
Chapter 5

BRIEFINGS AND VOUCHER ISSUANCE

INTRODUCTION

This chapter explains the briefing and voucher issuance process. When a family is determined to be eligible for the (HCV) program, the HAPGC must ensure that the family fully understands the way the program operates and the family's obligations under the program. This is accomplished through both an oral briefing and provision of a briefing packet containing written documentation of information the family needs to know. Once the family is fully informed of the program's requirements, the HAPGC issues the family a voucher. The voucher includes the unit size the family qualifies for based on the HAPGC's subsidy standards, as well as the dates of issuance and expiration of the voucher. The voucher is the document that permits the family to begin its search for a unit, and limits the amount of time the family has to successfully locate an acceptable unit.

This chapter describes HUD regulations and HAPGC policies related to these topics in two parts:

Part I: Briefings and Family Obligations. This part details the program's requirements for briefing families orally, and for providing written materials describing the program and its requirements. It includes a particular focus on the family's obligations under the program.

Part II: Subsidy Standards and Voucher Issuance. This part discusses the HAPGC's standards for determining how many bedrooms a family of a given composition qualifies for, which in turn affects the amount of subsidy the family can receive. It also discusses the policies that dictate how vouchers are issued, and how long families have to locate a unit.

PART I: BRIEFINGS AND FAMILY OBLIGATIONS

5-I.A. OVERVIEW

HUD regulations require the HAPGC to conduct mandatory briefings for applicant families. The briefing provides a broad description of owner and family responsibilities, explains the HAPGC's procedures, and includes instructions on how to lease a unit. This part describes how oral briefings will be conducted, specifies what written information will be provided to families, and lists the family's obligations under the program.

5-I.B. BRIEFING [24 CFR 982.301]

The HAPGC must give the family an oral briefing and provide the family with a briefing packet containing written information about the program.

HAPGC Policy

Briefings will be conducted in a group meeting.

The head of household and all other adult members of the household are required to attend the briefing. If the head of household is unable to attend, the HAPGC may approve another adult family member to attend the briefing.

Families that attend group briefings and still need individual assistance will be referred to an appropriate HAPGC staff person.

Briefings will be conducted in English. For limited English proficient (LEP) applicants, the HAPGC will provide translation services in accordance with the HAPGC's LEP plan (See Chapter 2).

At the briefing, the PHA must ensure effective communication in accordance with Section 504 requirements (Section 504 of the Rehabilitation Act of 1973), and ensure that the briefing site is accessible to individuals with disabilities. For a more thorough discussion of accessibility requirements, refer to Chapter 2.

Notification and Attendance

HAPGC Policy

Families will be notified of their eligibility for assistance at the time they are invited to attend a briefing/certification appointment.. The notice will identify who is required to attend the appointment, as well as the date and time of the scheduled appointment.

If the notice is returned by the post office with no forwarding address, a notice of denial (see Chapter 3) will be sent to the family's address of record, as well as to any alternate address provided on the initial application.

Applicants who fail to attend a scheduled briefing/certification appointment will automatically be scheduled for another appointment. The HAPGC will notify the family of the date and time of the second scheduled briefing/certification appointment. Applicants who fail to attend two scheduled briefing/certification appointments, without PHA approval will be denied assistance (see Chapter 3). Exceptions may be granted upon the discretion of HAPGC management.

Oral Briefing [24 CFR 982.301(a)]

Each briefing must provide information on the following subjects:

- How the HCV program works;
- Family and owner responsibilities;
- Where the family can lease a unit, including renting a unit inside or outside the HAPGC's jurisdiction;
- For families eligible under portability, an explanation of portability. The HAPGC cannot discourage eligible families from moving under portability;
- For families living in high-poverty census tracts, an explanation of the advantages of moving to areas outside of high-poverty concentrations; and
- For families receiving welfare-to-work vouchers, a description of any local obligations of a welfare-to-work family and an explanation that failure to meet the obligations is grounds for denial of admission or termination of assistance.
- Information on VAWA;

HAPGC Policy

When HAPGC-owned units are available for lease, the HAPGC will inform the family during the oral briefing that the family has the right to select any eligible unit available for lease, and is not obligated to choose a HAPGC-owned unit.

