**Chapter 4**

**APPLICATIONS, WAITING LIST AND TENANT SELECTION**

**INTRODUCTION**

When a family wishes to receive assistance under the HCV program, the family must submit an application that provides the PHA with the information needed to determine the family’s eligibility. HUD requires the PHA to place all families that apply for assistance on a waiting list. When HCV assistance becomes available, the PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in the administrative plan and the annual plan.

The PHA is required to adopt clear policies and procedures for accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow these policies and procedures consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or the PHA that justify their selection. Examples of this are the selection of families for income targeting and the selection of families that qualify for targeted funding.

HUD regulations require that all families have an equal opportunity to apply for and receive housing assistance, and that the PHA affirmatively further fair housing goals in the administration of the program [24 CFR 982.53, HCV GB p. 4-1]. Adherence to the selection policies described in this chapter ensures that the PHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for taking applications, managing the waiting list and selecting families for HCV assistance. The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process, and discusses how applicants can obtain and submit applications. It also specifies how the PHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the PHA’s waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for assistance. It also discusses the process the PHA will use to keep the waiting list current.

Part III: Selection for HCV Assistance. This part describes the policies that guide the PHA in selecting families for HCV assistance as such assistance becomes available. It also specifies how in-person interviews will be used to ensure that the PHA has the information needed to make a final eligibility determination.

**PART I: THE APPLICATION PROCESS**

**4-I.A. OVERVIEW**

This part describes the PHA policies for making applications available, accepting applications making preliminary determinations of eligibility, and the placement of applicants on the waiting list. This part also describes the PHA’s obligation to ensure the accessibility of the application process to elderly persons, people with disabilities, and people with limited English proficiency (LEP).

**4-I.B. APPLYING FOR ASSISTANCE [HCV GB, pp. 4-11 – 4-16, Notice PIH 2009-36]**

Any family that wishes to receive HCV assistance must apply for admission to the program. HUD permits the PHA to determine the format and content of HCV applications, as well as how such applications will be made available to interested families and how applications will be accepted by the PHA. The PHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the PHA’s application.

PHA Policy

The PHA has elected to participate in Rhode Island’s statewide Housing Choice Voucher Centralized Wait List (“CWL”) system.

The centralized wait list portal represents a single point of entry for applicants wishing to apply for assistance from one or more CWL participating housing authorities, and will be centrally administered by Rhode Island Housing (the “CWL administrator”). In recent years, the Department of Housing and Urban Development has encouraged the use of a centralized wait list system.

Applicants must apply online at the centralized wait list portal, accessible via Rhode

Island Housing’s website, www.rhodeislandhousing.org. Applicants can complete this process using any internet-enabled device. The PHA will modify this requirement as needed for applicants who request a reasonable accommodation or are Limited English Proficiency (LEP) individuals, following the procedures outlined in Chapter 2.

The PHA will utilize a two-step application process. Initially, the PHA will require families to provide only the information needed to make an initial assessment of the family’s eligibility, and to determine the family’s placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and level of assistance when the family is selected from the waiting list.

Applications must be complete in order to be accepted by the PHA for processing.

If an application is incomplete, the CWL administrator will reject the

application and notify the family at the email address provided at the time of

application. The date and time used for the application will be the date and time a complete application is received.

**4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS**

**Elderly and Disabled Populations [24 CFR 8 and HCV GB, pp. 4-11 – 4-13]**

The PHA must take steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard PHA application process. This could include people with disabilities, certain elderly individuals, as well as persons with limited English proficiency (LEP). The PHA must provide reasonable accommodation to the needs of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or the PHA must provide an alternate approach that provides full access to the application process. Chapter 2 provides a full discussion of the PHA’s policies related to providing reasonable accommodations for people with disabilities.

**Limited English Proficiency**

PHAs are required to take reasonable steps to ensure equal access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on the PHA’s policies related to ensuring access to people with limited English proficiency (LEP).

**4-I.D. PLACEMENT ON THE WAITING LIST**

The PHA must review each complete application received and make a preliminary assessment of the family’s eligibility. The PHA must accept applications from families for whom the list is open unless there is good cause for not accepting the application (such as denial of assistance) for the grounds stated in the regulations [24 CFR 982.206(b)(2)]. Where the family is determined to be ineligible, the PHA must notify the family in writing [24 CFR 982.201(f)]. Where the family is not determined to be ineligible, the family will be placed on a waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list [24 CFR 982.202(c)].

