

We know the way home.

HCV Reference Guide

Communication

- We respectfully request that one call or email regarding a specific client be sent. It becomes overwhelming to receive multiple communications regarding the same client in a short time. Once we have a resolution or if we need to clarify we will reach out within 1-2 business days.

Intake Applications

- Applications need to be complete to expedite processing.
 - For adults this includes ID's, social security cards, current income, and asset verification.
 - For children this includes birth certificate, social security card, income, and asset verification.


Income Changes/Verifications


- Verification of income must be in writing. This can be done with an employment verification, end of employment verification or two consecutive current paystubs.
- Changes must be made in writing within 10 business days of the change, regardless if this is an increase or decrease to income or assets. Increases to assets for example but not limited to lump sum payments, lottery winnings, settlements, and inheritances must be disclosed. Changes are processed for the first of the following month after the change has been reviewed and processed.
 - *For example, if a client lost their job in February 10th, and notifies Housing works on February 20th. The change once verified from their former employer is processed for March 1st. Alternatively if a client does not notify Housing works of an income change until after the 25th of February the change would be effective April 1st.*
 - *If the change results in an increase to the tenant portion of rent, Housing Works will process per policy. Increases to tenant portion that are processed the client will be given 30 days' notice prior to the change taking effect.*

Household Changes

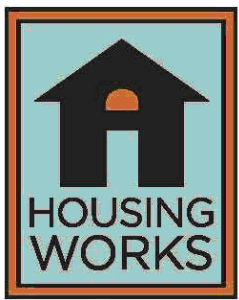
- Adding someone under 18 years old Housing Works will need the request in writing. We will also need copies/ verification of the minors' birth certificate, social security number, and a declaration of section 214 status signed for the minor.
- Adding someone over 18years old? Household addition packet needs to be filled out and returned. The following items needed are:
 - Photo ID
 - Social Security Card
 - Declaration of Section 214 Status
 - Debts Owed to Public Housing Agencies & Terminations
 - Signed HUD-9886

405 SW 6th Street
Redmond, OR 97756

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- Removing someone from a clients' voucher? Please reach out in writing and request that person be removed. We will advise the client to notify their landlord and if needed. Housing works will send a removal request form to the landlord as a courtesy to ensure they are aware of the change.
 - *If a client is adding a live-in caregiver, client will need a reasonable accommodation, and both live-in caregiver addendums signed.*

Reasonable accommodations

- Reasonable accommodation needs to be filled out by the client. Housing Works will need verification of disability if one is not on file. A letter from a knowledge professional will need to be provided to verify the necessity of accommodation.

Examples for reasonable Accommodations are:

- Request for additional bedroom
- Live-in Caregiver
- Requesting a 30-day extension to voucher
- Increase to payment standard (requests will be reviewed after a Golden Key has been turned in)
- *Please note increase to payment standards are not a guaranteed, only the necessary percentage needed to qualify for the home will be approved.*


Approved Housing Types


- Single family homes, manufactured homes, apartments, duplexes, townhomes, condos, shared housing, Single room occupancy (SRO), and space rent are all approved housing types.
 - *Shared Housing does require knowing how many bedrooms are in the home and how many of those bedrooms the household members will be occupying being told to Housing works for calculations to be generated.*
 - *SRO (single room occupancy) is living and sleeping space for the exclusive use of the occupant but requires the occupant to share sanitary and/or food preparation facilities with others. More than one person may not occupy an SRO unit.*
 - *Space rent is only for manufactured homes. Recreation vehicles are not approved for space rent.*

Inspections

- Housing works will send the request for an inspection to our inspectors once a clients' Golden key has passed our affordability calculation.
- It is strongly recommended not to move-in prior to a passed inspection. Housing works cannot pay on a home until it has a passed inspection.

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