

PHA Plans for the Port Arthur Housing Authority Annual Plan for FYB 2023

Cele Quesada, Executive Director

FYB October 1, 2023

FIRST DRAFT



Presented by:

The **Nelrod** Company

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**Streamlined Annual
PHA Plan
(HCV Only PHAs)**

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

**OMB No. 2577-0226
Expires 03/31/2024**

Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a higher performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** – A PHA that is not designated as PHAS or SEMAP troubled or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** – A PHA that administers more the 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** – A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** – A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent
- (6) **Qualified PHA** – A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A	PHA Information.																																
A.1	<p> PHA Name: <u>Port Arthur Housing Authority</u> PHA Code: <u>TX034</u> PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>10/2023</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning above) Number of Housing Choice Voucher (HCVs): <u>3087</u> PHA Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission </p> <p> Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. </p> <p> The following are the specific locations where the public may obtain copies of the 2023 Annual PHA Plan: <ul style="list-style-type: none"> ▪ Administrative Office – 920 De Queen Blvd., Port Arthur, TX 77640 </p> <p> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint PHA Plan and complete table below) </p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th rowspan="2" style="width: 20%;">Participating PHAs</th> <th rowspan="2" style="width: 10%;">PHA Code</th> <th rowspan="2" style="width: 20%;">Program(s) in the Consortia</th> <th rowspan="2" style="width: 20%;">Programs Not in the Consortia</th> <th colspan="2" style="width: 30%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 15%;">PH</th> <th style="width: 15%;">HCV</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Programs Not in the Consortia	No. of Units in Each Program		PH	HCV	Lead HA:																							
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B	Plan Elements
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>Housing Needs and Strategy for Addressing Housing Needs</p> <p><u>Statement of Housing Needs:</u></p> <p><u>Waiting List for Section 8</u></p> <p><i>Total: 1920</i></p> <p><i>Extremely Low Income: 1893-98.5%</i></p> <p><i>Very Low Income: 15-1%</i></p> <p><i>Low Income: 7-0.36%</i></p> <p><i>Over-Income: 5-0.26%</i></p> <p><i>Families with children: 139-7%</i></p> <p><i>Elderly Families: 95-5%</i></p> <p><i>Families with Disabilities: 1-0.05%</i></p> <p><i>White: 214-11%</i></p> <p><i>Black/African American: 1656-86%</i></p> <p><i>American Indian/Alaska Native: 21-1%</i></p> <p><i>Asian: 3-0.16%</i></p> <p><i>Hispanic: 89-5%</i></p> <p><i>Multi-Racial: 23-1%</i></p>

B.1 *The waiting has been closed for 7 months. The PHA does not expect to reopen the waiting list in PHA Plan year.*

Waiting List for Section 8 – RAD-Lakeview Palms

Total: 252

Extremely Low Income: 224-89%

Very Low Income: 18-7%

Low Income: 9-4%

Over-Income: 1-0.40%

Families with children: 87-35%

Elderly Families: 37-15%

Families with Disabilities: 8-3%

White: 38-15%

Black/African American: 191-76%

Asian: 15-6%

Hispanic: 33-13%

Multi-Racial: 8-3%

The waiting is not closed.

Waiting List for Section 8 – RAD-Park Central

Total: 335

Extremely Low Income: 317-95%

Very Low Income: 11-3%

Low Income: 6-2%

Over-Income: 1-0.30%

Families with children: 81-24%

Elderly Families: 22-7%

Families with Disabilities: 2-1%

White: 99-30%

Black/African American: 227-68%

American Indian/Alaska Native: 2-1%

Asian: 2-1%

Native Hawaiian/Other Pacific Islander: 1-0.30%

Hispanic: 47-14%

Multi-Racial: 4-1%

The waiting is not closed.

B.1 **Waiting List for Section 8 – PBV-Park Central**

Total: 351
Extremely Low Income: 335-95%
Very Low Income: 10-3%
Low Income: 5-1%
Over-Income: 1-0.28%
Families with children: 102-29%
Elderly Families: 30-8.5%
Families with Disabilities: 3-1%
White: 114-32%
Black/African American: 227-65%
American Indian/Alaska Native: 3-1%
Asian: 3-1%
Hispanic: 59-17%
Multi-Racial: 4-1%

The waiting is not closed.

