

LTO Responsibilities

Organizational Development

Support & Equipment

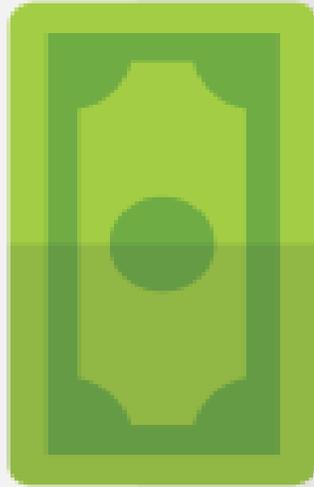
Outreach Activities

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Refreshments

Elections

BUDGET



# Local Tenant Organization Financial Training Manual

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# Section 1: Introduction

## Purpose of this manual

The LTO Financial Training manual contains all essential information for LTO Board members to meet compliance standards set by the Boston Housing Authority in use of all public funds provided to recognized tenant organizations. This manual includes a description of the requirements, regulations, policies, and processes necessary to access and utilize tenant participation funds and laundry funds.

This manual should be used in conjunction with the following policies and documents and in accordance with all federal and state regulations:

- BHA's Resident Participation Policy,
- the LTO's Bylaws,
- Memorandum of Agreement requirements

Local Tenant Organizations and other users of this manual should reach out to the BHA's Resident Capacity Program for additional support and technical assistance, as necessary.

The Resident Capacity Program provides technical support and training to build the capacity of resident organizations in all BHA Public housing properties and mixed finance properties.

The Resident Empowerment Coalition (REC), operating within the Center for Community Engagement and Civil Rights (CCECR), is designed to strengthen resident engagement through educating and mobilizing residents to support organizing. The main goal of the REC is to engage residents in Boston Housing Authority programs, policymaking, and community development opportunities. Ultimately, this engagement will guide residents to make better informed life decisions.

## Section 1: Important Definitions

**BHA:** Boston Housing Authority

**BHA Instrumentality:** An independent legal entity affiliated with the BHA

**EOHLC:** Executive Office of Housing and Livable Communities, formerly the Department of Housing and Community Development (DHCD)

**Federal Development:** A Development receiving federal operating subsidies.

**HUD:** U.S. Department of Housing and Urban Development

**Leased Housing:** The BHA department that administers tenant and project-based vouchers.

**LTO:** Local Tenant Organization, also know as Resident/Tenant Task Force

**LTO Board:** The Board of Directors of the LTO

**Mixed Finance Development:** A former BHA development that has been redeveloped and is publicly subsidized in whole or in part. A Mixed Finance development may be owned by a BHA instrumentality or by another owner entity not related to the BHA.

**Public Housing:** Housing units receiving operational subsidies and subject to federal and/or State public housing regulations

**Quorum:** The minimum number of LTO Board members required to be present at a LTO Board meeting in order to make decisions

**Resident Empowerment Coalition (REC)-** designed to strengthen resident engagement through educating and mobilizing residents to support organizing.

## Section 1: Important Definitions

Resident Participation Policy (RPP): The BHA policy that defines the rights and responsibilities regarding participation of BHA residents and their LTOs in the management of developments owned and operated by the BHA and BHA instrumentalities, both federal and State funded, in compliance with all laws.

State Development: A Development receiving state operating subsidies.

Tenant Participation Funds (TPF): Federal and State funds administered pursuant to the federal and State regulations and BHA policy.

## Section 2: Tenant Participation Fund Regulations - HUD

HUD issued Notice PIH 2021-16 to clarify previous guidance on the use of tenant participation funds in public housing. The public housing operating fund formula provides each public housing agency (PHA) \$25 per occupied public housing unit for tenant participation activities.

Previous guidance was through 2013, now superseded by PIH 2021-16.

Eligible self-sufficiency activities include:

- Coordination of support services
- Training related to child care, early childhood development, parent involvement, before and after school programs, senior programs, health, and nutrition
- Child abuse and neglect prevention
- Tutorial services
- Youth education and sports programs
- Drug use and violence prevention programs
- Financial literacy

## Section 2: Tenant Participation Fund Regulations - EOHLC (formerly DHCD)

Below is an excerpt from the EOHLC Regulations 760 CMR: DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT, DHCD) Regulations for Tenant Participation in State Developments . The full document can be found in the appendix.

### 6.09: LTO and Resident Participation

(1) Purpose. Participation by residents of public housing, including representation on LHA governing boards and through effective Local Tenant Organizations (LTOs), is beneficial to the administration of public housing. Cooperative working relationships enhance housing programs and benefit both LHAs and residents. The purpose of 760 CMR 6.09 is to encourage the formation of representative organizations and to provide all residents the opportunity to be heard on and participate in matters affecting the interests of the residents. Each LHA shall comply with 760 CMR 6.09 and any additional written guidance issued by the Department.

## Section 3: Funding for Local Tenant Organizations - Overview of TPF

### BHA Compliance & LTO Eligibility

Each year, typically in July, the Boston Housing Authority receives operating funds from HUD, for resident participation activities. BHA then passes those funds (the total of up to \$25 per unit for federal developments) to duly-elected and recognized local tenant organizations. By March 1, each LTO must prepare and submit a proposed annual budget and budget narrative to the BHA, based on their TPF allocation amount, outlining how they intend to use their funds. The Fiscal Year for BHA and LTOs is April 1 - March 31.

Under the Boston Housing Authority Resident Participation Policy only duly-elected and recognized local tenant organizations may qualify to receive the funds directly.

