

THE HOUSING AUTHORITY OF THE CITY OF AUSTIN



BOARD OF COMMISSIONERS

Chairperson - Carl S. Richie, Jr.

Charles Bailey

Mary Apostolou

Tyra Duncan-Hall

Edwina Carrington

Michael G. Gerber, President & CEO

BOARD OF COMMISSIONERS

Regular Meeting

Thursday, January 18, 2018

12:00 PM

HACA'S Central Office

1124 S. IH-35

Austin, TX 78704

PUBLIC NOTICE OF A MEETING

**TAKE NOTICE OF A BOARD OF COMMISSIONERS
REGULAR BOARD MEETING
OF THE HOUSING AUTHORITY OF THE CITY OF AUSTIN**

**TO BE HELD AT
HACA'S CENTRAL OFFICE
1124 S. IH 35, Austin, TX
(512.477.4488)**

**Thursday, January 18, 2018
12:00 PM**

CALL TO ORDER, ROLL CALL

CERTIFICATION OF QUORUM

Pledge of Allegiance

Citizens Communication (Note: There will be a three-minute time limitation)

Partner Presentation - Communities In Schools

Employee of the Quarter

CONSENT AGENDA

Items on the Consent Agenda may be removed at the request of any Commissioner and considered at another appropriate time on this agenda. Placement on the Consent Agenda does not limit the possibility of any presentation, discussion, or action at this meeting. Under no circumstances does the Consent Agenda alter any requirements under Chapter 551 of the Texas Government Code, Texas Open Meetings Act.

CONSENT ITEMS

1. Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on December 21, 2017

ACTION ITEMS

2. Presentation, Discussion, and Possible Action regarding Resolution No. 2535: Approval of the Award of Contracts for Vacancy Make-Ready Cleaning and optional Painting Services to multiple contractors
3. Presentation, Discussion, and Possible Action regarding Resolution No. 2536: Approval of an Award of Contract for Janitorial and Porter Services
4. Update on HACA's Rental Assistance Demonstration Program
5. Presentation, Discussion, and Possible Action regarding Resolution No. 2539: Approval of the Affirmative Fair Housing Marketing Plans for Goodrich Place, Salina Apartments, Lakeside Apartments, Rosewood Courts and Santa Rita Courts
6. Discussion and Presentation of an amendment to HACA's Administrative Plan to project-base Housing Choice Vouchers and HUD-VASH vouchers as part of a redevelopment of Chalmers Courts

EXECUTIVE SESSION

The Board may go into Executive Session (close its meeting to the public) Pursuant to:

- a. 551.071, Texas Gov't Code, consultations with Attorney regarding legal advice, pending or contemplated litigation; or a settlement offer;
- b. 551.072, Texas Gov't Code, discussion about the purchase, exchange, lease or value of real property;
- c. 551.074, Texas Gov't Code, discuss the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.
- d. 551.087, Texas Gov't Code, discuss certain economic development negotiations.

OPEN SESSION

If there is an Executive Session, the Board will return to Open Session for discussion, consideration and possible action of matters discussed in Executive Session.

REPORTS

The Board accepts the following reports:

- President's Report
- Other Staff Reports
- Commissioners' Reports/Questions to the Department Staff

ADJOURNMENT

"Pursuant to 30.06, Penal Code, (trespass by holder of license with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a concealed handgun."

"Pursuant to 30.07, Penal Code (trespass by holder of license with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not attend this meeting with a handgun that is carried openly."

"En virtud del 30.06, Código Penal, (traspaso titular de licencia con una pistola), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en esta reunión con una arma o pistola.

"En virtud de 30.07, Código Penal (prevaricación por titular de la licencia con un arma o pistola abiertamente llevado), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en esta reunión con un arma o pistola que lleva abiertamente.

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

EXECUTIVE

ITEM NO. 1.

MEETING DATE: January 18, 2018

STAFF CONTACT: Michael Gerber, President & CEO

ITEM TITLE: Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on December 21, 2017

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

The Board is being asked to review and approve the Board Minutes Summary for the Board Meeting held December 21, 2017.

SUMMARY

ATTACHMENTS:

- ▣ 20171221 HACA Summary of Minutes

**HOUSING AUTHORITY OF THE CITY OF AUSTIN
BOARD OF COMMISSIONERS
REGULAR BOARD MEETING**

DECEMBER 21, 2017

SUMMARY OF MINUTES

THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (HACA) BOARD OF COMMISSIONERS PUBLIC MEETING NOTICE WAS POSTED FOR 12:00 NOON ON THURSDAY, DECEMBER 21, 2017, AND WAS HELD AT HACA'S CENTRAL OFFICE, 1124 S. IH 35, AUSTIN, TEXAS 78704

CALL TO ORDER, ROLL CALL, CERTIFICATION OF QUORUM

The Board of Commissioners Regular Board Meeting of the Housing Authority of the City of Austin, of December 21, 2017, was called to order by Carl S. Richie, Jr., HACA Chairperson, at 12:07 p.m. The meeting was held at HACA's Central Office, 1124 S. IH 35, Austin, Texas 78704

Roll call certified a quorum was present.

MEMBERS PRESENT:

Carl S. Richie, Jr., Chairperson
Tyra Duncan-Hall, 2nd Vice Chairperson
Edwina Carrington, Commissioner
Mary Apostolou, Commissioner

MEMBER(S) ABSENT: NONE

Charles Bailey, Vice Chairperson

STAFF PRESENT:

Ann Gass, Barbara Jackson, Catherine Crago, Gloria Morgan, Kelly Crawford, Judy Paciocco, Lisa Garcia, Lydia Perez, Michael Cummings, Michael Gerber, Michael Roth, Nidia Hiroms, Pilar Sanchez, Ron Kowal, and Sylvia Blanco

SWEARING IN OF NEWLY APPOINTED AND REAPPOINTED BOARD MEMBERS – Mary Apostolou, Chalmers Courts resident council President, was sworn in as the new Resident Commissioner. **Carl S. Richie, Jr.** was reappointed to the HACA Board and sworn in.

CITIZENS COMMUNICATION – Julie Cutler attended to support and congratulate **Mary Apostolou** on her appointment to the HACA board. Many Chalmers Courts residents did not speak, however, they were also in attendance to support **Commissioner Apostolou**.

Ann Howard, Ending Community Homelessness Coalition (ECHO) Executive Director, thanked the Board of Commissioners and HACA staff for the decisions made over the past couple of years that have allowed HACA to support the community by housing many more people who have been experiencing homelessness.

CITYWIDE ADVISORY BOARD (CWAB) REPORT – •Barbara Jackson, Acting Community Development Director, reported on behalf of the Citywide Advisory Board. •The December CWAB meeting was held at the HACA Central Offices on December 12th. •The new CWAB officers were announced as Felicia Vargas, (Bouldin resident), President; Ernesto Resto (Meadowbrook resident); and Alice Merida, (Gaston resident), Secretary. •The CWAB passed a resolution to support the Chalmers effort for tax credits. •A resolution was passed to make changes to the citywide bylaws and resident council bylaws. A two day training was held for all resident council presidents and vice-presidents, where these changes were drafted. •A resolution was passed to honor Georgian Manor resident, and former CWAB President, Rachel Martinez, with the installation of a bench at Georgian Manor.

CONSENT AGENDA

APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS:

ITEM 1: Presentation, Discussion, and Possible Action regarding the Approval of a Board Minutes Summary for the Board Meeting held on November 16, 2017

Commissioner Duncan-Hall moved to approve the Board Minutes Summary for the Board Meeting held on November 16, 2017 as presented. **Commissioner Carrington** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ACTION ITEMS

APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS:

ITEM 2: Presentation, Discussion, and Possible Action regarding Resolution No. 2531: Approval of the Revision to the Admissions and Continued Occupancy Policy (ACOP)

The proposed changes to the ACOP incorporate updates to the criminal background eligibility requirements and to the smoke-free policy. **Criminal Background:** In November 2015, HUD issued Notice PIH 2015-19 providing guidance to housing authorities on how to address the use of arrest records in housing decisions. HACA made initial policy changes to meet the requirements of the notice. However, best practices listed in the notice as well as those gained from HACA's participation in the local re-entry roundtable led staff to conduct a more thorough review of the eligibility requirements related to criminal background. That review led to recommended changes that can be grouped into four categories: 1) Changes that reduce redundancy (i.e. Could be combined without changing policy); 2) Changes that reflect current terminology used by the criminal justice system (i.e. Indecency with a child instead of child molestation) and that reflect our current world (i.e. crimes involving terrorism); 3) Changes that reflect increased leniency and reduced administrative burden; and 4) Changes that reduce or update the look-back period for certain criminal activities. **Smoke-Free:** In December 2016, HUD published its final rule on Smoke-Free Public Housing which went into effect on February 3, 2017. This final rule added language prohibiting the use of water pipes (also known as Hookahs) and mandating that all designated smoking areas be at least 25 feet away from existing units or administrative buildings. The proposed changes reflect the inclusion of these HUD requirements.

Staff presented the proposed changes to the Board for discussion at the October 18, 2017 Board meeting. HACA then invited public comment beginning October 20, 2017 through November 20, 2017. HACA received written comments from Texas RioGrande Legal Aid, the Austin Tenants' Council and the Austin / Travis County Reentry Roundtable. Staff reviewed and took all comments under careful consideration. Additionally, HACA's outside counsel for tenant matters reviewed comments and provided guidance. After completing this review, HACA agreed with incorporating some but not all suggestions received. Staff agreed that the proposed definition of a "pattern of criminal activity" was not clear and left room for potential misunderstanding of the policy. Therefore, HACA added additional clarification to the definition of a "pattern of criminal activity" and limited the total look back period to five years to ensure that the pattern is current.

Staff recommended that the Board approve the revisions to the Admissions and Continued Occupancy Policy (ACOP).

Commissioner Apostolou moved to approve Resolution No. 2531: Approval of the Revision to the Admissions and Continued Occupancy Policy (ACOP). **Commissioner Duncan-Hall** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ITEM 3: Presentation Discussion, and Possible Action regarding Resolution No. 2532: Approval of the Revisions to the Housing Choice Voucher Program Administrative Plan

The proposed changes to the HCV Administrative Plan incorporate updates to the criminal background eligibility requirements. In addition, Nan McKay's revision service provided updates with clarifying language regarding a number of policy items. **Criminal Background:** In November 2015, HUD issued Notice PIH 2015-19 providing guidance to housing authorities on how to address the use of arrest records in housing decisions. HACA made initial policy changes to meet the requirements of the notice. However, best practices listed in the notice as well as those gained from HACA's participation in the local re-entry roundtable led staff to conduct a more thorough review of the eligibility requirements related to criminal background. That review led to recommended changes that can be grouped into four categories: 1) Changes that reduced redundancy (i.e. Could be combined without changing policy); 2) Changes that reflect current terminology used by the criminal justice system (i.e. Indecency with a child instead of child molestation) and that reflect dangers faced by today's society (i.e. crimes involving terrorism); 3) Changes that reflect increased leniency and reduced administrative burden; and 4) Changes that reduced or updated the look-back period for certain criminal activities.

The notice of the proposed changes was publicly posted and sent to Texas RioGrande Legal Aid and the Austin Tenants' Council on October 23, 2017. The 30-day public comment period ended at 5:00 p.m. on November 22, 2017. HACA received written comments from Texas RioGrande Legal Aid, Austin's Tenants' Council and the Reentry Round Table. HACA reviewed and took all comments under careful consideration. Additionally, HACA's outside counsel for tenant matters reviewed comments and provided guidance. HACA agreed with incorporating some but not all suggestions received.

Staff recommended that the Board approve the revisions to HACA's Housing Choice Voucher Administrative Plan.

Commissioner Duncan-Hall moved to approve Resolution No. 2532: Approval of the Revisions to the Housing Choice Voucher Program Administrative Plan. **Commissioner Carrington** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ITEM 4: Presentation, Discussion, and Possible Action regarding Resolution No. 2533: Approval to Submit the 2018 Public Housing Authority Annual Plan to the U.S. Department of Housing and Urban Development

The draft 2018 PHA Plan incorporates proposed changes from both the Admissions and Continued Occupancy Policy and the Housing Choice Voucher Administrative Plan (as documented under Items 2 and 3 previously), along with updates regarding the Rental Assistance Demonstration program and the agency's 5-Year Plan Goals and Objectives. Updates to the Plan include: 1) Criminal background eligibility requirements; 2) Demolition/Disposition Activity regarding the Rental Assistance Demonstration program; 3) Policies regarding Project Based Vouchers; and 4) Updates to the Agency's 5-Year Plan Goals and Objectives to include the Public Housing smoke-free policy. **Rental Assistance Demonstration Program:** Updates have been provided regarding the outcomes for the RAD Phase I converted units for eleven properties. The seven remaining Public

Housing properties will convert in several phases. As many of these properties will need extensive rehab, HACA will use different financing mechanisms, e.g. Low Income Housing Tax Credits/Bonds with Low Income Housing Tax Credits/FHA Financing, to provide full modernization. Some properties may require relocation of the residents for an extended period of time to complete all the modernization required. HACA is committed to have a “one for one replacement” and will assess the potential to provide additional affordable housing units at sites where feasible. **Project Based Vouchers (PBVs):** Per the Federal Register notice published in on January 18, 2017, the newly defined project-based voucher requirements are incorporated in the Annual Plan. HACA may attach PBVs to projects owned by HACA to improve, develop or replace its public housing property through the Rental Assistance Demonstration (RAD) conversions. A description of what work it plans to do on the property or site and how many PBV units will be added to the site would be later defined through an amendment to the Housing Choice Voucher Administrative Plan. HACA also included language regarding the Housing Opportunity Through Modernization Act of 2016 (HOTMA) which eliminated the project cap exemption for projects that serve disabled families and modified the exception for supportive services. **Agency’s 5-Year Plan Goals and Objectives:** Updates were made to each of the agency’s goals to reflect current activities and outcomes. **Smoke-Free:** In December 2016, HUD published its final rule on Smoke-Free Public Housing which went into effect on February 3, 2017. This final rule added language prohibiting the use of water pipes (also known as Hookahs) and mandating that all designated smoking areas be at least 25 feet away from existing units or administrative buildings. The proposed changes reflect the inclusion of these HUD requirements.

A 45-day public comment period commencing on October 20, 2017 and concluding on December 4, 2017 was held to solicit comments regarding the 2018 Public Housing Authority Annual Plan. Notices regarding the announcement of the public comment period for the 2018 PHA Annual Plan were sent to various community organizations, posted at the City and County Clerk Offices, posted on the HACA website and each public housing resident community bulletin boards, and advertised in the Austin American Statesman, The Villager and La Prensa and HACA's One Voice newsletter. A full copy of the draft 2018 PHA Plan was sent to every public housing resident council, the Austin Tenants' Council, the City of Austin Neighborhood Housing and Community Development department and Texas Rio Grande Legal Aid Inc. Additionally, three public hearings were held on November 14, 2017, November 17, 2017 and November 28, 2017.

While HACA did not receive specific written public comments regarding the draft 2018 PHA Plan, HACA received written public comments for both the Admissions and Continued Occupancy Policy and the Housing Choice Voucher Administrative Plan from the Austin Tenants' Council, Texas Rio Grande Legal Aid, and Austin / Travis County Reentry Roundtable. The comments received and HACA’s responses have been addressed under the board resolutions for the adoption of the revisions to both the Admissions and Continued Occupancy Policy and the Housing Choice Voucher Administrative Plan. HACA carefully considered all comments and suggested changes. As a result, HACA incorporated some of the suggestions into the final proposed version of both plans, and made changes in the wording regarding criminal activity to more clearly explain and define the policy. These changes are also reflected in the 2018 PHA Annual Plan. Additionally, questions were received at the Public Hearing held on November 14, 2017 in conjunction with the Citywide Advisory Board meeting. These questions pertained to the proposed changes to the criminal history screening criteria and the new regulations regarding the smoke-free policy.

Staff recommended the Board approve HACA's 2018 PHA Annual Plan and submission to the U.S. Department of Housing and Urban Development no later than January 16, 2018, 75 days prior to the start of HACA's fiscal year.

Commissioner Carrington moved to approve Resolution No. 2533: Approval to Submit the 2018 Public Housing Authority Annual Plan to the U.S. Department of Housing and Urban Development. **Commissioner Apostolou** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ITEM 5: Presentation, Discussion, and Possible Action regarding Resolution No. 2534: Approval of the Revisions to the Personnel Policies and Procedures Manual of the Housing Authority of the City of Austin

The Human Resources (HR) Department currently conducts criminal background checks on all candidates selected for employment with HACA. Based on the current policy, any candidate is automatically disqualified due to any drug related activity noted on their criminal history record, regardless of how long ago the activity occurred, and whether or not an arrest led to a conviction. This policy was implemented primarily due to the sensitive nature of some duties, such as entering dwelling units, handling of monies, and interacting with vulnerable populations. However, over the years this policy has contributed to delays in filling some vacant positions in a timely manner. Over the past year alone, HACA has disqualified 5 candidates for employment due to drug related activities noted on their criminal history records. The HR department reached out to comparable housing authorities (Dallas, Houston, San Antonio) and the City of Austin to learn what their practices are regarding minor drug offenses on a candidate's criminal background. San Antonio informed us they did not have a formal written policy regarding this area, Houston provided us with a copy of their policy and informed us that each conviction is evaluated on a case-by-case basis. Dallas was non responsive. The HR Manager spoke with the City of Austin. They advised that their hiring decision is based on whether or not the candidate is charged with felony or misdemeanor and how long ago the offense occurred. We also reviewed HACA’s Admissions policy regarding drug related activity for housing.

Human Resources met with the Executive Team to present our findings and to receive feedback and comments. There was a consensus that the policy should be revised to reflect the current stance in the community regarding minor drug related offenses. The Human Resource Director also met with HACA's outside general counsel, Jim Ewbank, to discuss the proposed revisions. Mr. Ewbank agreed with the proposed revisions and informed HACA that this proposed revision was not uncommon as he is seeing more companies are easing their policies with regard to minor offenses.

Staff recommended Board approve the proposed revisions to the current policy requirements for pre-employment, to allow the hiring of candidates that have less than a pattern of three (3) or more minor drug related activities (Class B or C misdemeanor), with no more than 1 (one) of the offenses occurring within the past 5 (five) year period on their criminal background. Revising the policy would allow HACA to hire those qualified candidates that may have a minor drug offense on their criminal background. This would also assist in reducing the time to fill vacant position and with increasing diversification within the agency. This revision applies strictly to minor drug offenses. HACA is not seeking to hire individuals that have drug related felony charges (Class A Misdemeanor or felony). The proposed revision to this policy would also allow HACA to be more consistent with the City of Austin's current stance relating to minor drug related offenses.

Commissioner Carrington moved to approve Resolution 2534: Approval of the Revisions to the Personnel Policies and Procedures Manual of the Housing Authority of the City of Austin. **Commissioner Duncan-Hall** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ITEM 6: Presentation, Discussion, and Possible Action regarding Resolution No. 2537: Approval of an Award of Contract for Comprehensive Youth Development Club in the amount of \$180,000.00

A Request For Proposals (RFP) to provide Comprehensive Youth Development Clubs Meadowbrook and Chalmers Courts, with an outreach program serving both Booker T. Washington and Rosewood youth at the East Club, and an outreach program for Thurmond Heights youth at the elementary, middle, and high schools surrounding Thurmond Heights, was issued September 18, 2017 with a deadline of October 4, 2017. The RFP was advertised in the Austin American Statesman and posted on the HACA website for full offer period. Twelve bid packets were distributed and one bid proposal was submitted. The bid was received via email and was opened and read aloud by Nora Morales, Purchasing Director on October 12, 2017 at 10:00 a.m., local time.

The proposal was reviewed and scored by Felisa Jones, Youth Educational Success Manager, Barbara Jackson, Acting Director of Community Development, and Ben Calvo, Resident Opportunities for Self-Sufficiency Specialist.

HACA recommended that the Board accept the qualifications and proposal of the Boys and Girls Club of the Austin Area to provide comprehensive youth development services and the contract be awarded in an amount not to exceed \$180,000.00. The award of contract is pending HUD approval due to receipt of only one proposal. This contract may be renewed annually, not to exceed a total of 5 years.

Commissioner Duncan-Hall moved to approve Resolution No. 2537: Approval of an Award of Contract for Comprehensive Youth Development Club to the Boys and Clubs of the Austin Area in the amount of \$180,000.00. **Commissioner Apostolou** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ITEM 7: Presentation, Discussion, and Possible Action regarding Resolution No. 2538: Approval to enter into an Interlocal Cooperation Agreement with the Texas Housing Foundation, (a Texas Regional Housing Authority)

The Texas Local Government code requires a housing authority to request permission and enter into a Cooperation Agreement when operating in another agency's jurisdiction. The Texas Housing Foundation (THF) evolved from the Marble Falls Housing Authority, and is a regional housing authority serving several counties in Central Texas. THF has been active in acquiring affordable housing properties as well as developing properties utilizing Low Income Housing Tax Credits.

THF has asked HACA for permission to purchase two properties in Austin—Fairway Village Apartments and Santa Maria Apartments. Both of these apartment complexes are in the Southwest Housing Compliance Corporation portfolio and have been troubled properties for many years. Both properties have challenges with residents, crime, and drug-related activity, and there is a need for significant renovations and rehabilitation. Austin Affordable Housing Corporation (AAHC), gave purchasing these properties careful review, however, staff concluded that the challenges at these properties are too significant, and deviate from HACA and AAHC's current business plan to rehabilitate our own public housing assets and to develop or acquire high-quality affordable housing in higher-opportunity areas of the community. Given that the properties hold project-based Section 8 contracts overseen by SHCC, there would have been a conflict of interest issue. As HACA is making significant use of the 9% percent Low Income Housing Tax Credits (LIHTC) to redevelop public housing properties and to expand affordable housing in Austin, THF has agreed in the Cooperation Agreement that "it will in no way compete with the Housing Authority of the City of Austin for 9% LIHTC" through their purchase of, and any potential future rehabilitation of, Fairway Village and Santa Maria Courts.

Based on these assurances from THF, HACA staff recommended that the Board approve entering into a Cooperation

Agreement to allow THF to acquire, operate and manage Fairway Village and Santa Maria Courts.

Commissioner Carrington moved to approve Resolution No. 2538: Approval to enter into an Interlocal Cooperation Agreement with the Texas Housing Foundation, (a Texas Regional Housing Authority) to acquire, operate and manage Fairway Village and Santa Maria Courts. **Commissioner Apostolou** seconded the motion. The motion passed. (4-Ayes and 0-Nays).

ITEM 8: Update on HACA's Rental Assistance Demonstration Program

Item No. 8 was discussed during the Executive Session, and nothing was reported during Open Session.

EXECUTIVE SESSION

The Board of Directors recessed into Executive Session at 1:17 p.m.

The Board returned to Open Session at 2:24 p.m. No action was taken.

REPORTS

The Board accepts the following reports from the President:

President's Report:

- No reports were presented.

ADJOURNMENT

Commissioner Duncan-Hall moved to adjourn the meeting. **Commissioner Apostolou** seconded the motion. The motion passed unanimously. The meeting adjourned at 2:25 p.m.

Carl S. Richie, Jr., Chairperson

Michael G. Gerber, Secretary

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 2535

PURCHASING ITEM NO. 2.

MEETING DATE: January 18, 2018

STAFF CONTACT: Nora Morales, Purchasing Director

ITEM TITLE: Presentation, Discussion, and Possible Action regarding Resolution No. 2535: Approval of the Award of Contracts for Vacancy Make-Ready Cleaning and optional Painting Services to multiple contractors

BUDGETED ITEM: Yes

TOTAL COST: \$150,000.00

ACTION

The Board is being asked to approve awarding two contracts for Vacancy Make-Ready Cleaning/Painting & Wall Patching services. These are fixed price, open end contracts each not exceeding \$75,000.00. Total amount budgeted for this service is \$150,000.

SUMMARY

Background:

The Housing Authority of the City of Austin utilizes the services of contractors to perform cleaning, wall patching and optional painting tasks for its vacancy units. This helps ensure timely completion of unit make readies in order to lease units to new families in a timely and efficient manner.

Every year HACA averages over 350 vacated units. This year we added “Hotel Cleans” to this service which increased the number of “turned” units. “Hotel Cleans” are units that are occupied for a short time period by residents that were temporarily relocated through RAD. Having two contractors will efficiently keep up with the demand of turning the vacated units quickly.

Process:

An invitation for bid was issued on August 17, 2017. It was advertised in the Austin American Statesman on August 20th and 27th, 2017 with a closing date of September 22, 2017. There was a pre-bid conference on September 8, 2017 with six prospective bidders in attendance. Twenty-nine packets were emailed/picked up and three bids received. Bids were opened, read, and recorded on September 22, 2017.

Staff Recommendation:

HACA is exercising its right to award multiple contracts. This will offer HACA additional options during times of simultaneous accumulated vacancies across the housing portfolio. The properties will be divided

equally and contractors will be monitored for effectiveness and efficiency. Both of the recommended contractors Done Right Janitorial and Capital City Janitorial, have satisfactory previous HACA experience; both are responsible and responsive.

ATTACHMENTS:

- ▣ **ATTACHMENT 1: DISTRIBUTION**
- ▣ **ATTACHMENT 2: TABULATION**
- ▣ **ATTACHMENT 3: PRE-BID CONFERENCE**
- ▣ **ATTACHMENT 4: CCJ BIDDERS QUALIFICATIONS**
- ▣ **ATTACHMENT 5: DRJ BIDDERS QUALIFICATIONS**

RESOLUTION NO. 2535

**APPROVING THE AWARD OF MULTIPLE CONTRACTS FOR VACANCY
CLEANING/PAINTING & WALL REPAIR SERVICES**

WHEREAS, on September 22, 2017 the Housing Authority of the City of Austin opened and publicly read the bids to award a contract for vacancy cleaning services, and

WHEREAS, HACA sees a need to exercise its right to award to multiple contracts to increase effectiveness and efficiency;

WHEREAS, it is the recommendation of the President & CEO that the proposals submitted by Done Right Janitorial and Capital City Janitorial as the most responsive and responsible bids, budgeted amount of \$150,000.00 divided equally;

WHEREAS, this contract will be reviewed annually not to exceed five years;

NOW, THEREFORE BE IT RESOLVED, that the Housing Authority of the City of Austin Board of Commissioners authorizes the President & CEO to accept the bids as submitted by Done Right Janitorial and Capital City Janitorial and award such contracts.

PASSED, APPROVED, AND ADOPTED this 18th day of January 2018.

Carl Richie Jr., Chairperson

Michael G. Gerber, Secretary

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-P-0222
Description: Vacancy Cleaning

BID OPENING DT/HR: 10:00AM/CST September 11, 2017
Location: 1124 South IH-35 Austin Texas 78704

Date	Organization	Addendum
e 8/24	Company: Atwood Delivery Delivery Address: 1208 Mangrove Terrace Austin TX 78741 Phone: 919 6648 Fax: 775 5341 Cell 775 5341 Contact Person: E-mail: atwood's delivery@aol.com	Addendum #: Date Notified: Received by: Date:
e 8/24	Company: S W Cleaning. com Address: _____ Phone: _____ Fax: _____ Contact Person: E-mail: philip.jansen@swcleaning.com	Addendum #: Date Notified: Received by: Date:
e 8/29	Company: E-Team Cleaning Services Address: _____ San Marcos TX 78666 Phone: 512 214 3988 Fax: _____ Contact Person: Elizabeth Farr E-mail: eteamcleaning512@gmail.com	Addendum #: Date Notified: Received by: Date:
e 8/29	Company: Siller Preferred Services Address: 1144 Airport Blvd #260 78702 Phone: 512 770 3835 Fax: _____ Contact Person: Yasmine Aguilar E-mail: Yasmine@sillerservices.com	Addendum #: Date Notified: Received by: Date:
	Company: _____ Address: _____ Phone: _____ Fax: _____ Contact Person: E-mail: _____	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-P-0222
Description: Vacancy Cleaning

BID OPENING DT/HR: 10:00AM/CST September 12, 2017
Location: 1124 South IH-35 Austin Texas 78704

Date	Organization	Addendum
e 8/24	<p>Company: <u>Superb cleaning</u> Address: <u>555 Round Rock West Dr 230</u> <u>Round Rock TX 78681</u> Phone: <u>828.0098</u> Fax: <u>828.0099</u> Contact Person: E-mail: <u>tyates20cs9@hotmail.com</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: <u>Capital City Sanitorial, Inc</u> Address: <u>2420 Patterson Industrial Dr</u> <u>Plumville TX 78660</u> Phone: <u>512670.2800</u> Fax: <u>512670.2805</u> Contact Person: <u>Mike Behsereshot</u> <u>mike@ccsanitorial.com</u> E-mail: <u>trenace@ccsanitorial.com</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: <u>Done Right Janitorial</u> Address: <u>12609 Dessau #123</u> Phone: <u>5129245146</u> Fax: Contact Person: <u>Teresa Willanueva</u> E-mail: <u>tvj99@hotmail.com</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: <u>Jani King</u> Address: <u>2523 South Lakeline</u> <u>Cedar 78613</u> Phone: <u>5123354888</u> Fax: <u>119</u> Contact Person: <u>Valerie</u> E-mail: <u>Tm3@JKAustin.us</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: <u>Clean Image</u> Address: <u>13498 Pond Spring</u> <u>78729</u> Phone: <u>512258.7003</u> Fax: Contact Person: <u>Erin Pryne</u> E-mail: <u>sales@ksscleaning.com</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-P-0222
Description: Vacancy Cleaning

BID OPENING DT/HR: 10:00AM/CST September 22, 2017
Location: 1124 South IH-35 Austin Texas 78704

Date	Organization	Addendum
e 8/24	Company: Dinos Cleaning Address: 1808 Davis Taylor TX 76574 Phone: 704.2184 Fax: Contact Person: Madeline Reyes E-mail: madeline.garcia.0223@yahoo.com	Addendum #: Date Notified: Received by: Date:
e 8/24	Company: Cleaners of America Address: 5100 Poplar Ave Suite 211 Memphis TN 38137 Phone: 901 680-9883 Fax: 901 680 9884 Contact Person: Ron Hackleman E-mail: rhackleman@coa Corp.com	Addendum #: Date Notified: Received by: Date:
e 8/24	Company: American Facilities Service Address: Phone: Fax: Contact Person: Anita Sweet E-mail: asweet@bell south.net	Addendum #: Date Notified: Received by: Date:
e 8/24	Company: Clean Pros of Austin Address: Phone: 800 810 7140 Fax: Contact Person: Don E-mail: mark@clean-produsa.com	Addendum #: Date Notified: Received by: Date:
e 8/24	Company: K.B. Contract Cleaning Address: 813 Taulbee Ln 78757 Phone: 452 9509 Fax: 452 9500 Contact Person: Lewis Bowland E-mail: lewis@k-bcc.com	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-P-0222
Description: Vacancy Cleaning

BID OPENING DT/HR: 10:00AM/CST September 12, 2017
Location: 1124 South IH-35 Austin Texas 78704

Date	Organization	Addendum
e 8/24	<p>Company: ISS World</p> <p>Address: 10435 Burnet Rd 102 Austin TX 78758</p> <p>Phone: _____ Fax: _____</p> <p>Contact Person: Jennifer Jones</p> <p>E-mail: jennifer.jones@us.issworld.com</p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: Jan-Pro Cleaning Systems</p> <p>Address: _____</p> <p>Phone: 512 459-1100 Fax: 512 970-9355</p> <p>Contact Person: Aaron Thorpe</p> <p>E-mail: aaron.thorpe@jan-pro.com</p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: ESP Sanitorial</p> <p>Address: 111 West Anderson Ln D. 196 78752</p> <p>Phone: 512 302 4ESP Fax: 512 302 4344</p> <p>Contact Person: Afrika Shepard</p> <p>E-mail: sales@4espros.com</p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: _____</p> <p>Address: _____</p> <p>Phone: _____ Fax: _____</p> <p>Contact Person: _____</p> <p>E-mail: integrated02@aol.com</p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: Solar Teck Energy</p> <p>Address: P.O. Box 1359 Manhaca TX 78652</p> <p>Phone: 512 557 1159 Fax: _____</p> <p>Contact Person: Jesse Hinojosa</p> <p>E-mail: solar.teckenergy@gmail.com</p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-P-0222
Description: Vacancy Cleaning

BID OPENING DT/HR: 10:00AM/CST September 11, 2017
Location: 1124 South IH-35 Austin Texas 78704

Date	Organization	Addendum
e 8/24	<p>Company: <u>Building Stars</u></p> <p>Address: _____</p> <p>Phone: <u>3142749920</u> Fax: _____</p> <p>Contact Person: <u>Mark Lanemann</u></p> <p>E-mail: <u>mlanemann@infinite-pipeline.com</u></p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: <u>Deuce Labor</u></p> <p>Address: _____</p> <p>Phone: <u>5125525105</u> Fax: _____</p> <p>Contact Person: <u>Dement McNeil</u></p> <p>E-mail: <u>deucelabor7@outlook.com</u></p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: <u>CTS main</u></p> <p>Address: _____</p> <p>Phone: <u>9723997701</u> Fax: _____</p> <p>Contact Person: <u>Laurie Bush</u></p> <p>E-mail: <u>lbush713@aol.com</u></p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: <u>Coverall</u></p> <p>Address: _____</p> <p>Phone: <u>279.0250</u> Fax: _____</p> <p>Contact Person: <u>Doug St. Onge</u></p> <p>E-mail: <u>doug@coverallarjon.com</u></p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>
e 8/24	<p>Company: <u>SSN Janitorial Services</u></p> <p>Address: <u>11302 June Dr. Suite C</u> <u>78753</u></p> <p>Phone: <u>832.1555</u> Fax: <u>832.1565</u></p> <p>Contact Person: <u>Jeff Voight</u></p> <p>E-mail: <u>jeff@ssnjanitorialservice.com</u></p>	<p>Addendum #:</p> <p>Date Notified:</p> <p>Received by:</p> <p>Date:</p>

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-P-0222
Description: Vacancy Cleaning

BID OPENING DT/HR: 10:00AM/CST September 22, 2017
Location: 1124 South IH-35 Austin Texas 78704

Date	Organization	Addendum
e 8/24	<p>Company: Citywide of Austin Address: 1106 Clayton Ln 285W 78723 Phone: 5126725600 Fax: Contact Person: Chris Hunt. John News owner E-mail: churht@gocitywide.com</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: Open Works Address: 1016 La Posada Dr #140 78752 Phone: 5122658977 Fax: Contact Person: Monica Maldonado E-mail: monica.maldonado@openworksweb.com</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: Eco Care Pro Address: 3007 Lenchorn Blvd 101 Austin TX 78758 Phone: Fax: Contact Person: E-mail: mwashington@ecocarepro.com</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24	<p>Company: Onvia Address: 509 Olive Way Seattle WA 98101 Phone: 2063739150 Fax: Contact Person: Jacqueline Sessa E-mail: jsesta@onvia.com</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 8/24 m 8/25	<p>Company: Ahteroc MKT & Promoten Service Address: 7603 Providence Ave 78652 Phone: 5126802292 Fax: Contact Person: Coretha Clark Kiara E-mail: ahteroc@gmail.com</p>	<p>Addendum #: Date Notified: Received by: Date:</p>

Tabulation
VACANCY CLEANING SERVICES
HACA-17-B-0222
September 22 2017, 2017 10AM/CST

Vendors	eff.	1/1	2/1	2/1.5	2/2	3/1	3/1.5	3/2	4/1	4/1.5	4/2	5/1.5	5/2	TOTAL	TOTAL VAC. & OPT SVCS	ANNUAL % INCREASE
Arcoiris	250	300	300	300	350	500	500	500	600	600	600	650	650	6100		10
optional painting	640	790	890	950	1050	1250	1350	1450	1575	1625	1675	1875	1975	17095		10
hotel clean	175	225	225	250	250	310	310	310	350	350	350	385	385	3875		10
Done Right	159	272	324	262	235	350	350	333	333	333	317	310	317	3895		4
optional painting	350	365	519	519	530	525	525	530	550	550	550	525	525	6563		4
hotel clean	95	138	165	175	185	190	190	190	195	195	195	200	200	2313		4
Capitol City	160	255	310	310	310	350	380	325	360	325	330	375	380	4170		4
optional painting	340	350	440	450	450	440	440	440	450	450	450	500	500	5700		4
hotel clean	75	80	85	90	95	100	110	110	130	150	160	175	180	1540		4
optional painting																
hotel clean																
optional painting																
hotel clean																
optional painting																
hotel clean																

BID OFFICIAL

Nora Morales

WITNESS

Tina Benson

9/22/17

9/22/17

DATE

Sign In Sheet

Services: Vacancy Cleaning
Contract Number: HACA-17-B-0222

Pre Bid Conference: 11:00 AM/CST at 905 Bedford Austin TX 78702
Pre Bid Date: September 8, 2017

Representative	Name of Company
1. Adriana Peña-Campbell	JG Arcorvis Painting Contractors, LLC
2. TERESA Villanueva	Dove Right Janitorial & Maintenance
3. Keith Sanchez	Capital City Janitorial
4. Jose Gamero	JG Arcorvis Painting Contractors LLC.
5. Monica Maldonado	Open Works
6. Christina Perez	Siller Preferred Services
7. Yasmín Aguilar	Siller Preferred Services.
8. Lizardo Castro	Siller Preferred Services.
9. John Niles	City Wide of Austin
10.	

Statement of Bidder Qualifications - HACA

1. Name of Bidder - Capitol City Janitorial, Inc.
2. Permanent Main Office Address - 2420 Patterson Industrial Drive, Pflugerville TX 78660
3. When organized as Capitol City Janitorial, Inc. - 1998
4. We are a corporation.
5. Texas Corporation – May 12, 1998 incorporation date as Capitol City Janitorial, Inc.
6. Minority ownership – Hispanic – Blanca Behseresht owns 51% of the corporation
7. Number of years engaged in contracting business - 19 years as Capitol City Janitorial, Inc.
8. Contract in progress - We have monthly janitorial contracts of approximately \$350,000 per month and construction projects of approximately \$190,000 per month. We have a large number of contracts – here are an example of two – UT EERC - \$273,265 – Hensel Phelps Construction Company – estimated completion is 9/2017 – UT RBRH - \$331,288 – DPR Construction – estimated completion is 3/2018.
9. General character of work performed -Ability to communicate, dependability, meet schedules, safety and job knowledge.
10. Contract status - No failure to complete work awarded to us
11. Bonding company is Travelers – One Tower Square, Hartford, CT 06183 – Our agent is Watkins Insurance – 3834 Spicewood Springs Rd, Ste 100, Austin, TX 78759
12. References of completed projects:

City of Round Rock – 221 East Main Street

Round Rock, Texas 78664 - Pam Keltgen – carpet cleaning and window cleaning.

City of San Marcos - 630 East Hopkins, San Marcos, Texas 78666 – Ken Claybourn – carpet cleaning, floor maintenance and window cleaning.

Employees Retirement System of Texas – 200 East 18th Street – Austin, TX 78701 – Dawn Eserini

Carpet cleaning, modular furniture panel cleaning and upholstery cleaning

13. Previous contracts with HACA - Janitorial service from 2006 to 2012, Make Ready service from 2010 thru 2015.

Statement of Qualifications

1. Teresa Villanueva DBA Done Right Janitorial & Maintenance of Texas LLC
2. Office located at 1500 Crossing Place
3. Operating since December 2011
4. LLC with Employee Shared Entrepreneurship
5. Incorporated in Texas 2015
6. 100% Hispanic owned, 80% owned by Female Operating President
7. Operating since December 2011 under DBA of Done Right Janitorial with 30 combined years of janitorial experience.
8. Hewlett Family Of Dealerships Located in Georgetown Texas \$108,000 yearly
AAHC Maintenance Vendor approx \$4,000 monthly
Current HACA Janitorial Service Contract approx.: \$96,000 yearly
Mechanical System & Process Services \$4,000 yearly
Current HACA Apartment Make Ready Contract, approx.. \$75,000 yearly
9. Longtime Business Relation with :
 - City of Austin
 - Austin City Council
 - Austin APD
 - Travis County Housing Authority
 - Hewlett Family of Dealerships
 - HACA
 - As Well as Other Community Partnerships including Texas School For Hearing Impaired
 - References Available on Request
10. No failures of completion
11. Hochheim Prairie Casualty Insurance Company. 500 South US HWY 77A, Yoakum, Texas 77995.
Agent :Mike Pruitt Insurance Agency P.O. Box 48 Rockdale, Texas
12. **Haca** 1124 S IH 35 Austin Texas 78754 512-477-4488
Window cleaning 1124 S IH 35 Assigned by Judy Paciocco \$1300.00

Haca 1124 S IH 35 Austin Texas 78754 512-477-4488
Repair and painting residential unit 1410 Dupree Assigned by Monica Garcia \$3900.00

Mechanical Process Systems 1804 Central Commerce Round Rock, Texas 512-691-9259
Janitorial cleaning, 7,200 annual contract
13. Janitorial Contract Renewal, processed Sept 2014

Current Apt Make Ready Contract, executed 2015

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 2536

PURCHASING ITEM NO. 3.

MEETING DATE: January 18, 2018

STAFF CONTACT: Nora Morales, Purchasing Director

ITEM TITLE: Presentation, Discussion, and Possible Action regarding Resolution No. 2536:
Approval of an Award of Contract for Janitorial and Porter Services

BUDGETED ITEM: Yes

TOTAL COST: \$163,529

ACTION

The Board is being asked to approve an award of contract for Janitorial & Porter Services to Done Right Janitorial. This will be a five year contract reviewed annually.

SUMMARY

Background:

The Housing Authority of the City of Austin utilizes the services of contractors to perform janitorial services to ensure our community rooms are cleaned, presentable, and ready for resident programs. Porter services in HACA's administration building provides all day janitorial services, ensuring a cleaner building at all times. The scope of this contract includes after hours janitorial services at six of our properties' community rooms and day porter services at our main administration office.

Process:

An Invitation for bid was issued for janitorial and porter services on September 14, 2017. It was advertised in the Austin American Statesman on Sunday, September 17th and 24th, 2017 with a close date of October 26, 2017. A pre-bid conference was held on October 4, 2017 at 10:00 a.m with three prospective bidders in attendance. Eighteen packets were emailed/picked up and two responses were received. Responses were publicly opened, read, and recorded.

Staff Recommendation:

Staff recommends awarding the contract to Done Right Janitorial. The bid of Done Right Janitorial was deemed the most responsive and responsible bid. Done Right is the current vendor for this contract, and their performance has been satisfactory.

ATTACHMENTS:

- ▣ **ATTACHMENT 1: DISTRIBUTION**
- ▣ **ATTACHMENT 2: TABULATION**
- ▣ **ATTACHMENT 3: PRE-BID CONFERENCE**
- ▣ **ATTACHMENT 4: BIDDERS QUALIFICATIONS**

RESOLUTION NO. 2536

**APPROVING THE AWARD OF JANITORIAL &
PORTER SERVICES**

WHEREAS, on October 26, 2017 the Housing Authority of the City of Austin opened and publicly read the bids to award a contract for Janitorial & Porter Services, and

WHEREAS, it is the recommendation of the President and CEO that the proposal of Done Right Janitorial be accepted as the most responsive and responsible proposal not to exceed \$163,529.00 a year.

NOW, THEREFORE BE IT RESOLVED, that the Housing Authority of the City of Austin Board of Commissioners authorizes the President and CEO to accept the proposal as submitted and award such contract.

PASSED, APPROVED AND ADOPTED this 18th day of January, 2018.

Carl Richie, Jr., Chairperson

Michael Gerber, Secretary

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-B-0226
Description: Janitorial & Porter Services

BID OPENING DT/HR: October 26, 2017 2:00PM/ CST
Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 9/22	<p>Company: <u>Siller Preferred Services</u> Address: <u>1144 Airport</u> <u>78702</u> Phone: _____ Fax: _____ Email: <u>yasmin@sillerservices.com</u> Contact Person: _____</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>Jani King</u> Address: <u>2523 South Lakeline</u> <u>Cedar Park TX 78613</u> Phone: <u>512 335 9888</u> Fax: _____ Email: <u>tm3@jkaustin.us</u> Contact Person <u>Valerie</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>Onvia</u> Address: <u>509 Olive Way S</u> <u>Seattle WA 98101</u> Phone: <u>206 373 9150</u> Fax: _____ Email: <u>jsessa@onvia.com</u> Contact Person: <u>Jacqueline Sessa</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>City Wide Maintenance</u> Address: <u>1106 Clayton Ln</u> <u>78723</u> Phone: <u>512 672 5600</u> Fax: _____ Email: <u>chunte@socitywide.com</u> Contact Person: _____</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
	<p>Company: _____ Address: _____ Phone: _____ Fax: _____ Email: _____ Contact Person: _____</p>	<p>Addendum #: Date Notified: Received by: Date:</p>

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-B-0226
Description: Janitorial & Porter Services

BID OPENING DT/HR: October 26, 2017 2:00PM/ CST
Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 9/22	<p>Company: <u>ESP Janitorial</u> Address: <u>111 West Anderson Dr</u> <u>78752</u> Phone: <u>5123024ESP</u> Fax: <u>5123024344</u> Email: <u>sales@4espros.com</u> Contact Person: <u>Afrika Shepard</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: Address: Phone: Fax: Email: <u>office@servproeastcentralaustin.com</u> Contact Person</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>JSN Janitorial Services</u> Address: <u>11302 June Dr Suite C</u> <u>78753</u> Phone: <u>832-1555</u> Fax: <u>832-1565</u> Email: <u>jeff@jsnjanitorialservices.com</u> Contact Person: <u>Jeff Voight</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>Capitol City Janitorial</u> Address: <u>2420 Patterson Industrial</u> <u>Pflugerville 78660</u> Phone: <u>5126702800</u> Fax: <u>5126702805</u> Email: <u>trenace@ccjanitorial.com</u> Contact Person: <u>Trenace Harkin</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: Address: Phone: Fax: Email: <u>e-teamcleaning512@gmail.com</u> Contact Person: <u>Elizabeth Farr</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-B-0226
Description: Janitorial & Porter Services

BID OPENING DT/HR: October 26, 2017 2:00PM/ CST
Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 9/22	<p>Company: Done Right Janitorial Address: 12609 Dessau 123 78754 Phone: 924.5146 Fax: Email: +vjv99@hotmail.com Contact Person: Terri Villanueva</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: EcoCare Address: 3007 Longhorn Blvd Suite 100 78758 Phone: 339.9111 Fax: 339.9130 Email: Jpeterson@ecocarepro.com Contact Person Jessica Peterson</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: Coverall Address: Phone: 274.0250 Fax: Email: doug@coverallwarrior.com Contact Person: Doug St. Onge</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: Citywide Maintenance Address: Phone: 512.672.5600 x101 Fax: Email: dquiroz@citywide.com Contact Person: David Quiroz</p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: Southwest Cleaning Address: 901 South Mopac Barton 30 78746 Phone: 536.1350 Fax: Email: Phillip Jansen Contact Person: Phillip Jansen@swcleaning.com</p>	<p>Addendum #: Date Notified: Received by: Date:</p>

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-17-B-0226
Description: Janitorial & Porter Services

BID OPENING DT/HR: October 26, 2017 2:00PM/ CST
Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 9/22	<p>Company: <u>Building Stars Janitorial</u> Address: _____ Phone: <u>314 274 9920</u> Fax: _____ Email: <u>mlanemann@infinite-pipeline.com</u> Contact Person: <u>Mark Lanemann</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>Cleaners of America</u> Address: <u>5100 Poplar Ave Suite 211</u> <u>Memphis TN 38137</u> Phone: <u>901 680 9883</u> Fax: <u>901 680 9884</u> Email: <u>rhackleman@coacorp.com</u> Contact Person: <u>Ron Hackleman</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>Just a Touch</u> Address: <u>3201 Decker Dr</u> <u>78723</u> Phone: <u>803 583 2</u> Fax: _____ Email: <u>delfeed202@hotmail.com</u> Contact Person: <u>Deffred Hastings</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>American Facilities Service</u> Address: _____ Phone: <u>770 740 1613</u> Fax: _____ Email: <u>asweet@bellsouth.net</u> Contact Person: <u>Anita Sweet</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>
e 9/22	<p>Company: <u>Clean Pros of Austin</u> Address: _____ Phone: <u>800 810 7140</u> Fax: _____ Email: <u>mark@clean-prousa.com</u> Contact Person: <u>Don</u></p>	<p>Addendum #: Date Notified: Received by: Date:</p>

BID TABULATION
HACA-17-B-0226 JANITORIAL AND PORTER SERVICES
October 26, 2017 2:00PM/CST

Company Name	Thurmond Heights 8436 Goldfinch Ct.	Meadowbrook Learning Center 1201 W. Live oak	Booker T. Washington Community Center 905 Bedford	Booker T. Washington Community Center 905-A Bedford	Adapt 1100 S. IH 35	Administration Building 1640-A E. 2nd St.	Administration Building 1640-B E. 2nd St.	Total Montly	Janitorial Annual	PORTER SVC 1124 S. IH 35 - Per Hour	PORTER SVC 1124 S. IH 35 - Monthly	PORTER SVC 1124 S. IH 35 - Annual	ANNUAL TOTAL
Capitol City Janitorial	820	1,544	820	1,020	820	N/A	1,544	6,568	78,816	16.43 Per Hour	8,580	102,960	181,776
Done Right Janitorial	639	1,358	400	917	535	N/A	732	4,581	54,972	17.13 Per Hour	9,046.40	108,557	163,529
	OPTIONAL / FLOORS Semi-Annual Services												Annual Increase
	8426 Goldfinch		1201 W. Live Oak		905 Bedford		905-A Bedford		1640-B E 2nd St.		1100 S. IH 35		
	Shampoo	Tile	Shampoo	Tile	Shampoo	Tile	Shampoo	Tile	Shampoo	Tile	Shampoo	Tile	
Capitol City Janitorial	53	386	30	N/A	N/A	750	N/A	953	400	1140	368	97	N/A
Done Right Janitorial	200	895	125	2,800	N/A	1,978	600	3,200	N/A	N/A	N/A	N/A	4%

Bid Official:

Nora Morales

Date:

10/26/2017

Witness:

Naomi Hernandez

Date:

10/26/2017

Sign In Sheet

Services: Janitorial & Porter Services
Contract Number: HACA-17-P-0226

Pre Bid Conference: 2:00PM/CST at 1124 South IH35
Pre Bid Date: October 4, 2017

Representative	Name of Company
1. John Nix	City of Austin
2. Carol Long	Capitol City Janitorial
3. Tessa Villanueva	Done Right Janitorial & Maintenance
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Statement of Qualifications

1. Teresa Villanueva DBA Done Right Janitorial & Maintenance of Texas LLC
2. Office located at 1500 Crossing Place
3. Operating since December 2011
4. LLC with Employee Shared Entrepreneurship
5. Incorporated in Texas 2015
6. 100% Hispanic owned, 80% owned by Female Operating President
7. Operating since December 2011 under DBA of Done Right Janitorial with 30 combined years of janitorial experience.
8. Hewlett Family Of Dealerships Located in Georgetown Texas \$108,000 yearly
AAHC Maintenance Vendor approx \$4,000 monthly
Current HACA Janitorial Service Contract approx.: \$96,000 yearly
Mechanical System & Process Services \$4,000 yearly
Current HACA Apartment Make Ready Contract, approx.. \$75,000 yearly
9. Longtime Business Relation with :
 - City of Austin
 - Austin City Council
 - Austin APD
 - Travis County Housing Authority
 - Hewlett Family of Dealerships
 - HACA
 - As Well as Other Community Partnerships including Texas School For Hearing Impaired
 - References Available on Request
10. No failures of completion
11. Hochheim Prairie Casualty Insurance Company. 500 South US HWY 77A, Yoakum, Texas 77995.
Agent :Mike Pruitt Insurance Agency P.O. Box 48 Rockdale, Texas
12. **Haca** 1124 S IH 35 Austin Texas 78754 512-477-4488
Window cleaning 1124 S IH 35 Assigned by Judy Paciocco \$1300.00

Haca 1124 S IH 35 Austin Texas 78754 512-477-4488
Repair and painting residential unit 1410 Dupree Assigned by Monica Garcia \$3900.00

Mechanical Process Systems 1804 Central Commerce Round Rock, Texas 512-691-9259
Janitorial cleaning, 7,200 annual contract
13. Janitorial Contract Renewal, processed Sept 2014

Current Apt Make Ready Contract, executed 2015

HOUSING AUTHORITY OF THE CITY OF AUSTIN
REPORT
RENTAL ASSISTANCE DEMONSTRATION
ITEM NO. 4.

MEETING DATE: January 18, 2018

STAFF CONTACT: Ann Gass, Director of RAD

ITEM TITLE: Update on HACA's Rental Assistance Demonstration Program

BUDGETED ITEM: N/A

TOTAL COST: N/A

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 2539

RENTAL ASSISTANCE DEMONSTRATION

ITEM NO. 5.

MEETING DATE: January 18, 2018

STAFF CONTACT: Pilar Sanchez, Vice President of Housing and CD

ITEM TITLE: Presentation, Discussion, and Possible Action regarding Resolution No. 2539: Approval of the Affirmative Fair Housing Marketing Plans for Goodrich Place, Salina Apartments, Lakeside Apartments, Rosewood Courts and Santa Rita Courts

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

Motion to approve Resolution No. 2539: Approval of the Affirmative Fair Housing Marketing Plans for Goodrich Place, Salina Apartments, Lakeside Apartments, Rosewood Courts and Santa Rita Courts.

SUMMARY

Background:

The purpose of affirmative marketing is to ensure that individuals of similar income levels in the same housing market area have a like range of housing choices available to them regardless of their race, color, national origin, religion, sex disability or familial status (PIH Notice 2012-32). HUD requires all RAD applicants to provide proof of submission of an Affirmative Fair Housing Marketing Plan (AFHMP).

Process:

HACA conducted a review of the demographic information for each property and waiting list. This was compared to the same data points for the census tract, Travis County and the Metropolitan Statistical Area (Austin-Round Rock). Based on each comparison, HACA determined which group(s) would be less likely to apply and developed a marketing plan for each identified group. The data comparison and marketing plans are included in the attached AFHMP for each property.

HACA is responsible to follow the marketing plans for each property. However, if the waiting list for a property is closed, there is no obligation to conduct marketing during the time the list is closed. HACA is committed to the letter and intent of the Fair Housing Act. HACA understands and embraces its responsibility to affirmatively further fair housing. HACA commits to exceed the requirements in order to serve populations who are diverse, of low income and of the highest need. A commitment to compliance and enforcement of the basic requirements are also extended to employment at HACA and incorporated into all aspects of our training programs. HACA will conduct targeted and affirmative marketing to groups identified

by the reviews.

Staff Recommendation:

Staff recommends that the Board approve the Affirmative Fair Housing Marketing Plans for Goodrich Place, Salina Apartments, Lakeside Apartments, Rosewood Courts and Santa Rita Courts.

ATTACHMENTS:

- ▣ **Attachment 1: Goodrich Place AFHMP**
- ▣ **Attachment 2: Rosewood Courts AFHMP**
- ▣ **Attachment 3: Salina Apartments AFHMP**
- ▣ **Attachment 4: Santa Rita Courts AFHMP**
- ▣ **Attachment 5: Lakeside AFHMP**

RESOLUTION NO. 2539

WHEREAS, all applicants for federally subsidized multifamily housing assistance have an obligation to affirmatively further fair housing; and

WHEREAS, multifamily housing owners have an obligation to market to those least likely to apply; and

WHEREAS, HUD provides Affirmative Fair Housing Marketing Plan guidance to help identify who is least likely to apply; and

WHEREAS, the PIH Notice 2012-32 Revision 3 requires all RAD applications to submit an Affirmative Fair Housing Marketing Plan to the Multifamily Regional Center and provide proof of submission with the submission to the RAD financing plan;

NOW, THEREFORE, BE IT RESOLVED, that the Housing Authority of the City of Austin Board of Commissioners approves and adopts the Affirmative Fair Housing Marketing Plans for Goodrich Place, Salina Apartments, Lakeside Apartments, Rosewood Courts and Santa Rita Courts.

PASSED, APPROVED AND ADOPTED this 18th day of January, 2018.

**_____
Carl S. Richie, Jr., Chairperson**

**_____
Michael G. Gerber, Secretary**

Note to all applicants/respondents: This form was developed with Nuance, the official HUD software for the creation of HUD forms. HUD has made available instructions for downloading a free installation of a Nuance reader that allows the user to fill-in and save this form in Nuance. Please see <http://portal.hud.gov/hudportal/documents/huddoc?id=nuancereaderinstall.pdf> for the instructions. Using Nuance software is the only means of completing this form.

Affirmative Fair Housing Marketing Plan (AFHMP) - Multifamily Housing

U.S. Department of Housing
and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp.12/31/2016)

1a. Project Name & Address (including City, County, State & Zip Code)	1b. Project Contract Number	1c. No. of Units
	1d. Census Tract	
	1e. Housing/Expanded Housing Market Area	

1f. Managing Agent Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1g. Application/Owner/Developer Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1h. Entity Responsible for Marketing (check all that apply)

Owner Agent Other (specify)

Position, Name (if known), Address (including City, County, State & Zip Code), Telephone Number & Email Address

1i. To whom should approval and other correspondence concerning this AFHMP be sent? Indicate Name, Address (including City, State & Zip Code), Telephone Number & E-Mail Address.

2a. Affirmative Fair Housing Marketing Plan

Plan Type

Date of the First Approved AFHMP:

Reason(s) for current update:

2b. HUD-Approved Occupancy of the Project (check all that apply)

Elderly

Family

Mixed (Elderly/Disabled)

Disabled

2c. Date of Initial Occupancy

Property already occupied as part of the Public Housing program. Conversion through RAD to the Project Based Rental Assistance program anticipated to close in June 2018. Property will be completely torn down and rebuilt.

Waiting list is currently closed and will not be reopened before conversion.

2d. Advertising Start Date

Advertising must begin *at least* 90 days prior to initial or renewed occupancy for new construction and substantial rehabilitation projects.

Date advertising began or will begin

For existing projects, select below the reason advertising will be used:

To fill existing unit vacancies

To place applicants on a waiting list (which currently has individuals)

To reopen a closed waiting list (which currently has individuals)

3a. Demographics of Project and Housing Market Area

Complete and submit Worksheet 1.

3b. Targeted Marketing Activity

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts. (check all that apply)

White	American Indian or Alaska Native	Asian	Black or African American
Native Hawaiian or Other Pacific Islander		Hispanic or Latino	Persons with Disabilities
Families with Children	Other ethnic group, religion, etc. (specify)		

4a. Residency Preference

Is the owner requesting a residency preference? If yes, complete questions 1 through 5.

If no, proceed to Block 4b.

(1) Type

(2) Is the residency preference area:

The same as the AFHMP housing/expanded housing market area as identified in Block 1e?

The same as the residency preference area of the local PHA in whose jurisdiction the project is located?

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1)) for residency preference requirements. The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preferences consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b. Proposed Marketing Activities: Community Contacts

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c. Proposed Marketing Activities: Methods of Advertising

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach copies of advertisements, radio and television scripts, Internet advertisements, websites, and brochures, etc.

5a. Fair Housing Poster

The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Check below all locations where the Poster will be displayed.

Rental Office	Real Estate Office	Model Unit	Other (specify)
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5b. Affirmative Fair Housing Marketing Plan

The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check below all locations where the AFHMP will be made available.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5c. Project Site Sign

Project Site Signs, if any, must display in a conspicuous position the HUD approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Check below all locations where the Project Site Sign will be displayed. Please submit photos of Project signs.

Rental Office	Real Estate Office	Model Unit	Entrance to Project	Other (specify)
---------------	--------------------	------------	---------------------	-----------------

The size of the Project Site Sign will be x

The Equal Housing Opportunity logo or slogan or statement will be x

Sign will be torn down as part of the redevelopment. New sign to be built. Measurements not currently available.

6. Evaluation of Marketing Activities

Explain the evaluation process you will use to determine whether your marketing activities have been successful in attracting individuals least likely to apply, how often you will make this determination, and how you will make decisions about future marketing based on the evaluation process.

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

7b. Staff Training and Assessment: AFHMP

- (1) Has staff been trained on the AFHMP?
- (2) Has staff been instructed in writing and orally on non-discrimination and fair housing policies as required by 24 CFR 200.620(c)?
- (3) If yes, who provides instruction on the AFHMP and Fair Housing Act, and how frequently?

- (4) Do you periodically assess staff skills on the use of the AFHMP and the application of the Fair Housing Act?
- (5) If yes, how and how often?

7c. Tenant Selection Training/Staff

- (1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences?

- (2) What staff positions are/will be responsible for tenant selection?

7d. Staff Instruction/Training:

Describe AFHM/Fair Housing Act staff training, already provided or to be provided, to whom it was/will be provided, content of training, and the dates of past and anticipated training. Please include copies of any AFHM/Fair Housing staff training materials.

8. Additional Considerations Is there anything else you would like to tell us about your AFHMP to help ensure that your program is marketed to those least likely to apply for housing in your project? Please attach additional sheets, as needed.

9. Review and Update

By signing this form, the applicant/respondent agrees to implement its AFHMP, and to review and update its AFHMP in accordance with the instructions to item 9 of this form in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (See 18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)

Name (type or print)

Title & Name of Company

For HUD-Office of Housing Use Only	For HUD-Office of Fair Housing and Equal Opportunity Use Only
Reviewing Official:	ApprovalDisapproval
Signature & Date (mm/dd/yyyy)	Signature & Date (mm/dd/yyyy)
Name (type or print)	Name (type or print)
Title	Title

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs with five or more units (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) form as specified in 24 CFR 200.625, and in accordance with the requirements in 24 CFR 200.620. The purpose of this AFHMP is to help applicants offer equal housing opportunities regardless of race, color, national origin, religion, sex, familial status, or disability. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy. Affirmative fair housing marketing and planning should be part of all new construction, substantial rehabilitation, and existing project marketing and advertising activities.

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be made available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing program applicants.

INSTRUCTIONS:

Send completed form and worksheets to your local HUD Office, Attention: Director, Office of Housing

Part 1: Applicant/Respondent and Project

Identification. Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d- Respondents may obtain the Census tract number from the U.S. Census Bureau (<http://factfinder2.census.gov/main.html>) when completing Worksheet One.

Block 1e- Respondents should identify both the housing market area and the expanded housing market area for their multifamily housing projects. Use abbreviations if necessary. A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants. This could be a county or Metropolitan Division. The U.S. Census Bureau provides a range of levels to draw from.

An **expanded housing market area** is a larger geographic area, such as a Metropolitan Division or a Metropolitan Statistical Area, which may provide additional demographic diversity in terms of race, color, national origin, religion, sex, familial status, or disability.

Block 1f- The applicant should complete this block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2: Type of AFHMP

Block 2a- Respondents should indicate the status of the AFHMP, i.e., initial or updated, as well as the date of the first approved AFHMP. Respondents should also provide the reason (s) for the current update, whether the update is based on the five-year review or due to significant changes in project or local demographics (See instructions for Part 9).

Block 2b- Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c- Respondents should specify the date the project was/will be first occupied.

Block 2d- For new construction and substantial rehabilitation projects, advertising must begin at least 90 days prior to initial occupancy. In the case of existing projects, respondents should indicate whether the advertising will be used to fill existing vacancies, to place individuals on the project's waiting list, or to re-open a closed waiting list. Please indicate how many people are on the waiting list when advertising begins.

Part 3 Demographics and Marketing Area.

"Least likely to apply" means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying may include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a - Using Worksheet 1, the respondent should indicate the demographic composition of the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area. The applicable housing market area and expanded housing market area should be indicated in Block 1e. Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area and expanded housing market area, i.e., those group(s) "least likely to apply" for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under "Other."

Respondents should use the most current demographic data from the U.S. Census or another official source such as a local government planning office. Please indicate the source of your data in Part 8 of this form.

Block 3b - Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts by checking all that apply.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a - A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being utilized, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to utilize a residency preference, it must state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area compares to that of residents of the project, project applicant data, census tract, housing market area, and expanded housing market area. The percentages would be the same as shown on completed Worksheet 1.

Block 4b - Using Worksheet 3, respondents should describe their use of community contacts to help market the project to those least likely to apply. This table should include the name of a contact person, his/her address, telephone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in assisting with affirmative fair housing marketing or outreach.

Block 4c - Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, the reason for choosing this media, and the language of the advertisement. Alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size) should be described.

Please attach a copy of the advertising or marketing material.

Part 5 – Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b -The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check all of the locations where the AFHMP will be available.

Block 5c -The Project Site Sign must display in a conspicuous position the HUD-approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan, or statement. **Please submit photographs of project site signs.**

Part 6 - Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those individuals identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7- Marketing Staff and Training.

Block 7a -Respondents should identify staff positions that are/will be responsible for affirmative marketing.

Block 7b - Respondents should indicate whether staff has been trained on the AFHMP and Fair Housing Act.

Please indicate who provides the training and how frequently. In addition, respondents should specify whether they periodically assess staff members' skills in using the AFHMP and in applying the Fair Housing Act. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should include copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8 - Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those individuals least likely to apply for the subject housing.

Part 9 - Review and Update.

By signing the respondent assumes responsibility for implementing the AFHMP. Respondents must review their AFHMP every five years or when the local Community Development jurisdiction's Consolidated Plan is updated, or when there are significant changes in the demographics of the project or the local housing market area. When reviewing the plan, the respondent should consider the current demographics of the housing market area to determine if there have been demographic changes in the population in terms of race, color, national origin, religion, sex, familial status, or disability. The respondent will then determine if the population least likely to apply for the housing is still the population identified in the AFHMP, whether the advertising and publicity cited in the current AFHMP are still appropriate, or whether advertising sources should be modified or expanded. Even if the demographics of the housing market area have not changed, the respondent should determine if the outreach currently being performed is reaching those it is intended to reach as measured by project occupancy and applicant data. If not, the AFHMP should be updated. The revised AFHMP must be submitted to HUD for approval. HUD may review whether the affirmative marketing is actually being performed in accordance with the AFHMP. If based on their review, respondents determine the AFHMP does not need to be revised, they should maintain a file documenting what was reviewed, what was found as a result of the review, and why no changes were required. HUD may review this documentation.

Notification of Intent to Begin Marketing.

