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## INTRODUCTION ABOUT THE HOMECOMING

### Administrative Plan Purpose

The purpose of this document, in accordance with regulations, is to describe Fort Collins Housing Authority's (FCHA) policies for those areas in which the FCHA has discretion to establish its own policies.

### Overview of the Project

The Homecoming is an U.S. Department of Housing and Urban Development funded Single Room Occupancy Moderate Rehabilitation development that will provide 15 rental units at 811 East Myrtle Street, and 12 units at 300 First Street, Fort Collins, Colorado. The goals and objectives of the SRO housing program include the following:

1. The provision of decent, safe and secure dwellings for single, homeless persons in Larimer County.
2. The provision of support services for eligible persons, who are committed to meeting mutually defined goals for evolving from homelessness and becoming stable residents of Larimer County

### Description and History of Fort Collins Housing Authority

The Fort Collins Housing Authority is a quasi-municipal corporation organized in 1979 under the laws of the State of Colorado to provide decent, safe, and sanitary housing at affordable rents in response to the unmet housing needs of the City of Fort Collins.

## I. DEFINITION OF TERMS

### Adjusted Income

As defined in 24 CFR Part 5.

### Annual Income

As defined in 24 CFR Part 5.

### Eligible Individual

An individual who, taking into account the supportive services available to the individual, is capable of independent living and is authorized for admission to assisted housing under 24 CFR part 882.

### Homeless Individual

As defined in 24 CFR part 882.802.

### Single room occupancy

A unit for occupancy by one person who has access to food preparation and sanitary facilities.

### Supportive Services

Services that may include outpatient health services; employment counseling; nutritional counseling; information on obtaining furniture or clothing; security arrangements necessary for the protection of residents of facilities to assist the homeless; other services essential for maintaining independent living; assistance to homeless individuals in obtaining other Federal, State, and local assistance available for such individuals, including mental health benefits, employment counseling, medical assistance, and income support assistance, such as Supplemental Security Income benefits, General Assistance, and Food Stamps.

## II. OUTREACH PLAN

### Targeting the Homeless

The Fort Collins Housing Authority will engage in outreach efforts to engage homeless individuals so that they may be brought into the program. As part of the outreach effort, appropriate organizations will be contacted for assistance in locating homeless individuals.

Presentations shall be made to other agencies that may have contact with homeless individuals.

Periodically, pertinent releases will be provided to local newspapers and publications.

### Outreach Monitoring

The project committee shall periodically review the characteristics of homeless individuals. Outreach activities shall increase or decrease, as needed, to ensure that the numbers and types of individuals are consistent with outreach and program goals.

## III. THE COMMITTEE

### Establishment of the Committee

The purpose of the Committee is to recommend eligible individuals for admission to the program and refer them to the landlord (the Fort Collins Housing Corporation) for housing.

The Committee will be comprised of three SRO resident managers and at least one or more resident services staff.

### Committee Meetings

The Committee will meet with mutually agreeable regularity to review current applicants. Committee members will be required to maintain applicant and resident confidentially, execute a confidentially statement, and adhere to established policies of the Administrative Plan and Equal Opportunity Plan.

### Authority of the Committee

The Committee will maintain responsibility for recommending eligible individuals for residency. The committee will operate under the "majority rule." In the case of a tie vote, an additional resident services staff member will be asked to review the applicant information and vote.

### Committee Review

Qualified individuals may be requested to provide the Committee with additional information or documentation.

## IV. APPLICATION, SCREENING AND ELIGIBILITY

### Request for assistance

All Larimer County community agencies, both public and private sector, will be notified that homeless individuals must be referred to FCHA. Completion of the application and eligibility notification will be the responsibility of the Fort Collins Housing Authority.

### Selection Priority

Homeless individuals shall have a first priority for occupancy of housing under this program. A local preference for individuals who currently reside in an SRO unit and have to move because the property will be closed and they will be homeless is worth 5 points. Selection will be based, first on any preference, and second on date and time of application.

