income data.

B. Official Purposes Does NOT Include:

1. Sharing the information with governmental or private entities not involved in the reexamination process specifically used for PIH rental assistance programs.

   Disclosing the EIV information to other private or public entities for purposes other than determining eligibility and level of assistance for PIH rental assistance programs is prohibited since these entities are not a party to the computer matching agreements with the HHS and SSA. The fact that these entities may find the EIV beneficial for similar eligibility and determination purposes for other low-income housing programs or public benefits, does not permit these entities to use or view information in the EIV system that is covered by the computer matching agreements.

The computer matching agreements are governed by the Privacy Act and the Social Security Act. Specifically, sections 453(j)(7)(E)(ii) and (iv) of the Social Security Act (42 USC §653j) limit disclosure of the data matched between HUD and HHS' National Directory of New Hires (NDNH) database to PHAs, Independent Auditors, the Inspector General (IG) and Attorney General, private owners, management agents, and contract administrators of Multifamily Housing programs.

C. Penalties for Willful Disclosure or Inspection of EIV Data.

1. **Unauthorized Disclosure** – felony conviction and fine up to $5,000 or imprisonment up to five (5) years, as well as civil damages.
2. **Unauthorized Inspection** – misdemeanor penalty of up to $1,000 and/or one (1) year imprisonment, as well as civil damages.

21. **Penalties for Noncompliance with Mandated EIV System Use.** PHAs may be subject to sanctions and/or the assessment of disallowed costs associated with any resulting incorrect subsidy or tenant rent calculation or both. It should be noted that HUD may impose a sanction on any PHA who does not have access to the EIV system or the PHA has access to the system, however, has not used the system within the last six months. To avoid sanctions or disallowed costs, PHAs should follow all formal and informal guidance provided to PHAs via webcast trainings, PIH Rental Housing Integrity Improvement Project (RHIIP) periodic electronic mailings, and any other HUD Headquarters'-generated guidance.

    EIV System Tip Sheets (ETS). PHAs are required to comply with guidance provided via ETS and HUD Headquarters-sponsored EIV training, via webcast and satellite. PIH will also post ETS to the PIH RHIIP technical assistance web pages at: http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm, and send via email to all subscribers of the PIH RHIIP mailing list. ETS is designed to explain effective use of the EIV system to ensure PHAs' compliance with the third party verification requirements and reduce administrative and subsidy payment errors, so that PHAs may avoid penalties for failure to use the EIV system in its entirety.

22. **EIV System Training Information.** As a condition of initial and continued access to the EIV System, HUD and PHA staff are required to complete Annual Security Awareness training and EIV system training (initial (complete system training) and update (interim system changes) training) when offered by HUD Headquarters (HHQ). This training requirement also applies to those individuals who will not access EIV, but will view or handle printed and/or electronic EIV data. Individuals who will view and/or handle printed EIV information are required to complete only annual Security Awareness training (EIV system training is optional for these individuals). EIV training provided by third parties (other than HUD Headquarters) does not fulfill the mandatory EIV training requirement.

    HHQ offers training in Washington, DC and via webcast at least once a year. EIV system users who need to complete EIV training may view EIV training webcasts at: http://www.hud.gov/webcasts/archives/iv.cfm. HUD offers a *Certificate of Completion* for a

period of six months following the broadcast date, for those who desire confirmation of completed training.
However, it should be noted that a certificate is not required in order for an individual to be granted access to the EIV system or be certified for continued EIV system access. The most recent PIH RHIIP/EIV training was held on January 28, 2010. EIV system users may request a *Certificate of Completion* for this training through October 30, 2010.

Training information is posted at the following websites:
http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm and is emailed to all subscribers of the PIH RHIIP mailing list. To subscribe to this mailing list, paste the following URL into your browser, enter your email address, and click OK:
http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L

Instructions for requesting a *Certificate of Completion* is posted at
http://www.hud.gov/webcasts/archives/iv.cfm or
http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm, and is automatically emailed to all subscribers of the PIH RHIIP mailing list.

EIV system users must complete HHQ-offered training as follows:

Training Offered	Training Must be Completed By
October 1st – March 31st	April 29th
April 1st – September 30th	October 30th

New employees, who begin employment after March 31st, are required to complete the training by October 30th.

New employees, who begin employment after September 30th, are required to complete the training by April 29th, of the following year.

Note: Employees must complete the training **prior** to accessing the EIV system and/or printed EIV reports.

23. **Updating of PHA Policies and Procedures.** PHAs are required to immediately implement all new and modified regulatory requirements of the *Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs: Implementation of the Enterprise Income Verification System-Amendments.*

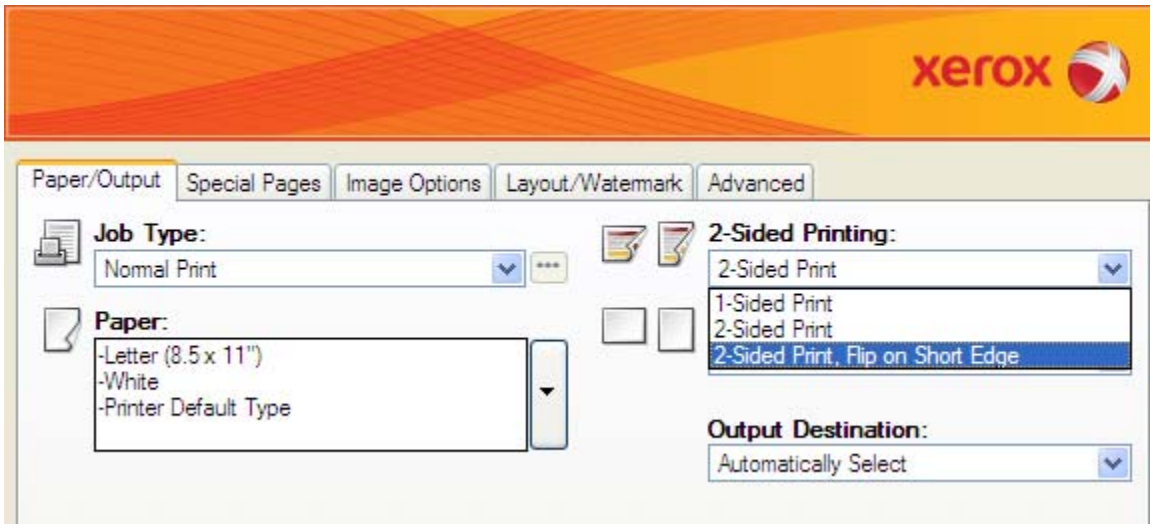
    The Department recognizes that many PHAs have already begun to modify existing policies and procedures to reflect use of EIV during all mandatory annual and interim reexams. PHAs should immediately update their policies and procedures to reflect these new regulatory provisions.

