

Streamlined Annual PHA Plan (HCV Only PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 02/29/2016
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment, and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

A	PHA Information																									
A.1	<p> PHA Name: <u>City of Pensacola Housing Division</u> PHA Code: <u>FL092</u> PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>10/2017</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs): <u>2288 and 182 VASH Vouchers</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission </p> <p> Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. </p> <p> The proposed PHA Plan, PHA Plan Elements, and all other relevant information are available for inspection by the public at the City of Pensacola Housing Office, located at 420 W. Chase Street, Pensacola, Florida, 32501. The PHA Plan and Five-Year Plan are also available for viewing on the City of Pensacola website at http://cityofpensacola.com/198/Plans-Announcements. Additional information on PHA policies are contained within the PHA Administrative Plan, also located in the central office and online at the above website. </p> <p> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below) </p> <table border="1" data-bbox="212 1591 1490 1938"> <thead> <tr> <th data-bbox="212 1591 483 1640">Participating PHAs</th> <th data-bbox="483 1591 613 1640">PHA Code</th> <th data-bbox="613 1591 911 1640">Program(s) in the Consortia</th> <th data-bbox="911 1591 1187 1640">Program(s) not in the Consortia</th> <th data-bbox="1187 1591 1490 1640">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td data-bbox="212 1640 483 1717">Lead HA:</td> <td data-bbox="483 1640 613 1717"></td> <td data-bbox="613 1640 911 1717"></td> <td data-bbox="911 1640 1187 1717"></td> <td data-bbox="1187 1640 1490 1717"></td> </tr> <tr> <td data-bbox="212 1717 483 1795"></td> <td data-bbox="483 1717 613 1795"></td> <td data-bbox="613 1717 911 1795"></td> <td data-bbox="911 1717 1187 1795"></td> <td data-bbox="1187 1717 1490 1795"></td> </tr> <tr> <td data-bbox="212 1795 483 1873"></td> <td data-bbox="483 1795 613 1873"></td> <td data-bbox="613 1795 911 1873"></td> <td data-bbox="911 1795 1187 1873"></td> <td data-bbox="1187 1795 1490 1873"></td> </tr> <tr> <td data-bbox="212 1873 483 1938"></td> <td data-bbox="483 1873 613 1938"></td> <td data-bbox="613 1873 911 1938"></td> <td data-bbox="911 1873 1187 1938"></td> <td data-bbox="1187 1873 1490 1938"></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																			
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B	Annual Plan.				
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <ul style="list-style-type: none"> ✓ Housing Needs and Strategy for Addressing Housing Needs. ✓ Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. <input type="checkbox"/> <input type="checkbox"/> Financial Resources. ✓ Rent Determination. ✓ Operation and Management. ✓ Informal Review and Hearing Procedures. ✓ Homeownership Programs. ✓ Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements. ✓ Substantial Deviation. ✓ Significant Amendment/Modification. <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s): N/A</p>				
B.2	<p>New Activities</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p style="padding-left: 20px;">✓</p> <p>Project Based Vouchers.</p> <p>(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan. N/A</p>				
B.3					
B.4	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A</p> <p style="padding-left: 20px;">✓</p> <p>(b) If yes, please describe: N/A</p>				
B.5	<p>Certification by State or Local Officials.</p> <p><u>Form HUD 50077-SL</u>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. Attached</p>				
B.6	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan. Attached</p>				

B.7	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(a) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations. Attached: Narrative and comments</p>

Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV Only PHAs

A. PHA Information. All PHAs must complete this section. (24 CFR §903.23(4)(e))

A.1 Include the full PHA Name, PHA Code, PHA Type, PHA Fiscal Year Beginning (MM/YYYY), Number of Housing Choice Vouchers (HCVs), PHA Plan Submission Type, and the Availability of Information, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. (24 CFR §943.128(a))

B. Annual Plan. All PHAs must complete this section. (24 CFR §903.11(c)(3))

B.1 Revision of PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the "yes" box. If an element has not been revised, mark "no."

Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income families who reside in the PHA's jurisdiction and other families who are on the Section 8 tenant-based waiting list. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income), (ii) elderly families and families with disabilities, and (iii) households of various races and ethnic groups residing in the jurisdiction or on the waiting list based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (24 CFR §903.7(a)(1) and 24 CFR §903.7(a)(2)(i)). Provide a description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. 24 CFR §903.7(a)(2)(ii)

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. A statement of the PHA's policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. (24 CFR §903.7(b))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA's anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. (24 CFR §903.7(e))

Rent Determination. A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. (24 CFR §903.7(d))

Operation and Management. A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. (24 CFR §903.7(e)(3)(4)).

