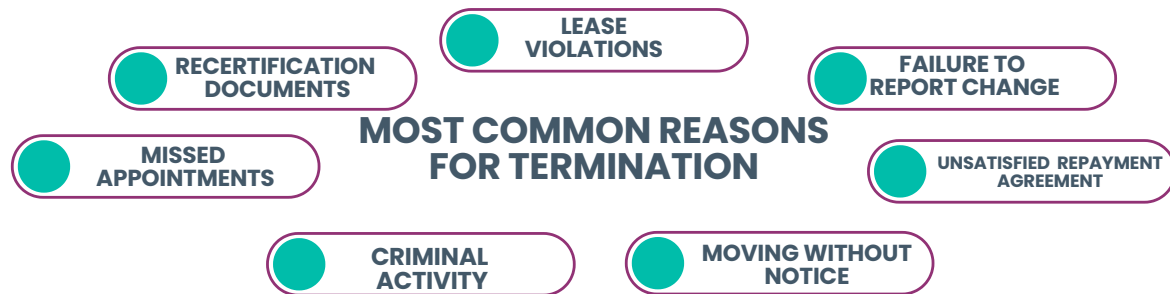


# PROGRAM COMPLIANCE

## Do's and Don't to Stay Compliant with BRHP

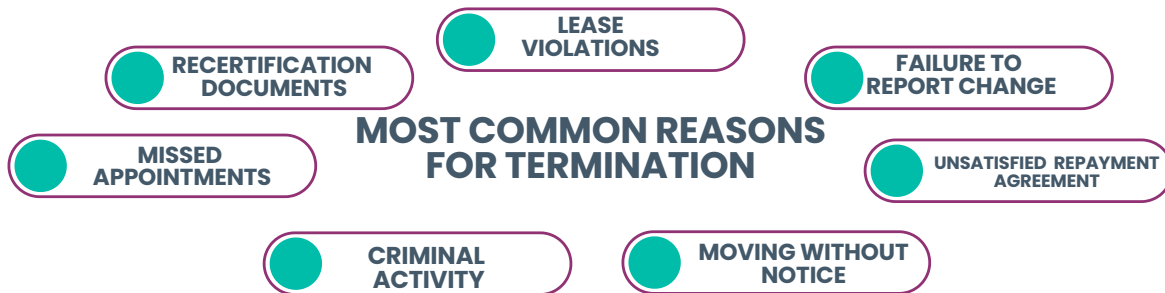


### DO'S

- Check your mail and email regularly. You will typically have 2 weeks to turn in the requested documents.
- Send in supporting documents, for example, provide paystubs if working.
- Regularly monitor your mail, email, and voicemail for upcoming appointments.
- Make attending the appointment a priority.
- Let BRHP know immediately if you are unable to attend an appointment.
- Provide a copy of any eviction notice to BRHP immediately.
- Always pay your tenant portion of the rent on time.
- Speak to your landlord to see if you can work out a repayment agreement for any back rent owed.
- Place a request to move 6 months before you are planning to move. The move request date should match the date your lease ends.
- Make sure you have an active voucher before turning in your keys and moving out of your current residence.
- Tell BRHP if you are unexpectedly absent from the home for more than 10 days.
- Send any notices (such as a notice to vacate) directly to BRHP as soon as you receive it.
- Be a law-abiding neighbor.
- Follow the terms of your lease, especially as it pertains to move out requirements and giving the landlord proper notice that you intend to move.
- Do not let your voucher expire. You can submit a voucher extension request 10 days prior to the expiration date.
- Have written approval from BRHP before moving in an adult family member into the home.
- Notify BRHP upon vacating your unit. Previous units should be completely vacant upon signing a new lease for a new unit.
- Submit an interim within 30 days of family member vacating the home.
- Submit an interim or otherwise inform BRHP in writing if a family member is absent from the home for more than 30 days, even if the absence is temporary.
- Submit interims whenever the income or family composition changes in your household within 30 days of the change.
- Attend the repayment agreement meeting. Failure to attend 2 repayment meetings without good cause will lead to termination.
- If you enter a repayment agreement, make your down payment and monthly payments on time. If you pay late, you may receive a delinquency notice. If you receive 3 such notices, you may lose your rental assistance and be terminated from the program.

# PROGRAM COMPLIANCE

Do's and Don't to Stay Compliant with BRHP



## DON'TS

- Assume you are finished once you turn in your recertification packet. It is likely BRHP will need additional materials beyond the packet itself to finalize your recertification so be sure to watch for additional communications from BRHP.
- Vacate immediately after receiving an eviction notice. That will be considered the same as being evicted physically by a sheriff.
- Commit lease violations. Common lease violations examples include having someone live in the home who is not on the voucher or the lease, noise complaints, destruction of property, and unauthorized pets.
- Let your voucher expire. If your voucher expires and you are not in an assisted home, your family will automatically be removed from the program.
- Vacate your unit without a mover's voucher.
- Lie to BRHP. Lying by omission (not reporting new wages for instance) is considered a program violation.
- Assume your new income won't be counted. There are many circumstances where BRHP will not count your new income until your household is recertified bi-annually. It is still your obligation to report the income change.
- Allow your guests to be considered permanent residents. A guest is considered a permanent resident if they stay at the home for more than 14 consecutive days or 30 cumulative days in a 30-day period.
- Assume BRHP will not find out about income that you have not declared. BRHP uses the Enterprise Income Verification system whenever you are recertified or submit an interim to make sure the income you reported is accurate.
- Commit criminal activity or allow criminal activity to take place in your home.
- Threaten or be rude to staff. BRHP has a zero tolerance policy when it comes to threats against staff. These includes actions that take place away from our office, including posts on social media.