




National American Indian Housing Council

HOUSING POLICY DEVELOPMENT






About NAIHC

- ▶ Founded in 1974 as a 501(c)(3) corporation
- ▶ 271 members representing 463 tribes
- ▶ 10-member Board of Directors representing nine geographical regions in the U.S.
- ▶ Advocacy
- ▶ Training (ONAP assigned)
- ▶ On-site technical assistance (ONAP assigned)
- ▶ Research
- ▶ <http://www.naihc.net/>

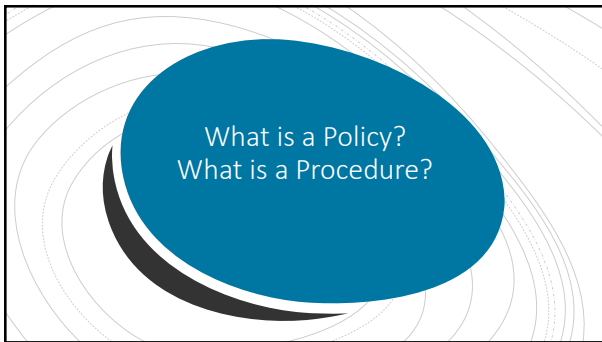
Introductions

If you could have one of these superpowers, which one would you choose?

- Be invisible whenever you want
- Superhuman Strength
- Talk to animals
- Read minds
- Be able to fly









What is a Policy

- It clearly defines modes of conduct.
- It reflects the organization's values.
- It determines the cultural structure of your organization.

- Your policy is your organization's [action plan](#).

What is a Procedure?

Procedures tell what to do when to do it, and who is responsible for doing it.



A procedure establishes the specific manner in which a function is to be performed, assigns responsibility, and describes specific action, whether it be answering a phone, setting up a file, determining income, inspecting a property, preparing a form, or writing a report.

Identify examples of issues that must be implemented?

unmute everyone.

Why are Procedures Necessary?

- A good set of written procedures increases the likelihood that programs will be:
 - Administered properly;
 - Delivered in a way that staff know their responsibilities;
 - Implemented in a manner that ensures performance objectives are met according to the established policies;
 - Consistently delivered;
 - Understood and trusted by the public;
 - Delivered efficiently, with as many households served as possible;
 - More easily delivered by new staff with little interruption to workflow; and
 - Understood and accurately described by staff, members of the board and/or tribal council.

Policies and Procedures Compared

- Policies
 - Set of principles, rules, and guidelines formulated by an organization
- Procedures
 - Series of steps followed in a regular definite order

Policies	Procedures
Have widespread application	Have a narrower focus
Are non-negotiable, change infrequently	Are subject to change and continuous improvement
Are expressed in broad terms	Are a more detailed description of activities
Are statements of what and/or why	Are statements of how, when and/or who & sometimes what
Answer major operational issues	Detail a process

Examples of Policies and Procedures?



Admission and Occupancy Policy Application Process

Policy: "Applicants must submit a completed application before they can be determined eligible for placement on a waiting list."
 Procedure: "Upon receiving a completed application, staff members must initiate the date and time of receipt of the application."



Admission and Occupancy Policy Maximum Low Rent Charges

Policy: "No low-income family will be charged more than 30% of adjusted gross income."
 Procedure(s): "Calculate anticipated annual gross income, subtract permitted allowances/deductions, divide by 12 months, multiply by percentage of income being charged by program percentage."

Policy or Procedure

- 1 "Fair market rents for the area as published by HUD annually will be used by the Recipient as the ceiling rents for low-rent units."
- 2 "Move-Out inspection must be conducted by the staff within 48 hours."
- 3 "The tenant will be notified by staff that there might be charges for repairs, which will be added to the new unit bill as additional rent."
- 4 "Recipient requires the completion of a move-in inspection prior to the signing of a lease agreement and tenant occupancy."

Poll

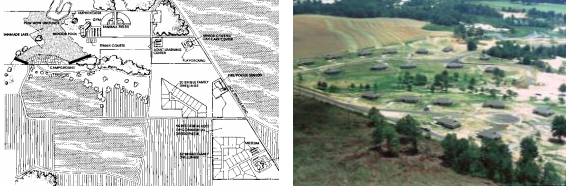
- What is the primary difference between policies and procedures?
 - A. Nothing
 - B. Policies are guiding principles, procedures are a series of steps
 - C. Policies are localized, procedures are universal
 - D. Policies are easily changed; procedures require approval from a governing body
 - E. Policies are specific, procedures are generalized

B. Policies are guiding principles; procedures are a series of steps.

When do We Need Policies?

Policies are a Response to

- A response to a community's needs
- A reflection of a plan to address community needs



Policies

- Policies and procedures are developed after a mission statement, goals, and objectives are established.
- Policies are prepared answers to anticipated problems.
- Policies inform institutions on what is expected and what will be done.
- NAHASDA program requirements for policies require the following:
 - Rents
 - Maintenance and Efficient Operation
 - Insurance Coverage
 - Eligibility for Admission
 - Management
 - Selection

Tribe/TDHE Mission Statement

- Understand the mission: What is the organization seeking to accomplish?
- Mission statements are not definitions of goals and objectives.
- Before developing goals, procedures, and policies; an organization must understand their mission.
- A mission statement is required as part of the comprehensive Indian Housing Plan (IHP).

POLL: Which is the best example of a mission statement?

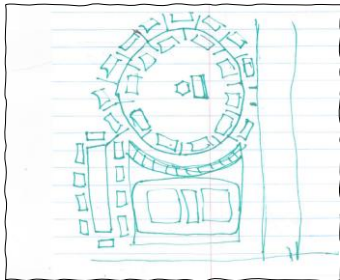
- A. Goals : "Be the Number 1 seller"
- B. Procedures: "File applicant forms after applicant submission"
- C. Objectives: "Complete Task A before moving on to Task B"
- D. Policies: "Organize TDHE waiting list based on priority score"
- E. Accomplish: "Provide housing assistance and opportunity"

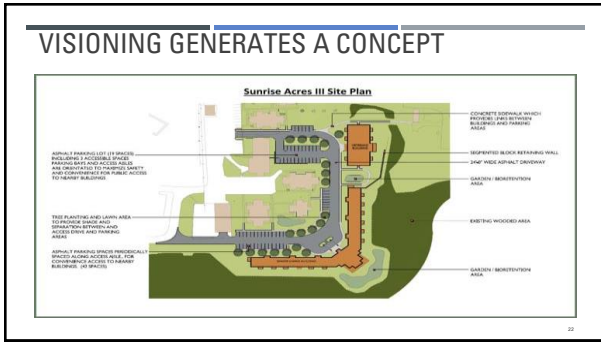
Accomplish: "Provide housing assistance and opportunity"

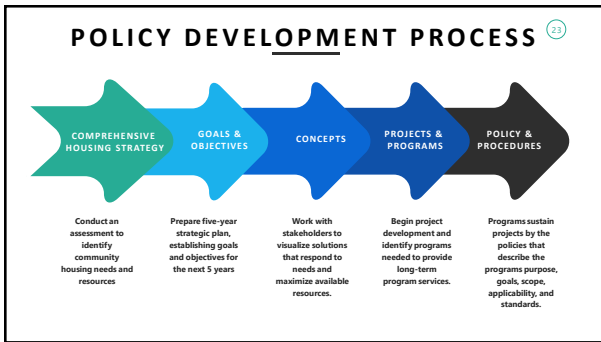
Goals and Objectives

- Statement of development goals and priorities is required as part of a comprehensive housing strategy.
- Goals and objectives should state what the housing strategy plans to do over a certain period of time.
- How and when do we get to writing policies????