- Informal Review and Hearing Procedures.** A description of the informal hearing and review procedures that the PHA makes available to its applicants. (24 CFR §903.7(f))
- Homeownership Programs.** A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. (24 CFR §903.7(k))
- Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.** A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA's partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA's partnerships with other entities, and activities under section 3 of the Housing and Community Development Act of 1968 and under requirements for the Family Self-Sufficiency Program and others. Include the program's size (including required and actual size of the FSS program) and means of allocating assistance to households. (24 CFR §903.7(l)(i)) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. (24 CFR §903.7(l)(iii)).
- Substantial Deviation.** PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. (24 CFR §903.7(r)(2)(i))
- Significant Amendment/Modification.** PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan. Should the PHA fail to define 'significant amendment/modification', HUD will consider the following to be 'significant amendments or modifications': a) changes to rent or admissions policies or organization of the waiting list; or b) any change with regard to homeownership programs. See guidance on HUD's website at: [Notice PIH 1999-51](#). (24 CFR §903.7(r)(2)(ii))

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

- B.2 New Activity.** If the PHA intends to undertake new activity using Housing Choice Vouchers (HCVs) for new Project-Based Vouchers (PBVs) in the current Fiscal Year, mark "yes" for this element, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake this activity, mark "no." (24 CFR §983.57(b)(1) and Section 8(13)(C) of the United States Housing Act of 1937.
- Project-Based Vouchers (PBV).** Describe any plans to use HCVs for new project-based vouchers. If using PBVs, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.
- B.3 Most Recent Fiscal Year Audit.** If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. (24 CFR §903.11(c)(3), 24 CFR §903.7(p))
- B.4 Civil Rights Certification.** Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulation*, must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. (24 CFR §903.7(o))
- B.5 Certification by State or Local Officials.** Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, including the manner in which the applicable plan contents are consistent with the Consolidated Plans, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15)
- B.6 Progress Report.** For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. (24 CFR §903.11(c)(3), 24 CFR §903.7(r)(1))
- B.7 Resident Advisory Board (RAB) comments.** If the RAB provided comments to the annual plan, mark "yes," submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. (24 CFR §903.13(c), 24 CFR §903.19)

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low-income, very low-income, and extremely low-income families.

Public reporting burden for this information collection is estimated to average 4.5 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

**Mission and Goals Progress Report
Fiscal Year 2017-2018**

PHA Mission: The mission of the Pensacola Housing Division is accomplished through consistent cooperation with other agencies and private local businesses who share the same goals. The Housing Division continues to partner with Escambia County, the Escarosa Coalition on the Homeless, the Veterans Administration, the Pensacola Association of Realtors, nonprofit housing providers, local landlords and contractors, and other Housing Authorities across the region. The Housing Office participates in community events, such as HUD's Point in Time count, Escarosa Coalition on the Homeless U Count event, and Escambia-Pensacola Human Relations Commission Fair Housing workshops. Housing assistance provided ranges from SHIP and HOME down payment and closing cost assistance for home buyers, housing rehabilitation for low-income home owners, to rental assistance for eligible voucher families and VASH assistance for homeless veterans. The Housing Division seeks new and creative projects to provide housing assistance throughout the community.

PHA GOAL: Increase the availability of decent, safe and affordable housing

1. Apply for additional rental vouchers: The City of Pensacola Housing Division will continue to apply for Housing Choice Vouchers as HUD makes them available. In 2016, the Housing Division received funding for 18 Tenant Based Rental Assistance Vouchers (TBRA) from the Florida Housing Finance Corporation through a state administered HOME Investment Partnership Act allocation. Currently this program has housed 16 homeless families for 12 months, with two families pending Housing Assistance Payments Contracts. The families were referred by the Escarosa Coalition on the Homeless. The Pensacola Housing Division plans to utilize HOME funding as it is made available.

The Pensacola Housing Division also continues in partnership with the Pensacola VA Medical Center Clinic (VMAC), housing local homeless veterans. The Pensacola Housing Division was allocated twenty-five (25) new vouchers in July of 2016, and most of those vouchers have been utilized. The Pensacola Housing Division continues to work closely with the Santa Rosa County Housing Authority through portability, and recently began working with Foley, Alabama and Baldwin County as the VMAC in Pensacola also provides services to veterans in those jurisdictions. Currently, Pensacola Housing has approximately 6 vouchers of the 182 available. The Housing Division and the VA continue to work to acquire more vouchers.

The Housing Division is considering revisions to the Housing Choice Voucher Program Administrative Plan, which have been made available by the recent streamlining of regulations. One of these measures, biennial inspections, has resulted in time savings and cost savings for the agency. Further changes, including a change in minimum rent requirements and use of criminal background information to determine eligibility are under consideration at this time.

