

## **Request for Proposal for HOME Investment Partnerships Program Tenant Based Rental Assistance for the Homeless Program**

The City of Worcester, Executive Office of Economic Development is seeking proposals for the use of federal HOME Investment Partnerships Program (HOME) funds for the specific purpose of establishing and/or maintaining a Tenant Based Rental Assistance (TBRA) Program for unsheltered homeless individuals.

The intent of this RFP is to identify the agency that can best administer a TBRA program that targets unaccompanied, unsheltered, homeless adult individuals. The selected agency must agree to run a program that is consistent with the City of Worcester TBRA Program Guidelines (attached) and is eligible under HOME TBRA regulations at 24 CFR Part 92.209.

**\$330,000** in HOME funds will be awarded under this RFP over a 2 year period (contingent upon HOME funding through the U.S. Department of Housing & Urban Development (HUD)). A written agreement shall be made for a 24-month period and may be extended and renewed at the discretion of the City and subject to the availability of funds.

Under this RFP, funds will be awarded to an applicant that demonstrates a readiness to proceed, meets the strict minimum requirements as described in this notice, and is ranked most advantageous on the evaluation criteria. Agencies are encouraged to collaborate to submit a single application; however the City reserves the right to issue more than one award under this funding announcement, if considered to be in the City's best interest.

All HOME projects require a leveraging match of at least 25% of the total HOME funds awarded. The match funds must be from non-federal sources and be permanently committed to the HOME assisted project. Eligible match for the City of Worcester's HOME TBRA for the Homeless Program includes the direct cost of supportive services to clients served by the direct rental assistance.

The City anticipates securing funds under an agreement no later than July 1, 2022.

## **General Information**

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The City of Worcester, Executive Office of Economic Development through the Housing Development Division (HDD) is soliciting proposals for the use of HOME Investment Partnership Program funds for the specific purpose of establishing a Tenant Based Rental Assistance (TBRA) Program for unsheltered homeless individuals.

The City's TBRA for the Homeless Program is designed to assist unsheltered homeless individuals obtain safe, sanitary housing. Worcester's 3-Year Plan to Address Homelessness identifies the Housing First model as a cost-effective and humane alternative to ending homelessness over shelter programs. The need for permanent housing for homeless and chronically homeless individuals is identified as a high priority in the City's 2020-2024 Consolidated Plan.

A TBRA program provides rental assistance payments to make up the difference between local rent standards and the amount that a household can actually afford to pay for housing. Tenant must be able to choose unit in which to live. Rental costs must not be above fair market rent and meet the Rent Reasonableness Test. Eligible costs and requirements are described in more detail at 24 CFR Part 92.209. Applicants must review HUD's Building HOME Manual, which discusses the rules governing Tenant Based Rental Assistance Program.

[https://www.hud.gov/sites/documents/20655\\_CH07.pdf](https://www.hud.gov/sites/documents/20655_CH07.pdf)

Please also see the City of Worcester's TBRA Program Guidelines attached to this RFP for further information on local program policies and requirements.

### **Length and Type of Assistance:**

The City expects to make a single award to a selected recipient in the amount of **\$330,000** in HOME funds to be disbursed over two years (\$165,000 per year); however the City reserves the right to issue more than one award under this funding announcement. A written agreement shall be made for a 24-month period and may be extended and renewed at the discretion of the City and subject to the availability of funds.

Rental Assistance contracts with individual households may not exceed twelve months. In an effort to promote self-sufficiency and to extend the program to as many eligible participants as possible, organizations that propose a longer length of assistance to beneficiaries, provided in conjunction with stabilization services, may be considered less advantageous.

Funding under this program may support monthly rental assistance and project delivery costs associated with carrying out the requirements of the program. Organizations that propose to dedicate their entire award toward direct assistance will be considered more advantageous. TBRA payments must be made directly to the landlord or other third party. The recipient agency should demonstrate access to funds to support start-up costs including first and last months' rent, or that the individual served can provide these costs on their own.

### **Target Population:**

All individuals served by Worcester's TBRA Program must be very low-income, as defined by HUD in the HOME regulations as households at or below 50% of Area Median Income (AMI). When drafting program policies, HOME Income Limits must be utilized.

### ***Local Preference Criteria:***

Individuals provided TBRA must meet the criteria below:

- Unsheltered homeless per HUD's definition (24 CFR 91.5(1) as updated 5/13/22)
- Have an income equal to or less than 50% AMI
- Worcester County resident (as defined in the City's TBRA guidelines)

The priority of the Worcester TBRA for the Homeless Program shall be to assist unsheltered homeless individuals (with a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, regular sleeping accommodations for humans, including a car, park, abandoned building, or train station). Individuals who were formally unsheltered but are now living in an emergency or transitional shelter, or in an institutional setting may be considered for assistance if funds are available and no eligible unsheltered individual is on the waiting list.

**Self-Sufficiency:**

In an effort to promote housing stability and independence, Worcester’s TBRA program requires recipients to participate in a self-sufficiency program as a condition of their rental assistance. The selected agency must be able to provide a match commitment in case management services to create individual service plans and connect individuals to wrap-around services. These case management and self-sufficiency services cannot be supported with TBRA funds.

Although not all inclusive, supportive services may include:

- Tenant advocacy in applying for available subsidized housing in the area, including completing application, getting on waiting lists, etc.;
- Case management around substance abuse treatment, mental health services, budget counseling and life-skills training
- Applying for any available public assistance programs, including TANF, food stamps, general assistance, social security, etc.;
- Referrals to job training agencies, when applicable;
- Active job search for employable tenants; and
- Ongoing monthly case management meetings with established TBRA case manager.