VISIONING CAN BEGIN ON A NAPKIN







Veterans and “Housing First”

Housing First: A national effort to end homelessness. The Housing First philosophy is simple:

1. Provide individuals and families experiencing homelessness with *immediate* access to affordable housing.
2. Supplement the housing by offering supportive treatment services such as mental and physical health, substance abuse, education and employment.

Housing First Components

- Quick access to housing while providing needed services. No pre-conditions – sobriety, engage in treatment, etc.
- Expectations are the same as for any renter in housing – meet lease obligations
- Staff use assertive engagement to maintain relationships with Veterans focused on recovery as self-defined
- Using a team approach, services are wrapped around the person and staff assist in development of tenancy skills

Identify the words in each bullet that triggers the need for policies?

- ACCESS SERVICES LEASE OBLIGATIONS
- EXPECTATIONS STAFF TEAM APPROACH

Housing First: Not Housing ONLY

- **Goal:** To assist people to assume the full rights and responsibilities of tenancy
- **Expectations:** are lease based with services designed to assist each Veteran to meet the expectations. Everyone expected to follow the lease
- **Lease:** is designed to be consistent with community standards
- **Services:** intensity may vary over time but is often most intensive in the first 6 months
- **Property Management and Services:** work together to help each tenant to stay housed and meet the lease expectations.

Program Goals

- Increase Each Veteran's Housing Stability
- Veterans to assume the full rights and responsibilities of tenancy
 - Increase tenants' income and employment
 - Build Veteran's skills in managing a lease
 - Increase tenants' independence and achieve their goals
 - Address behaviors that threaten tenancy and develop plans to reduce/eliminate breaches
 - Prevent evictions
 - Connect each Veteran to the network of services and supports needed to remain in the community

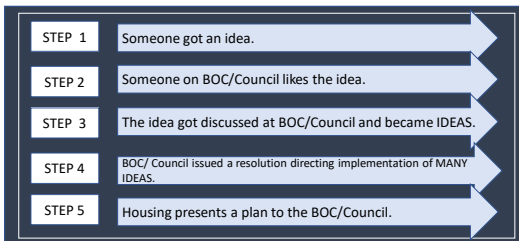
POLL: Select a typical goal from the list below:

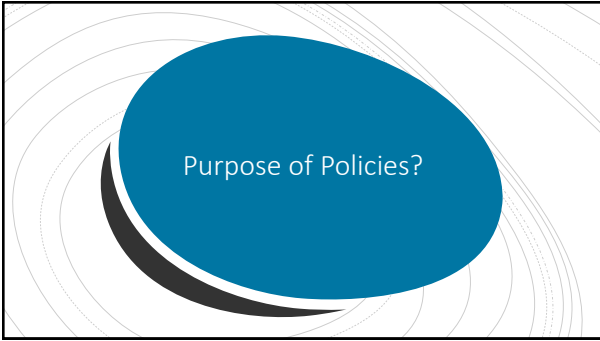
- A. Outreach and education for families in need of housing
- B. Development of a cooperative relationship with local business and organizations
- C. Sound and professional management of the TDHE to ensure the viability of all housing programs
- D. Perform activities that meet the needs of the community
- E. All of the above

Whose views should be reflected when writing Housing First policies?

Unmute or use Whiteboard

Discussion: Our policy development process proceeds as follows:





Developing Policies and Procedures

- Policies and procedures are based on two fundamental premises:
 - Tribes/TDHE's exist to make the world operate differently than it would if they did not exist.
 - It takes a good working knowledge of tribal/TDHE housing programs and the people being served along with practice and critiquing by others for a person to become an effective policy writer.

Another Understanding of How Policies and Procedures Work?

Official Policy: A written statement of program direction and intent that is adopted by majority vote of each tribe's/TDHE's governing body and appears in the governing body's official minutes.

Actual Policy: program direction as actually practiced.

Effective Policy: one that works.

Effective Procedures: a set of specific, detailed and sequential steps that, when followed, cause the governing body's desired policy consequences to occur.

Purpose of Policies:

Ensure	Ensure that all housing staff do things the same way, thus promoting consistency and fairness while also minimizing the potential for disputes or legal actions
Provide	Provide a foundation for sound management and supervision
Provide	Provide a basis for auditor justification
Ensure	Ensure transparency

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Required by Laws, Regulations

-  Native American Housing Assistance and Self-Determination Act (NAHASDA)
-  Uniform Administrative Requirements 2 CFR Part 200
-  Alaska Uniform Residential Landlord and Tenant Act
-  American Disabilities Act
-  Generally Accepted Accounting Principals
-  Uniform Relocation Act

GOVERNING DOCUMENTS	REQUIRED BY	CURRENT STATUS	COMMENTS
Tribal Ordinance establishing the HA	1937 Housing Act	Ordinance adopted by Res. # on	
HA designated as TONE	NAHASDA	Tribal Res. # adopted on	
by laws for HUD	Tribal Ordinance	Adopted by Res. # on	
POLICY			
Held & Redeveloper Payments	NAHASDA 203(a)(1)	Included in the E, A & O Policy	
Eligibility, Admissions & Occupancy	NAHASDA 203(a)	Adopted by Res. # on	
Eviction	NAHASDA 203(b)	Adopted by Res. # on	
Vendor & Homebuyer Selection	NAHASDA 207(b)	Included in the E, A & O Policy	
Procurement	24CFR 1000.26 & 2CFR 200	Adopted by Res. # on	
Indian Preference	24CFR 1000.52	Included in the Procurement Policy	
Conflict of Interest	24CFR 1000.30 & 2CFR 200	Included in the Procurement Policy	
Drug Free Workplace	24CFR 1000.46 & 24 CFR Part 21	Adopted by Res. # on	
Cash Management	24CFR 1000.28 & 2CFR 200	Adopted by Res. # on	
HUD Section 3	24CFR 1000.42	Included in the Procurement Policy	
Investment & Internal Control	PIH Notice 2015-08	Adopted by Res. # on	
Self-Monitoring & Evaluation	24CFR 1000.50	Adopted by Res. # on	
Real Property acquisition & relocation	24 CFR 1000.14	Adopted by Res. # on	
Formal			
Lease with Option to Purchase			
Housing Consultants			
OTHER POLICIES			
Retirement (Adopted or Recommended)		Adopted by Res. # on	
Travel (Adopted or Recommended)		Adopted by Res. # on	
Personnel (Adopted or Recommended)		Adopted by Res. # on	
Collection (Adopted or Recommended)		Adopted by Res. # on	
Housing Utility Payments		Adopted by Res. # on	
Code of Conduct		Adopted by Res. # on	
Capitalization		Adopted by Res. # on	
Disposition		Adopted by Res. # on	
Investment		Adopted by Res. # on	
Vehicle Use		Adopted by Res. # on	

Commencement of a Project!!!!

- ❖ Staff begins the planning process to ensure
 - ❖ Allowability
 - ❖ Allocable
 - ❖ Reasonable
- ❖ Consistent with
 - ❖ Values
 - ❖ Mission
 - ❖ Goals
 - ❖ Performance standards



In the chat box, list at least five policies a full-service NAHASDA Recipient should possess.

Writing a Policy?

Writing Tips

Policies are written in **clear, concise, simple language.**

Policy statements address **what is the rule** rather than how to implement the rule.

Policy statements are readily **available to the community** and their authority is clear.

As a body, policies represent a consistent, **logical framework for action**

Level of Detail

- General rule is that the level of detail must be both sufficient and appropriate for your audience and your subject.
- Sufficient usually means the right type of information and the right amount of it.
- Appropriate usually means fitting for the topic and the audience.