2. Leverage private or other public funds to create additional housing opportunities:
 - A. For Fiscal Year 2016, 72 families closed on new homes utilizing the SHIP and HOME homebuyer's assistance programs, which provided down payment and closing cost assistance.
 - B. The SHIP program also provided informational first time homebuyer meetings quarterly and foreclosure educational meetings monthly. The Affordable Housing Advisory Committee (AHAC), consisting of 12 community members, met monthly throughout the year.
 - C. The City provided housing rehabilitation assistance through the HOME reconstruction, CDBG rehabilitation, and SHIP repair programs. Twenty-five existing homes were rehabilitated with CDBG funds, three homes were newly reconstructed with HOME funds and three were rehabilitated with SHIP funds.
 - D. The City of Pensacola City Council has established a Housing Initiatives fund, which will support housing programs such as the homebuyer and rental development programs.
 - E. City Council amended the property disposition policy to allow disbursement of city owned parcels to the Housing Division in support of affordable housing development.
3. Encourage owners and landlords to participate in the HCV programs: The Pensacola Housing Division has placed special emphasis on improving customer service for participating landlords. Through the new HUD streamlining regulations, the Housing Division instituted the verification of HQS minor rental unit repairs through photographs and email. All HAP payments are now made monthly through direct deposits to owners/landlords. Biennial inspections of rental units have also been instituted. Rent Reasonableness is updated upon landlord request, and to reflect local market condition through partnership with the Pensacola Association of Realtors.

PHA GOAL: Improve the Quality of Assisted Housing

The Housing Division conducts regularly scheduled quality control inspections by a qualified housing inspector, who provides routine feedback to the regular inspection team to ensure decent, safe housing for clients. Further, tenant request inspections are conducted upon tenant's request. Participants are encouraged to seek newer, more energy efficient rental units during both eligibility and recertification meetings. Rent Reasonableness reviews are conducted at the request of the property owner or manager to ensure rents reflect market conditions. Per program guidelines, the

Division conducts an annual review of the payment standards and the utility allowance schedules, ensuring affordability for participants.

The Housing staff presented information on the HCV program to approximately 30 attendees of the Gulf Coast Real Estate Investors Association in September, 2016, to explain the program to potential landlords and hopefully obtain more available units for the rental assistance program. This is part of the ongoing effort to make outreach to the community.

Staff partnered with and presented at two Fair Housing workshops with the Pensacola Association of Realtors and the Escambia –Pensacola Human Relations Commission. VASH case managers were in attendance.

PHA GOAL: Promote self-sufficiency and asset development for families and individuals

The Pensacola Housing Division provides first time homebuyer and foreclosure classes on a monthly basis, as well as counseling to assist families with improving their credit and financial literacy in order to prepare them to become homebuyers, as a natural progression toward self-sufficiency. The HCV and VASH clients are especially encouraged to work towards achieving self-sufficiency. Veterans are also counseled to use their GI Bill benefits or apply for the vocational rehabilitation program benefits, to improve their employment opportunities.

Housing Division Attn: Housing Division
DEPT OF HOUSING/LEGAL ADS
PO BOX 12910

PENSACOLA FL 32502

Published Daily-Pensacola, Escambia County, FL

PROOF OF PUBLICATION

State of Florida
County of Escambia:

Before the undersigned authority personally appeared Brittni Pendington, who on oath says that he or she is a Legal Advertising Representative of the Pensacola News Journal, a daily newspaper published in Escambia County, Florida that the attached copy of advertisement, being a Legal Ad in the matter of

LEGAL NOTICE The Residen

as published in said newspaper in the issue(s) of:

03/25/17

Affiant further says that the said Pensacola News Journal is a newspaper in said Escambia County, Florida and that the said newspaper has heretofore been continuously published in said Escambia County, Florida, and has been entered as second class matter at the Post Office in said Escambia County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he or she has neither paid nor promised any person, firm or coporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Sworn to and Subscribed before me this 27th of March 2017, by Brittni Pendington who is personally known to me

Signature of Brittni Pendington
Affiant

Signature of Mark Dee Kent
Mark Dee Kent
Notary Public for the State of Florida
My Commission expires October 27, 2019

Publication Cost: \$158.98
Ad No: 0002020653
Customer No: PNJ-20423050

MARK DEE KENT
Notary Public - State of Florida
Comm. Expires October 27, 2019
Comm. No. FF 931266

LEGAL NOTICE
The Resident Advisory Board has met and discussed the City of Pensacola's Public Housing Agency (PHA) Annual Plan and proposed changes to the Annual Plan for Fiscal Year 2017-2018. The Plan outlines the goals and objectives for serving the needs of the City's rental assistance program participants, and is submitted to the U.S. Department of Housing and Urban Development on an annual basis.
A copy of the PHA Annual Plan and the PHA 5-Year Plan is available for public review at the Pensacola Housing Office, 420 W Chase Street; online at http://www.cityofpensacola.com/DocumentCenter/Home/View/3569; or may be provided electronically upon request. Comments are encouraged and should be submitted by April 27, 2017 to the City of Pensacola Housing Office, P.O. Box 12910, Pensacola, FL 32521, hand delivered to the Housing Office, faxed to Marsha Bazinet at 850-595-0113, or emailed to mbazinet@cityofpensacola.com.
A Public Hearing is scheduled for Thursday, April 27, 2017 at 3:00 p.m. at the City Housing Office, 420 W. Chase Street. All interested persons may appear and provide comment on the PHA Annual Plan.
The City of Pensacola adheres to the Americans with Disabilities Act and will make reasonable modifications for access to City services, programs, and activities. Please call 858-0350 (or T.D.D. 850-595-0102) for further information. Requests must be made at least 48 hours in advance of the event in order to allow the City time to provide the requested services.
Ashton J. Hayward, III
Mayor
Legal ad# 2020653 March 25, 2017

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Ashton J. Hayward, III
Mayor
Legal ad# 2020653 March 25, 2017

RECEIVED
APR 10 2017
Housing Dept.

