



Housing Choice Voucher

Briefing Packet



Tacoma Housing Authority
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98405
(253) 207-4400

Office Hours: Monday through Friday 7:00am -5:30pm
Closed to the public on Wednesday



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O e manaomia se fesoasoani faaliliu? Vili mai ile (253) 207-4400 pe asiasi i se tasi o matou ofisa.

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ຕ້ອງການການແປພາສາລາວ? ຈົ່ງ
ຕ້ອງການໃບສະໜັບສະໜູນ? ຈົ່ງ
ຕ້ອງການໃບສະໜັບສະໜູນ? ຈົ່ງ
ຕ້ອງການໃບສະໜັບສະໜູນ? ຈົ່ງ

Deutsch – German

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العربية – Arabic

هل تحتاج إلى مساعدة مجانية في الترجمة؟
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Kailangan ng libreng tulong sa pagsasalin? Tumawag sa (253) 207-4400 o bisitahin ang isa sa aming mga opisina.

မြန်မာဘာသာ - Burmese

ဘာသာပြန်ဆိုရန် အကူအညီ လိုအပ်ပါသလား။
(253) 207-4400 သို့မဟုတ် ဖုန်းခေါ်ပါ သို့မဟုတ်
ကျွန်ုပ်တို့၏ ရုံးခန်းတစ်ခုသို့ သွားရောက်ပါ။

Soomaali - Somali

Ma u baahan tahay turjubaad bilaash ah? La hadal (253) 207-4400 ama booqo mid kamid ah xafiisyadayada.

Український - Ukrainian

Вам потрібна безкоштовна допомога перекладача? Телефонуйте (253) 207-4400 або завітайте до одного з наших офісів.



TACOMA HOUSING AUTHORITY

Statements of Vision, Mission and Values

Amended by the THA Board: February 27, 2013

THA's Vision

THA envisions a future where everyone has an affordable, safe and nurturing home, where neighborhoods are attractive places to live, work, attend school, shop and play, and where everyone has the support they need to succeed as parents, students, wage earners and neighbors.

THA's Mission

THA provides high quality, stable and sustainable housing and supportive services to people in need. It does this in ways that help them prosper and help our communities become safe, vibrant, prosperous, attractive and just.

THA's Values

Service

Work in service to others is honorable. We will do it honorably, effectively, efficiently, with pride, compassion and respect.

Integrity

We strive to uphold the highest standards of integrity and ethical behavior.

Stewardship

We will be careful stewards of the public and private financial and environmental resources entrusted to us.

Communication

We value communication. We strive to be open and forthcoming with our customers, employees and colleagues, our partners, and our communities. We will listen to others.

Diversity of Staff

We value the diversity of our staff. It makes us stronger and more effective.

Collegial Support and Respect

The work we do is serious. We seek to create an atmosphere of teamwork, support and respect. We also value a good humor.

Excellence

We strive for excellence. We will always seek to improve.

Leadership

Everyone at THA, the Board, management and staff, shares the leadership it will take to extend these values throughout THA's work, to fulfill the mission and to advance the vision for our city.

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Introduction

The purpose of this booklet is to provide you and your family the information you need to understand the Housing Choice Voucher (also known as Section 8) program. To be successful in the program, it is important that you understand how the program works and your rights and responsibilities. Please take the time to read the information carefully. More detailed information about subjects in this booklet can be found in the Housing Choice Voucher Administrative Plan at <https://www.tacomahousing.org/resources/administrative-plan/>. Select the link to the Administrative Plan.

Reasonable Accommodation

If you are a person with a disability who may need a special accommodation in order to participate in and complete THA's briefing, please contact your housing specialist in advance of the briefing to make any necessary arrangements.

Housing Choice Voucher Program General Description

The purpose of the Housing Choice Voucher (HCV) program is to provide rental assistance to eligible low-income families. The HCV program allows families to choose housing in the private rental market. The family pays a portion of their income for rent and the Tacoma Housing Authority (THA) pays a portion of the rent. The Department of Housing and Urban Development (HUD) establishes rules and regulations for the program. Explanations of the main rules are in this booklet. The basic program works as follows:

Once a family reaches the top of the waiting list, they are mailed an application packet with instructions on the location and date to return the completed packet and supporting verifications. Once the family is determined to be eligible, the family receives a briefing to explain the program and is issued a subsidy and Request for Tenancy Approval Packet. The family then searches for a housing unit that meets their needs. A family initially has 90 days to find a housing unit with the possibility of extensions.

Once the family has located a unit and the landlord has agreed to lease the unit to the family using the HCV program, a Request for Tenancy Approval Packet must be completed by the landlord and submitted to THA. THA will review the packet and schedule an inspection of the unit. The inspection is to ensure that the unit meets housing quality standards. All rents must be reasonable.

When the unit passes an inspection, the family signs the lease with the landlord and pays the tenant portion of the rent and security deposit. The term of the lease is 12 months. The landlord then will sign a Housing Assistance Payment (HAP) contract with THA to receive payments. THA will not make any payments to the landlord prior to the unit passing inspection and will not make payments to the landlord until it receives a signed copy of the lease and HAP contract

To be successful in the program, it is important that you understand how the program works and your rights and responsibilities.

The Housing Choice Voucher Partnership

The HCV program is a partnership between you, your landlord and THA. We each have a set of responsibilities.

THA's Responsibilities

- Determine your family's eligibility
- Issue your voucher
- Explain the program to you
- Approve your tenancy
- Pay assistance payments to the landlord
- Make sure landlords and families comply with the program rules
- Inspect your rental unit for Housing Quality Standards

Family's Responsibilities

- Provide all the information requested by THA
- Find suitable housing
- Take care of your housing unit
- Abide by the terms of your lease
- Comply with the family obligations of the HCV program

Landlord's Responsibilities

- Screen families and determine their suitability as renters
- Comply with fair housing laws
- Make repairs to your units and maintain the units to Housing Quality Standards (HQS)
- Comply with the HAP contract between THA and the landlord
- Collect the family's portion of the rent, security deposit and any charges for damages
- Enforce the lease
- Pay for utilities and services agreed upon in the lease
- Not collect side payments from the family or charge more than approved by THA

In this partnership we all have a role in order to be successful

Voucher Size and Term

Your Voucher Size

The size of unit you are eligible for is indicated on your voucher and is based on the size of your family. THA is required to establish rules for determining unit size. These rules are called subsidy standards.

THA determines your voucher size using the standards and following criteria.

- Generally, THA’s subsidy standards require two people to share a bedroom
- Live-in aides who are approved by THA will generally be provided a separate bedroom; no additional bedrooms are provided for the aide’s family
- Space may be provided for a child who is away at school, but who lives with the family during school recesses
- A family that consists of a pregnant woman (with no other persons) must be treated as a two person family.
- Foster children will be included in determining unit size

The chart below shows the minimum and maximum number of family members for each voucher size.

Voucher Size (Bedroom)	Minimum No. of Persons in Household	Maximum No. of Persons in Household
1	1	2
2	3	4
3	5	6
4	7	8
5	9	10

The size unit you are eligible for is based on the size of your family.

THA may grant an exception to these standards if your family needs an additional bedroom for medical equipment or a family member needs a separate bedroom for reasons related to a disability, medical or health condition. To qualify for the exception, you need to request a reasonable accommodation explaining your need. THA staff can help you with this process.

Term of your Voucher

Find a unit and submit a Request for Tenancy Approval before your subsidy expires.

The initial term of your voucher is 90 days except for EHV & VASH voucher holders who have 120 days. You must find a rental unit and submit a Request for Tenancy Approval before your voucher expires. An extension may be requested in writing prior to the expiration date of the initial voucher. To obtain an extension, you must request it in writing, explaining why you need the extension before your voucher expires. An extension of 120 days may be granted. Additional extensions may be approved by supervisory staff or an approved reasonable accommodation. If the voucher term or extension expires prior to your request for extension the request will not be authorized unless there are extenuating circumstances or an approved reasonable accommodation request.

The time THA spends processing the Request for Tenancy Approval, inspecting the unit and negotiating the rent does not count against your search time. If the landlord does not agree to the rent or the selected unit does not pass inspection, you will be given the unexpired time on your voucher to search for another unit.

Your voucher is an agreement between you and THA. When you sign your voucher, you agree to abide by the Participant Obligations which you signed upon submitting your packet.

Choosing Where You Want to Live

Low poverty concentration areas offer better employment and schools, and access to community services



<https://www.canva.com/photos/MADeq0pd87w-mount-rainier-over-tacoma-wa-waterfront-during-alpenglow-sunset-evening/>

Choosing an Area of Low Poverty Concentration

THA encourages you to search for a home in an area that does not contain a concentration of poverty. Some of the advantages of living in an area of low poverty concentration are access to better employment and schools, and greater access to community services. To assist you in identifying these areas, THA provides maps in your packet showing areas of low poverty concentration. The maps show popular areas clients use vouchers as well as areas of high opportunity for education and employment.

Choosing Your Neighborhood

When you are searching for a home, you must make sure it is within THA's jurisdiction which includes the city limits of Tacoma and a 2.5-miles radius outside the city limits except for VASH, FUP, FUP Youth, MSV, NED, FYI, & EHV voucher holders who can search for a home anywhere in Pierce County. [Here is a map for your reference.](#) If you are in doubt, please call THA with the physical address of the unit and staff will check to ensure it is within our jurisdiction. You should consider the neighborhood that meets your family's needs. How do the houses in the neighborhood look from the outside? Is it safe for your children to play? Is it clean? How is the crime rate? What schools will your children attend? Is shopping nearby? How close is it to your job or daycare? Does it have access to public transportation? Is there adequate security? Answering these questions may assist you with your search.

Search online for available units at:
www.affordablehousing.com

Finding a Home

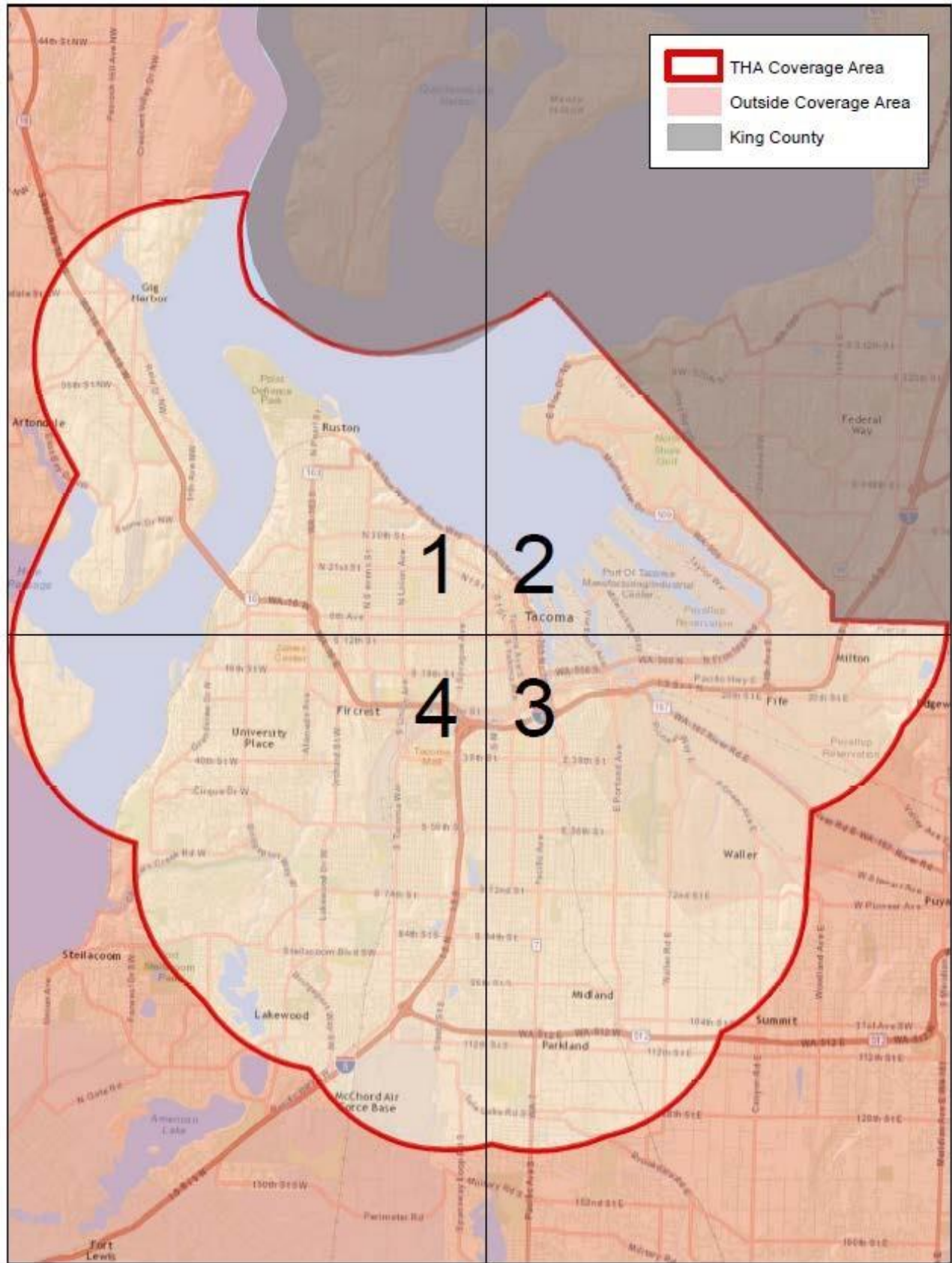
You may choose to use your voucher in your present unit if it is within THA's jurisdiction and if your current landlord is willing to accept the voucher. You may also search listings of available apartments that participate in the HCV (Section 8) program on www.affordablehousing.com. There are computers in THA's lobby that you can use to search for a unit. If you need a unit with special features, THA staff will be happy to show you how to search for a unit that has the accessible features you need. THA also provides a listing of units that landlords have informed us are available. Other sources for finding units include newspapers, apartment finder's guides, and other internet-searching sites.

Ask questions and make sure you understand what the rent includes.

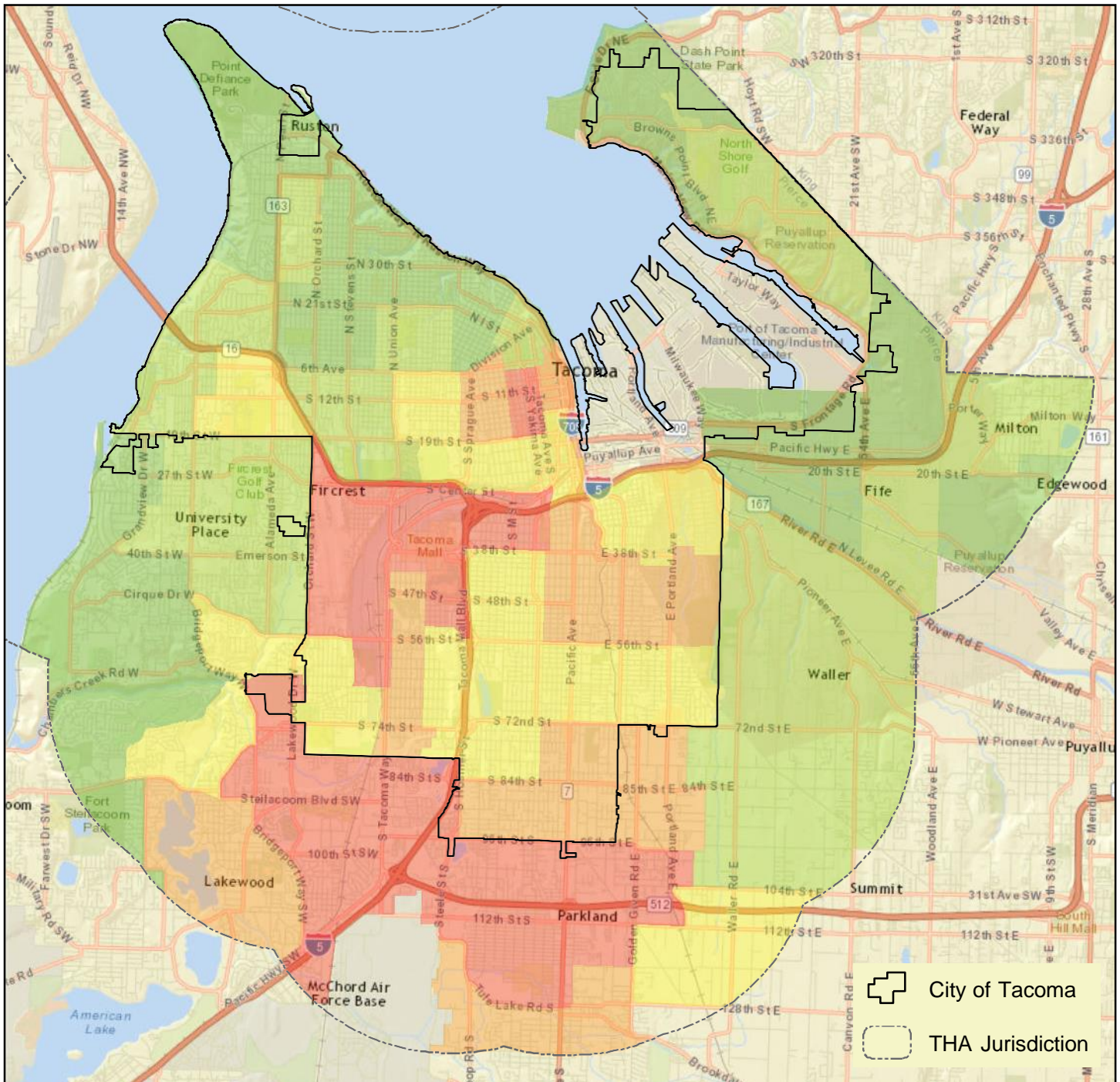
Choosing Your Unit

Remember that you will be signing a 12-month lease with the landlord and the unit must pass THA's inspection. Make sure that the unit you choose is in good condition. A guide to selecting a unit that will meet the inspection standards is provided in this packet. If you select a unit built before 1978, it may contain lead. Read the brochure Protect Your Family from Lead in Your Home which is included in the packet. Follow the steps listed to protect your family from lead. When you are looking at units, make sure you ask questions so you understand what the rent includes, such as utilities and appliances. If you have pets, make sure you understand if the landlord allows pets. Ask about the amount of the security deposit.

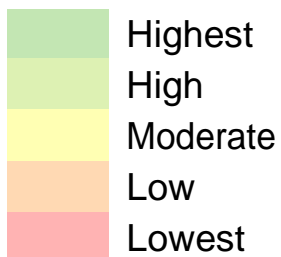
TACOMA HOUSING AUTHORITY BOUNDARY MAP



Neighborhood Access to Opportunity



Access to Opportunity



How did we measure "Access to Opportunity"?

- Education: school performance, graduation rates, teacher qualifications, and more
- Housing & Neighborhoods: homeownership, foreclosures, parks, toxic waste sites, crime, and more
- Economic Opportunity: nearby jobs, business creation, poverty, unemployment, commute times, and more

Leasing Your Unit

Applying for a Unit

You are encouraged not to sign a lease agreement until the rental unit passes the HQS inspection.

Most landlords will require you to complete an application. Be sure you are prepared to complete the form by having the names, addresses, and phone numbers of your references with you. Many landlords will charge you a fee with the application to cover the expense of having your references checked. The HCV program does not pay these fees.

The landlord may charge you a security deposit. The HCV program does not pay the deposit or limit the amount a landlord can charge. We encourage you not to sign a lease agreement with the landlord prior to the rental unit passing HQS inspection. If the rental unit fails the inspection and the landlord cannot make the necessary repairs you are bound by a lease agreement with the landlord and THA will not pay the subsidy.

Most landlords have established standards for accepting or denying an applicant. Standards may include things such as a minimum number of past landlord references, sufficient income to pay rent, good credit history, no felony convictions, no prior evictions, and others. If you believe that you have been denied housing for a reason other than a reasonable standard, you may be a victim of unlawful housing discrimination. This packet contains information about Fair Housing laws and a copy of HUD's Housing Discrimination Complaint form.

Completing the Approval Process

Once you have found your apartment and you and the landlord have agreed to enter into a lease, the landlord will have to submit the Request for Tenancy Approval (RFTA) form, a completed Owner/Agent Information form, proof of ownership, direct deposit form and a completed W-9 form. The completed packet needs to be returned to the HCV (Section 8) reception desk at THA's office, faxed or emailed to THA.

Once THA reviews the completed packet an inspection will be scheduled directly with the landlord or landlord representative. THA makes every effort to schedule the inspection within 5 business days of an inspector receiving the packet. The landlord or representative must be present at the inspection. If the residence needs repairs, the landlord will be given a list of what needs to be done. The landlord must call for another inspection when the repairs are completed.

THA uses comparable units in the area and the maximum allowable rents to determine if the rent is reasonable.

Once the rental unit passes inspection, you can sign the lease with the landlord and move into your new home. THA will prepare the HAP contract for signatures and send the contract to the landlord. The landlord will be asked to return a signed copy of the lease and the HAP contract. The lease must include the required HUD lease addendum. A sample of the lease addendum is in this packet. Once the signed documents are returned to THA, payment process will begin to the landlord.

How Your Rent is Set

Determining Your Income

In the HCV program, the amount of rent you pay is generally a percentage of your income. So, the first step in setting your rent is determining your income. You are required to report all money you receive from all sources, including government benefits, child support, family gifts and any assets, for each family member. Your income is determined using your gross income, not your net income.

You are required to report ALL income from ALL sources, for each family member.

Determining Your Adjusted Income

You may be eligible for some annual deductions. See potential deductions on the next page. Your adjusted income is determined by subtracting the deductions from your gross annual income. The chart below shows types of deductions.

Child Support	Child support expenses <u>paid</u> by adult household members through a state or local agency.
Child Care	Reasonable child care expenses that enables an adult household member to work or further their education. You cannot get this deduction if the childcare is paid for by another agency.
Medical and Disability	Applies if the Head of Household, Spouse or cohead is at least 62 or disabled. If the family is eligible the unreimbursed medical expenses for all household members are counted. Allowances are structured in bands: Expenses less than \$2500 annually – no deduction Expenses of \$2500 to \$4999 annually - \$2500 allowance Expenses of \$5000 to \$7499 annually - \$5000 allowance Expense equal or greater than \$7500 annually - \$7500 allowance

Determining Your Total Tenant Payment

THA will determine the minimum amount you must contribute toward rent and utilities. This amount is called a total tenant payment or TTP. Your TTP is calculated using a formula based on your income. Your TTP will be the greater of the following:

- 28.5% of the lower edge of the tiered rent band or
- Work-able households minimum rent of \$75.00
- Elderly or Disabled households minimum rent of \$25.00



Elderly or disabled population is:

- 100% of adults (excluding live-in attendants) are elderly and or disabled and
- 90% or more of the household income is derived from fixed source
- Fixed sources of income include social security, supplemental social security (SSI), pensions both public and private, general assistance unemployable (GAU), and Aging, Blind, Disabled (ABD)

Work-able population is:

- Any household that does not fit the elderly/disabled definition

If the rent is not reasonable, the unit will NOT be approved for the HCV program.

Rent the Landlord Charges

The landlord will request a rent amount. THA will process the landlord's request to determine if the rent is reasonable. The landlord may be required to provide information about the rents charged for other rental units on the premises, if the premises include more than 4 rental units.

All rent adjustments will be effective the first of the month following 60 days after THA receipt of the owner's request or on the date specified by the owner, whichever is later. The amount of the rent the landlord charges for the unit is called the contract rent.

Utility Allowance

THA establishes utility allowances to assure that your payment for rent and utilities is affordable. The amount of the utility allowance is based on the size and type of unit. The allowance is based on an average use of each utility. These allowances are reviewed once a year to make adjustments for changes in the cost of each utility. The amount of your utility allowance depends on which utilities you are responsible for paying, the size of your unit and the type of utilities. The current utility allowance schedules are included in your packet.

Utility allowances are reviewed once a year.

Maximum Subsidy Amount - Payment Standards

THA establishes the maximum amount of subsidy it will pay by unit size. The maximums are known as Payment Standards. Payment Standards are determined annually based on Fair Market Rents published by HUD.

Housing Assistance Payment Calculation

The Housing Assistance Payment (HAP) is the amount of the rent THA pays to

the landlord. The HAP payment is equal to the lower of:

- Payment Standard less tenant total payment or
- Gross Rent less tenant total payment.

Below is an example of how HAP is calculated.

Example:

The family qualifies for a 2-bedroom unit.

The Payment Standard for a 2-bedroom unit is \$1142.

The utility allowance (UA) for the unit the family selected is \$167. The contract rent (CR) for the unit is \$1200.

The TTP is \$249.

The HAP is the lower of:

Payment Standard (\$1142) - TTP (\$416) $\$1142 - \$416 = \$726$ ◀

Gross Rent is CR \$1200 + UA \$167 (\$1367) - TTP (\$416) $\$1367 - \$416 = \$951$

As the lowest number in this formula is \$726, the HAP is \$726.

The Rent You Pay to the Landlord

The rent you pay to the landlord depends on the amount of the gross rent. If the gross rent is less than the Payment Standard, you pay the difference between the HAP and the contract rent.

Continuing from the previous example where the HAP was determined to be \$726, below shows how the HAP is used to calculate the amount of rent you pay to the landlord.

Example:

The family qualifies for a 2-bedroom unit.

The Payment Standard for a 2-bedroom unit is \$1142.

The utility allowance (UA) for the unit the family selected is \$167. The contract rent (CR) for the unit is \$1100. The HAP is \$726.

**Suggested
contract rent
amounts are
on your
personalized
Rental
Shopping
Guide for
Section 8**

	<i>Which is less?</i>
Payment Standard	\$1142 ◀
Gross Rent (\$1267) CR \$1100 + UA \$167	\$1267
<i>The gross rent is less than the Payment Standard, so you pay the difference between the HAP and the contract rent as shown below.</i>	
Rent to Owner, CR (\$1100) - HAP (\$726)	\$1100 - \$726 = \$374

Included in your packet is the Rental Shopping Guide for Section 8. The shopping guide is personalized to your family based on the reported household income from all family members. The shopping guide provides suggested contract rents amounts. Selection of a rental unit that does not exceed the suggested contract rent amount will result in your portion of the rent remaining at the 28.5% income band.

Below is an example of how the difference between the HAP and the contract rent can increase the amount of rent the family can pay.

Example:

The family qualifies for a 2-bedroom unit.

The Payment Standard for a 2-bedroom unit is \$1142.

The utility allowance (UA) for the unit the family selected is \$167. The contract rent (CR) for the unit is \$1200.

The HAP is \$726.

Payment Standard (\$1142)	\$1142
Gross Rent (\$1367) CR \$1200 + UA \$167	\$1367
<i>The gross rent exceeds the Payment Standard. So, you pay the difference between the contract rent and the HAP.</i>	
Family rent based on tiered rent schedule	\$249
Utility Allowance	\$168
Difference between Payment Standard & Contract rent	\$58
Tenant Rent to Owner, CR (\$1200) - HAP (\$726)	\$474

The gross rent exceeds the Payment Standard.

TENANCY ADDENDUM
Section 8 Tenant-Based Assistance
Housing Choice Voucher Program
(To be attached to Tenant Lease)

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

OMB Approval No. 2577-0169
exp. 7/31/2022

The Tenancy Addendum is part of the HAP contract and lease. Public reporting burden for this collection of information is estimated to average 0.5 hours. This includes the time for collection, reviewing and reporting the data. The information is being collected as required by 24 CFR 982.451 which in part states the PHA must pay the housing assistance payment promptly. This agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless there is a valid OMB number. Assurances of confidentiality are not provided under this section.

HUD is committed to protecting the privacy of an individual's information stored electronically or in paper form in accordance with federal privacy laws, guidance and best practices. HUD expects its third-party business partners including Public Housing Authorities who collect, use, maintain, or disseminate HUD information to protect the privacy of that information in accordance with applicable law.

1. Section 8 Voucher Program

- a. The owner is leasing the contract unit to the tenant for occupancy by the tenant's family with assistance for a tenancy under the Section 8 housing choice voucher program (voucher program) of the United States Department of Housing and Urban Development (HUD).
- b. The owner has entered into a Housing Assistance Payments Contract (HAP contract) with the PHA under the voucher program. Under the HAP contract, the PHA will make housing assistance payments to the owner to assist the tenant in leasing the unit from the owner.

2. Lease

- a. The owner has given the PHA a copy of the lease, including any revisions agreed by the owner and the tenant. The owner certifies that the terms of the lease are in accordance with all provisions of the HAP contract and that the lease includes the tenancy addendum.
- b. The tenant shall have the right to enforce the tenancy addendum against the owner. If there is any conflict between the tenancy addendum and any other provisions of the lease, the language of the tenancy addendum shall control.

3. Use of Contract Unit

- a. During the lease term, the family will reside in the contract unit with assistance under the voucher program.
- b. The composition of the household must be approved by the PHA. The family must promptly inform the PHA of the birth, adoption or court-awarded custody of a child. Other persons may not be added to the household without prior written approval of the owner and the PHA.
- c. The contract unit may only be used for residence by the PHA-approved household members. The unit must be the family's only residence. Members of the household may engage in legal profit making activities incidental to primary use of the unit for residence by members of the family.
- d. The tenant may not sublease or let the unit.
- e. The tenant may not assign the lease or transfer the unit.

4. Rent to Owner

- a. The initial rent to owner may not exceed the amount approved by the PHA in accordance with HUD requirements.
- b. Changes in the rent to owner shall be determined by the provisions of the lease. However, the owner may not raise the rent during the initial term of the lease.
- c. During the term of the lease (including the initial term of the lease and any extension term), the rent to owner may at no time exceed:

- (1) The reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements, or
- (2) Rent charged by the owner for comparable unassisted units in the premises.

5. Family Payment to Owner

- a. The family is responsible for paying the owner any portion of the rent to owner that is not covered by the PHA housing assistance payment.
- b. Each month, the PHA will make a housing assistance payment to the owner on behalf of the family in accordance with the HAP contract. The amount of the monthly housing assistance payment will be determined by the PHA in accordance with HUD requirements for a tenancy under the Section 8 voucher program.
- c. The monthly housing assistance payment shall be credited against the monthly rent to owner for the contract unit.
- d. The tenant is not responsible for paying the portion of rent to owner covered by the PHA housing assistance payment under the HAP contract between the owner and the PHA. A PHA failure to pay the housing assistance payment to the owner is not a violation of the lease. The owner may not terminate the tenancy for nonpayment of the PHA housing assistance payment.
- e. The owner may not charge or accept, from the family or from any other source, any payment for rent of the unit in addition to the rent to owner. Rent to owner includes all housing services, maintenance, utilities and appliances to be provided and paid by the owner in accordance with the lease.
- f. The owner must immediately return any excess rent payment to the tenant.

6. Other Fees and Charges

- a. Rent to owner does not include cost of any meals or supportive services or furniture which may be provided by the owner.
- b. The owner may not require the tenant or family members to pay charges for any meals or supportive services or furniture which may be provided by the owner. Nonpayment of any such charges is not grounds for termination of tenancy.
- c. The owner may not charge the tenant extra amounts for items customarily included in rent to owner in the locality, or provided at no additional cost to unsubsidized tenants in the premises.

7. Maintenance, Utilities, and Other Services

a. Maintenance

- (1) The owner must maintain the unit and premises in accordance with the HQS.
- (2) Maintenance and replacement (including redecoration) must be in accordance with the standard practice for the building concerned as established by the owner.

b. Utilities and appliances

- (1) The owner must provide all utilities needed to comply with the HQS.
- (2) The owner is not responsible for a breach of the HQS caused by the tenant's failure to:
 - (a) Pay for any utilities that are to be paid by the tenant.
 - (b) Provide and maintain any appliances that are to be provided by the tenant.

c. **Family damage.** The owner is not responsible for a breach of the HQS because of damages beyond normal wear and tear caused by any member of the household or by a guest.

d. **Housing services.** The owner must provide all housing services as agreed to in the lease.

8. Termination of Tenancy by Owner

a. **Requirements.** The owner may only terminate the tenancy in accordance with the lease and HUD requirements.

b. **Grounds.** During the term of the lease (the initial term of the lease or any extension term), the owner may only terminate the tenancy because of:

- (1) Serious or repeated violation of the lease;
- (2) Violation of Federal, State, or local law that imposes obligations on the tenant in connection with the occupancy or use of the unit and the premises;
- (3) Criminal activity or alcohol abuse (as provided in paragraph c); or
- (4) Other good cause (as provided in paragraph d).

c. Criminal activity or alcohol abuse

- (1) The owner may terminate the tenancy during the term of the lease if any member of the household, a guest or another person under a resident's control commits any of the following types of criminal activity:
 - (a) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of the premises by, other residents (including property management staff residing on the premises);
 - (b) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of their residences by, persons residing in the immediate vicinity of the premises;
 - (c) Any violent criminal activity on or near the premises; or
 - (d) Any drug-related criminal activity on or near the premises.
- (2) The owner may terminate the tenancy during the term of the lease if any member of the household is:

- (a) Fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees, or that, in the case of the State of New Jersey, is a high misdemeanor; or

- (b) Violating a condition of probation or parole under Federal or State law.

