



Management & Occupancy Review Binder FASTForms Description

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Thank you for your consideration.

The MOR FASTForms CD

Many of our customers struggle to understand the best way to prepare for the HUD Management & Occupancy Review (MOR). In our opinion, the best thing to do is to complete a review of HUD Form 9834 Section II and determine what forms or written policies should be provided to the Reviewer to demonstrate compliance with HUD requirements.

Gathering all necessary information before the review allows owner/agents to:

- 1) Make sure they have properly documented policies and procedures
- 2) Identify any potential concerns and address these before the review
- 3) Prepare and organize information to help speed up the MOR process for the Reviewer

Our method is to take HUD Form 9834 including detailed information about each question and then provide appropriate policies, data or sample forms that allow the Reviewer to assess the property policy and procedures and assess compliance with HUD requirements.

The documents and samples suggested in our process are just that...suggestions. HUD does not specify which forms or what information must be provided to demonstrate compliance.

Owner/agents should feel free to omit forms that we suggest or to include their own forms/policies or additional forms and policies if they feel that they would help demonstrate superior management of the property.

Please also note, as you go through the MOR Binder, there is information that we cannot provide. For example, you will have to provide your own HUD approved Affirmative Fair Housing Marking Plan.

As part of this CD, we have provided a brief training review of how to use this FASTForms CD. Please take a moment to watch this quick video to understand how to best use this product.

We want you to know we appreciate your business and hope that the MOR Binder FASTForms CD helps you prepare for a successful MOR!

Modifying the MOR Binder and Associated Forms

PLEASE NOTE: These sample documents have been created in Microsoft Word or Microsoft Excel.

The MOR Binder includes references to HUD guidance. We used HH 4350.3 R1, C4, HUD's Monthly Activity Transmission (MAT) Guide, HUD's RHIP ListServ and various memos and Notices to create this document.

The Binder was created in Microsoft Word and can be edited to incorporate your own policies and procedures if desired.

Supporting forms included on the CD should be carefully reviewed and edited before they are "finalized" and implemented in your own policies and procedures and included in your MOR Binder.

While the forms can be edited, you cannot save changes to the MOR CD.

You should create an MOR directory on your hard drive and save any changes to forms there.

Be sure to use the SAVE AS option and remove the word "sample" from the name of the final version of the form.

The original, unedited version will remain on the MOR Binder FASTForms CD.

It is a good idea to save information you must provide in the same directory so that you have easy access. For example, you may want to save a copy of your approved Affirmative Fair Housing Marketing Plan in your MOR directory so that all documents are stored in the same place.

For those of you who prefer an electronic presentation of your information, you can establish hyperlinks in the MOR Binder document provided on this CD.

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MOR Binder Master

Word File Name: MOR Binder Master

PDF File Name: MOR Binder Master PDF

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](#)).

Updated 11/2016 to incorporate New VAWA references. 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.

Keep this in a three ring binder and identify policies, procedures, checklists and sample forms you wish to present during the MOR.

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.

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.

MOR Binder with No Placeholders

File Name: MOR Binder Section II No References

Updated 11/2016 to incorporate New VAWA references. For use in individual property MOR Binders. 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.

Fillable 9834 Section II

File Name: Fillable 9834 Sect II

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.

Addendum A with HUD References

Word File Name: Addendum A File Checklist HUD References

PDF File Name: Addendum A File Checklist HUD References PDF

Updated 11/2016 to incorporate New VAWA references. 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 Worksheet

File Name: Addendum A Sample File Checklist Worksheet

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 is 9834.

Sample Notice – MOR Inspection

File Name: Sample Notice Inspection MOR

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.

Crime/Incident Report

File Name: Category A 2a Sample MOR Criminal Incident Report

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.

Sample Security Policy

File Name: Category A 2b Sample Policy Security

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.

Sample EH&S Certification Cover Letter

File Name: 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.

Sample Maintenance/Work Order Policy

File Name: Category C 5a Sample Policy Maintenance

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.

Sample Preventative Maintenance Schedule

File Name: Category C 5a Sample Preventative Maintenance Schedule

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.

Sample Unit Inspection Policy

File Name: Category C 5d Sample Policy Unit Inspection

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.

Sample Unit Inspection Checklists

File Name: Category C 5f Sample Inspection Move In

File Name: Category C 5f Sample Inspection Move Out

File Name: Category C 5f Sample Inspection Annual

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.

File Name: Category C 5f Sample HUD Unit Inspection Form

If you already have unit inspection forms, insert your current forms to show the Reviewer how you document unit inspections.

Sample Notice-Unit Inspection

File Name: Category C 5g Sample Notice Inspection Annual

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.

Sample Notice – Passed Unit Inspection

File Name: Category C 5g Sample Notice Inspection Annual Passed

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.

Sample Notice – Failed Unit Inspection

File Name: Category C 5g Sample Notice Inspection Annual Failed

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.

MOR Make Ready Analysis

File Name: Category C 5h MOR Make Ready Analysis

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.

Property/Unit Appliance Inventory

File Name: Category C 5m Property Unit Inventory

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.

Make-Ready Analysis

File Name: Category C 6a MOR Make Ready Analysis

This is a form that can be used to analyze unit turnover in any given period.

Make-Ready Checklist

File Name: Category C 6b Sample Inspection Make Ready Checklist

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.

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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.

Sample Pre-Application

File Name: Category E 14 Sample PreApplication S8 Family

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.

Sample Application

File Name: Category E 14 Sample Application S8 Family

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.

Sample Application – Live-In Aide

File Name: Category E 14 Sample Application Live in Aide

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.