Resident Advisory Board (RAB) Comments 2017

Based upon an analysis of unit data, over half the Housing Choice Voucher (HCV) program participants reside in a multi-family complex. To reach a sampling of program participants, the City of Pensacola Housing Division solicited Resident Advisory Board members from four rental complexes in this Housing Agency's jurisdiction, two in the City of Pensacola and two in Escambia County, sending approximately two hundred invitations to Housing Choice Voucher (HCV) program participants and the on-site apartment management associates to attend meetings located in the community rooms of each property. A brief comment sheet was attached to each invitation, requesting input from residents who were unable to attend and suggesting topics of discussion.

The meeting agenda was selected from among topics that the Housing Division will address when a revision of the HCV program Administrative Plan is completed in Fiscal Year 2018, although any additional comments regarding the program are accepted and considered. Input on the Housing Division's customer service to clients is always requested, as occasionally program procedures change, and input is necessary to determine the impact those procedures are having on clients and if they may be improved. Overall, comments regarding the Housing Division's customer service were generally very positive and complimentary.

The Housing Division has temporarily closed the HCV Waiting List effective May 1, 2017, as the program has leased up to its capacity, and vouchers will be issued based on attrition. The current waiting list is composed of approximately 1,500 new applicants. The Housing Division is considering new methods of accepting applications in the future, such as on-line. The Advisory Board participants were fairly accepting of this proposal, although they did note that this may present a difficulty to the elderly/disabled applicants.

Also discussed were possible changes to the minimum rent, which at the current time is \$50.00 per family. This does not mean that the rent portion begins at \$50.00, only the amount where the Housing Assistance calculation begins. Housing staff explained that if the minimum rent were decreased, it may mean fewer families would be assisted; if it remained the same or increased, it may mean more families could be assisted. The general consensus was to leave the minimum rent at \$50.00. Also discussed were proposed changes to the overpayment policies, in which families would be allowed no more than one overpayment or they would be subject to termination of assistance.

Current visitor policies were discussed, as one of the main basis for complaints is the presence of unauthorized persons residing in the household. Since the definition of family was updated, there are fewer complaints, however, the housing policies define the difference between visitors and residents. This is mostly important in elderly facilities when children visit beyond the prescribed limits, as their presence may disturb other residents.

Minutes of each RAB meeting follow this summary, as well as the comments submitted by HCV Resident Advisory Board members.

City of Pensacola Housing Office

Resident Advisory Board Minutes

Arbours at Ensley Apartments – February 22, 2017

The Resident Advisory Board for the Housing Choice Voucher Program met in the Community room of the Arbours at Ensley Apartments, 8810 Sonnyboy Lane, Pensacola, at 4:30 p.m. Present were Karen Thompson and Marsha Bazinet, Administrative Officers for the City of Pensacola Housing Division, Tommie Kirby, Apartment Manager and her assistant, Sim Moran, and Deborah Robinson, a five-year program participant.

The meeting began with Marsha Bazinet, who introduced Housing staff and explained the purpose of the Annual Plan; setting goals and adjusting the Administrative Plan in order to comply with changes in regulations that may occur. Copies of FY 2016's Plan were distributed to the participants for review.

Discussion of these topics followed:

- Biennial inspections on this tax credit property appear to be sufficient. The property managers and their maintenance personnel coordinate with the Housing Inspector to make the inspections for new apartments as efficient as possible. Repairs are sometimes made while the Housing Inspector is present as a time-saving practice.

The property maintenance staff does quarterly inspections, and they present housekeeping awards to those tenants they feel make an exceptional effort to keep their units clean and orderly, to show that their efforts are appreciated. This could be adopted by the Housing Division as a reward to good tenants.

- Ms. Robinson introduced the issue of portability, stating she had used portability to move to Pensacola approximately 5 years ago and she appreciated the ease with which she was housed. Her son lives out of state and he has applied for housing for himself but was advised he is ineligible. The eligibility criteria was discussed in detail.
- The customer service provided by the Housing Division was discussed, and the consensus was that the Housing Counselors are very polite and professional; the apartment manager did request that the inspectors be a little more accommodating of tenants who work; they should allow the apartment managers to open the door for the inspectors if the tenant has consented.

Arbours at Ensley Minutes

February 22, 2017

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- Program participants said they feel better knowing the Housing Division is screening participants; and said they don't think the current policies are too stringent, although they acknowledge that the arrest policies must be adjusted.
- The participants stated they believe that the current minimum rent is reasonable.

