

Housing Choice Voucher (HCV) Program

Jasper County Public Housing Agency (JCPHA)



Funded by: Department of Housing and
Urban Development (HUD)

Housing Assistance Program's Staff

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Housing Choice Voucher (HCV) Program Introduction

- The Housing Choice Voucher Program (HCV) was established by Congress through the U.S. Department of Housing and Urban Development (HUD). This program allows the voucher holder to find a home in a neighborhood of their choice.
- Jasper County Public Housing Agency (JCPHA) administers this program through Economic Security Corporation of SW Area (ESC).

Programs Associated with HCV

- **Housing Choice Voucher Program**
- **Family Self-Sufficiency Program**

HCV - Family Self- Sufficiency (FSS) / New Beginnings Program

- 5 year program.
- Guide towards employment opportunities!
- Counseling to gain economic independence!

HCV -- FSS Responsibilities

- Coordinator and participant meet monthly.
- participant contacts Coordinator by either phone or email.
- Works on setting employment, housing and educational goals
- Coordinator provides annual credit escrow amounts to the participant.

Housing Choice Voucher Program

- Tenant Obligations
- Documentation required – Annually
- Leasing information
- Income limits
- Basic rules
- Terminations
- Moving with continued assistance
- Porting out of the JCPHA's area

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

Supply any information that JCPHA determines is necessary including the following items:

- Evidence of citizenship for all members of household and any new members that might be added in the future.
- Evidence of eligible immigration status
- It is your responsibility to supply **all** information requested by the JCPHA for use in a regularly scheduled re-examination or interim re-examination of family income and composition

Review of JCPHA's HCV's Tenant/Family Obligations

The family **MUST:**

- Provided requested information that includes any certification forms, release of information forms, checking account statements, and all other documents requested by the JCPHA
- Disclose and verify social security numbers,
- Sign all consent forms by all members of the household who are 18 years of age or older.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

Supply all information requested by the JCPHA to verify that the family is living the home or information related to family absence from the home.

- An example: a member moves out of the home, documentation could include a rent receipt showing their new address or a utility bill with their name/address, letter from US postal service showing mail for that person being forwarded to a new address, or if it is a child, a statement from Social Services showing they are removed from the families food stamp case.

Review of the JCPHA HCV's Tenant's Obligation

The family **MUST:**

- Promptly notify the JCPHA in writing when the family or a family member is away from the home for more than 10 days.
- An example, if you are called away due to a family member's illness to New York City, NY to take care of them, you must contact us in **writing** and then you will be required to provide to us within 10 days a medical note from the hospital or doctor.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Allow the JCPHA to inspect the home at reasonable times and after reasonable notice, which our policy is 24 hour notice (can be posted on your door).

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Notify the JCPHA and the Landlord in writing before moving out of the home or terminating lease.
- Remember if you want to move with assistance – LOOK IN YOUR BRIEFING PACKET for the GREEN TO GO – Sheet, in the center section of the packet.
- You must contact your Housing Assistance Coordinator and set up a moving meeting.
- You must provide 30 to 45 days written notice to the Landlord and a copy of that notice to the JCPHA before you can move.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Use the assisted home for residence by the family (Only members listed on your annual application are allowed).
- You may not move people in the assisted home except on an annual basis and with approval.
- Exception: newborns, court awarded custody and state appointed custody
- This must be your only residence.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Promptly (within 10 days) notify the JCPHA in writing of the birth, adoption or court awarded custody of a child.
- Provide citizenship documentation, update application, sign required documents and other required documents
- All new members of a household must be approved in writing by the current landlord and the JCPHA, in advance of a child moving into the home. (Documentation is required)

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Request JCPHA and Landlords written approval to add any other family member to your existing application and housing home.
- This must be completed in advance of the a family member moving in
- Paperwork must be completed and an appointment is required as well.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Promptly (within 10 days) notify the JCPHA in writing if any family member no longer lives in the home.
- An example: your spouse moves out, you will need to contact our office and set up a meeting time to get your information updated, plus you will need to provide some additional documentation.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Provide to the JCPHA within 10 days of your receipt of a written eviction notice by your landlord.
- This will give the JCPHA an opportunity to review the eviction notice to determine if you are eligible for continued HCV assistance or if you will be terminated from the HCV program.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Pay utility bills and supply appliances that the owner is not required to supply under the lease agreement.
- Please notify your Housing Assistance Coordinator if you are having trouble paying your utility bills, they can refer you organizations that could assist you.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Maintain all utilities for the home all year round.
- Example: In the summertime, you may not turn off your natural gas service because this would be a violation of your tenant obligations and would cause the termination of your HCV assistance.