Eligibility includes:

- Conducting and having an official elections process as described in Section 8 of the Resident Participation Policy. For a copy, please log in into [www.bostonhousing.org](http://www.bostonhousing.org) or call 617-988-5316 or email [REC@bostonhousing.org](mailto:REC@bostonhousing.org).
- Received official written recognition from the Boston Housing Administrator
- Sign a letter of Arbitration
- Sign a Memorandum of Agreement
- Submit a Budget
- Submit monthly reports for Laundry Funds and Quarterly Reports for Tenant Participation Funds
- Use funds for only eligible activities
- Comply with any financial request required under the MOA
- Comply with mandatory financial training upon completion of an election process (all elected members must attend)
- Comply with mandatory financial training when an LTO falls behind reporting timeline (all elected members must attend)

Failure to comply can result in the loss of recognition and/or removal of funds

The Boston Housing Authority has two types of properties federal and state. There are different regulations and guidance in allocating and distributing tenant participation funds. These regulations will be discussed in the next chapters.

## Section 3: Funding for Local Tenant Organizations - Federal Allocation

### Federal Calculations

Each federal development is allocated \$25.00 per occupied unit once a year only. HUD states the LTO must get 15 dollars out of the \$25.00 and BHA may keep 10.00 dollars for tenant participation activities. Starting with FY 2025, LTOs will begin receiving their TPF payments quarterly.

The BHA reviews their portfolio (number of units that have someone living in them) in the month of July of each year and calculates the number of units eligible.

Example:

Charlestown has 1036 Units

Occupied units in July was 1011

$1011 \times 25.00 = 25,275.00$  (however this amount will be prorated)

Proration: Divided based on another value, usually a unit of time. Common examples of things that are prorated are rent or utility bills, which are reduced based on the amount of time you have lived in the house. If you start living in a residence mid-month, your bills are usually prorated to consider that you only lived there a percentage of the regular billing cycle.

BHA receives from HUD a percentage of operating funds on an annual basis. They never received the same percentage each year and it is rare that they receive 100% of the cost needed to run the day-to-day activities at a public housing development. For example, the cost needed to operate a development is 100%. However, HUD may decide to only give BHA 83% out of the 100%. BHA uses that proration to calculate what will be allocated to each federally managed development for Tenant Participation Funds.

## Section 3: Funding for Local Tenant Organizations - State Allocation

### State Calculations

The Formula for State Developments is different. BHA receives state development tenant participation funds from the Executive Office of Housing and Livable Communities. Starting with FY 2025, LTOs will begin receiving their TPF payments quarterly.

The 760 CMR Section states 6.09: Tenant Participation (C) "LTO Funding by the LHA. Upon request the LHA shall fund all LTOs in a city or town at the annual rate of \$3.00 per public housing unit occupied or available for occupancy by residents represented by such LTO(s) or an annual total of \$250.00 for all such LTO(s), whichever is more; provided, however, that the LTO(s) and the LHA may agree to total funding not to exceed \$6.00 per unit so occupied, if the LTO(s) shall have convinced the LHA of a need for additional funds." Like the federal side, fund are allocated per occupied units as well.

#### Example:

Franklin Field State has 104 Units  
100 occupied in July  
 $100 \times 6.00 = 600.00$

# Section 3: Funding for Local Tenant Organizations

## The LTO Annual Fiscal Year Budget - April 1 - March 31

NOTE: The per unit amount varies from fiscal year to fiscal year depending on the budget provided to BHA by HUD. For example, for FY 2024, a proration of 98.72% of \$25 per unit equals \$24.68. **Starting with FY 2025, LTOs will begin receiving their TPF payments quarterly.**

**EXHIBIT A**  
**FY \_\_ TPF BUDGET**

**Tenant Task Force/Organization/Council:** \_\_\_\_\_  
Tenant Participation Funds

Development Name: \_\_\_\_\_

Allocation Total: \$ \_\_\_\_\_ # of occupied units: \_\_\_\_\_

For the Period of: April 1, 202\_ to March 31, 202\_

Line Item Budget:	Amount Budget
Current Balance	\$ _____
<b>LTO responsibilities and organizational Development</b> (For example, membership dues, educational conferences, meetings, and trainings) including elections cost	\$ _____
<b>LTO Support and equipment</b> (For example, office equipment, furniture, audio visual, phone internet, paper, pens, pencils, etc.)	\$ _____
<b>Outreach Activities</b> (For example, flyers, stipends for youth to put out flyers, Holiday Outreach Event newsletters), including interpretation and translation	\$ _____
<b>General activities</b> For example, committee meetings, HUD regulation meetings, fiscal support and transportation to meetings)	\$ _____
<b>Miscellaneous/other</b> (food and unexpected cost related to LTO responsibilities, bank fees)	\$ _____
Used funds already (if applicable)	\$ _____
Total amount of check to be written out	\$ _____

President's Signature \_\_\_\_\_ Date Submitted: \_\_\_\_\_  
Treasurer's Signature \_\_\_\_\_

## Section 3: Funding for Local Tenant Organizations

### Resident Participation Activities Eligible for Funding

Each duly-elected and recognized LTO must comply with the above criteria. In addition, they must follow their bylaws and the Memorandum of Agreement (MOA) requirements. The BHA has developed guidance on what activities are eligible for funding.

NOTE: There are some specific requirements in assuring that LTOs use their funds for interpretation for their meetings and to conduct their own elections.

The Local Tenant Organization (LTO) activities for resident participation are intended to inform, train, acquaint, advise and organize, and empower residents of the Development concerning issues and/or operations that affect their rights and responsibilities as BHA residents, as well as their households and living environment.

LTO activities should also include informing residents of policies set by the Boston Housing Authority, the Department of Housing and Urban Development (HUD), and the Executive Office of Housing and Livable Communities.

