

**Exhibit 2a
Portland Housing Authority
2020 Agency Plan**

Effective July 2020

**Summary of Changes to
Admission and Continued Occupancy Plan (ACOP) And Dwelling Lease**

The ACOP underwent a new formatting plan available through Nan McKay and Associates Inc copyrighted in 2013. It allows the Public Housing Department to update the ACOP as required each year for all HUD regulatory changes. Nan McKay reviews all new HUD regulations and policies, then interprets and offers HA policies options. These policies can be reviewed; accepted or edited; and inserted into the plan where necessary and adopted by the HA. It is not uncommon for HUD regulations to touch on more than one policy in the ACOP. This organized method of reviewing, revising and implementing allows PHA to be on top of the ever-changing requirements for its Public Housing Program. PHA has subscribed to Nan McKay products for many years and this format is highly recommended by HUD and other Housing Authorities.

Chapter 1 : Overview

Section 1-III.D Revising and Updating the Policy

ADD In the case of a National or Civil Emergency as declared by the Governor of the State of Maine, or President of the United States, PHA may uniformly alter any discretionary policy to allow for regular course of business to continue as consistently as possible. Any alteration to discretionary policies will be described and retained in memo format and signed by the Director of Property Management or their designee. The memo(s) will be shared widely with pertinent staff, participants, or public-at-large as the situation may warrant.

- Background: This allows PHA to make changes to policies and operations during a state of National or Civil Emergency to help ensure the safety of residents and PHA staff.

Chapter 4: Applications, Waiting List, and Tenant Selection

Section 4-II.B Organization of the Waiting List

ADD The PHA will maintain a site-based waiting list system, with separate waiting lists for each of the following sites within the PHA's public housing stock:

Franklin Towers, Harbor Terrace, Kennedy Park, Bayside East, Bayside Terrace, Washington Gardens, Riverton Park, Sagamore Village, Dermot Court, 43 Hammond St, and 81-87 Salem St.

The PHA's site-based waiting list policies are as follows:

Applicants have two list options from which to choose: (1) Site Preference or (2) All PHA sites which allows the applicant to be placed on all Public Housing Waiting Lists for which they are eligible. Each site list is then set up by preference group and then within the group, by date and time of application. With respect to placement, each list works independently of another. Depending on the rate of vacancies at each property, an applicant could be 10th from the top on one list and 100th from the top on another list, even though the preference group is the same and the date of application is the same. PHA will maintain a master list for mailing and statistical purposes. Written changes submitted by an applicant will affect all lists that the applicant has applied for. PHA may screen applicant for any wait list that the applicant has selected. Failure to attend a screening appointment or failure to complete the screening process in a timely manner will result in removal from all waiting lists. After being screened, refusal of a unit offer without good cause will result in the removal of the applicant household from all public housing site-based wait lists.

- Background: Public Housing used to have one centralized waiting list. However, RAD regulations require waiting lists to be site-based once a conversion is complete. PHA felt it was a good time to convert its whole portfolio to site-based waiting lists to ease the conversion process.

Section 4-III.E – Final Eligibility Determination

ADD: PHA will notify a family in writing of their eligibility within 10 business days of the determination and will provide the approximate date of occupancy insofar as that date can be reasonably determined.

PHA will expedite the administrative process for determining eligibility to the extent possible for applicants who are admitted to the public housing program as a result of an emergency transfer from another PHA program.

- Background: PHA's are required to notify a family once they are determined eligible and given an approximate date of occupancy. Currently, our intake staff was notifying family's only when they were determined ineligible.

Chapter 9 : Reexaminations

Section 9-I.B – Streamlined Annual Reexaminations

ADD

When the governor issues a Civil State of an Emergency, PHA can suspend face to face annual reexamination meetings with residents and adjust how it normally conducts annual and interim reexaminations. During a Civil State of an Emergency, PHA will use a household's previous

interim/annual action for income and asset info for the household's next annual recertification. If the household has experienced a decrease in income since the last action, the household can report this to PHA and an interim process will begin. PHA will make note of this report and do everything feasible to verify the decrease in income through third party sources, fax, email, or scanned documents. If these efforts fail, PHA will contact the household and ask they drop off necessary documents in a drop box at the office and will process the action. A memo will be placed directly under the annual reexamination checklist explaining why the annual was conducted in this manner. When a Civil State of an Emergency is lifted, PHA will resume its annual and interim reexamination practices as described in this chapter.