No later than 90 days prior to the initiation of rental marketing activities, the respondent must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such conference will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHMP will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the AFHMP includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1: Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHMP, Block 3b)

In the respective columns below, indicate the percentage of demographic groups among the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area (See instructions to Block 1e). If you are a new construction or substantial rehabilitation project and do not have residents or project applicant data, only report information for census tract, housing market area, and expanded market area. The purpose of this information is to identify any under-representation of certain demographic groups in terms of race, color, national origin, religion, sex, familial status, or disability. If there is significant under-representation of any demographic group among project residents or current applicants in relation to the housing/expanded housing market area, then targeted outreach and marketing should be directed towards these individuals least likely to apply. Please indicate under-represented groups in Block 3b of the AFHMP. **Please attach maps showing both the housing market area and the expanded housing market area.**

Demographic Characteristics	Project's Residents	Project's Applicant Data	Census Tract	Housing Market Area	Expanded Housing Market Area
% White					
% Black or African American					
% Hispanic or Latino					
% Asian					
% American Indian or Alaskan Native					
% Native Hawaiian or Pacific Islander					
%Persons with Disabilities					
% Families with Children under the age of 18					
Other (specify)					

Worksheet 2: Establishing a Residency Preference Area (See AFHMP, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is utilized, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area compares to the demographics of the project's residents, applicant data, census tract, housing market area, and expanded housing market area. **Please attach a map clearly delineating the residency preference geographical area.**

Demographic Characteristics	Project's Residents (as determined in Worksheet 1)	Project's Applicant Data (as determined in Worksheet 1)	Census Tract (as determined in Worksheet 1)	Housing Market Area (as determined in Worksheet 1)	Expanded Housing Market Area (as determined in Worksheet 1)	Residency Preference Area (if applicable)
% White						
% Black or African American						
% Hispanic or Latino						
% Asian						
% American Indian or Alaskan Native						
% Native Hawaiian or Pacific Islander						
% Persons with Disabilities						
% Families with Children under the age of 18						
Other (specify)						

Worksheet 3: Proposed Marketing Activities –Community Contacts (See AFHMP, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the particular population group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses, their telephone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing. Please attach additional pages if necessary.

Targeted Population(s)	Community Contact(s), including required information noted above.

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHMP, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use as applicable to that group and the reason for choosing this media. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.) state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g. Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. Attach additional pages, if necessary, for further explanation. Please attach a copy of the advertising or marketing material.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population: White	Targeted Population:	Targeted Population:
Newspaper(s)			
Radio Station(s)			
TV Station(s)			
Electronic Media			
Bulletin Boards			
Brochures, Notices, Flyers			
Other (specify)			

ATTACHMENTS TO THE AFFIRMATIVE FAIR HOUSING MARKETING PLAN

1. Housing Market Area Map (Travis County)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

2. Expanded Housing Market Area Map (Austin – Round Rock MSA) AFHMP

Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

3. Least Likely To Apply Calculator

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

4. Housing Authority of the City of Austin HACA Personnel Policy

AFHMP Block 7d. Staff Instruction / Training, 1

5. HACA ACOP and Tenant Selection Plan – Fair Housing

AFHMP Block 7d. Staff Instruction / Training, 1

6. HACA SOP – Limited English Proficiency

AFHMP Block 7d. Staff Instruction / Training, 2

7. HACA SOP - Reasonable Accommodations Procedures and Modifications

AFHMP Block 7d. Staff Instruction / Training, 2

8. HACA SOP – VAWA

AFHMP Block 7d. Staff Instruction / Training, 2

9. NAHRO Fair Housing Training Agenda

AFHMP Block 7d. Staff Instruction / Training, 6

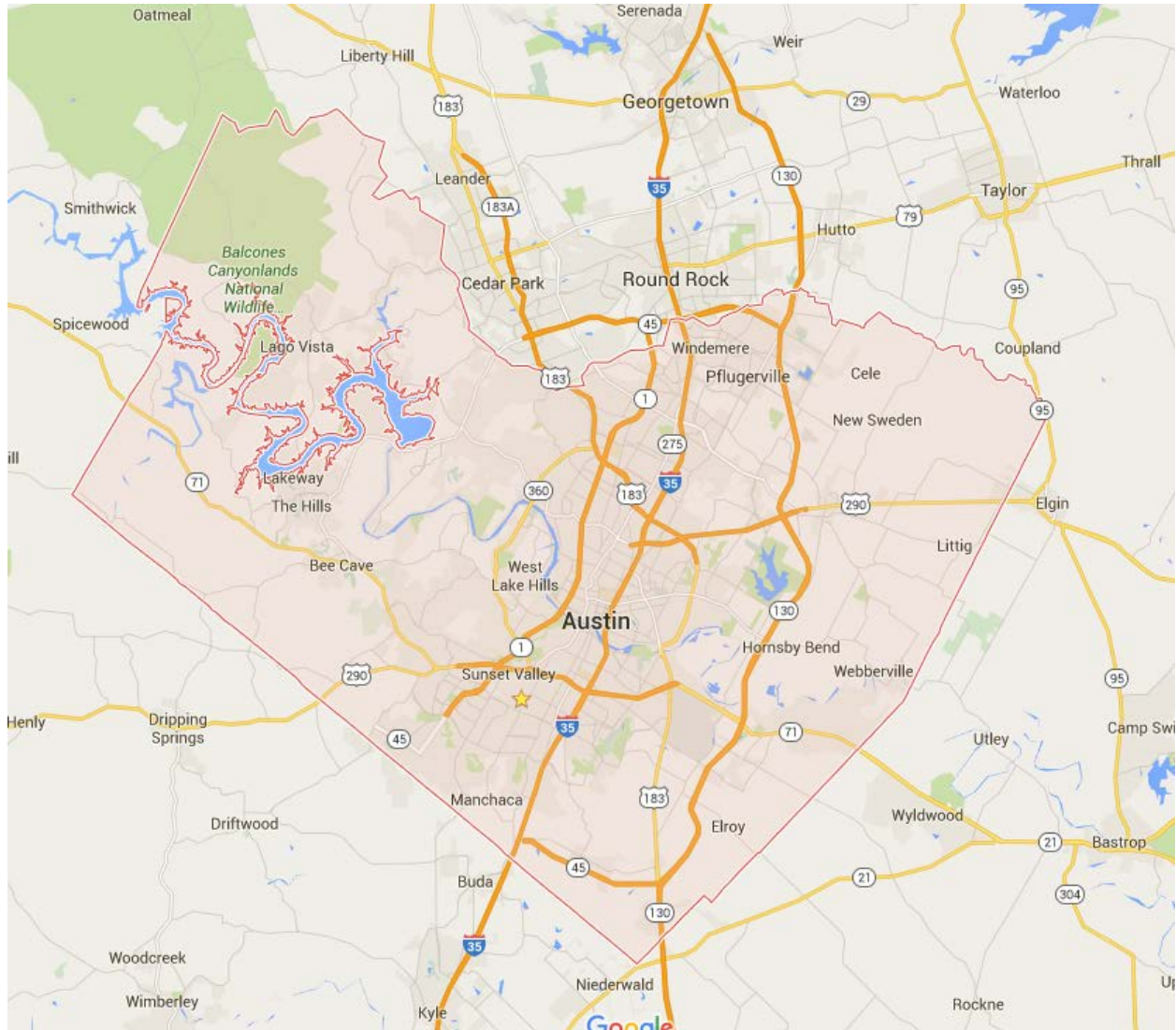
10. Additional Information on Community Contacts

AFHMP Worksheet 3 Proposed Marketing Activities – Community Contacts

11. Brochures

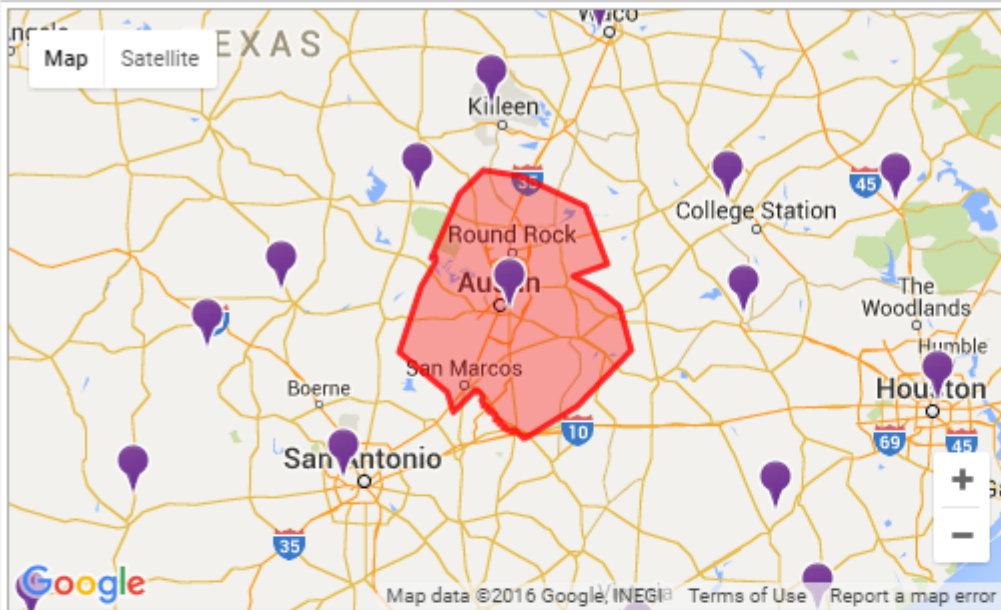
AFHMP Worksheet 4 Proposed Marketing Activities – Methods of Advertising

Travis County Map



Austin – Round Rock Metropolitan Statistical Area Map

Metro Areas Map View. Full data. Click icon to show name.



Show More Locations on the Map

Census Blocks+*
 Census Block Groups+*
 Census Tracts+*
[Zip Codes](#)
[School Districts](#)
[Cities](#)
[Counties](#)
Metro Areas
[States](#)

+ If the color of the links above is gray, please zoom in on the map to see the data.

* Census Blocks, Census Block Groups, and Census Tracts are geo areas that are normally smaller than the size of a city. Census Blocks provide block and community level information. They are great for understanding areas within a city.

Area Codes

Counties

[Travis County, TX](#) 1,092,810
[Bastrop County, TX](#) 75,708

[Williamson County, TX](#) 457,218
[Caldwell County, TX](#) 38,870

[Hays County, TX](#) 170,410

Cities / Towns

[Austin, TX](#) 864,218
[Briarcliff, TX](#) 1,403
[Cedar Creek, TX](#)
[Creedmoor, TX](#) 187
[Driftwood, TX](#) 84
[Fentress, TX](#)
[Georgetown, TX](#) 53,007
[Hornsby Bend, TX](#) 7,355
[Jarrell, TX](#) 899
[Kyle, TX](#) 30,664
[Leander, TX](#) 30,040
[Luling, TX](#) 5,569
[Martindale, TX](#) 1,575
[Mc Neil, TX](#)
[Mustang Ridge, TX](#) 1,052
[Pflugerville, TX](#) 52,138
[Red Rock, TX](#)
[Round Rock, TX](#) 106,972
[Sandoval, TX](#) 9
[Spicewood, TX](#)
[The Hills, TX](#) 2,533
[Volente, TX](#) 716
[Weir, TX](#) 610
[Woodcreek, TX](#) 1,244

[Bastrop, TX](#) 7,469
[Brushy Creek, TX](#) 22,537
[Cedar Park, TX](#) 58,088
[Dale, TX](#)
[Dripping Springs, TX](#) 2,088
[Florence, TX](#) 918
[Granger, TX](#) 1,617
[Hudson Bend, TX](#) 2,878
[Jollyville, TX](#) 16,151
[Lago Vista, TX](#) 6,349
[Liberty Hill, TX](#) 1,416
[Manchaca, TX](#) 1,448
[Maxwell, TX](#)
[Mcdade, TX](#) 874
[Niederwald, TX](#) 637
[Point Venture, TX](#) 791
[Rollingwood, TX](#) 1,453
[San Leanna, TX](#) 537
[Schwertner, TX](#)
[Sunset Valley, TX](#) 697
[Thrall, TX](#) 677
[Walburg, TX](#)
[West Lake Hills, TX](#) 3,225

[Bee Cave, TX](#) 4,910
[Buda, TX](#) 9,443
[Coupland, TX](#) 186
[Del Valle, TX](#)
[Elgin, TX](#) 8,224
[Garfield, TX](#) 1,576
[Hays, TX](#) 335
[Hutto, TX](#) 18,839
[Jonestown, TX](#) 2,115
[Lakeway, TX](#) 12,709
[Lockhart, TX](#) 12,966
[Manor, TX](#) 5,936
[Mc Dade, TX](#)
[Mountain City, TX](#) 663
[Paige, TX](#)
[Prairie Lea, TX](#)
[Rosanky, TX](#)
[San Marcos, TX](#) 51,289
[Smithville, TX](#) 3,890
[Taylor, TX](#) 16,001
[Uhland, TX](#) 1,263
[Webberville, TX](#) 480
[Wimberley, TX](#) 2,600

Affirmative Fair Housing Marketing Plan

Least Likely To Apply Calculator

Property: Goodrich Place

Based on TDHCA assessment that 20% less than the statistical average of the County or MSA requires an affirmative Marketing Plan.

Demographic Characteristic	Goodrich Place	Census Tract	80% of Census Tract	County	80% of County	MSA	80% of MSA	Need to Market?
White	21.1%	79.0%	63.2%	69.3%	55.4%	72.9%	58.3%	Yes
Black or African American	21.1%	2.1%	1.7%	8.5%	6.8%	7.4%	5.9%	No
Hispanic or Latino	44.7%	15.1%	12.1%	33.5%	26.8%	31.4%	25.1%	No
Asian	13.2%	1.6%	1.3%	5.8%	4.6%	4.8%	3.8%	No
American Indian or Alaskan	0.0%	0.2%	0.2%	0.8%	0.6%	0.8%	0.6%	No
Native Hawaiian or Pacific	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	No
Persons with Disabilities	38.2%	14.6%	11.7%	14.9%	11.9%	14.2%	11.4%	No
Families with Children Under 18	30.3%	17.7%	14.2%	28.9%	23.1%	31.8%	25.4%	No

Least likely to Apply: White

Introduction

Welcome to the Housing Authority for the City of Austin (HACA). You have joined a high-performing public housing authority consistently recognized for its outstanding performance by the U.S. Department of Housing and Urban Development, the public housing industry and by citizens and stakeholders in the Austin community.

HACA is a cutting-edge public housing authority continuously looking for innovative ways to serve its clients. We are dedicated to improving the lives of more than 19,000 of Austin's low-income citizens -- not only by providing affordable housing, but also through education, workforce development and other programs crucial to fostering self-sufficiency and financial independence.

I hope you see yourself building a career with us. I encourage you to take advantage of all of the benefits available to you as a HACA employee to help you grow and develop both professionally and personally. We look forward to having you on our team as we work to bring opportunity home.

Sincerely,

Michael G. Gerber
President and CEO

I. ORGANIZATIONAL PHILOSOPHY

The Housing Authority of the City of Austin (HACA) is committed to both its customers and employees. This section presents the purpose of this manual, HACA's objectives; HACA's zero tolerance for inappropriate or hurtful behaviors in the workplace, and HACA's expectations for all employees to provide excellent and ethical customer service.

A. PURPOSE

This Policy and Procedure Manual's (referred to as the Manual) purpose is to provide a set of policies, principles, and procedures for establishing and maintaining a harmonious and productive work environment. It also provides guidelines and expectations for effective employment relationships in the conduct of HACA's business.

This Manual contains general statements of HACA policy and does not include the details of each and every policy. Further, this Manual should not be interpreted as forming an express or implied contract or promise that the policies presented will be applied as written in all cases. While every attempt will be made to keep the Manual current, there may be times when a policy will change before the Manual can be updated. For the most current version of the Manual, employees can access an on-line version located on HACA's internet web page at the HR tab.

Employment with HACA is on an at-will basis. This means that either HACA or the employee may end the relationship at any time and without cause or prior notice. Nothing in this Manual changes the employment-at-will relationship or creates an express or implied contract or promise concerning HACA's policies or practices, including policies or practices it may implement in the future. Accordingly, HACA retains the right to establish, change, and abolish its policies, procedures, practices, rules, guidelines, and regulations at will and as it sees fit to serve the best interests of HACA and its employees.

The Human Resources Director is responsible for distributing the Manual to all employees. Employees are responsible for safeguarding their copy of the Manual and updating it with approved changes. All Manuals are HACA's property and must be returned to the Human Resources Department upon termination of employment.

B. OBJECTIVES

HACA requires all employees to support the organization's best interest through the implementation of three broad objectives.

Objective 1: HACA is committed to a mutually rewarding relationship with its employees. Therefore HACA will:

- (a) Strive to provide equal employment opportunity and treatment regardless of race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, or genetic information;
- (b) Strive to provide a working environment free of harassment and discrimination based on race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, genetic information, the exercise of FMLA rights and any other classification protected by federal, state, or local law;
- (c) Provide compensation and benefits commensurate with the work performed;
- (d) Establish reasonable hours of work based on HACA's production and service needs;
- (e) Monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety;
- (f) Provide training opportunities for employees whose positions warrant the training or to support HACA initiatives;
- (g) Enforce workplace policies in such a manner that it does not interfere with the terms and conditions of employment protected under Federal, State and Local Law;
- (h) Accept constructive suggestions about job duties, working conditions, or personnel policies; and
- (i) Establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head.

Objective 2: As part of its commitment to provide customers with excellent services and to create a productive work environment, HACA expects all employees to:

- (a) Deal with supervisors, coworkers, clients, residents, other customers, community stakeholders, vendors, suppliers, and others in a professional manner;
- (b) Work with residents and clients in a professional, courteous, constructive, friendly, and ethical manner;
- (c) Represent HACA in a positive and ethical manner;
- (d) Perform assigned tasks proficiently and in an efficient manner;
- (e) Abide by attendance policies and be punctual;
- (f) Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- (g) Follow the policies adopted by HACA.

Objective 3: As part of its commitment to responsible use of public resources, HACA retains the sole discretion to exercise all managerial functions, including the rights to:

- (a) Assign, supervise, discipline, and dismiss employees;

- (b) Determine and change work start and end times as well as shifts;
- (c) Transfer employees within departments or into other departments and other classifications;
- (d) Determine and change the size and qualifications of the workforce;
- (e) Determine and change the methods by which HACA operations are to be carried out;
- (f) Determine and change the nature, location, services rendered, quantity, and continued operation of the business; and
- (g) Assign duties to employees in accordance with HACA's needs and requirements, and to carry out all ordinary administrative and management functions.

C. APPLICABILITY

These policies shall apply to all employees in the service of HACA and its subsidiaries, including HACA, Southwest Housing Compliance Corporation (SHCC), Blueprint Housing Solutions, Austin Affordable Housing Corporation (AAHC), and Austin Pathways. Failure to comply with these policies will be cause for appropriate disciplinary action up to and including termination.

D. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

HACA maintains zero tolerance for discrimination in the workplace. Essentially, this means that HACA will not discriminate against any employee or applicant on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identification, the exercise of FMLA rights or any other class protected by federal, state, or local legislation. Further HACA values a diverse workforce and actively promotes equal opportunity, diversity and inclusivity. HACA is committed to practicing non-discriminatory employment practices and taking affirmative steps to ensure equal opportunities in all aspects of human resources administration including recruitment, selection, placement, training, transfer, advancement, demotion, layoff, discipline, and termination. All such decisions will be based solely on merit, job-related qualifications, work experience and abilities of the candidates. In some cases, seniority may be considered in the selection process. In addition, all other personnel policies and practices of the organization, including compensation, benefits, safety and health programs, as well as social and recreational activities, will be administered and conducted without regard to any protected classes.

HACA will take all reasonable steps to ensure that each employee's work environment is free of unlawful discrimination or harassment based on any protected class.

All employees of HACA are prohibited from engaging in activities or practices of harassment or discrimination against any individual that may be based on any protected classes while on HACA premises or when acting as a representative of HACA. Employees who violate this policy may receive disciplinary action up to and including immediate termination of employment.

Employees who have equal employment related questions, problems, or complaints should first communicate their concerns to their immediate supervisor when appropriate. If inappropriate to communicate with the individual's supervisor, or if the employee's concerns have not been properly responded to, the employee may pursue their complaint with the Human Resource Department. The Human Resource Department will investigate all complaints related to equal employment. When appropriate, complaints of equal employment may be made to upper management, up to and including the CEO.

No employee will be subject to any form of retaliation or disciplinary action for pursuing a complaint of equal employment opportunity.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to your supervisor or the Human Resource Department. Your complaint should be specific and should include the names of individuals involved as well as the names of any witnesses. HACA will immediately undertake a prompt investigation

and attempt to resolve the situation. HACA will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, your co-workers or other employees.

If HACA determines that unlawful discrimination has occurred, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will be taken to deter any future discrimination. Whatever action is taken will be made known to you, and HACA will take appropriate action to remedy any loss to you as a result of discrimination.

E. AFFIRMATIVE ACTION

1. Specifically, HACA strives to hire and promote women and minorities in sufficient numbers to approximate their respective proportions in the Texas labor force and Standard Metropolitan Statistical Area (SMSA) for Austin.
2. HACA executive staff and administration are responsible to establish and implement Affirmative Action goals set forth below.
3. It is the responsibility of the Human Resources Department to:
 - a. Assure that each job posting is described in terms of job-related qualifications.
 - b. Expand recruitment efforts to colleges and universities with predominantly minority enrollment, including those designated as historically black colleges and universities as well as Hispanic serving colleges and universities.
 - c. Maintain contact with various civic and community groups that can facilitate female and minority applicants to HACA.
 - d. Review all employment selection devices (tests, interviews, etc.) to ensure they are non-discriminatory.
 - e. Provide Department Directors and Vice Presidents with EEO statistics for their division.
 - f. Provide EEO training to employees, supervisory personnel, Department Directors, and Vice Presidents.
4. It is the responsibility of Supervisors, Department Directors, Vice Presidents, and the President/CEO to:
 - a. Promote a climate that fosters and implements equal employment opportunity in all personnel matters (hiring, promotion, training, etc.);
 - b. Hire, promote, and conduct all aspects of departmental operations according to the Affirmative Action goals; and
 - c. Attempt to resolve EEO complaints informally through supervisory channels.

F. AMERICANS WITH DISABILITIES ACT

HACA is committed to complying with the Americans with Disabilities Act of 1990, as amended. As such, it is the policy of the agency to administer all of its personnel policies, including employment, applications, job qualifications, job specifications, recruitment practices, job structuring, orientation, training, counseling, grievance procedures, evaluation, advancement, discipline and termination - so that there is no discrimination against qualified individuals with disabilities. It is the policy of the Agency to inform employees and job applicants about the right to reasonable accommodations and to provide any and all such reasonable accommodation in the most cost-effective manner unless such would impose an "undue hardship" for the Agency. This determination will be made on a case-by-case

basis, dependent upon the facts involved. No employee or applicant for employment will be denied employment because of the need for reasonable accommodation.

G. SEXUAL AND OTHER UNLAWFUL HARASSMENT

HACA is committed to providing a productive work environment free of unlawful harassment. In order to do so, we must maintain an atmosphere of mutual respect.

To maintain a respectful environment, we must all be sensitive to the differences between welcome, positive personal interaction and unwelcome or uncomfortable interaction. We ask all employees to become familiar with this policy and actively strive to achieve the goal of a harassment-free workplace.

Unlawful Harassment in General

HACA is committed to the maintenance of a working environment free from all forms of discrimination and unlawful harassment of any employee or applicant for employment. HACA is also committed to providing a work environment which is free from conduct that unreasonably interferes with an individual's work performance and/or creates an intimidating, hostile, or offensive working environment. Such conduct, when based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. All employees will be subject to appropriate disciplinary action, up to and including termination, for any unlawful harassment based on any protected class.

Sexual Harassment

It is illegal and against HACA's policy for any employee, male or female, to sexually harass another employee of the opposite or the same sex. Sexual harassment is defined as "unwelcomed" sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- (a) submission to such conduct is an explicit or implicit condition of employment;
- (b) submission to or rejection of such conduct is used as the basis for or as a factor in any employment decision affecting the individual; or
- (c) such conduct has the purpose or effect of (i) unreasonably interfering with an individual's work performance, or (ii) creating an intimidating, hostile, or offensive working environment.

The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent comments on a worker's sexual preferences or the display of obscene or sexually oriented photographs, drawings or items. However, conduct or actions that arise out of a personal or social relationship and that are not intended to have a discriminatory effect may not be viewed as harassment. HACA will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstances of each situation.

This policy prohibits harassment in any form, including verbal, physical or visual harassment. Examples of such harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, photography, cartoons, drawings, items or gestures in the workplace.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work, directed at an employee because of sex or race or any other protected basis.
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe individual, suggestive or obscene invitations.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct such as leering or displaying sexually suggestive objects.
- Sexually degrading words to describe an individual.
- Suggestive notes, letters or invitations.
- Messages or information viewed, stored and/or transmitted by use of our electronic resources with content that may reasonably be considered offensive to any employee.
- Retaliation for having reported or threatened to report harassment.

HACA does not tolerate vulgar, abusive, humiliating or threatening language, practical jokes, or other inappropriate behavior in the work place. HACA will not condone any sexual harassment of its employees, vendors or customers by any means. This includes persistent unwanted advances on another individual while representing HACA. All workers, including supervisors and managers, will be subject to appropriate disciplinary action, up to and including termination, for any act of sexual harassment they commit.

Responsibility of Employees and Applicants

If you witness harassment or believe that you have been harassed, you should advise the harasser, if practical in the circumstances, that such behavior is offensive and unwelcome and will be reported if continued. If you are uncomfortable confronting the harasser directly or if the harassment continues, the following steps should be followed in reporting a complaint of harassment.

Notify the appropriate person

If you believe you have been unlawfully harassed, provide a written and signed complaint as soon as possible to (i) your supervisor, (unless he or she is the harasser); or (ii) HACA's Human Resources Department. To the extent possible, all notifications will be kept confidential.

Description of misconduct

Your complaint should include the details of the incident(s), the names of the individuals involved and the names of any witnesses. If you believe you are being harassed, you are encouraged to keep a detailed, written record of the objectionable conduct. HACA will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

Investigation

Once a complaint has been filed, we will investigate promptly. We will, to the extent practical, maintain the privacy and confidentiality of the party's interests, and we will request the same from all employees involved in the investigation. The investigation may include questioning all parties involved in the incident, as well as interviewing any employees who may have knowledge of the incident in question or other related incidents. Employees found to have engaged in harassment are subject to discipline, including warnings, suspensions, and immediate termination of employment. If our investigation is inconclusive, we will take such action as deemed necessary in the circumstances to remind appropriate personnel of our policy to avoid possible harassment in the future.

Protection against retaliation

An employee who in good faith raises a concern or makes a report will not be retaliated against in any way. Any report of retaliation by the one accused of harassment, or by employees or management will also be immediately,

effectively, and thoroughly investigated in accordance with HACA's investigation procedure outlined above. If a complaint of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

We encourage all employees to immediately report any incidents of harassment forbidden by this policy, so that complaints can be quickly and fairly resolved. All Vice Presidents, Directors, Managers and supervisors are obligated to report all instances in which they have information that leads them to believe that any employee has been the target of harassment, whether or not they have received a formal complaint. Failure to do so may result in disciplinary action.

H. ANTI-BULLYING POLICY

HACA maintains a zero tolerance for bullying in the workplace. HACA promotes a positive work environment for all employees. Bullying in the workplace is prohibited.

Definition:

Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:

1. Threatening, humiliating, or intimidating, or
2. Work interference – sabotage – which prevents work from getting done, or
3. Verbal abuse.

How to report:

Employees who perceive themselves as experiencing bullying should first ask the perpetrator(s) to stop bullying them. If the behavior continues, the employee should report the behavior to either their immediate supervisor (unless he or she is the bully) or to the Human Resources Department.

Consequences:

An employee found to have bullied another employee will be subject to disciplinary action up to and including termination.

I. ETHICS

1. FINANCIAL AND PERSONAL DEALINGS WITH CLIENTS

a. Employees of HACA are not to have any financial dealings with clients, residents, contractors, or competitors during the period of time that the clients, contractors, or competitors are considered in active status (that is, applying for, negotiating or completing any business transaction[s] with HACA). This provision includes personal loans of money or property between HACA employees and employees of clients, contractors, competitors (individuals or agencies), residents, clients, or the acceptance of gifts by either party from the other of whatever value or nature.

b. All HACA personnel are to maintain professional and appropriate ethics in dealing with all persons and clients, residents, contractors, and competitors (individuals or as agencies). In addition, employees are to refrain from personal involvement of any kind that would in any way reflect negative or discredit HACA or the individual involved.

c. All HACA personnel will hold in strictest confidence and will not disclose, use, lecture upon, or publish any of HACA's proprietary information or confidential information that is provided to or made accessible to employees during their at-will employment, except as such disclosure, use, or publication

may be required in connection with an employee's job duties or unless HACA's President/CEO or his or her designee expressly authorizes such in writing, or if asked questions under oath in a court or administrative proceeding.

d. Violation of any of the above ethical guidelines may result in disciplinary action up to and including termination.

2. CONFLICT OF INTEREST

HACA's standards of conduct govern HACA's officers, directors, supervisors, employees, or agents engaged in the award and administration of HACA contracts, including without limitations, HACA procurement contracts and HACA's subsidiaries' contracts, as follows:

a. A conflict of interest arises when a situation has the potential to undermine the impartiality of an employee because of the possibility of a clash between the employee's self-interest and professional interest or public trust. This includes inappropriate interaction with any of the following: an officer, employee, or other representative of HACA involved in making the award and/or administering the contract; any member of his or her immediate family; his or her partner; or an organization which employs or is about to employ any of the above.

b. No officer, director, supervisor, employee, or agent of HACA shall participate in the selection, award, or administration of a HACA contract if a conflict of interest, real, apparent, or implied, could be involved.

c. No officer, employee, or Board Commissioner of HACA, during his/her tenure or for one (1) year after their employment or service ends, shall have any interest, direct or indirect, in the selection, award, or administration of any HACA contract. Former employees may be engaged within one (1) year of employment with HACA at the discretion of the President/CEO.

d. All HACA officers, directors, supervisors, and employees shall sign an annual statement disclosing any potential conflict of interest in any HACA contract as defined by 2(a) above.

In certain positions, employees may come into contact with sensitive information used to compete for government or other contracts. In these circumstances, the employee may be required to sign a separate non-proprietary information agreement to ensure that the employee does not use any information gained at HACA to work with or assist a competitor.

J. PRINCIPLES OF PUBLIC SERVICE

In addition to the ethics and standards of conduct, all HACA employees will abide by the following six (6) principles of public service.

TRUSTWORTHINESS. HACA employees perform their duties with honesty and integrity in conduct and communication. Employees conduct business with competence, fairness, impartiality, efficiency, and effectiveness to enhance the services provided by HACA and the public's trust.

RESPONSIBILITY. HACA employees take responsibility for actions, decisions, and statements that impact the Austin affordable housing community and the public. Employees effectively use public resources entrusted to HACA for the benefit of program participants, the city, and the public good.

RESPECT. HACA employees treat others with professionalism, consideration, and courtesy. Employees respect other's opinions and beliefs, value individual differences, and seek to reach new solutions based on consensus.

CARING. HACA employees build professional relationships with colleagues, peers, residents, program participants, community partners, business partners, and the public based on the highest standards of fairness and consideration. These standards are the foundation of a caring professional environment that supports mutual respect, collaboration toward common goals, and excellence in job performance.

CITIZENSHIP. HACA employees strive to be good stewards of the public's trust and public resources. They honor and abide by HACA policies and the laws of the City of Austin, the State of Texas, and the United States.

FAIRNESS. HACA employees conduct business with the public and co-workers in an equitable, impartial, and honest manner, without prejudice or favoritism. Decisions are based on objective and balanced judgment and are in accordance with HACA's mission, established policies, and procedures.

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Chapter 2

FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION

This chapter explains the laws and Department of Housing and Urban Development (HUD) regulations requiring Public Housing Authorities (PHAs) to affirmatively further civil rights and fair housing in all federally-assisted housing programs. The letter and spirit of these laws are implemented through consistent policy and processes. The responsibility to further nondiscrimination pertains to all areas of the PHA's public housing operations.

This chapter describes HUD regulations and PHA policies related to these topics in three parts:

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA regarding nondiscrimination.

Part II: Policies Related to Persons with Disabilities. This part discusses the rules and policies of the public housing program related to reasonable accommodation for persons with disabilities. These rules and policies are based on the Fair Housing Act (42.U.S.C.) and Section 504 of the Rehabilitation Act of 1973, and incorporate guidance from the Joint Statement of The Department of Housing and Urban Development (HUD) and the Department of Justice (DOJ), issued May 17, 2004.

Part III: Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of the PHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

PART I: NONDISCRIMINATION

2-I.A. OVERVIEW

Federal laws require PHAs to treat all applicants and tenant families equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The PHA will comply fully with all federal, state and local nondiscrimination laws and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)

- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- The Violence against Women Act of 2013 (VAWA)
- The Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the Federal Register February 3, 2012
- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted

When more than one civil rights law applies to a situation, the laws will be read and applied together.

2-I.B. NONDISCRIMINATION

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as PHA policies, can prohibit discrimination against additional classes of people.

Except as allowed by law, the PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability or national origin (called “protected classes”).

Familial status includes one or more individuals under the age of 18 living with 1) a parent or another person having legal custody of such individual or individuals or 2) the designee of such parent or other person having such custody, with the written permission of such parent or other such person. The familial status protections shall also apply to any person who is pregnant or is in the process of securing legal custody of any individual who has not yet attained the age of 18 years.

The PHA will not discriminate on the basis of marital status, gender identity or sexual orientation [FR Notice 02/03/12].

HACA Policy

HACA will not discriminate against other protected classes including: students or people with Acquired Immune Deficiency or HIV status (“AIDS/HIV” status).

HACA will not use any of these factors to:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the public housing program.
- Provide housing that is different from that provided to others.
- Subject anyone to segregation or disparate treatment.
- Restrict anyone's access to any benefit enjoyed by others in connection with the housing program.
- Treat a person differently in determining eligibility or other requirements for admission.

- Steer an applicant or tenant toward or away from a particular area based on any of these factors.
- Deny anyone access to the same level of services.
- Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program.
- Discriminate in the provision of residential real estate transactions.
- Discriminate against someone because they are related to or associated with a member of a protected class.
- Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons who are members of a protected class.

Providing Information to Families

The PHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, the PHA will provide information to public housing applicant families about civil rights requirements.

Discrimination Complaints

If an applicant or tenant family believes that the PHA has discriminated against any family member, the family should advise the PHA. HUD requires the PHA to make every reasonable attempt to determine whether the applicant's or tenant family's assertions have merit and take any warranted corrective action.

HACA Policy

HACA shall conspicuously post a Fair Housing and Equal Opportunity poster and the toll-free Discrimination Complaint hotline number at each public housing development's community bulletin board and at the HACA central administration office.

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify HACA either orally or in writing.

HACA will attempt to remedy discrimination complaints made against HACA.

Upon request, HACA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

In addition to the policies outlined in the ACOP, HACA further complies with fair housing laws through the implementation of the Affirmatively Furthering Fair Housing Plan as adopted by the HACA Board of Commissioners.

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.

The PHA must ensure that persons with disabilities have full access to the PHA's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the public housing program [24 CFR 8].

The PHA must provide a notice to each tenant that the tenant may, at any time during the tenancy, request reasonable accommodation of a handicap of a household member, including reasonable accommodation so that the tenant can meet lease requirements or other requirements of tenancy [24 CFR 966.7(b)].

HACA Policy

HACA will advise applicants and resident families in writing of their right to request accommodations, on the intake application, reexamination documents and notices of adverse action by HACA, by including the following language:

“The Housing Authority is committed to compliance with the Americans with Disabilities Act and the Fair Housing Act. If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Housing Authority by calling (512) 477-4488. Se habla español.”

The applicant or resident can request a reasonable accommodation from the Admissions Director or from their assigned Public Housing Manager. The Vice Presidents of Housing and Community Development will be the Reasonable Accommodation Coordinators for public housing.

2-II.B. DEFINITION OF REASONABLE ACCOMMODATION

A “reasonable accommodation” is a change, exception or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the PHA, or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and Section 2-II.E), the PHA shall accommodate the needs of a person with disabilities. Examples may include but are not limited to:

- Permitting applications and reexaminations to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.

- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a PHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff.
- Displaying posters and other housing information in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair.

2-II.C. REQUEST FOR AN ACCOMMODATION

If an applicant or participant indicates that an exception, change or adjustment to a rule, policy, practice or service is needed because of a disability, HUD requires that the PHA treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to the PHA's programs and services.

If the need for the accommodation is not readily apparent or known to the PHA, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

HACA Policy

HACA will encourage the family to make its request in writing using a reasonable accommodation request form that is available from the Public Housing Manager or the central administration office. However, HACA will consider the accommodation request any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

2-II.D. VERIFICATION OF DISABILITY

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability that is used for waiting list preferences and income allowances.

Before providing an accommodation, the PHA must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to the PHA's programs and services.

If a person's disability is obvious or otherwise known to the PHA, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, the PHA will follow the verification policies provided in Chapter 7. All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16. In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a non-medical service agency or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].
- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.
- In the event that the PHA does receive confidential information about a person's specific diagnosis, treatment, or the nature or severity of the disability, the PHA will dispose of it. In place of the information, the PHA will note in the file that the disability and other requested information have been verified, the date the verification was received, and the name and address of the knowledgeable professional who sent the information [Notice PIH 2010-26].

2-II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION

[Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26]

The PHA must approve a request for an accommodation if all following four conditions are met.

- The request was made by or on behalf of a person with a disability.
- There is a disability-related need for the accommodation.
- The requested accommodation is indeed for the purpose of affording a person with a disability an equal opportunity to use and enjoy a program, service or dwelling under the program.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and/or administrative burden on the PHA, or fundamentally alter the nature of the PHA's operations.

Requests for accommodations must be assessed on a case-by-case basis. The determination of undue financial and administrative burden must be made on a case-by-case basis involving

various factors, such as the overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve the request, the PHA may enter into discussion and negotiation with the family, request more information from the family or may require the family to sign a consent form so that the PHA may verify the need for the requested accommodation.

HACA Policy

After a request for an accommodation is presented, HACA will respond, in writing, within 30 calendar days.

If HACA denies a request for an accommodation, the notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If HACA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and/or administrative burden or fundamentally alter the nature of HACA's operations), HACA will either list recommended alternatives or include a request to discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden. The family will be given 30 days from the date of the written notice to respond and discuss alternative accommodations with HACA.

If the family does not respond to HACA within 30 days of the notice, or if HACA believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, HACA will notify the family, in writing, of its determination within 30 days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

2-II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

HUD regulations require the PHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to the PHA's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, the PHA shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

HACA Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display /teletype) communication will be available. This service is available through Relay Texas. Relay Texas provides telephone-interpreting service between people who can hear ('voice' users) and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

Additional accommodations include providing sign language interpreters, at HACA's expense, for scheduled appointments and meetings, upon advance request of the hearing impaired resident or applicant.

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with HACA staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication include having material explained orally by staff, or having a third party representative (a friend, relative or advocate, named by the applicant/resident) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. PHYSICAL ACCESSIBILITY

The PHA must comply with a variety of regulations pertaining to physical accessibility, including the following.

- Notice PIH 2010-26
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990
- The Architectural Barriers Act of 1968
- The Fair Housing Act of 1988

The PHA's policies concerning physical accessibility must be readily available to applicants and resident families. They can be found in three key documents:

- This policy, the Admissions and Continued Occupancy Policy, describes the key policies that govern the PHA's responsibilities with regard to physical accessibility.
- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally-funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment and transition plans.

The design, construction or alteration of PHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Notice PIH 2010-26 contains specific information on calculating the percentages of units for meeting UFAS requirements.

Newly constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the public housing program.

2-II.H. DENIAL OR TERMINATION OF ASSISTANCE

A PHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 966.7].

When applicants, including persons with disabilities, are denied assistance, the notice of denial must inform them of their right to request an informal hearing [24 CFR 960.208(a)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the informal hearing, or the denial shall remain final.

When a family's lease is terminated, the notice of termination must inform the family of their right to request a hearing in accordance with the PHA's grievance process [24 CFR 966.4(l)(3)(ii)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the grievance hearing, or the termination decision shall remain final.

When reviewing reasonable accommodation requests, the PHA must consider whether reasonable accommodation will allow the family to overcome the problem that led to the PHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, the PHA must make the accommodation [24 CFR 966.7].

In addition, the PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing process [24 CFR 966.56(h)].

HACA Policy:

The accommodation must be requested with advance notice to allow HACA to make the necessary arrangements, for example, contacting a sign language interpreter agency to schedule an interpreter for a hearing.

PART III: IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

2-III.A. OVERVIEW

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the public housing program. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin. This part incorporates the Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

The PHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. For the purposes of this ACOP, LEP persons are public housing applicants and resident families and parents and family members of applicants and resident families.

In order to determine the level of access needed by person with LEP, the PHA will balance the following four factors: (1) the number or proportion of persons with LEP eligible to be served or likely to be encountered by the public housing program; (2) the frequency with which persons with LEP come into contact with the program; (3) the nature and importance of the program, activity or service provided by the program to people's lives; and (4) the resources available to the PHA and costs. Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the PHA.

2-III.B. ORAL INTERPRETATION

HACA will offer competent interpretation services free of charge, upon request, to the LEP person.

HACA Policy

HACA will utilize a language line for telephone interpreter services.

Where LEP persons desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services offered by HACA. The interpreter may be a family member or friend.

HACA will analyze the various kinds of contacts it has with the public, to assess language needs and decide what reasonable steps should be taken. "Reasonable steps" may not be reasonable where the costs imposed substantially exceed the benefits.

Where feasible and possible, according to its language assistance plan (LAP), HACA will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

2-III.C. WRITTEN TRANSLATION

Translation is the replacement of a written text from one language into an equivalent written text in another language.

HACA Policy

In order to comply with written-translation obligations, HACA has taken the following steps:

HACA has provided written translations of vital documents for the eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Such documents include but are not limited to: housing application, public housing lease, House Rules, annual lease renewal documents, lease termination notices and grievance hearing notices. Translation of other documents, if needed, can be provided, upon request.

If there are fewer than 50 persons in a different LEP language group, HACA may not translate vital written materials, but will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

2-III.D. IMPLEMENTATION PLAN

After completing the four-factor analysis and deciding what language assistance services are appropriate, the PHA shall determine whether it is necessary to develop a written implementation plan to address the identified needs of the LEP populations it serves.

If the PHA determines that it is not necessary to develop a written implementation plan, the absence of a written plan does not obviate the underlying obligation to ensure meaningful access by persons with LEP to the PHA's public housing program and services.

HACA Policy

HACA has developed a written LEP plan/standard operating procedure. The following five steps were taken when developing the plan. HACA: (1) Identified persons with LEP who need language assistance; (2) identified language assistance measures; (3) trained staff; (4) provided notice to persons with LEP; and (5) is monitoring and updating the LEP plan as needed. The plan will be reviewed on an ongoing basis and will be updated as needed to address the needs of HACA's LEP population.

**EXHIBIT 2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER
FEDERAL CIVIL RIGHTS LAWS [24 CFR Parts 8.3 and 100.201]**

A person with a disability, as defined under federal civil rights laws, is any person who:

- Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual.
- Has a record of such impairment.
- Is regarded as having such impairment.

The phrase “physical or mental impairment” includes:

- Any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness and specific learning disabilities. The term “physical or mental impairment” includes, but is not limited to: such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.
- “Major life activities” includes, but is not limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, speaking, learning and/or working.
- “Has a record of such impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major live activities.
- “Is regarded as having an impairment” is defined as having a physical or mental impairment that does not substantially limit one or more major life activities but is treated by a public entity (such as the PHA) as constituting such a limitation; has none of the impairments defined in this section but is treated by a public entity as having such an impairment; or has a physical or mental impairment that substantially limits one or more major life activities, only as a result of the attitudes of others toward that impairment.

The definition of a person with disabilities does not include:

- Current illegal drug users.
- People whose alcohol use interferes with the rights of others.
- Persons who objectively pose a direct threat or substantial risk of harm to others that cannot be controlled with a reasonable accommodation under the public housing program.

The above definition of disability determines whether an applicant or participant is entitled to any of the protections of federal disability civil rights laws. Thus, a person who does not meet this definition of disability is not entitled to a reasonable accommodation under federal civil rights and fair housing laws and regulations.

The HUD definition of a person with a disability is much narrower than the civil rights definition of disability. The HUD definition of a person with a disability is used for purposes of receiving the disabled family preference, the \$400 elderly/disabled household deduction, the allowance for medical expenses or the allowance for disability assistance expenses.

The definition of a person with a disability for purposes of granting a reasonable accommodation request is much broader than the HUD definition of disability. Many people will not qualify as a disabled person under the public housing program, yet an accommodation is needed to provide equal opportunity.

EXCERPT FROM TENANT SELECTION PLAN

FAIR HOUSING POLICIES

FAIR HOUSING

The owner/agent will not discriminate in any of the following ways:

- Deny to any household the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs,
- Provide housing which is different than that provided others,
- Subject a person to segregation or disparate treatment,
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program,
- Treat a person differently in determining eligibility or other requirements for admission,
- Deny a person access to the same level or services, or
- Deny a person the opportunity to participate in a planning or advisory group which is an integral part of the housing program.

The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability, and familial status. In addition, the city of Austin has added Fair Housing protections based on creed, student status, marital status, sexual orientation, gender identity and age.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The owner/agent complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance from HUD.

SECTION 504 OF THE REHABILITATION ACT OF 1973

The owner/agent complies with Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination, based on the presence of a disability in all programs or activities operated by recipients of federal financial assistance.

Although Section 504 protections often overlap with the disability discrimination prohibitions included in the Fair Housing Act, Section 504 differs in that it imposes broader affirmative obligations to make their programs, as a whole, accessible to persons with disabilities.

- Coordinating Efforts to Comply with Section 504 Requirements
The owner/agent has designated a person to address questions or requests regarding the specific needs of residents and applicants with disabilities. This person is referred to as the Section 504 Coordinator.

Name of Section 504 Coordinator:	Vice President of Housing and Community Development
Address:	1124 S IH 35, Austin, TX 78704
Phone Number:	(512) 477-4488
TDD/TTY Number:	1-800-735-2989 Or 711 Voice Relay

- Requests for Reasonable Accommodation or Modification

In accordance with the Fair Housing Act and Section 504 of the Rehabilitation Act, the owner/agent will make reasonable accommodations or modifications for individuals with disabilities (applicants or residents) unless these modifications would change the fundamental nature of the housing program or result in undue financial and administrative burden. Please see HACA's Reasonable Accommodation Policy for additional information.

PRIVACY POLICY

It is the policy of the owner/agent to guard the privacy of individuals conferred by the Federal Privacy Act of 1974 and to ensure the protection of such individuals' records maintained by the owner/agent.

Neither the property owner/agent nor its agents shall disclose any personal information contained in its records to any person or agency, other than HUD, its Contract Administrators or other federal/state entity or investor auditing entities, unless the individual about whom information is requested gives written consent to such disclosure. Such consent may be provided in an equally effective manner, as a reasonable accommodation, when there is the presence of a disability.

This Privacy Policy in no way limits the owner/agent's ability to collect such information to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013

The owner/agent understands that, regardless of whether state or local laws protect victims of domestic violence, dating violence, sexual assault or stalking, people who have been victims of violence have certain protections provided through the Violence Against Women Reauthorization Act of 2013 (VAWA 2013).

If any applicant or resident wishes to exercise the protections provided in the VAWA 2013, he/she should contact the owner/agent immediately. The owner/agent will not assume that any act is a result of abuse covered under the VAWA 2013. In order to receive the protections outlined in the VAWA 2013, the applicant/applicant must specify that he/she wishes to exercise these protections. The owner/agent will provide an individual with a copy of the VAWA Policy upon request.

THE EQUAL ACCESS RULE

The owner/agent ensures that HUD's core housing programs are open to all eligible persons regardless of sexual orientation, gender identity or marital status in accordance with *The Equal Access Rule*.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Limited English Proficiency

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-2 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to establish the procedures management staff will follow when working with persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
- B. SCOPE:** Includes guidance to ensure that individuals with limited English proficiency (LEP) may effectively participate in and have equal access to Multifamily Housing programs and to ensure compliance with Title VI regarding discrimination based on national origin.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• <i>I Speak</i> cards
Other Essential SOPs or documents:	<ul style="list-style-type: none">• N/A
Other Resources:	<ul style="list-style-type: none">• 4350.3 REV 1, Change 4, Chapter 2• January 22, 2007 Notice: Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons• Executive Order 13166, titled "Improving Access to Services by Persons with Limited English Proficiency."• <i>Masterword Language Line</i> (phone # to be added)

Overview:



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

The Housing Authority of the City of Austin (O/A) has taken affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. This policy is applicable to persons with LEP currently housed on O/A properties as well as applicants.

For persons with LEP, language may be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the O/A.

In certain circumstances, failure to ensure that persons with LEP can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition under Title VI against discrimination based on national origin.

This SOP incorporates the Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003, in the Federal Register.

D. PROCEDURE:

Application

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to determine the level of access needed by a person with LEP, the O/A will balance the following four factors:
 - (1) The **number or proportion** of persons with LEP eligible to be served or likely to be encountered by management staff;
 - (2) The **frequency** with which persons with LEP come into contact with management staff;
 - (3) The **nature and importance** of the program, activity or service provided by the O/A to people's lives; and
 - (4) The **resources available** to the O/A and the costs.

Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the O/A.

Oral Interpretation



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

1. At appointments, informational briefings, informal hearings or situations in which health, safety or access to important benefits and services are at stake, the O/A will generally offer, or ensure that the family is offered through other sources, competent interpretation services free of charge to the person with LEP.
2. Where feasible, the O/A trains and hires bilingual staff to be available to act as interpreters and translators. Where feasible and possible, the O/A will encourage the use of qualified community volunteers.
3. Where persons with LEP desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services that may be offered by the O/A.
4. If a client speaks a language other than Spanish, or if the O/A does not have a staff member available that can interpret in the language of the client, staff may use the *Masterword Language Line* (phone # to be added).
 - a. When the call is placed, the caller will identify him or herself and will use the O/A name as the account number.
 - b. They will then request the language they need.
 - c. Management staff will get approval, via email, from the Community Director (CD) before using this service.
 - d. A log will be kept by management staff documenting the applicant's/resident's name, the language needed, the date of the call and approximate duration of the call.
 - e. A copy of the log will be provided to the purchasing department to back-up the invoice.
 - f. Management staff may also use *I Speak* cards to help identify the language needed.
5. For persons with hearing impairments, if applicant/resident requests interpreting services, management staff will contact CSD services at (512) 837-8030.

Written Translation

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to comply with written translation obligations, the O/A has completed extensive written translations of vital Multifamily housing program documents into Spanish for LEP purposes. Such documents include but are not limited to: the housing application, briefing packet, lease, house rules, O/A zero tolerance policy, mold addendum, minimum rent hardship exemption notice, annual recertification packet,



HOUSING AUTHORITY OF THE CITY OF AUSTIN

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notice of rent change, termination notices, VAWA lease addendum and notice of grievance hearing. Translated documents are included in the Spanish translation folder for staff to access. Other documents, if needed, can be provided orally upon request. Most Multifamily HUD documents and forms are available in many languages at www.hud.gov.

3. If there are fewer than 50 persons in a different LEP language group, O/A will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

Staff Procedures

1. Upon a client's request, management staff will provide the applicant/resident forms in the preferred language when available.
2. For processing purposes, management staff will have the applicant/resident sign all English language forms as well as non-English forms.
3. For any future correspondence after the preferred language is identified, staff will provide notifications in Spanish for clients who indicated they prefer notices in Spanish. For other languages, if the document translation is not available, staff will provide oral interpretation of documents if requested following the procedures described in step 3 under "Written Translations".

No additional procedures are required for units layered with LIHTCs.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Reasonable Accommodation Procedures

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-1 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to relate to staff the proper procedures to follow when an applicant/resident requests a reasonable accommodation (RA).
- B. SCOPE:** Includes procedures for determining eligibility for an RA, verification of the disability-related need for the RA, response to a request, approval or denial and documentation requirements.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• Reasonable Accommodation Request form• Consent to release information for verification• Verification Request form
Other Essential SOPs or documents:	<ul style="list-style-type: none">• H-15 Reasonable Accommodation Modifications
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ), issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• HUD "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons," 72 FR 2732 (January 22, 2007)



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

- 10 TAC Chapter 1, Subchapter B
- 10 TAC §10.610 Written Policies and Procedures

OVERVIEW:

DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS (24 CFR PARTS 8.3 AND 100.201)

A person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activities, such as seeing, hearing, walking, breathing, performing manual tasks, caring for oneself, learning and speaking. This list is not exhaustive; see the O/A form regarding Definition of a Person with a Disability under Federal Civil Rights Laws (24 CFR Parts 8.3 and 100.201).

WHEN THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (O/A) WILL INFORM APPLICANTS AND RESIDENTS OF THE RIGHT TO REQUEST A REASONABLE ACCOMMODATION:

- The O/A will inform applicants and residents of their right to request a reasonable accommodation at the time of application, at initial briefings and at annual re-examination.
- The O/A will also post notices in centralized areas on community and administration bulletin boards.

WHO MAY REQUEST A REASONABLE ACCOMMODATION:

- Any family that includes a person with a disability assisted under the Multifamily Housing program may request a reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.
- Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial or administrative burden” for the O/A, or result in a “fundamental alteration” in the nature of the program or service offered.

SUCH REQUEST FOR REASONABLE ACCOMMODATIONS MAY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Permitting applications to be completed by mail.



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- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- A change in the way the O/A communicates or provides information.
- A change in the rules or policies to give you an equal opportunity to use the facilities or take part in the Public Housing program.
- For persons with vision impairments, large print or audio versions of key program documents.
- For public meetings or presentations, request for one-on-one assistance.
- Request for a sign language interpretation.
- Request for a transfer to a 504-accessible unit.

D. PROCEDURE:

PROCEDURE FOR REQUESTING A REASONABLE ACCOMMODATION

- A request is made when a person with a disability, or someone on their behalf, requests a change, exception or adjustment to a rule, policy, practice or service because of their disability; the words "reasonable accommodation" are not required.
- Management staff should ask the applicant/resident to put the request in writing, if they can, but cannot require the applicant/resident to put the request in writing. Applicants and residents may use the *Request for Reasonable Accommodation form* (available in English and in Spanish) or may make an oral request.
- When a family makes an oral request, the staff member who receives the request should complete a memo to file documenting the request.



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- Management staff should never offer an accommodation until one has been specifically requested. Treating people differently because of a perceived disability is discrimination. Each case should be treated on its individual merits to avoid discrimination.

VERIFICATION REQUIRED

- If an applicant/resident requests a reasonable accommodation due to a disability, management staff may request that the individual sign a consent to the release of information, for verification of disability and/or verification of the nexus between the disability and the need for the RA.
- Management staff may request verification from a third party when consent is given by the applicant/resident. Management staff will request only the specific information that is necessary to make a decision.
- Limiting verifications to only physicians is not allowed. Management staff may accept verifications from a qualified individual who is competent to render the opinion and knowledgeable about the person's situation.
- If a person's disability is obvious, or otherwise known to management staff, and if the need for the requested accommodation is also readily apparent or known, no further documentation will be required. However, a memo to file will be included documenting why no further documentation was required.

LIMITATIONS ON WHAT CAN BE REQUESTED OR REQUIRED:

Unless it is relevant to whether the applicant or resident qualifies for the program or type of designated housing, or accommodation, management staff **will not**:

- ask if a person has a disability,
- ask for the nature or extent of the disability,
- ask any question that would require the disabled person to waive or disclose a medical condition or history, or
- ask if any other family member has a disability.

RESPONDING TO REQUEST FOR REASONABLE ACCOMMODATIONS:

- All requests for reasonable accommodations should be forwarded to the Community Director, and if made in writing, should be date stamped by the manager to document when the request was received. If the request was made verbally, a brief memo to the Community Director outlining the applicant/resident's request is to be submitted. The Community Director will determine if the request should be forwarded to the Vice President of Housing and Community Development if necessary. A written response to the applicant/resident will be sent within 30 calendar days. Therefore, all reasonable



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accommodation requests should be forwarded to the Community Director within one business day after receipt for review and response. Ensure a copy of the request is also forwarded to the Compliance Coordinator.

- All denials must inform the applicant/resident of their right to appeal the decision. Denial letters will be drafted and sent by the Community Director or Vice President.
- Only the President/CEO, a Vice President or the Director of Planning and Development has the authority to alter policies and approve physical alterations to units or buildings. Therefore, all formal requests which would require altering policies, structures or practices must be forwarded by the Community Director to the department's Vice President and the Director of Planning and Development for review. This includes informal hearing decisions to grant reasonable accommodation.
- Once a physical alteration/modification is approved, the Community Director will delegate the work to appropriate staff. If a contractor is involved, the Inspections Coordinator is responsible for overseeing the project.

THINGS TO CONSIDER WHEN APPROVING OR DENYING A REASONABLE ACCOMMODATION REQUEST:

The O/A will consider the specific request and the following:

- The cost of the requested accommodation;
- The O/A's financial resources;
- The benefits the accommodation will provide to the family; and
- The availability of alternatives.

VALID REASONS FOR DENIAL:

- The request was not made by or on behalf of a person with a disability.
- There is no obvious or verifiable relationship (nexus) between the requested accommodation and the individual's disability.
- The request is not reasonable because it imposes an undue financial or administrative burden on the O/A.
- The request is not reasonable because it would fundamentally alter the nature of the O/A's operations.
- The request is not reasonable because the physical alteration would impair the unit's structural integrity.
- The ADA does not protect persons who are currently using illegally use controlled substances. (The Act does protect persons recovering from substance abuse.)



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- The ADA does not protect an individual with a disability whose tenancy would constitute a “direct threat” to the health or safety of others or result in substantial physical damage to the property of others unless the threat can be eliminated or significantly reduced by the reasonable accommodation.
- If denied, the O/A will consider the availability of alternative accommodations that would effectively meet the family’s disability-related needs. If such alternatives exist, and are reasonable, management staff will discuss and/or offer such alternatives to the family. The family is not required to accept an alternative offer.
- The O/A may not require persons with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

REQUIRED DOCUMENTATION AND TRACKING REASONABLE ACCOMMODATION

REQUESTS:

- Management staff will keep written and digital proof that good-faith, individual consideration was given to the person requesting the accommodation. Therefore, management staff will document the request and the steps taken to address the request. Documentation will include, at minimum, the date and nature of request and final decision.
- A copy of the request for the reasonable accommodation and response will be kept in the applicant/resident file.
- Community Managers are to provide a copy of all documents and information related to reasonable accommodations to the Community Director and to the Compliance Coordinator. The Community Director will provide the Vice President a digital copy (via email) and a hard copy for approval.
- After the Vice President’s final decision, management staff will scan the complete RA packet into Yardi, including date of request, type of reasonable accommodation requested, date of decision and a brief summary of the decision and whether the request was approved or denied.
- **Confidentiality:** Management staff will keep disability verifications confidential. The O/A will only request/accept verifications that the resident meets the HUD Multifamily definition of disabled and/or the nexus between the disability and the need for the requested RA. Any additional medical information received will be destroyed.



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Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation. <http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

- Information on how an applicant or current resident with a disability may request a reasonable accommodation; and
- A timeframe in which the owner will respond to a request.

The policy must not:

- Require a household to make a reasonable accommodation request in writing;
- Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;
- Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or
- Require a household to rent a unit that has already been made accessible.



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Reasonable Accommodation Modifications

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: H-15 Implementation Date: _____

- A. PRINCIPLE:** To provide guidance to maintenance staff on procedures to modify and install equipment requested and approved as a reasonable accommodation (RA) or modification for residents, and to provide guidance for appropriate staff on inspecting and approving reasonable accommodation work completed by contractors.
- B. SCOPE:** Includes definition and examples of an reasonable accommodation and outlines UPCS requirements for physical modifications for some of the most commonly requested reasonable accommodations.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• N/A
Other Essential SOPs or documents:	<ul style="list-style-type: none">• F-1 Reasonable Accommodation Procedures
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ): <i>Reasonable Modifications under the Fair Housing Act</i>, issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• 10 TAC Chapter 1, Subchapter B• 10 TAC §10.610 Written Policies and Procedures



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OVERVIEW

An applicant/resident requested change, exception, or adjustment to a rule, policy, practice, or physical change to the living space of the applicant/resident or common areas of the property, which allows a person with a disability to use and enjoy the dwelling and/or common areas or so that the program is readily accessible and usable by a person with disabilities.

A request for reasonable accommodations may include, but is not limited to, the following:

- Permitting applications to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- Changing the way the O/A communicates or provides information.
- Changing the rules or policies to give you an equal opportunity to use the facilities or take part in the PBRA program.
- Providing large print or audio versions of key program documents for persons with vision impairments,.
- Granting requests for one-on-one assistance for public meetings or presentations. .
- Providing sign language interpretation.
- Allowing a transfer to a 504-accessible unit.



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D. PROCEDURE:

A. INSTALLATION OF GRAB BARS

Standards for installing grab bars are governed by the Uniform Federal Accessibility Standards (UFAS) as follows:

Back Wall of Toilet

- a. Length of grab bars must be a minimum of 36 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Side Wall of Toilet

- a. Length of grab bars must be a minimum of 42 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Foot of Shower Tub

- a. Length of grab bars must be a minimum of 24 inches measure from the outer edge of the tub.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Back Wall of Shower Tub

- a. Two grab bars are required. The grab bar mounted on the back wall shall have a minimum length of 24 inches and shall be located 12 inches maximum from the foot of the tub and 24 inches from the head of the tub. One grab bar shall be located 9 inches above the rim of the tub. The other shall be 33-36 inches above the bathroom floor.
- b. Diameter of grab bars shall be between 1¼ to 1½ inches.



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Head of Shower Tub

- a. At the head of the shower tub grab bars shall have a minimum of 12 inches in length measured from the outer edge of the tub.
- b. Diameter of grab bars shall be between 1 ¼ to 1 ½ inches.

B. ENTRANCE RAMPS

Slope and Rise

- a. The least possible slope shall be used for any ramp.
- b. The maximum slope of a ramp shall be 1:12 ratio. In another words, for every one inch of rise, a length of twelve inches (one foot) shall be supplemented. For example, a rise of 6 inches will require a ramp to be at least 6 feet of length to satisfy the 1:12 rise over run ratio.

Clear Width

The minimum clear width of a ramp shall be 36 inches.

Landings

- a. Ramps shall have level landings at the bottom and top of each run.
- b. The landing shall be as wide as the ramp run leading to it.
- c. If ramps change direction at landings, the minimum landing size shall be 60 inches by 60 inches.

Ramp Hand Rails

- a. If a ramp run has a rise greater than 6 inches or a horizontal projection greater than 72 inches, then it shall have handrails on both sides.
- b. Handrails shall be provided along both sides of ramp segments. The inside handrails on switchback or dogleg ramps shall always be continuous.
- c. If handrails are not continuous, they shall extend at least 12 inches beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface.
- d. Top of handrail gripping surfaces shall be mounted between 30 and 34 inches above ramp surfaces.
- e. Handrails shall not rotate within their fittings.



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C. Hearing Impaired Smoke Detectors

Smoke alarms with sensory stimulation devices other than standard audible devices should be installed in units that are occupied by the deaf or hearing impaired.

Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation.

<http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

Information on how an applicant or current resident with a disability may request a reasonable accommodation; and

A timeframe in which the owner will respond to a request.

The policy must not:

Require a household to make a reasonable accommodation request in writing;

Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;

Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or

Require a household to rent a unit that has already been made accessible.



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Violence Against Women Act (VAWA)

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-3 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to provide guidance to staff for issues related to the Violence Against Women Reauthorization Act of 2013 (VAWA).
- B. SCOPE:** Includes requirements for VAWA notice procedures for staff, residents and applicants claiming protection under VAWA for incidents related to domestic violence, dating violence, sexual assault or stalking.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• HUD 91067 Lease Addendum• HUD 91066 (09/2008) Certification
Other Essential SOPs or documents:	<ul style="list-style-type: none">• D-1 Eviction• Tenant Selection Plan• House Rules
Other Resources:	<ul style="list-style-type: none">• Violence Against Women Reauthorization Act of 2013 (VAWA 2013)• 24 CFR Parts 5, 92, 200, et al.• Federal Register Notice 8/6/13• Notice H 09-15 (VAWA)• 10.TAC §610 Written Policies and Procedures• 10 TAC §613 Lease Requirements

D. PROCEDURE:

Notice Requirements:

Form HUD-91066 and the VAWA Lease Addendum (form HUD-91067) are found in Yardi.



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Form **HUD-91066** is given to:

- Applicants at the time they are given notice of rejection
- Residents at the time of move-in
 - In the move-in packet
- Residents for unit transfers
 - With the Request for Transfer letter
- Residents at annual recertification
 - With the required AR packet (Fact Sheets, etc.)
- In the event of a termination or start of an eviction for cause
 - With termination or eviction notice

All household members 18 years of age and older must sign the VAWA Lease Addendum (form **HUD-91067**) at move-in or, upon notification, within 7 days of their 18th birthday. The form is to be retained in the file according to pink sheet.

VAWA information must be displayed on each site's bulletin board, including how to contact the office to claim protection under the Act. Sites must also display information on how to obtain a copy of the Tenant Selection Plan (TSP) and House Rules, which also contain information on VAWA.

Certification:

If an applicant or resident requests VAWA information, management staff should review VAWA Notice H 09-15 with them in a private setting.

If an applicant or resident requests VAWA protection, management staff should notify their Community Director by email the same business day and submit all documentation immediately after receipt of all required verification(s).

Residents wishing to claim VAWA protection should clearly state what action they are requesting (i.e.: exception to screening criteria for applicant to be admitted, protection from eviction, bifurcation of lease, etc.) and provide verification supporting their claim in the form of at least one of the following:

1. A completed, signed form HUD-91066, providing victim's name, name of abuser/perpetrator if known by the victim and safe to provide, abuser's relationship to victim, date/time/location of incident of violence, and a description of the violence.



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2. A federal, state, tribal, territorial or local police or court or administrative record documenting the domestic violence, dating violence, sexual assault or stalking.
3. Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; or a medical professional. The person signing the documentation must attest under penalty of perjury to the person's belief that the incidents in question are bona fide incidents of abuse. The victim must also sign the documentation.

At management's discretion, protection may be provided based solely on an individual's statement or other corroborating evidence without requiring formal documentation of abuse. Acceptance of the statement or evidence will be documented in the applicant/resident file.

The owner/agent (O/A) will not require third-party verification (2 and 3 above) in addition to certification (1 above) with one exception. In the case where the O/A receives conflicting certification documents from two or more family members (i.e. two members of the household submit a form HUD-91066 claiming to be the victim and naming one or more other petitioning household members as the perpetrator), the applicants/tenants are required to submit verification from a third-party source (2 and 3 above).

Additional documentation is required if the perpetrator of domestic violence is currently a member of the household, and the victim is requesting their removal from the lease (lease bifurcation). The individual seeking protection under VAWA must sign a statement (1) requesting that the perpetrator be removed from the application or lease and (2) certifying that the perpetrator will not be permitted to visit or stay as a guest in the unit.

Whether or not the perpetrator is the head of household, all remaining family members will be moved to a new unit with a new lease, while the perpetrator remains in the original unit on the original lease for purposes of eviction.

