

## FLORENCE HOUSING AUTHORITY

### HOUSING CHOICE VOUCHER GRIEVANCE PROCEDURE

#### 1) GROUNDS FOR DENIAL / TERMINATION OF ASSISTANCE

Florence Housing Authority may deny or terminate program assistance for any of the following reasons listed below.

A) 24 CFR 982.552(c) (1) (i) - The family violates any family obligation.

B) 24 CFR 982.552(c) (1) (ii) - Any member of the family has been evicted from Federally-assisted housing in the last five years.

C) 24 CFR 982.552(c) (1) (iii) - Any Housing Authority has ever terminated assistance under the certificate or voucher program for any member of the family.

D) 24 CFR 982.552(c) (1) (IV) - Any family member commits fraud, bribery, or another corrupt or criminal act regarding any federal housing program.

E) 24 CFR 982.552(c)(1)(v) - The family currently owes rent or other amounts to the Housing Authority or another Housing Authority in connection with Housing Choice Voucher or Public Housing programs.

F) 24 CFR 982.552(c)(1)(vi) - The family has not reimbursed any Housing Authority for the amounts paid to an owner under a HAP contract for rent, damage to unit, or other amounts owed by family under the lease. (Note: The Housing Authority may offer a family the opportunity for a repayment agreement. The Housing Authority may prescribe the terms of the agreement.)

G) 24 CFR 982.552(c)(1)(vii) - The family breaches an agreement with the Housing Authority to pay amounts owed to the Housing Authority, or amounts paid to an owner by a Housing Authority.

H) 24 CFR 982.552(c) (1) (viii) - The family is a Family Self-Sufficiency (FSS) participant and fails to comply, without good cause, with the FSS Contract of Participation.

I) 24 CFR 982.552(c) (1) (ix) - The family has engaged in or threatened abusive or violent behavior towards Housing Authority personnel.

**NOTE:** Florence Housing Authority includes "verbal" as well as "physical abuse or violence. Use of expletives that are generally considered insulting, racial epithets, or other inappropriate language, written or oral, that is customarily used to insult or intimidate, may be cause for denial or termination. "Threatening" refers to oral or written threats or physical gestures that communicate intent to abuse or commit violence.

J) 24 CFR 982.552(c) (1) (x) - The family fails to fulfill its obligations under the Housing

Choice Voucher welfare-to-work voucher program.

K) 24 CFR 982.552(c) (1) (xi) - The family has been engaged in criminal activity or alcohol abuse.

## 2) RIGHTS TO INFORMAL HEARING AND PROCEDURES

The informal hearing requirements defined by HUD (Housing and Urban Development) regulation are applicable to participating families who disagree with an action, decision, or inaction of Florence Housing Authority. It is the policy of Florence Housing Authority to ensure that all families have the benefit of all protections due to them under the law and to resolve disputes at the lowest level possible.

The Housing Authority must provide participants with the opportunity for an informal hearing for decisions related to any of the following determinations:

- A) Determination of the family's annual or adjusted income and the computation of the housing assistance payment.
- B) Appropriate utility allowance used from schedule.
- C) Determination to terminate assistance for any reason.
- D) Determinations to terminate a family's FSS contract, withhold supportive services, or propose forfeiture of the family's escrow account.

When the Housing Authority receives a request for an informal hearing, a hearing will be scheduled within ten (10) days. The informal hearing will concern only the issues for which the family has received the opportunity for hearing.

Families have a right to:

- A) Present written or oral objections to the Housing Authority's determination;
- B) Examine the documents in the file which are the basis for the Housing Authority's action, and all documents submitted to the Hearing Officer;
- C) Copy any relevant documents at their expense;
- D) Present any information or witnesses pertinent to the issue of the hearing;
- E) Request that Housing Authority staff be available or present at the hearing to answer questions pertinent to the case; and
- F) Be represented by legal counsel, advocate, or other designated representative at their own expense.

The Hearing Officer will determine whether the action, inaction or decision of the Housing Authority is legal in accordance with HUD regulations. A written notice of the informal hearing findings will be provided and will include the following:

- A) A clear summary of the decision and reasons for the decision;
- B) If the decision involves an amount owed, the amount owed;
- C) The date the decision goes into effect.

All requests for an informal hearing, supporting documentation, and a copy of the final decision will be retained in the family's file.