Waiting List for Section 8 – PBV-Edison Square

Total: 103
Extremely Low Income: 99-96%
Very Low Income: 3-3%
Low Income: 1-1%
Families with children: 7-4%
Elderly Families: 100-97%
Families with Disabilities: 5-5%
White: 8-8%
Black/African American: 73-71%
Asian: 13-13%
Native Hawaiian/Other Pacific Islander: 1-1%
Hispanic: 13-13%
Multi-Racial: 8-8%

The waiting is not closed.

B.1 Deconcentration and Other Policies that Govern Eligibility, Selection and Admissions

Special Purpose Section 8 Assistance Programs:

The Housing Authority has received twenty-one (21) Special Purpose Vouchers for the VASH Program and may apply for additional, as allowed by HUD.

Currently we have *21* Disaster Ike Housing Vouchers under HAP contract *and 3 Foster Youth to Independence Vouchers (FYI) under HAP contract.*

The PHA changed the Disaster Ike Housing Vouchers from 22 to 21 and added the FYI Vouchers above.

Financial Resources

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2023 grants)		
a) Public Housing Operating Fund		
b) Public Housing Capital Fund		
c) HOPE VI Revitalization		
d) HOPE VI Demolition		
e) Annual Contributions for Section 8 Tenant-Based Assistance	23,397,080.00	
f) Resident Opportunity and Self-Sufficiency Grants		
g) Community Development Block Grant	747,377.00 809,408.00	Valley View Edison Square
h) HOME		
Other Federal Grants (list below)		
2. Prior Year Federal Grants (unobligated funds only) (list below)		
3. Public Housing Dwelling Rental Income		
4. Other income (list below)		
Fraud Recovery – HAP	70,000.00	Other
Fraud Recovery – Admin	70,000.00	Other
Other Tenant Charges/Misc.	12,750.00	Other
5. Non-federal sources (list below)		
Total resources	\$25,106,615.00	

B.1 Operation and Management**PHA Management Structure:**

The PHA changed the HCV/Inspection Clerks from 2 to 3.

HUD Programs Under PHA Management:

Program Name	Units or Families Served at Year Beginning	Expected Turnover
Public Housing	N/A	N/A
Section 8 Vouchers	3072	50
Section 8 Certificates	N/A	N/A
Section 8 Mod Rehab	N/A	N/A
Special Purpose Section 8 Certificates/Vouchers (list individually)		
DHAP	21	0
VASH	21	4
Other Federal Programs (list individually)		
Section 8 RAD	178	8
Project-Based Park Central 46/Edison Square 78	124	10

B.2 New Activities.

- (a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?

Project-Based Vouchers.

Y N

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- (b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations and describe how project-basing would be consistent with the PHA Plan.

Our agency is currently operating a Section 8 Project Based Voucher Program. Edison Square, a newly constructed 78-unit Project Based Voucher elderly site. Park Central, a 186-unit complex where there are 46 PBV rental assisted units. At Park Central, 92 public housing units were converted to 92 RAD Project Based units.

The PHA took "newly constructed" from in front of the "186-unit complex above".

B.2	<p>Projected number of units:</p> <ul style="list-style-type: none"> Up to 20% of budget authority base line units as allowed by HUD <p>General location(s) (eligible census tracts or areas within eligible census tracts):</p> <ul style="list-style-type: none"> Throughout City of Port Arthur and ETJ. <p>How is this action consistent with the PHA Plan? Include the reasons why project basing instead of tenant basing the same number of units is appropriate.</p> <ul style="list-style-type: none"> Enhance development of affordable housing, enhance rehabilitation of existing housing of affordable housing, and enhance opportunity for Voucher holder to occupy mixed income developments. <p>Interested persons may apply for admission to Project-Based Section 8 Assistance at:</p> <ul style="list-style-type: none"> Park Central Apts.: 8580 Park Central Blvd., Port Arthur, TX Edison Square Apts.: 3501 12th Street, Port Arthur, TX <p><i>PHA added:</i></p> <p><i>Interested persons may apply for admission to RAD Project-Based Assistance at:</i></p> <ul style="list-style-type: none"> <i>Park Central Apts.: 8580 Park Central Blvd., Port Arthur, TX</i> <i>Lakeview Palms Apts.: 5200 Gulfway Drive, Port Arthur, TX</i>
B.3	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p> <p>PHA GOAL #1: EXPAND THE SUPPLY OF ASSISTED HOUSING</p> <p>The PHA established the following objectives to strive in meeting goal #1:</p> <ul style="list-style-type: none"> Apply for additional rental vouchers Leverage private or other public funds to create additional housing opportunities Acquire or build units or developments Improve collaboration with community and national partners with providing assistance to homeless individuals <p>Progress Statement: <i>Apply for additional vouchers under the Foster Youth to Independence Initiative.</i></p> <p>PHA GOAL #2: IMPROVE THE QUALITY OF ASSISTED HOUSING</p> <p>The PHA established the following objectives to strive in meeting goal #2:</p> <ul style="list-style-type: none"> Improve voucher management Increase customer satisfaction

