



HOUSE RULES – HUD Multifamily FASTForms Description – As of 8/11/2018

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Sharing Forms

This “FASTForms CD” has been purchased by your organization for use within your organization. Sharing forms with others outside your organization is prohibited. Except for HUD’s Notices and Forms, documents on this CD, are the intellectual property of RBD and general distribution, publishing on web sites and publishing in training and resource materials, for use outside your organization, is strictly prohibited.

Thank you for your consideration.

Modifying the House Rules and Associated Forms

PLEASE NOTE: These sample documents have been created in Microsoft Word or Microsoft Excel. The House Rules Template includes references to HUD guidance. We used HH 4350.3 R1, C4, HUD’s Monthly Activity Transmission (MAT) Guide, HUD’s RHIIP ListServ and various memos and Notices to create these documents.

The Policy Template and supporting forms included on the CD must be carefully reviewed and edited before they are “finalized” and implemented in your own policies and procedures. We have chosen the most common options indicated by our customers, but smoking policies, pet policies and resident screening may vary from owner/agent to owner/agent. The Policy Templates and supporting forms include notes about options. These notes are in blue and start with “(Note from RBD...)”.

Review by the owner/agent’s compliance team and legal counsel – particularly a fair housing attorney – is strongly recommended.

While the forms can be edited, you cannot save changes to the FASTForms CD. You should create a dedicated directory on your hard drive and save any changes to forms there. Be sure to use the “Save As” option and remove “Notes from RBD” from the final version of each form. The original, unedited version will remain on the FASTForms CD.

Making the Forms Fillable

Forms can be made “fillable” by following the instruction below.

Microsoft Word 2007 +

1. Click on Review
2. Click on Restrict Editing
3. Make sure there is a check next to option #2 – Allow only this type of editing in the document
4. Make sure “filling in forms” is the option selected in the drop-down menu
5. Click on “Yes, start enforcing Protection”
6. Requiring a password is optional – when prompted, you can skip this step by clicking on OK without entering a password

If you need to make edits after making the form fillable, just follow the steps above but click on the Stop Protection option

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House Rules

[Lease Attach House Rules](#) Updated 8/2018. Owner/agents are not required to develop or implement House Rules. For information about House Rule requirements for the HUD Multifamily program, see **HH 4350.3, Revision 1, Paragraph 6-9**.

These rules were designed to help owner/agents define and communicate the requirements for HUD multi-family properties. The document must be edited to conform to owner/agent's policies before implementation. The document has been designed to require that all adult household members initial each page of the House Rules. This requirement is optional. There are also other areas where residents are required to give explicit permission.

Review of the final document, by legal counsel familiar with local tenant/landlord requirements and familiar with fair housing law, is STRONGLY recommended.

Other Policies

[Bullying Policy](#) Updated 8/2018. . This is a sample of a policy explaining how complaints surrounding bullying or tenant on tenant harassment are addressed

[Grievance Policy](#) Updated 8/2018. This policy provides information for residents who may wish to file a complaint. Please note that under the Component 1 PBRA RAD program, a specific Grievance Policy is included in the House Rules. Do not use this version for Component 1 PBRA RAD.

[Repayment Agreement Policy](#) Updated 8/2018. This policy explains the owner/agents repayment agreement policy. In this template, the OA will only enter in to repayment once. However, you must make your own decision about how many times you will enter in to a repayment agreement for residents who fail to fully and accurately report information. Use this policy when explaining how you handle repayments in your own organization. We recommend having all adult household members sign the form, when they execute a repayment agreement, acknowledging that they understand the rules and penalties.

[Section 504 Grievance Policy](#) Owner/agents are required to develop and implement a written Section 504 Grievance Policy. You will be asked for a copy of your 504 Grievance Policy as part of your Management & Occupancy Review. **Refer to HUD Form 9834 Addendum B.**

[Timing Notification of Change Policy](#) Updated 8/2018. This template allows you to define how long a resident has to report a change in household composition, employment or income.

[VAWA Policy](#) Updated 7/2018. This is a sample of a simple policy describing a Violence Against Women Act policy. This conforms to instruction provided in the Final Rule published in November 2016 and to HUD HSG Notice 2017-05. This policy includes the standard policy and the VAWA Emergency Transfer Plan language. Please edit to conform with your own policies. Alternative language option was added to comply with Limited English Proficiency recommendations. Alternative language added is Spanish. Please refer to your Language Assistance Plan (LAP) to determine if other languages may be more appropriate.

[Verification of Household Composition Policy](#) This policy explains how an owner/agent verifies who is or is not living in a unit. This usually is used when owner/agents are addressing potential failure to report a new resident. It may also be used to verify whether or not a child is living in a unit. See HH 4350.3 R1, C4, Paragraph 3-27 for additional information.