- Background: Due to the Coronavirus disease (COVID-19) pandemic, PHA has instituted some precautions for the safety of our residents, staff, and the public. This included closing our offices and postponing our annual recertification meetings with residents. The ACOP did not have something to specifically address how PHA would handle annual and interim recertifications during a Civil Emergency that the nation is experience now with the COVID-19 pandemic. This adds clarity to how PHA will handle this process during an emergency.

Chapter 10 : Pets

Section 10-III.B and 10-IV.B Pet Deposits

ADD

Payment of Deposit

Pet owners are required to pay a pet deposit in addition to any other required deposits. The amount of the deposit is the lower of the family's total tenant payment or \$100.00 and must be paid in full before the pet is brought on the premises. This does not apply to service or assistance animals.

Refund of Deposit

The PHA will refund the pet deposit to the resident, less the costs of any damages caused by the pet to the dwelling unit, within 30 days of move-out or removal of the pet from the unit.

The resident will be billed for any amount that exceeds the pet deposit.

The PHA will provide the resident with a written list of any charges against the pet deposit within 30 business days of the move-out inspection.

- Background: Property Managers expressed interest in adding this to the Pet Policy. They felt it would give the residents more accountability regarding their pets.

Chapter 12: Transfer Policy

Section 12-IV.C – Transfer Offer Policy

ADD: When the transfer has been requested by the resident, the refusal of that offer without good cause will result in the removal of the family from the transfer list. In such cases, the family must wait six months to reapply for another transfer.

- Background: There is no time period for a family to request another transfer currently. PHA has had situations where a family rejected a unit offer without good cause and immediately submitted another Reasonable Accommodation transfer request. If the family truly needed the accommodation, they should have accepted the unit.

Section 12-IV.B – Good Cause For Unit Refusal

ADD: Examples of good cause for refusal of a unit offer include, but are not limited to, the following:

The family demonstrates to the PHA’s satisfaction that accepting the unit offer will require an adult household member to quit a job, drop out of an educational institution or job training program, or take a child out of day care or an educational program for children with disabilities.

The family demonstrates to the PHA’s satisfaction that accepting the offer will place a family member’s life, health, or safety in jeopardy. The family should offer specific and compelling documentation such as restraining orders, other court orders, risk assessments related to witness protection from a law enforcement agency, or documentation of domestic violence, dating violence, or stalking in accordance with section 16-VII.D of this ACOP. Reasons offered must be specific to the family. Refusals due to location alone do not qualify for this good cause exemption.

A health professional verifies temporary hospitalization or recovery from illness of the principal household member, other household members (as listed on final application) or live-in aide necessary to the care of the principal household member.

The unit has lead-based paint and the family includes children under the age of six.

The PHA will require documentation of good cause for unit refusals.

- Background: PHA considered refusals for good cause and documented them. PHA would keep that family on the transfer list. However, PHA did not have a written policy on how it would handle refusals for good cause.

Section 12-IV.E – Deconcentration

ADD: PHA will target new admissions if it needs to address deconcentration of poverty and income mixing. It will not transfer existing residents to address deconcentration.

- Background: PHA’s ACOP had not previously addressed deconcentration in its transfer policy. It was addressed only in the admissions section. Adding this language to the transfer policy.

Chapter 13 : Lease Terminations

Section 13-III.B – Mandatory Lease Provisions

CHANGE: The PHA will terminate the lease when a covered person engages in any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents (including PHA management staff residing on the premises).

CHANGE TO: The PHA will terminate the lease when a covered person engages in any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents (including PHA management staff residing on the premises) or by persons residing in the immediate vicinity of the premises.

Immediate vicinity means within a three-block radius of the premises.

- Background: PHA did not have language describing immediate vicinity. It only addressed activity on PHA premises. This adds clarity address criminal activity just off the premises but that could still threaten the health and safety of PHA residents or staff.

ADD: The PHA will terminate the lease if the PHA determines that a household member has furnished false or misleading information concerning illegal drug use, alcohol abuse, or rehabilitation of illegal drug users or alcohol abusers.

The PHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of household members related to the use of illegal drugs or the abuse of alcohol, and any records or other documentation (or lack of records or documentation) supporting claims of rehabilitation of illegal drug users or alcohol abusers.