**Ineligible for Placement on the Waiting List**

PHA Policy

Based on all applicable program regulations and PHA policies currently in

effect, the CWL administrator will make an initial eligibility determination. If the CWL administrator can determine from the information provided that a family is ineligible, the family will not be placed on the PHA’s waiting list. Where a family is determined to be ineligible, the CWL administrator will send email notification of the ineligibility determination to the email address provided at the time

of application. The notification will specify the reasons for ineligibility, and will

inform the family of its right to request an informal review from the PHA and explain the process for doing so (see Chapter 16).

**Eligible for Placement on the Waiting List**

PHA Policy

The CWL Administrator will send written notification of the preliminary eligibility

determination upon review of the completed application to the email address provided at the time of application.

Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to any preference(s) for which they qualify, and the date and time their complete application is received.

**PART II: MANAGING THE WAITING LIST**

**4-II.A. OVERVIEW**

The PHA must have policies regarding various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for assistance, as well as conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how a PHA may structure its waiting list and how families must be treated if they apply for assistance from a PHA that administers more than one assisted housing program.

**4-II.B. ORGANIZATION OF THE WAITING LIST [24 CFR 982.204 and 205]**

The PHA’s HCV waiting list must be organized in such a manner to allow the PHA to accurately identify and select families for assistance in the proper order, according to the admissions policies described in this plan.

The waiting list must contain the following information for each applicant listed:

* Applicant name;
* Family unit size;
* Date and time of application;
* Qualification for any local preference;
* Racial or ethnic designation of the head of household.

HUD requires the PHA to maintain a single waiting list for the HCV program unless it serves more than one county or municipality. Such PHAs are permitted, but not required, to maintain a separate waiting list for each county or municipality served.

PHA Policy

The PHA will maintain a single waiting list for the HCV program.

HUD directs that a family that applies for assistance from the HCV program must be offered the opportunity to be placed on the waiting list for any public housing, project-based voucher or moderate rehabilitation program the PHA operates if 1) the other programs’ waiting lists are open, and 2) the family is qualified for the other programs.

HUD permits, but does not require, that PHAs maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs.

A family’s decision to apply for, receive, or refuse other housing assistance must not affect the family’s placement on the HCV waiting list, or any preferences for which the family may qualify.

PHA Policy

The PHA will not merge the HCV waiting list with the waiting list for any other program the PHA operates.

**4-II.C. OPENING AND CLOSING THE WAITING LIST [24 CFR 982.206]**

**Closing the Waiting List**

A PHA is permitted to close the waiting list if it has an adequate pool of families to use its available HCV assistance. Alternatively, the PHA may elect to continue to accept applications only from certain categories of families that meet particular preferences or funding criteria.

PHA Policy

Centralized Wait List portal will remain open indefinitely after its initial launch date. The CWL administrator may temporarily suspend the taking of applications in the event of extenuating circumstances, including but not limited to system maintenance.

**Reopening the Waiting List**

If the waiting list has been closed, it cannot be reopened until the PHA publishes a notice in local newspapers of general circulation, minority media, and other suitable media outlets. The notice must comply with HUD fair housing requirements and must specify who may apply, and where and when applications will be received.

PHA Policy

The Centralized Wait List portal will remain open indefinitely and is not anticipated to close (other than for administrative maintenance) and reopen.

**Centralized Wait List Initial Opening**

PHA Policy

The CWL administrator will work with all participating housing authorities to establish the soonest feasible date for the initial opening of the centralized wait list portal. The CWL administrator will announce the initial opening of the waiting list at least 10 business days prior to the date applications will first be accepted.

The CWL administrator will assemble a list of community locations where applicants may access computers and receive assistance in order to complete applications. This list will be available on the PHA’s website (www.rhodeislandhousing.org) and at its offices (44 Washington Street, Providence). The CWL administrator will give public notice by publishing the relevant information in suitable media outlets that may include, but are not limited to those listed below. This notice will also include the list of the aforementioned community locations.**4-II.D. FAMILY OUTREACH [HCV GB, pp. 4-2 to 4-4]**

The PHA must conduct outreach as necessary to ensure that the PHA has a sufficient number of applicants on the waiting list to use the HCV resources it has been allotted.

Because HUD requires the PHA to admit a specified percentage of extremely low-income families to the program (see Chapter 4, Part III), the PHA may need to conduct special outreach to ensure that an adequate number of such families apply for assistance [HCV GB, p. 4-20 to 4‑21].

