

# Exhibit 9-1

## Applicant Informal Review Process

Regulations for the Informal Review are at 24 CFR 960.208. AHFC **will** provide an Informal Review for actions which adversely affect an applicant's position on or eligibility for the waiting list or eligibility for program participation. Examples include:

- Removal of a preference;
- Assignment of a bedroom size to a family;
- Denial of an application due to family failure to meet screening criteria; or
- Withdrawal of an application from the waiting list for any reason other than failure to respond to a waiting list letter or returned mail.

AHFC **will not** provide an Informal Review to applicants for decisions concerning:

- Establishment of preferences;
- Establishment of AHFC's occupancy standards or schedule of utility allowances;
- General policy issues, class grievances, or AHFC discretionary administrative determinations.

### 9-1.1 APPLICANT NOTIFICATION

AHFC will provide prompt notification to an applicant regarding any decision to deny assistance. The notice will contain the following information (24 CFR 960.208):

- A brief statement of the reasons for the decision. If the denial is based on a criminal record screening, a copy of the criminal record is included.
- A statement that the family may request an Informal Review.
- A description of how to obtain an Informal Review.
- A copy of the *Applicant Informal Review*, form LR410.

### 9-1.2 APPLICANT INFORMAL REVIEW (FORM LR410)

This form contains Informal Review procedures as well as a request form an applicant can use. The Informal Review procedures state:

- The applicant's written request must be postmarked or received by AHFC within ten (10) calendar days of the notice date.
- The applicant's rights during the Informal Review process.
- Possible outcomes of the Informal Review.
- How a person with a disability can request a reasonable accommodation to participate in the process.

Upon receiving an applicant's request, AHFC will proceed with the Informal Review as described below.

### **9-1.3 CONDUCTING THE INFORMAL REVIEW**

AHFC will conduct an Informal Review as follows.

1. Field staff will contact the applicant within ten (10) calendar days to schedule the review.
2. The review will be scheduled within 30 calendar days of the request. The review may not be delayed unless approved for good cause by the PHD Director or designee.
3. The Review may be conducted in person or by telephone.
4. The review may be conducted by any AHFC staff person, other than the person who made or approved the decision or a subordinate of the person who made the decision.
5. The applicant may ask someone to assist him/her at the review. Any attorney fees or other costs are at the applicant's expense.
6. Applicants may review AHFC records prior to the review. Document copies are at the applicant's expense. See Exhibit 1-3 for exceptions.
7. The applicant will be given an opportunity to present written or oral objections to AHFC's position, call any witnesses she/he thinks are relevant, and present any documents she/he thinks support her/his position.
8. The person conducting the review shall notify the applicant, in writing, of AHFC's final decision within ten (10) business days of the Informal Review. The notification will include a brief statement of the reasons for the decision.

### **9-1.4 INFORMAL REVIEW OUTCOMES**

AHFC may choose to uphold the original decision or overturn that decision.

#### **9-1.4.A Uphold the Decision**

If a decision is made to uphold an application withdrawal, waiting list withdrawal, or program ineligibility notice, the decision will be filed with the application. Staff will follow the procedures in Appendix 3 to archive the application.

If the family is in the eligibility process, was not determined ineligible, and the decision is upheld, staff will apply the decision and rank the family appropriately on the waiting list. If the family was in the eligibility process and was determined ineligible, then staff will follow the instructions in the paragraph above.

#### **9-1.4.B Overturn the Decision**

If a decision is made to overturn an application withdrawal, staff will reinstate the application with the original date and time on the appropriate waiting list.

If the family was in the eligibility process, the disputed information is updated, and the application is reinstated to the waiting list with the original date and time of the application. Staff will immediately resume the eligibility process. The applicant will not have to wait until the next waiting list pull. Staff must annotate the waiting list to document the applicant's continued processing.