In making its decision to terminate the lease, the PHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, the PHA may, on a case-by-case basis, choose not to terminate the lease.

- Background: PHA did not have language in regard to false or misleading information concerning illegal drug use or alcohol abuse or rehabilitation. This is mandatory language that needed to be addressed.

Section 13-IV.C – Disclosure of Criminal Records to Family

CHANGE: Before the Housing Authority takes any adverse action based on a criminal conviction record, the applicant will be provided with a written statement from the Portland Police Department representative authorized to perform background checks for the Housing Authority. This representative will certify to the Criminal Records found and used for Housing Authority determination of eligibility. Applicants will be provided an opportunity to dispute the records at an Informal Hearing. Tenants may contest such records at the court in the case of evictions.

CHANGE TO: In all cases where criminal record or sex offender registration information would result in lease enforcement or eviction, the PHA will notify the household in writing of the proposed adverse action and will provide the subject of the record and the tenant a copy of such

information, and an opportunity to dispute the accuracy and relevance of the information before an eviction or lease enforcement action is taken.

The family will be given 10 business days from the date of the PHA notice, to dispute the accuracy and relevance of the information. If the family does not contact the PHA to dispute the information within that 10 business day period, the PHA will proceed with the termination action.

Should the tenant not exercise their right to dispute prior to any adverse action, the tenant still has the right to dispute in the grievance hearing or court trial.

- **Background:** In conducting criminal records checks, if the PHA uses the authority of 24 CFR 5.903 and 5.905 to obtain such information, certain protections must be afforded the tenant before any adverse action is taken. In such cases if the PHA obtains criminal records information from a state or local agency showing that a household member has been convicted of a crime, or is subject to a sex offender registration requirement, relevant to lease enforcement or eviction, the PHA must notify the household of the proposed action and must provide the subject of the record and the tenant a copy of such information, and an opportunity to dispute the accuracy and relevance of the information before an eviction or lease enforcement action is taken.

Chapter 14 : Grievance and Appeals

Section 14-III.H Decision of the Hearing Officer

ADD The hearing officer will issue a written decision to the family and the PHA no later than 10 business days after the hearing. The report will contain the following information:

Hearing information:

Name of the complainant
Date, time and place of the hearing
Name of the hearing officer
Name of the PHA representative(s)
Name of family representative (if any)
Names of witnesses (if any)

Procedural History: A brief statement outlining PHA notified the family of its denial or termination. The family requested an informal hearing in a timely manner. Stating the hearing officer did not approve or make the decision and is not a subordinate of such person.

Issues: Briefly describe the issues described in the denial or termination notice.

Summary of the Evidence: The hearing officer will summarize the testimony of each witness and identify any documents that a witness produced in support of his/her testimony and that are admitted into evidence.

Findings of Fact: The hearing officer will include all findings of fact, based on a preponderance of the evidence. *Preponderance of the evidence* is defined as evidence which is of greater weight

or more convincing than the evidence which is offered in opposition to it; that is, evidence which as a whole shows that the fact sought to be proved is more probable than not. Preponderance of the evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

Conclusions: The hearing officer will render a conclusion derived from the facts that were found to be true by a preponderance of the evidence. The conclusion will result in a determination of whether these facts uphold the PHA's decision.

Decision: The hearing report will include a statement of whether the PHA's decision is upheld or overturned. If it is overturned, the hearing officer will instruct the PHA to change the decision in accordance with the hearing officer's determination. In the case of termination of tenancy, the hearing officer will instruct the PHA to restore the family's status.

- Background: PHA felt it was important to add the details of a hearing recommendation. It creates a template for each hearing officer to use in rendering its recommendation. In the past, this template has been used and other times not.

