

Streamlined Annual PHA Plan <i>(HCV Only PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 03/31/2024
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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, including changes to these policies, 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. The 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 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, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 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 exceed 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	PHA Name: City of Pensacola Housing Department PHA Plan for Fiscal Year Beginning: (MM/YYYY): 10/2022 PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs): 2,238 HCVs, 50 NED, 203 VASH PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission			PHA Code: FL092																														
<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>A copy of the PHA 2022 Annual Plan is available for public review in the lobby of the Pensacola Housing Department at 420 W Chase Street and online at cityofpensacola.com/198/Plans; or will be provided electronically upon request. Comments were accepted between 4/1/22 and 5/15/22 via submission to the Pensacola Housing Department, P.O. Box 12910, Pensacola, FL 32521; or by hand-delivery to the Housing Department dropbox at 420 W Chase Street; by fax to Dawn Corrigan at 850-595-0113; or by email to dcorrigan@cityofpensacola.com. A Public Hearing was held on Wednesday May 18, 2022 at 4 PM in the Vince Whibbs Room, Pensacola City Hall at 222 W Main Street Pensacola, FL 32502.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p>																																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 25%;">Program(s) not in the Consortia</th> <th style="width: 15%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </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. Plan Elements.					
B.1	<p>Revision of Existing 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> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p>				
B.2	New Activities. – Not Applicable				
B.3	Progress Report. Provide a description of the PHA’s progress in meeting its Mission and Goals described in its 5-Year PHA Plan. See attachment B.3.				
B.4	Capital Improvements. – Not Applicable				
B.5	<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><input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>				
C. Other Document and/or Certification Requirements.					
C.1	<p>Resident Advisory Board (RAB) Comments</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) 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. See attachment C.1</p>				
C.2	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <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. See attachment C.2.</p>				
C.3	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. See attachment C.3.</p>				

C.4 **Challenged Elements.** If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

(a) Did the public challenge any elements of the Plan?

Y N

If yes, include Challenged Elements.

D. Affirmatively Furthering Fair Housing (AFFH).

D.1 Affirmatively Furthering Fair Housing (AFFH).

Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.

Fair Housing Goal:
Describe fair housing strategies and actions to achieve the goal

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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 §903.4)

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

B.1 Revision of Existing 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."

Statement of Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA's strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA and other families who are on the Section 8 tenant-based assistance waiting lists. 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 (iii) households with individuals with disabilities, and households of various races and ethnic groups residing in the jurisdiction or on the public housing and Section 8 tenant-based assistance waiting lists. The statement of housing needs shall be based on information provided by the applicable Consolidated Plan, information provided by HUD, and generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. Once the PHA has submitted an Assessment of Fair Housing (AFH), which includes an assessment of disproportionate housing needs in accordance with 24 CFR 5.154(d)(2)(iv), information on households with individuals with disabilities and households of various races and ethnic groups residing in the jurisdiction or on the waiting lists no longer needs to be included in the Statement of Housing Needs and Strategy for Addressing Housing Needs. (24 CFR § 903.7(a)).

The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (24 CFR §903.7(a)(2)(i)) Provide a description of the ways in which the PHA intends, to the maximum extent practicable, to address those housing needs in the upcoming year and the PHA's reasons for choosing its strategy. (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(c))

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)).

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 subject to Section 3 of the Housing and Community Development Act of 1968 (24 CFR Part 135) 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.

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

B.2 New Activities. This section refers to new capital activities which is not applicable for HCV-Only PHAs.

B.3 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.4 Capital Improvements. This section refers to PHAs that receive funding from the Capital Fund Program (CFP) which is not applicable for HCV-Only PHAs

B.5 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 §903.7(p))

C. Other Document and/or Certification Requirements.

C.1 Resident Advisory Board (RAB) comments. If the RAB had comments on 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)

C.2 Certification by State of Local Officials. Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.

C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan. Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*, Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed* 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 certification requirement to affirmatively further fair housing if the PHA fulfills the requirements of §§ 903.7(o)(1) and 903.15(d) and: (i) examines its programs or proposed programs; (ii) identifies any fair housing issues and contributing factors within those programs, in accordance with 24 CFR 5.154; or 24 CFR 5.160(a)(3) as applicable (iii) specifies actions and strategies designed to address contributing factors, related fair housing issues, and goals in the applicable Assessment of Fair Housing consistent with 24 CFR 5.154 in a reasonable manner in view of the resources available; (iv) works with jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; (v) operates programs in a manner consistent with any applicable consolidated plan under 24 CFR part 91, and with any order or agreement, to comply with the authorities specified in paragraph (o)(1) of this section; (vi) complies with any contribution or consultation requirement with respect to any applicable AFH, in accordance with 24 CFR 5.150 through 5.180; (vii) maintains records reflecting these analyses, actions, and the results of these actions; and (viii) takes steps acceptable to HUD to remedy known fair housing or civil rights violations, 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)).

C.4 Challenged Elements. If any element of the Annual PHA Plan or 5-Year PHA Plan is challenged, a PHA must include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.

D. Affirmatively Furthering Fair Housing (AFFH).

D.1 Affirmatively Furthering Fair Housing. The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: "To implement goals and priorities in an AFH, strategies and actions shall be included in program participants' ... PHA Plans (including any plans incorporated therein) ... Strategies and actions must affirmatively further fair housing ..." Use the chart provided to specify each fair housing goal from the PHA's AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D., nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its

own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

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 6.02 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.

City of Pensacola Housing Department

Streamlined Annual PHA Plan for FY 2023 (HCV Only PHAs)

Plan Elements

Statement of Housing Needs and Strategy for Addressing Housing Needs

Like many areas of the country, Escambia County, FL has experienced significant pressures on its housing market and on housing availability during the COVID pandemic. In HUD Notice PIH 2021-34, "Expedited Regulatory Waivers for the Public Housing and Housing Choice Voucher (including Mainstream and Mod Rehab) Programs," published on December 9, 2021, HUD identified the Pensacola-Ferry Pass-Brent FL FMR Area as one of 227 jurisdictions experiencing "significant rental market fluctuations" in the aftermath of the pandemic. This has affected our entire community but has a particularly deleterious effect on low-income, very low-income, and extremely low-income families.

Voucher households of all sizes reported unprecedented difficulty finding housing units in 2021, and partner agencies including Opening Doors Northwest Florida and Legal Services of North Florida confirmed these difficulties were experienced across the community. All household sizes are affected by these challenges, as well as by the difficulties posed by our rapidly rising rents, but single-member households, many of whom are elderly, disabled, or both, are particularly vulnerable.

Single-member households are the most common household size on Pensacola Housing's voucher programs; as of this writing, 47% of the families under active HAP contract on Pensacola Housing's programs are single-member households. And of those households, 59% of them are overhoused in units with two or more bedrooms.

Historically, this overhousing has been possible because of Escambia County's modest housing costs and high vacancy rates; and it has been necessary because there aren't sufficient one-bedroom units available in the community to accommodate the single-member households. However, in our rapidly changing market, these households, many of whom rely on only a single, fixed income source such as an SSI benefit, are being squeezed particularly hard. Their landlords, often new investors drawn to the market by the accelerating rents, expect to receive current market rents, but the overhoused status of these tenants means the payment standard and utility allowance used to calculate the tenant rent are usually smaller than the unit size.

Therefore, although Pensacola Housing is still committed, as always, to maximizing our unit count utilization through housing new applicants, during the upcoming year we will also focus on stabilizing our active participants and reducing their rent burden, in accordance with messaging from HUD that started in October 2020 with Notice PIH 2020-29, "Guidance for Running an Optimized Housing Choice Voucher Program" and continued through March 2022 with Notice PIH 2022-04, "Expedited Regulatory Waivers for the Public Housing and Housing Choice Voucher (including Mainstream and Mod Rehab) Programs."

In accordance with this guidance, in March 2022, Pensacola Housing received approval from HUD to use the following waivers:

- To set initial voucher terms and offer voucher extensions more liberally than the policies defined in our HCV Program Administrative Plan; and
- To apply higher payment standards on an Interim Reexamination, rather than having to wait for a client's next regularly scheduled Annual Reexam.

We also increased our HCV payment standards. Our goal is to apply the new, higher payment standards for all rent-burdened families effective June 1, 2022.

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions

Pensacola Housing encourages program applicants and participants to search for units that will meet their needs and provides information regarding the location of low-poverty census tracts, as well as web links to information about school districts, sheriff's office crime data and maps, and public transit routes. Pensacola Housing regularly reviews deconcentration data in accordance with the SEMAP indicator to determine the percent of tenant-based families with children that live within, or who have moved to, a low poverty census tract within the jurisdiction.

Pensacola Housing has an open waiting list and accepts a minimum of 50 applications monthly. The waiting list is served on a first come, first qualified basis. Applicants may wait a year or more before receiving a voucher. Pensacola Housing regularly evaluates and purges the waiting list to ensure continued interest in the voucher program. Vouchers are offered to applicants within program guidance and budget allocation.