PHA outreach efforts must comply with fair housing requirements. This includes:

* Analyzing the housing market area and the populations currently being served to identify underserved populations
* Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
* Avoiding outreach efforts that prefer or exclude people who are members of a protected class

PHA outreach efforts must be designed to inform qualified families about the availability of assistance under the program. These efforts may include, as needed, any of the following activities:

* Submitting press releases to local newspapers, including minority newspapers
* Developing informational materials and flyers to distribute to other agencies
* Providing application forms to other public and private agencies that serve the low income population
* Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

PHA Policy

The PHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in the PHA’s jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

**4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES**

PHA Policy

While the family is on the waiting list, the family must immediately inform the CWL administrator of changes in contact information, including current residence, mailing address, email address, and phone number. The changes must be submitted via the CWL online portal, accessible via [www.rhodeislandhousing.org](http://www.rhodeislandhousing.org), within 10 days of the change.

**4-II.F. UPDATING THE WAITING LIST [24 CFR 982.204]**

HUD requires the PHA to establish policies to use when removing applicant names from the waiting list.

**Purging the Waiting List**

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to a PHA request for information or updates, and the PHA determines that the family did not respond because of the family member’s disability, the PHA must reinstate the applicant family to their former position on the waiting list [24 CFR 982.204(c)(2)].

PHA Policy

On an annual basis, the CWL Administrator will update the centralized applicant pool on behalf of the participating housing authorities to ensure that all applicant information is current and accurate.

To accomplish this, the CWL administrator will send an update request to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last email address that the CWL administrator has on record for the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant’s name being removed from the waiting list.

If the family fails to respond within 10 business days, the CWL administrator will send a second email notice and a letter to the last mailing address of record.

The family’s response must be in writing and may be delivered in person, by mail, email, or by fax. Responses must be received (or in the case of a mailed response, postmarked) by the CWL administrator not later than 10 business days from the date of the letter.

If the family fails to respond the second contact attempt, the family will be removed from all applicable PHA waiting lists without further notice.

If the mailed notice is returned by the post office and no other response is received within 10 business days, the applicant will be removed from all applicable PHA waiting lists without further notice.

If a family is removed from the waiting list for failure to respond, the CWL administrator or the PHA Director or Assistant Director of Leased Housing and Rental Services may reinstate the family if he or she determines that the lack of response was due to error by the CWL administrator or the PHA, or if the reinstatement would reasonably accommodate an applicant with a disability.

**Removal from the Waiting List**

PHA Policy

If at any time an applicant family is on the waiting list, the PHA determines that the family is not eligible for assistance, the family will be removed from all applicable PHA waiting lists. However, the family’s position on any other Housing Choice Voucher waiting lists of CWL participating housing authorities will not be affected.

If a family is removed from the waiting list(s) because the family has been determined ineligible for assistance by the PHA, a notice will be sent to the family’s email and postal address of record. The notice will state the reasons the family was removed from the waiting list(s) and will inform the family how to request an informal review regarding the PHA’s decision (see Chapter 16) [24 CFR 982.201(f)].

When a family is housed by a participating agency (i.e., has entered into a lease and HAP contract with the landlord and the participating agency), the CWL administrator will remove the family from all other participating agency Housing Choice voucher waiting lists. The CWL administrator will run periodic reports to check this status. If the family later ends participation in the program, they may reapply via the Centralized Wait List portal.

**PART III: SELECTION FOR HCV ASSISTANCE**

**4-III.A. OVERVIEW**

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies described in this part.

The order in which families are selected from the waiting list depends on the selection method chosen by the PHA and is impacted in part by any selection preferences for which the family qualifies. The availability of targeted funding also may affect the order in which families are selected from the waiting list.

The PHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to the PHA’s selection policies [24 CFR 982.204(b) and 982.207(e)].

**4-III.B. SELECTION AND HCV FUNDING SOURCES**

**Special Admissions [24 CFR 982.203]**

HUD may award funding for specifically-named families living in specified types of units (e.g., a family that is displaced by demolition of public housing; a non-purchasing family residing in a HOPE 1 or 2 projects). In these cases, the PHA may admit such families whether or not they are on the waiting list, and, if they are on the waiting list, without considering the family’s position on the waiting list. These families are considered non-waiting list selections. The PHA must maintain records showing that such families were admitted with special program funding.