24. **Notice to Applicants and Tenants.** PIH is providing PHAs with the attached EIV system information guide that PHAs may provide to applicants and tenants of PIH rental assistance programs. PHAs are **not** required to distribute this document. However, PHAs are strongly

encouraged to provide applicants and tenants with the ***What You Should Know About EIV* Guide** to educate families about EIV and inform them of how it affects their family.

There are two versions of the document: 1) with a signature block; and 2) without a signature block. HUD does not require applicants or tenants to acknowledge receipt of the document; however, PHAs may, at their discretion, require the family to acknowledge receipt of the guide. If your PHA will require families to acknowledge receipt of the guide, provide the family with a copy of the guide to take with them, and maintain a signed copy in the family file folder.

The guide is a two page document or one double-side printed document. To print the file on one page (if your printer has two-sided printing capability), select **Print Properties** when printing the document, select **2-Sided Print, Flip on Short Edge**, and then print. This document is not available for ordering from HUD. Simply click and print the guide.



Currently, the guide is only available in English, however, in the future; HUD may make this document available in other languages. As a subscriber to the PIH RHIIP mailing list, you will automatically receive the guide in other languages, when they become available.

Tip: Print on color paper to add a little flare!

25. **Rental Housing Integrity Improvement Project (RHIIP)/EIV Resources.** For your convenience, PIH EIV information is available on the web at the below listed URLs. Many of your questions can be answered by viewing information that is posted on the HUD web pages. Bookmark these pages:

    Overview of Upfront Income Verification (UIV) Technique:
    http://www.hud.gov/offices/pih/programs/ph/rhiip/uiv.cfm

    Training and Technical Assistance (including webcast training materials):
    http://www.hud.gov/offices/pih/programs/ph/rhiip/training.cfm

EIV System, Access Authorization Form, and User Manuals:
http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm

Subscribe to PIH RHIIP Mailing list:
http://www.hud.gov/subscribe/signup.cfm?listname=Public%20and%20Indian%20Housing%20Rental%20Housing%20Integrity%20Improvement%20Project&list=PIH-RHIIP-L

PIH EIV Webcasts Archives:
http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/iv

Latest EIV News: http://www.hud.gov/offices/pih/programs/ph/rhiip/uivnewsflash.cfm

Income Discrepancy Resolution:
http://www.hud.gov/offices/pih/programs/ph/rhiip/indisres.cfm

Public Notices: http://www.hud.gov/offices/pih/programs/ph/rhiip/pubnotices.cfm

Report Fraud, Waste & Abuse to HUD OIG:
http://www.hud.gov/offices/pih/programs/ph/rhiip/uivreporting.cfm

PIH Notices: http://www.hud.gov/offices/pih/publications/notices/

26. **Paperwork Reduction:** The information collection requirements contained in this notice have been approved by the Office of Management and Budget (OMB under the Paperwork Reduction Act of 1995 (44 USC §3520) and assigned OMB control number(s) 2577-0083 and 2577-0266. In accordance with the Paperwork Reduction Act, HUD may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection displays a currently valid OMB control number.

27. **For inquiries about this Notice contact:** the designated EIV Coordinator in the local HUD field office or Nicole Faison of HUD Headquarters' Office of Public and Indian Housing at (202) 475-7949, or via email at PIH.RHIIP.TA@HUD.GOV.

/s/
Sandra B. Henriquez, Assistant Secretary for
Public and Indian Housing

Attachments:

1. ***What You Should Know About EIV Guide*** (with signature block)
2. ***What You Should Know About EIV Guide*** (without signature block)

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/rentalassistance.htm

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.

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.

Section 8 Programs - Neighbor Islands & HPHA (State)

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: Sandy Kaauwai
Ph: (808) 241-4440 Fax: (808) 241-4496

COUNTY OF MAUI:
Department of Human Concerns, Section 8
35 Lunalilo Street Suite 400
Wailuku, HI 96793
Contact: Milton Ito
Ph: (808) 270-7751 Fax: (808) 270-7829

STATE OF HAWAII: (OAHU)
Hawaii Public Housing Authority (HPHA)
Section 8 Office
Box 17907
Honolulu, HI 96817
Physical Address: Section 8 Office P.O.
1002 N. School St.
Honolulu, HI 96817
Contact: Michael Isobe
Ph: (808) 832-6040 Fax: (808) 832-3461

INFORMAL SETTLEMENT OF DISPUTES

In the event a Family or an Owner disputes any action taken by the Agency and claims that such actions adversely affect the rights, duties, 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 be discussed informally and settled without a hearing. (The complaint must be filed within fifteen (15) calendar days of dated written notification.) A summary of the discussion shall be prepared within fifteen (15) calendar days and one copy shall be given to the complainant. The summary shall specify the names of the participants, dates of meetings, the nature of the proposed disposition of the dispute and the specific reasons therefore, and shall specify the procedures by which a hearing may be obtained if the complainant is not satisfied.

