



## ALBUQUERQUE HOUSING AUTHORITY

### Attachment 1

#### B.1 Housing Needs Statement and Revision of Plan Elements

##### Accessibility Policies:

##### Public Housing ACOP

##### **ACOP Chapter 2: Fair Housing and Equal Opportunity Section 2-III.B Oral Interpretation.**

Revision: Added a policy that addresses the use of interpreters for remote hearings and discusses how AHA will analyze available options for ensuring that services are accessible to Limited English Proficiency (LEP) households.

##### Section 8 Administrative Plan

##### **Chapter 2 Section 2.II.E Approval/Denial of a Requested Accommodation**

**Revision:** The following language was added to the existing policy: *If the AHA denies a request for an accommodation because there is no relationship, or nexus, found between the disability and the requested accommodation, the notice will inform the family of the right to appeal the AHA's decision through an informal review (if applicable) or informal hearing (see Chapter 16).*

##### **Chapter 2 Section 2-III.B. Oral Interpretation**

**Revision:** Revises the current policy to state that when available AHA will coordinate with a remote interpretation service which uses video conferencing technology rather than voice-only interpretation to conduct remote briefings, informal reviews, or hearings. Additional language also clarifies that AHA will not use minors as interpreters to conduct remote briefings, informal reviews, or hearings.

## **Chapter 2 Section 2-III.C Written Translation**

**Revision:** Revised current policy to state the following:

### **AHA Policy**

The AHA will provide written translations of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or if there are fewer than 50 persons in a language group that reaches the 5 percent trigger, the AHA does not translate vital written materials, but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

## **Eligibility Policies**

### **Public Housing ACOP**

## **Chapter 3 Section 3-II.E. Existing Tenant Search**

**Revision:** Added the following policy:

### **AHA Policy**

AHA will contact the PHA or owner identified in the report to confirm that the family has moved out of the unit and obtain documentation of current tenancy status, including a form HUD-50058 or 50059, as applicable, showing an end of participation. AHA will only approve assistance contingent upon the move-out from the currently occupied assisted unit.

## **Chapter 3 Section 3-II.E Debts Owed to PHAs and Terminations**

**Revision:** Added a new policy that requires each adult household member to sign the form HUD-52675 once at the eligibility determination. Also informs households that AHA will search the Debts Owed to PHAs and Terminations module as part of the eligibility determination for new households and as part of the screening process for any household members added after the household is admitted to the program.

## **Section 8 Administrative Plan**

### **Chapter 3 Section 3-I.C. Family Breakup and Remaining Member of the Tenant**

**Family:** When a family on the waiting list breaks up into two otherwise eligible families, only one of the new families may retain the original application date and/or waitlist position. Other former family members may make a new application with a new application date if the waiting list is open.

**Revision:** Substituted “waiting list” for “admissions lottery” and added “and/or waitlist position” to address those applications that are date and time stamped and not part of a random selection process.

**Chapter 3 Section 3-I.F Dependent:** The HCV Program will define “Dependents” who are subject to a joint custody arrangement according to NM State definitions. Dependents

that are subject to a joint custody arrangement will be considered a member of the family, if they live with the applicant or participant family 35 percent or more of the time. The PBV Program will define “Dependents” who are subject to a joint custody agreement according to US Federal definitions. Dependents that are subject to a joint custody arrangement will be considered a member of the family, if they live with the applicant or participant family 50 percent or more of the time.

**Revision:** Clarified that the Section 8 HCV Program will use the NM State definition of “Dependent” and the Section 8 PBV Program will use the Federal definition of “Dependent”.

### **Chapter 3 Section 3-I.J Guests**

**Revision:** Changed the timeframe for the how long a guest can stay in an assisted unit from “no longer than 14 consecutive days or a total of 30 cumulative calendar days during any 12 month period” to “no longer than 30 days consecutive days or a total of 90 cumulative days during any 12-month period.