Briefing Packet [24 CFR 982.301(b)]

Documents and information provided in the briefing packet must include the following:

- The term of the voucher, and the HAPGC's policies on any extensions or suspensions of the term. If the HAPGC allows extensions, the packet must explain how the family can request an extension.
- A description of the method used to calculate the housing assistance payment for a family, including how the HAPGC determines the payment standard for a family, how the HAPGC determines total tenant payment for a family, and information on the payment standard and utility allowance schedule.
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- An explanation of how the HAPGC determines the maximum allowable rent for an assisted unit.
 - Where the family may lease a unit. For a family that qualifies to lease a unit outside the HAPGC jurisdiction under portability procedures, the information must include an explanation of how portability works.
 - The HUD-required tenancy addendum, which must be included in the lease.
 - The form the family must use to request approval of tenancy, and a description of the procedure for requesting approval for a tenancy.
 - A statement of the HAPGC policy on providing information about families to prospective owners.
 - The HAPGC subsidy standards including when and how exceptions are made.
 - The HUD brochure on how to select a unit.
 - The HUD pamphlet on lead-based paint entitled *Protect Your Family from Lead in Your Home*.
 - Information on federal, state and local equal opportunity laws and a copy of the housing discrimination complaint form.
 - A list of landlords or other parties willing to lease to assisted families or help families find units, especially outside areas of poverty or minority concentration.
 - Notice that if the family includes a person with disabilities, the family may request a list of available accessible units known to the HAPGC.
 - The family obligations under the program, including any obligations of a welfare-to-work family.
 - The grounds on which the HAPGC may terminate assistance for a participant family because of family action or failure to act.
 - HAPGC informal hearing procedures including when the HAPGC is required to offer a participant family the opportunity for an informal hearing, and how to request the hearing.

The HAPGC is located in a metropolitan FMR area and the following additional information must be included in the briefing packet in order to receive full points under SEMAP Indicator 7, Expanding Housing Opportunities [24 CFR 985.3(g)].

- Maps showing areas with housing opportunities outside areas of poverty or minority concentration, both within its jurisdiction and its neighboring jurisdiction.
- Information about the characteristics of these areas including job opportunities, schools, transportation and other services.

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- An explanation of how portability works, including a list of portability contact persons for neighboring PHAs including names, addresses, and telephone numbers.

Additional Items to be Included in the Briefing Packet

The PHA will provide the following additional materials in the briefing packet:

Information on how to fill out and file a housing discrimination complaint form.

The publication *Things You Should Know (HUD-1140-OIG)* that explains the types of actions a family must avoid and the penalties for program abuse.

Tenant Code of Conduct will be executed during the briefing/certification appointment.

The Head of Household will be required to sign a check list acknowledging that they received all of the required information regarding the program and that they understand the information they have been given.

HAPGC Policy

Prior to issuing a Voucher, at the Orientation session, the HAPGC shall give the applicant family a Section 8 Voucher Holder's Packet, which includes the following information and/or documents. (Ref. CFR 982.301)

- General Information
- Certifying Family Eligibility
- Criminal Background Check
- FRAUD
- Verifications
- Issuing a Voucher & Requesting an extension beyond the initial sixty days
- Family Obligations under the Voucher
- Subsidy Standards
- Requesting Lease Approval
- Finding a Dwelling Unit
- Questions to Ask the Prospective Landlord
- HUD Housing Quality Standards Inspection
- Deposits, Pets, and Utilities
- Utility Allowances
- Rent Calculation
- Portability
- Housing Discrimination
- Moving In
- Annual Activities & Requirements
- Informal Hearing/Review Procedures
- Lead Based Paint Warning