1. Does it give the user sufficient information to complete the required action?
 Yes No
2. Does it provide sufficient information to guide the user in exercising good judgment and discretion?
 Yes No
3. Is the information of the right type, considering both subject and audience?
 Yes No
4. With this information, can the audience do what we want them to do?
 Yes No
5. Is the level of detail appropriate to the subject? (An ethics policy may not need the same detail as an inventory procedure.)
 Yes No
6. Is the level of detail appropriate to the type of audience—its experience, knowledge, and size (e.g., novice versus expert, customers versus employees)?
 Yes No
7. How comfortable is the audience with the subject?
 Very Somewhat Little Not at all

POLICY (TEMPLATE)

- Policy Statement
- Purpose of the Policy
- Authorization
- Applicable Laws, Regulations, Resources
- Jurisdiction
- Applicability – Who does this policy apply to?
- The Policy

Policy Name:					
Section #:	Section Title:			Formerly Book:	
Resolution # Approval	Adopted:	Date			
Responsible Executive:	Original	Date	Modification	Date	

Divide Policy by Parts or Sections

Part 1 – Overview of the Plan

- Overview of the Recipient
- Organization and Structure of the Recipient
- Mission
- Ethics, Conflict of Interest
- Funding Relationships
- Applicable Regulations
- History of Recipient
- Organization Chart
- Mission statement
- Insert chart regarding appropriations
- List of laws and regs

Would you add anything else?

Divide Policy by Parts, Chapters, or Sections

Part 1 – Overview of the Programs

This part contains information about

- Indian housing operation,
- Roles and responsibilities, and
- Partnerships.

Essential Components

<p>Clear Title: Use as few words as possible and ensure that users at any reading level can understand.</p>	<p>Brief Description of the Policy: A description or introduction orients users to the scope and purpose of the policy.</p>	<p>Key Dates: Dates include the approval date of the original document, the annual review date, and the latest version date. Dates are important for tracking versions around legislative and other updates.</p>
<p>Policy Purpose: The purpose describes why the policy exists. This includes such concerns as legal and regulatory needs and problems or conflicts a policy aims to avoid.</p>	<p>Policy Statement: The core of the document and usually the longest part. The policy statements specify the main audience for the policy, conditions and restrictions for applying the policy, expectations, and exclusions.</p>	<p>Scope: This concerns which roles or departments the policy covers.</p>

More Ideas

Name 5 terms to include in definitions.

Identify 3 other related documents to reference A&O policy.

- **History:** Knowing the history is useful for understanding changes.
- **Scope:** This concerns which roles or departments the policy covers.
- **Responsibilities or Responsible Party:** Indicate what role, department, or group must maintain the policy. Alternatively, for some policies governed by regulations, this section lists roles responsible for executing the policy.
- **Definitions:** Describe key terms, jargon, or ambiguous terms. Always explain key terms in a separate definitions section or at first mention in the text of your policy or procedure to ensure that everyone has the same understanding of terms. Definitions are particularly important for terms that may have multiple meanings.
- **Related Documents:** Attach other policies, procedures, regulatory documents, forms, and guidelines for reference.

Sample Policy Provisions

Policy Disclaimers

- Disclaimers are an important way to protect an organization.
- Policies and procedures are not contracts and may be changed at any time.
- Allow attorneys to review and approve disclaimers.

"This Policy is designed to assist in the resolution of complaints by program applicants and Residents and to afford them a fair and reasonable opportunity to have their responses heard and considered by the Recipient's Manager. It is not intended to provide a forum for the aggrieved party to challenge the Recipient's policies, tribal, federal, or state codes, requirements and/or regulations, to settle domestic disputes or resolve matters that are a police or court matter."

Acknowledgement Statements

- Signed acknowledgement is proof that policies and procedures were communicated to the stakeholders/lessees/users.
- Combine acknowledgement statements with handbook disclaimers for additional protection.
- Allow attorneys to review and approve acknowledgements.

"I have received a copy of the handbook/policy/procedure. I understand that it is my obligation to read and understand this material to abide by the rules established by the organization. I also understand that I am governed by these policies and procedures and that organization may change them at will."

"I have received the tenant handbook, which outlines both my obligations and my privileges as a tenant. I agree to familiarize myself with the contents of this book and to seek clarification of any item that I do not understand. I also agree to comply with the standards and rules outlined in this document."

Discretionary Wording

- Committing to a policy without the ability to make changes is an organizational problem.
- It is important to reserve the right to make changes throughout your policies and procedures.
- Include clear wording in the policy and procedure itself to build in flexibility.

"This policy is a guideline only. Circumstances may arise in which we find it necessary to take other steps not specifically designated here. We reserve the right to do so at our discretion."

"The Recipient reserves the right to make modifications to these rules if needed for health or safety purposes, programmatic purposes, management purposes, or necessitated by a change in Tribal Code, and applicable federal law or regulations."

"The reasons for a determination of ineligibility are based on the Recipient's policies and other applicable program concerns or regulations. Although an Applicant may meet the basic criteria for eligibility, any one of several reasons can form the basis of a determination of ineligibility."

"The Recipient has the discretion to determine if any other group of persons qualifies as a family."

"The following does not represent an exhaustive list of reasons an Applicant may be denied for final selection as a Tenant; however, it is illustrative of many common reasons for a determination of ineligibility."

Policy and Procedure Vocabulary

- Action verbs that are common in policies and procedures.
- Be sure to use simple, honest verbs.
- Choose words that are one to two syllables long – don't be complicated.
- Consistency is just as important as simplicity.

accept	distribute	maintain	restrict
add	e-mail	make	revise
approve	encourage	measure	rotate
ask	enforce	notify	schedule
assist	enter	obtain	select
attach	evaluate	open	send
buy	examine	operate	separate
change	explain	participate	serve
check	file	play	show
clean	file	plan	sign
close	fill out	plan	sort
compare	find	prepare	start
complete	finish	protect	submit
connect	follow up	prove	test
conserve	forward	provide	lighten
contact	gather	pull	total
contract	give	purchase	transfer
control	help	push	turn
correct	hold	read	use
decide	inspect	receive	validate
delete	issue	record	verify
define	install	repair	visit
describe	interview	release	weigh
detach	log	remove	withhold
determine	keep	repeat	write
develop	list	report	
divorce	mail	request	

Calculating Readability in Procedures

- Gunning Fog Index helps determine the approximate reading level of a document.
- Use the Gunning Fog Index to minimize the number of actions per step in a procedure.
- Basic Rule: One action per step.

Steps:

1. Count the number of steps in the procedure.
2. Count the number of action verbs in the procedure.
3. Divide the number of action verbs by the number of steps.
4. If the number in step 3 is higher than 1.5, check the steps to see if they can be broken down further.

Example:

1. After loading parts A and B, insert B into A.
2. While turning the handle to the left, tighten the screw.

Calculations:

Number of steps = 2
 Number of action verbs = 4
 $4 / 2 = 2$ - TOO HIGH! MINIMIZE THE ACTIONS!

Example:

1. Insert parts A and B.
2. Insert B into A.
3. Turn the handle to the left.
4. Tighten the screw.

Calculations:

Number of steps = 4
 Number of action verbs = 4
 $4 / 4 = 1$ - JUST RIGHT!!!

ACTIVITY: Policy or Procedure

A.	POLICY	B.	PROCEDURE	"Fair market rents for the area as published by HUD annually will be used by the Recipient as the ceiling rents for low-rent units."
A.	POLICY	B.	PROCEDURE	"Usually we use two people to conduct a Move-In inspection."
A.	POLICY	B.	PROCEDURE	"The tenant will be notified by staff that there might be charges for repairs, which will be added to the new unit bill as additional rent."
A.	POLICY	B.	PROCEDURE	"File labels will be typed by the receptionist and affixed to the file folder."