### **Chapter 3 Section 3-I.L. Absent Family Members, Family Members Permanently Confined for Medical Reasons (HCV GB, p.5-22)**

**Revision:** Added the following language to the existing policy: *An individual confined to a nursing home or hospital on a permanent basis is not considered a family member.*

### **Chapter 3 Section 3-II.A. Income Eligibility and Targeting Using Income Limits for Eligibility [24 CFR 982.201]**

**Revision:** Added the following definitions for being continuously assisted under the 1937 Housing Act program.

- A low-income family that qualifies for voucher assistance as a non-purchasing household living in HOPE 1 (public housing homeownership), HOPE 2 (multifamily housing homeownership) developments, or other HUD-assisted multifamily homeownership programs covered by 24 CFR 248.173
- A low-income or moderate-income family that is displaced as a result of the prepayment of a mortgage or voluntary termination of a mortgage insurance contract on eligible low-income housing as defined in 24 CFR 248.101

### **Chapter 3 Section 3-II.E. Students Enrolled in Institutions of Higher Education Independent Student**

**Revision:** Expanded the criteria to be considered as an “independent student” to include:

- The individual is an orphan, in foster care, or a ward of the court, or was an orphan, in foster care, or ward of the court at any time when the individual was 13 years of age or older
- The individual is, or was immediately prior to attaining the age of majority, an emancipated minor or in legal guardianship as determined by a court of competent jurisdiction in the individual’s state of legal residence
- The individual is a veteran of the U.S. Armed Forces or is currently serving on active duty in the Armed Forces for other than training purposes

- The individual has one or more legal dependents other than a spouse (for example, dependent children or an elderly dependent parent)

The individual has been verified during the school year in which the application is submitted as either an unaccompanied youth who is a homeless child or youth, or as unaccompanied, at risk of homelessness, and self-supporting by:

- A local educational agency homeless liaison
- The director of a program funded under subtitle B of title IV of the McKinney-Vento Homeless Assistance Act or a designee of the director
- A financial aid administrator
- The individual is a student for whom a financial aid administrator makes a documented determination of independence by reason of other unusual circumstances

If the AHA determines that an individual meets the definition of a vulnerable youth such a determination is all that is necessary to determine that the person is an independent student for the purposes of using only the student's income for determining eligibility for assistance.

### **Chapter 3 Section 3-II.E. Students Enrolled in Institutions of Higher Education Independent Student**

**Revision:** Added policy for *Vulnerable Youth*

#### **AHA Policy**

A *vulnerable youth* is an individual who meets the U.S. Department of Education's definition of *independent student* in paragraphs (b), (c), or (h), as adopted in Section II of FR Notice 9/21/16:

The individual is an orphan, in foster care, or a ward of the court, or was an orphan, in foster care, or ward of the court at any time when the individual was 13 years of age or older

The individual is, or was immediately prior to attaining the age of majority, an emancipated minor or in legal guardianship as determined by a court of competent jurisdiction in the individual's state of legal residence

The individual has been verified during the school year in which the application is submitted as either an unaccompanied youth who is a homeless child or youth, or as unaccompanied, at risk of homelessness, and self-supporting by:

A local educational agency homeless liaison

The director of a program funded under subtitle B of title IV of the McKinney-Vento Homeless Assistance Act or a designee of the director

A financial aid administrator

### **Chapter 3 Section 3-II.F. EIV System Searches**

**Revision:** Added a new policy that will require each adult household member to sign HUD form-52675 during the Admissions process. This allows AHA to search the “Debts Owed to PHAs” and “Terminations” modules of the EIV system as part of the eligibility determination for new households and as part of the screening process for any household members added after the household is admitted to the program.

Chapter 3 Section 3-III.B.

*Revision: Changed definition of “Currently engaged in” as any use of illegal drugs during the previous three months.*

### **Admission Policies:**

Section 8 Administrative Plan

### **Chapter 5 Section 5-I.B.: “Notification of Briefing” and “Attendance Policies”**

**Revision:** These two policies were separated and each policy put under the separate subheadings of “Notification of Briefing” and “Attendance” to provide clarity. The policies did not change.