The meeting terminated at 6:45 p.m.

Respectfully Submitted,

Marsha Bazinet

City of Pensacola Housing Office

Resident Advisory Board Minutes

Morris Court Community Room – March 1, 2017

The meeting of the Resident Advisory Board for Fiscal Year 2017/2018 was held in the community room of the Morris Court II apartment complex, and began at 4:30 p.m., with light refreshments being served.

Housing's Administrative Officer's Karen Thompson and Marsha Bazinet were present, as was Morris Court Assistant Manager Shirita Simmons,, as well as the following program participants:

Ashley Gideon	Adrian Lee (applicant)
Tommie Carroll	Rose Hunter
Eloise Jackson	Starbril Jenkins
Ronnie Banks	

Marsha Bazinet opened the meeting by welcoming the attendees. She explained the purpose of the meeting and the Annual Plan, inviting all attendees to voice their opinions in an effort to improve the Housing Choice Voucher Program and the nature of the anticipated changes to the current Administrative Plan in order to remain in compliance with the federal regulations that govern the program.

Discussion of these topics followed:

- The Application Process: Ms. Lee, who is an applicant and unfamiliar with the Housing Assistance procedures, asked many questions related to the call-in system, the certification process, and the rent calculations. At that time there was also a discussion regarding the move process (finding another unit and the rent limits.) The closing of the waiting list was also explained.
- The Recertification Process: Participants were generous with their praise of the Housing staff, all have been treated respectfully and staff is very professional and helpful. They do like the walk in hours and are satisfied with bi-annual inspections. They were informed of the complaint inspection process if necessary, but they should first contact their property managers for maintenance before contacting Housing.

Resident Advisory Board Minutes
Morris Court II
Page 2

- Overpayments: Participants were informed of the necessity of reporting changes of income and household composition in a timely manner, and that, with proposed changes to the Administrative Plan, only one overpayment would be allowed before termination resulted.
- Minimum rents: The Housing Division currently is using a \$50.00 minimum rent in its Housing Assistance calculations. We are now considering adjusting that amount and requested participant input, as this may have a slight effect on the family's portion of rent, and it may affect the number of families who receive assistance.

The meeting closed at 5:35 p.m.

Respectfully Submitted,

Marsha Bazinet

City of Pensacola Housing Office

Resident Advisory Board Minutes

Wesley Scott Place Senior Apartment Complex – March 8, 2017

The Resident Advisory Board for the Housing Choice Voucher Program met in the Community room at Wesley Scott Place Senior Apartments, 3300 West Scott Street, beginning at 10:00 a.m. Present were Karen Thompson and Marsha Bazinet, Administrative Officers for the City of Pensacola Housing Division, as well as the following program participants:

Romie Richardson	Geneva Burke
Mary F. Williams	Dorothy Baldwin
Betty Dortch	

The meeting began with Marsha Bazinet explaining that the Annual Plan is a HUD requirement, that Housing agencies seek input from program participants as to how the program is working for them and to explain regulatory updates that the Housing Division will be instituting in the coming year. Participants agreed that the program was essential to them and expressed their gratitude for the assistance.

Comments were complimentary toward the current walk-in recertification process, and one participant expressed the opinion that yearly recertifications were better than the proposed bi-annual recertifications.

Discussion of these topics followed:

- Participants were informed that the waiting list would be closing, as the Housing Program is currently in lease-up status, and due to the uncertainty of the upcoming federal budget.
- Participants stated that they think the inspection process is working out well; management is very responsive to any problems or complaints regarding the physical condition of the rental units, and the inspectors are courteous and prompt. The new biennial inspection process is working out well.
- Minimum rent was explained, and the possibility that the current minimum rent may be adjusted. The participants agreed that the current \$50.00 was reasonable and did not think it was necessary to lower it, as it may result in less funding available for new voucher families to be admitted to the program.

- Portability was discussed, advising participants that they have the option of transferring to other housing agencies in the country, to be closer to family if they so desired.
- Participants also were advised that the caseloads had shifted for their Housing Specialists and that there was some turnover, so they may have a different Housing Specialist at the next recertification appointment.
- Participants were requested to contact Marsha Bazinet of the Housing Division for any information or referrals of homeless veterans. One of the participants informed Housing staff that the local churches made meals available to the homeless; many have participated in hosting these families.

The meeting closed at 11:15 a.m., with an invitation from the apartment manager to return next year, and a thank you from the participants for being included in the Resident Advisory Board process.