Review of JCPHA's HCV Tenant's Obligation

The family **MUST:**

- Supply any and all information requested by the JCPHA to verify that the family is living in the home.
- Cooperate with the JCPHA in this area
- Promptly (within 10 days) notify the JCPHA if absent from the home.

Review of JCPHA's HCV Tenant's Obligation

All information the family supplies to the JCPHA must be true and complete.

Please review the Fraud handout in this packet

Failure to provide income, household composition, etc. is just cause for termination from this program.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Own or have interest in the home.
- An "Own" example: you are a co-owner of the housing home that you have selected.
- An "Interest" example: your parents own the home that you have selected.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Commit any serious or repeated violation of the lease agreement.
 - Landlords will be providing the JCPHA with this information in writing.
 - This includes the tenant not paying your portion (30%) of the rent. This is just cause for you to be terminated from the program.
 - If you are having difficulties with a landlord that you can not resolve after talking with them in person, then you may contact the JCPHA, however, that does not preclude you from paying your portion of the rent.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Commit fraud, bribery or any other corrupt or criminal act in connection with the HCV program.
- An example: Ask the landlord to lower the rent so it meets the payment standard, then tell them you will pay the difference, **this is fraud**. If the landlord would ask you to do this, this would be fraud as well so you should report this to the JCPHA immediately.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Participate in illegal drug or violent criminal activity or other criminal activity that threatens the health, safety or rights of others, which includes your neighborhood.
- REMINDER: A family member that is charged has just threatened your HCV assistance and your assistance will be terminated.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Sublease, let the housing home, assign the lease or transfer the home.
 - An example: you may not move out of the home and allow someone else to live there.
- This is a violation of Missouri Landlord tenant law as well. Please refer to that booklet in your briefing packet.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Receive a Housing Choice Voucher while receiving another housing subsidy, for the same home or a different home under any other Federal, state or local housing assistance program.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and/or persons residing in the immediate vicinity of the premises.
- An example: Too many loud parties that cause neighbors to complain and/or law enforcement to become involved. This is a perception by your neighbors not the tenant. Make sure you chose your home where you can live.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Damage the home (other than damage from ordinary wear and tear) or permit a guest(s) to damage the home or premises.
 - Reasonable tenant damages can be required to be paid to the landlord (with written verification).
 - Failure to pay damages to landlord can result in termination from the HCV program.
- Please be responsible when you have guests over to your home, including late night parties, loud music, etc.

Review of JCPHA's HCV Tenant's Obligation

The family must **NOT**:

- Use a Housing Choice Voucher program assistance while residing in a home owned by a parent, child, grandparent, grandchild, sister or brother of **any** member of the family, unless the JCPHA has determined (and has notified the owner and the family in writing of such determination) that approving rental of the home, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with a verifiable disability.

Review of JCPHA's HCV Tenant's Obligation

The family is responsible for a Housing Quality Standards deficiency caused by the family

Failure to correct any HQS inspection deficiency cited within 30 days will be cause for termination.

Signing the Tenant Obligations

- Remember **ALL** adult members of the household (over 18 years of age) are required to sign this document. &
- **ALL** adult members of the household are responsible for all of these obligations

What to Remember! So Far!

- 1: Ten (10) days to report anything that changes
- 2: Do not add or allow anyone to move into your household until you have written approval from the JCPHA. No one is allowed to stay for more than 10 days.
- 3: Do Not Move from my home, until you have written approval from the JCPHA.
- 4: Call JCPHA! Call the JCPHA! Call the JCPHA if you have any questions!

It is the tenant's obligation to provide the JCPHA and HUD with all requested information

- If the tenant will not supply the request information the JCPHA will exercise it's discretionary obligation to terminate the tenant from the program.