B.3

- Concentrate on efforts to improve specific management functions (voucher unit inspections)
- Provide replacement vouchers

Progress Statement: *Ongoing objectives.*

PHA GOAL #3: INCREASE ASSISTED HOUSING CHOICES

The PHA established the following objectives to strive in meeting goal #3

- Provide voucher mobility counseling
- Conduct outreach efforts to potential voucher landlords
- Increase voucher payment standards
- Increase voucher homeownership program
- Increase number of PBV assisted units
- Increase project-based voucher assisted units
- Provide HUD FHA counseling

Progress Statement: *Ongoing objectives.*

PHA GOAL #4: PROVIDE AN IMPROVED LIVING ENVIRONMENT

The PHA established the following objectives to strive in meeting goal #4

- Designate developments or buildings for particular resident groups

Progress Statement: *Ongoing objective.*

PHA GOAL #5: PROMOTE SELF-SUFFICIENCY AND ASSET DEVELOPMENT OF ASSISTED HOUSEHOLDS

The PHA established the following objectives to strive in meeting goal #5

- Increase the number and percentage of employed persons in assisted families
- Provide or attract supportive services to improve assistance recipients' employability
- Provide or attract services to increase independence for the elderly or families with disabilities

Progress Statement: *Ongoing objectives.*

PHA GOAL #6: ENSURE EQUAL OPPORTUNITY AND AFFIRMATIVELY FURTHER FAIR HOUSING

The PHA established the following objectives to strive in meeting goal #6

- Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status and disability

B.3	<ul style="list-style-type: none"> ▪ Undertake affirmative measures to provide a suitable living environment for families living in assisted housing regardless of race, color, religion, national origin, sex, familial status and disability ▪ Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required <p><u>Progress Statement:</u> <i>Ongoing objectives.</i></p>
B.4	<p>Capital Improvements. <i>Not Applicable</i></p>
B.5	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe: <i>N/A</i></p>
C.	<p>Other Document and/or Certification Requirements.</p>
C.1	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations. <i>(See attachment tx034a01)</i></p>
C.2	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>

C.3	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations - Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.4	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>
D.	<p>Affirmatively Furthering Fair Housing (AFFH).</p>
D.1	<p>Affirmatively Furthering Fair Housing (AFFH).</p> <p>Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p> <p>PAHA is committed to promoting safe, affordable housing where families can live, work and play in healthy communities of opportunity.</p> <p>In order to achieve this, PAHA will need to analyze patterns and trends of disparate housing needs and disproportionate access to opportunities. Then identify and prioritize significant contributing factors to fair housing choice and then establish policies, goals and actions. This will involve PAHA as well as other stakeholders. (See attachment tx034b01)</p>

Attachment: tx034b01

Port Arthur Housing Authority

Fair Housing and Equal Opportunity Policy

FAIR HOUSING AND EQUAL OPPORTUNITY POLICY

A. Nondiscrimination and Affirmatively Furthering Fair Housing

The PHA affirmatively furthers Fair Housing in the administration of the program by complying fully with all Federal, State, and local nondiscrimination laws and administers programs in accordance with the rules and regulations governing Fair Housing and Equal Opportunity in housing, and marketing the program to members of protected classes who are "least likely to apply".

The PHA shall not discriminate against any applicant, participant, or landlord because of race, color, national or ethnic origin or ancestry, religion, sex, age, disability, source of income, marital status or presence of children in a household (protected classes); nor will any criteria be applied, or information be considered pertaining to attributes or behavior that may be imputed by some to a particular group or category. The PHA shall not deny any family the opportunity to apply for housing (when the waiting list is open) or deny any eligible applicant the opportunity to lease a housing unit that meets family needs and program requirements.

B. Applicable Federal Laws and Regulations

Federal laws require PHAs to treat all applicants and participants equally, providing the same quality of service, regardless of family characteristics and background. The PHA will comply fully with all federal, state, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

1. Title VI of the Civil Rights Act of 1964
2. Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)
3. Executive Order 11063
4. Section 504 of the Rehabilitation Act of 1973
5. The Age Discrimination Act of 1975
6. Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
7. Violence Against Women Reauthorization Act of 2005 (VAWA)

8. "Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity" (regulations published 2/3/12--24 CFR 5.105(a)(2))

When more than one civil rights law applies to a situation, the laws will be read and applied together.