- (3) The owner may terminate the tenancy for criminal activity by a household member in accordance with this section if the owner determines that the household member has committed the criminal activity, regardless of whether the household member has been arrested or convicted for such activity.

- (4) The owner may terminate the tenancy during the term of the lease if any member of the household has engaged in abuse of alcohol that threatens the health, safety or right to peaceful enjoyment of the premises by other residents.

d. Other good cause for termination of tenancy

- (1) During the initial lease term, other good cause for termination of tenancy must be something the family did or failed to do.

- (2) During the initial lease term or during any extension term, other good cause may include:

- (a) Disturbance of neighbors,
- (b) Destruction of property, or
- (c) Living or housekeeping habits that cause damage to the unit or premises.

- (3) After the initial lease term, such good cause may include:

- (a) The tenant's failure to accept the owner's offer of a new lease or revision;
- (b) The owner's desire to use the unit for personal or family use or for a purpose other than use as a residential rental unit; or
- (c) A business or economic reason for termination of the tenancy (such as sale of the property, renovation of the unit, the owner's desire to rent the unit for a higher rent).

- (4) The examples of other good cause in this paragraph do not preempt any State or local laws to the contrary.

9. Protections for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

a. **Purpose:** This section incorporates the protections for victims of domestic violence, dating violence, sexual assault, or stalking in accordance with subtitle N of the Violence Against Women Act of 1994, as amended (codified as amended at 42 U.S.C. 14043e et seq.) (VAWA) and implementing regulations at 24 CFR part 5, subpart L.

b. **Conflict with other Provisions:** In the event of any conflict between this provision and any other provisions included in Part C of the HAP contract, this provision shall prevail.

c. **Effect on Other Protections:** Nothing in this section shall be construed to supersede any provision of any Federal, State, or local law that provides greater protection than this section for victims of domestic violence, dating violence, sexual assault, or stalking.

- d. **Definition:** As used in this Section, the terms “actual and imminent threat,” “affiliated individual,” “bifurcate,” “dating violence,” “domestic violence,” “sexual assault,” and “stalking” are defined in HUD’s regulations at 24 CFR part 5, subpart L. The terms “Household” and “Other Person Under the Tenant’s Control” are defined at 24 CFR part 5, subpart A.
- e. **VAWA Notice and Certification Form:** The PHA shall provide the tenant with the “Notice of Occupancy Rights under VAWA and the certification form described under 24 CFR 5.2005(a)(1) and (2).
- f. **Protection for victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking:**
- (1) The landlord or the PHA will not deny admission to, deny assistance under, terminate from participation in, or evict the Tenant on the basis of or as a direct result of the fact that the Tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, if the Tenant otherwise qualifies for admission, assistance, participation, or occupancy. 24 CFR 5.2005(b)(1).
 - (2) The tenant shall not be denied tenancy or occupancy rights solely on the basis of criminal activity engaged in by a member of the Tenant’s Household or any guest or Other Person Under the Tenant’s Control, if the criminal activity is directly related to domestic violence, dating violence, sexual assault, or stalking, and the Tenant or an Affiliated Individual of the Tenant is the victim or the threatened victim of domestic violence, dating violence, sexual assault, or stalking. 24 CFR 5.2005(b)(2).
 - (3) An incident or incidents of actual or threatened domestic violence, dating violence, sexual assault or stalking will not be construed as serious or repeated violations of the lease by the victim or threatened victim of the incident. Nor shall it not be construed as other “good cause” for termination of the lease, tenancy, or occupancy rights of such a victim or threatened victim. 24 CFR 5.2005(c)(1) and (c)(2).
- g. **Compliance with Court Orders:** Nothing in this Addendum will limit the authority of the landlord, when notified by a court order, to comply with the court order with respect to the rights of access or control of property (including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking) or with respect to the distribution or possession of property among members of the Tenant’s Household. 24 CFR 5.2005(d)(1).
- h. **Violations Not Premised on Domestic Violence, Dating Violence, Sexual Assault, or Stalking:** Nothing in this section shall be construed to limit any otherwise available authority of the Landlord to evict or the public housing authority to terminate the assistance of a Tenant for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking that is in question against the Tenant or an Affiliated Individual of the Tenant. However, the Landlord or the PHA will not subject the tenant, who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, to a more demanding standard than other tenants in determining whether to evict or terminate assistance. 24 CFR 5.2005(d)(2).
- i. **Actual and Imminent Threats:**
- (1) Nothing in this section will be construed to limit the authority of the Landlord to evict the Tenant if the Landlord can demonstrate that an “actual and imminent threat” to other tenants or those employed at or providing service to the property would be present if the Tenant or lawful occupant is not evicted. In this context, words, gestures, actions, or other indicators will be construed as an actual and imminent threat if they meet the following standards for an actual and imminent threat: “Actual and imminent threat” refers to a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur. 24 CFR 5.2005(d)(3).
 - (2) If an actual and imminent threat is demonstrated, eviction should be used only when there are no other actions that could be taken to reduce or eliminate the threat, including, but not limited to, transferring the victim to a different unit, barring the perpetrator from the property, contacting law enforcement to increase police presence, developing other plans to keep the property safe, or seeking other legal remedies to prevent the perpetrator from acting on a threat. Restrictions predicated on public safety cannot be based on stereotypes, but must be tailored to particularized concerns about individual residents. 24 CFR 5.2005(d)(4).
- j. **Emergency Transfer:** A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking may request an emergency transfer in accordance with the PHA’s emergency transfer plan. 24 CFR 5.2005(e). The PHA’s emergency transfer plan must be made available upon request, and incorporate strict confidentiality measures to ensure that the PHA does not disclose a tenant’s dwelling unit location to a person who committed or threatened to commit an act of domestic violence, dating violence, sexual assault, or stalking against the tenant;
- For transfers in which the tenant would not be considered a new applicant, the PHA must ensure that a request for an emergency transfer receives, at a minimum, any applicable additional priority that is already provided to other types of emergency transfer requests. For transfers in which the tenant would be considered a new applicant, the plan must include policies for assisting a tenant with this transfer.
- k. **Bifurcation:** Subject to any lease termination requirements or procedures prescribed by Federal, State, or local law, if any member of the Tenant’s Household engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking, the Landlord may “bifurcate” the Lease, or remove that Household member from the Lease, without regard to whether that Household member is a signatory to the Lease, in order to evict, remove, or terminate the occupancy rights of that Household member without evicting, removing, or otherwise penalizing the victim of the criminal activity who is also a tenant or lawful occupant. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by Federal, State, and local law for the termination of leases or assistance under the housing choice voucher program. 24 CFR 5.2009(a).

If the Landlord bifurcates the Lease to evict, remove, or terminate assistance to a household member, and that household member is the sole tenant eligible to receive assistance, the landlord shall provide any remaining tenants or residents a period of 30 calendar days from the date of bifurcation of the lease to:

- (1) Establish eligibility for the same covered housing program under which the evicted or terminated tenant was the recipient of assistance at the time of bifurcation of the lease;
- (2) Establish eligibility under another covered housing program; or
- (3) Find alternative housing.

l. Family Break-up: If the family break-up results from an occurrence of domestic violence, dating violence, sexual assault, or stalking, the PHA must ensure that the victim retains assistance. 24 CFR 982.315.

m. Move with Continued Assistance: The public housing agency may not terminate assistance to a family or member of the family that moves out of a unit in violation of the lease, with or without prior notification to the public housing agency if such a move occurred to protect the health or safety of a family member who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking; and who reasonably believed they were imminently threatened by harm from further violence if they remained in the dwelling unit, or if any family member has been the victim of sexual assault that occurred on the premises during the 90-calendar-day period preceding the family's request to move.

- (1) The move is needed to protect the health or safety of the family or family member who is or has been a victim of domestic violence dating violence, sexual assault or stalking; and
- (2) The family or member of the family reasonably believes that he or she was threatened with imminent harm from further violence if he or she remained in the dwelling unit. However, any family member that has been the victim of a sexual assault that occurred on the premises during the 90-calendar day period preceding the family's move or request to move is not required to believe that he or she was threatened with imminent harm from further violence if he or she remained in the dwelling unit. 24 CFR 982.354.

n. Confidentiality.

- (1) The Landlord shall maintain in strict confidence any information the Tenant (or someone acting on behalf of the Tenant) submits to the Landlord concerning incidents of domestic violence, dating violence, sexual assault or stalking, including the fact that the tenant is a victim of domestic violence, dating violence, sexual assault, or stalking.
- (2) The Landlord shall not allow any individual administering assistance on its behalf, or any persons within its employ, to have access to confidential information unless explicitly authorized by the Landlord for reasons that specifically call for these individuals to have access to the information pursuant to applicable Federal, State, or local law.
- (3) The Landlord shall not enter confidential information into any shared database or disclose such information to any other entity or individual, except to the extent that the disclosure is requested or consented to in writing by the individual in a time-limited release; required for use in an eviction proceeding; or is required by applicable law.

10. Eviction by court action

The owner may only evict the tenant by a court action.

11. Owner notice of grounds

- a. At or before the beginning of a court action to evict the tenant, the owner must give the tenant a notice that specifies the grounds for termination of tenancy. The notice may be included in or combined with any owner eviction notice.
- b. The owner must give the PHA a copy of any owner eviction notice at the same time the owner notifies the tenant.
- c. Eviction notice means a notice to vacate, or a complaint or other initial pleading used to begin an eviction action under State or local law.

12. Lease: Relation to HAP Contract

If the HAP contract terminates for any reason, the lease terminates automatically.

13. PHA Termination of Assistance

The PHA may terminate program assistance for the family for any grounds authorized in accordance with HUD requirements. If the PHA terminates program assistance for the family, the lease terminates automatically.

14. Family Move Out

The tenant must notify the PHA and the owner before the family moves out of the unit.

15. Security Deposit

- a. The owner may collect a security deposit from the tenant. (However, the PHA may prohibit the owner from collecting a security deposit in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants. Any such PHA-required restriction must be specified in the HAP contract.)
- b. When the family moves out of the contract unit, the owner, subject to State and local law, may use the security deposit, including any interest on the deposit, as reimbursement for any unpaid rent payable by the tenant, any damages to the unit or any other amounts that the tenant owes under the lease.
- c. The owner must give the tenant a list of all items charged against the security deposit, and the amount of each item. After deducting the amount, if any, used to reimburse the owner, the owner must promptly refund the full amount of the unused balance to the tenant.
- d. If the security deposit is not sufficient to cover amounts the tenant owes under the lease, the owner may collect the balance from the tenant.

16. Prohibition of Discrimination

In accordance with applicable equal opportunity statutes, Executive Orders, and regulations, the owner must not discriminate against any person because of race, color, religion, sex, national origin, age, familial status or disability in connection with the lease. Eligibility for HUD's programs must be made without regard to actual or perceived sexual orientation, gender identity, or marital status.

17. Conflict with Other Provisions of Lease

- a. The terms of the tenancy addendum are prescribed by HUD in accordance with Federal law and regulation, as a condition for Federal assistance to the tenant and tenant's family under the Section 8 voucher program.
- b. In case of any conflict between the provisions of the tenancy addendum as required by HUD, and any other provisions of the lease or any other agreement between the owner and the tenant, the requirements of the HUD-required tenancy addendum shall control.

After You Move In

Your Lease and Voucher Requirements

After you move in, you will be required to comply with the terms of your lease, your voucher and THA policies and procedures. If you do not comply with these requirements, you may lose your voucher assistance.

Complete your annual re-examination process on time to avoid interruptions in your assistance.

Re-examination

THA will conduct re-examinations of your family income every two years for workable households and every three years for senior/disabled households. You are required to report any changes in your family members and all income for each family member. It is important that you provide complete and correct information.

THA will verify all the information you provide using state and federal databases. Additional information on these databases is provided in the packet. Once the information is verified,

THA will determine your rent amount. If the amount changes, both you and your landlord will be notified in writing. It is important that you complete the annual process on time to avoid any interruptions in your voucher assistance and to avoid termination.

Annual Inspections

Your unit must be inspected annually to make sure it meets the Housing Quality Standards. THA will schedule the inspection and send you written notice of the inspection. You or an adult family member must be present for the inspection. You and your family will be responsible for repairing damage to your unit that is beyond normal wear and tear. You must allow the inspection or you may lose your housing assistance.

Reporting Changes in Your Family or Income

You must report all changes **online** in your household members or income **within 10 days**. THA must approve the addition of any one living in your unit prior to them moving in. You must report changes in income for any family member within 10 days. If the change in income changes your rent, both you and your landlord will be notified in writing. If you do not report changes to who is living in your unit or changes in your income, you may lose your housing assistance or you may have to repay money to THA.

Tacoma Housing Authority
Submit Your Changes Online!

Please follow the directions below to submit your Change of Circumstance form.

STEP 1: Go to www.tacomahousing.net

STEP 2: Select either of the two links circled below

The screenshot shows the website navigation menu with 'Clients/Tenants' circled in red. Below the menu, there are three main sections: 'THA and Its Work', 'Applicants for Housing', and 'Doing Business with THA'. The 'Applicants for Housing' and 'Doing Business with THA' sections also have 'Clients/Tenants' links circled in red. A large red arrow points from the 'Clients/Tenants' link in the 'Doing Business with THA' section towards the next step.

STEP 3: Select "Change of Circumstance Form" on the left-hand part of your computer screen

The screenshot shows a sidebar menu with 'Change of Circumstance Form' circled in red. A large red arrow points from this link towards the next step.

STEP 4: Be sure to click submit (at the bottom of the form) when finished!

Changes to Your Lease or Rent

Your landlord may not change the terms of your lease or your rent without notifying THA. If your landlord asks you to change your lease, contact THA. At the end of the lease, the landlord may request a rent increase. Your landlord must request a rent increase, in writing, 60 days before the lease ends. THA must approve the rent increase before the landlord can charge a higher amount.

Requesting an Inspection

If you have a serious complaint about the condition of your unit, tell your landlord or property manager immediately. It is also recommended that you put your complaint in writing to the landlord. If your complaint is not addressed in a reasonable amount of time please notify your THA Housing Specialist.

Moving to Another Unit

Generally, you may move to another unit at the end of the first year when your lease ends. You must provide written notice to your landlord and THA at least 45 days in advance unless your lease requires longer notice. Once you have provided notice, THA will issue a voucher to you so you can start a new search.

Moving to a new home can be expensive and difficult, even if you aren't moving very far. Here are some things to think about when deciding if you should move.

Moving to a new home can be expensive and difficult, even if you aren't moving very far.

- Apartment application fee(s)
- Rental security deposits
- Telephone, water, electrical, and other utilities
- Hiring movers
- Truck rental costs
- Gasoline and other travel expenses
- New furniture and/or appliances
- Storagespace
- Cleaningsupplies
- Carpet cleaning
- Time off from work
- A new childcare provider
- New schoolregistration

You may also end up with rent "overlap" if you move too soon. If you move into a new unit before the lease at your old unit ends, you will have to pay for the full rental amount.

You may be allowed to move before your lease to protect the health or safety of a family member, to accommodate a change in family circumstance (new employment or school in a distant area), to address an emergency situation over which the family has no control or an approved reasonable accommodation to move. To be allowed to move in any of these situations, you will have to provide documents that prove the situation applies to you. You may only make one elective move during any 12-month period.

If you move before the lease ends, you will have to pay the full rental amount.



TACOMA HOUSING AUTHORITY

Accessible Units in the City of Tacoma*

PACIFIC POINT APARTMENTS
1801 SOUTH 84TH STREET, TACOMA
253-888-4280

WESTSIDE ESTATES
922 NORTH PEARL STREET, TACOMA
253-752-7779

NORTHPOINT APARTMENT HOMES
5601 NORTH 37TH STREET, TACOMA
253-759-1919

AVERY ON PEARL
1202 NORTH PEARL STREET, TACOMA
253-245-3541

PINE STREET TOWNHOMES
2901 SOUTH 45TH STREET, TACOMA
253-839-7997

CROWN POINTE APARTMENTS
2611 84TH STREET SOUTH, TACOMA
253-207-2471

THE LODGE AT MADRONA
3202 SOUTH MASON AVENUE, TACOMA
253-272-1025

BRYN MAR APARTMENTS
1721 SOUTH 82ND ST, TACOMA
253-535-2629

MIRAMONTE
11216 18TH AVENUE SOUTH, TACOMA
253-465-7526

OASIS APARTMENTS
2825-2858 SOUTH DELIN STREET,
TACOMA
253-274-8888

COLONIAL VILLAGE APARTMENTS
9220 PACIFIC AVE, TACOMA
253-537-3303

Portability

Research the differences in Housing Authority requirements and policies prior to requesting to port to another jurisdiction.

Portability is the process by which a family obtains a voucher from a housing authority and uses it to lease a unit in the jurisdiction of another housing authority. A family receiving a voucher through THA must have had the head of household, spouse or co-head residing in our jurisdiction for at least 12 months before requesting portability. THA limits outgoing portability except for households who need to move out of the jurisdiction except for the following reasons:

- Approved reasonable accommodation
- For employment that is at least 35 miles from Tacoma City limits and at least 20 hours per week at the applicable state minimum wage
- Situations covered under Violence Against Women Act (VAWA)
- Education opportunities that are at least 35 miles from Tacoma City limits for head of household and/or spouse. Proof of enrollment will be required
- The receiving housing authority is absorbing the voucher
- The voucher holder has ported in from another housing authority and THA is administering the voucher

If you would like to move to another area, you need to inform THA approximately 60 days before your lease expires. You will have to complete and submit a Request to Port form. To complete the form, you will need to provide contact information for the housing authority you want to port to and the estimated date that you are porting out. It is very important that you contact the new Housing Authority as soon as possible.

The new Housing Authority will issue one of their vouchers to you once you arrive. At this point, the rules that have been established by the new Housing Authority apply to your search. Most commonly this includes screening criteria, determining the bedroom size of your voucher, the maximum amount of the payment, eligibility for voucher extensions and a variety of other issues. It is important that you understand all of the new Housing Authority's requirements because it can affect your ability to lease a unit. If your voucher expires before you lease a unit, you will no longer be eligible for voucher assistance in THA's program. If you change your mind and want to return, you must inform THA in writing before your voucher expires.

Exception requested to THA's standards may be reviewed through the reasonable accommodation request process.

The new Housing Authority may choose to absorb you into their program. This means that you will now be subject to all the rules and regulations of the new Housing Authority.

Housing Authorities of Washington State

- **Anacortes Housing Authority**, 719 Q Avenue, Anacortes, WA 98221
Serving Counties: San Juan, Skagit
Phone: (360) 293-7831
Fax: (360) 293-8998, Web Site: www.anacorteshousing.com
- **Housing Authority of Asotin County**, 1212 Fair Street, Clarkston, WA 99403
Serving Counties: Asotin
Phone: (509) 758-5751,
Fax: (509) 758-8156, Web Site: N/A
- **Bellingham/Whatcom County Housing Authority**, P.O. Box 9701, Bellingham, WA 98227-9701
Serving Counties: Whatcom
Phone: (360) 676-6887,
Fax: (360) 676-7696, Web Site: www.bellinghamhousing.org
- **Bremerton Housing Authority**, 600 Park Avenue, Bremerton, WA 98337
Serving Counties: Kitsap, Mason
Phone: (360) 479-3694,
Fax: (360) 616-8558, Web Site: www.bremertonhousing.org
TDD/TDY: (360) 377-8606
- **Housing Authority of Chelan County & the City of Wenatchee**, 1555 South Methow, Wenatchee, WA 98801
Serving Counties: Chelan, Douglas
Phone: (509) 663-7421, Fax: (509) 663-4761, Web Site: www.ccwha.com
- **Everett Housing Authority**, 3107 Colby Avenue, P.O. Box 1547, Everett, WA 98206-1547
Serving Counties: Snohomish
Phone: (425) 258-9222
Fax: (425) 303-1122, Web Site: www.evha.org
- **Housing Authority of Grant County**, 1139 Larson Boulevard, Moses Lake, WA 98837
Serving Counties: Grant
Phone: (509) 762-5541
Fax: (509) 762-2202, Web Site: www.hagc.net
- **Housing Authority of Grays Harbor County**, 602 East First Street, Aberdeen, WA 98520
Serving Counties: Grays Harbor
Phone: (360) 532-0570
Fax: (360) 532-0775, Web Site: N/A
- **Housing Authorities Risk Retention Pool**, 2500 Main Street, Suite 120, Vancouver, Washington 98660

- **Housing Authority of Island County**, 7 NW 6th Street, Coupeville, WA 98239-3400
Serving Counties: Island
Phone: (360) 678-4181
 Fax: (360) 678-6969, Web Site: N/A

- **Peninsula Housing Authority**, 2603 South Francis Street, Port Angeles, WA 98362
Serving Counties: Clallam, Jefferson
Phone: (360) 452-7631
 Fax: (360) 457-7001, Web Site: www.peninsulapha.org

- **Housing Authority of the City of Kalama**, 226 Cloverdale Rd., Kalama, WA 98625
Serving Counties: Cowlitz
Phone: (360) 673-3444
 Fax: (360) 673-2873, Web Site: N/A

- **Kelso Housing Authority**, 1415 South 10th, Kelso, WA 98626
Serving Counties: Cowlitz
Phone: (360) 423-3490
 Fax: (360) 577-6694, Web Site: www.kelsohousing.org

- **Housing Authority City of Kennewick**, 1915 W. 4th Place, Kennewick, WA 99336
Serving Counties: Benton
Phone: (509) 586-8576
 Fax: (509) 582-7544, Web Site: www.kennewickha.org

- **King County Housing Authority**, 600 Andover Park West, Seattle, WA 98188
Serving Counties: King
Phone: (206) 574-1100,
 Fax: (206) 574-1104, Web Site: www.kcha.org

- **Housing Kitsap**, 345 6th Street, Suite 100, Bremerton, WA 98337
Serving Counties: Kitsap
Phone: (360) 535-6100
 Fax: (360) 535-6107, Web Site: www.housingkitsap.org

- **Housing Authority of Kittitas County**, 107 West 11th Ave., Ellensburg, WA 98926
Serving Counties: Kittitas
Phone: (509) 962-9006
 Fax: (509) 962-3575, Web Site: N/A

- **Housing Opportunities of Southwest Washington**, 820 11th Avenue, Longview, WA 98632
Serving Counties: Cowlitz, Lewis, Pacific, Wahkiakum
Phone: (360) 423-0140 x 15
 Fax: (360) 425-9930 or toll free fax (888) 424-7145, Web Site: www.hoswwa.org

- **Okanogan County Housing Authority**, P.O. Box 1306, Okanogan, WA 98840
Serving Counties: Okanogan
Phone: (509) 422-3721
 Fax: (509) 422-1713, Web Site: N/A

- **Housing Authority of Oroville**, P.O. Box 1242, Oroville, WA 98844
Serving Counties: Okanogan
Phone: (509) 476-3059
 Fax: (509) 476-2010, Web Site: N/A

- **Othello Housing Authority**, 335 N. Third Street, Othello, WA 99344
Serving Counties: Adams
Phone: (509) 488-3527
 Fax: (509) 488-9769, Web Site: www.othellohousing.com

- **Joint Pacific County Housing Authority**, 820 11th Avenue, Longview, WA 98632
Serving Counties: Cowlitz, Pacific, Wahkiakum
Phone: (866) 570-8840
 Fax: (360) 425-9930 or toll free fax (888) 424-7145, Web Site: www.hoswwa.org

- **Housing Authority of the City of Pasco and Franklin County**, 2505 W. Lewis Street, Pasco, WA 99301
Serving Counties: Franklin
Phone: (509) 547-3581
 Fax: (509) 547-4997, Web Site: N/A

- **Pierce County Housing Authority**, 1525 108th St. So. Tacoma, WA 98444
Serving Counties: Pierce
Phone: (253) 620-5400
 Fax: (253) 620-5455, Web Site: www.pchawa.org

- **Renton Housing Authority**, 2900 NE 10th Street, P.O. Box 2316, Renton, WA 98056
Serving Counties: King
Phone: (425) 226-1850
 Fax: (425) 271-8319, Web Site: www.rentonhousing.org

- **Republic/Ferry County Joint Housing Authority**, 83-1 N. Kauffman Street, Republic, WA 99166
Serving Counties: Ferry
Phone: (509) 775-3924
 Fax: (509) 775-1082, Web Site: N/A

- **Seattle Housing Authority**, 190 Queen Anne Ave North, P.O. Box 19028, Seattle, WA 98109-1028
Serving Counties: King
Phone: (206) 615-3300
 Fax: (206) 615-3504, Web Site: www.seattlehousing.org

- **Housing Authority of Skagit County**, 1650 Port Drive, Burlington, WA 98233
Serving Counties: Skagit
Phone: (360) 428-1959
 Fax: (360) 424-6005, Web Site: N/A

- **Snohomish County Housing Authority**, 12711 4th Avenue, West, Everett, WA 98204
Serving Counties: Snohomish
Phone: (425) 290-8499
 Fax: (425) 290-5618, Web Site: www.hasco.org

- **Spokane Housing Authority**, 55 W. Mission Ave., Spokane, WA 99201
Serving Counties: Lincoln, Pend Oreille, Spokane, Stevens, Whitman
Phone: (509) 328-2953
 Fax: (509) 323-2364, Web Site: www.spokanehousing.org
- **Housing Authority of Sunnyside, Washington**, 204 South 13th Street, Sunnyside, WA 98944
Serving Counties: Yakima
Phone: (509) 837-5454
 Fax: (509) 837-4150, Web Site: www.sunnysideha.org
- **Tacoma Housing Authority**, 902 South L Street, Tacoma, WA 98405
Serving Counties: Pierce
Phone: (253) 207-4400
 Fax: (253) 207-4440, Web Site: www.tacomahousing.org
- **Housing Authority of Thurston County**, 1206 12th Avenue SE, Olympia, WA 98501
Serving Counties: Thurston
Phone: (360) 753-8292
 Fax: (360) 586-0038, Web Site: www.hatc.org
- **Vancouver Housing Authority**, 2500 Main Street, Suites 100-200, Vancouver, WA 98660-2697
Serving Counties: Clark
Phone: (360) 694-2501
 Fax: (360) 993-9594, Web Site: www.vhaus.com
- **Walla Walla Housing Authority**, 501 Cayuse Street, Walla Walla, WA 99362
Serving Counties: Walla Walla
Phone: (509) 527-4542
 Fax: (509) 527-4574, Web Site: www.wallawallaha.org
- **Housing Authority of the City of Yakima**, 810 N. 6th Avenue, Yakima, WA 98902
Serving Counties: Yakima
Phone: (509) 453-3106
 Fax: (509) 453-3111, Web Site: www.yakimahousing.org

Your Rights and Responsibilities



Your Responsibilities — Participant Obligations

In the HCV program, you have certain responsibilities. These responsibilities are called participant obligations. If you and your family do not comply with the requirements of the participant obligations, you may lose your voucher. Below are family obligations; things the family **MUST DO** and things the family **MUST NOT DO**.

1. I understand that I am required to report **online at www.tacomahousing.org** any changes in income and/or household composition within 10 days of the occurrence.
2. I certify that the house or apartment will be my only residence. I will not sublease my assisted residence and will not allow anyone to live in my unit that is not on the lease.
3. I must allow Tacoma Housing Authority (THA) to perform Housing Quality Standard (HQS) inspections with reasonable notice. Federal regulations state I am responsible for all damages caused by my family and guests. Unit abuse, owing rent and unpaid utilities may result in termination of housing assistance.
4. I understand I must receive approval from THA before allowing anyone to move into my unit. I must also receive permission from THA before I move. I must notify THA if I will be away from my unit for more than 30 days. I must make all requests in writing.
5. I understand that I must notify THA **online at www.tacomahousing.org** if a person moves out of my unit within 10 days of the occurrence. I may be required to provide proof of where the person is now living.
6. I understand it is my family obligation to cooperate in supplying all information needed to determine my eligibility, level of benefits, or verify my true circumstances. I understand I must provide social security cards, birth certificates or other required documents for household members. Cooperation includes attending pre-scheduled meetings, completing and signing all needed forms.
7. I understand I may not make additional payments of any kind to the landlord that are not included in the lease and approved by THA and to do so is considered fraud.
8. I understand I must comply with all provisions of my lease and not commit any serious or repeated violations of the lease. I must pay my family share of the rent and utilities.
9. I understand that my mailing address is for the sole use of authorized household members and may not be used by any other persons.

10. Household members cannot commit fraud, bribery or any other corrupt or criminal act in connection with any federal housing program, including receiving another housing subsidy for my unit or any other unit under any federal, state or local housing assistance program. The household may not own any deed, title or claim to the unit. I understand I may not rent from any person related to any member of my household.
11. Household members may not engage in any drug-related criminal activity, alcohol abuse or violent criminal activity, including threatening, abusive or violent behavior toward THA personnel or other criminal activity that threatens the health, safety, or right to peaceful enjoyment of other residents.
12. I understand that knowingly supplying false, incomplete, or inaccurate information is punishable under Federal or State criminal law. I will also be required to repay assistance overpaid on my behalf and may be terminated from the program. I certify that all the information I provide to THA is true and accurate.
13. I acknowledge that I have received, read, and understand the RHIP EIV Guide that was included in the information that was given to me. Additionally, by signing below, each of my household members over the age of 18 acknowledges that they have read and understand the RHIP EIV Guide.

Your Rights - Informal Hearing Procedure

Reasons for an Informal Hearing

THA has an informal hearing procedure for you to dispute certain decisions about your voucher assistance. You may request an informal hearing to consider whether a THA decision about your circumstances was made in accordance with the law, HUD regulations, and THA policies. You may request an informal hearing for the following types of THA decisions:

- Determination of the family's annual or adjusted income, and the use of such income to compute the housing assistance payment
- Determination of the appropriate utility allowance for tenant paid utilities from THA's utility allowance schedule
- Determination of the family unit size under THA's subsidy standards
- Determination to terminate assistance for a participant family because of the family's actions or failure to act
- Determination to terminate assistance because the participant has been absent from the assisted unit for longer than the maximum period permitted under PHA policy and HUD rules
- Determination to terminate a family's Family Self Sufficiency contract, withhold supportive services, or propose forfeiture of the family's escrow account
- Determination to deny admission based on an unfavorable history that may be the result of domestic violence, dating violence, or stalking

THA is **NOT** required to provide an opportunity for an informal hearing in the following instances:

- Discretionary administrative determinations by THA
- General policy issues or class grievances
- Establishment of THA's schedule of utility allowances for families in the program
- Determination not to approve an extension or suspension of a voucher term

Informal hearing requests must be in writing.

Requesting an Informal Hearing

You must request an informal hearing in writing, no later than 10 business days from the date of THA's denial of assistance. You may request an informal hearing

by delivering your request, in writing in person or by first class mail, by the close of business day to Tacoma Housing Authority, 902 South L Street, Tacoma, WA 98405.

Informal Hearing Notifications and Procedures

Once you request an informal hearing, and it qualifies for an informal hearing opportunity, THA will send you a letter. The letter will tell you if your request qualifies for a hearing. If your request qualifies for a hearing, the letter will inform you of the time, date, and place that the hearing will take place and the following information about the informal hearing process:

- THA representative(s) and any witnesses for THA
- The participant and any witnesses for the participant
- The participant's counsel or other representative
- Any other person approved by THA as a reasonable accommodation for a person with a disability

Your Rights during the Foreclosure of a Rental Property

If you are living in a unit that receives a notice of foreclosure, federal law requires that the new owner allow you to stay until the end of your current lease, unless the new owner is going to live in the house.



TACOMA HOUSING AUTHORITY

WHAT TO EXPECT DURING AN INFORMAL HEARING

THA Form (#) RA-272

We have scheduled an informal hearing at your request. This hearing is to determine whether your termination is correct and whether it was made in accordance with law, HUD regulations, and Tacoma Housing Authority policies. Our goal is to provide you with a fair and efficient hearing process consistent with applicable rules. Because Section 8 Housing Choice Vouchers and Low Income Public Housing are important government benefit, if you wish to seek independent legal advice and/or representation you should do so immediately. At the hearing, you may bring with you and be represented by any advocate of your choice such as an attorney or paralegal, a case manager, a caretaker or a family member. (See attached list of agencies that might be able to assist you.)

Your informal hearing will be conducted by one or more Hearing Officers appointed by THA. The Hearing Officer cannot be the person who made or approved the decision under review, and cannot be a subordinate of that person. The Hearing Officer may regulate the conduct of the hearing in accordance with THA hearing procedures. The responsibilities of the Hearing Officer include the following:

- To conduct a fair and impartial hearing in accordance with HUD and THA hearing procedures.
- To hear evidence presented to the hearing.
- To make determinations about the facts.
- To reach a decision based solely on the applicable rules and the evidence presented at the hearing.
- To issue a written decision stating the elements of fact or law on which the decision is based.

