

Chapter 4

APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to receive assistance, under the HCV program, the family must submit an application that provides PHA with the information needed to determine the family's eligibility. HUD requires PHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in the administrative plan and the annual plan.

PHA is required to adopt clear policies and procedures for accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow these policies and procedures consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or PHA that justify their selection. Examples of this are the selection of families for income targeting and the selection of families that qualify for targeted funding.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that PHA affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. Adherence to the selection policies described in this chapter ensures that PHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how PHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how PHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process PHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide PHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how PHA will obtain information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the policies that guide the PHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement of the family on the waiting list. This part also describes the PHA's obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16, Notice PIH 2009-36]

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits PHA to determine the format and content of HCV applications, as well how such applications will be made available to interested families and how applications will be accepted by PHA. PHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of PHA's application.

FHA Policy

PHA will utilize a one-step application process.

Under the one-step application process, PHA will require families to provide only the information needed to complete the Mass NAHRO Centralized Waiting List application.

Families may submit application to PHA on-line, via the Mass NAHRO's web-based Applicant Portal. As a reasonable accommodation to applicants with disability, PHA will accept applications via fax or electronically.

Applications must be complete in order to be accepted by PHA for processing. If an application is incomplete, PHA will reject the application and will notify the family of the additional information required.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]

The PHA must take a variety of steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard PHA application process.

This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). PHA must provide reasonable accommodation to the needs of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or PHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of PHA's policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

The PHA is required to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the PHA's policies related to ensuring access to people

with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

PHA must review each complete application received and make a preliminary assessment of the family's eligibility. PHA must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, PHA must notify the family in writing [24 CFR 982.201(f)]. Where the family is determined to be preliminarily eligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

Ineligible for Placement on the Waiting List

FHA Policy

If PHA can determine from the information provided that a family is ineligible, the family will not be placed on the waiting list. When a family is determined to be ineligible, PHA will send written notification of the ineligibility determination within 10 business days of receiving a complete application. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review and explain the process for doing so

Eligible for Placement on the Waiting List

FHA Policy

The PHA will provide a written determination of preliminary eligibility within 10 business days of receiving a complete application. The written verification may be provided via U.S. Mail, e-mail, or fax.

Placement on the waiting list does not indicate that the family is eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time their complete application is received by PHA.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

PHA must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program.

4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]

PHA's HCV waiting list must be organized in such a manner to allow PHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

Applicant name;

Family unit size

Date and time of application;

Qualification for any local preference;

Racial or ethnic designation of the head of household.

HUD requires PHA to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. Such PHAs are permitted, but not required, to maintain a separate waiting list for each county or municipality served.

FHA Policy

PHA will maintain a single HCV program waiting list through the Massachusetts chapter of NAHRO website. Applicants are able to access applications on line at the Massachusetts Centralized Waitlist website (HYPERLINK "http://www.section8listmass.org" www.section8listmass.org) or in person at any participating housing authority and by calling the housing authority and requesting an application.

HUD directs that a family that applies for assistance from the HCV program must be offered the opportunity to be placed on the waiting list for any public housing, project-based voucher or moderate rehabilitation program PHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs. Applicants

for the HCV program will be informed of other waiting list opportunities available at the PHA.

A family's decision to apply for, receive, or refuse other housing assistance must not affect the family's placement on the HCV waiting list, or any preferences for which the family may qualify.

4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]

Closing the Waiting List

PHA is permitted to close the waiting list if it has an adequate pool of families to use its available HCV assistance.

Reopening the Waiting List

If the waiting list has been closed, it cannot be reopened until PHA publishes a public notice in local newspapers of general circulation, minority media, and other suitable media outlets. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]

PHA must conduct outreach as necessary to ensure that PHA has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted.

Because HUD requires PHA to admit a specified percentage of extremely low-income families to the program (see Chapter 4, Part III), PHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4-21].