The PHA will honor and comply with any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants, or staff that may subsequently be enacted

C. Equitable Treatment

The PHA will not use membership in any protected class to:

1. Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the Housing Choice Voucher Program
2. Provide housing that is different from that provided to others except when needed to provide person with disabilities special services to achieve equal access to programs.
3. Subject anyone to segregation or disparate treatment
4. Restrict anyone's access to any benefit enjoyed by others in connection with the housing program
5. Treat a person differently in determining eligibility or other requirements for admission
6. Steer an applicant or participant toward or away from a particular area based on any of these factors
7. Deny anyone access to the same level of services
8. Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program
9. Discriminate in the provision of residential real estate transactions
10. Discriminate against someone because they are related to or associated with a member of a protected class

11. Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons who are members of a protected class.

D. Providing Information to Families and Landlords

1. The PHA will ensure that families and landlords are fully aware of all applicable civil rights laws. As part of the briefing process, the PHA will provide information to applicant families about civil rights requirements and the opportunity to rent in a broad range of neighborhoods. **24 CFR 982.301**
2. The Housing Assistance Payment (HAP) contract informs landlords of the requirement not to discriminate against any person because of race, color, religion, sex, national origin, age, familial status, disability, or actual or perceived sexual orientation or gender identity in connection with the contract.

E. Discrimination Complaints

1. If an applicant or participant believes that any family member has been discriminated against by PHA or a landlord, the family should advise PHA.
2. HUD requires the PHA to make every reasonable attempt to determine whether the applicant's or participant's assertions have merit and take any warranted corrective action.
3. In addition, the PHA will provide information to applicants and participants regarding housing discrimination complaints in the family briefing session and program packets.
4. All applicable Fair Housing Information and Discrimination Complaint Forms will be made available to applicants and participants, including form HUD-903 or form HUD-903A.

F. Reasonable Accommodations for People with Disabilities

1. The PHA, as a public agency that provides low rent housing to eligible families, has a legal obligation to provide "reasonable accommodations" to applicants and participants if they or any family members have a disability. **24 CFR 8.4**

2. An applicant or participant with a disability may request information or an accommodation by contacting the Port Arthur Housing Authority at 409-982-6442 or 1-800-590-6442
3. A reasonable accommodation is a modification or change PHA can make to its offices, methods or procedures to assist an otherwise eligible applicant or participant with a disability to take full advantage of and use PHA's programs, including those that are operated by other agencies in PHA-owned public space. **24 CFR 8.20**
4. An accommodation is not reasonable if it: **24 CFR 8.21(b) and 24 CFR 8.24(a)(2)**
 - a. Causes an undue financial and administrative burden; or
 - b. Represents a fundamental alteration in the nature of PHA's program.
5. Subject to the undue burdens and fundamental alterations tests, PHA will correct physical situations in its offices or procedures that create a barrier to equal housing opportunity for all.
6. To permit people with disabilities to take full advantage of the PHA's housing program and non-housing programs, in accordance with Section 504 and the Fair Housing Amendments Act of 1988, PHA shall comply with all requirements and prohibitions in applicable law.
7. Facilities and programs used by applicants and participants shall be accessible to persons in wheelchairs, persons with sensory impairments and other persons with disabilities. Application and administrative offices, hearing rooms, etc. will be usable by residents with a full range of disabilities. **24 CFR 8.21**
8. Documents and procedures used by applicants and residents will be accessible for those with vision, hearing or other sensory impairments. Also, all documents will be written simply and clearly to enable applicants with learning or cognitive disabilities to understand as much as possible.
9. Examples of reasonable accommodations include, but are not limited to: **24 CFR 8.4**
 - a. Making alterations to a PHA office or administrative facility to

make it fully accessible so it could be used by a family member with wheelchair;