Factual determinations must be based on a preponderance of the evidence presented at the hearing. Evidence may be considered without regard to whether it would be admissible under the rules of evidence used in court.

Section 8 and Low Income Public Housing participants generally have an opportunity for an informal hearing whenever THA decides to terminate assistance because of the family's action or failure to act and also in certain other limited circumstances such as disputes involving THA's calculations of rent or unit size. The right to an informal hearing however does not apply to every THA decision or every grievance you may have. There are certain HUD regulations and THA policies that the Hearing officer cannot overrule. This hearing does not preclude you from seeking other legal remedies.

Since the Hearing Officer must interpret the evidence, laws, regulations, and policies pertaining to your case, and evaluate the credibility of the participants and witnesses, our conduct during the hearing is extremely important. Be on time, be polite and do not interrupt, make offensive gestures or use offensive language.

You will have the opportunity to tell your side of the story, to present evidence orally and in writing, and to question witnesses. Be prepared. Bring relevant documents with you to the hearing. Try to present evidence and argument that support your position and refute the evidence against you calmly and logically.

Behaving in an angry, or threatening or hostile manner toward THA employees is not only ineffective in attempting to persuade the Hearing Officer to decide in your favor, it could provide a separate and independent ground for termination of your Section 8 or Low Income Public Housing benefits.

Please make necessary arrangements so that you do not bring your children to the hearing. The presence of children can be distracting to the participants in the hearing, and the children may find the experience traumatic.

Documents such as court records, medical records, landlord-tenant records, and miscellaneous correspondence are often critically important to the outcome of the hearing. Documents may be very helpful in corroborating your version of the facts, refuting evidence against you, or in providing the information necessary for the Hearing Officer to reach a fair decision. Evidence from a neutral third party is often more persuasive than evidence from a person with an interest in the outcome of the case. If you have documents relevant to any fact at issue in the hearing that you wish to submit or discuss during the hearing, bring them with you to the hearing and if possible bring extra copies for the Hearing Officer and THA staff attending the hearing.

You have the right to examine before the hearing any THA documents directly relevant to the hearing, and to copy these documents at your own expense. You may request an appointment to examine your THA file and may request copies of documents you believe are relevant to your hearing. If THA does not make a document available to you at your request, THA may not rely on the document at your hearing. Similarly, THA may examine at THA offices family documents directly relevant to the hearing. If you do not allow THA to examine and copy at our expense relevant documents, you may not rely on them at the hearing.

During the hearing, you will have the opportunity to ask questions of witnesses, including your own witnesses and witnesses for THA. If you wish to have any witnesses appear at the hearing to provide relevant information on your behalf, it is your responsibility to ensure that they know the location of the hearing, that they arrive on time and that they behave appropriately. If you believe that in order for you to receive a fair hearing and for the Hearing Officer to hear necessary evidence requires the presence at the hearing of a specific THA employee, you may request in writing that THA make that person available during your hearing. The request should be made at least 48 hours prior to the hearing. THA will appropriately consider your request in light of our desire to provide a fair hearing process, but there is no right to compel the attendance of the witnesses at an informal hearing. Requests to reschedule a hearing will generally be denied unless:

- The request to reschedule is made prior to the time of the hearing is scheduled to take place.
- A verifiable emergency prevents you from attending the scheduled hearing.

The decision to grant or deny a request to reschedule is at the sole discretion of the Hearing Officer. Forgetting about the hearing time, oversleeping, etc. are not acceptable excuses. Failure to attend the scheduled hearing will generally result in an automatic termination of assistance.

Within a reasonable time following the informal hearing, you will receive a written decision that briefly states the reason for the decision. You will receive a written decision even if the Hearing Officer notifies you orally of the decision at the end of the hearing. If you prevail at the informal hearing, the reinstatement of your Section 8 or Low Income Public Housing benefits may be conditioned upon your completion of certain specified requirements such as completing necessary forms. If your termination is upheld, you will be informed as to whether you can re-apply at a later date.

If you have any questions, please contact your caseworker.



Tacoma Housing Authority

LEGAL SERVICES REFERRAL INFORMATION

TACOMA PRO BONO/HOUSING JUSTICE PROJECT

621 TACOMA AVE SOUTH, TACOMA WA 98402

253 572 5134TACOMAPROBONO.ORG

NORTHWEST IMMIGRANT RIGHTS PROJECT (NWIRP)

206 816 3893 or 888 493 4273

NWIRP.ORG

NON-SENIOR 1 888 201 1014

WASHINGTONLAWHELP.ORG/WA/INDEX.CFM

FAIR HOUSING CENTER OF WASHINGTON

1 888 766 8800

253 274 9523

FHCWASHINGTON.ORG

NORTHWEST JUSTICE PROJECT

253 272 7879

NWJUSTICE.ORG

NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE (NAACP)

253 272 0357

NAACP.ORG

CITY OF TACOMA LANDLORD-TENANT PROGRAM

253 591 5000

747 MARKET STREET - SUITE #220

PIERCE COUNTY DISPUTE RESOLUTIONS

253 572 3657

PCCDR.ORG

TACOMA PIERCE COUNTY BAR ASSOCIATION'S LAWYER REFERRAL LINE

253 383 3432

TPCBA.COM

Termination of Your Voucher

THA may terminate voucher assistance for a family because of the family's action or failure to act. THA's policies for the termination of assistance are as follows:

- If THA provides zero HCV assistance for 180 consecutive calendar days, because the family's income has increased, the family's assistance terminates automatically.
- The family may request in writing that THA terminate their assistance at any time.

The following circumstances require mandatory termination of voucher assistance:

- Eviction from a unit for a serious or repeated violation of the lease.
- Conviction of any household member for production or manufacture of methamphetamine.
- Engagement of any household member in any illegal use of a drug or has a pattern of illegal drug or alcohol use that interferes with the health, safety or right to peaceful enjoyment of the premises by other residents.
- Violation of the participant's obligation not to engage in any drug-related or violent criminal activity during participation in the HCV program.

The following are other circumstances THA may terminate a family's assistance:

- Failure to comply with any Participant Obligations under the program.
- Been evicted from federally-assisted housing the last five years.
- Had assistance terminated under the program from any public housing authority for any member of the family.
- Committed fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program.
- Currently owing rent or other amounts to any PHA in connection with Section 8 or public housing assistance under the 1937 Act.
- Not reimbursing any public housing authority for amounts the PHA paid to an owner under a HAP contract for rent, damages to the unit, or other amounts
- Breaching the terms of a repayment agreement entered into with THA.
- Breaching the terms of a repayment agreement entered into with a third party.
- Any family member has engaged in or threatened violent or abusive behavior toward THA personnel or a third party acting on behalf of THA.

Your Rights If You Are A Victim of Domestic Violence

The Violence Against Women Act (VAWA) protects victims of domestic violence, dating violence, or stalking. If you are a victim of domestic violence, you cannot be denied voucher assistance, be evicted or lose your voucher assistance as a result of that violence. The following is an overview of VAWA requirements.

Eligibility Protection	THA may not deny assistance or admission to an applicant on the basis of the applicant's current or past status as a victim of domestic violence, dating violence, or stalking if the applicant otherwise qualifies for assistance or admission.
Protection from Eviction or Assistance Termination	THA may not deny assistance or terminate participation or evict you from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. If you or an affiliated individual of yours is or has been a victim of the crimes cited above by a member of your household or any guest you may not be denied rental assistance solely on the basis of criminal activity relating to that domestic violence, dating violence, sexual assault, or stalking.
Eviction of Perpetrators	THA may divide (bifurcate) your lease in order to terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.
Certification	A landlord, property manager, or THA may ask that an individual certify, using a HUD-approved certification form or other documentation, that the individual is a victim of domestic violence, dating violence, or stalking, and that the incident in question is a true incident of actual or threatened abuse.
Confidentiality	All information provided to THA under VAWA must be retained in confidence, unless disclosure is requested or consented to by the individual in writing; or required for use in an eviction proceeding or termination of assistance, or otherwise required by applicable law.

For more details about VAWA and the rights of victims of domestic violence, refer to the Notice and Certification form in this packet

Family Self-Sufficiency Program



Earn up to
\$8,500
by meeting
your goals!



▶ What is the Family Self-Sufficiency (FSS) program?

It is an employment and incentive program tailored to meet the individual needs of the participant. This includes services designed around goal setting, and helping to support you in removing barriers to success!

▶ Come to an Orientation to learn more!

You will be notified of orientation dates and location. Virtual options available.

Benefits

- One-on-One Financial Coaching
- Connections to Employment Services
- Develop Strategies to Increase Earned Income
- Navigate Community Resources
- Connections to Local Colleges & Job Training
- Home Ownership Classes and Preparation
- Goal Setting for a Successful Future
- ... and much, much, more!

Call today for more information!

Sharon Jackson (253) 274-5586
Sukara Grandberry (253) 284-9486
Leslie Mintaraga (253) 448-2756
Robert Lewis (253) 448-2748

Learn More at:

www.tacomahousing.org

Housing Choice Voucher Program (HCV)

steps to your new home

For more information, reference pages in this Briefing Packet.

1. You have been issued a Housing Choice Voucher and a Request for Tenancy Approval Packet (RFTA) to begin your search.
2. Once you have found a unit, make sure it is within THA's jurisdiction. Have the landlord or their representative complete the RFTA and submit it to THA.
3. A Housing Quality Standards (HQS) Inspection will be scheduled for the unit with the landlord or their representative.
4. Upon passing the HQS inspection you can sign the lease and move in knowing that THA will pay the subsidy directly to the landlord.
5. The landlord or their representative will know if the unit passed inspection before your caseworker knows. Keep in contact with the landlord regarding when the inspection is scheduled.

Appendix

Right to Privacy

All adult household members of both applicants and participants are required to sign a General Release of Information form and Privacy Act Notice. The General Release of Information form and Privacy Act Notice states how family information will be released and include the Federal Privacy Act Statement. Any request for applicant or participant information will not be released unless there is a signed release of information request from the applicant or participant.

Information Provided to Others About You

HUD regulations allow the Housing Authority to provide prospective owners with the family's current and prior addresses and the names and addresses of the family's landlords for those addresses. Upon request the Housing Authority will also supply any factual information or third-party verification relating to the applicant's history as a tenant or their ability to comply with material standard lease terms or any history of drug trafficking, drug related criminal activity or any violent criminal activity.

SUPPLEMENTAL HANDOUTS FOR ALL BRIEFINGS





Renter Resources

*Web search for the terms
below for more information.*

**Need Temporary Shelter or Supportive Services?
Call 211**

Looking for Rental Housing

- Go Section 8 — (866) 466-7328 — www.affordablehousing.com
- Affordable Housing Database — www.aptfinder.org
- Craigslist rental housing Tacoma
- Zillow rental housing Tacoma
- Trulio rental housing Tacoma

Resources for Tenant-Landlord Issues & Rights

- Legal Help — www.WashingtonLawHelp.org
- Housing Justice Project - (253) 572-5134 - www.tacomaprobono.org
- City of Tacoma Landlord-Tenant Program (253) 591-5000
- Washington State Attorney General Residential Landlord-Tenant Resources
- Tenant's Union of Washington State (206) 723-0500
- Rental Housing Association of WA: Before You Rent
- Affordable Housing Database — www.aptfinder.org

If you feel your rights have been violated or you have been discriminated:

- Fair Housing Center of Washington — (888) 766-8800
- Washington State Human Rights Commission Fair Housing — (800) 233-3247
- NW Justice Project — (888) 201-1014
- Pierce County Fair Housing Resources

Tips For Keeping A Happy Home

Disclaimer: THA has prepared these tips to help make your rental experience favorable. We do not provide advice or represent anyone in legal issues.

Moving In To/Out Of Your Apartment



- Take pictures before you move in and at walk-thru.
- Leave the home the same way as when you moved in.



- Document all communications with your landlord.
- Always get a receipt for money paid.
- Note problems and tell your landlord within 24 hours.

- DO NOT withhold rent if the landlord is not making repairs.
- Besides losing your deposit, a landlord can place a judgment against you if you cause more damage that is not covered in your deposit.



- Landlords can only enforce rules written in the lease.
- Don't assume they will keep the entire deposit if you don't give them full notice — they may work with you.

- A bad rental reference can follow you for years.
- Your deposit CAN be returned when you move out.



- Have the exit walk-thru after your items are out.
- Give the required notice when planning to move out.
- Be honest and try to exit on agreeable terms.

Did You Know?

- Leaving out food, garbage or dirty dishes can attract unwanted smells, insects and critters, causing health concerns.
- Notify your Property Manager if you notice problems in your home (leak, moisture, toilet, mold or mildew).
- Make rent your first priority. If you are going to be late on your rent, let your landlord know — they may work with you.
- If you break something, then tell the landlord, or tell them you will fix it correctly.
- Quiet hours are from 10 PM to 7 AM. Be considerate. Keep TV, talking, children, vacuuming so others outside cannot hear it.
- All THA properties are SMOKEFREE. This applies to recreational and medical marijuana, cigarettes and cigars. If you have to smoke, do so off the property in designated areas.
- You are responsible for your guests and their actions while they are visiting. Let them know the rules.
- To report public nuisance issues and code violations, renters can call TacomaFIRST by dialing 311 in Tacoma city limits.



RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT

EIV & You

ENTERPRISE INCOME VERIFICATION



**What YOU Should Know
if You are Applying for or are Receiving
Rental Assistance through the Department of
Housing and Urban Development (HUD)**

What is EIV?

EIV is a web-based computer system containing employment and income information on individuals participating in HUD's rental assistance programs. This information assists HUD in making sure "the right benefits go to the right persons".



What income information is in EIV and where does it come from?

The Social Security Administration:

- Social Security (SS) benefits
- Supplemental Security Income (SSI) benefits
- Dual Entitlement SS benefits

The Department of Health and Human Services (HSS) National Directory of New Hires (NDNH):

- Wages
- Unemployment compensation
- New Hire (W-4)

What is the information in EIV used for?

The EIV system provides the owner and/or manager of the property where you live with your income information and employment history. This information is used to meet HUD's requirement to independently verify your employment and/or income when you recertify for continued rental assistance. Getting the information from the EIV system is more accurate and less time consuming and costly to the owner or manager than contacting your income source directly for verification.

Property owners and managers are able to use the EIV system to determine if you:

- correctly reported your income

They will also be able to determine if you:

- Used a false social security number
- Failed to report or under reported the income of a spouse or other household member
- Receive rental assistance at another property

Is my consent required to get information about me from EIV?

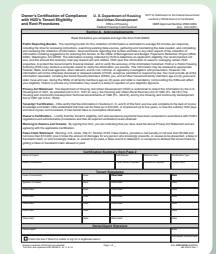
Yes. When you sign form HUD-9887, Notice and Consent for the Release of Information, and form HUD-9887-A, Applicant's/Tenant's Consent to the Release of Information, you are giving your consent for HUD and the property owner or manager to obtain information about you to verify your employment and/or income and determine your eligibility for HUD rental assistance. Your failure to sign the consent forms may result in the denial of assistance or termination of assisted housing benefits.

Who has access to the EIV information?

Only you and those parties listed on the consent form HUD-9887 that you must sign have access to the information in EIV pertaining to you.

What are my responsibilities?

As a tenant in a HUD assisted property, you must certify that information provided on an application for housing assistance and the form used to certify and recertify your assistance (form HUD-50059) is accurate and honest. This is also described in the *Tenants Rights & Responsibilities* brochure that your property owner or manager is required to give to you every year.



Penalties for providing false information

Providing false information is fraud. Penalties for those who commit fraud could include eviction, repayment of overpaid assistance received, fines up to \$10,000, imprisonment for up to 5 years, prohibition from receiving any future rental assistance and/or state and local government penalties.

Protect yourself, follow HUD reporting requirements

When completing applications and recertifications, you must include all sources of income you or any member of your household receives. Some sources include:

- Income from wages
- Welfare payments
- Unemployment benefits
- Social Security (SS) or Supplemental Security Income (SSI) benefits
- Veteran benefits
- Pensions, retirement, etc.
- Income from assets
- Monies received on behalf of a child such as:
 - *Child support*
 - *AFDC payments*
 - *Social security for children, etc.*

If you have any questions on whether money received should be counted as income, ask your property owner or manager.

When changes occur in your household income or family composition, immediately contact your property owner or manager to determine if this will affect your rental assistance.



Your property owner or manager is required to provide you with a copy of the fact sheet "How Your Rent Is Determined" which includes a listing of what is included or excluded from income.

What if I disagree with the EIV information?

If you do not agree with the employment and/or income information in EIV, you must tell your property owner or manager. Your property owner or manager will contact the income source directly to obtain verification of the employment and/or income you disagree with. Once the property owner or manager receives the information from the income source, you will be notified in writing of the results.

What if I did not report income previously and it is now being reported in EIV?

If the EIV report discloses income from a prior period that you did not report, you have two options: 1) you can agree with the EIV report if it is correct, or 2) you can dispute the report if you believe it is incorrect. The property owner or manager will then conduct a written third party verification with the reporting source of income. If the source confirms this income is accurate, you will be required to repay any overpaid rental assistance as far back as five (5) years and you may be subject to penalties if it is determined that you deliberately tried to conceal your income.

What if the information in EIV is not about me?

EIV has the capability to uncover cases of potential identity theft; someone could be using your social security number. If this is discovered, you must notify the Social Security Administration by calling them toll-free at 1-800-772-1213. Further information on identity theft is available on the Social Security Administration website at: <http://www.ssa.gov/pubs/10064.html>.

Who do I contact if my income or rental assistance is not being calculated correctly?

First, contact your property owner or manager for an explanation.

If you need further assistance, you may contact the contract administrator for the property you live in; and if it is not resolved to your satisfaction, you may contact HUD. For help locating the HUD office nearest you, which can also provide you contact information for the contract administrator, please call the Multifamily Housing Clearinghouse at: 1-800-685-8470.



Where can I obtain more information on EIV and the income verification process?

Your property owner or manager can provide you with additional information on EIV and the income verification process. They can also refer you to the appropriate contract administrator or your local HUD office for additional information.

If you have access to a computer, you can read more about EIV and the income verification process on HUD's Multifamily EIV homepage at: www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm.



JULY 2009



Working Together to Achieve Success

For the Rental Housing Integrity

Improvement Project (RHIIP), success comes from cooperation. HUD's Office of Multifamily Housing Programs is dedicated to working with tenants, property owners, managers, and contract administrators to make sure that eligible tenants receive the rental assistance that they deserve.

For More Information

- Visit HUD's Multifamily Housing RHIIP website at www.hud.gov/offices/hsg/mfh/rhiip/mfhrhiip.cfm.
- Contact the RHIIP Multifamily Help Desk Coordinator at your local HUD field office. For help locating the nearest field office, please call the Multifamily Housing Clearinghouse at 1-800-685-8470.



U.S. Department of Housing and Urban Development
Office of Housing • Office of Multifamily Housing Programs
451 7th Street, SW
Washington, DC 20410-3000

www.hud.gov
espanol.hud.gov



August 2004
HUD-2004-07-FHA

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
Office of Housing • Office of Multifamily Housing Programs



5



RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT

& You



**Ensuring
the Right Benefits
Go to
the Right Persons**

The Rental Housing Integrity Improvement Project

THE U.S. Department of Housing and Urban Development (HUD) includes in its mission a commitment to increasing access to affordable housing. HUD's Office of Multifamily Housing Programs helps HUD achieve this goal by providing rental assistance to eligible tenants.

HUD started the Rental Housing Integrity Improvement Project (RHIIIP) to make sure that rental assistance payments, made on behalf of HUD assisted tenants, are correct. RHIIIP is an effort to ensure that the money available for rental assistance goes to those who need it most.

The Role of HUD's Office of Multifamily Housing Programs

HUD's Office of Multifamily Housing Programs has taken several actions to support RHIIIP. These include:

- Updating Handbook 4350.3 Rev-1, *Occupancy Requirements of Subsidized Multifamily Housing Programs* so those who use and administer rental assistance have access to current information.
- Issuing the "Rent and Income Determination Quality Control Monitoring Guide" to provide technical guidance and tools that will help contract administrators improve their monitoring activities and bring about the correction of errors in rent.
- Making available fact sheets that answer the question of "How Your Rent is Determined" for tenants living in assisted housing.
- Training HUD staff and contract administrators to help them understand how income and rent are determined and how to perform quality control monitoring.

- Distributing information to property owners and rental assistance contract administrators about the *Automation Rule* to help them understand the requirements for providing current and correct tenant information to the Tenant Rental Assistance Certification System (TRACS).
- Developing a system to track errors discovered during monitoring reviews.

These actions have produced positive results towards achieving HUD's goal to reduce the number and dollar amount of errors made in determining a household's income and deductions. The Office of Multifamily Housing Programs continues to build upon its success. But real progress in eliminating errors depends upon cooperation among tenants, property owners and management agents.

The Role of Tenants

TENANTS of HUD-assisted properties play a very important role in the Rental Housing Integrity Improvement Project because they supply the information that is used to determine rent.

As a tenant, it is your responsibility to:

- Provide current and correct information to your property manager at certification or recertification.
- Provide documents to support the information given to your manager.
- Consent to the release of information by a third party for verification.
- Report any changes in income, benefits, and family composition to your manager.
- Know the rules and regulations governing your assisted apartment and follow them.

If you think that your income or rental assistance is not being calculated correctly, please contact your local HUD field office. For help locating the nearest field office, please call the Multifamily Housing Clearinghouse at 1-800-685-8470.

The Role of Property Owners, Management Agents, and On-site Managers

THOSE who manage the properties that participate in multifamily rental assistance programs are on the front line of efforts to make sure that rental assistance disbursements are correct. The cooperation and commitment of owners and managers is key to ensuring RHIIIP's success.

As an owner, management agent, or on-site manager, it is your responsibility to:

- Know the rules and regulations governing how to determine income and calculate rent at your property.
- Ensure all staff are trained on these requirements and know how to apply them correctly.
- Keep a copy of Handbook 4350.3 Rev-1, *Occupancy Requirements of Subsidized Multifamily Housing Programs*, and other relevant program information for reference. To order or view a copy of the handbook, go to www.hudclips.org.
- Verify tenant information through third-party sources.
- Conduct certifications and recertifications in a timely manner and submit all tenant certification data to the Tenant Rental Assistance Certification System (TRACS).
- Maintain complete and comprehensive files on all assisted tenants and secure confidential data.
- Establish quality control procedures to ensure tenant data in files and HUD systems are correct.
- Establish thorough interview procedures to identify all sources of income and other tenant information.
- Cooperate fully in any reviews performed by HUD or contract administrator staff.
- Contact your local contract administrator or HUD field office if you have any questions concerning income determination and rent calculation.



APPLYING FOR HUD HOUSING ASSISTANCE?

**THINK ABOUT THIS...
IS FRAUD WORTH IT?**

Do You Realize...

If you commit fraud to obtain assisted housing from HUD, you could be:

- **Evicted** from your apartment or house.
- **Required to repay** all overpaid rental assistance you received.
- **Fined** up to \$10,000.
- **Imprisoned** for up to five years.
- **Prohibited** from receiving future assistance.
- **Subject** to State and local government penalties.

Do You Know...

You are committing fraud if you sign a form knowing that you provided false or misleading information.

The information you provide on housing assistance application and recertification forms will be checked. The local housing agency, HUD, or the Office of Inspector General will check the income and asset information you provide with other Federal, State, or local governments and with private agencies. Certifying false information is fraud.

So Be Careful!

When you fill out your application and yearly recertification for assisted housing from HUD make sure your answers to the questions are accurate and honest. You must include:

All sources of income and changes in income you or any members of your household receive, such as wages, welfare payments, social security and veterans' benefits, pensions, retirement, etc.

Any money you receive on behalf of your children, such as child support, AFDC payments, social security for children, etc.

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

All assets, such as bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc., that are owned by you or any member of your household.

All income from assets, such as interest from savings and checking accounts, stock dividends, etc.

Any business or asset (your home) that you sold in the last two years at less than full value.

The names of everyone, adults or children, relatives and non-relatives, who are living with you and make up your household.

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

Ask Questions

If you don't understand something on the application or recertification forms, always ask questions. It's better to be safe than sorry.

Watch Out for Housing Assistance Scams!

- Don't pay money to have someone fill out housing assistance application and recertification forms for you.
- Don't pay money to move up on a waiting list.
- Don't pay for anything that is not covered by your lease.
- Get a receipt for any money you pay.
- Get a written explanation if you are required to pay for anything other than rent (maintenance or utility charges).

Report Fraud

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



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

November 2004

Things You Should Know

Don't risk your chances for Federally assisted housing by providing false, incomplete, or inaccurate information on your application forms.

Purpose	This is to inform you that there is certain information you must provide when applying for assisted housing. There are penalties that apply if you knowingly omit information or give false information.
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Penalties for Committing Fraud	<p>The United States Department of Housing and Urban Development (HUD) places a high priority on preventing fraud. If your application or recertification forms contain false or incomplete information, you may be:</p> <ul style="list-style-type: none">▫ Evicted from your apartment or house:▫ Required to repay all overpaid rental assistance you received:▫ Fined up to \$ 10,000:▫ Imprisoned for up to 5 years; and/or▫ Prohibited from receiving future assistance. <p>Your State and local governments may have other laws and penalties as well.</p>
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Asking Questions	When you meet with the person who is to fill out your application, you should know what is expected of you. If you do not understand something, ask for clarification. That person can answer your question or find out what the answer is.
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Completing The Application	When you answer application questions, you must include the following information:
Income	<ul style="list-style-type: none">▫ All sources of money you or any member of your household receive (wages, welfare payments, alimony, social security, pension, etc.):▫ Any money you receive on behalf of your children (child support, social security for children, etc.);▫ Income from assets (interest from a savings account, credit union, or certificate of deposit; dividends from stock, etc.);▫ Earnings from second job or part time job;▫ Any anticipated income (such as a bonus or pay raise you expect to receive)
Assets	<ul style="list-style-type: none">▫ All bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc.. that are owned by you and any adult member of your family's household who will be living with you.

- Any business or asset you sold in the last 2 years for less than its full value, such as your home to your children.
- The names of all of the people (adults and children) who will actually be living with you, whether or not they are related to you.

Signing the Application

- Do not sign any form unless you have read it, understand it, and are sure everything is complete and accurate.
- When you sign the application and certification forms, you are claiming that they are complete to the best of your knowledge and belief. You are committing fraud if you sign a form knowing that it contains false or misleading information.
- Information you give on your application will be verified by your housing agency. In addition, HUD may do computer matches of the income you report with various Federal, State, or private agencies to verify that it is correct.

Recertifications

You must provide updated information at least once a year. Some programs require that you report any changes in income or family/household composition immediately. Be sure to ask when you must recertify. You must report on recertification forms:

- All income changes, such as increases of pay and/or benefits, change or loss of job and/or benefits, etc., for all household members.
- Any move in or out of a household member; and,
- All assets that you or your household members own and any assets that was sold in the last 2 years for less than its full value.

Beware of Fraud

You should be aware of the following fraud schemes:

- Do not pay any money to file an application;
- Do not pay any money to move up on the waiting list;
- Do not pay for anything not covered by your lease;
- Get a receipt for any money you pay; and,
- Get a written explanation if you are required to pay for anything other than rent (such as maintenance charges).

Reporting Abuse

If you are aware of anyone who has falsified an application, or if anyone tries to persuade you to make false statements, report them to the manager of your complex or your PHA. If that is not possible, then call the local HUD office or the HUD Office of Inspector General (OIG) Hotline at (800) 347-3735. You can also write to: HUD-OIG HOTLINE, (GFI) 451 Seventh Street, S.W., Washington, DC. 20410.





**NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT
(VAWA), FORM HUD 5380**

TACOMA HOUSING AUTHORITY

Notice of Occupancy Rights under the Violence Against Women Act¹

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.² The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that Tacoma Housing Authority (THA) is in compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.

Protections for Applicants

If you otherwise qualify for assistance under THA programs, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under THA programs you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under THA programs solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

¹ Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Removing the Abuser or Perpetrator from the Household

THA may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If THA chooses to remove the abuser or perpetrator, THA may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, THA must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing.

In removing the abuser or perpetrator from the household, THA must follow Federal, State, and local eviction procedures. In order to divide a lease, THA may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, THA may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, THA may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

- 1. You are a victim of domestic violence, dating violence, sexual assault, or stalking.** If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.
- 2. You expressly request the emergency transfer.** Your housing provider may choose to require that you submit a form, or may accept another written or oral request.

3. **You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.** This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 180-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 180-calendar-day period before you expressly request the transfer.

THA will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

THA's emergency transfer plan provides further information on emergency transfers, and THA must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

THA can, but is not required to, ask you to provide documentation to "certify" that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from THA must be in writing, and THA must give you at least 14 business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. THA may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to THA as documentation. It is your choice which of the following to submit if THA asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by THA with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification

form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.

- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- Any other statement or evidence that THA has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, THA does not have to provide you with the protections contained in this notice.

If THA receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), THA has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, THA does not have to provide you with the protections contained in this notice.

Confidentiality

THA must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

THA must not allow any individual administering assistance or other services on behalf of THA (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

- You give written permission to THA to release the information on a time limited basis.
- THA needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires THA or your landlord to release the information.

VAWA does not limit THA's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, THA cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if THA can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

1. Would occur within an immediate time frame, and
2. Could result in death or serious bodily harm to other tenants or those who work on the property.

If THA can demonstrate the above, THA should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report a covered housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with the Seattle Regional Office.

Seattle Federal Office Building
909 First Avenue, Suite 200
Seattle, WA 98104-1000
Phone: (206) 220-5101 **Toll-free:** (877) 741-3281
Email: WA_Webmanager@hud.gov
Fax: (206) 220-5108 **TTY:** (206) 220-5254

For Additional Information

You may view a copy of HUD's final VAWA rule at

<https://portal.hud.gov/hudportal/documents/huddoc?id=5720-F-03VAWAFinRule.pdf>

Additionally, THA must make a copy of HUD's VAWA regulations available to you if you ask to see them.

Additional Information

If you have any questions regarding VAWA, please contact:

Civil Rights Compliance Auditor

Phone: 253-448-2785

Email: civilrights@tacomahousing.org

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY).

For tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

Tacoma Community House, Tacoma, WA. Office: (253) 383-3951

www.tacomacommunityhouse.org

Korean Women's Association, Tacoma, WA. Crisis Line: (253) 535-4202

www.kwacares.org

YWCA of Pierce County, Tacoma, WA. Office: Crisis Line: (253) 383-2593

www.ywcapiercecounty.org

Crystal Judson Family Justice Center, Tacoma, WA Helpline 253-798-4166

www.aplaceofhelp.com

Attachment: Certification form HUD-5382



**Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and
Alternate Documentation,
Form HUD-5382**

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____

2. Name of victim: _____

3. Your name (if different from victim's): _____

4. Name(s) of other family member(s) listed on the lease: _____

5. Preferred safe contact method: Email Phone Address

6. Contact information for victim(based on the preferred contact selected above):

7. Name of the accused perpetrator (if known and can be safely disclosed): _____

8. Relationship of the accused perpetrator to the victim: _____

9. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s)(use the back side for additional information, if needed): _____ _____ _____ _____

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.



**EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, or STALKING
(HCV VERSION)**

TACOMA HOUSING AUTHORITY

**Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault,
or Stalking**

Housing Choice Voucher Program

Emergency Transfers

The PHA is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),¹ the PHA allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.² The ability of the PHA to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether the PHA has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L, is eligible for an emergency transfer if the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to

¹Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

²Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

transfer if the sexual assault occurred on the premises within the 180-calendar- day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify the PHA's management office and submit a written request for a transfer to **any PHA office**. The PHA will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under the PHA's program; OR
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 180-calendar-day period preceding the tenant's request for an emergency transfer.

Confidentiality

The PHA will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives the PHA written permission to release the information on a time-limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person or persons that committed an act of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence against Women Act for All Tenants for more information about the PHA's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

The PHA cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. The PHA will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The PHA may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If the PHA has no safe and available units for which a tenant who needs an emergency transfer is eligible, the PHA will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, the PHA will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Emergency Transfers: Housing Choice Voucher (HCV) Program

Tenant-based assistance: If you are a participant in the tenant-based HCV program and request an emergency transfer as described in this plan, the PHA will assist you to move to a safe unit quickly using your existing voucher assistance. The PHA will make exceptions to program regulations restricting moves as required.

At your request, the PHA will refer you to organizations that may be able to further assist you.

Project-based assistance: If you are assisted under the project-based voucher (PBV) program, you may request an emergency transfer under the following programs for which you are **not required** to apply:

- Tenant-based voucher, if available
- Project-based assistance in the same project (if a vacant unit is available and you determine that the vacant unit is safe)
- Project-based assistance in another development owned by the PHA

Emergency transfers under VAWA will take priority over waiting list admissions for these types of assistance.