PHA outreach efforts must comply with fair housing requirements. This includes:

Analyzing the housing market area and the populations currently being served to identify underserved populations

Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program

Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

Submitting press releases to local newspapers, including minority newspapers

Developing informational materials and flyers to distribute to other agencies

Providing application forms to other public and private agencies that serve the low income population

Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

FHA Policy

PHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in PHA's jurisdiction. Targeted outreach efforts will be undertaken when it is determined that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

FHA Policy

While the family is on the waiting list, the family must immediately, no later than 10 business day from the date of change, inform PHA of changes in contact information, including current residence, mailing address, and phone number. The changes must be submitted in writing to designated PHA staff or completed by the family through the Applicant Portal.

For targeted funding and project based voucher applicants, the applicant must also update changes (addition or deletions) in family composition. Chapter 4

4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]

HUD requires PHA to establish policies to use when removing applicant names from the waiting list.

Purging the Waiting List

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to PHA request for information or updates, and PHA determines that the family did not respond because of the family member's disability, PHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

FHA Policy

PHA reserves the right to purge the waiting list cooperatively with Mass NAHRO as detailed outlined in the Centralized Waiting List guidelines.

Removal from the Waiting List

FHA Policy

If at any time an applicant family is on the waiting list and PHA determines that the family is not eligible for assistance (see Chapter 3), the family will be removed from the waiting list.

If a family is removed from the waiting list because PHA has determined the family is not eligible for assistance, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal review regarding PHA's decision (see Chapter 16) [24 CFR 982.201(f)].

PART III: SELECTION FOR HCV ASSISTANCE

4-III.A. OVERVIEW

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families are selected from the waiting list depends on the selection method chosen by MSHDA and is impacted in part by any selection preferences for which the family qualifies. The availability of targeted funding also may affect the order in which families are selected from the waiting list.

The PHA will maintain a clear record of all information required to verify that the family is selected from the waiting list according to the PHA's selection policies [24 CFR 982.204(b) and 982.207(e)].

4-III.B. SELECTION AND HCV FUNDING SOURCES

Special Admissions [24 CFR 982.203]

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing; a non-purchasing family residing in a HOPE 1 or 2 projects). In these cases, the PHA may admit families that are not on the waiting list, or without considering the family's position on the waiting list. The PHA must maintain records showing that such families were admitted with special program funding.

FHA Policy

The PHA may administer the following types of Special Admissions funding:

Housing Conversion Actions

Targeted Funding [24 CFR 982.204(e)]

HUD may award the PHA funding for a specified category of families on the waiting list. The PHA must use this funding only to assist the families within the specified category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

FHA Policy

The PHA administers the following types of targeted funding:

Family Unification Program

Enhanced Vouchers

4-III.C. SELECTION METHOD

The PHA must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that PHA will use [982.202(d)].

The waiting list is the mechanism to implement the PHA's preference system and establish the order in which housing offers are made to qualified applicants. The waiting list is the Section 8 Centralized Waitlist maintained by the Massachusetts Chapter of NAHRO.

Preferences

PHAs are permitted to establish special "local" preferences that are important to achievement of housing goals stated by the PHA in its administrative plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources. The PHA will give priority to families that meet those criteria.

The PHA Board of Commissioners has adopted a limited number of Preferences.

FHA Policy:

Insufficient Funding Termination: the PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient funding. See additional details below.

Residency Preference for the Town of Framingham (includes those living and/or working in the Town of Framingham). See additional details below.

Working Family Preference. See additional details below.

Veterans Preference. See additional details below.

Assisted Families Terminated Due to Insufficient Program Funding

The PHA is prohibited from assisting Families over either its annual baseline number of Vouchers per its approved Annual Contributions Contract (ACC) with HUD or its Annual Housing Assistance Payments (HAP) Budget Authority from HUD. In the event that the PHA's Annual HAP Budget Authority is reduced to an amount that will no longer support the number of Families currently participating in the program, the PHA shall determine the number of families that must be terminated from assistance due to the lack of adequate funding from HUD. The PHA shall follow the steps outlined in this section in terminating assistance to families. A Family in any of the following categories shall be excluded from any termination of assistance due to lack of funding from HUD: (a) Elderly Family, (b) Disabled Family (c) Enhanced Voucher Family.

