



Participant's Handbook

Assisted Housing Division Section 8 Housing Choice Voucher Program

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NEW HAMPSHIRE HOUSING FINANCE AUTHORITY

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I. Program Overview

Housing Choice Voucher Program

The Housing Choice Voucher Program (Section 8) was created to provide rental assistance to eligible low-income families, elderly, and persons with disabilities. The voucher represents the subsidy you receive. Please see Page 9 for a voucher worksheet to help calculate whether a unit is affordable in the HCV Program.

Subsidy amounts for Housing Choice Vouchers are calculated by using the lower of the gross rent (rent plus utility cost) or the payment standard established by HUD for the bedroom size voucher you have and subtracting the greater of 30% of monthly adjusted income or 10% of gross income. You cannot pay over 40% of your monthly adjusted income for rent and utilities.

You may choose a unit with more or less bedrooms than indicated on your voucher. The subsidy will be figured by using whichever is less: the actual bedroom size of the unit, or the voucher size. That means that if you have a three-bedroom voucher because you have three children (two boys and a girl) and two parents and you decide to rent a two bedroom using bunk beds for all the children in one room, the payment standard used to figure out your subsidy will be the two-bedroom amount, not the three-bedroom amount. The payment standard used is the voucher size or the unit size, whichever is less. Please keep in mind that the number of bedrooms required is governed by Federal guidelines and New Hampshire Housing policy.

Notice of Right to Reasonable Accommodation

Participants who have a disability may ask for a reasonable accommodation for a change in rules, policies, and methods of communication and distribution of information if needed to give you an equal opportunity to use your voucher. Information to request a Reasonable Accommodation form is in **Appendix F**.

Limited English Proficiency (LEP)

New Hampshire Housing is committed to complying with federal requirements and provides free, meaningful access to our programs and activities for LEP participants. Our policy ensures that staff will communicate effectively with LEP individuals, and that LEP individuals will have access to important programs and information. If a participant asks for language assistance, or if staff identifies a participant who needs assistance, New Hampshire Housing will make reasonable efforts to provide free language assistance.

Esta es información muy importante acerca de la asistencia que le proporcionamos para la renta. Para asistencia en español por favor contacte ésta oficina al 1-800-439-7247, ext. 9210. Los servicios de un intérprete se le proveerán sin costo alguno.

Finding Appropriate Housing

Your voucher is valid for 60 days and may be extended at the request of the household and with approval from the Rental Assistance Manager for up to two additional 30-day periods. During that time, you must either have your current housing approved or locate other housing. If you have not found housing within the allowable time frame, your voucher may expire and be issued to the next person on the waiting list. The time given to search for an apartment will be extended if necessary as a reasonable accommodation. Send your request to your Rental Assistant Manager.

- If you wish to stay in your current housing, please notify your Rental Assistance Manager immediately. If the unit meets Housing Quality Standards (page 11, 12) and the owner will accept the program, it may be possible for you to receive assistance there.
- If your current housing does not meet the requirements or if you want to move, it is your responsibility to locate a suitable unit. There is a current Vacant Unit Listing in your Briefing Packet. If your family includes a disabled person, please note that the Vacant Unit Listing designates accessible units. You must show that you are making reasonable efforts to find housing, and let your Rental Assistance Manager know how the search is progressing.

Extension of Voucher Term

You must discuss any possible extension with your Rental Assistance Manager. Voucher extensions will be granted on an individual basis. Please keep in touch with your Rental Assistance Manager during the 60-day time period and let them know before your voucher expires that you will need an extension. Requests for extensions beyond 120 days must be made in writing to the Supervisor of Rental Assistance.

Factors which will be considered by your Rental Assistance Manager when assessing extension requests include:

- Extenuating circumstances of the family that prevented the family from finding a unit.
- Previous submissions of Requests for Tenancy Approval that were disapproved.
- Family size or other special requirements that made it difficult to find a unit.
- Evidence of a serious attempt made to secure housing in the form of a list of landlords contacted during the search time.
- Availability of funds to support the voucher. Funding constraints may require the need to rescind vouchers or deny extensions.

If you need information about finding housing suitable for a person with disabilities, please contact your Rental Assistance Manager. A list of Supportive Service and Disability Organizations that may provide some assistance and counseling with housing search and related issues can be found in **Appendix G**.

Tips for a Successful Housing Search

The following are places to look when searching for new housing:

- The New Hampshire Housing website contains a list of vacant apartments.
- Please visit: **www.nhhfa.org**. Path: Renters/Search for Housing/View current market rate Vacant Unit List or View Current Subsidized Vacant Unit List.
- Newspapers.
- Schools or Post Offices.
- Community Bulletin Boards.
- Internet.
- Landlord Referral List (**Appendix E**).
- Friends, family and neighbors.
- Former landlords.
- Real Estate Broker or Agent.
- Local Housing Authorities.

When you locate a unit, ask these questions:

- What is the street address?
- How much is the rent?
- How many bedrooms does the unit have?
- Are utilities included?
- What type of heating fuel is used?
- How is the water heated?
- Are the stove and refrigerator provided?
- Are the appliances Energy Star rated?
- Are there any special conditions (pets, home businesses?)

Make an appointment to view the unit:

- Be prompt! If you cannot keep the appointment, cancel with plenty of notice.
- Bring references.
- Find out if the owner is familiar with the Housing Choice Voucher Program, but please do not try to explain the program.
- If the owner has any questions, please give them the Rental Assistance Manager's toll free phone number or get the landlord's name and number and call your Rental Assistance Manager with that information.
- Make sure the unit meets your standards and bring the Housing Quality Standards checklist (page 11, 12).

The Section 8 Housing Choice Voucher program is a rental assistance program that allows you to choose your home. The program allows a family to rent or purchase a safe, decent and affordable housing unit. Once a lease is signed, you must remain in the unit for the term of the lease. Please consider the following before entering into a lease:

Consider the condition of the housing you are interested in renting:

- Are the rooms large enough?
- Do the rooms have enough windows?
- On what floor of the building do I want to live?
- Is a yard important?
- What about parking?
- Does the rent include appliances?
- Is the refrigerator large enough for my family?
- Is the wallpaper, paint, floors or carpeting worn?
- Is there any peeling or deteriorated paint?

Does the rent seem reasonable in price?

- Is this rental a good value for my money?
- Can I get a better rental for my family for the same money or less?
- Is the rental amount for this unit similar to other units available in the area?

Cost of any tenant-paid utilities and energy efficiency:

- Is there enough weather stripping around the doors and windows?
- Are there storm windows?
- Is the tank size of the hot water heater large enough?
- Is there insulation in the ceilings and walls?
- What type of fuel would I have to pay for?
- Will I be able to afford the high bills associated with heat or hot water?

Location of the unit, including proximity to public transportation, centers of employment, schools and shopping:

- Are there stores nearby?
- Are there schools nearby?
- Are there hospitals nearby?
- Is there transportation nearby?
- Where will I be able to apply for work?
- Is the neighborhood safe?

Expanding Housing Opportunities

There is a wealth of information available on the Internet that can assist you in identifying the advantages of moving to an area with better schools, lower crime and safer neighborhoods.

Although you may not have access to a computer in your home, there are many local places where you may access a computer and the Internet. Local libraries often have computers that you may use for free. Also, State unemployment offices have computer access available to the public.

Here are reasons to consider living in an area with less people living in poverty.

- Housing is often of better quality and better maintained.
- The schools might have more resources available to support learning.
- Neighborhoods are safer because there is less crime.

How to Find a Low-Poverty Area

Some areas have a much higher percentage of people living in poverty than others. Here is the link to explore lower poverty towns and neighborhoods to live in: <http://www.city-data.com/poverty/>. **Choose the state and then the town.** Using your computer mouse, right click and hold the map to see other locations in New Hampshire or move the arrow over the color coded line below the map and see the areas with different percentages of poverty highlighted. Use the zoom button (+) in the upper left corner of the map to view streets in the area.

How to Find an Affordable Area to Live in New Hampshire or Anywhere in the United States

The Housing and Transportation Affordability Index: <http://htaindex.cnt.org> is an interactive website that shows the affordability of locations at the street level for both housing alone and housing and transportation costs combined. Housing alone should cost no more than 30% of your budget. With your Housing Choice Voucher, you seldom need to pay more than that. Combined housing and transportation costs should take up no more than 45% of your household budget. In New Hampshire, public transportation is limited, so knowing what you need for transportation costs is important before deciding on a place to live.

See Appendix K – NH Poverty Concentrations

See Appendix L – Non White Minority Concentrations – Manchester, NH

Job Opportunities in New Hampshire

Job opportunities in the State of New Hampshire may be accessed through the Internet at New Hampshire Employment Securities main website: www.nh.gov/nhes. Follow the links for employment opportunities in New Hampshire. You may also contact the office of Employment Security at: 1-800-852-3400 or 603-627-7841.

Schools in New Hampshire

For information on education and schools K-12 and post-secondary in New Hampshire, visit:
www.nh.gov/residents/education.

Housing Services

New Hampshire Housing's Housing Services Group has information that may be accessed from the Website: **www.nhhfa.org**. Click on: Search for Housing/Housing Services. From there, you can access information links to many other services.

Community Service Agencies:

2-1-1 Referral Line: Dial 2-1-1 or www.211nh.org Community Action Outreach Office: www.snhs.org NH Div. Elderly & Adult Services: 800-351-1888 or 603-271-9203 Disabilities Rights Center: 800-834-1721, www.drcnh.org Fair Housing Project: 800-921-1115 Foreclosure Relief Project: 877-399-9995 Fuel Assistance: 603-271-2615, celeste.lovett@nh.gov Granite State Independent Living: 603-228-9680 800-826-3700, www.gsil.org Greenpath Financial Wellness: 800-550-1961 Legal Advice & Referral Center (LARC): 800-639-5290, www.nhls.org	Service Link (62+ or disabled): 866-634-9412/www.servicelink.org NH Dept. Health & Human Services: 800-351-1888, www.dhhs.nh.gov NH Governor's Commission on Disability: 800-852-3405, disability@nh.gov NH Legal Assistance: 888-353-9944, www.nhla.org NH Statewide Independent Living: 603-271-2773, 800-852-3405 Medicare: 800-633-4277, www.medicare.gov Public Utilities Commission: 603-271-2431, www.puc.state.nh.us Seniors Count: 603-623-8863, info@seniorscount.org Social Security Administration: 800-772-1213, www.ssa.gov
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For more information, please see Supportive Service and Disability Organizations (**Appendix G**).

II. New Hampshire Housing Approval Process – Request for Tenancy Approval

Once you have located housing, it must be approved by New Hampshire Housing. You and the owner must submit a Request for Tenancy Approval, which is included in your Briefing Packet. Both you and the owner must complete the form, sign it and mail or fax to New Hampshire Housing. We will not begin the approval process until the Request for Tenancy Approval has been received.

The owner must agree to take part in this program. The owners must use their own lease. The HUD Tenancy Addendum (**Appendix B**) will be added to the owner's lease. Please provide your Rental Assistance Manager with a signed copy of the owner's lease. The owner must also sign a Housing Assistance Payments (HAP) contract with New Hampshire Housing. The contract sets the conditions under which New Hampshire Housing will help pay your rent. Your Rental Assistance Manager will discuss the program requirements and benefits with the owner. Please do not try to explain the program to the owner. You may give the owner our toll free number and the name and number of your Rental Assistance Manager.

Be sure to include the following forms:

- Request for Tenancy Approval – (completed and signed by you and the owner).
- W-9 form (completed and signed by the owner).
- Electronic Funds Transfer form (completed by the owner).

What is required in the lease?

- Name of the owner and tenant.
- Address of the rental unit.
- Term of the lease (initial term and any provisions for renewal).
- Amount of the monthly rent paid to owner.
- Utilities and appliances that are supplied by the owner.
- Utilities and appliances that will be supplied by the tenant.

Important Note: New Hampshire Housing will determine your portion of the rent. You are not allowed to pay more than the portion determined by New Hampshire Housing. The HAP contract prohibits landlords from requiring tenants to pay rent in excess of the amount authorized by New Hampshire Housing. Agreeing to make “side payments” to the landlord is not allowed and could jeopardize your rental assistance.

Voucher Worksheet

Each time that you view a rental unit, please ask yourself the following questions to determine the total housing costs for that apartment:

If you believe the unit qualifies, and you are not paying more than 40% of your adjusted income toward rent, call your Rental Assistance Manager.

Step 1: Determine Gross Rent

What is the rent? \$ _____

What type of utility you are required to pay?

Heat; Hot Water; Cooking; Lights, Other
Electricity (Natural Gas; Propane Gas;
Electric; Oil)

What is estimated cost for each of the utilities?

<u>Utility</u>	<u>Estimated Cost</u>
Heat	\$ _____
Hot Water	_____
Cooking Fuel	_____
Other Electricity Trash	_____
Total Cost	\$ _____
Rent plus utilities =	_____

\$ _____ Gross Rent

If line (C) is greater than line (D) this unit cannot be approved.

Step 2: Determine Maximum Rent

Gross Rent: \$ _____

- (minus)
30%, 10% or welfare
rent (welcome ltr.) \$ _____ (A)

Payment Standard: \$ _____
- (minus)
30% or 10% income
(welcome letter) \$ _____ (B)

Lower of (A) or (B) =
HAP figure \$ _____

Gross Rent \$ _____
- (minus) _____
Lower HAP figure \$ _____
= (equals) _____

Total Tenant Payment \$ _____ (C) (D)

40% figure \$ _____
(welcome letter) _____

Maximum rent amount: While shopping for a unit, add up the following to determine the maximum amount of rent (including utilities) that you can afford:

Maximum subsidy from the welcome briefing letter _____

+ (plus)

40% of your monthly adjusted income from the welcome briefing letter _____

= (equals)

Maximum gross rent (rent plus utilities) _____

Subsidy Standards

Standards used to issue vouchers and to determine acceptability of unit size:

As a general policy, no more than two persons shall be required to share a bedroom. Subsidies are issued based upon the smallest number of bedrooms needed to house a family without overcrowding. New Hampshire Housing will take into consideration reasonable accommodation requests when making decisions on the need for a different size unit. Send any requests for a reasonable accommodation to your Rental Assistance Manager.

III. Housing Quality Standards (HOS)

Please use this checklist to help determine if the unit will pass basic inspection guidelines. Check off problem areas as you go through the unit during your first visit. A New Hampshire Housing representative will inspect the unit to see if it will qualify for the program.