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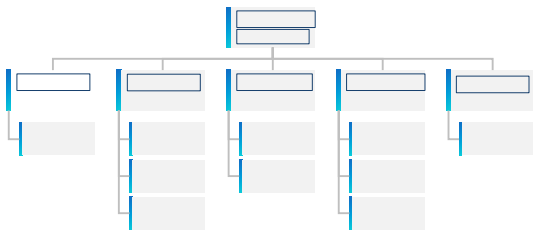
Admission and Occupancy Policy Development

Organizing an A&O Department

- Who will define the organization's framework?
- What programs will be offered?
- How many functions will staff perform?
- Who will pass policies?
- Who will write the procedures?

WHO DEFINES THE CHAIN OF COMMAND?

RECIPIENT'S ORG CHART



Process of Developing Policy Includes . . .

TASK	RESPONSIBLE PARTY
1. Policy Analysis 2. Policy Review and Adoption 3. Implement Policies 4. Monitor Staff Actions to Ensure that Policies are Being Followed	

Sample: Jurisdiction

- Code
 - Participants and Guests are required to adhere to all applicable code and other applicable laws about their personal conduct when it influences their housing obligations and the rights of others.
 - The [Tribe] Police Department is responsible for receiving and investigating any suspicious or illegal acts. Participants must notify the [Tribe] Police Department for investigation and prosecution.
- Organization & Structure the NCIHA
 - The mission statement and organization chart is included in Attachment A.

Sample: Applicability & Availability of Policies

- Staff and Officials Applicability
 - The NCIHA's governing body and staff will comply with all applicable laws, regulations, and policies governing funds granted or loaned to the NCIHA. Additionally, officials and staff must be in compliance with the NCIHA code and applicable state and federal laws and regulations. Failure to comply will be addressed through disciplinary action that could result in termination of employment or removal from office.
- Posting of Policies
 - A copy of these Policies shall be prominently posted at the NCIHA Office.
 - Additionally, a copy of these Policies shall be provided to all Participants. All Participants shall sign an acknowledgment that they have received a copy of, and read, these Policies. A copy of the acknowledgement shall be put in the Participant's file.
-

Service of Notice

1. All notices from NCIHA to a Participant required under these Policies shall be served by one of the following methods:
 - Delivering the notice personally to the Participant or to any adult member 18 years of age or older residing in the dwelling unit. When the notice is served personally, the Participant or adult family member shall sign and date the Notice. If no adult is found at the home, the notice may be posted on the door by taping all four corners of the notice to the door: or
 - Mailing the notice (which may be by certified mail, return receipt requested) to the Participant's last known address. Where service is by mail, the notice shall be deemed to have been served three (3) days from the date of mailing; or
 - NCIHA may request the Hualapai Tribal Court to serve the notice when NCIHA determines that such is necessary to protect the safety of NCIHA staff.

Service of Notice

- 2. Where the notice is served in person, it may be served anywhere the Participant is found, including the Participant's place of employment (if such is allowed by the employer) and any other public place. If the Participant is represented by legal counsel, the notice may be served on the counsel, either in person or by mail.
- 3. Any response from a Participant to NCIHA in response to a notice sent by NCIHA under these Policies shall be in writing, and either delivered to a NCIHA employee at the office of NCIHA or sent to NCIHA by regular mail or certified mail, return receipt requested, properly addressed, postage prepaid.

Sample: Amendments

Amendments

- Proposed amendments to these Policies shall be posted prominently at the NCIHA office, for a term of 30 days. The NCIHA shall also provide 30-days' notice to all Participants of the proposed amendments and provide a copy of the proposed amendments to Homebuyers/Participants upon request.

Waivers

- Requests for a waiver shall be in writing, clearly indicating the provision of the policies requesting to be waived and shall be supported by documentation of the pertinent facts and grounds.

Poll

As the housing Recipient, we follow a written policy defining policy development and amendments.

YES

NO




Compliance Requirements

- 2 CFR Part 200 – Administrative Requirements
 - Organization
 - Chain of Command
 - Process – Flow Chart
- Conflict of Interest
- Insurance
- Indian Preference
 - Tribal
 - Other

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Required Policies

- Section 203 of NAHASDA requires that certain policies be adopted.
 - Rent
 - Insurance
 - Admissions & Occupancy
 - Maintenance
 - Inspections
 - Conflict of Interest



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NAHASDA Policy Concerns

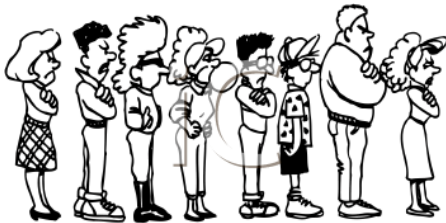
- Application
- Eligible Families
- Tribal Preference in Selection
- Applicable Income Limits
- Definition of Low-Income
- Definition of Adjusted Gross Annual Income
- Eligible Activities
- Conflict of Interest
- Maintenance & Inspections
- Insurance
- Procurement
- Construction standards
- Environmental Review
- Collections

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Poll





- "In the case of any low-income family residing in a dwelling unit assisted with grant amounts under this Act, the monthly rent or home buyer payment (as applicable) for such dwelling unit may not exceed ___ percent of the monthly adjusted income of such family."
 - A. 10
 - B. 30
 - C. 15
 - D. 25
 - E. 20

WAITING LIST POLICY



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Waiting List Policy Procedure Example

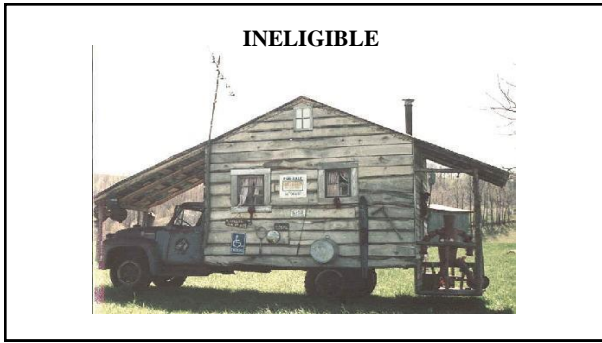
	ROW TITLE 01				
	ROW TITLE 02				
	ROW TITLE 03				
	ROW TITLE 04				

Minimum Occupancy Standards





- Not required by law
- Does applicant meet definition of "family?"
- Does family's income fall within prescribed limits?
- Is applicant suitable customer and able to meet requirements of program?

Building Codes

- Options
 - Residential code
 - International Building Code
 - State code
- Require building to code for
 - Homes
 - Buildings
 - Infrastructure
 - Site development



Ineligibility Policy/Procedure Example

	ROW TITLE 01				
	ROW TITLE 02				
	ROW TITLE 03				
	ROW TITLE 04				

Maintenance Requirements

- Who is responsible?
- What are the standards?
- What enforcement measures are prescribed?
- How frequently do you inspect?

Ineligibility Policy/Procedure Example					
	ROW TITLE 01				
	ROW TITLE 02				
	ROW TITLE 03				
	ROW TITLE 04				







Covenants

- Provide a way for tribal governments or TDHEs to protect residential neighborhoods from homeowners doing whatever they want.
- For example, without covenants, your neighbor might decide to put in an unacceptable business enterprise or high-rise apartment building.
- Covenants go with the land.



Quiz: What policies would address these photos?

