

## **Exhibit 13-3 Payment Management**

This policy outlines Alaska Housing Finance Corporation's acceptance of payments, payment due dates, maximum account balances, and non-sufficient funds processing methods.

### **1. Payment Forms**

AHFC accepts money orders and bank, cashier's, and personal checks.

#### **1.A Cash**

AHFC does not accept cash or give change.

#### **1.B Checks**

AHFC will accept:

- A personal check from an authorized vendor.
- A personal check from any authorized, adult household member.
- A check from a legal representatives, payee service, or social service agency on behalf of a family.

AHFC will not accept:

- Third party or post-dated checks.
- Checks from persons not in an AHFC-subsidized family.

#### **1.C New Admission Payments**

AHFC will not accept a family's personal check for initial move-in fees. Families may tender payment with a bank check, cashier's check, or money order.

#### **1.D Pledges**

A family may request monetary assistance from a third party to help pay AHFC for a balance due.

1. AHFC will verify the pledged amount with the third party and must approve the pledging agency.
2. The family acknowledges that if a pledge is not received as promised, they are responsible for the amount.
3. Pledging agencies will indicate when they expect to pay the pledged amount. AHFC will allow a grace period until the first of the second month following the pledge.

## **2. Payment Locations**

When requesting payment for a debt, AHFC will advise the debtor where payment may be tendered.

### **2.A Office**

The local office address and hours of operation are provided to debtors.

### **2.B Mail**

Debtors that choose to mail payments to AHFC are responsible for timely receipt of payment. Payments received through the mail must be received by the end of the grace period to avoid any late fee or late notice.

### **2.C Drop Box**

If an office location has a drop box, debtors are notified where it is. When the end of the grace period falls on a weekend or holiday, any payments in the drop box at first pick-up, following the weekend or holiday, are not considered late. Any payments left in the drop box after the first pick-up are late.

## **3. Payment Due Dates**

AHFC will notify debtors of all payment due dates in writing. If charges are subject to a grievance procedure, charges are due in full upon expiration of the grievance request period.

### **3.A Grace Period**

AHFC offers a grace period for payment of monthly rent or installment payments.

- Housing Choice Voucher – debtors have until the close of business on the seventh (7<sup>th</sup>) day of each month to make their required payment agreement payments without penalty.
- Public Housing– debtors have until the close of business on the seventh (7<sup>th</sup>) day of each month to make their required monthly rent and payment agreement payments without penalty.
- S8N Multifamily Housing – debtors have until the close of business on the fifth (5<sup>th</sup>) day of each month to make their required monthly rent and payment agreement payments without penalty.
- Unassisted Housing – debtors have until the close of business on the sixth (6<sup>th</sup>) day of each month to make their required monthly rent and payment agreement payments without penalty.

Payments tendered or received after the expiration of the grace period are late and may be subject to an additional fee or penalty. See the section above regarding the Drop Box.

### **3.B Demand Notice Payment Due Date**

Once a notice demanding payment in full of a debt has been served, a regional manager may grant an exception to the payment due date for no more than ten (10) business days.

### **3.C Partial Payments**

Effective the first day of each month, the full amount or balance remaining of the monthly rent, payment agreement installment, or other monies owed are due in full. AHFC will accept partial payment during the month toward any debt unless the debtor has received a notice demanding payment in full.

### **3.D Maximum Account Balance and Minimum Payments**

#### **HUD Regulation 24 CFR 960.253(c)**

(4) The PHA may elect to establish policies regarding the frequency of utility reimbursement payments for payments made to the family.

(i) The PHA will have the option of making utility reimbursement payments not less than once per calendar-year quarter, for reimbursements totaling \$45 or less per quarter. In the event a family leaves the program in advance of its next quarterly reimbursement, the PHA must reimburse the family for a prorated share of the applicable reimbursement. PHAs exercising this option must have a hardship policy in place for tenants.

#### **HUD Regulation 24 CFR 982.514**

(c) The PHA may elect to establish policies regarding the frequency of utility reimbursement payments for payments made to the family.

(1) The PHA will have the option of making utility reimbursement payments not less than once per calendar-year quarter, for reimbursements totaling \$45 or less per quarter. In the event a family leaves the program in advance of its next quarterly reimbursement, the PHA would be required to reimburse the family for a prorated share of the applicable reimbursement. PHAs exercising this option must have a hardship policy in place for tenants.

#### **AHFC Policy**

1. AHFC will allow a maximum credit equal to two (2) month's rent to accumulate to an account. Credits over that amount will be refunded.
2. For any required minimum, monthly, or down payments, AHFC may accept an amount that is larger than the amount due to reduce the family's debt.
3. Utility reimbursements with small monthly credits will be accumulated by AHFC for a maximum period of three (3) months or a balance of \$45, whichever occurs first. AHFC will then refund these credit balances.

## **4. Checks Returned by the Bank**

Checks returned by a bank for nonsufficient funds or other reasons are received at the PHD Central Office. Any applicable bank fees charged to AHFC are assessed to the debtor's account.

- If the returned check was for a payment agreement, AHFC will immediately follow the default of payment agreement policy. A copy of the returned check documentation is attached to the notice served.
- If the returned check was for rent, AHFC will immediately follow the rent nonpayment policy. A copy of the returned check documentation is attached to the notice served.

### **4.A Prepaying a Returned Check**

A debtor may want to tender payment for a returned check before AHFC receives the check back from the bank. If funds for a returned check are presented before the returned check is received and posted, AHFC will accept the funds. Any applicable bank fees charged to AHFC are assessed to the debtor's account.

### **4.B Maximum Number of Returned Checks**

Local office staff will track the number of returned checks tendered by his or her debtors.

- A debtor will be allowed a maximum of one (1) returned check in any 12-month period.
- A second returned check within a 12-month period will result in AHFC suspending the debtor's ability to pay with a personal check for a period of 12 months.
- Once the suspension period is up, AHFC may again allow the debtor to pay with a personal check.

## **5. Unredeemed Payments**

AHFC payments to owners or families not redeemed within 90 days will be submitted to the AHFC Accounting Department for submission to the State of Alaska as unclaimed property. An exception may be granted on a case-by-case basis when a payment recipient contacts AHFC with updated information.

## **6. Recordkeeping**

Payment management documentation is archived in accordance with the Records Retention exhibit.

### **Numbered Memo**

21-30 Chapter 13 Charges, Payments, and Collection