Pensacola Housing gives preference to those families on the waiting list who are victims of federal- or state-declared natural disasters. Third-party verification of displacement may be required before a voucher is issued. In addition, federal guidelines stipulate that at least 75% of the families newly assisted by Pensacola Housing each fiscal year must be extremely low-income families. To ensure this goal is met, there may be occasions when Pensacola Housing will assist an extremely low income household from the waiting list before assisting a very low income household, even if the very low income household has been on the waiting list longer.

Some of the vouchers administered by Pensacola Housing have been allocated to assist specific populations; for example, non-elderly disabled families (NED) or homeless veterans (VASH). Pensacola Housing will follow HUD guidelines regarding the administration of these programs. At times this may result in a NED family receiving a voucher before other families from the Section 8 waiting list, or in a VASH family receiving a voucher before all families on the Section 8 waiting list.

Beyond ensuring that all the requirements stipulated above are met, Pensacola Housing does not utilize preferences on its HCV waiting list.

Financial Resources

Pensacola Housing's financial resources are limited to the funding allocated through the federal budget process and awarded annually in the Consolidated Annual Contributions Contract. Pensacola Housing's FY 2022 renewal funding consists of \$16,693,413. Our authorized budget authority to implement the EHV program is \$435,552.

Rent Determination

Pensacola Housing determines total tenant payment of rent in accordance with federal guidelines.

The Total Tenant Payment (TTP) is the minimum amount that a voucher household is required to pay toward rent and utilities, regardless of the unit selected. In Pensacola Housing's jurisdiction, TTP is the greater of:

- 30 percent of monthly adjusted income;
- 10 percent of monthly gross income; or
- Pensacola Housing's minimum rent

Family share is the actual amount the family pays toward rent and utilities (with the utility cost based on Pensacola Housing's utility allowance, not on the family's actual utility bills). If the family selected a unit where the gross rent is higher than the payment standard, then the family share will be higher than the TTP.

Tenant rent is the portion of the contract rent paid by the assisted family. TTP will be the same regardless of the unit selected, whereas family share and tenant rent are dependent on the characteristics of the specific unit.

Pensacola Housing has established a minimum rent of \$50 for participants in its HCV programs. Minimum rent refers to the Total Tenant Payment, not the tenant rent, and means that Pensacola Housing expects program participants to pay a minimum of \$50 toward utilities and/or rent.

The minimum rent applies to all participants of Pensacola Housing's HCV programs. Any household subject to the minimum rent may petition for a temporary or long-term hardship waiver for one of the following reasons:

1. A recent death in the immediate family has occurred and no income was received into the household the previous month.
2. The household's out-of-pocket medical expenses equal or exceed 50% of the gross household income, and calculated rent, minus utility estimate if applicable, would be less than \$50.
3. The household has lost federal, state, or local government assistance or is waiting for an eligibility determination, and no income was received into the household the previous month.
4. The household income has decreased due to a change in circumstances, such as loss of employment, and no income was received into the household the previous month.

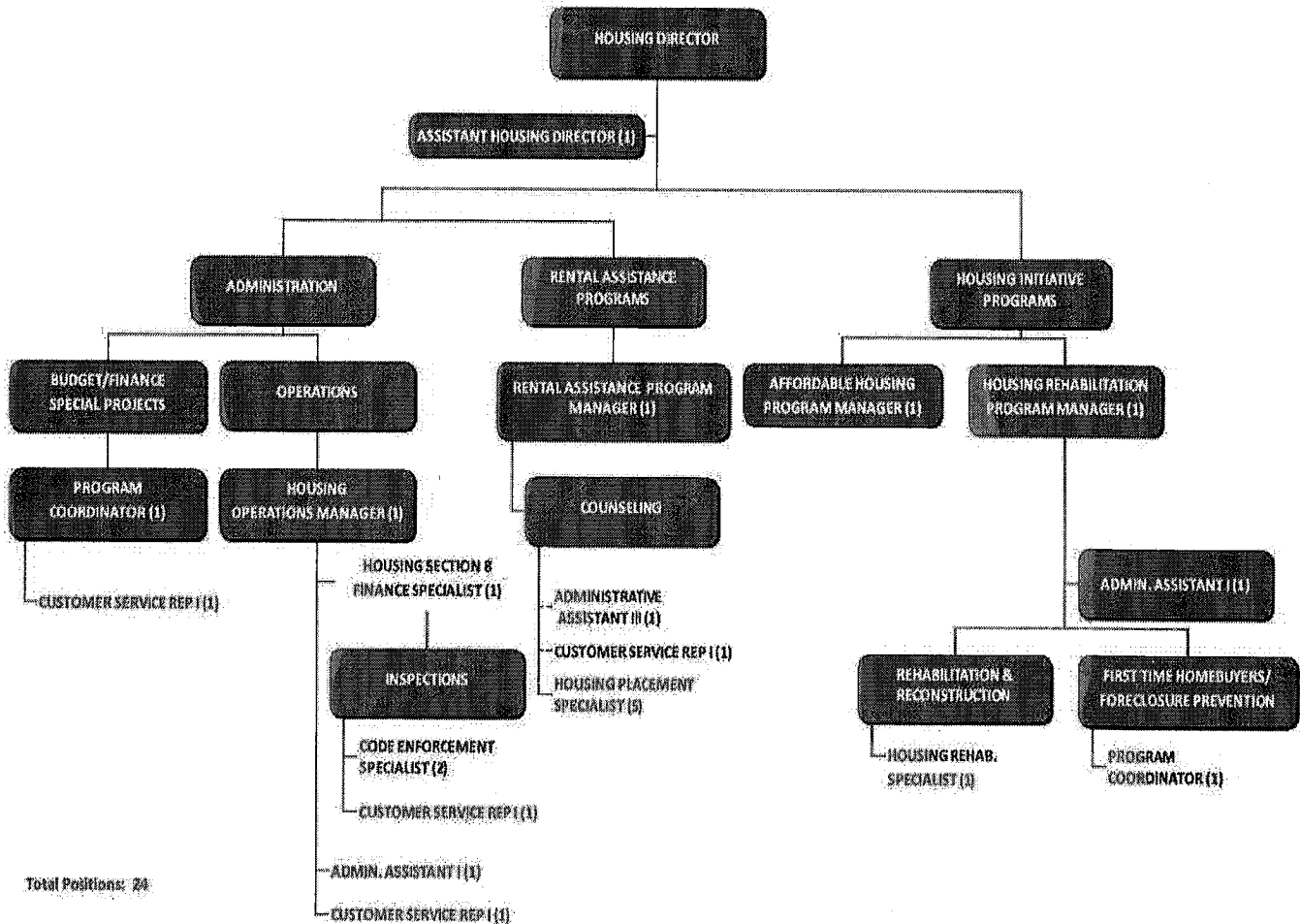
Operation and Management

Pensacola Housing administers the following programs:

- Housing Choice Voucher Program (HCV) throughout Escambia County FL
- HUD-VASH Program (VASH) throughout Escambia County FL
- Emergency Housing Voucher Program (EHV) throughout Escambia County FL
- State Housing Initiatives Partnership (SHIP) First-Time Home Buyers Program, in conjunction with Escambia County
- HOME Homebuyers Program, in conjunction with Escambia County
- First-time Homebuyers education classes
- Foreclosure Prevention education classes
- City of Pensacola Homebuyer Incentive Program within the City of Pensacola
- Community Development Block Grant Program
- Housing Rehabilitation Program within the City of Pensacola
- CDBG - CV Mortgage & Utility Assistance Program within the City of Pensacola

Here is the Pensacola Housing organization chart effective May 2022:

Housing



Informal Review and Hearing Procedures

Pensacola Housing uses the following procedures regarding informal reviews for applications who are denied assistance on its HCV programs, as defined in Chapter 22 of its HCV Program Administrative Plan:

22.2.1 Notice of Denial

When Pensacola Housing determines that an applicant is ineligible, the applicant will be notified of the decision in writing. The notification will state:

1. The reason(s) for ineligibility;
2. A statement that the applicant may request an informal review if they disagree with the decision;
3. The procedure for requesting a review if the applicant does not agree with the decision; and
4. The deadline for requesting a review.

When an application is denied because of criminal activity described in a criminal record, Pensacola Housing will, on request, provide the applicant a copy of the criminal record upon which the denial decision was based, in accordance with 24 CFR 5.903 (f).

22.2.3 Informal Review Process

A request for an informal review must be submitted in writing to Pensacola Housing within 10 business days from the date of Pensacola Housing's notice of denial. An informal review will be scheduled within 10 business days from the date the review request is received.

The review will be conducted by a supervisory level staff person who was not involved in the decision under review, and who is not subordinate to the person who made the decision.

The applicant will be given the opportunity to present oral or written objections to the decision. Both Pensacola Housing and the applicant may present evidence and witnesses.