### **Chapter 5 Section 5-I.B.: In-person Briefings**

**Revision:** The subheading of “In-person Briefing” was added to this policy to provide clarity. The actual content of the policy did not change.

### **Chapter 5 Section 5-I.B.: Remote Briefings**

**Revision:** A policy was added to discuss the criteria for holding briefings remotely and the obligations that the AHA has in ensuring that briefings are accessible to persons with disabilities and/or persons who cannot otherwise attend a briefing because of transportation, childcare or other issues that would prevent attendance at an in person briefing.

### **Chapter 5 Section 5-I.B.: Conducting Remote Briefings**

**Revision:** A policy was added to describe how AHA will ensure that the lack of technology or inability to use technology for remote briefings does not pose a disadvantage to families. The policy also addresses how AHA will ensure that the family has appropriate technological access in order to fully participate in the remote briefing.

### **Financial Resources**

AHA has committed operating resources in FY2022 to public housing of \$6.8 million and \$27 million in Housing Choice Voucher Program, and \$3 million in central office cost center operations. See chart on the next page.

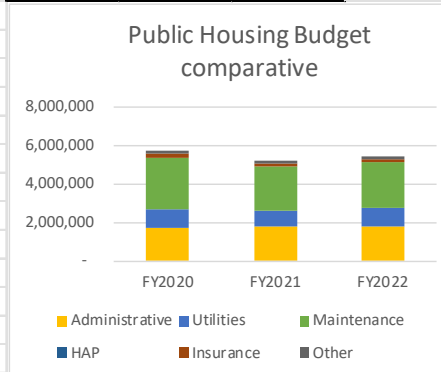
Affordable housing in the Albuquerque Metropolitan area is in high demand. AHA is participating in partnerships and cooperative support to many housing projects. AHA has expanded their Project Based Voucher (PBV) program and committed to Rental Assistance Demonstration (RAD) projects in the next five years. In CY 2022 AHA has converted 20%

of housing units to RAD and has budgeted additional funds for more RAD conversion units in CY 2023.

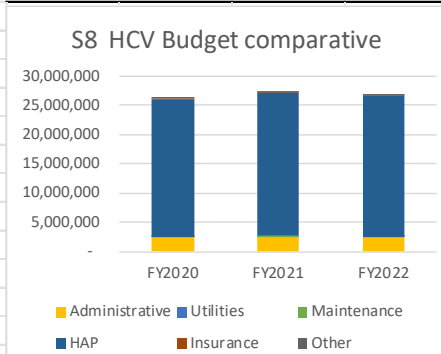
Future development at AHA includes conversion of three additional public housing properties with rehabilitation of units as well as new construction in CY 2022 and 2023. Funding of these development projects come from some federal dollars and some nonfederal dollars. In addition to bringing in outside resources for development, AHA has committed \$9 million dollars to the projects in CY2022 and 2023. The composition of this funding is made of Development Reserves, Investment funds from former developments, and public housing reserves.