Verification(s) must be submitted within 14 business of the VAWA claim, unless an extension is given by management. If the individual fails to provide documentation within this time frame, the O/A will deny the request for protection under VAWA.

Confidentiality:



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All information provided to the O/A regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking (actual or perceived) must be maintained in confidence, in a file separate from the resident file and in a separate filing cabinet, and may not be entered into any shared database. O/A employees or others will not access the information unless they are explicitly authorized to do so and have a need to know the information for purpose of their work. Documentation will not be provided to any related entity or individual, except to the extent that the disclosure (a) is requested or consented to by the individual in writing, (b) is required for use in an eviction proceeding, or (c) is otherwise required by applicable law.

No additional procedures are required for units layered with LIHTCs. Applicant screening criteria must be described in a written Tenant Selection Criteria as described in 10 TAC §10.610 and Lease Requirements in 10 TAC §10.613.

10 TAC §10.610 requires:

- That notice be provided to applicants and current residents about VAWA 2013 protections.
- Written Tenant Selection Criteria be developed and followed. The criteria must not in accordance with VAWA, deny admission on the basis that the applicant has been a victim of domestic violence, dating violence, sexual assault, or stalking.

10 TAC §10.613 requires:

- That all owners comply with the lease requirements found in Section 601 of VAWA 2013.

NAHRO

Fair Housing Training

Introduction

The National Association of Housing and Redevelopment Officials (NAHRO) is pleased to work with individual agencies to bring training and technical assistance to them locally. Housing authorities and community leaders alike recognize the many changes and challenges they face within the affordable housing industry as they strive to achieve the common goal of sustainable, viable communities.

Scope of Service

NAHRO will conduct a one-day Fair Housing Act: Disability Nondiscrimination, New Construction Requirements, and Reasonable Accommodations and Reasonable Modifications on-site training for your organization.

The seminar will describe provisions impacting housing programs of Federal financial assistance and those applying to housing generally and it will provide information to assist participants in understanding the interplay between these laws.

Certificates of Completion will be awarded to participants who complete the course requirements.

Seminar Format

The seminar format is lecture and group Q&A. A slide PowerPoint presentation accompanies the program.

Materials

Each participant will receive:

- NAHRO Fair Housing Resource Materials
- Certificate of Completion (upon course completion)

Summary of On-site Seminar Responsibilities

NAHRO

- NAHRO Faculty fee and expenses
 - Manuals and materials used for instruction
 - Certificates of Completion for each participant who successfully fulfills the course requirements
 - Shipping costs of materials to the seminar site and return shipping at seminar
- Conclusion

Organization

- Marketing the seminar and registering the participants, then forwarding registrations to NAHRO
- Reservation and payment of the meeting room facility
- Reservation and payment for audio/visual equipment required for the seminar
- Food and/or beverages served at the seminar (optional)

Audio/Visual Equipment & Room Set-Up Requirements

NAHRO Faculty would prefer that the room be set up in the following manner:

- Table and chair for the instructor
- Participants seating - round tables, six to eight chairs per table
- Flip charts – 1 flip chart and marker for each table
- Projection screen
- Microphone for the instructor, if requested

In the event that round tables cannot be used, then long tables (classroom style) would be acceptable. Since a test will be given, it is important that the participants have sufficient space at the tables. If the room is set up classroom style, then flip charts at the participants' tables may not be necessary.

Topics

- Federal Financial Assistance—Defined
- Additional Fair Housing Laws
- LGBT Protection
- Summary of the Fair Housing Act
- Definitions of Certain Classes
 - Familial Status
 - Disability
- NOT Covered by the Fair Housing Act
- What Does Discrimination Really Mean
- Prohibited Activities under the Fair Housing Act
- Design and Construction Requirements
- The Investigatory Process
- Alternatives to the Investigatory Process
- Special Topics
 - Advertising
 - Occupancy Standards
- Reasonable Accommodation/Reasonable Modification
- Case Studies

NAHRO Faculty

Dennis Morgan is a Senior Associate at D L Morgan & Associates. He provides technical assistance and training on SEMAP, Housing Quality Standards (HQS), Public Housing Assessment System (PHAS), Uniform Physical Condition Standards (UPCS), Public Housing and Housing Choice Voucher Eligibility, Income and Rent, Public Housing and Housing Choice Voucher Occupancy, Fair Housing, Admission and Occupancy, Section 8 Administration, Public Housing Administration, Public Housing and Housing Choice Voucher Homeownership, Family Self-Sufficiency, Asset Management, Managing Maintenance, Property Management Essentials,

Moving to Work, Consortia, Relocation, and the PHA Plan. Mr. Morgan also teamed with other senior members to co-author the Public Housing Admission and Occupancy Guidebook, Housing Choice Voucher Homeownership Guidebook, Conversion from Public Housing to the Voucher Guidebook, Consortia articles and many NAHRO, LISC, and NeighborWorks America publications. Mr. Morgan has more than 39 years experience in the public housing industry, including six years as Executive Director of Lucas Metropolitan Housing Authority in Toledo, Ohio, and serving in executive positions in two Florida PHAs for 23 years - including 16 years at the Orlando Housing Authority and seven years as Executive Director of the Deland Housing Authority. He conducts PH and HCV Eligibility, Income and Rent Calculation, PH and HCV Occupancy, HQS, UPCS, Property Management Essentials, Managing Maintenance, FSS, and HCV Program Management Seminars for NAHRO. He authored numerous publications for NAHRO and other national organizations. Additionally, Mr. Morgan works with NAHRO, HUD, and local PHAs in providing technical assistance to individual agencies across the country.

Richard Wankel has been employed in the affordable housing industry since 1993. Currently Richard is the Executive Director of the Town of Islip Housing Authority in Long Island, N.Y., serving more than 1,350 families in the public housing and section 8 programs. Richard has also served as Executive Director for the Town of Huntington Housing Authority, after having been hired to lead that agency from troubled status, which was accomplished in four years earning a HUD award for the effort. Richard has served as a management consultant and as Special Counsel to the Board of Commissioners of another agency. He has served as a five time past President of the Assoc. of L.I. Housing Agencies, a Section 8 group, Board member for NYSAHRO and recently founded the Long Island Association of Housing and Renewal Officials Inc., LIAHRO, serving as it's inaugural President, the group seeks to combine all types of affordable housing initiatives into a single minded effort.

Richard's experiences combine all facets of public housing, section 8, affordable housing creation and oversight, new development, mixed use finance housing (2004 NAHRO Award of Merit), organizational structuring, administrative efficiency, policy development, etc. Richard serves on the Board of two not for profit's involved in the affordable housing industry. He is also a member of the NYS, Suffolk County and Washington D.C. bar associations. Richard has served on the NAHRO Professional Development Committee since 2011.

Eugene Rudder has worked in the public and affordable housing industry for more than 25 years. Spending five years as Director of Community Building for the Columbia Heights

Development Corporation in Washington, DC Mr. Rudder not only organized community residents regarding such issues as housing, public healthcare, education and workforce development, but played a key role in training community residents in the art of community development and leadership so that they might lead themselves.

While working with the Nelrod Company, Eugene Rudder managed the Washington, DC office with the primary responsibility of securing and managing HUD contracts for the company. Under his leadership, Eugene brought two major contracts to Nelrod including the task of managing HUD's Public and Indian Housing Resource Center and a program to assist housing authorities around the country establish their own local homeownership initiatives.

As a project manager for the EXCEED Corporation, Mr. Rudder led the firm's efforts to assist HUD in the Rental Housing Integrity Improvement Project (RHIIP), working closely with both HUD Headquarters in Washington, DC and housing authorities all over the United States.

As Special Assistant to the Executive Director for the Wilmington Housing Authority, Eugene worked wherever there was a need and in response to the Executive Director's direction, managed the agency's Finance Department for just under one year, managed two HOPE VI applications, worked on various capital projects including Lincoln Towers, a seniors-only mid-rise with a state-of-the-art City fire station occupying the ground floor.

Travis County Health & Human Services

Contact: Kirsten Siegfried (Division of Family Support Services)

Address: 100 N IH 35 Suite 2000
Austin, TX 78701

Phone #: (512) 854-4467

Contact Date: HACA has already made contact with Travis County Health and Human Services. The initiation of the marketing through the Travis County offices will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: As a county-wide social service agency with 7 different locations, Travis County Health and Human Services has extensive experience working with Hispanic, African-American, Caucasian and Asian populations. They are knowledgeable of the housing programs offered through HACA, including the application and eligibility process.

Marketing Role: HACA will provide brochures and flyers to the Travis County Health and Human Services offices that are nearest each property. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.



GOODRICH PLACE

2126 GOODRICH AVENUE
AUSTIN, TEXAS 78704



- * Built in 1973
- * 40 one-story units
- * In south Austin
- * Near Zilker Elementary School, O'Henry Middle School, Austin High School

- * Near ACC Campus
- * Off-street parking
- * Community room
- * Central air
- * Laundry hookups
- * Outdoor clothing lines
- * Wheelchair ramps

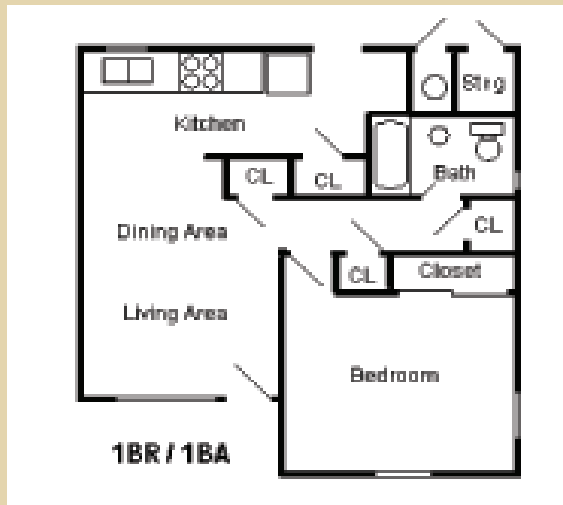
- * Children's playground

GOODRICH PLACE



FLOOR PLANS

ONE-BEDROOM APARTMENT



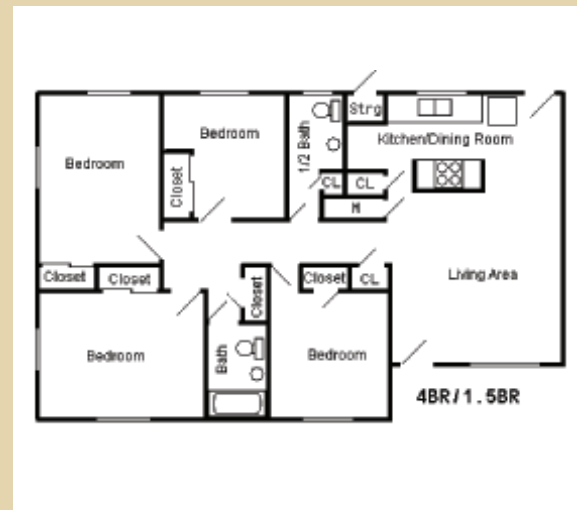
TWO-BEDROOM APARTMENT



THREE-BEDROOM APARTMENT



FOUR-BEDROOM APARTMENT



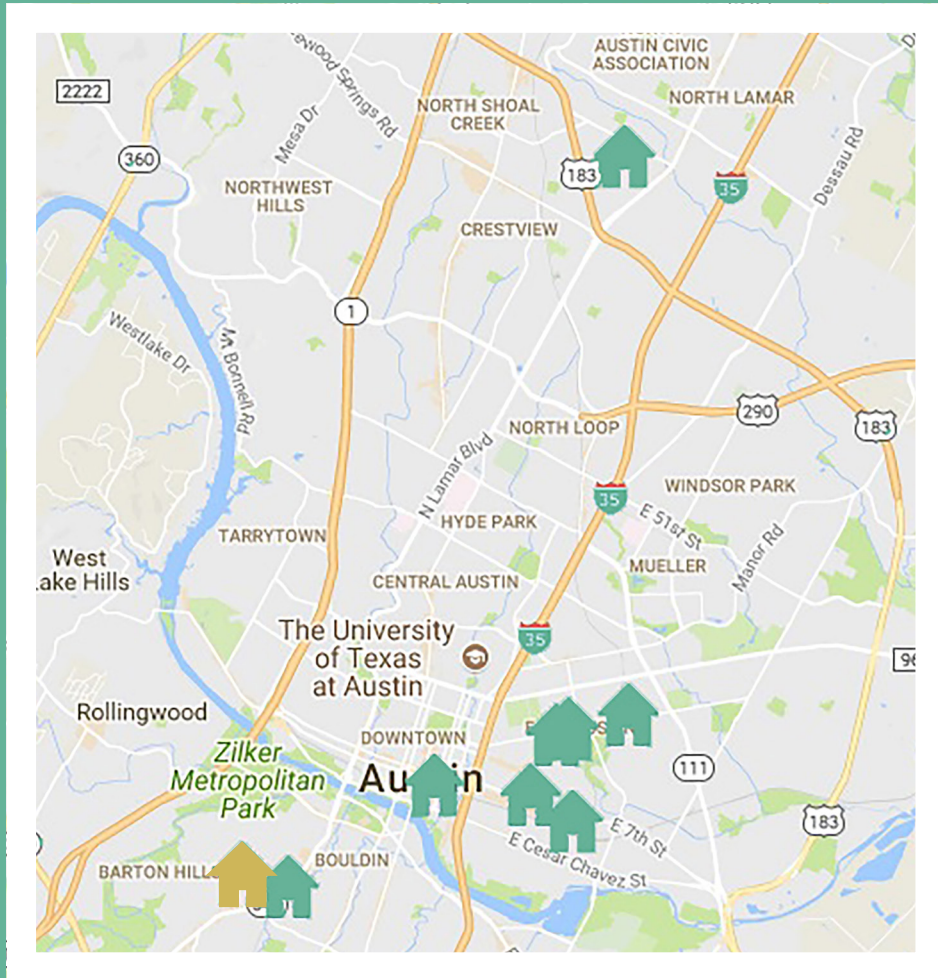
Please note there is a waiting list for this property with special preferences. For more information about how to apply for housing, visit www.austin.apply4housing.com or call (844) 467-8513.



THE HOUSING AUTHORITY OF THE CITY OF AUSTIN

1125 S. IH-35 • (512) 477-4488

www.hacanet.org



Find us on these
social media sites:



The Housing Authority of the City of Austin does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.

The position named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's implementing Section 504.

Vice President of Housing & Community Development
1124 S. IH-35 Austin, Texas, 78704
(512) 477-4488



Note to all applicants/respondents: This form was developed with Nuance, the official HUD software for the creation of HUD forms. HUD has made available instructions for downloading a free installation of a Nuance reader that allows the user to fill-in and save this form in Nuance. Please see <http://portal.hud.gov/hudportal/documents/huddoc?id=nuancereaderinstall.pdf> for the instructions. Using Nuance software is the only means of completing this form.

Affirmative Fair Housing Marketing Plan (AFHMP) - Multifamily Housing

U.S. Department of Housing
and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp.12/31/2016)

1a. Project Name & Address (including City, County, State & Zip Code)	1b. Project Contract Number	1c. No. of Units
	1d. Census Tract	
	1e. Housing/Expanded Housing Market Area	

1f. Managing Agent Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1g. Application/Owner/Developer Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1h. Entity Responsible for Marketing (check all that apply)

Owner Agent Other (specify)

Position, Name (if known), Address (including City, County, State & Zip Code), Telephone Number & Email Address

1i. To whom should approval and other correspondence concerning this AFHMP be sent? Indicate Name, Address (including City, State & Zip Code), Telephone Number & E-Mail Address.

2a. Affirmative Fair Housing Marketing Plan

Plan Type

Date of the First Approved AFHMP:

Reason(s) for current update:

2b. HUD-Approved Occupancy of the Project (check all that apply)

Elderly

Family

Mixed (Elderly/Disabled)

Disabled

2c. Date of Initial Occupancy

Property already occupied as part of the Public Housing program. Conversion through RAD to the Project Based Rental Assistance program anticipated to close in June 2018.

Waiting list is currently closed and will not be reopened before conversion.

2d. Advertising Start Date

Advertising must begin *at least* 90 days prior to initial or renewed occupancy for new construction and substantial rehabilitation projects.

Date advertising began or will begin

For existing projects, select below the reason advertising will be used:

To fill existing unit vacancies

To place applicants on a waiting list (which currently has individuals)

To reopen a closed waiting list (which currently has individuals)

3a. Demographics of Project and Housing Market Area

Complete and submit Worksheet 1.

3b. Targeted Marketing Activity

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts. (check all that apply)

White	American Indian or Alaska Native	Asian	Black or African American
Native Hawaiian or Other Pacific Islander		Hispanic or Latino	Persons with Disabilities
Families with Children	Other ethnic group, religion, etc. (specify)		

4a. Residency Preference

Is the owner requesting a residency preference? If yes, complete questions 1 through 5.

If no, proceed to Block 4b.

(1) Type

(2) Is the residency preference area:

The same as the AFHMP housing/expanded housing market area as identified in Block 1e?

The same as the residency preference area of the local PHA in whose jurisdiction the project is located?

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1)) for residency preference requirements. The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preferences consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b. Proposed Marketing Activities: Community Contacts

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c. Proposed Marketing Activities: Methods of Advertising

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach copies of advertisements, radio and television scripts, Internet advertisements, websites, and brochures, etc.

5a. Fair Housing Poster

The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Check below all locations where the Poster will be displayed.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5b. Affirmative Fair Housing Marketing Plan

The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check below all locations where the AFHMP will be made available.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5c. Project Site Sign

Project Site Signs, if any, must display in a conspicuous position the HUD approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Check below all locations where the Project Site Sign will be displayed. Please submit photos of Project signs.

Rental Office	Real Estate Office	Model Unit	Entrance to Project	Other (specify)
---------------	--------------------	------------	---------------------	-----------------

The size of the Project Site Sign will be x

The Equal Housing Opportunity logo or slogan or statement will be x

6. Evaluation of Marketing Activities

Explain the evaluation process you will use to determine whether your marketing activities have been successful in attracting individuals least likely to apply, how often you will make this determination, and how you will make decisions about future marketing based on the evaluation process.

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

7b. Staff Training and Assessment: AFHMP

- (1) Has staff been trained on the AFHMP?
- (2) Has staff been instructed in writing and orally on non-discrimination and fair housing policies as required by 24 CFR 200.620(c)?
- (3) If yes, who provides instruction on the AFHMP and Fair Housing Act, and how frequently?

- (4) Do you periodically assess staff skills on the use of the AFHMP and the application of the Fair Housing Act?
- (5) If yes, how and how often?

7c. Tenant Selection Training/Staff

- (1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences?

- (2) What staff positions are/will be responsible for tenant selection?

7d. Staff Instruction/Training:

Describe AFHM/Fair Housing Act staff training, already provided or to be provided, to whom it was/will be provided, content of training, and the dates of past and anticipated training. Please include copies of any AFHM/Fair Housing staff training materials.

8. Additional Considerations Is there anything else you would like to tell us about your AFHMP to help ensure that your program is marketed to those least likely to apply for housing in your project? Please attach additional sheets, as needed.

9. Review and Update

By signing this form, the applicant/respondent agrees to implement its AFHMP, and to review and update its AFHMP in accordance with the instructions to item 9 of this form in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (See 18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)

Name (type or print)

Title & Name of Company

For HUD-Office of Housing Use Only	For HUD-Office of Fair Housing and Equal Opportunity Use Only
Reviewing Official:	ApprovalDisapproval
Signature & Date (mm/dd/yyyy)	Signature & Date (mm/dd/yyyy)
Name (type or print)	Name (type or print)
Title	Title

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs with five or more units (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) form as specified in 24 CFR 200.625, and in accordance with the requirements in 24 CFR 200.620. The purpose of this AFHMP is to help applicants offer equal housing opportunities regardless of race, color, national origin, religion, sex, familial status, or disability. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy. Affirmative fair housing marketing and planning should be part of all new construction, substantial rehabilitation, and existing project marketing and advertising activities.

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be made available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing program applicants.

INSTRUCTIONS:

Send completed form and worksheets to your local HUD Office, Attention: Director, Office of Housing

Part 1: Applicant/Respondent and Project

Identification. Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d- Respondents may obtain the Census tract number from the U.S. Census Bureau (<http://factfinder2.census.gov/main.html>) when completing Worksheet One.

Block 1e- Respondents should identify both the housing market area and the expanded housing market area for their multifamily housing projects. Use abbreviations if necessary. A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants. This could be a county or Metropolitan Division. The U.S. Census Bureau provides a range of levels to draw from.

An **expanded housing market area** is a larger geographic area, such as a Metropolitan Division or a Metropolitan Statistical Area, which may provide additional demographic diversity in terms of race, color, national origin, religion, sex, familial status, or disability.

Block 1f- The applicant should complete this block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2: Type of AFHMP

Block 2a- Respondents should indicate the status of the AFHMP, i.e., initial or updated, as well as the date of the first approved AFHMP. Respondents should also provide the reason (s) for the current update, whether the update is based on the five-year review or due to significant changes in project or local demographics (See instructions for Part 9).

Block 2b- Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c- Respondents should specify the date the project was/will be first occupied.

Block 2d- For new construction and substantial rehabilitation projects, advertising must begin at least 90 days prior to initial occupancy. In the case of existing projects, respondents should indicate whether the advertising will be used to fill existing vacancies, to place individuals on the project's waiting list, or to re-open a closed waiting list. Please indicate how many people are on the waiting list when advertising begins.

Part 3 Demographics and Marketing Area.

"Least likely to apply" means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying may include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a - Using Worksheet 1, the respondent should indicate the demographic composition of the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area. The applicable housing market area and expanded housing market area should be indicated in Block 1e. Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area and expanded housing market area, i.e., those group(s) "least likely to apply" for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under "Other."

Respondents should use the most current demographic data from the U.S. Census or another official source such as a local government planning office. Please indicate the source of your data in Part 8 of this form.

Block 3b - Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts by checking all that apply.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a - A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being utilized, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to utilize a residency preference, it must state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area compares to that of residents of the project, project applicant data, census tract, housing market area, and expanded housing market area. The percentages would be the same as shown on completed Worksheet 1.

Block 4b - Using Worksheet 3, respondents should describe their use of community contacts to help market the project to those least likely to apply. This table should include the name of a contact person, his/her address, telephone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in assisting with affirmative fair housing marketing or outreach.

Block 4c - Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, the reason for choosing this media, and the language of the advertisement. Alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size) should be described.

Please attach a copy of the advertising or marketing material.

Part 5 – Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b -The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check all of the locations where the AFHMP will be available.

Block 5c -The Project Site Sign must display in a conspicuous position the HUD-approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan, or statement. **Please submit photographs of project site signs.**

Part 6 - Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those individuals identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7- Marketing Staff and Training.

Block 7a -Respondents should identify staff positions that are/will be responsible for affirmative marketing.

Block 7b - Respondents should indicate whether staff has been trained on the AFHMP and Fair Housing Act.

Please indicate who provides the training and how frequently. In addition, respondents should specify whether they periodically assess staff members' skills in using the AFHMP and in applying the Fair Housing Act. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should include copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8 - Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those individuals least likely to apply for the subject housing.

Part 9 - Review and Update.

By signing the respondent assumes responsibility for implementing the AFHMP. Respondents must review their AFHMP every five years or when the local Community Development jurisdiction's Consolidated Plan is updated, or when there are significant changes in the demographics of the project or the local housing market area. When reviewing the plan, the respondent should consider the current demographics of the housing market area to determine if there have been demographic changes in the population in terms of race, color, national origin, religion, sex, familial status, or disability. The respondent will then determine if the population least likely to apply for the housing is still the population identified in the AFHMP, whether the advertising and publicity cited in the current AFHMP are still appropriate, or whether advertising sources should be modified or expanded. Even if the demographics of the housing market area have not changed, the respondent should determine if the outreach currently being performed is reaching those it is intended to reach as measured by project occupancy and applicant data. If not, the AFHMP should be updated. The revised AFHMP must be submitted to HUD for approval. HUD may review whether the affirmative marketing is actually being performed in accordance with the AFHMP. If based on their review, respondents determine the AFHMP does not need to be revised, they should maintain a file documenting what was reviewed, what was found as a result of the review, and why no changes were required. HUD may review this documentation.

Notification of Intent to Begin Marketing.

No later than 90 days prior to the initiation of rental marketing activities, the respondent must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such conference will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHMP will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the AFHMP includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1: Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHMP, Block 3b)

In the respective columns below, indicate the percentage of demographic groups among the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area (See instructions to Block 1e). If you are a new construction or substantial rehabilitation project and do not have residents or project applicant data, only report information for census tract, housing market area, and expanded market area. The purpose of this information is to identify any under-representation of certain demographic groups in terms of race, color, national origin, religion, sex, familial status, or disability. If there is significant under-representation of any demographic group among project residents or current applicants in relation to the housing/expanded housing market area, then targeted outreach and marketing should be directed towards these individuals least likely to apply. Please indicate under-represented groups in Block 3b of the AFHMP. **Please attach maps showing both the housing market area and the expanded housing market area.**

Demographic Characteristics	Project's Residents	Project's Applicant Data	Census Tract	Housing Market Area	Expanded Housing Market Area
% White					
% Black or African American					
% Hispanic or Latino					
% Asian					
% American Indian or Alaskan Native					
% Native Hawaiian or Pacific Islander					
%Persons with Disabilities					
% Families with Children under the age of 18					
Other (specify)					

Worksheet 2: Establishing a Residency Preference Area (See AFHMP, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is utilized, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area compares to the demographics of the project's residents, applicant data, census tract, housing market area, and expanded housing market area. **Please attach a map clearly delineating the residency preference geographical area.**

Demographic Characteristics	Project's Residents (as determined in Worksheet 1)	Project's Applicant Data (as determined in Worksheet 1)	Census Tract (as determined in Worksheet 1)	Housing Market Area (as determined in Worksheet 1)	Expanded Housing Market Area (as determined in Worksheet 1)	Residency Preference Area (if applicable)
% White						
% Black or African American						
% Hispanic or Latino						
% Asian						
% American Indian or Alaskan Native						
% Native Hawaiian or Pacific Islander						
% Persons with Disabilities						
% Families with Children under the age of 18						
Other (specify)						

Worksheet 3: Proposed Marketing Activities –Community Contacts (See AFHMP, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the particular population group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses, their telephone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing. Please attach additional pages if necessary.

Targeted Population(s)	Community Contact(s), including required information noted above.

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHMP, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use as applicable to that group and the reason for choosing this media. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.) state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g. Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. Attach additional pages, if necessary, for further explanation. Please attach a copy of the advertising or marketing material.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population: White	Targeted Population: Asian	Targeted Population:
Newspaper(s)			
Radio Station(s)			
TV Station(s)			
Electronic Media			
Bulletin Boards			
Brochures, Notices, Flyers			
Other (specify)			

ATTACHMENTS TO THE AFFIRMATIVE FAIR HOUSING MARKETING PLAN

1. Housing Market Area Map (Travis County)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

2. Expanded Housing Market Area Map (Austin – Round Rock MSA)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

3. Least Likely To Apply Calculator

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

4. Property Sign with Equal Housing Logo

AFHMP Block 5c. Project Site Sign

5. Housing Authority of the City of Austin HACA Personnel Policy

AFHMP Block 7d. Staff Instruction / Training, 1

6. HACA ACOP and Tenant Selection Plan – Fair Housing

AFHMP Block 7d. Staff Instruction / Training, 1

7. HACA SOP – Limited English Proficiency

AFHMP Block 7d. Staff Instruction / Training, 2

8. HACA SOP - Reasonable Accommodations Procedures and Modifications

AFHMP Block 7d. Staff Instruction / Training, 2

9. HACA SOP – VAWA

AFHMP Block 7d. Staff Instruction / Training, 2

10. NAHRO Fair Housing Training Agenda

AFHMP Block 7d. Staff Instruction / Training, 6

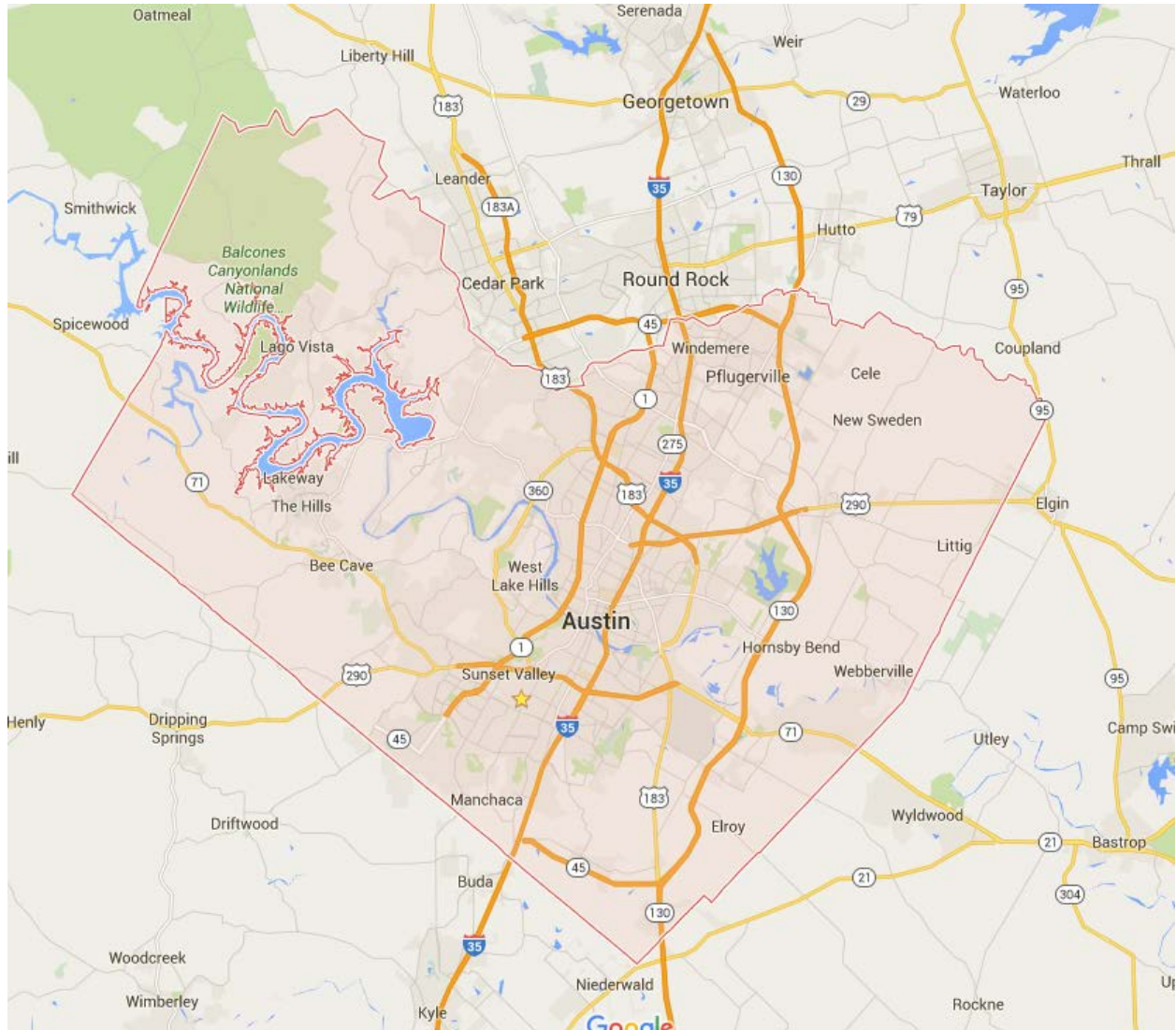
11. Additional Information on Community Contacts

AFHMP Worksheet 3 Proposed Marketing Activities – Community Contacts

12. Brochures

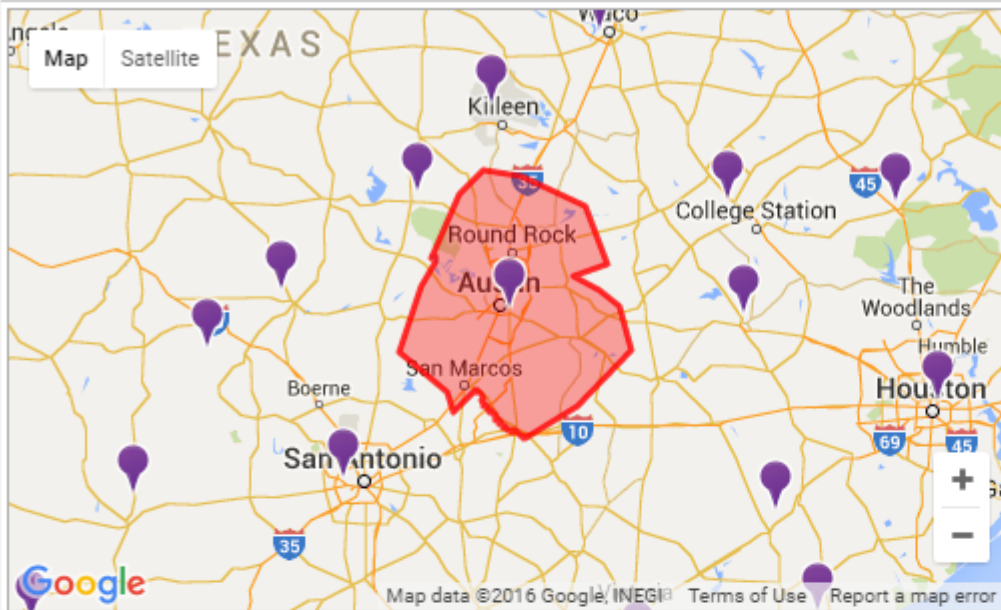
AFHMP Worksheet 4 Proposed Marketing Activities – Methods of Advertising

Travis County Map



Austin – Round Rock Metropolitan Statistical Area Map

Metro Areas Map View. Full data. Click icon to show name.



Show More Locations on the Map

[Census Blocks+*](#)
[Census Block Groups+*](#)
[Census Tracts+*](#)
[Zip Codes](#)
[School Districts](#)
[Cities](#)
[Counties](#)
[Metro Areas](#)
[States](#)

+ If the color of the links above is gray, please zoom in on the map to see the data.

* Census Blocks, Census Block Groups, and Census Tracts are geo areas that are normally smaller than the size of a city. Census Blocks provide block and community level information. They are great for understanding areas within a city.

Area Codes

Counties

[Travis County, TX](#) 1,092,810
[Bastrop County, TX](#) 75,708

[Williamson County, TX](#) 457,218
[Caldwell County, TX](#) 38,870

[Hays County, TX](#) 170,410

Cities / Towns

[Austin, TX](#) 864,218
[Briarcliff, TX](#) 1,403
[Cedar Creek, TX](#)
[Creedmoor, TX](#) 187
[Driftwood, TX](#) 84
[Fentress, TX](#)
[Georgetown, TX](#) 53,007
[Hornsby Bend, TX](#) 7,355
[Jarrell, TX](#) 899
[Kyle, TX](#) 30,664
[Leander, TX](#) 30,040
[Luling, TX](#) 5,569
[Martindale, TX](#) 1,575
[Mc Neil, TX](#)
[Mustang Ridge, TX](#) 1,052
[Pflugerville, TX](#) 52,138
[Red Rock, TX](#)
[Round Rock, TX](#) 106,972
[Sandoval, TX](#) 9
[Spicewood, TX](#)
[The Hills, TX](#) 2,533
[Volente, TX](#) 716
[Weir, TX](#) 610
[Woodcreek, TX](#) 1,244

[Bastrop, TX](#) 7,469
[Brushy Creek, TX](#) 22,537
[Cedar Park, TX](#) 58,088
[Dale, TX](#)
[Dripping Springs, TX](#) 2,088
[Florence, TX](#) 918
[Granger, TX](#) 1,617
[Hudson Bend, TX](#) 2,878
[Jollyville, TX](#) 16,151
[Lago Vista, TX](#) 6,349
[Liberty Hill, TX](#) 1,416
[Manchaca, TX](#) 1,448
[Maxwell, TX](#)
[Mcdade, TX](#) 874
[Niederwald, TX](#) 637
[Point Venture, TX](#) 791
[Rollingwood, TX](#) 1,453
[San Leanna, TX](#) 537
[Schwertner, TX](#)
[Sunset Valley, TX](#) 697
[Thrall, TX](#) 677
[Walburg, TX](#)
[West Lake Hills, TX](#) 3,225

[Bee Cave, TX](#) 4,910
[Buda, TX](#) 9,443
[Coupland, TX](#) 186
[Del Valle, TX](#)
[Elgin, TX](#) 8,224
[Garfield, TX](#) 1,576
[Hays, TX](#) 335
[Hutto, TX](#) 18,839
[Jonestown, TX](#) 2,115
[Lakeway, TX](#) 12,709
[Lockhart, TX](#) 12,966
[Manor, TX](#) 5,936
[Mc Dade, TX](#)
[Mountain City, TX](#) 663
[Paige, TX](#)
[Prairie Lea, TX](#)
[Rosanky, TX](#)
[San Marcos, TX](#) 51,289
[Smithville, TX](#) 3,890
[Taylor, TX](#) 16,001
[Uhland, TX](#) 1,263
[Webberville, TX](#) 480
[Wimberley, TX](#) 2,600

Affirmative Fair Housing Marketing Plan

Least Likely To Apply Calculator

Property: Rosewood

Based on TDHCA assessment that 20% less than the statistical average of the County or MSA requires an affirmative Marketing Plan.

Demographic Characteristic	Rosewood	Census Tract	80% of Census Tract	County	80% of County	MSA	80% of MSA	Need to Market?
White	8.9%	25.1%	20.1%	69.3%	55.4%	72.9%	58.3%	Yes
Black or African American	46.5%	28.5%	22.8%	8.5%	6.8%	7.4%	5.9%	No
Hispanic or Latino	42.2%	43.3%	34.6%	33.5%	26.8%	31.4%	25.1%	No
Asian	2.3%	0.8%	0.6%	5.8%	4.6%	4.8%	3.8%	Yes
American Indian or Alaskan	0.0%	0.4%	0.3%	0.8%	0.6%	0.8%	0.6%	No
Native Hawaiian or Pacific	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	No
Persons with Disabilities	36.4%	32.0%	25.6%	14.9%	11.9%	14.2%	11.4%	No
Families with Children Under 18	35.5%	26.4%	21.1%	28.9%	23.1%	31.8%	25.4%	No

**Least likely to Apply: Asian
 White**



Introduction

Welcome to the Housing Authority for the City of Austin (HACA). You have joined a high-performing public housing authority consistently recognized for its outstanding performance by the U.S. Department of Housing and Urban Development, the public housing industry and by citizens and stakeholders in the Austin community.

HACA is a cutting-edge public housing authority continuously looking for innovative ways to serve its clients. We are dedicated to improving the lives of more than 19,000 of Austin's low-income citizens -- not only by providing affordable housing, but also through education, workforce development and other programs crucial to fostering self-sufficiency and financial independence.

I hope you see yourself building a career with us. I encourage you to take advantage of all of the benefits available to you as a HACA employee to help you grow and develop both professionally and personally. We look forward to having you on our team as we work to bring opportunity home.

Sincerely,

Michael G. Gerber
President and CEO

I. ORGANIZATIONAL PHILOSOPHY

The Housing Authority of the City of Austin (HACA) is committed to both its customers and employees. This section presents the purpose of this manual, HACA's objectives; HACA's zero tolerance for inappropriate or hurtful behaviors in the workplace, and HACA's expectations for all employees to provide excellent and ethical customer service.

A. PURPOSE

This Policy and Procedure Manual's (referred to as the Manual) purpose is to provide a set of policies, principles, and procedures for establishing and maintaining a harmonious and productive work environment. It also provides guidelines and expectations for effective employment relationships in the conduct of HACA's business.

This Manual contains general statements of HACA policy and does not include the details of each and every policy. Further, this Manual should not be interpreted as forming an express or implied contract or promise that the policies presented will be applied as written in all cases. While every attempt will be made to keep the Manual current, there may be times when a policy will change before the Manual can be updated. For the most current version of the Manual, employees can access an on-line version located on HACA's internet web page at the HR tab.

Employment with HACA is on an at-will basis. This means that either HACA or the employee may end the relationship at any time and without cause or prior notice. Nothing in this Manual changes the employment-at-will relationship or creates an express or implied contract or promise concerning HACA's policies or practices, including policies or practices it may implement in the future. Accordingly, HACA retains the right to establish, change, and abolish its policies, procedures, practices, rules, guidelines, and regulations at will and as it sees fit to serve the best interests of HACA and its employees.

The Human Resources Director is responsible for distributing the Manual to all employees. Employees are responsible for safeguarding their copy of the Manual and updating it with approved changes. All Manuals are HACA's property and must be returned to the Human Resources Department upon termination of employment.

B. OBJECTIVES

HACA requires all employees to support the organization's best interest through the implementation of three broad objectives.

Objective 1: HACA is committed to a mutually rewarding relationship with its employees. Therefore HACA will:

- (a) Strive to provide equal employment opportunity and treatment regardless of race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, or genetic information;
- (b) Strive to provide a working environment free of harassment and discrimination based on race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, genetic information, the exercise of FMLA rights and any other classification protected by federal, state, or local law;
- (c) Provide compensation and benefits commensurate with the work performed;
- (d) Establish reasonable hours of work based on HACA's production and service needs;
- (e) Monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety;
- (f) Provide training opportunities for employees whose positions warrant the training or to support HACA initiatives;
- (g) Enforce workplace policies in such a manner that it does not interfere with the terms and conditions of employment protected under Federal, State and Local Law;
- (h) Accept constructive suggestions about job duties, working conditions, or personnel policies; and
- (i) Establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head.

Objective 2: As part of its commitment to provide customers with excellent services and to create a productive work environment, HACA expects all employees to:

- (a) Deal with supervisors, coworkers, clients, residents, other customers, community stakeholders, vendors, suppliers, and others in a professional manner;
- (b) Work with residents and clients in a professional, courteous, constructive, friendly, and ethical manner;
- (c) Represent HACA in a positive and ethical manner;
- (d) Perform assigned tasks proficiently and in an efficient manner;
- (e) Abide by attendance policies and be punctual;
- (f) Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- (g) Follow the policies adopted by HACA.

Objective 3: As part of its commitment to responsible use of public resources, HACA retains the sole discretion to exercise all managerial functions, including the rights to:

- (a) Assign, supervise, discipline, and dismiss employees;

- (b) Determine and change work start and end times as well as shifts;
- (c) Transfer employees within departments or into other departments and other classifications;
- (d) Determine and change the size and qualifications of the workforce;
- (e) Determine and change the methods by which HACA operations are to be carried out;
- (f) Determine and change the nature, location, services rendered, quantity, and continued operation of the business; and
- (g) Assign duties to employees in accordance with HACA's needs and requirements, and to carry out all ordinary administrative and management functions.

C. APPLICABILITY

These policies shall apply to all employees in the service of HACA and its subsidiaries, including HACA, Southwest Housing Compliance Corporation (SHCC), Blueprint Housing Solutions, Austin Affordable Housing Corporation (AAHC), and Austin Pathways. Failure to comply with these policies will be cause for appropriate disciplinary action up to and including termination.

D. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

HACA maintains zero tolerance for discrimination in the workplace. Essentially, this means that HACA will not discriminate against any employee or applicant on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identification, the exercise of FMLA rights or any other class protected by federal, state, or local legislation. Further HACA values a diverse workforce and actively promotes equal opportunity, diversity and inclusivity. HACA is committed to practicing non-discriminatory employment practices and taking affirmative steps to ensure equal opportunities in all aspects of human resources administration including recruitment, selection, placement, training, transfer, advancement, demotion, layoff, discipline, and termination. All such decisions will be based solely on merit, job-related qualifications, work experience and abilities of the candidates. In some cases, seniority may be considered in the selection process. In addition, all other personnel policies and practices of the organization, including compensation, benefits, safety and health programs, as well as social and recreational activities, will be administered and conducted without regard to any protected classes.

HACA will take all reasonable steps to ensure that each employee's work environment is free of unlawful discrimination or harassment based on any protected class.

All employees of HACA are prohibited from engaging in activities or practices of harassment or discrimination against any individual that may be based on any protected classes while on HACA premises or when acting as a representative of HACA. Employees who violate this policy may receive disciplinary action up to and including immediate termination of employment.

Employees who have equal employment related questions, problems, or complaints should first communicate their concerns to their immediate supervisor when appropriate. If inappropriate to communicate with the individual's supervisor, or if the employee's concerns have not been properly responded to, the employee may pursue their complaint with the Human Resource Department. The Human Resource Department will investigate all complaints related to equal employment. When appropriate, complaints of equal employment may be made to upper management, up to and including the CEO.

No employee will be subject to any form of retaliation or disciplinary action for pursuing a complaint of equal employment opportunity.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to your supervisor or the Human Resource Department. Your complaint should be specific and should include the names of individuals involved as well as the names of any witnesses. HACA will immediately undertake a prompt investigation

and attempt to resolve the situation. HACA will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, your co-workers or other employees.

If HACA determines that unlawful discrimination has occurred, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will be taken to deter any future discrimination. Whatever action is taken will be made known to you, and HACA will take appropriate action to remedy any loss to you as a result of discrimination.

E. AFFIRMATIVE ACTION

1. Specifically, HACA strives to hire and promote women and minorities in sufficient numbers to approximate their respective proportions in the Texas labor force and Standard Metropolitan Statistical Area (SMSA) for Austin.
2. HACA executive staff and administration are responsible to establish and implement Affirmative Action goals set forth below.
3. It is the responsibility of the Human Resources Department to:
 - a. Assure that each job posting is described in terms of job-related qualifications.
 - b. Expand recruitment efforts to colleges and universities with predominantly minority enrollment, including those designated as historically black colleges and universities as well as Hispanic serving colleges and universities.
 - c. Maintain contact with various civic and community groups that can facilitate female and minority applicants to HACA.
 - d. Review all employment selection devices (tests, interviews, etc.) to ensure they are non-discriminatory.
 - e. Provide Department Directors and Vice Presidents with EEO statistics for their division.
 - f. Provide EEO training to employees, supervisory personnel, Department Directors, and Vice Presidents.
4. It is the responsibility of Supervisors, Department Directors, Vice Presidents, and the President/CEO to:
 - a. Promote a climate that fosters and implements equal employment opportunity in all personnel matters (hiring, promotion, training, etc.);
 - b. Hire, promote, and conduct all aspects of departmental operations according to the Affirmative Action goals; and
 - c. Attempt to resolve EEO complaints informally through supervisory channels.

F. AMERICANS WITH DISABILITIES ACT

HACA is committed to complying with the Americans with Disabilities Act of 1990, as amended. As such, it is the policy of the agency to administer all of its personnel policies, including employment, applications, job qualifications, job specifications, recruitment practices, job structuring, orientation, training, counseling, grievance procedures, evaluation, advancement, discipline and termination - so that there is no discrimination against qualified individuals with disabilities. It is the policy of the Agency to inform employees and job applicants about the right to reasonable accommodations and to provide any and all such reasonable accommodation in the most cost-effective manner unless such would impose an "undue hardship" for the Agency. This determination will be made on a case-by-case

basis, dependent upon the facts involved. No employee or applicant for employment will be denied employment because of the need for reasonable accommodation.

G. SEXUAL AND OTHER UNLAWFUL HARASSMENT

HACA is committed to providing a productive work environment free of unlawful harassment. In order to do so, we must maintain an atmosphere of mutual respect.

To maintain a respectful environment, we must all be sensitive to the differences between welcome, positive personal interaction and unwelcome or uncomfortable interaction. We ask all employees to become familiar with this policy and actively strive to achieve the goal of a harassment-free workplace.

Unlawful Harassment in General

HACA is committed to the maintenance of a working environment free from all forms of discrimination and unlawful harassment of any employee or applicant for employment. HACA is also committed to providing a work environment which is free from conduct that unreasonably interferes with an individual's work performance and/or creates an intimidating, hostile, or offensive working environment. Such conduct, when based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. All employees will be subject to appropriate disciplinary action, up to and including termination, for any unlawful harassment based on any protected class.

Sexual Harassment

It is illegal and against HACA's policy for any employee, male or female, to sexually harass another employee of the opposite or the same sex. Sexual harassment is defined as "unwelcomed" sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- (a) submission to such conduct is an explicit or implicit condition of employment;
- (b) submission to or rejection of such conduct is used as the basis for or as a factor in any employment decision affecting the individual; or
- (c) such conduct has the purpose or effect of (i) unreasonably interfering with an individual's work performance, or (ii) creating an intimidating, hostile, or offensive working environment.

The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent comments on a worker's sexual preferences or the display of obscene or sexually oriented photographs, drawings or items. However, conduct or actions that arise out of a personal or social relationship and that are not intended to have a discriminatory effect may not be viewed as harassment. HACA will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstances of each situation.

This policy prohibits harassment in any form, including verbal, physical or visual harassment. Examples of such harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, photography, cartoons, drawings, items or gestures in the workplace.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work, directed at an employee because of sex or race or any other protected basis.
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe individual, suggestive or obscene invitations.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct such as leering or displaying sexually suggestive objects.
- Sexually degrading words to describe an individual.
- Suggestive notes, letters or invitations.
- Messages or information viewed, stored and/or transmitted by use of our electronic resources with content that may reasonably be considered offensive to any employee.
- Retaliation for having reported or threatened to report harassment.

HACA does not tolerate vulgar, abusive, humiliating or threatening language, practical jokes, or other inappropriate behavior in the work place. HACA will not condone any sexual harassment of its employees, vendors or customers by any means. This includes persistent unwanted advances on another individual while representing HACA. All workers, including supervisors and managers, will be subject to appropriate disciplinary action, up to and including termination, for any act of sexual harassment they commit.

Responsibility of Employees and Applicants

If you witness harassment or believe that you have been harassed, you should advise the harasser, if practical in the circumstances, that such behavior is offensive and unwelcome and will be reported if continued. If you are uncomfortable confronting the harasser directly or if the harassment continues, the following steps should be followed in reporting a complaint of harassment.

Notify the appropriate person

If you believe you have been unlawfully harassed, provide a written and signed complaint as soon as possible to (i) your supervisor, (unless he or she is the harasser); or (ii) HACA's Human Resources Department. To the extent possible, all notifications will be kept confidential.

Description of misconduct

Your complaint should include the details of the incident(s), the names of the individuals involved and the names of any witnesses. If you believe you are being harassed, you are encouraged to keep a detailed, written record of the objectionable conduct. HACA will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

Investigation

Once a complaint has been filed, we will investigate promptly. We will, to the extent practical, maintain the privacy and confidentiality of the party's interests, and we will request the same from all employees involved in the investigation. The investigation may include questioning all parties involved in the incident, as well as interviewing any employees who may have knowledge of the incident in question or other related incidents. Employees found to have engaged in harassment are subject to discipline, including warnings, suspensions, and immediate termination of employment. If our investigation is inconclusive, we will take such action as deemed necessary in the circumstances to remind appropriate personnel of our policy to avoid possible harassment in the future.

Protection against retaliation

An employee who in good faith raises a concern or makes a report will not be retaliated against in any way. Any report of retaliation by the one accused of harassment, or by employees or management will also be immediately,

effectively, and thoroughly investigated in accordance with HACA's investigation procedure outlined above. If a complaint of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

We encourage all employees to immediately report any incidents of harassment forbidden by this policy, so that complaints can be quickly and fairly resolved. All Vice Presidents, Directors, Managers and supervisors are obligated to report all instances in which they have information that leads them to believe that any employee has been the target of harassment, whether or not they have received a formal complaint. Failure to do so may result in disciplinary action.

H. ANTI-BULLYING POLICY

HACA maintains a zero tolerance for bullying in the workplace. HACA promotes a positive work environment for all employees. Bullying in the workplace is prohibited.

Definition:

Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:

1. Threatening, humiliating, or intimidating, or
2. Work interference – sabotage – which prevents work from getting done, or
3. Verbal abuse.

How to report:

Employees who perceive themselves as experiencing bullying should first ask the perpetrator(s) to stop bullying them. If the behavior continues, the employee should report the behavior to either their immediate supervisor (unless he or she is the bully) or to the Human Resources Department.

Consequences:

An employee found to have bullied another employee will be subject to disciplinary action up to and including termination.

I. ETHICS

1. FINANCIAL AND PERSONAL DEALINGS WITH CLIENTS

a. Employees of HACA are not to have any financial dealings with clients, residents, contractors, or competitors during the period of time that the clients, contractors, or competitors are considered in active status (that is, applying for, negotiating or completing any business transaction[s] with HACA). This provision includes personal loans of money or property between HACA employees and employees of clients, contractors, competitors (individuals or agencies), residents, clients, or the acceptance of gifts by either party from the other of whatever value or nature.

b. All HACA personnel are to maintain professional and appropriate ethics in dealing with all persons and clients, residents, contractors, and competitors (individuals or as agencies). In addition, employees are to refrain from personal involvement of any kind that would in any way reflect negative or discredit HACA or the individual involved.

c. All HACA personnel will hold in strictest confidence and will not disclose, use, lecture upon, or publish any of HACA's proprietary information or confidential information that is provided to or made accessible to employees during their at-will employment, except as such disclosure, use, or publication

may be required in connection with an employee's job duties or unless HACA's President/CEO or his or her designee expressly authorizes such in writing, or if asked questions under oath in a court or administrative proceeding.

d. Violation of any of the above ethical guidelines may result in disciplinary action up to and including termination.

2. CONFLICT OF INTEREST

HACA's standards of conduct govern HACA's officers, directors, supervisors, employees, or agents engaged in the award and administration of HACA contracts, including without limitations, HACA procurement contracts and HACA's subsidiaries' contracts, as follows:

a. A conflict of interest arises when a situation has the potential to undermine the impartiality of an employee because of the possibility of a clash between the employee's self-interest and professional interest or public trust. This includes inappropriate interaction with any of the following: an officer, employee, or other representative of HACA involved in making the award and/or administering the contract; any member of his or her immediate family; his or her partner; or an organization which employs or is about to employ any of the above.

b. No officer, director, supervisor, employee, or agent of HACA shall participate in the selection, award, or administration of a HACA contract if a conflict of interest, real, apparent, or implied, could be involved.

c. No officer, employee, or Board Commissioner of HACA, during his/her tenure or for one (1) year after their employment or service ends, shall have any interest, direct or indirect, in the selection, award, or administration of any HACA contract. Former employees may be engaged within one (1) year of employment with HACA at the discretion of the President/CEO.

d. All HACA officers, directors, supervisors, and employees shall sign an annual statement disclosing any potential conflict of interest in any HACA contract as defined by 2(a) above.

In certain positions, employees may come into contact with sensitive information used to compete for government or other contracts. In these circumstances, the employee may be required to sign a separate non-proprietary information agreement to ensure that the employee does not use any information gained at HACA to work with or assist a competitor.

J. PRINCIPLES OF PUBLIC SERVICE

In addition to the ethics and standards of conduct, all HACA employees will abide by the following six (6) principles of public service.

TRUSTWORTHINESS. HACA employees perform their duties with honesty and integrity in conduct and communication. Employees conduct business with competence, fairness, impartiality, efficiency, and effectiveness to enhance the services provided by HACA and the public's trust.

RESPONSIBILITY. HACA employees take responsibility for actions, decisions, and statements that impact the Austin affordable housing community and the public. Employees effectively use public resources entrusted to HACA for the benefit of program participants, the city, and the public good.

RESPECT. HACA employees treat others with professionalism, consideration, and courtesy. Employees respect other's opinions and beliefs, value individual differences, and seek to reach new solutions based on consensus.

CARING. HACA employees build professional relationships with colleagues, peers, residents, program participants, community partners, business partners, and the public based on the highest standards of fairness and consideration. These standards are the foundation of a caring professional environment that supports mutual respect, collaboration toward common goals, and excellence in job performance.

CITIZENSHIP. HACA employees strive to be good stewards of the public's trust and public resources. They honor and abide by HACA policies and the laws of the City of Austin, the State of Texas, and the United States.

FAIRNESS. HACA employees conduct business with the public and co-workers in an equitable, impartial, and honest manner, without prejudice or favoritism. Decisions are based on objective and balanced judgment and are in accordance with HACA's mission, established policies, and procedures.

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Chapter 2

FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION

This chapter explains the laws and Department of Housing and Urban Development (HUD) regulations requiring Public Housing Authorities (PHAs) to affirmatively further civil rights and fair housing in all federally-assisted housing programs. The letter and spirit of these laws are implemented through consistent policy and processes. The responsibility to further nondiscrimination pertains to all areas of the PHA's public housing operations.

This chapter describes HUD regulations and PHA policies related to these topics in three parts:

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA regarding nondiscrimination.

Part II: Policies Related to Persons with Disabilities. This part discusses the rules and policies of the public housing program related to reasonable accommodation for persons with disabilities. These rules and policies are based on the Fair Housing Act (42.U.S.C.) and Section 504 of the Rehabilitation Act of 1973, and incorporate guidance from the Joint Statement of The Department of Housing and Urban Development (HUD) and the Department of Justice (DOJ), issued May 17, 2004.

Part III: Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of the PHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

PART I: NONDISCRIMINATION

2-I.A. OVERVIEW

Federal laws require PHAs to treat all applicants and tenant families equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The PHA will comply fully with all federal, state and local nondiscrimination laws and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)

- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- The Violence against Women Act of 2013 (VAWA)
- The Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the Federal Register February 3, 2012
- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted

When more than one civil rights law applies to a situation, the laws will be read and applied together.

2-I.B. NONDISCRIMINATION

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as PHA policies, can prohibit discrimination against additional classes of people.

Except as allowed by law, the PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability or national origin (called “protected classes”).

Familial status includes one or more individuals under the age of 18 living with 1) a parent or another person having legal custody of such individual or individuals or 2) the designee of such parent or other person having such custody, with the written permission of such parent or other such person. The familial status protections shall also apply to any person who is pregnant or is in the process of securing legal custody of any individual who has not yet attained the age of 18 years.

The PHA will not discriminate on the basis of marital status, gender identity or sexual orientation [FR Notice 02/03/12].

HACA Policy

HACA will not discriminate against other protected classes including: students or people with Acquired Immune Deficiency or HIV status (“AIDS/HIV” status).

HACA will not use any of these factors to:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the public housing program.
- Provide housing that is different from that provided to others.
- Subject anyone to segregation or disparate treatment.
- Restrict anyone's access to any benefit enjoyed by others in connection with the housing program.
- Treat a person differently in determining eligibility or other requirements for admission.

- Steer an applicant or tenant toward or away from a particular area based on any of these factors.
- Deny anyone access to the same level of services.
- Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program.
- Discriminate in the provision of residential real estate transactions.
- Discriminate against someone because they are related to or associated with a member of a protected class.
- Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons who are members of a protected class.

Providing Information to Families

The PHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, the PHA will provide information to public housing applicant families about civil rights requirements.

Discrimination Complaints

If an applicant or tenant family believes that the PHA has discriminated against any family member, the family should advise the PHA. HUD requires the PHA to make every reasonable attempt to determine whether the applicant's or tenant family's assertions have merit and take any warranted corrective action.

HACA Policy

HACA shall conspicuously post a Fair Housing and Equal Opportunity poster and the toll-free Discrimination Complaint hotline number at each public housing development's community bulletin board and at the HACA central administration office.

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify HACA either orally or in writing.

HACA will attempt to remedy discrimination complaints made against HACA.

Upon request, HACA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

In addition to the policies outlined in the ACOP, HACA further complies with fair housing laws through the implementation of the Affirmatively Furthering Fair Housing Plan as adopted by the HACA Board of Commissioners.

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.

The PHA must ensure that persons with disabilities have full access to the PHA's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the public housing program [24 CFR 8].

The PHA must provide a notice to each tenant that the tenant may, at any time during the tenancy, request reasonable accommodation of a handicap of a household member, including reasonable accommodation so that the tenant can meet lease requirements or other requirements of tenancy [24 CFR 966.7(b)].

HACA Policy

HACA will advise applicants and resident families in writing of their right to request accommodations, on the intake application, reexamination documents and notices of adverse action by HACA, by including the following language:

“The Housing Authority is committed to compliance with the Americans with Disabilities Act and the Fair Housing Act. If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Housing Authority by calling (512) 477-4488. Se habla español.”

The applicant or resident can request a reasonable accommodation from the Admissions Director or from their assigned Public Housing Manager. The Vice Presidents of Housing and Community Development will be the Reasonable Accommodation Coordinators for public housing.

2-II.B. DEFINITION OF REASONABLE ACCOMMODATION

A “reasonable accommodation” is a change, exception or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the PHA, or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and Section 2-II.E), the PHA shall accommodate the needs of a person with disabilities. Examples may include but are not limited to:

- Permitting applications and reexaminations to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.

- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a PHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff.
- Displaying posters and other housing information in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair.

2-II.C. REQUEST FOR AN ACCOMMODATION

If an applicant or participant indicates that an exception, change or adjustment to a rule, policy, practice or service is needed because of a disability, HUD requires that the PHA treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to the PHA's programs and services.

If the need for the accommodation is not readily apparent or known to the PHA, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

HACA Policy

HACA will encourage the family to make its request in writing using a reasonable accommodation request form that is available from the Public Housing Manager or the central administration office. However, HACA will consider the accommodation request any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

2-II.D. VERIFICATION OF DISABILITY

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability that is used for waiting list preferences and income allowances.

Before providing an accommodation, the PHA must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to the PHA's programs and services.

If a person's disability is obvious or otherwise known to the PHA, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, the PHA will follow the verification policies provided in Chapter 7. All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16. In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a non-medical service agency or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].
- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.
- In the event that the PHA does receive confidential information about a person's specific diagnosis, treatment, or the nature or severity of the disability, the PHA will dispose of it. In place of the information, the PHA will note in the file that the disability and other requested information have been verified, the date the verification was received, and the name and address of the knowledgeable professional who sent the information [Notice PIH 2010-26].

2-II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION

[Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26]

The PHA must approve a request for an accommodation if all following four conditions are met.

- The request was made by or on behalf of a person with a disability.
- There is a disability-related need for the accommodation.
- The requested accommodation is indeed for the purpose of affording a person with a disability an equal opportunity to use and enjoy a program, service or dwelling under the program.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and/or administrative burden on the PHA, or fundamentally alter the nature of the PHA's operations.

Requests for accommodations must be assessed on a case-by-case basis. The determination of undue financial and administrative burden must be made on a case-by-case basis involving

various factors, such as the overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve the request, the PHA may enter into discussion and negotiation with the family, request more information from the family or may require the family to sign a consent form so that the PHA may verify the need for the requested accommodation.

HACA Policy

After a request for an accommodation is presented, HACA will respond, in writing, within 30 calendar days.

If HACA denies a request for an accommodation, the notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If HACA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and/or administrative burden or fundamentally alter the nature of HACA's operations), HACA will either list recommended alternatives or include a request to discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden. The family will be given 30 days from the date of the written notice to respond and discuss alternative accommodations with HACA.

If the family does not respond to HACA within 30 days of the notice, or if HACA believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, HACA will notify the family, in writing, of its determination within 30 days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

2-II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

HUD regulations require the PHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to the PHA's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, the PHA shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

HACA Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display /teletype) communication will be available. This service is available through Relay Texas. Relay Texas provides telephone-interpreting service between people who can hear ('voice' users) and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

Additional accommodations include providing sign language interpreters, at HACA's expense, for scheduled appointments and meetings, upon advance request of the hearing impaired resident or applicant.

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with HACA staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication include having material explained orally by staff, or having a third party representative (a friend, relative or advocate, named by the applicant/resident) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. PHYSICAL ACCESSIBILITY

The PHA must comply with a variety of regulations pertaining to physical accessibility, including the following.

- Notice PIH 2010-26
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990
- The Architectural Barriers Act of 1968
- The Fair Housing Act of 1988

The PHA's policies concerning physical accessibility must be readily available to applicants and resident families. They can be found in three key documents:

- This policy, the Admissions and Continued Occupancy Policy, describes the key policies that govern the PHA's responsibilities with regard to physical accessibility.
- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally-funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment and transition plans.

The design, construction or alteration of PHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Notice PIH 2010-26 contains specific information on calculating the percentages of units for meeting UFAS requirements.

Newly constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the public housing program.

2-II.H. DENIAL OR TERMINATION OF ASSISTANCE

A PHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 966.7].

When applicants, including persons with disabilities, are denied assistance, the notice of denial must inform them of their right to request an informal hearing [24 CFR 960.208(a)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the informal hearing, or the denial shall remain final.

When a family's lease is terminated, the notice of termination must inform the family of their right to request a hearing in accordance with the PHA's grievance process [24 CFR 966.4(l)(3)(ii)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the grievance hearing, or the termination decision shall remain final.

When reviewing reasonable accommodation requests, the PHA must consider whether reasonable accommodation will allow the family to overcome the problem that led to the PHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, the PHA must make the accommodation [24 CFR 966.7].

In addition, the PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing process [24 CFR 966.56(h)].

HACA Policy:

The accommodation must be requested with advance notice to allow HACA to make the necessary arrangements, for example, contacting a sign language interpreter agency to schedule an interpreter for a hearing.

PART III: IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

2-III.A. OVERVIEW

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the public housing program. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin. This part incorporates the Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

The PHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. For the purposes of this ACOP, LEP persons are public housing applicants and resident families and parents and family members of applicants and resident families.

In order to determine the level of access needed by person with LEP, the PHA will balance the following four factors: (1) the number or proportion of persons with LEP eligible to be served or likely to be encountered by the public housing program; (2) the frequency with which persons with LEP come into contact with the program; (3) the nature and importance of the program, activity or service provided by the program to people's lives; and (4) the resources available to the PHA and costs. Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the PHA.

2-III.B. ORAL INTERPRETATION

HACA will offer competent interpretation services free of charge, upon request, to the LEP person.

HACA Policy

HACA will utilize a language line for telephone interpreter services.

Where LEP persons desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services offered by HACA. The interpreter may be a family member or friend.

HACA will analyze the various kinds of contacts it has with the public, to assess language needs and decide what reasonable steps should be taken. "Reasonable steps" may not be reasonable where the costs imposed substantially exceed the benefits.

Where feasible and possible, according to its language assistance plan (LAP), HACA will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

2-III.C. WRITTEN TRANSLATION

Translation is the replacement of a written text from one language into an equivalent written text in another language.

HACA Policy

In order to comply with written-translation obligations, HACA has taken the following steps:

HACA has provided written translations of vital documents for the eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Such documents include but are not limited to: housing application, public housing lease, House Rules, annual lease renewal documents, lease termination notices and grievance hearing notices. Translation of other documents, if needed, can be provided, upon request.

If there are fewer than 50 persons in a different LEP language group, HACA may not translate vital written materials, but will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

2-III.D. IMPLEMENTATION PLAN

After completing the four-factor analysis and deciding what language assistance services are appropriate, the PHA shall determine whether it is necessary to develop a written implementation plan to address the identified needs of the LEP populations it serves.