See the next page for a list of allowable LTO activities eligible for funding.

## Section 3: Funding for Local Tenant Organizations - Allowable Activities

### Resident Participation Activities Eligible for Funding

LTO activities MAY include any of the items listed below (as determined by the LTO):

#### (A) LTO Responsibilities and Organization

- Leadership development training (local, city-wide, and/or state/regional/national);
- Election, bylaw and parliamentary procedure training, as well as coordinating and monitoring of elections, or adoption of changes in bylaws;
- Assistance with, and training in, proposal writing and computer literacy, as related to maintaining or expanding resident participation activities;
- Multi-cultural awareness and anti-racism training;
- English as a Second Language (ESL) classes or classes in other languages commonly spoken at the development to promote interchange among residents;
- Interpretation assistance at meetings and events; written translation for notices and flyers.

#### (B) LTO Support and Equipment

- Computers and computer training and Internet access
- Office equipment or furniture, such as copy machines, fax machines, telephones, printers, chairs, desks, table, etc.;
- Travel/transportation costs in conjunction with resident participation activities approved by the LTO Board;
- Stipends\* for workshops and other resident participation training and per diem expenses;
- Daycare and arrangement for care of disabled/frail household members to facilitate LTO participation in training and events;
- Special equipment as may be needed to address accessibility needs for LTO participants;
- Transcription and copying of LTO, committee and community meetings, documents, flyers, trainings, and events;
- Audio and video receivers and records, cameras, overhead projectors, related audio-visual equipment and training
- Virtual meeting accounts (Zoom, Google Meet, etc.)
- Mailings, including envelopes, paper and postage

## Section 3: Funding for Local Tenant Organizations - Allowable Activities

### Resident Participation Activities Eligible for Funding

LTO activities MAY include any of the items listed below (as determined by the LTO):

#### (C) General Activities

- LTO, Committee, and Community meetings with incidental refreshments, used for information, training, and planning on topics related to tenants' rights, BHA policies, HUD regulations, guidelines and policies, safety and security, revitalization and modernization, property management, the PHA Plan, and RAB activities hosted by the LTO;
- Other conferences, seminars, workshops and events, on appropriate topics within the HUD's resident participation guidelines;
- Surveys and survey stipends to greet feedback from residents of the development on appropriate topics within HUD's resident participation guidelines;
- Consultants (on legal issues or any of the above items) where appropriate within the HUD's resident participation guidelines;
- Fiscal management, including training of LTO and implementation of steps to obtain non-profit incorporation or tax-exempt status for the LTO;
- Financial administration or support for the LTO.

(D) Miscellaneous/ Other Activities, permissible under HUD's resident participation guidelines which are chosen by the LTO to support the needs of the LTO and the residents of the development:

- Unexpected costs related to LTO responsibilities, for example bank fees;
- Group relationships;
- Tenants rights and responsibilities;
- Development management;
- Community empowerment and capacity building
- Other appropriate topics.

## Section 3: LTO Stipend Guidance

### BHA Stipend Guidance for Inclusive & Meaningful LTO Participation

#### RPP Section 19 - Funding Resident Participation Activities

In accordance with the BHA Resident Participation Policy Section 19 Funding Resident Participation Activities, if permitted by the LTO's By-laws, the LTO Board may use LTO funds to pay a stipend to LTO Board members for their volunteer board service, including but not limited to assigned work completed, meetings attended, committee participation, and other board activities. To allow such stipends to LTO Board members, the LTO by majority vote shall annually as part of the LTO budget process to authorize such stipends in but in no event allow for retroactive stipends. 19.8 The LTO Board shall submit a proposal to the BHA to pay such stipends to LTO Board members. The BHA will review that the stipends paid is reasonable in relation to the total amount of the LTO's funds and the services provided. The LTO Board will establish a tracking and accounting process for the payment and use of the LTO funds for stipends. In any event, stipends may not exceed \$200 per month.

19.9 In the event there is no recognized LTO at a Development, the BHA may determine how to fund resident participation activities at the Development, including the formation of an LTO. Interested residents of the Development may submit proposals for the BHA's review.

#### Important Requirements

- Per the BHA RPP stipends may not exceed \$200 per month
- Stipends should be paid after the work has been done (for example, after the officer has attended the monthly meetings).
- Include Annual Proposal with Budget Narrative;
- Submit work plan proposal for initial stipend proposal

## Section 3: Funding for Local Tenant Organizations

### Requesting Your Tenant Participation Funds

Every three years, the federal recognized local tenant organization are required to sign a new copy of the Memorandum of Agreement and submit a yearly budget on March 1st of every year. A sample budget is included in the appendix, page 29. Starting in 2023, the BHA now requires LTOs at State and Project-Based Voucher (PBV) developments to also sign a Memorandum of Agreement. These MOAs include language relevant to their respective subsidy type. Templates of each MOA can be found in the appendix of this manual. Starting with the 2025 Fiscal Year, under the 2023-2026 MOA LTOs will receive their TPF disbursements on a quarterly basis.

State and PBV LTOs are also required to submit an annual budget and budget narrative.

A LTO may change their budget halfway through a year but must submit a letter for authorization of the change. Visit page 31 in the appendix to view the letter template to make budget changes.

Once you receive your funds you will be expected to fill out monthly and/or quarterly reports.

Tenant Participation Quarterly reports Cycle Due Dates:

July 15,  
Oct 15,  
Jan 15,  
April 15,

All new TPF budgets must be submitted by March 1st of each year

## Section 3: Funding for Local Tenant Organizations

### Guidelines for Use of Laundry Funds

All laundry funds are public monies, and the spending of laundry funds must clearly and directly benefit the tenants (also known as the general membership) in support of the overall mission to “improve quality of life” at the development. Expenditures of public funds may not benefit the personal needs of one or more individuals unless such expenditure is specifically authorized by law. All expenditures of laundry funds must be prudent and economical.