Covenants Example

 ROW TITLE 01				
 ROW TITLE 02				
 ROW TITLE 03				
 ROW TITLE 04				

Selection Process


1. Applicant completes preliminary application to be determined eligible and placed on waiting list.
2. Applications updated annually.
3. When unit is available, top two applicants notified and asked to be interviewed.
4. Staff verifies applicant information.
5. After verification, eligibility confirmed, offer extended, and unit assigned.

Selection

- Once determination is made, housing staff provides written notice with:
 - Description of determination
 - Time frame for receipt of response from family
 - Description of hearing appeals process
- If applicant rejects offer, your policy could require that they be removed for specified period of time, typically six months.

Selection Process

-  Applicant completes preliminary application to be determined eligible and placed on waiting list.
-  Applications updated annually.
-  When unit is available, top two applicants notified and asked to be interviewed.
-  Staff verifies applicant information.
-  After verification, eligibility confirmed, offer extended, and unit assigned.



Verification

- Cuts across all occupancy areas
- All information in tenant file must be verified and properly documented
- Recipient needs to establish verification standards and procedures in the A&O Policy
- Documentation and verification is a joint responsibility of the Recipient and family
 - Family must provide required paperwork and sign release forms
 - Family must be responsive to requests

What Must Be Verified

- Income, assets and asset income
- Income exclusions
- Allowances and deductions
- Family composition
- Social security numbers
- Income exclusions, if, without that verification, a Recipient would not be able to determine whether or not the income is to be excluded





Deductions to be Verified

- Family members under 18
- Age or disability of head or spouse
- Disability of other family members
- Full time student status
- Child care costs
- Disability assistance expense
- Unreimbursed medical expenses

Verification Standards

- Third party – preferred
- Second party – apply when third-party is unobtainable or not timely
 - Phone or interview by Recipient staff
 - Recipient records information
 - Date/time of contact
 - Name and source of information
 - Recipient staff name/signature
 - Summary of information
 - Rationale for using oral verification
- First party – least preferred

Verification Responsibility Example

	ROW TITLE 01				
	ROW TITLE 02				
	ROW TITLE 03				
	ROW TITLE 04				

Organizing an Admissions & Occupancy Policy



Part 1: Purpose of the Admissions and Occupancy Policy

General Requirements Outline	Content Guidance
<ul style="list-style-type: none"> • Purpose of A&O • Policy development • Mandatory polices • Optional policies • Applicability • Jurisdiction • Interpretations 	<ul style="list-style-type: none"> • Guided by mission statement • Governing body of the Recipient (BOC for TDHE, TC for housing department, passing policy by resolution, etc.) • Those driven by laws and regs • Those reflection Recipient's requirements

Part 2: General Requirements for Admissions

General Requirements Outline	Content Guidance
<ul style="list-style-type: none"> • Overview of Programs, Direction • Indian preference • General Eligibility/Ineligibility • Income • Application Process • Screening • Waiting list management • Verification • Tenant selection 	<ul style="list-style-type: none"> • Low-rent for low- to moderate-income families • Member of fed recog tribe; 1st pref be an enrolled member • Must be low-income or mod family, under 80%, family reqs. 18yr+ • Application, 18+, complete appl, process for reviewing • Types

Identify 1 content area for each general requirement.

Part 3: General Occupancy Requirements

General Requirements Outline

Content Guidance

- Leasing
- Insurance
- Maintenance
- Housekeeping Standards
- Inspections
- Reexaminations
- Transfers
- Abandonment

Identify 1 content area for each general requirement.

Part 4: Non-Compliance

General Requirements Outline

Content Guidance

- Collections
- Termination
- Appeal/Grievance

Identify 1 content area for each general requirement.

Sample: Purpose

- The purpose of the policy is to:
 - Provide transparency.
 - Provide daily guidance to housing staff in the performance of routine activities.
 - Make decisions more transparent to staff and the community.
 - Are more defensible than unwritten policies when challenges arise.
 - Ensure that all housing staff does things the same way, thus promoting consistency and fairness while also minimizing the potential for disputes or legal actions.
 - Provide a foundation for sound management and supervision.
 - Provide a basis for auditor justification.

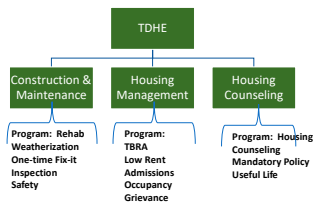
Sample: Policy Statement

- It is the policy of NCIHA to provide safe, decent, and sanitary housing to Northern Circle Indian low-income families who could not otherwise afford housing. These Policies are enacted to ensure that housing programs are managed in compliance with applicable federal laws and regulations.
- Mission Statement and Guiding Principles: To help tribal governments with the development of their communities. To do so in a way that is consistent with the tribe's social, cultural, and economic values. To alleviate some of the effects of poverty by providing quality housing to Native Americans in Northern California.
- Northern Circle Indian Housing Authority will support tribes that establish standards for their community and stand by them. NCIHA supports residents to be responsible members of their community. NCIHA acknowledges that the purpose of policy is to guide and direct the organization and provide a foundation for community security. In order to have effective policies, the Board needs to be knowledgeable, realize the importance of policies that are enforceable and evaluated periodically.
- NCIHA is committed to be timely, consistent, and dependable. sharing responsibility towards the common goal of creating healthy Indian communities, working as resources and allies. NCIHA will provide well-constructed, well maintained, affordable homes and will promote healthy communities.

Sample: TDHE Designation

- NCIHA is empowered as the tribally designated entity (TDHE) to develop and manage housing for the following member tribes: Gudiville Rancheria, Hopland Band of Pomo Indians, Tyne-Maidu Tribe of Berry Creek Rancheria, Mooretown Rancheria of Maidu Indians, Manchester Point Arena Band of Pomo Indians, Sherwood Valley Band of Pomo Indians, and Little River Band of Pomo Indians.
- **Laws and Customs of the NCIHA Tribes**
 - The laws and customs of the NCIHA tribes apply to the programs operated by the NCIHA. Non-Indian and non-member spouses may join in the application process and have their income considered; however, the non-Indian or non-member spouse cannot be the beneficiary or remain in possession of the unit without the qualifying tribal member. The parties or the Courts may not allow the non-Indian or other non-member Native spouse to remain in possession of the unit in the event of divorce or death unless they qualify per the application process as a tribal member.
- **Jurisdiction**
- The following maintains exclusive jurisdiction over disputes that arise with the NCIHA:
 - The Mendocino County Municipal Court,
 - Butte County Court, and/or
 - The Federal District Court for the Northern District of California

Each Program Requires a Policy









THE RECIPIENT

INTRODUCTION

- A. Summary
- B. Laws & customs of the tribe
- C. Prohibited use of premises
- D. Law enforcement
- E. Jurisdiction
- F. Overview and history of the program
- G. Recipient mission

MANAGEMENT CAPACITY

- A. Organization and structure of the recipient
- B. The recipient's commitment to ethics and serv
- C. Conflict of interest
- D. Applicable codes & laws
- E. Other APPLICABLE REQUIREMENTS
- F. PARTNERSHIPS

POLICY & PROCEDURES

OVERVIEW

- A. Purpose of the policy
- B. Contents of the policy
- C. Applicability of policies
- D. Program applicability
- E. Staff and officials' applicability
- F. Updating and revising the policy
- G. Number and gender
- H. Authorization of executive director