Albuquerque Housing Authority			
FY 2022 Operating Budget Summary			
Public Housing	FY2020	FY2021	FY2022
Revenue	\$ 5,359,520	\$ 5,827,392	\$ 6,267,367
<b>Expenses</b>			
Administrative	1,726,594	1,822,336	1,772,216
Utilities	970,814	769,781	970,214
Maintenance	2,652,314	2,312,507	2,356,889
HAP	-	-	-
Insurance	240,794	175,257	162,778
Other	163,425	81,684	165,561
<b>TOTAL EXPENSES</b>	<b>5,753,941</b>	<b>5,161,565</b>	<b>5,427,658</b>
<b>Net Income (Loss)</b>	<b>(394,421)</b>	<b>665,827</b>	<b>839,709</b>
<b>S8 Housing Choice Voucher</b>			
Revenue	\$26,004,906	\$27,623,455	\$27,434,632
<b>Expenses</b>			
Administrative	2,450,701	2,485,387	2,361,610
Utilities	25,595	25,964	23,215
Maintenance	44,889	85,306	84,758
HAP	23,530,834	24,531,528	24,205,361
Insurance	35,738	63,725	32,126
Other	47,971	212,353	119,942
<b>TOTAL EXPENSES</b>	<b>\$26,135,728</b>	<b>\$27,404,263</b>	<b>\$26,827,011</b>
<b>Net Income (Loss)</b>	<b>(130,822)</b>	<b>219,192</b>	<b>607,621</b>
<b>Central Office Cost Center</b>			
Revenue	\$ 2,375,827	\$ 2,609,412	\$ 3,102,506
<b>Expenses</b>			
Administrative	1,778,718	1,885,678	1,743,804
Utilities	51,930	10,395	14,655
Maintenance	543,523	388,222	555,182
HAP	-	-	-
Insurance	51,925	123,173	66,980
Other	-	77,944	77,808
<b>TOTAL EXPENSES</b>	<b>\$ 2,426,097</b>	<b>\$ 2,485,412</b>	<b>\$ 2,458,429</b>
<b>Net Income (Loss)</b>	<b>(50,270)</b>	<b>124,000</b>	<b>644,077</b>
<b>Total Operating Budget</b>			
Revenue	\$33,740,252	\$36,060,259	\$36,804,505
<b>Expenses</b>			
Administrative	5,956,014	6,193,401	5,877,629
Utilities	1,048,339	806,140	1,008,084
Maintenance	3,240,726	2,786,035	2,996,828
HAP	23,530,834	24,531,528	24,205,361
Insurance	328,457	362,156	261,884
Other	211,396	371,981	363,311
<b>TOTAL EXPENSES</b>	<b>34,315,765</b>	<b>35,051,240</b>	<b>34,713,097</b>
<b>Net Income (Loss)</b>	<b>(575,513)</b>	<b>1,009,019</b>	<b>0</b>
	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>