### Initial Determination of Eligibility

The Fort Collins Housing Authority is responsible for receipt and review of applications, and determination of eligibility for participation. The FCHA is responsible for verifying the source and amount of the

individual's income and other information necessary for determining income eligibility and the amount of the rent contribution.

The Fort Collins Housing Authority will maintain records on applicants selected to participate so as to provide HUD with racial, gender, and ethnic data. FCHA will also collect information whenever possible for entry into the Homeless Management Information System.

#### Selection of Individuals

The Fort Collins Housing Authority will refer all eligible applicants to the Committee for final approval and assignment of a case manager.

#### Ineligible Individuals

If an applicant is determined to be ineligible either at the application stage or after assistance has been provided on behalf of the individual, the FCHA shall promptly notify the individual by letter of the reasons for the determination. The letter will state that the individual has the right, within a reasonable time, to request an informal hearing. If after conducting an informal hearing the FCHA determines based on a preponderance of the evidence that the individual is ineligible, the individual will be so notified in writing. Termination of assistance for participants will not necessarily affect the individual's other rights under the lease with the landlord (the Fort Collins Housing Corporation).

#### Income Limits for Admission

To be financially eligible, the individual must provide evidence that their Annual Income for the twelve (12) month period following occupancy is not anticipated to exceed the income limits for admission, which are established by HUD.

#### Record Keeping

In accordance with HUD requirements the FCHA will maintain records on all individuals that apply and participate as to racial, gender, and ethnic data. The FCHA will also retain copies of applications, notices to applicants, and applicant responses for a period of three (3) years.

#### Background Checks

##### 1. Verification of Homelessness

Applicants will be screened to determine if they qualify under the definition of Homeless. Verification may be required from a homeless shelter, hospital, installation, or police department. Verification may also include eviction notices or other information regarding the individual's current housing circumstances.

##### 2. Rental History Documentation

An eligible individual will be responsible for supplying relevant rental history documentation, which will include any or all of the following:

-Letters from previous landlords/shelters

-Letters of support from relevant, previously used services which would indicate appropriate behavior

-Referrals that indicate concern and problems with previous housing and/or landlords may be referred to LCMH project staff to determine if LCMHC intervention has the potential to correct inappropriate behavior, or to deny residency in compliance with Fair Housing Laws.

##### 3. Criminal and Sex Offender Information

A criminal background check and a check of the sex offender registry will be run on all applicants.

#### Information Sessions

A personal information session is held for individuals and is held at the FCHA office by the Housing Coordinator for the SRO program.

If needed, home information sessions can be scheduled to provide reasonable accommodations to applicants. Provisions will be made to have the elderly, handicapped, disabled, and those unable to travel, informed at their current residence.

Any applicant scheduled for certification who fails to attend the scheduled information appointment shall be rescheduled for the next available appointment. Those who have not contacted the Fort Collins Housing Authority (FCHA) to reschedule after the second missed appointment will have their application closed. The applicant must then reapply for the program.

#### Welcome Packet Information

When an applicant is accepted for the SRO program at an information appointment the individual receives a packet containing the following information:

1. A copy of the HUD booklet regarding lead-based paint poisoning hazards, symptoms, precautions, and possible testing sites.
2. A copy of the HUD booklet regarding Fair Housing information.
3. A copy of the HUD Lease Addendum.
4. A copy of the Case Management Lease Addendum.
5. A copy of the Statement of Family Responsibility form.
6. A statement regarding the applicant's right to the hearing process and the procedure necessary to file for a hearing.

#### Verification of Income and Other Factors

The Fort Collins Housing Authority whenever possible will use third-party verification forms to verify family income, assets, and allowances. The FCHA recognizes that third-party verifications provide the most accurate and reliable results.

Written inquiries will include a statement of the purpose of the inquiry along with a signed release from the applicant.

Other documents, such as those provided by the individual, may be used as a basis for a preliminary determination. These documents may be used as the only verification in either of the following situations:

- Third-party verification is not feasible
- The third-party source will not or cannot provide the necessary verification within four (4) weeks.

The FCHA will attempt to review original documents to preclude the alteration of photocopies.

All verifications will be obtained within sixty (60) days of the initial lease date and each subsequent reexamination.