INDIAN PREFERENCE

- A. Tribal requirements
- B. NAHASDA requirements

ELIGIBILITY

DEFINITIONS OF FAMILY & HOUSEHOLD MEMBERS

- A. Overview
- B. Family and household
- C. Family break-up; remaining member of tenant family
- D. Head of household
- E. Spouse, cohead, and other adult
- F. Dependent
- G. Full-time student
- H. Elderly and near-elderly persons, and elderly family
- I. Persons with disabilities and disabled family
- J. Guests
- K. Foster children and foster adults
- L. Absent family members
- M. Live-in aide
- N. Guardian
- O. Successor

ELIGIBILITY CRITERIA

- A. Income eligibility and targeting
- B. Social security numbers
- C. Family consent to release of information

DENIAL OF ADMISSION

- A. Overview
- B. Required denial of admission
- C. Reasons for denial of admission
- D. Use of illegal substances
- E. Screening
- F. Criteria for deciding to deny admission
- G. Prohibition against denial of assistance to victims of domestic violence, dating violence, and stalking
- H. Consideration of derogatory findings
- I. Notice of eligibility or denial

APPLICATIONS, WAITING LIST AND TENANT SELECTION

THE APPLICATION PROCESS

- A. Application forms
- B. Application process
- C. Charges
- D. Communication
- E. Accessibility of the application process
- F. Placement on the waiting list
- G. Essential information for waiting list placement

APPLICANT FILES

- A. Filing requirements
- B. File management
- C. Inactive file
- D. File retention
- E. Confidentiality

MANAGING THE WAITING LIST

- A. Overview
- B. Waiting List Organization
- C. Basics
- D. Priorities
- E. Preferences
- F. Opening and closing the waiting list
- G. Placement on the waiting list
- H. Entering new applicants
- I. Family outreach
- J. Reporting changes in family circumstances
- K. Updating the waiting list
- L. Removal from the waiting list
- M. Reporting requirements

TENANT SELECTION

- A. Waiting list selection
- B. Selection method
- C. Priorities
- D. Preferences
- E. Notification of selection
- F. The application interview
- G. Final eligibility determination

Identify a preference and then a priority.

OCCUPANCY STANDARDS AND UNIT OFFERS

OCCUPANCY STANDARDS

- A. Overview
- B. Determining unit size
- C. Exceptions to occupancy standards

UNIT OFFERS

- A. Overview
- B. Number of offers
- C. Time limits for unit offer acceptance or refusal
- D. Refusals of unit offers
- E. Accessible units
- F. Designated housing

Occupancy Use

- A. Authorized occupants
- B. Exclusive use
- C. Guests or visitors
- D. Unauthorized occupants
- E. Temporary absence from unit

INCOME AND RENT DETERMINATIONS

ANNUAL INCOME

- A. Overview
- B. Household composition and income
- C. Annual income
- D. Earned income
- E. Earned income disallowance
- F. Business income
- G. Assets
- H. Periodic payments
- I. Payments in lieu of earnings
- J. Welfare assistance
- K. Periodic and determinable allowances
- L. Additional exclusions from annual income

ADJUSTED INCOME

DETERMINING ADJUSTED INCOME

- A. Dependent deduction
- B. Elderly or disabled family deduction
- C. Medical expenses deduction
- D. Disability assistance expenses deduction
- E. Childcare expense deduction
- F. Permissive deductions
- G. Other deductions

CALCULATING RENT

OVERVIEW OF INCOME-BASED RENT CALCULATIONS

- A. Minimum rent
- B. Financial hardships affecting minimum rent
- C. Utility allowances
- D. Prorated rent for mixed families
- E. Flat rents and family choice in rents

EXHIBITS

- A. Annual income inclusions
- B. Annual income exclusions
- C. Treatment of family assets
- D. Earned income disallowance
- E. The effect of welfare benefit reduction

VERIFICATION

GENERAL VERIFICATION REQUIREMENTS

- A. Family consent to release of information
- B. Overview of verification requirements
- C. Up-front income verification
- D. Third-party written and oral verification⁵
- E. Self-certification

VERIFICATION

- 1. **VERIFYING FAMILY INFORMATION**
- A. VERIFICATION OF LEGAL IDENTITY
- B. SOCIAL SECURITY NUMBERS
- C. DOCUMENTATION OF AGE
- D. FAMILY RELATIONSHIPS
- E. VERIFICATION OF STUDENT STATUS
- F. DOCUMENTATION OF DISABILITY
- G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS
- H. VERIFICATION OF PREFERENCE STATUS

VERIFICATION

- VERIFYING INCOME AND ASSETS**
- A. Earned income
- B. Business and self employment income
- C. Periodic payments and payments in lieu of earnings
- D. Alimony or child support
- E. Assets and income from assets
- F. Net income from rental property
- G. Retirement accounts
- H. Income from excluded sources
- I. Zero annual income status
- VERIFYING MANDATORY DEDUCTIONS**
- A. Dependent and elderly/disabled household deductions
- B. Medical expense deduction
- C. Disability assistance expenses
- D. Child care expenses

LEASING AND MOVING IN

- LEASE/RENTAL AGREEMENT REQUIREMENTS**
- A. Overview
- B. Orientation
- C. Execution of lease/agreement
- D. Modifications to the lease/agreement
- E. Security deposits
- F. Payments under the lease
- G. Rules and regulations for safety and quiet enjoyment
- H. Signor of dwelling lease no longer living in unit
- I. Transfer of family to another unit

MOVING IN

MOVE-IN PROCESS

- A. Move-in inspection
- B. Purpose
- C. Defects Discovered
- D. Photos
- E. Documentation requirements
- F. Punch list items
- G. Warranty period

MAINTENANCE AND INSPECTIONS

OVERVIEW

- A. Types of inspections
- B. Notice and scheduling of inspections
- C. Inspection results

EXHIBITS

- IDENTIFICATION AND QUIET ENJOYMENT RULES
- HOUSEKEEPING RULES AND REGULATIONS
- TRESPASS POLICY AND PROCEDURE

REEXAMINATIONS

ANNUAL REEXAMINATIONS FOR FAMILIES PAYING INCOME BASED RENTS

- A. Overview
- B. Scheduling annual reexaminations
- C. Conducting annual reexaminations
- D. Effective dates

REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

- A. Overview
- B. Full reexamination of family income and composition
- C. Reexamination of family composition ("annual update")

REEXAMINATIONS

INTERIM REEXAMINATIONS

- A. Overview
- B. Changes in family and household composition
- C. Changes affecting income or expenses
- D. Processing the interim reexamination

RECALCULATING TENANT RENT

- A. Overview
- B. Changes in utility allowances
- C. Notification of new tenant rent
- D. Discrepancies

PETS

ASSISTANCE ANIMALS

- A. Overview
- B. Approval of assistance animals
- C. Care and handling

PETS

- A. Overview
- B. Management approval of pets
- C. Standards for pets
- D. Pet rules
- E. Pet deposits
- F. Non-refundable nominal pet fee
- G. Other charges

TRANSFERS

EMERGENCY TRANSFERS

- A. Overview
- B. Emergency transfers
- C. Emergency transfer procedures
- D. Costs of transfer

RECIPIENT REQUIRED TRANSFERS

- A. Overview
- B. Types of recipient required transfers
- C. Adverse action
- D. Cost of transfer

TRANSFERS REQUESTED BY TENANTS

- A. Overview
- B. Types of resident requested transfers
- C. Eligibility for transfer
- D. Security deposits
- E. Cost of transfer
- F. Handling of requests

Transfer processing

- A. Overview
- B. Transfer list
- C. Transfer offer policy
- D. Good cause for unit refusal
- E. Deconcentration
- F. Reexamination policies for transfers