You may also request an emergency transfer under the following programs for which you are **required** to apply:

- Public housing program
- PBV assistance in another development not owned by the PHA
- Developments assisted with LIHTC or HOME

Emergency transfers will not take priority over waiting list admissions for these programs. At your request, the PHA will refer you to organizations that may be able to further assist you.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse, and Incest National Network's National Sexual Assault Hotline at 1-800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

Tacoma Community House, Tacoma, WA. Office: (253) 383-3951

www.tacomacommunityhouse.org/client-advocacy

Korean Women's Association, Tacoma, WA. Crisis Line: (253) 535-4202

www.kwacares.org

YWCA of Pierce County, Tacoma, WA. Office: Crisis Line: (253) 383-2593

www.ywcapiercecounty.org

Crystal Judson Family Justice Center, Tacoma, WA Helpline 253-798-4166

www.aplaceofhelp.com

MAKE THE RIGHT CHOICE FOR YOU AND YOUR FAMILY



Public charge does not apply to all immigrants. Every family is different, and the programs that help your family might not be part of new changes to the policy. **There are lots of people and organizations that can help you.** An immigration attorney familiar with this issue can give you advice based on your specific situation. Local non-profits may also be able to provide help and legal advice.

WHAT IS PUBLIC CHARGE?

Some people who apply for a green card (lawful permanent residence) or a visa to enter the U.S. must pass a “public charge” test – which looks at whether the person is likely to use certain government services in the future. In making this determination, immigration officials review all of a person’s circumstances, including their age, income, health, education or skills (including English language skills), and their sponsor’s affidavit of support or contract. They can also consider whether a person has used certain public programs.

DHS’ new public charge test considers:

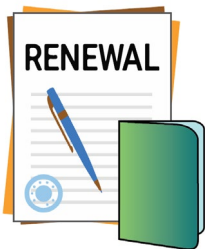
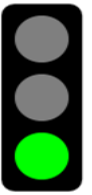
- Supplemental Nutrition Assistance Program (SNAP, “EBT” or “Food Stamps”)
- Federal Public Housing and Section 8 assistance
- Medicaid (except for emergency services, children under 21 years, pregnant women, and new mothers)
- Cash assistance programs (like SSI, TANF, General Assistance)

Most people who are subject to the new rule are not eligible for the above listed benefits. Services that are not listed above will not be counted in the public charge test. This includes WIC, CHIP, school lunches, food banks, shelters, state or local health care programs, and many more.



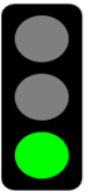
Are you and your family members U.S. citizens?

Public charge does NOT apply to you. You should continue to enroll in programs you are eligible for.



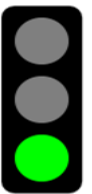
Do you and your family members already have green cards?

Public charge and any changes under new rules rule WILL NOT affect you when you renew your green card or apply to become a U.S. Citizen. However, if you plan to leave the country for more than 6 months, it is a good idea to talk with an immigration attorney.



Are you applying for or have one of the following statuses? TPS, U or T Visa, Asylum or Refugee status, or Special Immigrant Juvenile Status?

The public charge test does NOT apply to all immigrants, including the categories listed here. If you already have or are in the process of applying for one of these immigration statuses, you can continue to use any government programs that you qualify for.



Do you plan to apply for a family-based green card?

Only the use of the public programs listed on first page will be considered in the public charge test. Your income, age, health, education, skills, family situation, and sponsor's affidavit of support will also be considered. You should talk with an expert for advice on your case before making any decisions. For free or low-cost options in your area, go to: <https://www.immigrationadvocates.org/nonprofit/legaldirectory/>.





Tacoma Housing Authority

Executive Director
April Black

Board of Commissioners
Stanley Rumbaugh, Chair | Shennetta Smith, Vice Chair
Dr. Minh-Anh Hodge | Derek Young | Pastor Michael Purter

Dear THA Customer,

This packet includes important information about your right to vote in Washington State. THA shares this information to encourage voter awareness. If you want to vote, we want to help by letting you know how and where to register. If you are a United States citizen and reside in Washington State, you have the right to vote here. This is true even if you were convicted of a felony in the past.

The attached page lists two places you can contact if you have questions about voter registration, or want to register online. We also include a blank voter registration card. You can fill out the card and mail it to register.

We hope you find this information helpful.

Voter Registration FAQs

Voter Eligibility

To register to vote, you must be:

- A citizen of the United States;
- A legal resident of Washington State;
 - You must establish your voting residency address at least 30 days before Election Day.
- At least 18 years old by Election Day;
- Not disqualified from voting due to a court order; and
- Not under Department of Corrections supervision for a Washington felony conviction.

Felons and Voting Rights

- If you were convicted of a felony in a Washington State court, your right to vote is restored unless you are currently under the authority of DOC (in prison or on community custody). If you have questions about your status with DOC, call (800) 430-9674.
- If you were convicted of a felony in another state or in federal court, your right to vote is restored as long as you are not currently incarcerated for that felony.
- You do not lose the right to vote for a misdemeanor conviction or a conviction in juvenile court

You may register to vote by completing and mailing in the enclosed voter registration form.

For more information on voter registration and eligibility, or to register to vote online, please contact the following:

Washington Secretary of State

Elections Division
520 Union Ave SE
PO BOX 40229
Olympia, WA 98504-0229
(360) 902-4180
<http://www.sos.wa.gov/elections>

Rock the Vote

1875 Connecticut Ave. NW, 10th Floor.
Washington DC, 20009
(202) 719-9910
www.rockthevote.com
info@rockthevote.com

Washington State Voter Registration Form

Register online at www.myvote.wa.gov.

1 Personal Information

last name	first	middle

date of birth (mm/dd/yyyy)		gender

residential address in Washington		apt #

city		ZIP

mailing address, if different		

city		state and ZIP

phone number (optional)		email address (optional)

2 Qualifications

If you answer *no*, do not complete this form.

yes no **I am a citizen of the United States of America.**

yes no **I will be at least 18 years old by the next election.**

3 Military / Overseas Status

yes no **I am currently serving in the military.**
Includes National Guard and Reserves, and spouses or dependents away from home due to service.

yes no **I live outside the United States.**

4 Identification – Washington Driver License, Permit, or ID

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
If you do not have a Washington driver license, permit, or ID, you may use the last four digits of your Social Security number to register.										<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5 Change of Name or Address

This information will be used to update your current registration, if applicable.

former last name	first	middle

former residential address	city	state and ZIP

6 Declaration

I declare that the facts on this voter registration form are true. I am a citizen of the United States, I will have lived at this address in Washington for at least thirty days immediately before the next election at which I vote, I will be at least 18 years old when I vote, I am not disqualified from voting due to a court order, and I am not under Department of Corrections supervision for a Washington felony conviction.

sign here	[date here	[
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Instructions

Use this form to register to vote or update your current registration.

Print all information clearly using black or blue pen. Mail this completed form to your county elections office (address on back).

Deadline

This registration will be in effect for the next election if postmarked no later than the Monday four weeks before Election Day.

Voting

You will receive your ballot in the mail. Contact your county elections office for accessible voting options.

Public Information

Your name, address, gender, and date of birth will be public information.

Notice

Knowingly providing false information about yourself or your qualifications for voter registration is a class C felony punishable by imprisonment for up to 5 years, a fine of up to \$10,000, or both.

Public Benefits Offices

If you received this form from a public benefits office, where you received the form will remain confidential and will be used for voter registration purposes only.

Registering or declining to register will not affect the assistance provided to you by any public benefits office. If you decline to register, your decision will remain confidential.

If you believe someone interfered with your right to register, or your right to privacy in deciding whether to register, you may file a complaint with the Washington State Elections Division.

Contact Information

If you would like help with this form, contact the Washington State Elections Division.

web www.vote.wa.gov
call (800) 448-4881
email elections@sos.wa.gov
mail PO Box 40229
 Olympia, WA 98504-0229

For official use:

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first class
postage
required



Please write your county elections office address below:

Adams County

210 W Broadway, Ste 200
Ritzville, WA 99169
(509) 659-3249

Asotin County

PO Box 129
Asotin, WA 99402
(509) 243-2084

Benton County

PO Box 470
Prosser, WA 99350
(509) 736-3085

Chelan County

PO Box 4760
Wenatchee, WA 98807
(509) 667-6808

Clallam County

223 E 4th St, Ste 1
Port Angeles, WA 98362
(360) 417-2221

Clark County

PO Box 8815
Vancouver, WA 98666-8815
(360) 397-2345

Columbia County

341 E Main St, Ste 3
Dayton, WA 99328
(509) 382-4541

Cowlitz County

207 4th Ave N, Rm 107
Kelso, WA 98626-4124
(360) 577-3005

Douglas County

PO Box 456
Waterville, WA 98858
(509) 745-8527 ext 6407

Ferry County

350 E Delaware Ave, Ste 2
Republic, WA 99166
(509) 775-5200

Franklin County

PO Box 1451
Pasco, WA 99301
(509) 545-3538

Garfield County

PO Box 278
Pomeroy, WA 99347-0278
(509) 843-1411

Grant County

PO Box 37
Ephrata, WA 98823
(509) 754-2011 ext. 2793

Grays Harbor County

100 W Broadway, Ste 2
Montesano, WA 98563
(360) 964-1556

Island County

PO Box 1410
Coupeville, WA 98239
(360) 679-7366

Jefferson County

PO Box 563
Port Townsend, WA 98368-0563
(360) 385-9119

King County

919 SW Grady Way
Renton, WA 98057
(206) 296-8683

Kitsap County

614 Division St, MS 31
Port Orchard, WA 98366
(360) 337-7128

Kittitas County

205 W 5th Ave, Ste 105
Ellensburg, WA 98926-2891
(509) 962-7503

Klickitat County

205 S Columbus, Stop 2
Goldendale, WA 98620
(509) 773-4001

Lewis County

PO Box 29
Chehalis, WA 98532-0029
(360) 740-1278

Lincoln County

PO Box 28
Davenport, WA 99122-0028
(509) 725-4971

Mason County

PO Box 400
Shelton, WA 98584
(360) 427-9670 ext 469

Okanogan County

PO Box 1010
Okanogan, WA 98840-1010
(509) 422-7240

Pacific County

PO Box 97
South Bend, WA 98586-0097
(360) 875-9317

Pend Oreille County

PO Box 5015
Newport, WA 99156
(509) 447-6472

Pierce County

2501 S 35th St, Ste C
Tacoma, WA 98409
(253) 798-VOTE

San Juan County

PO Box 638
Friday Harbor, WA 98250-0638
(360) 378-3357

Skagit County

PO Box 1306
Mount Vernon, WA 98273-1306
(360) 416-1702

Skamania County

PO Box 790, Elections Dept
Stevenson, WA 98648-0790
(509) 427-3730

Snohomish County

3000 Rockefeller Ave, MS 505
Everett, WA 98201-4060
(425) 388-3444

Spokane County

1033 W Gardner Ave
Spokane, WA 99260
(509) 477-2320

Stevens County

215 S Oak St, Rm 106
Colville, WA 99114-2836
(509) 684-7514

Thurston County

2000 Lakeridge Dr SW
Olympia, WA 98502-6090
(360) 786-5408

Wahkiakum County

PO Box 543
Cathlamet, WA 98612
(360) 795-3219

Walla Walla County

PO Box 2176
Walla Walla, WA 99362-0356
(509) 524-2530

Whatcom County

PO Box 369
Bellingham, WA 98227-0369
(360) 778-5102

Whitman County

PO Box 191
Colfax, WA 99111
(509) 397-5284

Yakima County

PO Box 12570
Yakima, WA 98909-2570
(509) 574-1340

WA State Elections Division

PO Box 40229
Olympia, WA 98504-0229
(800) 448-4881

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HCV BRIEFING HANDOUTS



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

A Good Place to Live!

Introduction

Having a good place to live is important. Through your Public Housing Agency (or PHA) the Section 8 Certificate Program and the Housing Voucher Program help you to rent a good place. You are free to choose any house or apartment you like, as long as it meets certain requirements for quality. Under the Section 8 Certificate Program, the housing cannot cost more than the Fair Market Rent. However, under the Housing Voucher Program, a family may choose to rent an expensive house or apartment and pay the extra amount. Your PHA will give you other information about both programs and the way your part of the rent is determined.

Housing Quality Standards

Housing quality standards help to insure that your home will be safe, healthy, and comfortable. In the Section 8 Certificate Program and the Housing Voucher Program there are two kinds of housing quality standards.

Things that a home must have in order approved by the PHA, and

Additional things that you should think about for the special needs of your own family. These are items that you can decide.

The Section 8 Certificate Program and Housing Voucher Program

The Section 8 Certificate Program and Housing Voucher Program allow you to *choose* a house or apartment that you like. It may be where you are living now or somewhere else. The *must have* standards are very basic items that every apartment must have. But a home that has all of the *must have* standards may still not have everything you need or would like. With the help of Section 8 Certificate Program or Housing Voucher Program, you *should* be able to afford a good home, so you should think about what you would like your home to have. You may want a big kitchen or a lot of windows or a first floor apartment. Worn wallpaper or paint may bother you. Think of these things as you are looking for a home. Please take the time to read *A Good Place to Live*. If you would like to stay in your present home, use this booklet to see if your home meets the housing quality standards. If you want to move, use it each time you go to look for a new house or apartment, and good luck in finding your good place to live.

Read each section carefully. After you find a place to live, you can start the *Request for Lease Approval* process. You may find a place you like that has some problems with it. Check with your PHA about what to do, since it may be possible to correct the problems.

The Requirements

Every house or apartment must have at least a living room, kitchen, and bathroom. A one-room efficiency apartment with a kitchen area is all right. However, there must be a separate bathroom for the private use of your family. Generally there must be one living/sleeping room for every two family members.

1. Living Room

The Living Room must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Electricity

At least two electric outlets, or one outlet and one permanent overhead light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cords: they are not permanent.

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

Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Window

At least one window. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Lock

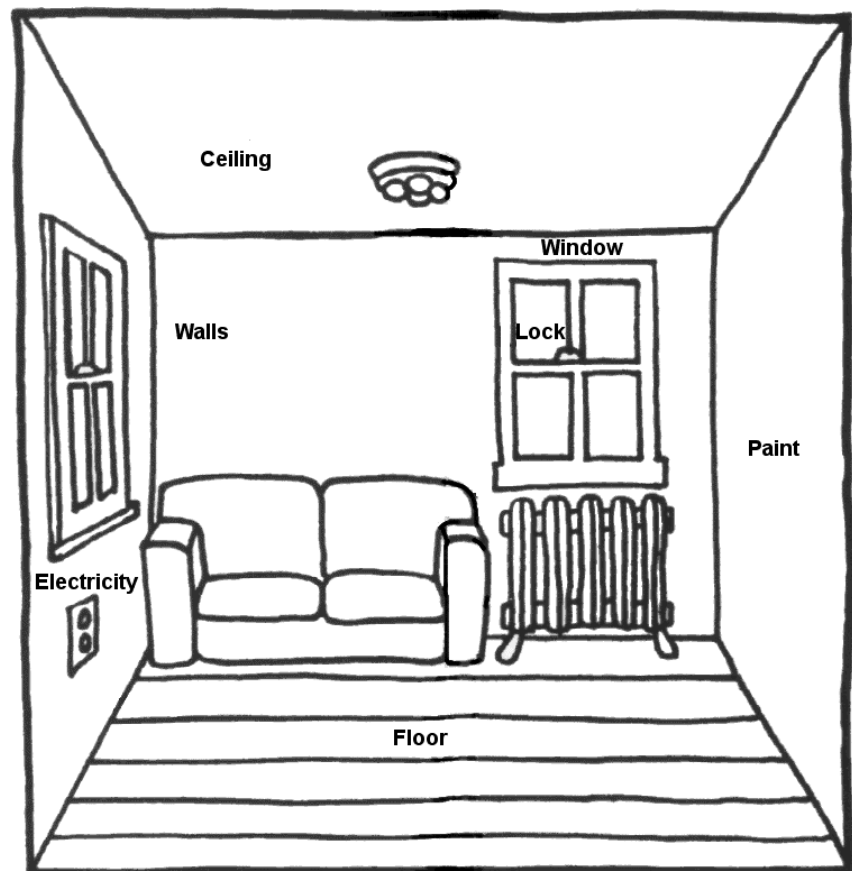
A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that cannot be reached from the ground. A window that cannot be opened is acceptable.

Paint

- No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

You should also think about:

- The types of locks on windows and doors
 - Are they safe and secure?
 - Have windows that you might like to open been nailed shut?
- The condition of the windows.
 - Are there small cracks in the panes?
- The amount of weatherization around doors and windows.
 - Are there storm windows?
 - Is there weather stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper
 - Are they worn, faded, or dirty?
- The condition of the floor.
 - Is it scratched and worn?



2. Kitchen

The Kitchen must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Storage

Some space to store food.

Electricity

At least one electric outlet and one permanent light fixture.

Do not count table or floor lamps, ceiling lamps plugged into a socket, and extension cards; they are not permanent.

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

Stove and Oven

A stove (or range) and oven that works (This can be supplied by the tenant)

Floor

A floor that is in good condition.

Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Preparation Area

Some space to prepare food.

Paint

No peeling or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

Window

If there is a window, it must be in good condition.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground. A window that cannot be opened is acceptable.

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Serving Area

Some space to serve food.

- A separate dining room or dining area in the living room is all right.

Refrigerator

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

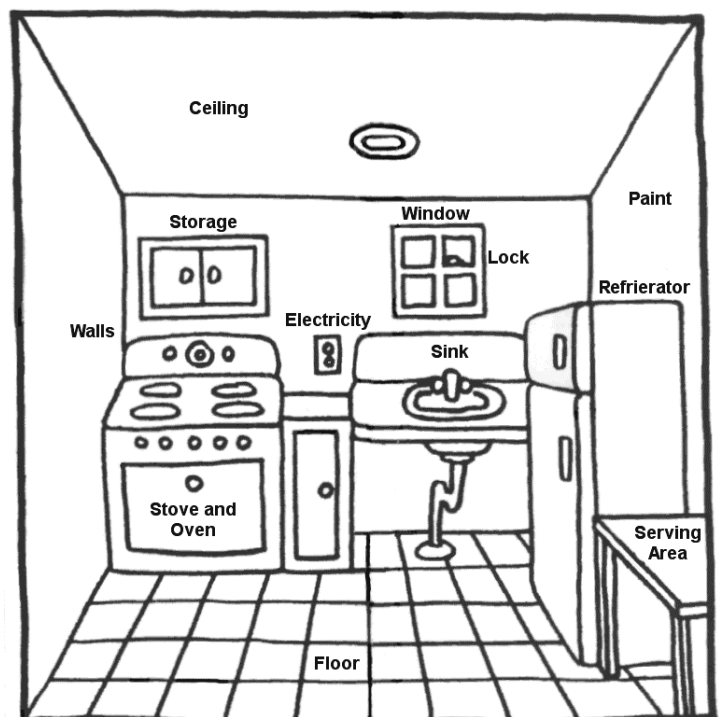
Sink

A sink with hot and cold running water.

- A bathroom sink will not satisfy this requirement.

You should also think about:

- The size of the kitchen.
- The amount, location, and condition of space to store, prepare, and serve food. Is it adequate for the size of your family?
- The size, condition, and location of the refrigerator. Is it adequate for the size of your family?
- The size, condition, and location of your sink.
- Other appliances you would like provided.
- Extra outlets.



3. Bathroom

The Bathroom must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster.

Window

A window that opens or a working exhaust fan.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Toilet

A flush toilet that works.

Tub or Shower

A tub or shower with hot and cold running water.

Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface such as plaster.

Electricity

At least one permanent overhead or wall light fixture.

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

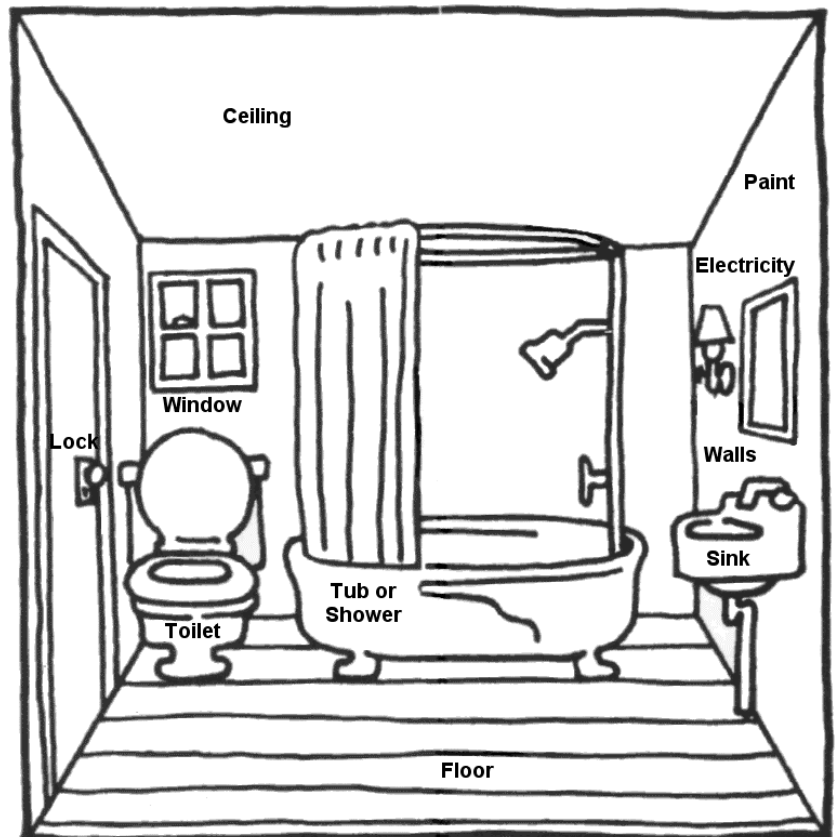
Sink

A sink with hot and cold running water.

- A kitchen sink will not satisfy this requirement.

You should also think about:

- The size of the bathroom and the amount of privacy.
- The appearances of the toilet, sink, and shower or tub.
- The appearance of the grout and seal along the floor and where the tub meets the wall.
- The appearance of the floor and walls.
- The size of the hot water heater.
- A cabinet with a mirror.



4. Other Rooms

Other rooms that are lived in include: bedrooms, dens, halls, and finished basements or enclosed, heated porches. The requirements for other rooms that are lived in are similar to the requirements for the living room as explained below.

Other Rooms Used for Living must have:

Ceiling

A ceiling that is in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging, large amounts of loose or falling surface material such as plaster,

Walls

Walls that are in good condition.

- Not acceptable are large cracks or holes that allow drafts, severe bulging or leaning, large amounts of loose or falling surface material such as plaster.

Paint

- No chipping or peeling paint if you have children under the age of seven and the house or apartment was built before 1978.

Electricity in Bedrooms

Same requirement as for living room.

In All Other Rooms Used for Living: There is no specific standard for electricity, but there must be either natural illumination (a window) or an electric light fixture or outlet.

Floor

A floor that is in good condition.

- Not acceptable are large cracks or holes, missing or warped floorboards or covering that could cause someone to trip.

Lock

A lock that works on all windows and doors that can be reached from the outside, a common public hallway, a fire escape, porch or other outside place that can be reached from the ground.

Window

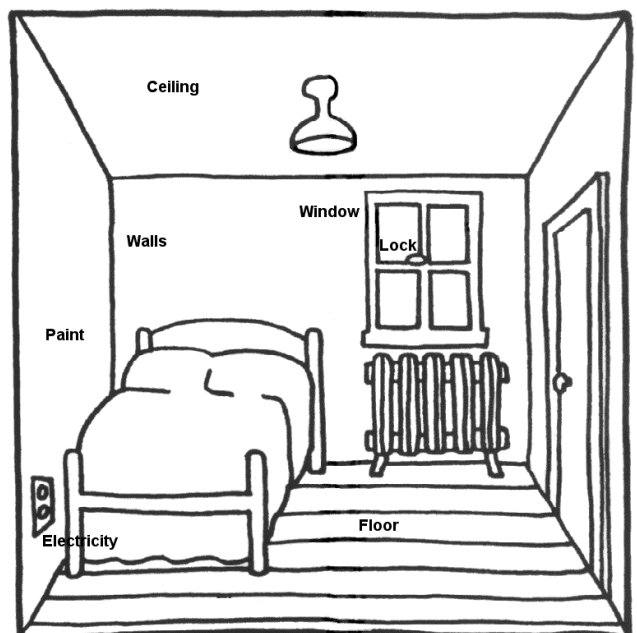
At least one window, which must be openable if it was designed to be opened, in every rooms used for sleeping. Every window must be in good condition.

- Not acceptable are windows with badly cracked, broken or missing panes, and windows that do not shut or, when shut, do not keep out the weather.

Other rooms that are not lived in may be: a utility room for washer and dryer, basement or porch. These must be checked for security and electrical hazards and other possible dangers (such as walls or ceilings in danger of falling), since these items are important for the safety of your entire apartment. You should also look for other possible dangers such as large holes in the walls, floors, or ceilings, and unsafe stairways. Make sure to look for these things in all other rooms not lived in.

You should also think about:

- What you would like to do with the other rooms.
 - Can you use them the way you want to?
- The type of locks on windows and doors.
 - Are they safe and secure?
 - Have windows that you might like to open been nailed shut?
- The condition of the windows.
 - Are there small cracks in the panes?
- The amount of weatherization windows.
 - Are there storm windows?
 - Is there weather-stripping? If you pay your own utilities, this may be important.
- The location of electric outlets and light fixtures.
- The condition of the paint and wallpaper
 - Are they worn, faded, or dirty?
- The condition of the floors.
 - Are they scratched and worn?



5. Building Exterior, Plumbing, and Heating

The Building must have:

Roof

A roof in good condition that does not leak, with gutters and downspouts, if present, in good condition and securely attached to the building.

- Evidence of leaks can usually be seen from stains on the ceiling inside the building.

Outside Handrails

Secure handrails on any extended length of stairs (e.g. generally four or more steps) and any porches, balconies, or decks that are 30 inches or more above the ground.

Walls

Exterior walls that are in good condition, with no large holes or cracks that would let a great amount of air get inside.

Foundation

A foundation in good condition that has no serious leaks.

Water Supply

A plumbing system that is served by an approvable public or private water supply system. Ask the manager or owner.

Sewage

A plumbing system that is connected to an approvable public or private sewage disposal system. Ask the manager or owner.

Chimneys

No serious leaning or defects (such as big cracks or many missing bricks) in any chimneys.

Paint

No cracking, peeling, or chipping paint if you have children under the age of seven and the house or apartment was built before 1978.

- This includes exterior walls, stairs, decks, porches, railings, windows, and doors.

Cooling

Some windows that open, or some working ventilation or cooling equipment that can provide air circulation during warm months.

Plumbing

Pipes that are in good condition, with no leaks and no serious rust that causes the water to be discolored.

Water Heater

A water heater located, equipped, and installed in a safe manner. Ask the manager.

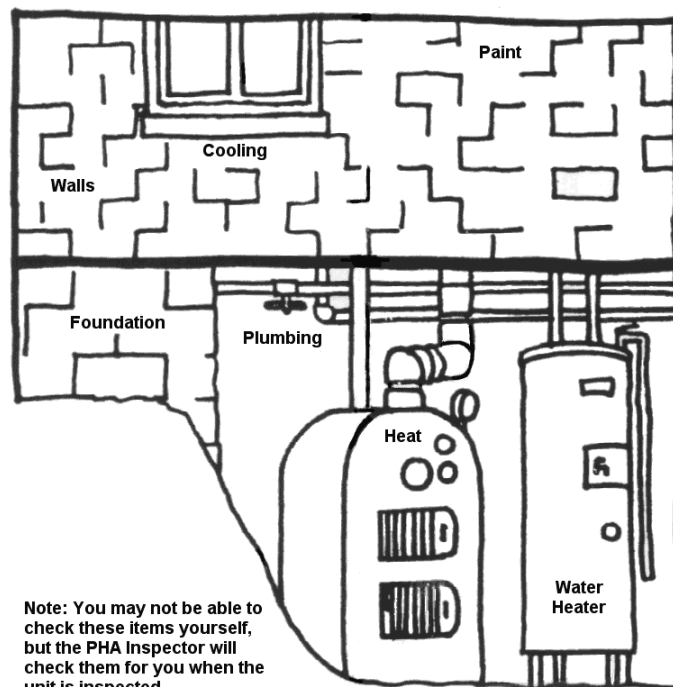
Heat

Enough heating equipment so that the unit can be made comfortably warm during cold months.

- Not acceptable are space heaters (or room heaters) that burn oil or gas and are not vented to a chimney. Space heaters that are vented may be acceptable if they can provide enough heat.

You should also think about:

- How well maintained the apartment is.
- The type of heating equipment.
 - Will it be able to supply enough heat for you in the winter, to all rooms used for living?
- The amount and type of weatherization and its affect on utility costs.
 - Is there insulation?
 - Are there storm windows?
 - Is there weather-stripping around the windows and doors?
- Air circulation or type of cooling equipment (if any).
 - Will the unit be cool enough for you in the summer?



6. Health and Safety

The Building and Site must have:

Smoke Detectors

At least one working smoke detector on each level of the unit, including the basement. If any member of your family is hearing-impaired, the smoke detector must have an alarm designed for hearing-impaired persons.

Fire Exits

The building must provide an alternate means of exit in case of fire (such as fire stairs or exit through windows, with the use of a ladder if windows are above the second floor).

Elevators

Make sure the elevators are safe and work properly.

Entrance

An entrance from the outside or from a public hall, so that it is not necessary to go through anyone else's private apartment to get into the unit.

Neighborhood

No dangerous places, spaces, or things in the neighborhood such as:

- Nearby buildings that are falling down
- Unprotected cliffs or quarries
- Fire hazards
- Evidence of flooding

Garbage

No large piles of trash and garbage inside or outside the unit, or in common areas such as hallways. There must be a space to store garbage (until pickup) that is covered tightly so that rats and other animals cannot get into it. Trash should be picked up regularly.

Lights

Lights that work in all common hallways and interior stairs.

Stairs and Hallways

Interior stairs with railings, and common hallways that are safe and in good condition. Minimal cracking, peeling or chipping in these areas.

Pollution

No serious air pollution, such as exhaust fumes or sewer gas.

Rodents and Vermin

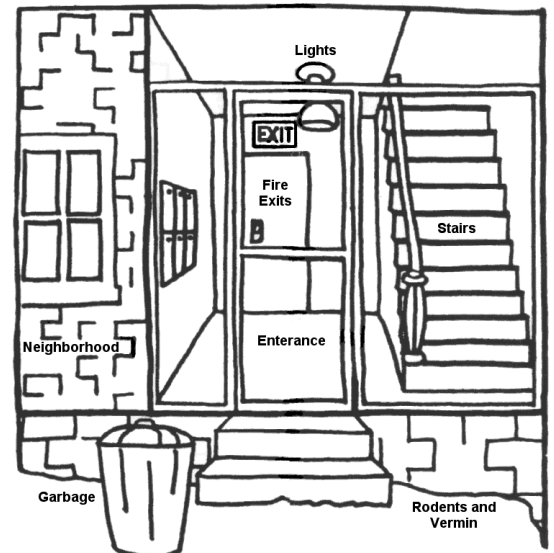
No sign of rats or large numbers of mice or vermin (like roaches).

For Manufactured Homes: Tie Downs

Manufactured homes must be placed on the site in a stable manner and be free from hazards such as sliding or wind damage.

You should also think about:

- The type of fire exit.
--Is it suitable for your family?
- How safe the house or apartment is for your family.
- The presence of screens and storm windows.
- Services in the neighborhood.
--Are there stores nearby?
--Are there schools nearby?
--Are there hospitals nearby?
--Is there transportation nearby?
- Are there job opportunities nearby?
- Will the cost of tenant-paid utilities be affordable and is the unit energy-efficient?
- Be sure to read the lead-based paint brochure given to you by the PHA or owner, especially if the housing or apartment is older (built before 1978).



Note: You may not be able to check these items listed here yourself, but the PHA inspector will check them for you when the unit is inspected.

Now that you have finished this booklet, you know that for a house or apartment to be a good place to live, it must meet two kinds of housing quality standards:

- Things it must have in order to be approved for the Section 8 Rental Certificate Program and the Rental Voucher Program.
- Additional things that you should think about for the special needs of your family.

You know that these standards apply in six areas of a house or apartment.

1. Living Room
2. Kitchen
3. Bathroom
4. Other Rooms
5. Building Exterior, Plumbing and Heating
6. Health and Safety

You know that when a house or apartment meets the housing quality standards, it will be safe, healthy, and comfortable home for your family. It will be a good place to live.

After you find a good place to live, you can begin the *Request for Lease Approval* process. When both you and the owner have signed the *Request for Lease Approval* and the PHA has received it, an official inspection will take place. The PHA will inform both you and the owner of the inspection results.