Sample Application Package Cover Letter

File Name: Category E 14d Sample Application Package Cover Letter

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

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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.

Sample Rejection Letter

File Name: Category E 14e Sample Notice Rejection Section 8

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.

Sample Lease Addendum – Section 8 Elderly – Right to a Pet

File Name: Category E 15a Sample Pet Addendum S8ELD

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.

Sample Lease Addendum – Live In Aide

File Name: Category E 15a Sample Lease Addendum Live in Aide S8

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.

Sample Addendum - Accessible Unit

File Name: Category E 15a Sample Lease Addendum Accessible Unit

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.

Sample Lease Clarification – VAWA Protections

File Name: Category E 15a Sample Lease Clarification VAWA 2013 Acts

The current VAWA Addendum – HUD form 91067 – is not compliant with requirements under VAWA 2013. Until HUD issues a new lease addendum, we recommend that owner/agents advise residents of additional protections. This form is not required by HUD.

However, if you use something similar to advise residents of additional protections, you should include it in your lease package.

Sample Repayment Agreement

File Name: Category E 15a Sample Repayment Agreement

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.

Sample Repayment Agreement – Zero Income

File Name: Category E 15a Sample Repayment Agreement Zero Income

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.

Sample Rent Collection Policy

File Name: Category E 15d Sample Policy Rent Collection

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.

Sample Notice Failure to Report a Change in Employment or Income

File Name: Category E 16a Sample Notice Failure Report Change Emp Inc

File Name: Category E 16a Sample Notice Failure Report Change Emp Inc PRAC

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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.

Sample Notice Intent to Terminate Tenancy - Criminal History

File Name: Category E 16a Sample Notice Intent to Terminate Tenancy Criminal History

HUD is assessing the way you notify residents when you will terminate tenancy or assistance. A common finding is to fail to provide proper notice when a resident will be terminated due to criminal history. This is a standard notice which is required before you terminate tenancy based on someone's criminal record. This notice is required under HH 4350.3, R1, C4, Paragraph 8-14.

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.

Sample Notice Terminate Tenancy Lease Violation Material

File Name: Category E 16a Sample Notice Termination Tenancy Lease Violation Material

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.

Sample Notice Terminate Tenancy Lease Violation Multiple Minor

File Name: Category E 16a Sample Notice Termination Tenancy Lease Violation Multiple Minor

HUD is assessing the way you notify residents when you will terminate tenancy or assistance. This sample notice is used to terminate tenancy when the household has multiple minor lease violations.

If you have your own notice, be sure to provide it to the Reviewer to demonstrate compliance with HUD's requirements.

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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.

This sample notice was designed to be used with the FASTForms House Rules which specify that a household will be terminated if there are three minor lease violations in six months or six minor lease violations in twelve months. If this is not your policy, you should modify the form accordingly.

Sample Notice Termination of Assistance for Failure to Report Change in Employment or Income or Failure to Report Change in Household Composition

File Name: Category E 16a Sample Notice Termination Assistance Change in Household Comp

File Name: Category E 16a Sample Notice Termination Assistance Change in Emp Inc

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.

Sample Notice Termination of Assistance Failure to Respond AR

File Name: Category E 16a Sample Notice Termination Failure to Respond AR

File Name: Category E 16a Sample Notice Termination Tenancy Assistance Failure to Respond AR PRAC

While this notice is not required, it is good practice to send a formal notice of termination of assistance (in addition to the 60-day reminder notice) when a resident has not completed the AR (including signature) 30 days before the anticipated AR date.

Even though this is not required by HUD, some states have stringent requirements that indicate a 30-day notice is required. If your property is in one of these states, or if you wish to take the extra step, you may want to include your notice in the MOR Binder.

Note: When a resident living in a PRAC property does not report for AR and when that resident is paying less than operating rent, they must begin paying operating rent while the OA pursues eviction.

MOR Eviction Analysis

File Name: Category E 16b MOR Eviction Analysis

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.

Sample EIV/TRACS File Checklist

File Name: Category E 17 Sample EIV File Checklist

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.

Sample Policy Recordkeeping

File Name: Category E 21 Sample Policy Recordkeeping

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.

Sample VAWA Policy

File Name: Category E 21b Sample Policy VAWA.doc

Updated 11/2016: 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.

Sample EIV Data File Destruction Log

File Name: Category E 21c Sample EIV Data File Destruction Log

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.

Sample Policy Grievance

File Name: Category F 23a Sample Policy Grievance

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.

Sample Certification Grievance

File Name: Category F 23a Sample Certification Grievance

This form supports the Grievance Policy (above) and provides a method for residents and staff to report issues.

Sample Policy Bullying

File Name: Category F 23a Sample Policy Bullying

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.

Sample Certification Bullying

File Name: Category F 23a Sample Certification Bullying

This form supports the Bullying Policy (above) and provides a method for residents and staff to report issues.

Sample Policy Section 504 Grievance

File Name: Category F 23a Sample Policy Section 504 Grievance

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.

Sample Certification Section 504 Grievance

File Name: Category F 23a Sample Certification Section 504 Grievance

This form supports the Section 504 Grievance Policy and provides a method for residents and staff to report issues.

Sample Policy Tenant Organization

File Name: Category F 23c Sample Policy Tenant Organization

This policy explains the rules surrounding tenant organizations. If you have your own policy, you should use that version instead.

Tenant Services Summary

File Name: Category F 24a Sample MOR Tenant Services

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.

Sample Policy Training

File: Category G 25c Sample Policy Training

File Name: Category G 25d Sample 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.

On-Site Staff Report

File Name: Category G 27b Sample 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.