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?

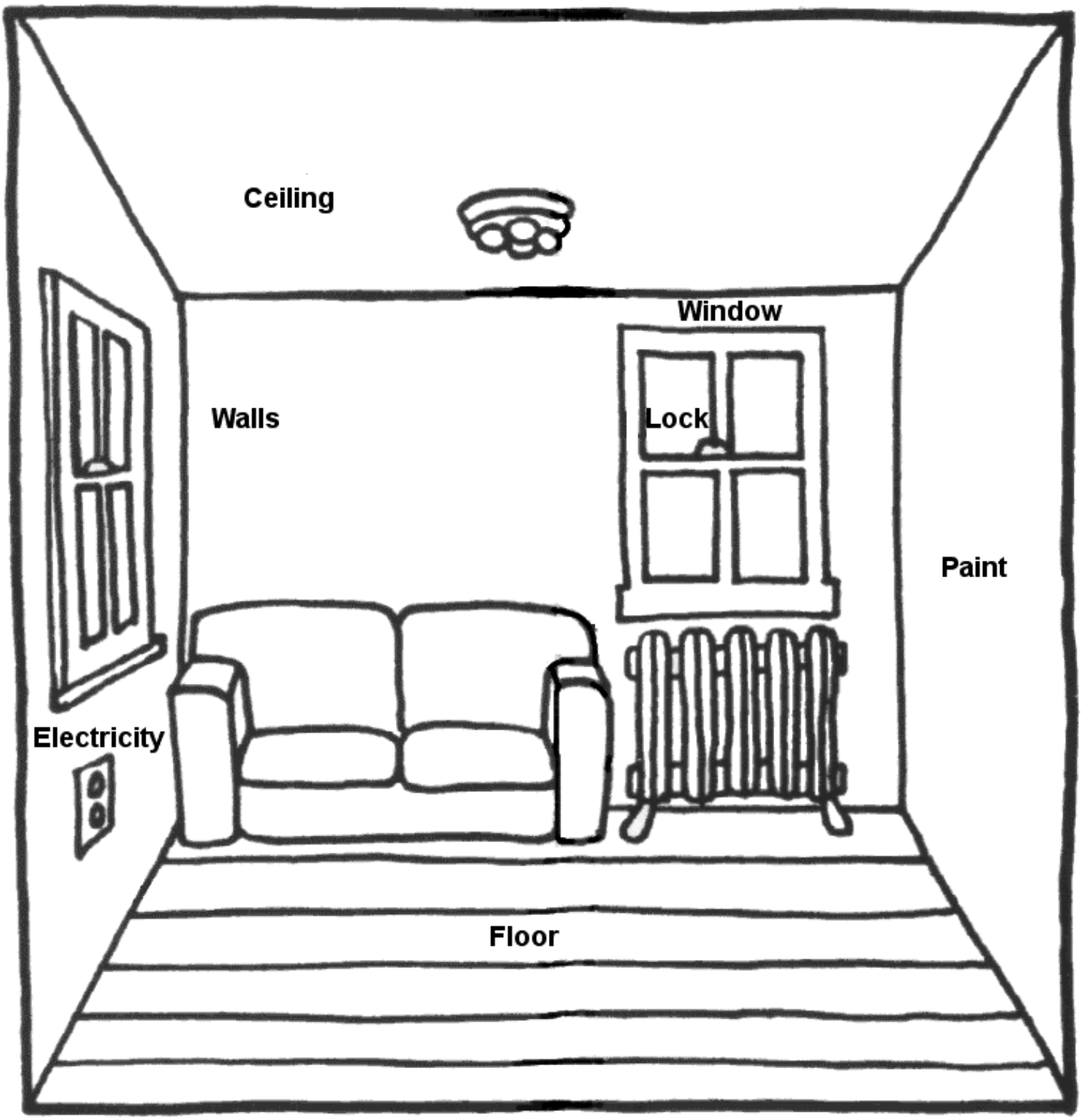
- The condition of the windows.
  -- Are there small cracks in the panes?

- 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
Lock
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.