If the house or apartment passed, a lease can be signed. There may still be some items that you or the PHA would like improved. If so, you and your PHA may be able to bargain for the improvements when you sign the lease. If the owner is not willing to do the work, perhaps you can get him or her to pay for the materials and do it yourself.

If the house or apartment fails, you and/or your PHA may try to convince the owner to make the repairs so it will pass. The likelihood of the owner making the repairs may depend on how serious or costly they are.

If it fails, all repairs must be made, and the house or apartment must be re-inspected before any lease is signed. If the owner cannot or will not repair the house or apartment, even if the repairs are minor, you must look for another home. Make sure you understand why the house or apartment failed, so that you will be more successful in your next search.

Responsibilities of the Public Housing Authority:

- Ensure that all units in the Section 8 Certificate Program and the Housing Voucher Program meet the housing quality standards.
- Inspect unit in response to Request for Lease Approval. Inform potential tenant and owner of results and necessary actions.
- Encourage tenants and owners to maintain units up to standards.
- Make inspection in response to tenant or owner complaint or request. Inform the tenant and owner of the results, necessary actions, and time period for compliance.
- Make annual inspection of the unit to ensure that it still meets the housing quality standards. Inform the tenant and owner of the results, necessary actions, and time period for compliance.

Responsibilities of the tenant:

- Live up to the terms of your lease.
- Do your part to keep the unit safe and sanitary.
- Cooperate with the owner by informing him or her of any necessary repairs.
- Cooperate with the PHA for initial, annual, and complaint inspections.

Responsibilities of the owner:

- Comply with the terms of the lease.
- Generally maintain the unit and keep it up to the housing quality standards outlined in this booklet.
- Cooperate with the tenant by responding promptly to requests for needed repairs.
- Cooperate with the PHA on initial, annual, and complaint inspections, including making necessary repairs.

HQS STANDARDS - AN OVERVIEW FOR OWNERS/LANDLORDS/TENANTS

INTRODUCTION

The information contained here provides an overview of the minimum acceptability criteria necessary for housing to qualify for the Section 8 Housing Choice Voucher Program. The intent of these requirements is to insure the utilization of standard housing units and to establish minimum criteria necessary for the health and safety of the occupants. The standards also include specific criteria which must be met for manufactured homes, congregate housing, and independent group residences (refer to 24 CFR Ch. IX, Paragraph 982 for a full text of these standards)

WHEN WILL THE UNIT BE INSPECTED?

Once a voucher holder has selected a housing unit and the owner of the property has agreed to make the unit available for rental under the HCV program, the property will undergo an initial inspection by Tacoma Housing Authority to determine whether the unit is decent, safe and sanitary according to Housing Quality Standards. Tacoma Housing Authority will make a redetermination of the units' acceptability at least once a year when an assisted family continues in occupancy.

WHAT ARE THE STANDARDS?

HQS establishes acceptable criteria for the following key aspects of housing quality:

Sanitary Facilities - Must be contained within the dwelling unit to be leased and be available for the exclusive use of the occupants of the dwelling unit. The bathroom must be located in a separate room and have a flush toilet in proper operating condition. The unit must have a fixed basin with a sink trap and hot and cold running water in proper running condition. The unit must have a shower or tub with hot and cold running water in proper running condition. The facilities must utilize an approvable public or private disposal system, including a locally approvable septic system.

Food preparation and refuse disposal - The unit must have a cooking stove or range and refrigerator of appropriate size for the unit (i.e. family), all in proper condition. This equipment may be supplied by either the owner or tenant. The unit must have a kitchen sink in proper operation condition with a sink trap and have hot and cold running water which drains into an approvable public or private system. The unit must provide space for the storage, preparation, and serving of food. The unit must have adequate facilities and services for the sanitary disposal of food waste and refuse, including temporary storage facilities where necessary (e.g., garbage containers).

Space and Security - The unit must have the minimum of a living room, a kitchen area and a bathroom. The unit must contain at least one sleeping or living/sleeping room for each two persons. The unit's windows which are accessible from the outside such as basement, 1st floor and fire escape windows, must be lockable (e.g., window units with sash pins or sash locks, and combination windows with latches). Windows which are nailed shut are acceptable provided they are not needed as an alternate means of exit in case of fire. The unit's doors (i.e., those that provide access to or egress from the unit) must be lockable.

Thermal environment (Heating and Cooling Systems) - The unit must contain a safe heating system (and safe cooling system where present) which is in proper operation condition and can provide adequate heat/cooling, either directly or indirectly to each room in order to assure a healthy living environment appropriate to the climate. The unit must not contain unvented room heaters which burn gas, oil, or kerosene (electric heaters are acceptable).

Illumination and Electricity - There must be at least one window in the living room and in each sleeping room. The kitchen area and the bathroom must have a permanent ceiling or wall-type light fixture in working condition. The kitchen area must also have at least one electrical outlet in operating condition. The living room and each bedroom must have at least two electrical outlets in operating condition. Permanent overhead or wall-mounted light fixtures may count as one of the required electrical outlets.

Structure and materials - Ceiling, walls, and floors must not have any serious defects such as severe bulging or leaning, large holes, loose surface materials, severe buckling, missing parts or other serious damage. The roof must be structurally sound and weather-tight. The exterior wall structure and surface must not have any serious defects such as serious leaning, buckling, sagging, large holes, or defects that would result in air filtration or vermin infestation. The condition and equipment of interior and exterior stairways, halls, porches, walkways, etc., must not present a danger of tripping and falling. Broken or missing steps and loose boards are examples of potential hazards. Elevators must be working and safe. Manufactured homes shall be equipped with a least one smoke detector in working condition. Manufactured homes must be securely anchored by a tie down device which distributes and transfers the loads imposed by the unit to appropriate ground anchors so as to resist wind overturning and sliding (unless the HUD Field Office has approved a variation to the Acceptability Criteria because the units are in a low-wind zone area).

Interior Air Quality. The unit must be free from dangerous levels of air pollution from carbon monoxide, sewer gas, fuel gas, dust, and other harmful pollutants. The unit must have adequate air circulation. Bathroom areas must have one operable window or other adequate exhaust ventilation. Any room used for sleeping must have at least one operable window, if the window was so designed.

Water Supply - The unit must be served by an approvable public or private water supply, which is sanitary and free from contamination.

Lead-Based Paint - The regulation at 24 CFR part 35, which implement the Lead-Based Paint Poisoning Prevention Act, requires that the Public Housing Agency obtain a completed signed Lead-Based Paint Owner Certification (HF-39-C) signifying that all HQS lead-based paint requirement have been met on any property built prior to January 1, 1978 including deteriorated paint or other lead-based painted or other hazards identified by

Section 8 Housing Choice Voucher Program Housing Quality Standards (HQS)

a visual assessor, a certified lead-based paint risk assessor, or certified lead-based paint inspector. This certification must be received by the PHA before the execution of the HAP contract or within the time period stated by the PHA in the owner HQS violation notice.

ELIGIBLE TYPE OF HOUSING

Existing rental housing types which are authorized by the program include, but are not necessarily limited to the following:

Townhouses

Double bungalows

Garden apartments

Cooperative housing units

Duplexes, triplexes, four-plexes, etc.

HUD-insured, or HUD-owned properties*

Single-family homes

VA-guaranteed properties

Manufactured homes

FmHA-insured direct loans properties*

High-rise apartments

*certain exceptions apply

Access - The unit must be used and maintained without unauthorized use of other private properties. The building must provide an alternate means of exit in case of fire (such as fire stairs or exit through windows, with the use of a ladder if windows are above the second floor). Site and Neighborhood. The site and neighborhood must be reasonably free of serious conditions which would endanger the health and safety of residents.

Sanitary Conditions - The unit and its equipment must be free of serious vermin and rodent infestation.

Smoke Detectors - At least one battery-operated or hardwired smoke detector must be present and working on each level of the unit, including the basement, but not the crawl spaces and unfinished attic. Smoke detectors must be installed in accordance with and meet the requirements of the National Fire Protection Association Standard (NFPA) 74 (or its successor's standards). If the dwelling unit is occupied by any hearing impaired person, smoke detectors must have an alarm system designed for hearing impaired persons as specified in NFPA 74 (or successor standards)

WHO IS QUALIFIED TO PERFORM THE INSPECTION?

A PHA may employ full-time housing inspectors, part-time or shared housing inspectors, in-house or sub-contracted inspection staff, or specialists, or generalist inspectors

WHAT ARE THE OWNER AND TENANT RESPONSIBILITIES?

Owner Obligation

- The owner must maintain the unit in accordance with HQS.
- If the owner fails to maintain the dwelling unit in accordance with HQS, the PHA must take prompt and vigorous action to enforce the owner obligations. PHA remedies for such breach of the HQS include termination, suspension or reduction of housing assistance payments and terminations of the HAP contract.
- The PHA must not make any housing assistance payments for a dwelling unit that fails to meet the HQS, unless the owner corrects the defect within the period specified by the PHA and the PHA verifies the correction. If a defect is life threatening, the owner must correct the defect within no more than 24 hours. For other defects, the owner must correct the defect within no more than 30 calendar days (or any PHA-approved extension).
- The owner is not responsible for a breach of the HQS that is not caused by the owner, and for which the family is responsible (as provided in 24CFR, Paragraph 982.404(b) and Paragraph 982.551 (c)). (However, the PHA may terminate assistance to a family because of HQS breach caused by the family.)

Family Obligation

- If an HQS breach caused by the family is life threatening, the family must correct the defect within no more than 24 hours. For other family-caused defects, the family must correct the defect within no more than 30 calendar days (or any PHA-approved extension).
- If the family has caused a breach of the HQS, the PHA must take prompt and vigorous action to enforce the family obligations. The PHA may terminate assistance for the family in accordance with Paragraph 24 CFR 982.552

1. The family is responsible for a breach of the HQS that is caused by any of the following:

(a) The family fails to pay for any utilities that the owner is not required to pay for, but which are to be paid by the tenant;

(b) The family fails to provide and maintain any appliances that the owner is not required to provide, but which are to be provided by the tenant; or

(c) Any member of the household or guest damages the dwelling unit or premises (damages beyond ordinary wear and tear).

2. If the HQS breach caused by the family is life-threatening, the family must correct the defect within no more than 24 hours. For other family-caused defects, the family must correct the defect within no more than 30 calendar days (or any PHA-approved extension).

3. If the family has caused a breach of the HQS, the PHA must take prompt and vigorous action to enforce the family obligations. The PHA may terminate assistance for the family in accordance with Paragraph 24 CFR 982.552.

For information regarding HQS Inspections, call or contact Tacoma Housing Authority at 253-207-4400

Landlord HCV (Section 8) Information



What is the housing choice voucher program (formerly section 8)?

The THA Housing Choice Voucher Program provides assistance for low income families in the private rental market through the Housing Assistance Payments Program.

Rental voucher holders select a unit from the private rental market. Rental assistance makes market rate housing affordable. Program participants normally pay no more than 30% of monthly adjusted income towards rent and utilities. The Housing Assistance payment subsidizes the balance of the rent to the property owner. The Program is funded by the U.S. Department of Housing and Urban Development (HUD) and is administered by the Tacoma Housing Authority

What are the requirements for my unit to be rented to an assisted family?

The unit must meet HUD Housing Quality Standards and the rent must be approvable within HUD Fair Market Rents and market rate comparable. (A copy of the HQS Form is available upon request)

How do i make a unit available to voucher holders?

You may call Tacoma Housing Authority at (253) 207-4400 or complete a property listing form at Tacomahousing.net to have the unit listed on our list of available units.

What do I do when a voucher holder is interested in my unit?

Screen Tenants: Landlord must screen the prospective tenant carefully to insure you are making a good selection. When one of our families contacts you, we can only certify to you their income eligibility for the program. We cannot provide a reference as to their expected behavior as tenants. You may use any or all of the following screening Procedures:

- Credit Check
- Criminal Check
- Rent Paying Habits
- Landlord References
- Home Visits
- Housekeeping Habits

We encourage all of the above screening methods as long as you do not discriminate. Discrimination includes any tenant selection based in race, color, religion, ancestry, sex, country of birth, handicap, familial status, or source of income. The prohibition against discrimination based on familial status makes it illegal, in most circumstances, to refuse to allow children to live in a residential unit.

Request for Tenancy Approval:

When you have selected a tenant he/she will have a "Request for Tenancy Approval" (RFTA) form for you to complete. When the tenant submits the RFTA to our office, our inspectors will contact you to schedule an inspection, after all necessary information is verified.

Inspection and Rent:

The unit will be inspected to insure that it meets HUD Housing Quality Standards. You will also be given a copy of the inspection repair list, if applicable.

Lease and Contract

After the unit passes inspection and the rent has been approved, the landlord and tenant enter into a lease for an initial term of one year. Additionally, Tacoma housing Authority and the landlord sign a Housing Assistance Payments (HAP) Contract through which the rent is assisted on behalf of the tenant.

Can I Collect a Security Deposit?

Yes. Tacoma Housing Authority prohibits security deposits in excess of private practice, or in excess of amounts charged by the owner to unassisted tenants.

What Is the Term of the Lease and Contract?

After one year, the lease is renewed for a specified time period (Ex. month-to-month, six months, etc.). The tenant may vacate with a notice after the term of the lease expires. If the tenant remains in the unit, the tenant is re-certified for eligibility and the unit is inspected for Housing Quality Standards annually, at which time the landlord may request an annual adjustment rent increase, which must be approved by THA.

What Are My Rights and Responsibilities as a Landlord?

- Maintain your property in good condition. Complete repairs within a reasonable amount of time upon request by the housing authority or your tenant, 24 hours for emergencies. The amount of time that is considered reasonable depends on the nature of the problem.
- Set reasonable rules about use of unit and common areas.
- Do not enter a unit without tenant's permission and proper notice except for emergencies or tenant requested repairs.
- Collect appropriate security deposit as directed under the program and use it only as directed under the program and use it only as directed by state law.
- Comply with equal opportunity requirement.
- Enforce family obligations under the lease.

Expect your tenant to:

- Pay rent on time
- Keep unit clean
- Avoid illegal activity
- Permit access for repairs
- Avoid damage to property
- Refrain from disturbing others
- Allow only those occupants on the lease to reside in the unit.
- Comply with terms and conditions of lease and Housing Assistance Payment (HAP) contract.
- Take action through Magistrate's Court to evict when tenant violates the lease.

**FOR MORE INFORMATION, CONTACT US AT:
(253)207-4400
TACOMAHOUSING.ORG**



REQUEST FOR TENANCY APPROVAL (RFTA)

LANDLORDS AND PARTICIPANTS, VERY IMPORTANT! PLEASE READ!

REQUEST FOR TENANCY APPROVAL (RFTA):

Landlord/Agent fills out enclosed RFTA *completely*, signs and returns via fax or email.

Tax Information: W9 must be completed with **Owner's Name, Address, and Tax ID.**

All original forms must be utilized; missing forms or substitutions *will cause delays!*

RFTA RECEIVED BY TACOMA HOUSING AUTHORITY (THA):

The RFTA is received by THA and added into our system. It is then forwarded for scheduling.

INSPECTION SCHEDULING: All RFTA Inspection Requests will be processed as soon as possible.

Inspector will contact the Landlord directly. Our goal is to have the Unit inspected within FIVE BUSINESS days. **** (NOTE TO CLIENT: Keep in touch with potential Landlord for inspection status) ****

INSPECTION RESULTS will be conveyed to Landlord/Agent after the inspection.

PASS: Landlord/Agent can call client in for Lease Signing and Keys

FAIL: Landlord/Agent may remedy and get re-inspection scheduled

LEASE AND RENT AMOUNT:

LEASE: *It is the responsibility of the Landlord/Agent to provide THA a copy of the executed lease, after the unit has passed inspection and the unit is approved.*

This is the Landlord/Agents first step in getting paid.

LEASE TERM: One-year lease must end one day earlier the following year, *i.e.*: 9/1/20-8/30/21

LEASE RENEWALS: Thereafter, Households may sign another lease *or* do month-to-month.

HOUSING ASSISTANCE PAYMENT (HAP): A Housing Assistance Payment (HAP) Contract will also need to be signed by Landlord/Agent. Tacoma Housing Authority will work with Landlord/Agent on that.

MOVE IN RENT AND DEPOSIT:

DEPOSIT: Program Participant is responsible for payment of deposits to the Landlord.

RENT: Program Participant is responsible for any and all rent due at the time of move in, *regardless* of the status of the Housing Authority paperwork.

Rents charged for Households must not be more than the rent charged to unassisted tenants.

ADJUSTMENTS: If Program Participant pays the full rent, and the Housing Authority subsequently pays the Landlord/Agent for that month, then it is the responsibility of the Landlord/Agent and the Household to adjust the account accordingly.

PAYING THE LANDLORD:

It may be several weeks before Landlord/Agent is paid because of the paperwork involved in a new contract. Therefore, it is important for all involved parties to make the correct payments so that the Landlord/Agent will not suffer any hardship in making payments on the property.

Questions? Call us at (253) 207-4400. Ask for: _____

Inspector:
Date:

Client Name:
Phone:

Housing Specialist:

HS Phone:

U.S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB Approval No. 2577-0169
exp. 7/31/2022

Request for Tenancy Approval

Housing Choice Voucher Program

The public reporting burden for this information collection is estimated to be 30 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by Section 8 of the U.S. Housing Act (42 U.S.C. 1437f). Form is only valid if it includes an OMB Control Number. HUD is committed to protecting the privacy of individuals' information stored electronically or in paper form, in accordance with federal privacy laws, guidance, and best practices. HUD expects its third-party business partners, including Public Housing Authorities, who collect, use maintain, or disseminate HUD information to protect the privacy of that information in accordance with applicable law.

When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance. HUD will not disclose this information except when required by law for civil, criminal, or regulatory investigations and prosecutions.

1. Name of Public Housing Agency (PHA) TACOMA HOUSING AUTHORITY			2. Address of Unit (street address, unit #, city, state, zip code)		
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3. Requested Lease Start Date	4. Number of Bedrooms	5. Year Constructed	6. Proposed Rent	7. Security Deposit Amt	8. Date Unit Available for Inspection
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9. Structure Type			10. If this unit is subsidized, indicate type of subsidy:		
<input type="checkbox"/> Single Family Detached (one family under one roof) <input type="checkbox"/> Semi-Detached (duplex, attached on one side) <input type="checkbox"/> Rowhouse/Townhouse (attached on two sides) <input type="checkbox"/> Low-rise apartment building (4 stories or fewer) <input type="checkbox"/> High-rise apartment building (5+ stories) <input type="checkbox"/> Manufactured Home (mobile home)			<input type="checkbox"/> Section 202 <input type="checkbox"/> Section 221(d)(3)(BMIR) <input type="checkbox"/> Tax Credit <input type="checkbox"/> HOME <input type="checkbox"/> Section 236 (insured or uninsured) <input type="checkbox"/> Section 515 Rural Development <input type="checkbox"/> Other (Describe Other Subsidy, including any state or local subsidy) _____		

11. Utilities and Appliances
The owner shall provide or pay for the utilities/appliances indicated below by an "O". The tenant shall provide or pay for the utilities/appliances indicated below by a "T". Unless otherwise specified below, the owner shall pay for all utilities and provide the refrigerator and range/microwave.

Item	Specify fuel type	Paid by
Heating	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Heat Pump <input type="checkbox"/> Oil <input type="checkbox"/> Other	
Cooking	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Other	
Water Heating	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Oil <input type="checkbox"/> Other	
Other Electric	THA OFFICIAL USE ONLY: Unit #: Utilities: Vendor #: Census: Under 6 yrs: Agent #:	
Water		
Sewer		
Trash Collection		
Air Conditioning		
Other (specify)		
Refrigerator		
Range/Microwave		

12. Owner's Certifications

- a. The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.

Address and unit number	Date Rented	Rental Amount
1.		
2.		
3.		

- b. The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

- c. Check one of the following:

- Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.
 - The unit, common areas servicing the unit, and exterior painted surfaces associated with such unit or common areas have been found to be lead-based paint free by a lead-based paint inspector certified under the Federal certification program or under a federally accredited State certification program.
 - A completed statement is attached containing disclosure of known information on lead-based paint and/or lead-based paint hazards in the unit, common areas or exterior painted surfaces, including a statement that the owner has provided the lead hazard information pamphlet to the family.
13. The PHA has not screened the family's behavior or suitability for tenancy. Such screening is the owner's responsibility.
14. The owner's lease must include word-for-word all provisions of the HUD tenancy addendum.
15. The PHA will arrange for inspection of the unit and will notify the owner and family if the unit is not approved.

Print or Type Name of Owner/Owner Representative		Print or Type Name of Household Head	
Owner/Owner Representative Signature		Head of Household Signature	
Business Address		Present Address	
Telephone Number	Date (mm/dd/yyyy)	Telephone Number	Date (mm/dd/yyyy)



Shared Housing

Please complete the form below if the Head of Household will be renting a Shared Housing Unit

Note: Shared housing is a single housing unit occupied by an assisted family and another resident or residents. The shared unit consists of both common space for use by the occupants of the unit and separate private space for each assisted family.

An assisted family may share a unit with other persons assisted under the HCV and/or HOPP program or with other unassisted persons. The owner of a shared housing unit may reside in the unit, but housing assistance may not be paid on behalf of the owner. The resident owner may not be related by blood or marriage to the assisted family.

When providing HCV or HOP assistance in shared housing, a separate lease and HAP/HOPP contract are executed for each assisted family, and the standard form of the HAP/HOPP contract is used.

Unit Information

Tenant Name: _____

Address: _____ Room Number: _____

Is the unit Shared Housing: _____

Total bedrooms in the unit: _____ Rent amount for the whole Unit: \$ _____

Total bedrooms the client will rent: _____ Rent amount for each room: \$ _____

Tenant

Print Name: _____ Signature: _____ Date: _____

Owner/Agent

Print Name: _____ Signature: _____ Date: _____

FAQ for Owner/Agent

When will I receive payment?

- Per the HAP contact, it may take 60 days, to receive your first payment. However, payments are usually made sooner and will include all money owed, from the pass inspection or move in date, whichever is later.
- You will be paid in the next check run after the HAP contract has been received and then on the first working day of the month thereafter. Any prorate or partial payments may be received mid-month. Paperwork for the check runs are processed approximately 5 days before payments. Pay dates are on or the first business day after the 1st, 10th, and 20th.
- If a new lease begins in the middle of the month, we will prorate the rent based on a 30-day month.
- You may receive the prorated amount with your first full month's rent.
- Once we get a signed HAP contract, we will release the payment in our next check run.

I filled out all the paperwork. Why am I still receiving checks? When will I receive direct deposits?

- We prefer that all landlords get paid via direct deposit. Follow the instructions on the form, including a voided check.
 - Due to fraud, and to protect both the agent/owner and THA, THA will reach out to verify banking information which may cause a slight delay.

I did not receive my HAP payment, what should I do?

- Please verify that you emailed the **completed** new owner/agent documents to S8vendor@tacomahousing.org.
- If you have emailed the completed documents and have not heard back within 5 business days, please email S8vendor@tacomahousing.org.
- Contact the Housing Specialist that was listed on the RFTA.

I have not received my monthly statement, what should I do?

- We send statement via email, please check your spam folder, and add noreply@salesforce.com to your contact list. Statements can be sent to 2 different email addresses.
- Please note, you will receive an email of the monthly statement if you receive a paper check.

What are the most important items?

- Social Security Number /TIN for **owner** of the property ([W-9](#)). That could be an LLC or an individual. We will verify the SSN/TIN with the IRS to ensure we are accurately reporting 1099s at year end.

FAQ for Owner/Agent

1099'S AND TAX INFORMATION

- We use track1099.com to produce our annual 1099 statements.
- For any 1099 that has not been electronically accessed, we will send it out in the mail.

Why does Tacoma Housing Authority request the deed, loan documents, etc.?

- Per HUD requirements, we must verify ownership of the property, and all payment information must be reported on the owners 1099 to the IRS. If you have a Management Company, we can pay the management Co., once we have a copy of the management agreement.
- To prevent delay, please provide the SSN/TIN matching the ownership records.

Can I sell my unit if there is a Tacoma Housing Authority participant in place?

- Yes. However, prior to the sale, you must disclose the presence of the Tacoma Housing Authority participant to the new owner.

The new owner must honor the current lease agreement. After the lease agreement has expired, the new owner may ask the tenant to vacate the property. Proper notice procedures to the tenant must be observed.

- The new owner is welcome to continue renting to the tenant.
- You must contact S8vendor@tacomahousing.org for information on transferring your property to a new owner.
- If you receive HAP funds after the sale of the property, you will be responsible for returning the HAP payment to Tacoma Housing Authority.
- To accurately report 1099's the funds should be returned to Tacoma Housing Authority, so we can pay the new owner.

May I increase the rent I charge my Tacoma Housing Authority tenant?

- Yes, after the initial lease term has ended you may change the rent and the terms of the lease. To do so, you must submit written notification to Tacoma Housing Authority at least 60 days before the proposed effective date of the increase.
- The request must be completed using our [Landlord Rent Change Request](#) form
 - Example: If you wish to increase the tenant's rent on January 1, your written notice must be received by us no later than November 1.
- If your rent increase is denied, the Housing Authority will provide you with written notice and advise you of the maximum increase that can be approved for your unit.
- You will then have the option of accepting the lower amount or issuing a notice to terminate tenancy to the tenants in accordance with state and local tenancy laws.
 - The tenant also has the option of removing themselves from the program and paying 100% of the rent if they prefer to remain in the unit.



Housing Assistance Payment Owner/Agent Contact Information

Tenant Name(s):

Contract Unit Address:

I am a:

New Owner

Existing Owner

SECTION I: I WANT TO...

Change / Add Agent

(Attach Management Agreement or Agent Authorization Statement & W9)

Update Contact Information

Become a New Owner

Report a Change of Ownership of Unit

SECTION II: LEGAL OWNER INFORMATION (Name(s) must match Grant Deed or Certified Final Closing Statment)

Legal Owner Name(s):

Has your Tax ID/SSN Changed? Check Yes or No

For Legal Owner:

Owner's Primary Address:

City:

State:

Zip:

Owner Phone #:

Fax #:

Email:

Secondary Email:

Section III: Agent / Manager Information (Agent / Management Agreement must be provided)

Agent / Company Name(s):

Agent Address:

City:

State:

Zip:

Agent Phone #:

Fax #:

Email:

Secondary Email:

Section IV: Payment and Correspondence Designation

- **Housing Assistance Payments should be made payable to:**
(All Tax ID, Social Security, and Payee information is for Owner only, not for Agent.)

(Check one)

Owner Agent

- **If Correspondance should be sent elsewhere please mail to:**

(Check one)

Owner Agent

FOR CHANGES OF OWNERSHIP:

The **Effective Date** of the HAP Contract will be the **1st of the month** following the submission of **completed documentation**. If payment has already been issued to the previous owner, the new owner is responsible for obtaining the payment from the previous owner. If the previous owner has returned HAP payments to THA, the new owner is responsible for notifying THA. THA will verify if these funds have been received.

***Certification:**

By signing below, I certify that all information provided on this form is true and correct. I agree to be bound by and comply with the Housing Assistance Payment (HAP) Contract. I authorize the Tacoma Housing Authority to issue payments according to the information shown above. By signing below, I certify that I am not the parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless THA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

→ **Signature of Owner/Agent:**

Date:

You may submit the completed form and accompanying documents by Fax:

- **Fax:** 253-207-4454 Attention: Ownership Change.



TACOMA HOUSING AUTHORITY

Direct Deposit Enrollment Form

NOTE: all local owners/agents are required to pick up any hard copy checks issued at the Tacoma Housing Authority. Out of area owners/agents are charged a \$10 handling fee for checks. Please forward this form to your company/agency staff responsible for setting up direct deposits to avoid picking up checks or fees.

INSTRUCTIONS

1. Fill out this form completely; do not omit any information.
2. Use the routing number from checks only, not from deposit slips.
3. To expedite the initial setup attach a voided check from your account.
4. Return the completed form and attached voided check to the Tacoma Housing Authority to the address/fax/email listed below.

Payee Name (name on W-9): _____

Mailing Address: _____

City _____ State: _____ Zip: _____

E-Mail: _____ Phone # (____) _____ - _____

List at least one tenant you are leasing to: *(in addition to this client):* _____

Owner Name (if different than payee): _____

BANK INFORMATION where you want payments directly deposited

Bank Name: _____

Routing # (9 digits): _____

Account #: _____

Select One: Checking Savings

I hereby authorize Tacoma Housing Authority (THA) to initiate credit entries to the account designated. This authorization remains in force until THA receives written notification from me of its termination. I agree to contact THA immediately about any overpayments made to this account. I agree to immediately reimburse THA in full for all overpayments received.

Authorized Signature _____ Date _____

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <hr/> <p>2 Business name/disregarded entity name, if different from above</p> <hr/> <p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____</p> <p>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) ▶ _____</p>	<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p>
	<p>5 Address (number, street, and apt. or suite no.) See instructions.</p> <hr/> <p>6 City, state, and ZIP code</p> <hr/> <p>7 List account number(s) here (optional)</p> <hr/>	<p>Requester's name and address (optional)</p> <hr/>

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
				-			-		
or									
Employer identification number									
				-					

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest and dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶
------------------	----------------------------	--------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



Housing Authority of the City of Tacoma Smoke Detector Certification

Tenant Name: _____

Address: _____

Each dwelling unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition, on each level of the unit. If the unit is occupied by hearing impaired persons, smoke detectors must have an alarm system, designed for hearing impaired persons in each bedroom occupied by such person.

The smoke detector(s) must be located, to the extent practicable, in a hallway adjacent to a bedroom. Each bedroom occupied by a hearing-impaired person must have a visual alarm system connected to the smoke detector installed in the hallway.

I do hereby certify that:

1. The dwelling unit identified above is protected by at least one battery-operated or hard-wired smoke detector in proper working condition on each level of the unit;
2. Each bedroom occupied by a person known to me to be hearing impaired has a visual alarm system connected to the smoke detector installed in the hallway;
3. A properly functioning smoke detector is located in the hallway near all bedrooms.

This certification must be signed, dated and returned to Tacoma Housing Authority.

Signature of Owner/Agent: _____

Date: _____

Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor's Disclosure

(a) Presence of lead-based paint and/or lead-based paint hazards (*check (i) or (ii) below*):

(i) _____ Known lead-based paint and/or lead-based paint hazards are present in the housing (explain):

(ii) _____ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(b) Records and reports available to the lessor (*check (i) or (ii) below*):

(i) _____ Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

(ii) _____ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Lessee's Acknowledgment (initial)

(c) _____ Lessee has received copies of all information listed above.

(d) _____ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Agent's Acknowledgment (initial)

(e) _____ Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852d and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

Lessor Date Lessor Date

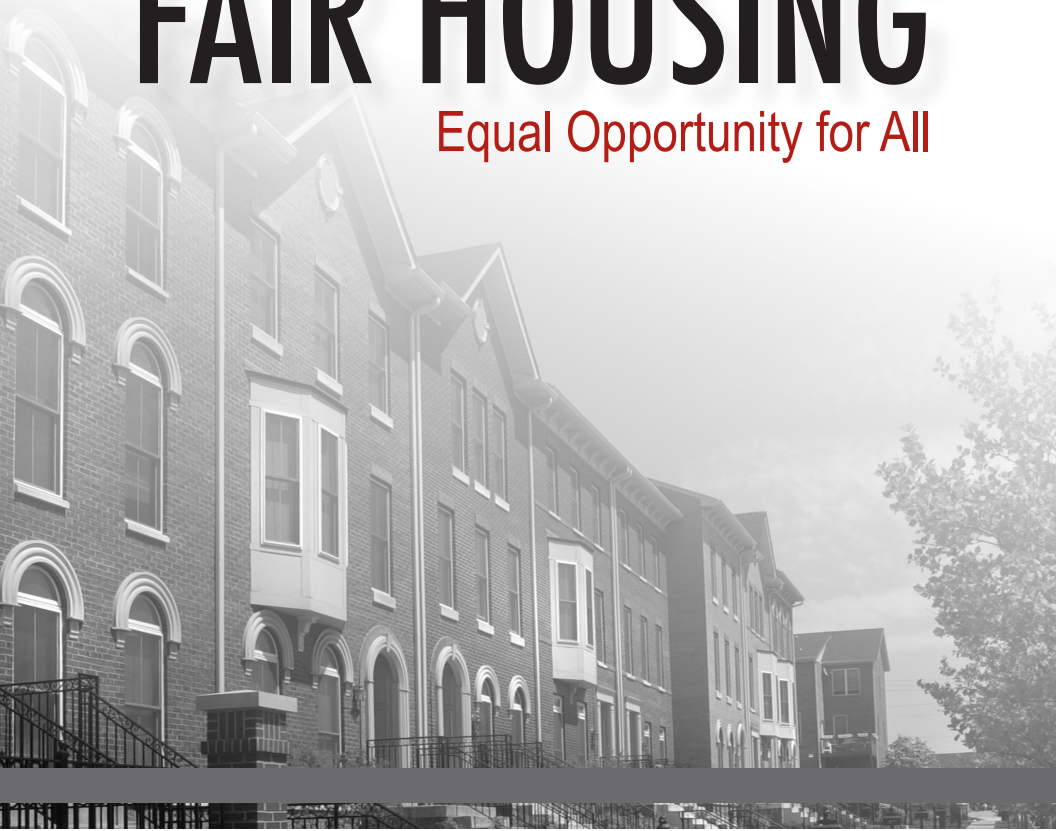
Lessee (Tenant) Date Lessee Date

Agent Date Agent Date



FAIR HOUSING

Equal Opportunity for All

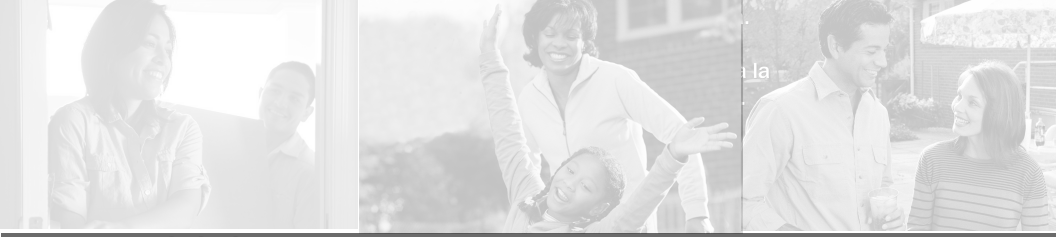


U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity



Please visit our website: www.hud.gov/fairhousing





FAIR HOUSING – EQUAL OPPORTUNITY FOR ALL

America, in every way, represents equality of opportunity for all persons. The rich diversity of its citizens and the spirit of unity that binds us all symbolize the principles of freedom and justice upon which this nation was founded. That is why it is extremely disturbing when new immigrants, minorities, families with children, and persons with disabilities are denied the housing of their choice because of illegal discrimination.