When Can I Add a members to my Household?

- Only during your Annual Re-certification:
 - Drivers license or Gov't. issued picture ID for anyone in the household 18 and over.
 - Birth certificate copies for everyone in the household under the age 18.
 - Social Security Card copies for EACH member of the household.
 - Current proof of income. Includes: child support, SSI, TA, wages, etc.
 - Asset information: Checking acct, Saving acct., CD, IRA, 401K, annuities, life insurance, etc.

What type of Housing home Can I Rent?

- You may lease a house, apartment, or mobile home.
- You will work directly with the landlord in paying your portion of the rent (required), maintenance/repairs & concerning all other conditions of your lease.
- While in this program, should a problem arise in the area of safety and health, that cannot be worked out, please contact the Housing Agency.

What is my portion of the Rent?

- The rent portion paid by the resident is the difference between the Housing Agency's payment and the Full Contracted Rent of the home, called the Total Tenant Payment (TTP).
- JCPHA pays the landlord directly.

Who pays the Security Deposit?

- HCV participants are responsible for their own Security Deposits and Utility Deposits.
- The Housing Coordinator may be about to refer you to some places that may be able to assist in this area.

What are the HCV Income Guidelines?

Program Income Eligibility Guidelines

**Referred to as the maximum income –
50% AMI
handout**

Basic Rules to Remember

You may lease up in only Jasper, Newton, Barton & McDonald Counties & outside the City Limits of Joplin.

You may NOT lease a home, apartment or mobile home in the City Limits of Joplin.

Basic Rules to Remember

You may lose your Housing Assistance:

- You **MUST** take all mailing seriously, failure to pick up a certified letter could result in termination of your housing assistance.

If you have a person living with you unreported or fail to report all household income you are committing fraud, punishable by law, resulting in termination of the program (Tenant Obligations – you are signing this form today).

Basic Rules to Remember

- You must have written landlord permission and the JCPHA written approval before allowing anyone to move into your household.
- All newborns must be reported within 10 days.

Basic Rules to Remember

- Effective June 1, 2005, all HCV participants must pay a minimum \$50.00 towards their rent and utilities. (**gross rent**).

Household Changes:

- You must report changes in income or household members within 10 days. If your income increases you will have a 30 day grace period before it will affect your rent.

We must have hard-copy documentation of any changes in income or household composition, which is your responsibility to provide to the Housing staff. When you submit a change in household income or composition, you will receive a Payment Change Form.

Tenant Correspondence:

- All changes must be reported by the 25th of the month in order to affect the following month's rent.
- You will receive a "Payment Change Form" in the mail from this office to reflect changes, that will come after the 25th of the month, if you don't you should contact your case worker.

HCV - Terminations

- Failure to re-certify annually.
- Eviction from your rental home will result in termination from the program.
- Disconnection of utilities for non-payment will result in termination from the program - ANYTIME.
- Subleasing or allowing others to live with you unreported will result in termination from the program.

HCV - Terminations

- Violation of the lease, criminal activity, illegal drug activity or violent criminal activity will result in termination from the program.
- Criminal background checks are performed on all adults entering the program. Illegal drug activity and violent criminal activity within 5 years will disqualify you for participation in this program.

Moving with Continued Assistance
Look for your "Green to Go" Green sheet
(Center section of packet)

Tenants who have resided at an address for one year while on the HCV Program may move if the proper procedure is followed.

1. Call your Housing Coordinator
2. Have meeting with your Housing Coordinator about next steps
3. The tenant must give the landlord a written 45 day notice of intent to move **AND** a copy to the JCPHA.
4. Notice to Move should be given on the first of the month for the first of the following month.
5. Now you may receive a new Request For Tenancy Approval Form and sign a new voucher.

Moving with Continued Assistance

The new home must pass inspection **before** you can move in. Do **NOT** move until we notify you.

A new one year lease and HAP contract must be completed.

Moving into an unapproved home and not following the correct procedure **will result in the termination** of your participation in the HCV Program.

HCV – Portability
Porting-Out (Leaving)

- Must be in the HCV program for at least 12 months.
- The JCPHA will review the Receiving PHA's (where you are going) payment standard.
- The payment standard must not place an undue financial burden on the JCPHA.