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- Section 8 Visitors Policy
 - Booklet: "A Good Place To Live"
 - Violence Against Women Act (VAWA) Notice of Occupancy Rights' and Certification Form
 - Advantages of Moving To Areas with Low Concentration of Low Income Families

When an applicant family has been determined eligible, and all factors of eligibility, income, and family composition have been verified, and has attended an orientation session, a voucher of the appropriate subsidy size will be issued. Upon issuance of the voucher, the family will be given a request for lease approval packet, which includes:

- Request for Approval of Tenancy
- A copy of the Voucher
- To the Landlord
- Section 8 Landlord Certification
- IRS Form W-9
- Rent Reasonableness Comparable
- Section 8 tenancy addendum and HAP Contract (sample)
- Disclosure of Information on Lead-Based Paint and/or Lead Based Paint Hazards
- Inspection Checklist (TO BE COMPLETED BY THE PARTICIPANT)

5-I.C. FAMILY OBLIGATIONS

Obligations of the family are described in the .HCV) regulations and on the voucher itself. These obligations include responsibilities the family is required to fulfill, as well as prohibited actions. The HAPGC must inform families of these obligations during the oral briefing, and the same information must be included in the briefing packet. When the family's unit is approved and the HAP contract is executed, the family must meet those obligations in order to continue participating in the program. Violation of any family obligation may result in termination of assistance, as described in Chapter 12.

Time Frames for Reporting Changes Required By Family Obligations

HAPGC Policy

Unless otherwise noted below, when family obligations require the family to respond to a request or notify the HAPGC of a change, notifying the HAPGC of the request or change within 10 business days is considered prompt notice.

When a family is required to provide notice to the HAPGC, the notice must be in writing.

Family Obligations [24 CFR 982.551]

Following is a listing of a participant family's obligations under the HCV program:

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- The family must supply any information that the HAPGC or HUD determines to be necessary, including submission of required evidence of citizenship or eligible immigration status.
 - The family must supply any information requested by the HAPGC or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition.
 - The family must disclose and verify social security numbers and sign and submit consent forms for obtaining information.
 - Any information supplied by the family must be true and complete.
 - The family is responsible for any Housing Quality Standards (HQS) breach by the family caused by failure to pay tenant-provided utilities or appliances, or damages to the dwelling unit or premises beyond normal wear and tear caused by any member of the household or guest.
 - All other obligations under the voucher program.

HAPGC Policy

Damages beyond normal wear and tear will be considered to be damages that could be assessed against the security deposit. If the court awards damages or for other documented damages to the unit, the tenant must make financial restitution to the landlord before the next reexamination or the tenant will be terminated from the HCV Program.

The family will be required to make full restitution within a 12 month period. If the family enters into a repayment agreement with the landlord and fails to make full restitution within the 12 month period as agreed, the family will be terminated from the HCV Program.

- The family must allow the HAPGC to inspect the unit at reasonable times and after reasonable notice, as described in Chapter 8 of this plan.
- The family must not commit any serious or repeated violation of the lease.

HAPGC Policy

The HAPGC will determine if a family has committed serious or repeated violations of the lease based on available evidence, including but not limited to, a court-ordered eviction, or an owner's notice to evict.

Serious and repeated lease violations will include, but not be limited to, nonpayment of rent, disturbance of neighbors, destruction of property, or living or housekeeping habits that cause damage to the unit or premises and criminal activity. Generally, the criteria to be used are whether the reason for the eviction was through no fault of the tenant or guests.

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- The family must notify the HAPGC and the owner before moving out of the unit or terminating the lease.

HAPGC Policy

The family must comply with lease requirements regarding written notice to the owner. The family must provide written notice to the HAPGC at the same time the owner is notified.

- The family must promptly give the HAPGC a copy of any owner eviction notice.
- The family must use the assisted unit for residence by the family. The unit must be the family's only residence.
- The composition of the assisted family residing in the unit must be approved by the HAPGC. The family must promptly notify the HAPGC in writing of the birth, adoption, or court-awarded custody of a child. The family must request HAPGC approval to add any other family member as an occupant of the unit.