#### Lack of Third Party Verification

If third-party written verifications are not possible, a review of documentation provided by the family such as benefit checks, income tax returns benefit award letters, savings and checking account statements, U.S. savings bond redemption value, and other supporting documents may be accepted.

The FCHA will document the reason why another method of verification was used. The FCHA reserves the right to determine acceptable means of verification in individual situations.

#### Record Keeping

The Fort Collins Housing Authority will ensure that tenant files contain documentation of all verifications. The lease, lease addendum and tenant's application will be kept during the term of assistance and 3 years thereafter. All other records will be kept for 3 years.

### V. SUPPORTIVE SERVICES

#### Supportive Service Network

The Committee will coordinate the county wide network of support services providers to apprise and educate community agencies of the SRO Program. Individual agency staff training will be made available.

The public and private service agencies to be targeted for means of providing a solid networking system include, but are not limited to the following:

- Brain Injury Recovery Program
- Catholic Charities Northern (the Mission)
- Colorado Rehabilitation Services
- Colorado Rural Legal Services
- Colorado State University
- Crossroads Safehouse
- Day shelters in the community
- Disabled Resource Services
- Foothills Gateway
- Fort Collins Area United Way
- 211 of Larimer County
- Larimer County Department of Human Services
- Larimer County Workforce Center
- Local Churches and/or other religious affiliations
- Loveland Housing Authority
- Lutheran Family Services
- Northern Colorado Aids Project
- Poudre Valley Hospital
- Project Self-Sufficiency
- Red Cross
- Salvation Army
- Women's Center
- Fort Collins Police Department
- The Murphy Center

#### Community Support

Support and cooperation from the community, including proximity homeowners/renters and local businesses will be enlisted. Educational workshops emphasizing the crisis need for housing, resulting homelessness, and the SRO Homecoming focus on resident stability and community benefit will be provided.

#### MECHANISM TO MONITOR THE PROVISION OF SUPPORTIVE SERVICES

#### Fort Collins Housing Authority

The FCHA, as administrator, will be the responsible agent to monitor:

1. Identification and referral of low-income homeless individuals in need of housing, including a preliminary determination of eligibility for admission.
2. Counseling to all clients to consider and apply for all appropriate and available assisted housing programs in Larimer County.
3. To assure that supportive services, to the greatest extent possible, are:
  - a) Based on the individual's needs and preferences
  - b) Safe, decent, and accessible to transportation
  - c) Offered in the least restrictive manner
  - d) Flexible in terms of site, intensity and schedule.
4. Provision of or identification of specific agencies to provide mental health/support services to residents, as agreed to by the individual and Committee, including, but not limited to the following:
  - a) Case Management services

- b) Rehabilitation, vocational training, employment assistance
  - c) Income support and benefits
  - d) General health care and dental services
  - e) Alcohol and/or drug abuse treatment
  - f) Consumer and family involvement
  - g) Legal protections, including those provided under civil rights laws, the Fair Housing Act, the Americans with Disabilities Act, and Section 504 of the Rehabilitation Act of 1973.
5. Access and provision of training for assigned staff and agency representatives on understanding needs of homeless individuals, including the more vulnerable mentally and physically challenged persons
  6. Community education and advocacy for ongoing supportive efforts of the Housing Authority to meet the housing need of the homeless.
  7. Identification and adherence to requirements or standards regarding confidentiality of client information, including the client's permission to release information to cooperating agencies.
  8. Administration of all policies and procedures on anon-discriminatory basis in accordance with the Fair Housing Act, the Americans with Disabilities Act, and Section 504 of the Rehabilitation Act of 1973.