Annual Re-certification

- EACH YEAR YOU WILL BE REQUIRED TO COMPLETE AN ANNUAL REVIEW, which is referred to as a re-certification. This will include an annual housing inspection, submitting all household information including household members proof of wages, income and asset documentation (banking statements, CD's, etc.)

Annual Re-certification Problems

- THE # 1 REASON PEOPLE ARE TERMINATED FROM THE PROGRAM: "**FAILURE TO RE-CERTIFY**", which means the household usually did not provide the required documentation.
- Annual re-certification is required for this program.
- You must complete the packet that is mailed to you and provide all income documentation within the time frame stated on your letter.

Everyone should have a Pen!

**Now we are
ready to start
filling out forms**

Acknowledgement

- This document is confirmation you attended a briefing and received a Housing Briefing Packet and was given the "Green to Go" moving with continued assistance sheet.

"Obligations of the Family"

- Please read the entire document regarding The "Obligations of the Family". Questions?? Ask!!
- Please sign & date this document.
- All adults in household must sign this form.

Lead Based Paint Information

- Your briefing packet includes a lead-based paint booklet, read about the dangers!
- A home containing lead-based paint will **NOT** pass inspection for a household with pregnant women or children under 6 years of age.
- Please sign the document in your packet to verify you received the information booklet about the dangers of lead based paint & return to the Housing Assistance Coordinator.

**Family Self Sufficiency (FSS)
Program - Homeownership**

- A program designed to assist families in saving money for the purchase of a home.
- For existing HCV participants, only.
- This program is designed for people going to school or having earned income.

VIOLENCE AGAINST WOMEN ACT

- What Applicants, Tenants, Owners and Landlords Need to Know
- Your Briefing packet includes a Violence Against Women Act handout. (please read)
- Please sign and date.
- **Item to remember about this item:** If you are victim of violence and receiving assistance through the HCV program, remember the HCV voucher will stay with the victim not the abuser, please contact your Housing Assistance Coordinator if you have any questions.

**Requirement of Rent Paid by
HCV Participants**

Participants of the HCV Program are required to pay 30 % of their adjusted monthly income towards the gross rent.

Gross rent is defined as (=) **rent** + utility allowance.

Adjusted Monthly Income

Annual gross income minus
(-) deductions, divided by 12
months

Allowable Deductions

- Children \$480.00 each
- Elderly or Disabled - Head of Household or Spouse - \$400.00
- Some out of pocket medical expenses (must be IRS medical requirements & documentation)
- Daycare costs in order to work or attend school
- All of these items are required to be documented in the household's file to be eligible to receive these allowable deductions

**TTP – Total Tenant Payment
Client Contribution**

Adjusted monthly
income

X

30 (%) Percent

Example #1

Household income: \$11,800

<u>Monthly Gross</u>	<u>Annualized Gross</u>	<u>Source</u>
\$833	\$10,000	Wages
\$150	\$1800	CS

Deductions \$480 (1 Child)

$\$11,800 - 480 = \$11,320$ (Adj. Annual Income)
 $\$11,320$ divided by 12 = **\$943** (adj. Monthly Income)
 $\$943 \times .30 = \283 TTP

\$283 towards rent & utilities.

Example #2

Household income: \$7236

<u>Monthly Gross</u>	<u>Annualized Gross</u>	<u>Source</u>
\$603	\$7236	SSI

Deductions \$400 (Disabled Head of Household)

$\$7236 - \$400 = \$6836$ (Adj. Annual Income)
 $\$6836$ divided by 12 = **\$570** (Adj. Monthly Income)

$\$570 \times .30 = \171 TTP

\$171 towards rent & utilities

What is a Utility Allowance?

- Each rental home is assessed for the number of bedrooms and type of energy used. A utility allowance is calculated using predetermined rates for each type of energy (electric, natural gas, propane) and bedroom size. These rates are determined by Jasper County Public Housing Agency annually.
- The rent and utility allowance must be equal to or less than the payment standard for the size voucher you qualify for.
- You should have charts in your briefing package by county

What is an HCV Program Payment Standard?

