



# Management & Occupancy Review Binder FASTForms Description 9/2018

*RBD does not act as a legal advisor nor as a regulatory governing agency. The recipient should understand that any materials or comments contained herein are not designed for, nor should be relied upon as a source of legal guidance or as a final authority with respect to any particular circumstance. Ross Business Development, Inc. makes no warranty of merchantability or fitness for a particular purpose or any other warranty of any type. Owners and management should seek competent legal advice in developing and carrying out policies and procedures. While we have been diligent in our efforts to provide comprehensive and accurate regulatory information, Ross Business Development, Inc. shall not be responsible for errors or inaccuracies.*

## **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 MOR Binder and Associated Forms**

PLEASE NOTE: These sample documents have been created in Microsoft Word or Microsoft Excel. The MOR Binder Master include 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.

Owner/agents should use the MOR Binder Master as a reference when creating the MOR Binder for the property. You do not want to provide the Reviewer with the MOR Binder Master because it includes HUD references and RBD recommendations.

Both Binders include links to either RBD Samples or Placeholders for you to insert your own documents. Please note that these are named in association with the Section and Question Number to make it easier to review.

The Policy Templates 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.

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



# Management & Occupancy Review Binder FASTForms Description 9/2018

## MOR Binder Master

Word File Name: MOR Binder Master

PDF File Name: MOR Binder Master

This MOR Binder Master was created to help property managers prepare for the Management & Occupancy Review. We have provided information that will help you respond to inquiries in Section II of HUD Form 9834 ([pdf](#)) ([docx](#)).

The Binder includes information about HUD requirements and best practice tips. The template includes placeholders that will help you organize your information. In some cases, this CD includes forms that will allow you to collect necessary information such as information about units that were vacant in the last 12 months.

The Binder is provided in both Microsoft Word and in an Adobe Acrobat PDF version. We provided the PDF version to lock page formatting (page formatting can be modified based on your printer settings). We provided the Word version so you can edit and incorporate your own policies if you wish to do so.

These samples are provided as a convenience. If you already have documented policies or your own forms, or if you already use another method to document your process, you should use those in lieu of the samples we provide. If you do want to use the samples on this FASTForms CD, **BE SURE TO REVIEW AND EDIT THE SAMPLES** to conform to your own management practices before putting the MOR Binder together.

This MOR Binder form and this will become your working template.

To set up a paper binder, keep the MOR Binder (without references) in a three-ring binder and identify policies, procedures, checklists and sample forms you wish to present during the MOR.

To set up an electronic binder, complete the MOR Binder (without references) in a three-ring binder and identify policies, procedures, checklists and sample forms you wish to present during the MOR. Save them all in a shared directory. Forms and document provided by the property manager, such as the most recent REAC inspection, should be scanned and saved using the same naming convention. Please note that forms are saved based on the question number on HUD Form 9834.

There are certain major policies that are not included on this MOR FASTForms CD. They include, but are not limited to:

- Tenant Selection Plan
- EIV Policies
- House Rules, Pet Rules, Assistance Animal Rules

We assume you already have your own versions of these policies. However, if you do not, or if you feel that your version may not be compliant, we can assist you. For additional information, please review information about other RBD FASTForms CDs from our web site at <https://www.rbdnow.com/fast-forms>.

When you're preparing for the MOR, our recommendation is to complete the HUD Form 9834 Section II with Placeholders (provided) and insert appropriate documents in a 3-ring MOR Binder. This MOR Binder may be presented to the Reviewer, at the beginning of the MOR, along with your EIV Master File and requested Tenant Files.

While we cannot guarantee that use of the MOR Binder FASTForms CD will ensure that you receive a higher score for your MOR, we feel that review of the requirements and organizing documents and processes reviewed during the MOR helps you better prepare for the review.

## Management & Occupancy Review Binder FASTForms Description 9/2018

**MOR Binder for Property.** Updated 9/2018. For use in individual property MOR Binders. HUD Form 9834 Section II is used by Reviewers to conduct the onsite review. This Worksheet has been provided to assist you with your own pre-audit which can be conducted before the MOR. This is a form that has been “locked”. The password needed to unlock the form so that you can edit it is 9834.

After you have completed your Master Binder to establish corporate wide policies and procedures, each property can use this form to create their own MOR Binder. Property Managers should complete the questions and insert appropriate documents as indicated on this form. We do not recommend that you use the Binder Master with References for this purpose.