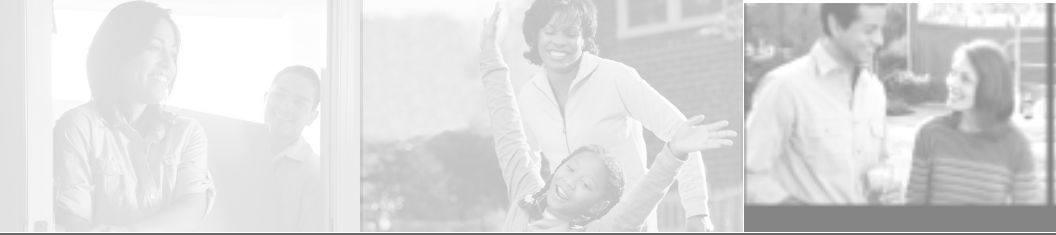
The Department of Housing and Urban Development (HUD) enforces the Fair Housing Act, which prohibits discrimination and the intimidation of people in their homes, apartment buildings, and condominium developments – in nearly all housing transactions, including the rental and sale of housing and the provision of mortgage loans.

Equal access to rental housing and homeownership opportunities is the cornerstone of this nation’s federal housing policy. Housing providers who refuse to rent or sell homes to people based on race, color, national origin, religion, sex, familial status, or disability are violating federal law, and HUD will vigorously pursue enforcement actions against them.

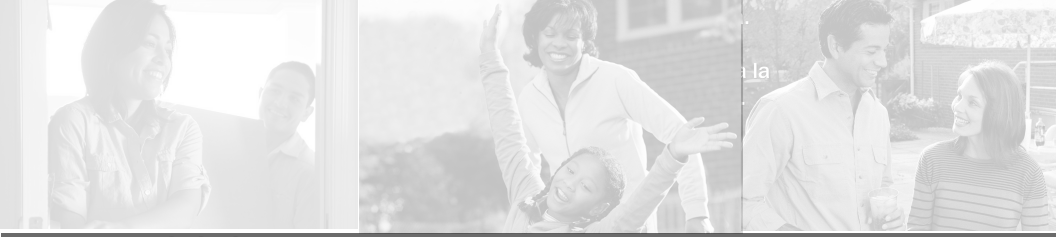
Housing discrimination is not only illegal, it contradicts in every way the principles of freedom and opportunity we treasure as Americans. HUD is committed to ensuring that everyone is treated equally when searching for a place to call home.

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- The Fair Housing Act 1
- What Housing Is Covered? 1
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FAIR HOUSING Equal Opportunity for All



THE FAIR HOUSING ACT

The Fair Housing Act prohibits discrimination in housing because of:

- Race or color
- National Origin
- Religion
- Sex
- Familial status (including children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18)
- Disability

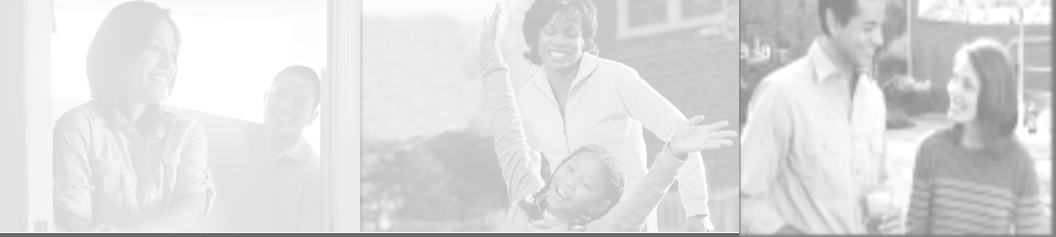
WHAT HOUSING IS COVERED?

The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings with no more than four units, single-family housing sold or rented without the use of a broker and housing operated by organizations and private clubs that limit occupancy to members.

WHAT IS PROHIBITED?

In the Sale and Rental of Housing: No one may take any of the following actions based on race, color, religion, sex, disability, familial status, or national origin:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Make housing unavailable
- Otherwise deny a dwelling
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Falsely deny that housing is available for inspection, sale or rental



FAIR HOUSING: Equal Opportunity for All

- For profit, persuade, or try to persuade homeowners to sell or rent dwellings by suggesting that people of a particular race, etc. have moved, or are about to move into the neighborhood (blockbusting) or
- Deny any person access to, membership or participation in, any organization, facility or service (such as a multiple listing service) related to the sale or rental of dwellings, or discriminate against any person in the terms or conditions of such access, membership or participation.

In Mortgage Lending: No one may take any of the following actions based on race, color, religion, sex, disability, familial status, or national origin:

- Refuse to make a mortgage loan
- Refuse to provide information regarding loans
- Impose different terms or conditions on a loan, such as different interest rates, points, or fees
- Discriminate in appraising property
- Refuse to purchase a loan or
- Set different terms or conditions for purchasing a loan.
- In addition, it is a violation of the Fair Housing Act to:
- Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise the right
- Make, print, or publish any statement, in connection with the sale or rental of a dwelling, which indicates a preference, limitation, or discrimination based on race, color, religion, sex, disability, familial status, or national origin. This prohibition against discriminatory advertising applies to single-family and owner-occupied housing that is otherwise exempt from the Fair Housing Act
- Refuse to provide homeowners insurance coverage for a dwelling because of the race, color, religion, sex, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Discriminate in the terms or conditions of homeowners insurance coverage because of the race, color, religion, sex, disability, familial status, or national origin of the owner and/or occupants of a dwelling



- Refuse to provide available information on the full range of homeowners insurance coverage options available because of the race, etc. of the owner and/or occupants of a dwelling
- Make print or publish any statement, in connection with the provision of homeowners insurance coverage, that indicates a preference, limitation or discrimination based on race, color, religion, sex, disability, familial status or national origin.

ADDITIONAL PROTECTION IF YOU HAVE A DISABILITY

If you or someone associated with you:

- Have a physical or mental disability (including hearing, mobility and visual impairments, cancer, chronic mental illness, HIV/AIDS, or mental retardation) that substantially limits one or more major life activities
- Have a record of such a disability or
- Are regarded as having such a disability, a housing provider may not:
 - Refuse to let you make reasonable modifications to your dwelling or common use areas, at your expense, if it may be necessary for you to fully use the housing. (Where reasonable, a landlord may permit changes only if you agree to restore the property to its original condition when you move.)
 - Refuse to make reasonable accommodations in rules, policies, practices or services if it may be necessary for you to use the housing on an equal basis with nondisabled persons.

Example: A building with a “no pets” policy must allow a visually impaired tenant to keep a guide dog.

Example: An apartment complex that offers tenants ample, unassigned parking must honor a request from a mobility-impaired tenant for a reserved space near her apartment if it may be necessary to assure that she can have access to her apartment.



FAIR HOUSING Equal Opportunity for All

However, the Fair Housing Act does not protect a person who is a direct threat to the health or safety of others or who currently uses illegal drugs.

Accessibility Requirements for New Multifamily Buildings: In buildings with four or more units that were first occupied after March 13, 1991, and that have an elevator:

- Public and common use areas must be accessible to persons with disabilities
- All doors and hallways must be wide enough for wheelchairs
- All units must have:
 - An accessible route into and through the unit
 - Accessible light switches, electrical outlets, thermostats and other environmental controls
 - Reinforced bathroom walls to allow later installation of grab bars and
 - Kitchens and bathrooms that can be used by people in wheelchairs.

If a building with four or more units has no elevator and was first occupied after March 13, 1991, these standards apply to ground floor units only.

These accessibility requirements for new multifamily buildings do not replace more stringent accessibility standards required under State or local law.



The Fair Housing Act makes it unlawful to discriminate against a person whose household includes one or more children who are under 18 years of age (familial status). Familial status protection covers households in which one or more minor children live with:

- A parent;
- A person who has legal custody (including guardianship) of a minor child or children; or
- The designee of a parent or legal custodian, with the written permission of the parent or legal custodian.

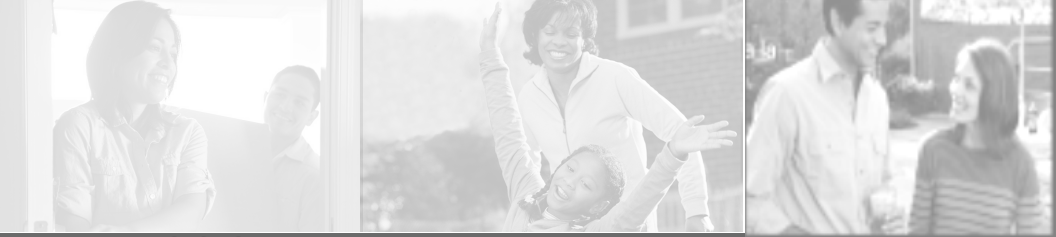
Familial status protection also extends to pregnant women and any person in the process of securing legal custody of a minor child (including adoptive or foster parents).

The “Housing for Older Persons” Exemption: The Fair Housing Act specifically exempts some senior housing facilities and communities from liability for familial status discrimination. Exempt senior housing facilities or communities can lawfully refuse to sell or rent dwellings to families with minor children. In order to qualify for the “housing for older persons” exemption, a facility or community must prove that its housing is:

- Provided under any State or Federal program that HUD has determined to be specifically designed and operated to assist elderly persons (as defined in the State or Federal program); or
- Intended for, and solely occupied by persons 62 years of age or older; or
- Intended and operated for occupancy by persons 55 years of age or older.

In order to qualify for the “55 or older” housing exemption, a facility or community must satisfy each of the following requirements:

- at least 80 percent of the units must have at least one occupant who is 55 years of age or older; and



FAIR HOUSING Equal Opportunity for All

- the facility or community must publish and adhere to policies and procedures that demonstrate the intent to operate as “55 or older” housing; and
- the facility or community must comply with HUD’s regulatory requirements for age verification of residents.

The “housing for older persons” exemption does not protect senior housing facilities or communities from liability for housing discrimination based on race, color, religion, sex, disability, or national origin.

HUD is ready to help with any problem of housing discrimination. If you think your rights have been violated, you may file a complaint online, write a letter or telephone the HUD office nearest you. You have one year after the alleged discrimination occurred or ended to file a complaint with HUD, but you should file it as soon as possible.

IF YOU THINK YOUR RIGHTS HAVE BEEN VIOLATED

What to Tell HUD:

- Your name and address
- The name and address of the person your complaint is against (the respondent)
- The address or other identification of the housing involved
- A short description of the alleged violation (the event that caused you to believe your rights were violated)
- The date(s) of the alleged violation.

Where to Write or Call: File a complaint online, send a letter to the HUD office nearest you, or if you wish, you may call that office directly. Persons who are deaf or hard of hearing and use a TTY, may call those offices through the toll-free Federal Information Relay Service at 1-800-877-8339.

For Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont:



FAIR HOUSING Equal Opportunity for All

BOSTON REGIONAL OFFICE

(Complaints_office_01@hud.gov)
U.S. Department of Housing and Urban Development
Thomas P. O'Neill Jr. Federal Building
10 Causeway Street, Room 321
Boston, MA 02222-1092
Telephone (617) 994-8300 or 1-800-827-5005
Fax (617) 565-7313 * TTY (617) 565-5453

For New Jersey, New York, Puerto Rico and the U.S. Virgin Islands:

NEW YORK REGIONAL OFFICE

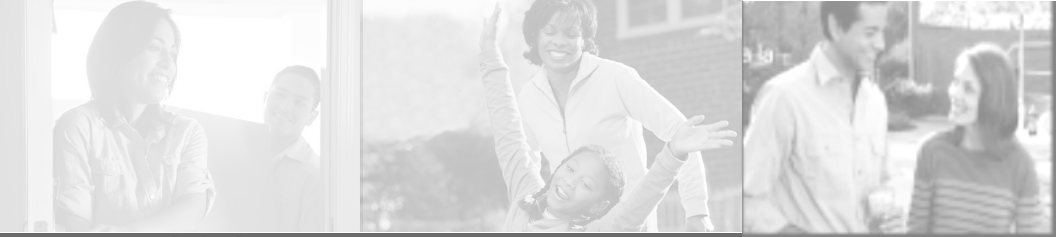
(Complaints_office_02@hud.gov)
U.S. Department of Housing and Urban Development
26 Federal Plaza, Room 3532
New York, NY 10278-0068
Telephone (212) 542-7519 or 1-800-496-4294
Fax (212) 264-9829 * TTY (212) 264-0927

For Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia:

PHILADELPHIA REGIONAL OFFICE

(Complaints_office_03@hud.gov)
U.S. Department of Housing and Urban Development
The Wanamaker Building
100 Penn Square East
Philadelphia, PA 19107-9344
Telephone (215) 861-7646 or 1-888-799-2085
Fax (215) 656-3449 * TTY (215) 656-3450

For Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee:



FAIR HOUSING Equal Opportunity for All

ATLANTA REGIONAL OFFICE

(Complaints_office_04@hud.gov)
U.S. Department of Housing and Urban Development
Five Points Plaza
40 Marietta Street, 16th Floor
Atlanta, GA 30303-2808
Telephone (404) 331-5140 or 1-800-440-8091 x2493
Fax (404) 331-1021 * TTY (404) 730-2654

For Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin:

CHICAGO REGIONAL OFFICE

(Complaints_office_05@hud.gov)
U.S. Department of Housing and Urban Development
Ralph H. Metcalfe Federal Building
77 West Jackson Boulevard, Room 2101
Chicago, IL 60604-3507
Telephone 1-800-765-9372
Fax (312) 886-2837 * TTY (312) 353-7143

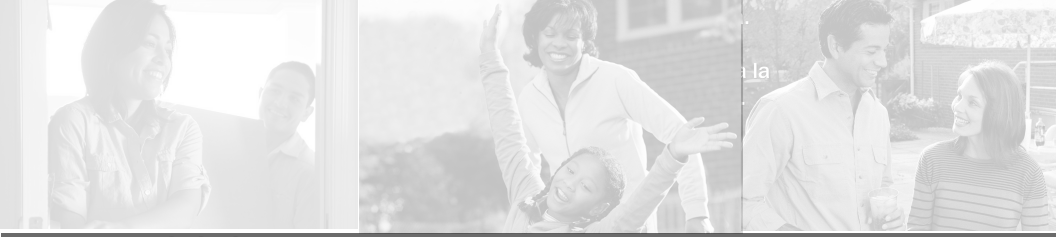
For Arkansas, Louisiana, New Mexico, Oklahoma and Texas:

FORT WORTH REGIONAL OFFICE

(Complaints_office_06@hud.gov)
U.S. Department of Housing and Urban Development
801 Cherry Street
Suite 2500, Unit #45
Fort Worth, TX 76102-6803
Telephone (817) 978-5900 or 1-888-560-8913
Fax (817) 978-5876/5851 * TTY (817) 978-5595

For Iowa, Kansas, Missouri and Nebraska:

KANSAS CITY REGIONAL OFFICE



FARHOUSINE Equal Opportunity for All

(Complaints_office_07@hud.gov)
U.S. Department of Housing and Urban Development
Gateway Tower II
400 State Avenue, Room 200, 4th Floor
Kansas City, KS 66101-2406
Telephone (913) 551-6958 or 1-800-743-5323
Fax (913) 551-6856 * TTY (913) 551-6972

For Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming:

DENVER REGIONAL OFFICE
(Complaints_office_08@hud.gov)
U.S. Department of Housing and Urban Development
1670 Broadway
Denver, CO 80202-4801
Telephone (303) 672-5437 or 1-800-877-7353
Fax (303) 672-5026 * TTY (303) 672-5248

For Arizona, California, Hawaii and Nevada:

SAN FRANCISCO REGIONAL OFFICE
(Complaints_office_09@hud.gov)
U.S. Department of Housing and Urban Development
600 Harrison Street, Third Floor
San Francisco, CA 94107-1387
Telephone 1-800-347-3739
Fax (415) 489-6558 * TTY (415) 489-6564

For Alaska, Idaho, Oregon and Washington:

SEATTLE REGIONAL OFFICE
(Complaints_office_10@hud.gov)
U.S. Department of Housing and Urban Development
Seattle Federal Office Building
909 First Avenue, Room 205
Seattle, WA 98104-1000
Telephone (206) 220-5170 or 1-800-877-0246
Fax (206) 220-5447 * TTY (206) 220-5185



FAIR HOUSING Equal Opportunity for All

If after contacting the local office nearest you, you still have questions – you may contact HUD further at:

U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
451 7th Street, S.W., Room 5204
Washington, DC 20410-2000
Telephone 1-800-669-9777
Fax (202) 708-1425 * TTY 1-800-927-9275
www.hud.gov/fairhousing

If You Are Disabled: HUD also provides:

- A TTY phone for the deaf/hard of hearing users (see above list for the nearest HUD office)
- Interpreters, Tapes and Braille materials
- Assistance in reading and completing forms

WHAT HAPPENS WHEN YOU FILE A COMPLAINT?

HUD will notify you in writing when your complaint is accepted for filing under the Fair Housing Act. HUD also will:

- Notify the alleged violator (respondent) of the filing of your complaint, and allow the respondent time to submit a written answer to the complaint.
- Investigate your complaint, and determine whether or not there is reasonable cause to believe that the respondent violated the Fair Housing Act.
- Notify you and the respondent if HUD cannot complete its investigation within 100 days of filing your complaint, and provide reason for the delay.

Fair Housing Act Conciliation: During the complaint investigation, HUD is required to offer you and the respondent the opportunity to voluntarily resolve your complaint with a Conciliation Agreement.



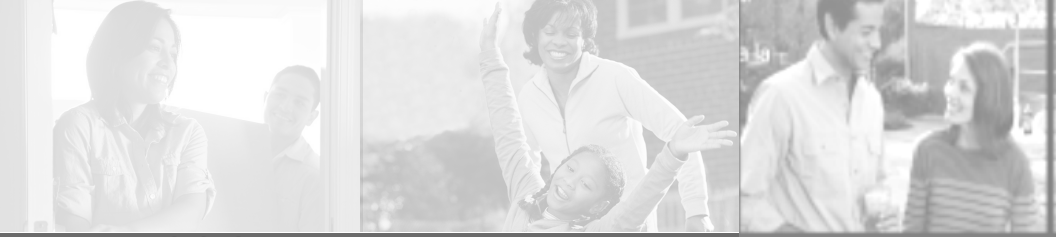
A Conciliation Agreement provides individual relief to you, and protects the public interest by deterring future discrimination by the respondent. Once you and the respondent sign a Conciliation Agreement, and HUD approves the Agreement, HUD will cease investigating your complaint. If you believe that the respondent has violated breached your Conciliation Agreement, you should promptly notify the HUD Office that investigated your complaint. If HUD determines that there is reasonable cause to believe that the respondent violated the Agreement, HUD will ask the U.S. Department of Justice to file suit against the respondent in Federal District Court to enforce the terms of the Agreement.

Complaint Referrals to State or Local Public Fair Housing Agencies:

If HUD has certified that your State or local public fair housing agency enforces a civil rights law or ordinance that provides rights, remedies and protections that are “substantially equivalent” to the Fair Housing Act, HUD must promptly refer your complaint to that agency for investigation, and must promptly notify you of the referral. The State or local agency will investigate your complaint under the “substantially equivalent” State or local civil rights law or ordinance. The State or local public fair housing agency must start investigating your complaint within 30 days of HUD’s referral, or HUD may retrieve (“reactivate”) the complaint for investigation under the Fair Housing Act.

WHAT HAPPENS IF I’M GOING TO LOSE MY HOUSING THROUGH EVICTION OR SALE?

If you need immediate help to stop or prevent a severe problem caused by a Fair Housing Act violation, HUD may be able to assist you as soon as you file a complaint. HUD may authorize the U.S. Department of Justice to file a Motion in Federal District Court for a Temporary Restraining Order (TRO) against the respondent, followed by a Preliminary Injunction pending the outcome of HUD’s investigation. A Federal Judge may grant a TRO or a Preliminary Injunction against a respondent in cases where:



FAIR HOUSING Equal Opportunity for All

- Irreparable (irreversible) harm or injury to housing rights is likely to occur without HUD’s intervention; and
- There is substantial evidence that the respondent has violated the Fair Housing Act.

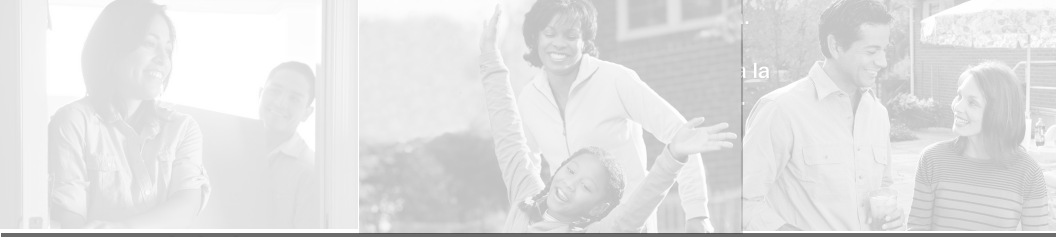
Example: An owner agrees to sell a house, but, after discovering that the buyers are black, pulls the house off the market, then promptly lists it for sale again. The buyers file a discrimination complaint with HUD. HUD may authorize the U.S. Department of Justice to seek an injunction in Federal District Court to prevent the owner from selling the house to anyone else until HUD investigates the complaint.

WHAT HAPPENS AFTER A COMPLAINT INVESTIGATION?

Determination of Reasonable Cause, Charge of Discrimination, and

Election: When your complaint investigation is complete, HUD will prepare a Final Investigative Report summarizing the evidence gathered during the investigation. If HUD determines that there is reasonable cause to believe that the respondent(s) discriminated against you, HUD will issue a Determination of Reasonable Cause and a Charge of Discrimination against the respondent(s). You and the respondent(s) have twenty (20) days after receiving notice of the Charge to decide whether to have your case heard by a HUD Administrative Law Judge (ALJ) or to have a civil trial in Federal District Court.

HUD Administrative Law Judge Hearing: If neither you nor the respondent elects to have a Federal civil trial before the 20-day Election Period expires, HUD will promptly schedule a Hearing for your case before a HUD ALJ. The ALJ Hearing will be conducted in the locality where the discrimination allegedly occurred. During the ALJ Hearing, you and the respondent(s) have the right to appear in person, to be represented by legal counsel, to present evidence, to cross-examine witnesses and to request subpoenas in aid of discovery of evidence. HUD attorneys will represent you during the ALJ Hearing at no cost to you; however, you may also

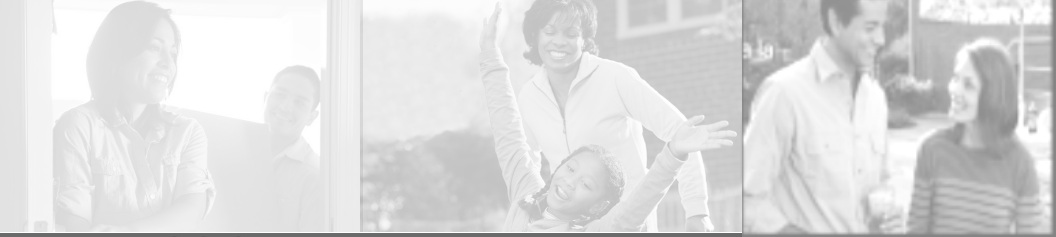


choose to intervene in the case and retain your own attorney. At the conclusion of the Hearing, the HUD ALJ will issue a Decision based on findings of fact and conclusions of law. If the HUD ALJ concludes that the respondent(s) violated the Fair Housing Act, the respondent(s) can be ordered to:

- Compensate you for actual damages, including out-of-pocket expenses and emotional distress damages
- Provide permanent injunctive relief.
- Provide appropriate equitable relief (for example, make the housing available to you).
- Pay your reasonable attorney's fees.
- Pay a civil penalty to HUD to vindicate the public interest. The maximum civil penalties are: \$16,000, for a first violation of the Act; \$37,500 if a previous violation has occurred within the preceding five-year period; and \$65,000 if two or more previous violations have occurred within the preceding seven-year period.

Civil Trial in Federal District Court: If either you or the respondent elects to have a Federal civil trial for your complaint, HUD must refer your case to the U.S. Department of Justice for enforcement. The U.S. Department of Justice will file a civil lawsuit on your behalf in the U.S. District Court in the district in which the discrimination allegedly occurred. You also may choose to intervene in the case and retain your own attorney. Either you or the respondent may request a jury trial, and you each have the right to appear in person, to be represented by legal counsel, to present evidence, to cross-examine witnesses, and to request subpoenas in aid of discovery of evidence. If the Federal Court decides in your favor, a Judge or jury may order the respondent(s) to:

- Compensate you for actual damages, including out-of-pocket expenses and emotional distress damages
- Provide permanent injunctive relief.
- Provide appropriate equitable relief (for example, make the housing available to you).
- Pay your reasonable attorney's fees.
- Pay punitive damages to you.



FAIR HOUSING Equal Opportunity for All

Determination of No Reasonable Cause and Dismissal: If HUD finds that there is no reasonable cause to believe that the respondent(s) violated the Act, HUD will dismiss your complaint with a Determination of No Reasonable Cause. HUD will notify you and the respondent(s) of the dismissal by mail, and you may request a copy of the Final Investigative Report.

Reconsiderations of No Reasonable Cause Determinations: The Fair Housing Act provides no formal appeal process for complaints dismissed by HUD. However, if your complaint is dismissed with a Determination of No Reasonable Cause, you may submit a written request for a reconsideration review to: Director, FHEO Office of Enforcement, U.S. Department of Housing and Urban Development, 451 7th Street, SW, Room 5206, Washington, DC 20410-2000.

IN ADDITION

You May File a Private Lawsuit: You may file a private civil lawsuit without first filing a complaint with HUD. You must file your lawsuit within two (2) years of the most recent date of alleged discriminatory action.

If you do file a complaint with HUD and even if HUD dismisses your complaint, the Fair Housing Act gives you the right to file a private civil lawsuit against the respondent(s) in Federal District Court. The time during which HUD was processing your complaint is not counted in the 2-year filing period. You must file your lawsuit at your own expense; however, if you cannot afford an attorney, the Court may appoint one for you.

Even if HUD is still processing your complaint, you may file a private civil lawsuit against the respondent, unless (1) you have already signed a HUD Conciliation Agreement to resolve your HUD complaint; or (2) a HUD Administrative Law Judge has commenced an Administrative Hearing for your complaint.



FAIR HOUSING Equal Opportunity for All

Other Tools to Combat Housing Discrimination:

- If there is noncompliance with the order of an Administrative Law Judge, HUD may seek temporary relief, enforcement of the order or a restraining order in a United States Court of Appeals.
- The Attorney General may file a suit in Federal District Court if there is reasonable cause to believe a pattern or practice of housing discrimination is occurring.

For Further Information

The purpose of this brochure is to summarize your right to fair housing. The Fair Housing Act and HUD's regulations contain more detail and technical information. If you need a copy of the law or regulations, contact the HUD Fair Housing Office nearest you. See the list of HUD Fair Housing Offices on pages 7-10.

CONNECT WITH HUD



Department of Housing and Urban Development
Room 5204
Washington, DC 20410-2000



Are You a Victim of Housing Discrimination?

Fair Housing is Your Right!

If you have been denied your housing rights...you may have experienced unlawful discrimination.



U.S. Department of Housing and Urban Development

**WHERE TO MAIL YOUR FORM OR
INQUIRE ABOUT YOUR CLAIM**

**For Connecticut, Maine, Massachusetts,
New Hampshire, Rhode Island, and Vermont:
NEW ENGLAND OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Thomas P. O'Neill, Jr. Federal Building
10 Causeway Street, Room 321
Boston, MA 02222-1092
Telephone (617) 994-8320 or 1-800-827-5005
Fax (617) 565-7313 • TTY (617) 565-5453
E-mail: Complaints_office_01@hud.gov

**For New Jersey and New York:
NEW YORK/NEW JERSEY OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
26 Federal Plaza, Room 3532
New York, NY 10278-0068
Telephone (212) 264-1290 or 1-800-496-4294
Fax (212) 264-9829 • TTY (212) 264-0927
E-mail: Complaints_office_02@hud.gov

**For Delaware, District of Columbia, Maryland,
Pennsylvania, Virginia, and West Virginia:
MID-ATLANTIC OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
The Wanamaker Building
100 Penn Square East
Philadelphia, PA 19107
Telephone (215) 656-0663 or 1-888-799-2085
Fax (215) 656-3419 • TTY (215) 656-3450
E-mail: Complaints_office_03@hud.gov

**For Alabama, the Caribbean, Florida, Georgia, Kentucky, Missis-
sippi, North Carolina, South Carolina, and Tennessee:
SOUTHEAST/CARIBBEAN OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Five Points Plaza
40 Marietta Street, 16th Floor
Atlanta, GA 30303-2808
Telephone (404) 331-5140 or 1-800-440-8091
Fax (404) 331-1021 • TTY (404) 730-2654
E-mail: Complaints_office_04@hud.gov

**For Illinois, Indiana, Michigan, Minnesota,
Ohio, and Wisconsin:
MIDWEST OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Ralph H. Metcalfe Federal Building
77 West Jackson Boulevard, Room 2101
Chicago, IL 60604-3507
Telephone (312) 353-7776 or 1-800-765-9372
Fax (312) 886-2837 • TTY (312) 353-7143
E-mail: Complaints_office_05@hud.gov

**For Arkansas, Louisiana, New Mexico, Oklahoma, and Texas:
SOUTHWEST OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
801 North Cherry, 27th Floor
Fort Worth, TX 76102
Telephone (817) 978-5900 or 1-888-560-8913
Fax (817) 978-5876 or 5851 • TTY (817) 978-5595
E-mail: Complaints_office_06@hud.gov

**For Iowa, Kansas, Missouri and Nebraska:
GREAT PLAINS OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Gateway Tower II
400 State Avenue, Room 200, 4th Floor
Kansas City, KS 66101-2406
Telephone (913) 551-6958 or 1-800-743-5323
Fax (913) 551-6856 • TTY (913) 551-6972
E-mail: Complaints_office_07@hud.gov

**For Colorado, Montana, North Dakota, South Dakota,
Utah, and Wyoming:
ROCKY MOUNTAINS OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
1670 Broadway
Denver, CO 80202-4801
Telephone (303) 672-5437 or 1-800-877-7353
Fax (303) 672-5026 • TTY (303) 672-5248
E-mail: Complaints_office_08@hud.gov

**For Arizona, California, Hawaii, and Nevada:
PACIFIC/HAWAII OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
600 Harrison Street, Third Floor
San Francisco, CA 94107-1300
Telephone (415) 489-6524 or 1-800-347-3739
Fax (415) 489-6558 • TTY (415) 436-6594
E-mail: Complaints_office_09@hud.gov

**For Alaska, Idaho, Oregon, and Washington:
NORTHWEST/ALASKA OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Seattle Federal Office Building
909 First Avenue, Room 205
Seattle, WA 98104-1000
Telephone (206) 220-5170 or 1-800-877-0246
Fax (206) 220-5447 • TTY (206) 220-5185
E-mail: Complaints_office_10@hud.gov

***If after contacting the local office nearest you, you still have ques-
tions – you may contact HUD further at:***

U.S. Dept. of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
451 7th Street, S.W., Room 5204
Washington, DC 20410-2000
Telephone (202) 708-0836 or 1-800-669-9777
Fax (202) 708-1425 • TTY 1-800-927-9275

To file electronically, visit: www.hud.gov

PLACE
POSTAGE
HERE

MAIL TO:

Public Reporting Burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The Department of Housing and Urban Development is authorized to collect this information by Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988, (P.L. 100-430); Title VI of the Civil Rights Act of 1964, (P.L. 88-352); Section 504 of the Rehabilitation Act of 1973, as amended, (P.L. 93-112); Section 109 of Title I- Housing and Community Development Act of 1974, as amended, (P.L. 97-35); Americans with Disabilities Act of 1990, (P.L. 101-336); and by the Age Discrimination Act of 1975, as amended, (42 U.S.C. 6103).