If the PHA determines that it is not necessary to develop a written implementation plan, the absence of a written plan does not obviate the underlying obligation to ensure meaningful access by persons with LEP to the PHA's public housing program and services.

HACA Policy

HACA has developed a written LEP plan/standard operating procedure. The following five steps were taken when developing the plan. HACA: (1) Identified persons with LEP who need language assistance; (2) identified language assistance measures; (3) trained staff; (4) provided notice to persons with LEP; and (5) is monitoring and updating the LEP plan as needed. The plan will be reviewed on an ongoing basis and will be updated as needed to address the needs of HACA's LEP population.

**EXHIBIT 2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER
FEDERAL CIVIL RIGHTS LAWS [24 CFR Parts 8.3 and 100.201]**

A person with a disability, as defined under federal civil rights laws, is any person who:

- Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual.
- Has a record of such impairment.
- Is regarded as having such impairment.

The phrase “physical or mental impairment” includes:

- Any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness and specific learning disabilities. The term “physical or mental impairment” includes, but is not limited to: such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.
- “Major life activities” includes, but is not limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, speaking, learning and/or working.
- “Has a record of such impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major live activities.
- “Is regarded as having an impairment” is defined as having a physical or mental impairment that does not substantially limit one or more major life activities but is treated by a public entity (such as the PHA) as constituting such a limitation; has none of the impairments defined in this section but is treated by a public entity as having such an impairment; or has a physical or mental impairment that substantially limits one or more major life activities, only as a result of the attitudes of others toward that impairment.

The definition of a person with disabilities does not include:

- Current illegal drug users.
- People whose alcohol use interferes with the rights of others.
- Persons who objectively pose a direct threat or substantial risk of harm to others that cannot be controlled with a reasonable accommodation under the public housing program.

The above definition of disability determines whether an applicant or participant is entitled to any of the protections of federal disability civil rights laws. Thus, a person who does not meet this definition of disability is not entitled to a reasonable accommodation under federal civil rights and fair housing laws and regulations.

The HUD definition of a person with a disability is much narrower than the civil rights definition of disability. The HUD definition of a person with a disability is used for purposes of receiving the disabled family preference, the \$400 elderly/disabled household deduction, the allowance for medical expenses or the allowance for disability assistance expenses.

The definition of a person with a disability for purposes of granting a reasonable accommodation request is much broader than the HUD definition of disability. Many people will not qualify as a disabled person under the public housing program, yet an accommodation is needed to provide equal opportunity.

EXCERPT FROM TENANT SELECTION PLAN

FAIR HOUSING POLICIES

FAIR HOUSING

The owner/agent will not discriminate in any of the following ways:

- Deny to any household the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs,
- Provide housing which is different than that provided others,
- Subject a person to segregation or disparate treatment,
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program,
- Treat a person differently in determining eligibility or other requirements for admission,
- Deny a person access to the same level or services, or
- Deny a person the opportunity to participate in a planning or advisory group which is an integral part of the housing program.

The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability, and familial status. In addition, the city of Austin has added Fair Housing protections based on creed, student status, marital status, sexual orientation, gender identity and age.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The owner/agent complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance from HUD.

SECTION 504 OF THE REHABILITATION ACT OF 1973

The owner/agent complies with Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination, based on the presence of a disability in all programs or activities operated by recipients of federal financial assistance.

Although Section 504 protections often overlap with the disability discrimination prohibitions included in the Fair Housing Act, Section 504 differs in that it imposes broader affirmative obligations to make their programs, as a whole, accessible to persons with disabilities.

- Coordinating Efforts to Comply with Section 504 Requirements
The owner/agent has designated a person to address questions or requests regarding the specific needs of residents and applicants with disabilities. This person is referred to as the Section 504 Coordinator.

Name of Section 504 Coordinator:	Vice President of Housing and Community Development
Address:	1124 S IH 35, Austin, TX 78704
Phone Number:	(512) 477-4488
TDD/TTY Number:	1-800-735-2989 Or 711 Voice Relay

- Requests for Reasonable Accommodation or Modification

In accordance with the Fair Housing Act and Section 504 of the Rehabilitation Act, the owner/agent will make reasonable accommodations or modifications for individuals with disabilities (applicants or residents) unless these modifications would change the fundamental nature of the housing program or result in undue financial and administrative burden. Please see HACA's Reasonable Accommodation Policy for additional information.

PRIVACY POLICY

It is the policy of the owner/agent to guard the privacy of individuals conferred by the Federal Privacy Act of 1974 and to ensure the protection of such individuals' records maintained by the owner/agent.

Neither the property owner/agent nor its agents shall disclose any personal information contained in its records to any person or agency, other than HUD, its Contract Administrators or other federal/state entity or investor auditing entities, unless the individual about whom information is requested gives written consent to such disclosure. Such consent may be provided in an equally effective manner, as a reasonable accommodation, when there is the presence of a disability.

This Privacy Policy in no way limits the owner/agent's ability to collect such information to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013

The owner/agent understands that, regardless of whether state or local laws protect victims of domestic violence, dating violence, sexual assault or stalking, people who have been victims of violence have certain protections provided through the Violence Against Women Reauthorization Act of 2013 (VAWA 2013).

If any applicant or resident wishes to exercise the protections provided in the VAWA 2013, he/she should contact the owner/agent immediately. The owner/agent will not assume that any act is a result of abuse covered under the VAWA 2013. In order to receive the protections outlined in the VAWA 2013, the applicant/applicant must specify that he/she wishes to exercise these protections. The owner/agent will provide an individual with a copy of the VAWA Policy upon request.

THE EQUAL ACCESS RULE

The owner/agent ensures that HUD's core housing programs are open to all eligible persons regardless of sexual orientation, gender identity or marital status in accordance with *The Equal Access Rule*.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Limited English Proficiency

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-2 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to establish the procedures management staff will follow when working with persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
- B. SCOPE:** Includes guidance to ensure that individuals with limited English proficiency (LEP) may effectively participate in and have equal access to Multifamily Housing programs and to ensure compliance with Title VI regarding discrimination based on national origin.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• <i>I Speak</i> cards
Other Essential SOPs or documents:	<ul style="list-style-type: none">• N/A
Other Resources:	<ul style="list-style-type: none">• 4350.3 REV 1, Change 4, Chapter 2• January 22, 2007 Notice: Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons• Executive Order 13166, titled "Improving Access to Services by Persons with Limited English Proficiency."• <i>Masterword Language Line</i> (phone # to be added)

Overview:



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

The Housing Authority of the City of Austin (O/A) has taken affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. This policy is applicable to persons with LEP currently housed on O/A properties as well as applicants.

For persons with LEP, language may be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the O/A.

In certain circumstances, failure to ensure that persons with LEP can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition under Title VI against discrimination based on national origin.

This SOP incorporates the Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003, in the Federal Register.

D. PROCEDURE:

Application

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to determine the level of access needed by a person with LEP, the O/A will balance the following four factors:
 - (1) The **number or proportion** of persons with LEP eligible to be served or likely to be encountered by management staff;
 - (2) The **frequency** with which persons with LEP come into contact with management staff;
 - (3) The **nature and importance** of the program, activity or service provided by the O/A to people's lives; and
 - (4) The **resources available** to the O/A and the costs.

Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the O/A.

Oral Interpretation



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

1. At appointments, informational briefings, informal hearings or situations in which health, safety or access to important benefits and services are at stake, the O/A will generally offer, or ensure that the family is offered through other sources, competent interpretation services free of charge to the person with LEP.
2. Where feasible, the O/A trains and hires bilingual staff to be available to act as interpreters and translators. Where feasible and possible, the O/A will encourage the use of qualified community volunteers.
3. Where persons with LEP desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services that may be offered by the O/A.
4. If a client speaks a language other than Spanish, or if the O/A does not have a staff member available that can interpret in the language of the client, staff may use the *Masterword Language Line* (phone # to be added).
 - a. When the call is placed, the caller will identify him or herself and will use the O/A name as the account number.
 - b. They will then request the language they need.
 - c. Management staff will get approval, via email, from the Community Director (CD) before using this service.
 - d. A log will be kept by management staff documenting the applicant's/resident's name, the language needed, the date of the call and approximate duration of the call.
 - e. A copy of the log will be provided to the purchasing department to back-up the invoice.
 - f. Management staff may also use *I Speak* cards to help identify the language needed.
5. For persons with hearing impairments, if applicant/resident requests interpreting services, management staff will contact CSD services at (512) 837-8030.

Written Translation

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to comply with written translation obligations, the O/A has completed extensive written translations of vital Multifamily housing program documents into Spanish for LEP purposes. Such documents include but are not limited to: the housing application, briefing packet, lease, house rules, O/A zero tolerance policy, mold addendum, minimum rent hardship exemption notice, annual recertification packet,



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notice of rent change, termination notices, VAWA lease addendum and notice of grievance hearing. Translated documents are included in the Spanish translation folder for staff to access. Other documents, if needed, can be provided orally upon request. Most Multifamily HUD documents and forms are available in many languages at www.hud.gov.

3. If there are fewer than 50 persons in a different LEP language group, O/A will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

Staff Procedures

1. Upon a client's request, management staff will provide the applicant/resident forms in the preferred language when available.
2. For processing purposes, management staff will have the applicant/resident sign all English language forms as well as non-English forms.
3. For any future correspondence after the preferred language is identified, staff will provide notifications in Spanish for clients who indicated they prefer notices in Spanish. For other languages, if the document translation is not available, staff will provide oral interpretation of documents if requested following the procedures described in step 3 under "Written Translations".

No additional procedures are required for units layered with LIHTCs.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Reasonable Accommodation Procedures

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-1 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to relate to staff the proper procedures to follow when an applicant/resident requests a reasonable accommodation (RA).
- B. SCOPE:** Includes procedures for determining eligibility for an RA, verification of the disability-related need for the RA, response to a request, approval or denial and documentation requirements.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• Reasonable Accommodation Request form• Consent to release information for verification• Verification Request form
Other Essential SOPs or documents:	<ul style="list-style-type: none">• H-15 Reasonable Accommodation Modifications
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ), issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• HUD "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons," 72 FR 2732 (January 22, 2007)



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

- 10 TAC Chapter 1, Subchapter B
- 10 TAC §10.610 Written Policies and Procedures

OVERVIEW:

DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS (24 CFR PARTS 8.3 AND 100.201)

A person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activities, such as seeing, hearing, walking, breathing, performing manual tasks, caring for oneself, learning and speaking. This list is not exhaustive; see the O/A form regarding Definition of a Person with a Disability under Federal Civil Rights Laws (24 CFR Parts 8.3 and 100.201).

WHEN THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (O/A) WILL INFORM APPLICANTS AND RESIDENTS OF THE RIGHT TO REQUEST A REASONABLE ACCOMMODATION:

- The O/A will inform applicants and residents of their right to request a reasonable accommodation at the time of application, at initial briefings and at annual re-examination.
- The O/A will also post notices in centralized areas on community and administration bulletin boards.

WHO MAY REQUEST A REASONABLE ACCOMMODATION:

- Any family that includes a person with a disability assisted under the Multifamily Housing program may request a reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.
- Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial or administrative burden” for the O/A, or result in a “fundamental alteration” in the nature of the program or service offered.

SUCH REQUEST FOR REASONABLE ACCOMMODATIONS MAY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Permitting applications to be completed by mail.



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- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- A change in the way the O/A communicates or provides information.
- A change in the rules or policies to give you an equal opportunity to use the facilities or take part in the Public Housing program.
- For persons with vision impairments, large print or audio versions of key program documents.
- For public meetings or presentations, request for one-on-one assistance.
- Request for a sign language interpretation.
- Request for a transfer to a 504-accessible unit.

D. PROCEDURE:

PROCEDURE FOR REQUESTING A REASONABLE ACCOMMODATION

- A request is made when a person with a disability, or someone on their behalf, requests a change, exception or adjustment to a rule, policy, practice or service because of their disability; the words "reasonable accommodation" are not required.
- Management staff should ask the applicant/resident to put the request in writing, if they can, but cannot require the applicant/resident to put the request in writing. Applicants and residents may use the *Request for Reasonable Accommodation form* (available in English and in Spanish) or may make an oral request.
- When a family makes an oral request, the staff member who receives the request should complete a memo to file documenting the request.



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- Management staff should never offer an accommodation until one has been specifically requested. Treating people differently because of a perceived disability is discrimination. Each case should be treated on its individual merits to avoid discrimination.

VERIFICATION REQUIRED

- If an applicant/resident requests a reasonable accommodation due to a disability, management staff may request that the individual sign a consent to the release of information, for verification of disability and/or verification of the nexus between the disability and the need for the RA.
- Management staff may request verification from a third party when consent is given by the applicant/resident. Management staff will request only the specific information that is necessary to make a decision.
- Limiting verifications to only physicians is not allowed. Management staff may accept verifications from a qualified individual who is competent to render the opinion and knowledgeable about the person's situation.
- If a person's disability is obvious, or otherwise known to management staff, and if the need for the requested accommodation is also readily apparent or known, no further documentation will be required. However, a memo to file will be included documenting why no further documentation was required.

LIMITATIONS ON WHAT CAN BE REQUESTED OR REQUIRED:

Unless it is relevant to whether the applicant or resident qualifies for the program or type of designated housing, or accommodation, management staff **will not**:

- ask if a person has a disability,
- ask for the nature or extent of the disability,
- ask any question that would require the disabled person to waive or disclose a medical condition or history, or
- ask if any other family member has a disability.

RESPONDING TO REQUEST FOR REASONABLE ACCOMMODATIONS:

- All requests for reasonable accommodations should be forwarded to the Community Director, and if made in writing, should be date stamped by the manager to document when the request was received. If the request was made verbally, a brief memo to the Community Director outlining the applicant/resident's request is to be submitted. The Community Director will determine if the request should be forwarded to the Vice President of Housing and Community Development if necessary. A written response to the applicant/resident will be sent within 30 calendar days. Therefore, all reasonable



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accommodation requests should be forwarded to the Community Director within one business day after receipt for review and response. Ensure a copy of the request is also forwarded to the Compliance Coordinator.

- All denials must inform the applicant/resident of their right to appeal the decision. Denial letters will be drafted and sent by the Community Director or Vice President.
- Only the President/CEO, a Vice President or the Director of Planning and Development has the authority to alter policies and approve physical alterations to units or buildings. Therefore, all formal requests which would require altering policies, structures or practices must be forwarded by the Community Director to the department's Vice President and the Director of Planning and Development for review. This includes informal hearing decisions to grant reasonable accommodation.
- Once a physical alteration/modification is approved, the Community Director will delegate the work to appropriate staff. If a contractor is involved, the Inspections Coordinator is responsible for overseeing the project.

THINGS TO CONSIDER WHEN APPROVING OR DENYING A REASONABLE ACCOMMODATION REQUEST:

The O/A will consider the specific request and the following:

- The cost of the requested accommodation;
- The O/A's financial resources;
- The benefits the accommodation will provide to the family; and
- The availability of alternatives.

VALID REASONS FOR DENIAL:

- The request was not made by or on behalf of a person with a disability.
- There is no obvious or verifiable relationship (nexus) between the requested accommodation and the individual's disability.
- The request is not reasonable because it imposes an undue financial or administrative burden on the O/A.
- The request is not reasonable because it would fundamentally alter the nature of the O/A's operations.
- The request is not reasonable because the physical alteration would impair the unit's structural integrity.
- The ADA does not protect persons who are currently using illegally use controlled substances. (The Act does protect persons recovering from substance abuse.)



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- The ADA does not protect an individual with a disability whose tenancy would constitute a “direct threat” to the health or safety of others or result in substantial physical damage to the property of others unless the threat can be eliminated or significantly reduced by the reasonable accommodation.
- If denied, the O/A will consider the availability of alternative accommodations that would effectively meet the family’s disability-related needs. If such alternatives exist, and are reasonable, management staff will discuss and/or offer such alternatives to the family. The family is not required to accept an alternative offer.
- The O/A may not require persons with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

REQUIRED DOCUMENTATION AND TRACKING REASONABLE ACCOMMODATION

REQUESTS:

- Management staff will keep written and digital proof that good-faith, individual consideration was given to the person requesting the accommodation. Therefore, management staff will document the request and the steps taken to address the request. Documentation will include, at minimum, the date and nature of request and final decision.
- A copy of the request for the reasonable accommodation and response will be kept in the applicant/resident file.
- Community Managers are to provide a copy of all documents and information related to reasonable accommodations to the Community Director and to the Compliance Coordinator. The Community Director will provide the Vice President a digital copy (via email) and a hard copy for approval.
- After the Vice President’s final decision, management staff will scan the complete RA packet into Yardi, including date of request, type of reasonable accommodation requested, date of decision and a brief summary of the decision and whether the request was approved or denied.
- **Confidentiality:** Management staff will keep disability verifications confidential. The O/A will only request/accept verifications that the resident meets the HUD Multifamily definition of disabled and/or the nexus between the disability and the need for the requested RA. Any additional medical information received will be destroyed.



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Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation. <http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

- Information on how an applicant or current resident with a disability may request a reasonable accommodation; and
- A timeframe in which the owner will respond to a request.

The policy must not:

- Require a household to make a reasonable accommodation request in writing;
- Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;
- Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or
- Require a household to rent a unit that has already been made accessible.



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Reasonable Accommodation Modifications

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: H-15 Implementation Date: _____

- A. PRINCIPLE:** To provide guidance to maintenance staff on procedures to modify and install equipment requested and approved as a reasonable accommodation (RA) or modification for residents, and to provide guidance for appropriate staff on inspecting and approving reasonable accommodation work completed by contractors.
- B. SCOPE:** Includes definition and examples of an reasonable accommodation and outlines UPCS requirements for physical modifications for some of the most commonly requested reasonable accommodations.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• N/A
Other Essential SOPs or documents:	<ul style="list-style-type: none">• F-1 Reasonable Accommodation Procedures
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ): <i>Reasonable Modifications under the Fair Housing Act</i>, issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• 10 TAC Chapter 1, Subchapter B• 10 TAC §10.610 Written Policies and Procedures



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OVERVIEW

An applicant/resident requested change, exception, or adjustment to a rule, policy, practice, or physical change to the living space of the applicant/resident or common areas of the property, which allows a person with a disability to use and enjoy the dwelling and/or common areas or so that the program is readily accessible and usable by a person with disabilities.

A request for reasonable accommodations may include, but is not limited to, the following:

- Permitting applications to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- Changing the way the O/A communicates or provides information.
- Changing the rules or policies to give you an equal opportunity to use the facilities or take part in the PBRA program.
- Providing large print or audio versions of key program documents for persons with vision impairments,.
- Granting requests for one-on-one assistance for public meetings or presentations. .
- Providing sign language interpretation.
- Allowing a transfer to a 504-accessible unit.



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D. PROCEDURE:

A. INSTALLATION OF GRAB BARS

Standards for installing grab bars are governed by the Uniform Federal Accessibility Standards (UFAS) as follows:

Back Wall of Toilet

- a. Length of grab bars must be a minimum of 36 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Side Wall of Toilet

- a. Length of grab bars must be a minimum of 42 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Foot of Shower Tub

- a. Length of grab bars must be a minimum of 24 inches measure from the outer edge of the tub.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Back Wall of Shower Tub

- a. Two grab bars are required. The grab bar mounted on the back wall shall have a minimum length of 24 inches and shall be located 12 inches maximum from the foot of the tub and 24 inches from the head of the tub. One grab bar shall be located 9 inches above the rim of the tub. The other shall be 33-36 inches above the bathroom floor.
- b. Diameter of grab bars shall be between 1¼ to 1½ inches.



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Head of Shower Tub

- a. At the head of the shower tub grab bars shall have a minimum of 12 inches in length measured from the outer edge of the tub.
- b. Diameter of grab bars shall be between 1 ¼ to 1 ½ inches.

B. ENTRANCE RAMPS

Slope and Rise

- a. The least possible slope shall be used for any ramp.
- b. The maximum slope of a ramp shall be 1:12 ratio. In another words, for every one inch of rise, a length of twelve inches (one foot) shall be supplemented. For example, a rise of 6 inches will require a ramp to be at least 6 feet of length to satisfy the 1:12 rise over run ratio.

Clear Width

The minimum clear width of a ramp shall be 36 inches.

Landings

- a. Ramps shall have level landings at the bottom and top of each run.
- b. The landing shall be as wide as the ramp run leading to it.
- c. If ramps change direction at landings, the minimum landing size shall be 60 inches by 60 inches.

Ramp Hand Rails

- a. If a ramp run has a rise greater than 6 inches or a horizontal projection greater than 72 inches, then it shall have handrails on both sides.
- b. Handrails shall be provided along both sides of ramp segments. The inside handrails on switchback or dogleg ramps shall always be continuous.
- c. If handrails are not continuous, they shall extend at least 12 inches beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface.
- d. Top of handrail gripping surfaces shall be mounted between 30 and 34 inches above ramp surfaces.
- e. Handrails shall not rotate within their fittings.



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C. Hearing Impaired Smoke Detectors

Smoke alarms with sensory stimulation devices other than standard audible devices should be installed in units that are occupied by the deaf or hearing impaired.

Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation.

<http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

Information on how an applicant or current resident with a disability may request a reasonable accommodation; and

A timeframe in which the owner will respond to a request.

The policy must not:

Require a household to make a reasonable accommodation request in writing;

Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;

Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or

Require a household to rent a unit that has already been made accessible.



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Violence Against Women Act (VAWA)

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-3 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to provide guidance to staff for issues related to the Violence Against Women Reauthorization Act of 2013 (VAWA).
- B. SCOPE:** Includes requirements for VAWA notice procedures for staff, residents and applicants claiming protection under VAWA for incidents related to domestic violence, dating violence, sexual assault or stalking.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• HUD 91067 Lease Addendum• HUD 91066 (09/2008) Certification
Other Essential SOPs or documents:	<ul style="list-style-type: none">• D-1 Eviction• Tenant Selection Plan• House Rules
Other Resources:	<ul style="list-style-type: none">• Violence Against Women Reauthorization Act of 2013 (VAWA 2013)• 24 CFR Parts 5, 92, 200, et al.• Federal Register Notice 8/6/13• Notice H 09-15 (VAWA)• 10.TAC §610 Written Policies and Procedures• 10 TAC §613 Lease Requirements

D. PROCEDURE:

Notice Requirements:

Form HUD-91066 and the VAWA Lease Addendum (form HUD-91067) are found in Yardi.



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Form **HUD-91066** is given to:

- Applicants at the time they are given notice of rejection
- Residents at the time of move-in
 - In the move-in packet
- Residents for unit transfers
 - With the Request for Transfer letter
- Residents at annual recertification
 - With the required AR packet (Fact Sheets, etc.)
- In the event of a termination or start of an eviction for cause
 - With termination or eviction notice

All household members 18 years of age and older must sign the VAWA Lease Addendum (form **HUD-91067**) at move-in or, upon notification, within 7 days of their 18th birthday. The form is to be retained in the file according to pink sheet.

VAWA information must be displayed on each site's bulletin board, including how to contact the office to claim protection under the Act. Sites must also display information on how to obtain a copy of the Tenant Selection Plan (TSP) and House Rules, which also contain information on VAWA.

Certification:

If an applicant or resident requests VAWA information, management staff should review VAWA Notice H 09-15 with them in a private setting.

If an applicant or resident requests VAWA protection, management staff should notify their Community Director by email the same business day and submit all documentation immediately after receipt of all required verification(s).

Residents wishing to claim VAWA protection should clearly state what action they are requesting (i.e.: exception to screening criteria for applicant to be admitted, protection from eviction, bifurcation of lease, etc.) and provide verification supporting their claim in the form of at least one of the following:

1. A completed, signed form HUD-91066, providing victim's name, name of abuser/perpetrator if known by the victim and safe to provide, abuser's relationship to victim, date/time/location of incident of violence, and a description of the violence.



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2. A federal, state, tribal, territorial or local police or court or administrative record documenting the domestic violence, dating violence, sexual assault or stalking.
3. Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; or a medical professional. The person signing the documentation must attest under penalty of perjury to the person's belief that the incidents in question are bona fide incidents of abuse. The victim must also sign the documentation.

At management's discretion, protection may be provided based solely on an individual's statement or other corroborating evidence without requiring formal documentation of abuse. Acceptance of the statement or evidence will be documented in the applicant/resident file.

The owner/agent (O/A) will not require third-party verification (2 and 3 above) in addition to certification (1 above) with one exception. In the case where the O/A receives conflicting certification documents from two or more family members (i.e. two members of the household submit a form HUD-91066 claiming to be the victim and naming one or more other petitioning household members as the perpetrator), the applicants/tenants are required to submit verification from a third-party source (2 and 3 above).

Additional documentation is required if the perpetrator of domestic violence is currently a member of the household, and the victim is requesting their removal from the lease (lease bifurcation). The individual seeking protection under VAWA must sign a statement (1) requesting that the perpetrator be removed from the application or lease and (2) certifying that the perpetrator will not be permitted to visit or stay as a guest in the unit.

Whether or not the perpetrator is the head of household, all remaining family members will be moved to a new unit with a new lease, while the perpetrator remains in the original unit on the original lease for purposes of eviction.

Verification(s) must be submitted within 14 business of the VAWA claim, unless an extension is given by management. If the individual fails to provide documentation within this time frame, the O/A will deny the request for protection under VAWA.

Confidentiality:



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All information provided to the O/A regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking (actual or perceived) must be maintained in confidence, in a file separate from the resident file and in a separate filing cabinet, and may not be entered into any shared database. O/A employees or others will not access the information unless they are explicitly authorized to do so and have a need to know the information for purpose of their work. Documentation will not be provided to any related entity or individual, except to the extent that the disclosure (a) is requested or consented to by the individual in writing, (b) is required for use in an eviction proceeding, or (c) is otherwise required by applicable law.

No additional procedures are required for units layered with LIHTCs. Applicant screening criteria must be described in a written Tenant Selection Criteria as described in 10 TAC §10.610 and Lease Requirements in 10 TAC §10.613.

10 TAC §10.610 requires:

- That notice be provided to applicants and current residents about VAWA 2013 protections.
- Written Tenant Selection Criteria be developed and followed. The criteria must not in accordance with VAWA, deny admission on the basis that the applicant has been a victim of domestic violence, dating violence, sexual assault, or stalking.

10 TAC §10.613 requires:

- That all owners comply with the lease requirements found in Section 601 of VAWA 2013.

NAHRO

Fair Housing Training

Introduction

The National Association of Housing and Redevelopment Officials (NAHRO) is pleased to work with individual agencies to bring training and technical assistance to them locally. Housing authorities and community leaders alike recognize the many changes and challenges they face within the affordable housing industry as they strive to achieve the common goal of sustainable, viable communities.

Scope of Service

NAHRO will conduct a one-day Fair Housing Act: Disability Nondiscrimination, New Construction Requirements, and Reasonable Accommodations and Reasonable Modifications on-site training for your organization.

The seminar will describe provisions impacting housing programs of Federal financial assistance and those applying to housing generally and it will provide information to assist participants in understanding the interplay between these laws.

Certificates of Completion will be awarded to participants who complete the course requirements.

Seminar Format

The seminar format is lecture and group Q&A. A slide PowerPoint presentation accompanies the program.

Materials

Each participant will receive:

- NAHRO Fair Housing Resource Materials
- Certificate of Completion (upon course completion)

Summary of On-site Seminar Responsibilities

NAHRO

- NAHRO Faculty fee and expenses
 - Manuals and materials used for instruction
 - Certificates of Completion for each participant who successfully fulfills the course requirements
 - Shipping costs of materials to the seminar site and return shipping at seminar
- Conclusion

Organization

- Marketing the seminar and registering the participants, then forwarding registrations to NAHRO
- Reservation and payment of the meeting room facility
- Reservation and payment for audio/visual equipment required for the seminar
- Food and/or beverages served at the seminar (optional)

Audio/Visual Equipment & Room Set-Up Requirements

NAHRO Faculty would prefer that the room be set up in the following manner:

- Table and chair for the instructor
- Participants seating - round tables, six to eight chairs per table
- Flip charts – 1 flip chart and marker for each table
- Projection screen
- Microphone for the instructor, if requested

In the event that round tables cannot be used, then long tables (classroom style) would be acceptable. Since a test will be given, it is important that the participants have sufficient space at the tables. If the room is set up classroom style, then flip charts at the participants' tables may not be necessary.

Topics

- Federal Financial Assistance—Defined
- Additional Fair Housing Laws
- LGBT Protection
- Summary of the Fair Housing Act
- Definitions of Certain Classes
 - Familial Status
 - Disability
- NOT Covered by the Fair Housing Act
- What Does Discrimination Really Mean
- Prohibited Activities under the Fair Housing Act
- Design and Construction Requirements
- The Investigatory Process
- Alternatives to the Investigatory Process
- Special Topics
 - Advertising
 - Occupancy Standards
- Reasonable Accommodation/Reasonable Modification
- Case Studies

NAHRO Faculty

Dennis Morgan is a Senior Associate at D L Morgan & Associates. He provides technical assistance and training on SEMAP, Housing Quality Standards (HQS), Public Housing Assessment System (PHAS), Uniform Physical Condition Standards (UPCS), Public Housing and Housing Choice Voucher Eligibility, Income and Rent, Public Housing and Housing Choice Voucher Occupancy, Fair Housing, Admission and Occupancy, Section 8 Administration, Public Housing Administration, Public Housing and Housing Choice Voucher Homeownership, Family Self-Sufficiency, Asset Management, Managing Maintenance, Property Management Essentials,

Moving to Work, Consortia, Relocation, and the PHA Plan. Mr. Morgan also teamed with other senior members to co-author the Public Housing Admission and Occupancy Guidebook, Housing Choice Voucher Homeownership Guidebook, Conversion from Public Housing to the Voucher Guidebook, Consortia articles and many NAHRO, LISC, and NeighborWorks America publications. Mr. Morgan has more than 39 years experience in the public housing industry, including six years as Executive Director of Lucas Metropolitan Housing Authority in Toledo, Ohio, and serving in executive positions in two Florida PHAs for 23 years - including 16 years at the Orlando Housing Authority and seven years as Executive Director of the Deland Housing Authority. He conducts PH and HCV Eligibility, Income and Rent Calculation, PH and HCV Occupancy, HQS, UPCS, Property Management Essentials, Managing Maintenance, FSS, and HCV Program Management Seminars for NAHRO. He authored numerous publications for NAHRO and other national organizations. Additionally, Mr. Morgan works with NAHRO, HUD, and local PHAs in providing technical assistance to individual agencies across the country.

Richard Wankel has been employed in the affordable housing industry since 1993. Currently Richard is the Executive Director of the Town of Islip Housing Authority in Long Island, N.Y., serving more than 1,350 families in the public housing and section 8 programs. Richard has also served as Executive Director for the Town of Huntington Housing Authority, after having been hired to lead that agency from troubled status, which was accomplished in four years earning a HUD award for the effort. Richard has served as a management consultant and as Special Counsel to the Board of Commissioners of another agency. He has served as a five time past President of the Assoc. of L.I. Housing Agencies, a Section 8 group, Board member for NYSAHRO and recently founded the Long Island Association of Housing and Renewal Officials Inc., LIAHRO, serving as it's inaugural President, the group seeks to combine all types of affordable housing initiatives into a single minded effort.

Richard's experiences combine all facets of public housing, section 8, affordable housing creation and oversight, new development, mixed use finance housing (2004 NAHRO Award of Merit), organizational structuring, administrative efficiency, policy development, etc. Richard serves on the Board of two not for profit's involved in the affordable housing industry. He is also a member of the NYS, Suffolk County and Washington D.C. bar associations. Richard has served on the NAHRO Professional Development Committee since 2011.

Eugene Rudder has worked in the public and affordable housing industry for more than 25 years. Spending five years as Director of Community Building for the Columbia Heights

Development Corporation in Washington, DC Mr. Rudder not only organized community residents regarding such issues as housing, public healthcare, education and workforce development, but played a key role in training community residents in the art of community development and leadership so that they might lead themselves.

While working with the Nelrod Company, Eugene Rudder managed the Washington, DC office with the primary responsibility of securing and managing HUD contracts for the company. Under his leadership, Eugene brought two major contracts to Nelrod including the task of managing HUD's Public and Indian Housing Resource Center and a program to assist housing authorities around the country establish their own local homeownership initiatives.

As a project manager for the EXCEED Corporation, Mr. Rudder led the firm's efforts to assist HUD in the Rental Housing Integrity Improvement Project (RHIIP), working closely with both HUD Headquarters in Washington, DC and housing authorities all over the United States.

As Special Assistant to the Executive Director for the Wilmington Housing Authority, Eugene worked wherever there was a need and in response to the Executive Director's direction, managed the agency's Finance Department for just under one year, managed two HOPE VI applications, worked on various capital projects including Lincoln Towers, a seniors-only mid-rise with a state-of-the-art City fire station occupying the ground floor.

Travis County Health & Human Services

Contact: Kirsten Siegfried (Division of Family Support Services)

Address: 100 N IH 35 Suite 2000
Austin, TX 78701

Phone #: (512) 854-4467

Contact Date: HACA has already made contact with Travis County Health and Human Services. The initiation of the marketing through the Travis County offices will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: As a county-wide social service agency with 7 different locations, Travis County Health and Human Services has extensive experience working with Hispanic, African-American, Caucasian and Asian populations. They are knowledgeable of the housing programs offered through HACA, including the application and eligibility process.

Marketing Role: HACA will provide brochures and flyers to the Travis County Health and Human Services offices that are nearest each property. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian American Resource Center

Contact: Taja Beekley (Facility Manager)

Address: 8401 Cameron Rd
Austin, TX 78754

Phone #: (512) 974-1700

Contact Date: HACA has already made contact with the Asian American Resource Center (AARC). The initiation of the marketing through the Resource Center will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: The mission of the AARC is to provide cultural spaces, resources, services and educational programs through an Asian American perspective. As such, they understand the Asian community in Austin and already function in the role of communicator of resources.

Marketing Role: HACA will provide brochures and flyers to the Asian American Resource Center office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian Family Support Services of Austin

Contact: Amelia Hetherington

Address: PO Box 16254
Austin, TX 78761
(As a provider of support services for families of domestic violence, AFSSA does not advertise their physical address.)

Phone #: (512) 949-5941

Contact Date: HACA has already made contact with the Asian Family Support Services of Austin. The initiation of the marketing through AFSSA will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: AFSSA works with Asian families throughout the Austin area. Their mission is to promote abuse free Asian communities through advocacy, support, awareness and access to social services. They are very connected to Asian families in our community who have the greatest need for assistance with housing.

Marketing Role: HACA will provide brochures and flyers to the AFSSA office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.



ROSEWOOD COURTS

2001 ROSEWOOD AVE
AUSTIN, TX 78702



- * Built in 1939
- * 124 one-story units
- * In East Austin
- * Near Blackshear Elementary, KEaling Middle School, Huston-Tillotson University
- * Near historic Rosewood neighborhood
- * Near Capital Metro routes 21, 320, 485 and 22
- * Off-street parking
- * Community rooms
- * Laundry Hookups
- * Outdoor Clothing Lines
- * Wheelchair ramps
- * Basketball court & children's playground

ROSEWOOD COURTS



FLOOR PLANS

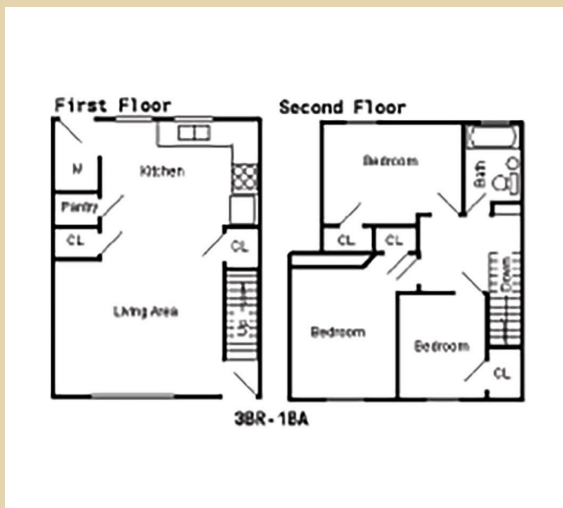
ONE-BEDROOM APARTMENT



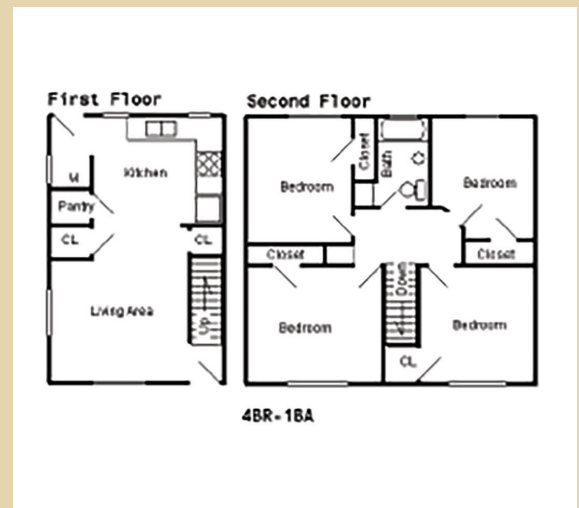
TWO-BEDROOM APARTMENT



THREE-BEDROOM APARTMENT



FOUR-BEDROOM APARTMENT

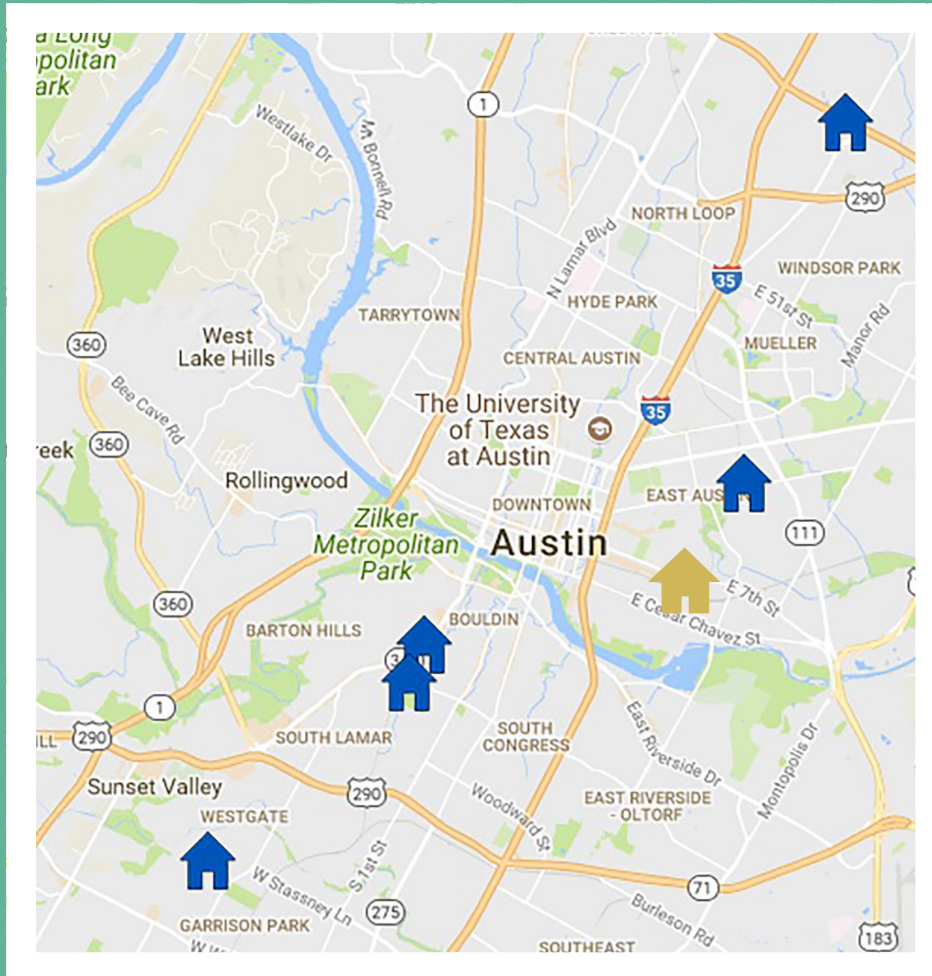


Please note there is a waiting list for this property with special preferences. For more information about how to apply for housing, visit www.austin.apply4housing.com or call (844) 467-8513.



THE HOUSING AUTHORITY OF THE CITY OF AUSTIN

1125 S. IH-35 • (512) 477-4488



Find us on these
social media sites:



The Housing Authority of the City of Austin does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.

The position named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's implementing Section 504.

Vice President of Housing & Community Development
1124 S. IH-35 Austin, Texas, 78704
(512) 477-4488



Note to all applicants/respondents: This form was developed with Nuance, the official HUD software for the creation of HUD forms. HUD has made available instructions for downloading a free installation of a Nuance reader that allows the user to fill-in and save this form in Nuance. Please see <http://portal.hud.gov/hudportal/documents/huddoc?id=nuancereaderinstall.pdf> for the instructions. Using Nuance software is the only means of completing this form.

Affirmative Fair Housing Marketing Plan (AFHMP) - Multifamily Housing

U.S. Department of Housing
and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp.12/31/2016)

1a. Project Name & Address (including City, County, State & Zip Code)	1b. Project Contract Number	1c. No. of Units
	1d. Census Tract	
	1e. Housing/Expanded Housing Market Area	

1f. Managing Agent Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1g. Application/Owner/Developer Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1h. Entity Responsible for Marketing (check all that apply)

Owner Agent Other (specify)

Position, Name (if known), Address (including City, County, State & Zip Code), Telephone Number & Email Address

1i. To whom should approval and other correspondence concerning this AFHMP be sent? Indicate Name, Address (including City, State & Zip Code), Telephone Number & E-Mail Address.

2a. Affirmative Fair Housing Marketing Plan

Plan Type

Date of the First Approved AFHMP:

Reason(s) for current update:

2b. HUD-Approved Occupancy of the Project (check all that apply)

Elderly

Family

Mixed (Elderly/Disabled)

Disabled

2c. Date of Initial Occupancy

Property already occupied as part of the Public Housing program. Conversion through RAD to the Project Based Rental Assistance program anticipated to close in August 2018.

Waiting list is currently closed and will not be reopened before conversion.

2d. Advertising Start Date

Advertising must begin *at least* 90 days prior to initial or renewed occupancy for new construction and substantial rehabilitation projects.

Date advertising began or will begin

For existing projects, select below the reason advertising will be used:

To fill existing unit vacancies

To place applicants on a waiting list (which currently has individuals)

To reopen a closed waiting list (which currently has individuals)

3a. Demographics of Project and Housing Market Area

Complete and submit Worksheet 1.

3b. Targeted Marketing Activity

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts. (check all that apply)

White	American Indian or Alaska Native	Asian	Black or African American
Native Hawaiian or Other Pacific Islander		Hispanic or Latino	Persons with Disabilities
Families with Children	Other ethnic group, religion, etc. (specify)		

4a. Residency Preference

Is the owner requesting a residency preference? If yes, complete questions 1 through 5.

If no, proceed to Block 4b.

(1) Type

(2) Is the residency preference area:

The same as the AFHMP housing/expanded housing market area as identified in Block 1e?

The same as the residency preference area of the local PHA in whose jurisdiction the project is located?

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1)) for residency preference requirements. The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preferences consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b. Proposed Marketing Activities: Community Contacts

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c. Proposed Marketing Activities: Methods of Advertising

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach copies of advertisements, radio and television scripts, Internet advertisements, websites, and brochures, etc.

5a. Fair Housing Poster

The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Check below all locations where the Poster will be displayed.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5b. Affirmative Fair Housing Marketing Plan

The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check below all locations where the AFHMP will be made available.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5c. Project Site Sign

Project Site Signs, if any, must display in a conspicuous position the HUD approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Check below all locations where the Project Site Sign will be displayed. Please submit photos of Project signs.

Rental Office	Real Estate Office	Model Unit	Entrance to Project	Other (specify)
---------------	--------------------	------------	---------------------	-----------------

The size of the Project Site Sign will be x

The Equal Housing Opportunity logo or slogan or statement will be x

6. Evaluation of Marketing Activities

Explain the evaluation process you will use to determine whether your marketing activities have been successful in attracting individuals least likely to apply, how often you will make this determination, and how you will make decisions about future marketing based on the evaluation process.

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

7b. Staff Training and Assessment: AFHMP

- (1) Has staff been trained on the AFHMP?
- (2) Has staff been instructed in writing and orally on non-discrimination and fair housing policies as required by 24 CFR 200.620(c)?
- (3) If yes, who provides instruction on the AFHMP and Fair Housing Act, and how frequently?

- (4) Do you periodically assess staff skills on the use of the AFHMP and the application of the Fair Housing Act?
- (5) If yes, how and how often?

7c. Tenant Selection Training/Staff

- (1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences?

- (2) What staff positions are/will be responsible for tenant selection?

7d. Staff Instruction/Training:

Describe AFHM/Fair Housing Act staff training, already provided or to be provided, to whom it was/will be provided, content of training, and the dates of past and anticipated training. Please include copies of any AFHM/Fair Housing staff training materials.

8. Additional Considerations Is there anything else you would like to tell us about your AFHMP to help ensure that your program is marketed to those least likely to apply for housing in your project? Please attach additional sheets, as needed.

9. Review and Update

By signing this form, the applicant/respondent agrees to implement its AFHMP, and to review and update its AFHMP in accordance with the instructions to item 9 of this form in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (See 18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)

Name (type or print)

Title & Name of Company

For HUD-Office of Housing Use Only	For HUD-Office of Fair Housing and Equal Opportunity Use Only	
Reviewing Official:	Approval	Disapproval
Signature & Date (mm/dd/yyyy)	Signature & Date (mm/dd/yyyy)	
Name (type or print)	Name (type or print)	
Title	Title	

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs with five or more units (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) form as specified in 24 CFR 200.625, and in accordance with the requirements in 24 CFR 200.620. The purpose of this AFHMP is to help applicants offer equal housing opportunities regardless of race, color, national origin, religion, sex, familial status, or disability. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy. Affirmative fair housing marketing and planning should be part of all new construction, substantial rehabilitation, and existing project marketing and advertising activities.

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be made available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing program applicants.

INSTRUCTIONS:

Send completed form and worksheets to your local HUD Office, Attention: Director, Office of Housing

Part 1: Applicant/Respondent and Project

Identification. Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d- Respondents may obtain the Census tract number from the U.S. Census Bureau (<http://factfinder2.census.gov/main.html>) when completing Worksheet One.

Block 1e- Respondents should identify both the housing market area and the expanded housing market area for their multifamily housing projects. Use abbreviations if necessary. A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants. This could be a county or Metropolitan Division. The U.S. Census Bureau provides a range of levels to draw from.

An **expanded housing market area** is a larger geographic area, such as a Metropolitan Division or a Metropolitan Statistical Area, which may provide additional demographic diversity in terms of race, color, national origin, religion, sex, familial status, or disability.

Block 1f- The applicant should complete this block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2: Type of AFHMP

Block 2a- Respondents should indicate the status of the AFHMP, i.e., initial or updated, as well as the date of the first approved AFHMP. Respondents should also provide the reason (s) for the current update, whether the update is based on the five-year review or due to significant changes in project or local demographics (See instructions for Part 9).

Block 2b- Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c- Respondents should specify the date the project was/will be first occupied.

Block 2d- For new construction and substantial rehabilitation projects, advertising must begin at least 90 days prior to initial occupancy. In the case of existing projects, respondents should indicate whether the advertising will be used to fill existing vacancies, to place individuals on the project's waiting list, or to re-open a closed waiting list. Please indicate how many people are on the waiting list when advertising begins.

Part 3 Demographics and Marketing Area.

"Least likely to apply" means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying may include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a - Using Worksheet 1, the respondent should indicate the demographic composition of the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area. The applicable housing market area and expanded housing market area should be indicated in Block 1e. Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area and expanded housing market area, i.e., those group(s) "least likely to apply" for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under "Other."

Respondents should use the most current demographic data from the U.S. Census or another official source such as a local government planning office. Please indicate the source of your data in Part 8 of this form.

Block 3b - Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts by checking all that apply.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a - A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being utilized, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to utilize a residency preference, it must state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area compares to that of residents of the project, project applicant data, census tract, housing market area, and expanded housing market area. The percentages would be the same as shown on completed Worksheet 1.

Block 4b - Using Worksheet 3, respondents should describe their use of community contacts to help market the project to those least likely to apply. This table should include the name of a contact person, his/her address, telephone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in assisting with affirmative fair housing marketing or outreach.

Block 4c - Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, the reason for choosing this media, and the language of the advertisement. Alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size) should be described.

Please attach a copy of the advertising or marketing material.

Part 5 – Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b -The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check all of the locations where the AFHMP will be available.

Block 5c -The Project Site Sign must display in a conspicuous position the HUD-approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan, or statement. **Please submit photographs of project site signs.**

Part 6 - Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those individuals identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7- Marketing Staff and Training.

Block 7a - Respondents should identify staff positions that are/will be responsible for affirmative marketing.

Block 7b - Respondents should indicate whether staff has been trained on the AFHMP and Fair Housing Act.

Please indicate who provides the training and how frequently. In addition, respondents should specify whether they periodically assess staff members' skills in using the AFHMP and in applying the Fair Housing Act. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should include copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8 - Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those individuals least likely to apply for the subject housing.

Part 9 - Review and Update.

By signing the respondent assumes responsibility for implementing the AFHMP. Respondents must review their AFHMP every five years or when the local Community Development jurisdiction's Consolidated Plan is updated, or when there are significant changes in the demographics of the project or the local housing market area. When reviewing the plan, the respondent should consider the current demographics of the housing market area to determine if there have been demographic changes in the population in terms of race, color, national origin, religion, sex, familial status, or disability. The respondent will then determine if the population least likely to apply for the housing is still the population identified in the AFHMP, whether the advertising and publicity cited in the current AFHMP are still appropriate, or whether advertising sources should be modified or expanded. Even if the demographics of the housing market area have not changed, the respondent should determine if the outreach currently being performed is reaching those it is intended to reach as measured by project occupancy and applicant data. If not, the AFHMP should be updated. The revised AFHMP must be submitted to HUD for approval. HUD may review whether the affirmative marketing is actually being performed in accordance with the AFHMP. If based on their review, respondents determine the AFHMP does not need to be revised, they should maintain a file documenting what was reviewed, what was found as a result of the review, and why no changes were required. HUD may review this documentation.

Notification of Intent to Begin Marketing.

No later than 90 days prior to the initiation of rental marketing activities, the respondent must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such conference will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHMP will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the AFHMP includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1: Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHMP, Block 3b)

In the respective columns below, indicate the percentage of demographic groups among the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area (See instructions to Block 1e). If you are a new construction or substantial rehabilitation project and do not have residents or project applicant data, only report information for census tract, housing market area, and expanded market area. The purpose of this information is to identify any under-representation of certain demographic groups in terms of race, color, national origin, religion, sex, familial status, or disability. If there is significant under-representation of any demographic group among project residents or current applicants in relation to the housing/expanded housing market area, then targeted outreach and marketing should be directed towards these individuals least likely to apply. Please indicate under-represented groups in Block 3b of the AFHMP. **Please attach maps showing both the housing market area and the expanded housing market area.**

Demographic Characteristics	Project's Residents	Project's Applicant Data	Census Tract	Housing Market Area	Expanded Housing Market Area
% White					
% Black or African American					
% Hispanic or Latino					
% Asian					
% American Indian or Alaskan Native					
% Native Hawaiian or Pacific Islander					
%Persons with Disabilities					
% Families with Children under the age of 18					
Other (specify)					

Worksheet 2: Establishing a Residency Preference Area (See AFHMP, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is utilized, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area compares to the demographics of the project's residents, applicant data, census tract, housing market area, and expanded housing market area. **Please attach a map clearly delineating the residency preference geographical area.**

Demographic Characteristics	Project's Residents (as determined in Worksheet 1)	Project's Applicant Data (as determined in Worksheet 1)	Census Tract (as determined in Worksheet 1)	Housing Market Area (as determined in Worksheet 1)	Expanded Housing Market Area (as determined in Worksheet 1)	Residency Preference Area (if applicable)
% White						
% Black or African American						
% Hispanic or Latino						
% Asian						
% American Indian or Alaskan Native						
% Native Hawaiian or Pacific Islander						
% Persons with Disabilities						
% Families with Children under the age of 18						
Other (specify)						

Worksheet 3: Proposed Marketing Activities –Community Contacts (See AFHMP, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the particular population group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses, their telephone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing. Please attach additional pages if necessary.

Targeted Population(s)	Community Contact(s), including required information noted above.

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHMP, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use as applicable to that group and the reason for choosing this media. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.) state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g. Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. Attach additional pages, if necessary, for further explanation. Please attach a copy of the advertising or marketing material.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population: White	Targeted Population: Asian	Targeted Population:
Newspaper(s)			
Radio Station(s)			
TV Station(s)			
Electronic Media			
Bulletin Boards			
Brochures, Notices, Flyers			
Other (specify)			

ATTACHMENTS TO THE AFFIRMATIVE FAIR HOUSING MARKETING PLAN

1. Housing Market Area Map (Travis County)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

2. Expanded Housing Market Area Map (Austin – Round Rock MSA)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

3. Least Likely To Apply Calculator

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

4. Property Sign with Equal Housing Logo

AFHMP Block 5c. Project Site Sign

5. Housing Authority of the City of Austin HACA Personnel Policy

AFHMP Block 7d. Staff Instruction / Training, 1

6. HACA ACOP and Tenant Selection Plan – Fair Housing

AFHMP Block 7d. Staff Instruction / Training, 1

7. HACA SOP – Limited English Proficiency

AFHMP Block 7d. Staff Instruction / Training, 2

8. HACA SOP - Reasonable Accommodations Procedures and Modifications

AFHMP Block 7d. Staff Instruction / Training, 2

9. HACA SOP – VAWA

AFHMP Block 7d. Staff Instruction / Training, 2

10. NAHRO Fair Housing Training Agenda

AFHMP Block 7d. Staff Instruction / Training, 6

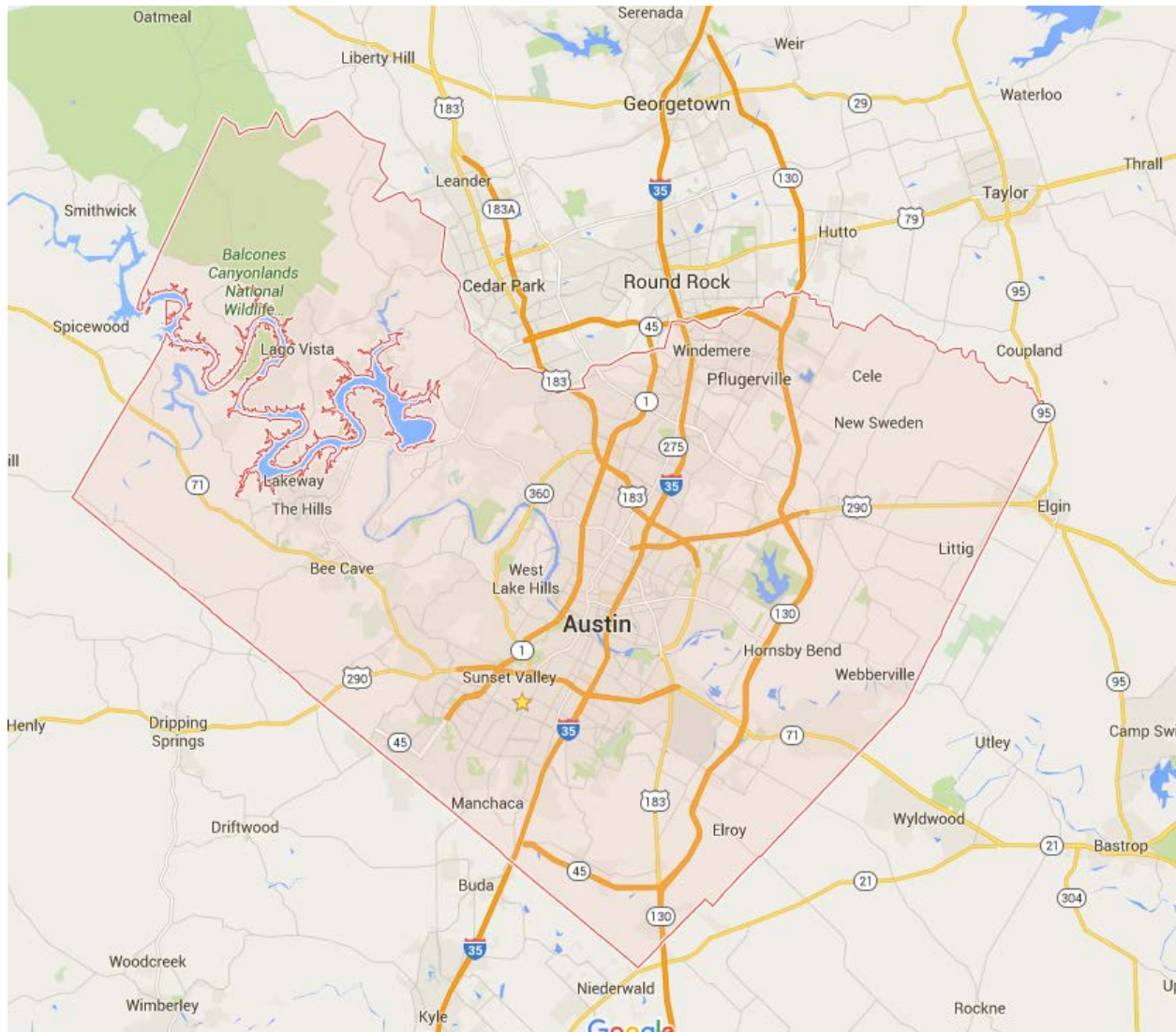
11. Additional Information on Community Contacts

AFHMP Worksheet 3 Proposed Marketing Activities – Community Contacts

12. Brochures

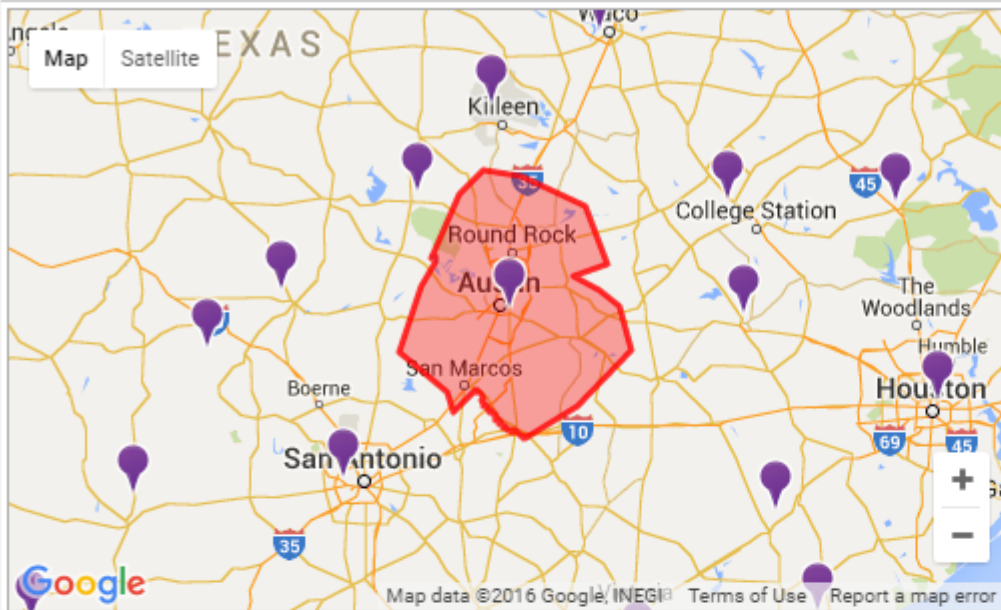
AFHMP Worksheet 4 Proposed Marketing Activities – Methods of Advertising

Travis County Map



Austin – Round Rock Metropolitan Statistical Area Map

Metro Areas Map View. Full data. Click icon to show name.



Show More Locations on the Map

Census Blocks+*
Census Block Groups+*
Census Tracts+*
[Zip Codes](#)
[School Districts](#)
[Cities](#)
[Counties](#)
Metro Areas
[States](#)

+ If the color of the links above is gray, please zoom in on the map to see the data.

* Census Blocks, Census Block Groups, and Census Tracts are geo areas that are normally smaller than the size of a city. Census Blocks provide block and community level information. They are great for understanding areas within a city.

Area Codes

Counties

[Travis County, TX](#) 1,092,810
[Bastrop County, TX](#) 75,708

[Williamson County, TX](#) 457,218
[Caldwell County, TX](#) 38,870

[Hays County, TX](#) 170,410

Cities / Towns

[Austin, TX](#) 864,218
[Briarcliff, TX](#) 1,403
[Cedar Creek, TX](#)
[Creedmoor, TX](#) 187
[Driftwood, TX](#) 84
[Fentress, TX](#)
[Georgetown, TX](#) 53,007
[Hornsby Bend, TX](#) 7,355
[Jarrell, TX](#) 899
[Kyle, TX](#) 30,664
[Leander, TX](#) 30,040
[Luling, TX](#) 5,569
[Martindale, TX](#) 1,575
[Mc Neil, TX](#)
[Mustang Ridge, TX](#) 1,052
[Pflugerville, TX](#) 52,138
[Red Rock, TX](#)
[Round Rock, TX](#) 106,972
[Sandoval, TX](#) 9
[Spicewood, TX](#)
[The Hills, TX](#) 2,533
[Volente, TX](#) 716
[Weir, TX](#) 610
[Woodcreek, TX](#) 1,244

[Bastrop, TX](#) 7,469
[Brushy Creek, TX](#) 22,537
[Cedar Park, TX](#) 58,088
[Dale, TX](#)
[Dripping Springs, TX](#) 2,088
[Florence, TX](#) 918
[Granger, TX](#) 1,617
[Hudson Bend, TX](#) 2,878
[Jollyville, TX](#) 16,151
[Lago Vista, TX](#) 6,349
[Liberty Hill, TX](#) 1,416
[Manchaca, TX](#) 1,448
[Maxwell, TX](#)
[Mcdade, TX](#) 874
[Niederwald, TX](#) 637
[Point Venture, TX](#) 791
[Rollingwood, TX](#) 1,453
[San Leanna, TX](#) 537
[Schwertner, TX](#)
[Sunset Valley, TX](#) 697
[Thrall, TX](#) 677
[Walburg, TX](#)
[West Lake Hills, TX](#) 3,225

[Bee Cave, TX](#) 4,910
[Buda, TX](#) 9,443
[Coupland, TX](#) 186
[Del Valle, TX](#)
[Elgin, TX](#) 8,224
[Garfield, TX](#) 1,576
[Hays, TX](#) 335
[Hutto, TX](#) 18,839
[Jonestown, TX](#) 2,115
[Lakeway, TX](#) 12,709
[Lockhart, TX](#) 12,966
[Manor, TX](#) 5,936
[Mc Dade, TX](#)
[Mountain City, TX](#) 663
[Paige, TX](#)
[Prairie Lea, TX](#)
[Rosanky, TX](#)
[San Marcos, TX](#) 51,289
[Smithville, TX](#) 3,890
[Taylor, TX](#) 16,001
[Uhland, TX](#) 1,263
[Webberville, TX](#) 480
[Wimberley, TX](#) 2,600

Affirmative Fair Housing Marketing Plan

Least Likely To Apply Calculator

Property: **Salina**

Based on TDHCA assessment that 20% less than the statistical average of the County or MSA requires an affirmative Marketing Plan.

Demographic Characteristic	Salina	Census Tract	80% of Census Tract	County	80% of County	MSA	80% of MSA	Need to Market?
White	13.2%	25.1%	20.1%	69.3%	55.4%	72.9%	58.3%	Yes
Black or African American	39.5%	28.5%	22.8%	8.5%	6.8%	7.4%	5.9%	No
Hispanic or Latino	44.7%	43.3%	34.6%	33.5%	26.8%	31.4%	25.1%	No
Asian	0.0%	0.8%	0.6%	5.8%	4.6%	4.8%	3.8%	Yes
American Indian or Alaskan	2.6%	0.4%	0.3%	0.8%	0.6%	0.8%	0.6%	No
Native Hawaiian or Pacific	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	No
Persons with Disabilities	78.9%	32.0%	25.6%	14.9%	11.9%	14.2%	11.4%	No
Families with Children Under 18	3.1%	26.4%	21.1%	28.9%	23.1%	31.8%	25.4%	No

Least likely to Apply: **Asian**
White



Introduction

Welcome to the Housing Authority for the City of Austin (HACA). You have joined a high-performing public housing authority consistently recognized for its outstanding performance by the U.S. Department of Housing and Urban Development, the public housing industry and by citizens and stakeholders in the Austin community.

HACA is a cutting-edge public housing authority continuously looking for innovative ways to serve its clients. We are dedicated to improving the lives of more than 19,000 of Austin's low-income citizens -- not only by providing affordable housing, but also through education, workforce development and other programs crucial to fostering self-sufficiency and financial independence.

I hope you see yourself building a career with us. I encourage you to take advantage of all of the benefits available to you as a HACA employee to help you grow and develop both professionally and personally. We look forward to having you on our team as we work to bring opportunity home.

Sincerely,

Michael G. Gerber
President and CEO

I. ORGANIZATIONAL PHILOSOPHY

The Housing Authority of the City of Austin (HACA) is committed to both its customers and employees. This section presents the purpose of this manual, HACA's objectives; HACA's zero tolerance for inappropriate or hurtful behaviors in the workplace, and HACA's expectations for all employees to provide excellent and ethical customer service.

A. PURPOSE

This Policy and Procedure Manual's (referred to as the Manual) purpose is to provide a set of policies, principles, and procedures for establishing and maintaining a harmonious and productive work environment. It also provides guidelines and expectations for effective employment relationships in the conduct of HACA's business.

This Manual contains general statements of HACA policy and does not include the details of each and every policy. Further, this Manual should not be interpreted as forming an express or implied contract or promise that the policies presented will be applied as written in all cases. While every attempt will be made to keep the Manual current, there may be times when a policy will change before the Manual can be updated. For the most current version of the Manual, employees can access an on-line version located on HACA's internet web page at the HR tab.

Employment with HACA is on an at-will basis. This means that either HACA or the employee may end the relationship at any time and without cause or prior notice. Nothing in this Manual changes the employment-at-will relationship or creates an express or implied contract or promise concerning HACA's policies or practices, including policies or practices it may implement in the future. Accordingly, HACA retains the right to establish, change, and abolish its policies, procedures, practices, rules, guidelines, and regulations at will and as it sees fit to serve the best interests of HACA and its employees.

The Human Resources Director is responsible for distributing the Manual to all employees. Employees are responsible for safeguarding their copy of the Manual and updating it with approved changes. All Manuals are HACA's property and must be returned to the Human Resources Department upon termination of employment.

B. OBJECTIVES

HACA requires all employees to support the organization's best interest through the implementation of three broad objectives.