Respectfully Submitted,

Marsha Bazinet

City of Pensacola Housing Office

Resident Advisory Board Minutes

Englewood Senior Apartments – March 15, 2017

The Resident Advisory Board for the Housing Choice Voucher Program met in the Theatre room at Englewood Senior Apartments at 10:00 a.m. Present were Karen Thompson and Marsha Bazinet, Administrative Officers for the City of Pensacola Housing Division, as well as the following program participants:

Taffi Steinoff	Shirley Green	Dale Bracey
Johnny Johnson	Carmen Foster	Yvonne Winters
Phillippe Flutinet	Barbara Ransom	Theresa Clapper
Mary Dobbins	Mary Watson	Margaret Richards
Terry Gitao	Judy Price	Willie Adkins

The meeting began with an introduction to the Five-Year Plan and PHA Annual Plan, which are required by the Department of Housing and Urban Development. Copies of FY 2016's Plans were distributed to the participants.

Discussion of these topics followed:

- The first topic discussed was the Housing Division's waiting list. Participants stated that the call-in system could be frustrating. Housing staff stated that the Housing Choice Voucher program has reached lease-up and the waiting list will be closed effective May 1, 2017, until further notice.
- The recertification process was discussed and the biennial inspections that have been instituted; the tenant requested inspection process was also explained as some residents have issues with the complex's maintenance. The Housing Division has explored the possibility of bi-annual recertifications, but decided not to institute that process in the near future.
- A discussion ensued regarding changes to the minimum rent; participants stated that they feel the current rents are reasonable and do not necessarily advocate for lowering the minimum rents. Disability and medical deductions were also explained and discussed.
- Housing staff called attention to the visitor policies; as this is an elderly complex, families should be considerate of others by limiting the visits of children to the facility and the disruptions that could occur.

Resident Advisory Board Minutes
Englewood Apartments 3/15/2017
Page 2

- Some apartment residents complained about “noise pollution” in the neighborhood, especially at night, which is due to the proximity of the bar across the street. They were advised of the location of similar tax credit units in the city and the county, and advised that they are welcome to move in accordance with the terms of their leases.

The meeting closed at 11:30 a.m.

Respectfully Submitted,

Marsha Bazinet

City of Pensacola PHA Annual Plan for Fiscal year 2017-2018
Resident Advisory Board Agenda

1. Welcome and Introduction to the PHA Annual Plan
2. The Housing Division's Customer Service, i.e., the application process, recertification process, moving process, inspection process
3. Possible change in Minimum Rents (TTP)
4. Overpayment policies change
5. Visitors Policy; Absences from the unit
6. Questions and open discussion: how can we make your experiences with the Housing Office better and more convenient for you?

Attachments:

Annual Plan FY2015-2016
Visitors Policy

Arbours at Ensley	Wednesday, 2/22/2017	4:30 p.m. Arbours Community Room
Morris Court II & III	Wednesday, 3/1/2017	4:30 p.m. Morris Court Community Room
Wesley Scott Place	Wednesday, 3/8/2017	10:00 a.m. Wesley Scott Community Room
Englewood Senior	Wednesday, 3/15/2017	10:00 a.m. Englewood Theatre Room

*Plus I don't see \$56.00
BD*

RECEIVED

MAR 28 2017

Housing Choice Voucher Program

Housing Dept.

Resident Advisory Board - Comments and Suggestions 2017

Attention: Marsha Bazinet, HCV Coordinator

The Housing Office is requesting participants comments and suggestions for inclusion in the submission of the Annual Plan to the Department of Housing and Urban Development (HUD) for the coming year.

Suggested topics are:

- Our customer service to you
- The Waiting List process (phone in)
- The Recertification process (appointments/walk in)
- The Inspection process
- The Moving process and/or the Portability process
- Moving to a low poverty area
- Criminal History and program participation

How are we doing and how can we make your experiences with us better?

Dear Ms Bazinet

Thank you for giving us the opportunity to express our comments and suggestions on HCV. Your customer services are excellent at all regards: fast and courteous, reliable and efficient.

My recertification process would really clean and smooth and methodical. Very reassuring for senior citizens like me. The inspection was great, it is really a following up on our complaint.

Moving in a "poor" area has its pluses because the life is cheaper in terms of prices. For the security it is really a matter of each of us common sense. We enjoy 2 pharmacies three blocks from here, food markets and restaurants. We has a bus stop right there. Once again, thank you for your visit.

Sincerely
Philippe J. Hutinet

Housing Choice Voucher Program

Resident Advisory Board - Comments and Suggestions 2016

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The Inspection process

The Moving process and/or the Portability process

Moving to a low poverty area

Criminal History and program participation

How are we doing and how can we make your experiences with us better?

I think you are doing an excellent job.

I also think you should re evaluate your process when someone tries to do better by getting a job. I was hired for a job that fell through. The process should take place in May 2017

Regina Detsow

RECEIVED

APR 03 2017

Housing Dept.

Philippe HUTINET
Apt 425 Englewood Senior Apartments

Housing Choice Voucher Program

Resident Advisory Board - Comments and Suggestions 2016

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The Moving process and/or the Portability process

Moving to a low poverty area

Criminal History and program participation

RECEIVED

FEB 21 2017

Housing Dept.

How are we doing and how can we make your experiences with us better?