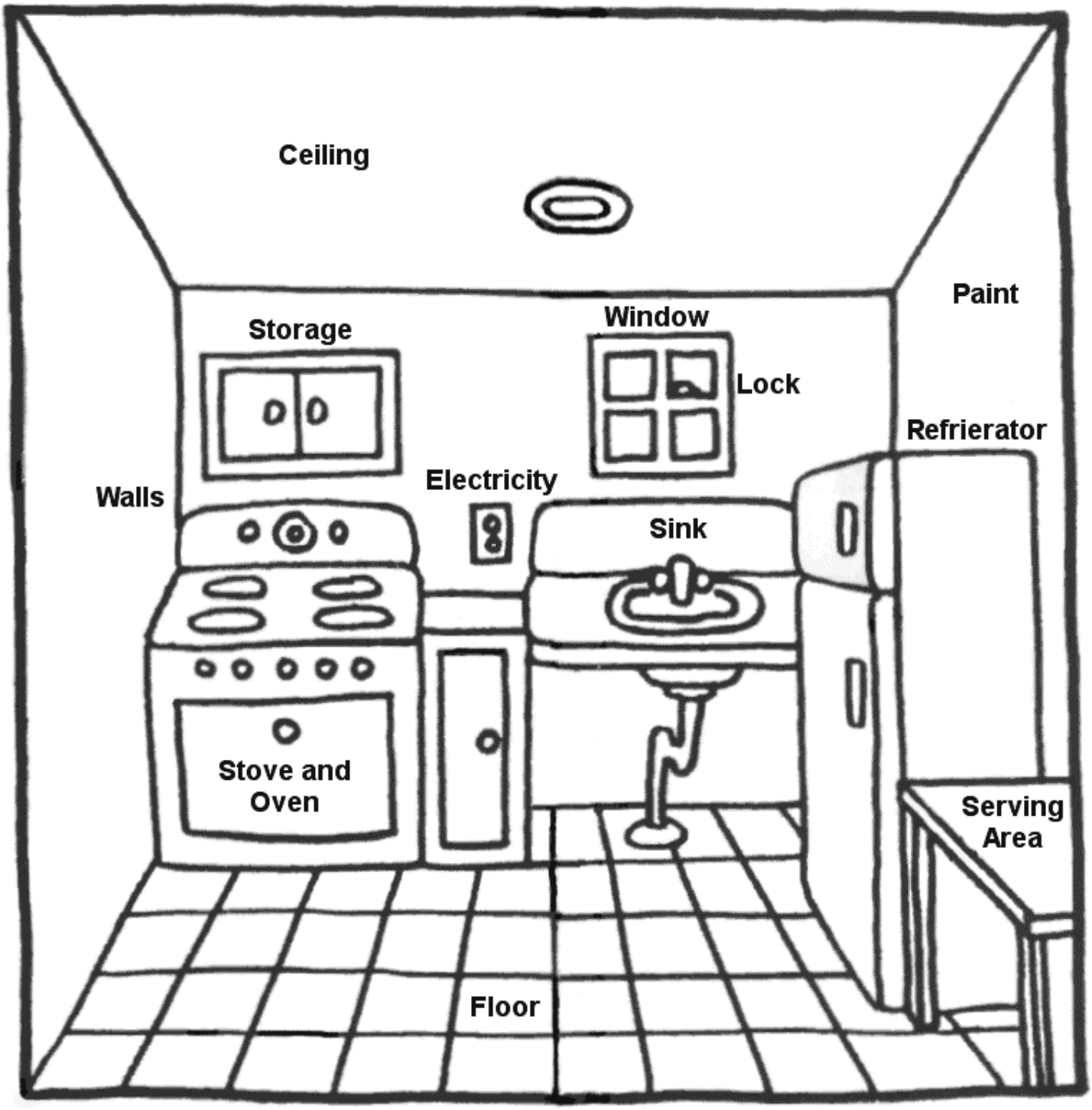
Refrigerator
A refrigerator that keeps temperatures low enough so that food does not spoil. (This can be supplied by the tenant.)

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.

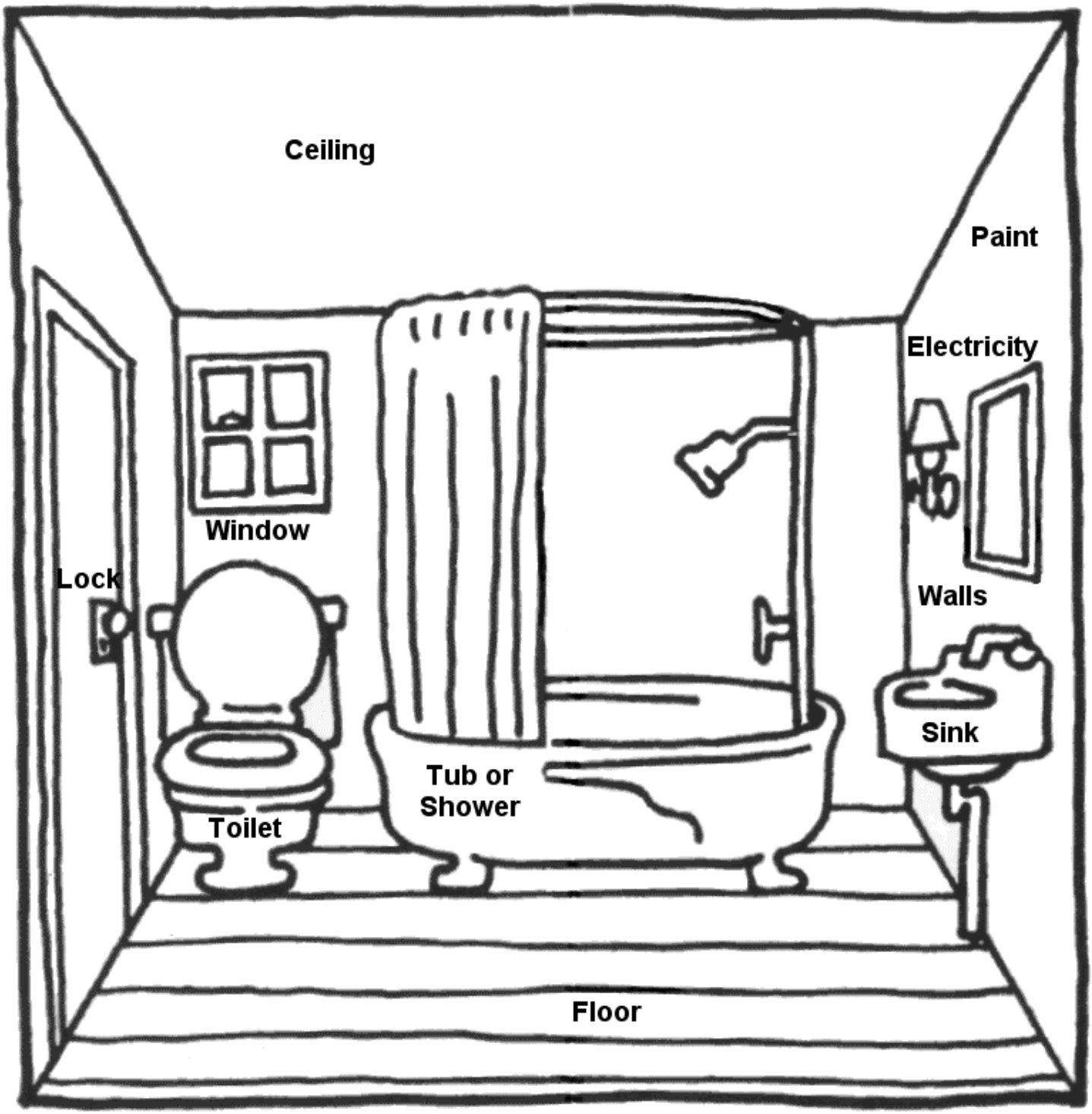
- Not acceptable are broken or frayed wiring, light fixtures hanging from wires with no other firm support (such as a chain), missing cover plates on switches or outlets, badly cracked outlets.