**General Administrative Structure:**

The selected agency shall be responsible for the following:

- Marketing program to potential applicants and outreach to property owners
- Tenant Selection and Determination of Eligibility
- Annual Certification of Eligibility, if applicable
- Maintenance of Waiting List
- Assistance with housing search and placement
- Unit Inspection consistent with HUD’s Habitability Standards
- Leases or Rental Agreements
- Establishing a Payment Standard by performing a reasonable rent survey
- Disbursement of funds to property owners/landlords
- Provide or assist in identifying appropriate self-sufficiency services to Tenants
- Enrolling prospective tenants under the *Massachusetts Low Income Home Energy Assistance Program (LIHEAP) (Fuel Assistance)* or the National Grid Discount rate for low income individuals.
- Resolving tenant and landlord disputes

The City of Worcester Housing Development Division shall be responsible for monitoring and evaluating program performance, and reporting accomplishments to HUD. The City of Worcester Budget and Accounting Office shall be responsible for executing IDIS drawdowns for reimbursements.

**Monitoring Performance:**

The City of Worcester will monitor progress and implementation of the program to ensure that the regulatory and statutory requirements are met and to assess program outcomes. Further discussion about performance monitoring is included in the City’s TBRA Program Guidelines.

### Ongoing Performance and Outcomes:

The selected agency will be required to report program performance and outcomes monthly. The following is a list of included performance indicators that must be reported on:

- Number of clients screened for potential eligibility;
- Number of clients served;
- Number of clients served who are considered chronically homeless;
- Number of clients denied (and why);
- Number of clients who exited from the program, their reason for leaving, as well as their destination;
- Length of assistance provided to clients (time period)
- Number of clients on waiting list; and
- Client case notes and records must be kept secure and will be subject to regular monitoring.

## **Proposal Submission Process**

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### Eligible Applicants

Funds are available to for-profit and non-profit corporations and organizations, including Community Housing Development Organizations (CHDOs) and Community Development Corporations.

Consistent with the Federal Funding Accountability and Transparency Act of 2006, any agency selected to receive federal funds is required to obtain a Unique Entity Identifier (UEI) and be registered in the System for Award Management (SAM). The Unique Entity Identifier (UEI) is replacing the Data Universal Number System (DUNS) number. If you are already registered in SAM.Gov your Unique Entity Identifier (UEI) has already been assigned and is viewable in SAM.Gov. Completing these registration processes is free but may take up to 10 days to complete. To find information on how to obtain a UEI number and register in SAM please visit the following website <https://www.grants.gov/web/grants/applicants/registration.html> and <https://www.sam.gov/content/entity-registration>

### Eligible Costs:

HOME funds available under this RFP may be used for direct rent payments on eligible units. Since the adoption of the **2013 HOME Final Rule**, the administrative cost of conducting unit inspections and determining the income of tenant-based rental assistance recipients is an eligible project-related soft cost. However, applicants who plan to direct all of their HOME funds toward direct rental assistance will be considered more advantageous. Applicants must provide proof of match either with their application, or at the release of HOME funds for the project.

### Timeline:

Each grant award is subject to the execution of a final agreement between the City and the applicant. The grant amount and the project description are subject to modification by the City. No expenditure of funds can be incurred until an agreement has been fully executed and the City has issued an approved purchase order. Funds will be dispersed on a reimbursement basis subject to submission of proper documentation showing proof of payment. The City anticipates securing all funds through a written agreement no later than July 1, 2022.

# Proposal Evaluation

## Minimum Evaluation Criteria

The City of Worcester will be evaluating all Proposals to qualify them as being responsible and responsive to the requirements of the RFP. All Proposals must include the following elements to be considered valid for HOME funds.

- 1. Complete Proposal – A complete HOME Application (attached) along with required attachments.**
- 2. HOME Eligible – Proposed projects must be eligible under the HUD HOME Investment Partnerships Program Final Rule as described in 24 CFR Part 92.**
- 3 Evidence of Program – The proposal must include information that will demonstrate to the City that the proposed organization has experience running a rental assistance program as well as experience working with homeless populations.**
- 4. Proposed project must satisfy the general requirements under 2 CFR 200 Subpart D Post Federal Award Requirements**

## Comparative Criteria

Only proposals that meet the minimum criteria will be reviewed for eligibility under the comparative criteria. Applicants who meet all minimum criteria and are considered advantageous on all comparative criteria will be considered eligible for HOME funds. Awards will be made to highly advantageous proposals subject to the availability of HOME funds. Proposals that meet the minimum criteria but fail to meet the highly advantageous criteria may be considered in the absence of eligible highly advantageous applications. The City will not consider applications that fall into the Unacceptable criteria.

Applicants should take note to address these criteria in the narrative responses on page 9.

	<i>Highly Advantageous</i>	<i>Advantageous</i>	<i>Not Advantageous</i>
<b>1. Applicant Experience</b>	Applicant has more than 3 years of experience managing a rental assistance program <i>and</i> working with unsheltered homeless populations.	Applicant has between 1 and 3 years of experience managing a rental assistance program and working with homeless populations.	Applicant has no prior experience administering a rental assistance program or working with homeless populations.
<b>2. Staff Capacity</b>	Applicant has strong staff/resource levels capable of successfully implementing the proposed project.	Applicant has adequate staff/resources capable of completing the proposed project or has identified training needs and implementation plans to improve capacity.	Applicant appears to have few resources and staff capacity to administer a rental assistance program and no plans to improve capacity.
<b>3. Past Performance</b>	Applicant has managed other HUD grants from the City of Worcester and has received positive evaluations during past monitoring reviews.	Applicant has managed other HUD grants from the City of Worcester with minor concerns that were satisfactorily addressed during monitoring reviews.	Applicant has managed other HUD grants from the City of Worcester and has received multiple concerns and/or findings with little or no actions taken to address concerns/findings or improve operations.
<b>4. Financial Management</b>	Applicant has submitted a complete budget. All sources of funds to complete the proposed project (including self-sufficiency activities) have been identified and secured.	Applicant has submitted a complete budget. Some sources of funds to complete the proposed project have been identified. Not all matching/leveraged funds have been secured.	Applicant has submitted an incomplete budget with no funds for self-sufficiency programs identified and no matching/leveraged funds secured.