The applicant may, at the applicant's own expense, be represented by an attorney or other representative.

Upon request, the applicant may be present at the review to provide information, though the applicant's presence is not required. At the discretion of Pensacola Housing, the review may also be conducted as a conference call.

An applicant may request a reasonable accommodation to participate in the informal review process. Pensacola Housing will provide such reasonable accommodation, unless doing so would result in a fundamental alteration in the nature of the services Pensacola Housing offers.

The decision of the review officer shall be provided to the applicant in writing within 10 business days after the date of the review, and shall include an explanation of the reasons for the decision.

All review requests, supporting documentation, and a copy of the final decision will be retained in the applicant's file.

Pensacola Housing uses the following procedures regarding informal hearings for participants whose program assistance is terminated from its HCV programs, as defined in Chapter 22 of its HCV Program Administrative Plan:

22.3 Informal Hearings for Participants

Except for participants whose moving or port vouchers have expired, an opportunity for an informal hearing will always be provided when Pensacola Housing has made a determination to terminate assistance. In addition, Pensacola Housing will offer participant families an opportunity for an informal hearing to consider whether the following decisions relating to the participant family were made in accordance with the law, HUD regulations, and Pensacola Housing policies:

1. A determination of the family's annual or adjusted income, and the use of such income to compute the HAP.
2. A determination of the appropriate utility assistance payment, if any, to assist toward tenant-paid utilities from Pensacola Housing's utility estimate schedule.
3. A determination of the family voucher size and payment standard under Pensacola Housing's subsidy standards.
4. A determination to terminate assistance for a participant family because of the family's action or failure to act.
5. A determination to terminate assistance because the participant family has been absent from the assisted unit for longer than the maximum period permitted under Pensacola Housing policy and HUD rules.

Pensacola Housing will make reasonable accommodations to ensure that persons with disabilities have complete access to participate in the informal hearing process.

22.4 Informal Hearing Procedures

Pensacola Housing will adhere to the following procedures in conducting informal hearings.

22.4.1 Discovery

Before the hearing, the family will be given the opportunity to examine and photocopy any documents Pensacola Housing intends to present at the hearing. If Pensacola Housing doesn't make a document available for examination prior to the hearing, it may not rely on the document at the hearing.

Prior to the informal hearing, Pensacola Housing must also be given the opportunity to examine any documents the family intends to present that are directly relevant to the hearing. Pensacola Housing will be allowed to copy any such documents at Pensacola Housing's expense. If the family doesn't make a document available for examination prior to the hearing, the family may not rely on the document at the hearing.

For the purpose of an informal hearing, the term document includes records and regulations.

22.4.2 Representation of the Family

At its own expense, the family may be represented by a lawyer, advocate, or other representative.

22.4.3 Hearing Officer

The informal hearing shall be conducted by a Hearing Officer appointed by Pensacola Housing who is neither the person who made or approved the decision under review, nor a subordinate of that person. The person who conducts the hearing will regulate the conduct of the hearing in accordance with the informal hearing procedures described in this section of the Pensacola Housing Administrative Plan.

22.4.4 Evidence

Pensacola Housing and the family will have the opportunity to present evidence and to question any witnesses. The family may request that Pensacola Housing staff be present at the hearing to answer questions pertinent to the case. Evidence presented at the hearing may be considered without regard to admissibility under the rules of evidence used in judicial proceedings.

22.4.5 Conduct of the Hearing

Only the issues subject to appeal, and raised by the participant in their notice of appeal, shall be addressed at the hearing. A participant family may present any relevant legal argument arising from any valid source of law, and hearing officers shall consider such arguments to the extent that they are relevant and germane to the case. Relevance shall be determined by the hearing officer based on the specific facts and circumstances of each particular case. No legal theories or authorities shall be precluded from consideration at informal hearings or otherwise excluded on a categorical or near-categorical basis.

Evidence presented at the hearing may be considered without regard to admissibility under the rules of evidence used in judicial proceedings, except that the hearing officer may exclude evidence that is irrelevant, immaterial, unduly repetitious, or fails to meet the following evidentiary principles:

1. That the information offered presents a danger of unfair prejudice, confusion of the issues, undue delay, or other delay, or other deleterious effects that substantially outweigh the probative value of the information;
2. That the information is offered in violation of some public policy, such as evidence unlawfully obtained in violation of a family's legal or constitutional rights; or
3. That the information lacks competence or is not based on personal knowledge.

No documents may be presented at the hearing that weren't provided to the other party, if requested, before the hearing. "Documents" include all written records.

The hearing officer may ask the family for additional information and/or may adjourn the hearing as needed.

The hearing officer will not impose arbitrary limits on the length of time that a hearing may last, or the amount of time a specific portion of the hearing may consume, or impose unreasonable limits on the number of witnesses that may be called or the number of exhibits that may be presented. The hearing officer may impose such limits, but only as warranted for good cause, in which case the hearing officer should state the reasons for imposing the limits on the record and in the written decision.

22.4.6 Failure to Appear

If the family fails to appear at the informal hearing, or fails to meet a deadline imposed by the hearing officer, Pensacola Housing's decision shall become final and take effect immediately. No new hearing will be granted unless the participant is able to demonstrate to Pensacola Housing, by clear and compelling evidence, that their failure to appear or meet the deadline was caused by circumstances beyond their control.

22.4.7 Issuance of Decision

The hearing officer will issue a written decision within 10 business days from the date of the hearing. The decision will include:

1. The names of all persons present at the hearing, and identification of their roles (whether as the hearing officer, a representative for Pensacola Housing, a member of the family, a witness, interpreter, or other);
2. The date and location of the hearing;
3. A summary of the factual allegations and the Pensacola Housing action or decision under review;
4. A summary of any evidence and arguments presented by the parties;
5. A statement of the facts upon which the decision is based;
6. A clear statement of the Hearing Officer's findings, conclusion, and decision;
7. A clear summary of the decision and explanation for the decision;
8. If the decision involves money owed, a clear statement of the amount owed, and documentation of how the amount owed was calculated;

9. The date the decision is effective; and

10. If the decision is to uphold termination of assistance, notice of the availability of judicial review. Such notice shall also indicate that time limitations for seeking judicial review may apply; that participants who seek judicial review must do so at their own expense; that neither the hearing officer nor Pensacola Housing can offer legal advice; and that participants who cannot afford an attorney may seek referral to a legal services provider such as Legal Services of North Florida, Inc.

22.4.8 Decisions Not Binding on Pensacola Housing

Pensacola Housing shall not be bound by any decision that:

1. Concerns matters for which no opportunity for a hearing is required to be provided;
2. Conflicts with or contradicts HUD regulations or requirements;
3. Conflicts with or contradicts federal, state, or local laws;
4. Exceeds the authority of the hearing officer; or
5. Involves issues not raised in the participant's appeal notice.

If Pensacola Housing determines that it is not bound by a hearing decision, it will notify the family within 10 business days of the hearing officer's determination, and provide a summary of the reasons for Pensacola Housing's determination, and the results of it.

22.4.9 Recordkeeping

Pensacola Housing will record all informal hearings by electronic means.

If a party seeks to record any informal hearing by means other than audio/video recording, such as by stenographic transcription, the hearing officer will permit such alternative recording at the requesting party's expense, unless good cause exists to disallow the method of recording, in which case the hearing officer should state the reasons for denial on the record and in the written decision.

Pensacola Housing will provide a copy of a hearing recording to the family or its representative on request, provided that the family or its representative shall pay reasonable reproduction costs prior to receiving the recordings.

All hearing requests, supporting documentation, and a copy of the final decision shall be retained in the participant's file.

Pensacola Housing will safely keep and maintain the electronic recordings of all informal hearings involving voucher terminations as a public record on file for no fewer than 5 years after the decision date. If a family's HCV program participation is terminated pursuant to the informal hearing decision, Pensacola Housing will keep the hearing recording for at least 5 years from the date of the last HAP payment made on the family's behalf.

Pensacola Housing will also keep, for the same duration as the hearing recording, copies of all exhibits and all other tangible materials presented to the Hearing Officer, whether or not admitted into evidence.

22.5 Informal Hearing Procedures for Denial of Assistance on the Basis of Ineligible Immigrant Status

If a family member claims to be an eligible immigrant and the INS SAVE system and manual search do not verify the claim, the participant or applicant will be notified within 10 business days of the right to appeal to the INS. Such an appeal must be filed with INS within 30 days of receipt of Pensacola Housing's decision. The applicant or participant may also request an informal hearing with Pensacola Housing. The request for a hearing must be made within 10 business days of receipt of Pensacola Housing's initial decision.

If the applicant or participant appeals to the INS, he or she must provide a copy of the appeal and proof of mailing to Pensacola Housing, or Pensacola Housing may proceed to deny the application or terminate assistance.

After receipt of a request for an informal hearing, Pensacola Housing shall schedule and conduct the hearing in accordance with the procedures described in Section 22.4 above.