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?

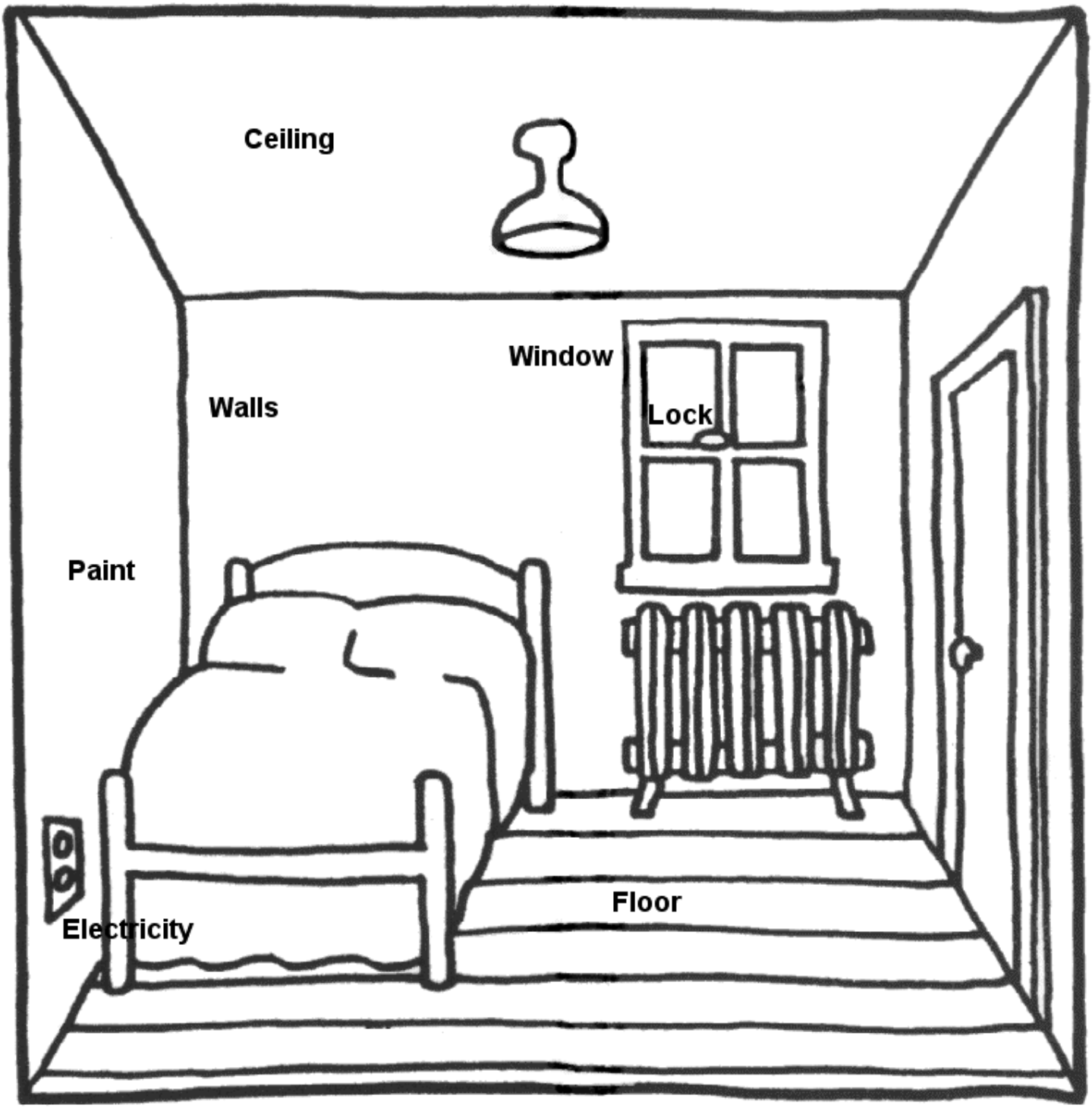
- The condition of the windows.
  -- Are there small cracks in the panes?

- 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.

