

MAJOR CHANGES TO LEASE, RESIDENT HANDBOOK and GRIEVANCE PROCEDURES

Public housing dwelling lease:

1. Throughout lease, we have added references to the Table of Sales and Service Charges (also known as Non-Standard Rental Provisions Addendum), and listed specific charges in the lease (e.g., late fee, excess utility charges, pet deposit, etc.) so that the amounts are specifically stated in the lease. Also, there will incorporate a Non-Standard Rental Provisions Addendum to the lease that lists these charges (HACM is currently doing this for our LIHTC property leases).
2. Section 2 on Rent: We added more language to rent due date as follows: "If the first day falls on a weekend or holiday, the rent is due and payable on the first business day thereafter. "
3. Section 2 on Rent: We added automatic bank withdrawal as a possible rent payment method
4. Section 4 on Redetermination of Rent, Income and Eligibility: We added more detailed information regarding recertifications into the lease. This includes changing the language on the penalty for failure to comply with providing needed information for a recertification, from automatically increasing the rent to a flat rent to a potential for termination of lease unless cured by the resident.
5. Section 4.A.2---Increased the amount of time to report a change in income from 10 days to 15 business days
6. Section 4.B--Increased the dollar amount of an income increase to report from \$85/month (\$1,020/year) to \$200/month (\$2400/year).
7. Section 4.C--Changed when the new rent for a rent increases would take effect from the 2nd calendar month following the date of the increase in income to 30 days after the notice to the resident.
8. Section 5.A---Change in guest policy from 28 days to 30 total cumulative calendar days
9. Section 5.N---Added more detail on the pet policy

MAJOR CHANGES TO LEASE, RESIDENT HANDBOOK and GRIEVANCE PROCEDURES

Public Housing Resident Handbook:

1. Lease (Page 2)—Added “Will escort visitors/guests and will not give access card to others.
2. Lease (pages 2-3) -Added language to clarify “48-hour written notice will be provided by HACM prior to entry, except in the case of a work order requested by a resident”
3. Move-in (page 4): Added some language to better explain the advantages of renter’s insurance
4. Guest policy (page 7) Changed maximum time for a guest from 28 days to 30 days.
5. Transfers (page 9) ---added language that has been changed and updated from the ACOP:
 1. A transfer request that is initiated by housing management may be done for the following types of transfers:
 - (a) Emergency transfers (such as transfers due to maintenance conditions in the resident’s unit or building that pose an immediate, verifiable threat to the life, health or safety of the resident or family member that cannot be repaired or abated within 24 hours);
 - (b) Transfer for demolition, disposition, revitalization or rehabilitation of a unit; or
 - (c) Transfer in order to maintain occupancy standards based on family composition.
 2. A transfer request may be requested by a resident in public housing and considered by HACM for the following reasons:
 - (a) Transfer to alleviate a serious or life threatening medical condition.
 - (b) Transfers due to a threat of physical harm or criminal activity
 - (c) Transfers related to an approved reasonable accommodation
 - (d) Transfers to a different unit size (larger or smaller) as long as the family qualifies for the unit according to the PHA’s occupancy standards
 - (e) Transfers to a location closer to employment.

Besides these types, no other transfer requests will be considered by the PHA.
6. Rent Determination (page 10): Put additional information on recertifications in this section. This includes changing the language on the penalty for failure to comply with providing information for a recertification, from an automatic increase to the flat rent to the potential for termination of lease unless cured by the resident. Also changed the amount of an increase in income had to be reported (from \$85/mo to \$200/mo.)
7. Fire Prevention (pages 24 and 25)---added that all HACM buildings are smoke-free
8. Laundry Facilities (Highrise/Midrise buildings)—page 37; Added “Make sure to clean the lint trap in the dryer.”

MAJOR CHANGES TO LEASE, RESIDENT HANDBOOK and GRIEVANCE PROCEDURES

9. Pets (pages 40-41)---We added additional language to comply with the more detailed pet policy in the ACOP.
10. Use of exterior Premises (page 43): Added a prohibition on bounce houses, trampolines, and fire pits.
11. Common Area requirements (Senior/disabled highrises)—page 44: Changed closing time for events in the community room from 12 midnight to 10PM.
12. Grievance Procedures (pages 48-56): Added full text of Resident Grievance Procedures document to Resident Handbook.
13. Page 62---Updated the TABLE OF STANDARD SALES AND SERVICE CHARGES to increase the following fees:

Type	2013 Handbook	New Handbook
Extra Refrigerator	\$6/mo.	\$12/mo
Freezer	\$9/mo.	\$12/mo
Air Conditioner	\$35/mo (July – Sept) or \$8.50 /mo (July-June)	\$40/mo (July to Sept) or \$10/mo (July to June)
Pet deposit (senior/disabled highrise)	\$50	\$50
Pet Deposit (general occupancy development)	\$50	\$100
Non-refundable nominal Pet Fee (only general occupancy)	Not in existence	New---\$10/mo.
Cost of towing vehicle from parking lot	Not mentioned	Actual cost of towing
Clogs (negligence only)	\$45 if done by HACM staff or actual cost of materials and labor if by contractor	\$60 or actual cost of labor and materials
Lockouts	\$35 for nights during the week and weekends and holidays	
Mailbox lock changes	\$9	\$25

Resident Grievance Procedures:

1. Increased the length of time for a resident to file a grievance from the time of the notification of an action from 5 business days to 10 days.
2. Added Article VII to add a Remote Hearing option in cases where both parties agree to do it remotely.