Yes	No	The Building Exterior
------------	-----------	------------------------------

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Are foundation, stairs, rails, gutters, and porch sound and free from hazards and deterioration? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there a handrail for four or more steps? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the chimney and other brick work free of loose bricks and mortar? |
| <input type="checkbox"/> | <input type="checkbox"/> | If you have a child under age 6 is the paint chipping, peeling or cracking? |

Living Room

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Are there two working electrical outlets or one outlet and one light fixture? |
| <input type="checkbox"/> | <input type="checkbox"/> | Can first floor windows be locked or are there combination windows? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the windows and frames in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are walls, ceilings and floors in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | If you have a child under age 6, is the paint peeling, chipping or cracking? |

Kitchen

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | If appliances are provided, are they working properly? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the plumbing free from leaks and working properly? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there two working electrical outlets or one outlet and one light fixture? |
| <input type="checkbox"/> | <input type="checkbox"/> | Can all first floor windows be locked or are there combination windows? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the windows in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | If you have a child under the age of 6 is the paint peeling, chipping or cracking? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there adequate space for storage and food preparation? |

Bathroom

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Are the tub, sink shower and toilet in good condition and working properly |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there an air vent or an openable window with a lock? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are floors, ceilings and walls clean and in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there at least one light fixture? |

Yes	No	Bedrooms
-----	----	----------

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Does each bedroom have a window in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | If the bedroom is on the first floor, does the window lock or have combination windows? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there two working electrical outlets or one outlet and one light fixture in each bedroom? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are floors, ceilings and walls clean and in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | If you have a child under age 6 is the paint peeling, chipping or cracking? |

Other Rooms and areas

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Does the furnace and water heater work? Are they in good condition? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the unit contain working, hard wired smoke detectors? Hard wired smoke detectors are required on each level, including the basement and common halls. If a hearing impaired person intends to occupy the unit, the smoke detector must have an alarm system designed for hearing impaired persons. |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the hot water heater have a pressure relief valve and discharge line that is 6 to 8 Inches from the floor? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the unit have at least two exits? Note: any window is an acceptable exit on the first or second floor. |
| <input type="checkbox"/> | <input type="checkbox"/> | Are all rooms well-lit and free from electrical hazards? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are the house and yard free from trash and other debris? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the furnace provide adequate heat for all rooms? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the unit clean and ready for move in? |
| <input type="checkbox"/> | <input type="checkbox"/> | There must be a Carbon Monoxide Detector on each level of the unit including the basements (excludes crawl space and unfinished attics). Carbon Monoxide Detectors must have a power source and back-up power such as batteries. |

Lead-Based Paint

The purpose of addressing the Lead Based Paint (LBP) issue is to implement the LBP Poisoning Prevention Act by establishing procedures to eliminate the hazards of LBP poisoning for units assisted under the Section 8 Assisted Housing Program. This is a general guideline for property owners concerning Lead Based Paint.

Buildings constructed prior to 1978 with children under six years of age living in the household, are required to undergo visual inspections for defective paint surfaces (surface on which the paint is cracking, scaling, chipping, peeling or loose) at both initial and annual inspections.

If a child with an elevated blood level will occupy the home, an environmental investigation must be done. If any hazards are identified, the requirements include using Safe Work Practices to repair any defective paint,

using qualified or supervised workers to complete the work and perform a clearance test to ensure that all hazards have been handled.

Prior to execution of the HAP contract, the owner must inform New Hampshire Housing and the family of any knowledge of the presence of lead-based paint on the surfaces in the unit. This Certification is on the lead paint form which comes with the contract package. The owner has to keep it on file for seven years.

Any questions or concerns regarding this section should be directed to the Rental Assistance Manager. For more information on lead-based paint, please visit our website: **www.nhhfa.org**. Path: Renters/Landlords and Property Owners/Lead Hazard Control Program

- Protect Your Family from Lead in Your Home – (booklet)
- EPA – HUD Fact Sheet (**Appendix A**)

Helpful link: <http://www.hud.gov/offices/lead/hhi/index.cfm>

Leasing a Unit

After finding a unit, please follow these steps:

- Call your Rental Assistance Manager to review the unit information. Your Rental Assistance Manager will give you preliminary approval to proceed with the unit approval process.
- You and the owner must complete the Request for Tenancy Approval located in this Briefing Packet.
- Sign and send the Request for Tenancy Approval as well as a copy of the owner's lease to your Rental Assistance Manager. The Rental Assistance Manager will complete the 40% worksheet to determine if the requested rent will qualify under the program requirements.

The Rental Assistance Manager will discuss the program with the owner. When requested, New Hampshire Housing will provide prospective owners with the names and addresses of your current and prior landlords.

An inspection of the unit will be scheduled. Do not sign a lease or begin moving in until the unit passes inspection and your Rental Assistance Manager tells you it is okay to proceed.

Once the unit passes the housing quality standard (HQS) inspection, a Housing Assistance Payments (HAP) Contract will be prepared for signatures.

Security Deposits

Owners may collect a security deposit, of not more than one month's rent. Owners may not collect more than they would collect from an unassisted tenant. If the owner requests a security deposit to hold the unit, be sure you obtain a receipt that notes the security deposit is refundable if the unit is not approved by New Hampshire Housing.

When you move out, the owner (subject to state or local law) may use the security deposit, including any interest, as reimbursement for any unpaid rent, damages to the unit, or for other amounts that you may owe under the lease. The owner must give you a written list of all items charged against the deposit, and the cost for each item. After deducting the amount, if any, the owner must refund the full amount of the unused balance to you. If the security deposit is insufficient to cover amounts you may owe under the lease, the owner may seek to collect the balance from you.

Moving

Move Process:

- Call your Rental Assistance Manager
- Check your lease
 - Has the initial term of the lease been satisfied?
 - Have you been in the unit for one year? (Moves are not allowed during the first year).
 - Have you given a 30-day written notice to the owner?
 - Have you given a copy of the 30-day notice to New Hampshire Housing?
 - Do you owe money to your landlord or have you caused damages to the unit?

Your rental portion for the rent and utilities cannot be more than 40% of your monthly adjusted income. Your Rental Assistance Manager can figure out whether a particular unit will qualify. If you are planning a move, please contact your Rental Assistance Manager with the following information:

- Amount of the rent?
- Which utilities are you responsible to pay?
- Number of bedrooms?
- Owner's name?
- Owner's phone number?

Number of moves per year:

- New Hampshire Housing limits the number of moves from one apartment to another to one (1) per twelve (12) month period. If you have a good reason for moving, you may submit a request to New Hampshire Housing for review.

Protection for Victims of Domestic Violence – Violence Against Women Act (VAWA):

The Violence Against Women (VAWA) and Justice Department Reauthorization Act of 2013 protects tenants and family members of tenants who are victims of domestic violence, dating violence, stalking or sexual assault from being evicted or terminated from housing assistance based on acts of violence against them. These provisions apply both to public housing agencies administering public housing and Section 8 programs and to owners renting to families under Section 8 Rental Assistance Programs. The notice can be found on the NHHFA website and is located in **Appendix M**.

The law provides in part that criminal activity directly relating to domestic violence, dating violence, stalking or sexual assault engaged in by a member of a tenant's household or any guest or other person under the tenant's control, shall not be cause for termination of assistance, tenancy, or occupancy rights if the tenant or an immediate member of the tenant's family is the victim or threatened victim of that abuse. The law includes policies regarding emergency transfers. The NHHFA emergency transfer form is on the website.

The law also provides that any incident of actual or threatened domestic violence, dating violence, stalking, or sexual assault will not be construed as serious or repeated violations of the lease by the victim or threatened victim of that violence and will not be "good cause" for termination of the assistance, tenancy, or occupancy rights of a victim of such violence.

National Domestic Violence Hotline: 1-800-799-7233

For additional information visit our website: **www.nhhfa.org**

Appendix M – HUD VAWA Notice (5380) and HUD VAWA Certification (5382)

Portability:

The ability of a family to move from the jurisdiction of New Hampshire Housing to another housing authority is called Portability. Portability allows you to move anywhere in the United States with your voucher. You must have lived in New Hampshire Housing's jurisdiction for one year before using portability unless you qualify for an exception under VAWA.

Follow these steps if you wish to leave the New Hampshire Housing jurisdiction:

- Call your Rental Assistance Manager to determine if you can be issued a transfer voucher. You must be a participant in good standing with New Hampshire Housing. If you are in a repayment agreement, the debt must be paid in full before you can move to another housing authority's jurisdiction unless you qualify for an exception under VAWA.
- Let your Rental Assistance Manager know where you want to move and your Rental Assistance Manager will contact the housing authority in that area. Other housing authorities have different rules, policies, and deadlines. They may also have different payment standards and utility allowances. You should call them (we will give you a contact phone number) to check on any differences.
- When you leave New Hampshire Housing's jurisdiction, you must comply with the other housing authority's procedures. New Hampshire Housing or any other housing authority may make a determination to deny or terminate assistance to the family in accordance with the Federal Regulations.

- You will be subject to the receiving PHA's policies if you move to its jurisdiction. This could represent a major change for your family.
- The voucher size will be based on the receiving PHAs subsidy standards and could potentially mean a decrease in your voucher size.
- You will be subject to the receiving PHA's screening criteria, which may be different from NHHFA's. A family eligible for assistance with NHHFA may not be eligible in the receiving PHAs jurisdiction.
- You will be subject to the receiving PHA's payment standards, which may affect the ability to afford a unit in that jurisdiction.
- If you are going on the program for the first time, you must be income eligible in the area where you lease up. New Hampshire Housing will make a determination regarding your eligibility and notify you.
- Please submit a Request for Tenancy Approval to the housing authority that serves the town where you wish to live. This must be done within established time frames.
- Please refer to **Appendix D** for a list of portability contact persons for neighboring public housing authorities.

IV. Family Responsibilities

Statement of Family Responsibility - Section 8 Housing Choice Voucher Program

Under the Section 8 Housing Choice Voucher Program, New Hampshire Housing Finance Authority (NHHFA) makes housing assistance payments on behalf of participating families toward their rent to owners of decent, safe and sanitary dwelling units.

Family Obligations: Any family participating in the Housing Choice Voucher Program with NHHFA must follow the rules listed below in order to continue to receive housing assistance under the program.

- (a) Any information the family supplies must be true and complete.
- (b) Each family member must:
 - 1. Supply any information that NHHFA or HUD determines to be necessary for administration of the program, including submission of required evidence of citizenship or eligible immigration status.
 - 2. Report changes in income, assets or deductions **if your household currently has no income.** That report is to be made in writing within fourteen (14) calendar days of the change. **If your household has income, increases will be done at your recertification.** If you have a decrease in income that lasts more than 30 days you may report that in writing and an interim will be completed. Promptly notify NHHFA in writing if any family member no longer lives in the unit.
 - 3. Disclose and verify social security numbers and sign and submit consent forms for obtaining information.
 - 4. Supply any information requested by NHHFA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition. Be sure to fill out the Personal Declaration Form truthfully each year.
 - 5. Supply any information requested by NHHFA to verify that the family is living in the unit or information related to family absence from the unit.
 - 6. Request written approval to add any other person as an occupant of the unit. Complete the process to determine additional household member's eligibility before having them move in. Visitors may not stay more than 14 consecutive calendar days or a total of 30 calendar days per year.
 - 7. Notify NHHFA in writing prior to the family being away from the unit for 30 days or more. Absence may not exceed 90 consecutive days or 90 days per calendar year. Prior written notice is required, documenting the length of the absence and affirming the intent to return. The family is also responsible for paying rent and utilities during their absence, arranging for NHHFA inspection and receiving all correspondence.
 - 8. Allow NHHFA to inspect the unit at reasonable times and after reasonable notice.
 - 9. Give NHHFA and the owner at least a 30-day notice in writing before moving out of the unit or terminating the lease.
 - 10. Use the assisted unit for residence by eligible family members. The unit must be the family's only residence.
 - 11. Promptly notify NHHFA in writing of the birth, adoption, or court-awarded custody of a child.
 - 12. Give NHHFA a copy of any owner eviction notice.
 - 13. Do not cause damage to the unit or premises or permit any guest to damage the unit or premises. If a breach in Housing Quality Standards is life threatening, it must be corrected within 24 hours; all others must be corrected in 30 days.
 - 14. Pay utility bills and supply appliances that the owner is not required to supply under the lease.
 - 15. Engage in legal profit making activities in the unit as long as the primary use of the unit is the family's residence and the owner gives permission.

The family (including each family member) must not:

1. Commit any serious or repeated violations of the lease by causing any damage to the unit in excess of \$1,500, by owing three months or more of the family portion of the rent or by receiving a court determination that the family has committed a serious or repeated violation of the lease.
2. Breach an agreement with NHHFA to pay amounts owed.
3. Commit fraud, bribery, or any other corrupt or criminal act in connection with any Federal Housing Program.
4. Participate in illegal drug-related activity, violent criminal activity or abuse alcohol in a way that will threaten the health and safety of others or the right to peaceful enjoyment of the premises by others or those residing in the immediate vicinity of the premises.
5. Be convicted of drug-related criminal activity or violent criminal activity.
6. Sublease or let the unit, assign the lease, transfer the unit or provide accommodations for boarders or lodgers.
7. Be subject to a lifetime registration requirement under a State sex offender program.
8. Ever have been convicted of drug-related criminal activity for the manufacture or production of methamphetamine on the premises of federally assisted housing.
9. Engage in abusive or violent behavior towards NHHFA personnel which includes verbal abuse or verbal harassment, whether communicated orally or in print format. It includes but is not limited to the use of profanity, racial slurs or gender-based labels and also includes physical abuse or physical violence.
10. Damage the unit or premises or permit any guest to damage the unit or premises.
11. Receive tenant based assistance while receiving another housing subsidy for the same unit or a different unit under another federal, state or local housing assistance program.
12. Rent a unit from a relative, who is the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless NHHFA has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.
13. Own or have any interest in the unit (other than a cooperative or the owner of a manufactured home leasing a manufactured home space).

Informal Hearing Procedures

Failure to meet the conditions listed in this handbook including the timely payment of rent to the owner or failure to fulfill the obligations under the lease with the owner, will be a basis for termination of rental assistance under the Housing Choice Voucher program. If New Hampshire Housing makes a recommendation for termination, you may request an informal hearing to have the circumstances of the decision reviewed. The request for a hearing must be made in writing to our mailing address. Information regarding Hearing Procedures can be found in **Appendix C**.