#### Responsibility of Local Tenant Organizations

The Local Tenant Organization shall limit use of public funds to include recognition and promotional programs that foster goodwill with the general membership and local communities and acknowledge contributions of various tenants residing at the development they are representing. The LTO shall consult and seek approval from the general membership (all tenants) on how they intend to use the funds in the form of a signed petition by no less than 20% of the tenants residing at the development. The LTO will provide monthly updates through meetings, notes and posting the Laundry bank statements in a general area accessible to all tenants for viewing.

**Allowable Uses of Laundry Funds:** Laundry Funds are more flexible and can be used for events and programs that will benefit the general membership. Some of these activities include:

- Entertainment
- Trips
- Food
- Staff
- Office Equipment

Refer to the next page for prohibited uses of Laundry Funds.

## Section 3: Funding for Local Tenant Organizations

### Guidelines for Use of Laundry Funds

Laundry Funds cannot be used for the following activities or purchases:

- Gambling, which includes lottery tickets, Casino cards, Casino chips, and Casino coins
- Alcoholic Beverages, which includes beer, wine, liquor, mixed and hard liquors
- To host events that will benefit less than 20% of the population that resides in that development;
- Bribes that illicit support or favor in the direction of one or more individuals and can coerce a decision to benefit an individual or group of people. For example, paying tenants to vote for a candidate or paying tenants to vote for a particular decision.
- To pay for tenants' rents
- Vacation trips

Remember these important points:

- Expenditures must be for a public purpose
- Expenditures must be authorized
- Public funds may not be expended for personal use
- Information must be fairly presented
- Violations bring criminal, civil, and administrative sanctions

## Section 3: Funding for Local Tenant Organizations

### Requesting Your Laundry Funds

Once you receive your funds you will be expected to fill out monthly and/or quarterly reports.

Laundry funds checks are received on a quarterly basis

The process is as follows:

Step 1  
Laundry Company collects funds and calculates their portion

Step 2  
Laundry Company sends amounts to BHA

Step 3  
BHA Fiscal Dept calculates the amounts and creates an accounting spreadsheet

Step 4  
The Spreadsheet is sent to the RCP Program Staff to draft and sign check request forms

Step 5  
The RCP Director approves the check requests

Step 6  
The approved check requests are sent to Accounts Payables for Processing

Step 7  
Checks are sent back to RCP Staff

Step 8  
Checks are mailed, delivered or picked up by LTOs

Step 9  
LTOs complete and submit their report on a monthly basis

## Section 3: Funding for Local Tenant Organizations

### LTO Financial Reports Overview

There are specific forms given to recognized local tenant organizations, which must be filled out and be accompanied by backup documentation. Per the 2023 - 2026 LTO Memorandum of Agreement, there are also new requirements for LTO record keeping, bank accounts, and reporting that will be explained in this manual.

It is mandatory that all LTOs submit the following documentation with their reports:

- Bank statements
- Receipts, invoices, copies of issued checks, and cancelled checks (if necessary)
- Copies of petitions (if applicable)
- Sign - In Sheets for meetings (if applicable)
- Stipend receipts or forms (if applicable)
- Meeting notes
- Meeting or event flyers (as necessary)

It is mandatory that any leftover cash on hand should be included as Petty Cash in your monthly report section.

The following page includes a summary of the important changes in the LTO 2023-2026 Memorandum of Agreement.

All Recognized Local Tenant Organizations will be required to sign the 2023 - 2026 MOA to comply and maintain their recognition.

## Section 3: LTO Stipend Guidance

### Examples of Stipend Provisions for Board Members

- Provide stipend of \$15-\$25 per hour (up to \$200/month) for participation in monthly meetings
- Provide stipends ranging from \$10 to \$25 per month (up to \$200/month) to officers and distribute quarterly.
- Provide stipends to residents who volunteer to support the Board in more technical roles such as financial management or office management; up to \$50 per month
- Require Board members to participate in up to 20 hours a month in Board activities to receive stipend up to \$200. Participation requirement could include monthly board meetings, participation in at least 1 board committee, staffing LTO office at least 1-2 hours per week, acting as a Peer Leader to support members at another property, etc.

### Alternative to Stipends

Reimburse Board members for direct expenses for participation (for example, reimburse transportation costs to BHA required meetings, trainings, etc. that support the mission of that LTO at other BHA sites or BHA main office) up to \$200/month. If this alternative is chosen, used Board members should not be given a stipend.

# Section 3: Funding for Local Tenant Organizations

## Recordkeeping, Reporting, & Accountability

### Fiscal Accounting and Bookkeeping

The LTO Board will maintain financial records and submit all required financial reports or will use a BHA-approved fiscal conduit who shall maintain all financial accounts and records on behalf of the LTO.

The LTO Board will approve all expenditures, maintain record keeping of petty cash, and keep copies of all financial records and transactions in conjunction with the tenant participation funds received under the Memorandum of Agreement. The LTO shall provide reasonable access for the BHA regarding the same when needed for audit purposes. Where a fiscal conduit is used, its name, address, and names of responsible individuals will be provided to the BHA as part of the BHA approval process.