<b>5. Proportionality of Awarded Funds</b>	Applicant proposes to use 100% of the HOME award on direct financial assistance to eligible individuals.	Applicant proposes to use less than 100% but more than 70% of HOME award on direct financial assistance to eligible individuals.	Applicant proposes to use less than 70% of the HOME award on direct financial assistance to eligible individuals.
	<i>Highly Advantageous</i>	<i>Advantageous</i>	<i>Not Advantageous</i>
<b>6. Cost Benefit</b> (A comparison between the cost of the proposed project to its proposed outcome and output accomplishments.)	Proposed project yields a low cost-benefit ratio.	N/A	Proposed project yields a high cost-benefit ratio.
<b>7. Readiness to Proceed</b>	Applicant is ready to implement its proposed program upon receipt of a signed written agreement as evidenced by the identification of units that are ready for occupancy and have been inspected to meet HQS standards with no outstanding code violations; identification of eligible tenants to receive assistance; and preparation of MOUs with a service provider experienced in assisting unsheltered homeless with case management and self-sufficiency services.	Applicant expects to begin housing eligible homeless individuals within three months of signing a written agreement with the City. Case management and self-sufficiency services have been identified and are expected to begin as eligible clients are identified and housed.	Applicant expects it to take more than three months from signing a written agreement with the City to begin housing eligible homeless individuals. It is unclear how soon case management and self-sufficiency services will begin.
<b>8. Promoting Housing Stability</b>	The proposed program places emphasis on ensuring that the majority of individuals served will achieve housing stability within 12 months at which time they will be able to support housing costs on their own or through a more permanent housing subsidy.	The proposed program expects that the majority of individuals served will achieve housing stability within 18 months at which time they will be able to support housing costs on their own or through a more permanent housing subsidy.	The proposed program expects to provide the maximum 24 months of TBRA assistance to eligible individuals at which time they will support housing costs on their own or through a more permanent housing subsidy.
<b>9. Performance Evaluation and Reporting</b>	Applicant has identified a system to measure program outcomes and to collect and report quality data in a timely manner.	Applicant has identified a system to measure program outcomes but it is unclear how the quality of data and timeliness of reporting will be ensured.	Applicant's evaluation system is output based and there is little indication that the quality of data and timeliness of reporting will be ensured.

# Request for Proposal for HOME Investment Partnerships Program Tenant Based Rental Assistance for Homeless Program

## Application for Funding

Contact Information	
<b>Organization:</b>	<b>Contact:</b>
<b>Project Name:</b>	<b>Title:</b>
<b>Project Location:</b>	<b>Mailing Address:</b>
<b>Phone:</b>	<b>Email:</b>
<b>Signature:</b>	
<b>Please Identify the Type of Organization Applying for Funds</b> <i>(Note: More than one may apply)</i>	
<input type="checkbox"/> 501.c3 <input type="checkbox"/> For-profit authorized under 570.201(o) <input type="checkbox"/> Unit of Government <input type="checkbox"/> Faith-based Organization <input type="checkbox"/> Institution of Higher Education <input type="checkbox"/> CHDO	
<b>UEI #:</b> <i>(Note: All entities receiving direct federal assistance are required to have a UEI #. Please review instructions on page 5 for more information.)</i>	
<b>Collaborative Partners: If you plan to partner with other organizations to implement your program please list the name of the agency, contact information and the service(s) they will provide:</b>	
Attachments	
<b>The following attachments must accompany this form:</b> <ul style="list-style-type: none"> <li>501(c)(3) Letter of Tax Determination Status from the Internal Revenue Service (IRS)</li> <li>One (1) copy of most recent financial audit of lead agency</li> <li>Narrative Response to Questions 1-8</li> </ul>	
PRINT THIS FORM AND ENCLOSE WITH THE REQUIRED ATTACHMENTS AND MAIL OR HAND DELIVER IT TO THE FOLLOWING ADDRESS BY 4:00 PM ON OR BEFORE <b><u>Monday, June 13, 2022</u></b>	
Attn: Susann Ferraro Manager Transitional Housing City of Worcester Executive Office of Economic Development - Housing Development Division Room 405, City Hall 455 Main Street Worcester, MA 01608	
Contact James Brooks, Housing Development Division <a href="mailto:BrooksJ@worcesterma.gov">BrooksJ@worcesterma.gov</a> and Susann Ferraro Manager Transitional Housing Email: <a href="mailto:FerraroS@worcesterma.gov">FerraroS@worcesterma.gov</a> with any questions about this application.	

**City of Worcester**  
**Executive Office of Economic Development**  
**HOME Investment Partnership Program**  
**Tenant Based Rental Assistance for Homeless Program**

**PLEASE PROVIDE THE FOLLOWING INFORMATION ON A SEPARATE ATTACHMENT:**

**1. Executive Summary** that provides a **detailed scope of work**. Identify the program goal(s); describe the specific services to be provided and how services will be delivered, including how your organization will meet the requirements for determining and re-determining client eligibility, verify rent reasonableness, conduct housing standard inspections, provide case management, connect clients to mainstream services and self-sufficiency services, disbursement process and timing, determining client's share of rent, tracking client services, and termination procedures for non-compliant participants.

**2. Agency Experience:** Please describe your experience working with housing services and the target population. Describe your experience administering a TBRA (or similar) program. Include the type of program, dates that the program operated, as well as any performance indicators that would demonstrate a successful program. Describe your familiarity with HOME regulations and knowledge of HUD TBRA programs.

**3. Staff Training/Experience:** Please provide a current organizational chart with names and titles of all staff members who will be working on TBRA. Attach the resumes and/or job descriptions of any staff or position that will be involved in the implementation of your program. Please discuss how you will ensure that staff is trained to make appropriate decisions and referrals and that they understand the methods of assisting households who are recovering from homelessness.

**4. Financial Management:** Please submit a detailed budget demonstrating the ability to administer an effective program; while remaining within the established funding budget. Include any matching/leveraged funds that have/will be secured to support the program. Also include the source of funding for the self-sufficiency activities described in the Executive Summary. Please explain the process, policies, and timing procedures for disbursements to landlords/property owners. Indicate the number of clients anticipated to be served with the resources available including average per client costs.

