

**Seattle Housing Authority
Project-Based and Mod Rehab Programs**

Brown Bag Meetings Notes

Meeting of June 1, 2007, noon – 1 p.m.

Agenda

- Move-Out procedure
- Client confidentiality
- Open discussion/feedback

Move-Out procedure

Three handouts, Project-based/Mod Rehab Move-Out Notification, Project-based/Mod Rehab Move-Out Instructions, and (sample) 20 Day Notice to Vacate

Purpose: Discussion of both the buildings' procedures and SHA's procedures for move-outs

- Process for most buildings: 20 day notices are requested, but tenants do not always move out by the date they gave, if they gave notice at all. Accommodations are given to those who are in temporary housing and are moving to permanent housing – sometimes they are given little notice when their name comes up on the wait list and sometimes it takes longer than anticipated to get an inspection. Buildings pro-rate rent if tenants move mid-month and typically inform SHA only after receiving the keys, regardless of what date was given in the notice.
- SHA has guidelines (Move-Out Instructions include HUD references) but is open to feedback from the buildings. In general, buildings should always provide supporting documentation/explanations with the move-out notices and SHA's default is to pro-rate the HAP if no other instructions are given.
- If the building marks that the tenant gave 20-day notice on the move-out notice, but marks the 1st of the month as the move-out date, SHA will pay for the previous month as a 20-day notice is given for the end of a month.
- If buildings provide SHA the 20-day notice, but the tenant didn't actually move out until a few days later, the building should provide explanation on the Move-Out notice and SHA will pro-rate the HAP.
- If a tenant is hospitalized, not receiving a 20-day notice is okay, but the building should provide SHA with supporting documentation. However, the tenant can keep the housing for 180 days and the building should be communicating with the tenant's caseworker to determine if the tenant intends to return to the housing within that time-frame. SHA has no written policy on when the building should inform us that a tenant in is the hospital, but is helpful for us to know in case we are trying to contact the tenant.
- Tenants are not penalized in consideration of future housing if they do not give 20 days notice.
- The HAP options of pro-rating or keeping the move-out month are building policy, not SHA.

Client Confidentiality

- SHA's releases are intended for SHA to be able to communicate with the buildings, not with other agencies. SHA assumes the buildings are coordinating with the service providers to provide paperwork to SHA,

- If a third party contacts SHA, we may request an additional release from that party before discussing a client's situation. It is our intent to protect our participant's personal information as much as possible.
- If a building consistently works with one particular agency, the building can request that SHA include that agency in the HAP contract so that it is documented that SHA will discuss that building's tenants with that agency.

Open Discussion/Feedback

- SHA is aware Jill's name is still appearing on the Mod Rehab letters and is working to update them.
- Some buildings have already told SHA that receiving the Annual Review Log is helpful.
- Some tenants may feel a decreased sense of self-sufficiency by working with the building management in completing and submitting paperwork.
 - The Project-based team was selected to move forward with document imaging (the system Mod Rehab is already using), which involves the building at each step, so having buildings play a greater role in the Annual Review process now helps prepare everyone for what is to come in the near future.
- Some buildings are concerned that helping tenants with their Annual Review is a time and cost burden.
 - SHA can send buildings a supply of postage-paid envelopes upon request.
 - Most buildings meet with their tenants regularly, so are already aware of their situations.
 - Tenants can attempt to complete the paperwork themselves and have the building just double-check it before submission instead of the building completing the entire packet for the tenant.

The next brown bag meeting will be Friday, July 6, 2007