Chapter 15 : Program Integrity

Section 15-II.C – PHA-Caused Errors or Program Abuse

ADD Prohibited Activities

PHA Policy

Any of the following will be considered evidence of program abuse by PHA staff:

Failing to comply with any public housing program requirements as a result of a conflict of interest relationship with any applicant or resident

Seeking or accepting anything of material value from applicants, residents, vendors, contractors, or other persons who provide services or materials to the PHA

Disclosing confidential or proprietary information to outside parties

Gaining profit as a result of insider knowledge of PHA activities, policies, or practices

Misappropriating or misusing public housing funds

Destroying, concealing, removing, or inappropriately using any records related to the public housing program

Committing any other corrupt or criminal act in connection with any federal housing program

Committing sexual harassment or other harassment based on race, color, religion, national origin, familial status, disability, sexual orientation, or gender identity, either quid pro quo (supervisory harassment) or hostile environment

Allowing sexual harassment or other harassment based on race, color, religion, national origin, familial status, disability, sexual orientation, or gender identity, either quid pro quo (supervisory harassment) or hostile environment, where the PHA knew or should have known such harassment was occurring

Retaliating against any applicant, resident, or staff reporting sexual harassment or other harassment based on race, color, religion, national origin, familial status, disability, sexual orientation, or gender identity, either quid pro quo (supervisory harassment) or hostile environment

- Background: PHA's Current Program Integrity Addendum only speaks of how PHA will handle resident abuse of the program. This section specifically addresses actions of a PHA staff member that are considered errors or program abuse related to the public housing program. Additional standards of conduct are provided in the PHA personnel policy.

Chapter 16 : Program Administration

Section 16-III.B – Repayment Policy

ADD Down Payment Requirement

PHA Policy

Before executing a repayment agreement with a family, the PHA will generally require a down payment of 10 percent of the total amount owed. If the family can provide evidence satisfactory to the PHA that a down payment of 10 percent would impose an undue hardship, the PHA may, in its sole discretion, require a lesser percentage or waive the requirement.

- Background: The current repayment agreement policy did not specify a down payment requirement. This will add clarity to any staff member when discussing a repayment agreement with a resident or applicant.

CHANGE All repayment agreements will be in writing, dated, signed by both the family and PHA, and will include the total retroactive rent amount owed, amount of lump sum payment made at the time of execution, if applicable, and the monthly repayment amount. The monthly retroactive rent payment plus the amount of rent the family pays at the time of the repayment agreement will be calculated at no more than 40% of the family's monthly adjusted income (30% of adjusted income as current rent, 10% of adjusted income as retroactive rent). The terms of the agreement may be renegotiated if there is a decrease or increase in the family's income.

CHANGE TO If a family is paying less than 40 percent of its monthly adjusted income (MAI) in rent, the minimum monthly payment amount will be the greater of the following two amounts:

- o The difference between 40 percent of the family's MAI and the TTP at the time the agreement is executed; OR
- o \$25

If a family can provide evidence satisfactory to the PHA that a monthly payment amount of \$25 would impose an undue hardship, the PHA may, in its sole discretion, require a lower monthly payment amount.

If the family's income increases or decreases during the term of a repayment agreement, either the PHA or the family may request that the monthly payment amount be adjusted accordingly.

- Background: Notice PIH 2017-12 recommends that the total amount that a family must pay each month—the family's monthly share of rent plus the monthly debt repayment amount—should not exceed 40 percent of the family's monthly adjusted income, which is considered "affordable." PHA likes this language in the Nan McKay model ACOP as it addresses how to establish a minimum repayment.

CHANGE If the family's Payment Agreement is in arrears, the Housing Authority may;

- require the family to pay the balance in full; or
- grant an extension of 30 days

CHANGE TO If a payment is not received by the end of the business day on the date due, and prior approval for the missed payment has not been given by the PHA, the PHA will send the family a delinquency notice giving the family 14 days to make the late payment. If the payment is not received by the due date of the delinquency notice, it will be considered a breach of the agreement and the PHA will terminate tenancy in accordance with the policies in Chapter 13.

- Background: This is more consistent with how PHA treats all other delinquent accounts.

Section 16-V-B – Record Retention

ADD The PHA will keep the last three years of the Form HUD-50058 and supporting documentation, and for at least three years after end of participation all documents related to a family's eligibility, tenancy, and termination.

In addition, the PHA will keep the following records for at least three years:

An application from each ineligible family and notice that the applicant is not eligible

Lead-based paint records as required by 24 CFR 35, Subpart B

Documentation supporting the establishment of flat rents

Documentation supporting the establishment of utility allowances and surcharges

Documentation related to PHAS

Accounts and other records supporting PHA budget and financial statements for the program

Complaints, investigations, notices, and corrective actions related to violations of the Fair Housing Act or the equal access final rule

Confidential records of all emergency transfers related to VAWA requested under the PHA's Emergency Transfer Plan and the outcomes of such requests

Other records as determined by the PHA or as required by HUD

If a hearing to establish a family's citizenship status is held, longer retention requirements apply for some types of documents. For specific requirements, see Section 14-II.A.