### TPF & Laundry Reporting Requirements:

A complete financial report should include the following forms:

- Monthly Report Form
- Bank statements
- Receipts, invoices, copies of issued checks, and cancelled checks (if necessary)
- Copies of petitions (if applicable)
- Sign - In Sheets for meetings (if applicable)
- Stipend receipts or forms (if applicable)

### Consequences of Non-Compliance:

Under the Memorandum of Agreement, the Boston Housing Authority is authorized to remove all funds from the local tenant organization if they are not complying with the reporting or eligible use requirements. Before the designated staff request removal, they work with the LTO to bring them to compliance which includes training, assistance putting together the reports, and/or identifying other steps that could help the LTO get into compliance such as finding an accountant or fiscal conduit. LTOs will receive the following letters when they are not in compliance (see next two pages). If all avenues are explored and not successful, funding will be removed and reasons for removal will be documented in written form and will be reported to the BHA legal department.

# Forewarning Letters

Date \_\_\_\_\_

President

Treasurer

LTO

Dear M, and M.

We received your expense report for the month of \_\_\_\_\_ 2023 under the Tenant Participation Funds Program you submitted last \_\_\_\_\_.

After a detailed and careful review, we found the following:

Date	Check #/Debit Card	Expense Description	Amount	TPF Exp.?	Receipt
MM/DD/YY	001	Food for LTO Mtg	\$100	Yes	No
MM/DD/YY	Debit	No Info	\$50	No	Yes

Please submit missing documentation and/or an explanation of the expenses within the next 10 business days. Failure to comply with this request may impact future funding. Thank you for helping us to keep your account current and accurate.

If you have any question, please call me at (617) 988-xxxx, or e-mail me at

\_\_\_\_\_

Sincerely,

\_\_\_\_\_

Cc:

Date \_\_\_\_\_

## Forewarning Letters

President  
Treasurer  
LTO

Dear M, and M.

As you are aware you are required to submit your monthly reports for all laundry activities and no less than quarterly reports or as often requested by the BHA for tenant participation. Our records indicate that you have not passed in any expenditure reports to our office. Please submit all expense reports for the account listed below no later than \_\_\_\_\_ 2024.

Account (s) and months you need to submit for:

Account Month Last Report submitted on:

Please submit missing documentation and/or an explanation of the expenses within the next 10 business days. Failure to comply with this request may impact future funding. Thank you for helping us to keep your account current and accurate

If you have any question, please call me at (617) 988-xxxx, or e-mail me at \_\_\_\_\_

Sincerely,  
  
\_\_\_\_\_

Cc:

## Section 3: Funding for Local Tenant Organizations

### Recordkeeping, Reporting, & Accountability

#### LTO Accountability

It is the responsibility of the local tenant organization to give a financial accounting of how, when, and the total amount of funds spent from laundry and tenant participation accounts. Your local by-laws normally govern when you must provide a financial report to the residents of your development. In addition, all local tenant organizations are encouraged to post their financial reports monthly in a secure and visible location to show transparency. This will help to avoid misunderstandings and keep residents informed of the LTOs activities.

Follow these basic steps:

- When disclosing information to residents, provide them with information that is accurate, complete, objective, relevant, timely and understandable. Refer to your bylaws for additional information.
2. Promptly report code violations to the Boston Housing Authority

If you need support or have questions regarding this policy, contact the BHA's Resident Leadership & Community Affairs Department.

# Section 3: Funding for Local Tenant Organizations

## The Purpose of Petty Cash

What should Petty Cash be used for?

The purpose of a petty cash fund is to provide local tenant organizations with sufficient cash to cover minor expenditures. The intent is to simplify the purchasing of emergency or low-cost supplies or reimbursements of out-of-pocket costs incurred by Board Members. The cost should not exceed \$25.00. Such costs may include taxi fares, postage, office supplies, light refreshments, etc.

It is preferred that checks be used for reimbursement other than cash to create financial trail of documentation. Please note that receipts should accompany the check.

Petty cash custodians are responsible for safeguarding petty cash funds and maintaining receipts and detailed records to support all transactions.

Acceptable 	Not Acceptable 
Small purchases such as coffee, sugar, milk	Supplies or entertainment expenses which total greater than \$25; alcohol
Local travel within the city	Travel expenditures (except for local travel)
Postage	Personnel services
Small office or cleaning supplies, such as tape, staples, pens, etc.	Equipment purchases
	Check cashing fund
	Personal loans or salary advances

## Section 3: Funding for Local Tenant Organizations

### Laundry Fund Check Cycle and TPF Report Due Dates

Laundry Fund Reports are due monthly.

The Laundry Fund Check Cycles are:

April - June	Request must be made by June 30
July - September	Request must be made by September 30
October - December	Request must be made by December 31
January - March	Request must be made by March 31

Tenant Participation Fund Reports are due on a quarterly basis.

The TPF Reports are due by

April - June	Reports are due by July 15
July - September	Reports are due by October 15
October - December	Reports are due by January 15
January - March	Reports are due by April 15

All new TPF budgets must be submitted by March 1st of each year.

## Section 3: Funding for Local Tenant Organizations

### How to Complete the Monthly Report Form (on page 28)

- Enter the name of your development
- Enter the month and year of the report
- Indicate if the report is for TPF or Laundry funds
- Enter the account number
- Enter the beginning bank balance for the month you are reporting
- Enter the date of the transaction
- Enter the amount of the withdrawal
- Add or subtract and enter the new balance in the balance column
- Vote Column - Place a checkmark if there was a vote taken on the transaction
- Enter a description of the transaction, (i.e., it was a withdrawal, caterer, holiday event, a deposit for a return, etc.).
- Include any vending machine fund received in the laundry report
- Add the amount of deposits for the month and enter in the total box
- Add the amount of withdrawals and enter in the total box
- Enter the ending balance for the month. (this becomes your beginning balance for next month)
- Sign the preparers name on the line marked "Submitted By":
- Enter the second signature of local tenant organization officer reviewing the report
- Managers signature if applicable
- Date prepared and/or submitted to the RCP Program Director or Designated Staff

