

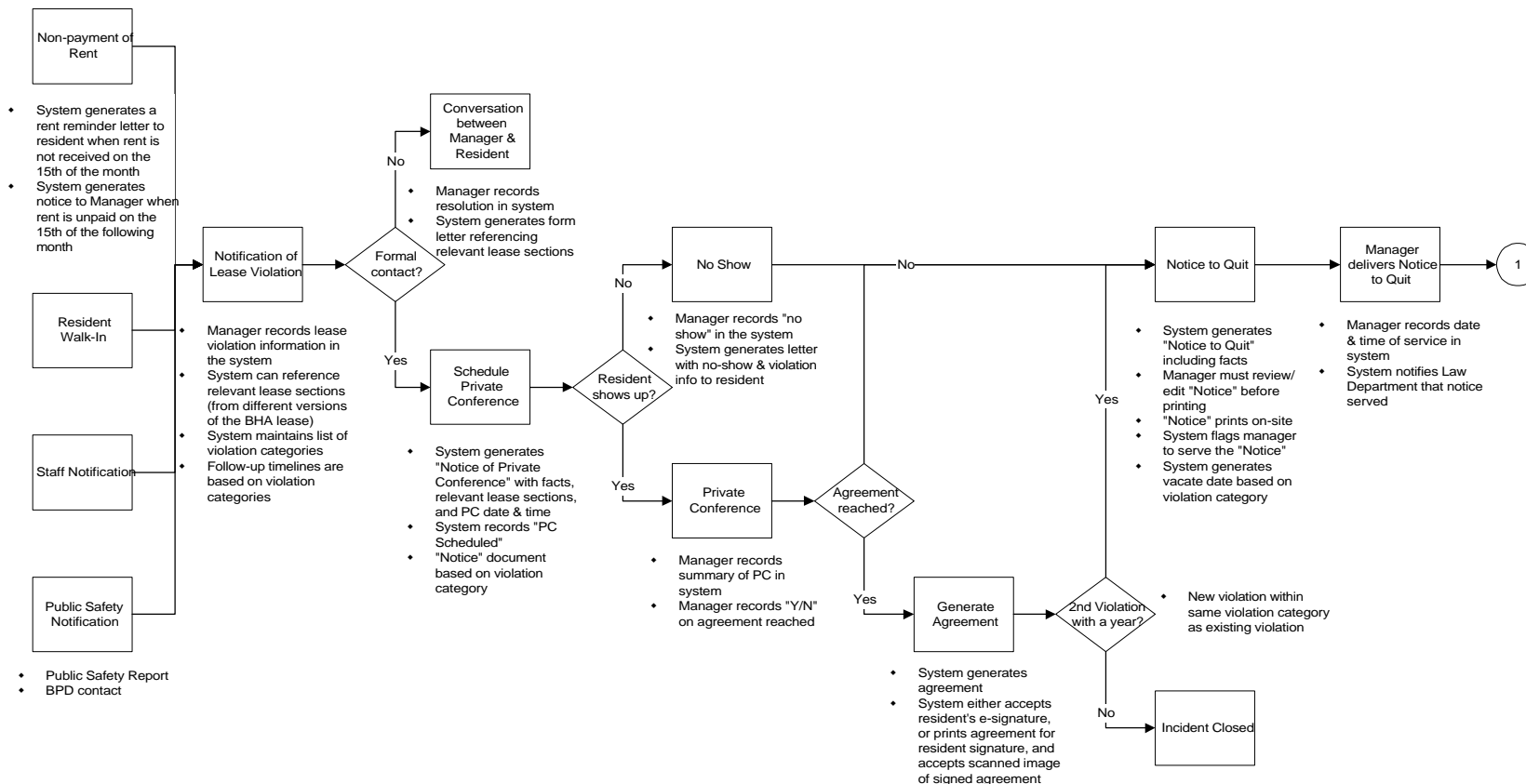
Public Housing – Lease Enforcement:

Overview

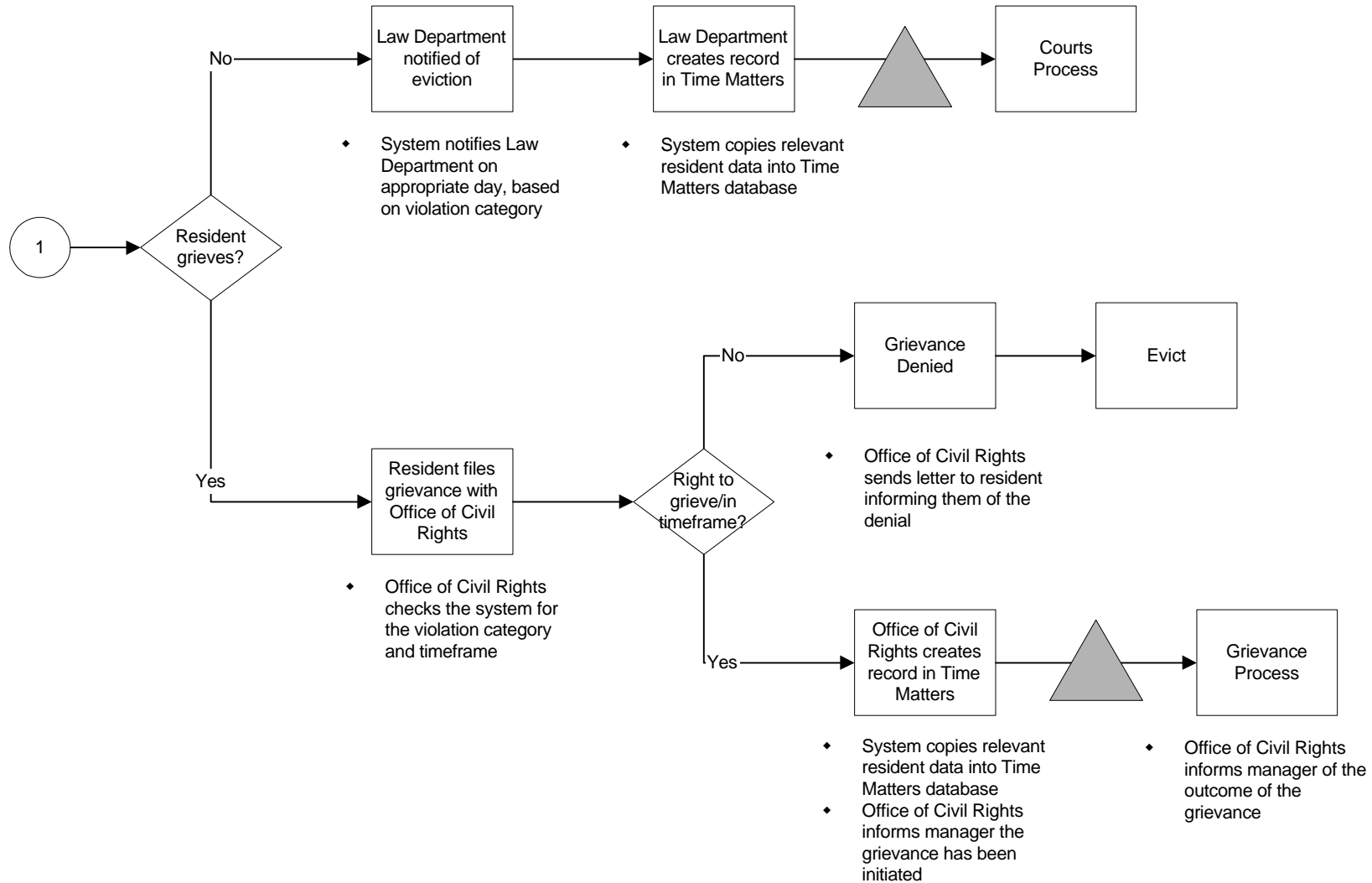
The lease enforcement process is currently a paper-based system with site management generating and delivering a series of notices and scheduling conferences. When site management has carried the enforcement effort as far as it can, the information is sent to the Legal Department, where court action is initiated. Information about the court action is communicated to site management personnel in a manual system. The Legal Department uses a free-standing case-tracking system, Time Matters, to manage its entire caseload, but development staff does not have access to this information.

Future Workflow Process Maps:

Lease Enforcement - future process recommendation



Lease Enforcement - future process recommendation



No.	Process	Requirement Description	P*	Comments
1.	Rent Violation	System generates a rent reminder letter to resident when rent is not received on the 15th of the month	1	
2.	Rent Violation	System generates notice to Manager when rent is unpaid on the 15th of the following month	1	
3.	Lease Violation	Manager records lease violation information in the system	1	
4.	Lease Violation	System can reference relevant lease sections (from different versions of the BHA lease)	1	
5.	Lease Violation	System maintains list of violation categories	1	
6.	Lease Violation	Follow-up timelines are based on violation categories	1	
7.	Lease Violation	Manager records resolution in system	1	
8.	Lease Violation	System generates form letter referencing relevant lease sections	1	
9.	Private Conference	System generates "Notice of Private Conference" with facts, relevant lease sections, and Private Conference date & time	1	
10.	Private Conference	System records "Private Conference Scheduled"	1	
11.	Private Conference	"Notice" document based on violation category	1	
12.	Private Conference	Manager records "no show" in the system	1	
13.	Private Conference	System generates letter with no-show & violation info to resident	1	
14.	Private Conference	Manager records summary of Private Conference in system	1	
15.	Private Conference	Manager records "Y/N" on agreement reached	1	
16.	Private Conference	System generates agreement	1	
17.	Private Conference	System either accepts resident's e-signature, or prints agreement for resident signature, and accepts scanned image of signed agreement	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
18.	Eviction	System flags any second offences (new violation within same violation category as existing violation)	1	
19.	Eviction	System generates "Notice to Quit" including facts	1	
20.	Eviction	Manager must review/edit "Notice" before printing	1	
21.	Eviction	"Notice" prints on-site	1	
22.	Eviction	System flags manager to serve the "Notice"	1	
23.	Eviction	System generates vacate date based on violation category	1	
24.	Eviction	Manager records date & time of service in system	1	
25.	Eviction	System notifies Law Department that notice served	1	
26.	Eviction	System notifies Law Department of Eviction on appropriate day, based on violation category	1	
27.	Eviction	System copies relevant resident data into Time Matters database	1	
28.	Eviction	Office of Civil Rights checks the system for the violation category and timeframe	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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