HAPGC Policy

The request to add a family member must be submitted in writing and approved prior to the person moving into the unit. The HAPGC will determine eligibility of the new member in accordance with the policies in Chapter 3.

- The family must promptly notify the HAPGC in writing, within 10 days working days, if any family member no longer lives in the unit.
- If the HAPGC has given approval, a foster child or a live-in aide may reside in the unit. The HAPGC has the discretion to adopt reasonable policies concerning residency by a foster child or a live-in aide, and to define when HAPGC consent may be given or denied. For policies related to the request and approval/disapproval of foster children, foster adults, and live-in aides, see Chapter 3 (Sections I.K and I.M), and Chapter 11 (Section II.B).
- The family must not sublease the unit, assign the lease, or transfer the unit.

HAPGC Policy

Subleasing includes receiving payment to cover rent and utility costs by a person living in the unit who is not listed as a family member.

- The family must supply any information requested by the HAPGC to verify that the family is living in the unit or information related to family absence from the unit.
- The family must promptly notify the HAPGC when the family is absent from the unit.

HAPGC Policy

Notice is required under this provision only when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than

30 calendar days. Written notice must be provided to the HAPGC at the start of the extended absence.

- The family must pay utility bills and provide and maintain any appliances the owner is not required to provide under the lease [Form HUD-52646, Voucher].
- The family must not own or have any interest in the unit, (other than in a cooperative and owners of a manufactured home leasing a manufactured home space, or a participant in the HCV Homeownership Program).
- Family members must not commit fraud, bribery, or any other corrupt or criminal act in connection with the program. (See Chapter 14, Program Integrity for additional information).
- Family members must not engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the vicinity of the premises. See Chapter 12 for HUD and HAPGC policies related to drug-related and violent criminal activity.
- Members of the household 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 persons residing in the vicinity of the premises. See Chapter 12 for a discussion of HUD and HAPGC policies related to alcohol abuse.
- An assisted family or member of the family must not receive HCV program assistance while receiving another housing subsidy, for the same unit or a different unit under any other federal, state or local housing assistance program.
- A family must not receive HCV program assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the HAPGC has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities. [Form HUD-52646, Voucher]

PART II: SUBSIDY STANDARDS AND VOUCHER ISSUANCE

5-II.A. OVERVIEW

The HAPGC must establish subsidy standards that determine the number of bedrooms needed for families of different sizes and compositions. This part presents the policies that will be used to determine the family unit size (also known as the voucher size) a particular family should receive, and the policies that govern making exceptions to those standards. The HAPGC also must establish policies related to the issuance of the voucher, to the voucher term, and to any extensions or suspensions of that term.

5-II.B. DETERMINING FAMILY UNIT (VOUCHER) SIZE [24 CFR 982.402]

For each family, the HAPGC determines the appropriate number of bedrooms under the HAPGC subsidy standards and enters the family unit size on the voucher that is issued to the family. The family unit size does not dictate the size of unit the family must actually lease, nor does it determine who within a household will share a bedroom/sleeping room.

The following requirements apply when the HAPGC determines family unit size:

- The subsidy standards must provide for the smallest number of bedrooms needed to house a family without overcrowding.
- The subsidy standards must be consistent with space requirements under the housing quality standards.
- The subsidy standards must be applied consistently for all families of like size and composition.
- A child who is temporarily away from the home because of placement in foster care is considered a member of the family in determining the family unit size.
- A family that consists of a pregnant woman (with no other persons) may be treated as a two-person family.
- Any live-in aide (approved by the HAPGC to reside in the unit to care for a family member who is disabled) must be counted in determining the family unit size; Upon HAPGC approval of a request for the addition of a live-in aide, HAPGC shall notify participants that they have been approved for a live-in aide and that they must submit the name, and any other required information of their selection for screening. The proposed live-in aide must sign consent forms in order for HAPGC to conduct the screening. The live-in aide must be approved/disapproved within 90 calendar days of the requested reasonable accommodation request notice. The voucher allocation increase will be processed for the approved reasonable accommodation. If the live-in aide is disapproved or the participant does not submit an approvable live-in aide, or the approvable live-in aide does not live in the dwelling unit, then the voucher size shall be decreased to the proper voucher size with a proper change notice of 30 additional days. Once approved, a new request for reasonable accommodation will not be required and the request will