22.5.1 Ineligibility Determinations

If the hearing officer determines that the applicant or participant is not eligible, and there are no other eligible family members, Pensacola Housing will terminate assistance.

If there are eligible members in the household, Pensacola Housing will offer to pro-rate assistance, or give the family the option to remove the ineligible members.

Participants whose assistance is pro-rated (either because some members are ineligible, or because of the failure to verify eligible immigrant status for some members after exercising their appeal and hearing rights described above) are entitled to an informal hearing regarding TTP and tenant rent determinations. Families denied or terminated for fraud in connection with the non-citizens rule are entitled to an informal review or informal hearing in the same manner as terminations for any other fraud.

22.6 Hearing Officer Selection

Persons having no other affiliation with Pensacola Housing (that is, other than as hearing officers) shall serve as hearing officers for all informal hearings.

Pensacola Housing will make outreach to persons from the community with knowledge of contract law; Fair Housing law; landlord/tenant law; and/or regulations and processes governing federal and state benefit or assistance programs to serve as hearing officers for its voucher programs.

Homeownership Programs

Pensacola Housing does not currently offer a voucher-based HCV Homeownership program, though we plan to update our HCV Administrative Plan to allow us to offer one in the future.

Pensacola Housing does administer a State Housing Initiatives Partnership (SHIP) First-Time Home Buyers Program and a HOME Homebuyers Program, both in conjunction with Escambia County FL.

Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements

Although Pensacola Housing does not administer a formal Family Self-Sufficiency Program, historically each quarter several HCV families have reached the program goal of self-sufficiency, a trend that appears to be increasing in 2022, despite inflation and rising housing costs. Pensacola Housing staff coaches families who achieve this milestone on available homebuyer programs such as SHIP, HOME, and Habitat for Humanity.

Pensacola Housing's treatment of income changes resulting from welfare program requirements are as follows, as defined in section 16.6 of our HCV Administrative Plan in accordance with federal requirements:

16.6 Income Changes Resulting from Welfare Program Requirements

Pensacola Housing will not reduce the family share or tenant rent for families whose welfare assistance is reduced due to a "specified welfare benefit reduction," which is a reduction in benefits by the welfare agency specifically because of:

1. Fraud in connection with the welfare program; or
2. Non-compliance with a welfare agency requirement to participate in an economic self-sufficiency program.

However, Pensacola Housing will reduce the tenant rent if the welfare assistance reduction is a result of:

1. The expiration of a lifetime limit on receiving benefits;
2. A reduction in welfare assistance resulting from the family's failure to obtain employment, after having complied with welfare program requirements; or
3. A reduction in welfare assistance resulting from a family member's failure to comply with other welfare agency requirements.

16.6.1 Families Affected by Welfare Rules

Families are affected by the welfare rules discussed above if they are currently receiving benefits for welfare or public assistance from a state or public agency program that requires, as a condition of eligibility to receive assistance, the participation of a family member in an economic self-sufficiency program.

16.6.2 Definition of "Imputed Welfare Income"

"Imputed welfare income" is an amount of annual income, not actually received by a family, as a result of a specified welfare benefit reduction, that is included in the family's income for purposes of determining tenant rent.

The amount of imputed welfare income is determined by Pensacola Housing, based on written information supplied to Pensacola Housing by the welfare agency, including:

1. The amount of the benefit reduction;
2. The term of the benefit reduction;
3. The reason for the reduction; and
4. Subsequent changes in the term or amount of the benefit reduction.

The family's annual income will include the imputed welfare income, as determined at the family's annual or interim re-examination, during the term of the welfare benefits reduction specified by the welfare agency. The amount of imputed welfare income will be offset by the amount of additional income the family receives that commences after the sanction is imposed. When additional income from other sources is at least equal to the imputed welfare income, the imputed welfare income will be reduced to zero. If the family was not an assisted resident when the welfare sanction began, imputed welfare income will not be included in annual income.

16.6.3 Verification Before Denying a Request to Reduce Rent

Before denying the family's request for rent reduction, Pensacola Housing will obtain written verification from the welfare agency stating that the family's benefits have been reduced due to fraud or non-compliance with welfare agency economic self-sufficiency or work activity requirements.

16.6.4 Family Dispute of Amount of Imputed Welfare Income

If the family disputes the amount of imputed income, the housing specialist or a supervisor will review the calculation for accuracy. If Pensacola Housing denies the family's request to modify the amount, Pensacola Housing will provide the tenant with a notice of denial, which will include:

1. An explanation for Pensacola Housing's determination of the amount of imputed welfare income;
2. A statement that the tenant may request an informal hearing; and
3. A statement that the grievance information received from the welfare agency cannot be disputed at the informal hearing, and the issue to be examined at the informal hearing will be Pensacola Housing's determination of the amount of imputed welfare income, not the welfare agency's determination to sanction the welfare benefits.

Substantial Deviation

Pensacola Housing considers the following a substantial deviation from its 5-Year Plan:

- The addition of new activities that do not otherwise further Pensacola Housing's stated mission or further the goals set forth in the current 5-Year Plan.

An exception to this definition will be made for any new activities that are adopted to reflect changes in HUD regulatory requirements or as a result of a declared emergency. Such changes will not be considered a substantial deviation by Pensacola Housing.

Significant Amendment/Modification

Pensacola Housing considers the following a Significant Amendment or Modification to its 5-Year Plan:

- Addition of new program initiatives not included in the current 5-Year Plan.
- Demolition or disposition, designation or conversion activities not currently identified in the plan or otherwise approved by HUD.

An exception to this definition will be made for any of the above that are adopted to reflect changes in HUD regulatory requirements or as a result of a declared emergency. Such changes will not be considered significant amendments or modifications by Pensacola Housing.

Attachment B.3 – Progress Report

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

1. Apply for additional rental vouchers.
Update: On May 7, 2021, HUD offered Pensacola Housing an allocation of 35 Emergency Housing Vouchers (EHVs). On May 13, 2021, Pensacola Housing accepted the allocation, and on August 2, 2021, Pensacola Mayor Grover Robinson signed the Services Contract (an expanded Memorandum of Understanding) between the City of Pensacola and Opening Doors Northwest Florida, our jurisdiction's CoC.
2. Leverage private or other public funds to create additional housing opportunities.
Update: The City of Pensacola has committed to create an attainable housing infill program to support homeownership. Municipally owned property will be made available to eligible applicants for the construction of owner-occupied housing.
During FY 2021, funding was leveraged from the state through the State Housing Initiatives Partnership (SHIP) program to assist 67 families reach the goal of homeownership. The city's Community Development Block Grant funds provided homebuyer and foreclosure prevention educational classes to 55 families. CDBG funds assisted 6 families rehabilitate their homes, stabilizing the neighborhoods and ensuring a supply of attainable housing stock for the future.
3. Encourage landlords and owners to participate in the HCV programs.
Update: On February 24, 2022, Pensacola City Council approved an updated Pensacola Housing HCV Administrative Plan opening special housing types, including shared housing, to all eligible voucher holders. Previously, the special housing types had only been available to elderly and/or disabled households requiring a special housing type as a reasonable accommodation.

As part of the EHV program, our CoC partner, Opening Doors, has engaged in landlord recruitment activities including offering bonuses and additional security deposit funds to landlords who choose to rent to voucher holders.

PHA Goal: Improve the quality of assisted housing.

Update: In 2020 and 2021, Pensacola Housing's HQS inspections team conducted an assessment of the common area flooring in two local age-restricted LIHTC properties, Englewood Senior Apartments and Johnson Lake Apartments, when they noticed deterioration including cracking and buckling that posed possible safety hazards to the elderly and disabled residents. Since then, Pensacola Housing has worked with the properties on timelines and plans for correction. Work at Englewood Senior Apartments is now complete, and we anticipate work at Johnson Lake Apartments should be completed in calendar year 2022.

In addition, on December 28, 2021, Pensacola Housing received a report from a contractor about conditions in twelve Johnson Lake units, which the contractor found to be in serious disrepair. The units were not occupied by voucher holders, so Pensacola Housing encouraged the contractor to contact the Florida Housing Finance Corporation and the property owner about the conditions he had observed. Since that time, Pensacola Housing has observed some improvement of the management practices and conditions at the property.

PHA Goal: Promote self-sufficiency and asset development for individuals.

Update: Pensacola Housing continues to provide first-time homebuyer and foreclosure prevention classes on a semi-monthly basis. In addition, Housing staff advises voucher families who reach the program goal of self-sufficiency about homebuyer programs including the first-time homebuyer programs administered by the Housing Department, and Habitat for Humanity. Members of the rental assistance team are eager to offer our

clients an HCV Homeownership Program and we hope to have the necessary updates to the HCV Administrative Plan approved in calendar year 2022.