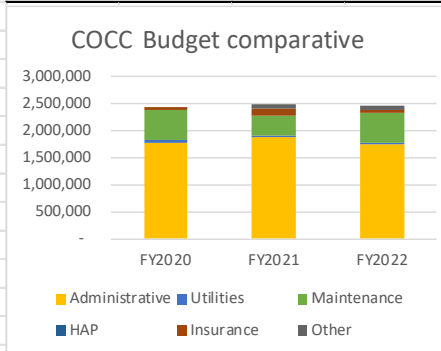
#### Public Housing Operating Budget



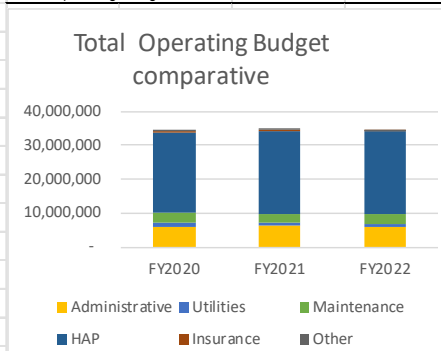
#### S8 HCV Operating Budget



#### COCC Operating Budget

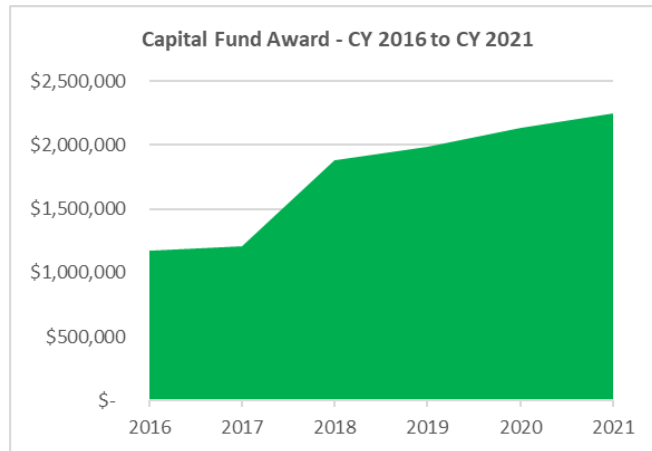


#### Total Operating Budget



Capital funds and asset improvements continues to be a priority to AHA. AHA has committed roughly \$4 million dollars in FY2022-2023 to capital improvements on the public housing properties. AHA continues to apply for additional funding to enhance our properties such as the safety grants and any available CDBG funds available through our local municipality, the City of Albuquerque. The following chart demonstrates the increased capital funds awarded to our agency over the years.

<b>Capital Fund Project</b>	
<b>CFP year</b>	<b>Capital Fund Award</b>
2016	\$ 1,170,833
2017	\$ 1,212,029
2018	\$ 1,882,358
2019	\$ 1,984,985
2020	\$ 2,133,465
2021	\$ 2,246,219





## **Operation and Management**

### **Section 8 Administrative Plan**

#### **Chapter 8 Section 8-II.A Inspections Costs**

**Revision:** The policy was changed from stating that AHA “may charge a \$50 fee for failed re-inspections” to stating that “AHA will not charge for failed inspections”.

#### **Chapter 8 Section 8-II.A Remote Video Inspections**

**Revision:** Added a policy to state that AHA will not conduct HQS inspection using RVI.

#### **Chapter 8 Section 8-II A Owner and Family Inspection Attendance**

**Revision:** Policy was changed from stating that the head of household was required to be present at the initial inspection of a vacant unit to stating that “ the presence of a family representative is permitted but is not required” at initial inspection of a vacant unit.

#### **Chapter 8 Section 8-II.C. Biennial HQS Inspections**

**Revision:** Changed current AHA policy to the following:

AHA Policy: Each unit under HAP contract must be inspected biennially within 24 months of the last full HQS inspection. The AHA reserves the right to require annual inspections of any unit or owner at any time. The AHA will not rely on alternative inspection standards

#### **Chapter 8 Section 8-II.F. Inspection Results and Reinspections for Units Under HAP Contract**

**Revision:** Added the option to use email as a way to notify owners and households when life-threatening conditions are identified. Also added language that the notification process must specify who is responsible for correcting violations.

#### **Chapter 10 Section 10-II.B. INITIAL PHA ROLE: Initial Billing Deadline**

**Revision:** Revised the deadline for the submission of initial billing from “90 days following the expiration date of the voucher” to “within the billing deadline”. Also took out language that left it up to the PHA to honor a late billing submissions. Language was changed to: “(the initial PHA) will contact the receiving PHA to inform them that it will not honor a late billing submission”.

#### **Chapter 17 Section 7-II.B Solicitation and Selection of PBV Proposals [24 CFR 983.51(c)]**

**Revision:** Added criteria for what needs to be in the advertisement when AHA puts out a Request for Proposals for Rehabilitated and Newly Constructed Units, Existing Housing Units, and for Proposals Subject to a Previous Competition under a Federal, State, or Local Housing Assistance Program.

## **Chapter 17 Section 17-V-C Amendments to the HAP Contract**

**Revision:** Policy was changed to the following:

### **AHA Policy**

AHA will add units to the contract on a case-by-case basis to ensure the availability of affordable housing as long as the addition of units does not exceed allowable project caps.

## **Chapter 18 Exhibit 18-I PBV Development Information**

**Revision:** The Exhibit was updated.

## **Chapter 20**

**Revision:** Regulations were added for the following Special Voucher Programs:

- Veterans Affairs Supportive Housing (VASH)
- Five Year Mainstream Voucher Program
- Non-Elderly Disabled (NED) Voucher Program

## **Grievance Procedures**

### **Public Housing ACOP**

#### ***Chapter 14 Section 14-I.B. INFORMAL HEARING PROCESS Remote Informal Hearings***

**Revision:** Added a Remote Hearing protocol that describes how reasonable accommodations will be made on a case-by-case basis.