remain into effect unless circumstances should changes with the disabled individual needing the accommodation.

- Unless a live-in aide resides with a family, the family unit size for any family consisting of a single person must be either a zero- or one-bedroom unit, as determined under the HAPGC subsidy standards.
- HAPGC will not issue a larger voucher due to additions to the household of family members other than by birth, adoption, marriage, or court-awarded custody. HAPGC will not increase the bedroom size for a participant when an adult (18 years old and older) is being added to the household, including if the adult to be added is a child of the head of household or co-head, unless it is as a reasonable accommodation to add an adult child that is disabled.

HAPGC Policy

The HAPGC will assign one bedroom to the head of household and one bedroom for each two persons thereafter, within the household, except in the following circumstances:

Live-in aides will be allocated a separate bedroom. No additional bedrooms are provided for the live-in aide's family.

Single person families will be allocated one bedroom.

The HAPGC will reference the following chart in determining the appropriate voucher size for a family:

| Voucher Size | Persons in Household (Minimum – Maximum) | |
|---------------------|---|----|
| 1 Bedroom | 1 | 2 |
| 2 Bedrooms | 2 | 4 |
| 3 Bedrooms | 3 | 6 |
| 4 Bedrooms | 4 | 8 |
| 5 Bedrooms | 6 | 10 |

A participant may select a smaller size unit than the size listed on their Housing Choice Voucher, however, the payment standard for the smaller size unit shall be utilized.

If HAPGC errs in the bedroom size designation, the family will be issued a voucher of the appropriate size.

5-II.C. EXCEPTIONS TO SUBSIDY STANDARDS AND REVISIONS [PIH 2010-51]

In determining family unit size for a particular family, the HAPGC may grant an exception to its established subsidy standards if the HAPGC determines that the exception is justified by the age, sex, health, handicap, or relationship of family members or other personal circumstances [24 CFR 982.402(b)(8)]. Reasons may include, but are not limited to:

- A need for an additional bedroom for medical equipment
- A need for a separate bedroom for reasons related to a family member's disability, medical or health condition

For a single person who is not elderly, disabled, or a remaining family member, an exception cannot override the regulatory limit of a zero or one bedroom [24 CFR 982.402(b)(8)].

HAPGC Policy

The HAPGC will consider granting an exception for any of the reasons specified in the regulation: the age, sex, health, handicap, or relationship of family members or other personal circumstances.

The family must request any exception to the subsidy standards in writing. The request must explain the need or justification for a larger family unit size, and must include appropriate documentation. Requests based on health-related reasons must be verified by a knowledgeable professional source, unless the disability and the disability-related request for accommodation is readily apparent or otherwise known.

The HAPGC will notify the family of its determination within 10 business days of receiving the family's request and upon receipt of any documentation requested to verify the request. If a participant family's request is denied, the notice will inform the family of their right to request an informal hearing.

The Office of Inspector General (OIG) issued a report on over subsidization in the Housing Choice Voucher (HCV) program due to the issuance of vouchers with unit sizes greater than the number of family members in the household. Pursuant to the recommendation of the OIG, HUD issued clarifying guidance on the matter of categorization of live-in aides, other reasonable accommodation issues and corresponding data entry into the Public and Indian Housing Information Center (PIC).