- This is based on the U.S. Housing & Urban Development (HUD) Program review of a rent survey completed each year and is referred to as the Fair Market Rent (FMR).
- This FMR is designed to provide safe and affordable housing to people with very low incomes by setting "reasonable rents" that can be charged by a landlord by housing type (apartment, duplex, etc.)
- The JCPHA then sets based on the FMR a payment standard which is the maximum amount of rent that can be paid for a particular housing type.
- You must keep in mind that gross rent for the HCV program includes rent plus the utility allowance chart that was discussed earlier which must be equal to or below payment standard.

HCV Payment Standards Amounts are for ALL UTILITIES INCLUDED

Payment Standards	Barton	Jasper & Newton	McDonald
0 bedroom	426	523	541
1 bedroom	557	614	557
2 bedroom	635	723	635
3 bedroom	832	957	861
4 bedroom	1083	1021	873

How Do We Determine The Tenant's Portion Of Rent?

Family of 4 in the Household

Qualifies for 3-bedroom voucher

Household income (gross) totals \$12,000

(Each Family must pay a minimum of \$50 towards rent.)

Family finds a 3 bedroom, total electric, single family detached home in Jasper County that rents for \$825.00. Tenant pays all utilities. Landlord supplies range and refrigerator.

Please refer to the worksheet in your briefing packet: "Jasper County Utility Service"

Jasper County Utility (SFD) Allowance:	0 bdrm	1 bdrm	2 bdrm	3 bdrm	4 bdrm	5 bdrm
Electric Heating	17	25	33	39	51	59
Electric Cooking	34	46	59	73	93	105
Water Heating (Electric)	26	34	45	55	69	79
Water Heating (Gas)	2	4	4	5	6	7
Other Electric	6	8	12	13	15	18
Air Conditioning	6	8	10	12	16	18
Water	6	8	11	12	17	18
Sewer	14	21	25	31	41	45
Trash	11	16	20	24	30	34
Other Electric	17	22	29	34	44	51
Air Conditioning	7	10	14	16	20	24
Water	7	11	15	17	21	25
Sewer	6	9	10	13	17	19
Trash	6	6	6	6	6	6
Range	4	4	4	8	8	8
Refrigerator	5	5	5	9	9	9

Request For Tenancy Approval indicates the following as marked on the worksheet by the landlord:

Heating (Electric): = \$ 55.00
 Cooking (Electric): = \$ 12.00
 Water Heating (Electric): = \$ 24.00
 Other Electric: = \$ 34.00
 Air Conditioning: = \$ 16.00
 Water: = \$ 17.00
 Sewer: = \$ 13.00
 Trash: = \$ 6.00
 Range (provided by landlord): = \$ 0.00
 Refrigerator (provided by landlord): = \$ 0.00
Total Utility Allowance = \$177.00

Let's calculate this example:

\$957 Payment Standard (PS) for 3 Bedroom
 (\$957 is the maximum payment standard for a 3 bedroom home in Jasper and Newton counties)

\$850 Rent Requested by landlord Utilities not included:

\$177 Utility Allowance

\$850+ \$177 = \$1027 (THIS IS OVER \$957)

\$1027 (Rent + U.A.) - \$957 (P.S.) = \$70 over

(In this Example, the tenant would have to find another housing home to rent because it is OVER the Payment Standard.)

Over the payment standard by
\$70

Ask landlord to lower rent \$70
Or
Find a different home

Another Example

- Same Family
- Same Landlord
- Different Rental home for \$700
- Same Utility Allowance. (\$177)
- $\$700 + \$177 = \$877$ **Gross Rent**
- \$957 P.S. (payment standard)
- $\$957 - \$877 = \$80$ under payment standard
- This is Rent Reasonable.

How Much Does The Tenant Pay?