V. Program Compliance

Successful Tenancy

Good communication is the key to building and maintaining effective relationships with New Hampshire Housing, your landlord and your neighbors. Communicate with respect and listen to others. Being a good neighbor means conducting yourself in a manner that will not disturb your neighbors' peaceful enjoyment of the premises. Please contact the owner if you and your neighbor(s) cannot resolve an issue. People who communicate effectively are more likely to build trust, respect, and good relationships.

Income Changes

What changes have to be made in writing within 14 calendar days of the change?

- If your household **currently has no income**, you must report changes in income, assets or deductions.
 - If you want to add someone to your household
 - If someone moves out of your household
 - If you or someone in your household have a decrease in income that lasts more than 30 days
- Remember, **households without current income, have to report when income begins**. All households have to report changes in the household composition and all households can report decreases in income at any time.

What changes do not have to be made until your annual recertification?

- If your household **already has income** and there is an increase in income or a new source of income
 - Social Security or VA Pension increase
 - When a child turns 18 years-old
- Remember, for households with income, you will now be reporting your increases in income, assets or deductions (or changes in the source of income) at your recertification. Since you only will be reporting at your annual recertification, it is even more important to carefully fill out the Personal Declaration Form and provide proof of your current income. Failure to truthfully complete the Personal Declaration Form, including all income, assets as well as, listing all members of your household could result in the termination of your rental assistance. Even though you will only be reporting increases at the annual recertification, **you still have to report changes in who lives in your household**. Failure to report someone moving in or out of your household may result in loss of your rental assistance.

You can report changes in one of these ways:

- Contact New Hampshire Housing for an Interim Change Form.
- E-mail your Rental Assistance Manager
- E-mail New Hampshire Housing: reportingchanges@nhhfa.org.
- Call **-800-439-7247** to request a form.
- Visit our website: www.nhhfa.org.
- Send a request in writing to: Assisted Housing Division.

If you begin paying the full amount of rent and no housing assistance payments are being made on your behalf for 180 days, you will no longer be eligible to be a participant in the voucher program. Exceptions may be granted for families participating in the homeownership option.

Annual Recertification

New Hampshire Housing will reexamine and re-determine the family income and household composition annually by sending out verification forms several months before the anniversary date of your admission to the program. You must supply any information requested by New Hampshire Housing.

If you need to meet with your Rental Assistance Manager, please schedule an appointment in one of these ways:

- Call or E-mail your Rental Assistance Manager
- Call 1-800-439-7247.
- Email: rentinfo@nhhfa.org.
- Send a request in writing to: Assisted Housing Division.

Allowance for Medical Expenses

An elderly or disabled family is any family in which the head or spouse (or sole member) is at least 62 years of age or a person with a disability. If the household is eligible for a medical expense deduction, the medical expenses of all family members may be counted. Medical expenses are expenses that you will have during the 12 months following your re-examination and the cost cannot be covered by an outside source such as insurance. The medical allowance is used to anticipate regular ongoing and anticipated expenses during the coming year. Some allowed expenses include:

- Services of doctors and health care professionals.
- Services of health care facilities.
- Medical insurance premiums.
- Prescription/non-prescription medicines (prescribed by a physician).
- Transportation to treatment (cab fare, bus fare, mileage).
- Dental expenses, eyeglasses, hearing aids, batteries.
- Monthly payments on accumulated medical bills expected to be paid in the coming 12 months (regular monthly payments on a bill that was previously incurred).

Inspection

All units must be inspected biennially or once every two years. The New Hampshire Housing inspector must be allowed to inspect at a reasonable time with reasonable notice. Failure to permit the inspections after two attempts will result in termination of assistance. The process typically begins 90-120 days prior to the date your unit was last inspected. A person 18 years of age and older must be present for the inspection.

New Household Members

Before someone moves into your home, you must follow these steps:

- Report the change in writing to your Rental Assistance Manager. New Hampshire Housing must give permission to add the person to the household. Forms have to be signed and eligibility determined.
- The person may not move into the household until you have received confirmation from New Hampshire Housing that the new household member has been approved.
- Contact the owner of the unit and get written permission to add the person to the lease.
- Provide your Rental Assistance Manager with written permission from the landlord allowing the person to be added to the household.
- Provide evidence of citizenship or eligible immigration status, Social Security documentation, income, asset and expense information. The person being added to the household must also complete the Personal Declaration form and provide information relevant to their criminal record. New Hampshire Housing will provide you with the appropriate forms.

I've received an Eviction Notice – What Do I Do?

The owner may only evict a tenant by court action. The owner must process the eviction in accordance with New Hampshire state law. Here are some of the reasons why the owner can evict you:

- Failure to pay rent.
- Damage beyond normal wear and tear.
- Breaking the terms of your lease.
- Allowing unsanitary conditions to exist in and around your rental unit.
- Engaging in criminal activities involving drugs.

If you receive an eviction notice (Notice to Quit) contact your Rental Assistance Manager immediately and mail a copy of the notice to New Hampshire Housing. You may seek legal advice by contacting New Hampshire Legal Advice and Referral Center (LARC - 800-639-5290).

Discrimination is Against the Law

No owner can refuse to rent to anyone solely because of their race, color, religion, sex, handicap, familial status, national origin, age, marital status or sexual orientation. If you wish to file a discrimination complaint, please complete the Housing Discrimination Complaint form which can be found in **Appendix J**.

Discrimination may include:

- Setting different terms or conditions.
- Advertising in a discriminatory way. For example: No Children.
- Denying a unit is available when it actually is available.

Other Resources:

The New Hampshire Commission for Human Rights at (603) 271-2767
New Hampshire Legal Assistance (800) 921-1115 (see brochure in packet)

VI. Special Programs

Family Self Sufficiency (FSS) Program:

New Hampshire Housing offers the Family Self-Sufficiency (FSS) Program to all Housing Choice Voucher families whose head of household is working or able and willing to work at least part-time. The FSS Program is a HUD Family Self-Sufficiency Program and provides families with an escrow account as they increase their household's earned income. Through the FSS Program, each family has a coach to provide support, direction and resources when needed to help families develop and reach goals aimed at becoming economically self-sufficient through getting or advancing in employment. The **www.nhhed.com** website is the hub to access all of our online education and resources

There are two core areas of focus for FSS participants and one optional area:

CORE:

1. Employment Coaching – FSS Coaches work with you to:
 - Determine your work or career path.
 - Explore job search options.
 - Find resources to meet challenges to employment.
 - Advance in your employment.
 - Reach your education and career goals.
2. Financial Coaching – FSS Coaches who are certified housing counselors will work with you to:
 - Develop your financial fitness plan.
 - Understand your credit report and repair and improve your credit score.
 - Apply for an Individual Development Account that matches every \$1 you save with \$8 for homeownership or education (when available).
 - Use your Housing Choice Voucher for homeownership.

Tool: **www.FindFinancialFreedom.org** has a fun, interactive game that gives step-by-step instructions on successfully taking charge of your money, no matter how little you have. It puts household budgeting and credit management tools and resources at your fingertips.

OPTIONAL:

Section 8 Homeownership

New Hampshire Housing offers the option to use the Housing Choice Voucher toward homeownership for first-time home buyers. There are eligibility requirements established by HUD and New Hampshire Housing. If you wish to pursue the option of homeownership, contact New Hampshire Housing's Homeownership Coordinator at 1-800-439-7247 ext. 9404, to discuss how to proceed.

Eligibility Requirements

Head of Household is:	Minimum Requirements			
	Income	Employment	Bank Account	Credit History
Under age 62 and does not have a disability	2000 hours a year paid at minimum wage	At least 30 hours a week continuous for past year	Open for at least 6 months	Copies of Equifax Experian, and TransUnion credit reports showing established credit
Age 62 or older OR Any age when you or your Co-head of household has a disability	Federal SSI benefit level for individual living alone	Waived	Open for at least 6 months	Copies of Equifax Experian, and TransUnion credit reports showing established credit

Tools: <http://education.gonewhampshirehousing.com> – the **Becoming a Homeowner** online education And downloadable **Homeownership Plan** workbook provide the information you need to get started on Homeownership. The **Home Start Homebuyer Tax Credit** online training is a requirement to be eligible for the Homebuyer Tax Credit program. This program makes homeownership for first-time homebuyers more affordable by potentially reducing their Federal income taxes and increasing their take-home pay.



FACT SHEET

EPA and HUD Move to Protect Children from Lead-Based Paint Poisoning; Disclosure of Lead-Based Paint Hazards in Housing

SUMMARY

The Environmental Protection Agency (EPA) and the Department of Housing and Urban Development (HUD) are announcing efforts to ensure that the public receives the information necessary to prevent lead poisoning in homes that may contain lead-based paint hazards. Beginning this fall, most home buyers and renters will receive known information on lead-based paint and lead-based paint hazards during sales and rentals of housing built before 1978. Buyers and renters will receive specific information on lead-based paint in the housing as well as a Federal pamphlet with practical, low-cost tips on identifying and controlling lead-based paint hazards. Sellers, landlords, and their agents will be responsible for providing this information to the buyer or renter before sale or lease.

LEAD-BASED PAINT IN HOUSING

Approximately three-quarters of the nation's housing stock built before 1978 (approximately 64 million dwellings) contains some lead-based paint. When properly maintained and managed, this paint poses little risk. However, 1.7 million children have blood-lead levels above safe limits, mostly due to exposure to lead-based paint hazards.

EFFECTS OF LEAD POISONING

Lead poisoning can cause permanent damage to the brain and many other organs and causes reduced intelligence and behavioral problems. Lead can also cause abnormal fetal development in pregnant women.

BACKGROUND

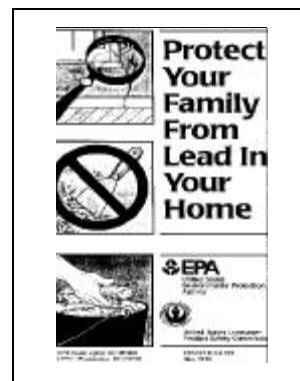
To protect families from exposure to lead from paint, dust, and soil, Congress passed the Residential Lead-Based Paint Hazard Reduction Act of 1992, also

known as Title X. Section 1018 of this law directed HUD and EPA to require the disclosure of known information on lead-based paint and lead-based paint hazards before the sale or lease of most housing built before 1978.

WHAT IS REQUIRED

Before ratification of a contract for housing sale or lease:

- Sellers and landlords must disclose known lead-based paint and lead-based paint hazards and provide available reports to buyers or renters.
- Sellers and landlords must give buyers and renters the pamphlet, developed by EPA, HUD, and the Consumer Product Safety Commission (CPSC), titled *Protect Your Family from Lead in Your Home*.
- Home buyers will get a 10-day period to conduct a lead-based paint inspection or risk assessment at their own expense. The rule gives the two parties flexibility to negotiate key terms of the evaluation.
- Sales contracts and leasing agreements must include certain notification and disclosure language.
- Sellers, lessors, and real estate agents share responsibility for ensuring compliance.



WHAT IS NOT REQUIRED

- This rule does not require any testing or removal of lead-based paint by sellers or landlords.
- This rule does not invalidate leasing and sales contracts.

TYPE OF HOUSING COVERED

Most private housing, public housing, Federally owned housing, and housing receiving Federal assistance are affected by this rule.

TYPE OF HOUSING NOT COVERED

- Housing built after 1977 (Congress chose not to cover post-1977 housing because the CPSC banned the use of lead-based paint for residential use in 1978).
- Zero-bedroom units, such as efficiencies, lofts, and dormitories.
- Leases for less than 100 days, such as vacation houses or short-term rentals.
- Housing for the elderly (unless children live there).
- Housing for the handicapped (unless children live there).

- Rental housing that has been inspected by a certified inspector and found to be free of lead-based paint.
- Foreclosure sales.

EFFECTIVE DATES

- For owners of more than 4 dwelling units, the effective date is September 6, 1996.
- For owners of 4 or fewer dwelling units, the effective date is December 6, 1996.

THOSE AFFECTED

The rule will help inform about 9 million renters and 3 million home buyers each year. The estimated cost associated with learning about the requirements, obtaining the pamphlet and other materials, and conducting disclosure activities is about \$6 per transaction.

EFFECT ON STATES AND LOCAL GOVERNMENTS

This rule should not impose additional burdens on states since it is a Federally administered and enforced requirement. Some state laws and regulations require the disclosure of lead hazards in housing. The Federal regulations will act as a complement to existing state requirements.

FOR MORE INFORMATION

- For a copy of *Protect Your Family from Lead in Your Home* (in English or Spanish), the sample disclosure forms, or the rule, call the National Lead Information Clearinghouse (NLIC) at (800) 424-LEAD, or TDD (800) 526-5456 for the hearing impaired. You may also send your request by fax to (202) 659-1192 or by Internet E-mail to ehc@cais.com. Visit the NLIC on the Internet at <http://www.nsc.org/nsc/ehc/ehc.html>.
- Bulk copies of the pamphlet are available from the Government Printing Office (GPO) at (202) 512-1800. Refer to the complete title or GPO stock number 055-000-00507-9. The price is \$26.00 for a pack of 50 copies. Alternatively, persons may reproduce the pamphlet, for use or distribution, if the text and graphics are reproduced in full. Camera-ready copies of the pamphlet are available from the National Lead Information Clearinghouse.
- For specific questions about lead-based paint and lead-based paint hazards, call the National Lead Information Clearinghouse at (800) 424-LEAD, or TDD (800) 526-5456 for the hearing impaired.
- The EPA pamphlet and rule are available electronically and may be accessed through the Internet.

Electronic Access:

Gopher: gopher.epa.gov:70/11/Offices/PestPreventToxic/Toxic/lead_pm

WWW: <http://www.epa.gov/opptintr/lead/index.html>
<http://www.hud.gov>

Dial up: (919) 558-0335

FTP: [ftp.epa.gov](ftp://ftp.epa.gov) (To login, type "anonymous." Your password is your Internet E-mail address.)

APPENDIX B

TENANCY ADDENDUM

Section 8 Tenant-Based Assistance

Housing Choice Voucher Program (To be attached to Tenant Lease)

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing
OMB Approval No. 2577-0169
Exp. 09/30/2017

1. Section 8 Voucher Program

- a. The owner is leasing the contract unit to the tenant for occupancy by the tenant's family with assistance for a tenancy under the Section 8 housing choice voucher program (voucher program) of the United States Department of Housing and Urban Development (HUD).
- b. The owner has entered into a Housing Assistance Payments Contract (HAP contract) with the PHA under the voucher program. Under the HAP contract, the PHA will make housing assistance payments to the owner to assist the tenant in leasing the unit from the owner.