**5. Outreach/Marketing Plan:** Please describe how your organization will conduct outreach to ensure eligible individuals are informed of the rental assistance program and encouraged to apply. Explain how individuals hardest to reach will be made aware and given the opportunity to apply for assistance, including individuals who are chronically homeless, those with limited English-proficiency, those with visual or hearing impairment, illiterate, etc. Please also describe methods used to outreach to potential landlords and property owners to inform them of the program. Discuss how you will address any questions or concerns that property owners may have in participating in the program.

**6. Partners:** Please identify the organizations/programs that your agency is planning to partner with to implement your program. Include the name of agency, services they will provide, and an explanation of why services are needed and their capacity and experience in providing such services. If applicable, please provide copies of Memorandums of Understanding.

**7. Written Tenant Selection Policy/Waiting List:** Describe how households will be selected to receive assistance (i.e. referrals from shelter outreach providers; criteria, if any, that individuals will have to meet). Include the anticipated average length of time it will take to secure housing for eligible individuals once they have been identified and apply. Please describe how you will develop and maintain a waiting list that is consistent with the City's TBRA Program Guidelines and ensures that applicants are selected for assistance in a fair and equitable manner.

**8. Data Collection/Performance Evaluation:** Please describe the process your organization will implement to meet the reporting requirements of this program including staff dedicated to this step, and policies and procedures to ensure timeliness and quality of data. Describe the methods you will implement to measure the outcomes of your program.

*Note:* Projects are reviewed on a case-by-case basis. Additional documentation may be requested. Applicants should take note to address the comparative criteria beginning on page 5 of the RFP in their narrative response.



## **ATTACHMENT A: APPLICATION CHECKLIST**

The following documents in compliance with City, State and Federal regulations must be submitted as part of your application package. Please use this checklist as a guide to complete your proposal. If you feel the item does not apply to your proposal, please indicate with “N/A” and provide additional justification within the comment section.

DESCRIPTION	YES	NO	N/A	COMMENTS
1. Application Completed & Signed including Budget Attachment A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Articles of Incorporation and Bylaws	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. State and Federal Tax Exemption Determination Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Federal Employment Identification Numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Unique Entity Identifier (UEI) and be registered in the System for Award Management (SAM)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. List of Board of Directors, Titles and Contact Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Board of Director’s Designation of Authorized Official	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Most Recent Organization Chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Resume of Chief Fiscal Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Financial Statement and Most Recent Audit Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Matching Funds Commitments Documentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12. List of Collaborative Partners and their role, including letters of support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. 504 Self Evaluation Plan (Americans with Disabilities Act) <i>Agencies with 15 Employees or More</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14. Employee Handbook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Grievance Procedure/Policy (Clients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Project Implementation Timeline & Additional Outcome Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Program Income Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18. Certificate of Authority <i>*To be submitted after funding is allocated &amp; attached to contract</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19. Certificate of Insurance <i>*To be submitted after funding is allocated &amp; attached to contract</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20. Tax Certification <i>*To be submitted after funding is allocated &amp; attached to contract</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21. Anti-discrimination policy. Include hard copy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**ATTACHMENT B: TBRA SAMPLE BUDGET PROPOSAL**

LINE ITEM	HOME FUNDS	MATCH RESOURCES (PLEASE SPECIFY SOURCE)	TOTAL PROJECT COSTS
<b>HOUSING COSTS</b>			
RENT FOR HOUSING			
UTILITY COSTS FOR HOUSING			
<b>TOTAL HOUSING COSTS</b>			
<b>SECURITY DEPOSIT ASSISTANCE</b>			
SECURITY DEPOSIT ASSISTANCE			
<b>TOTAL SECURITY ASSISTANCE</b>			
<b>UTILITY DEPOSIT ASSISTANCE (ONLY ELIGIBLE AS PART OF A TBRA SECURITY DEPOSIT OR RENTAL ASSISTANCE PROGRAM)</b>			
UTILITY DEPOSIT ASSISTANCE			
<b>TOTAL UTILITY DEPOSIT ASSISTANCE</b>			
<b>TBRA ACTIVITY DELIVERY ADMINISTRATIVE EXPENSES</b>			
ACTIVITY DELIVERY & ADMIN COSTS			
<b>TOTAL ACTIVITY DELIVERY &amp; ADMIN</b>			
<b>TOTAL TBRA COSTS</b>			
<p><b>BUDGET NARRATIVE: USE THIS BOX TO EXPLAIN ANY BUDGETED COSTS THAT REQUIRE ADDITIONAL CLARIFICATION</b></p>			

**ATTACHMENT C FY 2021 FAIR MARKET RENT DOCUMENTATION SYSTEM**

<https://www.hudexchange.info/programs/home/home-rent-limits/>

U.S. DEPARTMENT OF HUD  
 STATE: MASSACHUSETTS ----- 2021 HOME PROGRAM RENTS -----  
 EFFECTIVE DATE: JUNE 1, 2021

<b>PROGRAM</b>	<b>EFFICIENCY</b>	<b>1 BR</b>	<b>2 BR</b>	<b>3 BR</b>	<b>4 BR</b>	<b>5 BR</b>	<b>6 BR</b>
<b>Worcester, MA HUD Metro FMR Area</b>							
<b>LOW HOME RENT</b>	865	926	1112	1285	1433	1581	1729
<b>HIGH HOME RENT</b>	1063	1134	1423	1635	1805	1973	2141
<b>For Information Only:</b>							
<b>FAIR MARKET RENT</b>	1063	1134	1450	1804	1966	2261	2556
<b>50% RENT LIMIT</b>	865	926	1112	1285	1433	1581	1729
<b>65% RENT LIMIT</b>	1104	1184	1423	1635	1805	1973	2141

SRO HOME Rent limit is based on 75 percent of the zero-bedroom fair market rent.

# ATTACHMENT D FY 2021 UTILITIES ALLOWANCES

Utility Allowance Schedule  
See Public Reporting and Instructions on back.

U.S Department of Housing and  
Urban Development  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
exp. 7/31/2022

The following allowances are used to determine the total cost of tenant-furnished utilities and appliances.