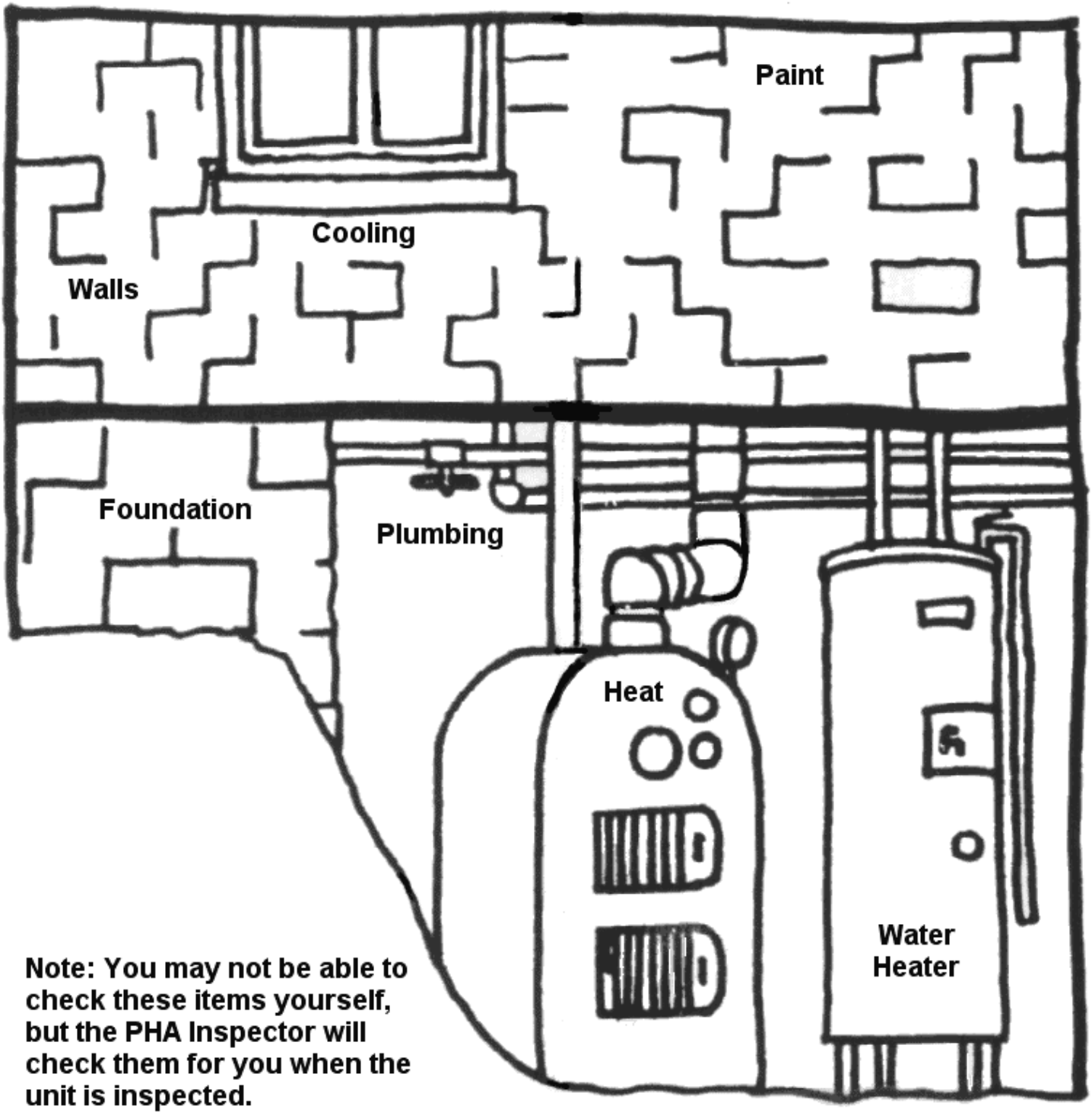
You should also think about:

- 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.

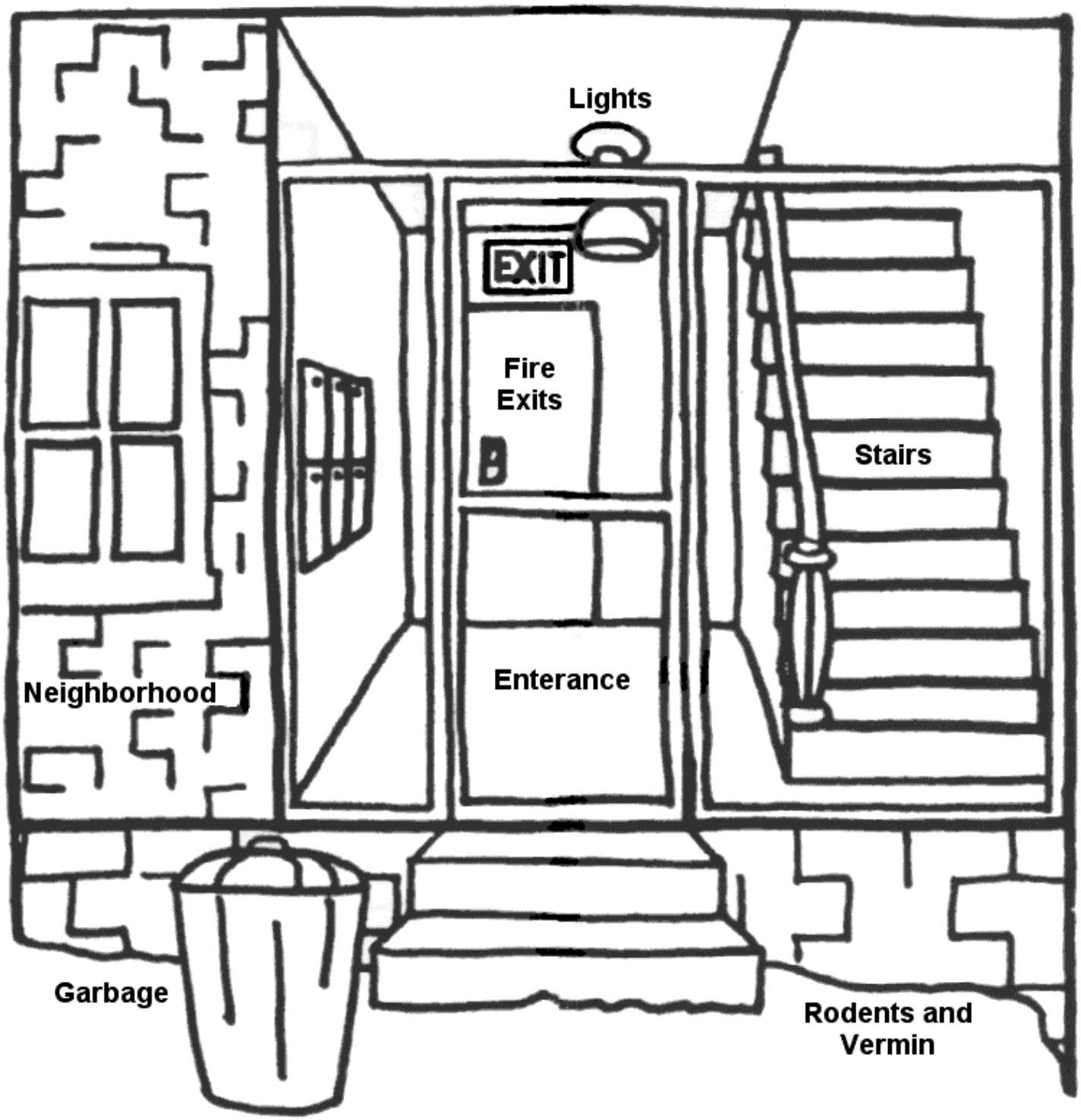
- The presence of screens and storm windows.