2. Lease

- a. The owner has given the PHA a copy of the lease, including any revisions agreed by the owner and the tenant. The owner certifies that the terms of the lease are in accordance with all provisions of the HAP contract and that the lease includes the tenancy addendum.
- b. The tenant shall have the right to enforce the tenancy addendum against the owner. If there is any conflict between the tenancy addendum and any other provisions of the lease, the language of the tenancy addendum shall control.

3. Use of Contract Unit

- a. During the lease term, the family will reside in the contract unit with assistance under the voucher program.
- b. The composition of the household must be approved by the PHA. The family must promptly inform the PHA of the birth, adoption or court-awarded custody of a child. Other persons may not be added to the household without prior written approval of the owner and the PHA.
- c. The contract unit may only be used for residence by the PHA-approved household members. The unit must be the family's only residence. Members of the household may engage in legal profit making activities incidental to primary use of the unit for residence by members of the family.
- d. The tenant may not sublease or let the unit.
- e. The tenant may not assign the lease or transfer the unit.

4. Rent to Owner

- a. The initial rent to owner may not exceed the amount approved by the PHA in accordance with HUD requirements.
- b. Changes in the rent to owner shall be determined by the provisions of the lease. However, the owner may not raise the rent during the initial term of the lease.
- c. During the term of the lease (including the initial term of the lease and any extension term), the rent to owner may at no time exceed:

- (1) The reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements, or
- (2) Rent charged by the owner for comparable unassisted units in the premises.

5. Family Payment to Owner

- a. The family is responsible for paying the owner any portion of the rent to owner that is not covered by the PHA housing assistance payment.
- b. Each month, the PHA will make a housing assistance payment to the owner on behalf of the family in accordance with the HAP contract. The amount of the monthly housing assistance payment will be determined by the PHA in accordance with HUD requirements for a tenancy under the Section 8 voucher program.
- c. The monthly housing assistance payment shall be credited against the monthly rent to owner for the contract unit.
- d. The tenant is not responsible for paying the portion of rent to owner covered by the PHA housing assistance payment under the HAP contract between the owner and the PHA. A PHA failure to pay the housing assistance payment to the owner is not a violation of the lease. The owner may not terminate the tenancy for nonpayment of the PHA housing assistance payment.
- e. The owner may not charge or accept, from the family or from any other source, any payment for rent of the unit in addition to the rent to owner. Rent to owner includes all housing services, maintenance, utilities and appliances to be provided and paid by the owner in accordance with the lease.
- f. The owner must immediately return any excess rent payment to the tenant.

6. Other Fees and Charges

- a. Rent to owner does not include cost of any meals or supportive services or furniture which may be provided by the owner.
- b. The owner may not require the tenant or family members to pay charges for any meals or supportive services or furniture which may be provided by the owner. Nonpayment of any such charges is not grounds for termination of tenancy.
- c. The owner may not charge the tenant extra amounts for items customarily included in rent to owner in the locality, or provided at no additional cost to unsubsidized tenants in the premises.

7. Maintenance, Utilities, and Other Services

- a. **Maintenance**
 - (1) The owner must maintain the unit and premises in accordance with the HQS.
 - (2) Maintenance and replacement (including

redcoration) must be in accordance with the standard practice for the building concerned as established by the owner.

b Utilities and appliances

- (1) The owner must provide all utilities needed to comply with the HQS.
- (2) The owner is not responsible for a breach of the HQS caused by the tenant's failure to:
 - (a) Pay for any utilities that are to be paid by the tenant.
 - (b) Provide and maintain any appliances that are to be provided by the tenant.

c Family damage. The owner is not responsible for a breach of the HQS because of damages beyond normal wear and tear caused by any member of the household or by a guest.

d Housing services. The owner must provide all housing services as agreed to in the lease.

8. Termination of Tenancy by Owner

a Requirements. The owner may only terminate the tenancy in accordance with the lease and HUD requirements.

b Grounds. During the term of the lease (the initial term of the lease or any extension term), the owner may only terminate the tenancy because of:

- (1) Serious or repeated violation of the lease;
- (2) Violation of Federal, State, or local law that imposes obligations on the tenant in connection with the occupancy or use of the unit and the premises;
- (3) Criminal activity or alcohol abuse (as provided in paragraph c); or
- (4) Other good cause (as provided in paragraph d).

c Criminal activity or alcohol abuse.

- (1) The owner may terminate the tenancy during the term of the lease if any member of the household, a guest or another person under a resident's control commits any of the following types of criminal activity:
 - (a) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of the premises by, other residents (including property management staff residing on the premises);
 - (b) Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of their residences by, persons residing in the immediate vicinity of the premises;
 - (c) Any violent criminal activity on or near the premises; or
 - (d) Any drug-related criminal activity on or near the premises.
- (2) The owner may terminate the tenancy during the term of the lease if any member of the household is:
 - (a) Fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that

is a felony under the laws of the place from which the individual flees, or that, in the case of the State of New Jersey, is a high misdemeanor; or

(b) Violating a condition of probation or parole under Federal or State law.

- (3) The owner may terminate the tenancy for criminal activity by a household member in accordance with this section if the owner determines that the household member has committed the criminal activity, regardless of whether the household member has been arrested or convicted for such activity.
- (4) The owner may terminate the tenancy during the term of the lease if any member of the household has engaged in abuse of alcohol that threatens the health, safety or right to peaceful enjoyment of the premises by other residents.

d Other good cause for termination of tenancy

- (1) During the initial lease term, other good cause for termination of tenancy must be something the family did or failed to do.
- (2) During the initial lease term or during any extension term, other good cause may include:
 - (a) Disturbance of neighbors,
 - (b) Destruction of property, or
 - (c) Living or housekeeping habits that cause damage to the unit or premises.
- (3) After the initial lease term, such good cause may include:
 - (a) The tenant's failure to accept the owner's offer of a new lease or revision;
 - (b) The owner's desire to use the unit for personal or family use or for a purpose other than use as a residential rental unit; or
 - (c) A business or economic reason for termination of the tenancy (such as sale of the property, renovation of the unit, the owner's desire to rent the unit for a higher rent).
- (4) The examples of other good cause in this paragraph do not preempt any State or local laws to the contrary.
- (5) In the case of an owner who is an immediate successor in interest pursuant to foreclosure during the term of the lease, requiring the tenant to vacate the property prior to sale shall not constitute other good cause, except that the owner may terminate the tenancy effective on the date of transfer of the unit to the owner if the owner: (a) will occupy the unit as a primary residence; and (b) has provided the tenant a notice to vacate at least 90 days before the effective date of such notice. This provision shall not affect any State or local law that provides for longer time periods or addition protections for tenants. **This provision will sunset on December 31, 2012 unless extended by law.**

e. Protections for Victims of Abuse.

- (1) An incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be construed as serious or repeated violations of the lease or other “good cause” for termination of the assistance, tenancy, or occupancy rights of such a victim.
- (2) Criminal activity directly relating to abuse, engaged in by a member of a tenant’s household or any guest or other person under the tenant’s control, shall not be cause for termination of assistance, tenancy, or occupancy rights if the tenant or an immediate member of the tenant’s family is the victim or threatened victim of domestic violence, dating violence, or stalking.
- (3) Notwithstanding any restrictions on admission, occupancy, or terminations of occupancy or assistance, or any Federal, State or local law to the contrary, a PHA, owner or manager may “bifurcate” a lease, or otherwise remove a household member from a lease, without regard to whether a household member is a signatory to the lease, in order to evict, remove, terminate occupancy rights, or terminate assistance to any individual who is a tenant or lawful occupant and who engages in criminal acts of physical violence against family members or others. This action may be taken without evicting, removing, terminating assistance to, or otherwise penalizing the victim of the violence who is also a tenant or lawful occupant. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by Federal, State, and local law for the termination of leases or assistance under the housing choice voucher program.
- (4) Nothing in this section may be construed to limit the authority of a public housing agency, owner, or manager, when notified, to honor court orders addressing rights of access or control of the property, including civil protection orders issued to protect the victim and issued to address the distribution or possession of property among the household members in cases where a family breaks up.
- (5) Nothing in this section limits any otherwise available authority of an owner or manager to evict or the public housing agency to terminate assistance to a tenant for any violation of a lease not premised on the act or acts of violence in question against the tenant or a member of the tenant’s household, provided that the owner, manager, or public housing agency does not subject an individual who is or has been a victim of domestic violence, dating violence, or stalking to a more demanding standard than other tenants in determining whether to evict or terminate.
- (6) Nothing in this section may be construed to limit the authority of an owner or manager to evict, or the public housing agency to terminate assistance, to any tenant if the owner, manager, or public

housing agency can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property if the tenant is not evicted or terminated from assistance.

- (7) Nothing in this section shall be construed to supersede any provision of any Federal, State, or local law that provides greater protection than this section for victims of domestic violence, dating violence, or stalking.

f. Eviction by court action. The owner may only evict the tenant by a court action.

g. Owner notice of grounds

- (1) At or before the beginning of a court action to evict the tenant, the owner must give the tenant a notice that specifies the grounds for termination of tenancy. The notice may be included in or combined with any owner eviction notice.
- (2) The owner must give the PHA a copy of any owner eviction notice at the same time the owner notifies the tenant.
- (3) Eviction notice means a notice to vacate, or a complaint or other initial pleading used to begin an eviction action under State or local law.

9. Lease: Relation to HAP Contract

If the HAP contract terminates for any reason, the lease terminates automatically.

10. PHA Termination of Assistance

The PHA may terminate program assistance for the family for any grounds authorized in accordance with HUD requirements. If the PHA terminates program assistance for the family, the lease terminates automatically.

11. Family Move Out

The tenant must notify the PHA and the owner before the family moves out of the unit.

12. Security Deposit

- a. The owner may collect a security deposit from the tenant. (However, the PHA may prohibit the owner from collecting a security deposit in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants. Any such PHA-required restriction must be specified in the HAP contract.)
- b. When the family moves out of the contract unit, the owner, subject to State and local law, may use the security deposit, including any interest on the deposit, as reimbursement for any unpaid rent payable by the tenant, any damages to the unit or any other amounts that the tenant owes under the lease.
- c. The owner must give the tenant a list of all items charged against the security deposit, and the amount of each item. After deducting the amount, if any, used to reimburse the owner, the owner must promptly refund the full amount of the unused balance to the tenant.

- d. If the security deposit is not sufficient to cover amounts the tenant owes under the lease, the owner may collect the balance from the tenant.

13. Prohibition of Discrimination

In accordance with applicable equal opportunity statutes, Executive Orders, and regulations, the owner must not discriminate against any person because of race, color, religion, sex, national origin, age, familial status or disability in connection with the lease.

14. Conflict with Other Provisions of Lease

- a. The terms of the tenancy addendum are prescribed by HUD in accordance with Federal law and regulation, as a condition for Federal assistance to the tenant and tenant's family under the Section 8 voucher program.
- b. In case of any conflict between the provisions of the tenancy addendum as required by HUD, and any other provisions of the lease or any other agreement between the owner and the tenant, the requirements of the HUD-required tenancy addendum shall control.

15. Changes in Lease or Rent

- a. The tenant and the owner may not make any change in the tenancy addendum. However, if the tenant and the owner agree to any other changes in the lease, such changes must be in writing, and the owner must immediately give the PHA a copy of such changes. The lease, including any changes, must be in accordance with the requirements of the tenancy addendum.
- b. In the following cases, tenant-based assistance shall not be continued unless the PHA has approved a new tenancy in accordance with program requirements and has executed a new HAP contract with the owner:
 - (1) If there are any changes in lease requirements governing tenant or owner responsibilities for utilities or appliances;
 - (2) If there are any changes in lease provisions governing the term of the lease;
 - (3) If the family moves to a new unit, even if the unit is in the same building or complex.
- c. PHA approval of the tenancy, and execution of a new HAP contract, are not required for agreed changes in the lease other than as specified in paragraph b.
- d. The owner must notify the PHA of any changes in the amount of the rent to owner at least sixty days before any such changes go into effect, and the amount of the rent to owner following any such agreed change may not exceed the reasonable rent for the unit as most recently determined or redetermined by the PHA in accordance with HUD requirements.

16. Notices

Any notice under the lease by the tenant to the owner or by the owner to the tenant must be in writing.

17. Definitions

Contract unit. The housing unit rented by the tenant with assistance under the program.

Family. The persons who may reside in the unit with assistance under the program.

HAP contract. The housing assistance payments contract between the PHA and the owner. The PHA pays housing assistance payments to the owner in accordance with the HAP contract.

Household. The persons who may reside in the contract unit. The household consists of the family and any PHA-approved live-in aide. (A live-in aide is a person who resides in the unit to provide necessary supportive services for a member of the family who is a person with disabilities.)

Housing quality standards (HQS). The HUD minimum quality standards for housing assisted under the Section 8 tenant-based programs.

HUD. The U.S. Department of Housing and Urban Development.

HUD requirements. HUD requirements for the Section 8 program. HUD requirements are issued by HUD headquarters, as regulations, Federal Register notices or other binding program directives.

Lease. The written agreement between the owner and the tenant for the lease of the contract unit to the tenant. The lease includes the tenancy addendum prescribed by HUD.

PHA. Public Housing Agency.

Premises. The building or complex in which the contract unit is located, including common areas and grounds.

Program. The Section 8 housing choice voucher program.

Rent to owner. The total monthly rent payable to the owner for the contract unit. The rent to owner is the sum of the portion of rent payable by the tenant plus the PHA housing assistance payment to the owner.

Section 8. Section 8 of the United States Housing Act of 1937 (42 United States Code 1437f).

Tenant. The family member (or members) who leases the unit from the owner.

Voucher program. The Section 8 housing choice voucher program. Under this program, HUD provides funds to a PHA for rent subsidy on behalf of eligible families. The tenancy under the lease will be assisted with rent subsidy for a tenancy under the voucher program.