## VI. ELIGIBILITY

### Denial or Termination of Assistance

The Housing Authority may at any time deny admission to an applicant, or terminate program assistance for a participant, because of any of the following:

1. If the individual violates any of their family obligations under the program.
2. If an individual fails to sign and submit consent forms.
3. If an individual fails to establish citizenship or eligible immigration status and is not eligible for or does not elect continuation of assistance, pro-ration of assistance, or temporary deferral of assistance
4. If any individual has ever been evicted from public housing.
5. If the Housing Authority has ever terminated assistance under the Voucher Program for any individual.
6. If any individual commits drug-related criminal activity, or violent criminal activity.
7. If any individual commits fraud, bribery or any other corrupt or criminal act in connection with any Federal housing program.
8. If the individual currently owes rent or other amounts to the Housing Authority or to another Housing Authority in connection with Section 8 or Public Housing assistance under the 1937 Act.
9. If the individual has not reimbursed any Housing Authority for amounts paid to an owner under a HAP contract for rent, damages to the unit, or other amounts owed by the individual under the lease.
10. If the individual breaches an agreement with the Housing Authority to pay amounts owed to a Housing Authority, or amounts paid to an owner by a Housing Authority. (The Housing Authority, at its discretion, may offer a family the opportunity to enter an agreement to pay

amounts owed to a Housing Authority or amounts paid to an owner by a Housing Authority. The Housing Authority may prescribe the terms of the agreement.)

11. If an individual participating in the SRO program fails to comply, without good cause, with the individual SRO contract of participation.
12. If the individual has engaged in or threatened abusive or violent behavior toward Housing Authority personnel. Such behavior would include using profane, racially or sexually abusive language towards Housing Authority employees.
13. If any individual is subject to a registration requirement under a State sex offender registration program.
14. If an individual illegal use (or pattern of illegal use) of a controlled substance, or whose abuse (or pattern of abuse) of alcohol, is determined by the FORT COLLINS Housing Authority to interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents.
15. If any individual has been convicted of a felony within the past year.

Criminal activity directly relating to domestic violence, dating violence, or stalking shall not be cause for termination of assistance if the participant is the victim or threatened victim of that domestic violence, dating violence, or stalking.

## VII. INFORMAL REVIEWS AND HEARINGS

### Informal Review for the Applicant

The Fort Collins Housing Authority will give an applicant for participation in the Single Room Occupancy program prompt notice of a decision denying assistance to the applicant. The notice will contain a brief statement of the reasons for the Fort Collins Housing Authority decision. The notice will state that the applicant may request an informal review within 10 business days of the denial and will describe how to obtain the informal review.

### When an Informal Review is not required

The Fort Collins Housing Authority will not provide the applicant an opportunity for an informal review for any of the following reasons:

1. General policy issues or class grievances.
2. Discretionary administrative determinations by the Fort Collins Housing Authority.

### Informal Review Process

The Fort Collins Housing Authority will give an applicant an opportunity for an informal review of the Fort Collins Housing Authority decision denying assistance to the applicant. The procedure is as follows:

1. The review will be conducted by any person or persons designated by the Fort Collins Housing Authority other than the person who made or approved the decision under review or a subordinate of this person.
2. The applicant will be given an opportunity to present written or oral objections to the Fort Collins Housing Authority decision.
3. The Fort Collins Housing Authority will notify the applicant of the Fort Collins Housing Authority decision after the informal review within 14 calendar days. The notification will include a brief statement of the reasons for the final decision.

### Considering Circumstances

In deciding whether to terminate assistance because of action or inaction by the individual, the Housing Authority may consider all of the circumstances in each case, including the seriousness of the case, the extent of participation or culpability of individuals.

If the Housing Authority seeks to terminate assistance because of illegal use, or possession for personal use, of a controlled substance, or pattern of abuse of alcohol, such use or possession or pattern of abuse must have occurred within one year before the date that the Housing Authority provides notice to the individual of the Housing Authority determination to deny or terminate assistance. In determining whether to terminate assistance for these reasons the Fort Collins Housing Authority will consider evidence of whether the household member:

1. Has successfully completed a supervised drug or alcohol rehabilitation program (as applicable) and is no longer engaging in the illegal use of a controlled substance or abuse of alcohol;
2. Has otherwise been rehabilitated successfully and is no longer engaging in the illegal use of a controlled substance or abuse of alcohol; or
3. Is participating in a supervised drug or alcohol rehabilitation program and is no longer engaging in the illegal use of a controlled substance or abuse of alcohol.