Attachment C.1 – Resident Advisory Board (RAB) Comments

In 2022, for the fourth year in a row, Pensacola Housing appointed all currently assisted HCV program participants to the Resident Advisory Board (RAB), forming a committee of the whole. Participants were notified of this appointment, and of their rights and responsibilities regarding the development of the PHA Plan, via an electronic or hard copy letter from our Housing Director sent on March 10 and March 14, 2022. The RAB was invited to participate in an online survey to share opinions and ideas, and demonstrate knowledge of the voucher program. We assured members that participation was voluntary and anonymous, and that the survey was accessible from an array of devices including smart phones. Hyperlinks and a QR code for the survey were posted on our website and on the walls of our physical office. The survey was open from March 18 through March 28, 2022.

We received 20 responses to the survey, and one comment via email. This was a decrease from the level of participation in 2021, which we mainly attribute to having the survey open for a shorter window of time.

During the past two years, Pensacola Housing created a tracking system to monitor reasonable accommodation requests, and our responses to them, in a more systematic way. In doing so, we've observed that reasonable accommodation requests are not made at the same levels from the different demographics represented in our client base. In addition, we continue to hear complaints, from our clients and from the wider community, that local property managers do not always handle reasonable accommodation and reasonable modification requests appropriately, even when it comes to relatively simple and common requests such as those concerning "pets and parking." Therefore, we decided to include some questions around these topics in the survey. We also surveyed interest in the different HUD-defined special housing types, which we hope to use to expand housing opportunities in 2022 and beyond, as well as questions about general satisfaction with assisted units and knowledge of Housing Quality Standards processes.

Here are some highlights of the results. Of the survey respondents:

70% have resided in their current assisted unit for 24 months or more;

60% indicated they were very satisfied with their current unit and had no serious concerns;

25% were somewhat satisfied with their current unit;

5% were neither satisfied nor dissatisfied with their current unit;

5% were very dissatisfied with their current unit; and

5% were currently shopping for a new unit.

25% were concerned about high utility bills and energy efficiency;

20% indicated the landlord did not complete requested maintenance in a timely manner;

20% indicated the assisted unit didn't match their taste or aesthetics;

15% were concerned about the age of their unit;

10% were concerned about the safety or quality of their neighborhood;

10% indicated their landlord was hard to reach;

5% indicated their rental unit was not convenient to jobs, schools, or services; and

5% indicated their landlord was difficult to work with.

None of the respondents (0%) indicated that the assisted unit was missing an accessibility feature needed by someone in their household.

80% indicated they were aware that they could request an HQS inspection outside of their unit's regularly scheduled inspections.

15% indicated they had requested an HQS inspection at some point.

55% indicated they were aware that renters with disabilities could request reasonable modifications from their landlords;

37% thought a landlord could charge a pet fee for an approved service or support animal;

16% thought a landlord's breed or size restrictions regarding pets would also apply to service or support animals;

32% thought service or support animals could be required to complete trainings or certifications;

37% knew a landlord can require a renter to submit reasonable accommodation paperwork before approving a service or support animal; and

74% knew that a renter is responsible for the behavior of their service or support animal, and that violating leash rules or other house rules could result in penalties up to and including eviction.

60% indicated they would be interested in using their voucher for space rental for a manufactured home;

33% indicated they would be interested in single room occupancy housing;

20% would be interested in an assisted living facility;

13% would be interested in an extended stay hotel; and

13% would be interested in shared housing.

The age demographics of the respondents were as follows:

68% were between 41 and 62 years old;

26% were 63 or older; and

5% were between 26 and 40 years old.

The geographical demographics (ZIP code) of the respondents were as follows:

25% reside in 32505;

20% reside in 32514;

15% reside in 32501;

10% reside in 32507;

10% reside in 32526;

5% reside in 32503;

5% reside in 32504; and

5% reside in 32506.

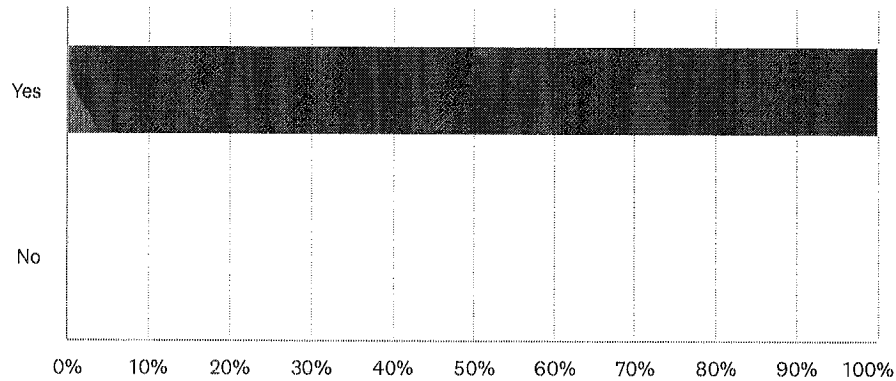
These survey results confirmed that there is still considerable misunderstanding about tenants' rights and landlords' responsibilities concerning service and support animals and reasonable modification requests, which could represent potential training or outreach opportunities for the agency in the future.

In addition, we were surprised to learn that so many respondents would be interested in manufactured home space rental or an assisted living facility, but relatively few would be interested in shared housing. These findings may contribute to how we approach special housing types moving forward.

In addition to the survey results, one RAB member contacted the office to express her support for an HCV Homeownership Program, as well as her vision for the attainable housing infill program: "Several quiet gated housing communities with small yards/gardens, within the city and/or within the county, that have 1 or 2 bedrooms and are handicap ready homes." We shared this description with the agency's affordable housing program manager.

Q1 Are you a participant—that is, an active voucher holder—on Pensacola Housing's Section 8 Housing Choice Voucher (HCV) program? YES. Please proceed to Question 2.NO. If your answer is NO, please do not continue. This survey is for active voucher holders only—not landlords, applicants on our waiting list, or the general public.

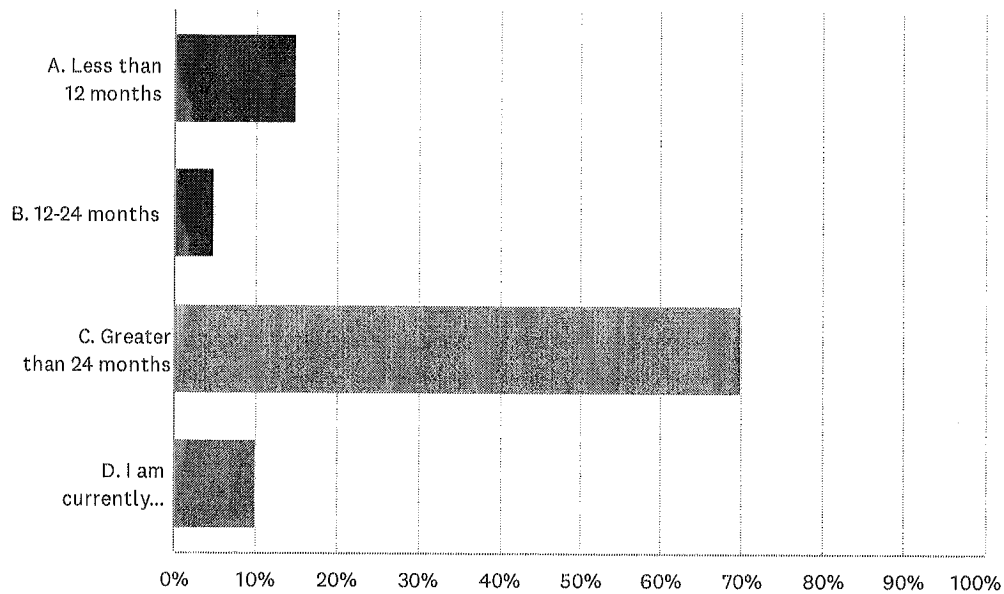
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	20
No	0.00%	0
TOTAL		20

Q2 How long have you lived under contract in your current assisted residence?