TERMINATION

TERMINATION BY TENANT

A. Tenant chooses to terminate the lease

TERMINATION BY RECIPIENT – MANDATORY

- A. Overview
- B. Failure to provide consent
- C. Failure to provide social security documentation
- D. Failure to accept the recipient's offer of a lease revision
- E. Methamphetamine conviction
- F. Noncompliance with community service requirements.
- G. Death of a sole family member

TERMINATION

TERMINATION BY RECIPIENT – OTHER AUTHORIZED REASONS

- A. Overview
- B. Mandatory lease provisions
- C. Other authorized reasons for termination
- D. Alternatives to termination of tenancy
- E. Criteria for deciding to terminate tenancy
- F. Prohibition against terminating tenancy of victims of domestic violence, dating violence, and stalking

TERMINATION

NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

- A. Overview
- B. Conducting criminal records checks
- C. Disclosure of criminal records to family
- D. Lease termination notice
- E. Eviction
- F. Notification to post office
- G. Record keeping

FAMILY DEBTS TO THE RECIPIENT

- A. Overview
- B. Repayment policy
- C. Incentives for timely rent payment

GRIEVANCES AND APPEALS

INFORMAL HEARINGS FOR RECIPIENT HOUSING APPLICANTS

- A. Overview
- B. Informal hearing process

GRIEVANCE PROCEDURES FOR RECIPIENT HOUSING RESIDENTS

- A. Requirements

EXHIBITS

HACA GRIEVANCE PROCEDURE FOR RECIPIENT HOUSING RESIDENTS

PROGRAM INTEGRITY

INTRODUCTION

CORRECTIVE MEASURES AND PENALTIES

- A. Under- or overpayment
- B. Family-caused errors and program abuse; recipient-caused errors; or program abuse
- C. Criminal prosecution
- D. Fraud and program abuse recoveries

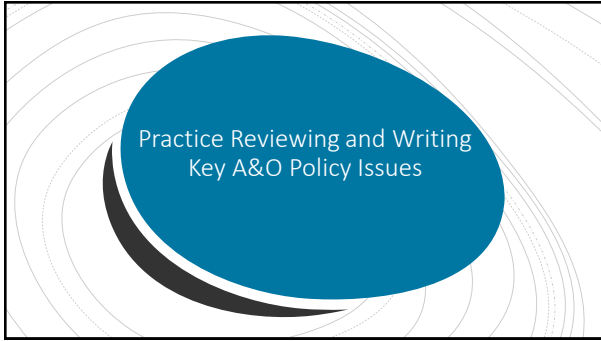
VIOLENCE AGAINST WOMEN ACT (VAWA)

NOTIFICATION, DOCUMENTATION, CONFIDENTIALITY

- A. Overview
- B. Definitions
- C. Notification
- D. Documentation
- E. Confidentiality

EXHIBITS

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



<p>Policy: [What is the mission or standard that this SOP procedure must meet?] PROVIDE GUIDELINES FOR IDENTIFYING ESSENTIAL FAMILIES</p> <p>Purpose: [What is the rationale of this SOP procedure?]</p> <p>Scope: [What areas of the company are affected by this SOP procedure?]</p> <p>Responsibilities: [Who is listed in this SOP procedure and what are they required to do?] [Who else is listed in this procedure and what are they required to do?] [Who else is listed in this procedure and what are they required to do?]</p> <p>Definitions: [What words are used in this procedure that readers may not understand?] [What other words are used that readers may not understand?]</p> <p>Procedures:</p> <p>1.0 FIRST PREPARATORY ACTIVITY - PLAN</p> <p>1.1 [Who performs the first step of the activity and what do they do?]</p> <p>1.2 [Who performs the second step of the activity and what do they do?]</p> <p>1.3 [etc.]</p> <p>2.0 SECOND ACTIVITY - DO</p> <p>2.1 [Who performs the first step of the activity and what do they do?]</p> <ul style="list-style-type: none"> [Who performs to improve maintainability] [Who performs to improve maintainability] <p>2.2 [Who performs the second step of the activity and what do they do?]</p> <ul style="list-style-type: none"> [Who performs to improve maintainability] [Who performs to improve maintainability] <p>2.3 [NOTE: please use key elements. What forms are needed to capture what data?] [etc.]</p> <p>3.0 THIRD ACTIVITY - CHECK</p> <p>3.1 [Who performs the first step of the activity and what do they do?]</p> <p>3.2 [Who performs the second step of the activity and what do they do?]</p> <ul style="list-style-type: none"> [Who performs to improve maintainability] [Who performs to improve maintainability] <p>4.0 FOURTH ACTIVITY - ACT</p> <p>4.1 [Who performs the first step of the activity and what do they do?]</p> <p>4.2 [Who performs the second step of the activity and what do they do?]</p> <p>4.3 [etc.]</p>	<p>5.0 [USE MORE ACTIVITIES AS NEEDED]</p> <p>5.1 [Who performs the first step of the activity and what do they do?]</p> <p>5.2 [Who performs the second step of the activity and what do they do?]</p> <p>Effectiveness Criteria:</p> <ul style="list-style-type: none"> [What measures communicate the procedure is working?] [What records are required to be completed?] <p>References:</p> <p>A. [STANDARD, LAW OR REGULATION] Paragraph what this standard, law or regulation says.</p> <p>B. [OTHER PROCEDURES, DOCUMENTS, RECORDS, ETC.] Paragraph what this reference is about.</p>
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Process for Policy Development

- Policy:** [What is the mission or standard that this SOP procedure must meet?]
- Purpose:** [What is the rationale of this SOP procedure?]
- Scope:** [What areas of the company are affected by this SOP procedure?]
- Responsibilities:**
 - [Who is listed in this SOP procedure and what are they required to do?]
 - [Who else is listed in this procedure and what are they required to do?]
 - [Who else is listed in this procedure and what are they required to do?]
- Definitions:** [What words are used in this procedure that readers may not understand?]
- [What other words are used that readers may not understand?]

Guidelines for Application

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]**
1. [Who performs the first step of the activity and what do they do?]
 2. [Who performs the second step of the activity and what do they do?]
 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]**
1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 2. [Who performs the second step of the activity and what do they do?]
 - (do tasks to improve readability)
 - (do tasks to improve readability)
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]**
- 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
- (do tasks to improve readability)
(do tasks to improve readability)

Guidelines for Incomplete Application

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]

Guidelines for Notification of Ineligibility

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]

Guidelines for Determining Income

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]**
1. [Who performs the first step of the activity and what do they do?]
 2. [Who performs the second step of the activity and what do they do?]
 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]**
1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 2. [Who performs the second step of the activity and what do they do?]
 - (do tasks to improve readability)
 - (do tasks to improve readability)
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]**
- 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
- (do tasks to improve readability)
(do tasks to improve readability)

Guidelines for Unauthorized Occupant

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]

Guidelines for Inspections

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]

Guidelines for Tenant Damage

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]**
1. [Who performs the first step of the activity and what do they do?]
 2. [Who performs the second step of the activity and what do they do?]
 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]**
1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 2. [Who performs the second step of the activity and what do they do?]
 - (do tasks to improve readability)
 - (do tasks to improve readability)
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]**
- 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
- (do tasks to improve readability)
(do tasks to improve readability)

Guidelines for Work Orders

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]

Guidelines for Abandonment

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]

Guidelines for Collections

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

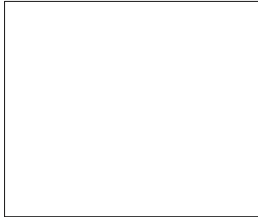
- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 1. [Who performs the first step of the activity and what do they do?]
 2. [Who performs the second step of the activity and what do they do?]
 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 2. [Who performs the second step of the activity and what do they do?]
 - (do tasks to improve readability)
 - (do tasks to improve readability)
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
 - (do tasks to improve readability)
 - (do tasks to improve readability)