[Policy Unit Transfer or Split](#) Updated 8/2018. The unit transfer policies were removed from the house rules so it is easier to change when necessary. This policy includes rules for unit transfers and for household splits. This policy also includes language about emergency transfers granted under VAWA. [Policy was updated to incorporate new VAWA language explaining VAWA Emergency Transfers and preferences.](#)

Consent and Emergency Forms

[Consent to Disclose EIV Info](#) In HUD Notices 11-21 and 13-06, HUD clarifies that EIV information can only be disclosed 1) to people participating in the certification process 2) only with written permission. HUD added a sample form with the release of the Notice. This requirement applies to adult household members. We have taken the PDF version in the notice and converted it to Microsoft Word.

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[Consent to Notify Death Incarc Hosp Aband](#) Review by appropriate legal counsel is strongly recommended. Many states have specific requirements that must be followed.

This form can be used to obtain written consent to contact someone in the case of hospitalization, death, incarceration or abandonment. It is STRONGLY recommended that you seek legal counsel before implementing this form. State laws must be considered. [General cosmetic update.](#)

[Consent to Release Contents](#) Review by appropriate legal counsel is strongly recommended. Many states have specific requirements that must be followed.

This form can be used to obtain written consent to release the contents of the unit to someone in the case of hospitalization, death, incarceration or abandonment. It is STRONGLY recommended that you seek legal counsel before implementing this form. State laws must be considered. [General cosmetic update.](#)

[Consent to Release Animal](#) Review by appropriate legal counsel is strongly recommended. Many states have specific requirements that must be followed.

This form can be used to obtain written consent to release an animal to someone in the case of hospitalization, death, incarceration or abandonment. It is STRONGLY recommended that you seek legal counsel before implementing this form. State laws must be considered. [General cosmetic update.](#)

[Consent Contact Email Text](#) This document can be used to obtain alternative contact information for each resident. Alternative contact information could be cell phone numbers, email addresses, etc. This allows you to text information to each resident. [Converted the document to a fillable form.](#)

Registration Forms

[Vehicle Registration](#) Updated 8/2018. This form can be used to register individual vehicles that will be parked on the property. The sample House Rules require vehicle registration. If you do not plan to include that requirement, edit the House Rules and disregard this form. [Form was modified so it can be converted to a fillable form.](#)

[Animal Registration](#) Updated 8/2018. This sample animal registration allows residents to request that an animal is allowed in a unit. This can be used for pets and assistance animals. This form is specifically for mammals such as dogs, cats, rabbits, etc. [Form was modified so it can be converted to a fillable form.](#)

[Caregiver Registration](#) Updated 8/2018. This sample caregiver registration allows residents to request a caregiver when a caregiver is needed. When a caregiver is necessary, the person would be in violation of the guest rules but a caregiver is not a guest. You should have a policy that defines whether you screen caregivers and what kind of accommodations are made. A caregiver may stay overnight. Once major difference between a caregiver and a live-in aide is that the caregiver does not live in the unit full time. [Form was modified so it can be converted to a fillable form.](#)

Pet Rules

[Lease Attach Pet Rules](#) Updated 8/2018. Owner/agents must allow pets if the property is set aside for elderly families or disabled families.

For information about Pet Rule requirements for the HUD multi-family program, see **HH 4350.3, Revision 1, Paragraph 6-10 and in Exhibits 6-4 and 6-5.**

Pet rules help maintain a decent, safe, and sanitary living environment for the tenants in a property. By developing pet rules, owners ensure that existing and prospective pet owners know their responsibilities to their pets and neighbors as well as the property. Pet rules also make existing and potential residents aware of their rights while living among pet owners. They are essential when communicating guidelines on the registration and inoculation of pets, the sanitary disposal of waste, and the restraint of pets while in common areas. In addition, they help protect and preserve the physical condition of the property and the owner's financial interest.

Residents or residents' representatives may submit written comments on the proposed pet rules to the project owner by the date specified in the notice of proposed rules. In addition, the owner may schedule one or more meetings with residents during the comment period to discuss the proposed rules.

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Residents and resident representatives may make comments on the proposed rules at these meetings. **See HH 4350.3 R1, Exhibit 6-5** for more information on how to develop pet rules. Please note that you **MUST** comply with the Notice requirements outlined in **HH 4350.3 R1, Exhibit 6-4**.

Assistance Animal Rules

[Lease Attach Assistance Animal Rules Updated 8/2018](#). Assistance animals are not pets. They are animals that work, provide assistance, or perform tasks for the benefit of a person with a disability, or animals that provides emotional support that alleviates one or more identified symptoms or effects of a person's disability.