#### ***Chapter 14 Section 14-III.G REMOTE HEARINGS Discovery of Documents Before the Remote Hearing***

**Revision:** Added protocol for the discovery of documents for both parties prior to a remote hearing and how to conduct a hearing remotely

#### ***Chapter 14 Section 14-III.H. PROCEDURES GOVERNING THE HEARING***

**[24 CFR 966.56] General Procedures**

**Revision:** Added protocol governing categories of evidence for the Hearing and penalty for noncompliance

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Grievance procedures Section 8 Administrative Plan

#### **Chapter 16 Section 16-III.B. Scheduling an Informal Review**

**Revision:** Added a policy that addresses how AHA will send notice to an applicant when a Informal review has been requested. The policy also gives the timelines involved and discusses how AHA must ensure that accessibility barriers including technology are addressed in order for households to access the Informal review process.

### **Chapter 16 Section 16-III.B. Conducting Remote Informal Reviews**

**Revision:** Added a policy to address how AHA will assess and address any barriers that households might have in attending and participating in a Remote Informal Review.

### **Chapter 16-III.C. Decisions Subject to Informal Hearing**

**Revision:** Added the requirement that AHA must approve an Informal Hearing Request if AHA denies a request for a reasonable accommodation (see Chapter 2).

### **Chapter 16 Section 16-III.C. Conducting Informal Hearings Remotely**

**Revision:** Added criteria for how AHA must schedule remote Informal Hearings to ensure that remote Informal hearings and any documentation are accessible to LEP households and persons with disabilities, Also discussed that these Hearings must remain confidential, unless the tenant requests a public hearing.

### **Chapter 16 Section 16-III.C. Scheduling an Informal Hearing**

**Revision:** Added language to describe the process that AHA must use when there is a need to schedule an Informal Hearing remotely and what timelines need to be met in scheduling these Hearings.

### **Chapter 16 Section 16-III.C. Pre-Hearing Right to Discovery**

**Revision:** Reformatted the AHA policy.

### **Pet Policy**

#### **Public Housing ACOP**

**Chapter 10 Section 10-I.B. APPROVAL OF ASSISTANCE ANIMALS [Notice FHEO 2020-01]:** Criteria for an animal to be considered as a support animal and excluded from the pet policy was expanded to include that there must be a disability-related need for the animal

**New Language:** For an animal to be excluded from the pet policy and be considered a service animal, it must be a trained dog, and there must be a person with disabilities in the household who requires the dog's services. For an animal to be excluded from the pet policy and be considered a support animal, there must be a person with disabilities in the household, there must be a disability-related need for the animal, and the family must request and AHA approve a reasonable accommodation in accordance with the criteria outlined in Notice FHEO 2020-01 and the policies contained in Chapter 2.

### **Asset Management**

AHA has transitioned to the property management Best Practices model. By doing this staff is located at on site offices and all property staff reports to a Property Manager. The Property Manager is responsible for the day to day operations of the property.

AHA has also applied for and is in the process of doing the following:

- Conversion of 5 properties in the Rental Assistance Demonstration program (RAD) and layered the properties with Low Income Housing Tax Credits (LIHTC). Two additional properties has received CHAPs and have applied for LIHTC. An additional property will be applying in the next year.
- Applied to the City of Albuquerque for Community Development Block Grants (CDBG) and received grant monies to replace roofs, paint exteriors and add elevators
- Applied and received Energy Performance Contracts (EPC)
  - replaced heaters and water heaters with energy efficient appliances
  - added Solar energy to several large properties
  - installed low flow water devices and energy efficient lighting in all units
- Completed a Physical Needs Analysis (PNA) and are planning Capital funding around the long term needs identified in the PN