Guidelines for Termination

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]



A. Application Process

- Families must submit a completed application in order for a review to determine apparent eligibility. If the applicant has a delinquent balance with the ANYIHA, other public entity, or the Tribe, the family must enter into a payback agreement prior to being considered for eligibility. Failure to do so will result in the family being ineligible to be placed on the waiting list.
- 1. In order to be considered for admission in any housing program offered by the ANYIHA, a written (legible) application must be completed.
- 2. All application data processed by ANYIHA staff are entered in an automated data program so it may be tracked.
- 3. Staff members receiving a fully completed application must date and time stamp it.
- 4. All information provided in the application will be immediately verified and documented when units are available and there are no applicants on the waiting list.
- 5. When there are no units available, a preliminary review for application completeness is performed for placement on the waiting list.
- 6. Applicants with incomplete applications will be notified and provided an opportunity to complete the application within a maximum of 60 days.
- 7. Incomplete applications are placed in the inactive file.
- 8. An applicant who knowingly completes a material misrepresentation during the application process and such is discovered prior to occupancy will be disqualified from consideration. Any material misrepresentation made during the application process and discovered after occupancy will result in immediate termination of housing assistance.

Communications

A. Notification of Eligibility

- 1. Each eligible applicant shall be notified in writing of the following:
 - Notice of eligibility within thirty (30) days of the determination.
 - Notice of interview in person or by telephone.
 - If a dwelling unit is available for the family, provide notice of the following:
 - 1. Identifying the location, project number, and unit number;
 - 2. The number of bedrooms;
 - 3. The approximate date of availability of the unit;
 - 4. A statement that the applicant will be required to sign a lease agreement prior to occupancy, which will describe the family's duties and responsibilities;
 - 5. A statement that the notice is not a contract and does not mean that NCIHA is legally obligated to provide housing to the applicant; and
 - 6. A statement that the family will be required to attend housing counseling sessions.
 - If a dwelling unit is not available for the family, a statement that the applicant will be placed on a waiting list and notified when a unit becomes available.
 - 1. Waiting list placement does not guarantee selection.
 - 2. As applicant information changes occur over time, it is the responsibility of the applicant to submit information to update their file.
 - 3. If the applicant fails to update information at least annually, they will be removed from the waiting list.

Use the Outline & Identify the Sections that should be Referenced.

- RE: Excessive Partying and Pit Bull Complaints Received
- Dear Mr. BOND,
- A complaint was recently registered with CDTHA concerning excessive partying at your residence. We would like to take this time to remind you of the ANYTHA Occupancy Policy.
- Residents shall conduct themselves and cause other persons who are on the premises with their consent to conduct themselves in a manner which will not disturb his/her neighbor's peaceful enjoyment of their accommodations and will be conducive to maintaining the neighborhood in a decent, safe and sanitary condition. Excessive alcohol abuse, partying, fighting, quarreling and any other action or activities that interfere with or disturb the health, safety, or right to peaceful enjoyment of the premises by other residents are prohibited.
- We have also received notice that you still have your Pit Bull. You were notified on February 22, 2008 that having a Pit Bull is strictly prohibited in CDTHA units. The dog must be removed from your residence within 30 days of this letter. Failure to do so is a violation of the Low-Rent Lease Agreement and constitutes a breach of your contract. A member of our staff will conduct a follow up inspection in 30 days to be sure that the dog has been removed from the property.
- Your cooperation is greatly needed and much appreciated. Please know that our goal at CDTHA is to work with you through any issues that may be at hand. If you have any questions, please do not hesitate to contact us at (208) 553-4321.

Young man is on the sex offender's list, first tier. He believes he has mitigating circumstances. Look at your policy and explain how you must proceed.

It has come to our attention that your guests have exceeded their stay by a month. According to our policy, you have two options:

Incomplete Application

The purpose of this letter is to inform you that after review of your waiting list file, your application for housing assistance is incomplete.

In order for your application to be complete, we need the following information submitted to our office no later than **March 27, 2008**.

- ✓ Copies of social security cards
- ✓ Current proof of income for all adults in the household.
- ✓ Signed IRS Form 4506 for all adult household members. (enclosed)

Please be advised that if we do not receive the necessary information by the above date, your housing assistance application may be in jeopardy and could possibly result in removal from the waiting list.

If you have any further questions, please feel free to contact our office at the number above.

Can you include a provision in your policy that prohibits people who are of a particular religion from applying under NAHASDA?

- I went by your office today Friday May 16th, and found the doors to be locked, and your office closed until Monday? So I thought I better send you an e-mail today to make an official complaint against one of our neighbors. Cinderella Fagner who lives in the house across the street from me at 007.
- At 12:10am last night, Cinderella and her girlfriend, I believe her name is Snow White, were physically fighting in their driveway with a small truck parked in the drive way with their head lights on, it looked as if they were spot lighting a boxing match! Anyway every "F'n" word that could be said was screamed at the top of their lungs. It woke me out of a deep sleep. This was going on for probably at least 15 minutes when I finally couldn't stand it anymore and called Blubber County Dispatch and asked for Tribal Police to come and investigate. Well then about 10 minutes later, Officer Groucho and Officer Harpo came and went to the house, which by this time they had calmed down and went inside the house. The Officer's called them outside and talked to them to find out what had happened. Officer Groucho then walked across to my house, which I was standing outside in my drive way to make sure they were going to do something about them. I told him what I had witnessed, and said that they should take both of them to jail for domestic abuse, they were both throwing punches and cussing each other out the whole time. My niece was there with me and said that she knew Snow White had just gotten out of treatment, but heard rumor that she was fleeing from a Warrant that was out for her arrest. So we shared that with the Officers and they called it in and went back down to the house, and ended up taking Snow White in the car, to what I imagine must have taken her to jail.
- I am sick and tired of these things happening in our neighborhood, if it's not drinking and selling drugs, it's domestic violence such as last night, which has all happened since Cinderella has been living in this house. How many complaints do you need to have them removed from our housing units? They have swindled around to keep the house within their family, and from what I understand that house is in Minnie Mouse's name now, which is Cinderella's grandmother - and Connie doesn't even live in the house, other than maybe every other weekend to come up here from her home in Lapland to play bingo out at our Casino.
- Please - do what you can to get them OUT!!!! If there is anything else that I can do to help this process, please don't hesitate to contact me.

Guidelines for Complaints

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]**
1. [Who performs the first step of the activity and what do they do?]
 2. [Who performs the second step of the activity and what do they do?]
 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]**
1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 2. [Who performs the second step of the activity and what do they do?]
 - (do tasks to improve readability)
 - (do tasks to improve readability)
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]**
- 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
- (do tasks to improve readability)
(do tasks to improve readability)

Guidelines for Housing Counseling

- Policy:
- Purpose:
- Scope:
- Responsibility:

Procedure:

- 1.0 [FIRST PREPARATORY ACTIVITY - PLAN]
 - 1. [Who performs the first step of the activity and what do they do?]
 - 2. [Who performs the second step of the activity and what do they do?]
 - 3. [etc...]
- 2.0 [SECOND ACTIVITY - DO]
 - 1. [Who performs the first step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - 2. [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]
 - [NOTE: point out key elements. What forms are needed to capture what data?]
 - 3. [etc...]
- 3.0 [THIRD ACTIVITY - CHECK]
 - 3.1 [Who performs the first step of the activity and what do they do?]
 - 3.2 [Who performs the second step of the activity and what do they do?]
 - [Use bullets to improve readability]
 - [Use bullets to improve readability]