- 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.

2012 Poverty Areas zipcode and road

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Area Characteristics

Pushpins

- Police 2
- Library
- Police
- HFD

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Job Opportunities

Pushpins

- OWL

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Housing Assistance Programs

Financial Aid

- Catholic Charities: # 521-4357
- PACT: # 847-3285 / 815-8413
- Salvation Army: # 841-5565
- Helping Hands: # 536-7234
- Institute for Human Services: #537-2724
- HPRP: # 447-2863 / 447-2907

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

<u>HCAP</u> Kalihi/Palama: # 847-4861
Centeral: # 488-6834
Leahi: # 732-7755
Windward: # 239-5754
Waianae: # 696-4261

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: http://www. annual credit report. com

Phone: Cal11-877-322-8228
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:

Annual Credit Report Service
P.O. Box 105281
Atlanta, GA 30348-5281

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. Pleas~ exit and try again.

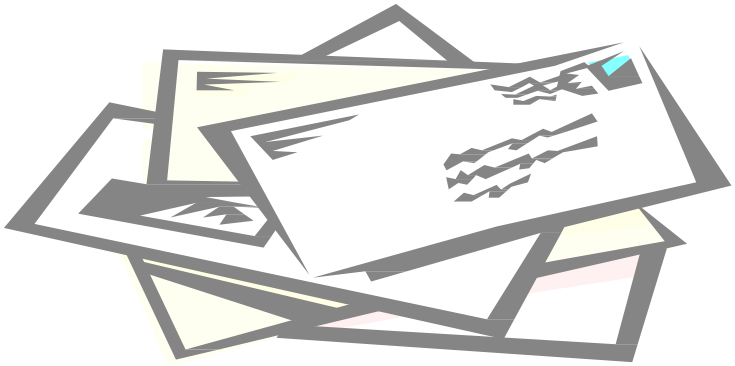
For assistance with credit issues, consider contacting:

Legal Aid Society of Hawaii - (808) 536-4302
http://www.legalaidhawaii.org

Consumer Credit Counseling Services of Hawaii - (808) 532-3225
http://www.cccshawawii.org

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.

Leasing Contacts

These are contact numbers of Property Managements that list units in various areas and could aid your efforts to secure a lease.

(Note: Area code 808)

Diamond Int'l ®	955-3037	Hawaii Hatfield	696-4499
Ideal	951-0350	Cambre ®	396-4700
KMJ ®	523-5975	Sacks	532-6262
Fahrni	486-4166	Sugar Kane	696-5833
Team	637-3507	Foster	696-0774
Bob Tanaka	949-4111	Sun Estate	487-0000
Hawaiian Properties	539-9777	Nakamoto ®	688-9878
Solid Foundation	531-4408	Ho ®	620-2225
Marcus & Associates ®	836-7446	Akamai ®	(866) 802-6568
Rental Solutions	546-7555	Francisco Properties	852-9417
Stradus ®	521-1022	KFG ®	456-8188
TPM ®	596-2511	Cornerstone	484-1211
Cadmus	531-6847	Marleen ®	293-2413
Dower ®	735-8838	Shinsato ®	537-4981
Hawaii Island Homes	951-8968	Properties Int'l ®	216-3862
Golden House	550-0666	Academy Garden	526-2408
Lau & Lau	951-5151	Franciscan Vistas	817-5315 (Senior Apts)
Nakatsu ®	677-7777	Kulana Hale	983-1551 (Senior Apts)
Cirrus ®	292-8780	Hale Mohalu	456-0368 (Senior Apts)
Realty Co	550-8827	Prudential ®	735-4200 (Senior Apts)

Additional Options:

- Access the Section 8 rental inventory posted on the bulletin boards at the Honolulu and Kapolei Offices.
- www.honolulu.gov/dcs/rentalassistance.htm for Section 8 Overview, Rental Resources, PHA Plans, Administrative Rules, Forms, Calendar of Events and Newsletters.
- Search on-line at www.craigslist.org, www.hotpads.com and www.rentalillustrated.com
- Contact our Landlord Specialist at 768-7398.