The PHA shall terminate a Family based upon their date of admittance to the program. For this purpose, the PHA shall consider the Family's original Lease date under the PHA's Section 8 Program to be their date of admittance to the program. The Family that was first admitted to the program, according to their Lease date, shall be the first to have assistance terminated due to the lack of adequate funding from HUD. The PHA will assist families in seeking alternative housing arrangements and other support service resources that will assist them in their adjustment to the loss of the voucher through no fault of their own.

The PHA will allow Families terminated through no fault of their own due to lack of funding to reapply to the PHA HCVP waiting list. If sufficient HUD Section 8 funding assistance is subsequently awarded or restored, any Family so terminated will receive First Priority placement on the PHA's HCVP waiting list.

Residency preference area: The PHA will use the municipality of Framingham as a residency preference area.

The residency preference will not have the purpose or effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

The residency preference will not be based on how long an applicant has resided or worked in Framingham.

Applicants who are working or who have been notified that they are hired to work in a Framingham will be treated as residents of the residency preference area.

At the time of application, an applicant's entitlement to a local preference may be made on the following basis: An applicant's certification that they qualify for a preference(s)

will be accepted without verification at the initial application. When the family is selected from the waiting list for the final determination of eligibility, any preference(s) claimed will be verified in writing by a third party unrelated to the applicant.

If the preference verification process indicates that an applicant does not qualify for the preference(s), the applicant will be informed of such and will be returned to the waiting list without the unverified local preference(s).

If the PHA cannot verify or otherwise denies a preference, the PHA will notify the applicant of the reasons why the preference could not be verified. The applicant will be placed back on the waiting list without benefit of the claimed preference. Applicants may exercise other rights if they believe they have been discriminated against. If the applicant falsifies documents or makes false statements in order to qualify for any claimed preference, they will be removed from the Waiting List.

Veterans Preference

A “veteran”, as used in this Administrative Plan shall include current members of the U.S. Armed forces, veterans or surviving spouses. Applicants claiming a Veteran’s Preference must provide a copy of the discharge documents of the Veteran for whom the preference is claimed.

Disabled Preference:

Family whose head, spouse or other member:

- 1) has a physical or mental impairment which substantially limits one or more major life activities, such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, learning, breathing and working;
- 2) has a record of or has a history of such an impairment; or
- 3) is regarded as having an impairment or the impairment is treated by the applicant as constituting such a limitation of one or more life activities.

Working Families Preference

A Family whose Head of Household or other adult member is employed full time and who has been employed for the last six months. Full time is defined as working at least 20 hours a week.

An Applicant shall be given the benefit of the Working Family preference if the head *and*

spouse, or sole member is age 62 or older, or is a Disabled Person.

Income Targeting Requirement [24 CFR 982.201(b)(2)]

HUD requires that extremely low-income (ELI) families make up at least 75% of the families admitted to the HCV program during the PHA's fiscal year. ELI families are those with annual incomes at or below 30% of the area median income. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low income families admitted to the program that are "continuously assisted" under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

FHA Policy

Unless otherwise determined inapplicable, the PHA will monitor progress in meeting the ELI requirement throughout the fiscal year. Until and unless other federal policy or standards are established, extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met. Should some new federal policy or standard be implemented, the PHA will administer its HCV Program consistent with such policy or standard from the effective date of same.

4-III.D. NOTIFICATION OF SELECTION

When a family has been selected from the waiting list, the PHA must notify the family.

FHA Policy

The PHA will notify the family by first class mail when it is selected from the waiting list. The notice will inform the family of the following:

- Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview

- Who is required to attend the interview

- Documents that must be provided at the interview to document the legal identity of household members, including information about what constitutes acceptable documentation

- Other documents and information that should be brought to the interview

If a notification letter is returned to the PHA with no forwarding address, the family will be removed from the waiting list. A notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any known alternate address.

4-III.E. THE APPLICATION INTERVIEW

HUD recommends that the PHA obtain the information and documentation needed to make an eligibility determination through a private interview [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

FHA Policy

Families selected from the waiting list are required to participate in an eligibility interview.