This document has been set up as a form that can be “locked” by Restricting editing from the “Review” tab. Once you are done customizing this form, you can lock it and distribute it to other properties in your portfolio if appropriate. The password needed to unlock the form so that you can edit it is 9834.

### **Addendum A with HUD References**

Word File: Addendum A File Checklist HUD References

PDF File: Addendum A File Checklist HUD References

Updated 9/2018. HUD Form 9834 Addendum A is used by Reviewers to conduct the file audit. We have completed this section with HUD references in an attempt to explain the question and the HUD requirements provided in HH 4350.3, in the MAT Guide and through various Notices, memos, the RHIP ListServ and FAQs.

Addendum A with HUD references is provided in both Microsoft Word and in an Adobe Acrobat PDF version. We provided the PDF version to lock page formatting (page formatting can be modified based on your printer settings). We provided the Word version so you can edit and incorporate your own policies if you wish to do so.

**Addendum A Sample File Checklist Worksheet.** Updated 9/2018. HUD Form 9834 Addendum A is used by Reviewers to conduct the file audit. This Worksheet has been provided to assist you with your own file audit which can be conducted before the MOR. This is a form that has been “locked”. The password needed to unlock the form so that you can edit it is 9834.

**Notice Inspection MOR.** Updated 9/2018. Sending a Notice to residents and advising them that the MOR is pending is always required so that the Reviewer may have access to the unit. At the same time, ask residents to let you know if there are any issues that need to be addressed. Remind them of their requirement to keep the unit in decent, safe, and sanitary manner. This Notice is not meant to be included in the MOR Binder, but is provided as a courtesy to our customers.

## Supporting Documents

If you review HUD Form 9834, you will see that you need to provide basic information about policies, procedures and property activity to the Reviewer. If you already have your own forms or policies, you should use those to demonstrate compliance. If you do not, we have provided sample forms and policies to help you gather the information you will need during the review. The documents shown below are provided in the order of the questions on HUD Form 9834. Form names reference the question number on the 9834.

**Category A 1 Property Photos:** This is a placeholder so that you may add property photos to the MOR Binder.

**Category A 2a MOR Criminal Incident Report.** Updated 9/2018. This sample form allows you to provide a list of criminal activity that occurred on the property in the last 12 months. If you track this information using your own forms, provide your own versions to the Reviewer.

**Category A 2b Policy Security.** Updated 9/2018. This is a sample policy that describes how the owner/agent manages physical security of the property. If you already have a Security Policy, you should insert your version in lieu of this version. If you wish to use this version, be sure to review and modify to reflect your company’s process.

**Category B 3 REAC Inspection:** This is a placeholder so that you may add your REAC Inspection to the MOR Binder.

## Management & Occupancy Review Binder FASTForms Description 9/2018

**Category B 3a EHS Certification Cover.** If you received an EH&S finding on the REAC inspection you must reply to HUD. This is a sample EH&S Cover Letter. For the MOR Binder, you should include the EH&S cover letter you used to confirm that the EH&S issue was resolved. Also include a copy of the completed version of HUD Form 93332-ORCF if applicable.

**Category B 3b REAC Inspection Response:** This is a placeholder so that you may add your REAC Inspection Response to the MOR Binder.

**Category B 4a Lead-based Paint Free Certification:** If applicable, This is a placeholder so that you may add your Lead-based Paint Free Certification to the MOR Binder.

**Category C 5a Preventative Maintenance Schedule.** Updated 9/2018. This is a form that can be used to set up a Preventative Maintenance Schedule. If you already have a way to show the Reviewer your Preventative Maintenance Schedule, use your current process. If you don't, this form may assist you with setting up and documenting a new schedule.

**Category C 5b Policy Maintenance.** Updated 9/2018. This is a sample Maintenance/Work Order Policy that will help you document your maintenance process. If you already have a Maintenance/Work Order Policy, you should insert your version in lieu of this version. If you wish to use this version, be sure to review and modify to reflect your company's process.

**Category C 5d Policy Unit Inspection.** Updated 9/2018. This is a sample Unit Inspection Policy that will help you document your unit inspection process. If you already have a Unit Inspection Policy, use your current version. If you wish to use this version, be sure to review and modify to reflect your company's process.