- b. Permitting applications and reexaminations to be completed by mail;
- c. conducting home visits instead of requiring applicants and participants to come to PHA offices;
- d. Using higher payment standards (either within the acceptable range, as an exception to the current payment standard up to 110 percent of the payment standard, or with HUD approval, of a payment standard above 110 percent of the payment standard) if the PHA determines this is necessary to enable a person with disabilities to obtain a suitable housing unit;
- e. Providing time extensions to locate a unit when needed because of lack of accessible units or special challenges of the family in seeking a unit;
- f. Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff;
- g. Displaying posters and other housing information in locations throughout PHA's office in such a manner as to be easily readable from a wheelchair;
- h. Permitting a participant to move from an apartment that cannot be made accessible to an apartment that is or can be made accessible, even when most moves are not permitted;
- i. Widening the door of a PHA-owned community room or public restroom so a person in a wheelchair may use the facility;
- j. Intervening with a landlord so that he/she will permit a participant with a disability to make unit modifications as permitted by the Fair Housing Act.
- k. Making sure that PHA processes are understandable to applicants and residents with sensory or cognitive impairments, including but not limited to: **24 CFR 8.6**

1. Making large type documents, Braille documents, cassettes or a reader available to an applicant or resident with a vision impairment during interviews or meetings with PHA staff;
 2. Making a sign language interpreter available to an applicant with a hearing impairment during interviews or meetings with PHA staff;
 3. Permitting an applicant or resident to be accompanied or represented by a family member, friend, or advocate at all meetings and interviews with PHA if the individual desires such representation;
 4. Permitting an outside agency or individual to assist an applicant with a disability to meet the PHA's applicant screening criteria.
10. An applicant family that has a member with a disability must still be able to meet essential obligations of tenancy. They must be able **24 CFR 8.3**
- a. to pay rent and other charges (e.g. utility bills) as required by the lease in a timely manner;
 - b. to care for and avoid damaging the apartment and common areas;
 - c. to use facilities and equipment in a reasonable way;
 - d. to create no health, or safety hazards, and to report maintenance needs;
 - e. not to interfere with the rights and peaceful enjoyment of others, and to avoid damaging the property of others;
 - f. not to engage in prohibited criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises by other residents or staff; and not to engage in drug-related criminal activity; and
 - g. to comply with necessary and reasonable rules and program requirements of HUD and the PHA.

There is no requirement that they be able to do these things without assistance.

11. If an applicant or resident family member needs assistance with one of the essential obligations of tenancy, PHA will, as a reasonable accommodation, make a referral to an individual or agency that can provide such assistance. **24 CFR 8.20**
12. If an applicant or resident receives a referral to an agency or individual who can assist the applicant or resident with complying with the essential obligations of tenancy, the applicant or resident is not obligated to accept the service, but if refusing service results in a lease violation, the Landlord may terminate the lease and PHA may terminate assistance. **24 CFR 8.2**
13. An applicant or resident family with a member who has a disability and needs or wants a reasonable accommodation may request it at any time. **24 CFR 8.20**
14. If an applicant or resident would prefer not to discuss the situation with the PHA, that is his/her right.

G. Denial or Termination of Assistance

The PHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation. **24 CFR 982.552 (2)(iv)**

1. When applicants with disabilities are denied assistance, the notice denial must inform them of PHA's informal review process and their right to request a hearing. In addition, the notice must inform applicants with disabilities of their right to request reasonable accommodations to participate in the informal hearing process. The process for requesting an Informal review is outlined in this notice of denial document.
2. When a participant family's assistance is terminated, the notice of termination must inform them of PHA's informal hearing process and their right to request a hearing and reasonable accommodation.
3. When reviewing reasonable accommodation requests, the PHA must consider whether any verifiable mitigating circumstances explain and overcome the problem that led to PHA's decision to deny or terminate assistance. If a reasonable accommodation will meet the requirements, the PHA must make the accommodation

H. Providing Information in Languages other than English for persons with Limited English Proficiency

1. For persons with Limited English Proficiency (LEP), language can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by the HCV Program.
2. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin.
3. The PHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).
4. All forms, written materials and recorded voice-mail messages used to communicate with prospective applicants, applicants and residents shall be available in any language spoken by five percent of the eligible population of the community. This includes documents related to intake, marketing, outreach, certification, reexamination and inspections.
5. Applicants and residents with low English comprehension may furnish an interpreter to assist in communication with PHA. When an applicant or resident needs interpretation services and a staff member of the PHA speaks the language needed, the staff member will provide translation services.
6. In a courtroom, a hearing, or situations in which health, safety, or access to important benefits and services are at stake, the PHA will generally offer, or ensure that the family is offered through other sources, competent services free of charge to the LEP person.
7. The PHA will provide written translations of other vital documents for each eligible LEP language group that constitutes 5 percent of the population of persons eligible to be served. Translation of other documents, if needed, can be provided orally.