- Background: PHA knew the regulation that it must keep the last three years of the Form HUD-50058 and supporting documentation during the term of each assisted lease, and for a period of at least three years from the end of participation (EOP) date. But its policy was not established in writing in the ACOP.

Section 16-VII.C – Notification

ADD The PHA must distribute a notice of VAWA rights, along with the VAWA self-certification form (HUD-5382) at each of these three junctures.

PHA Policy

The VAWA information provided to applicants and participants will consist of the notices in Exhibit 16-1 and 16-2.

The PHA will provide all applicants with information about VAWA at the time they request an application for housing assistance. The PHA will also include such information in all notices of denial of assistance (see section 3-III.F).

The PHA will provide all tenants with information about VAWA at the time of admission (see section 8-I.B) and at annual reexamination. The PHA will also include such information in all lease termination notices (see section 13-IV.D).

- Background: This language is to address minimum notice requirements not in the current ACOP's.

ADD Whenever the PHA has reason to suspect that providing information about VAWA to a public housing tenant might place a victim of domestic violence at risk, it will attempt to deliver the information by hand directly to the victim or by having the victim come to an office or other space that may be safer for the individual, making reasonable accommodations as necessary. For example, the PHA may decide not to send mail regarding VAWA protections to the victim's unit if the PHA believes the perpetrator may have access to the victim's mail, unless requested by the victim.

When discussing VAWA with the victim, the PHA will take reasonable precautions to ensure that no one can overhear the conversation such as having conversations in a private room.

The victim may, but is not required to, designate an attorney, advocate, or other secure contact for communications regarding VAWA protections.

- Background: The VAWA section in the current ACOP does not address specifics in handling a VAWA case. PHA likes this language in the Nan McKay model ACOP that discusses this.

ADD If presented with conflicting certification documents from members of the same household, the PHA will attempt to determine which is the true victim by requiring each of them to provide third-party documentation in accordance with 24 CFR 5.2007(e) and by following any HUD guidance on how such determinations should be made. When requesting third-party documents, the PHA will provide contact information for local domestic violence and legal aid offices. In such cases, applicants or tenants will be given 30 calendar days from the date of the request to provide such documentation.

If the PHA does not receive third-party documentation within the required timeframe (and any extensions) the PHA will deny VAWA protections and will notify the applicant or tenant in writing of the denial. If, as a result, the applicant or tenant is denied or terminated from the program, the PHA will hold separate hearings for the applicants or tenants.

- Background: The VAWA section in the current ACOP does not address specifics in handling a VAWA case when it comes to conflicting information. PHA likes this language in the Nan McKay model ACOP.

PHA LEASE

Section 6.F: Use and Occupancy of the Apartment and Surrounding Areas

ADD Pools cannot be left unattended. This is safety hazard and considered a serious violation of the lease.

- Background: The current lease language did not specify the pool could not be left attended which is an obvious safety hazard. PHA practice is to speak or send a letter to the family that they cannot do this, and Staff empty the pool and turn it over. This strengthens enforcement adding this language to the lease.

ADD J. With resource conservation in mind, if an outdoor water spigot is located at an apartment, it will be turned off and unavailable for use. The exceptions to this would be households that are maintaining a garden or families with children who are utilizing portable wading pools in the summer. See F. above for restrictions on wading pools.

- Background: Property Managers requested a policy on outdoor water use since it is not specifically addressed in the ACOP or the lease.

Section 7.10.a.1: Obligations of Tenant

CHANGE Tenant, any member of the household, a guest, or another person under the Tenant's control, shall not engage in:

1. Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the Authority's public housing premises by other residents or employees of the Authority

CHANGE TO Tenant, any member of the household, a guest, or another person under the Tenant's control, shall not engage in:

1. Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the Authority's public housing premises or the immediate vicinity of the premises by other residents or employees of the Authority

Section 16.B: Termination of Lease

CHANGE the Tenant, any member of the Tenant's household, a guest, or another person under the Tenant's control, shall be cause for termination of tenancy through the issuance of a seven (7) day written Notice of Termination by the Authority:

1. Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the Authority's public housing premises by other residents or employees of the Authority

CHANGE TO the Tenant, any member of the Tenant's household, a guest, or another person under the Tenant's control, shall be cause for termination of tenancy through the issuance of a seven (7) day written Notice of Termination by the Authority:

1. Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the Authority's public housing premises or the immediate vicinity of the premises by other residents or employees of the Authority
- Background: PHA did not have language describing immediate vicinity. It only addressed activity on PHA premises. This adds clarity address criminal activity just off the premises but that could still threaten the health and safety of PHA residents or staff.