In accordance with 24 CFR Section 982.316, the HAPGC must approve a live-in aide if needed as a reasonable accommodation in accordance with 24 CFR part 8 to make the program accessible to and usable by a family member with a disability. The HAPGC may disapprove a particular person as a live-in aide if s/he has: (1) committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program; (2) committed drug-related criminal activity or violent criminal activity; or (3) currently owes rent or other amounts to the HAPGC or to another PHA in connection with Section 8 or public housing assistance under the 1937 Act or for other reasons as determined by the HAPGC. Consequently, PHAs may not approve an unidentified live-in aide, nor a larger unit than the family qualifies for under the PHA's subsidy standards for an unidentified live-in aide. Occasional, intermittent, multiple or rotating care givers typically do not reside in the unit and would not qualify as live-in aides.

Therefore, an additional bedroom should not be approved for a live-in aide under these circumstances.

A family may always request a reasonable accommodation to permit program participation by individuals with disabilities. A family's composition or circumstances may warrant the provision of an additional bedroom to permit disability-related overnight care and allow the family equal use and enjoyment of the unit. Such limited exceptions to the established subsidy standards are permitted under 24 CFR Section 982.402(b)(8). The HAPGC must consider requests for an exception to the established subsidy standards on a case-by-case basis and provide an exception, where necessary, as a reasonable accommodation. The HAPGC shall document the justification for all granted exceptions.

The HAPGC may only approve one additional bedroom for a live-in aide. Although a live-in aide may have HAPGC-approved family member/s live with him/her in the assisted unit, no additional bedrooms will be provided for the family members of the live-in aide. The HAPGC must ensure that housing quality standards (HQS) will not be violated and that there will be no more than two people per bedroom or living/sleeping space in the unit in accordance with 24 CFR § 982.401(d)(2)(ii). If the approval of additional family members of a live-in aide would result in the violation of HQS, the additional family members of the live-in aide may not be approved.

Although HAPGC may approve an additional bedroom for medical equipment or other reasons if the need is documented by a health care provider, the actual equipment or need in the extra bedroom should be verified by the HAPGC during the annual inspection of the unit. If the extra bedroom is not being used for the intended purpose, the HAPGC must reduce the subsidy standard and corresponding payment standard at the family's next annual recertification. However, the HAPGC may take further action, if it believes any family obligations under 24 CFR Section 982.551 were violated.

The additional cause of over subsidization was the failure of the HAPGC to change the voucher unit size after changes in family composition. Although families are not required to move from an assisted unit when the number of bedrooms in the unit exceeds the number of bedrooms for which the family is eligible, the payment standard must conform to the HAPGC's subsidy standards at the family's next annual recertification after the change in family composition.

5-II.D. VOUCHER ISSUANCE [24 CFR 982.302]

When a family is selected from the waiting list (or as a special admission as described in Chapter 4), or when a participant family wants to move to another unit, the HAPGC issue a Housing Choice Voucher, form HUD-52646. This chapter deals only with voucher issuance for applicants. For voucher issuance associated with moves of program participants, please refer to Chapter 10.

The voucher is the family's authorization to search for housing. It specifies the unit size for which the family qualifies, and includes both the date of voucher issuance and date of expiration. It contains a brief description of how the program works and explains the family obligations under the program. The voucher is evidence that the HAPGC has determined the family to be

eligible for the program, and that the HAPGC expects to have money available to subsidize the family if the family finds an approvable unit. However, the HAPGC does not have any liability to any party by the issuance of the voucher, and the voucher does not give the family any right to participate in the HAPGC's . HCV program [Voucher, form HUD-52646]

HAPGC Policy

Vouchers will be issued to eligible applicants immediately following the mandatory briefing/certification appointment if all required documentation is supplied.

HAPGC Policy

Prior to issuing any vouchers, the HAPGC will determine whether it has sufficient funding in accordance with the policies in Part VIII of Chapter 16.

If the HAPGC determines that there is insufficient funding after a voucher has been issued, the HAPGC may rescind the voucher and place the affected family back on the waiting list.