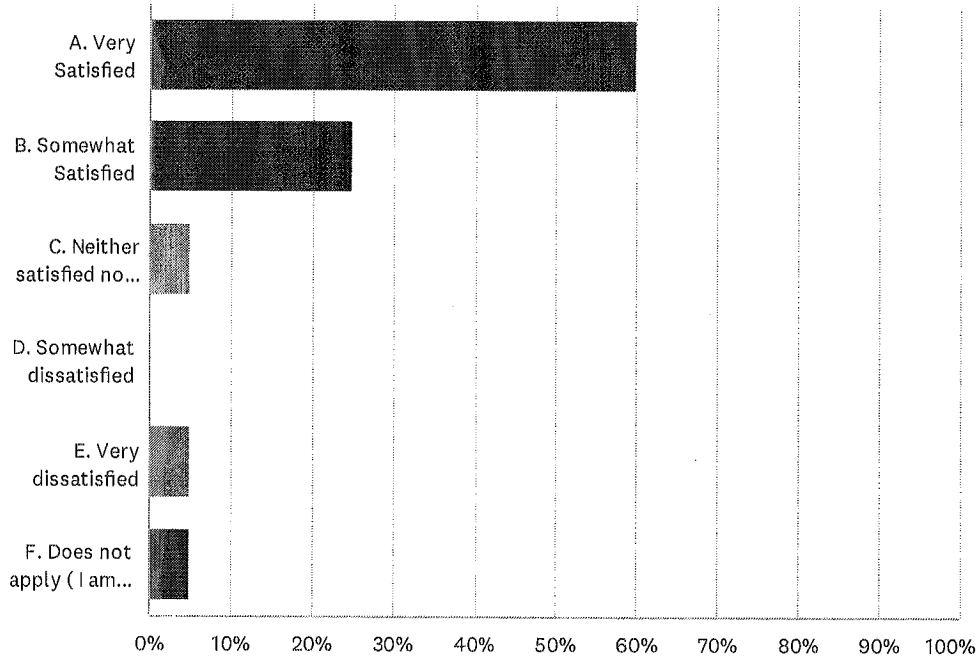
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ANSWER CHOICES	RESPONSES	
A. Less than 12 months	15.00%	3
B. 12-24 months	5.00%	1
C. Greater than 24 months	70.00%	14
D. I am currently between housing contracts and shopping with a voucher	10.00%	2
TOTAL		20

Q3 How would you rate your satisfaction with your current assisted unit?

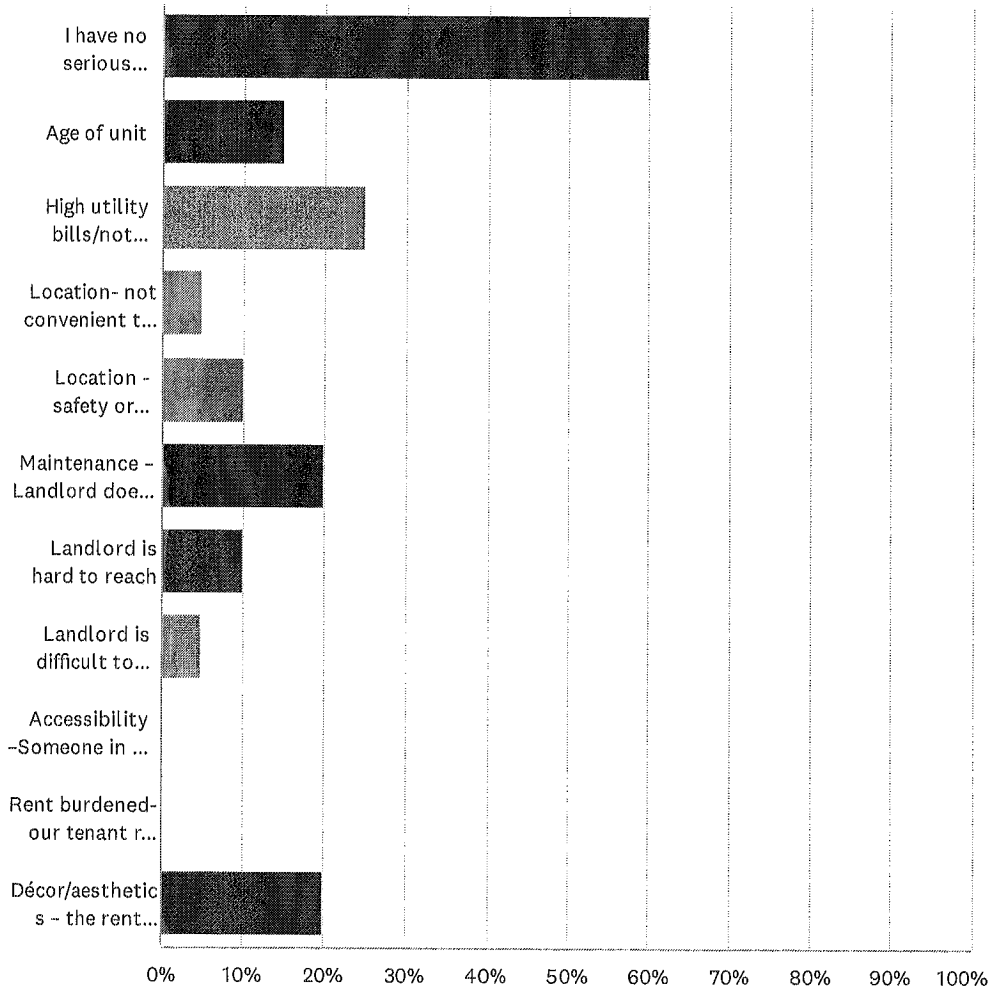
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ANSWER CHOICES	RESPONSES	
A. Very Satisfied	60.00%	12
B. Somewhat Satisfied	25.00%	5
C. Neither satisfied nor dissatisfied	5.00%	1
D. Somewhat dissatisfied	0.00%	0
E. Very dissatisfied	5.00%	1
F. Does not apply (I am not currently under contract with my voucher)	5.00%	1
TOTAL		20

Q4 What are some of your concerns, if any, with your current assisted unit? Please check all that apply.

Answered: 20 Skipped: 0

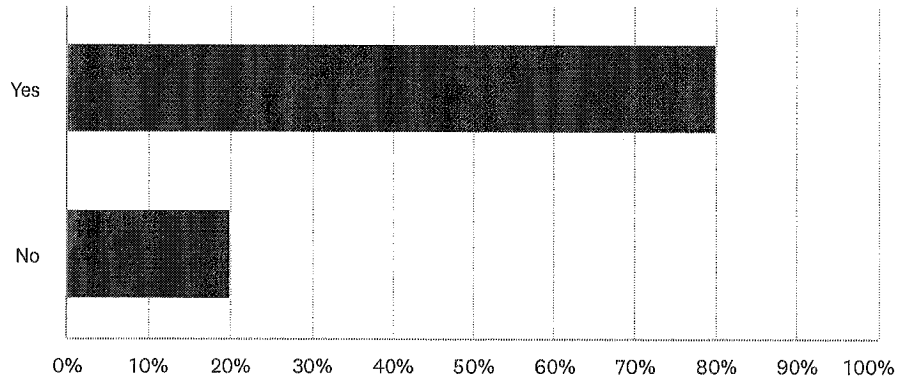


2022 City of Pensacola Housing Resident Advisory Board Survey

ANSWER CHOICES	RESPONSES	
I have no serious concerns and am satisfied with my rental unit.	60.00%	12
Age of unit	15.00%	3
High utility bills/not energy efficient	25.00%	5
Location- not convenient to jobs, schools, or services my family would like to use	5.00%	1
Location - safety or quality of neighborhood	10.00%	2
Maintenance – Landlord does not complete requested maintenance in a timely manner	20.00%	4
Landlord is hard to reach	10.00%	2
Landlord is difficult to work with	5.00%	1
Accessibility –Someone in my assisted household is a person with a disability, and the unit doesn't have all the accessibility features they need	0.00%	0
Rent burdened- our tenant rent portion is too high for our monthly budget	0.00%	0
Décor/aesthetics – the rental unit doesn't match my taste	20.00%	4
Total Respondents: 20		

Q5 Are you aware that voucher tenants can contact the Housing Office to request a Housing Quality Standards inspection if the landlord doesn't respond to maintenance requests in a timely manner?

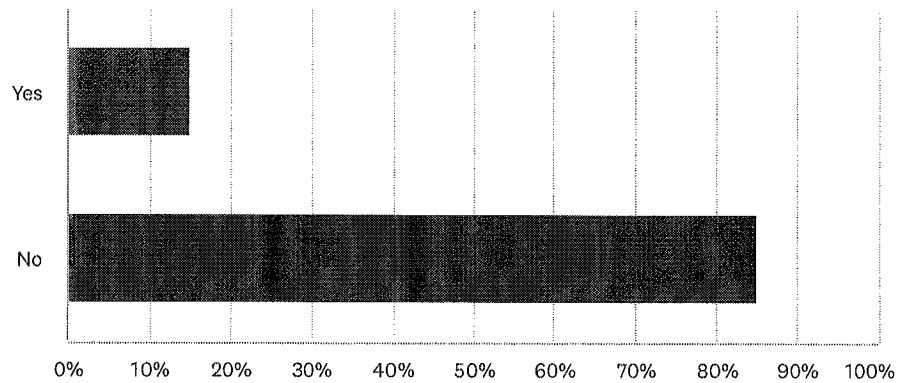
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ANSWER CHOICES	RESPONSES	
Yes	80.00%	16
No	20.00%	4
TOTAL		20

Q6 Have you ever requested a Housing Quality Standards inspection from the Pensacola Housing Office?