Assistance animals – often referred to as “service animals,” “assistance animals,” “support animals,” “companion animals” or “therapy animals” – perform many disability-related functions. **See HH 4350.3 R1, Paragraph 2-44** for more information about assistance animals. [Updated to add new information for states that have recently enacted laws that establish penalties for individuals who make false claims about disability or the need for assistance animals.](#)

Animal Forms

[Notice Pet Approval Updated 8/2018](#). This form can be used to notify a resident that their pet has been approved. This notice also advises the resident to schedule a meeting to review Pet Rules and pet deposit requirements.

[Notice Pet Denial](#) This form can be used to notify a resident that their request for a pet has been denied. This notice also advises the resident that they have the right to appeal the denial.

[Authorization Pet Deposit](#) This form can be used to authorize the owner/agent to apply the pet deposit to pet damages and to use the balance to pay for other charges such as outstanding rent and fees.

Notices

[Notice House Rules Change Updated 8/2018](#). This sample notice provides the required 60-day notice of a change to the property rules which are an attachment to the lease. Owner/agents may not change the property rules before the end of any lease term. **See HH 4350.3 R1, Paragraph 6-12** for complete instruction regarding the notice requirements. [Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.](#)

[Notice House Rules Pet Rules Change Updated 8/2018](#). This sample notice provides the required 60-day notice of a change to the property rules which are an attachment to the lease. Owner/agents may not change the property rules before the end of any lease term. **See HH 4350.3 R1, Paragraph 6-12** for complete instruction regarding the notice requirements. [Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.](#)

[Notice Pet Rules Intent to Modify Updated 8/2018](#). This sample notice can be used by owner/agents who plan to implement new Pet Rules or Assistance Animals Rules. HUD requires that owner/agents provide a “comment period” when adding or changing these rules. It is important to understand HUD requirements outlined in **HH 4350.3, Revision 1, Paragraph 6-10 and Exhibits 6-4 and 6-5**. For policies surrounding service animals, therapy animals and companion animals (referred to as assistance animals), see HSG Notice and the HUD/DOJ Joint Statement re: Reasonable Accommodation. A copy of the joint statement is included as part of this FASTForms CD. [Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.](#)

[Notice Utility Allowance Return to HUD](#) In accordance with HUD requirements outlined in the **MAT Guide Chapter 7**, owner/agents must return unclaimed utility allowance checks via a miscellaneous accounting request. This notice can be used to advise residents that the UA is being returned to HUD.

[Notice Change in Employment or Income – No IR Required](#) Use this notice to advise a resident that, even though there has been a change to employment or income, no IR is required at this time.

[Notice 9887 Requirement to Sign](#) This notice can be used to notify residents who are turning 18 of their requirement to sign HUD Form 9887/9887A. This sample also discusses requirements to sign other forms such as the lease. [Form was edited to remove references to EIV, making the form more generic and to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.](#)

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Lease Violation & Termination Notices

[Notice Termination No Response House Rules](#) Updated 8/2018. If a household does not accept changes to House Rules within 30 days, the owner/agent must begin the process to terminate tenancy. Please note there are exceptions for residents who are not at the end of their lease term. See **HH 4350.3 R1, Paragraph 6-12**. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Lease Violation Failure to Report Change](#) Updated 8/2018. This is a sample notice used to advise residents when you suspect that they have not disclosed a change in income or family composition. The notice must be in compliance with **HH 4350.3 R1, Paragraph 7-12**. This notice also contains information about the penalty for failure to report which includes termination of assistance and possible eviction. Form was edited to remove references to EIV, making the form more generic and to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Termination Change in Household](#) Updated 8/2018. You are required to notify residents when you are going to terminate assistance in accordance with HUD's requirements. This Notice can be sent after the Notice of Failure to Report a Change, when the resident does not report as required. See **HH 4350.3 R1, Paragraph 7-12**. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Lease Violation Unauthorized Resident](#) Updated 8/2018. This notice can be used to request a meeting when the owner/agent suspects that there is an unauthorized resident living in the unit. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Intent to Terminate Criminal History](#) Updated 8/2018. This notice can be sent to the applicant when criminal history conflicts with criminal history included as part of screening or as part of the annual certification. Please see **HH 4350.3 Revision 1, Paragraph 4-27-E or Paragraph 7-4**. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Lease Violation Minor General](#) Updated 8/2018. This notice was created as a general lease violation notice which can be completed to address one or multiple minor lease violations. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Termination Multi Minor Lease Violation](#)

[Notice Termination Multi Minor Lease Violation 2](#)

Updated 8/2018. These notices were created to notify residents that they have multiple minor lease violations and that the owner/agent is pursuing termination of tenancy. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Termination Lease Violation Failure to Correct](#) Updated 8/2018. This notice was created to notify residents that they have not stopped or corrected a lease violation and the owner/agent is pursuing termination of tenancy. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Termination Lease Violation Material](#) Updated 8/2018. This notice was created to notify residents that they have committed a material lease violation and the owner/agent is pursuing termination of tenancy. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

[Notice Lease Violation Extended Absence](#) Updated 8/2018. This notice was created to notify residents that they are in violation of the extended absence policy which is a material lease violation and the owner/agent is pursuing termination of tenancy.

