

Exhibit I-1

Applicant Informal Review Process

HUD Regulation 24 CFR 880.603(b)(2)

If the owner determines that an applicant is ineligible on the basis of income or family composition, or because of failure to meet the disclosure and verification requirements for Social Security Numbers (as provided by 24 CFR part 5), or because of failure by an applicant to sign and submit consent forms for the obtaining of wage and claim information from State Wage Information Collection Agencies (as provided by 24 CFR parts 5 and 813), or that the owner is not selecting the applicant for other reasons, the owner will promptly notify the applicant in writing of the determination and its reasons, and that the applicant has the right to meet with the owner or managing agent in accordance with HUD requirements. Where the owner is a PHA, the applicant may request an informal hearing. If the PHA determines that the applicant is not eligible, the PHA will notify the applicant and inform the applicant that he or she has the right to request HUD review of the PHA's determination. The applicant may also exercise other rights if the applicant believes that he or she is being discriminated against on the basis of race, color, creed, religion, sex, or national origin.

HUD Regulation 24 CFR 882.514 (f)

Families determined by the PHA to be ineligible. If a Family is determined to be ineligible in accordance with the PHA's HUD-approved application, either at the application stage or after assistance has been provided on behalf of the Family, the PHA shall promptly notify the Family by letter of the determination and the reasons for it and the letter shall state that the Family has the right within a reasonable time (specified in the letter) to request an informal hearing. If, after conducting such an informal hearing, the PHA determines, based on a preponderance of the evidence, that the Family is ineligible, it shall notify the Family in writing. The procedures of this paragraph do not preclude the Family from exercising its other rights if it believes it is being discriminated against on the basis of race, color, religion, sex, age, handicap, familial status, or national origin.

As the operator of the Adelaide Building, NeighborWorks Alaska (NWA) **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 any screening criteria; and
- Withdrawal of an application from the waiting list for any reason other than failure to respond to a waiting list letter or returned mail.

NWA **is not** required to provide an applicant an Informal Review for any of the following reasons:

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

1. Applicant Notification

NWA will provide prompt written notification to an applicant regarding any decision to deny assistance. The notice will contain the following information:

- 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.

2. Rights of the Applicant

Prior to the review, the applicant will be given the opportunity to examine any NWA documents that are directly relevant to the review.

- The applicant may copy any such document at the applicant's expense. The term "document" includes records and regulations. Refer to Exhibit A-3 for Documentation Fee guidelines.
- At the applicant's own expense, a lawyer or other representative may represent the tenant.
- The applicant will be given the opportunity to present evidence, present objections, and may question any witness. Evidence may be considered without regard to admissibility.
- The applicant will be provided a written decision following the completion of the review stating the reasons for the decision.

3. Informal Review Outcomes

NWA may choose to uphold the original decision or overturn that decision. The person conducting the review will prepare and issue a written summary of the review. The summary will include:

- The names of all the persons present;
- The date of the review;
- A brief discussion of the outcome and the reasons for such outcome.

3.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.

If the family was 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.

3.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.

Numbered Memo

20-52 Adelaide Administrative Plan Updates