## Section 4: Helpful Templates

- LTO TPF & Laundry Fund Monthly Report Form & Instructions to complete reports
- Tenant Participation Fund Budget Template
- Tenant Participation Fund Budget Narrative Template
- Letter Template to Request Change to Annual TPF Budget
- Letter Template for State LTO TPF Requests
- Letter Template for State LTO Financial Report
- 2023 - 2026 Memorandum of Agreement Overview





Resident Capacity Program  
 40 Bickford Street, 2nd Floor  
 Jamaica Plain, Massachusetts 02130  
 P 617.988.4169 F 617.988.4335  
 TDD 800.545.1833 x420  
 www.bostonhousing.org

Tenant Task Force/Organization/Council: \_\_\_\_\_  
 Tenant Participation Funds

Development Name: \_\_\_\_\_

Allocation Total: \$ # of occupied units:

For the Period of: April 1, 202\_\_ to March 31, 202\_\_

Line Item Budget:	Amount Budget
-------------------	---------------

Current Balance	\$ _____
-----------------	----------

LTO responsibilities and organizational Development (For example, membership dues, educational conferences, meetings, and trainings) including elections cost	\$ _____
---	----------

LTO Support and equipment (For example, office equipment, furniture, audio visual, phone internet, paper, pens, pencils, etc.)	\$ _____
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Outreach Activities (For example, flyers, stipends for youth to put out flyers, Holiday Outreach Event newsletters), including interpretation and translation	\$ _____
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General activities For example, committee meetings, HUD regulation meetings, fiscal support and transportation to meetings)	\$ _____
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Miscellaneous/other (food and unexpected cost related to LTO responsibilities, bank fees)	\$ _____
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Used funds already (if applicable)	\$ _____
------------------------------------	----------

Total amount of check to be written out	\$ _____
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President's Signature \_\_\_\_\_ Date Submitted: \_\_\_\_\_

Treasurer's Signature \_\_\_\_\_



Resident Capacity Program  
40 Bickford Street, 2nd Floor  
Jamaica Plain, Massachusetts 02130

P 617.988.4169 F 617.988.4335  
TDD 800.545.1833 x420  
www.bostonhousing.org

## Tenant Participation Funds Budget Narrative

Using your narrative and expected expenses, predict about how much each item might cost over the next year and fill out the budget below.

Please submit the Narrative and the TPF Budget (on other side of page) to the mailing address or email above, and reach out with any questions or for assistance. Keep copies of both forms for your own records.

Development Name:

For the Period of FY 2024: Guiding Questions: What have been your most successful board activities in the past? What do your neighbors need right now? In what ways can the LTO support the community?

What are three goals for your LTO this year? For example, host an end of summer block party; coffee hour, increase the number of residents who come to board meetings, etc.

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What are some ways your LTO can accomplish these goals? For example, attend professional development trainings, create community engagement strategies, recruit new members.

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What common expenses does the LTO have? For example bills, bank fees, printing, food.

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What new events or programs do you want to try using LTO resources? For example new programs, inviting community partners into the development, making resource packages for residents.

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## Letter Template to Request Budget Change

TO: [BHA RCP Staff Name]  
Resident Leadership & Community Affairs  
40 Bickford Street Second Floor  
Jamaica Plain, MA 02130

Dear: [BHA RLCA Staff Person]:

The Smith Town Elderly/Disable Tenant Task Force is seeking a change in the 2016-2017 Tenant Participation Funds budget. Our tenant organization, along with the Smith town Residents, have decided to hire a Resident Coordinator to assist us with resource organizing and financial accounting. The total cost for this is expected to be 3000.00

The original propose line item budget were as follow  
Supplies 2500.00  
Travel 500.00  
This will be changed to the following  
Resident Service Coordinator 3000.00

If you have any question or concerns please feel free to call me at 617-123-4567 or email me at smithtownlto@gmail.com.

Sincerely Yours,

Name of President

President

## Letter Template for State LTO TPF Requests

State Developments must submit a written request to acquire their tenant participation funds along with a TPF budget.

Date: \_\_\_\_\_

To:

{Insert Name}

Resident Capacity Program

Boston Housing Authority

40 Bickford Street, 2nd Floor

Jamaica Plain, MA 02130

Dear [Insert Name],

The \_\_\_\_\_ Tenant Task Force respectfully request our Six Dollars per Unit Tenant Participation Funds for the fiscal period April 1, 2014 until March 31, 2015 in the amount of \_\_\_\_\_dollars. As required we are submitting our year-end report with copies of our bank statements, expense report and receipts with back up documentations on how the funds were spent. We currently have xxx amount of funds left from fiscal year \_\_\_\_\_, attached you will find our budget. Should you have any questions I may be reached at 617-XXX-XXXX

Sincerely Yours,

Name of President

State developments are only required to submit yearly reports for their tenant participation funds, however they are still required to submit monthly laundry fund reports.

## Letter Template for State LTO Financial Report

Dear {Insert Name}

The [name of development] had a very rewarding [insert year]. The [name of local tenant organization] had [number] meetings and worked on various issues during the year including [insert list]. These meetings were open to the public to encourage input from all residents and other members of the community.

The purpose of the [name of the local tenant organization] is to help improve the quality of life of the residents living at name of development and to enhance the accountability of the BHA management staff in regards to assuring that they keep an open communication dialogue about new and existing policies, maintenance issues and availability of services for residents.

The funds for the year (insert year here) were primary used for list here what it was used for coffee hours, producing outreach materials (flyers), and two field trips.