Objective 1: HACA is committed to a mutually rewarding relationship with its employees. Therefore HACA will:

- (a) Strive to provide equal employment opportunity and treatment regardless of race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, or genetic information;
- (b) Strive to provide a working environment free of harassment and discrimination based on race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, genetic information, the exercise of FMLA rights and any other classification protected by federal, state, or local law;
- (c) Provide compensation and benefits commensurate with the work performed;
- (d) Establish reasonable hours of work based on HACA's production and service needs;
- (e) Monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety;
- (f) Provide training opportunities for employees whose positions warrant the training or to support HACA initiatives;
- (g) Enforce workplace policies in such a manner that it does not interfere with the terms and conditions of employment protected under Federal, State and Local Law;
- (h) Accept constructive suggestions about job duties, working conditions, or personnel policies; and
- (i) Establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head.

Objective 2: As part of its commitment to provide customers with excellent services and to create a productive work environment, HACA expects all employees to:

- (a) Deal with supervisors, coworkers, clients, residents, other customers, community stakeholders, vendors, suppliers, and others in a professional manner;
- (b) Work with residents and clients in a professional, courteous, constructive, friendly, and ethical manner;
- (c) Represent HACA in a positive and ethical manner;
- (d) Perform assigned tasks proficiently and in an efficient manner;
- (e) Abide by attendance policies and be punctual;
- (f) Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- (g) Follow the policies adopted by HACA.

Objective 3: As part of its commitment to responsible use of public resources, HACA retains the sole discretion to exercise all managerial functions, including the rights to:

- (a) Assign, supervise, discipline, and dismiss employees;

- (b)** Determine and change work start and end times as well as shifts;
- (c)** Transfer employees within departments or into other departments and other classifications;
- (d)** Determine and change the size and qualifications of the workforce;
- (e)** Determine and change the methods by which HACA operations are to be carried out;
- (f)** Determine and change the nature, location, services rendered, quantity, and continued operation of the business; and
- (g)** Assign duties to employees in accordance with HACA's needs and requirements, and to carry out all ordinary administrative and management functions.

C. APPLICABILITY

These policies shall apply to all employees in the service of HACA and its subsidiaries, including HACA, Southwest Housing Compliance Corporation (SHCC), Blueprint Housing Solutions, Austin Affordable Housing Corporation (AAHC), and Austin Pathways. Failure to comply with these policies will be cause for appropriate disciplinary action up to and including termination.

D. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

HACA maintains zero tolerance for discrimination in the workplace. Essentially, this means that HACA will not discriminate against any employee or applicant on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identification, the exercise of FMLA rights or any other class protected by federal, state, or local legislation. Further HACA values a diverse workforce and actively promotes equal opportunity, diversity and inclusivity. HACA is committed to practicing non-discriminatory employment practices and taking affirmative steps to ensure equal opportunities in all aspects of human resources administration including recruitment, selection, placement, training, transfer, advancement, demotion, layoff, discipline, and termination. All such decisions will be based solely on merit, job-related qualifications, work experience and abilities of the candidates. In some cases, seniority may be considered in the selection process. In addition, all other personnel policies and practices of the organization, including compensation, benefits, safety and health programs, as well as social and recreational activities, will be administered and conducted without regard to any protected classes.

HACA will take all reasonable steps to ensure that each employee's work environment is free of unlawful discrimination or harassment based on any protected class.

All employees of HACA are prohibited from engaging in activities or practices of harassment or discrimination against any individual that may be based on any protected classes while on HACA premises or when acting as a representative of HACA. Employees who violate this policy may receive disciplinary action up to and including immediate termination of employment.

Employees who have equal employment related questions, problems, or complaints should first communicate their concerns to their immediate supervisor when appropriate. If inappropriate to communicate with the individual's supervisor, or if the employee's concerns have not been properly responded to, the employee may pursue their complaint with the Human Resource Department. The Human Resource Department will investigate all complaints related to equal employment. When appropriate, complaints of equal employment may be made to upper management, up to and including the CEO.

No employee will be subject to any form of retaliation or disciplinary action for pursuing a complaint of equal employment opportunity.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to your supervisor or the Human Resource Department. Your complaint should be specific and should include the names of individuals involved as well as the names of any witnesses. HACA will immediately undertake a prompt investigation

and attempt to resolve the situation. HACA will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, your co-workers or other employees.

If HACA determines that unlawful discrimination has occurred, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will be taken to deter any future discrimination. Whatever action is taken will be made known to you, and HACA will take appropriate action to remedy any loss to you as a result of discrimination.

E. AFFIRMATIVE ACTION

1. Specifically, HACA strives to hire and promote women and minorities in sufficient numbers to approximate their respective proportions in the Texas labor force and Standard Metropolitan Statistical Area (SMSA) for Austin.
2. HACA executive staff and administration are responsible to establish and implement Affirmative Action goals set forth below.
3. It is the responsibility of the Human Resources Department to:
 - a. Assure that each job posting is described in terms of job-related qualifications.
 - b. Expand recruitment efforts to colleges and universities with predominantly minority enrollment, including those designated as historically black colleges and universities as well as Hispanic serving colleges and universities.
 - c. Maintain contact with various civic and community groups that can facilitate female and minority applicants to HACA.
 - d. Review all employment selection devices (tests, interviews, etc.) to ensure they are non-discriminatory.
 - e. Provide Department Directors and Vice Presidents with EEO statistics for their division.
 - f. Provide EEO training to employees, supervisory personnel, Department Directors, and Vice Presidents.
4. It is the responsibility of Supervisors, Department Directors, Vice Presidents, and the President/CEO to:
 - a. Promote a climate that fosters and implements equal employment opportunity in all personnel matters (hiring, promotion, training, etc.);
 - b. Hire, promote, and conduct all aspects of departmental operations according to the Affirmative Action goals; and
 - c. Attempt to resolve EEO complaints informally through supervisory channels.

F. AMERICANS WITH DISABILITIES ACT

HACA is committed to complying with the Americans with Disabilities Act of 1990, as amended. As such, it is the policy of the agency to administer all of its personnel policies, including employment, applications, job qualifications, job specifications, recruitment practices, job structuring, orientation, training, counseling, grievance procedures, evaluation, advancement, discipline and termination - so that there is no discrimination against qualified individuals with disabilities. It is the policy of the Agency to inform employees and job applicants about the right to reasonable accommodations and to provide any and all such reasonable accommodation in the most cost-effective manner unless such would impose an "undue hardship" for the Agency. This determination will be made on a case-by-case

basis, dependent upon the facts involved. No employee or applicant for employment will be denied employment because of the need for reasonable accommodation.

G. SEXUAL AND OTHER UNLAWFUL HARASSMENT

HACA is committed to providing a productive work environment free of unlawful harassment. In order to do so, we must maintain an atmosphere of mutual respect.

To maintain a respectful environment, we must all be sensitive to the differences between welcome, positive personal interaction and unwelcome or uncomfortable interaction. We ask all employees to become familiar with this policy and actively strive to achieve the goal of a harassment-free workplace.

Unlawful Harassment in General

HACA is committed to the maintenance of a working environment free from all forms of discrimination and unlawful harassment of any employee or applicant for employment. HACA is also committed to providing a work environment which is free from conduct that unreasonably interferes with an individual's work performance and/or creates an intimidating, hostile, or offensive working environment. Such conduct, when based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. All employees will be subject to appropriate disciplinary action, up to and including termination, for any unlawful harassment based on any protected class.

Sexual Harassment

It is illegal and against HACA's policy for any employee, male or female, to sexually harass another employee of the opposite or the same sex. Sexual harassment is defined as "unwelcomed" sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- (a) submission to such conduct is an explicit or implicit condition of employment;
- (b) submission to or rejection of such conduct is used as the basis for or as a factor in any employment decision affecting the individual; or
- (c) such conduct has the purpose or effect of (i) unreasonably interfering with an individual's work performance, or (ii) creating an intimidating, hostile, or offensive working environment.

The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent comments on a worker's sexual preferences or the display of obscene or sexually oriented photographs, drawings or items. However, conduct or actions that arise out of a personal or social relationship and that are not intended to have a discriminatory effect may not be viewed as harassment. HACA will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstances of each situation.

This policy prohibits harassment in any form, including verbal, physical or visual harassment. Examples of such harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, photography, cartoons, drawings, items or gestures in the workplace.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work, directed at an employee because of sex or race or any other protected basis.
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe individual, suggestive or obscene invitations.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct such as leering or displaying sexually suggestive objects.
- Sexually degrading words to describe an individual.
- Suggestive notes, letters or invitations.
- Messages or information viewed, stored and/or transmitted by use of our electronic resources with content that may reasonably be considered offensive to any employee.
- Retaliation for having reported or threatened to report harassment.

HACA does not tolerate vulgar, abusive, humiliating or threatening language, practical jokes, or other inappropriate behavior in the work place. HACA will not condone any sexual harassment of its employees, vendors or customers by any means. This includes persistent unwanted advances on another individual while representing HACA. All workers, including supervisors and managers, will be subject to appropriate disciplinary action, up to and including termination, for any act of sexual harassment they commit.

Responsibility of Employees and Applicants

If you witness harassment or believe that you have been harassed, you should advise the harasser, if practical in the circumstances, that such behavior is offensive and unwelcome and will be reported if continued. If you are uncomfortable confronting the harasser directly or if the harassment continues, the following steps should be followed in reporting a complaint of harassment.

Notify the appropriate person

If you believe you have been unlawfully harassed, provide a written and signed complaint as soon as possible to (i) your supervisor, (unless he or she is the harasser); or (ii) HACA's Human Resources Department. To the extent possible, all notifications will be kept confidential.

Description of misconduct

Your complaint should include the details of the incident(s), the names of the individuals involved and the names of any witnesses. If you believe you are being harassed, you are encouraged to keep a detailed, written record of the objectionable conduct. HACA will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

Investigation

Once a complaint has been filed, we will investigate promptly. We will, to the extent practical, maintain the privacy and confidentiality of the party's interests, and we will request the same from all employees involved in the investigation. The investigation may include questioning all parties involved in the incident, as well as interviewing any employees who may have knowledge of the incident in question or other related incidents. Employees found to have engaged in harassment are subject to discipline, including warnings, suspensions, and immediate termination of employment. If our investigation is inconclusive, we will take such action as deemed necessary in the circumstances to remind appropriate personnel of our policy to avoid possible harassment in the future.

Protection against retaliation

An employee who in good faith raises a concern or makes a report will not be retaliated against in any way. Any report of retaliation by the one accused of harassment, or by employees or management will also be immediately,

effectively, and thoroughly investigated in accordance with HACA's investigation procedure outlined above. If a complaint of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

We encourage all employees to immediately report any incidents of harassment forbidden by this policy, so that complaints can be quickly and fairly resolved. All Vice Presidents, Directors, Managers and supervisors are obligated to report all instances in which they have information that leads them to believe that any employee has been the target of harassment, whether or not they have received a formal complaint. Failure to do so may result in disciplinary action.

H. ANTI-BULLYING POLICY

HACA maintains a zero tolerance for bullying in the workplace. HACA promotes a positive work environment for all employees. Bullying in the workplace is prohibited.

Definition:

Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:

1. Threatening, humiliating, or intimidating, or
2. Work interference – sabotage – which prevents work from getting done, or
3. Verbal abuse.

How to report:

Employees who perceive themselves as experiencing bullying should first ask the perpetrator(s) to stop bullying them. If the behavior continues, the employee should report the behavior to either their immediate supervisor (unless he or she is the bully) or to the Human Resources Department.

Consequences:

An employee found to have bullied another employee will be subject to disciplinary action up to and including termination.

I. ETHICS

1. FINANCIAL AND PERSONAL DEALINGS WITH CLIENTS

a. Employees of HACA are not to have any financial dealings with clients, residents, contractors, or competitors during the period of time that the clients, contractors, or competitors are considered in active status (that is, applying for, negotiating or completing any business transaction[s] with HACA). This provision includes personal loans of money or property between HACA employees and employees of clients, contractors, competitors (individuals or agencies), residents, clients, or the acceptance of gifts by either party from the other of whatever value or nature.

b. All HACA personnel are to maintain professional and appropriate ethics in dealing with all persons and clients, residents, contractors, and competitors (individuals or as agencies). In addition, employees are to refrain from personal involvement of any kind that would in any way reflect negative or discredit HACA or the individual involved.

c. All HACA personnel will hold in strictest confidence and will not disclose, use, lecture upon, or publish any of HACA's proprietary information or confidential information that is provided to or made accessible to employees during their at-will employment, except as such disclosure, use, or publication

may be required in connection with an employee's job duties or unless HACA's President/CEO or his or her designee expressly authorizes such in writing, or if asked questions under oath in a court or administrative proceeding.

d. Violation of any of the above ethical guidelines may result in disciplinary action up to and including termination.

2. CONFLICT OF INTEREST

HACA's standards of conduct govern HACA's officers, directors, supervisors, employees, or agents engaged in the award and administration of HACA contracts, including without limitations, HACA procurement contracts and HACA's subsidiaries' contracts, as follows:

a. A conflict of interest arises when a situation has the potential to undermine the impartiality of an employee because of the possibility of a clash between the employee's self-interest and professional interest or public trust. This includes inappropriate interaction with any of the following: an officer, employee, or other representative of HACA involved in making the award and/or administering the contract; any member of his or her immediate family; his or her partner; or an organization which employs or is about to employ any of the above.

b. No officer, director, supervisor, employee, or agent of HACA shall participate in the selection, award, or administration of a HACA contract if a conflict of interest, real, apparent, or implied, could be involved.

c. No officer, employee, or Board Commissioner of HACA, during his/her tenure or for one (1) year after their employment or service ends, shall have any interest, direct or indirect, in the selection, award, or administration of any HACA contract. Former employees may be engaged within one (1) year of employment with HACA at the discretion of the President/CEO.

d. All HACA officers, directors, supervisors, and employees shall sign an annual statement disclosing any potential conflict of interest in any HACA contract as defined by 2(a) above.

In certain positions, employees may come into contact with sensitive information used to compete for government or other contracts. In these circumstances, the employee may be required to sign a separate non-proprietary information agreement to ensure that the employee does not use any information gained at HACA to work with or assist a competitor.

J. PRINCIPLES OF PUBLIC SERVICE

In addition to the ethics and standards of conduct, all HACA employees will abide by the following six (6) principles of public service.

TRUSTWORTHINESS. HACA employees perform their duties with honesty and integrity in conduct and communication. Employees conduct business with competence, fairness, impartiality, efficiency, and effectiveness to enhance the services provided by HACA and the public's trust.

RESPONSIBILITY. HACA employees take responsibility for actions, decisions, and statements that impact the Austin affordable housing community and the public. Employees effectively use public resources entrusted to HACA for the benefit of program participants, the city, and the public good.

RESPECT. HACA employees treat others with professionalism, consideration, and courtesy. Employees respect other's opinions and beliefs, value individual differences, and seek to reach new solutions based on consensus.

CARING. HACA employees build professional relationships with colleagues, peers, residents, program participants, community partners, business partners, and the public based on the highest standards of fairness and consideration. These standards are the foundation of a caring professional environment that supports mutual respect, collaboration toward common goals, and excellence in job performance.

CITIZENSHIP. HACA employees strive to be good stewards of the public's trust and public resources. They honor and abide by HACA policies and the laws of the City of Austin, the State of Texas, and the United States.

FAIRNESS. HACA employees conduct business with the public and co-workers in an equitable, impartial, and honest manner, without prejudice or favoritism. Decisions are based on objective and balanced judgment and are in accordance with HACA's mission, established policies, and procedures.

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Chapter 2

FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION

This chapter explains the laws and Department of Housing and Urban Development (HUD) regulations requiring Public Housing Authorities (PHAs) to affirmatively further civil rights and fair housing in all federally-assisted housing programs. The letter and spirit of these laws are implemented through consistent policy and processes. The responsibility to further nondiscrimination pertains to all areas of the PHA's public housing operations.

This chapter describes HUD regulations and PHA policies related to these topics in three parts:

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA regarding nondiscrimination.

Part II: Policies Related to Persons with Disabilities. This part discusses the rules and policies of the public housing program related to reasonable accommodation for persons with disabilities. These rules and policies are based on the Fair Housing Act (42.U.S.C.) and Section 504 of the Rehabilitation Act of 1973, and incorporate guidance from the Joint Statement of The Department of Housing and Urban Development (HUD) and the Department of Justice (DOJ), issued May 17, 2004.

Part III: Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of the PHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

PART I: NONDISCRIMINATION

2-I.A. OVERVIEW

Federal laws require PHAs to treat all applicants and tenant families equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The PHA will comply fully with all federal, state and local nondiscrimination laws and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)

- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- The Violence against Women Act of 2013 (VAWA)
- The Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the Federal Register February 3, 2012
- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted

When more than one civil rights law applies to a situation, the laws will be read and applied together.

2-I.B. NONDISCRIMINATION

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as PHA policies, can prohibit discrimination against additional classes of people.

Except as allowed by law, the PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability or national origin (called “protected classes”).

Familial status includes one or more individuals under the age of 18 living with 1) a parent or another person having legal custody of such individual or individuals or 2) the designee of such parent or other person having such custody, with the written permission of such parent or other such person. The familial status protections shall also apply to any person who is pregnant or is in the process of securing legal custody of any individual who has not yet attained the age of 18 years.

The PHA will not discriminate on the basis of marital status, gender identity or sexual orientation [FR Notice 02/03/12].

HACA Policy

HACA will not discriminate against other protected classes including: students or people with Acquired Immune Deficiency or HIV status (“AIDS/HIV” status).

HACA will not use any of these factors to:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the public housing program.
- Provide housing that is different from that provided to others.
- Subject anyone to segregation or disparate treatment.
- Restrict anyone's access to any benefit enjoyed by others in connection with the housing program.
- Treat a person differently in determining eligibility or other requirements for admission.

- Steer an applicant or tenant toward or away from a particular area based on any of these factors.
- Deny anyone access to the same level of services.
- Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program.
- Discriminate in the provision of residential real estate transactions.
- Discriminate against someone because they are related to or associated with a member of a protected class.
- Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons who are members of a protected class.

Providing Information to Families

The PHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, the PHA will provide information to public housing applicant families about civil rights requirements.

Discrimination Complaints

If an applicant or tenant family believes that the PHA has discriminated against any family member, the family should advise the PHA. HUD requires the PHA to make every reasonable attempt to determine whether the applicant's or tenant family's assertions have merit and take any warranted corrective action.

HACA Policy

HACA shall conspicuously post a Fair Housing and Equal Opportunity poster and the toll-free Discrimination Complaint hotline number at each public housing development's community bulletin board and at the HACA central administration office.

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify HACA either orally or in writing.

HACA will attempt to remedy discrimination complaints made against HACA.

Upon request, HACA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

In addition to the policies outlined in the ACOP, HACA further complies with fair housing laws through the implementation of the Affirmatively Furthering Fair Housing Plan as adopted by the HACA Board of Commissioners.

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.

The PHA must ensure that persons with disabilities have full access to the PHA's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the public housing program [24 CFR 8].

The PHA must provide a notice to each tenant that the tenant may, at any time during the tenancy, request reasonable accommodation of a handicap of a household member, including reasonable accommodation so that the tenant can meet lease requirements or other requirements of tenancy [24 CFR 966.7(b)].

HACA Policy

HACA will advise applicants and resident families in writing of their right to request accommodations, on the intake application, reexamination documents and notices of adverse action by HACA, by including the following language:

“The Housing Authority is committed to compliance with the Americans with Disabilities Act and the Fair Housing Act. If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Housing Authority by calling (512) 477-4488. Se habla español.”

The applicant or resident can request a reasonable accommodation from the Admissions Director or from their assigned Public Housing Manager. The Vice Presidents of Housing and Community Development will be the Reasonable Accommodation Coordinators for public housing.

2-II.B. DEFINITION OF REASONABLE ACCOMMODATION

A “reasonable accommodation” is a change, exception or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the PHA, or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and Section 2-II.E), the PHA shall accommodate the needs of a person with disabilities. Examples may include but are not limited to:

- Permitting applications and reexaminations to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.

- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a PHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff.
- Displaying posters and other housing information in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair.

2-II.C. REQUEST FOR AN ACCOMMODATION

If an applicant or participant indicates that an exception, change or adjustment to a rule, policy, practice or service is needed because of a disability, HUD requires that the PHA treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to the PHA's programs and services.

If the need for the accommodation is not readily apparent or known to the PHA, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

HACA Policy

HACA will encourage the family to make its request in writing using a reasonable accommodation request form that is available from the Public Housing Manager or the central administration office. However, HACA will consider the accommodation request any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

2-II.D. VERIFICATION OF DISABILITY

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability that is used for waiting list preferences and income allowances.

Before providing an accommodation, the PHA must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to the PHA's programs and services.

If a person's disability is obvious or otherwise known to the PHA, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, the PHA will follow the verification policies provided in Chapter 7. All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16. In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a non-medical service agency or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].
- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.
- In the event that the PHA does receive confidential information about a person's specific diagnosis, treatment, or the nature or severity of the disability, the PHA will dispose of it. In place of the information, the PHA will note in the file that the disability and other requested information have been verified, the date the verification was received, and the name and address of the knowledgeable professional who sent the information [Notice PIH 2010-26].

2-II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION

[Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26]

The PHA must approve a request for an accommodation if all following four conditions are met.

- The request was made by or on behalf of a person with a disability.
- There is a disability-related need for the accommodation.
- The requested accommodation is indeed for the purpose of affording a person with a disability an equal opportunity to use and enjoy a program, service or dwelling under the program.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and/or administrative burden on the PHA, or fundamentally alter the nature of the PHA's operations.

Requests for accommodations must be assessed on a case-by-case basis. The determination of undue financial and administrative burden must be made on a case-by-case basis involving

various factors, such as the overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve the request, the PHA may enter into discussion and negotiation with the family, request more information from the family or may require the family to sign a consent form so that the PHA may verify the need for the requested accommodation.

HACA Policy

After a request for an accommodation is presented, HACA will respond, in writing, within 30 calendar days.

If HACA denies a request for an accommodation, the notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If HACA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and/or administrative burden or fundamentally alter the nature of HACA's operations), HACA will either list recommended alternatives or include a request to discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden. The family will be given 30 days from the date of the written notice to respond and discuss alternative accommodations with HACA.

If the family does not respond to HACA within 30 days of the notice, or if HACA believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, HACA will notify the family, in writing, of its determination within 30 days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

2-II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

HUD regulations require the PHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to the PHA's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, the PHA shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

HACA Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display /teletype) communication will be available. This service is available through Relay Texas. Relay Texas provides telephone-interpreting service between people who can hear ('voice' users) and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

Additional accommodations include providing sign language interpreters, at HACA's expense, for scheduled appointments and meetings, upon advance request of the hearing impaired resident or applicant.

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with HACA staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication include having material explained orally by staff, or having a third party representative (a friend, relative or advocate, named by the applicant/resident) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. PHYSICAL ACCESSIBILITY

The PHA must comply with a variety of regulations pertaining to physical accessibility, including the following.

- Notice PIH 2010-26
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990
- The Architectural Barriers Act of 1968
- The Fair Housing Act of 1988

The PHA's policies concerning physical accessibility must be readily available to applicants and resident families. They can be found in three key documents:

- This policy, the Admissions and Continued Occupancy Policy, describes the key policies that govern the PHA's responsibilities with regard to physical accessibility.
- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally-funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment and transition plans.

The design, construction or alteration of PHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Notice PIH 2010-26 contains specific information on calculating the percentages of units for meeting UFAS requirements.

Newly constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the public housing program.

2-II.H. DENIAL OR TERMINATION OF ASSISTANCE

A PHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 966.7].

When applicants, including persons with disabilities, are denied assistance, the notice of denial must inform them of their right to request an informal hearing [24 CFR 960.208(a)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the informal hearing, or the denial shall remain final.

When a family's lease is terminated, the notice of termination must inform the family of their right to request a hearing in accordance with the PHA's grievance process [24 CFR 966.4(l)(3)(ii)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the grievance hearing, or the termination decision shall remain final.

When reviewing reasonable accommodation requests, the PHA must consider whether reasonable accommodation will allow the family to overcome the problem that led to the PHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, the PHA must make the accommodation [24 CFR 966.7].

In addition, the PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing process [24 CFR 966.56(h)].

HACA Policy:

The accommodation must be requested with advance notice to allow HACA to make the necessary arrangements, for example, contacting a sign language interpreter agency to schedule an interpreter for a hearing.

PART III: IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

2-III.A. OVERVIEW

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the public housing program. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin. This part incorporates the Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

The PHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. For the purposes of this ACOP, LEP persons are public housing applicants and resident families and parents and family members of applicants and resident families.

In order to determine the level of access needed by person with LEP, the PHA will balance the following four factors: (1) the number or proportion of persons with LEP eligible to be served or likely to be encountered by the public housing program; (2) the frequency with which persons with LEP come into contact with the program; (3) the nature and importance of the program, activity or service provided by the program to people's lives; and (4) the resources available to the PHA and costs. Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the PHA.

2-III.B. ORAL INTERPRETATION

HACA will offer competent interpretation services free of charge, upon request, to the LEP person.

HACA Policy

HACA will utilize a language line for telephone interpreter services.

Where LEP persons desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services offered by HACA. The interpreter may be a family member or friend.

HACA will analyze the various kinds of contacts it has with the public, to assess language needs and decide what reasonable steps should be taken. "Reasonable steps" may not be reasonable where the costs imposed substantially exceed the benefits.

Where feasible and possible, according to its language assistance plan (LAP), HACA will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

2-III.C. WRITTEN TRANSLATION

Translation is the replacement of a written text from one language into an equivalent written text in another language.

HACA Policy

In order to comply with written-translation obligations, HACA has taken the following steps:

HACA has provided written translations of vital documents for the eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Such documents include but are not limited to: housing application, public housing lease, House Rules, annual lease renewal documents, lease termination notices and grievance hearing notices. Translation of other documents, if needed, can be provided, upon request.

If there are fewer than 50 persons in a different LEP language group, HACA may not translate vital written materials, but will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

2-III.D. IMPLEMENTATION PLAN

After completing the four-factor analysis and deciding what language assistance services are appropriate, the PHA shall determine whether it is necessary to develop a written implementation plan to address the identified needs of the LEP populations it serves.

If the PHA determines that it is not necessary to develop a written implementation plan, the absence of a written plan does not obviate the underlying obligation to ensure meaningful access by persons with LEP to the PHA's public housing program and services.

HACA Policy

HACA has developed a written LEP plan/standard operating procedure. The following five steps were taken when developing the plan. HACA: (1) Identified persons with LEP who need language assistance; (2) identified language assistance measures; (3) trained staff; (4) provided notice to persons with LEP; and (5) is monitoring and updating the LEP plan as needed. The plan will be reviewed on an ongoing basis and will be updated as needed to address the needs of HACA's LEP population.

**EXHIBIT 2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER
FEDERAL CIVIL RIGHTS LAWS [24 CFR Parts 8.3 and 100.201]**

A person with a disability, as defined under federal civil rights laws, is any person who:

- Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual.
- Has a record of such impairment.
- Is regarded as having such impairment.

The phrase “physical or mental impairment” includes:

- Any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness and specific learning disabilities. The term “physical or mental impairment” includes, but is not limited to: such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.
- “Major life activities” includes, but is not limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, speaking, learning and/or working.
- “Has a record of such impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major live activities.
- “Is regarded as having an impairment” is defined as having a physical or mental impairment that does not substantially limit one or more major life activities but is treated by a public entity (such as the PHA) as constituting such a limitation; has none of the impairments defined in this section but is treated by a public entity as having such an impairment; or has a physical or mental impairment that substantially limits one or more major life activities, only as a result of the attitudes of others toward that impairment.

The definition of a person with disabilities does not include:

- Current illegal drug users.
- People whose alcohol use interferes with the rights of others.
- Persons who objectively pose a direct threat or substantial risk of harm to others that cannot be controlled with a reasonable accommodation under the public housing program.

The above definition of disability determines whether an applicant or participant is entitled to any of the protections of federal disability civil rights laws. Thus, a person who does not meet this definition of disability is not entitled to a reasonable accommodation under federal civil rights and fair housing laws and regulations.

The HUD definition of a person with a disability is much narrower than the civil rights definition of disability. The HUD definition of a person with a disability is used for purposes of receiving the disabled family preference, the \$400 elderly/disabled household deduction, the allowance for medical expenses or the allowance for disability assistance expenses.

The definition of a person with a disability for purposes of granting a reasonable accommodation request is much broader than the HUD definition of disability. Many people will not qualify as a disabled person under the public housing program, yet an accommodation is needed to provide equal opportunity.

EXCERPT FROM TENANT SELECTION PLAN

FAIR HOUSING POLICIES

FAIR HOUSING

The owner/agent will not discriminate in any of the following ways:

- Deny to any household the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs,
- Provide housing which is different than that provided others,
- Subject a person to segregation or disparate treatment,
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program,
- Treat a person differently in determining eligibility or other requirements for admission,
- Deny a person access to the same level or services, or
- Deny a person the opportunity to participate in a planning or advisory group which is an integral part of the housing program.

The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability, and familial status. In addition, the city of Austin has added Fair Housing protections based on creed, student status, marital status, sexual orientation, gender identity and age.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The owner/agent complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance from HUD.

SECTION 504 OF THE REHABILITATION ACT OF 1973

The owner/agent complies with Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination, based on the presence of a disability in all programs or activities operated by recipients of federal financial assistance.

Although Section 504 protections often overlap with the disability discrimination prohibitions included in the Fair Housing Act, Section 504 differs in that it imposes broader affirmative obligations to make their programs, as a whole, accessible to persons with disabilities.

- Coordinating Efforts to Comply with Section 504 Requirements
The owner/agent has designated a person to address questions or requests regarding the specific needs of residents and applicants with disabilities. This person is referred to as the Section 504 Coordinator.

Name of Section 504 Coordinator:	Vice President of Housing and Community Development
Address:	1124 S IH 35, Austin, TX 78704
Phone Number:	(512) 477-4488
TDD/TTY Number:	1-800-735-2989 Or 711 Voice Relay

- Requests for Reasonable Accommodation or Modification

In accordance with the Fair Housing Act and Section 504 of the Rehabilitation Act, the owner/agent will make reasonable accommodations or modifications for individuals with disabilities (applicants or residents) unless these modifications would change the fundamental nature of the housing program or result in undue financial and administrative burden. Please see HACA's Reasonable Accommodation Policy for additional information.

PRIVACY POLICY

It is the policy of the owner/agent to guard the privacy of individuals conferred by the Federal Privacy Act of 1974 and to ensure the protection of such individuals' records maintained by the owner/agent.

Neither the property owner/agent nor its agents shall disclose any personal information contained in its records to any person or agency, other than HUD, its Contract Administrators or other federal/state entity or investor auditing entities, unless the individual about whom information is requested gives written consent to such disclosure. Such consent may be provided in an equally effective manner, as a reasonable accommodation, when there is the presence of a disability.

This Privacy Policy in no way limits the owner/agent's ability to collect such information to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013

The owner/agent understands that, regardless of whether state or local laws protect victims of domestic violence, dating violence, sexual assault or stalking, people who have been victims of violence have certain protections provided through the Violence Against Women Reauthorization Act of 2013 (VAWA 2013).

If any applicant or resident wishes to exercise the protections provided in the VAWA 2013, he/she should contact the owner/agent immediately. The owner/agent will not assume that any act is a result of abuse covered under the VAWA 2013. In order to receive the protections outlined in the VAWA 2013, the applicant/applicant must specify that he/she wishes to exercise these protections. The owner/agent will provide an individual with a copy of the VAWA Policy upon request.

THE EQUAL ACCESS RULE

The owner/agent ensures that HUD's core housing programs are open to all eligible persons regardless of sexual orientation, gender identity or marital status in accordance with *The Equal Access Rule*.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Limited English Proficiency

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-2 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to establish the procedures management staff will follow when working with persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
- B. SCOPE:** Includes guidance to ensure that individuals with limited English proficiency (LEP) may effectively participate in and have equal access to Multifamily Housing programs and to ensure compliance with Title VI regarding discrimination based on national origin.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• <i>I Speak</i> cards
Other Essential SOPs or documents:	<ul style="list-style-type: none">• N/A
Other Resources:	<ul style="list-style-type: none">• 4350.3 REV 1, Change 4, Chapter 2• January 22, 2007 Notice: Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons• Executive Order 13166, titled "Improving Access to Services by Persons with Limited English Proficiency."• <i>Masterword Language Line</i> (phone # to be added)

Overview:



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

The Housing Authority of the City of Austin (O/A) has taken affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. This policy is applicable to persons with LEP currently housed on O/A properties as well as applicants.

For persons with LEP, language may be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the O/A.

In certain circumstances, failure to ensure that persons with LEP can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition under Title VI against discrimination based on national origin.

This SOP incorporates the Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003, in the Federal Register.

D. PROCEDURE:

Application

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to determine the level of access needed by a person with LEP, the O/A will balance the following four factors:
 - (1) The **number or proportion** of persons with LEP eligible to be served or likely to be encountered by management staff;
 - (2) The **frequency** with which persons with LEP come into contact with management staff;
 - (3) The **nature and importance** of the program, activity or service provided by the O/A to people's lives; and
 - (4) The **resources available** to the O/A and the costs.

Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the O/A.

Oral Interpretation



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

1. At appointments, informational briefings, informal hearings or situations in which health, safety or access to important benefits and services are at stake, the O/A will generally offer, or ensure that the family is offered through other sources, competent interpretation services free of charge to the person with LEP.
2. Where feasible, the O/A trains and hires bilingual staff to be available to act as interpreters and translators. Where feasible and possible, the O/A will encourage the use of qualified community volunteers.
3. Where persons with LEP desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services that may be offered by the O/A.
4. If a client speaks a language other than Spanish, or if the O/A does not have a staff member available that can interpret in the language of the client, staff may use the *Masterword Language Line* (phone # to be added).
 - a. When the call is placed, the caller will identify him or herself and will use the O/A name as the account number.
 - b. They will then request the language they need.
 - c. Management staff will get approval, via email, from the Community Director (CD) before using this service.
 - d. A log will be kept by management staff documenting the applicant's/resident's name, the language needed, the date of the call and approximate duration of the call.
 - e. A copy of the log will be provided to the purchasing department to back-up the invoice.
 - f. Management staff may also use *I Speak* cards to help identify the language needed.
5. For persons with hearing impairments, if applicant/resident requests interpreting services, management staff will contact CSD services at (512) 837-8030.

Written Translation

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to comply with written translation obligations, the O/A has completed extensive written translations of vital Multifamily housing program documents into Spanish for LEP purposes. Such documents include but are not limited to: the housing application, briefing packet, lease, house rules, O/A zero tolerance policy, mold addendum, minimum rent hardship exemption notice, annual recertification packet,



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notice of rent change, termination notices, VAWA lease addendum and notice of grievance hearing. Translated documents are included in the Spanish translation folder for staff to access. Other documents, if needed, can be provided orally upon request. Most Multifamily HUD documents and forms are available in many languages at www.hud.gov.

3. If there are fewer than 50 persons in a different LEP language group, O/A will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

Staff Procedures

1. Upon a client's request, management staff will provide the applicant/resident forms in the preferred language when available.
2. For processing purposes, management staff will have the applicant/resident sign all English language forms as well as non-English forms.
3. For any future correspondence after the preferred language is identified, staff will provide notifications in Spanish for clients who indicated they prefer notices in Spanish. For other languages, if the document translation is not available, staff will provide oral interpretation of documents if requested following the procedures described in step 3 under "Written Translations".

No additional procedures are required for units layered with LIHTCs.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Reasonable Accommodation Procedures

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-1 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to relate to staff the proper procedures to follow when an applicant/resident requests a reasonable accommodation (RA).
- B. SCOPE:** Includes procedures for determining eligibility for an RA, verification of the disability-related need for the RA, response to a request, approval or denial and documentation requirements.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• Reasonable Accommodation Request form• Consent to release information for verification• Verification Request form
Other Essential SOPs or documents:	<ul style="list-style-type: none">• H-15 Reasonable Accommodation Modifications
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ), issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• HUD "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons," 72 FR 2732 (January 22, 2007)



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

- 10 TAC Chapter 1, Subchapter B
- 10 TAC §10.610 Written Policies and Procedures

OVERVIEW:

DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS (24 CFR PARTS 8.3 AND 100.201)

A person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activities, such as seeing, hearing, walking, breathing, performing manual tasks, caring for oneself, learning and speaking. This list is not exhaustive; see the O/A form regarding Definition of a Person with a Disability under Federal Civil Rights Laws (24 CFR Parts 8.3 and 100.201).

WHEN THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (O/A) WILL INFORM APPLICANTS AND RESIDENTS OF THE RIGHT TO REQUEST A REASONABLE ACCOMMODATION:

- The O/A will inform applicants and residents of their right to request a reasonable accommodation at the time of application, at initial briefings and at annual re-examination.
- The O/A will also post notices in centralized areas on community and administration bulletin boards.

WHO MAY REQUEST A REASONABLE ACCOMMODATION:

- Any family that includes a person with a disability assisted under the Multifamily Housing program may request a reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.
- Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial or administrative burden” for the O/A, or result in a “fundamental alteration” in the nature of the program or service offered.

SUCH REQUEST FOR REASONABLE ACCOMMODATIONS MAY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Permitting applications to be completed by mail.



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- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- A change in the way the O/A communicates or provides information.
- A change in the rules or policies to give you an equal opportunity to use the facilities or take part in the Public Housing program.
- For persons with vision impairments, large print or audio versions of key program documents.
- For public meetings or presentations, request for one-on-one assistance.
- Request for a sign language interpretation.
- Request for a transfer to a 504-accessible unit.

D. PROCEDURE:

PROCEDURE FOR REQUESTING A REASONABLE ACCOMMODATION

- A request is made when a person with a disability, or someone on their behalf, requests a change, exception or adjustment to a rule, policy, practice or service because of their disability; the words "reasonable accommodation" are not required.
- Management staff should ask the applicant/resident to put the request in writing, if they can, but cannot require the applicant/resident to put the request in writing. Applicants and residents may use the *Request for Reasonable Accommodation form* (available in English and in Spanish) or may make an oral request.
- When a family makes an oral request, the staff member who receives the request should complete a memo to file documenting the request.



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- Management staff should never offer an accommodation until one has been specifically requested. Treating people differently because of a perceived disability is discrimination. Each case should be treated on its individual merits to avoid discrimination.

VERIFICATION REQUIRED

- If an applicant/resident requests a reasonable accommodation due to a disability, management staff may request that the individual sign a consent to the release of information, for verification of disability and/or verification of the nexus between the disability and the need for the RA.
- Management staff may request verification from a third party when consent is given by the applicant/resident. Management staff will request only the specific information that is necessary to make a decision.
- Limiting verifications to only physicians is not allowed. Management staff may accept verifications from a qualified individual who is competent to render the opinion and knowledgeable about the person's situation.
- If a person's disability is obvious, or otherwise known to management staff, and if the need for the requested accommodation is also readily apparent or known, no further documentation will be required. However, a memo to file will be included documenting why no further documentation was required.

LIMITATIONS ON WHAT CAN BE REQUESTED OR REQUIRED:

Unless it is relevant to whether the applicant or resident qualifies for the program or type of designated housing, or accommodation, management staff **will not**:

- ask if a person has a disability,
- ask for the nature or extent of the disability,
- ask any question that would require the disabled person to waive or disclose a medical condition or history, or
- ask if any other family member has a disability.

RESPONDING TO REQUEST FOR REASONABLE ACCOMMODATIONS:

- All requests for reasonable accommodations should be forwarded to the Community Director, and if made in writing, should be date stamped by the manager to document when the request was received. If the request was made verbally, a brief memo to the Community Director outlining the applicant/resident's request is to be submitted. The Community Director will determine if the request should be forwarded to the Vice President of Housing and Community Development if necessary. A written response to the applicant/resident will be sent within 30 calendar days. Therefore, all reasonable



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accommodation requests should be forwarded to the Community Director within one business day after receipt for review and response. Ensure a copy of the request is also forwarded to the Compliance Coordinator.

- All denials must inform the applicant/resident of their right to appeal the decision. Denial letters will be drafted and sent by the Community Director or Vice President.
- Only the President/CEO, a Vice President or the Director of Planning and Development has the authority to alter policies and approve physical alterations to units or buildings. Therefore, all formal requests which would require altering policies, structures or practices must be forwarded by the Community Director to the department's Vice President and the Director of Planning and Development for review. This includes informal hearing decisions to grant reasonable accommodation.
- Once a physical alteration/modification is approved, the Community Director will delegate the work to appropriate staff. If a contractor is involved, the Inspections Coordinator is responsible for overseeing the project.

THINGS TO CONSIDER WHEN APPROVING OR DENYING A REASONABLE ACCOMMODATION REQUEST:

The O/A will consider the specific request and the following:

- The cost of the requested accommodation;
- The O/A's financial resources;
- The benefits the accommodation will provide to the family; and
- The availability of alternatives.

VALID REASONS FOR DENIAL:

- The request was not made by or on behalf of a person with a disability.
- There is no obvious or verifiable relationship (nexus) between the requested accommodation and the individual's disability.
- The request is not reasonable because it imposes an undue financial or administrative burden on the O/A.
- The request is not reasonable because it would fundamentally alter the nature of the O/A's operations.
- The request is not reasonable because the physical alteration would impair the unit's structural integrity.
- The ADA does not protect persons who are currently using illegally use controlled substances. (The Act does protect persons recovering from substance abuse.)



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- The ADA does not protect an individual with a disability whose tenancy would constitute a “direct threat” to the health or safety of others or result in substantial physical damage to the property of others unless the threat can be eliminated or significantly reduced by the reasonable accommodation.
- If denied, the O/A will consider the availability of alternative accommodations that would effectively meet the family’s disability-related needs. If such alternatives exist, and are reasonable, management staff will discuss and/or offer such alternatives to the family. The family is not required to accept an alternative offer.
- The O/A may not require persons with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

REQUIRED DOCUMENTATION AND TRACKING REASONABLE ACCOMMODATION

REQUESTS:

- Management staff will keep written and digital proof that good-faith, individual consideration was given to the person requesting the accommodation. Therefore, management staff will document the request and the steps taken to address the request. Documentation will include, at minimum, the date and nature of request and final decision.
- A copy of the request for the reasonable accommodation and response will be kept in the applicant/resident file.
- Community Managers are to provide a copy of all documents and information related to reasonable accommodations to the Community Director and to the Compliance Coordinator. The Community Director will provide the Vice President a digital copy (via email) and a hard copy for approval.
- After the Vice President’s final decision, management staff will scan the complete RA packet into Yardi, including date of request, type of reasonable accommodation requested, date of decision and a brief summary of the decision and whether the request was approved or denied.
- **Confidentiality:** Management staff will keep disability verifications confidential. The O/A will only request/accept verifications that the resident meets the HUD Multifamily definition of disabled and/or the nexus between the disability and the need for the requested RA. Any additional medical information received will be destroyed.



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Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation. <http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

- Information on how an applicant or current resident with a disability may request a reasonable accommodation; and
- A timeframe in which the owner will respond to a request.

The policy must not:

- Require a household to make a reasonable accommodation request in writing;
- Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;
- Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or
- Require a household to rent a unit that has already been made accessible.



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Reasonable Accommodation Modifications

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: H-15 Implementation Date: _____

- A. PRINCIPLE:** To provide guidance to maintenance staff on procedures to modify and install equipment requested and approved as a reasonable accommodation (RA) or modification for residents, and to provide guidance for appropriate staff on inspecting and approving reasonable accommodation work completed by contractors.
- B. SCOPE:** Includes definition and examples of an reasonable accommodation and outlines UPCS requirements for physical modifications for some of the most commonly requested reasonable accommodations.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• N/A
Other Essential SOPs or documents:	<ul style="list-style-type: none">• F-1 Reasonable Accommodation Procedures
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ): <i>Reasonable Modifications under the Fair Housing Act</i>, issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• 10 TAC Chapter 1, Subchapter B• 10 TAC §10.610 Written Policies and Procedures



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OVERVIEW

An applicant/resident requested change, exception, or adjustment to a rule, policy, practice, or physical change to the living space of the applicant/resident or common areas of the property, which allows a person with a disability to use and enjoy the dwelling and/or common areas or so that the program is readily accessible and usable by a person with disabilities.

A request for reasonable accommodations may include, but is not limited to, the following:

- Permitting applications to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- Changing the way the O/A communicates or provides information.
- Changing the rules or policies to give you an equal opportunity to use the facilities or take part in the PBRA program.
- Providing large print or audio versions of key program documents for persons with vision impairments,.
- Granting requests for one-on-one assistance for public meetings or presentations. .
- Providing sign language interpretation.
- Allowing a transfer to a 504-accessible unit.



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D. PROCEDURE:

A. INSTALLATION OF GRAB BARS

Standards for installing grab bars are governed by the Uniform Federal Accessibility Standards (UFAS) as follows:

Back Wall of Toilet

- a. Length of grab bars must be a minimum of 36 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Side Wall of Toilet

- a. Length of grab bars must be a minimum of 42 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Foot of Shower Tub

- a. Length of grab bars must be a minimum of 24 inches measure from the outer edge of the tub.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Back Wall of Shower Tub

- a. Two grab bars are required. The grab bar mounted on the back wall shall have a minimum length of 24 inches and shall be located 12 inches maximum from the foot of the tub and 24 inches from the head of the tub. One grab bar shall be located 9 inches above the rim of the tub. The other shall be 33-36 inches above the bathroom floor.
- b. Diameter of grab bars shall be between 1¼ to 1½ inches.



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Head of Shower Tub

- a. At the head of the shower tub grab bars shall have a minimum of 12 inches in length measured from the outer edge of the tub.
- b. Diameter of grab bars shall be between 1 ¼ to 1 ½ inches.

B. ENTRANCE RAMPS

Slope and Rise

- a. The least possible slope shall be used for any ramp.
- b. The maximum slope of a ramp shall be 1:12 ratio. In another words, for every one inch of rise, a length of twelve inches (one foot) shall be supplemented. For example, a rise of 6 inches will require a ramp to be at least 6 feet of length to satisfy the 1:12 rise over run ratio.

Clear Width

The minimum clear width of a ramp shall be 36 inches.

Landings

- a. Ramps shall have level landings at the bottom and top of each run.
- b. The landing shall be as wide as the ramp run leading to it.
- c. If ramps change direction at landings, the minimum landing size shall be 60 inches by 60 inches.

Ramp Hand Rails

- a. If a ramp run has a rise greater than 6 inches or a horizontal projection greater than 72 inches, then it shall have handrails on both sides.
- b. Handrails shall be provided along both sides of ramp segments. The inside handrails on switchback or dogleg ramps shall always be continuous.
- c. If handrails are not continuous, they shall extend at least 12 inches beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface.
- d. Top of handrail gripping surfaces shall be mounted between 30 and 34 inches above ramp surfaces.
- e. Handrails shall not rotate within their fittings.



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C. Hearing Impaired Smoke Detectors

Smoke alarms with sensory stimulation devices other than standard audible devices should be installed in units that are occupied by the deaf or hearing impaired.

Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation.

<http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

Information on how an applicant or current resident with a disability may request a reasonable accommodation; and

A timeframe in which the owner will respond to a request.

The policy must not:

Require a household to make a reasonable accommodation request in writing;

Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;

Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or

Require a household to rent a unit that has already been made accessible.



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Violence Against Women Act (VAWA)

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-3 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to provide guidance to staff for issues related to the Violence Against Women Reauthorization Act of 2013 (VAWA).
- B. SCOPE:** Includes requirements for VAWA notice procedures for staff, residents and applicants claiming protection under VAWA for incidents related to domestic violence, dating violence, sexual assault or stalking.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• HUD 91067 Lease Addendum• HUD 91066 (09/2008) Certification
Other Essential SOPs or documents:	<ul style="list-style-type: none">• D-1 Eviction• Tenant Selection Plan• House Rules
Other Resources:	<ul style="list-style-type: none">• Violence Against Women Reauthorization Act of 2013 (VAWA 2013)• 24 CFR Parts 5, 92, 200, et al.• Federal Register Notice 8/6/13• Notice H 09-15 (VAWA)• 10.TAC §610 Written Policies and Procedures• 10 TAC §613 Lease Requirements

D. PROCEDURE:

Notice Requirements:

Form HUD-91066 and the VAWA Lease Addendum (form HUD-91067) are found in Yardi.



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Form **HUD-91066** is given to:

- Applicants at the time they are given notice of rejection
- Residents at the time of move-in
 - In the move-in packet
- Residents for unit transfers
 - With the Request for Transfer letter
- Residents at annual recertification
 - With the required AR packet (Fact Sheets, etc.)
- In the event of a termination or start of an eviction for cause
 - With termination or eviction notice

All household members 18 years of age and older must sign the VAWA Lease Addendum (form **HUD-91067**) at move-in or, upon notification, within 7 days of their 18th birthday. The form is to be retained in the file according to pink sheet.

VAWA information must be displayed on each site's bulletin board, including how to contact the office to claim protection under the Act. Sites must also display information on how to obtain a copy of the Tenant Selection Plan (TSP) and House Rules, which also contain information on VAWA.

Certification:

If an applicant or resident requests VAWA information, management staff should review VAWA Notice H 09-15 with them in a private setting.

If an applicant or resident requests VAWA protection, management staff should notify their Community Director by email the same business day and submit all documentation immediately after receipt of all required verification(s).

Residents wishing to claim VAWA protection should clearly state what action they are requesting (i.e.: exception to screening criteria for applicant to be admitted, protection from eviction, bifurcation of lease, etc.) and provide verification supporting their claim in the form of at least one of the following:

1. A completed, signed form HUD-91066, providing victim's name, name of abuser/perpetrator if known by the victim and safe to provide, abuser's relationship to victim, date/time/location of incident of violence, and a description of the violence.



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2. A federal, state, tribal, territorial or local police or court or administrative record documenting the domestic violence, dating violence, sexual assault or stalking.
3. Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; or a medical professional. The person signing the documentation must attest under penalty of perjury to the person's belief that the incidents in question are bona fide incidents of abuse. The victim must also sign the documentation.

At management's discretion, protection may be provided based solely on an individual's statement or other corroborating evidence without requiring formal documentation of abuse. Acceptance of the statement or evidence will be documented in the applicant/resident file.

The owner/agent (O/A) will not require third-party verification (2 and 3 above) in addition to certification (1 above) with one exception. In the case where the O/A receives conflicting certification documents from two or more family members (i.e. two members of the household submit a form HUD-91066 claiming to be the victim and naming one or more other petitioning household members as the perpetrator), the applicants/tenants are required to submit verification from a third-party source (2 and 3 above).

Additional documentation is required if the perpetrator of domestic violence is currently a member of the household, and the victim is requesting their removal from the lease (lease bifurcation). The individual seeking protection under VAWA must sign a statement (1) requesting that the perpetrator be removed from the application or lease and (2) certifying that the perpetrator will not be permitted to visit or stay as a guest in the unit.

Whether or not the perpetrator is the head of household, all remaining family members will be moved to a new unit with a new lease, while the perpetrator remains in the original unit on the original lease for purposes of eviction.

Verification(s) must be submitted within 14 business of the VAWA claim, unless an extension is given by management. If the individual fails to provide documentation within this time frame, the O/A will deny the request for protection under VAWA.

Confidentiality:



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All information provided to the O/A regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking (actual or perceived) must be maintained in confidence, in a file separate from the resident file and in a separate filing cabinet, and may not be entered into any shared database. O/A employees or others will not access the information unless they are explicitly authorized to do so and have a need to know the information for purpose of their work. Documentation will not be provided to any related entity or individual, except to the extent that the disclosure (a) is requested or consented to by the individual in writing, (b) is required for use in an eviction proceeding, or (c) is otherwise required by applicable law.

No additional procedures are required for units layered with LIHTCs. Applicant screening criteria must be described in a written Tenant Selection Criteria as described in 10 TAC §10.610 and Lease Requirements in 10 TAC §10.613.

10 TAC §10.610 requires:

- That notice be provided to applicants and current residents about VAWA 2013 protections.
- Written Tenant Selection Criteria be developed and followed. The criteria must not in accordance with VAWA, deny admission on the basis that the applicant has been a victim of domestic violence, dating violence, sexual assault, or stalking.

10 TAC §10.613 requires:

- That all owners comply with the lease requirements found in Section 601 of VAWA 2013.

NAHRO

Fair Housing Training

Introduction

The National Association of Housing and Redevelopment Officials (NAHRO) is pleased to work with individual agencies to bring training and technical assistance to them locally. Housing authorities and community leaders alike recognize the many changes and challenges they face within the affordable housing industry as they strive to achieve the common goal of sustainable, viable communities.

Scope of Service

NAHRO will conduct a one-day Fair Housing Act: Disability Nondiscrimination, New Construction Requirements, and Reasonable Accommodations and Reasonable Modifications on-site training for your organization.

The seminar will describe provisions impacting housing programs of Federal financial assistance and those applying to housing generally and it will provide information to assist participants in understanding the interplay between these laws.

Certificates of Completion will be awarded to participants who complete the course requirements.

Seminar Format

The seminar format is lecture and group Q&A. A slide PowerPoint presentation accompanies the program.

Materials

Each participant will receive:

- NAHRO Fair Housing Resource Materials
- Certificate of Completion (upon course completion)

Summary of On-site Seminar Responsibilities

NAHRO

- NAHRO Faculty fee and expenses
 - Manuals and materials used for instruction
 - Certificates of Completion for each participant who successfully fulfills the course requirements
 - Shipping costs of materials to the seminar site and return shipping at seminar
- Conclusion

Organization

- Marketing the seminar and registering the participants, then forwarding registrations to NAHRO
- Reservation and payment of the meeting room facility
- Reservation and payment for audio/visual equipment required for the seminar
- Food and/or beverages served at the seminar (optional)

Audio/Visual Equipment & Room Set-Up Requirements

NAHRO Faculty would prefer that the room be set up in the following manner:

- Table and chair for the instructor
- Participants seating - round tables, six to eight chairs per table
- Flip charts – 1 flip chart and marker for each table
- Projection screen
- Microphone for the instructor, if requested

In the event that round tables cannot be used, then long tables (classroom style) would be acceptable. Since a test will be given, it is important that the participants have sufficient space at the tables. If the room is set up classroom style, then flip charts at the participants' tables may not be necessary.

Topics

- Federal Financial Assistance—Defined
- Additional Fair Housing Laws
- LGBT Protection
- Summary of the Fair Housing Act
- Definitions of Certain Classes
 - Familial Status
 - Disability
- NOT Covered by the Fair Housing Act
- What Does Discrimination Really Mean
- Prohibited Activities under the Fair Housing Act
- Design and Construction Requirements
- The Investigatory Process
- Alternatives to the Investigatory Process
- Special Topics
 - Advertising
 - Occupancy Standards
- Reasonable Accommodation/Reasonable Modification
- Case Studies

NAHRO Faculty

Dennis Morgan is a Senior Associate at D L Morgan & Associates. He provides technical assistance and training on SEMAP, Housing Quality Standards (HQS), Public Housing Assessment System (PHAS), Uniform Physical Condition Standards (UPCS), Public Housing and Housing Choice Voucher Eligibility, Income and Rent, Public Housing and Housing Choice Voucher Occupancy, Fair Housing, Admission and Occupancy, Section 8 Administration, Public Housing Administration, Public Housing and Housing Choice Voucher Homeownership, Family Self-Sufficiency, Asset Management, Managing Maintenance, Property Management Essentials,

Moving to Work, Consortia, Relocation, and the PHA Plan. Mr. Morgan also teamed with other senior members to co-author the Public Housing Admission and Occupancy Guidebook, Housing Choice Voucher Homeownership Guidebook, Conversion from Public Housing to the Voucher Guidebook, Consortia articles and many NAHRO, LISC, and NeighborWorks America publications. Mr. Morgan has more than 39 years experience in the public housing industry, including six years as Executive Director of Lucas Metropolitan Housing Authority in Toledo, Ohio, and serving in executive positions in two Florida PHAs for 23 years - including 16 years at the Orlando Housing Authority and seven years as Executive Director of the Deland Housing Authority. He conducts PH and HCV Eligibility, Income and Rent Calculation, PH and HCV Occupancy, HQS, UPCS, Property Management Essentials, Managing Maintenance, FSS, and HCV Program Management Seminars for NAHRO. He authored numerous publications for NAHRO and other national organizations. Additionally, Mr. Morgan works with NAHRO, HUD, and local PHAs in providing technical assistance to individual agencies across the country.

Richard Wankel has been employed in the affordable housing industry since 1993. Currently Richard is the Executive Director of the Town of Islip Housing Authority in Long Island, N.Y., serving more than 1,350 families in the public housing and section 8 programs. Richard has also served as Executive Director for the Town of Huntington Housing Authority, after having been hired to lead that agency from troubled status, which was accomplished in four years earning a HUD award for the effort. Richard has served as a management consultant and as Special Counsel to the Board of Commissioners of another agency. He has served as a five time past President of the Assoc. of L.I. Housing Agencies, a Section 8 group, Board member for NYSAHRO and recently founded the Long Island Association of Housing and Renewal Officials Inc., LIAHRO, serving as it's inaugural President, the group seeks to combine all types of affordable housing initiatives into a single minded effort.

Richard's experiences combine all facets of public housing, section 8, affordable housing creation and oversight, new development, mixed use finance housing (2004 NAHRO Award of Merit), organizational structuring, administrative efficiency, policy development, etc. Richard serves on the Board of two not for profit's involved in the affordable housing industry. He is also a member of the NYS, Suffolk County and Washington D.C. bar associations. Richard has served on the NAHRO Professional Development Committee since 2011.

Eugene Rudder has worked in the public and affordable housing industry for more than 25 years. Spending five years as Director of Community Building for the Columbia Heights

Development Corporation in Washington, DC Mr. Rudder not only organized community residents regarding such issues as housing, public healthcare, education and workforce development, but played a key role in training community residents in the art of community development and leadership so that they might lead themselves.

While working with the Nelrod Company, Eugene Rudder managed the Washington, DC office with the primary responsibility of securing and managing HUD contracts for the company. Under his leadership, Eugene brought two major contracts to Nelrod including the task of managing HUD's Public and Indian Housing Resource Center and a program to assist housing authorities around the country establish their own local homeownership initiatives.

As a project manager for the EXCEED Corporation, Mr. Rudder led the firm's efforts to assist HUD in the Rental Housing Integrity Improvement Project (RHIIP), working closely with both HUD Headquarters in Washington, DC and housing authorities all over the United States.

As Special Assistant to the Executive Director for the Wilmington Housing Authority, Eugene worked wherever there was a need and in response to the Executive Director's direction, managed the agency's Finance Department for just under one year, managed two HOPE VI applications, worked on various capital projects including Lincoln Towers, a seniors-only mid-rise with a state-of-the-art City fire station occupying the ground floor.

Travis County Health & Human Services

Contact: Kirsten Siegfried (Division of Family Support Services)

Address: 100 N IH 35 Suite 2000
Austin, TX 78701

Phone #: (512) 854-4467

Contact Date: HACA has already made contact with Travis County Health and Human Services. The initiation of the marketing through the Travis County offices will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: As a county-wide social service agency with 7 different locations, Travis County Health and Human Services has extensive experience working with Hispanic, African-American, Caucasian and Asian populations. They are knowledgeable of the housing programs offered through HACA, including the application and eligibility process.

Marketing Role: HACA will provide brochures and flyers to the Travis County Health and Human Services offices that are nearest each property. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian American Resource Center

Contact: Taja Beekley (Facility Manager)

Address: 8401 Cameron Rd
Austin, TX 78754

Phone #: (512) 974-1700

Contact Date: HACA has already made contact with the Asian American Resource Center (AARC). The initiation of the marketing through the Resource Center will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: The mission of the AARC is to provide cultural spaces, resources, services and educational programs through an Asian American perspective. As such, they understand the Asian community in Austin and already function in the role of communicator of resources.

Marketing Role: HACA will provide brochures and flyers to the Asian American Resource Center office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian Family Support Services of Austin

Contact: Amelia Hetherington

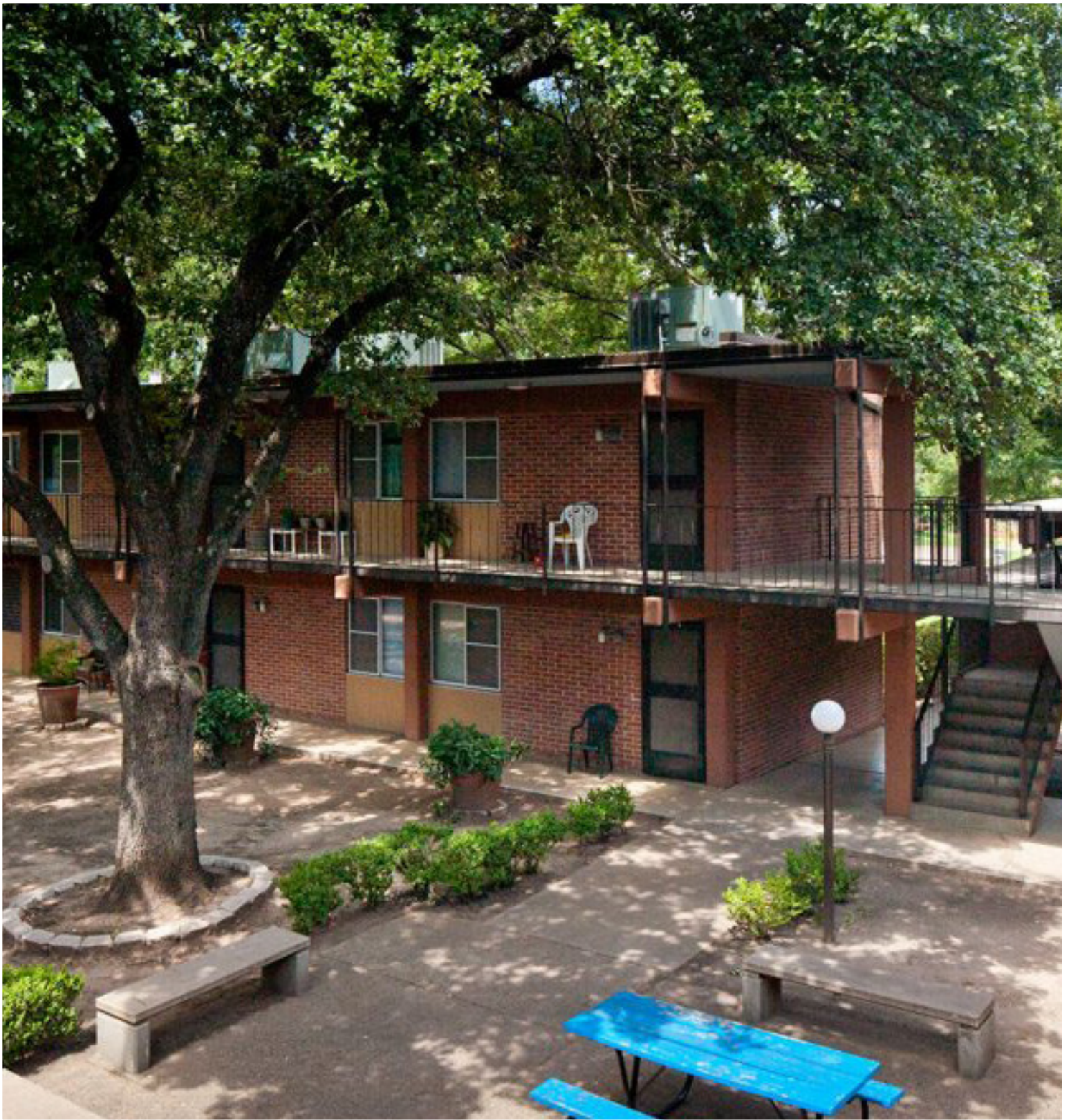
Address: PO Box 16254
Austin, TX 78761
(As a provider of support services for families of domestic violence, AFSSA does not advertise their physical address.)

Phone #: (512) 949-5941

Contact Date: HACA has already made contact with the Asian Family Support Services of Austin. The initiation of the marketing through AFSSA will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: AFSSA works with Asian families throughout the Austin area. Their mission is to promote abuse free Asian communities through advocacy, support, awareness and access to social services. They are very connected to Asian families in our community who have the greatest need for assistance with housing.

Marketing Role: HACA will provide brochures and flyers to the AFSSA office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.



SALINA

APARTMENTS

1143 SALINA ST
AUSTIN, TX 78702

- * Built in 1966
- * 32 one-story units
- * In East Austin
- * Near Capital Metro Routes 21, 320, 2, 485, and 22
- * Off-street parking

- * Community rooms
- * Central air
- * Laundry Hookups
- * Outdoor Clothing Lines
- * Time Warner Cable available
- * Wheelchair ramps

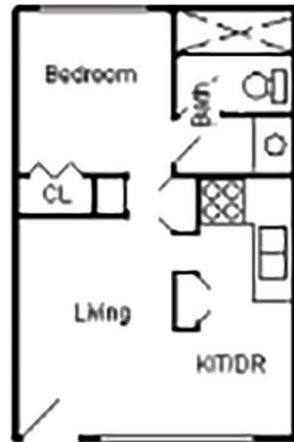
- * Garden for residents
- * Adult Education available

SALINA APARTMENTS



FLOOR PLANS

EFFICIENCY APARTMENT



Efficiency

ONE-BEDROOM APARTMENT



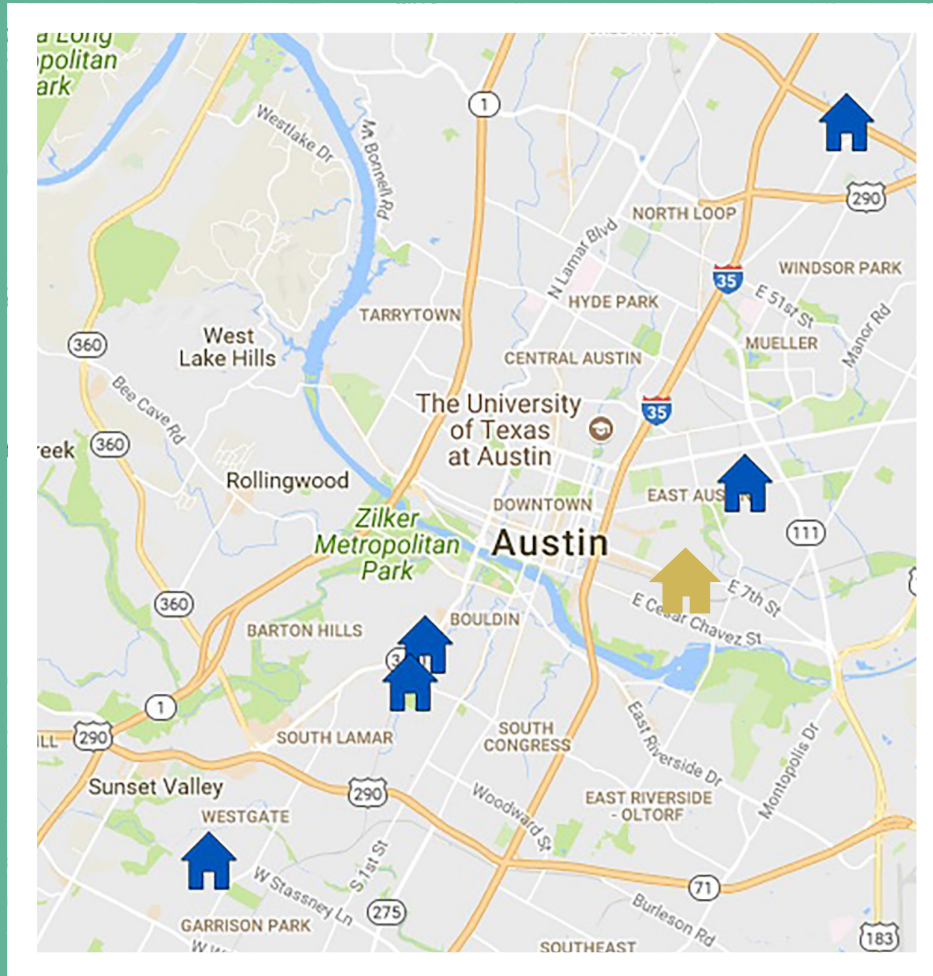
1Br/1BA Unit Area

Please note there is a waiting list for this property with special preferences. For more information about how to apply for housing, visit www.austin.apply4housing.com or call (844) 467-8513.



