

Dear Section 8-Housing Choice Voucher Participant:

The Department of Housing and Urban Development (HUD) has transferred the City of North Las Vegas Housing Authority's (NLVHA) Section 8-Housing Choice Voucher Program to the Housing Authority of the City of Las Vegas (HACLV) effective **March 1, 2009**. This means the full administration of this program by HACLV. We will attempt to make this transition as seamless as possible but we will need your assistance. The following is a summary of actions and timelines to expect:

1. **Change of Income Reporting** - If you have a change of income and/or family composition, please ensure you submit **it in writing within 10 calendar** days of the change. There are **no exceptions**. Please read the attached Newsletter, which discuss HUD's EIV system. It is our policy that **all** income changes (no matter the amount or source) must be reported. If you change jobs, please send us a written notice. We will send you a change or no change notice as it relates to the impact on your portion of the rent when you have an income change.
2. **Staff of NLVHA** will work at their current location until March 6, 2009. However, we ask that you please mail any notices of changes starting **March 1st** to: HACLV 380 N. Maryland Parkway, Las Vegas, Nevada 89101. Please write **NLVHA client and your social security number** on your letters/forms/change notice. We are enclosing our interim change form and a pre-paid envelope for your use for reporting all changes in income and/or family composition. Remember, you cannot move anyone into your unit before you receive our written approval. This even includes your spouse, if you get married.
3. **NLVHA staff move** - NLVHA staff will be moving to our office starting Friday, March 6th. Between March 1 and March 6th, staff will still be on site at NLVHA and you can contact them there. We ask that you give us one week to ensure your files and electronic data are transferred and reviewed so that we can serve you correctly and promptly. Therefore, unless it is an emergency please do not come into our office to see a caseworker for the week of March 9th -13th. If you have a voucher that is expiring, prior to March 13th, please contact your caseworker at NLVHA **"before"** March 5th to complete your extension request, if you are eligible. You can, however, come into our lobby and drop off change notices. There is a drop box inside the lobby. **If you have an emergency between week of March 9^h and March 16th, please call 922-6921 and Ms Johnson, the Section 8 supervisor will assist you.** We are open Monday through Friday from 8:00 a.m. – 12 Noon and 1:00 p.m. – 5:00 p.m., except holidays. We close to the public every Friday at 12 noon. Regarding your caseworker, you will receive another written notice with the name of your caseworker no later than March 30, 2009. You may or may not have the same caseworker. Please note: **YOU MUST HAVE AN APPOINTMENT TO SEE A CASEWORKER.**
4. **Information Enclosed – Please read carefully.** We are also attaching additional information such as our "Helpful Hints to Keep Your Housing Choice Voucher", and our most recent Tenant Informer (this newsletter is mailed out quarterly to keep you informed of new policies/procedures and programs or reminders).
5. **Moves** -If you want to move from one unit to another, you may do so but only after your first year in a lease. If you have signed another one-year lease, you must stay another year in the unit. We require you to provide your owner with a 30 day written notice. We only accept our Intent to Vacant form, unless the owner is giving the 30 day notice. The Intent to Vacant form that must be signed by you and your owner/manager. The Intent to Vacant form is available on our website at haclv.org. Scroll to Tenant Information section, or you may pick one up in our lobby. Once you have the form signed by you and your manager/owner, you must call your caseworker for an appointment to

turn it in and receive your new voucher and a RFTA packet to start your search for your new unit. A new continued occupancy packet form will also be required.