### Informal Review Procedures for Denial of Assistance on the Basis of Ineligible Immigration Status

The applicant individual may request that the Fort Collins Housing Authority provide for an informal review after the individual has notification of the INS decision on appeal, or in lieu of request of appeal to the INS. This request must be made by the applicant family within 30 days of receipt of the *Notice of Denial or Termination of Assistance*, or within 30 days of receipt of the INS appeal decision.

For applicant individual, the Informal Review Process above will be utilized with the exception that the applicant individual will have up to 30 days of receipt of the *Notice of Denial or Termination of Assistance*, or of the INS appeal decision to request the review.

### Informal Hearings for Participants

#### A. When a Hearing is Required

1. The Fort Collins Housing Authority will give a participant individual an opportunity for an informal hearing to consider whether the following Fort Collins Housing Authority decisions relating to the individual circumstances of a participant individual are in accordance with the law, HUD regulations, and Fort Collins Housing Authority policies:
  - a. A determination of the individual's annual or adjusted income, and the use of such income to compute the housing assistance payment.
  - b. A determination to terminate assistance for a participant individual because of the individual's action or failure to act.
  - c. A determination to terminate assistance because the participant individual has been absent from the assisted unit for longer than the maximum period permitted under the Fort Collins Housing Authority policy and HUD rules.
2. In cases described in paragraphs (A)(1)(b), and (c), of this Section, the Fort Collins Housing Authority will give the opportunity for an informal hearing before the Fort Collins Housing Authority terminates housing assistance payments for the individual.

B. When a Hearing is not Required

The Fort Collins Housing Authority will not provide a participant individual an opportunity for an informal hearing for any of the following reasons:

1. Discretionary administrative determinations by the Fort Collins Housing Authority.
2. General policy issues or class grievances.
3. A Fort Collins Housing Authority determination that an assisted unit is not in compliance with HQS. (However, the Fort Collins Housing Authority will provide the opportunity for an informal hearing for a decision to terminate assistance for a breach of the HQS caused by the individual.)
4. A determination by the Fort Collins Housing Authority to exercise or not exercise any right or remedy against the owner under the contract.

C. Notice to the Individual

1. In the cases described in paragraphs (A)(1)(a) of this Section, the Fort Collins Housing Authority will notify the individual that the individual may ask for an explanation of the basis of the Fort Collins Housing Authority's determination, and that if the individual does not agree with the determination, the individual may request an informal hearing on the decision.
2. In the cases described in paragraphs (A)(1)(b), and (c), of this Section, the Fort Collins Housing Authority will give the individual prompt written notice that the individual may request a hearing within 10 business days of the notification. The notice will:
  - a. Contain a brief statement of the reasons for the decision; and
  - b. State this if the individual does not agree with the decision, the individual may request an informal hearing on the decision within 10 business days of the notification.

D. Hearing Procedures

The Fort Collins Housing Authority and participants will adhere to the following procedures:

1. Discovery
  - a. The individual will be given the opportunity to examine before the hearing any Fort Collins Housing Authority documents that are directly relevant to the hearing. The individual will be allowed to copy any such document at the individual's expense. If the Fort Collins Housing Authority does not make the document(s) available for examination on request of the individual, the Fort Collins Housing Authority may not rely on the document at the hearing.
  - b. The Fort Collins Housing Authority will be given the opportunity to examine, at the Fort Collins Housing Authority's offices before the hearing, any individual documents that are directly relevant to the hearing. The Fort Collins Housing Authority will be allowed to copy any such document at the Fort Collins Housing Authority's expense. If the individual does not make the document(s) available for examination on request of the Fort Collins Housing Authority, the individual may not rely on the document at the hearing.

Note: The term **document** includes records and regulations.

2. Representation of the Individual

At the individual's own expense, a lawyer or other person may represent them.

3. Hearing Officer

- a. The hearing will be conducted by any person or persons designated by the Fort Collins Housing Authority, other than a person who made or approved the decision under review or a subordinate of this person.
- b. The person who conducts the hearing will regulate the conduct of the hearing in accordance with the Fort Collins Housing Authority hearing procedures.