New Hampshire Housing
Bringing You Home

Informal Hearing Procedure

1. Each time NHHFA takes an action which may adversely affect a participant's right to housing assistance, the participant is notified in writing of their right to a hearing. The notice must state the reasons for the decision, state that if the participant does not agree with the decision they may request an informal hearing on the decision and state the deadline for the participant to request an informal hearing. Requests for a hearing should be sent in writing to the attention of the Rental Assistance Manager within 14 calendar days of the notification to the participant regarding the decision.
2. In the cases identified below (a-d), the participant family may ask for an explanation of the basis of NHHFA's determination and if the family does not agree with the determination, the family may request an informal hearing on the decision.
 - (a) A determination of the family's annual or adjusted income, and the use of such income to compute the housing assistance payment.
 - (b) A determination of the appropriate utility allowance (if any) for participant paid utilities from the NHHFA utility allowance schedule.
 - (c) A determination of the family unit size under NHHFA subsidy standards.
 - (d) A determination of minimum total participant payment.
3. In the cases identified below (e-g), the participant family may request an informal hearing on the decision.
 - (e) A determination to terminate assistance for a participant family because of their action or failure to act.
 - (f) A determination to terminate assistance because the participant family has been absent from the assisted unit for longer than the maximum period permitted under NHHFA policy and HUD rules.
 - (g) A determination that an adjustment in participant payment will not be made because the participant is being sanctioned by the Department of Health and Human Services for failure to comply.
4. NHHFA and the participant will have the opportunity to present directly relevant evidence and may question any witnesses at the hearing. A participant has the right to a pre-hearing discovery of NHHFA documents, including records and regulations that are directly relevant to the hearing. A participant may inspect all such documents in the NHHFA office and will be supervised by a representative of NHHFA. Copies of any documents will be supplied to the participant at their request. NHHFA has a parallel right to a pre-hearing examination of any evidence the participant may seek to introduce or rely upon at the hearing, which shall be supplied to NHHFA no less than 5 business days before the hearing. Failure by either party to make a document available for pre-hearing discovery by NHHFA may prevent the party from introducing or relying on the document at the hearing. If the participant wishes to call someone as a witness, they must disclose the name or names of each witness no less than 5 business days before the hearing. Individuals not disclosed during the discovery process may be excluded from the hearing process by the hearing officer.

New Hampshire Housing Finance Authority

32 Constitution Drive Bedford, NH 03110 Mailing Address: P.O. Box 5087 Manchester, NH 03108 (603) 472-8623 TDD: (603) 472-2089
Assisted Housing Division: (800) 439-7247 Fax: (603) 472-8729

5. The hearing will be conducted by an employee of NHHFA, or other qualified person designated by NHHFA. The person conducting the hearing will not be directly involved in the day-to-day operation of the NHHFA Housing Choice Voucher Program. Factual determinations relating to the individual circumstances of the participant shall be based on a preponderance of the evidence presented at the hearing at which NHHFA shall have the burden of proof. After the hearing, NHHFA will notify the participant, in writing, of the decision made by the hearing officer and the grounds for that decision.
6. The hearing officer may, at his or her discretion, choose to record the proceedings. If recorded, those attending the hearing will be so advised. The sole purpose of the recording will be to assist the hearing officer in review of the evidence presented at the hearing. No copies of any such recording shall be provided to either party; however, the participant may make their own recording of the hearing. Once a decision is rendered, the NHHFA recording may be destroyed.
7. The participant has the right to retain counsel or other representation at his or her own expense. Any such counsel must provide written notice to NHHFA of their intent to represent the participant on or before the deadline given to the participant for discovery. Should the participant be unable to attend the scheduled informal hearing, he or she shall contact NHHFA no less than 24 hours prior to the date and time of the hearing to request a continuance. Alternatively, the participant may authorize in writing, his or her counsel to represent him or her at the hearing without the participant attending. NHHFA will reschedule the hearing only for good cause which shall include rescheduling as a reasonable accommodation for an individual with disabilities.
8. Hearings are not open to the public. Hearings may be attended by household members, individuals with direct involvement in the outcome of the informal hearing, individuals approved during the discovery phase, witnesses, legal counsel and NHHFA staff. Any dispute as to whether a person may attend a hearing shall be resolved by the hearing officer.
9. If, due to inclement weather, the participant fails to appear or to call, the hearing will be rescheduled at their request. If the participant fails to appear within 15 minutes of the start time of the hearing and fails to call prior to the hearing to reschedule, judgment will be entered for NHHFA. Should the participant fail to appear at the rescheduled informal hearing without good cause, another hearing will not be scheduled.

PHA Contact Information

New Hampshire

This listing is ordered by **city**. View it **ordered by zip**.

HA Code	PHA Name, Phone & Fax Number	Address	Type [?]
NH901	New Hampshire HFA Phone: (603)472-8623 ☎ Fax: (603)472-8729 ☎	32 Constitution Drive Bedford NH 03110	Section 8
NH016	Northumberland HA Phone: (603)752-4240 ☎ Fax: (603)752-4214 ☎	10 Serenity Circle Berlin NH 03570	Section 8
NH011	Berlin Housing Authority Phone: (603)752-4240 ☎ Fax: (603)752-4214 ☎	10 Serenity Circle Berlin NH 03570	Both
NH015	Lancaster HA Phone: (603)752-4240 ☎ Fax: (603)752-4214 ☎	10 Serenity Circle Berlin NH 03570	Section 8
NH012	Claremont HA Phone: (603)542-6411 ☎ Fax: (603)542-0353 ☎	243 Broad Street Claremont NH 03743	Both
NH005	Concord HA Phone: (603)224-4059 ☎ Fax: (603)226-2941 ☎	23 Green Street Concord NH 03301	Both
NH022	Derry HRA Phone: (603)434-8717 ☎ Fax: (603)434-8717 ☎	17a Peabody Road Derry NH 03038	Section 8
NH003	Dover HA Phone: (603)742-5804 ☎ Fax: (603)742-6911 ☎	62 Whittier Street Dover NH 03820	Both
NH014	Exeter Housing Authority Phone:	277 Water Street Exeter NH 03833	Both

PHA Contact Information

Maine

This listing is ordered by **city**. View it **ordered by zip**.

HA Code	PHA Name, Phone & Fax Number	Address	Type [?]
ME007	Auburn HA Phone: (207)784-7351 ☎ Fax: (207)784-5545 ☎	20 Great Falls Plaza P O Box 3037 Auburn ME 04212	Both
ME901	Maine State HA Phone: (207)626-4600 ☎ Fax: (207)626-4678 ☎	353 Water Street Augusta ME 04330	Section 8
ME030	Augusta HA Phone: (207)626-2357 ☎ Fax: (207)626-2304 ☎	33 Union Street Augusta ME 04330	Section 8
ME009	Bangor HA Phone: (207)942-6365 ☎ Fax: (207)942-6043 ☎	161 Davis Road Bangor ME 04401	Both
ME023	Bar Harbor HA Phone: (207)288-4770 ☎ Fax: (207)288-4770 ☎	Malvern Belmont Estates - No Mail 80 Mount Desert Street Bar Harbor ME 04609	Both
ME026	Tremont Housing Authority Phone: (207)288-4770 ☎ Fax: (207)288-4770 ☎	Birchwoods Apartments - No Mail Delivery Birchwood Lane Bass Harbor ME 04653	Both
ME019	Bath HA Phone: (207)443-3116 ☎ Fax: (207)443-8116 ☎	80 Congress Avenue Bath ME 04530	Both
ME031	Saco Housing Authority Phone: (207)282-6537 ☎ Fax: (207)286-0580 ☎	22 South Street Biddeford ME 04005	Section 8

(207)768-8231 ☎
 Fax: (207)764-5614 ☎

ME011	Sanford HA Phone: (207)324-6747 ☎ Fax: (207)324-6870 ☎	114 Emery Street, Suite One Sanford ME 04073	Both
ME020	South Portland HA Phone: (207)773-4140 ☎ Fax: (207)773-4006 ☎	100 Waterman Drive-Suite #101 South Portland ME 04106	Both
ME022	SW Harbor HA Phone: (207)288-4770 ☎ Fax: (207)288-4770 ☎	Ridge Apartments - No Mail Delivery 24 Village Green Way Southwest Harbor ME 04679	Both
ME001	Van Buren HA Phone: (207)868-5441 ☎ Fax: (207)868-2833 ☎	130 Champlain Street Van Buren ME 04785	Both
ME008	Waterville HA Phone: (207)873-2155 ☎ Fax: (207)877-9429 ☎	88 Silver St. Waterville ME 04901	Both
ME015	Westbrook Housing Phone: (207)854-9779 ☎ Fax: (207)854-0962 ☎	30 Liza Harmon Drive Westbrook ME 04092	Both

Type: This indicates the type of program administered by a PHA. "Both" represents administration of both Section-8 and Low-rent programs.

PHA Contact Information

Massachusetts

This listing is ordered by **city**. View it **ordered by zip**.

HA Code	PHA Name, Phone & Fax Number	Address	Type [?]
MA079	Abington Housing Authority Phone: (781)878-3469 ☎ Fax: (781)878-9059 ☎	71 Shaw Avenue Abington MA 02351	Section 8
MA057	Acton Housing Authority Phone: (978)263-5339 ☎ Fax: (978)266-1408 ☎	68 Windsor Avenue Acton MA 01720	Section 8
MA051	Adams Housing Authority Phone: (413)743-5924 ☎ Fax: (413)743-5926 ☎	4 Columbia Street Adams MA 01220	Section 8
MA116	Amesbury Housing Authority Phone: (978)388-2022 ☎ Fax: (978)388-4926 ☎	180 Main Street Amesbury MA 01913	Section 8
MA085	Amherst Housing Authority Phone: (413)256-0206 ☎ Fax: (413)256-8551 ☎	33 Kellogg Avenue Amherst MA 01002	Both
MA084	Andover Housing Authority Phone: (978)475-2365 ☎ Fax: (978)475-0313 ☎	100 Morton Street Andover MA 01810	Section 8
MA048	Arlington Housing Authority Phone: (781)646-3400 ☎ Fax: (781)643-6923 ☎	4 Winslow Street Arlington MA 02474	Section 8
MA100	Athol Housing Authority	21 Morton Meadows	Section 8

(781)848-1484☎
 Fax: (781)380-4333☎

MA126 **Bridgewater Housing Authority** 10 Heritage Circle Section 8
Phone: **Bridgewater**
 (508)697-7405☎ MA 02324
Fax: (508)697-9534☎

MA884 **Brockton Area Multi Services Inc. (Bamsi)** 10 Christy's Drive Section 8
Phone: **Brockton**
 (508)580-8700☎ MA 02301
Fax: (508)580-3114☎

MA024 **Brockton Housing Authority** 45 Goddard Road Both
Phone: PO Box 7070
 (508)588-6880☎ **Brockton**
 MA 02301
Fax: (508)588-8271☎

MA033 **Brookline Housing Authority** 90 Longwood Avenue Both
Phone: **Brookline**
 (617)277-2022☎ MA 02446
Fax: (617)277-1462☎

MA112 **Burlington Housing Authority** 15 Birchcrest Street Section 8
Phone: **Burlington**
 (781)272-7786☎ MA 01803
Fax: (781)229-2378☎

MA003 **Cambridge Housing Authority** 675 Massachusetts Avenue Both
Phone: **Cambridge**
 (617)864-3020☎ MA 02139
Fax: (617)547-9821☎

MA108 **Chelmsford Housing Authority** 10 Wilson Street Section 8
Phone: **Chelmsford**
 (978)256-7425☎ MA 01824
Fax: (978)256-1895☎

MA883 **American Training, Inc** 10 Wilson Street Section 8
Phone: **Chelmsford**
 (978)256-7425☎ MA 01824
Fax: (978)256-1895☎

MA016 **Chelsea Housing Authority** 54 Locke Street Both
Phone: **Chelsea**
 MA 02150

MA006	Fall River Housing Authority Phone: (508)675-3500 Fax: (508)677-1346	85 Morgan Street Fall River MA 02722	Both
MA047	Falmouth Housing Authority Phone: (508)548-1977 Fax: (508)457-7573	115 Scranton Avenue Falmouth MA 02540	Both
MA037	Fitchburg Housing Authority Phone: (978)342-5222 Fax: (978)343-4148	50 Day Street Fitchburg MA 01420	Both
MA028	Framingham Housing Authority Phone: (508)879-7562 Fax: (508)626-0252	1 John J. Brady Drive Framingham MA 01702	Both
MA127	Gardner Housing Authority Phone: (978)632-6634 Fax: (978)632-9530	Gardner Housing Authority-- Section 8 Off 116 Church Street Gardner MA 01440	Section 8
MA025	Gloucester Housing Authority Phone: (978)281-4770 Fax: (978)281-6945	259 Washington Street Gloucester MA 01930	Both
MA096	Greenfield Housing Authority Phone: (413)774-2932 Fax: (413)772-0616	1 Elm Terrace Greenfield MA 01301	Section 8
MA132	Groveland Housing Authority Phone: (978)374-0370 Fax: (978)374-7621	10 River Pines Drive Groveland MA 01834	Low-Rent
MA121	Halifax Housing Authority Phone: (781)294-4520 Fax: (781)294-7210	One Parsons Lane Halifax MA 02338	Section 8
MA155			Both

(978)356-2860☎
 Fax: (978)356-7715☎

MA010 **Lawrence Housing Authority** 353 Elm Street Both
Lawrence
 Phone: MA 01841
 (978)685-3811☎
 Fax: (978)685-6599☎

MA086 **Leominster Housing Authority** 100 Main Street Section 8
Leominster
 Phone: MA 01453
 (978)537-5300☎
 Fax: (978)534-5335☎

MA067 **Lexington Housing Authority** 1 Countryside Both
 Village
 Phone: **Lexington**
 (781)861-0900☎ MA 02420
 Fax: (781)861-1938☎

MA882 **Community Teamwork, Inc.** 155 Merrimack Street Section 8
Lowell
 Phone: MA 01852
 (978)459-0551☎
 Fax: (978)453-9128☎

MA881 **Middlesex North Resources Center, Inc.** 35 Market Street Section 8
Lowell
 Phone: MA 01852
 (781)599-4220☎
 Fax: (781)593-1737☎

MA001 **Lowell Housing Authority** 350 Moody Street Both
Lowell
 Phone: MA 01879
 (978)937-3500☎
 Fax: (978)937-5758☎

MA023 **Lynn Housing Authority** 10 Church Street Both
Lynn
 Phone: MA 01902
 (781)581-8600☎
 Fax: (781)592-6296☎