6. ***Finding New Units to Move --Go-Section 8*** – We are enclosing a Go Section 8 informational card for your review. You can now search for units on line by going to our website at HACLV.org, click on Go Section 8 or come into our lobby and we have a Kiosk available for you to search and print unit listings. If you need assistance, please ask the receptionist at the front desk.
7. ***Reminders:*** The attached material is very important. ***Please read them carefully!*** Make sure you keep your utilities on at all times and keep your unit in good repair. If something is in need of repair, contact the manager/owner immediately. If they do not respond within a reasonable time, contact your caseworker and we will schedule a special inspection, but we will verify if you have contacted the owner first. Report all income and family composition changes ***IN WRITING*** within ***10 calendar*** days of change; do not allow anyone to move into your unit without prior written approval from HACLV; if you are going to be out of your unit for more than 30 days, you ***MUST*** receive written approval from HACLV; you must pay your portion of rent as indicated on your lease. If your income decreases, the change will take place the first of the month ***AFTER*** you report it to HACLV. Please note you must continue paying your original portion of rent until we send you a written change notice. We are required by HUD to get third party verification, so this could take 11-15 days, so please report income changes as soon as you know. ***DO NOT CALL to report changes. They must be in writing. You may fax it to (922-6929) or mail it to 380 N. Maryland Parkway LV, NV 89101 or drop it in our drop box inside our lobby. Remember, we close daily for lunch at 12 noon and re-open at 1pm and are closed Friday at 12 noon to the public for the rest of the workday.***
8. ***Family Self-Sufficiency*** - We encourage everyone to strive for self-sufficiency! Our Family Self-Sufficiency (FSS) Staff are here to assist you with your goals. Please let us know if you are interested by completing an FSS Interest form, which will place you on the FSS waiting list or you can call 922-7074 or 922-7076 for additional information. FSS Brochures are also available in our lobby.
9. ***Utility Allowance Checks*** –If you receive a UA check, please be advised that staff of NLVHA will send those out on March 1, thereafter, within 2-3 days of the first of each month, you will receive them from HACLV.
10. ***Contact information:*** Our office is located at 380 N. Maryland Parkway LV, NV 89101. On the corner of Mesquite and Maryland Parkway. This is one block south of Bonanza Road in our Housing Programs Department. Our phone number is (702) 922-6900 and Fax: (702) 922-6929. If you fax something, please ensure you have your name on the top, your social security number, and phone number so we can serve you better. Our office hours are: Monday –Friday (except holidays) 8:00 a.m. to 12 Noon and 1:00 p.m. to 5:00 p.m. On Fridays, we are open from 8:00 a.m. to 12 Noon but close to the public at 12 Noon.

Again, it is our goal to make this as trouble-free as possible for each of you. We do have to review all files and ensure all documents required by HUD are in each file. If you receive a letter requesting forms to be signed or requesting copies of social security cards or birth certificates, please work with us and make sure you get these documents returned to us immediately. We will provide pre-paid envelopes for returning documents. It is also very important that you attend all scheduled appointments for recertification or HQS inspections. Remember these are HUD requirements for you to keep your assistance! If you do not appear for your annual recertification or are not home for your annual HQS Inspection (anyone in your household 18 and older can be home), we will reschedule you

only once. After that you will be terminated from the HCV Program. If someone in your household has turned 18 since your last annuals, you must bring the person in with you to your annual appointment and they must have their photo identification.

We will provide a pre-paid envelope for your use for any documents we require you to return. Please be advised that HUD now requires all family members that are citizens to provide a copy of their social security cards, no matter what age. So if you don't have social security cards for your new born or other family members, you should apply now, as we will grant only limited extensions if we find your file does not have a social security card and birth certificate. If you get married and want to change your name, you must provide your caseworker with a copy of a new social security cards.

By April, you should know your caseworker's name and direct phone number. There may be some changes as the months go by, since staff coming over will be in training for the first 30-45 days. Again, we ask for your patience. We are assigning a Customer Service Representative to assist with inquires. Her name is Shawana Carrol and she can be reached for emergencies or general inquires at: 702-922 -6915. Ms. Carroll may get an overwhelming number of calls initially, so please allow her time to return your call if you have to leave a message. Please state your phone number and social security number **more than once** and the nature of your call. Someone will return your call within 24 hours, if not the same day. Customer service is very important to our agency, so please advise a supervisor if you ever have a customer service-related issue with HACLV programs or staff.

Thank you for your attention to these matters. We look forward to serving you.

Sincerely,

HACLV Staff

Enclosures:

Income Change Forms/Envelope
Newsletter
Helpful Hints
Go Section 8 Card
30 Day Intent to Vacant Form