- Remember our family who found a 3 bedroom home for \$700.
- Yearly gross income = \$12,000.00
- Dependent Deductions = \$960.00
- Disability Deduction = \$400.00

LET'S DO THE MATH

\$12,000.00 yearly income
- \$960.00 dependent deduction
- \$400.00 disability deduction

= \$10,640.00 adjusted annual income
divided by (12 months) 1 year

= \$887.00 monthly adjusted income
X .30% (amount paid towards rent)

= **\$266.00** (TTP - Total Tenant
Payment)

\$877 Gross Rent
- \$266 Total Tenant Payment
= \$611 Housing assistance payment

\$611 is the amount paid by the Agency

\$700 TOTAL CONTRACT RENT
- \$611 Housing Assistance Payment (HAP)
\$89

\$89 TENANT RENT

Amount tenant pays to the Landlord for
monthly rent. Tenant also pays
for utilities.

Do Not Despair!!!!

- Do NOT get discouraged!
- Sometimes it takes a few tries to find a rental home that is rent reasonable!
- Keep looking....check the newspapers, realtors, etc.
- You have 60 days initially to use your voucher. You can ask for a 30 day extension (two times) before your voucher expires.

Request For Tenancy Approval Form

VERY IMPORTANT FORM

- Must be completed by landlord and signed by both parties (you and the landlord) and returned to Jasper County Public Housing Agency.
- Nothing happens until this is received by the Housing Assistance Coordinator.
- DO NOT give this to any landlord until you have decided that this is the house you want to be living in for the next year!
- It takes at least 5 to 10 days for our inspector to be able to go out and complete an inspection and you can not move in to the home until the inspection is completed.

Request For Tenancy Approval Form

- UPON RECEIPT OF THIS FORM in the JCPHA Office, the Housing Assistance Coordinator will determine if the home meets the payment standard for the program.
- Will review the home for "rent reasonableness"
- If the home does not meet the rent reasonableness criteria, your prospective landlord will be contacted to see if they will lower the rent.
- If the landlord will not lower the rent then we will contact you and you will need to begin looking again.
- Once the home meets the payment standards and rent reasonableness, then a Housing Quality Inspection is scheduled. When the home passes inspection you may move in.

Housing Quality Inspection (HQS)

- Is this home decent, safe, and sanitary?
- DO NOT MOVE IN UNTIL THE HOME HAS PASSED INSPECTION
- Assistance can not begin until the home passes inspection.

More Things to Remember!

1. Request for Tenancy Approval form must be **completed and signed** by both parties (tenant & landlord).
2. Your initial lease must be 12 months.
3. Assistance can not begin until your home has passed an inspection.
4. You may lease up in Barton, Jasper, Newton and McDonald counties, outside Joplin city limits.
5. Report any changes in writing to our office within 10 days.

APPLYING FOR HUD FUNDED HOUSING ASSISTANCE?

THINK ABOUT THIS....

IS FRAUD WORTH IT?

Do You Realize...

If you commit fraud to obtain assisted housing from HUD funded housing assistance programs, 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.

Do You Know...

- The information you provided on your housing assistance application and re-certification 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 using the EIV system we discussed earlier. Certifying false information is fraud.

Required Reporting

- All sources of income and changes in income you or any members of your household receive, such as wages, welfare assistance payments, Social Security and Veteran's benefits, pensions, retirement, etc. (within 10 days)

Please Don't Commit Fraud

- Any money you receive on behalf of your children, such as child support, TA payments, social security for children, annuities, etc.
- Any increase in income, such as wages from a new job or a pay raise.
- All assets, such as bank accounts, annuities, savings bonds, certificates of deposit, stocks, real estate, etc., that are owned by you or any member of your household.

Please Don't Commit Fraud

- All business or assets (your home) that you have sold in the last two years at less than full value.
- The names of all adults, children, relatives and non-relatives, who are living with you and make up your household
- All income from assets, such as interest from savings and checking accounts, stock dividends, etc.

Ask Questions ??

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

Who is my HCV case worker?

- Christy Carter for all non-FSS clients, so for most of you: 417-627-2010 or email ccarter@escswa.org
- Casey VanStory for all HCV-FSS clients, so for some of you: 417-627-2052 or by email cvanstory@escswa.org
- Our fax number is: 417-781-1234, Always put a coversheet on everything you send to us, and include Ms. Carter or Ms. VanStory's name on it so we can make sure it gets to them.

Have A Question? Call--

417-781-0352

Ask for:

**The Housing
Assistance Program**

**Thank you for your
time and attention!**