MA880 **Bridgewell** 471 Broadway Section 8
Lynnfield
 Phone: MA 01940
 (781)593-1088☎
 Fax: (781)593-5731☎

MA022 **Malden Housing Authority** 630 Salem Street Both
Malden
 Phone: MA 02148
 (781)322-3150☎
 Fax: (781)322-3543☎

	(508)473-9521 ☎ Fax: (508)473-4218 ☎	Milford MA 01757	
MA154	Millis Housing Authority Phone: (508)376-8181 ☎ Fax: (508)376-6040 ☎	310 Exchange Street Millis MA 02054	Section 8
MA147	Milton Housing Authority Phone: (617)698-2169 ☎ Fax: (617)696-3513 ☎	65 Miller Avenue Milton MA 02186	Section 8
MA092	Natick Housing Authority Phone: (508)653-2971 ☎ Fax: (508)650-9982 ☎	4 Cottage Street Natick MA 01760	Section 8
MA065	Needham Housing Authority Phone: (781)444-3011 ☎ Fax: (781)444-1089 ☎	28 Captain Robert Cook Drive Needham MA 02494	Both
MA007	New Bedford Housing Authority Phone: (508)997-4806 ☎ Fax: (508)997-4807 ☎	134 South Second Street New Bedford MA 02740	Both
MA032	Newburyport Housing Authority Phone: (978)465-7216 ☎ Fax: (978)463-3080 ☎	25 Temple Street Newburyport MA 01950	Both
MA036	Newton Housing Authority Phone: (617)552-5501 ☎ Fax: (617)964-8387 ☎	82 Lincoln Street Newton Highlands MA 02461	Both
MA034	North Adams Housing Authority Phone: (413)663-5379 ☎ Fax: (413)664-7223 ☎	150 Ashland Street North Adams MA 01247	Both
MA107	North Andover Housing Authority Phone: (978)682-3932 ☎ Fax: (978)794-1142 ☎	One Morkeski Meadows North Andover MA 01845	Both

	Pittsfield Housing Authority Phone: (413)443-5936 Fax: (413)443-7294	65 Columbus Avenue Pittsfield MA 01201	
MA059	Plymouth Housing Authority Phone: (508)746-2105 Fax: (508)746-9229	130 Court Street Plymouth MA 02360	Both
MA110	Bourne Housing Authority Phone: (508)563-7485 Fax: (508)564-7531	871 Shore Road Pocasset MA 02559	Both
MA020	Quincy Housing Authority Phone: (617)847-4350 Fax: (617)770-2876	80 Clay Street Quincy MA 02170	Both
MA075	Reading Housing Authority Phone: (781)944-6755 Fax: (781)944-6875	22 Frank D. Tanner Drive Reading MA 01867	Section 8
MA014	Revere Housing Authority Phone: (781)284-4394 Fax: (781)284-0065	70 Cooledge Street Revere MA 02151	Both
MA133	Rockland Housing Authority Phone: (781)878-4156 Fax: (781)871-6441	8 Studley Court Rockland MA 02370	Both
MA073	Rockport Housing Authority Phone: (978)546-3181 Fax: (978)546-2306	13 Millbrook Park Rockport MA 01966	Section 8
MA055	Salem Housing Authority Phone: (978)744-4432 Fax: (978)744-9614	27 Charter Street Salem MA 01970	Both
MA174	Salisbury Housing Authority	23 Beach Road Salisbury MA 01952	Section 8

	Swansea Housing Authority	100 Gardner's Neck Road Swansea MA 02777	
MA017	Taunton Housing Authority	30 Olney Street Suite B Taunton MA 02780	Both
MA139	Tewksbury Housing Authority	Delaney Drive Tewksbury MA 01876	Both
MA094	Franklin County Regional Housing Authority	42 Canal Rd. Turners Falls MA 01376	Section 8
MA074	Wakefield Housing Authority	26 Crescent Street Wakefield MA 01880	Both
MA140	Walpole Housing Authority	8 Diamond Pond Terrace Walpole MA 02081	Section 8
MA013	Waltham Housing Authority	110 Pond Street Waltham MA 02451	Both
MA088	Ware Housing Authority	20 Valley View Ware MA 01082	Section 8
MA105	Warren Housing Authority	95 Winthrope Terrace PO Box 3021 Warren MA 01083	Section 8
MA093	Watertown Housing Authority	55 Waverley Avenue Watertown MA 02472	Both
MA101	Wayland Housing Authority	106 Main Street Wayland MA 01778	Both
MA123	Webster Housing Authority	10 Golden Heights	Both

HUD > Program Offices > Public and Indian Housing > Public Housing Agency (PHA) Plans > PHA Contact Information > Contact Information

PHA Contact Information

Vermont

This listing is ordered by city. View it **ordered by zip**.

HA Code	PHA Name, Phone & Fax Number	Address	Type [?]
VT005	Barre Housing Authority Phone: (802)476-3185 Fax: (802)476-3113	4 Humbert Street Barre VT 05641	Both
VT009	Bennington HA Phone: (802)442-8000 Fax: (802)442-7301	10 Willow Road Bennington VT 05201	Both
VT002	Brattleboro HA Phone: (802)254-6071 Fax: (802)254-5590	224 Melrose Street Brattleboro VT 05301	Both
VT001	Burlington HA Phone: (802)864-0538 Fax: (802)658-1286	65 Main Street Burlington VT 05401	Both
VT901	Vermont State HA Phone: (802)828-3295 Fax: (802)828-3248	1 Prospect Street Montpelier VT 05602	Section 8
VT008	Montpelier HA Phone: (802)229-9232 Fax: (802)000-0000	155 Main Street Montpelier VT 05602	Both
VT003	Rutland Housing Authority Phone: (802)775-2926 Fax: (802)747-6180	Templewood Court 5 Tremont Street Rutland VT 05701	Both
VT004	Springfield HA Phone: (802)885-4905 Fax: (802)885-5857	80 Main Street Springfield VT 05156	Both
VT011	St. Albans City HA Phone: (802)527-1490 Fax: (802)527-2961	13 Lake St. St. Albans VT 05478	Section 8



Landlord Referral Register

Appendix E

Belknap County

TOWN	RENTAL PROPERTY ADDRESS	# B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Alton	344 Main Street	1	Yes		Richard Fiore	603-875-7577 or 603-608-9637
Belmont	36 Church Street	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Laconia	212, 218, 228 South Main Street	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Laconia	73 Summer, 661 Union, 11 Hill	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Laconia	240 Quart Street, 65 Batchelder	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Meredith	23 Gould Avenue	1	No		Shelley Freeman	224-9221 or housing@hodgecompanies.com
Meredith	Deer Run Apartments	1, 2	No		Shelley Freeman	224-9221 or housing@hodgecompanies.com
Tilton	8 & 10 Mechanic Street	01,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234

Carroll County

TOWN	RENTAL PROPERTY ADDRESS	# B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Effingham	1052 Province Lake Road	2	No			John Davis 781-964-2223
Intervale	20 Emery Lane	2, 3	No		Carl Hydren	617-909-6834
Intervale	12 Emery Lane	3	No		Carl Hydren	617-909-6834

Cheshire County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Drewsville	4 Common Road	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Hinsdale	18 & 22 Main Street	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Hinsdale			No		Macdonald Trading	Richard and Elizabeth Macdonald 603-499-7336
Jaffrey	23 & 27 Cross Street	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Keene	111 Railroad Street	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Keene	11,15,19,25,26,29 Citizens Way	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
N. Walpole	10 Merchant Street	1,2	No		Southwestern Services	Diane Ouellette 352-7512
N. Walpole	17 Vine Street	1, 2	No		Southwestern Services	Diane Ouellette 352-7512
N. Walpole	26 Kiniry Street	1,2,3	No		Southwestern Services	Diane Ouellette 352-7512
Swanzy	28 & 32 Main Street	1, 2	No		Southwestern Services	Diane Ouellette 352-7512
Troy	13 & 15 Water Street	1	No		Southwestern Services	Diane Ouellette 352-7512
Troy	12 Central Square	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Troy	2 Central Square	1,2,3,4	No		Southwestern Services	Diane Ouellette 352-7512
Troy	4 South Main Street	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Winchester	57 Warwick Road	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Winchester	52 Warwick Road	2, 3	No		Southwestern Services	Diane Ouellette 352-7512
Winchester	68 Warwick Road	3	No		Southwestern Services	Diane Ouellette 352-7512



Landlord Referral Register

Coos County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Berlin	457 Hillsboro Street	2, 5	No		Joe or Jeannette Theriault	752-1582
Whitefield	19 Union St.	3	No	No	Reginald or Pamela Willey	837-2029
Winchester	100 Main St.	2	No	No	Heather or William Reyor	802-257-0703

Grafton County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Ashland	Ledgebrook Apartments	2	No		Shelley Freeman	224-9221 or housing@hodescompanies.com
Lisbon	21 South Main Street	0,1,2	No		10 North Main Street	Steve Pickens 838-5972
Lisbon		1, 2, 3	No		60 Grafton Street	Steve Pickens 838-5972
Littleton	74 Jackson Street	2, 4	No			Loretta Fillion 444-2468
Littleton	175 Saranac Street	1, 2	No			Sandra Ireland 823-9099 or 616-7770
Littleton	42 Union Street	1, 2	No			Sandra Ireland 823-9099 or 616-7770
Plymouth	Prince Haven Road	1	No		Shelley Freeman	224-9221 or housing@hodescompanies.com
W. Lebanon	Beechwood Lane Apartments	1, 2	No		Shelley Freeman	224-9221 or housing@hodescompanies.com
W. Lebanon	Pine Tree Lane	1, 2	No		Shelley Freeman	224-9221 or housing@hodescompanies.com

Hillsborough County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Goffstown	Highwood Village, Mtn. Ash Lane	1, 2	No		Merchant Highwood	Carol Frey 624-8486
Manchester	241 Pine Street		No		Property Services Co.	Tom Morgan 668-7369
Manchester	80 Lowell Street		No		Property Services Co.	Tom Morgan 668-7369
Manchester	Multiple Addresses	1, 2, 3	No		The Resource Companies	Alex Jsirandanis 625-2000
Manchester	Multiple Addresses	1, 2, 3	No		LA Classic Property Mgmt.	Janet 623-5225
Manchester	Multiple Addresses	1, 2, 3	No		Village at Beech Hill	Alicia Silva 668-3423
Manchester	135 Elmhurst Avenue	3	No			Agatha Anson 626-4932
Manchester	222 Laurel Street	3, 4	No		Whitcher Appraisal	Dave Whitcher 668-8278
Manchester	Multiple Addresses	2	No		Amoskeag Apartments	Idena Ortiz 778-6300
Manchester	30 Hosley Street	3	Yes		Mel Martin	Mel Martin 623-8978
Manchester	267 Silver Street	3	No		Lillian Soler	785-3776, Home 232-1530
Manchester	909 Beech Street	2	No	No		Lisa Testaverde 627-5990, 706-8469
Manchester	242 Bell St.	4	No	No	Angel Ramos	Angel Ramos 512-9746
Manchester	291 Grove St.	3	No	No	Angel Ramos	Angel Ramos 396-7713
Manchester	21 Ash St.	3	No	No	Daniel McGrath	89 Ridgewood Rd., W. Hartford, CT 860-462-2461
Manchester	405 Cedar St.	3	Yes	Yes		Mylcola 566-5642



Landlord Referral Register

	Whispering Pines Apartments	1,2	No	No	AI Cataldo 652-4474
Milford					
Nashua	103 Spit Brook Rd., Brook Village	0,1,2	No		Gina or Logan 800-644-5471
Nashua	105 Spit Brook Rd, Villas Twin Pnd.	2, 3, 4	No		Gina or Logan 800-644-5471
Nashua	175 Concord Street	3+	No	No	Andrew Smith 759-3648
Nashua			No	Yes	Dawn Foote/Manager 247-9459
					dawn@adviseproperties.com
New Ipswich	187 Poor Farm Rd., 30 Mill Street	2, 1	No		Beth 878-2856 x150
Wilton	9 Park Street	1, 3	No		Alyssum Proctor 673-7314
Wilton	9 Pleasant Street	1, 2	No		Joan Lemire or Carol - 654-6118
Wilton	10 Main Street	0,1,2	No		Joan Lemire or Carol - 654-6118

Merrimack County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Boscawen	125 King Street	2	No		Shelley Freeman	224-9221 or housing@hodescompanies.com
Cantebury	35 Baptist Road	1, 2	No		Shelley Freeman	224-9221 or housing@hodescompanies.com
Concord	Florence V. Hodges Apartments	1	No		Shelley Freeman	224-9221 or housing@hodescompanies.com
Concord	13 Bradley Street	2	No			Michael 673-0900
Franklin	142 North Main Street	1, 2	No			Grant Myers 490-3966
Franklin	349 Central Street	Studio	No	No	Bethany Real Estate	Bethany 496-8319
Northfield	35 Granite St., 3, 5, 7, 9, 11 Arch St.	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Northfield	13, 15, 17 Elm Street	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Northfield	2, 4, 6, 8, 10, 12 Vine Street	0,1,2,3,4	No		White Mountain Rentals	Lynne Michaud 603-524-1234
Northfield	29 Park St., (#1,2,3,4,5,6)	0,1,2,3	No		Thomas Jordan	286-8716, 455-2716
Pembroke	224 North Main Street	2	No			Bill or Lucille Edmonds 485-3748

Rockingham County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Derry	71E Briardway	3	Yes	No		Bob Murphy 396-2196 or 887-4300
Derry	71 East Broadway	3	No			Bob Murphy 396-2196 or 887-4300
Epping	96-100 Main Street	2	No		Ritchie Holdings LLC	Penny Boucher 659-8223 or
Seabrook	21 Folly Road	2	No			John Pasternak 778-6251

Strafford County

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Dover	12 Federal Street	2	No			Sandra LaRoche 330-3610
Farmington	895 Rt. 11 & 10 Summer St.	1,2	No		Tiger Rental	Cilia Bannenber 332-7766
Milton	12 Dawson - Unit B & C	1,2	No	No	Donald Menard	Michelle 207-339-0005, donaldmenard@msn.com