The head of household, spouse/co-head, and household members 17 years of age or older will be required to attend the interview together. Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to the PHA.

The interview will be conducted only if the head of household, spouse/co-head and household members 17 years of age or older provides appropriate documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity). If the family representative does not provide the required documentation, the appointment may be rescheduled when the proper documents have been obtained.

The family must provide the information necessary to establish the family's eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the PHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of Social Security numbers and eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (See Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, the PHA will provide translation services in accordance with the PHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the PHA in advance of the interview to schedule a new appointment. If a family fails to attend a scheduled interview, the PHA will send a notification letter of

ineligibility for failure to attend or reschedule the interview and that the family has a right to appeal the decision. A notice of denial will be issued in accordance with policies contained in Chapter 3.

**Administrative Plan Amendment
Relating to the Framingham Housing Authority's
Application Process and Use of
Mass NAHRO's Centralized Waiting List**

TABLE OF CONTENTS

- I Introduction
- II Acceptance of Applications
- III Updating Applications
- IV Selection From the Waiting List
- V Determination of Eligibility
- VI Determination of Ineligibility
 - Ineligibility for Assistance
 - Determination that Family is Over the Income Limits
 - No Response
 - Purge of Waiting List
- VII Waiting List Update; Purging of Waiting List
- VIII Grievances or Complaints, Jurisdiction

I INTRODUCTION

The Framingham Housing Authority has elected to utilize the Centralized Application and Waiting List process administered by the Massachusetts Chapter of the National

Association of Housing and Redevelopment Authorities (MassNAHRO) for applicants.

The Department of Housing and Urban Development has encouraged the use of a Centralized Waiting List by Public Housing Authorities.

It is anticipated that a Centralized Section 8 Waiting List will afford the Framingham Housing Authority and its clients the following benefits:

Ease of application process for applicants who may apply at the office of any Housing Authority participating in the centralized waiting list option.

Eliminate the procedural hardship on families and administrative burden to the Housing Authority of closing and opening of the Section 8 Waiting List. The Centralized Section 8 Waiting List will be maintained as an open waiting list.

Increase housing opportunities for families who now have the potential option of placement at a number of locations throughout the Commonwealth through the submission of a single application.

II ACCEPTANCE OF APPLICATIONS

A single, standardized Preliminary Application is available at each participating Housing Authority. A master list of all participating Housing Authorities will be maintained at the office of Mass NAHRO and at each participating Housing Authority.

Only one application will be accepted for each Head of Household.

The Preliminary Application will request information as required to administer the Section 8 Housing Choice Voucher Program such as: name and city or town (where Head

of Household and spouse live and work), telephone number, total number of family members, Head of Household's social security number, if client is 62 years of age or older or disabled, total gross family income, race, and ethnicity. Information regarding preferences adopted by participating Housing Authorities will also be elicited on this application.

The Housing Authorities collectively reserve the right to modify the application to include other information required or useful to administer the Section 8 Housing Choice Voucher Program. All participating Housing Authorities must agree to adopt said modification to the application in advance to such modification.

Applications will be available for completion at the Framingham Housing Authority in person between the hours of 9:00 am and 4:00 pm on the following days of the week: Monday – Friday and may be mailed or faxed.

Upon completion of the application it shall be marked by the Housing Authority staff with date and the time of submission and the family shall be provided with a standard receipt evidencing submission of the application.

The Framingham Housing Authority will then enter the information from the Preliminary Application into the Centralized Waiting List.

III UPDATING THE APPLICATIONS

A family may update its application (i.e. change of address) for Section 8 Assistance at the office of any Housing Authority participating in the Centralized application process regardless of where the original application was submitted. To update the application the

family must submit a written request.

IV SELECTION FROM THE WAITING LIST

The selection criteria set forth in the Framingham Housing Authority's Administrative Plan shall govern the manner in which the Framingham Housing Authority from the Centralized Section 8 Waiting List selects individuals and families.