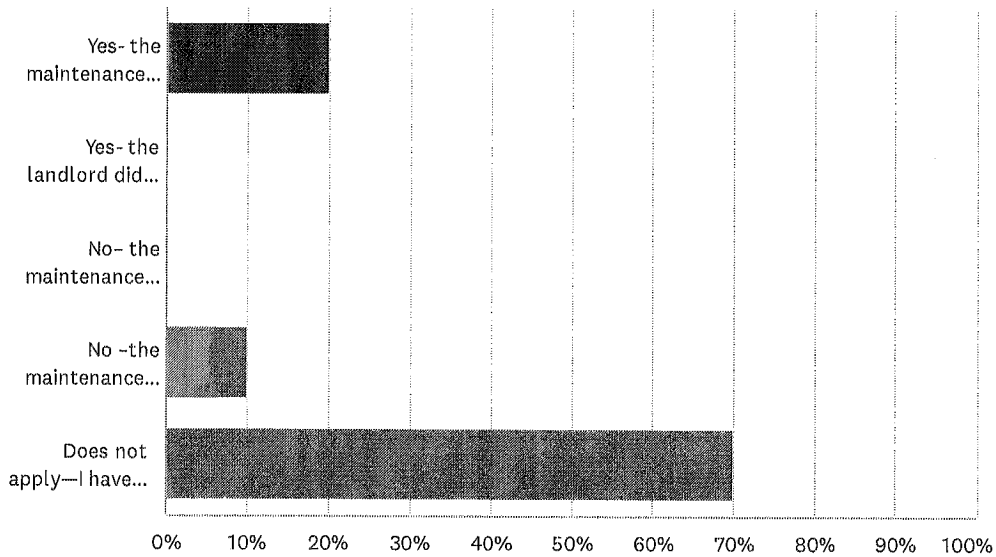
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ANSWER CHOICES	RESPONSES	
Yes	15.00%	3
No	85.00%	17
TOTAL		20

Q7 If you ever requested an inspection from the Housing Office, were you satisfied with the results?

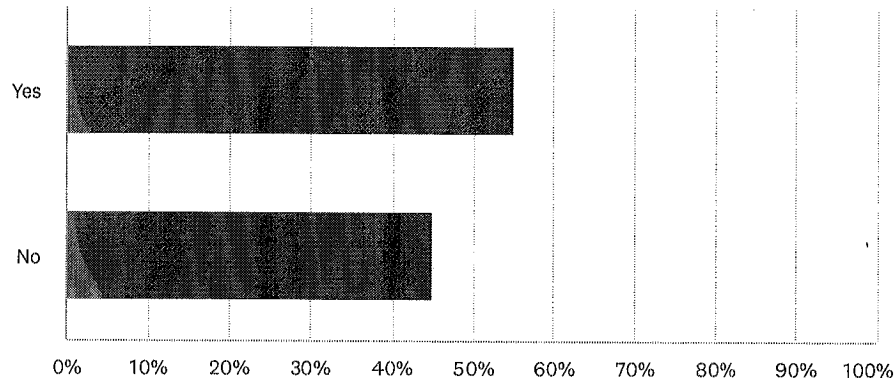
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ANSWER CHOICES	RESPONSES	
Yes- the maintenance issues were addressed and I was able to continue living in the unit	20.00%	4
Yes- the landlord didn't make repairs, but I was able to request a moving voucher and move to a better unit	0.00%	0
No- the maintenance issues were addressed, but afterward the landlord behaved in an unpleasant or retaliatory manner toward me	0.00%	0
No -the maintenance issues were never addressed	10.00%	2
Does not apply—I have never requested an inspection from the Housing Office	70.00%	14
TOTAL		20

Q8 Are you aware that renters with disabilities, whether they have a voucher or not, can request reasonable modifications of the structure to make the unit more accessible, but that the renter may have to pay for those modifications?

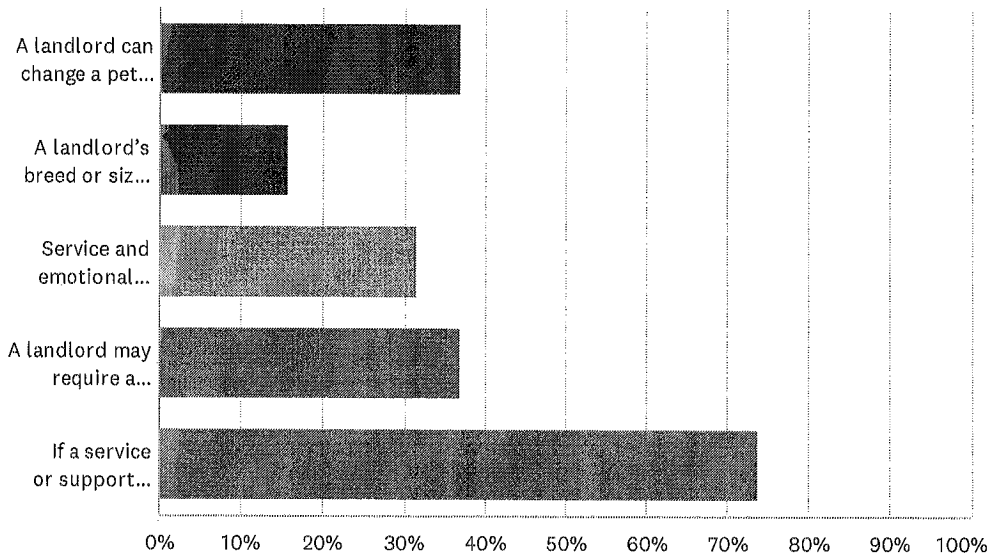
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	55.00%	11
No	45.00%	9
TOTAL		20

**Q9 Which of the following is true about service animals and emotional support animals that provide assistance to persons with disabilities?
Please select all the true options.**

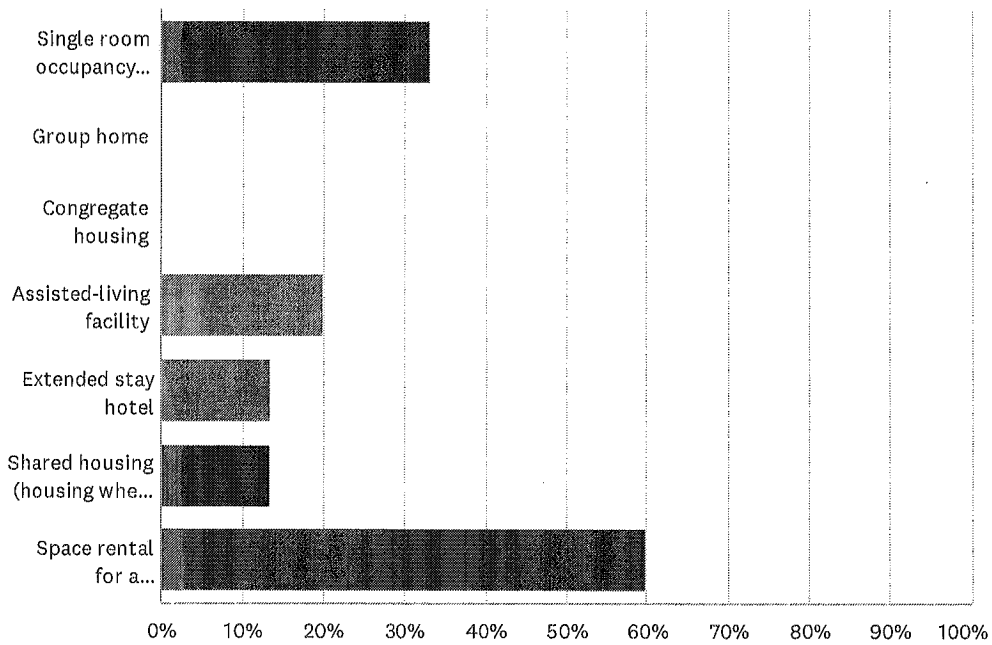
Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES
A landlord can change a pet deposit or other additional rent or fees for a service or support animal.	36.84% 7
A landlord's breed or size restrictions for pets may apply to a service or support animal.	15.79% 3
Service and emotional support animals may be required to complete training or receive certifications.	31.58% 6
A landlord may require a tenant to provide reasonable accommodation paperwork completed by a knowledgeable professional before approving the residence of a service or support animal.	36.84% 7
If a service or support animal disrupts the peaceful enjoyment of other residents, or if the renter doesn't obey leash rules or clean up after their animal, the renter may be subject to lease penalties up to and including eviction.	73.68% 14
Total Respondents: 19	

Q10 Would you be interested in using your voucher in any of the following special housing types? Please check all that apply.