THE HOUSING AUTHORITY OF THE CITY OF AUSTIN

1125 S. IH-35 • (512) 477-4488



Find us on these
social media sites:



The Housing Authority of the City of Austin does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.

The position named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's implementing Section 504.

Vice President of Housing & Community Development
1124 S. IH-35 Austin, Texas, 78704
(512) 477-4488



Note to all applicants/respondents: This form was developed with Nuance, the official HUD software for the creation of HUD forms. HUD has made available instructions for downloading a free installation of a Nuance reader that allows the user to fill-in and save this form in Nuance. Please see <http://portal.hud.gov/hudportal/documents/huddoc?id=nuancereaderinstall.pdf> for the instructions. Using Nuance software is the only means of completing this form.

Affirmative Fair Housing Marketing Plan (AFHMP) - Multifamily Housing

U.S. Department of Housing
and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp.12/31/2016)

1a. Project Name & Address (including City, County, State & Zip Code)	1b. Project Contract Number	1c. No. of Units
	1d. Census Tract	
	1e. Housing/Expanded Housing Market Area	

1f. Managing Agent Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1g. Application/Owner/Developer Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1h. Entity Responsible for Marketing (check all that apply)

Owner Agent Other (specify)

Position, Name (if known), Address (including City, County, State & Zip Code), Telephone Number & Email Address

1i. To whom should approval and other correspondence concerning this AFHMP be sent? Indicate Name, Address (including City, State & Zip Code), Telephone Number & E-Mail Address.

2a. Affirmative Fair Housing Marketing Plan

Plan Type

Date of the First Approved AFHMP:

Reason(s) for current update:

2b. HUD-Approved Occupancy of the Project (check all that apply)

Elderly

Family

Mixed (Elderly/Disabled)

Disabled

2c. Date of Initial Occupancy

Property already occupied as part of the Public Housing program. Conversion through RAD to the Project Based Rental Assistance program anticipated to close in June 2018.

Waiting list is currently closed and will not be reopened before conversion.

2d. Advertising Start Date

Advertising must begin *at least* 90 days prior to initial or renewed occupancy for new construction and substantial rehabilitation projects.

Date advertising began or will begin

For existing projects, select below the reason advertising will be used:

To fill existing unit vacancies

To place applicants on a waiting list (which currently has individuals)

To reopen a closed waiting list (which currently has individuals)

3a. Demographics of Project and Housing Market Area

Complete and submit Worksheet 1.

3b. Targeted Marketing Activity

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts. (check all that apply)

White	American Indian or Alaska Native	Asian	Black or African American
Native Hawaiian or Other Pacific Islander		Hispanic or Latino	Persons with Disabilities
Families with Children	Other ethnic group, religion, etc. (specify)		

4a. Residency Preference

Is the owner requesting a residency preference? If yes, complete questions 1 through 5.

If no, proceed to Block 4b.

(1) Type

(2) Is the residency preference area:

The same as the AFHMP housing/expanded housing market area as identified in Block 1e?

The same as the residency preference area of the local PHA in whose jurisdiction the project is located?

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1)) for residency preference requirements. The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preferences consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b. Proposed Marketing Activities: Community Contacts

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c. Proposed Marketing Activities: Methods of Advertising

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach copies of advertisements, radio and television scripts, Internet advertisements, websites, and brochures, etc.

5a. Fair Housing Poster

The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Check below all locations where the Poster will be displayed.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5b. Affirmative Fair Housing Marketing Plan

The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check below all locations where the AFHMP will be made available.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5c. Project Site Sign

Project Site Signs, if any, must display in a conspicuous position the HUD approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Check below all locations where the Project Site Sign will be displayed. Please submit photos of Project signs.

Rental Office	Real Estate Office	Model Unit	Entrance to Project	Other (specify)
---------------	--------------------	------------	---------------------	-----------------

The size of the Project Site Sign will be x

The Equal Housing Opportunity logo or slogan or statement will be x

6. Evaluation of Marketing Activities

Explain the evaluation process you will use to determine whether your marketing activities have been successful in attracting individuals least likely to apply, how often you will make this determination, and how you will make decisions about future marketing based on the evaluation process.

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

7b. Staff Training and Assessment: AFHMP

- (1) Has staff been trained on the AFHMP?
- (2) Has staff been instructed in writing and orally on non-discrimination and fair housing policies as required by 24 CFR 200.620(c)?
- (3) If yes, who provides instruction on the AFHMP and Fair Housing Act, and how frequently?

- (4) Do you periodically assess staff skills on the use of the AFHMP and the application of the Fair Housing Act?
- (5) If yes, how and how often?

7c. Tenant Selection Training/Staff

- (1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences?

- (2) What staff positions are/will be responsible for tenant selection?

7d. Staff Instruction/Training:

Describe AFHM/Fair Housing Act staff training, already provided or to be provided, to whom it was/will be provided, content of training, and the dates of past and anticipated training. Please include copies of any AFHM/Fair Housing staff training materials.

8. Additional Considerations Is there anything else you would like to tell us about your AFHMP to help ensure that your program is marketed to those least likely to apply for housing in your project? Please attach additional sheets, as needed.

9. Review and Update

By signing this form, the applicant/respondent agrees to implement its AFHMP, and to review and update its AFHMP in accordance with the instructions to item 9 of this form in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (See 18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)

Name (type or print)

Title & Name of Company

For HUD-Office of Housing Use Only	For HUD-Office of Fair Housing and Equal Opportunity Use Only
Reviewing Official:	ApprovalDisapproval
Signature & Date (mm/dd/yyyy)	Signature & Date (mm/dd/yyyy)
Name (type or print)	Name (type or print)
Title	Title

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs with five or more units (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) form as specified in 24 CFR 200.625, and in accordance with the requirements in 24 CFR 200.620. The purpose of this AFHMP is to help applicants offer equal housing opportunities regardless of race, color, national origin, religion, sex, familial status, or disability. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy. Affirmative fair housing marketing and planning should be part of all new construction, substantial rehabilitation, and existing project marketing and advertising activities.

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be made available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing program applicants.

INSTRUCTIONS:

Send completed form and worksheets to your local HUD Office, Attention: Director, Office of Housing

Part 1: Applicant/Respondent and Project

Identification. Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d- Respondents may obtain the Census tract number from the U.S. Census Bureau (<http://factfinder2.census.gov/main.html>) when completing Worksheet One.

Block 1e- Respondents should identify both the housing market area and the expanded housing market area for their multifamily housing projects. Use abbreviations if necessary. A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants. This could be a county or Metropolitan Division. The U.S. Census Bureau provides a range of levels to draw from.

An **expanded housing market area** is a larger geographic area, such as a Metropolitan Division or a Metropolitan Statistical Area, which may provide additional demographic diversity in terms of race, color, national origin, religion, sex, familial status, or disability.

Block 1f- The applicant should complete this block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2: Type of AFHMP

Block 2a- Respondents should indicate the status of the AFHMP, i.e., initial or updated, as well as the date of the first approved AFHMP. Respondents should also provide the reason (s) for the current update, whether the update is based on the five-year review or due to significant changes in project or local demographics (See instructions for Part 9).

Block 2b- Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c- Respondents should specify the date the project was/will be first occupied.

Block 2d- For new construction and substantial rehabilitation projects, advertising must begin at least 90 days prior to initial occupancy. In the case of existing projects, respondents should indicate whether the advertising will be used to fill existing vacancies, to place individuals on the project's waiting list, or to re-open a closed waiting list. Please indicate how many people are on the waiting list when advertising begins.

Part 3 Demographics and Marketing Area.

"Least likely to apply" means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying may include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a - Using Worksheet 1, the respondent should indicate the demographic composition of the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area. The applicable housing market area and expanded housing market area should be indicated in Block 1e. Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area and expanded housing market area, i.e., those group(s) "least likely to apply" for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under "Other."

Respondents should use the most current demographic data from the U.S. Census or another official source such as a local government planning office. Please indicate the source of your data in Part 8 of this form.

Block 3b - Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts by checking all that apply.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a - A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being utilized, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to utilize a residency preference, it must state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area compares to that of residents of the project, project applicant data, census tract, housing market area, and expanded housing market area. The percentages would be the same as shown on completed Worksheet 1.

Block 4b - Using Worksheet 3, respondents should describe their use of community contacts to help market the project to those least likely to apply. This table should include the name of a contact person, his/her address, telephone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in assisting with affirmative fair housing marketing or outreach.

Block 4c - Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, the reason for choosing this media, and the language of the advertisement. Alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size) should be described.

Please attach a copy of the advertising or marketing material.

Part 5 – Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b -The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check all of the locations where the AFHMP will be available.

Block 5c -The Project Site Sign must display in a conspicuous position the HUD-approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan, or statement. **Please submit photographs of project site signs.**

Part 6 - Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those individuals identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7- Marketing Staff and Training.

Block 7a -Respondents should identify staff positions that are/will be responsible for affirmative marketing.

Block 7b - Respondents should indicate whether staff has been trained on the AFHMP and Fair Housing Act.

Please indicate who provides the training and how frequently. In addition, respondents should specify whether they periodically assess staff members' skills in using the AFHMP and in applying the Fair Housing Act. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should include copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8 - Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those individuals least likely to apply for the subject housing.

Part 9 - Review and Update.

By signing the respondent assumes responsibility for implementing the AFHMP. Respondents must review their AFHMP every five years or when the local Community Development jurisdiction's Consolidated Plan is updated, or when there are significant changes in the demographics of the project or the local housing market area. When reviewing the plan, the respondent should consider the current demographics of the housing market area to determine if there have been demographic changes in the population in terms of race, color, national origin, religion, sex, familial status, or disability. The respondent will then determine if the population least likely to apply for the housing is still the population identified in the AFHMP, whether the advertising and publicity cited in the current AFHMP are still appropriate, or whether advertising sources should be modified or expanded. Even if the demographics of the housing market area have not changed, the respondent should determine if the outreach currently being performed is reaching those it is intended to reach as measured by project occupancy and applicant data. If not, the AFHMP should be updated. The revised AFHMP must be submitted to HUD for approval. HUD may review whether the affirmative marketing is actually being performed in accordance with the AFHMP. If based on their review, respondents determine the AFHMP does not need to be revised, they should maintain a file documenting what was reviewed, what was found as a result of the review, and why no changes were required. HUD may review this documentation.

Notification of Intent to Begin Marketing.

No later than 90 days prior to the initiation of rental marketing activities, the respondent must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such conference will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHMP will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the AFHMP includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1: Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHMP, Block 3b)

In the respective columns below, indicate the percentage of demographic groups among the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area (See instructions to Block 1e). If you are a new construction or substantial rehabilitation project and do not have residents or project applicant data, only report information for census tract, housing market area, and expanded market area. The purpose of this information is to identify any under-representation of certain demographic groups in terms of race, color, national origin, religion, sex, familial status, or disability. If there is significant under-representation of any demographic group among project residents or current applicants in relation to the housing/expanded housing market area, then targeted outreach and marketing should be directed towards these individuals least likely to apply. Please indicate under-represented groups in Block 3b of the AFHMP. **Please attach maps showing both the housing market area and the expanded housing market area.**

Demographic Characteristics	Project's Residents	Project's Applicant Data	Census Tract	Housing Market Area	Expanded Housing Market Area
% White					
% Black or African American					
% Hispanic or Latino					
% Asian					
% American Indian or Alaskan Native					
% Native Hawaiian or Pacific Islander					
%Persons with Disabilities					
% Families with Children under the age of 18					
Other (specify)					

Worksheet 2: Establishing a Residency Preference Area (See AFHMP, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is utilized, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area compares to the demographics of the project's residents, applicant data, census tract, housing market area, and expanded housing market area. **Please attach a map clearly delineating the residency preference geographical area.**

Demographic Characteristics	Project's Residents (as determined in Worksheet 1)	Project's Applicant Data (as determined in Worksheet 1)	Census Tract (as determined in Worksheet 1)	Housing Market Area (as determined in Worksheet 1)	Expanded Housing Market Area (as determined in Worksheet 1)	Residency Preference Area (if applicable)
% White						
% Black or African American						
% Hispanic or Latino						
% Asian						
% American Indian or Alaskan Native						
% Native Hawaiian or Pacific Islander						
% Persons with Disabilities						
% Families with Children under the age of 18						
Other (specify)						

Worksheet 3: Proposed Marketing Activities –Community Contacts (See AFHMP, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the particular population group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses, their telephone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing. Please attach additional pages if necessary.

Targeted Population(s)	Community Contact(s), including required information noted above.

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHMP, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use as applicable to that group and the reason for choosing this media. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.) state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g. Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. Attach additional pages, if necessary, for further explanation. Please attach a copy of the advertising or marketing material.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population: White	Targeted Population: Asian	Targeted Population:
Newspaper(s)			
Radio Station(s)			
TV Station(s)			
Electronic Media			
Bulletin Boards			
Brochures, Notices, Flyers			
Other (specify)			

ATTACHMENTS TO THE AFFIRMATIVE FAIR HOUSING MARKETING PLAN

1. Housing Market Area Map (Travis County)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

2. Expanded Housing Market Area Map (Austin – Round Rock MSA)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

3. Least Likely To Apply Calculator

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

4. Property Sign with Equal Housing Logo

AFHMP Block 5c. Project Site Sign

5. Housing Authority of the City of Austin HACA Personnel Policy

AFHMP Block 7d. Staff Instruction / Training, 1

6. HACA ACOP and Tenant Selection Plan – Fair Housing

AFHMP Block 7d. Staff Instruction / Training, 1

7. HACA SOP – Limited English Proficiency

AFHMP Block 7d. Staff Instruction / Training, 2

8. HACA SOP - Reasonable Accommodations Procedures and Modifications

AFHMP Block 7d. Staff Instruction / Training, 2

9. HACA SOP – VAWA

AFHMP Block 7d. Staff Instruction / Training, 2

10. NAHRO Fair Housing Training Agenda

AFHMP Block 7d. Staff Instruction / Training, 6

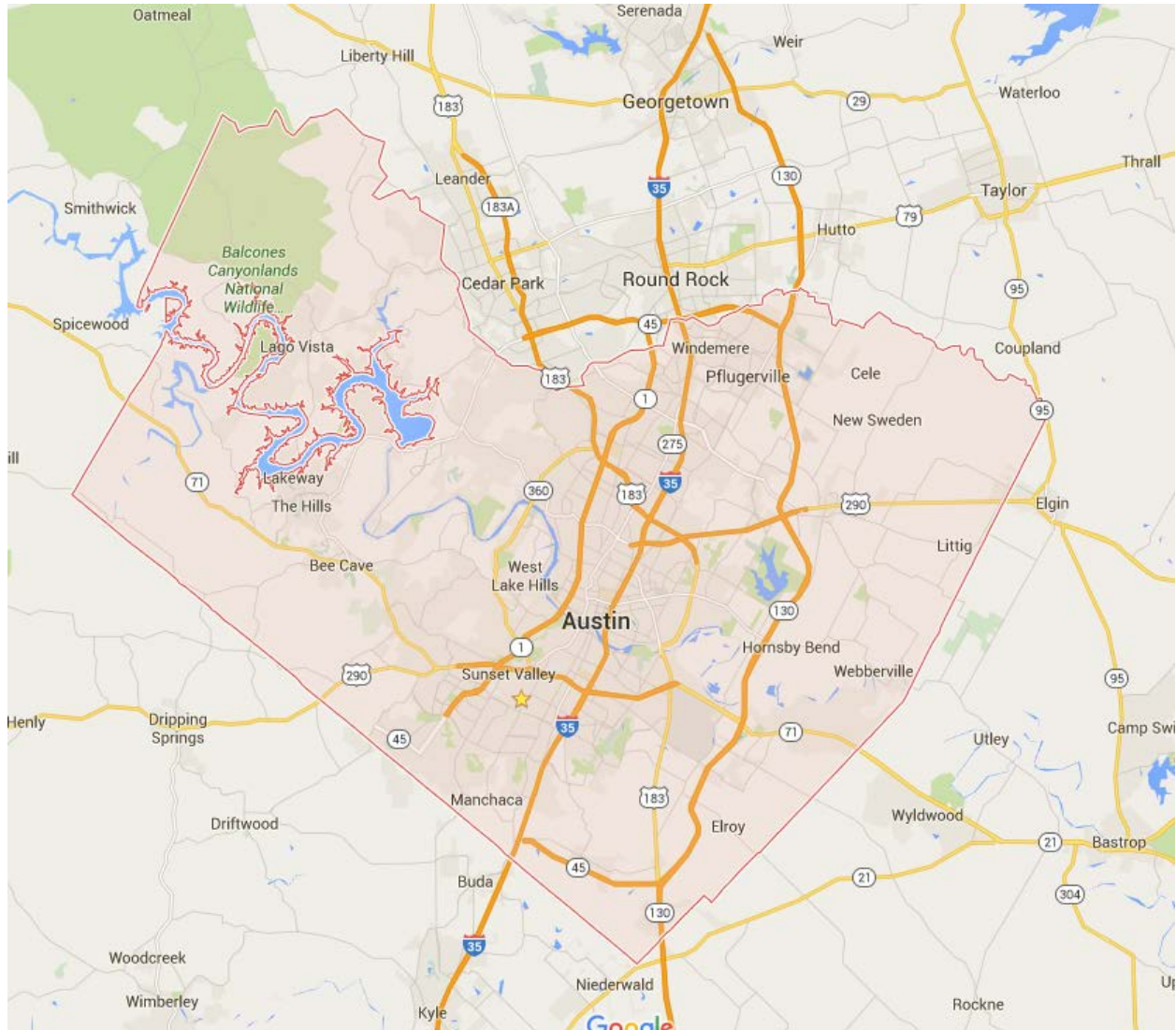
11. Additional Information on Community Contacts

AFHMP Worksheet 3 Proposed Marketing Activities – Community Contacts

12. Brochures

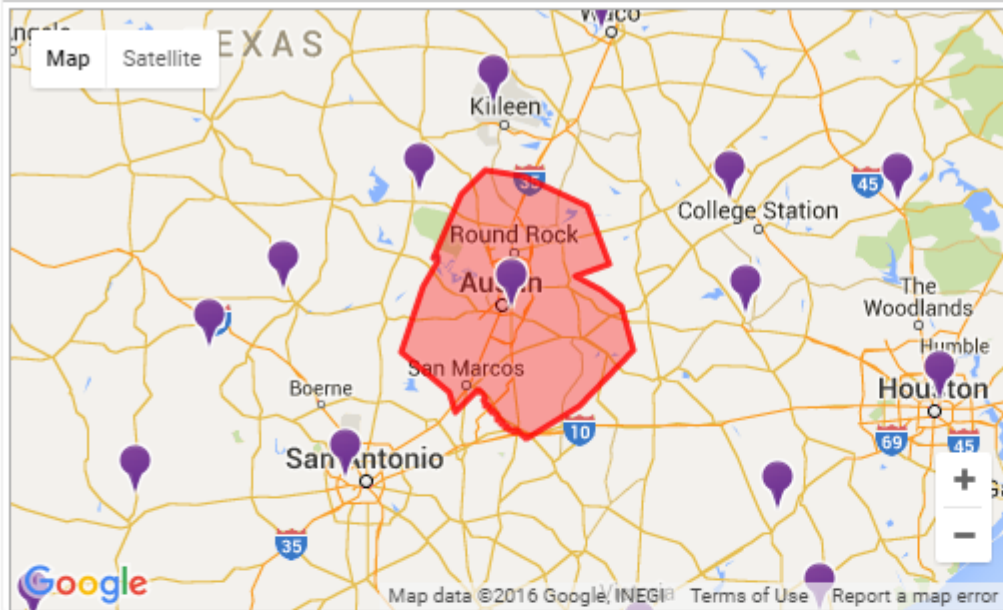
AFHMP Worksheet 4 Proposed Marketing Activities – Methods of Advertising

Travis County Map



Austin – Round Rock Metropolitan Statistical Area Map

Metro Areas Map View. Full data. Click icon to show name.



Show More Locations on the Map

Census Blocks+*
Census Block Groups+*
Census Tracts+*
[Zip Codes](#)
[School Districts](#)
[Cities](#)
[Counties](#)
Metro Areas
[States](#)

+ If the color of the links above is gray, please zoom in on the map to see the data.

* Census Blocks, Census Block Groups, and Census Tracts are geo areas that are normally smaller than the size of a city. Census Blocks provide block and community level information. They are great for understanding areas within a city.

Area Codes

Counties

[Travis County, TX](#) 1,092,810
[Bastrop County, TX](#) 75,708

[Williamson County, TX](#) 457,218
[Caldwell County, TX](#) 38,870

[Hays County, TX](#) 170,410

Cities / Towns

[Austin, TX](#) 864,218
[Briarcliff, TX](#) 1,403
[Cedar Creek, TX](#)
[Creedmoor, TX](#) 187
[Driftwood, TX](#) 84
[Fentress, TX](#)
[Georgetown, TX](#) 53,007
[Hornsby Bend, TX](#) 7,355
[Jarrell, TX](#) 899
[Kyle, TX](#) 30,664
[Leander, TX](#) 30,040
[Luling, TX](#) 5,569
[Martindale, TX](#) 1,575
[Mc Neil, TX](#)
[Mustang Ridge, TX](#) 1,052
[Pflugerville, TX](#) 52,138
[Red Rock, TX](#)
[Round Rock, TX](#) 106,972
[Sandoval, TX](#) 9
[Spicewood, TX](#)
[The Hills, TX](#) 2,533
[Volente, TX](#) 716
[Weir, TX](#) 610
[Woodcreek, TX](#) 1,244

[Bastrop, TX](#) 7,469
[Brushy Creek, TX](#) 22,537
[Cedar Park, TX](#) 58,088
[Dale, TX](#)
[Dripping Springs, TX](#) 2,088
[Florence, TX](#) 918
[Granger, TX](#) 1,617
[Hudson Bend, TX](#) 2,878
[Jollyville, TX](#) 16,151
[Lago Vista, TX](#) 6,349
[Liberty Hill, TX](#) 1,416
[Manchaca, TX](#) 1,448
[Maxwell, TX](#)
[Mcdade, TX](#) 874
[Niederwald, TX](#) 637
[Point Venture, TX](#) 791
[Rollingwood, TX](#) 1,453
[San Leanna, TX](#) 537
[Schwertner, TX](#)
[Sunset Valley, TX](#) 697
[Thrall, TX](#) 677
[Walburg, TX](#)
[West Lake Hills, TX](#) 3,225

[Bee Cave, TX](#) 4,910
[Buda, TX](#) 9,443
[Coupland, TX](#) 186
[Del Valle, TX](#)
[Elgin, TX](#) 8,224
[Garfield, TX](#) 1,576
[Hays, TX](#) 335
[Hutto, TX](#) 18,839
[Jonestown, TX](#) 2,115
[Lakeway, TX](#) 12,709
[Lockhart, TX](#) 12,966
[Manor, TX](#) 5,936
[Mc Dade, TX](#)
[Mountain City, TX](#) 663
[Paige, TX](#)
[Prairie Lea, TX](#)
[Rosanky, TX](#)
[San Marcos, TX](#) 51,289
[Smithville, TX](#) 3,890
[Taylor, TX](#) 16,001
[Uhland, TX](#) 1,263
[Webberville, TX](#) 480
[Wimberley, TX](#) 2,600

Affirmative Fair Housing Marketing Plan

Least Likely To Apply Calculator

Property: Santa Rita

Based on TDHCA assessment that 20% less than the statistical average of the County or MSA requires an affirmative Marketing Plan.

Demographic Characteristic	Santa Rita	Census Tract	80% of Census Tract	County	80% of County	MSA	80% of MSA	Need to Market?
White	7.4%	18.6%	14.9%	69.3%	55.4%	72.9%	58.3%	Yes
Black or African American	34.1%	7.3%	5.8%	8.5%	6.8%	7.4%	5.9%	No
Hispanic or Latino	54.7%	72.1%	57.7%	33.5%	26.8%	31.4%	25.1%	No
Asian	3.7%	0.8%	0.6%	5.8%	4.6%	4.8%	3.8%	Yes
American Indian or Alaskan	0.0%	0.3%	0.2%	0.8%	0.6%	0.8%	0.6%	No
Native Hawaiian or Pacific	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	No
Persons with Disabilities	23.0%	24.2%	19.4%	14.9%	11.9%	14.2%	11.4%	No
Families with Children Under 18	55.7%	27.7%	22.2%	28.9%	23.1%	31.8%	25.4%	No

Least likely to Apply: Asian
White



Introduction

Welcome to the Housing Authority for the City of Austin (HACA). You have joined a high-performing public housing authority consistently recognized for its outstanding performance by the U.S. Department of Housing and Urban Development, the public housing industry and by citizens and stakeholders in the Austin community.

HACA is a cutting-edge public housing authority continuously looking for innovative ways to serve its clients. We are dedicated to improving the lives of more than 19,000 of Austin's low-income citizens -- not only by providing affordable housing, but also through education, workforce development and other programs crucial to fostering self-sufficiency and financial independence.

I hope you see yourself building a career with us. I encourage you to take advantage of all of the benefits available to you as a HACA employee to help you grow and develop both professionally and personally. We look forward to having you on our team as we work to bring opportunity home.

Sincerely,

Michael G. Gerber
President and CEO

I. ORGANIZATIONAL PHILOSOPHY

The Housing Authority of the City of Austin (HACA) is committed to both its customers and employees. This section presents the purpose of this manual, HACA's objectives; HACA's zero tolerance for inappropriate or hurtful behaviors in the workplace, and HACA's expectations for all employees to provide excellent and ethical customer service.

A. PURPOSE

This Policy and Procedure Manual's (referred to as the Manual) purpose is to provide a set of policies, principles, and procedures for establishing and maintaining a harmonious and productive work environment. It also provides guidelines and expectations for effective employment relationships in the conduct of HACA's business.

This Manual contains general statements of HACA policy and does not include the details of each and every policy. Further, this Manual should not be interpreted as forming an express or implied contract or promise that the policies presented will be applied as written in all cases. While every attempt will be made to keep the Manual current, there may be times when a policy will change before the Manual can be updated. For the most current version of the Manual, employees can access an on-line version located on HACA's internet web page at the HR tab.

Employment with HACA is on an at-will basis. This means that either HACA or the employee may end the relationship at any time and without cause or prior notice. Nothing in this Manual changes the employment-at-will relationship or creates an express or implied contract or promise concerning HACA's policies or practices, including policies or practices it may implement in the future. Accordingly, HACA retains the right to establish, change, and abolish its policies, procedures, practices, rules, guidelines, and regulations at will and as it sees fit to serve the best interests of HACA and its employees.

The Human Resources Director is responsible for distributing the Manual to all employees. Employees are responsible for safeguarding their copy of the Manual and updating it with approved changes. All Manuals are HACA's property and must be returned to the Human Resources Department upon termination of employment.

B. OBJECTIVES

HACA requires all employees to support the organization's best interest through the implementation of three broad objectives.

Objective 1: HACA is committed to a mutually rewarding relationship with its employees. Therefore HACA will:

- (a) Strive to provide equal employment opportunity and treatment regardless of race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, or genetic information;
- (b) Strive to provide a working environment free of harassment and discrimination based on race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, genetic information, the exercise of FMLA rights and any other classification protected by federal, state, or local law;
- (c) Provide compensation and benefits commensurate with the work performed;
- (d) Establish reasonable hours of work based on HACA's production and service needs;
- (e) Monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety;
- (f) Provide training opportunities for employees whose positions warrant the training or to support HACA initiatives;
- (g) Enforce workplace policies in such a manner that it does not interfere with the terms and conditions of employment protected under Federal, State and Local Law;
- (h) Accept constructive suggestions about job duties, working conditions, or personnel policies; and
- (i) Establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head.

Objective 2: As part of its commitment to provide customers with excellent services and to create a productive work environment, HACA expects all employees to:

- (a) Deal with supervisors, coworkers, clients, residents, other customers, community stakeholders, vendors, suppliers, and others in a professional manner;
- (b) Work with residents and clients in a professional, courteous, constructive, friendly, and ethical manner;
- (c) Represent HACA in a positive and ethical manner;
- (d) Perform assigned tasks proficiently and in an efficient manner;
- (e) Abide by attendance policies and be punctual;
- (f) Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- (g) Follow the policies adopted by HACA.

Objective 3: As part of its commitment to responsible use of public resources, HACA retains the sole discretion to exercise all managerial functions, including the rights to:

- (a) Assign, supervise, discipline, and dismiss employees;

- (b) Determine and change work start and end times as well as shifts;
- (c) Transfer employees within departments or into other departments and other classifications;
- (d) Determine and change the size and qualifications of the workforce;
- (e) Determine and change the methods by which HACA operations are to be carried out;
- (f) Determine and change the nature, location, services rendered, quantity, and continued operation of the business; and
- (g) Assign duties to employees in accordance with HACA's needs and requirements, and to carry out all ordinary administrative and management functions.

C. APPLICABILITY

These policies shall apply to all employees in the service of HACA and its subsidiaries, including HACA, Southwest Housing Compliance Corporation (SHCC), Blueprint Housing Solutions, Austin Affordable Housing Corporation (AAHC), and Austin Pathways. Failure to comply with these policies will be cause for appropriate disciplinary action up to and including termination.

D. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

HACA maintains zero tolerance for discrimination in the workplace. Essentially, this means that HACA will not discriminate against any employee or applicant on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identification, the exercise of FMLA rights or any other class protected by federal, state, or local legislation. Further HACA values a diverse workforce and actively promotes equal opportunity, diversity and inclusivity. HACA is committed to practicing non-discriminatory employment practices and taking affirmative steps to ensure equal opportunities in all aspects of human resources administration including recruitment, selection, placement, training, transfer, advancement, demotion, layoff, discipline, and termination. All such decisions will be based solely on merit, job-related qualifications, work experience and abilities of the candidates. In some cases, seniority may be considered in the selection process. In addition, all other personnel policies and practices of the organization, including compensation, benefits, safety and health programs, as well as social and recreational activities, will be administered and conducted without regard to any protected classes.

HACA will take all reasonable steps to ensure that each employee's work environment is free of unlawful discrimination or harassment based on any protected class.

All employees of HACA are prohibited from engaging in activities or practices of harassment or discrimination against any individual that may be based on any protected classes while on HACA premises or when acting as a representative of HACA. Employees who violate this policy may receive disciplinary action up to and including immediate termination of employment.

Employees who have equal employment related questions, problems, or complaints should first communicate their concerns to their immediate supervisor when appropriate. If inappropriate to communicate with the individual's supervisor, or if the employee's concerns have not been properly responded to, the employee may pursue their complaint with the Human Resource Department. The Human Resource Department will investigate all complaints related to equal employment. When appropriate, complaints of equal employment may be made to upper management, up to and including the CEO.

No employee will be subject to any form of retaliation or disciplinary action for pursuing a complaint of equal employment opportunity.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to your supervisor or the Human Resource Department. Your complaint should be specific and should include the names of individuals involved as well as the names of any witnesses. HACA will immediately undertake a prompt investigation

and attempt to resolve the situation. HACA will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, your co-workers or other employees.

If HACA determines that unlawful discrimination has occurred, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will be taken to deter any future discrimination. Whatever action is taken will be made known to you, and HACA will take appropriate action to remedy any loss to you as a result of discrimination.

E. AFFIRMATIVE ACTION

1. Specifically, HACA strives to hire and promote women and minorities in sufficient numbers to approximate their respective proportions in the Texas labor force and Standard Metropolitan Statistical Area (SMSA) for Austin.
2. HACA executive staff and administration are responsible to establish and implement Affirmative Action goals set forth below.
3. It is the responsibility of the Human Resources Department to:
 - a. Assure that each job posting is described in terms of job-related qualifications.
 - b. Expand recruitment efforts to colleges and universities with predominantly minority enrollment, including those designated as historically black colleges and universities as well as Hispanic serving colleges and universities.
 - c. Maintain contact with various civic and community groups that can facilitate female and minority applicants to HACA.
 - d. Review all employment selection devices (tests, interviews, etc.) to ensure they are non-discriminatory.
 - e. Provide Department Directors and Vice Presidents with EEO statistics for their division.
 - f. Provide EEO training to employees, supervisory personnel, Department Directors, and Vice Presidents.
4. It is the responsibility of Supervisors, Department Directors, Vice Presidents, and the President/CEO to:
 - a. Promote a climate that fosters and implements equal employment opportunity in all personnel matters (hiring, promotion, training, etc.);
 - b. Hire, promote, and conduct all aspects of departmental operations according to the Affirmative Action goals; and
 - c. Attempt to resolve EEO complaints informally through supervisory channels.

F. AMERICANS WITH DISABILITIES ACT

HACA is committed to complying with the Americans with Disabilities Act of 1990, as amended. As such, it is the policy of the agency to administer all of its personnel policies, including employment, applications, job qualifications, job specifications, recruitment practices, job structuring, orientation, training, counseling, grievance procedures, evaluation, advancement, discipline and termination - so that there is no discrimination against qualified individuals with disabilities. It is the policy of the Agency to inform employees and job applicants about the right to reasonable accommodations and to provide any and all such reasonable accommodation in the most cost-effective manner unless such would impose an "undue hardship" for the Agency. This determination will be made on a case-by-case

basis, dependent upon the facts involved. No employee or applicant for employment will be denied employment because of the need for reasonable accommodation.

G. SEXUAL AND OTHER UNLAWFUL HARASSMENT

HACA is committed to providing a productive work environment free of unlawful harassment. In order to do so, we must maintain an atmosphere of mutual respect.

To maintain a respectful environment, we must all be sensitive to the differences between welcome, positive personal interaction and unwelcome or uncomfortable interaction. We ask all employees to become familiar with this policy and actively strive to achieve the goal of a harassment-free workplace.

Unlawful Harassment in General

HACA is committed to the maintenance of a working environment free from all forms of discrimination and unlawful harassment of any employee or applicant for employment. HACA is also committed to providing a work environment which is free from conduct that unreasonably interferes with an individual's work performance and/or creates an intimidating, hostile, or offensive working environment. Such conduct, when based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. All employees will be subject to appropriate disciplinary action, up to and including termination, for any unlawful harassment based on any protected class.

Sexual Harassment

It is illegal and against HACA's policy for any employee, male or female, to sexually harass another employee of the opposite or the same sex. Sexual harassment is defined as "unwelcomed" sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- (a) submission to such conduct is an explicit or implicit condition of employment;
- (b) submission to or rejection of such conduct is used as the basis for or as a factor in any employment decision affecting the individual; or
- (c) such conduct has the purpose or effect of (i) unreasonably interfering with an individual's work performance, or (ii) creating an intimidating, hostile, or offensive working environment.

The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent comments on a worker's sexual preferences or the display of obscene or sexually oriented photographs, drawings or items. However, conduct or actions that arise out of a personal or social relationship and that are not intended to have a discriminatory effect may not be viewed as harassment. HACA will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstances of each situation.

This policy prohibits harassment in any form, including verbal, physical or visual harassment. Examples of such harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, photography, cartoons, drawings, items or gestures in the workplace.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work, directed at an employee because of sex or race or any other protected basis.
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe individual, suggestive or obscene invitations.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct such as leering or displaying sexually suggestive objects.
- Sexually degrading words to describe an individual.
- Suggestive notes, letters or invitations.
- Messages or information viewed, stored and/or transmitted by use of our electronic resources with content that may reasonably be considered offensive to any employee.
- Retaliation for having reported or threatened to report harassment.

HACA does not tolerate vulgar, abusive, humiliating or threatening language, practical jokes, or other inappropriate behavior in the work place. HACA will not condone any sexual harassment of its employees, vendors or customers by any means. This includes persistent unwanted advances on another individual while representing HACA. All workers, including supervisors and managers, will be subject to appropriate disciplinary action, up to and including termination, for any act of sexual harassment they commit.

Responsibility of Employees and Applicants

If you witness harassment or believe that you have been harassed, you should advise the harasser, if practical in the circumstances, that such behavior is offensive and unwelcome and will be reported if continued. If you are uncomfortable confronting the harasser directly or if the harassment continues, the following steps should be followed in reporting a complaint of harassment.

Notify the appropriate person

If you believe you have been unlawfully harassed, provide a written and signed complaint as soon as possible to (i) your supervisor, (unless he or she is the harasser); or (ii) HACA's Human Resources Department. To the extent possible, all notifications will be kept confidential.

Description of misconduct

Your complaint should include the details of the incident(s), the names of the individuals involved and the names of any witnesses. If you believe you are being harassed, you are encouraged to keep a detailed, written record of the objectionable conduct. HACA will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

Investigation

Once a complaint has been filed, we will investigate promptly. We will, to the extent practical, maintain the privacy and confidentiality of the party's interests, and we will request the same from all employees involved in the investigation. The investigation may include questioning all parties involved in the incident, as well as interviewing any employees who may have knowledge of the incident in question or other related incidents. Employees found to have engaged in harassment are subject to discipline, including warnings, suspensions, and immediate termination of employment. If our investigation is inconclusive, we will take such action as deemed necessary in the circumstances to remind appropriate personnel of our policy to avoid possible harassment in the future.

Protection against retaliation

An employee who in good faith raises a concern or makes a report will not be retaliated against in any way. Any report of retaliation by the one accused of harassment, or by employees or management will also be immediately,

effectively, and thoroughly investigated in accordance with HACA's investigation procedure outlined above. If a complaint of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

We encourage all employees to immediately report any incidents of harassment forbidden by this policy, so that complaints can be quickly and fairly resolved. All Vice Presidents, Directors, Managers and supervisors are obligated to report all instances in which they have information that leads them to believe that any employee has been the target of harassment, whether or not they have received a formal complaint. Failure to do so may result in disciplinary action.

H. ANTI-BULLYING POLICY

HACA maintains a zero tolerance for bullying in the workplace. HACA promotes a positive work environment for all employees. Bullying in the workplace is prohibited.

Definition:

Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:

1. Threatening, humiliating, or intimidating, or
2. Work interference – sabotage – which prevents work from getting done, or
3. Verbal abuse.

How to report:

Employees who perceive themselves as experiencing bullying should first ask the perpetrator(s) to stop bullying them. If the behavior continues, the employee should report the behavior to either their immediate supervisor (unless he or she is the bully) or to the Human Resources Department.

Consequences:

An employee found to have bullied another employee will be subject to disciplinary action up to and including termination.

I. ETHICS

1. FINANCIAL AND PERSONAL DEALINGS WITH CLIENTS

a. Employees of HACA are not to have any financial dealings with clients, residents, contractors, or competitors during the period of time that the clients, contractors, or competitors are considered in active status (that is, applying for, negotiating or completing any business transaction[s] with HACA). This provision includes personal loans of money or property between HACA employees and employees of clients, contractors, competitors (individuals or agencies), residents, clients, or the acceptance of gifts by either party from the other of whatever value or nature.

b. All HACA personnel are to maintain professional and appropriate ethics in dealing with all persons and clients, residents, contractors, and competitors (individuals or as agencies). In addition, employees are to refrain from personal involvement of any kind that would in any way reflect negative or discredit HACA or the individual involved.

c. All HACA personnel will hold in strictest confidence and will not disclose, use, lecture upon, or publish any of HACA's proprietary information or confidential information that is provided to or made accessible to employees during their at-will employment, except as such disclosure, use, or publication

may be required in connection with an employee's job duties or unless HACA's President/CEO or his or her designee expressly authorizes such in writing, or if asked questions under oath in a court or administrative proceeding.

d. Violation of any of the above ethical guidelines may result in disciplinary action up to and including termination.

2. CONFLICT OF INTEREST

HACA's standards of conduct govern HACA's officers, directors, supervisors, employees, or agents engaged in the award and administration of HACA contracts, including without limitations, HACA procurement contracts and HACA's subsidiaries' contracts, as follows:

a. A conflict of interest arises when a situation has the potential to undermine the impartiality of an employee because of the possibility of a clash between the employee's self-interest and professional interest or public trust. This includes inappropriate interaction with any of the following: an officer, employee, or other representative of HACA involved in making the award and/or administering the contract; any member of his or her immediate family; his or her partner; or an organization which employs or is about to employ any of the above.

b. No officer, director, supervisor, employee, or agent of HACA shall participate in the selection, award, or administration of a HACA contract if a conflict of interest, real, apparent, or implied, could be involved.

c. No officer, employee, or Board Commissioner of HACA, during his/her tenure or for one (1) year after their employment or service ends, shall have any interest, direct or indirect, in the selection, award, or administration of any HACA contract. Former employees may be engaged within one (1) year of employment with HACA at the discretion of the President/CEO.

d. All HACA officers, directors, supervisors, and employees shall sign an annual statement disclosing any potential conflict of interest in any HACA contract as defined by 2(a) above.

In certain positions, employees may come into contact with sensitive information used to compete for government or other contracts. In these circumstances, the employee may be required to sign a separate non-proprietary information agreement to ensure that the employee does not use any information gained at HACA to work with or assist a competitor.

J. PRINCIPLES OF PUBLIC SERVICE

In addition to the ethics and standards of conduct, all HACA employees will abide by the following six (6) principles of public service.

TRUSTWORTHINESS. HACA employees perform their duties with honesty and integrity in conduct and communication. Employees conduct business with competence, fairness, impartiality, efficiency, and effectiveness to enhance the services provided by HACA and the public's trust.

RESPONSIBILITY. HACA employees take responsibility for actions, decisions, and statements that impact the Austin affordable housing community and the public. Employees effectively use public resources entrusted to HACA for the benefit of program participants, the city, and the public good.

RESPECT. HACA employees treat others with professionalism, consideration, and courtesy. Employees respect other's opinions and beliefs, value individual differences, and seek to reach new solutions based on consensus.

CARING. HACA employees build professional relationships with colleagues, peers, residents, program participants, community partners, business partners, and the public based on the highest standards of fairness and consideration. These standards are the foundation of a caring professional environment that supports mutual respect, collaboration toward common goals, and excellence in job performance.

CITIZENSHIP. HACA employees strive to be good stewards of the public's trust and public resources. They honor and abide by HACA policies and the laws of the City of Austin, the State of Texas, and the United States.

FAIRNESS. HACA employees conduct business with the public and co-workers in an equitable, impartial, and honest manner, without prejudice or favoritism. Decisions are based on objective and balanced judgment and are in accordance with HACA's mission, established policies, and procedures.

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Chapter 2

FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION

This chapter explains the laws and Department of Housing and Urban Development (HUD) regulations requiring Public Housing Authorities (PHAs) to affirmatively further civil rights and fair housing in all federally-assisted housing programs. The letter and spirit of these laws are implemented through consistent policy and processes. The responsibility to further nondiscrimination pertains to all areas of the PHA's public housing operations.

This chapter describes HUD regulations and PHA policies related to these topics in three parts:

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA regarding nondiscrimination.

Part II: Policies Related to Persons with Disabilities. This part discusses the rules and policies of the public housing program related to reasonable accommodation for persons with disabilities. These rules and policies are based on the Fair Housing Act (42.U.S.C.) and Section 504 of the Rehabilitation Act of 1973, and incorporate guidance from the Joint Statement of The Department of Housing and Urban Development (HUD) and the Department of Justice (DOJ), issued May 17, 2004.

Part III: Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of the PHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

PART I: NONDISCRIMINATION

2-I.A. OVERVIEW

Federal laws require PHAs to treat all applicants and tenant families equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The PHA will comply fully with all federal, state and local nondiscrimination laws and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)

- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- The Violence against Women Act of 2013 (VAWA)
- The Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the Federal Register February 3, 2012
- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted

When more than one civil rights law applies to a situation, the laws will be read and applied together.

2-I.B. NONDISCRIMINATION

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as PHA policies, can prohibit discrimination against additional classes of people.

Except as allowed by law, the PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability or national origin (called “protected classes”).

Familial status includes one or more individuals under the age of 18 living with 1) a parent or another person having legal custody of such individual or individuals or 2) the designee of such parent or other person having such custody, with the written permission of such parent or other such person. The familial status protections shall also apply to any person who is pregnant or is in the process of securing legal custody of any individual who has not yet attained the age of 18 years.

The PHA will not discriminate on the basis of marital status, gender identity or sexual orientation [FR Notice 02/03/12].

HACA Policy

HACA will not discriminate against other protected classes including: students or people with Acquired Immune Deficiency or HIV status (“AIDS/HIV” status).

HACA will not use any of these factors to:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the public housing program.
- Provide housing that is different from that provided to others.
- Subject anyone to segregation or disparate treatment.
- Restrict anyone's access to any benefit enjoyed by others in connection with the housing program.
- Treat a person differently in determining eligibility or other requirements for admission.

- Steer an applicant or tenant toward or away from a particular area based on any of these factors.
- Deny anyone access to the same level of services.
- Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program.
- Discriminate in the provision of residential real estate transactions.
- Discriminate against someone because they are related to or associated with a member of a protected class.
- Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons who are members of a protected class.

Providing Information to Families

The PHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, the PHA will provide information to public housing applicant families about civil rights requirements.

Discrimination Complaints

If an applicant or tenant family believes that the PHA has discriminated against any family member, the family should advise the PHA. HUD requires the PHA to make every reasonable attempt to determine whether the applicant's or tenant family's assertions have merit and take any warranted corrective action.

HACA Policy

HACA shall conspicuously post a Fair Housing and Equal Opportunity poster and the toll-free Discrimination Complaint hotline number at each public housing development's community bulletin board and at the HACA central administration office.

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify HACA either orally or in writing.

HACA will attempt to remedy discrimination complaints made against HACA.

Upon request, HACA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

In addition to the policies outlined in the ACOP, HACA further complies with fair housing laws through the implementation of the Affirmatively Furthering Fair Housing Plan as adopted by the HACA Board of Commissioners.

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.

The PHA must ensure that persons with disabilities have full access to the PHA's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the public housing program [24 CFR 8].

The PHA must provide a notice to each tenant that the tenant may, at any time during the tenancy, request reasonable accommodation of a handicap of a household member, including reasonable accommodation so that the tenant can meet lease requirements or other requirements of tenancy [24 CFR 966.7(b)].

HACA Policy

HACA will advise applicants and resident families in writing of their right to request accommodations, on the intake application, reexamination documents and notices of adverse action by HACA, by including the following language:

“The Housing Authority is committed to compliance with the Americans with Disabilities Act and the Fair Housing Act. If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Housing Authority by calling (512) 477-4488. Se habla español.”

The applicant or resident can request a reasonable accommodation from the Admissions Director or from their assigned Public Housing Manager. The Vice Presidents of Housing and Community Development will be the Reasonable Accommodation Coordinators for public housing.

2-II.B. DEFINITION OF REASONABLE ACCOMMODATION

A “reasonable accommodation” is a change, exception or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the PHA, or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and Section 2-II.E), the PHA shall accommodate the needs of a person with disabilities. Examples may include but are not limited to:

- Permitting applications and reexaminations to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.

- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a PHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff.
- Displaying posters and other housing information in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair.

2-II.C. REQUEST FOR AN ACCOMMODATION

If an applicant or participant indicates that an exception, change or adjustment to a rule, policy, practice or service is needed because of a disability, HUD requires that the PHA treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to the PHA's programs and services.

If the need for the accommodation is not readily apparent or known to the PHA, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

HACA Policy

HACA will encourage the family to make its request in writing using a reasonable accommodation request form that is available from the Public Housing Manager or the central administration office. However, HACA will consider the accommodation request any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

2-II.D. VERIFICATION OF DISABILITY

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability that is used for waiting list preferences and income allowances.

Before providing an accommodation, the PHA must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to the PHA's programs and services.

If a person's disability is obvious or otherwise known to the PHA, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, the PHA will follow the verification policies provided in Chapter 7. All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16. In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a non-medical service agency or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].
- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.
- In the event that the PHA does receive confidential information about a person's specific diagnosis, treatment, or the nature or severity of the disability, the PHA will dispose of it. In place of the information, the PHA will note in the file that the disability and other requested information have been verified, the date the verification was received, and the name and address of the knowledgeable professional who sent the information [Notice PIH 2010-26].

2-II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION

[Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26]

The PHA must approve a request for an accommodation if all following four conditions are met.

- The request was made by or on behalf of a person with a disability.
- There is a disability-related need for the accommodation.
- The requested accommodation is indeed for the purpose of affording a person with a disability an equal opportunity to use and enjoy a program, service or dwelling under the program.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and/or administrative burden on the PHA, or fundamentally alter the nature of the PHA's operations.

Requests for accommodations must be assessed on a case-by-case basis. The determination of undue financial and administrative burden must be made on a case-by-case basis involving

various factors, such as the overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve the request, the PHA may enter into discussion and negotiation with the family, request more information from the family or may require the family to sign a consent form so that the PHA may verify the need for the requested accommodation.

HACA Policy

After a request for an accommodation is presented, HACA will respond, in writing, within 30 calendar days.

If HACA denies a request for an accommodation, the notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If HACA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and/or administrative burden or fundamentally alter the nature of HACA's operations), HACA will either list recommended alternatives or include a request to discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden. The family will be given 30 days from the date of the written notice to respond and discuss alternative accommodations with HACA.

If the family does not respond to HACA within 30 days of the notice, or if HACA believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, HACA will notify the family, in writing, of its determination within 30 days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

2-II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

HUD regulations require the PHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to the PHA's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, the PHA shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

HACA Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display /teletype) communication will be available. This service is available through Relay Texas. Relay Texas provides telephone-interpreting service between people who can hear ('voice' users) and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

Additional accommodations include providing sign language interpreters, at HACA's expense, for scheduled appointments and meetings, upon advance request of the hearing impaired resident or applicant.

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with HACA staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication include having material explained orally by staff, or having a third party representative (a friend, relative or advocate, named by the applicant/resident) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. PHYSICAL ACCESSIBILITY

The PHA must comply with a variety of regulations pertaining to physical accessibility, including the following.

- Notice PIH 2010-26
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990
- The Architectural Barriers Act of 1968
- The Fair Housing Act of 1988

The PHA's policies concerning physical accessibility must be readily available to applicants and resident families. They can be found in three key documents:

- This policy, the Admissions and Continued Occupancy Policy, describes the key policies that govern the PHA's responsibilities with regard to physical accessibility.
- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally-funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment and transition plans.

The design, construction or alteration of PHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Notice PIH 2010-26 contains specific information on calculating the percentages of units for meeting UFAS requirements.

Newly constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the public housing program.

2-II.H. DENIAL OR TERMINATION OF ASSISTANCE

A PHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 966.7].

When applicants, including persons with disabilities, are denied assistance, the notice of denial must inform them of their right to request an informal hearing [24 CFR 960.208(a)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the informal hearing, or the denial shall remain final.

When a family's lease is terminated, the notice of termination must inform the family of their right to request a hearing in accordance with the PHA's grievance process [24 CFR 966.4(l)(3)(ii)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the grievance hearing, or the termination decision shall remain final.

When reviewing reasonable accommodation requests, the PHA must consider whether reasonable accommodation will allow the family to overcome the problem that led to the PHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, the PHA must make the accommodation [24 CFR 966.7].

In addition, the PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing process [24 CFR 966.56(h)].

HACA Policy:

The accommodation must be requested with advance notice to allow HACA to make the necessary arrangements, for example, contacting a sign language interpreter agency to schedule an interpreter for a hearing.

PART III: IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

2-III.A. OVERVIEW

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the public housing program. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin. This part incorporates the Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

The PHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. For the purposes of this ACOP, LEP persons are public housing applicants and resident families and parents and family members of applicants and resident families.

In order to determine the level of access needed by person with LEP, the PHA will balance the following four factors: (1) the number or proportion of persons with LEP eligible to be served or likely to be encountered by the public housing program; (2) the frequency with which persons with LEP come into contact with the program; (3) the nature and importance of the program, activity or service provided by the program to people's lives; and (4) the resources available to the PHA and costs. Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the PHA.

2-III.B. ORAL INTERPRETATION

HACA will offer competent interpretation services free of charge, upon request, to the LEP person.

HACA Policy

HACA will utilize a language line for telephone interpreter services.

Where LEP persons desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services offered by HACA. The interpreter may be a family member or friend.

HACA will analyze the various kinds of contacts it has with the public, to assess language needs and decide what reasonable steps should be taken. "Reasonable steps" may not be reasonable where the costs imposed substantially exceed the benefits.

Where feasible and possible, according to its language assistance plan (LAP), HACA will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

2-III.C. WRITTEN TRANSLATION

Translation is the replacement of a written text from one language into an equivalent written text in another language.

HACA Policy

In order to comply with written-translation obligations, HACA has taken the following steps:

HACA has provided written translations of vital documents for the eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Such documents include but are not limited to: housing application, public housing lease, House Rules, annual lease renewal documents, lease termination notices and grievance hearing notices. Translation of other documents, if needed, can be provided, upon request.

If there are fewer than 50 persons in a different LEP language group, HACA may not translate vital written materials, but will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

2-III.D. IMPLEMENTATION PLAN

After completing the four-factor analysis and deciding what language assistance services are appropriate, the PHA shall determine whether it is necessary to develop a written implementation plan to address the identified needs of the LEP populations it serves.

If the PHA determines that it is not necessary to develop a written implementation plan, the absence of a written plan does not obviate the underlying obligation to ensure meaningful access by persons with LEP to the PHA's public housing program and services.

HACA Policy

HACA has developed a written LEP plan/standard operating procedure. The following five steps were taken when developing the plan. HACA: (1) Identified persons with LEP who need language assistance; (2) identified language assistance measures; (3) trained staff; (4) provided notice to persons with LEP; and (5) is monitoring and updating the LEP plan as needed. The plan will be reviewed on an ongoing basis and will be updated as needed to address the needs of HACA's LEP population.

**EXHIBIT 2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER
FEDERAL CIVIL RIGHTS LAWS [24 CFR Parts 8.3 and 100.201]**

A person with a disability, as defined under federal civil rights laws, is any person who:

- Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual.
- Has a record of such impairment.
- Is regarded as having such impairment.

The phrase “physical or mental impairment” includes:

- Any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness and specific learning disabilities. The term “physical or mental impairment” includes, but is not limited to: such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.
- “Major life activities” includes, but is not limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, speaking, learning and/or working.
- “Has a record of such impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major live activities.
- “Is regarded as having an impairment” is defined as having a physical or mental impairment that does not substantially limit one or more major life activities but is treated by a public entity (such as the PHA) as constituting such a limitation; has none of the impairments defined in this section but is treated by a public entity as having such an impairment; or has a physical or mental impairment that substantially limits one or more major life activities, only as a result of the attitudes of others toward that impairment.

The definition of a person with disabilities does not include:

- Current illegal drug users.
- People whose alcohol use interferes with the rights of others.
- Persons who objectively pose a direct threat or substantial risk of harm to others that cannot be controlled with a reasonable accommodation under the public housing program.

The above definition of disability determines whether an applicant or participant is entitled to any of the protections of federal disability civil rights laws. Thus, a person who does not meet this definition of disability is not entitled to a reasonable accommodation under federal civil rights and fair housing laws and regulations.

The HUD definition of a person with a disability is much narrower than the civil rights definition of disability. The HUD definition of a person with a disability is used for purposes of receiving the disabled family preference, the \$400 elderly/disabled household deduction, the allowance for medical expenses or the allowance for disability assistance expenses.

The definition of a person with a disability for purposes of granting a reasonable accommodation request is much broader than the HUD definition of disability. Many people will not qualify as a disabled person under the public housing program, yet an accommodation is needed to provide equal opportunity.

EXCERPT FROM TENANT SELECTION PLAN

FAIR HOUSING POLICIES

FAIR HOUSING

The owner/agent will not discriminate in any of the following ways:

- Deny to any household the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs,
- Provide housing which is different than that provided others,
- Subject a person to segregation or disparate treatment,
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program,
- Treat a person differently in determining eligibility or other requirements for admission,
- Deny a person access to the same level or services, or
- Deny a person the opportunity to participate in a planning or advisory group which is an integral part of the housing program.

The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability, and familial status. In addition, the city of Austin has added Fair Housing protections based on creed, student status, marital status, sexual orientation, gender identity and age.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The owner/agent complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance from HUD.

SECTION 504 OF THE REHABILITATION ACT OF 1973

The owner/agent complies with Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination, based on the presence of a disability in all programs or activities operated by recipients of federal financial assistance.

Although Section 504 protections often overlap with the disability discrimination prohibitions included in the Fair Housing Act, Section 504 differs in that it imposes broader affirmative obligations to make their programs, as a whole, accessible to persons with disabilities.

- Coordinating Efforts to Comply with Section 504 Requirements
The owner/agent has designated a person to address questions or requests regarding the specific needs of residents and applicants with disabilities. This person is referred to as the Section 504 Coordinator.

Name of Section 504 Coordinator:	Vice President of Housing and Community Development
Address:	1124 S IH 35, Austin, TX 78704
Phone Number:	(512) 477-4488
TDD/TTY Number:	1-800-735-2989 Or 711 Voice Relay

- Requests for Reasonable Accommodation or Modification

In accordance with the Fair Housing Act and Section 504 of the Rehabilitation Act, the owner/agent will make reasonable accommodations or modifications for individuals with disabilities (applicants or residents) unless these modifications would change the fundamental nature of the housing program or result in undue financial and administrative burden. Please see HACA's Reasonable Accommodation Policy for additional information.

PRIVACY POLICY

It is the policy of the owner/agent to guard the privacy of individuals conferred by the Federal Privacy Act of 1974 and to ensure the protection of such individuals' records maintained by the owner/agent.

Neither the property owner/agent nor its agents shall disclose any personal information contained in its records to any person or agency, other than HUD, its Contract Administrators or other federal/state entity or investor auditing entities, unless the individual about whom information is requested gives written consent to such disclosure. Such consent may be provided in an equally effective manner, as a reasonable accommodation, when there is the presence of a disability.

This Privacy Policy in no way limits the owner/agent's ability to collect such information to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013

The owner/agent understands that, regardless of whether state or local laws protect victims of domestic violence, dating violence, sexual assault or stalking, people who have been victims of violence have certain protections provided through the Violence Against Women Reauthorization Act of 2013 (VAWA 2013).

If any applicant or resident wishes to exercise the protections provided in the VAWA 2013, he/she should contact the owner/agent immediately. The owner/agent will not assume that any act is a result of abuse covered under the VAWA 2013. In order to receive the protections outlined in the VAWA 2013, the applicant/applicant must specify that he/she wishes to exercise these protections. The owner/agent will provide an individual with a copy of the VAWA Policy upon request.

THE EQUAL ACCESS RULE

The owner/agent ensures that HUD's core housing programs are open to all eligible persons regardless of sexual orientation, gender identity or marital status in accordance with *The Equal Access Rule*.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Limited English Proficiency Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-2 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to establish the procedures management staff will follow when working with persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
- B. SCOPE:** Includes guidance to ensure that individuals with limited English proficiency (LEP) may effectively participate in and have equal access to Multifamily Housing programs and to ensure compliance with Title VI regarding discrimination based on national origin.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• <i>I Speak</i> cards
Other Essential SOPs or documents:	<ul style="list-style-type: none">• N/A
Other Resources:	<ul style="list-style-type: none">• 4350.3 REV 1, Change 4, Chapter 2• January 22, 2007 Notice: Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons• Executive Order 13166, titled "Improving Access to Services by Persons with Limited English Proficiency."• <i>Masterword Language Line</i> (phone # to be added)

Overview:



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

The Housing Authority of the City of Austin (O/A) has taken affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. This policy is applicable to persons with LEP currently housed on O/A properties as well as applicants.

For persons with LEP, language may be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the O/A.

In certain circumstances, failure to ensure that persons with LEP can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition under Title VI against discrimination based on national origin.

This SOP incorporates the Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003, in the Federal Register.

D. PROCEDURE:

Application

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to determine the level of access needed by a person with LEP, the O/A will balance the following four factors:
 - (1) The **number or proportion** of persons with LEP eligible to be served or likely to be encountered by management staff;
 - (2) The **frequency** with which persons with LEP come into contact with management staff;
 - (3) The **nature and importance** of the program, activity or service provided by the O/A to people's lives; and
 - (4) The **resources available** to the O/A and the costs.

Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the O/A.

Oral Interpretation



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1. At appointments, informational briefings, informal hearings or situations in which health, safety or access to important benefits and services are at stake, the O/A will generally offer, or ensure that the family is offered through other sources, competent interpretation services free of charge to the person with LEP.
2. Where feasible, the O/A trains and hires bilingual staff to be available to act as interpreters and translators. Where feasible and possible, the O/A will encourage the use of qualified community volunteers.
3. Where persons with LEP desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services that may be offered by the O/A.
4. If a client speaks a language other than Spanish, or if the O/A does not have a staff member available that can interpret in the language of the client, staff may use the *Masterword Language Line* (phone # to be added).
 - a. When the call is placed, the caller will identify him or herself and will use the O/A name as the account number.
 - b. They will then request the language they need.
 - c. Management staff will get approval, via email, from the Community Director (CD) before using this service.
 - d. A log will be kept by management staff documenting the applicant's/resident's name, the language needed, the date of the call and approximate duration of the call.
 - e. A copy of the log will be provided to the purchasing department to back-up the invoice.
 - f. Management staff may also use *I Speak* cards to help identify the language needed.
5. For persons with hearing impairments, if applicant/resident requests interpreting services, management staff will contact CSD services at (512) 837-8030.

Written Translation

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to comply with written translation obligations, the O/A has completed extensive written translations of vital Multifamily housing program documents into Spanish for LEP purposes. Such documents include but are not limited to: the housing application, briefing packet, lease, house rules, O/A zero tolerance policy, mold addendum, minimum rent hardship exemption notice, annual recertification packet,



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notice of rent change, termination notices, VAWA lease addendum and notice of grievance hearing. Translated documents are included in the Spanish translation folder for staff to access. Other documents, if needed, can be provided orally upon request. Most Multifamily HUD documents and forms are available in many languages at www.hud.gov.

3. If there are fewer than 50 persons in a different LEP language group, O/A will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

Staff Procedures

1. Upon a client's request, management staff will provide the applicant/resident forms in the preferred language when available.
2. For processing purposes, management staff will have the applicant/resident sign all English language forms as well as non-English forms.
3. For any future correspondence after the preferred language is identified, staff will provide notifications in Spanish for clients who indicated they prefer notices in Spanish. For other languages, if the document translation is not available, staff will provide oral interpretation of documents if requested following the procedures described in step 3 under "Written Translations".

No additional procedures are required for units layered with LIHTCs.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Reasonable Accommodation Procedures

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-1 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to relate to staff the proper procedures to follow when an applicant/resident requests a reasonable accommodation (RA).
- B. SCOPE:** Includes procedures for determining eligibility for an RA, verification of the disability-related need for the RA, response to a request, approval or denial and documentation requirements.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• Reasonable Accommodation Request form• Consent to release information for verification• Verification Request form
Other Essential SOPs or documents:	<ul style="list-style-type: none">• H-15 Reasonable Accommodation Modifications
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ), issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• HUD "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons," 72 FR 2732 (January 22, 2007)



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- 10 TAC Chapter 1, Subchapter B
- 10 TAC §10.610 Written Policies and Procedures

OVERVIEW:

DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS (24 CFR PARTS 8.3 AND 100.201)

A person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activities, such as seeing, hearing, walking, breathing, performing manual tasks, caring for oneself, learning and speaking. This list is not exhaustive; see the O/A form regarding Definition of a Person with a Disability under Federal Civil Rights Laws (24 CFR Parts 8.3 and 100.201).

WHEN THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (O/A) WILL INFORM APPLICANTS AND RESIDENTS OF THE RIGHT TO REQUEST A REASONABLE ACCOMMODATION:

- The O/A will inform applicants and residents of their right to request a reasonable accommodation at the time of application, at initial briefings and at annual re-examination.
- The O/A will also post notices in centralized areas on community and administration bulletin boards.

WHO MAY REQUEST A REASONABLE ACCOMMODATION:

- Any family that includes a person with a disability assisted under the Multifamily Housing program may request a reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.
- Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial or administrative burden” for the O/A, or result in a “fundamental alteration” in the nature of the program or service offered.

SUCH REQUEST FOR REASONABLE ACCOMMODATIONS MAY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Permitting applications to be completed by mail.



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- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- A change in the way the O/A communicates or provides information.
- A change in the rules or policies to give you an equal opportunity to use the facilities or take part in the Public Housing program.
- For persons with vision impairments, large print or audio versions of key program documents.
- For public meetings or presentations, request for one-on-one assistance.
- Request for a sign language interpretation.
- Request for a transfer to a 504-accessible unit.

D. PROCEDURE:

PROCEDURE FOR REQUESTING A REASONABLE ACCOMMODATION

- A request is made when a person with a disability, or someone on their behalf, requests a change, exception or adjustment to a rule, policy, practice or service because of their disability; the words "reasonable accommodation" are not required.
- Management staff should ask the applicant/resident to put the request in writing, if they can, but cannot require the applicant/resident to put the request in writing. Applicants and residents may use the *Request for Reasonable Accommodation form* (available in English and in Spanish) or may make an oral request.
- When a family makes an oral request, the staff member who receives the request should complete a memo to file documenting the request.



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- Management staff should never offer an accommodation until one has been specifically requested. Treating people differently because of a perceived disability is discrimination. Each case should be treated on its individual merits to avoid discrimination.

VERIFICATION REQUIRED

- If an applicant/resident requests a reasonable accommodation due to a disability, management staff may request that the individual sign a consent to the release of information, for verification of disability and/or verification of the nexus between the disability and the need for the RA.
- Management staff may request verification from a third party when consent is given by the applicant/resident. Management staff will request only the specific information that is necessary to make a decision.
- Limiting verifications to only physicians is not allowed. Management staff may accept verifications from a qualified individual who is competent to render the opinion and knowledgeable about the person's situation.
- If a person's disability is obvious, or otherwise known to management staff, and if the need for the requested accommodation is also readily apparent or known, no further documentation will be required. However, a memo to file will be included documenting why no further documentation was required.