PET POLICY

ADD F. PET DEPOSIT

Payment of Deposit

Pet owners are required to pay a pet deposit in addition to any other required deposits. The amount of the deposit is the lower of the family's total tenant payment or \$100.00 and must be paid in full before the pet is brought on the premises.

Refund of Deposit

The PHA will refund the pet deposit to the resident, less the costs of any damages caused by the pet to the dwelling unit, within 30 days of move-out or removal of the pet from the unit.

The resident will be billed for any amount that exceeds the pet deposit.

The PHA will provide the resident with a written list of any charges against the pet deposit within 30 business days of the move-out inspection.

- Background: Property Managers expressed interest in adding this to the Pet Policy. They felt it would give the residents more accountability in regard to their pets.

MOTOR VEHICLE AND PARKING POLICY

ADD

If the tenant has a parking pass lost, stolen or is not able to retrieve the pass from the old vehicle, PHA will consider giving the tenant another parking pass on a case by case basis. Evidence of loss may be required such as a bill of sale of a vehicle, accident information from an insurance carrier, or a sworn statement/affidavit of the resident. The resident will be held responsible for any duplicate number pass found using PHA parking lots which will be considered a violation of terms of their lease. Any fraud in obtaining a duplicate pass may also be actionable in a court of law.

- Background: PHA's current parking policy states if the resident fails to retrieve their parking pass from a sold or disposed of vehicle, they will not be issued another one. This allows for some exceptions to that policy.

BUS PASS DISCOUNT PROGRAM

REMOVE

Bus Pass Discount Program Policy

- Background: Portland Metro has revamped the bus pass system. It's no longer a paper pass. It'll either be a hard-plastic card or an app on a smartphone. Also, they are offering a discounted fare rate for certain people. This pass would cost \$30/month. At least 82% of PHA's current users would qualify for the discounted rate. Trying to manage residents hard-plastic card or smartphone app would be a lot more work than PHA is currently doing. Presently, PHA purchases a bulk of paper passes. Residents are notified when they are ready to be picked up and come to office to pick them up. They then pay PHA \$25 a month. With Metro's changes and reduced fare rate, it gives PHA the opportunity to get out of being the middle person in this transaction and have residents interact directly with Metro. Previously, Metro's monthly passes were \$45/month. PHA would buy in bulk and offer to residents for \$25/month. For riders who qualify for discounted rate, it's only \$5 more a month. Plus, if they don't use the \$30 in a given month, the balance rolls over to the next month.

DIGITAL SIGNATURE POLICY

ADD Entire policy.

- Background: PHA will be moving to a paperless system and using technology to be more efficient, be energy conscious and reduce the time constraints on our residents and staff. Further, there are times when minimizing social interaction is necessary for the health and safety of residents and staff.

SCHEDULE OF RESIDENT CHARGES

CHANGE ½ TRUCKLOAD TRASH REMOVAL FROM \$35 TO \$50
FULL TRUCKLOAD TRASH REMOVAL FROM \$70 TO \$100
TRASH BAGS OR BULKY ITEMS FROM \$5 TO \$20 EACH
LOCK-OUT (DURING NORMAL BUSINESS HOURS) \$10 TO \$20
OPEN WINDOW OR DOOR (December to March, per occurrence) \$25
NON-SUFFICIENT FUNDS (BOUNCED CHECKS) FROM \$25 PER CHECK TO \$35

ADD MATTRESS AND/OR BOXSPRING REMOVAL \$25 EACH
FREEZER, DEHUMIDIFIER, A/C AND/OR TV DISPOSAL \$25 EACH
TIRE DISPOSAL \$5 PER TIRE

- Background: The cost to dispose of items has increased dramatically in the past few years. We have not updated many of these charges in years. The additional charges are things the City's Trash/Recycling Centers increased in fees this year. PHA wanted to account for these fees as well.

SEE ATTACHED Table of Resident Charges