

TENANT PROCESSING DIVISION OVERVIEW

This Division is responsible for processing all documentation pertaining to current, relocating, and new voucher holders. Each participant is assigned a specific Housing Specialist based on the first letter of their last name. The Division consists of a Supervisor, three Relocation Specialists, and five Housing Specialists.

RELOCATION SPECIALISTS

These Specialists process documents submitted for consideration and participation in the Housing Choice Voucher (HCV) Section 8 Program. New unit packets, port documentation, and moving/relocation documents are received and processed in the order received. *It is important that the voucher holder and landlord ensure that all guidelines are followed and requirements met. Packets/documents that are not properly completed will not be accepted and will result in the delay of the inspection for the potential unit.* Every voucher holder represents an urgent need for housing therefore we do not expedite one situation over another. Prospective voucher holders must make the necessary accommodations to ensure adequate housing until such time as the selected unit passes inspection and a Housing Assistance Payment (HAP) contract is signed.

Once the documents have met the income calculation requirements, a Confirmation of Documents Processed will be mailed to both the prospective tenant and landlord. This letter is an indication that the unit has been cleared for inspection. A separate letter will be mailed only to the landlord with the date and time of the initial inspection. **The tenant should contact the landlord** approximately seven (7) days after receipt of the estimate letter for information on the initial inspection date. Prospective landlords and tenants are advised that there are no timeframes assigned to this process; however it is in the best interest of both parties that the date entered on the Request for Tenancy Approval accurately reflects the actual date that the unit will be ready for inspection. **(NOTE: The initial inspection can not be performed on any unit occupied by anyone other than the prospective tenant.)**

RECERTIFICATION REQUIREMENT

Annually, each HCV participant is required to recertify to determine eligibility for continued participation in the Section 8 program. Failure to attend the recertification appointment may result in the termination of rental assistance. Both the tenant and the landlord are notified by letter when the recertification appointment has been scheduled. Landlords and participants are encouraged to carefully read and follow all instructions provided in documents received.

CHANGE OF STATUS FORMS

All HCV families are required to submit a Change of Status form whenever there is a change of income, additions to the household, changes in your marital status, and/or

employment status. Failure to report changes within 30 calendar days may result in termination of assistance and /or paying back monies they were not entitled to receive.

Income changes reflecting increases in a family's income, such as pay raises or increased work hours, must be submitted at the annual recertification appointment. It is the tenant's responsibility to provide Raleigh Housing Authority with all necessary verifications to process the change of status. It is also the tenant's responsibility to provide the name, address and phone number of their employers. If verification is not attached, the change of status may be denied and returned to the participant. Raleigh Housing Authority is no longer required to perform third party verification on behalf of the tenant.

According to 24 CFR 960.259 & 982.551, the family must supply any information that the PHA or HUD determines is necessary in the administration of the program. The family must supply any information requested by the PHA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition in accordance with HUD requirements.

1. When filling out the change of status form, only mark the change you are reporting.
2. If you are reporting changes to Social Security, SSI, Child Support, or AFDC, please provide a letter showing the new amount received. For child support a 12 month computer print out from the child support office is required. Also, if you are reporting that you are no longer receiving any of the above, verification must be provided showing zero amounts.
3. When reporting an income decrease change in wages, *please attach the verification from the employer or request an employment verification form from our receptionist to take to your place of employment to be completed.*
4. When separating from your employer due to lay-off, termination, disability, etc., you must provide written verification on company letterhead from your Human Resources or Payroll Department stating your last date of employment.

PROCESSING TIME: Tenant's should allow Raleigh Housing Authority 30 to 60 business days to process submitted and approved Change of Status forms. The tenant must continue to pay the current rent portion until notification is received from RHA indicating that the change has been processed.

EXAMPLES: (A) If the tenant stops working effective June 24, 2009, but reports this change to RHA on July 3, 2009, the effective date of the change will be August 1, 2009 and the tenant is responsible for their July rent portion. (B) If the tenant stops working effective May 1, 2009 and submits this change May 3, 2009, the effective date of this change is June 1, 2009. Therefore, the tenant is still responsible for their May 1, 2009 rental portion.

REASONABLE ACCOMMODATION REQUESTS

Reasonable Accommodation is for proven individuals with a disability or Handicap

All Reasonable Accommodation request must be submitted in writing on our Reasonable Accommodation Form supplied at the front desk in Leased Housing. Once reviewed, Raleigh Housing Authority will submit a 504 request form to the health-care provider listed by the applicant or tenant.

504 requests are sent to the health-care provider on your behalf by the Raleigh Housing Authority, to get a proven statement of the need for a reasonable accommodation. This process may take several business days, depending on your health-care provider. All 504 request form are mailed or faxed depending on what the applicant or tenant supplies.

Once this office receives the statement back from the health-care provider at that time a decision will be made. All decisions will come in the form of a written notice from this office. Please follow the directions on that notification; it will inform you what your next step will be.

LIVE IN AIDE REQUESTS

Definition of Live-in Aide:

A live-in aide is defined as a person who resides with an elderly or disabled person, and who:

1. Is determined to be essential to the care and well-being of the person.
2. Is not obligated for the support of the person.
3. May **not be a family member** or would not be living in the unit except to provide necessary supportive service.

*** ***Please note:*** This person would be needed to stay overnight on a regular basis to justify sleeping space for this person, i.e. another bedroom

All Live-in Aide requests must be accompanied by a Reasonable Accommodation Form. Please note that a statement from the Doctor's office is no longer acceptable.

Requirements:

- *State certified birth certificate, social security card, Valid NC Issued Driver's License and or a NC State Issued Identification Card.*
- *A criminal background check will also be performed. If the individual has engaged in any criminal activities within the time period listed below, they will not be allowed to move into your unit. Misdemeanor within the last 5 years; Felony within the last 7 years.*