The information will be used to investigate and to process housing discrimination complaints. The information may be disclosed to the United States Department of Justice for its use in the filing of pattern and practice suits of housing discrimination or the prosecution of the person(s) who committed that discrimination where violence is involved; and to State or local fair housing agencies that administer substantially equivalent fair housing laws for complaint processing. Failure to provide some or all of the requested information will result in delay or denial of HUD assistance.

Disclosure of this information is voluntary.



HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

Instructions: (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

Your Name

Your Address

City

State

Zip Code

Best time to call

Your Daytime Phone No

Evening Phone No

Who else can we call if we cannot reach you?

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No

1 What happened to you?

How were you discriminated against?

For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?

State briefly what happened.

HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

2 Why do you think you are a victim of housing discrimination?

Is it because of your:

· race · color · religion · sex · national origin · familial status (families with children under 18) · disability?

For example: were you denied housing because of your race? Were you denied a mortgage loan because of your religion? Or turned down for an apartment because you have children?

Briefly explain why you think your housing rights were denied and circle the factor(s) listed above that you believe apply.

3 Who do you believe discriminated against you?

For example: was it a landlord, owner, bank, real estate agent, broker, company, or organization?

Identify who you believe discriminated against you.

Name

Address

4 Where did the alleged act of discrimination occur?

For example: Was it at a rental unit? Single family home? Public or Assisted Housing? A Mobile Home?

Did it occur at a bank or other lending institution?

Provide the address.

Address

City

State

Zip Code

5 When did the last act of discrimination occur?

Enter the date

____ / ____ / ____

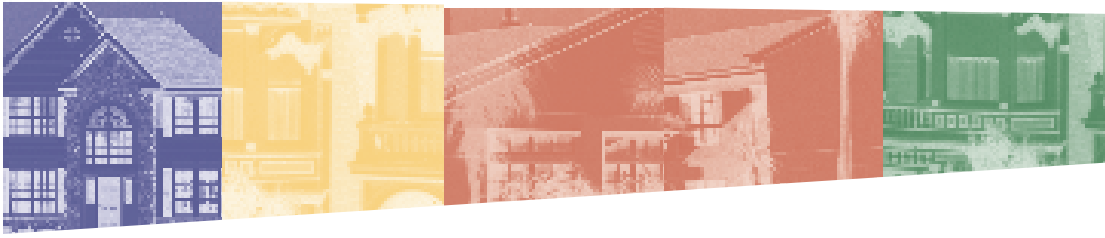
Is the alleged discrimination continuing or ongoing?

Yes No _____

Signature

Date

Send this form to HUD or to the fair housing agency nearest you. If you are unable to complete this form, you may call that office directly. See address and telephone listings on back page.



It is Unlawful to Discriminate in Housing Based on These Factors...

- Race
- Color
- National origin
- Religion
- Sex
- Familial status (families with children under the age of 18, or who are expecting a child)
- Handicap (if you or someone close to you has a disability)

If You Believe Your Rights Have Been Violated...

- HUD or a State or local fair housing agency is ready to help you file a complaint.
- After your information is received, HUD or a State or local fair housing agency will contact you to discuss the concerns you raise.

Detach here. Fold and close with glue or tape (no staples)

Keep this information for your records.

Date you mailed your information to HUD: _____/_____/_____

Address to which you sent the information:

Office _____

Telephone _____

Street _____

City _____

State _____

Zip Code _____

If you have not heard from HUD or a State or local fair housing agency within three weeks from the date you mailed this form, you may call to inquire about the status of your complaint. See address and telephone listings on back page.

ARE YOU A VICTIM OF HOUSING DISCRIMINATION?

“The American Dream of having a safe and decent place to call ‘home’ reflects our shared belief that in this nation, opportunity and success are within everyone’s reach.

Under our Fair Housing laws, every citizen is assured the opportunity to build a better life in the home or apartment of their choice — regardless of their race, color, religion, sex, national origin, family status or disability.”

Alphonso Jackson
Secretary

HOW DO YOU RECOGNIZE HOUSING DISCRIMINATION?

Under the Fair Housing Act, it is Against the Law to:

- Refuse to rent to you or sell you housing
- Tell you housing is unavailable when in fact it is available
- Show you apartments or homes only in certain neighborhoods
- Set different terms, conditions, or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Advertise housing to preferred groups of people only
- Refuse to provide you with information regarding mortgage loans, deny you a mortgage loan, or impose different terms or conditions on a mortgage loan
- Deny you property insurance
- Conduct property appraisals in a discriminatory manner
- Refuse to make reasonable accommodations for persons with a disability if the accommodation may be necessary to afford such person a reasonable and equal opportunity to use and enjoy a dwelling.
- Fail to design and construct housing in an accessible manner
- Harass, coerce, intimidate, or interfere with anyone exercising or assisting someone else with his/her fair housing rights



Protect Your Family From Lead in Your Home



United States
Consumer Product
Safety Commissio

United States
Department of Housing
and Urban Development

Are You Planning to Buy or Rent a Home Built Before 1978?

Did you know that many homes built before 1978 have **lead-based paint**? Lead from paint, chips, and dust can pose serious health hazards.

Read this entire brochure to learn:

- How lead gets into the body
- How lead affects health
- What you can do to protect your family
- Where to go for more information

Before renting or buying a pre-1978 home or apartment, federal law requires:

- Sellers must disclose known information on lead-based paint or lead-based paint hazards before selling a house.
- Real estate sales contracts must include a specific warning statement about lead-based paint. Buyers have up to 10 days to check for lead.
- Landlords must disclose known information on lead-based paint and lead-based paint hazards before leases take effect. Leases must include a specific warning statement about lead-based paint.

If undertaking renovations, repairs, or painting (RRP) projects in your pre-1978 home or apartment:

- Read EPA's pamphlet, *The Lead-Safe Certified Guide to Renovate Right*, to learn about the lead-safe work practices that contractors are required to follow when working in your home (see page 12).



Simple Steps to Protect Your Family from Lead Hazards

If you think your home has lead-based paint:

- Don't try to remove lead-based paint yourself.
- Always keep painted surfaces in good condition to minimize deterioration.
- Get your home checked for lead hazards. Find a certified inspector or risk assessor at [epa.gov/lead](https://www.epa.gov/lead).
- Talk to your landlord about fixing surfaces with peeling or chipping paint.
- Regularly clean floors, window sills, and other surfaces.
- Take precautions to avoid exposure to lead dust when remodeling.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe certified renovation firms.
- Before buying, renting, or renovating your home, have it checked for lead-based paint.
- Consult your health care provider about testing your children for lead. Your pediatrician can check for lead with a simple blood test.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat healthy, low-fat foods high in iron, calcium, and vitamin C.
- Remove shoes or wipe soil off shoes before entering your house.

Lead Gets into the Body in Many Ways

Adults and children can get lead into their bodies if they:

- Breathe in lead dust (especially during activities such as renovations, repairs, or painting that disturb painted surfaces).
- Swallow lead dust that has settled on food, food preparation surfaces, and other places.
- Eat paint chips or soil that contains lead.

Lead is especially dangerous to children under the age of 6.

- At this age, children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Children's growing bodies absorb more lead.
- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.



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

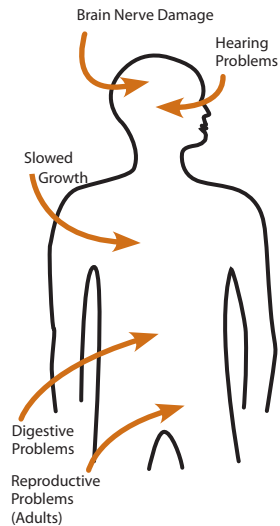
- Women with a high lead level in their system before or during pregnancy risk exposing the fetus to lead through the placenta during fetal development.

Health Effects of Lead

Lead affects the body in many ways. It is important to know that even exposure to low levels of lead can severely harm children.

In children, exposure to lead can cause:

- Nervous system and kidney damage
- Learning disabilities, attention-deficit disorder, and decreased intelligence
- Speech, language, and behavior problems
- Poor muscle coordination
- Decreased muscle and bone growth
- Hearing damage



While low-lead exposure is most common, exposure to high amounts of lead can have devastating effects on children, including seizures, unconsciousness, and in some cases, death.

Although children are especially susceptible to lead exposure, lead can be dangerous for adults, too.

In adults, exposure to lead can cause:

- Harm to a developing fetus
- Increased chance of high blood pressure during pregnancy
- Fertility problems (in men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

Check Your Family for Lead

Get your children and home tested if you think your home has lead.

Children's blood lead levels tend to increase rapidly from 6 to 12 months of age, and tend to peak at 18 to 24 months of age.

Consult your doctor for advice on testing your children. A simple blood test can detect lead. Blood lead tests are usually recommended for:

- Children at ages 1 and 2
- Children or other family members who have been exposed to high levels of lead
- Children who should be tested under your state or local health screening plan

Your doctor can explain what the test results mean and if more testing will be needed.

Where Lead-Based Paint Is Found

In general, the older your home or childcare facility, the more likely it has lead-based paint.¹

Many homes, including private, federally-assisted, federally-owned housing, and childcare facilities built before 1978 have lead-based paint. In 1978, the federal government banned consumer uses of lead-containing paint.²

Learn how to determine if paint is lead-based paint on page 7.

Lead can be found:

- In homes and childcare facilities in the city, country, or suburbs,
- In private and public single-family homes and apartments,
- On surfaces inside and outside of the house, and
- In soil around a home. (Soil can pick up lead from exterior paint or other sources, such as past use of leaded gas in cars.)

Learn more about where lead is found at [epa.gov/lead](https://www.epa.gov/lead).

¹ “Lead-based paint” is currently defined by the federal government as paint with lead levels greater than or equal to 1.0 milligram per square centimeter (mg/cm), or more than 0.5% by weight.

² “Lead-containing paint” is currently defined by the federal government as lead in new dried paint in excess of 90 parts per million (ppm) by weight.

Identifying Lead-Based Paint and Lead-Based Paint Hazards

Deteriorating lead-based paint (peeling, chipping, chalking, cracking, or damaged paint) is a hazard and needs immediate attention. **Lead-based paint** may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear, such as:

- On windows and window sills
- Doors and door frames
- Stairs, railings, banisters, and porches

Lead-based paint is usually not a hazard if it is in good condition and if it is not on an impact or friction surface like a window.

Lead dust can form when lead-based paint is scraped, sanded, or heated. Lead dust also forms when painted surfaces containing lead bump or rub together. Lead paint chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when the home is vacuumed or swept, or when people walk through it. EPA currently defines the following levels of lead in dust as hazardous:

- 40 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) and higher for floors, including carpeted floors
- 250 $\mu\text{g}/\text{ft}^2$ and higher for interior window sills

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes. EPA currently defines the following levels of lead in soil as hazardous:

- 400 parts per million (ppm) and higher in play areas of bare soil
- 1,200 ppm (average) and higher in bare soil in the remainder of the yard

Remember, lead from paint chips—which you can see—and lead dust—which you may not be able to see—both can be hazards.

The only way to find out if paint, dust, or soil lead hazards exist is to test for them. The next page describes how to do this.

Checking Your Home for Lead

You can get your home tested for lead in several different ways:

- A lead-based paint **inspection** tells you if your home has lead-based paint and where it is located. It won't tell you whether your home currently has lead hazards. A trained and certified testing professional, called a lead-based paint inspector, will conduct a paint inspection using methods, such as:
 - Portable x-ray fluorescence (XRF) machine
 - Lab tests of paint samples
- A **risk assessment** tells you if your home currently has any lead hazards from lead in paint, dust, or soil. It also tells you what actions to take to address any hazards. A trained and certified testing professional, called a risk assessor, will:
 - Sample paint that is deteriorated on doors, windows, floors, stairs, and walls
 - Sample dust near painted surfaces and sample bare soil in the yard
 - Get lab tests of paint, dust, and soil samples
- A combination inspection and risk assessment tells you if your home has any lead-based paint and if your home has any lead hazards, and where both are located.



Be sure to read the report provided to you after your inspection or risk assessment is completed, and ask questions about anything you do not understand.

Checking Your Home for Lead, continued

In preparing for renovation, repair, or painting work in a pre-1978 home, Lead-Safe Certified renovators (see page 12) may:

- Take paint chip samples to determine if lead-based paint is present in the area planned for renovation and send them to an EPA-recognized lead lab for analysis. In housing receiving federal assistance, the person collecting these samples must be a certified lead-based paint inspector or risk assessor
- Use EPA-recognized tests kits to determine if lead-based paint is absent (but not in housing receiving federal assistance)
- Presume that lead-based paint is present and use lead-safe work practices

There are state and federal programs in place to ensure that testing is done safely, reliably, and effectively. Contact your state or local agency for more information, visit [epa.gov/lead](https://www.epa.gov/lead), or call **1-800-424-LEAD (5323)** for a list of contacts in your area.³

³ Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

What You Can Do Now to Protect Your Family

If you suspect that your house has lead-based paint hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Keep painted surfaces clean and free of dust. Clean floors, window frames, window sills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner. (Remember: never mix ammonia and bleach products together because they can form a dangerous gas.)
- Carefully clean up paint chips immediately without creating dust.
- Thoroughly rinse sponges and mop heads often during cleaning of dirty or dusty areas, and again afterward.
- Wash your hands and your children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces, or eating soil.
- When renovating, repairing, or painting, hire only EPA- or state-approved Lead-Safe Certified renovation firms (see page 12).
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron, and calcium, such as spinach and dairy products. Children with good diets absorb less lead.

Reducing Lead Hazards

Disturbing lead-based paint or removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

- In addition to day-to-day cleaning and good nutrition, you can **temporarily** reduce lead-based paint hazards by taking actions, such as repairing damaged painted surfaces and planting grass to cover lead-contaminated soil. These actions are not permanent solutions and will need ongoing attention.
- You can minimize exposure to lead when renovating, repairing, or painting by hiring an EPA- or state-certified renovator who is trained in the use of lead-safe work practices. If you are a do-it-yourselfer, learn how to use lead-safe work practices in your home.
- To remove lead hazards permanently, you should hire a certified lead abatement contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not permanent control.



Always use a certified contractor who is trained to address lead hazards safely.

- Hire a Lead-Safe Certified firm (see page 12) to perform renovation, repair, or painting (RRP) projects that disturb painted surfaces.
- To correct lead hazards permanently, hire a certified lead abatement professional. This will ensure your contractor knows how to work safely and has the proper equipment to clean up thoroughly.

Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government.

Reducing Lead Hazards, continued

If your home has had lead abatement work done or if the housing is receiving federal assistance, once the work is completed, dust cleanup activities must be conducted until clearance testing indicates that lead dust levels are below the following levels:

- 40 micrograms per square foot ($\mu\text{g}/\text{ft}^2$) for floors, including carpeted floors
- 250 $\mu\text{g}/\text{ft}^2$ for interior windows sills
- 400 $\mu\text{g}/\text{ft}^2$ for window troughs

For help in locating certified lead abatement professionals in your area, call your state or local agency (see pages 14 and 15), or visit [epa.gov/lead](https://www.epa.gov/lead), or call 1-800-424-LEAD.

Renovating, Repairing or Painting a Home with Lead-Based Paint

If you hire a contractor to conduct renovation, repair, or painting (RRP) projects in your pre-1978 home or childcare facility (such as pre-school and kindergarten), your contractor must:

- Be a Lead-Safe Certified firm approved by EPA or an EPA-authorized state program
- Use qualified trained individuals (Lead-Safe Certified renovators) who follow specific lead-safe work practices to prevent lead contamination
- Provide a copy of EPA's lead hazard information document, *The Lead-Safe Certified Guide to Renovate Right*



RRP contractors working in pre-1978 homes and childcare facilities must follow lead-safe work practices that:

- **Contain the work area.** The area must be contained so that dust and debris do not escape from the work area. Warning signs must be put up, and plastic or other impermeable material and tape must be used.
- **Avoid renovation methods that generate large amounts of lead-contaminated dust.** Some methods generate so much lead-contaminated dust that their use is prohibited. They are:
 - Open-flame burning or torching
 - Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment
 - Using a heat gun at temperatures greater than 1100°F
- **Clean up thoroughly.** The work area should be cleaned up daily. When all the work is done, the area must be cleaned up using special cleaning methods.
- **Dispose of waste properly.** Collect and seal waste in a heavy duty bag or sheeting. When transported, ensure that waste is contained to prevent release of dust and debris.

To learn more about EPA's requirements for RRP projects, visit epa.gov/getleadsafe, or read *The Lead-Safe Certified Guide to Renovate Right*.

Other Sources of Lead

Lead in Drinking Water

The most common sources of lead in drinking water are lead pipes, faucets, and fixtures.

Lead pipes are more likely to be found in older cities and homes built before 1986.

You can't smell or taste lead in drinking water.

To find out for certain if you have lead in drinking water, have your water tested.

Remember older homes with a private well can also have plumbing materials that contain lead.

Important Steps You Can Take to Reduce Lead in Drinking Water

- Use only cold water for drinking, cooking and making baby formula. Remember, boiling water does not remove lead from water.
- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes.
- Regularly clean your faucet's screen (also known as an aerator).
- If you use a filter certified to remove lead, don't forget to read the directions to learn when to change the cartridge. Using a filter after it has expired can make it less effective at removing lead.

Contact your water company to determine if the pipe that connects your home to the water main (called a service line) is made from lead. Your area's water company can also provide information about the lead levels in your system's drinking water.

For more information about lead in drinking water, please contact EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have other questions about lead poisoning prevention, call 1-800 424-LEAD.*

Call your local health department or water company to find out about testing your water, or visit epa.gov/safewater for EPA's lead in drinking water information. Some states or utilities offer programs to pay for water testing for residents. Contact your state or local water company to learn more.

* Hearing- or speech-challenged individuals may access this number through TTY by calling the Federal Relay Service at 1-800-877-8339.

Other Sources of Lead, continued

- **Lead smelters** or other industries that release lead into the air.
- **Your job.** If you work with lead, you could bring it home on your body or clothes. Shower and change clothes before coming home. Launder your work clothes separately from the rest of your family's clothes.
- **Hobbies** that use lead, such as making pottery or stained glass, or refinishing furniture. Call your local health department for information about hobbies that may use lead.
- Old **toys** and **furniture** may have been painted with lead-containing paint. Older toys and other children's products may have parts that contain lead.⁴
- Food and liquids cooked or stored in **lead crystal** or **lead-glazed pottery or porcelain** may contain lead.
- Folk remedies, such as "**greta**" and "**azarcon,**" used to treat an upset stomach.

⁴ In 1978, the federal government banned toys, other children's products, and furniture with lead-containing paint. In 2008, the federal government banned lead in most children's products. The federal government currently bans lead in excess of 100 ppm by weight in most children's products.

For More Information

The National Lead Information Center

Learn how to protect children from lead poisoning and get other information about lead hazards on the Web at epa.gov/lead and hud.gov/lead, or call **1-800-424-LEAD (5323)**.

EPA's Safe Drinking Water Hotline

For information about lead in drinking water, call **1-800-426-4791**, or visit epa.gov/safewater for information about lead in drinking water.

Consumer Product Safety Commission (CPSC) Hotline

For information on lead in toys and other consumer products, or to report an unsafe consumer product or a product-related injury, call **1-800-638-2772**, or visit CPSC's website at cpsc.gov or saferproducts.gov.

State and Local Health and Environmental Agencies

Some states, tribes, and cities have their own rules related to lead-based paint. Check with your local agency to see which laws apply to you. Most agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards. Receive up-to-date address and phone information for your state or local contacts on the Web at epa.gov/lead, or contact the National Lead Information Center at **1-800-424-LEAD**.

Hearing- or speech-challenged individuals may access any of the phone numbers in this brochure through TTY by calling the toll-free Federal Relay Service at **1-800-877-8339**.

U. S. Environmental Protection Agency (EPA)

Regional Offices

The mission of EPA is to protect human health and the environment. Your Regional EPA Office can provide further information regarding regulations and lead protection programs.

Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

Regional Lead Contact
U.S. EPA Region 1
5 Post Office Square, Suite 100, OES 05-4
Boston, MA 02109-3912
(888) 372-7341

Region 2 (New Jersey, New York, Puerto Rico, Virgin Islands)

Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 321-6671

Region 3 (Delaware, Maryland, Pennsylvania, Virginia, DC, West Virginia)

Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA 19103
(215) 814-2088

Region 4 (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)

Regional Lead Contact
U.S. EPA Region 4
AFC Tower, 12th Floor, Air, Pesticides & Toxics
61 Forsyth Street, SW
Atlanta, GA 30303
(404) 562-8998

Region 5 (Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)

Regional Lead Contact
U.S. EPA Region 5 (DT-8J)
77 West Jackson Boulevard
Chicago, IL 60604-3666
(312) 886-7836

Region 6 (Arkansas, Louisiana, New Mexico, Oklahoma, Texas, and 66 Tribes)

Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue, 12th Floor
Dallas, TX 75202-2733
(214) 665-2704

Region 7 (Iowa, Kansas, Missouri, Nebraska)

Regional Lead Contact
U.S. EPA Region 7
11201 Renner Blvd.
WWPD/TOPE
Lenexa, KS 66219
(800) 223-0425

Region 8 (Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)

Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop St.
Denver, CO 80202
(303) 312-6966

Region 9 (Arizona, California, Hawaii, Nevada)

Regional Lead Contact
U.S. EPA Region 9 (CMD-4-2)
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-4280

Region 10 (Alaska, Idaho, Oregon, Washington)

Regional Lead Contact
U.S. EPA Region 10
Solid Waste & Toxics Unit (WCM-128)
1200 Sixth Avenue, Suite 900
Seattle, WA 98101
(206) 553-1200

Consumer Product Safety Commission (CPSC)

The CPSC protects the public against unreasonable risk of injury from consumer products through education, safety standards activities, and enforcement. Contact CPSC for further information regarding consumer product safety and regulations.

CPSC

4330 East West Highway
Bethesda, MD 20814-4421
1-800-638-2772
cpsc.gov or saferproducts.gov

U. S. Department of Housing and Urban Development (HUD)

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. Contact HUD's Office of Healthy Homes and Lead Hazard Control for further information regarding the Lead Safe Housing Rule, which protects families in pre-1978 assisted housing, and for the lead hazard control and research grant programs.

HUD

451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
(202) 402-7698
hud.gov/offices/lead/

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IMPORTANT!

Lead From Paint, Dust, and Soil in and Around Your Home Can Be Dangerous if Not Managed Properly

- Children under 6 years old are most at risk for lead poisoning in your home.
- Lead exposure can harm young children and babies even before they are born.
- Homes, schools, and child care facilities built before 1978 are likely to contain lead-based paint.
- Even children who seem healthy may have dangerous levels of lead in their bodies.
- Disturbing surfaces with lead-based paint or removing lead-based paint improperly can increase the danger to your family.
- People can get lead into their bodies by breathing or swallowing lead dust, or by eating soil or paint chips containing lead.
- People have many options for reducing lead hazards. Generally, lead-based paint that is in good condition is not a hazard (see page 10).

THE LEAD-SAFE CERTIFIED GUIDE TO RENOVATE RIGHT

WARNING
NO WORK AREA
NO POISON
NO SMOKING
OR EATING

CAUTION CAUTION CAUTION CAUTION

Important lead hazard information for
families, child care providers and schools.





IT'S THE LAW!

Federal law requires contractors that disturb painted surfaces in homes, child care facilities and schools built before 1978 to be certified and follow specific work practices to prevent lead contamination. Always ask to see your contractor's certification.

Federal law requires that individuals receive certain information before renovating more than six square feet of painted surfaces in a room for interior projects or more than twenty square feet of painted surfaces for exterior projects or window replacement or demolition in housing, child care facilities and schools built before 1978.

- Homeowners and tenants: renovators must give you this pamphlet before starting work.
- Child care facilities, including preschools and kindergarten classrooms, and the families of children under six years of age that attend those facilities: renovators must provide a copy of this pamphlet to child care facilities and general renovation information to families whose children attend those facilities.



WHO SHOULD READ THIS PAMPHLET?

This pamphlet is for you if you:

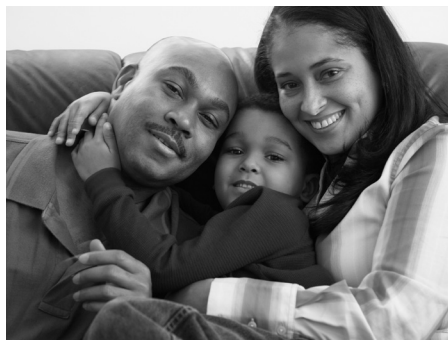
- Reside in a home built before 1978.
- Own or operate a child care facility, including preschools and kindergarten classrooms, built before 1978, or
- Have a child under six years of age who attends a child care facility built before 1978.

You will learn:

- Basic facts about lead and your health.
- How to choose a contractor, if you are a property owner.
- What tenants, and parents/guardians of a child in a child care facility or school should consider.
- How to prepare for the renovation or repair job.
- What to look for during the job and after the job is done.
- Where to get more information about lead.

This pamphlet is not for:

- **Abatement projects.** Abatement is a set of activities aimed specifically at eliminating lead or lead hazards. EPA has regulations for certification and training of abatement professionals. If your goal is to eliminate lead or lead hazards, contact the National Lead Information Center at **1-800-424-LEAD (5323)** for more information.
- **“Do-it-yourself”** projects. If you plan to do renovation work yourself, this document is a good start, but you will need more information to complete the work safely. Call the National Lead Information Center at **1-800-424-LEAD (5323)** and ask for more information on how to work safely in a home with lead-based paint.
- **Contractor education.** Contractors who want information about working safely with lead should contact the National Lead Information Center at **1-800-424-LEAD (5323)** for information about courses and resources on lead-safe work practices.



RENOVATING, REPAIRING, OR PAINTING?



- Is your home, your building, or the child care facility or school your children attend being renovated, repaired, or painted?
- Was your home, your building, or the child care facility or school where your children under six years of age attend built before 1978?

If the answer to these questions is YES, there are a few important things you need to know about lead-based paint.

This pamphlet provides basic facts about lead and information about lead safety when work is being done in your home, your building or the child care facility or school your children attend.

The Facts About Lead

- Lead can affect children's brains and developing nervous systems, causing reduced IQ, learning disabilities, and behavioral problems. Lead is also harmful to adults.
 - Lead in dust is the most common way people are exposed to lead. People can also get lead in their bodies from lead in soil or paint chips. Lead dust is often invisible.
 - Lead-based paint was used in more than 38 million homes until it was banned for residential use in 1978.
 - Projects that disturb painted surfaces can create dust and endanger you and your family. Don't let this happen to you. Follow the practices described in this pamphlet to protect you and your family.
-

LEAD AND YOUR HEALTH

Lead is especially dangerous to children under six years of age.

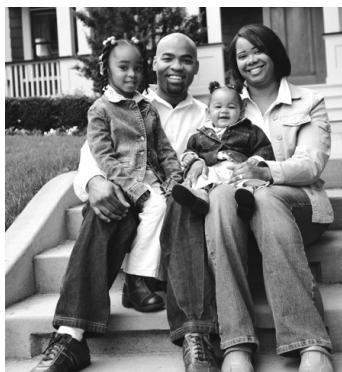
Lead can affect children's brains and developing nervous systems, causing:

- Reduced IQ and learning disabilities.
- Behavior problems.

Even children who appear healthy can have dangerous levels of lead in their bodies.

Lead is also harmful to adults. In adults, low levels of lead can pose many dangers, including:

- High blood pressure and hypertension.
- Pregnant women exposed to lead can transfer lead to their fetuses. Lead gets into the body when it is swallowed or inhaled.
- People, especially children, can swallow lead dust as they eat, play, and do other normal hand-to-mouth activities.
- People may also breathe in lead dust or fumes if they disturb lead-based paint. People who sand, scrape, burn, brush, blast or otherwise disturb lead-based paint risk unsafe exposure to lead.



What should I do if I am concerned about my family's exposure to lead?

- A blood test is the only way to find out if you or a family member already has lead poisoning. Call your doctor or local health department to arrange for a blood test.
- Call your local health department for advice on reducing and eliminating exposures to lead inside and outside your home, child care facility or school.
- Always use lead-safe work practices when renovation or repair will disturb painted surfaces.

For more information about the health effects of exposure to lead, visit the EPA lead website at epa.gov/lead/pubs/leadinfo or call 1-800-424-LEAD (5323).

There are other things you can do to protect your family every day.

- Regularly clean floors, window sills, and other surfaces.
- Wash children's hands, bottles, pacifiers, and toys often.
- Make sure children eat a healthy, nutritious diet consistent with the USDA's dietary guidelines, that helps protect children from the effects of lead.
- Wipe off shoes before entering the house.

WHERE DOES THE LEAD COME FROM?

Dust is the main problem.

The most common way to get lead in the body is from dust. Lead dust comes from deteriorating lead-based paint and lead-contaminated soil that gets tracked into your home. This dust may accumulate to unsafe levels. Then, normal hand to-mouth activities, like playing and eating (especially in young children), move that dust from surfaces like floors and window sills into the body.

Home renovation creates dust.

Common renovation activities like sanding, cutting, and demolition can create hazardous lead dust and chips.

Proper work practices protect you from the dust.

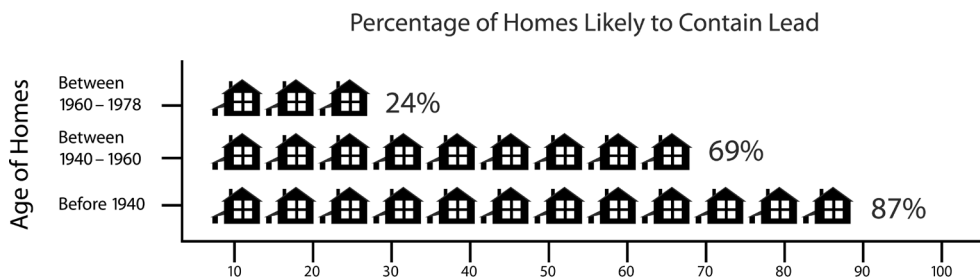
The key to protecting yourself and your family during a renovation, repair or painting job is to use lead-safe work practices such as containing dust inside the work area, using dust-minimizing work methods, and conducting a careful cleanup, as described in this pamphlet.

Other sources of lead.

Remember, lead can also come from outside soil, your water, or household items (such as lead-glazed pottery and lead crystal). Contact the National Lead Information Center at 1-800-424-LEAD (5323) for more information on these sources.



CHECKING YOUR HOME FOR LEAD-BASED PAINT



Older homes, child care facilities, and schools are more likely to contain lead-based paint.

Homes may be single-family homes or apartments. They may be private, government-assisted, or public housing. Schools are preschools and kindergarten classrooms. They may be urban, suburban, or rural.

You have the following options:

You may decide to assume your home, child care facility, or school contains lead.

Especially in older homes and buildings, you may simply want to assume lead-based paint is present and follow the lead-safe work practices described in this brochure during the renovation, repair, or painting job.

You can hire a certified professional to check for lead-based paint.

These professionals are certified risk assessors or inspectors, and can determine if your home has lead or lead hazards.

- A certified inspector or risk assessor can conduct an inspection telling you whether your home, or a portion of your home, has lead-based paint and where it is located. This will tell you the areas in your home where lead-safe work practices are needed.
- A certified risk assessor can conduct a risk assessment telling you if your home currently has any lead hazards from lead in paint, dust, or soil. The risk assessor can also tell you what actions to take to address any hazards.
- For help finding a certified risk assessor or inspector, call the National Lead Information Center at **1-800-424-LEAD (5323)**.

You may also have a certified renovator test the surfaces or components being disturbed for lead by using a lead test kit or by taking paint chip samples and sending them to an EPA-recognized testing laboratory. Test kits must be EPA-recognized and are available at hardware stores. They include detailed instructions for their use.

FOR PROPERTY OWNERS

You have the ultimate responsibility for the safety of your family, tenants, or children in your care.

This means properly preparing for the renovation and keeping persons out of the work area (see p. 8). It also means ensuring the contractor uses lead-safe work practices.