LIMITATIONS ON WHAT CAN BE REQUESTED OR REQUIRED:

Unless it is relevant to whether the applicant or resident qualifies for the program or type of designated housing, or accommodation, management staff **will not**:

- ask if a person has a disability,
- ask for the nature or extent of the disability,
- ask any question that would require the disabled person to waive or disclose a medical condition or history, or
- ask if any other family member has a disability.

RESPONDING TO REQUEST FOR REASONABLE ACCOMMODATIONS:

- All requests for reasonable accommodations should be forwarded to the Community Director, and if made in writing, should be date stamped by the manager to document when the request was received. If the request was made verbally, a brief memo to the Community Director outlining the applicant/resident's request is to be submitted. The Community Director will determine if the request should be forwarded to the Vice President of Housing and Community Development if necessary. A written response to the applicant/resident will be sent within 30 calendar days. Therefore, all reasonable



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accommodation requests should be forwarded to the Community Director within one business day after receipt for review and response. Ensure a copy of the request is also forwarded to the Compliance Coordinator.

- All denials must inform the applicant/resident of their right to appeal the decision. Denial letters will be drafted and sent by the Community Director or Vice President.
- Only the President/CEO, a Vice President or the Director of Planning and Development has the authority to alter policies and approve physical alterations to units or buildings. Therefore, all formal requests which would require altering policies, structures or practices must be forwarded by the Community Director to the department's Vice President and the Director of Planning and Development for review. This includes informal hearing decisions to grant reasonable accommodation.
- Once a physical alteration/modification is approved, the Community Director will delegate the work to appropriate staff. If a contractor is involved, the Inspections Coordinator is responsible for overseeing the project.

THINGS TO CONSIDER WHEN APPROVING OR DENYING A REASONABLE ACCOMMODATION REQUEST:

The O/A will consider the specific request and the following:

- The cost of the requested accommodation;
- The O/A's financial resources;
- The benefits the accommodation will provide to the family; and
- The availability of alternatives.

VALID REASONS FOR DENIAL:

- The request was not made by or on behalf of a person with a disability.
- There is no obvious or verifiable relationship (nexus) between the requested accommodation and the individual's disability.
- The request is not reasonable because it imposes an undue financial or administrative burden on the O/A.
- The request is not reasonable because it would fundamentally alter the nature of the O/A's operations.
- The request is not reasonable because the physical alteration would impair the unit's structural integrity.
- The ADA does not protect persons who are currently using illegally use controlled substances. (The Act does protect persons recovering from substance abuse.)



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- The ADA does not protect an individual with a disability whose tenancy would constitute a “direct threat” to the health or safety of others or result in substantial physical damage to the property of others unless the threat can be eliminated or significantly reduced by the reasonable accommodation.
- If denied, the O/A will consider the availability of alternative accommodations that would effectively meet the family’s disability-related needs. If such alternatives exist, and are reasonable, management staff will discuss and/or offer such alternatives to the family. The family is not required to accept an alternative offer.
- The O/A may not require persons with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

REQUIRED DOCUMENTATION AND TRACKING REASONABLE ACCOMMODATION

REQUESTS:

- Management staff will keep written and digital proof that good-faith, individual consideration was given to the person requesting the accommodation. Therefore, management staff will document the request and the steps taken to address the request. Documentation will include, at minimum, the date and nature of request and final decision.
- A copy of the request for the reasonable accommodation and response will be kept in the applicant/resident file.
- Community Managers are to provide a copy of all documents and information related to reasonable accommodations to the Community Director and to the Compliance Coordinator. The Community Director will provide the Vice President a digital copy (via email) and a hard copy for approval.
- After the Vice President’s final decision, management staff will scan the complete RA packet into Yardi, including date of request, type of reasonable accommodation requested, date of decision and a brief summary of the decision and whether the request was approved or denied.
- **Confidentiality:** Management staff will keep disability verifications confidential. The O/A will only request/accept verifications that the resident meets the HUD Multifamily definition of disabled and/or the nexus between the disability and the need for the requested RA. Any additional medical information received will be destroyed.



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Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation. <http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

- Information on how an applicant or current resident with a disability may request a reasonable accommodation; and
- A timeframe in which the owner will respond to a request.

The policy must not:

- Require a household to make a reasonable accommodation request in writing;
- Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;
- Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or
- Require a household to rent a unit that has already been made accessible.



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Reasonable Accommodation Modifications

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: H-15 Implementation Date: _____

- A. PRINCIPLE:** To provide guidance to maintenance staff on procedures to modify and install equipment requested and approved as a reasonable accommodation (RA) or modification for residents, and to provide guidance for appropriate staff on inspecting and approving reasonable accommodation work completed by contractors.
- B. SCOPE:** Includes definition and examples of an reasonable accommodation and outlines UPCS requirements for physical modifications for some of the most commonly requested reasonable accommodations.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• N/A
Other Essential SOPs or documents:	<ul style="list-style-type: none">• F-1 Reasonable Accommodation Procedures
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ): <i>Reasonable Modifications under the Fair Housing Act</i>, issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• 10 TAC Chapter 1, Subchapter B• 10 TAC §10.610 Written Policies and Procedures



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OVERVIEW

An applicant/resident requested change, exception, or adjustment to a rule, policy, practice, or physical change to the living space of the applicant/resident or common areas of the property, which allows a person with a disability to use and enjoy the dwelling and/or common areas or so that the program is readily accessible and usable by a person with disabilities.

A request for reasonable accommodations may include, but is not limited to, the following:

- Permitting applications to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- Changing the way the O/A communicates or provides information.
- Changing the rules or policies to give you an equal opportunity to use the facilities or take part in the PBRA program.
- Providing large print or audio versions of key program documents for persons with vision impairments,.
- Granting requests for one-on-one assistance for public meetings or presentations. .
- Providing sign language interpretation.
- Allowing a transfer to a 504-accessible unit.



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D. PROCEDURE:

A. INSTALLATION OF GRAB BARS

Standards for installing grab bars are governed by the Uniform Federal Accessibility Standards (UFAS) as follows:

Back Wall of Toilet

- a. Length of grab bars must be a minimum of 36 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Side Wall of Toilet

- a. Length of grab bars must be a minimum of 42 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Foot of Shower Tub

- a. Length of grab bars must be a minimum of 24 inches measure from the outer edge of the tub.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Back Wall of Shower Tub

- a. Two grab bars are required. The grab bar mounted on the back wall shall have a minimum length of 24 inches and shall be located 12 inches maximum from the foot of the tub and 24 inches from the head of the tub. One grab bar shall be located 9 inches above the rim of the tub. The other shall be 33-36 inches above the bathroom floor.
- b. Diameter of grab bars shall be between 1¼ to 1½ inches.



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Head of Shower Tub

- a. At the head of the shower tub grab bars shall have a minimum of 12 inches in length measured from the outer edge of the tub.
- b. Diameter of grab bars shall be between 1 ¼ to 1 ½ inches.

B. ENTRANCE RAMPS

Slope and Rise

- a. The least possible slope shall be used for any ramp.
- b. The maximum slope of a ramp shall be 1:12 ratio. In another words, for every one inch of rise, a length of twelve inches (one foot) shall be supplemented. For example, a rise of 6 inches will require a ramp to be at least 6 feet of length to satisfy the 1:12 rise over run ratio.

Clear Width

The minimum clear width of a ramp shall be 36 inches.

Landings

- a. Ramps shall have level landings at the bottom and top of each run.
- b. The landing shall be as wide as the ramp run leading to it.
- c. If ramps change direction at landings, the minimum landing size shall be 60 inches by 60 inches.

Ramp Hand Rails

- a. If a ramp run has a rise greater than 6 inches or a horizontal projection greater than 72 inches, then it shall have handrails on both sides.
- b. Handrails shall be provided along both sides of ramp segments. The inside handrails on switchback or dogleg ramps shall always be continuous.
- c. If handrails are not continuous, they shall extend at least 12 inches beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface.
- d. Top of handrail gripping surfaces shall be mounted between 30 and 34 inches above ramp surfaces.
- e. Handrails shall not rotate within their fittings.



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C. Hearing Impaired Smoke Detectors

Smoke alarms with sensory stimulation devices other than standard audible devices should be installed in units that are occupied by the deaf or hearing impaired.

Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation.

<http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

Information on how an applicant or current resident with a disability may request a reasonable accommodation; and

A timeframe in which the owner will respond to a request.

The policy must not:

Require a household to make a reasonable accommodation request in writing;

Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;

Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or

Require a household to rent a unit that has already been made accessible.



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Violence Against Women Act (VAWA)

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-3 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to provide guidance to staff for issues related to the Violence Against Women Reauthorization Act of 2013 (VAWA).
- B. SCOPE:** Includes requirements for VAWA notice procedures for staff, residents and applicants claiming protection under VAWA for incidents related to domestic violence, dating violence, sexual assault or stalking.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• HUD 91067 Lease Addendum• HUD 91066 (09/2008) Certification
Other Essential SOPs or documents:	<ul style="list-style-type: none">• D-1 Eviction• Tenant Selection Plan• House Rules
Other Resources:	<ul style="list-style-type: none">• Violence Against Women Reauthorization Act of 2013 (VAWA 2013)• 24 CFR Parts 5, 92, 200, et al.• Federal Register Notice 8/6/13• Notice H 09-15 (VAWA)• 10.TAC §610 Written Policies and Procedures• 10 TAC §613 Lease Requirements

D. PROCEDURE:

Notice Requirements:

Form HUD-91066 and the VAWA Lease Addendum (form HUD-91067) are found in Yardi.



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Form **HUD-91066** is given to:

- Applicants at the time they are given notice of rejection
- Residents at the time of move-in
 - In the move-in packet
- Residents for unit transfers
 - With the Request for Transfer letter
- Residents at annual recertification
 - With the required AR packet (Fact Sheets, etc.)
- In the event of a termination or start of an eviction for cause
 - With termination or eviction notice

All household members 18 years of age and older must sign the VAWA Lease Addendum (form **HUD-91067**) at move-in or, upon notification, within 7 days of their 18th birthday. The form is to be retained in the file according to pink sheet.

VAWA information must be displayed on each site's bulletin board, including how to contact the office to claim protection under the Act. Sites must also display information on how to obtain a copy of the Tenant Selection Plan (TSP) and House Rules, which also contain information on VAWA.

Certification:

If an applicant or resident requests VAWA information, management staff should review VAWA Notice H 09-15 with them in a private setting.

If an applicant or resident requests VAWA protection, management staff should notify their Community Director by email the same business day and submit all documentation immediately after receipt of all required verification(s).

Residents wishing to claim VAWA protection should clearly state what action they are requesting (i.e.: exception to screening criteria for applicant to be admitted, protection from eviction, bifurcation of lease, etc.) and provide verification supporting their claim in the form of at least one of the following:

1. A completed, signed form HUD-91066, providing victim's name, name of abuser/perpetrator if known by the victim and safe to provide, abuser's relationship to victim, date/time/location of incident of violence, and a description of the violence.



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2. A federal, state, tribal, territorial or local police or court or administrative record documenting the domestic violence, dating violence, sexual assault or stalking.
3. Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; or a medical professional. The person signing the documentation must attest under penalty of perjury to the person's belief that the incidents in question are bona fide incidents of abuse. The victim must also sign the documentation.

At management's discretion, protection may be provided based solely on an individual's statement or other corroborating evidence without requiring formal documentation of abuse. Acceptance of the statement or evidence will be documented in the applicant/resident file.

The owner/agent (O/A) will not require third-party verification (2 and 3 above) in addition to certification (1 above) with one exception. In the case where the O/A receives conflicting certification documents from two or more family members (i.e. two members of the household submit a form HUD-91066 claiming to be the victim and naming one or more other petitioning household members as the perpetrator), the applicants/tenants are required to submit verification from a third-party source (2 and 3 above).

Additional documentation is required if the perpetrator of domestic violence is currently a member of the household, and the victim is requesting their removal from the lease (lease bifurcation). The individual seeking protection under VAWA must sign a statement (1) requesting that the perpetrator be removed from the application or lease and (2) certifying that the perpetrator will not be permitted to visit or stay as a guest in the unit.

Whether or not the perpetrator is the head of household, all remaining family members will be moved to a new unit with a new lease, while the perpetrator remains in the original unit on the original lease for purposes of eviction.

Verification(s) must be submitted within 14 business of the VAWA claim, unless an extension is given by management. If the individual fails to provide documentation within this time frame, the O/A will deny the request for protection under VAWA.

Confidentiality:



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All information provided to the O/A regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking (actual or perceived) must be maintained in confidence, in a file separate from the resident file and in a separate filing cabinet, and may not be entered into any shared database. O/A employees or others will not access the information unless they are explicitly authorized to do so and have a need to know the information for purpose of their work. Documentation will not be provided to any related entity or individual, except to the extent that the disclosure (a) is requested or consented to by the individual in writing, (b) is required for use in an eviction proceeding, or (c) is otherwise required by applicable law.

No additional procedures are required for units layered with LIHTCs. Applicant screening criteria must be described in a written Tenant Selection Criteria as described in 10 TAC §10.610 and Lease Requirements in 10 TAC §10.613.

10 TAC §10.610 requires:

- That notice be provided to applicants and current residents about VAWA 2013 protections.
- Written Tenant Selection Criteria be developed and followed. The criteria must not in accordance with VAWA, deny admission on the basis that the applicant has been a victim of domestic violence, dating violence, sexual assault, or stalking.

10 TAC §10.613 requires:

- That all owners comply with the lease requirements found in Section 601 of VAWA 2013.

NAHRO

Fair Housing Training

Introduction

The National Association of Housing and Redevelopment Officials (NAHRO) is pleased to work with individual agencies to bring training and technical assistance to them locally. Housing authorities and community leaders alike recognize the many changes and challenges they face within the affordable housing industry as they strive to achieve the common goal of sustainable, viable communities.

Scope of Service

NAHRO will conduct a one-day Fair Housing Act: Disability Nondiscrimination, New Construction Requirements, and Reasonable Accommodations and Reasonable Modifications on-site training for your organization.

The seminar will describe provisions impacting housing programs of Federal financial assistance and those applying to housing generally and it will provide information to assist participants in understanding the interplay between these laws.

Certificates of Completion will be awarded to participants who complete the course requirements.

Seminar Format

The seminar format is lecture and group Q&A. A slide PowerPoint presentation accompanies the program.

Materials

Each participant will receive:

- NAHRO Fair Housing Resource Materials
- Certificate of Completion (upon course completion)

Summary of On-site Seminar Responsibilities

NAHRO

- NAHRO Faculty fee and expenses
 - Manuals and materials used for instruction
 - Certificates of Completion for each participant who successfully fulfills the course requirements
 - Shipping costs of materials to the seminar site and return shipping at seminar
- Conclusion

Organization

- Marketing the seminar and registering the participants, then forwarding registrations to NAHRO
- Reservation and payment of the meeting room facility
- Reservation and payment for audio/visual equipment required for the seminar
- Food and/or beverages served at the seminar (optional)

Audio/Visual Equipment & Room Set-Up Requirements

NAHRO Faculty would prefer that the room be set up in the following manner:

- Table and chair for the instructor
- Participants seating - round tables, six to eight chairs per table
- Flip charts – 1 flip chart and marker for each table
- Projection screen
- Microphone for the instructor, if requested

In the event that round tables cannot be used, then long tables (classroom style) would be acceptable. Since a test will be given, it is important that the participants have sufficient space at the tables. If the room is set up classroom style, then flip charts at the participants' tables may not be necessary.

Topics

- Federal Financial Assistance—Defined
- Additional Fair Housing Laws
- LGBT Protection
- Summary of the Fair Housing Act
- Definitions of Certain Classes
 - Familial Status
 - Disability
- NOT Covered by the Fair Housing Act
- What Does Discrimination Really Mean
- Prohibited Activities under the Fair Housing Act
- Design and Construction Requirements
- The Investigatory Process
- Alternatives to the Investigatory Process
- Special Topics
 - Advertising
 - Occupancy Standards
- Reasonable Accommodation/Reasonable Modification
- Case Studies

NAHRO Faculty

Dennis Morgan is a Senior Associate at D L Morgan & Associates. He provides technical assistance and training on SEMAP, Housing Quality Standards (HQS), Public Housing Assessment System (PHAS), Uniform Physical Condition Standards (UPCS), Public Housing and Housing Choice Voucher Eligibility, Income and Rent, Public Housing and Housing Choice Voucher Occupancy, Fair Housing, Admission and Occupancy, Section 8 Administration, Public Housing Administration, Public Housing and Housing Choice Voucher Homeownership, Family Self-Sufficiency, Asset Management, Managing Maintenance, Property Management Essentials,

Moving to Work, Consortia, Relocation, and the PHA Plan. Mr. Morgan also teamed with other senior members to co-author the Public Housing Admission and Occupancy Guidebook, Housing Choice Voucher Homeownership Guidebook, Conversion from Public Housing to the Voucher Guidebook, Consortia articles and many NAHRO, LISC, and NeighborWorks America publications. Mr. Morgan has more than 39 years experience in the public housing industry, including six years as Executive Director of Lucas Metropolitan Housing Authority in Toledo, Ohio, and serving in executive positions in two Florida PHAs for 23 years - including 16 years at the Orlando Housing Authority and seven years as Executive Director of the Deland Housing Authority. He conducts PH and HCV Eligibility, Income and Rent Calculation, PH and HCV Occupancy, HQS, UPCS, Property Management Essentials, Managing Maintenance, FSS, and HCV Program Management Seminars for NAHRO. He authored numerous publications for NAHRO and other national organizations. Additionally, Mr. Morgan works with NAHRO, HUD, and local PHAs in providing technical assistance to individual agencies across the country.

Richard Wankel has been employed in the affordable housing industry since 1993. Currently Richard is the Executive Director of the Town of Islip Housing Authority in Long Island, N.Y., serving more than 1,350 families in the public housing and section 8 programs. Richard has also served as Executive Director for the Town of Huntington Housing Authority, after having been hired to lead that agency from troubled status, which was accomplished in four years earning a HUD award for the effort. Richard has served as a management consultant and as Special Counsel to the Board of Commissioners of another agency. He has served as a five time past President of the Assoc. of L.I. Housing Agencies, a Section 8 group, Board member for NYSAHRO and recently founded the Long Island Association of Housing and Renewal Officials Inc., LIAHRO, serving as it's inaugural President, the group seeks to combine all types of affordable housing initiatives into a single minded effort.

Richard's experiences combine all facets of public housing, section 8, affordable housing creation and oversight, new development, mixed use finance housing (2004 NAHRO Award of Merit), organizational structuring, administrative efficiency, policy development, etc. Richard serves on the Board of two not for profit's involved in the affordable housing industry. He is also a member of the NYS, Suffolk County and Washington D.C. bar associations. Richard has served on the NAHRO Professional Development Committee since 2011.

Eugene Rudder has worked in the public and affordable housing industry for more than 25 years. Spending five years as Director of Community Building for the Columbia Heights

Development Corporation in Washington, DC Mr. Rudder not only organized community residents regarding such issues as housing, public healthcare, education and workforce development, but played a key role in training community residents in the art of community development and leadership so that they might lead themselves.

While working with the Nelrod Company, Eugene Rudder managed the Washington, DC office with the primary responsibility of securing and managing HUD contracts for the company. Under his leadership, Eugene brought two major contracts to Nelrod including the task of managing HUD's Public and Indian Housing Resource Center and a program to assist housing authorities around the country establish their own local homeownership initiatives.

As a project manager for the EXCEED Corporation, Mr. Rudder led the firm's efforts to assist HUD in the Rental Housing Integrity Improvement Project (RHIIP), working closely with both HUD Headquarters in Washington, DC and housing authorities all over the United States.

As Special Assistant to the Executive Director for the Wilmington Housing Authority, Eugene worked wherever there was a need and in response to the Executive Director's direction, managed the agency's Finance Department for just under one year, managed two HOPE VI applications, worked on various capital projects including Lincoln Towers, a seniors-only mid-rise with a state-of-the-art City fire station occupying the ground floor.

Travis County Health & Human Services

Contact: Kirsten Siegfried (Division of Family Support Services)

Address: 100 N IH 35 Suite 2000
Austin, TX 78701

Phone #: (512) 854-4467

Contact Date: HACA has already made contact with Travis County Health and Human Services. The initiation of the marketing through the Travis County offices will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: As a county-wide social service agency with 7 different locations, Travis County Health and Human Services has extensive experience working with Hispanic, African-American, Caucasian and Asian populations. They are knowledgeable of the housing programs offered through HACA, including the application and eligibility process.

Marketing Role: HACA will provide brochures and flyers to the Travis County Health and Human Services offices that are nearest each property. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian American Resource Center

- Contact:** Taja Beekley (Facility Manager)
- Address:** 8401 Cameron Rd
Austin, TX 78754
- Phone #:** (512) 974-1700
- Contact Date:** HACA has already made contact with the Asian American Resource Center (AARC). The initiation of the marketing through the Resource Center will begin 60 days before the estimated date of closing / conversion to PBRA.
- Experience:** The mission of the AARC is to provide cultural spaces, resources, services and educational programs through an Asian American perspective. As such, they understand the Asian community in Austin and already function in the role of communicator of resources.
- Marketing Role:** HACA will provide brochures and flyers to the Asian American Resource Center office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian Family Support Services of Austin

Contact: Amelia Hetherington

Address: PO Box 16254
Austin, TX 78761
(As a provider of support services for families of domestic violence, AFSSA does not advertise their physical address.)

Phone #: (512) 949-5941

Contact Date: HACA has already made contact with the Asian Family Support Services of Austin. The initiation of the marketing through AFSSA will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: AFSSA works with Asian families throughout the Austin area. Their mission is to promote abuse free Asian communities through advocacy, support, awareness and access to social services. They are very connected to Asian families in our community who have the greatest need for assistance with housing.

Marketing Role: HACA will provide brochures and flyers to the AFSSA office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.



SANTA RITA COURTS

2341 CORTA ST
AUSTIN, TX 78702

- * Built in 1939
- * 97 one-story units
- * In East Austin
- * Near ACC Campus
- * Off-street parking
- * 2 community rooms
- * Central air

- * Laundry Hookups
- * Outdoor Clothing Lines
- * Time Warner Cable available
- * Wheelchair ramps
- * Garden for residents
- * Adult Education available

- * Youth programs available (Boys & Girls Club)
- * Basketball court & children's playground

SAWTA RITA COURTS



FLOOR PLANS



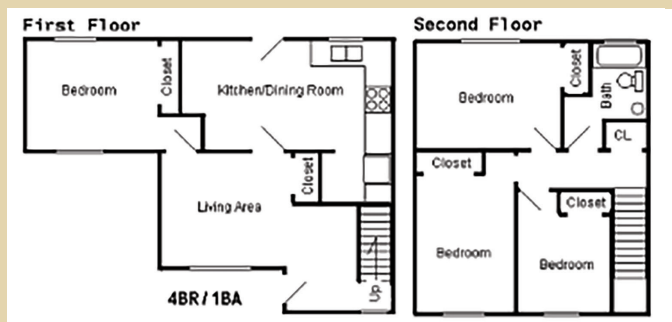
ONE- BEDROOM APARTMENT



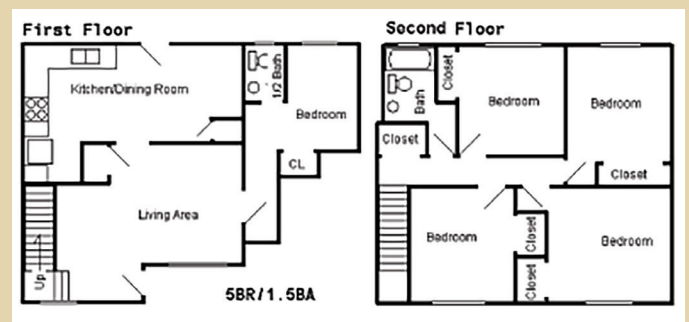
ONE- BEDROOM APARTMENT



THREE- BEDROOM APARTMENT



FOUR- BEDROOM APARTMENT



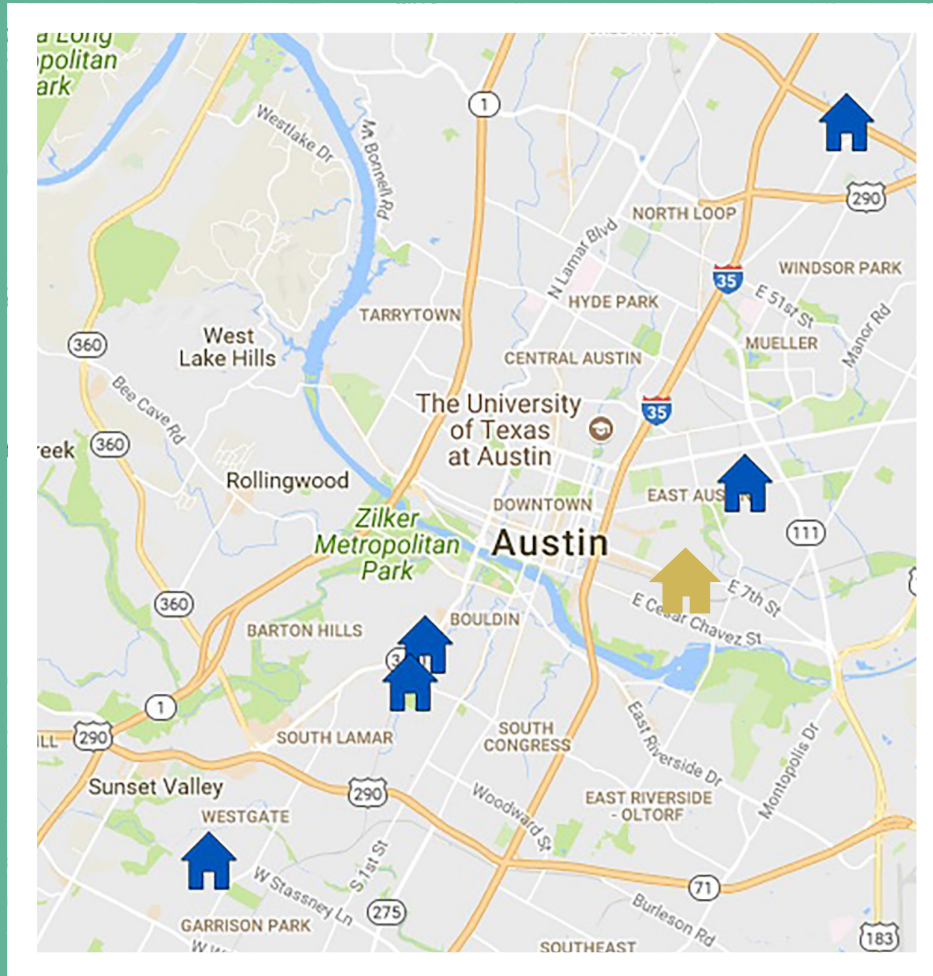
FIVE- BEDROOM APARTMENT

Please note there is a waiting list for this property with special preferences. For more information about how to apply for housing, visit www.austin.apply4housing.com or call (844) 467-8513.



THE HOUSING AUTHORITY OF THE CITY OF AUSTIN

1125 S. IH-35 • (512) 477-4488



Find us on these
social media sites:



The Housing Authority of the City of Austin does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.

The position named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's implementing Section 504.

Vice President of Housing & Community Development
1124 S. IH-35 Austin, Texas, 78704
(512) 477-4488



Note to all applicants/respondents: This form was developed with Nuance, the official HUD software for the creation of HUD forms. HUD has made available instructions for downloading a free installation of a Nuance reader that allows the user to fill-in and save this form in Nuance. Please see <http://portal.hud.gov/hudportal/documents/huddoc?id=nuancereaderinstall.pdf> for the instructions. Using Nuance software is the only means of completing this form.

Affirmative Fair Housing Marketing Plan (AFHMP) - Multifamily Housing

U.S. Department of Housing
and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp.12/31/2016)

1a. Project Name & Address (including City, County, State & Zip Code)	1b. Project Contract Number	1c. No. of Units
	1d. Census Tract	
	1e. Housing/Expanded Housing Market Area	

1f. Managing Agent Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1g. Application/Owner/Developer Name, Address (including City, County, State & Zip Code), Telephone Number & Email Address

1h. Entity Responsible for Marketing (check all that apply)

Owner Agent Other (specify)

Position, Name (if known), Address (including City, County, State & Zip Code), Telephone Number & Email Address

1i. To whom should approval and other correspondence concerning this AFHMP be sent? Indicate Name, Address (including City, State & Zip Code), Telephone Number & E-Mail Address.

2a. Affirmative Fair Housing Marketing Plan

Plan Type

Date of the First Approved AFHMP:

Reason(s) for current update:

2b. HUD-Approved Occupancy of the Project (check all that apply)

Elderly

Family

Mixed (Elderly/Disabled)

Disabled

2c. Date of Initial Occupancy

Property already occupied as part of the Public Housing program. Conversion through RAD to the Project Based Rental Assistance program anticipated to close in August 2018.

Waiting list is currently closed and will not be reopened before conversion.

2d. Advertising Start Date

Advertising must begin *at least* 90 days prior to initial or renewed occupancy for new construction and substantial rehabilitation projects.

Date advertising began or will begin

For existing projects, select below the reason advertising will be used:

To fill existing unit vacancies

To place applicants on a waiting list (which currently has individuals)

To reopen a closed waiting list (which currently has individuals)

3a. Demographics of Project and Housing Market Area

Complete and submit Worksheet 1.

3b. Targeted Marketing Activity

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts. (check all that apply)

White	American Indian or Alaska Native	Asian	Black or African American
Native Hawaiian or Other Pacific Islander		Hispanic or Latino	Persons with Disabilities
Families with Children	Other ethnic group, religion, etc. (specify)		

4a. Residency Preference

Is the owner requesting a residency preference? If yes, complete questions 1 through 5.

If no, proceed to Block 4b.

(1) Type

(2) Is the residency preference area:

The same as the AFHMP housing/expanded housing market area as identified in Block 1e?

The same as the residency preference area of the local PHA in whose jurisdiction the project is located?

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1)) for residency preference requirements. The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preferences consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b. Proposed Marketing Activities: Community Contacts

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c. Proposed Marketing Activities: Methods of Advertising

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach copies of advertisements, radio and television scripts, Internet advertisements, websites, and brochures, etc.

5a. Fair Housing Poster

The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Check below all locations where the Poster will be displayed.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5b. Affirmative Fair Housing Marketing Plan

The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check below all locations where the AFHMP will be made available.

Rental Office	Real Estate Office	Model Unit	Other (specify)
---------------	--------------------	------------	-----------------

5c. Project Site Sign

Project Site Signs, if any, must display in a conspicuous position the HUD approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Check below all locations where the Project Site Sign will be displayed. Please submit photos of Project signs.

Rental Office	Real Estate Office	Model Unit	Entrance to Project	Other (specify)
---------------	--------------------	------------	---------------------	-----------------

The size of the Project Site Sign will be x

The Equal Housing Opportunity logo or slogan or statement will be x

6. Evaluation of Marketing Activities

Explain the evaluation process you will use to determine whether your marketing activities have been successful in attracting individuals least likely to apply, how often you will make this determination, and how you will make decisions about future marketing based on the evaluation process.

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

7b. Staff Training and Assessment: AFHMP

- (1) Has staff been trained on the AFHMP?
- (2) Has staff been instructed in writing and orally on non-discrimination and fair housing policies as required by 24 CFR 200.620(c)?
- (3) If yes, who provides instruction on the AFHMP and Fair Housing Act, and how frequently?

- (4) Do you periodically assess staff skills on the use of the AFHMP and the application of the Fair Housing Act?
- (5) If yes, how and how often?

7c. Tenant Selection Training/Staff

- (1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences?

- (2) What staff positions are/will be responsible for tenant selection?

7d. Staff Instruction/Training:

Describe AFHM/Fair Housing Act staff training, already provided or to be provided, to whom it was/will be provided, content of training, and the dates of past and anticipated training. Please include copies of any AFHM/Fair Housing staff training materials.

8. Additional Considerations Is there anything else you would like to tell us about your AFHMP to help ensure that your program is marketed to those least likely to apply for housing in your project? Please attach additional sheets, as needed.

9. Review and Update

By signing this form, the applicant/respondent agrees to implement its AFHMP, and to review and update its AFHMP in accordance with the instructions to item 9 of this form in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. Warning: HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (See 18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)

Name (type or print)

Title & Name of Company

For HUD-Office of Housing Use Only	For HUD-Office of Fair Housing and Equal Opportunity Use Only
Reviewing Official:	ApprovalDisapproval
Signature & Date (mm/dd/yyyy)	Signature & Date (mm/dd/yyyy)
Name (type or print)	Name (type or print)
Title	Title

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs with five or more units (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) form as specified in 24 CFR 200.625, and in accordance with the requirements in 24 CFR 200.620. The purpose of this AFHMP is to help applicants offer equal housing opportunities regardless of race, color, national origin, religion, sex, familial status, or disability. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy. Affirmative fair housing marketing and planning should be part of all new construction, substantial rehabilitation, and existing project marketing and advertising activities.

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be made available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing program applicants.

INSTRUCTIONS:

Send completed form and worksheets to your local HUD Office, Attention: Director, Office of Housing

Part 1: Applicant/Respondent and Project

Identification. Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d- Respondents may obtain the Census tract number from the U.S. Census Bureau (<http://factfinder2.census.gov/main.html>) when completing Worksheet One.

Block 1e- Respondents should identify both the housing market area and the expanded housing market area for their multifamily housing projects. Use abbreviations if necessary. A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants. This could be a county or Metropolitan Division. The U.S. Census Bureau provides a range of levels to draw from.

An **expanded housing market area** is a larger geographic area, such as a Metropolitan Division or a Metropolitan Statistical Area, which may provide additional demographic diversity in terms of race, color, national origin, religion, sex, familial status, or disability.

Block 1f- The applicant should complete this block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2: Type of AFHMP

Block 2a- Respondents should indicate the status of the AFHMP, i.e., initial or updated, as well as the date of the first approved AFHMP. Respondents should also provide the reason (s) for the current update, whether the update is based on the five-year review or due to significant changes in project or local demographics (See instructions for Part 9).

Block 2b- Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c- Respondents should specify the date the project was/will be first occupied.

Block 2d- For new construction and substantial rehabilitation projects, advertising must begin at least 90 days prior to initial occupancy. In the case of existing projects, respondents should indicate whether the advertising will be used to fill existing vacancies, to place individuals on the project's waiting list, or to re-open a closed waiting list. Please indicate how many people are on the waiting list when advertising begins.

Part 3 Demographics and Marketing Area.

"Least likely to apply" means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying may include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a - Using Worksheet 1, the respondent should indicate the demographic composition of the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area. The applicable housing market area and expanded housing market area should be indicated in Block 1e. Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area and expanded housing market area, i.e., those group(s) "least likely to apply" for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under "Other."

Respondents should use the most current demographic data from the U.S. Census or another official source such as a local government planning office. Please indicate the source of your data in Part 8 of this form.

Block 3b - Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts by checking all that apply.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a - A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being utilized, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to utilize a residency preference, it must state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area compares to that of residents of the project, project applicant data, census tract, housing market area, and expanded housing market area. The percentages would be the same as shown on completed Worksheet 1.

Block 4b - Using Worksheet 3, respondents should describe their use of community contacts to help market the project to those least likely to apply. This table should include the name of a contact person, his/her address, telephone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in assisting with affirmative fair housing marketing or outreach.

Block 4c - Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, the reason for choosing this media, and the language of the advertisement. Alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size) should be described.

Please attach a copy of the advertising or marketing material.

Part 5 – Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b -The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Check all of the locations where the AFHMP will be available.

Block 5c -The Project Site Sign must display in a conspicuous position the HUD-approved Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan, or statement. **Please submit photographs of project site signs.**

Part 6 - Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those individuals identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7- Marketing Staff and Training.

Block 7a -Respondents should identify staff positions that are/will be responsible for affirmative marketing.

Block 7b - Respondents should indicate whether staff has been trained on the AFHMP and Fair Housing Act.

Please indicate who provides the training and how frequently. In addition, respondents should specify whether they periodically assess staff members' skills in using the AFHMP and in applying the Fair Housing Act. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should include copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8 - Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those individuals least likely to apply for the subject housing.

Part 9 - Review and Update.

By signing the respondent assumes responsibility for implementing the AFHMP. Respondents must review their AFHMP every five years or when the local Community Development jurisdiction's Consolidated Plan is updated, or when there are significant changes in the demographics of the project or the local housing market area. When reviewing the plan, the respondent should consider the current demographics of the housing market area to determine if there have been demographic changes in the population in terms of race, color, national origin, religion, sex, familial status, or disability. The respondent will then determine if the population least likely to apply for the housing is still the population identified in the AFHMP, whether the advertising and publicity cited in the current AFHMP are still appropriate, or whether advertising sources should be modified or expanded. Even if the demographics of the housing market area have not changed, the respondent should determine if the outreach currently being performed is reaching those it is intended to reach as measured by project occupancy and applicant data. If not, the AFHMP should be updated. The revised AFHMP must be submitted to HUD for approval. HUD may review whether the affirmative marketing is actually being performed in accordance with the AFHMP. If based on their review, respondents determine the AFHMP does not need to be revised, they should maintain a file documenting what was reviewed, what was found as a result of the review, and why no changes were required. HUD may review this documentation.

Notification of Intent to Begin Marketing.

No later than 90 days prior to the initiation of rental marketing activities, the respondent must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such conference will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHMP will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the AFHMP includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1: Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHMP, Block 3b)

In the respective columns below, indicate the percentage of demographic groups among the project's residents, current project applicant data, census tract, housing market area, and expanded housing market area (See instructions to Block 1e). If you are a new construction or substantial rehabilitation project and do not have residents or project applicant data, only report information for census tract, housing market area, and expanded market area. The purpose of this information is to identify any under-representation of certain demographic groups in terms of race, color, national origin, religion, sex, familial status, or disability. If there is significant under-representation of any demographic group among project residents or current applicants in relation to the housing/expanded housing market area, then targeted outreach and marketing should be directed towards these individuals least likely to apply. Please indicate under-represented groups in Block 3b of the AFHMP. **Please attach maps showing both the housing market area and the expanded housing market area.**

Demographic Characteristics	Project's Residents	Project's Applicant Data	Census Tract	Housing Market Area	Expanded Housing Market Area
% White					
% Black or African American					
% Hispanic or Latino					
% Asian					
% American Indian or Alaskan Native					
% Native Hawaiian or Pacific Islander					
%Persons with Disabilities					
% Families with Children under the age of 18					
Other (specify)					

Worksheet 2: Establishing a Residency Preference Area (See AFHMP, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is utilized, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area compares to the demographics of the project's residents, applicant data, census tract, housing market area, and expanded housing market area. **Please attach a map clearly delineating the residency preference geographical area.**

Demographic Characteristics	Project's Residents (as determined in Worksheet 1)	Project's Applicant Data (as determined in Worksheet 1)	Census Tract (as determined in Worksheet 1)	Housing Market Area (as determined in Worksheet 1)	Expanded Housing Market Area (as determined in Worksheet 1)	Residency Preference Area (if applicable)
% White						
% Black or African American						
% Hispanic or Latino						
% Asian						
% American Indian or Alaskan Native						
% Native Hawaiian or Pacific Islander						
% Persons with Disabilities						
% Families with Children under the age of 18						
Other (specify)						

Worksheet 3: Proposed Marketing Activities –Community Contacts (See AFHMP, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the particular population group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses, their telephone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing. Please attach additional pages if necessary.

Targeted Population(s)	Community Contact(s), including required information noted above.

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHMP, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use as applicable to that group and the reason for choosing this media. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.) state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g. Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. Attach additional pages, if necessary, for further explanation. Please attach a copy of the advertising or marketing material.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population: White	Targeted Population: Asian	Targeted Population:
Newspaper(s)			
Radio Station(s)			
TV Station(s)			
Electronic Media			
Bulletin Boards			
Brochures, Notices, Flyers			
Other (specify)			

ATTACHMENTS TO THE AFFIRMATIVE FAIR HOUSING MARKETING PLAN

1. Housing Market Area Map (Travis County)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

2. Expanded Housing Market Area Map (Austin – Round Rock MSA)

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

3. Least Likely To Apply Calculator

AFHMP Block 3b. Targeted Marketing Activity

Worksheet 1 Determining Demographic Groups Least Likely To Apply

4. Property Sign with Equal Housing Logo

AFHMP Block 5c. Project Site Sign

5. Housing Authority of the City of Austin HACA Personnel Policy

AFHMP Block 7d. Staff Instruction / Training, 1

6. HACA ACOP and Tenant Selection Plan – Fair Housing

AFHMP Block 7d. Staff Instruction / Training, 1

7. HACA SOP – Limited English Proficiency

AFHMP Block 7d. Staff Instruction / Training, 2

8. HACA SOP - Reasonable Accommodations Procedures and Modifications

AFHMP Block 7d. Staff Instruction / Training, 2

9. HACA SOP – VAWA

AFHMP Block 7d. Staff Instruction / Training, 2

10. NAHRO Fair Housing Training Agenda

AFHMP Block 7d. Staff Instruction / Training, 6

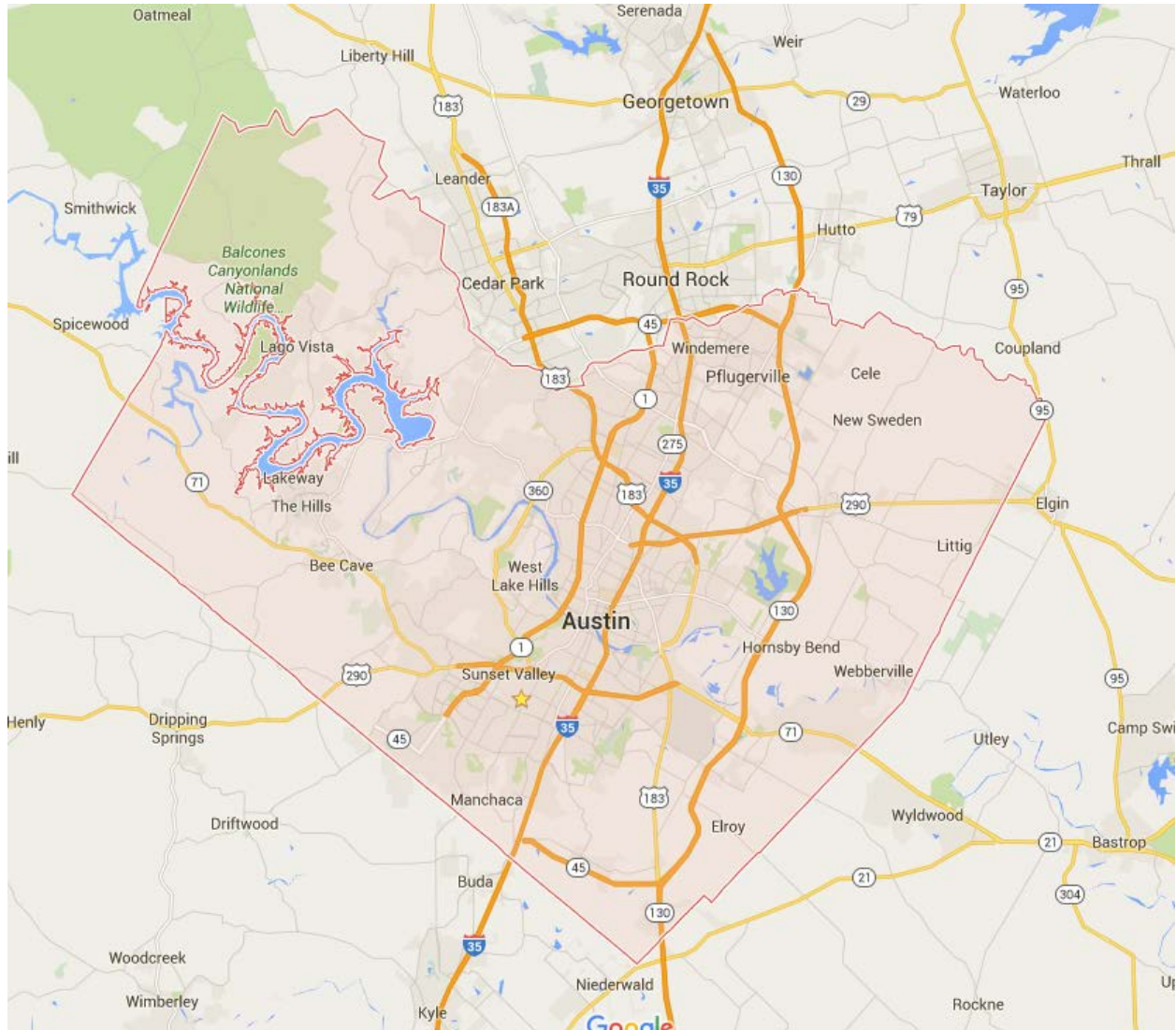
11. Additional Information on Community Contacts

AFHMP Worksheet 3 Proposed Marketing Activities – Community Contacts

12. Brochures

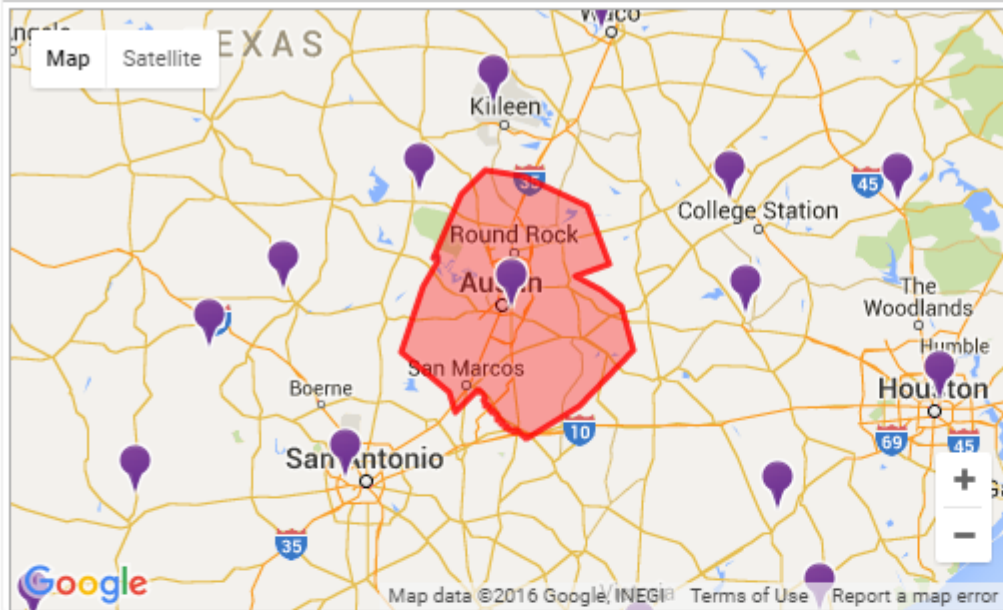
AFHMP Worksheet 4 Proposed Marketing Activities – Methods of Advertising

Travis County Map



Austin – Round Rock Metropolitan Statistical Area Map

Metro Areas Map View. Full data. Click icon to show name.



Area Codes

Counties

[Travis County, TX](#) 1,092,810
[Bastrop County, TX](#) 75,708

[Williamson County, TX](#) 457,218
[Caldwell County, TX](#) 38,870

[Hays County, TX](#) 170,410

Cities / Towns

[Austin, TX](#) 864,218
[Briarcliff, TX](#) 1,403
[Cedar Creek, TX](#)
[Creedmoor, TX](#) 187
[Driftwood, TX](#) 84
[Fentress, TX](#)
[Georgetown, TX](#) 53,007
[Hornsby Bend, TX](#) 7,355
[Jarrell, TX](#) 899
[Kyle, TX](#) 30,664
[Leander, TX](#) 30,040
[Luling, TX](#) 5,569
[Martindale, TX](#) 1,575
[Mc Neil, TX](#)
[Mustang Ridge, TX](#) 1,052
[Pflugerville, TX](#) 52,138
[Red Rock, TX](#)
[Round Rock, TX](#) 106,972
[Sandoval, TX](#) 9
[Spicewood, TX](#)
[The Hills, TX](#) 2,533
[Volente, TX](#) 716
[Weir, TX](#) 610
[Woodcreek, TX](#) 1,244

[Bastrop, TX](#) 7,469
[Brushy Creek, TX](#) 22,537
[Cedar Park, TX](#) 58,088
[Dale, TX](#)
[Dripping Springs, TX](#) 2,088
[Florence, TX](#) 918
[Granger, TX](#) 1,617
[Hudson Bend, TX](#) 2,878
[Jollyville, TX](#) 16,151
[Lago Vista, TX](#) 6,349
[Liberty Hill, TX](#) 1,416
[Manchaca, TX](#) 1,448
[Maxwell, TX](#)
[Mcdade, TX](#) 874
[Niederwald, TX](#) 637
[Point Venture, TX](#) 791
[Rollingwood, TX](#) 1,453
[San Leanna, TX](#) 537
[Schwertner, TX](#)
[Sunset Valley, TX](#) 697
[Thrall, TX](#) 677
[Walburg, TX](#)
[West Lake Hills, TX](#) 3,225

[Bee Cave, TX](#) 4,910
[Buda, TX](#) 9,443
[Coupland, TX](#) 186
[Del Valle, TX](#)
[Elgin, TX](#) 8,224
[Garfield, TX](#) 1,576
[Hays, TX](#) 335
[Hutto, TX](#) 18,839
[Jonestown, TX](#) 2,115
[Lakeway, TX](#) 12,709
[Lockhart, TX](#) 12,966
[Manor, TX](#) 5,936
[Mc Dade, TX](#)
[Mountain City, TX](#) 663
[Paige, TX](#)
[Prairie Lea, TX](#)
[Rosanky, TX](#)
[San Marcos, TX](#) 51,289
[Smithville, TX](#) 3,890
[Taylor, TX](#) 16,001
[Uhland, TX](#) 1,263
[Webberville, TX](#) 480
[Wimberley, TX](#) 2,600

Affirmative Fair Housing Marketing Plan

Least Likely To Apply Calculator

Property: Lakeside

Based on TDHCA assessment that 20% less than the statistical average of the County or MSA requires an affirmative Marketing Plan.

Demographic Characteristic	Lakeside	Census Tract	80% of Census Tract	County	80% of County	MSA	80% of MSA	Need to Market?
White	29.1%	70.2%	56.2%	69.3%	55.4%	72.9%	58.3%	Yes
Black or African American	38.5%	10.5%	8.4%	8.5%	6.8%	7.4%	5.9%	No
Hispanic or Latino	25.3%	14.6%	11.7%	33.5%	26.8%	31.4%	25.1%	No
Asian	3.9%	5.1%	4.1%	5.8%	4.6%	4.8%	3.8%	Yes
American Indian or Alaskan	1.1%	0.3%	0.2%	0.8%	0.6%	0.8%	0.6%	No
Native Hawaiian or Pacific	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	No
Persons with Disabilities	82.1%	25.3%	20.2%	14.9%	11.9%	14.2%	11.4%	No
Families with Children Under 18	0.0%	3.6%	2.9%	28.9%	23.1%	31.8%	25.4%	No

Least likely to Apply: Asian
White



Introduction

Welcome to the Housing Authority for the City of Austin (HACA). You have joined a high-performing public housing authority consistently recognized for its outstanding performance by the U.S. Department of Housing and Urban Development, the public housing industry and by citizens and stakeholders in the Austin community.

HACA is a cutting-edge public housing authority continuously looking for innovative ways to serve its clients. We are dedicated to improving the lives of more than 19,000 of Austin's low-income citizens -- not only by providing affordable housing, but also through education, workforce development and other programs crucial to fostering self-sufficiency and financial independence.

I hope you see yourself building a career with us. I encourage you to take advantage of all of the benefits available to you as a HACA employee to help you grow and develop both professionally and personally. We look forward to having you on our team as we work to bring opportunity home.

Sincerely,

Michael G. Gerber
President and CEO

I. ORGANIZATIONAL PHILOSOPHY

The Housing Authority of the City of Austin (HACA) is committed to both its customers and employees. This section presents the purpose of this manual, HACA's objectives; HACA's zero tolerance for inappropriate or hurtful behaviors in the workplace, and HACA's expectations for all employees to provide excellent and ethical customer service.

A. PURPOSE

This Policy and Procedure Manual's (referred to as the Manual) purpose is to provide a set of policies, principles, and procedures for establishing and maintaining a harmonious and productive work environment. It also provides guidelines and expectations for effective employment relationships in the conduct of HACA's business.

This Manual contains general statements of HACA policy and does not include the details of each and every policy. Further, this Manual should not be interpreted as forming an express or implied contract or promise that the policies presented will be applied as written in all cases. While every attempt will be made to keep the Manual current, there may be times when a policy will change before the Manual can be updated. For the most current version of the Manual, employees can access an on-line version located on HACA's internet web page at the HR tab.

Employment with HACA is on an at-will basis. This means that either HACA or the employee may end the relationship at any time and without cause or prior notice. Nothing in this Manual changes the employment-at-will relationship or creates an express or implied contract or promise concerning HACA's policies or practices, including policies or practices it may implement in the future. Accordingly, HACA retains the right to establish, change, and abolish its policies, procedures, practices, rules, guidelines, and regulations at will and as it sees fit to serve the best interests of HACA and its employees.

The Human Resources Director is responsible for distributing the Manual to all employees. Employees are responsible for safeguarding their copy of the Manual and updating it with approved changes. All Manuals are HACA's property and must be returned to the Human Resources Department upon termination of employment.

B. OBJECTIVES

HACA requires all employees to support the organization's best interest through the implementation of three broad objectives.

Objective 1: HACA is committed to a mutually rewarding relationship with its employees. Therefore HACA will:

- (a) Strive to provide equal employment opportunity and treatment regardless of race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, or genetic information;
- (b) Strive to provide a working environment free of harassment and discrimination based on race, creed, color, national origin, sex, age, religion, military status, physical or mental disability, sexual orientation, gender identification, genetic information, the exercise of FMLA rights and any other classification protected by federal, state, or local law;
- (c) Provide compensation and benefits commensurate with the work performed;
- (d) Establish reasonable hours of work based on HACA's production and service needs;
- (e) Monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety;
- (f) Provide training opportunities for employees whose positions warrant the training or to support HACA initiatives;
- (g) Enforce workplace policies in such a manner that it does not interfere with the terms and conditions of employment protected under Federal, State and Local Law;
- (h) Accept constructive suggestions about job duties, working conditions, or personnel policies; and
- (i) Establish appropriate means for employees to discuss matters of concern with their immediate supervisor or department head.

Objective 2: As part of its commitment to provide customers with excellent services and to create a productive work environment, HACA expects all employees to:

- (a) Deal with supervisors, coworkers, clients, residents, other customers, community stakeholders, vendors, suppliers, and others in a professional manner;
- (b) Work with residents and clients in a professional, courteous, constructive, friendly, and ethical manner;
- (c) Represent HACA in a positive and ethical manner;
- (d) Perform assigned tasks proficiently and in an efficient manner;
- (e) Abide by attendance policies and be punctual;
- (f) Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- (g) Follow the policies adopted by HACA.

Objective 3: As part of its commitment to responsible use of public resources, HACA retains the sole discretion to exercise all managerial functions, including the rights to:

- (a) Assign, supervise, discipline, and dismiss employees;

- (b) Determine and change work start and end times as well as shifts;
- (c) Transfer employees within departments or into other departments and other classifications;
- (d) Determine and change the size and qualifications of the workforce;
- (e) Determine and change the methods by which HACA operations are to be carried out;
- (f) Determine and change the nature, location, services rendered, quantity, and continued operation of the business; and
- (g) Assign duties to employees in accordance with HACA's needs and requirements, and to carry out all ordinary administrative and management functions.

C. APPLICABILITY

These policies shall apply to all employees in the service of HACA and its subsidiaries, including HACA, Southwest Housing Compliance Corporation (SHCC), Blueprint Housing Solutions, Austin Affordable Housing Corporation (AAHC), and Austin Pathways. Failure to comply with these policies will be cause for appropriate disciplinary action up to and including termination.

D. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

HACA maintains zero tolerance for discrimination in the workplace. Essentially, this means that HACA will not discriminate against any employee or applicant on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, gender identification, the exercise of FMLA rights or any other class protected by federal, state, or local legislation. Further HACA values a diverse workforce and actively promotes equal opportunity, diversity and inclusivity. HACA is committed to practicing non-discriminatory employment practices and taking affirmative steps to ensure equal opportunities in all aspects of human resources administration including recruitment, selection, placement, training, transfer, advancement, demotion, layoff, discipline, and termination. All such decisions will be based solely on merit, job-related qualifications, work experience and abilities of the candidates. In some cases, seniority may be considered in the selection process. In addition, all other personnel policies and practices of the organization, including compensation, benefits, safety and health programs, as well as social and recreational activities, will be administered and conducted without regard to any protected classes.

HACA will take all reasonable steps to ensure that each employee's work environment is free of unlawful discrimination or harassment based on any protected class.

All employees of HACA are prohibited from engaging in activities or practices of harassment or discrimination against any individual that may be based on any protected classes while on HACA premises or when acting as a representative of HACA. Employees who violate this policy may receive disciplinary action up to and including immediate termination of employment.

Employees who have equal employment related questions, problems, or complaints should first communicate their concerns to their immediate supervisor when appropriate. If inappropriate to communicate with the individual's supervisor, or if the employee's concerns have not been properly responded to, the employee may pursue their complaint with the Human Resource Department. The Human Resource Department will investigate all complaints related to equal employment. When appropriate, complaints of equal employment may be made to upper management, up to and including the CEO.

No employee will be subject to any form of retaliation or disciplinary action for pursuing a complaint of equal employment opportunity.

If you believe you have been subjected to any form of unlawful discrimination, provide a written complaint to your supervisor or the Human Resource Department. Your complaint should be specific and should include the names of individuals involved as well as the names of any witnesses. HACA will immediately undertake a prompt investigation

and attempt to resolve the situation. HACA will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, your co-workers or other employees.

If HACA determines that unlawful discrimination has occurred, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will be taken to deter any future discrimination. Whatever action is taken will be made known to you, and HACA will take appropriate action to remedy any loss to you as a result of discrimination.

E. AFFIRMATIVE ACTION

1. Specifically, HACA strives to hire and promote women and minorities in sufficient numbers to approximate their respective proportions in the Texas labor force and Standard Metropolitan Statistical Area (SMSA) for Austin.
2. HACA executive staff and administration are responsible to establish and implement Affirmative Action goals set forth below.
3. It is the responsibility of the Human Resources Department to:
 - a. Assure that each job posting is described in terms of job-related qualifications.
 - b. Expand recruitment efforts to colleges and universities with predominantly minority enrollment, including those designated as historically black colleges and universities as well as Hispanic serving colleges and universities.
 - c. Maintain contact with various civic and community groups that can facilitate female and minority applicants to HACA.
 - d. Review all employment selection devices (tests, interviews, etc.) to ensure they are non-discriminatory.
 - e. Provide Department Directors and Vice Presidents with EEO statistics for their division.
 - f. Provide EEO training to employees, supervisory personnel, Department Directors, and Vice Presidents.
4. It is the responsibility of Supervisors, Department Directors, Vice Presidents, and the President/CEO to:
 - a. Promote a climate that fosters and implements equal employment opportunity in all personnel matters (hiring, promotion, training, etc.);
 - b. Hire, promote, and conduct all aspects of departmental operations according to the Affirmative Action goals; and
 - c. Attempt to resolve EEO complaints informally through supervisory channels.

F. AMERICANS WITH DISABILITIES ACT

HACA is committed to complying with the Americans with Disabilities Act of 1990, as amended. As such, it is the policy of the agency to administer all of its personnel policies, including employment, applications, job qualifications, job specifications, recruitment practices, job structuring, orientation, training, counseling, grievance procedures, evaluation, advancement, discipline and termination - so that there is no discrimination against qualified individuals with disabilities. It is the policy of the Agency to inform employees and job applicants about the right to reasonable accommodations and to provide any and all such reasonable accommodation in the most cost-effective manner unless such would impose an "undue hardship" for the Agency. This determination will be made on a case-by-case

basis, dependent upon the facts involved. No employee or applicant for employment will be denied employment because of the need for reasonable accommodation.

G. SEXUAL AND OTHER UNLAWFUL HARASSMENT

HACA is committed to providing a productive work environment free of unlawful harassment. In order to do so, we must maintain an atmosphere of mutual respect.

To maintain a respectful environment, we must all be sensitive to the differences between welcome, positive personal interaction and unwelcome or uncomfortable interaction. We ask all employees to become familiar with this policy and actively strive to achieve the goal of a harassment-free workplace.

Unlawful Harassment in General

HACA is committed to the maintenance of a working environment free from all forms of discrimination and unlawful harassment of any employee or applicant for employment. HACA is also committed to providing a work environment which is free from conduct that unreasonably interferes with an individual's work performance and/or creates an intimidating, hostile, or offensive working environment. Such conduct, when based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. All employees will be subject to appropriate disciplinary action, up to and including termination, for any unlawful harassment based on any protected class.

Sexual Harassment

It is illegal and against HACA's policy for any employee, male or female, to sexually harass another employee of the opposite or the same sex. Sexual harassment is defined as "unwelcomed" sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- (a) submission to such conduct is an explicit or implicit condition of employment;
- (b) submission to or rejection of such conduct is used as the basis for or as a factor in any employment decision affecting the individual; or
- (c) such conduct has the purpose or effect of (i) unreasonably interfering with an individual's work performance, or (ii) creating an intimidating, hostile, or offensive working environment.

The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent comments on a worker's sexual preferences or the display of obscene or sexually oriented photographs, drawings or items. However, conduct or actions that arise out of a personal or social relationship and that are not intended to have a discriminatory effect may not be viewed as harassment. HACA will determine whether such conduct constitutes sexual harassment, based on a review of the facts and circumstances of each situation.

This policy prohibits harassment in any form, including verbal, physical or visual harassment. Examples of such harassment include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory posters, photography, cartoons, drawings, items or gestures in the workplace.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work, directed at an employee because of sex or race or any other protected basis.
- Threats or demands to submit to sexual requests in order to keep a job or avoid some other loss, and offers of job benefits in return for sexual favors.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe individual, suggestive or obscene invitations.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct such as leering or displaying sexually suggestive objects.
- Sexually degrading words to describe an individual.
- Suggestive notes, letters or invitations.
- Messages or information viewed, stored and/or transmitted by use of our electronic resources with content that may reasonably be considered offensive to any employee.
- Retaliation for having reported or threatened to report harassment.

HACA does not tolerate vulgar, abusive, humiliating or threatening language, practical jokes, or other inappropriate behavior in the work place. HACA will not condone any sexual harassment of its employees, vendors or customers by any means. This includes persistent unwanted advances on another individual while representing HACA. All workers, including supervisors and managers, will be subject to appropriate disciplinary action, up to and including termination, for any act of sexual harassment they commit.

Responsibility of Employees and Applicants

If you witness harassment or believe that you have been harassed, you should advise the harasser, if practical in the circumstances, that such behavior is offensive and unwelcome and will be reported if continued. If you are uncomfortable confronting the harasser directly or if the harassment continues, the following steps should be followed in reporting a complaint of harassment.

Notify the appropriate person

If you believe you have been unlawfully harassed, provide a written and signed complaint as soon as possible to (i) your supervisor, (unless he or she is the harasser); or (ii) HACA's Human Resources Department. To the extent possible, all notifications will be kept confidential.

Description of misconduct

Your complaint should include the details of the incident(s), the names of the individuals involved and the names of any witnesses. If you believe you are being harassed, you are encouraged to keep a detailed, written record of the objectionable conduct. HACA will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

Investigation

Once a complaint has been filed, we will investigate promptly. We will, to the extent practical, maintain the privacy and confidentiality of the party's interests, and we will request the same from all employees involved in the investigation. The investigation may include questioning all parties involved in the incident, as well as interviewing any employees who may have knowledge of the incident in question or other related incidents. Employees found to have engaged in harassment are subject to discipline, including warnings, suspensions, and immediate termination of employment. If our investigation is inconclusive, we will take such action as deemed necessary in the circumstances to remind appropriate personnel of our policy to avoid possible harassment in the future.

Protection against retaliation

An employee who in good faith raises a concern or makes a report will not be retaliated against in any way. Any report of retaliation by the one accused of harassment, or by employees or management will also be immediately,

effectively, and thoroughly investigated in accordance with HACA's investigation procedure outlined above. If a complaint of retaliation is substantiated, appropriate corrective action, up to and including discharge, will be taken.

We encourage all employees to immediately report any incidents of harassment forbidden by this policy, so that complaints can be quickly and fairly resolved. All Vice Presidents, Directors, Managers and supervisors are obligated to report all instances in which they have information that leads them to believe that any employee has been the target of harassment, whether or not they have received a formal complaint. Failure to do so may result in disciplinary action.

H. ANTI-BULLYING POLICY

HACA maintains a zero tolerance for bullying in the workplace. HACA promotes a positive work environment for all employees. Bullying in the workplace is prohibited.

Definition:

Workplace bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:

1. Threatening, humiliating, or intimidating, or
2. Work interference – sabotage – which prevents work from getting done, or
3. Verbal abuse.

How to report:

Employees who perceive themselves as experiencing bullying should first ask the perpetrator(s) to stop bullying them. If the behavior continues, the employee should report the behavior to either their immediate supervisor (unless he or she is the bully) or to the Human Resources Department.

Consequences:

An employee found to have bullied another employee will be subject to disciplinary action up to and including termination.

I. ETHICS

1. FINANCIAL AND PERSONAL DEALINGS WITH CLIENTS

a. Employees of HACA are not to have any financial dealings with clients, residents, contractors, or competitors during the period of time that the clients, contractors, or competitors are considered in active status (that is, applying for, negotiating or completing any business transaction[s] with HACA). This provision includes personal loans of money or property between HACA employees and employees of clients, contractors, competitors (individuals or agencies), residents, clients, or the acceptance of gifts by either party from the other of whatever value or nature.

b. All HACA personnel are to maintain professional and appropriate ethics in dealing with all persons and clients, residents, contractors, and competitors (individuals or as agencies). In addition, employees are to refrain from personal involvement of any kind that would in any way reflect negative or discredit HACA or the individual involved.

c. All HACA personnel will hold in strictest confidence and will not disclose, use, lecture upon, or publish any of HACA's proprietary information or confidential information that is provided to or made accessible to employees during their at-will employment, except as such disclosure, use, or publication

may be required in connection with an employee's job duties or unless HACA's President/CEO or his or her designee expressly authorizes such in writing, or if asked questions under oath in a court or administrative proceeding.

d. Violation of any of the above ethical guidelines may result in disciplinary action up to and including termination.