Your action is very satisfying

Thank you

Ph. Hutinet

Pensacola February 11
Dear Mrs Bazinet,
Thank you for your invitation. I will do my best to attend the meeting at Englewood

Sincerely,

Philippe J. Hutinet

MAR 22 2017 AM 7:38

Housing Choice Voucher Program

Resident Advisory Board - Comments and Suggestions 2016

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The Inspection process

The Moving process and/or the Portability process

Moving to a low poverty area

Criminal History and program participation

How are we doing and how can we make your experiences with us better?

As far as I'm concerned my experiences couldn't have been better. Everyone was very courteous and professional. I was very pleased with the process from the phone call to my move to Pensacola.

Thank you Pensacola Housing
Revelle Skubey Kelly

Housing Choice Voucher Program

Card pulled
9510 Longway Lane
apt 8101
Beverly Hills 92514

Resident Advisory Board - Comments and Suggestions 2016

Attention: Marsha Bazinet, HCV Coordinator

The Housing Office is requesting participants comments and suggestions for inclusion in the submission of the Annual Plan to the Department of Housing and Urban Development (HUD) for the coming year.

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3. The Inspection process
4. The Moving process and/or the Portability process
5. Moving to a low poverty area
6. Criminal History and program participation

How are we doing and how can we make your experiences with us better?

1. OK

2. OK

3. OK

4. OK

5. it would be ok but I am scared to ride down empty or empty lane because it has so many drug people, but I love living here I don't go out night because of the people that are on the Rd, I wished they could clean this place up (the streets)

6. I like

I won't be able to make it to the apt, but I wrote everything down

RECEIVED

FEB 15 2017

Housing Dept.

Housing Choice Voucher Program

Resident Advisory Board - Comments and Suggestions 2016/17

Attention: Marsha Bazinet, HCV Coordinator

The Housing Office is requesting participants comments and suggestions for inclusion in the submission of the Annual Plan to the Department of Housing and Urban Development (HUD) for the coming year.

Suggested topics are: Our customer service to you

- The Waiting List process (phone in)
- The Recertification process (appointments/walk in)
- The Inspection process
- The Moving process and/or the Portability process
- Moving to a low poverty area
- Criminal History and program participation

How are we doing and how can we make your experiences with us better?

I've been on the program for a while now its a very big help to me with my situation and being sick and unemployed due to medical reasons. The recertification process is ok and the inspection process I have no problem with that process. I wish we had more housing /apartments that except HUD we really dont have that many around here and with me being single or for anyone being by themselves. I enjoy living in my complex its very quiet and nice. The only issue I have with my complex is the privacy gate being open. I wish we had more HUD complexes with private gated community makes me so safe.

RECEIVED

FEB 20 2017

Housing Dept.

Marsha Bazinet

From: mgchap2 <mgchap2@aol.com>
Sent: Friday, March 03, 2017 11:01 AM
To: Marsha Bazinet
Subject: Per our conversation re: Resident Advisory Board and Englewood Apts

Dear Marsha,

I felt I could get this to you quicker by email.

As we discussed on the phone I can't participate as part of advisory board due to my agoraphobia, however I have many ideas and much to say.

I was on the waiting list for over 3 years. I believe that time would have been less had people receiving help from sec 8, not taking advantage of it. Many people are given this help which is supposed to be for a certain number of people in household, however once they move in the household doubles or triples in size.

I feel that after hours unscheduled visits as well as weekend visits would catch these people breaking contract hence making wait list a bit shorter and winging out the criminals.

Also sec 8 residing in Apts that include water and garbage and sewer, it's amazing how a one bedroom apartment can use so much water and cause all others rent to increase when you see people bringing garbage bags of laundry on weekends, yes that's a lot of free water someone is washing clothes with, also having house full of kids in live in an apt retirement community and yes my grandbabiez visit however they do not run around unattended or go to the pool area ever unattended READ LEASE ; LEASE HOLDER MUST ACCOMPANY ANY MINOR AND OR ALL GUEST AND ARE LIMITED TO 2 GUEST PER LEASES HOLDER.

Which brings me to Englewood in the 6 years I have lived here we are now on Property manager #5 who started Feb 20,2017 I don't even know her name , I do know when my homemaker went to pay my rent on March 2nd no one was in the office to take it. WHY DURING RENT DAYS WOULD YOU NOT BE IN THE OFFICE, I DON'T GO THERE MY HOMEMAKER IS OFF TILL SATURDAY SO IF I CAN'T FIND SOME ONE I TRUST TO TAKE MY RENT BACK TO THE OFFICE ARE THEY GOING TO SAY I WAS LATE?

Lin left she was the old property manager, the leasing agent followed suit, we haven't had a maintenance man in about a year, when the work orders pile up they send Wes over from the Pines and we are told we are not allowed to ask him to fix anything. He is only here to catch up work orders that are backed up.

I donated money to a lady that lives here's son 3 times to fix my ceiling fan in my living room because I have copied and have to feel air, I don't like using my o2 I don't want to become dependant on it completely, finally the ceiling fan burnt out it took 3 1/2 weeks for them to get Wes over to replace, they felt it wasn't a priority even though it was a medical need.