Landlord Referral Register

		1	No	No	Donald Menard	Michelle 207-339-0005, donaldmenard@msn.com
Milton	484 White Mountain Hwy.	2	No	No	Great Tradition Hme. Bldrs.	Frank or Amy 964-7151 or 332-4808
Rochester	Cornerstone Court - Adult 55+	1, 2, 3	No	No		Joe Wilkinson 332-4066
Rochester	130-132 N. Maple Street	3	No	No		Joe Wilkinson 332-4066
Rochester	23 Academy Street	2,3,4	No	No		Sean O'Brien 767-6153
Rochester	8 May St., 12 Maple Street	1, 2, 3	No	No		Joe Wilkinson 332-4066
Rochester	348 Portland Street	4	No	No	Tiger Rental	Cilia Bannenberg 332-7766
Rochester	18 & 20 Lafayette Street	3,4	No	No		Sandra LaRoche 330-3610 or 330-3623
Rochester	Multiple Addresses	1	No	No	Richie Holdings LLC	Penny Boucher 659-8223 or 312-5107
Rochester	23 & 27 Bridge. 39 River	3,4	Yes	Yes		Amy Brennan 944-2540
Rochester	14 Pleasant St., # 1 & #2	1,2,3,4	No	No		Sean O'Brien 767-6153
Somersworth	12-16 Highland Street					

Sullivan

TOWN	RENTAL PROPERTY ADDRESS	#B/R	BARRIER FREE*	ENERGY STAR**	MANAGEMENT CO.	CONTACT NAME & PHONE
Charlestown	Blueberry Hill Mobile Home Park	2, 3	No			Rene LeFleur 800-325-5566
Charlestown	107 Lovers Lane		No		Southwestern Services	Nancy 719-4283
Charlestown	Sunrise Village	2	No			Rene LeFleur 800-325-5566
Claremont	96 Main Street		No		Southwestern Services	Nancy 719-4283
Claremont	41-43 Central Street		No		Southwestern Services	Craig 719-4293
Claremont	112 Charlestown Road		No		Southwestern Services	Craig 719-4293
Newport	33 Whipple Road	2, 3	No		Shelley Freeman	224-9221 or housing@hodgecompanies.com

*Unit is designed for easy access for those with physical disabilities

**Unit is equipped with Energy Star appliances



Notice of Right to Reasonable Accommodation

A Reasonable Accommodation is intended to provide persons with disabilities equal opportunity to participate in the Section 8 Housing Choice Voucher program through the modification of policies and procedures. New Hampshire Housing is obligated to make an accommodation that is reasonable, unless doing so would result in an undue hardship or fundamental alteration in the nature of the housing program.

If you are a person with a disability, and if your request is reasonable, we will make an effort to accommodate your request. New Hampshire Housing will respond within 30 days.

To obtain a Reasonable Accommodation Request form:

- Call 800-439-7247.
- Call 603-472-2089 (TDD line – hearing impaired).
- Visit New Hampshire Housing's main office, 32 Constitution Drive, Bedford, NH.
- Write to New Hampshire Housing, PO Box 5087, Manchester, NH 03108.
- Visit our website at: www.nhhfa.org.

If you need assistance filling out a Reasonable Accommodation Request form, or if you would like to submit a request in some other way, please let us know. Any information you provide will be kept confidential.

Sincerely,

Rental Assistance Manager

3/2015

SUPPORTIVE SERVICE AND DISABILITY ORGANIZATIONS

New Hampshire resources that may provide some assistance and counseling with housing search and related issues:

I. Housing Search Related Counseling/Information & Referral:

- **2.1.1 New Hampshire:** Dial 2-1-1; www.211nh.org
- **Brain Injury Association of NH (BIANH):** 1-800-773-8400; 603-225-8400; www.bianh.org
- **Community Action Programs (CAPs):** Service Link 2-1-1 or New Hampshire Homeless Helpline at 1-866-444-4211
- **Granite State Independent Living (GSIL):** 1-800-826-3700; 603-228-9680; www.gsil.org; email: info@gsil.org
- **New Hampshire Community Loan Fund:** 1-800-432-4110; 603-224-6669; www.communityloanfund.org
- **NH Governor's Commission on Disability (GCD):** 1-800-852-3405; 603-271-2773; www.nh.gov/disability; email: disability@nh.gov
- **NH Service Link Network:** 1-866-634-9412; www.servicelink.org; 603-644-2240.
- **USDA Rural Development/Multi family Housing Rentals:** <https://rdmfhrentals.sc.egov.usda.gov>

II. Security Deposits, Rent, Moving Expenses, Utility Deposits for Housing Search:

- **2.1.1 New Hampshire:** Dial 2-1-1; www.211nh.org
- **Community Action Programs (CAPs):** Contact Service Link or dial 2-1-1
- **Listen Community Services (Lebanon area):** 603-448-4553; www.listen.org
- **The Front Door Agency (Greater Nashua area):** 603-886-2866
- **NH ServiceLink Network:** 1-866-634-9412; 603-644-2240; www.servicelink.nh.gov
- **Public Utilities Commission/Consumer Affairs Division:** Utility dispute matters 603-271-2431; 1-800-852-3793; www.puc.nh.gov
- **Harbor Homes, Inc. (Veterans statewide):** 603-3616 ext. 1256; www.harborhomes.org
- **SHARE Outreach, Inc. (Milford and surrounding areas):** 603-673-9898; www.sharenh.org
- **The Way Home (Manchester and surrounding areas):** 603-627-3491; www.thewayhomenh.org
- **Town/City Welfare:** Contact your local City Hall.

III. NH Center for Independent Living:

- **Granite State Independent Living (GSIL):** 1-800-826-3700; 603-228-9680; www.gsil.org

IV. State Medicaid Agencies:

- **NH Department of Health and Human Services (DHHS):** 1-844-275-3447; www.dhhs.nh.gov
- **Medicaid Eligibility online:** <https://medicaid-help.org/>

V. Advocacy and State Protection Organizations:

- **Disabilities Rights Center, Inc. (DRC):** 603-228-0432; 1-800-834-1721 voice TDD; www.drcnh.org
- **Legal Advice & Referral Center (LARC):** 1-800-639-5290; 603-224-3333; www.nhlegalaid.org
- **New Hampshire Legal Assistance (NHLA):** 1-800-639-5290 (apply through LARC) TTY: Dial 711 or 1-800-735-2964; www.nhla.org
 - **Branch Offices:**
 - Berlin: 1-800-698-8969
 - Claremont: 1-800-562-3994
 - Concord: 1-800-921-1115
 - Manchester: 1-800-562-3174
 - Portsmouth: 1-800-334-3135
- **Senior Law Project:** 1-888-353-9944
- **NH Governor's Commission on Disability (GCD):** 1-800-852-3405; 603-271-2773; www.nh.gov/disability; Email: disability@nh.gov
- **NH Commission for Human Rights:** 603-271-2767 press option #0 to request a language interpreter or for accommodations for persons with disabilities
- www.nh.gov/hrc; Email: humanrights@nh.gov
 - **NH Developmental Disabilities Council:** 603-271-3236; TDD 1-800-735-2964; www.nhddc.org

If your family includes a person with disabilities you may request a listing of accessible units. Please contact our office or visit: www.nhhfa.org.



New Hampshire Housing
Bringing You Home

Are You a Victim of Housing Discrimination?

Fair Housing is Your Right!

If you have been denied your housing rights...you may have experienced unlawful discrimination.



U.S. Department of Housing and Urban Development

WHERE TO MAIL YOUR FORM OR INQUIRE ABOUT YOUR CLAIM

**For Connecticut, Maine, Massachusetts,
New Hampshire, Rhode Island, and Vermont:
NEW ENGLAND OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Thomas P. O'Neill, Jr. Federal Building
10 Causeway Street, Room 321
Boston, MA 02222-1092
Telephone (617) 994-8320 or 1-800-827-5005
Fax (617) 565-7313 • TTY (617) 565-5453
E-mail: Complaints_office_01@hud.gov

**For New Jersey and New York:
NEW YORK/NEW JERSEY OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
26 Federal Plaza, Room 3532
New York, NY 10278-0068
Telephone (212) 264-1290 or 1-800-496-4294
Fax (212) 264-9829 • TTY (212) 264-0927
E-mail: Complaints_office_02@hud.gov

**For Delaware, District of Columbia, Maryland,
Pennsylvania, Virginia, and West Virginia:
MID-ATLANTIC OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
The Wanamaker Building
100 Penn Square East
Philadelphia, PA 19107
Telephone (215) 656-0663 or 1-888-799-2085
Fax (215) 656-3419 • TTY (215) 656-3450
E-mail: Complaints_office_03@hud.gov

**For Alabama, the Caribbean, Florida, Georgia, Kentucky, Missis-
sippi, North Carolina, South Carolina, and Tennessee:
SOUTHEAST/CARIBBEAN OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Five Points Plaza
40 Marietta Street, 16th Floor
Atlanta, GA 30303-2808
Telephone (404) 331-5140 or 1-800-440-8091
Fax (404) 331-1021 • TTY (404) 730-2654
E-mail: Complaints_office_04@hud.gov

**For Illinois, Indiana, Michigan, Minnesota,
Ohio, and Wisconsin:
MIDWEST OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Ralph H. Metcalfe Federal Building
77 West Jackson Boulevard, Room 2101
Chicago, IL 60604-3507
Telephone (312) 353-7776 or 1-800-765-9372
Fax (312) 886-2837 • TTY (312) 353-7143
E-mail: Complaints_office_05@hud.gov

**For Arkansas, Louisiana, New Mexico, Oklahoma, and Texas:
SOUTHWEST OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
801 North Cherry, 27th Floor
Fort Worth, TX 76102
Telephone (817) 978-5900 or 1-888-560-8913
Fax (817) 978-5876 or 5851 • TTY (817) 978-5595
E-mail: Complaints_office_06@hud.gov

**For Iowa, Kansas, Missouri and Nebraska:
GREAT PLAINS OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Gateway Tower II
400 State Avenue, Room 200, 4th Floor
Kansas City, KS 66101-2406
Telephone (913) 551-6958 or 1-800-743-5323
Fax (913) 551-6856 • TTY (913) 551-6972
E-mail: Complaints_office_07@hud.gov

**For Colorado, Montana, North Dakota, South Dakota,
Utah, and Wyoming:
ROCKY MOUNTAINS OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
1670 Broadway
Denver, CO 80202-4801
Telephone (303) 672-5437 or 1-800-877-7353
Fax (303) 672-5026 • TTY (303) 672-5248
E-mail: Complaints_office_08@hud.gov

**For Arizona, California, Hawaii, and Nevada:
PACIFIC/HAWAII OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
600 Harrison Street, Third Floor
San Francisco, CA 94107-1300
Telephone (415) 489-6524 or 1-800-347-3739
Fax (415) 489-6558 • TTY (415) 436-6594
E-mail: Complaints_office_09@hud.gov

**For Alaska, Idaho, Oregon, and Washington:
NORTHWEST/ALASKA OFFICE**

Fair Housing Hub
U.S. Dept. of Housing and Urban Development
Seattle Federal Office Building
909 First Avenue, Room 205
Seattle, WA 98104-1000
Telephone (206) 220-5170 or 1-800-877-0246
Fax (206) 220-5447 • TTY (206) 220-5185
E-mail: Complaints_office_10@hud.gov

***If after contacting the local office nearest you, you still have ques-
tions – you may contact HUD further at:***

U.S. Dept. of Housing and Urban Development
Office of Fair Housing and Equal Opportunity
451 7th Street, S.W., Room 5204
Washington, DC 20410-2000
Telephone (202) 708-0836 or 1-800-669-9777
Fax (202) 708-1425 • TTY 1-800-927-9275

To file electronically, visit: www.hud.gov

PLACE
POSTAGE
HERE

MAIL TO:

Public Reporting Burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The Department of Housing and Urban Development is authorized to collect this information by Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988, (P.L. 100-430); Title VI of the Civil Rights Act of 1964, (P.L. 88-352); Section 504 of the Rehabilitation Act of 1973, as amended, (P.L. 93-112); Section 109 of Title I- Housing and Community Development Act of 1974, as amended, (P.L. 97-35); Americans with Disabilities Act of 1990, (P.L. 101-336); and by the Age Discrimination Act of 1975, as amended, (42 U.S.C. 6103).

The information will be used to investigate and to process housing discrimination complaints. The information may be disclosed to the United States Department of Justice for its use in the filing of pattern and practice suits of housing discrimination or the prosecution of the person(s) who committed that discrimination where violence is involved; and to State or local fair housing agencies that administer substantially equivalent fair housing laws for complaint processing. Failure to provide some or all of the requested information will result in delay or denial of HUD assistance.

Disclosure of this information is voluntary.



HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

Instructions: (Please type or print) Read this form carefully. Try to answer all questions. If you do not know the answer or a question does not apply to you, leave the space blank. You have one year from the date of the alleged discrimination to file a complaint. Your form should be signed and dated.

Your Name

Your Address

City

State

Zip Code

Best time to call

Your Daytime Phone No

Evening Phone No

Who else can we call if we cannot reach you?

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No

Contact's Name

Best Time to call

Daytime Phone No

Evening Phone No



What happened to you?

How were you discriminated against?

For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing?

State briefly what happened.

HOUSING DISCRIMINATION INFORMATION

Departamento de Vivienda y Desarrollo Urbano Oficina de Derecho Equitativo a la Vivienda
U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity

2 Why do you think you are a victim of housing discrimination?

Is it because of your:

• race • color • religion • sex • national origin • familial status (families with children under 18) • disability?

For example: were you denied housing because of your race? Were you denied a mortgage loan because of your religion? Or turned down for an apartment because you have children?

Briefly explain why you think your housing rights were denied and circle the factor(s) listed above that you believe apply.

3 Who do you believe discriminated against you?

For example: was it a landlord, owner, bank, real estate agent, broker, company, or organization?

Identify who you believe discriminated against you.

Name

Address

4 Where did the alleged act of discrimination occur?

For example: Was it at a rental unit? Single family home? Public or Assisted Housing? A Mobile Home?

Did it occur at a bank or other lending institution?

Provide the address.

Address

City

State

Zip Code

5 When did the last act of discrimination occur?

Enter the date

____/____/____

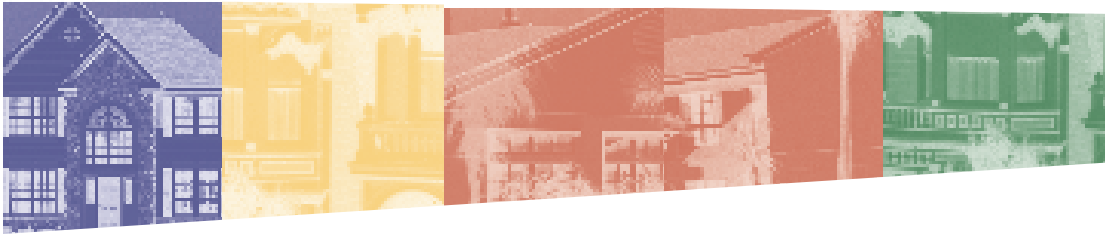
Is the alleged discrimination continuing or ongoing?

