



Housing Choice Voucher Tenant Rights



Participants in the Housing Choice Voucher (HCV) program have rights and responsibilities as program participants. Some rights may vary, so check with your public housing agency (PHA). Learn more about your rights by reading your lease.

Q When can I request an informal hearing?

✓ If you think your public housing agency (PHA) applied a policy incorrectly, you can contest your PHA's decision related to:

- Your annual income calculation.
- Your rent portion.
- The Housing Assistance Payment (HAP) amount sent to the property owner.
- The appropriate utility allowance for your unit.
- The subsidy standard applied to your household. In other words, the number of bedrooms your family qualifies for under the PHA's policy.
- A determination to end your assistance because of your action or failure to act.
- A determination to end your assistance because your family was absent from the unit.

Q When can I request repairs to my unit?

✓ Any time a repair is needed to make your home safe and habitable. If the property owner refuses to make needed repairs to your unit, you may request an inspection from the PHA. The inspection should encourage the owner to make the repair. If the owner refuses to make the repair, the PHA will eventually stop HAP payments and terminate the contract. The PHA will give you a voucher to move.

Q What is a reasonable accommodation? When can I receive a reasonable accommodation?

✓ A reasonable accommodation is a change to your PHA's policy or process that allows a person with a disability an equal opportunity to participate in the program. Your PHA can tell you how to request a reasonable accommodation.

- ✓ Examples of a reasonable accommodation include:
- A larger voucher size to allow a person with a disability to have a live-in-aide.
 - A sign language interpreter during a public PHA meeting so a person with hearing loss can participate.
 - Large-print documents for a person with limited eyesight.
 - Additional search time to allow a family more time to find an accessible unit.
 - An exception payment standard, meaning a higher rent subsidy, to make a unit that meets a family's disability-related needs affordable for that family.

Q English is not my first language. Can I get information in my language?

✓ Yes. You can receive oral information from your PHA in your preferred language. The PHA will have a staff member that speaks your language or provide a free interpreter.

Q When and where can I move with my voucher?

- ✓ You can move with continued assistance at any time as long as your lease has ended. You may be limited to one move per year.
- ✓ There is an exception for persons covered under the Violence Against Women Act (VAWA). Someone who has experienced domestic violence, dating violence, sexual assault, and/or stalking, and has a voucher, must be allowed to move with continued assistance. Learn more at <https://www.hud.gov/vawa>
- ✓ You can move anywhere else in the country where there is a Housing Choice Voucher program. This process is called “porting.”

Q How can I participate in my PHA board?

- ✓ All PHA clients are entitled to participate in the public PHA board meetings. Your PHA will publicly post their board meeting schedule.

Q A property owner told me they don't take vouchers. Is that legal?

- ✓ It depends on where you live. Some areas have what is called “source of income” law. Source of income laws make it illegal for property owners to refuse HCV renters the chance to apply for their units because they have an HCV. So, ads that say something like, “No Section 8” or “Not voucher approved,” are illegal.
- ✓ To find out if your community has a source of income law search here: https://www.hud.gov/Program_Offices/Public_Indian_Housing/Source_Income_Protections

Q How can I report discrimination?

- ✓ If you feel that you have been discriminated against and you want help, find your federally supported local fair housing organization here: https://www.hud.gov/program_offices/fair_housing_equal_opp/contact_fhip
- ✓ You can also file a complaint directly with HUD: <https://www.hud.gov/fairhousing/fileacomplaint>



For more Housing Choice Voucher tenant resources, visit <https://www.hud.gov/hcv/tenants>



Contact your local PHA for more information.