**Category C 5f Inspection Move In**  
**Category C 5f Inspection Move Out**  
**Category C 5f Inspection Annual**  
**Category C 5f HUD Unit Inspection Form**

Updated 9/2018. These checklists were created to assist in documenting the unit inspection process. If you wish to use these versions, be sure to review and modify to reflect your company's process. HUD also provides a different unit inspection form. If you already have unit inspection forms, insert your current forms to show the Reviewer how you document unit inspections.

**Category C 5g Notice Inspection Annual.** Updated 9/2018. This is a sample notice that can be used to advise residents of a pending unit inspection. If you already have unit inspection notices, insert your current versions to show the Reviewer how you notify residents of upcoming inspections. If you wish to use this version, be sure to review and modify to reflect your company's process.

**Category C 5g Notice Inspection Annual Passed.** Updated 9/2018. This is a sample notice that can be used to advise residents that they passed unit inspection. If you already have unit inspection notices, insert your current versions to show the Reviewer how you notify residents that they passed their inspection. If you wish to use this version, be sure to review and modify to reflect your company's process.

**Category C 5g Notice Inspection Annual Failed.** Updated 9/2018. This is a sample notice that can be used to advise residents that they failed unit inspection. If you already have unit inspection notices, insert your current versions to show the Reviewer how you notify residents that they failed their inspection. If you wish to use this version, be sure to review and modify to reflect your company's process.

**Category C 5h MOR Make Ready Analysis.** Updated 9/2018. This is a form that can be used to provide your Reviewer with information about your unit make ready process. Provide information about units that have been vacated and "made ready" within the last 12 months. Depending on your software provider and the options you have implemented, you may be able to generate a report that provides the same information. If so, you should use the software generated report.

## Management & Occupancy Review Binder FASTForms Description 9/2018

**Category C 5m Property Unit Inventory.** Updated 9/2018. This Excel Spreadsheet can be used to track inventory in each individual unit and inventory throughout the property. Please note: Tabs on the bottom of the workbook separate property inventory and unit inventory. We have entered sample data in this form. If you choose to use this form, delete the sample data and enter your own data. Depending on your software provider and the options you have implemented, you may be able to generate a report that provides the same information. If so, use the software generated report.

**Category C 6a Make Ready Analysis.** Updated 9/2018. This is a sample that you can use to analyze unit turnover for the property. Depending on your software provider and the options you have implemented, you may be able to generate a report that provides the same information. If so, use the software generated report.

**Category C 6b Inspection Make Ready Checklist.** Updated 9/2018. This sample make-ready checklist provides a comprehensive list of tasks to be completed after a unit is vacated. If you don't have a make-ready checklist, this sample should help you develop one. These checklists were created to assist in documenting the make ready process. If you wish to use these versions, be sure to review and modify to reflect your company's process. If you already have make ready checklists, insert your current forms to show the Reviewer how you document and track the make ready process. Depending on your software provider and the options you have implemented, you may be able to generate a report that provides the same information. If so, use the software generated report. If your property is working to improve energy efficiency, you may want to add any relevant tasks as part of the make ready process. Include those items on your version of the make ready checklist.

**Category C 6c Vacancy Issues.** If applicable. This is a placeholder that allows you to insert a description of any issues that may be contributing to high vacancy. Use this placeholder to add this information to the MOR Binder.

**Category C 7 Energy Efficiency Email.** If applicable. This is a placeholder that allows you to insert the email showing that you have signed up for the Energy Star Portfolio Manager program. Use this placeholder to add this information to the MOR Binder.

**Category C 7 Energy Efficiency Improvement Plan.** If applicable. This is a placeholder that allows you to insert a your Energy Efficiency Improvement Plan (executed by HUD). Use this placeholder to add this information to the MOR Binder.

**Category C 7 Energy Efficiency.** If applicable. This is a placeholder that allows you to insert a description of energy efficiency initiatives in place. Use this placeholder to add this information to the MOR Binder.

**Category E 14 PreApplication** Updated 9/2018. You are not required to use a pre-application. This sample pre-application can be used when an owner/agent is managing a long waiting list and does not need to collect information likely to change before the applicant approaches the top of the waiting list. A full application must be completed by the applicant(s) before the final eligibility determination starts. Please be sure the pre-application conforms to your resident selection plan.

If you use a pre-application, please reference the information in the MOR Binder to decide if your current pre-application meets the latest HUD requirements. HUD does not provide an application or pre-application for use on Multifamily (Section 8, PRAC, etc.) properties, but indicates that the application must be designed so that the owner/agent can make a preliminary eligibility determination. If you already have a compliant pre-application, insert your current pre-application. Depending on your software provider and the options you have implemented, you may have a software generated pre-application. If so, use the software generated pre-application.