Locality / PHA <b>Worcester, Massachusetts</b>		Unit Type <b>Duplex or Two Family</b>					Date (mm/dd/yyyy) <b>05/17/2021</b>	
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	
Heating	Natural Gas	34	45	62	76	93	108	
	Bottled Gas	80	107	147	181	220	256	
	Electric	81	109	150	184	224	261	
	Electric - Heat Pump	53	71	97	120	146	170	
	Fuel Oil	87	116	159	186	239	278	
	Other							
Cooking	Natural Gas	3	4	5	6	7	8	
	Bottled Gas	15	21	27	33	43	49	
	Electric	5	7	9	10	12	15	
	Other							
Other Electric		30	38	49	58	67	79	
Air Conditioning								
Water Heating	Natural Gas	7	9	12	15	18	21	
	Bottled Gas	30	41	53	65	83	95	
	Electric	27	35	47	56	67	78	
	Fuel Oil	24	34	44	53	68	78	
Water		6	12	24	35	47	59	
Sewer		10	21	42	63	84	105	
Trash Collection		5	8	11	14	18	24	
Natural Gas	Customer Charge	10	10	10	10	10	10	
Range/Microwave		2	2	2	3	3	3	
Refrigerator		3	3	3	3	4	4	
Actual Family Allowances - May be used by the family to compute allowance while searching for a unit.					Utility/Service/Appliance	Allowance		
Head of Household Name					Heating			
					Cooking			
					Other Electric			
					Air Conditioning			
Unit Address					Water Heating			
					Water			
					Sewer			
					Trash Collection			
					Other			
Number of Bedrooms					Range/Microwave			
					Refrigerator			
					Total			

The following allowances are used to determine the total cost of tenant-furnished utilities and appliances.

Locality / PHA <b>Worcester, Massachusetts</b>		Unit Type <b>Single Family [ Detached ]</b>					Date (mm/dd/yyyy) <b>05/17/2021</b>	
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	
Heating	Natural Gas	40	53	73	90	110	128	
	Bottled Gas	94	125	173	212	259	302	
	Electric	96	128	176	216	264	307	
	Electric - Heat Pump	62	83	115	141	172	200	
	Fuel Oil	102	136	188	230	281	327	
	Other							
Cooking	Natural Gas	3	4	5	6	7	8	
	Bottled Gas	15	21	27	33	43	49	
	Electric	5	7	9	10	12	15	
	Other							
Other Electric		30	38	49	58	67	79	
Air Conditioning								
Water Heating	Natural Gas	7	9	12	15	18	21	
	Bottled Gas	30	41	53	65	83	95	
	Electric	27	35	47	56	67	78	
	Fuel Oil	24	34	44	53	68	78	
Water		6	12	24	35	47	59	
Sewer		10	21	42	63	84	105	
Trash Collection		5	8	11	14	18	24	
Natural Gas	Customer Charge	10	10	10	10	10	10	
Range/Microwave		2	2	2	3	3	3	
Refrigerator		3	3	3	3	4	4	
Actual Family Allowances - May be used by the family to compute allowance while searching for a unit.					Utility/Service/Appliance	Allowance		
Head of Household Name					Heating			
					Cooking			
					Other Electric			
					Air Conditioning			
Unit Address					Water Heating			
					Water			
					Sewer			
					Trash Collection			
					Other			
Number of Bedrooms					Range/Microwave			
					Refrigerator			
					Total			

The following allowances are used to determine the total cost of tenant-furnished utilities and appliances.

Locality / PHA <b>Worcester, Massachusetts</b>		Unit Type <b>Low Rise [ 3 or 4 Stories ]</b>					Date (mm/dd/yyyy) <b>05/17/2021</b>	
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	
Heating	Natural Gas	26	35	48	58	82	87	
	Bottled Gas	65	88	120	147	179	208	
	Electric	67	90	123	150	183	212	
	Electric - Heat Pump	43	58	80	97	119	138	
	Fuel Oil	71	95	131	159	194	226	
	Other							
Cooking	Natural Gas	3	4	5	6	7	8	
	Bottled Gas	15	21	27	33	43	49	
	Electric	5	7	9	10	12	15	
	Other							
Other Electric		30	38	49	58	67	79	
Air Conditioning								
Water Heating	Natural Gas	7	9	12	15	18	21	
	Bottled Gas	30	41	53	65	83	95	
	Electric	27	35	47	56	67	78	
	Fuel Oil	24	34	44	53	68	78	
Water		6	12	24	35	47	59	
Sewer		10	21	42	63	84	105	
Trash Collection		5	8	11	14	18	24	
Natural Gas	Customer Charge	10	10	10	10	10	10	
Range/Microwave		2	2	2	3	3	3	
Refrigerator		3	3	3	3	4	4	
Actual Family Allowances - May be used by the family to compute allowance while searching for a unit.					Utility/Service/Appliance		Allowance	
Head of Household Name					Heating			
					Cooking			
					Other Electric			
					Air Conditioning			
Unit Address					Water Heating			
					Water			
					Sewer			
					Trash Collection			
					Other			
Number of Bedrooms					Range/Microwave			
					Refrigerator			
					Total			

The following allowances are used to determine the total cost of tenant-furnished utilities and appliances.

