

UPLAND HOUSING AUTHORITY
SUMMARY OF PROPOSED REVISIONS TO THE PUBLIC HOUSING
ADMISSION AND CONTINUED OCCUPANCY POLICIES
EFFECTIVE 4/1/2015

1. **Topic/Description:** **Requesting documentation for changes reported by the family.** Revises to state that the family must provide requested documents to UHA within 15 days from the date of UHA's request. Current policy states that the family must provide documents to UHA within 15 days of receiving UHA's request.

Change Type: Discretionary
Location: 9-III.D
Reason: To ensure consistency in the deadline to provide documents.
2. **Topic/Description:** **Waiting List Management:** Currently applicants on the waiting list are required to report changes in residence and telephone numbers (change of contact information), and only have the opportunity to update other changes like household income or preference status, as part of UHA's discretionary waiting list update/purge process. The proposed change would keep the requirement to report changes in residence and telephone number contact information, but would also allow applicants to report other application updates at any time. The waiting list update/purge process would also change, and would no longer provide an opportunity to make changes to an application because this opportunity would already be available whenever the applicant would want or need to make changes.

Change Type: Discretionary
Location: 4-II.E and 4-II.F
Reason: Allow waiting list applicants to update important application information at any time, possibly enhancing an applicant's chance of being selected sooner from waiting list because of UHA having more current and accurate on file.
3. **Topic/Description:** **Oral Interpreter Services:** Current policy is silent on UHA's use of professional translation services for improving access to services for persons with limited English proficiency. The proposed policy now states that the UHA will utilize a language line for telephone interpreter services as an option.

Change Type: Discretionary
Location: 2-III.B
Reason: Improve access to UHA services by utilizing telephone interpreter services when needed.
4. **Topic/Description:** **Verification of Residence or Address:** Current policy states that applicants must provide two forms of acceptable residence or address from a specific list of documents. The proposed policy states that one form of acceptable residence or address must be provided from this list AND another form from a secondary document list.

Change Type: Discretionary
Location: 7-II.I
Reason: Many applicants cannot provide two documents from the list of primary residency/address documents in the Administrative Plan. Allowing for one document from this list and another from a secondary list of documents will allow the applicant to more easily demonstrate residency or address in the City of Upland for purposes of eligibility.