



## HOUSE RULES – HUD Multifamily FASTForms Description

*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.*

### HOUSE RULES

**Update 10/13/2017.** 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.

The House Rules have been updated to include new VAWA language based on guidance provided in the VAWA Final Rule posted 11/2016..

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

**Verification of Household Composition Policy New 12/2016** 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.

**Grievance Policy New 12/2016** This policy provides information for residents who may wish to file a complaint.

### PET RULES

**Update 12/2016.** 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. 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.**

# HOUSE RULES – HUD Multifamily FASTForms Description

## ASSISTANCE ANIMAL RULES

**Update 10/5/2017.** 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.](#)

## NOTICES

**Notice House Rules Change Update 1/2017.** 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 Update 1/2017.** 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 Update 1/2017** 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 Update 1/2017** 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 Update 1/2017** 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 Update 1/2017.** 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.](#)

## LEASE VIOLATION & TERMINATION NOTICES

**Notice Termination No Response House Rules Update 7/2017** 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.](#)

## HOUSE RULES – HUD Multifamily FASTForms Description

**Notice Lease Violation Failure to Report Change Update 7/2017.** 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 Update 8/2017.** 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 Update 1/2017.** 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 Update 7/2017.** . 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 Update 1/2017.** 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 Update 7/2017.** This notice was 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 Update 7/2017.** 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 Update 7/2017.** 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 Update 1/2017.** 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. 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.](#)

## HOUSE RULES – HUD Multifamily FASTForms Description

**Notice Termination No SSN Under 6** **Update 7/2017**. 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 Termination - No Lease Renewal Multi Violations** **Update 7/2017**. This notice was created to notify residents that the owner/agent will not renew the lease due to multiple lease violations. 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** **New 7/2017** Use this notice to advise residents of a failed annual inspection.

**Lease Violation Hoarding** **New 7/2017** 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.

### ANIMAL FORMS

**Animal Registration** **Update 12/2016**. 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.](#)

**Notice Pet Approval** 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** **New 1/2017** 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.

### UNIT TRANSFER FORMS

**Policy Unit Transfer or Split** **Updated 12/2016** – 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.](#)

**Unit Transfer Request** **Updated 12/2016** 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 1/2017** 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 1/2017** 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 1/2017** 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.](#)

# HOUSE RULES – HUD Multifamily FASTForms Description

**Notice Unit Transfer Over Under Housed** **Updated 12/2016.** 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.](#)

## **REPAYMENT AGREEMENT FORMS**

**Repayment Policy Acknowledgement** **Updated 1/2017:** Use this form when a resident enters in to a repayment agreement. This form lets the resident know that the owner/agent will only enter in to a limited number of repayment agreements (we suggest one) before initiating eviction.

**Notice Lease Violation – Failure to Repay** **New 12/2016** 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 7/2017** Use this notice when a resident fails to fulfill the repayment agreement. This is the first step of the eviction process.

## **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.

### **Consent to Notify Death Incarc Hosp Aband**

**Review by appropriate legal counsel is strongly recommended. Many states have specific requirements that must be followed.**

**Update 2/2018.** 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.**

**Update 2/2018.** 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.**

**Update 12/2016.** 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** **Update 12/2016.** 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.](#)

## **VEHICLE REGISTRATION**

**Vehicle Registration** **Update 12/2016.** 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.](#)

# HOUSE RULES – HUD Multifamily FASTForms Description

## SECTION 504

**Section 504 Coordinator Contact** **Update 12/2016.** 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](#)

**Policy 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.**

## VIOLENCE AGAINST WOMEN ACT

**Policy VAWA** **Updated 10/2017.** This is a policy created based on guidance provided by HUD in their proposed final rule. When HUD releases formal guidance, this policy may need to be modified. [This policy was updated to comply with VAWA guidance available on the date of publications.](#) Owner/agents should closely monitor HUD's web site for additional guidance.

## ZERO INCOME

**Notice Zero Income Requirement to Meet** **Updated 7/2017.** 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](#)

**Zero Income Questionnaire** **Updated 12/2016.** 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** 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** . 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 1/2017.** 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

**Policy Bullying** **Updated 12/2016.** This policy was created in response to requests from customers. It is designed to address bullying affecting all residents (children and adults). Review by a fair housing attorney is strongly recommended. [Simplified the form based on customer comments.](#)

**Certification Bullying** This is a form that can be used to report bullying.

## HOUSE RULES – HUD Multifamily FASTForms Description

### SMOKING

**Smoking Survey** 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 7/2017.** 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.](#)