**Category E 14 Application S8** Updated 9/2018. A full application must be completed by the applicant(s) as part of the final eligibility determination. Please be sure your application conforms to your resident selection plan. Please reference the information in the MOR Binder to decide if your current application meets the latest HUD requirements. HUD does not provide an application or pre-application for use on Multifamily (Section 8, PRAC, etc.) properties, but indicates that the application must be designed so that the owner/agent can make a preliminary eligibility determination. If you already have a compliant application, insert your current application. Depending on your software provider and the options you have implemented, you may have a software generated application. If so, use the software generated application.

## Management & Occupancy Review Binder FASTForms Description 9/2018

**Category E 14 Application Live in Aide.** Updated 9/2018. You are not required to have a special application for Live-in Aides. Live-In Aides should not be required to complete the standard application. However, owner/agents do need to gather specific information about Live-in Aides. This is a sample questionnaire that can be used. If you already have a compliant method that allows you to gather information for Live-in Aides, insert your current documents. Keep in mind that there is a difference between a live-in aide and an overnight caregiver. Specifically, the Live-in Aide uses the unit as their sole residence.

**Category E 14d Application Package Cover Letter.** Updated 9/2018. This question is asking, specifically, whether you include HUD Form 92006 as part of the application. We suggest you develop an application cover letter that includes a checklist demonstrating what forms you provide to applicants. Please review the information in the MOR Binder to make sure you are providing forms currently required by HUD. If you already have a compliant application cover letter or application checklist showing what documents are provided to applicants when they apply, insert your documents. If not, we have included separate cover letter that we developed as part of our customers' Application Package. It is only the basic cover letter and should be edited so that the contents described in the letter match what you include as part of your application package.

**Category E 14e Notice Rejection Section 8.** Updated 9/2018. This question asks *e. Is there an arm's length procedure between the person who denies an application and the application appeal Reviewer?*

You need to show that application rejection appeals are handled by someone who was not involved in the original decision to deny. This language should be in your current rejection letter. If you have a compliant rejection letter or if you have some other way of demonstrating compliance with this requirement, be prepared to provide this to the Reviewer. We have included our sample rejection letter. Please note, this should be reviewed and edited to conform to your own policies and procedures. 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.

**Category E 15a Pet Addendum S8ELD.** Updated 9/2018. For certain Section 8 properties set aside for elderly/disabled families and using HUD Model Lease 90105A, a "Right to a Pet" addendum is mandatory.

Managers of Section 8 Elderly properties using HUD Model Lease 90105A must create a lease addendum that specifies that residents have a right to a pet. If the owner/agent uses the language provided in the other three leases, no approval of this addendum is required unless the addendum was created after the release of Change 4. See the HUD Lease Questions and Answers. If you have your own "Right to a Pet" Addendum, be prepared to provide it to the Reviewer. If you do not, and you are required to have a "Right to a Pet" Addendum, this version may assist you in developing your own version.

**Category E 15a Lease Addendum Live in Aide S8.** Updated 9/2018. Live-in Aide Addendums are strongly recommended by HUD. Any new addendum must be approved by HUD or your CA before you begin using it. If you have your own Live-in Aide Addendum, be prepared to provide it to the Reviewer. If you do not, and you wish to implement a Live-in Aide Addendum, this version may assist you in developing your own version. This IS NOT a pre-approved addendum. You must obtain approval before implementing.

**Category E 15a Lease Addendum Accessible Unit.** Updated 9/2018. This addendum is not required by HUD. This addendum can be provided to a family moving in to an accessible unit. The addendum specifies that the resident agrees to move from the unit, at their own cost, if the person requiring the accessible features moves out for any reason or no longer requires such features.

**Category E 15a Repayment Agreement.** Updated 9/2018. You are not required to have a repayment agreement unless you have residents who are returning money to HUD. This is a sample repayment agreement. If you don't have a repayment agreement, this sample should help you develop one. If you wish to use these versions, be sure to review and modify to reflect your company's process. If you already have a repayment agreement, insert your current agreement to demonstrate compliance with the requirements set forth by HUD. Depending on your software provider and the options you have implemented, you may be able to generate a repayment agreement. If so, and if you use the software's version, insert a copy.