**Targeted Funding [24 CFR 982.204(e)]**

HUD may award a PHA funding for a specified category of families on the waiting list. The PHA must use this funding only to assist the families within the specified category. In order to assist families within a targeted funding category, the PHA may skip families that do not qualify within the targeted funding category. Within this category of families, the order in which such families are assisted is determined according to the policies provided in Section 4-III.C.

PHA Policy

The PHA administers Non-Elderly Disabled (NED) special vouchers.

**Regular HCV Funding**

Regular HCV funding may be used to assist any eligible family on the waiting list. Families are selected from the waiting list according to the policies provided in Section 4-III.C.

**4-III.C. SELECTION METHOD**

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use [24 CFR 982.202(d)].

**Local Preferences [24 CFR 982.207; HCV p. 4-16]**

PHAs are permitted to establish local preferences, and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA plan and the consolidated plan, and must be based on local housing needs and priorities that can be documented by generally accepted data sources.

PHA Policy

1. **VAWA Transfer preference (100 points):** The PHA will offer a preference to families that include victims of domestic violence, dating violence, sexual assault, stalking, or human trafficking who are seeking an emergency transfer under VAWA from the Woonsocket’s public housing program. The applicant must certify that the abuser will not reside with the applicant unless the PHA gives prior written approval.
2. **Insufficient Funding preference (50 points):** The PHA will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding.
3. **Military Service Preference** **(2 Points):** The PHA offers a preference for families meeting one of the following criteria:
   * Active military, defined as a family whose head, spouse or co-head is an active member of the U.S. military, including the Reserves or National Guard, and the active military member has served for at least 180 days;
   * Veteran, defined as a family whose head, spouse or cohead is an individual who was discharged from a branch of the U.S. military under circumstances other than dishonorable (including Reserves or National Guard); or
   * Surviving spouses of individuals meeting the above definitions.
4. **Working Family & Disabled/Elderly Family Preference** **(1 Point):** The PHA offers a preference for working families as defined by 24 CFR 982.202(b)(2).
   * A working family is defined as a family where the head, spouse, co-head, or sole member is currently employed (works at least 20 hours per week and has worked for at least one month); or
   * an applicant family shall qualify as a working family if the head AND spouse/cohead, or sole member is age 62 or older, or is a person with disabilities.

*Ex 1: Marta Ruiz (59 year old head of household) is disabled. She has no spouse or co-head. She is unemployed. Ms. Ruiz qualifies as a working family.*

*Ex 2: Ed Jones (64 year old head of household) is disabled. His wife (59) is not disabled. Neither work. The family does not qualify as a working family.*

*Ex 3: Jayne Povey (65) is not disabled. Martin (61 year old co-head) is disabled. Neither work. The family qualifies as a working family*.

1. **State Resident Preference** **(1 Point):** The PHA offers a preference for families that live, work, or have been hired to work within the state of Rhode Island.
2. **Woonsocket Resident Preference (1 Point):** The PHA offers a preference for families that live, work, or have been hired to work within the PHA’s jurisdiction.

A family will accumulate points for each preference for which they qualify. The PHA will organize the waiting list by the aggregated total points each family receives. Among applicants who qualify for the same amount of preference points, date and time of application will be used to determine placement on the waiting list.

**Income Targeting Requirement [24 CFR 982.201(b)(2)]**

HUD requires that extremely low-income (ELI) families make up at least 75 percent of the families admitted to the HCV program during the PHA’s fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher. To ensure this requirement is met, a PHA may skip non-ELI families on the waiting list in order to select an ELI family.

Low-income families admitted to the program that are “continuously assisted” under the 1937 Housing Act [24 CFR 982.4(b)], as well as low-income or moderate-income families admitted to the program that are displaced as a result of the prepayment of the mortgage or voluntary termination of an insurance contract on eligible low-income housing, are not counted for income targeting purposes [24 CFR 982.201(b)(2)(v)].

PHA Policy

The PHA will monitor progress in meeting the income targeting requirement throughout the fiscal year.  Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met.

**Order of Selection**

The PHA system of preferences may select families based on local preferences according to the date and time of application or by a random selection process (lottery) [24 CFR 982.207(c)]. If a PHA does not have enough funding to assist the family at the top of the waiting list, it is not permitted to skip down the waiting list to a family that it can afford to subsidize when there are not sufficient funds to subsidize the family at the top of the waiting list [24 CFR 982.204(d) and (e)].

PHA Policy

Families with the most points are selected from the waiting list first. Families with the same number of preference points will be selected on a first-come, first-served basis according to the date and time their complete application is received by the PHA.