The office never answers the phone.

The entire front parking lot has been turned into private parking for any one who can get there MD to say they need it lol Re: one lady took them to court to get a close spot and won so everyone else followed suit, Englewood chose to just give in.

So next there's maybe 3 handicap parking spots ridiculous.

Next when I moved here the drop off and pick up was 15 minutes, now they make me have 2 people take off work one to sit in car while one helps me finish getting ready with whatever I need,

Each property manager pics and choose whichever part of the lease at any moment they decide to enforce then if you don't comply your given a 3 or 7 day notice.

Also pets people think that they can call a pet a companion and have pet fee waived SO UNTRUE EVEN IF YOUR MD WRITES A SCRIPT FOR A COMPANION PET THAT PET MUST BE CERTIFIED AND OR REGISTERED AS A COMPANION PET AND THEY WILL HAVE PAPERWORK, AND ID,

There is alot going on at Englewood, much involves poor management as well as sec8 contracts not being followed up and broken, violence, people letting people in security doors when they shouldn't. If it's not your guest they should use call box. To many no residents getting in.

So Marsha I could keep going but I feel like I said alot and have gotten my point across.
I love my home, but I stay in it only leaving for Dr appointments.
I hope this is helpful.

Sincerely

Melissa G Chapman

1810 W. Cervantes st Apt 106

Pensacola fl, 3501

Sent via the Samsung Galaxy Note5, an AT&T 4G LTE smartphone

Violence Against Women Policy
Exerpt from the City of Pensacola Housing Administrative Plan

3.4 The Violence Against Women Act (VAWA)

In compliance with the Violence against Women and Department of Justice Reauthorization Act of 2005 (VAWA), as well as the Violence Against Women Reauthorization Act of 2013 (VAWA 2013), Pensacola Housing will not deny admission to the HCV program to any applicant who has been a victim of domestic violence, dating violence, stalking, or sexual assault, provided they have met the other admission requirements.

In addition, Pensacola Housing will adhere to the following guidelines when administering the HCV program to applicants or participants who are victims of domestic abuse:

1. Being a victim of domestic violence, dating violence, stalking, or sexual assault (collectively known as "abuse") is not a basis for denial of assistance to HCV programs.
2. Incidents or threats of abuse will not be regarded as "serious or repeated violations of the lease" for termination of assistance, tenancy, or occupancy rights of a victim of abuse.
3. Criminal activity directly relating to abuse, engaged in by a member of a tenant's household or any guest or other person under the tenant's control, shall not be a cause for termination of assistance, tenancy, or occupancy rights if the tenant or an affiliated individual of the tenant is the victim or threatened victim of that abuse. VAWA 2013 defines an affiliated individual as a spouse, parent, brother, sister, or child of that individual; or an individual to whom that individual stands *in loco parentis*; or any individual, tenant, or lawful occupant living in the household of that individual.
4. The Housing Office or owner/manager may remove a household member from a lease without regard to whether the household member is a signatory to the lease, in order to evict, remove, terminate occupancy rights, or terminate assistance to any individual who is a lawful tenant or lawful occupant and who engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual, without evicting, removing, terminating assistance, or otherwise penalizing the victim of such activity, who is also a tenant or lawful occupant.
5. Such eviction, removal, termination of occupancy rights, or termination of assistance shall be effected in accordance with the procedures prescribed by federal, state, or local law for termination of leases or assistance. This federal statute authority takes precedence over any federal, state, or local law to the contrary; however, any eviction or removal or termination of assistance must be in accordance with procedures prescribed by federal, state, and local law (for example, the Landlord-Tenant Act, or HCV program regulations).
6. The family may request to move or port, in violation of the lease, if the family has met all other requirements and has moved out of the assisted unit to protect the health or safety of an individual who was the victim of abuse and who reasonably believed he or she was imminently threatened by further abuse if he or she remained in the unit.

In order to protect their ongoing assistance, participants who are victims of abuse may be asked to certify that incidences of abuse are bona fide. Form HUD-50066 may be used for this purpose. The certification must contain the name of the perpetrator, but only if the name of the perpetrator is known to the victim, and the name can be provided safely. Certification must be provided within 10 business days after Pensacola Housing's request for it. If the certification is not provided within this timeframe, Pensacola Housing may terminate assistance.

In lieu of the tenant completing form HUD-50066, Pensacola Housing will also accept documentation signed by an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional, or a mental health professional, or a record from an administrative agency from which the victim has sought assistance, in which the professional or agency official attests under penalty of perjury that the incident(s) are bona fide. Federal, state, tribal, territorial or local police or court record will also be acceptable.

All information provided by the victim is confidential. Applicants and program participants will be informed of their rights under VAWA and VAWA 2013 at admission, during eligibility and recertification meetings, and in notifications informing them that assistance has been denied or terminated.