## Management & Occupancy Review Binder FASTForms Description 9/2018

**Category E 15a Repayment Agreement Zero Income.** Updated 9/2018. You are not required to have a repayment agreement unless you have residents who are returning assistance-paid-in-error to HUD. This is a sample repayment agreement used when the resident household claims zero income. If you don't have a repayment agreement, this sample should help you develop one. If you wish to use this version, be sure to review and modify to reflect your company's process. If you already have a repayment agreement, insert your current agreement to demonstrate compliance with the requirements set forth by HUD. Depending on your software provider and the options you have implemented, you may be able to generate a repayment agreement. If so, and if you use the software's version, insert a copy.

**Category E 15a House Rules.** If applicable. This is a placeholder that allows you to insert your House Rules. Use this placeholder to add this information to the MOR Binder.

**Category E 15a Pet Rules.** If applicable. This is a placeholder that allows you to insert your Pet Rules. Use this placeholder to add this information to the MOR Binder.

**Category E 15d Policy Rent Collection.** Updated 9/2018. If you have your own rent collection policy that describes how you collect rent and what happens when rent changes, rent is late or when a rent check bounces, insert your own policy. If you do not, this sample Rent Collection Policy may be used to help you create your own version. This policy complies with the standard HUD lease. It should be modified if local tenant/landlord rules are different in regards to rent changes, rent collection or late fee requirements.

**Category E 16a Notice Failure Report Change Emp Inc** Updated 9/2018. One of the most common findings we see in MORs is an OAs failure to provide property notice when a resident fails to report changes as required. This sample Notice meets the requirements set forth in HH 4350.3, R1, C4, Paragraph 7-12. This is used when an OA discovers that a resident did not disclose a change to income or employment. If you have your own notice, be sure to provide it to the Reviewer to demonstrate compliance with HUD's requirements. If you do not, this sample notice may be used to help you create your own version. This policy complies with the standard HUD lease. It should be modified if local tenant/landlord rules are different in regards to rent changes or termination requirements.

**Category E 16a Notice Termination Tenancy Lease Violation Material.** Updated 9/2018. HUD is assessing the way you notify residents when you will terminate tenancy or assistance. This is a sample notice used to terminate tenancy when the household has committed a material lease violation(s). If you have your own notice, be sure to provide it to the Reviewer to demonstrate compliance with HUD's requirements. If you do not, this sample notice may be used to help you create your own version. This policy complies with the standard HUD lease. It should be modified if local tenant/landlord rules are different in regards to rent changes or termination requirements. This notice was designed to be used with the FASTForms House Rules. You should modify the form to comply with your own policies.

**Category E 16a Notice Termination Assistance Change in Household Comp.** Updated 9/2018. HUD is assessing the way you notify residents when you will terminate tenancy or assistance. HUD also needs to make sure that assistance/tenancy is initiated when warranted and in a timely manner. These sample notices of termination of assistance may be issued when a resident does not respond for a request to meet when the resident failed to report a change in household information – household composition, income or employment. In this case, a 30-day Notice is not required. Using this type of notice demonstrates your understanding of the difference between a standard rent increase (which requires a 30-day Notice) and an increase driven by a failure to comply with reporting requirements.

Note: Termination of Assistance does not apply to the PRAC program.

**Category E 16b MOR Eviction Analysis.** Updated 9/2018. This is a form that can be used to provide your Reviewer with information about any evictions pursued in the last 12 months. Provide information about the reasons evictions were initiated, who handled the eviction, and the cost within the last year. Depending on your software provider and the options you have implemented, you may be able to generate a report that provides the same information. If so, you should use the software generated report.

**Category E 17 MOR EIV Emp Checklist.** Updated 9/2018. This Checklist provides you with a checklist to make sure that you have all the required documents used when staff has access to EIV or EIV reports or with access to TRACS or iMAX. We recommend that this checklist is included in the EIV Master File Binder.

## Management & Occupancy Review Binder FASTForms Description 9/2018

**Category E 19a TRACS Certification Query.** This is a placeholder that allows you to insert a copy of the TRACS Certification Query demonstrating a comparison of the information in TRACS to the information on the latest voucher. Use this placeholder to add this information to the MOR Binder.

**Category E 19b TRACS Certification with Discrepancies Query.** This is a placeholder that allows you to insert a copy of the TRACS Certification with Discrepancies Query showing how you address each error. Use this placeholder to add this information to the MOR Binder.