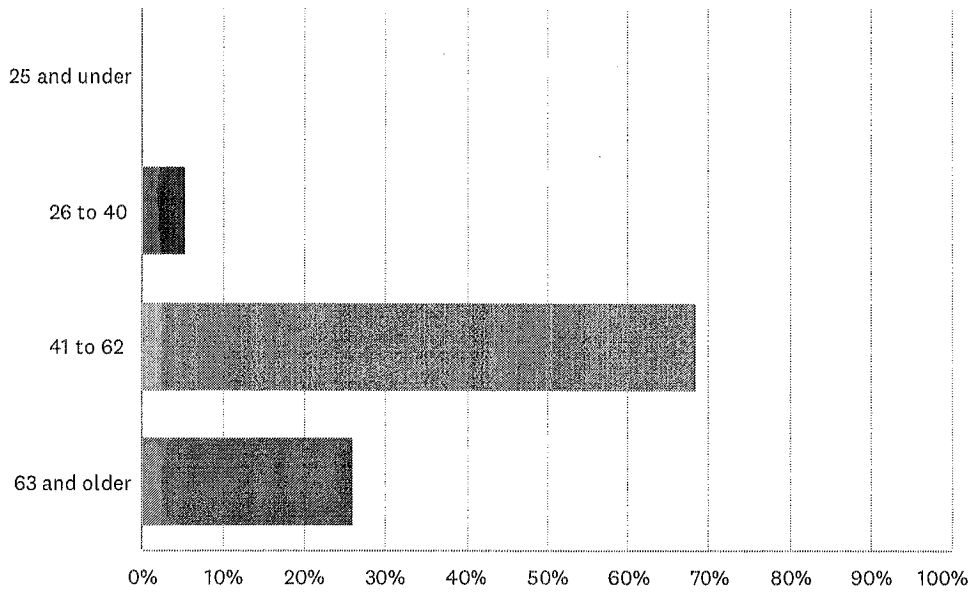
Answered: 15 Skipped: 5



ANSWER CHOICES	RESPONSES	
Single room occupancy housing	33.33%	5
Group home	0.00%	0
Congregate housing	0.00%	0
Assisted-living facility	20.00%	3
Extended stay hotel	13.33%	2
Shared housing (housing where the renter rents one or more rooms in a residence from the homeowner)	13.33%	2
Space rental for a manufactured home	60.00%	9
Total Respondents: 15		

Q11 Are you willing to share your Age Group with us?

Answered: 19 Skipped: 1

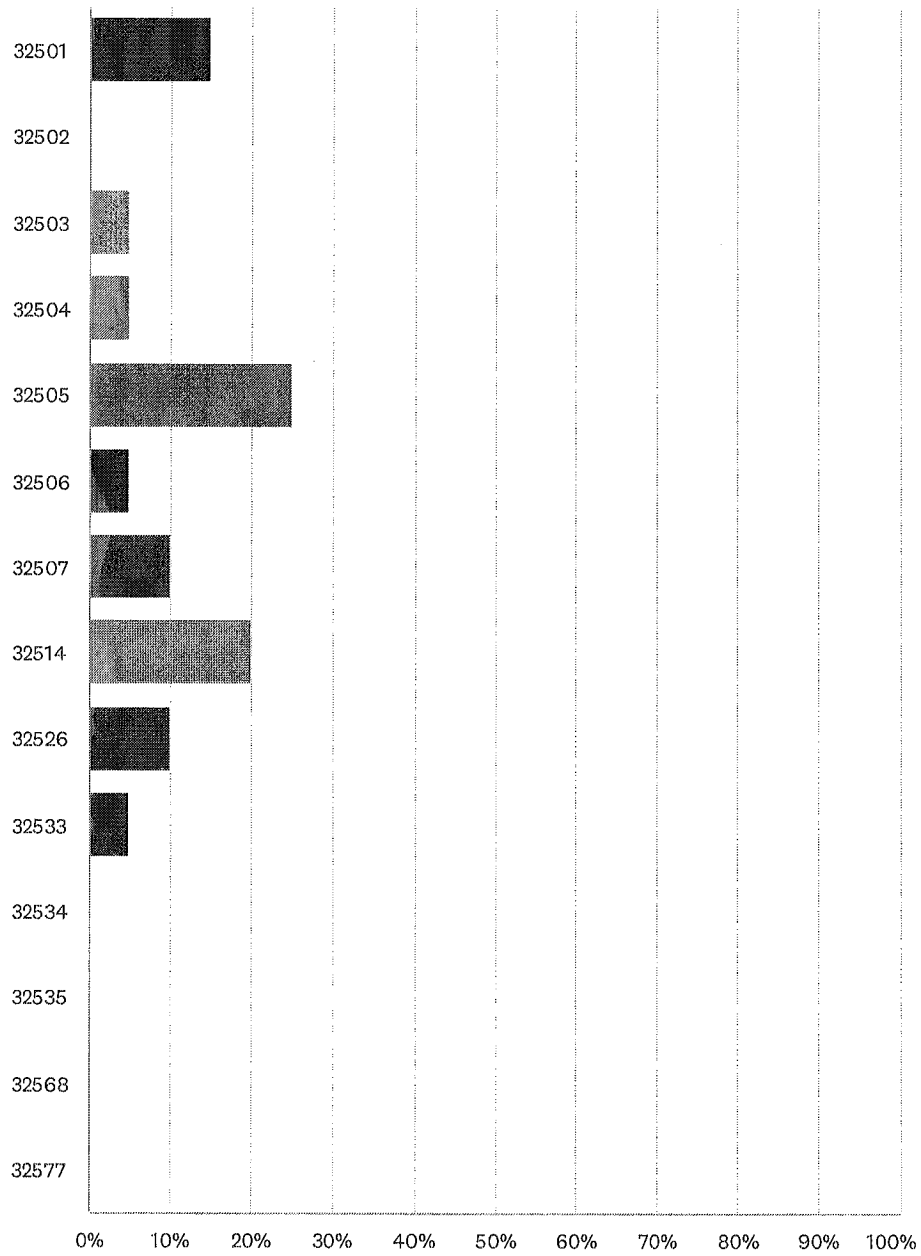


ANSWER CHOICES	RESPONSES	
25 and under	0.00%	0
26 to 40	5.26%	1
41 to 62	68.42%	13
63 and older	26.32%	5
TOTAL		19

2022 City of Pensacola Housing Resident Advisory Board Survey

Q12 Will you let us know your zip code?

Answered: 20 Skipped: 0



2022 City of Pensacola Housing Resident Advisory Board Survey

ANSWER CHOICES	RESPONSES	
32501	15.00%	3
32502	0.00%	0
32503	5.00%	1
32504	5.00%	1
32505	25.00%	5
32506	5.00%	1
32507	10.00%	2
32514	20.00%	4
32526	10.00%	2
32533	5.00%	1
32534	0.00%	0
32535	0.00%	0
32568	0.00%	0
32577	0.00%	0
Total Respondents: 20		

Housing Division
Attn: Housing Division
PO BOX 12910
PENSACOLA, FL 32521

Published Daily-Pensacola, Escambia County, FL

PROOF OF PUBLICATION

State of Florida
County of Escambia:

Before the undersigned authority personally appeared said legal clerk, 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

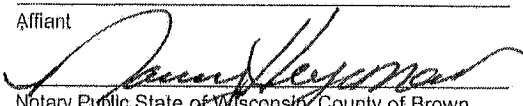
as published in said newspaper in the issue(s) dated or by publication on the newspaper's website, if authorized, on :

03/28/22

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 28th of March 2022, by legal clerk who is personally known to me

Affiant


Notary Public State of Wisconsin, County of Brown

My commission expires
of Affidavits 2

Publication Cost: \$161.40
Ad No: 0005190703
Customer No: PNJ-20423050

This is not an invoice

NANCY HEYRMAN
Notary Public
State of Wisconsin

LEGAL NOTICE

The Resident Advisory Board has submitted survey comments to the City of Pensacola's Public Housing Agency (PHA) to be considered in preparation of the 2023 Annual Plan. The plan outlines the goals and objectives for serving the needs of the City of Pensacola and Escambia County's rental assistance program participants and is submitted to the U.S. Department of Housing and Urban Development on an annual basis.

Effective April 1, 2022, a draft copy of the PHA 2023 Annual Plan will be available for public review in the lobby of the Pensacola Housing Office at 420 West Chase Street; online at cityofpensacola.com/190/Plans; or will be provided electronically upon request. Comments are encouraged and may be submitted by May 15, 2022 to the City of Pensacola Housing Department, P.O. Box 12910, Pensacola, FL 32521; hand-delivered to the Housing Department drop box at 420 W. Chase Street; faxed to Dawn Corrigan at 850-595-0113; or emailed to dcorrigan@cityofpensacola.com.

A Public Hearing is scheduled for Wednesday, May 18, 2022 at 4:00 p.m. in the Vince Whitbs Room at City Hall 222 W. Main Street, Pensacola, Florida. Interested persons may appear and provide comment on the PHA 2023 Annual Plan.

The City of Pensacola adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to city services, programs, and activities. Please call 850-858-0350 (or T.D.D. 850-995-0102) 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.

Grover C. Robinson, IV
Mayor
Legal No. March 28, 2022

RECEIVED

APR 04 2022

Housing Dept.