4. Evidence

The Fort Collins Housing Authority and the individual must have the opportunity to present evidence and may question any witnesses. Evidence may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings.

5. Issuance of Decision

The person who conducts the hearing must issue a written decision within 14 calendar days from the date of the hearing, stating briefly the reasons for the decision. Factual determinations relating to the individual circumstances shall be based on a preponderance of the evidence presented at the hearing.

6. Effect of the Decision

The Fort Collins Housing Authority is not bound by a hearing decision:

- a. Concerning a matter for which the Fort Collins Housing Authority is not required to provide an opportunity for an informal hearing under this Section, or that otherwise exceeds the authority of the person conducting the hearing under the Fort Collins Housing Authority hearing procedures.
- b. Contrary to HUD regulations or requirements, or otherwise contrary to Federal, State, or local law.
- c. If the Fort Collins Housing Authority determines that it is not bound by a hearing decision, the Fort Collins Housing Authority will notify the individual within 14 calendar days of the determination, and of the reasons for the determination.

E. Considering Circumstances

In deciding whether to terminate assistance because of action or inaction by the individual, the Housing Authority may consider all of the circumstances in each case, including the seriousness of the case, the extent of participation or culpability of individual.

If the Housing Authority seeks to terminate assistance because of illegal use, or possession for personal use, of a controlled substance, or pattern of abuse of alcohol, such use or possession or pattern of abuse must have occurred within one year before the date that the Housing Authority provides notice to the individual of the Housing Authority determination to deny or terminate assistance. In determining whether to terminate assistance for these reasons the Fort Collins Housing Authority will consider evidence of whether the household member:

1. Has successfully completed a supervised drug or alcohol rehabilitation program (as applicable) and is no longer engaging in the illegal use of a controlled substance or abuse of alcohol;
2. Has otherwise been rehabilitated successfully and is no longer engaging in the illegal use of a controlled substance or abuse of alcohol; or
3. Is participating in a supervised drug or alcohol rehabilitation program and is no longer engaging in the illegal use of a controlled substance or abuse of alcohol.

F. Informal Hearing Procedures for Denial of Assistance on the Basis of Ineligible Immigration Status

The participant may request that the Fort Collins Housing Authority provide for an informal hearing after participant has notification of the INS decision on appeal, or in lieu of request of appeal to the INS. This request must be made by the participant within 30 days of receipt of the *Notice of Denial or Termination of Assistance*, or within 30 days of receipt of the INS appeal decision.

For the participant, the Informal Hearing Process above will be utilized with the exception that the participant will have up to 30 days of receipt of the *Notice of Denial or Termination of Assistance*, or of the INS appeal decision.

### VIII. RESPONSIBILITY OF THE INDIVIDUAL

#### Responsibility

An individual receiving housing assistance under this program must fulfill all of its obligations under the Statement of Family Responsibility.

No individual may engage in drug-related criminal activity or violent criminal activity. Failure of the individual to meet its responsibilities, the Statement of Responsibility shall constitute grounds for termination of assistance by the FCHA.

#### Regular Reexaminations

Individuals receiving assistance are required at least annually to supply verification of income and other requested material to the Fort Collins Housing Authority. After consultation with the individual and upon verification of the information, the Fort Collins Housing Authority will make the appropriate adjustments in the Total Tenant Payment in accordance with CFR 24 part 813.

#### Interim Reexaminations

The individual may at any time report a reduction in income, or an increase in medical expenses, to the Fort Collins Housing Authority. FCHA will ask the individual to complete the appropriate paperwork to report the change and will process the certification. Generally, changes must be reported by the 20<sup>th</sup> of the month to take effect for the 1<sup>st</sup> of the following month.

#### Overcrowded Units

No more than one individual will be allowed to occupy a unit (SRO). If the FCHA determines that anyone other than, or in addition to the Eligible Individual is occupying an SRO unit assisted under this program, the FCHA will take all necessary action, as soon as reasonably feasible, to ensure that the unit is occupied by only one eligible individual.

#### Permit Inspections

At least once a year, the Housing Authority is required to inspect each room. Failure to comply may result in termination of Housing Assistance Payments.