Locality / PHA <b>Worcester, Massachusetts</b>		Unit Type <b>High Rise [ 5 or More Units ]</b>					Date (mm/dd/yyyy) <b>05/17/2021</b>	
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	
Heating	Natural Gas	22	30	41	49	70	74	
	Bottled Gas	56	75	103	125	153	177	
	Electric	57	76	104	127	156	181	
	Electric - Heat Pump	37	50	68	83	101	117	
	Fuel Oil	60	81	111	136	166	192	
	Other							
Cooking	Natural Gas	3	4	5	6	7	8	
	Bottled Gas	15	21	27	33	43	49	
	Electric	5	7	9	10	12	15	
	Other							
Other Electric		30	38	49	58	67	79	
Air Conditioning								
Water Heating	Natural Gas	7	9	12	15	18	21	
	Bottled Gas	30	41	53	65	83	95	
	Electric	27	35	47	56	67	78	
	Fuel Oil	24	34	44	53	68	78	
Water		6	12	24	35	47	59	
Sewer		10	21	42	63	84	105	
Trash Collection		5	8	11	14	18	24	
Natural Gas	Customer Charge	10	10	10	10	10	10	
Range/Microwave		2	2	2	3	3	3	
Refrigerator		3	3	3	3	4	4	
Actual Family Allowances - May be used by the family to compute allowance while searching for a unit.					Utility/Service/Appliance		Allowance	
Head of Household Name					Heating			
					Cooking			
					Other Electric			
					Air Conditioning			
Unit Address					Water Heating			
					Water			
					Sewer			
					Trash Collection			
					Other			
Number of Bedrooms					Range/Microwave			
					Refrigerator			
					Total			

The following allowances are used to determine the total cost of tenant-furnished utilities and appliances.

Locality / PHA <b>Worcester, Massachusetts</b>		Unit Type <b>Row / Town House</b>					Date (mm/dd/yyyy) <b>05/17/2021</b>	
Utility or Service	Fuel Type	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	
Heating	Natural Gas	29	38	53	65	79	92	
	Bottled Gas	68	91	125	153	187	218	
	Electric	69	93	127	156	191	222	
	Electric - Heat Pump	45	60	83	119	102	144	
	Fuel Oil	73	99	135	166	203	236	
	Other							
	Cooking	Natural Gas	3	4	5	6	7	8
Bottled Gas		15	21	27	33	43	49	
Electric		5	7	9	10	12	15	
Other								
Other Electric		30	38	49	58	67	79	
Air Conditioning								
Water Heating	Natural Gas	7	9	12	15	18	21	
	Bottled Gas	30	41	53	65	83	95	
	Electric	27	35	47	56	67	78	
	Fuel Oil	24	34	44	53	68	78	
Water		6	12	24	35	47	59	
Sewer		10	21	42	63	84	105	
Trash Collection		5	8	11	14	18	24	
Natural Gas	Customer Charge	10	10	10	10	10	10	
Range/Microwave		2	2	2	3	3	3	
Refrigerator		3	3	3	3	4	4	
Actual Family Allowances - May be used by the family to compute allowance while searching for a unit.					Utility/Service/Appliance	Allowance		
					Heating			
Head of Household Name					Cooking			
					Other Electric			
					Air Conditioning			
					Water Heating			
Unit Address					Water			
					Sewer			
					Trash Collection			
					Other			
					Range/Microwave			
					Refrigerator			
Number of Bedrooms					Total			



## ATTACHMENT E FY 2021 HOME INCOME LIMITS

U.S. DEPARTMENT OF HUD

STATE: MASSACHUSETTS ----- 2021 ADJUSTED HOME INCOME LIMITS -----

EFFECTIVE DATE: JUNE 1, 2021

PROGRAM	1 PERSON	2 PERSON	3 PERSON	4 PERSON	5 PERSON	6 PERSON	7 PERSON	8 PERSON
Worcester, MA HUD Metro FMR Area								
30% LIMITS	20800	23750	26700	29650	32050	34400	36800	39150
VERY LOW INCOME	34600	39550	44500	49400	53400	57350	61300	65250
60% LIMITS	41520	47460	53400	59280	64080	68820	73560	78300
LOW INCOME	55350	63250	71150	79050	85400	91700	98050	104350

ATTACHMENT F  
CITY OF WORCESTER HOME TBRA PROGRAM GUIDELINES

**Tenant Based Rental Assistance Program**

Tenant Based Rental Assistance (TBRA) is form of direct rent assistance in which the recipient tenant may move from a dwelling unit with a right of continued assistance.

**Policies and Procedures**

**OVERVIEW**

**Definition:** Tenant Based Rental Assistance (TBRA) is a rental subsidy used to help individual households afford housing costs. Clients choose their housing and the subsidy stays with the client (not the unit) if they move. This assistance is provided to households who are under 50% AMI.

**Portability:** Tenant must be able to choose unit in which to live. Rental costs must not be above fair market rent and meet the Rent Reasonableness Test.

**Contract funding:** The agency contract with the City of Worcester is limited to 24 months.

**Payment Standards:**

- Apartments rented cannot exceed the maximum fair market rent as established annually by HUD.
- Maximum Rental Assistance: Difference between rent and 30% of Adjusted Gross income (certificate method).
- Minimum Tenant Payment: 30% of Income (or \$25/month in the case of no income)
- TBRA funds cannot be used for the following:
  - Assistance to resident owners of cooperative housing that qualifies as home ownership housing;
  - Displacement or relocation assistance to tenants as a result of activities other than the HOME program;
  - Overnight or temporary shelter; or
  - In conjunction with another rental assistance program.

**Location:** Rental property may be located anywhere in Worcester County.

**Record Retention:** All records must be retained for five years after final rental assistance is provided.

## MARKETING

Agencies must establish how potential applicants will be notified and selected for the TBRA program. Description should include:

- Local preferences (i.e. homeless, participants in self-sufficiency programs)
- Where applications are available and how they are submitted
- Agency steps to reach applicants who are least likely to apply
- Outreach to property owners

## FAIR HOUSING

The following information should be included in marketing and agreements with the landlords/owners.

**Non-Discrimination:** The Agency or landlord shall not, in the provision of services or in any other manner, discriminate against any person on the grounds of age, race, color, creed, religion, sex, sexual orientation, gender identity, handicap, national origin, or familial status.

## TENANT SELECTION

All applicants must be screened and selected through a fair, written and public process.

**Applications:** Agencies must use a written application to determine eligibility. Application will include income information, household information, program rules & policies, complaint & grievance procedures, rent standards, rent calculation form, income limits and adjustments.

[Sample TBRA Application](#)

**Residency Eligibility:** Tenants must be residents of Worcester County, working in Worcester County, or have a bona fide job offer in Worcester County. Documentation may include driver's license, utility bills, and copies of benefit or banks statements.