5-II.E. VOUCHER TERM, EXTENSIONS, AND SUSPENSIONS

Voucher Term [24 CFR 982.303]

HAPGC Policy

The initial voucher term will be 60 calendar days.

The family must submit a Request for Tenancy Approval and proposed lease within the 60-day period unless the HAPGC grants a written extension.

Families porting in to the PHA will receive vouchers for the time granted by the initial PHA. No extensions are granted to portability families.

Extensions of Voucher Term [24 CFR 982.303(b)]

The HAPGC has the authority to grant extensions of search time, to specify the length of an extension, and to determine the circumstances under which extensions will be granted. The maximum voucher term is 120 calendar days given in thirty day increments after the first initial 60 day term. The family must provide a log or listing of the properties which they have attempted to rent and an explanation as to why they were unable to rent each unit. Request for additional extensions may be made but must be accompanied with documentation of the family's search efforts or other justifications as to why an extension should be granted.

However, no voucher shall remain in effect for more than 150 calendar days from the date of the issuance , unless:

- (A) the voucher holder is a person displaced due to public action; or
- (B) as reasonable accommodation for a person with a disability; or

(C) because of extenuating circumstances, such as hospitalization

Upon receiving a request, either written or oral, from a household that includes a member with a disability, HAPGC will extend the voucher term by 30 days if needed as a reasonable accommodation to make the program accessible to and usable by a person with a disability and after the provision of the families search efforts or the reason (s) why a search could not be made. The family must provide a log or listing of the properties which they have attempted to rent and an explanation as to why they were unable to rent each unit. Request for additional extensions may be made but must be accompanied with documentation of the family's search efforts or other justifications as to why an extension should be granted.

The HAPGC's decision to deny a request for an extension of the voucher term is not subject to informal review or hearing. [24 CFR 982.554(c)(4)].

HAPGC Policy

The HAPGC will approve the additional 60-day extension only in the following circumstances:

It is necessary as a reasonable accommodation for a person with disabilities.

It is necessary due to reasons beyond the family's control, as determined by the HAPGC. Following is a list of extenuating circumstances that the HAPGC may consider in making its decision. The presence of these circumstances does not guarantee that an extension will be granted:

Serious illness or death in the family

Other family emergency

Obstacles due to employment

Whether the family has already submitted requests for tenancy approval that were not approved by the HAPGC

Whether family size or other special requirements make finding a unit difficult

Any request for an additional extension must include the reason(s) an additional extension is necessary. The HAPGC may require the family to provide documentation to support the request.

All requests for extensions to the voucher term must be made in writing and submitted to the HAPGC prior to the expiration date of the voucher (or extended term of the voucher).

The HAPGC will decide whether to approve or deny an extension request within 10 business days of the date the request is received, and will immediately provide the family written notice of its decision.

The HAPGC may grant one or more extensions of the term, but the initial term plus any extensions will not exceed 120 calendar days from the initial date of issuance without an extraordinary reason.

Suspensions of Voucher Term [24 CFR 982.303(c)]

When a Request for Tenancy Approval and proposed lease is received by the PHA, the term of the voucher will be suspended while the PHA processes the request. "Suspension" means stopping the clock on a family's voucher term from the time a family submits the RTA until the time the PHA approves or denies the request [24 CFR 982.4]. The PHA's determination not to suspend a voucher term is not subject to informal review or hearing [24 CFR 982.554(c)(4)].

Expiration of Voucher Term

HAPGC Policy

If an applicant family's voucher term or extension expires before the family has submitted a Request for Tenancy Approval (RFTA), the HAPGC will require the family to reapply for assistance. If an RFTA that was submitted prior to the expiration date of the voucher is subsequently disapproved by the HAPGC (after the voucher term has expired), the family will be required to reapply for assistance.

Within 10 business days after the expiration of the voucher term or any extension, the HAPGC will notify the family in writing that the voucher term has expired and that the family must reapply in order to be placed on the waiting list.