V DETERMINATION OF ELIGIBILITY

Once a family has been selected from the Centralized Section 8 Waiting List in the manner set forth in the Framingham Housing Authority's Administrative Plan from the Section 8 Housing Choice Voucher Program, eligibility determination shall be made according to federal law, regulations governing State law and any applicable procedures set forth in the Framingham Housing Authority's Administrative Plan for the Section 8 Housing Choice Voucher Program.

VI DETERMINATION OF INELIGIBILITY

A Ineligibility for Assistance

If a family is denied assistance by the Framingham Housing Authority, they will have the right to the grievance procedures set forth in the Framingham Housing Authority's Administrative Plan. After such time expires to request an informal hearing or a hearing is held and the decision is upheld, the family will be denied participation in the Section 8 Program by the Housing Authority making the determination. The Framingham Housing Authority from the Centralized Section 8 Waiting List will not remove the family's name because the family may be eligible under another participating Housing Authority's

policies. However, the family will not be again selected by the Framingham Housing Authority unless the family has been withdrawn from the Centralized Section 8 Waiting List and a new application has been submitted.

B Determination that Family is Over Income Limits

If the family was denied participation in the Section 8 Housing Choice Voucher Program because it was over income for the program, the name will be removed from the Centralized Section 8 Waiting List if the Housing Authority making the determination is in the jurisdiction with the highest income limits of those Housing Authorities participating in the Centralized Section 8 Waiting List process. Otherwise, the Framingham Housing Authority from the Centralized Section 8 Waiting List will not remove the family's name because the family may be income eligible under another participating Housing Authority's policies. However, the family will not be again selected by the Framingham Housing Authority unless the family has been withdrawn from the Centralized Section 8 Waiting List and a new application has been submitted.

C No Response

Further, if the family does not respond to a letter sent by a participating Housing Authority to attend an eligibility determination appointment or to otherwise respond to the Housing Authority, the Housing Authority who requested said response may remove the family's name from the Centralized Section 8 Waiting List. The Administrative Plan shall govern the manner and grounds for said removal for the Housing Authority making said removal.

VII WAITING LIST UPDATES; PURGING OF WAITING LIST

If determined necessary by Mass NAHRO, on an annual basis, Mass NAHRO may send a letter to each applicant on the Centralized Section 8 Waiting List. This letter will be sent to the address on the Section 8 preliminary Application or on any written change of status request that was completed and sent to a participating Housing Authority. Applicants will be requested to respond to the mailing within a time parameter set forth in the letter and the letter shall indicate that failure to respond will result in the removal of his/her name from the Centralized Section 8 Waiting List¹. In the event that the applicant does not respond within the applicable time parameter, his/her name shall be removed from the Centralized Section 8 Waiting List.

VIII GRIEVANCES OR COMPLAINTS; JURISDICTION

When a family expresses a problem with a decision made by a Housing Authority involved in the Centralized Section 8 Waiting List option, that family shall be referred to the Housing Authority who made the determination in question. When a family expresses a problem with a decision made by Mass NAHRO on behalf of all LHAs participating in Centralized Waiting List, that family shall be referred to Mass NAHRO's Centralized Waiting List Administrator.

Framingham Housing Authority Ranking System

The Framingham Housing Authority uses the following selection criteria and hierarchy of priorities.

Insufficient Funding Termination: the FHA will offer a preference to any family that has been terminated from its HCV program due to insufficient funding. The FHA will maintain a separate list of those former FHA HCVP participants in-house and select from this waiting list first before going to the Mass NAHRO list.

RESIDENCY PREFERENCE: Living <u>or</u> working in Framingham	20 pts
VETERANS PREFERENCE	10 pts
DISABLED PREFERENCE	10 pts
ELDERLY PREFERENCE	10 pts
WORKING FAMILY PREFERENCE	10 pts
ALL OTHER APPLICANTS	0 pts

Within each point category, applicants are then ranked by date/time.

Adopted by the Board of Commissioners this 12 day of December, 2011.

¹Please note that, upon request, reasonable accommodations will be made for persons with disabilities.

Page 4-PAGE 18

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