**Eligibility:** Agencies shall review income and program eligibility prior to admission and recertify every 90 days.

**Waiting list:** Agencies are permitted to maintain a written waiting list. If using this option, agency must describe how people are selected from list to participate. In addition to maintaining a HOME TBRA waiting list, per 24 CFR 92.209(1), agency must indicate whether or not participant is on the Section 8 waiting list (so that they may ensure households maintains its place on the list).

**Notification:** Prospective tenants must be notified in writing regarding the outcome of their application. Requirement extends to all unsuccessful applicants as well as selected tenants.

## **INCOME ELIGIBILITY AND SUBSIDY AMOUNTS**

A three step process is used to arrive at the maximum subsidy amount, per 24 CFR 92.203(b) For assistance with calculating income inclusions and exclusions, see [One CPD Income Calculator](#)

- Income Determination
- Calculating Adjusted Income
- Total Tenant Payment Calculation

**Income Determination Process:** Agencies will use the Annual Income as Defined in 24 CFR Part 5, to determine TBRA income eligibility. This is also referred to as Part 5 Annual Income; and was based on the Section 8 model. The income definition is defined as the gross amount of income of all adult household members that is anticipated to be received during the coming 12-month period. Program participants will provide proof of income (such as wages or governmental benefits GAU, ADATSA, SSI, SSDI) at enrollment and each time household income changes. A copy of the proof of income or self-declaration of no income is stored in the program participant file.

**Calculating Adjusted Income:** After gross income is determined, calculation for the "adjusted income" as defined in 24 CFR 5.611 is used to determine total tenant payment (TTP), which is a measure of a household's ability to pay housing costs.

**Total Tenant Payment Calculation:** The TTP is the final calculation used to determine the Agency's subsidy and tenant's share of rent under a HOME-funded TBRA program. Resident rents are calculated by using annual incomes and applying standard allowances for dependents, childcare, disabilities and medical expenses and based upon established HUD guidelines, Notice CPD-96-03.

If all utilities are included in the rent, the tenant's entire share of housing costs goes directly to the landlord. If utilities are paid separately, the Agency must make utility reimbursements to the household whenever the household's share of housing costs is insufficient to cover expected utility costs. Agencies must use the utility allowance established by the Housing Authority of the City of Worcester. Recent versions are available at <http://worchester-housing.com/>.

**Maximum Income:** Family income must not be above 50% adjusted median income (AMI) on admission and recertification. Income limits are established by household size and revised annually by the Department of Housing and Urban Development.

See [HUD Income Limits](#)

## UNIT SELECTION/APPROVAL

**Unit Inspections:** Prior to completing the lease or making any payments, a unit must be inspected to meet the housing quality standards (HUD-52580A). The Agency has the option of performing an HQS; Agencies cannot complete the inspections if they own the units.

Units must meet housing quality standards (HQS) before tenancy and at least annually. Complete records of certification, inspections, and follow-up actions must be kept in the client's files. Housing safety standards:

### [HUD HQS Checklist](#)

Units built before 1978 must pass the lead based paint inspection.

See Attached Form, Lead-Based Paint Visual Inspection [Report](#).

**Occupancy Standards:** HUD has established occupancy standards that comply with the HQS requirements and how the number of bedrooms needed by the household will impact the unit size and subsidy. The following basic standards can be modified to take into consideration specific household composition and circumstances (i.e., pending child custody cases, chronic illnesses, family member who is absent most of the time, etc.). Occupancy standards are used to provide consistent criteria for determining the unit size for which the household is eligible and thus, the amount of assistance provided. Fair housing rules permit a household to select smaller units that do not create seriously overcrowded conditions.

- No more than two persons are required to occupy a bedroom;
- Persons of different generations (i.e., grandparents, parents, children), persons of the opposite sex (other than spouses/couples) and unrelated adults are not required to share a bedroom;
- Children of the same sex (regardless of age) and couples co-habiting (whether or not legally married) must share the same bedroom for purpose of assigning the bedroom size on housing coupon;
- A live-in care attendant who is not a member of the family is not required to share a bedroom with another household member.
- Individual medical problems (i.e., chronic illness) sometimes require either separate bedrooms for household members who would otherwise be required to share a bedroom or an extra bedroom to store medical equipment;
- In most instances, a bedroom is not provided for a family member who will be absent most of the time, such as a member who is away in the military.

**Ownership:** Units may be privately or publicly owned.

**Rent Reasonableness:** Rent for each unit must be determined to be reasonable when compared to unassisted units. This can be calculated by using the Rent Reasonableness Form. Tenants must complete this form prior to proposing any lease.

### [HOME Rent Reasonableness Checklist and Certification](#)

**Rent Increases:** Any rent increased must be approved by the City of Worcester. Individuals will be asked to provide documentation from the landlord about rent adjustments. Adjustment of the subsidy may be recalculated providing rent amounts continue to maintain the Fair Market Rent standards for the area.

**Security Deposit Assistance:** If the agency is using HOME funds to provide security deposit assistance, the funds provided for a security deposit may not exceed the equivalent of two month's rent for the unit.

**Landlord-Tenant Law:** Tenants should receive a user-friendly copy of the Landlord-Tenant Law and be informed on how to use this law when problems arise. Copies of signed receipt of the landlord-Tenant Law should be included in the individual's file.

*For more regarding landlord-tenant law, see [State of MA AGO website](#)*

**Lead Based Paint:** Tenants will be notified of/about the potential presence and hazard of lead. All individuals receiving tenant-based rental subsidies will receive a copy of the Environmental Protection Agency brochure titled "Protect Your Family From Lead In Your Home".

A signed receipt of the copy should be maintained in the individual's file.

EPA Disclosure Requirements for All Leased Housing Built Before 1978 the lessor shall provide the lessee with the EPA-approved lead hazard information pamphlet entitled Protect Your Family from Lead in Your Home (EPA #747-K-94-001).