We wish to acknowledge the hard work and dedication of the many individuals who volunteered their time to contribute to the success of last year.

Sincerely yours,

[Insert the name of the chair or co-chairs]

Chair

[Insert date]

Please note that all original bank statements, receipts and other documents must be included in the yearly report.

# Section 4: HUD Notice: PIH 2021-16 (HA)



OFFICE OF PUBLIC AND INDIAN HOUSING

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-5000

**Special Attention of:**  
Public Housing Agencies  
Regional and Field Office Directors of  
Public Housing  
Regional Administrators

**Notice:** PIH 2021-16 (HA)  
Issued: May 18, 2021  
Expires: Effective until amended,  
superseded, or rescinded  
Cross Reference: 24 CFR Part 964  
PIH Notice 2001-3, PIH Notice 2013-21

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**Subject:** Guidance on the use of Tenant Participation Funds

- 1. Purpose.** This notice serves to clarify previous guidance on the use of tenant participation funds as established by 24 CFR § 964.150 and supersedes PIH Notice 2013-21.
- 2. Applicability.** This notice applies to all public housing agencies (PHAs) operating public housing programs.
- 3. Background.** HUD encourages resident participation and the active involvement of residents in all aspects of a PHA's overall mission and operation, particularly through duly-elected resident councils (RC). The role of a resident council is to improve the quality of life and resident satisfaction and participate in self-help initiatives to enable residents to create a positive living environment for families living in public housing. To support resident participation, HUD provides funding through the Operating Fund Grant (24 CFR Part 990) to PHAs specifically for resident participation activities. This Notice provides guidance on the use and financial management of Tenant Participation (TP) funds, including a framework to determine allowable expenses.
- 4. Tenant Participation Funds and the Roles of PHAs and Resident Councils.** When appropriations are sufficient, HUD provides \$25 per unit, per year to PHAs through the Operating Fund Grant (24 CFR 990.190(e)) for TP activities, including but not limited to, those described in 24 CFR part 964. This funding is subsequently provided to the RCs to create a bona fide partnership among the duly-elected resident councils, the PHA and HUD.<sup>1</sup> Of this amount, \$15 per unit, per year is provided to duly-elected RCs at each development and/or those jurisdiction-wide councils eligible to receive the resident portion to carry out purposes for which it was provided.<sup>2</sup> \$10 per unit per year would be used by the PHA to pay for costs incurred in carrying out activities under 24 CFR 964, subpart B as described in Section 6 of this Notice.

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<sup>1</sup> 24 CFR § 964.150(a)(1)

<sup>2</sup> 24 CFR § 964.150(a)(1)

To correctly apply the Department's requirements on TP funds, it is important that PHAs and RCs understand their specific roles and responsibilities.

#### ***A. The Role of the PHA***

The PHA's role with respect to the use of TP funds is to:

- Collaborate with the RC and enter into a written agreement on the distribution and use of TP funds;
- Administer TP funds timely and in accordance with the written agreement with the RC;
- Ensure the RC's requested expenses are allowable under HUD regulations and consistent with the written agreement;
- Advise RCs on the supporting documentation that may be necessary to verify and audit expenses;
- Maintain accurate records of TP funds and expenditures and provide this information to RCs; and
- Inspect and audit the RC's financial records.

PHA policies on the disbursement of TP funds, as incorporated in the written agreement, should be designed to ensure that each funding request from an RC:

- 1) Is consistent with the applicable HUD requirements as provided in the written agreement;
- 2) Incorporates appropriate financial controls, including the submission of a budget and conformance with HUD (2 CFR Part 200) and local procurement rules and insurance requirements, if applicable; and
- 3) Meets other administrative requirements specified in the written agreement between the PHA and the RC (described below).

PHAs may need to provide or encourage RCs to seek technical assistance in the areas of administration, budgeting, and financial reporting to comply with HUD requirements for TP funds and the written agreement with the PHA. The PHA may use the PHA's portion of the TP funds to provide technical assistance and training in these areas.

#### ***B. The Role of the Resident Council***

RCs and their leadership play an active role in determining how the TP funds will be used to improve the quality of life for public housing residents. Each RC has the ability to decide which activities they will pursue to expend TP funds as long as the expenditures:

- 1) Are made in accordance with the written agreement with the PHA and
- 2) Comply with the HUD requirements for use of TP funds.

#### ***C. Written Agreement***

The written agreement between the PHA and the RC is required and establishes the parties' relationship as it relates to TP funds and governs decisions on how TP funds are budgeted,

disbursed, and audited.<sup>3</sup> HUD encourages PHAs and RCs to develop agreements that establish a collaborative partnership, provide flexibility, and support autonomy facilitating the leadership of RCs for their communities.

At a minimum, the written agreement must:

- Require the RC to submit a budget to request and receive TP funds;
- Require the RC to provide assurance that all expenditures comply with all relevant provisions of law and will promote serviceability, efficiency, economy and stability in the operation of the local development;<sup>4</sup>
- Require the RC to account to the PHA for the use of the funds;<sup>5</sup> and
- Require the RC to permit the PHA to inspect and audit the RCs financial records related to the agreement.<sup>6</sup>

In addition, HUD recommends as a best practice that the written agreement:

- Describe how proposed TP fund requests will be evaluated;
- Describe the method and timing of disbursements;
- Describe any agreements for transfers of funding to either jurisdiction-wide councils or RCs at other developments;
- Describe specific legal, conflict of interest, procurement and/or insurance requirements;
- Describe the PHA's process for inspecting and auditing the RC's financial records;
- Describe the minimum records needed for an audit;
- Provide that the PHA deliver a written explanation for any denied requests, describing why the request failed to meet established evaluation criteria; and
- Describe how the parties will remedy misappropriation of funds.
  - a. For example, the description might include how remedies for misspent funds will be handled, including whether remedies may be negotiated between the PHA and the RC or, if a tenant member of the RC is responsible for that misuse of funds, between the PHA and that member.
  - b. The description might also identify the role of the PHA's counsel in the establishment of the terms of any remedial agreement.