Federal law requires that contractors performing renovation, repair and painting projects that disturb painted surfaces in homes, child care facilities, and schools built before 1978 be certified and follow specific work practices to prevent lead contamination.

Make sure your contractor is certified, and can explain clearly the details of the job and how the contractor will minimize lead hazards during the work.

- You can verify that a contractor is certified by checking EPA's website at epa.gov/getleadsafe or by calling the National Lead Information Center at **1-800-424-LEAD (5323)**. You can also ask to see a copy of the contractor's firm certification.
- Ask if the contractor is trained to perform lead-safe work practices and to see a copy of their training certificate.
- Ask them what lead-safe methods they will use to set up and perform the job in your home, child care facility or school.
- Ask for references from at least three recent jobs involving homes built before 1978, and speak to each personally.

Always make sure the contract is clear about how the work will be set up, performed, and cleaned.

- Share the results of any previous lead tests with the contractor.
- You should specify in the contract that they follow the work practices described on pages 9 and 10 of this brochure.
- The contract should specify which parts of your home are part of the work area and specify which lead-safe work practices will be used in those areas. Remember, your contractor should confine dust and debris to the work area and should minimize spreading that dust to other areas of the home.
- The contract should also specify that the contractor will clean the work area, verify that it was cleaned adequately, and re-clean it if necessary.

If you think a worker is not doing what he is supposed to do or is doing something that is unsafe, you should:

- Direct the contractor to comply with regulatory and contract requirements.
- Call your local health or building department, or
- Call EPA's hotline **1-800-424-LEAD (5323)**.

If your property receives housing assistance from HUD (or a state or local agency that uses HUD funds), you must follow the requirements of HUD's Lead-Safe Housing Rule and the ones described in this pamphlet.

FOR TENANTS AND FAMILIES OF CHILDREN UNDER SIX YEARS OF AGE IN CHILD CARE FACILITIES AND SCHOOLS

You play an important role ensuring the ultimate safety of your family.

This means properly preparing for the renovation and staying out of the work area (see p. 8).

Federal law requires that contractors performing renovation, repair and painting projects that disturb painted surfaces in homes built before 1978 and in child care facilities and schools built before 1978, that a child under six years of age visits regularly, to be certified and follow specific work practices to prevent lead contamination.

The law requires anyone hired to renovate, repair, or do painting preparation work on a property built before 1978 to follow the steps described on pages 9 and 10 unless the area where the work will be done contains no lead-based paint.



If you think a worker is not doing what he is supposed to do or is doing something that is unsafe, you should:

- Contact your landlord.
- Call your local health or building department, or
- Call EPA's hotline **1-800-424-LEAD (5323)**.

If you are concerned about lead hazards left behind after the job is over, you can check the work yourself (see page 10).



PREPARING FOR A RENOVATION

The work areas should not be accessible to occupants while the work occurs.

The rooms or areas where work is being done may need to be blocked off or sealed with plastic sheeting to contain any dust that is generated. Therefore, the contained area may not be available to you until the work in that room or area is complete, cleaned thoroughly, and the containment has been removed. Because you may not have access to some areas during the renovation, you should plan accordingly.

You may need:

- Alternative bedroom, bathroom, and kitchen arrangements if work is occurring in those areas of your home.
- A safe place for pets because they too can be poisoned by lead and can track lead dust into other areas of the home.
- A separate pathway for the contractor from the work area to the outside in order to bring materials in and out of the home. Ideally, it should not be through the same entrance that your family uses.
- A place to store your furniture. All furniture and belongings may have to be moved from the work area while the work is being done. Items that can't be moved, such as cabinets, should be wrapped in plastic.
- To turn off forced-air heating and air conditioning systems while the work is being done. This prevents dust from spreading through vents from the work area to the rest of your home. Consider how this may affect your living arrangements.

You may even want to move out of your home temporarily while all or part of the work is being done.

Child care facilities and schools may want to consider alternative accommodations for children and access to necessary facilities.



DURING THE WORK

Federal law requires contractors that are hired to perform renovation, repair and painting projects in homes, child care facilities, and schools built before 1978 that disturb painted surfaces to be certified and follow specific work practices to prevent lead contamination.

The work practices the contractor must follow include these three simple procedures, described below:

1. Contain the work area. The area must be contained so that dust and debris do not escape from that area. Warning signs must be put up and plastic or other impermeable material and tape must be used as appropriate to:

- Cover the floors and any furniture that cannot be moved.
- Seal off doors and heating and cooling system vents.
- For exterior renovations, cover the ground and, in some instances, erect vertical containment or equivalent extra precautions in containing the work area.

These work practices will help prevent dust or debris from getting outside the work area.

2. Avoid renovation methods that generate large amounts of lead-contaminated dust.

Some methods generate so much lead-contaminated dust that their use is prohibited.

They are:

- Open flame burning or torching.
- Sanding, grinding, planing, needle gunning, or blasting with power tools and equipment not equipped with a shroud and HEPA vacuum attachment.
- Using a heat gun at temperatures greater than 1100°F.



These work places will eliminate dust, but some renovation methods make less dust than others. Contractors may choose to use various methods to minimize dust generation, including using water to mist areas before sanding or scraping; scoring paint before separating components; and prying and pulling apart components instead of breaking them.

3. Clean up thoroughly. The work area should be cleaned up daily to keep it as clean as possible. When all the work is done, the area must be cleaned up using special cleaning methods before taking down any plastic that isolates the work area from the rest of the home. The special cleaning methods should include:

- Using a HEPA vacuum to clean up dust and debris on all surfaces, followed by
- Wet wiping and wet mopping with plenty of rinse water.

When the final cleaning is done, look around. There should be no dust, paint chips, or debris in the work area. If you see any dust, paint chips, or debris, the area must be re-cleaned.



FOR PROPERTY OWNERS: AFTER THE WORK IS DONE

When all the work is finished, you will want to know if your home, child care facility, or school where children under six attend has been cleaned up properly.

EPA Requires Cleaning Verification.

In addition to using allowable work practices and working in a lead-safe manner, EPA's RRP rule requires contractors to follow a specific cleaning protocol. The protocol requires the contractor to use disposable cleaning cloths to wipe the floor and other surfaces of the work area and compare these cloths to an EPA-provided cleaning verification card to determine if the work area was adequately cleaned. EPA research has shown that following the use of lead-safe work practices with the cleaning verification protocol will effectively reduce lead-dust hazards.

Lead-Dust Testing.

EPA believes that if you use a certified and trained renovation contractor who follows the LRRP rule by using lead-safe work practices and the cleaning protocol after the job is finished, lead-dust hazards will be effectively reduced. If, however, you are interested in having lead-dust testing done at the completion of your job, outlined below is some helpful information.

What is a lead-dust test?

- Lead-dust tests are wipe samples sent to a laboratory for analysis. You will get a report specifying the levels of lead found after your specific job.

How and when should I ask my contractor about lead-dust testing?

- Contractors are not required by EPA to conduct lead-dust testing. However, if you want testing, EPA recommends testing be conducted by a lead professional. To locate a lead professional who will perform an evaluation near you, visit EPA's website at epa.gov/lead/pubs/locate or contact the National Lead Information Center at **1-800-424-LEAD (5323)**.
- If you decide that you want lead-dust testing, it is a good idea to specify in your contract, before the start of the job, that a lead-dust test is to be done for your job and who will do the testing, as well as whether re-cleaning will be required based on the results of the test.
- You may do the testing yourself. If you choose to do the testing, some EPA-recognized lead laboratories will send you a kit that allows you to collect samples and send them back to the laboratory for analysis. Contact the National Lead Information Center for lists of EPA-recognized testing laboratories.



FOR ADDITIONAL INFORMATION

You may need additional information on how to protect yourself and your children while a job is going on in your home, your building, or child care facility.

The National Lead Information Center at **1-800-424-LEAD (5323)** or epa.gov/lead/nlic can tell you how to contact your state, local, and/or tribal programs or get general information about lead poisoning prevention.

- State and tribal lead poisoning prevention or environmental protection programs can provide information about lead regulations and potential sources of financial aid for reducing lead hazards. If your state or local government has requirements more stringent than those described in this pamphlet, you must follow those requirements.
- Local building code officials can tell you the regulations that apply to the renovation work that you are planning.
- State, county, and local health departments can provide information about local programs, including assistance for lead-poisoned children and advice on ways to get your home checked for lead.

The National Lead Information Center can also provide a variety of resource materials, including the following guides to lead-safe work practices. Many of these materials are also available at epa.gov/lead/pubs/brochure.

- Steps to Lead Safe Renovation, Repair and Painting.
- Protect Your Family from Lead in Your Home
- Lead in Your Home: A Parent's Reference Guide



For the hearing impaired, call the Federal Information Relay Service at 1-800-877-8339 to access any of the phone numbers in this brochure.

EPA CONTACTS

EPA Regional Offices

EPA addresses residential lead hazards through several different regulations. EPA requires training and certification for conducting abatement and renovations, education about hazards associated with renovations, disclosure about known lead paint and lead hazards in housing, and sets lead-paint hazard standards.

Your Regional EPA Office can provide further information regarding lead safety and lead protection programs at epa.gov/lead.

Region 1

(Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)
Regional Lead Contact
U.S. EPA Region 1
Suite 1100
One Congress Street
Boston, MA 02114-2023
(888) 372-7341

Region 2

(New Jersey, New York, Puerto Rico, Virgin Islands)
Regional Lead Contact
U.S. EPA Region 2
2890 Woodbridge Avenue
Building 205, Mail Stop 225
Edison, NJ 08837-3679
(732) 321-6671

Region 3

(Delaware, Maryland, Pennsylvania, Virginia, Washington, DC, West Virginia)
Regional Lead Contact
U.S. EPA Region 3
1650 Arch Street
Philadelphia, PA
19103-2029
(215) 814-5000

Region 4

(Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee)
Regional Lead Contact
U.S. EPA Region 4
61 Forsyth Street, SW
Atlanta, GA 30303-8960
(404) 562-9900

Region 5

(Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin)
Regional Lead Contact
U.S. EPA Region 5
77 West Jackson Boulevard
Chicago, IL 60604-3507
(312) 886-6003

Region 6

(Arkansas, Louisiana, New Mexico, Oklahoma, Texas)
Regional Lead Contact
U.S. EPA Region 6
1445 Ross Avenue,
12th Floor
Dallas, TX 75202-2733
214) 665-7577

Region 7

(Iowa, Kansas, Missouri, Nebraska)
Regional Lead Contact
U.S. EPA Region 7
901 N. 5th Street
Kansas City, KS 66101
(913) 551-7003

Region 8

(Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming)
Regional Lead Contact
U.S. EPA Region 8
1595 Wynkoop Street
Denver, CO 80202
(303) 312-6312

Region 9

(Arizona, California, Hawaii, Nevada)
Regional Lead Contact
U.S. Region 9
75 Hawthorne Street
San Francisco, CA 94105
(415) 947-8021

Region 10

(Alaska, Idaho, Oregon, Washington)
Regional Lead Contact
U.S. EPA Region 10
1200 Sixth Avenue
Seattle, WA 98101-1128
(206) 553-1200

OTHER FEDERAL AGENCIES

CPSC

The Consumer Product Safety Commission (CPSC) protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. CPSC warns the public and private sectors to reduce exposure to lead and increase consumer awareness. Contact CPSC for further information regarding regulations and consumer product safety.

CPSC

4330 East West Highway
Bethesda, MD 20814
Hotline 1-(800) 638-2772
cpsc.gov

CDC Childhood Lead Poisoning Prevention Branch

The Centers for Disease Control and Prevention (CDC) assists state and local childhood lead poisoning prevention programs to provide a scientific basis for policy decisions, and to ensure that health issues are addressed in decisions about housing and the environment. Contact CDC Childhood Lead Poisoning Prevention Program for additional materials and links on the topic of lead.

CDC Childhood Lead Poisoning Prevention Branch

4770 Buford Highway, MS F-40
Atlanta, GA 30341
(770) 488-3300
cdc.gov/nceh/lead

HUD Office of Healthy Homes and Lead Hazard Control

The Department of Housing and Urban Development (HUD) provides funds to state and local governments to develop cost-effective ways to reduce lead-based paint hazards in America's privately-owned low-income housing. In addition, the office enforces the rule on disclosure of known lead paint and lead hazards in housing, and HUD's lead safety regulations in HUD-assisted housing, provides public outreach and technical assistance, and conducts technical studies to help protect children and their families from health and safety hazards in the home. Contact the HUD Office of Healthy Homes and Lead Hazard Control for information on lead regulations, outreach efforts, and lead hazard control research and outreach grant programs.

U.S. Department of Housing and Urban Development

Office of Healthy Homes and Lead Hazard Control
451 Seventh Street, SW, Room 8236
Washington, DC 20410-3000
HUD's Lead Regulations Hotline
(202) 402-7698
hud.gov/offices/lead/



SAMPLE PRE-RENOVATION FORM

This sample form may be used by renovation firms to document compliance with the Federal pre-renovation education and renovation, repair, and painting regulations.

Occupant Confirmation

Pamphlet Receipt

- I have received a copy of the lead hazard information pamphlet informing me of the potential risk of the lead hazard exposure from renovation activity to be performed in my dwelling unit. I received this pamphlet before the work began.

Printed Name of Owner-occupant

Signature of Owner-occupant

Signature Date

Renovator's Self Certification Option (for tenant-occupied dwellings only)

Instructions to Renovator: If the lead hazard information pamphlet was delivered but a tenant signature was not obtainable, you may check the appropriate box below.

- Declined** – I certify that I have made a good faith effort to deliver the lead hazard information pamphlet to the rental dwelling unit listed below at the date and time indicated and that the occupant declined to sign the confirmation of receipt. I further certify that I have left a copy of the pamphlet at the unit with the occupant.
- Unavailable for signature** – I certify that I have made a good faith effort to deliver the lead hazard information pamphlet to the rental dwelling unit listed below and that the occupant was unavailable to sign the confirmation of receipt. I further certify that I have left a copy of the pamphlet at the unit by sliding it under the door or by (fill in how pamphlet was left).

Printed Name of Person Certifying Delivery

Attempted Delivery Date

Signature of Person Certifying Lead Pamphlet Delivery

Unit Address

Note Regarding Mailing Option — As an alternative to delivery in person, you may mail the lead hazard information pamphlet to the owner and/or tenant. Pamphlet must be mailed at least seven days before renovation. Mailing must be documented by a certificate of mailing from the post office.

WARNING
LEAD WORK
POISON
NO SMOKING
OR EATING

CAUTION CAUTION CAUTION CAUTION



1-800-424-LEAD (5323)
epa.gov/getleadsafe

EPA-740-K-10-001
Revised September 2011



This document may be purchased through the **U.S. Government Printing Office** online at bookstore.gpo.gov or by phone (toll-free): **1-866-512-1800**.

HUD STANDARDS FOR STABILIZING DETERIORATED PAINT

During the initial and annual inspection, the Housing Authority will visually inspect the unit for deteriorated paint. This notice will provide directions on how to complete paint stabilization if the unit was built before 1978 and is expected to be or is occupied by a family with a child less than 6 years of age.

Loose, cracking or peeling paint may contain lead and therefore poses a serious health hazard for children under the age of 6 years.

1. TIME FRAME FOR REPAIRS

- Paint stabilization must be completed prior to occupancy
- In case of an annual inspection, paint stabilization must be completed within 30 days of notification of deteriorated paint.
- Failure to complete paint stabilization within the designated time frame will result in housing assistance payments being abated or terminated.

2. EPA RENOVATION RULE

- You must distribute the EPA Pamphlet RENOVATE RIGHT and obtain client signatures.

3. SAFE TREATMENT METHODS

- **Deteriorated surfaces:** any physical defect on a painted surface must be repaired before treating the surface.
- **Remove loose paint:** all loose paint or other loose material should be removed from the surface to be treated
- **Apply new paint:** paint stabilization includes the application of a new protective coating of paint. The surface must be dry and protected from future moisture damage before applying new protective coating or paint.

4. SAFE TREATMENT METHODS

- Wet scraping or sanding
- Chemical stripping on or off site
- Replace painted components
- Scraping with an infrared or coil-type heat gun with temperatures below 1100 degrees F
- HEPA vacuum sanding
- HEPA vacuum needle gun; and
- Abrasive sanding with HEPA vacuum
- Covering of defective paint surfaces with durable materials such as wallboard or vinyl siding with joint sealed and caulked.

5. PROHIBITED METHODS

- Open flame burning or torching
- Machine sanding or grinding without HEPA local exhaust
- Abrasive blasting or sandblasting without HEPA exhaust
- Heat guns operating above 1100 degrees F or charring pt.
- Dry scraping or dry sanding except in conjunction with heat guns or within 1ft of electrical outlets
- Paint stripping in a poorly ventilated space using a volatile stripper that is a hazardous substance

6. PROTECTIVE COATING

- Apply a new protective coating or paint over area(s) that had the paint remove

7. DE MINIMUS LEVELS

- Specialized training is required when paint stabilization disturbs painted surfaces that are above the following "De Minimus" levels:
- 20 sq. ft on exterior surface
 - 2 sq. ft in any one interior room or space
 - 10% of total surface area on an interior or exterior component with a small surface area.

Examples: windowsills and baseboard trim

8. TRAINING AND SUPERVISION

- Use properly trained and certified companies or individuals when performing any operation beyond the De Minimus levels.
- The individual performing the paint stabilization must be trained in accordance with OSHA's Hazard Communication Regulations. (29CFR 1926.59)

The individual must have met one of the following:

- A certified abatement supervisor supervises the work of the individual performing the paint stabilization.
- The supervisor has successfully completed an accredited abatement supervisor course
- The certified renovator may be a certified lead based paint abatement supervisor who has completed the 4 - hour Remodelers and Renovators refresher course.
- The individual has successfully completed an accredited lead-based paint abatement worker course.
- The individual has successfully completed the Lead - Based Paint Maintenance Training Program developed by the National Association of the Remodeling Industry.
- The individual has successfully completed the Lead - Based Paint Remodelers and Renovators Training Program developed by the National Association of the Remodeling Industry.

New Training requirements from the EPA effective April 2010 - Renovation, Repair and Painting Program Rule (RRP). You must have the following:

- Those individuals who had prior certification from one of the above listed courses must complete the 4-hour Remodelers and Renovators refresher course or attend the full 8 hour renovator course.
- The individual or company must be certified as a FIRM with the EPA or State.

9. SAFE WORK PRACTICES AND OCCUPANT PROTECTION

The following safe work practices help minimize and control the spread of lead-contaminated dust and debris while protecting residents and workers from exposure to lead:

- Cover yourself, wear eye protection, a respirator and proper clothing
- Cover the ground; seal off vents and doorways with poly-sheeting

Tenants shall not be able to enter the work site during stabilization.

- Personal belongings should be relocated and covered
- Soil and playground equipment must be protected from contamination during treatment.
- Waste and debris must be disposed of in accordance with all State and Local laws.

10. CLEANING

- The work site must be thoroughly cleaned to remove lead-based paint dust.
- Clean by washing surface with a lead specific detergent or its equivalent.
- Vacuum cleaners with HEPA filters should be used during cleanup.
- Waste and debris must be disposed of properly.

11. CLEARANCE REPORT

A Clearance Examination is the last step of paint stabilization and includes the following:

- A visual assessment of the treatment
- Collection of dust samples
- A certified lead paint inspector or risk assessor or certified clearance technician must conduct clearance
- Clearance exams are not required when deteriorated paint is less than "*De Minimus Levels*"

12. NOTICE TO OCCUPANTS

- A clearance report must be prepared by a certified clearance examiner and provided to the tenant within 15 days of the lead hazard reduction activities.
- The Housing Authority will require a copy of this notice for the tenant file.
- The unit must pass clearance and the form must be signed and returned to the Housing Authority before the unit can pass inspection.

13. MAINTENANCE

You must institute ongoing maintenance of painted surfaces and safe work practices.

- Once a year, visually assess painted surfaces to identify deterioration.
- Stabilize any deteriorated paint
- Use safe work practices.

14. ENVIRONMENTAL INTERVENTION BLOOD LEVEL (EIBL) CHILDREN

- Special procedure are required if a child under the age of 6 years residing in a subsidized unit is identified with an EIBL (Lead Poisoning). When you become aware of this situation,

immediately contact the Housing Authority and your local Health Department.

15. EXEMPTIONS

The Housing Authority may exempt from such treatment defective paint surfaces that are found in a report prepared by a certified Lead-Based inspector not to be lead-based.

16. RESOURCES

Information on certified lead-based paint inspectors is available on the State of Washington's website:
www.commerce.wa.gov search: Lead Paint Training-Washington Certified Firms.

National Lead Information Center
1-800-424-LEAD or visit their website at
www.epa.gov/lead/ulic.htm

EPA Repair and Painting rule effective April 22, 2010.
www.epa.gov/lead/pubs/renovation

Contact the HUD office of Healthy Homes and Lead Hazard Control 202-402-7698.
Or visit their website at
www.hud.gov/offices/lead

Email at lead_regulations@hud.gov

For EPA regulations visit www.epa.gov

National Center for Lead Safe Housing
410-992-0712 or visit their website at
www.lead safehousing.org



A BRIEF GUIDE TO
MOLD,
MOISTURE,
AND
YOUR HOME

**This Guide provides
information and guidance
for homeowners and
renters on how to clean
up residential mold
problems and how to
prevent mold growth.**

*U.S. Environmental Protection Agency
Office of Air and Radiation
Indoor Environments Division
1200 Pennsylvania Avenue, N. W.
Mailcode: 6609J
Washington, DC 20460
www.epa.gov/iaq*

A BRIEF GUIDE TO MOLD, MOISTURE, AND YOUR HOME

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MOLD BASICS

- The key to mold control is moisture control.
- If mold is a problem in your home, you should clean up the mold promptly *and* fix the water problem.
- It is important to dry water-damaged areas and items within 24-48 hours to prevent mold growth.

Why is mold growing in my home? Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture.



Mold growing outdoors on firewood. Molds come in many colors; both white and black molds are shown here.

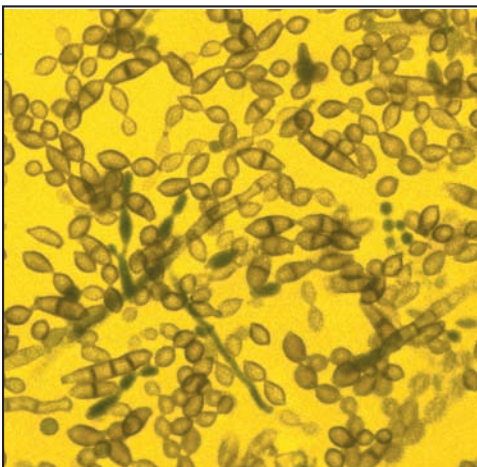
Can mold cause health problems? Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing. Molds have the potential to cause health problems. Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances (mycotoxins).

Inhaling or touching mold or mold spores may cause allergic reactions in sensitive individuals. Allergic responses include hay fever-type symptoms, such as sneezing, runny nose, red eyes, and skin rash (dermatitis). Allergic reactions to mold are common. They can be immediate or delayed. Molds can also cause asthma attacks in people with asthma who are allergic to mold. In addition, mold exposure can irritate the eyes, skin, nose, throat, and lungs of both mold-

allergic and non-allergic people. Symptoms other than the allergic and irritant types are not commonly reported as a result of inhaling mold.

Research on mold and health effects is ongoing. This brochure provides a brief overview; it does not describe all potential health effects related to mold exposure. For more detailed information consult a health professional. You may also wish to consult your state or local health department.

How do I get rid of mold? It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in house dust. The mold spores will not grow if moisture is not present. Indoor mold growth can and should be prevented or controlled by controlling moisture indoors. If there is mold growth in your home, you must clean up the mold **and** fix the water problem. If you clean up the mold, but don't fix the water problem, then, most likely, the mold problem will come back.



Magnified mold spores.

Molds can gradually destroy the things they grow on. You can prevent damage to your home and furnishings, save money, and avoid potential health problems by controlling moisture and eliminating mold growth.

MOLD

CLEANUP



Leaky window – mold is beginning to rot the wooden frame and windowsill.

If you already have a mold problem – **ACT QUICKLY.** Mold damages what it grows on. The longer it grows, the more damage it can cause.

Who should do the cleanup? Who should do the cleanup depends on a number of factors. One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (less than roughly a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. However:

- If there has been a lot of water damage, and/or mold growth covers more than 10 square feet, consult the U.S. Environmental Protection Agency (EPA) guide: *Mold Remediation in Schools and Commercial Buildings*. Although focused on schools and commercial

buildings, this document is applicable to other building types. It is available on the Internet at: www.epa.gov/mold.

- If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's *Mold Remediation in Schools and Commercial Buildings*, the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.
- If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide *Should You Have the Air Ducts in Your Home Cleaned?* before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold - it could spread mold throughout the building. Visit www.epa.gov/iaq/pubs to download a copy of the EPA guide.
- If the water and/or mold damage was caused by sewage or other contaminated water, then call in a professional who has experience cleaning and fixing buildings damaged by contaminated water.
- If you have health concerns, consult a health professional before starting cleanup.

MOLD CLEANUP GUIDELINES

BATHROOM TIP

Places that are often or always damp can be hard to maintain completely free of mold. If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing the ventilation (running a fan or opening a window) and cleaning more frequently will usually prevent mold from recurring, or at least keep the mold to a minimum.



Tips and techniques The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners or remediators may use methods not covered in this publication. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

- Fix plumbing leaks and other water problems as soon as possible. Dry all items completely.
- Scrub mold off hard surfaces with detergent and water, and dry completely.

Mold growing on the underside of a plastic lawnchair in an area where rainwater drips through and deposits organic material.



Mold growing on a piece of ceiling tile.



- Absorbent or porous materials, such as ceiling tiles and carpet, may have to be thrown away if they become moldy. Mold can grow on or fill in the empty spaces and crevices of porous materials, so the mold may be difficult or impossible to remove completely.
- Avoid exposing yourself or others to mold (see discussions: **What to Wear When Cleaning Moldy Areas** and **Hidden Mold**.)
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist. Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

WHAT TO WEAR WHEN CLEANING MOLDY AREAS



Mold growing on a suitcase stored in a humid basement.

It is important
to take
precautions to
**LIMIT
YOUR
EXPOSURE**
to mold and
mold spores.

- **Avoid breathing in mold or mold spores.** In order to limit your exposure to airborne mold, you may want to wear an N-95 respirator, available at many hardware stores and from companies that advertise on the Internet. (They cost about \$12 to \$25.) Some N-95 respirators resemble a paper dust mask with a nozzle on the front, others are made primarily of plastic or rubber and have removable cartridges that trap most of the mold spores from entering. In order to be effective, the respirator or mask must fit properly, so carefully follow the instructions supplied with the respirator. Please note that the Occupational Safety and Health Administration (OSHA) requires that respirators fit properly (fit testing) when used in an occupational setting; consult OSHA for more information (800-321-OSHA or osha.gov/).

■ **Wear gloves.** Long gloves that extend to the middle of the forearm are recommended. When working with water and a mild detergent, ordinary household rubber gloves may be used. If you are using a disinfectant, a biocide such as chlorine bleach, or a strong cleaning solution, you should select gloves made from natural rubber, neoprene, nitrile, polyurethane, or PVC (see **Cleanup and Biocides**). Avoid touching mold or moldy items with your bare hands.

■ **Wear goggles.** Goggles that do not have ventilation holes are recommended. Avoid getting mold or mold spores in your eyes.



Cleaning while wearing N-95 respirator, gloves, and goggles.

How do I know when the remediation or cleanup is finished? You must have completely fixed the water or moisture problem before the cleanup or remediation can be considered finished.

- You should have completed mold removal. Visible mold and moldy odors should not be present. Please note that mold may cause staining and cosmetic damage.
- You should have revisited the site(s) shortly after cleanup and it should show no signs of water damage or mold growth.
- People should have been able to occupy or re-occupy the area without health complaints or physical symptoms.
- Ultimately, this is a judgment call; there is no easy answer.

MOISTURE AND MOLD **PREVENTION** AND CONTROL TIPS

MOISTURE Control is the Key to **Mold Control**



Mold growing on the surface of a unit ventilator.

- When water leaks or spills occur indoors - **ACT QUICKLY.** If wet or damp materials or areas are dried 24-48 hours after a leak or spill happens, in most cases mold will not grow.

- Clean and repair roof gutters regularly.
- Make sure the ground slopes away from the building foundation, so that water does not enter or collect around the foundation.
- Keep air conditioning drip pans clean and the drain lines unobstructed and flowing properly.



Condensation on the inside of a window-pane.

- Keep indoor humidity low. If possible, keep indoor humidity below 60 percent (ideally between 30 and 50 percent) relative humidity. Relative humidity can be measured with a moisture or humidity meter, a small, inexpensive (\$10-\$50) instrument available at many hardware stores.

- If you see condensation or moisture collecting on windows, walls or pipes - ACT QUICKLY to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.

Actions that will help to reduce humidity:

- ◆ Vent appliances that produce moisture, such as clothes dryers, stoves, and kerosene heaters to the outside where possible. (Combustion appliances such as stoves and kerosene heaters produce water vapor and will increase the humidity unless vented to the outside.)
- ◆ Use air conditioners and/or de-humidifiers when needed.
- ◆ Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing, etc.

Actions that will help prevent condensation:

- ◆ Reduce the humidity (see preceding page).
- ◆ Increase ventilation or air movement by opening doors and/or windows, when practical. Use fans as needed.
- ◆ Cover cold surfaces, such as cold water pipes, with insulation.
- ◆ Increase air temperature.

Mold growing on a wooden headboard in a room with high humidity.



Renters: Report all plumbing leaks and moisture problems immediately to your building owner, manager, or superintendent. In cases where persistent water problems are not addressed, you may want to contact local, state, or federal health or housing authorities.



Rust is an indicator that condensation occurs on this drainpipe. The pipe should be insulated to prevent condensation.

Testing or sampling for mold Is sampling for mold needed? **In most cases, if visible mold growth is present, sampling is unnecessary.**

Since no EPA or other federal limits have been set for mold or mold spores, sampling cannot be used to check a building's compliance with federal mold standards.

Surface sampling may be useful to determine if an area has been

adequately cleaned or remediated. Sampling for mold should be conducted by professionals who have specific experience in designing mold sampling protocols, sampling methods, and interpreting results. Sample analysis should follow analytical methods recommended by the American Industrial Hygiene Association (AIHA), the American Conference of Governmental Industrial Hygienists (ACGIH), or other professional organizations.

HIDDEN MOLD



Mold growing on the back side of wallpaper.

Suspicion of hidden mold You may suspect hidden mold if a building smells moldy, but you cannot see the source, or if you know there has been water damage and residents are reporting health problems. Mold may be hidden in places such as the back side of dry wall, wallpaper, or paneling, the top side of ceiling tiles, the underside of carpets and pads, etc. Other possible locations of hidden mold include areas inside walls around pipes (with leaking or condensing pipes), the surface of walls behind furniture (where condensation forms), inside ductwork, and in roof materials above ceiling tiles (due to roof leaks or insufficient insulation).

Investigating hidden mold problems Investigating hidden mold problems may be difficult and will require caution when the investigation involves disturbing potential sites of mold growth. For example, removal of wallpaper can lead to a massive release of spores if there is mold growing on the underside of the paper. If you believe that you may have a hidden mold problem, consider hiring an experienced professional.

Cleanup and Biocides Biocides are substances that can destroy living organisms. The use of a chemical or biocide that kills organisms such as mold (chlorine bleach, for example) is not recommended as a routine practice during mold cleanup. There may be instances, however, when professional judgment may indicate its use (for example, when immune-compromised individuals are present). In most cases, it is not possible or desirable to sterilize an area; a background level of mold spores will remain - these spores will not grow if the moisture problem has been resolved. If you choose to use disinfectants or biocides, always ventilate the area and exhaust the air to the outdoors. Never mix chlorine bleach solution with other cleaning solutions or detergents that contain ammonia because toxic fumes could be produced.

Please note: Dead mold may still cause allergic reactions in some people, so it is not enough to simply kill the mold, it must also be removed.

Water stain on a basement wall — locate and fix the source of the water promptly.



ADDITIONAL **RESOURCES**

For more information on mold related issues including mold cleanup and moisture control/condensation/humidity issues, visit:

www.epa.gov/mold



Mold growing on fallen leaves.

This document is available on the Environmental Protection Agency, Indoor Environments Division website at: www.epa.gov/mold



Tacoma Housing Authority

HCV/HOP BRIEFING ACKNOWLEDGEMENT FORM THA Form RA-VERI-012

I have received my Tacoma Housing Authority Briefing Packet and attended the Orientation.

Print Participant's Name

Signature

Date

Department of Rental Assistance
902 South L Street • Tacoma, Washington 98405-4037
Phone 253-207-4400 • Fax 253-207-4454 • www.tacomahousing.org