PRE-INSPECTION CHECK LIST FOR A HEALTHY AND SAFE HOME

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

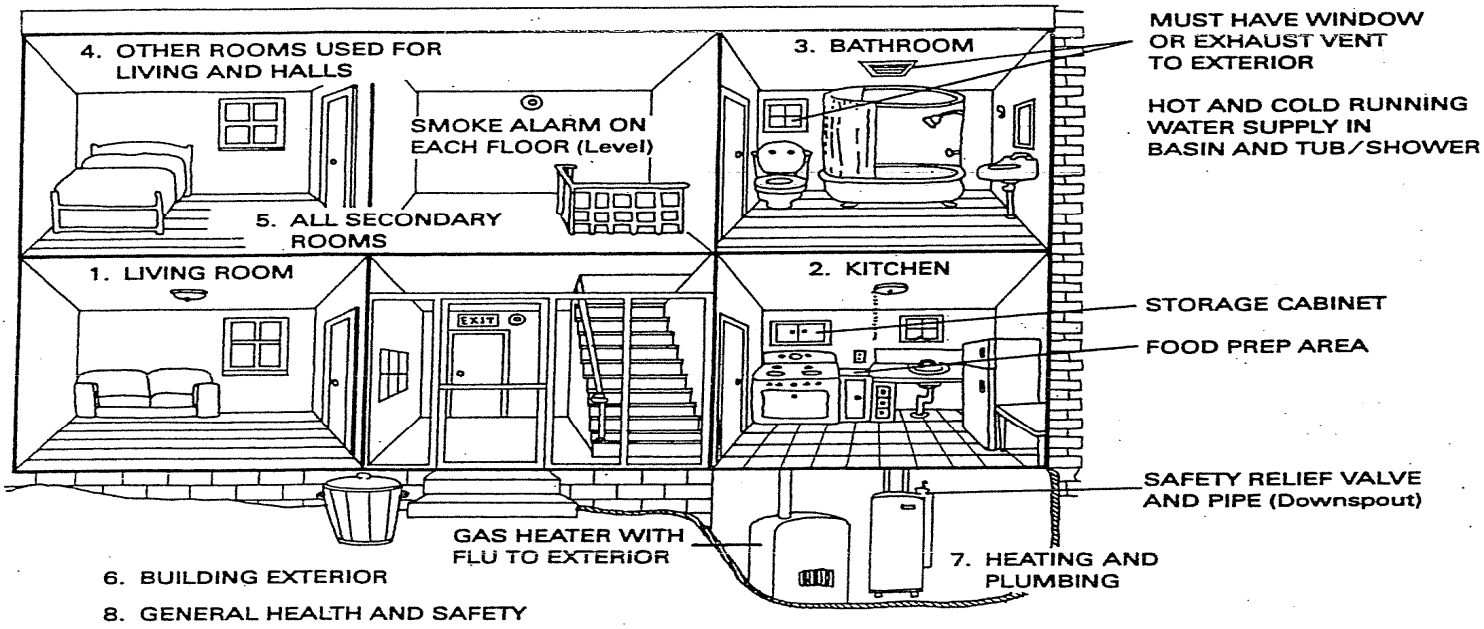
Utilities: Turn on electric and gas supply so appliances can be checked. If this is not possible, then landlord or agent should be present at time of inspection to sign a statement that all appliances and fixtures are in good working order.

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 slots 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. All 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. Bedroom doors with locks but there are no keys available to the tenant.

10. No downspout on the water heaters.

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, especially 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/rentalassistance.htm

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 768-3221 or 768-7088.

DEPARTMENT OF COMMUNITY SERVICES
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www.honolulu.gov/dcs/rentalassistance.htm

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 or 768-3221.

REV 1/2013

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

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
- About health effects of lead
- 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 and 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.

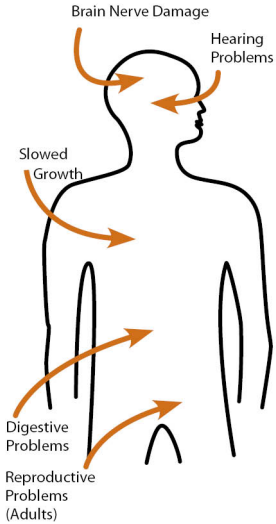
Women of childbearing age should know that lead is dangerous to a developing fetus.

- 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), 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

Deteriorating 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:

- 40 micrograms per square foot ($\mu g/ft^2$) and higher for floors, including carpeted floors
- 250 $\mu g/ft^2$ 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 1-800-877-8399.

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 professional. 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.

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, Remodeling, or Repairing (RRP) 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 and
  - 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

While paint, dust, and soil are the most common sources of lead, other lead sources also exist:

- **Drinking water.** Your home might have plumbing with lead or lead solder. You cannot see, smell, or taste lead, and boiling your water will not get rid of lead. If you think your plumbing might contain lead:
  - Use only cold water for drinking and cooking.
  - Run water for 15 to 30 seconds before drinking it, especially if you have not used your water for a few hours.

  Call your local health department or water supplier to find out about testing your water, or visit epa.gov/lead for EPA's lead in drinking water information.
- **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 (16 CFR 1303). 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 (76 FR 44463).

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/lead 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
Suite 1100 (CPT) One Congress Street
Boston, MA 02114-2023
(617) 918-1524

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) 321-6671

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 (DT-8J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 886-7836

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.
WWPD/TOPE
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
Solid Waste & Toxics Unit (WCM-128)
1200 Sixth Avenue, Suite 900
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 HUD's Office of Healthy Homes and Lead Hazard Control 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/offices/lead/

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

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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)

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

  Fair Housing Equal Employment Opportunity (FHEO)

  522-8182 ext. 269 or 522-8193 (TTY)
- **State of Hawai'i**

  Hawai'I Civil Rights Commission (HCRC)

  586-8636 or 586-8655 (TTY)

  Hawai'I Public Housing Authority (HPHA)

  932—5904 or 832-3817 (TTY)
- **City and County of Honolulu**

  Fair Housing Office

  768-7751 or 768-3489 (TTY)
- **Legal Aid Society of Hawaii**

  Fair Housing Enforcement Program

  527-8024 or 1-866-527-FAIR (3247)