**Category E 21 Policy Recordkeeping.** Updated 9/2018. This sample Recordkeeping Policy explains how documents are maintained and secured. If you choose to use this version, review and edit to conform to your own internal policies. If you have your own Recordkeeping Policy, you should include your policy in the MOR Binder.

**Category E 21b Policy VAWA.** Updated 9/2018. This is a sample of a simple Violence Against Women Act (VAWA) policy which includes a sample Emergency Transfer Plan. This incorporates instruction provided in the Final Rule published in November 2016. You must edit this policy to conform to your own internal policies. If you use a modified version of this sample policy, we strongly recommend review by your fair housing attorney. The VAWA policy can be included as part of an application package. This is optional and is not a HUD requirement. Even though it is not a requirement, we have added language included in the VAWA 2013 Reauthorization. Alternative language option was added to comply with Limited English Proficiency recommendations. Alternative language added is Spanish. Please refer to your Language Assistance Plan to determine if other languages may be more appropriate.

**Category E 21c EIV Data File Destruction Log.** Updated 9/2018. Owner/agents are required to document when and how confidential information is destroyed. RBD created this form as part of the EIV FASTForms CD and we recommend that it is included in the property EIV Master File along with the EIV Use/Security Policy. This form provides a method for owner/agents to document destruction of EIV reports. If you have your own form, you should use that version instead.

**Category F 22a Sample File Checklist.** Updated 9/2018. This is a sample Application Checklist. You should be able to demonstrate that files are organized. If you do not use RBD Checklists, insert a sample file checklist that you use.

**Category F 23a Policy Grievance.** Updated 9/2018. This is a sample Grievance Policy that explains how the owner/agent addresses resident concerns. If you have your own form, you should use that version instead.

**Category F 23a Grievance Procedure for PBRA RAD Component 1.** Updated 9/2018. This is a sample Grievance Policy that explains how the owner/agent addresses resident concerns. If you have your own procedure, you should use that version instead.

**Category F 23a Certification Grievance.** Updated 9/2018. This form supports the Grievance Policy (above) and provides a method for residents and staff to report issues.

**Category F 23a Policy Bullying.** Updated 9/2018. This is a sample Bullying Policy that explains how the owner/agent addresses resident concerns specifically related to bullying. This is not necessarily required but may be incorporated as part of the Grievance Policy when appropriate or if necessary. If you have your own policy, you should use that version instead.

**Category F 23a Certification Bullying.** Updated 9/2018. This form supports the Bullying Policy (above) and provides a method for residents and staff to report issues.

**Category F 23a Policy Section 504 Grievance.** Updated 9/2018. This is a sample Section 504 Grievance Policy that explains how the owner/agent addresses resident concerns specifically related to the presence of a disability. You are required to have a Section 504 Grievance Policy. If you have your own form, you should use that version instead.

**Category F 23a Certification Section 504 Grievance.** Updated 9/2018. This form supports the Section 504 Grievance Policy and provides a method for residents and staff to report issues.



## Management & Occupancy Review Binder FASTForms Description 9/2018

**Category F 23c Policy Tenant Organization.** Updated 9/2018. This policy explains the rules surrounding tenant organizations. If you have your own policy, you should use that version instead.

**Category F 24a MOR Tenant Services.** Updated 9/2018. This is a form that can be used to provide your Reviewer with the list of services provided to residents. You may already be tracking this information using your own form. If so, use that version. If not, this may help you organize information about services provided to residents.

**Category F 24b, c, d & e Service Coordinator Policies.** If applicable. This is a placeholder that allows you to insert a copy of the your Service Coordinator Policies. Use this placeholder to add this information to the MOR Binder.

**Category F 24f Neighborhood Network.** If applicable. This is a placeholder that allows you to insert information about any Neighborhood Network in place. Use this placeholder to add this information to the MOR Binder

### **Category G 25c Policy Training**

### **Category G 25d MOR Staff Training Summary**

This is a sample policy that explains how training is handled for staff and how industry updates are communicated. This also provides a tool for you to show staff training history for the last year. You may already have your own policy and may be tracking this information using your own form. If so, use your own versions. If not, this may help you organize information about training requirements.

If you wish to use this version, be sure to review and modify to reflect your company's process.

### **Category G 27b MOR On-Site Staff Report**

This is a form that can be used to provide your Reviewer with the required information about the staff charged to the site. You may be tracking this information using your own form. If so, use your own version. If not, this may help you organize information about on-site staff.