Yes No _____

Signature

Date

Send this form to HUD or to the fair housing agency nearest you. If you are unable to complete this form, you may call that office directly. See address and telephone listings on back page.



It is Unlawful to Discriminate in Housing Based on These Factors...

- Race
- Color
- National origin
- Religion
- Sex
- Familial status (families with children under the age of 18, or who are expecting a child)
- Handicap (if you or someone close to you has a disability)

If You Believe Your Rights Have Been Violated...

- HUD or a State or local fair housing agency is ready to help you file a complaint.
- After your information is received, HUD or a State or local fair housing agency will contact you to discuss the concerns you raise.

Detach here. Fold and close with glue or tape (no staples)

Keep this information for your records.

Date you mailed your information to HUD:

____/____/____

Address to which you sent the information:

Office

Telephone

Street

City

State

Zip Code

If you have not heard from HUD or a State or local fair housing agency within three weeks from the date you mailed this form, you may call to inquire about the status of your complaint. See address and telephone listings on back page.

ARE YOU A VICTIM OF HOUSING DISCRIMINATION?

"The American Dream of having a safe and decent place to call 'home' reflects our shared belief that in this nation, opportunity and success are within everyone's reach.

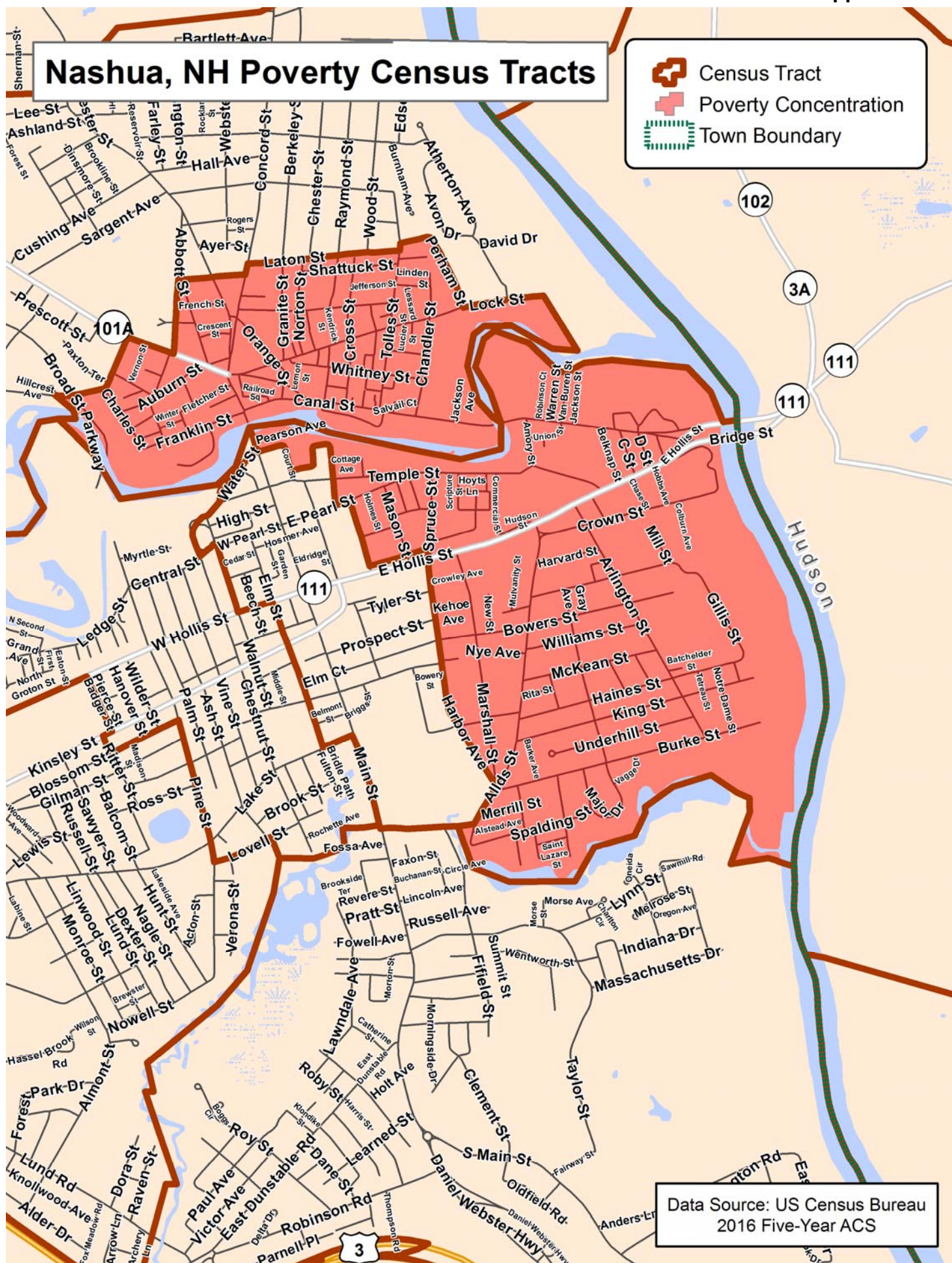
Under our Fair Housing laws, every citizen is assured the opportunity to build a better life in the home or apartment of their choice — regardless of their race, color, religion, sex, national origin, family status or disability."

Alphonso Jackson
Secretary

HOW DO YOU RECOGNIZE HOUSING DISCRIMINATION?

Under the Fair Housing Act, it is Against the Law to:

- Refuse to rent to you or sell you housing
- Tell you housing is unavailable when in fact it is available
- Show you apartments or homes only in certain neighborhoods
- Set different terms, conditions, or privileges for sale or rental of a dwelling
- Provide different housing services or facilities
- Advertise housing to preferred groups of people only
- Refuse to provide you with information regarding mortgage loans, deny you a mortgage loan, or impose different terms or conditions on a mortgage loan
- Deny you property insurance
- Conduct property appraisals in a discriminatory manner
- Refuse to make reasonable accommodations for persons with a disability if the accommodation may be necessary to afford such person a reasonable and equal opportunity to use and enjoy a dwelling.
- Fail to design and construct housing in an accessible manner
- Harass, coerce, intimidate, or interfere with anyone exercising or assisting someone else with his/her fair housing rights



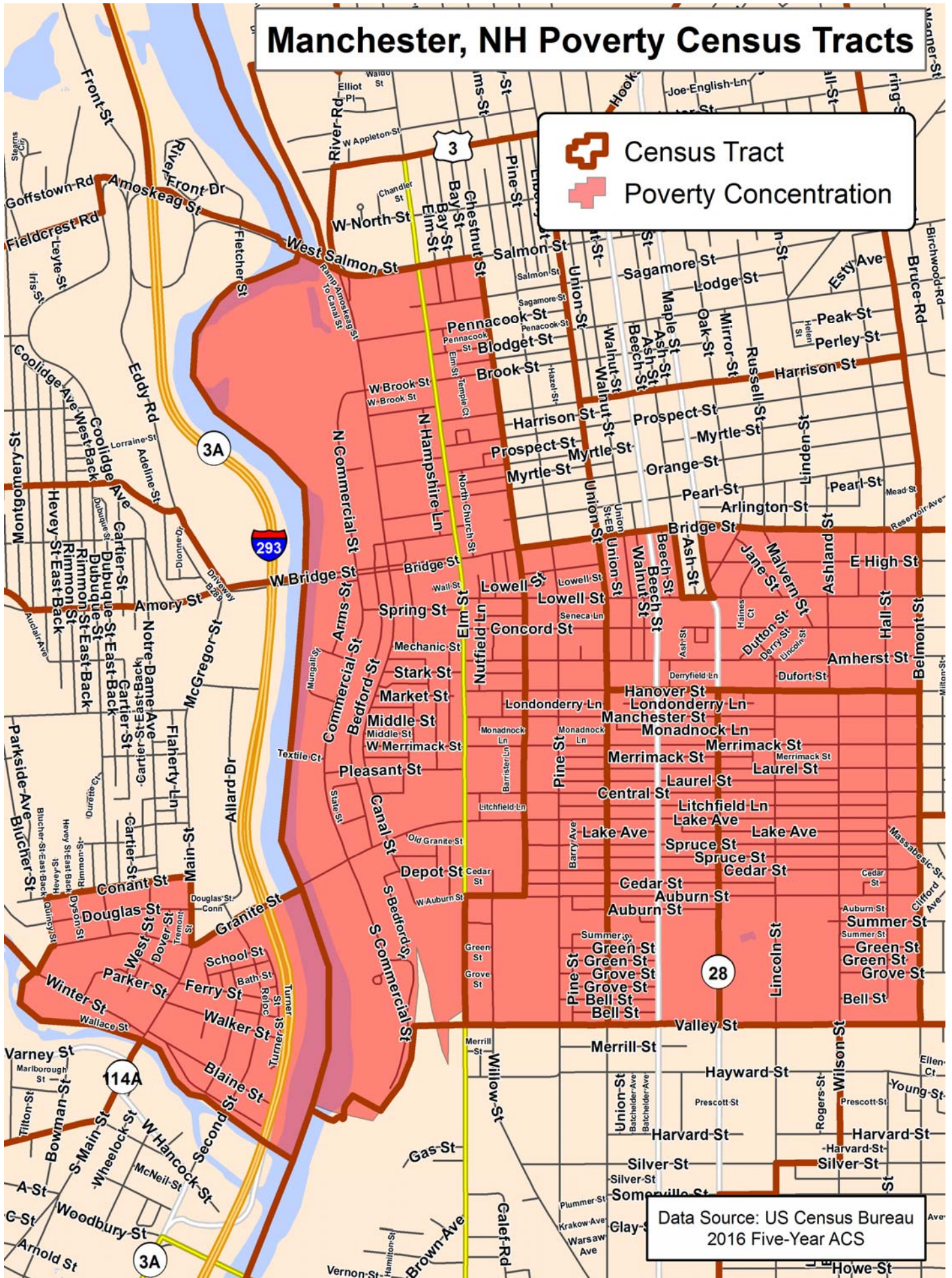
Manchester, NH Poverty Census Tracts



Census Tract



Poverty Concentration



Esta es información muy importante acerca de la asistencia que le proporcionamos para la renta. Para asistencia en español por favor contacte ésta oficina al 1-800-439-7247, extensión 9210. Los servicios de un intérprete se le proveerán sin costo alguno.

APPENDIX J

New Hampshire Housing Finance Authority

Notice of Occupancy Rights under the Violence Against Women Act¹

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.² The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that New Hampshire Housing Finance Authority's (NHHFA's) Housing Choice Voucher Program is in compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.

Protections for Applicants

If you otherwise qualify for assistance under the Housing Choice Voucher or Moderate Rehabilitation Programs, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under the Housing Choice Voucher or Moderate Rehabilitation Programs, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under the Housing Choice Voucher or Moderate Rehabilitation Programs solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Removing the Abuser or Perpetrator from the Household

The Owner may divide (bifurcate) your lease in order to evict the individual or NHHFA may terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If the Owner chooses to remove the abuser or perpetrator, the Owner may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, the Owner must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish

¹ Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

² Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity or marital status.

eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing. In removing the abuser or perpetrator from the household, the Owner must follow Federal, State, and local eviction procedures. In order to divide a lease, the Owner may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, NHHFA may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, NHHFA may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, NHHFA may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

(1) You are a victim of domestic violence, dating violence, sexual assault, or stalking.

If NHHFA does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, NHHFA may ask you for such documentation, as described in the documentation section below.

(2) You expressly request the emergency transfer.

NHHFA may choose to require that you submit a form, or may accept another written or oral request.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.

This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer.

If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar day period before you expressly request the transfer.

NHHFA will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

NHHFA's emergency transfer plan provides further information on emergency transfers, and NHHFA must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

NHHFA can, but is not required to, ask you to provide documentation to "certify" that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from NHHFA must be in writing, and NHHFA must give you at least 14 business days (Saturdays, Sundays, and Federal holidays do not count) from the day you receive the request to provide the documentation. NHHFA may, but does not have-to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to NHHFA as documentation. It is your choice which of the following to submit if NHHFA asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by NHHFA with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.
- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection.
- Any other statement or evidence that NHHFA has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, NHHFA does not have to provide you with the protections contained in this notice.

If NHHFA receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), NHHFA has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, NHHFA does not have to provide you with the protections contained in this notice.

Confidentiality

NHHFA must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

NHHFA must not allow any individual administering assistance or other services on behalf of NHHFA (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

NHHFA must not enter your information into any shared database or disclose your information to any other entity or individual. NHHFA, however, may disclose the information provided if:

- You give written permission to NHHFA to release the information on a time limited basis.
- NHHFA needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires NHHFA or your landlord to release the information.

VAWA does not limit NHHFA’s duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, NHHFA cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if NHHFA or the Owner can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

- (1) Would occur within an immediate time frame, and
- (2) Could result in death or serious bodily harm to other tenants or those who work on the property.

If NHHFA or the Owner can demonstrate the above, NHHFA or the Owner should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with the HUD Field Office in Boston, Massachusetts at: 617-994-8400.

For Additional Information: You may view a copy of HUD's final VAWA rule at:

<https://www.gpo.gov/fdsys/pkg/FR-2016-11-16/pdf/2016-25888.pdf>

Additionally, NHHFA must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact NHHFA at 1-800-439-7247.

Victims of domestic violence, dating violence, sexual assault, or stalking should contact the local police and the New Hampshire Coalition Against Domestic and Sexual Violence. <http://www.nhcadsv.org/>.

Statewide Hotlines:

Domestic Violence: 1-866-644-3574

Sexual Assault: 1-800-277-5570

In addition, for help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY).

For residents who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Further, residents in New Hampshire can contact the local 2-1-1 call center to obtain information and other services that may be available to you by dialing 2-1-1 to speak with a call specialist. <http://www.211nh.org>

Attachment: Certification form HUD-5382

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____
2. Name of victim: _____
3. Your name (if different from victim's): _____
4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____
6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim: _____
8. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s):

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. 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 control number.