**4-III.D. NOTIFICATION OF SELECTION**

When a family has been selected from the waiting list, the PHA must notify the family [24 CFR 982.554(a)].

PHA Policy:  
The PHA will first verify that the family is qualified for the identified local preference/s. The PHA will request verification of the identified local preferences. The PHA will notify the family by phone and by the email address currently on record, except in cases where the applicant has requested a reasonable accommodation related to communication method. If the family does not respond within 5 business days, the PHA will follow up with a notification letter by regular mail at the applicant’s last known address. If a notification letter is returned with no forwarding address or a response is not received within 10 additional business days, the family will be removed from the waiting list. The PHA will send a notice of removal to the family’s email and physical addresses of record. The family’s position on any other Housing Choice Voucher waiting lists of CWL participating housing authorities will not be affected.

If family does not qualify for one or more of the preferences, the PHA will notify the CWL Administrator of the changes to the family’s preference/s and the family will be returned to the correct position on the CWL waiting list. The PHA will notify the family in writing that it has been returned to the CWL waiting list and will specify the reasons for this action.

If the family qualifies for the identified preferences, the PHA will move forward with the eligibility interview.

The PHA will notify the family by first class mail informing the family of the following:

Date, time, and location of the scheduled application interview, including any procedures for rescheduling the interview

Who is required to attend the interview

All documents that must be provided at the interview, including information about what constitutes acceptable documentation

**4-III.E. THE APPLICATION INTERVIEW**

HUD recommends that the PHA obtain the information and documentation needed to make an eligibility determination though a face-to-face interview with a PHA representative [HCV GB, pg. 4-16]. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if the PHA determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by the PHA [Notice PIH 2012-10].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability.

PHA Policy

Families selected from the waiting list are required to participate in an eligibility interview.

The head of household and the spouse/co-head will be strongly encouraged to attend the interview together. However, either the head of household or the spouse/co-head may attend the interview on behalf of the family. Verification of information pertaining to all adult members of the household not present at the interview will not begin until signed release forms are returned to the PHA.

The head of household or spouse/co-head must provide acceptable documentation of legal identity. (Chapter 7 provides a discussion of proper documentation of legal identity.) If the family representative does not provide the required documentation at the time of the interview, he or she will be required to provide it within 10 business days.

Pending disclosure and documentation of social security numbers, the PHA will allow the family to retain its place on the waiting list for 10 business days. If not all household members have disclosed their SSNs at the next time the PHA is issuing vouchers, the PHA will issue a voucher to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family’s eligibility and determine the appropriate level of assistance, as well as completing required forms, providing required signatures, and submitting required documentation. If any materials are missing, the PHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial in accordance with the policies and procedures set forth in this chapter and Chapter 3. This action will not affect the family’s position on any other Housing Choice Voucher waiting lists of CWL participating housing authorities.

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Interviews will be conducted in English. For limited English proficient (LEP) applicants, the PHA will provide translation services in accordance with the PHA’s LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the PHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the PHA will send a second notification with a new interview appointment time.Applicants who fail to attend two scheduled interviews without PHA approval will be denied assistance based on the family’s failure to supply information needed to determine eligibility. A notice of denial will be issued in accordance with the policies and procedures set forth in this chapter and Chapter 3. This action will not affect the family’s position on any other Housing Choice Voucher waiting lists of CWL participating housing authorities.

**4-III.F. COMPLETING THE APPLICATION PROCESS**

The PHA must verify all information provided by the family (see Chapter 7). Based on verified information, the PHA must make a final determination of eligibility in accordance with the policies and procedures set forth in this chapter and Chapter 3. The PHA must also confirm that the family qualified for any special admission, targeted funding admission, or selection preference that affected the order in which the family was selected from the waiting list.

PHA Policy

If the PHA determines that the family is ineligible, the PHA will send written notification of the ineligibility determination within 10 business days of the determination. The notice will specify the reasons for ineligibility, and will inform the family of its right to request an informal review (Chapter 16.) If a family fails to qualify for any criteria that affected the order in which it was selected from the waiting list (e.g. claimed preferences, extremely low-income), the family will be returned to the correct position on the waiting list. The PHA will notify the family in writing that it has been returned to the waiting list, and will specify the reasons for this action.

In either of the above scenarios, the family’s position on any other Housing Choice Voucher waiting lists of CWL participating housing authorities will not be affected.

If the PHA determines that the family is eligible to receive assistance, the PHA will invite the family to attend a briefing in accordance with the policies in Chapter 5.