2. CONFLICT OF INTEREST

HACA's standards of conduct govern HACA's officers, directors, supervisors, employees, or agents engaged in the award and administration of HACA contracts, including without limitations, HACA procurement contracts and HACA's subsidiaries' contracts, as follows:

a. A conflict of interest arises when a situation has the potential to undermine the impartiality of an employee because of the possibility of a clash between the employee's self-interest and professional interest or public trust. This includes inappropriate interaction with any of the following: an officer, employee, or other representative of HACA involved in making the award and/or administering the contract; any member of his or her immediate family; his or her partner; or an organization which employs or is about to employ any of the above.

b. No officer, director, supervisor, employee, or agent of HACA shall participate in the selection, award, or administration of a HACA contract if a conflict of interest, real, apparent, or implied, could be involved.

c. No officer, employee, or Board Commissioner of HACA, during his/her tenure or for one (1) year after their employment or service ends, shall have any interest, direct or indirect, in the selection, award, or administration of any HACA contract. Former employees may be engaged within one (1) year of employment with HACA at the discretion of the President/CEO.

d. All HACA officers, directors, supervisors, and employees shall sign an annual statement disclosing any potential conflict of interest in any HACA contract as defined by 2(a) above.

In certain positions, employees may come into contact with sensitive information used to compete for government or other contracts. In these circumstances, the employee may be required to sign a separate non-proprietary information agreement to ensure that the employee does not use any information gained at HACA to work with or assist a competitor.

J. PRINCIPLES OF PUBLIC SERVICE

In addition to the ethics and standards of conduct, all HACA employees will abide by the following six (6) principles of public service.

TRUSTWORTHINESS. HACA employees perform their duties with honesty and integrity in conduct and communication. Employees conduct business with competence, fairness, impartiality, efficiency, and effectiveness to enhance the services provided by HACA and the public's trust.

RESPONSIBILITY. HACA employees take responsibility for actions, decisions, and statements that impact the Austin affordable housing community and the public. Employees effectively use public resources entrusted to HACA for the benefit of program participants, the city, and the public good.

RESPECT. HACA employees treat others with professionalism, consideration, and courtesy. Employees respect other's opinions and beliefs, value individual differences, and seek to reach new solutions based on consensus.

CARING. HACA employees build professional relationships with colleagues, peers, residents, program participants, community partners, business partners, and the public based on the highest standards of fairness and consideration. These standards are the foundation of a caring professional environment that supports mutual respect, collaboration toward common goals, and excellence in job performance.

CITIZENSHIP. HACA employees strive to be good stewards of the public's trust and public resources. They honor and abide by HACA policies and the laws of the City of Austin, the State of Texas, and the United States.

FAIRNESS. HACA employees conduct business with the public and co-workers in an equitable, impartial, and honest manner, without prejudice or favoritism. Decisions are based on objective and balanced judgment and are in accordance with HACA's mission, established policies, and procedures.

[Back to Top](#)**Chapter 2****FAIR HOUSING AND EQUAL OPPORTUNITY****INTRODUCTION**

This chapter explains the laws and Department of Housing and Urban Development (HUD) regulations requiring Public Housing Authorities (PHAs) to affirmatively further civil rights and fair housing in all federally-assisted housing programs. The letter and spirit of these laws are implemented through consistent policy and processes. The responsibility to further nondiscrimination pertains to all areas of the PHA's public housing operations.

This chapter describes HUD regulations and PHA policies related to these topics in three parts:

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA regarding nondiscrimination.

Part II: Policies Related to Persons with Disabilities. This part discusses the rules and policies of the public housing program related to reasonable accommodation for persons with disabilities. These rules and policies are based on the Fair Housing Act (42.U.S.C.) and Section 504 of the Rehabilitation Act of 1973, and incorporate guidance from the Joint Statement of The Department of Housing and Urban Development (HUD) and the Department of Justice (DOJ), issued May 17, 2004.

Part III: Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of the PHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

PART I: NONDISCRIMINATION**2-I.A. OVERVIEW**

Federal laws require PHAs to treat all applicants and tenant families equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The PHA will comply fully with all federal, state and local nondiscrimination laws and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)

- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- The Violence against Women Act of 2013 (VAWA)
- The Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the Federal Register February 3, 2012
- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants or staff that may subsequently be enacted

When more than one civil rights law applies to a situation, the laws will be read and applied together.

2-I.B. NONDISCRIMINATION

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as PHA policies, can prohibit discrimination against additional classes of people.

Except as allowed by law, the PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability or national origin (called “protected classes”).

Familial status includes one or more individuals under the age of 18 living with 1) a parent or another person having legal custody of such individual or individuals or 2) the designee of such parent or other person having such custody, with the written permission of such parent or other such person. The familial status protections shall also apply to any person who is pregnant or is in the process of securing legal custody of any individual who has not yet attained the age of 18 years.

The PHA will not discriminate on the basis of marital status, gender identity or sexual orientation [FR Notice 02/03/12].

HACA Policy

HACA will not discriminate against other protected classes including: students or people with Acquired Immune Deficiency or HIV status (“AIDS/HIV” status).

HACA will not use any of these factors to:

- Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the public housing program.
- Provide housing that is different from that provided to others.
- Subject anyone to segregation or disparate treatment.
- Restrict anyone's access to any benefit enjoyed by others in connection with the housing program.
- Treat a person differently in determining eligibility or other requirements for admission.

- Steer an applicant or tenant toward or away from a particular area based on any of these factors.
- Deny anyone access to the same level of services.
- Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program.
- Discriminate in the provision of residential real estate transactions.
- Discriminate against someone because they are related to or associated with a member of a protected class.
- Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons who are members of a protected class.

Providing Information to Families

The PHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, the PHA will provide information to public housing applicant families about civil rights requirements.

Discrimination Complaints

If an applicant or tenant family believes that the PHA has discriminated against any family member, the family should advise the PHA. HUD requires the PHA to make every reasonable attempt to determine whether the applicant's or tenant family's assertions have merit and take any warranted corrective action.

HACA Policy

HACA shall conspicuously post a Fair Housing and Equal Opportunity poster and the toll-free Discrimination Complaint hotline number at each public housing development's community bulletin board and at the HACA central administration office.

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify HACA either orally or in writing.

HACA will attempt to remedy discrimination complaints made against HACA.

Upon request, HACA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

In addition to the policies outlined in the ACOP, HACA further complies with fair housing laws through the implementation of the Affirmatively Furthering Fair Housing Plan as adopted by the HACA Board of Commissioners.

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.

The PHA must ensure that persons with disabilities have full access to the PHA's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the public housing program [24 CFR 8].

The PHA must provide a notice to each tenant that the tenant may, at any time during the tenancy, request reasonable accommodation of a handicap of a household member, including reasonable accommodation so that the tenant can meet lease requirements or other requirements of tenancy [24 CFR 966.7(b)].

HACA Policy

HACA will advise applicants and resident families in writing of their right to request accommodations, on the intake application, reexamination documents and notices of adverse action by HACA, by including the following language:

“The Housing Authority is committed to compliance with the Americans with Disabilities Act and the Fair Housing Act. If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the Housing Authority by calling (512) 477-4488. Se habla español.”

The applicant or resident can request a reasonable accommodation from the Admissions Director or from their assigned Public Housing Manager. The Vice Presidents of Housing and Community Development will be the Reasonable Accommodation Coordinators for public housing.

2-II.B. DEFINITION OF REASONABLE ACCOMMODATION

A “reasonable accommodation” is a change, exception or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the PHA, or result in a “fundamental alteration” in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and Section 2-II.E), the PHA shall accommodate the needs of a person with disabilities. Examples may include but are not limited to:

- Permitting applications and reexaminations to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.

- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a PHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with PHA staff.
- Displaying posters and other housing information in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair.

2-II.C. REQUEST FOR AN ACCOMMODATION

If an applicant or participant indicates that an exception, change or adjustment to a rule, policy, practice or service is needed because of a disability, HUD requires that the PHA treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to the PHA's programs and services.

If the need for the accommodation is not readily apparent or known to the PHA, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

HACA Policy

HACA will encourage the family to make its request in writing using a reasonable accommodation request form that is available from the Public Housing Manager or the central administration office. However, HACA will consider the accommodation request any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

2-II.D. VERIFICATION OF DISABILITY

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability that is used for waiting list preferences and income allowances.

Before providing an accommodation, the PHA must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to the PHA's programs and services.

If a person's disability is obvious or otherwise known to the PHA, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, the PHA will follow the verification policies provided in Chapter 7. All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16. In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a non-medical service agency or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].
- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.
- In the event that the PHA does receive confidential information about a person's specific diagnosis, treatment, or the nature or severity of the disability, the PHA will dispose of it. In place of the information, the PHA will note in the file that the disability and other requested information have been verified, the date the verification was received, and the name and address of the knowledgeable professional who sent the information [Notice PIH 2010-26].

2-II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION

[Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26]

The PHA must approve a request for an accommodation if all following four conditions are met.

- The request was made by or on behalf of a person with a disability.
- There is a disability-related need for the accommodation.
- The requested accommodation is indeed for the purpose of affording a person with a disability an equal opportunity to use and enjoy a program, service or dwelling under the program.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and/or administrative burden on the PHA, or fundamentally alter the nature of the PHA's operations.

Requests for accommodations must be assessed on a case-by-case basis. The determination of undue financial and administrative burden must be made on a case-by-case basis involving

various factors, such as the overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve the request, the PHA may enter into discussion and negotiation with the family, request more information from the family or may require the family to sign a consent form so that the PHA may verify the need for the requested accommodation.

HACA Policy

After a request for an accommodation is presented, HACA will respond, in writing, within 30 calendar days.

If HACA denies a request for an accommodation, the notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If HACA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and/or administrative burden or fundamentally alter the nature of HACA's operations), HACA will either list recommended alternatives or include a request to discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden. The family will be given 30 days from the date of the written notice to respond and discuss alternative accommodations with HACA.

If the family does not respond to HACA within 30 days of the notice, or if HACA believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, HACA will notify the family, in writing, of its determination within 30 days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal HACA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

2-II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

HUD regulations require the PHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to the PHA's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, the PHA shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

HACA Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display /teletype) communication will be available. This service is available through Relay Texas. Relay Texas provides telephone-interpreting service between people who can hear ('voice' users) and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

Additional accommodations include providing sign language interpreters, at HACA's expense, for scheduled appointments and meetings, upon advance request of the hearing impaired resident or applicant.

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with HACA staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication include having material explained orally by staff, or having a third party representative (a friend, relative or advocate, named by the applicant/resident) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. PHYSICAL ACCESSIBILITY

The PHA must comply with a variety of regulations pertaining to physical accessibility, including the following.

- Notice PIH 2010-26
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990
- The Architectural Barriers Act of 1968
- The Fair Housing Act of 1988

The PHA's policies concerning physical accessibility must be readily available to applicants and resident families. They can be found in three key documents:

- This policy, the Admissions and Continued Occupancy Policy, describes the key policies that govern the PHA's responsibilities with regard to physical accessibility.
- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally-funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment and transition plans.

The design, construction or alteration of PHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Notice PIH 2010-26 contains specific information on calculating the percentages of units for meeting UFAS requirements.

Newly constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the public housing program.

2-II.H. DENIAL OR TERMINATION OF ASSISTANCE

A PHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 966.7].

When applicants, including persons with disabilities, are denied assistance, the notice of denial must inform them of their right to request an informal hearing [24 CFR 960.208(a)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the informal hearing, or the denial shall remain final.

When a family's lease is terminated, the notice of termination must inform the family of their right to request a hearing in accordance with the PHA's grievance process [24 CFR 966.4(l)(3)(ii)].

HACA Policy:

The notice shall also stipulate their deadlines in which to request the grievance hearing, or the termination decision shall remain final.

When reviewing reasonable accommodation requests, the PHA must consider whether reasonable accommodation will allow the family to overcome the problem that led to the PHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, the PHA must make the accommodation [24 CFR 966.7].

In addition, the PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing process [24 CFR 966.56(h)].

HACA Policy:

The accommodation must be requested with advance notice to allow HACA to make the necessary arrangements, for example, contacting a sign language interpreter agency to schedule an interpreter for a hearing.

PART III: IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

2-III.A. OVERVIEW

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the public housing program. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin. This part incorporates the Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

The PHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. For the purposes of this ACOP, LEP persons are public housing applicants and resident families and parents and family members of applicants and resident families.

In order to determine the level of access needed by person with LEP, the PHA will balance the following four factors: (1) the number or proportion of persons with LEP eligible to be served or likely to be encountered by the public housing program; (2) the frequency with which persons with LEP come into contact with the program; (3) the nature and importance of the program, activity or service provided by the program to people's lives; and (4) the resources available to the PHA and costs. Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the PHA.

2-III.B. ORAL INTERPRETATION

HACA will offer competent interpretation services free of charge, upon request, to the LEP person.

HACA Policy

HACA will utilize a language line for telephone interpreter services.

Where LEP persons desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services offered by HACA. The interpreter may be a family member or friend.

HACA will analyze the various kinds of contacts it has with the public, to assess language needs and decide what reasonable steps should be taken. "Reasonable steps" may not be reasonable where the costs imposed substantially exceed the benefits.

Where feasible and possible, according to its language assistance plan (LAP), HACA will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

2-III.C. WRITTEN TRANSLATION

Translation is the replacement of a written text from one language into an equivalent written text in another language.

HACA Policy

In order to comply with written-translation obligations, HACA has taken the following steps:

HACA has provided written translations of vital documents for the eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Such documents include but are not limited to: housing application, public housing lease, House Rules, annual lease renewal documents, lease termination notices and grievance hearing notices. Translation of other documents, if needed, can be provided, upon request.

If there are fewer than 50 persons in a different LEP language group, HACA may not translate vital written materials, but will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

2-III.D. IMPLEMENTATION PLAN

After completing the four-factor analysis and deciding what language assistance services are appropriate, the PHA shall determine whether it is necessary to develop a written implementation plan to address the identified needs of the LEP populations it serves.

If the PHA determines that it is not necessary to develop a written implementation plan, the absence of a written plan does not obviate the underlying obligation to ensure meaningful access by persons with LEP to the PHA's public housing program and services.

HACA Policy

HACA has developed a written LEP plan/standard operating procedure. The following five steps were taken when developing the plan. HACA: (1) Identified persons with LEP who need language assistance; (2) identified language assistance measures; (3) trained staff; (4) provided notice to persons with LEP; and (5) is monitoring and updating the LEP plan as needed. The plan will be reviewed on an ongoing basis and will be updated as needed to address the needs of HACA's LEP population.

**EXHIBIT 2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER
FEDERAL CIVIL RIGHTS LAWS [24 CFR Parts 8.3 and 100.201]**

A person with a disability, as defined under federal civil rights laws, is any person who:

- Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual.
- Has a record of such impairment.
- Is regarded as having such impairment.

The phrase “physical or mental impairment” includes:

- Any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness and specific learning disabilities. The term “physical or mental impairment” includes, but is not limited to: such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.
- “Major life activities” includes, but is not limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, speaking, learning and/or working.
- “Has a record of such impairment” means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major live activities.
- “Is regarded as having an impairment” is defined as having a physical or mental impairment that does not substantially limit one or more major life activities but is treated by a public entity (such as the PHA) as constituting such a limitation; has none of the impairments defined in this section but is treated by a public entity as having such an impairment; or has a physical or mental impairment that substantially limits one or more major life activities, only as a result of the attitudes of others toward that impairment.

The definition of a person with disabilities does not include:

- Current illegal drug users.
- People whose alcohol use interferes with the rights of others.
- Persons who objectively pose a direct threat or substantial risk of harm to others that cannot be controlled with a reasonable accommodation under the public housing program.

The above definition of disability determines whether an applicant or participant is entitled to any of the protections of federal disability civil rights laws. Thus, a person who does not meet this definition of disability is not entitled to a reasonable accommodation under federal civil rights and fair housing laws and regulations.

The HUD definition of a person with a disability is much narrower than the civil rights definition of disability. The HUD definition of a person with a disability is used for purposes of receiving the disabled family preference, the \$400 elderly/disabled household deduction, the allowance for medical expenses or the allowance for disability assistance expenses.

The definition of a person with a disability for purposes of granting a reasonable accommodation request is much broader than the HUD definition of disability. Many people will not qualify as a disabled person under the public housing program, yet an accommodation is needed to provide equal opportunity.

EXCERPT FROM TENANT SELECTION PLAN

FAIR HOUSING POLICIES

FAIR HOUSING

The owner/agent will not discriminate in any of the following ways:

- Deny to any household the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs,
- Provide housing which is different than that provided others,
- Subject a person to segregation or disparate treatment,
- Restrict a person's access to any benefit enjoyed by others in connection with the housing program,
- Treat a person differently in determining eligibility or other requirements for admission,
- Deny a person access to the same level or services, or
- Deny a person the opportunity to participate in a planning or advisory group which is an integral part of the housing program.

The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability, and familial status. In addition, the city of Austin has added Fair Housing protections based on creed, student status, marital status, sexual orientation, gender identity and age.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The owner/agent complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance from HUD.

SECTION 504 OF THE REHABILITATION ACT OF 1973

The owner/agent complies with Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination, based on the presence of a disability in all programs or activities operated by recipients of federal financial assistance.

Although Section 504 protections often overlap with the disability discrimination prohibitions included in the Fair Housing Act, Section 504 differs in that it imposes broader affirmative obligations to make their programs, as a whole, accessible to persons with disabilities.

- Coordinating Efforts to Comply with Section 504 Requirements
The owner/agent has designated a person to address questions or requests regarding the specific needs of residents and applicants with disabilities. This person is referred to as the Section 504 Coordinator.

Name of Section 504 Coordinator:	Vice President of Housing and Community Development
Address:	1124 S IH 35, Austin, TX 78704
Phone Number:	(512) 477-4488
TDD/TTY Number:	1-800-735-2989 Or 711 Voice Relay

- Requests for Reasonable Accommodation or Modification

In accordance with the Fair Housing Act and Section 504 of the Rehabilitation Act, the owner/agent will make reasonable accommodations or modifications for individuals with disabilities (applicants or residents) unless these modifications would change the fundamental nature of the housing program or result in undue financial and administrative burden. Please see HACA's Reasonable Accommodation Policy for additional information.

PRIVACY POLICY

It is the policy of the owner/agent to guard the privacy of individuals conferred by the Federal Privacy Act of 1974 and to ensure the protection of such individuals' records maintained by the owner/agent.

Neither the property owner/agent nor its agents shall disclose any personal information contained in its records to any person or agency, other than HUD, its Contract Administrators or other federal/state entity or investor auditing entities, unless the individual about whom information is requested gives written consent to such disclosure. Such consent may be provided in an equally effective manner, as a reasonable accommodation, when there is the presence of a disability.

This Privacy Policy in no way limits the owner/agent's ability to collect such information to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2013

The owner/agent understands that, regardless of whether state or local laws protect victims of domestic violence, dating violence, sexual assault or stalking, people who have been victims of violence have certain protections provided through the Violence Against Women Reauthorization Act of 2013 (VAWA 2013).

If any applicant or resident wishes to exercise the protections provided in the VAWA 2013, he/she should contact the owner/agent immediately. The owner/agent will not assume that any act is a result of abuse covered under the VAWA 2013. In order to receive the protections outlined in the VAWA 2013, the applicant/applicant must specify that he/she wishes to exercise these protections. The owner/agent will provide an individual with a copy of the VAWA Policy upon request.

THE EQUAL ACCESS RULE

The owner/agent ensures that HUD's core housing programs are open to all eligible persons regardless of sexual orientation, gender identity or marital status in accordance with *The Equal Access Rule*.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Limited English Proficiency

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-2 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to establish the procedures management staff will follow when working with persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English.
- B. SCOPE:** Includes guidance to ensure that individuals with limited English proficiency (LEP) may effectively participate in and have equal access to Multifamily Housing programs and to ensure compliance with Title VI regarding discrimination based on national origin.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• <i>I Speak</i> cards
Other Essential SOPs or documents:	<ul style="list-style-type: none">• N/A
Other Resources:	<ul style="list-style-type: none">• 4350.3 REV 1, Change 4, Chapter 2• January 22, 2007 Notice: Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons• Executive Order 13166, titled "Improving Access to Services by Persons with Limited English Proficiency."• <i>Masterword Language Line</i> (phone # to be added)

Overview:



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

The Housing Authority of the City of Austin (O/A) has taken affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as persons with Limited English Proficiency (LEP).

Persons with LEP are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. This policy is applicable to persons with LEP currently housed on O/A properties as well as applicants.

For persons with LEP, language may be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities or understanding other information provided by the O/A.

In certain circumstances, failure to ensure that persons with LEP can effectively participate in or benefit from federally assisted programs and activities may violate the prohibition under Title VI against discrimination based on national origin.

This SOP incorporates the Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003, in the Federal Register.

D. PROCEDURE:

Application

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to determine the level of access needed by a person with LEP, the O/A will balance the following four factors:
 - (1) The **number or proportion** of persons with LEP eligible to be served or likely to be encountered by management staff;
 - (2) The **frequency** with which persons with LEP come into contact with management staff;
 - (3) The **nature and importance** of the program, activity or service provided by the O/A to people's lives; and
 - (4) The **resources available** to the O/A and the costs.

Balancing these four factors will ensure meaningful access by persons with LEP to critical services while not imposing undue burdens on the O/A.

Oral Interpretation



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Bringing Opportunity Home

1. At appointments, informational briefings, informal hearings or situations in which health, safety or access to important benefits and services are at stake, the O/A will generally offer, or ensure that the family is offered through other sources, competent interpretation services free of charge to the person with LEP.
2. Where feasible, the O/A trains and hires bilingual staff to be available to act as interpreters and translators. Where feasible and possible, the O/A will encourage the use of qualified community volunteers.
3. Where persons with LEP desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services that may be offered by the O/A.
4. If a client speaks a language other than Spanish, or if the O/A does not have a staff member available that can interpret in the language of the client, staff may use the *Masterword Language Line* (phone # to be added).
 - a. When the call is placed, the caller will identify him or herself and will use the O/A name as the account number.
 - b. They will then request the language they need.
 - c. Management staff will get approval, via email, from the Community Director (CD) before using this service.
 - d. A log will be kept by management staff documenting the applicant's/resident's name, the language needed, the date of the call and approximate duration of the call.
 - e. A copy of the log will be provided to the purchasing department to back-up the invoice.
 - f. Management staff may also use *I Speak* cards to help identify the language needed.
5. For persons with hearing impairments, if applicant/resident requests interpreting services, management staff will contact CSD services at (512) 837-8030.

Written Translation

1. Spanish has been determined to be the dominant language of the majority of persons with LEP served by the O/A.
2. In order to comply with written translation obligations, the O/A has completed extensive written translations of vital Multifamily housing program documents into Spanish for LEP purposes. Such documents include but are not limited to: the housing application, briefing packet, lease, house rules, O/A zero tolerance policy, mold addendum, minimum rent hardship exemption notice, annual recertification packet,



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notice of rent change, termination notices, VAWA lease addendum and notice of grievance hearing. Translated documents are included in the Spanish translation folder for staff to access. Other documents, if needed, can be provided orally upon request. Most Multifamily HUD documents and forms are available in many languages at www.hud.gov.

3. If there are fewer than 50 persons in a different LEP language group, O/A will, upon request of the LEP person, provide competent oral interpretation of those written materials, free of cost.

Staff Procedures

1. Upon a client's request, management staff will provide the applicant/resident forms in the preferred language when available.
2. For processing purposes, management staff will have the applicant/resident sign all English language forms as well as non-English forms.
3. For any future correspondence after the preferred language is identified, staff will provide notifications in Spanish for clients who indicated they prefer notices in Spanish. For other languages, if the document translation is not available, staff will provide oral interpretation of documents if requested following the procedures described in step 3 under "Written Translations".

No additional procedures are required for units layered with LIHTCs.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

Bringing Opportunity Home

Reasonable Accommodation Procedures

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-1 Implementation Date:

- A. PRINCIPLE:** The purpose of this SOP is to relate to staff the proper procedures to follow when an applicant/resident requests a reasonable accommodation (RA).
- B. SCOPE:** Includes procedures for determining eligibility for an RA, verification of the disability-related need for the RA, response to a request, approval or denial and documentation requirements.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• Reasonable Accommodation Request form• Consent to release information for verification• Verification Request form
Other Essential SOPs or documents:	<ul style="list-style-type: none">• H-15 Reasonable Accommodation Modifications
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ), issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• HUD "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons," 72 FR 2732 (January 22, 2007)



HOUSING AUTHORITY OF THE CITY OF AUSTIN

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- 10 TAC Chapter 1, Subchapter B
- 10 TAC §10.610 Written Policies and Procedures

OVERVIEW:

DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS (24 CFR PARTS 8.3 AND 100.201)

A person with a disability is an individual with a physical or mental impairment that substantially limits one or more major life activities, such as seeing, hearing, walking, breathing, performing manual tasks, caring for oneself, learning and speaking. This list is not exhaustive; see the O/A form regarding Definition of a Person with a Disability under Federal Civil Rights Laws (24 CFR Parts 8.3 and 100.201).

WHEN THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (O/A) WILL INFORM APPLICANTS AND RESIDENTS OF THE RIGHT TO REQUEST A REASONABLE ACCOMMODATION:

- The O/A will inform applicants and residents of their right to request a reasonable accommodation at the time of application, at initial briefings and at annual re-examination.
- The O/A will also post notices in centralized areas on community and administration bulletin boards.

WHO MAY REQUEST A REASONABLE ACCOMMODATION:

- Any family that includes a person with a disability assisted under the Multifamily Housing program may request a reasonable accommodation in rules, policies, practices or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.
- Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial or administrative burden” for the O/A, or result in a “fundamental alteration” in the nature of the program or service offered.

SUCH REQUEST FOR REASONABLE ACCOMMODATIONS MAY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Permitting applications to be completed by mail.



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- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- A change in the way the O/A communicates or provides information.
- A change in the rules or policies to give you an equal opportunity to use the facilities or take part in the Public Housing program.
- For persons with vision impairments, large print or audio versions of key program documents.
- For public meetings or presentations, request for one-on-one assistance.
- Request for a sign language interpretation.
- Request for a transfer to a 504-accessible unit.

D. PROCEDURE:

PROCEDURE FOR REQUESTING A REASONABLE ACCOMMODATION

- A request is made when a person with a disability, or someone on their behalf, requests a change, exception or adjustment to a rule, policy, practice or service because of their disability; the words "reasonable accommodation" are not required.
- Management staff should ask the applicant/resident to put the request in writing, if they can, but cannot require the applicant/resident to put the request in writing. Applicants and residents may use the *Request for Reasonable Accommodation form* (available in English and in Spanish) or may make an oral request.
- When a family makes an oral request, the staff member who receives the request should complete a memo to file documenting the request.



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- Management staff should never offer an accommodation until one has been specifically requested. Treating people differently because of a perceived disability is discrimination. Each case should be treated on its individual merits to avoid discrimination.

VERIFICATION REQUIRED

- If an applicant/resident requests a reasonable accommodation due to a disability, management staff may request that the individual sign a consent to the release of information, for verification of disability and/or verification of the nexus between the disability and the need for the RA.
- Management staff may request verification from a third party when consent is given by the applicant/resident. Management staff will request only the specific information that is necessary to make a decision.
- Limiting verifications to only physicians is not allowed. Management staff may accept verifications from a qualified individual who is competent to render the opinion and knowledgeable about the person's situation.
- If a person's disability is obvious, or otherwise known to management staff, and if the need for the requested accommodation is also readily apparent or known, no further documentation will be required. However, a memo to file will be included documenting why no further documentation was required.

LIMITATIONS ON WHAT CAN BE REQUESTED OR REQUIRED:

Unless it is relevant to whether the applicant or resident qualifies for the program or type of designated housing, or accommodation, management staff **will not**:

- ask if a person has a disability,
- ask for the nature or extent of the disability,
- ask any question that would require the disabled person to waive or disclose a medical condition or history, or
- ask if any other family member has a disability.

RESPONDING TO REQUEST FOR REASONABLE ACCOMMODATIONS:

- All requests for reasonable accommodations should be forwarded to the Community Director, and if made in writing, should be date stamped by the manager to document when the request was received. If the request was made verbally, a brief memo to the Community Director outlining the applicant/resident's request is to be submitted. The Community Director will determine if the request should be forwarded to the Vice President of Housing and Community Development if necessary. A written response to the applicant/resident will be sent within 30 calendar days. Therefore, all reasonable



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accommodation requests should be forwarded to the Community Director within one business day after receipt for review and response. Ensure a copy of the request is also forwarded to the Compliance Coordinator.

- All denials must inform the applicant/resident of their right to appeal the decision. Denial letters will be drafted and sent by the Community Director or Vice President.
- Only the President/CEO, a Vice President or the Director of Planning and Development has the authority to alter policies and approve physical alterations to units or buildings. Therefore, all formal requests which would require altering policies, structures or practices must be forwarded by the Community Director to the department's Vice President and the Director of Planning and Development for review. This includes informal hearing decisions to grant reasonable accommodation.
- Once a physical alteration/modification is approved, the Community Director will delegate the work to appropriate staff. If a contractor is involved, the Inspections Coordinator is responsible for overseeing the project.

THINGS TO CONSIDER WHEN APPROVING OR DENYING A REASONABLE ACCOMMODATION REQUEST:

The O/A will consider the specific request and the following:

- The cost of the requested accommodation;
- The O/A's financial resources;
- The benefits the accommodation will provide to the family; and
- The availability of alternatives.

VALID REASONS FOR DENIAL:

- The request was not made by or on behalf of a person with a disability.
- There is no obvious or verifiable relationship (nexus) between the requested accommodation and the individual's disability.
- The request is not reasonable because it imposes an undue financial or administrative burden on the O/A.
- The request is not reasonable because it would fundamentally alter the nature of the O/A's operations.
- The request is not reasonable because the physical alteration would impair the unit's structural integrity.
- The ADA does not protect persons who are currently using illegally use controlled substances. (The Act does protect persons recovering from substance abuse.)



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- The ADA does not protect an individual with a disability whose tenancy would constitute a “direct threat” to the health or safety of others or result in substantial physical damage to the property of others unless the threat can be eliminated or significantly reduced by the reasonable accommodation.
- If denied, the O/A will consider the availability of alternative accommodations that would effectively meet the family’s disability-related needs. If such alternatives exist, and are reasonable, management staff will discuss and/or offer such alternatives to the family. The family is not required to accept an alternative offer.
- The O/A may not require persons with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation.

REQUIRED DOCUMENTATION AND TRACKING REASONABLE ACCOMMODATION

REQUESTS:

- Management staff will keep written and digital proof that good-faith, individual consideration was given to the person requesting the accommodation. Therefore, management staff will document the request and the steps taken to address the request. Documentation will include, at minimum, the date and nature of request and final decision.
- A copy of the request for the reasonable accommodation and response will be kept in the applicant/resident file.
- Community Managers are to provide a copy of all documents and information related to reasonable accommodations to the Community Director and to the Compliance Coordinator. The Community Director will provide the Vice President a digital copy (via email) and a hard copy for approval.
- After the Vice President’s final decision, management staff will scan the complete RA packet into Yardi, including date of request, type of reasonable accommodation requested, date of decision and a brief summary of the decision and whether the request was approved or denied.
- **Confidentiality:** Management staff will keep disability verifications confidential. The O/A will only request/accept verifications that the resident meets the HUD Multifamily definition of disabled and/or the nexus between the disability and the need for the requested RA. Any additional medical information received will be destroyed.



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Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation. <http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

- Information on how an applicant or current resident with a disability may request a reasonable accommodation; and
- A timeframe in which the owner will respond to a request.

The policy must not:

- Require a household to make a reasonable accommodation request in writing;
- Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;
- Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or
- Require a household to rent a unit that has already been made accessible.



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Reasonable Accommodation Modifications

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: H-15 Implementation Date: _____

- A. PRINCIPLE:** To provide guidance to maintenance staff on procedures to modify and install equipment requested and approved as a reasonable accommodation (RA) or modification for residents, and to provide guidance for appropriate staff on inspecting and approving reasonable accommodation work completed by contractors.
- B. SCOPE:** Includes definition and examples of an reasonable accommodation and outlines UPCS requirements for physical modifications for some of the most commonly requested reasonable accommodations.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• N/A
Other Essential SOPs or documents:	<ul style="list-style-type: none">• F-1 Reasonable Accommodation Procedures
Other Resources:	<ul style="list-style-type: none">• Fair Housing Act (42 U.S.C.)• Section 504 of the Rehabilitation Act of 1973• Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ): <i>Reasonable Modifications under the Fair Housing Act</i>, issued May 17, 2004• 24 CFR Part 8• 24 CFR 100.204• FHEO Notice 2013-01• 10 TAC Chapter 1, Subchapter B• 10 TAC §10.610 Written Policies and Procedures



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OVERVIEW

An applicant/resident requested change, exception, or adjustment to a rule, policy, practice, or physical change to the living space of the applicant/resident or common areas of the property, which allows a person with a disability to use and enjoy the dwelling and/or common areas or so that the program is readily accessible and usable by a person with disabilities.

A request for reasonable accommodations may include, but is not limited to, the following:

- Permitting applications to be completed by mail.
- Conducting home visits.
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability.
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability.
- Installing a ramp into a dwelling or building.
- Installing grab bars in a bathroom.
- Installing visual fire alarms for hearing impaired persons.
- Allowing a management-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space.
- Allowing an assistance animal.
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with management staff.
- Changing the way the O/A communicates or provides information.
- Changing the rules or policies to give you an equal opportunity to use the facilities or take part in the PBRA program.
- Providing large print or audio versions of key program documents for persons with vision impairments.
- Granting requests for one-on-one assistance for public meetings or presentations.
- Providing sign language interpretation.
- Allowing a transfer to a 504-accessible unit.



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D. PROCEDURE:

A. INSTALLATION OF GRAB BARS

Standards for installing grab bars are governed by the Uniform Federal Accessibility Standards (UFAS) as follows:

Back Wall of Toilet

- a. Length of grab bars must be a minimum of 36 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Side Wall of Toilet

- a. Length of grab bars must be a minimum of 42 inches. If the minimum required length cannot be installed due to space limitation, install a grab bar that is as close to the minimum required length as possible.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Foot of Shower Tub

- a. Length of grab bars must be a minimum of 24 inches measure from the outer edge of the tub.
- b. Height of grab bars must be between 33 and 36 inches.
- c. Diameter of grab bars shall be between 1¼ to 1½ inches.

Back Wall of Shower Tub

- a. Two grab bars are required. The grab bar mounted on the back wall shall have a minimum length of 24 inches and shall be located 12 inches maximum from the foot of the tub and 24 inches from the head of the tub. One grab bar shall be located 9 inches above the rim of the tub. The other shall be 33-36 inches above the bathroom floor.
- b. Diameter of grab bars shall be between 1¼ to 1½ inches.



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Head of Shower Tub

- a. At the head of the shower tub grab bars shall have a minimum of 12 inches in length measured from the outer edge of the tub.
- b. Diameter of grab bars shall be between 1 ¼ to 1 ½ inches.

B. ENTRANCE RAMPS

Slope and Rise

- a. The least possible slope shall be used for any ramp.
- b. The maximum slope of a ramp shall be 1:12 ratio. In another words, for every one inch of rise, a length of twelve inches (one foot) shall be supplemented. For example, a rise of 6 inches will require a ramp to be at least 6 feet of length to satisfy the 1:12 rise over run ratio.

Clear Width

The minimum clear width of a ramp shall be 36 inches.

Landings

- a. Ramps shall have level landings at the bottom and top of each run.
- b. The landing shall be as wide as the ramp run leading to it.
- c. If ramps change direction at landings, the minimum landing size shall be 60 inches by 60 inches.

Ramp Hand Rails

- a. If a ramp run has a rise greater than 6 inches or a horizontal projection greater than 72 inches, then it shall have handrails on both sides.
- b. Handrails shall be provided along both sides of ramp segments. The inside handrails on switchback or dogleg ramps shall always be continuous.
- c. If handrails are not continuous, they shall extend at least 12 inches beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface.
- d. Top of handrail gripping surfaces shall be mounted between 30 and 34 inches above ramp surfaces.
- e. Handrails shall not rotate within their fittings.



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C. Hearing Impaired Smoke Detectors

Smoke alarms with sensory stimulation devices other than standard audible devices should be installed in units that are occupied by the deaf or hearing impaired.

Units layered with LIHTCs must comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Owners of LIHTC developments must comply with Title 10, Chapter 1, Subchapter B. Owners must also maintain a written Reasonable Accommodation policy.

Title 10, Chapter 1, Subchapter B provides guidance to owners of LIHTC developments regarding the requirements of §504 of the 1973 Rehabilitation Act and the Fair Housing Act including the requirements for reasonable accommodation.

<http://tdhca.state.tx.us/pmcdocs/10TAC1-SubchapterB.pdf>

A written reasonable accommodation policy must be maintained at the development. Owners are responsible for ensuring that their employees and contracted third-party management companies are aware of and comply with the reasonable accommodation policy.

The policy must provide:

- Information on how an applicant or current resident with a disability may request a reasonable accommodation; and
- A timeframe in which the owner will respond to a request.

The policy must not:

- Require a household to make a reasonable accommodation request in writing;
- Require a household to provide specific medical or disability information other than the disability verification that may be requested to verify eligibility for reasonable accommodation or special needs set aside program;
- Exclude a household with person(s) with disabilities from admission to the development because an accessible unit is not currently available; or
- Require a household to rent a unit that has already been made accessible.



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Violence Against Women Act (VAWA)

Standard Operating Procedure

Department: Housing and Community Development

Program: Project Based Rental Assistance (PBRA)

Division/Function: Property Management

SOP #: F-3 Implementation Date: _____

- A. PRINCIPLE:** The purpose of this SOP is to provide guidance to staff for issues related to the Violence Against Women Reauthorization Act of 2013 (VAWA).
- B. SCOPE:** Includes requirements for VAWA notice procedures for staff, residents and applicants claiming protection under VAWA for incidents related to domestic violence, dating violence, sexual assault or stalking.
- C. RESOURCES:** The resources needed for this process include:

Forms:	<ul style="list-style-type: none">• HUD 91067 Lease Addendum• HUD 91066 (09/2008) Certification
Other Essential SOPs or documents:	<ul style="list-style-type: none">• D-1 Eviction• Tenant Selection Plan• House Rules
Other Resources:	<ul style="list-style-type: none">• Violence Against Women Reauthorization Act of 2013 (VAWA 2013)• 24 CFR Parts 5, 92, 200, et al.• Federal Register Notice 8/6/13• Notice H 09-15 (VAWA)• 10.TAC §610 Written Policies and Procedures• 10 TAC §613 Lease Requirements

D. PROCEDURE:

Notice Requirements:

Form HUD-91066 and the VAWA Lease Addendum (form HUD-91067) are found in Yardi.



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Form **HUD-91066** is given to:

- Applicants at the time they are given notice of rejection
- Residents at the time of move-in
 - In the move-in packet
- Residents for unit transfers
 - With the Request for Transfer letter
- Residents at annual recertification
 - With the required AR packet (Fact Sheets, etc.)
- In the event of a termination or start of an eviction for cause
 - With termination or eviction notice

All household members 18 years of age and older must sign the VAWA Lease Addendum (form **HUD-91067**) at move-in or, upon notification, within 7 days of their 18th birthday. The form is to be retained in the file according to pink sheet.

VAWA information must be displayed on each site's bulletin board, including how to contact the office to claim protection under the Act. Sites must also display information on how to obtain a copy of the Tenant Selection Plan (TSP) and House Rules, which also contain information on VAWA.

Certification:

If an applicant or resident requests VAWA information, management staff should review VAWA Notice H 09-15 with them in a private setting.

If an applicant or resident requests VAWA protection, management staff should notify their Community Director by email the same business day and submit all documentation immediately after receipt of all required verification(s).

Residents wishing to claim VAWA protection should clearly state what action they are requesting (i.e.: exception to screening criteria for applicant to be admitted, protection from eviction, bifurcation of lease, etc.) and provide verification supporting their claim in the form of at least one of the following:

1. A completed, signed form HUD-91066, providing victim's name, name of abuser/perpetrator if known by the victim and safe to provide, abuser's relationship to victim, date/time/location of incident of violence, and a description of the violence.



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2. A federal, state, tribal, territorial or local police or court or administrative record documenting the domestic violence, dating violence, sexual assault or stalking.
3. Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; or a medical professional. The person signing the documentation must attest under penalty of perjury to the person's belief that the incidents in question are bona fide incidents of abuse. The victim must also sign the documentation.

At management's discretion, protection may be provided based solely on an individual's statement or other corroborating evidence without requiring formal documentation of abuse. Acceptance of the statement or evidence will be documented in the applicant/resident file.

The owner/agent (O/A) will not require third-party verification (2 and 3 above) in addition to certification (1 above) with one exception. In the case where the O/A receives conflicting certification documents from two or more family members (i.e. two members of the household submit a form HUD-91066 claiming to be the victim and naming one or more other petitioning household members as the perpetrator), the applicants/tenants are required to submit verification from a third-party source (2 and 3 above).

Additional documentation is required if the perpetrator of domestic violence is currently a member of the household, and the victim is requesting their removal from the lease (lease bifurcation). The individual seeking protection under VAWA must sign a statement (1) requesting that the perpetrator be removed from the application or lease and (2) certifying that the perpetrator will not be permitted to visit or stay as a guest in the unit.

Whether or not the perpetrator is the head of household, all remaining family members will be moved to a new unit with a new lease, while the perpetrator remains in the original unit on the original lease for purposes of eviction.

Verification(s) must be submitted within 14 business of the VAWA claim, unless an extension is given by management. If the individual fails to provide documentation within this time frame, the O/A will deny the request for protection under VAWA.

Confidentiality:



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All information provided to the O/A regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking (actual or perceived) must be maintained in confidence, in a file separate from the resident file and in a separate filing cabinet, and may not be entered into any shared database. O/A employees or others will not access the information unless they are explicitly authorized to do so and have a need to know the information for purpose of their work. Documentation will not be provided to any related entity or individual, except to the extent that the disclosure (a) is requested or consented to by the individual in writing, (b) is required for use in an eviction proceeding, or (c) is otherwise required by applicable law.

No additional procedures are required for units layered with LIHTCs. Applicant screening criteria must be described in a written Tenant Selection Criteria as described in 10 TAC §10.610 and Lease Requirements in 10 TAC §10.613.

10 TAC §10.610 requires:

- That notice be provided to applicants and current residents about VAWA 2013 protections.
- Written Tenant Selection Criteria be developed and followed. The criteria must not in accordance with VAWA, deny admission on the basis that the applicant has been a victim of domestic violence, dating violence, sexual assault, or stalking.

10 TAC §10.613 requires:

- That all owners comply with the lease requirements found in Section 601 of VAWA 2013.

NAHRO

Fair Housing Training

Introduction

The National Association of Housing and Redevelopment Officials (NAHRO) is pleased to work with individual agencies to bring training and technical assistance to them locally. Housing authorities and community leaders alike recognize the many changes and challenges they face within the affordable housing industry as they strive to achieve the common goal of sustainable, viable communities.

Scope of Service

NAHRO will conduct a one-day Fair Housing Act: Disability Nondiscrimination, New Construction Requirements, and Reasonable Accommodations and Reasonable Modifications on-site training for your organization.

The seminar will describe provisions impacting housing programs of Federal financial assistance and those applying to housing generally and it will provide information to assist participants in understanding the interplay between these laws.

Certificates of Completion will be awarded to participants who complete the course requirements.

Seminar Format

The seminar format is lecture and group Q&A. A slide PowerPoint presentation accompanies the program.

Materials

Each participant will receive:

- NAHRO Fair Housing Resource Materials
- Certificate of Completion (upon course completion)

Summary of On-site Seminar Responsibilities

NAHRO

- NAHRO Faculty fee and expenses
 - Manuals and materials used for instruction
 - Certificates of Completion for each participant who successfully fulfills the course requirements
 - Shipping costs of materials to the seminar site and return shipping at seminar
- Conclusion

Organization

- Marketing the seminar and registering the participants, then forwarding registrations to NAHRO
- Reservation and payment of the meeting room facility
- Reservation and payment for audio/visual equipment required for the seminar
- Food and/or beverages served at the seminar (optional)

Audio/Visual Equipment & Room Set-Up Requirements

NAHRO Faculty would prefer that the room be set up in the following manner:

- Table and chair for the instructor
- Participants seating - round tables, six to eight chairs per table
- Flip charts – 1 flip chart and marker for each table
- Projection screen
- Microphone for the instructor, if requested

In the event that round tables cannot be used, then long tables (classroom style) would be acceptable. Since a test will be given, it is important that the participants have sufficient space at the tables. If the room is set up classroom style, then flip charts at the participants' tables may not be necessary.

Topics

- Federal Financial Assistance—Defined
- Additional Fair Housing Laws
- LGBT Protection
- Summary of the Fair Housing Act
- Definitions of Certain Classes
 - Familial Status
 - Disability
- NOT Covered by the Fair Housing Act
- What Does Discrimination Really Mean
- Prohibited Activities under the Fair Housing Act
- Design and Construction Requirements
- The Investigatory Process
- Alternatives to the Investigatory Process
- Special Topics
 - Advertising
 - Occupancy Standards
- Reasonable Accommodation/Reasonable Modification
- Case Studies

NAHRO Faculty

Dennis Morgan is a Senior Associate at D L Morgan & Associates. He provides technical assistance and training on SEMAP, Housing Quality Standards (HQS), Public Housing Assessment System (PHAS), Uniform Physical Condition Standards (UPCS), Public Housing and Housing Choice Voucher Eligibility, Income and Rent, Public Housing and Housing Choice Voucher Occupancy, Fair Housing, Admission and Occupancy, Section 8 Administration, Public Housing Administration, Public Housing and Housing Choice Voucher Homeownership, Family Self-Sufficiency, Asset Management, Managing Maintenance, Property Management Essentials,

Moving to Work, Consortia, Relocation, and the PHA Plan. Mr. Morgan also teamed with other senior members to co-author the Public Housing Admission and Occupancy Guidebook, Housing Choice Voucher Homeownership Guidebook, Conversion from Public Housing to the Voucher Guidebook, Consortia articles and many NAHRO, LISC, and NeighborWorks America publications. Mr. Morgan has more than 39 years experience in the public housing industry, including six years as Executive Director of Lucas Metropolitan Housing Authority in Toledo, Ohio, and serving in executive positions in two Florida PHAs for 23 years - including 16 years at the Orlando Housing Authority and seven years as Executive Director of the Deland Housing Authority. He conducts PH and HCV Eligibility, Income and Rent Calculation, PH and HCV Occupancy, HQS, UPCS, Property Management Essentials, Managing Maintenance, FSS, and HCV Program Management Seminars for NAHRO. He authored numerous publications for NAHRO and other national organizations. Additionally, Mr. Morgan works with NAHRO, HUD, and local PHAs in providing technical assistance to individual agencies across the country.

Richard Wankel has been employed in the affordable housing industry since 1993. Currently Richard is the Executive Director of the Town of Islip Housing Authority in Long Island, N.Y., serving more than 1,350 families in the public housing and section 8 programs. Richard has also served as Executive Director for the Town of Huntington Housing Authority, after having been hired to lead that agency from troubled status, which was accomplished in four years earning a HUD award for the effort. Richard has served as a management consultant and as Special Counsel to the Board of Commissioners of another agency. He has served as a five time past President of the Assoc. of L.I. Housing Agencies, a Section 8 group, Board member for NYSAHRO and recently founded the Long Island Association of Housing and Renewal Officials Inc., LIAHRO, serving as it's inaugural President, the group seeks to combine all types of affordable housing initiatives into a single minded effort.

Richard's experiences combine all facets of public housing, section 8, affordable housing creation and oversight, new development, mixed use finance housing (2004 NAHRO Award of Merit), organizational structuring, administrative efficiency, policy development, etc. Richard serves on the Board of two not for profit's involved in the affordable housing industry. He is also a member of the NYS, Suffolk County and Washington D.C. bar associations. Richard has served on the NAHRO Professional Development Committee since 2011.

Eugene Rudder has worked in the public and affordable housing industry for more than 25 years. Spending five years as Director of Community Building for the Columbia Heights

Development Corporation in Washington, DC Mr. Rudder not only organized community residents regarding such issues as housing, public healthcare, education and workforce development, but played a key role in training community residents in the art of community development and leadership so that they might lead themselves.

While working with the Nelrod Company, Eugene Rudder managed the Washington, DC office with the primary responsibility of securing and managing HUD contracts for the company. Under his leadership, Eugene brought two major contracts to Nelrod including the task of managing HUD's Public and Indian Housing Resource Center and a program to assist housing authorities around the country establish their own local homeownership initiatives.

As a project manager for the EXCEED Corporation, Mr. Rudder led the firm's efforts to assist HUD in the Rental Housing Integrity Improvement Project (RHIIP), working closely with both HUD Headquarters in Washington, DC and housing authorities all over the United States.

As Special Assistant to the Executive Director for the Wilmington Housing Authority, Eugene worked wherever there was a need and in response to the Executive Director's direction, managed the agency's Finance Department for just under one year, managed two HOPE VI applications, worked on various capital projects including Lincoln Towers, a seniors-only mid-rise with a state-of-the-art City fire station occupying the ground floor.

Travis County Health & Human Services

Contact: Kirsten Siegfried (Division of Family Support Services)

Address: 100 N IH 35 Suite 2000
Austin, TX 78701

Phone #: (512) 854-4467

Contact Date: HACA has already made contact with Travis County Health and Human Services. The initiation of the marketing through the Travis County offices will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: As a county-wide social service agency with 7 different locations, Travis County Health and Human Services has extensive experience working with Hispanic, African-American, Caucasian and Asian populations. They are knowledgeable of the housing programs offered through HACA, including the application and eligibility process.

Marketing Role: HACA will provide brochures and flyers to the Travis County Health and Human Services offices that are nearest each property. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian American Resource Center

Contact: Taja Beekley (Facility Manager)

Address: 8401 Cameron Rd
Austin, TX 78754

Phone #: (512) 974-1700

Contact Date: HACA has already made contact with the Asian American Resource Center (AARC). The initiation of the marketing through the Resource Center will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: The mission of the AARC is to provide cultural spaces, resources, services and educational programs through an Asian American perspective. As such, they understand the Asian community in Austin and already function in the role of communicator of resources.

Marketing Role: HACA will provide brochures and flyers to the Asian American Resource Center office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.

Asian Family Support Services of Austin

Contact: Amelia Hetherington

Address: PO Box 16254
Austin, TX 78761
(As a provider of support services for families of domestic violence, AFSSA does not advertise their physical address.)

Phone #: (512) 949-5941

Contact Date: HACA has already made contact with the Asian Family Support Services of Austin. The initiation of the marketing through AFSSA will begin 60 days before the estimated date of closing / conversion to PBRA.

Experience: AFSSA works with Asian families throughout the Austin area. Their mission is to promote abuse free Asian communities through advocacy, support, awareness and access to social services. They are very connected to Asian families in our community who have the greatest need for assistance with housing.

Marketing Role: HACA will provide brochures and flyers to the AFSSA office. These flyers will be available in English, Spanish, Chinese, Korean and Vietnamese. HACA will also communicate any changes in the application or eligibility process to ensure that they remain aware and can accurately provide instruction to potential applicants.



LAKESIDE APARTMENTS

85 TRINITY STREET
AUSTIN, TEXAS 78701



- * Built in 1967
- * 164 one-story units
- * In Downtown Austin
- * Near to Riverside & East ACC Campuses
- * Near Capital Metro Bus 17 Route

- * Off-street parking
- * Community room
- * Central air
- * Time Warner Cable available
- * On-site library
- * Laundry room

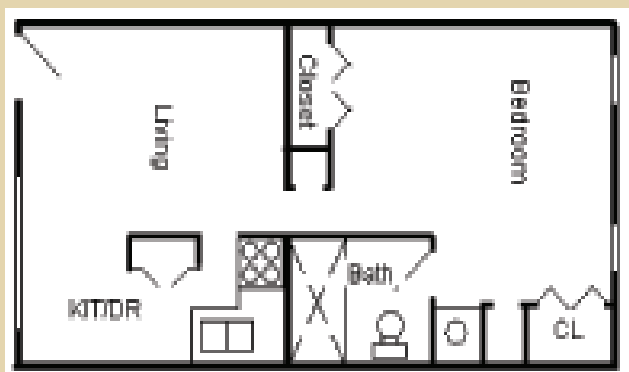
- * Waterfront views
- * Access to a Family Eldercare staff
- * Full-time wellness specialist
- * Elevators

LAKE SIDE APARTMENTS

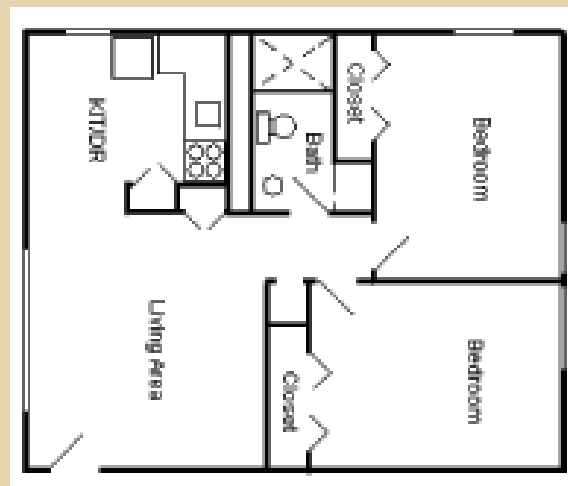


FLOOR PLANS

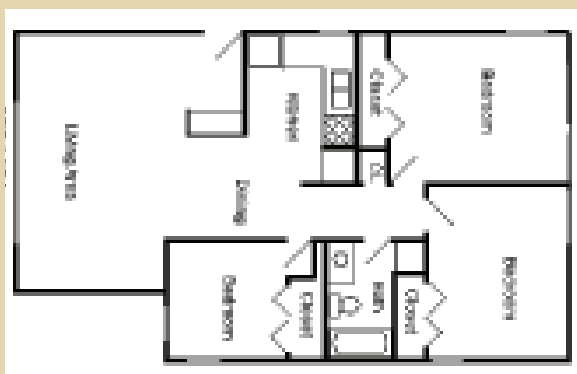
ONE BEDROOM APARTMENT



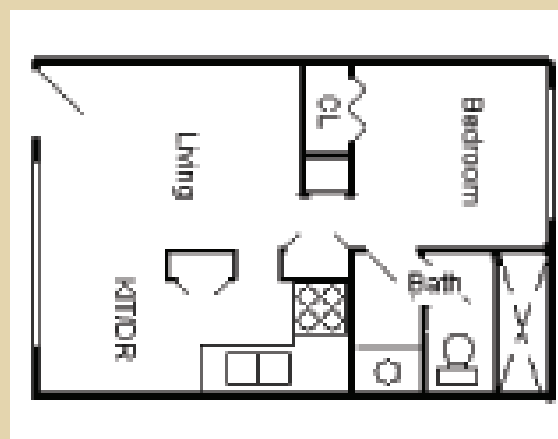
TWO-BEDROOM APARTMENT



THREE- BEDROOM APARTMENT



FOUR-BEDROOM APARTMENT



Please note there is a waiting list for this property with special preferences. For more information about how to apply for housing, visit www.austin.apply4housing.com or call (844) 467-8513.

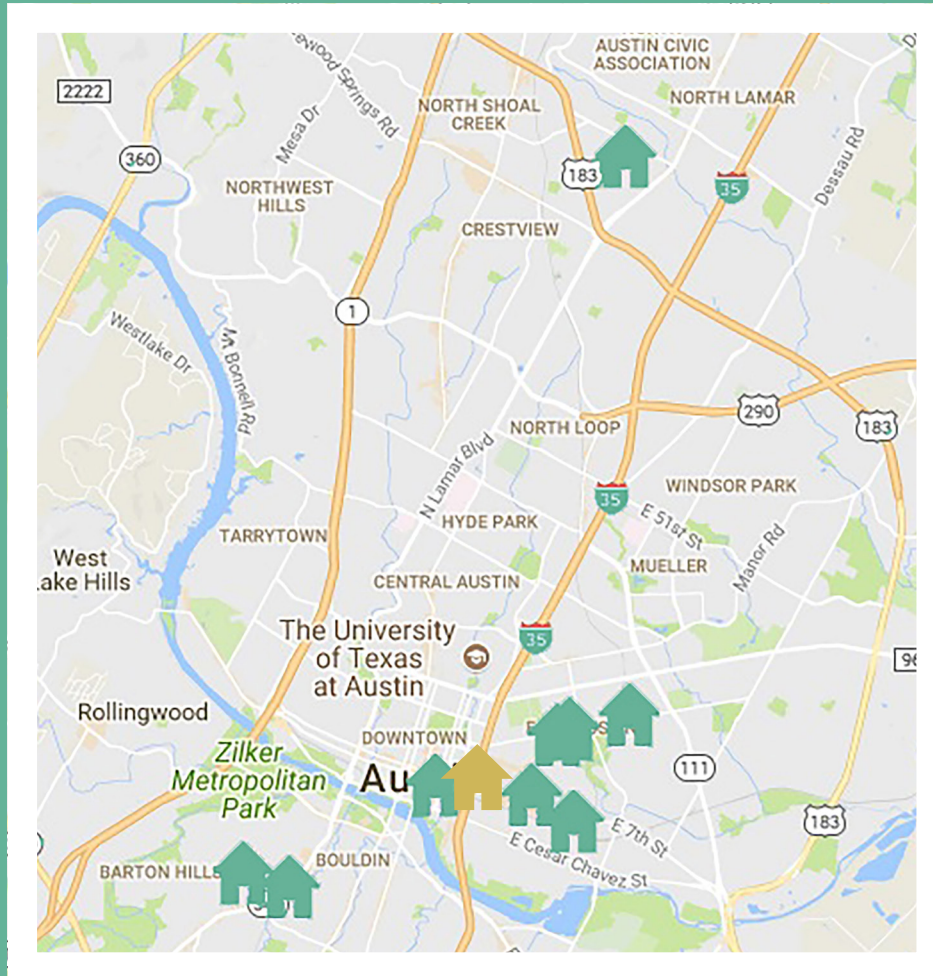




THE HOUSING AUTHORITY OF THE CITY OF AUSTIN

1125 S. IH-35 • (512) 477-4488

www.hacanet.org



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social media sites:



The Housing Authority of the City of Austin does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.

The position named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's implementing Section 504.

Vice President of Housing & Community Development
1124 S. IH-35 Austin, Texas, 78704
(512) 477-4488



HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

ASSISTED HOUSING

ITEM NO. 6.

MEETING DATE: January 18, 2018

STAFF CONTACT: Lisa Garcia, Vice President of Assisted Housing

ITEM TITLE: Discussion and Presentation of an amendment to HACA's Administrative Plan to project-base Housing Choice Vouchers and HUD-VASH vouchers as part of a redevelopment of Chalmers Courts

BUDGETED ITEM: N/A

TOTAL COST: N/A

Background:

HUD regulations allow communities participating in the Housing Choice Voucher Program to project-base up to 20 percent of its allocated vouchers. HACA's Housing Choice Voucher Program Administrative Plan authorizes HACA to project-base up to 200 tenant-based vouchers. HACA currently has agreed to project-base 25 Housing Choice Vouchers and 25 HUD-VASH project-based vouchers to Austin Travis County Integral Care for the development of Housing First Oak Springs and 25 HUD-VASH project-based vouchers to Elysium Grand, a property being developed by Saigebrook Development and LDG Development.

Recently updated HUD regulations outlined in the Federal Register Notice dated January 18, 2017, allow Housing Authorities to project-base vouchers for RAD conversions without following the competitive Request for Proposal process. The intent of this regulation is to give Housing Authorities maximum flexibility as they work to rehabilitate or redevelop their public housing stock. This flexibility is warranted given the lower income levels served by Public Housing Authorities.

HACA updated this policy in the Housing Choice Voucher Administrative Plan approved by the Board on December 21, 2017. Under this policy, if HACA decides to project-base vouchers for RAD conversions, an amendment to the HCV Administrative plan is required describing the work it plans to do on the property and how many project-based units it intends to add to the site.

HACA has determined as part of its redevelopment of its Chalmers Courts public housing property that there is an excellent opportunity to further meet the needs of lower income families and individuals in Austin through the placement of project-based Housing Choice Vouchers and/or HUD-VASH vouchers at the property. HACA is currently working to redevelop Chalmers Courts, beginning with new units being created south of the existing Chalmers Courts site. Construction of these new units will precede a redevelopment of the east side and west side of Chalmers. Staff is currently working to identify the appropriate number of Housing Choice Vouchers and/or HUD-VASH vouchers that could be project-based at the site. This number shall not exceed 81 Housing Choice Vouchers. An appropriate number of HUD-VASH vouchers serving homeless

veterans shall be determined as the project moves forward. Once determined by staff, all final decisions regarding the project-basing of Housing Choice Vouchers and HUD-VASH vouchers will be brought to the Board for approval.

HACA would like to amend the Housing Choice Voucher Administrative Plan as follows:

Units Selected Non-Competitively [FR Notice 1/18/17]

For certain public housing projects where the PHA has an ownership interest or control and will spend a minimum amount per unit on rehabilitation or construction, the PHA may select a project without following one of the two processes above.

- This exception applies to projects in which the PHA is engaged in an initiative to improve, develop, or replace a public housing property or site.
- *Ownership interest* means that the PHA or its officers, employees, or agents are in an entity that holds any direct or indirect interest in the building, including, but not limited to an interest as: titleholder; lessee; stockholder; member, or general or limited partner; or a member of a limited liability corporation.
- Further, the PHA must be planning rehabilitation or construction on the project with a minimum of \$25,000 per unit in hard costs.
- The PHA must include in the administrative plan what work it plans to do on the property or site and how many PBV units will be added to the site.

PHA Policy

HACA is currently undertaking a complete redevelopment and expansion of its Chalmers Courts public housing property in east Austin. In accordance with HUD requirements, this redevelopment and expansion will exceed the required minimum of \$25,000 in per unit hard costs. This property is a high priority for HACA - - it is in an area of expanding opportunity that is rapidly gentrifying and where there is a significant need for additional affordable housing to meet the needs of current residents of the area and others moving to Austin. The first phase of the redevelopment is the construction of 86 new affordable housing units south of the existing Chalmers Courts site. Once complete, HACA will relocate residents from either the east or west side of the existing Chalmers Courts site, minimizing displacement and disruption to families. A redevelopment will then begin on either the east or west side of the site. The exact order of redevelopment is dependent on the financing tools which ultimately will be available, including use of the Low Income Housing Tax Credit program.

The east side and west side redevelopments of Chalmers Courts will involve the construction of approximately 160 units on each side. Once fully completed, the new Chalmers Courts - - south, west and east - - will total approximately 400 units, significantly helping address Austin's affordable housing needs.

HACA has determined that the placement of up to 81 project-based Housing Choice Vouchers, as well as the placement of a to-be-determined number of project-based HUD-VASH vouchers, will significantly benefit HACA's ability to meet its mission of serving the lowest income persons in our community, including seniors, persons with disabilities, transitioning homeless, and families with children.

Process:

HACA will go out for a 30 day public comment period regarding this proposed amendment on January 12, 2018 through February 12, 2018.

ATTACHMENTS:

▣ **Amendment to HCV Admin Plan**

PHA may not limit proposals to a single site or impose restrictions that explicitly or practically preclude owner submission of proposals for PBV housing on different sites.

The PHA may select proposal that were previously selected based on a competition. This may include selection of a proposal for housing assisted under a federal, state, or local government housing assistance program that was subject to a competition in accordance with the requirements of the applicable program, community development program, or supportive services program that requires competitive selection of proposals (e.g., HOME, and units for which competitively awarded LIHTCs have been provided), where the proposal has been selected in accordance with such program's competitive selection requirements within three years of the PBV proposal selection date, and the earlier competitive selection proposal did not involve any consideration that the project would receive PBV assistance. The PHA need not conduct another competition.

Units Selected Non-Competitively [FR Notice 1/18/17]

For certain public housing projects where the PHA has an ownership interest or control and will spend a minimum amount per unit on rehabilitation or construction, the PHA may select a project without following one of the two processes above.

- This exception applies to projects in which the PHA is engaged in an initiative to improve, develop, or replace a public housing property or site.
- *Ownership interest* means that the PHA or its officers, employees, or agents are in an entity that holds any direct or indirect interest in the building, including, but not limited to an interest as: titleholder; lessee; stockholder; member, or general or limited partner; or a member of a limited liability corporation.
- Further, the PHA must be planning rehabilitation or construction on the project with a minimum of \$25,000 per unit in hard costs.
- The PHA must include in the administrative plan what work it plans to do on the property or site and how many PBV units will be added to the site.

PHA Policy

HACA is currently undertaking a complete redevelopment and expansion of its Chalmers Courts public housing property in east Austin. In accordance with HUD requirements, this redevelopment and expansion will exceed the required minimum of \$25,000 in per unit hard costs. This property is a high priority for HACA - it is in an area of expanding opportunity that is rapidly gentrifying and where there is a significant need for additional affordable housing to meet the needs of current residents of the area and others moving to Austin. The first phase of the redevelopment is the construction of 86 new affordable housing units south of the existing Chalmers Courts site. Once complete, HACA will relocate residents from either the east or west side of the existing Chalmers Courts site, minimizing displacement and disruption to families. A redevelopment will then begin on either the east or west side of the site. The exact order of redevelopment is dependent on the financing tools which ultimately will be available, including use of the Low Income Housing Tax Credit program.

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HACA has determined that the placement of up to 81 project-based Housing Choice Vouchers, as well as the placement of a to-be-determined number of project-based HUD-VASH vouchers, will significantly benefit HACA's ability to meet its mission of serving the lowest income persons in our community, including seniors, persons with disabilities, transitioning homeless, and families with children.

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HACA may attach PBVs to projects owned by HACA to improve, develop or replace its public housing property through the Rental Assistance Demonstration (RAD) conversion. A description of what work it plans to do on the property or site and how many PBV units will be added to the site would be later defined through an amendment to this administrative plan.

Solicitation and Selection of PBV Proposals [24 CFR 983.51(c)]

PHA procedures for selecting PBV proposals must be designed and actually operated to provide broad public notice of the opportunity to offer PBV proposals for consideration by the PHA. The public notice procedures may include publication of the public notice in a local newspaper of general circulation and other means designed and actually operated to provide broad public notice. The public notice of the PHA request for PBV proposals must specify the submission deadline. Detailed application and selection information must be provided at the request of interested parties.

HACA Policy

HACA Request for Proposals for Rehabilitated and Newly Constructed Units

HACA will advertise its request for proposals (RFP) for rehabilitated and newly constructed housing in the following newspapers and trade journals.

Austin American Statesman

The Austin Chronicle

The Villager

El Mundo

HACA may also advertise the RFPs in other trade journals and industry sources, including electronic advertising, as HACA determines is appropriate for the project.

In addition, HACA will post the RFP and proposal submission and rating and ranking procedures on its electronic web site.

HACA will publish its advertisement in the newspapers and trade journals mentioned