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Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

Notice Termination No SSN Under 6 . Updated 8/2018. This notice was created to notify residents that they are in violation of the requirement to provide a SSN and/or documentation necessary to verify a SSN for a household member under the age of 6 years. This is a material lease violation and the owner/agent is pursuing termination of tenancy. Notices of termination of tenancy must be provided in compliance with HUD's termination requirements set forth in **HH 4350.3 R1, Chapter 8**. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

Notice Lease Violation Inspection Failed Updated 8/2018. Use this notice to advise residents of a failed unit inspection.

Lease Violation Hoarding Updated 8/2018. Use this document to notify residents of potential hoarding. This notice is specific to hoarding and offers assistance in identifying organizations to assist with hoarding.

Notice Lease Violation – Failure to Repay Updated 8/2018. Use this notice when a resident misses a repayment agreement payment. The language in this notice supports requirements outlined in the House Rules. Modifications should be consistent.

Notice Termination of Tenancy – Failure to Repay Updated 8/2018. Use this notice when a resident fails to fulfill the repayment agreement. This is the first step of the eviction process.

Unit Transfer Forms

Unit Transfer Request Updated 8/2018. This form can be used to provide information about a unit transfer and to allow an existing resident to request a unit transfer. Form was abbreviated and was updated to incorporate new VAWA language explaining VAWA Emergency Transfers and preferences. Form was also modified to allow OAs to make this a fillable form.

Notice Unit Transfer Approval Updated 8/2018. This form can be used to inform a resident that their Unit Transfer Request has been approved and that they have been added to the waiting list with a preference. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

Notice Unit Transfer Denial Updated 8/2018. This form can be used to inform a resident that their Unit Transfer Request has been denied. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

Notice Unit Transfer Unit Ready Updated 8/2018. This form can be used to advise residents that their new unit is available for move-in. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

Notice Unit Transfer Over Under Housed Updated 8/2018. This form can be used to advise residents of their requirement to transfer to a larger or smaller unit. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime.

Section 504

Section 504 Coordinator Contact Updated 8/2018. This document can be used to post the contact information for your Section 504 Coordinator on the property bulletin board so that residents know who to contact if they have questions or concerns relating to Section 504 protections for people with disabilities. See HH 4350.3 R1, **Paragraphs 2-28 and 2-29** for additional information explaining HUD's Section 504 requirements. Added graphic

Zero Income

Notice Zero Income Requirement to Meet . Updated 8/2018. The sample House Rules indicates that zero-income residents must meet quarterly in March, June, September and December. You can use this form as a reminder for the resident to schedule the meeting or face termination. Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime

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[Zero Income Questionnaire](#) Updated 8/2018. HUD does not provide a “HUD approved” zero income certification. Owner/agents have the option of reviewing income for zero-income residents every 90 days. If you choose to do so, you may have the resident(s) complete a questionnaire as part of the review. There are two sample questionnaires as part of this CD. You should use one version or the other consistently. [Added VAWA language.](#)

[Zero Income Questionnaire 2](#) Updated 8/2018. HUD does not provide a “HUD approved” zero income certification. Owner/agents have the option of reviewing income for zero-income residents every 90 days. If you choose to do so, you may have the resident(s) complete a questionnaire as part of the review. This is an alternative questionnaire. You should use one version or the other consistently.

[Notice Termination of Assistance Zero Income Failure to Meet](#) Updated 8/2018. This notice was created to notify residents of the intent to terminate assistance when a zero-income household fails to schedule a meeting based on the owner/agents policy. Notices of termination of tenancy must be provided in compliance with HUD’s termination requirements set forth in **HH 4350.3 R1, Chapter 8**. [Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime](#)

[Notice Termination of Tenancy Zero Income Failure to Meet](#) Updated 8/2018. This notice was created to notify residents of the intent to terminate tenancy when a zero-income household fails to schedule a meeting based on the owner/agents policy. Notices of termination of tenancy must be provided in compliance with HUD’s termination requirements set forth in **HH 4350.3 R1, Chapter 8**. [Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime](#)

Bullying

[Certification Bullying](#) Updated 8/2018. This is a form that can be used to report bullying.

Smoking

[Smoking Survey](#) Updated 8/2018. This survey was created to provide an initial analysis of the number of smokers on the property and their interest in establishing new policies to reduce smoking.

[Notice Lease Violation Smoking](#) Updated 8/2018. This notice was created to notify residents that they are in violation of the smoking policy. [Form was edited to add VAWA language recognizing persons affiliated with a victim of a VAWA crime](#)