

Chapter 5

Chapter 5 BRIEFING AND VOUCHER ISSUANCE

PART I: BRIEFINGS AND FAMILY OBLIGATIONS

5-I.A. Overview

For Briefings See Exhibit 5-I. B. (24CFR 982.301)
For Family Obligations See Exhibit 5-I.C-1. (24CFR 982.551)
For Family Obligations See Exhibit 5-I.C-2. (HUD 52646)

5-I.B. Briefing [Notice PIH 2020-32]

3/20/2024

Remote Briefings may be conducted over the phone, via video conferencing, or through virtual platforms.

PHA Policy- Briefing

Briefings will be handled by a combination of mailing the briefing packet and a required phone appointment.

6/15/2021

5-I.B.i. Notification and Briefing Procedures

6/15/2021

PHA Policy-Eligibility and Notification and Briefing Procedures

Families will be notified of their eligibility for assistance at the time they receive the briefing packet. The briefing packet will contain all items described in 5-I.B.iii and will contain a letter with instructions for the Head of Household, Spouse or Co-Head to call the PHA for a required phone appointment.

Families who require assistance during the phone briefing are welcomed to have another person present during the appointment.

Briefings will be conducted in English. For limited English proficient LEP applicants, the PHA will provide translation services in accordance with the PHAs LEP plan (see Chapter 2).

If the briefing packet is returned by the post office, the applicant will be denied, and they will need to reapply.

Applicants who fail to call the PHA for the phone meeting, will be sent a letter, reminding them of the required phone appointment and any deadlines. Applicants who fail to complete the phone appointment after the reminder letter, will be denied assistance (see Chapter 3).

5-I.B.ii. Oral Briefing [See 24CFR 982.301 (a)]

7/1/2025

3/20/2024

Oral Briefing [24 CFR 982.301(a)]

Each briefing must provide information on the following subjects:

- How the Housing Choice Voucher program works;
- Family and owner responsibilities;
- Where the family can lease a unit, including renting a unit inside or outside the PHA's jurisdiction and any information on selecting a unit that HUD provides;
- An explanation of how portability works;

- The PHA must inform the family of how portability may affect the family's assistance through screening, subsidy standards, payment standards, and any other elements of the portability process which may affect the family's assistance; and
- An explanation of the advantages of areas that do not have a high concentration of low-income families.

The PHA may not discourage the family from choosing to live anywhere in the PHA's jurisdiction or outside the PHA's jurisdiction under portability, unless otherwise expressly authorized by statute, regulation, PIH Notice, or court order.

The PHA must take appropriate steps to ensure effective communication in accordance with 24 CFR 8.6 and 28 CFR part 35, subpart E, and must provide information on the reasonable accommodation process.

For a family that includes a person (s) with disabilities, the PHA must take steps to ensure effective communications.

7/1/2025

5-I.B.iii. Briefing Packet [See 24CFR 982.301(b)]; New HCV GB, Housing Search and Leasing, p 7

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

- The term of the voucher, voucher suspensions, and the PHA's policies on any extensions of the term. If the PHA 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 PHA determines the payment standard for a family and how the PHA determines total tenant payment for a family.
- An explanation of how the PHA determines the maximum allowable rent for an assisted unit.
- Where the family may lease a unit and an explanation of how portability works, including information on how portability may affect the family's assistance through screening, subsidy standards, payment standards, and any other elements of the portability process that may affect the family's assistance.
- The HUD-required tenancy addendum, which must be included in the lease.
- The form the family must use to request approval of tenancy, and an explanation of how to request approval.
- A statement of the PHA policy on providing information about families to prospective owners.
- The PHA subsidy standards and when the PHA will consider granting exceptions as allowed by 24 CFR 982.402(b)(8), and when exceptions are required as a reasonable accommodation for persons with disabilities under Section 504, the Fair Housing Act, or the Americans with Disabilities Act (ADA).
- Materials (e.g., brochures) on how to select a unit and any additional information on selecting a unit that HUD provides (e.g., HUD brochure entitled, "A Good Place to Live").
- Information on federal, state and local equal opportunity laws, the contact information for the Section 504 coordinator, a copy of the housing discrimination complaint form, and information on how to request a reasonable accommodation or modification (including information on requesting exception payment standards as a reasonable accommodation) under Section 504, the Fair Housing Act, or the Americans with Disabilities Act (ADA).
- A list of landlords known to the PHA who may be willing to lease a unit to the family or other resources (e.g., newspapers, organizations, online search tools) known to the PHA that may assist the family in locating a unit. PHAs must ensure that the list of landlords or other resources covers areas outside of poverty or minority concentration.
- Notice that if the family includes a person with disabilities, the PHA is subject to requirements under 24 CFR 8.28(a)(3) to provide a current listing of accessible units known to the PHA, and if necessary, other assistance in locating an available unit.

- The family obligations under the program.
- PHA informal hearing procedures including when the PHA is required to offer a participant family the opportunity for an informal hearing, and how to request the hearing.
- An explanation of the advantages of moving to an area that does not have a high concentration of low-income families, which may include access to accessible and high-quality housing, transit, employment opportunities, educational opportunities, recreational facilities, public safety stations, retail services, and health services.
- The HUD pamphlet on lead-based paint entitled, "Protect Your Family from Lead in Your Home" [24 CFR 35.88].

PHA Policy- Briefing Packet- Additional Items

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 (see Chap. 2-I.B.ii.); Information about the protections afforded by the Violence against Women Act of 2013 (VAWA) to victims of domestic violence, dating violence, sexual assault, stalking, and human trafficking (see Chap. 16-IX.C); "Is Fraud Worth it?" (HUD Form 1141-OIG)* that explains the types of actions a family must avoid and the penalties for program abuse; *"What You Should Know about EIV"*, a guide to the Enterprise Income Verification (EIV) system published by HUD as an attachment to Notice PIH 2017-12.

4/1/2024

11/15/18

2/2/2016

6/1/2015

10/16/2012

5-I.C. Family Obligations See Exhibit 5-I.C-1 (24CFR 982.551). See Exhibit 5-I.C-2. (HUD 52646). Also see Chapter 12.I.E.

5-I.C.i. Time Frames for Reporting Changes Required by Family

PHA Policy- Time Frames for Reporting Changes Required by Family

Unless otherwise noted below, when family obligations require the family to respond to a request or notify the PHA of change, notifying the PHA of the request or change within 5 business days is considered prompt notice.

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

4/1/2024

5-I.C.ii. Family Obligations- Breach of NSPIRE Standards [24 CFR 982.551]

The family is responsible for any deficiencies under the National Standards for the Physical Inspection of Real Estate (NSPIRE) caused by failure to pay tenant-provided utilities or appliances, or damages to the dwelling unit or premises beyond ordinary wear and tear caused by any member of the household or guest.

PHA Policy- Family Obligations-Damages Beyond Normal Wear and Tear

Damages beyond ordinary wear and tear will be considered to be damages which could be assessed against the security deposit under state law or in court practice.

5-I.C.iii. Family Obligations-Serious Repeated and Violations of the Lease

24CFR 982.511(e)

(e) Violation of lease.

The family may not commit any serious or repeated violation of the lease.