*See Attached Form; Lead Based Paint EPA Disclosure Form.*

- The lessor shall disclose to the lessee the presence of any known lead based paint and/or lead-based paint hazards, in any housing built before 1978 that is being leased. The lessor shall also disclose any additional information available such as the basis for the determination that lead-based paint and/or lead-based paint hazards exist, the location of the lead-based paint and/or lead-based paint hazards, and the condition of the painted surfaces.

- The lessor shall disclose to each lessee the existence of any available records or reports pertaining to lead-based paint and/or lead-based paint hazards. This requirement includes records or reports regarding common areas. This requirement also includes records or reports regarding other residential dwellings in multifamily housing built before 1978, provided that such information is part of an evaluation or reduction of lead-based paint and/or lead-based paint hazards in the housing built before 1978 as a whole.
- If any of the disclosure activities identified in this section occurs after the lessee has provided an offer to lease the housing, the lessor shall complete the required disclosure activities prior to accepting the lessee's offer and allow lessee an opportunity to review the information and possibly amend the offer.

## LEASE ADDENDUM

**Terms:** At least one year unless the tenant and agency agree otherwise.

**Un-allowable terms in lease:** The lease between the owner and the tenant may not contain the following:

- (1) *Agreement to be sued.* Agreement by the tenant to be sued, to admit guilt or to a judgment in favor of the owner in a lawsuit brought in connection with the lease;
- (2) *Treatment of property.* Agreement by the tenant that the owner may take, hold, or sell personal property of household members without notice to the tenant and a court decision on the rights of the parties. This prohibition, however, does not apply to an agreement by the tenant concerning disposition of personal property remaining in the housing unit after the tenant has moved out of the unit. The owner may dispose of this personal property in accordance with State law;
- (3) *Excusing owner from responsibility.* Agreement by the tenant not to hold the owner or the owner's agents legally responsible for any action or failure to act, whether intentional or negligent;
- (4) *Waiver of notice.* Agreement of the tenant that the owner may institute a lawsuit without notice to the tenant;
- (5) *Waiver of legal proceedings.* Agreement by the tenant that the owner may evict the tenant or household members without instituting a civil court proceeding in which the tenant has the opportunity to present a defense, or before a court decision on the rights of the parties;
- (6) *Waiver of a jury trial.* Agreement by the tenant to waive any right to a trial by jury;
- (7) *Waiver of right to appeal court decision.* Agreement by the tenant to waive the tenant's right to appeal, or to otherwise challenge in court, a court decision in connection with the lease;
- (8) *Tenant chargeable with cost of legal actions regardless of outcome.* Agreement by the tenant to pay attorney's fees or other legal costs even if the tenant wins in a court proceeding by the owner against the tenant. The tenant, however, may be obligated to pay costs if the tenant loses; and
- (9) *Mandatory supportive services.* Agreement by the tenant (other than a tenant in transitional housing) to accept supportive services that are offered.

**Violence Against Women Act (VAWA):** The lease addendum must contain the following provisions:

- The Landlord may not consider incidents of domestic violence, dating violence or stalking as serious or repeated violations of the lease or other “good cause” for termination of assistance, tenancy or occupancy rights of the victim of abuse.
- The Landlord may not consider 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, 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 Landlord may request in writing that the victim, or a family member on the victim’s behalf, certify that the individual is a victim of abuse and that the Certification of Domestic Violence, Dating Violence or Stalking, Form HUD-91066, or other documentation as noted on the certification form, be completed and submitted within 14 business days, or an agreed upon extension date, to receive protection under the VAWA. Failure to provide the certification or other supporting documentation within the specified timeframe may result in eviction.

[HOME Lease Addendum](#)

## **AGREEMENT WITH PROPERTY OWNER/LANDLORD**

The Agency should have an agreement with the property owner/landlord providing information regarding terms, amounts, security deposit fair housing and termination. Written agreement with landlord should enumerate responsibilities of each party with respect to the HOME TBRA. [HOME Rental Assistance Contract](#)

## **TERMINATION**

Agency must notify tenant in writing when terminating tenant assistance. Agency must follow landlord tenant rules of the Commonwealth of Massachusetts.

**End of Assistance Time Period:** Provide notice in writing to tenant and landlord.

**Property Owner Termination:** If a property owner terminates the tenancy through no fault of the tenant, and the tenant is still eligible for assistance, the Agency will work to find another unit.

**Tenant Caused Eviction:** If tenant is evicted due to breaking the lease or participating in illegal activities, the agency is under no obligation to continue to provide rental assistance.

**Tenant Moves:** Tenant moves are accommodated only on rare instances such as family size or job change.

## **UTILITIES**

**Utility Deposits:** Funding associated with the TBRA program cannot be used for utility deposits.



**Utility Costs:** Utilities costs are included in the fair market rental calculation. Agencies must use the utility allowance established by the Housing Authority of the City of Worcester. Recent versions are available on the City of Worcester website.

The rents must be reduced for tenant paid utilities.

## **BENEFICIARY DATA / RECORDS**

Each agency will track TBRA tenants, rents and occupancy data and submit to the City of Worcester with each invoice. The agency may use the [TBRA Set up Form](#) to fulfill this requirement.

Each agency will maintain a Microsoft Excel reporting checklist format provided by City of Worcester that includes:

- Individual's name
- Individual's date of birth
- Receiving case management
- Financial eligibility
- Rent below FMR
- HQS Inspection completion date
- Lead based paint inspection
- Lease in file
- Amount of subsidy
- Rental start date

## **REQUIRED DOCUMENTATION**

Note: all forms must have signatures. Agencies receiving HOME funding are required to maintain adequate documentation of the eligibility of persons served using the HUD, Community Planning and Development, Office of Affordable Housing Programs, [Tenant-Based Rental Assistance Guidelines](#) Records will be retained for five years after final rental assistance is provided.

- Application
- Income verification and subsidy calculations
- Notice of eligibility or ineligibility to prospective applicants
- Rent Reasonableness
- HQS Inspection Checklist
- Tenant, Rents and Low-Income Occupancy Data
- Lead Based Paint Inspection Report – (Units built before 1978)
- Lease and addendums
- Agreement with owner/landlord
- Case management records
- Notice of end of rental assistance to both tenant and landlord/property owner