**5. Financial Management of TP Funds.** This Section provides guidance on accounting for funds provided for resident participation activities.

Resident participation activities is a formula element of the Operating Fund Grant that provides TP Funding. Therefore, PHAs do not receive TP funding, per se. HUD regulations permit PHAs to fund \$25 per unit per year for units represented by duly-elected RCs for tenant participation activities, subject to the availability of appropriations; \$15 per unit per year to the RC and \$10

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<sup>3</sup> 24 CFR § 964.150(b)(3); While the written agreement for the use of TP funds is separate from the required Memorandum of Understanding (MOU) described in 964.18(a)(10), the written agreement may be included in the MOU.

<sup>4</sup> 24 CFR § 964.150(b)(3)

<sup>5</sup> 24 CFR § 964.150(b)(3)

<sup>6</sup> 24 CFR § 964.150(b)(3)

per unit per year to the PHA.<sup>7</sup> The minimum amount of \$15 to be provided to the RC may be adjusted to reflect the Operating Fund Grant proration rate each year. A PHA, at its discretion, may fund the RC above the \$15 minimum, however, the PHA remains responsible for supporting TP activities.<sup>8</sup>

Funding can only be provided to an RC, or payments made on behalf of the RC, under a written agreement and the agreement must include provisions as outlined above in Section 4C: "Written Agreement."<sup>9</sup>

***A. PHA Expenditure of Funds for an RC***

Any allowable payments made to or on behalf of an RC meet the definition of a PHA expense. Funds due from the PHA to an RC for expenses incurred on or before calendar year end are also considered PHA expenses for the calendar year. PHAs should not place funds for an RC in a PHA controlled escrow. Funds placed in a PHA-controlled escrow are not considered expenses. PHAs should be aware that Operating Funds must be expended by the cancellation date as defined by the Appropriations Law for that fiscal year. Operating Funds from 2016 and before cancel in six years; Operating Funds after 2017 (subject to change based upon future Appropriation Acts) cancel in seven years.

HUD encourages PHAs to pay to the RC the entire \$15 per unit by the end of the calendar year. The written agreement will determine the method and timing of disbursements to the RC. Best practices limit the amount of time between the distribution of funds and expenditure by the RC, such as quarterly disbursements. Any TP funds remaining in RC controlled accounts at the end of the calendar may remain in those accounts for subsequent allowable RC expenses because those funds are considered to have been expended by the PHA. To the extent \$15 per unit is not expended by the PHA because the RC's allowable expenses did not use all available funds in the calendar year, then there is no requirement for the PHA to pay the RC any remaining balance of the \$15 per unit the following calendar year.

***B. Absence of an RC and formation of a new RC***

The formula element of the Operating Fund Grant that provides tenant participation funding is not dependent upon the existence of resident organizations. If there is no duly-elected RC, HUD still encourages the PHA to inform residents of the availability of TP funds and to use up to \$10 per unit, per year to carry out tenant participation activities, including training and building resident capacity to establish and operate an RC.<sup>10</sup> If a duly-elected RC is formed during the funding year, the PHA must provide the RC with a minimum of \$15 per unit per year to fund resident activities. These amounts must be available for this purpose for the entire funding year.

If there is interest by residents, a PHA may engage a jurisdiction-wide councils or separate local RC to implement local activities at developments with no RC and may make available the TP

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<sup>7</sup> 24 CFR § 990.190(e)

<sup>8</sup> 24 CFR § 964.18

<sup>9</sup> 24 CFR § 964.150(b)(3)

<sup>10</sup> 24 CFR § 964.140, § 964.18

funding allocated for that local development as defined by written agreement. In this scenario, if an RC is formed during the funding year, the PHA must provide the RC with the remaining balance of funds allocated for that local development.

At the end of the funding year, if a duly-elected resident council has not been formed the PHA may use the remaining tenant participation amounts for resident participation activities for any eligible Operating Fund expense.

### ***C. Increasing TP Funding at an Asset Management Projects (AMPs)***

Tenant participation is an element of eligibility in the Operating Fund Formula. As such, PHAs do not receive separate funding for tenant participation. Rather, tenant participation is an eligible use of Operating Subsidy. PHAs who do not expend Operating Subsidy at one project may want to increase the TP funding they provide to an RC at another project. Transferring funds between projects is addressed in Section 6.2 of the Supplement to HUD Handbook 7475.1 REV., CHG-1, Financial Management Handbook, transmitted via [PIH Notice 2007-9](#). However, PHAs are not required to transfer Operating Subsidy to another project in order to increase the TP funding they provide to an RC. The amounts referenced in this Notice and in 24 CFR part 964 do not represent caps on amount spent on tenant participation activities, but rather are minimums, provided the requirements for making such payments are met.

Pursuant to written agreements between a PHA and an RC, an RC eligible for TP funding may transfer their eligibility to resident councils at other projects or to a jurisdiction-wide resident council. Such transfers will not impact the calculation of a project's Operating Fund Formula and the amount of Operating Subsidy that project receives.

## **6. Allowable and Unallowable Expenses**

### ***A. Allowable Expenses***

TP expenditures are generally allowable if necessary and reasonable<sup>11</sup> for the purposes stated in 24 CFR Part 964 Subpart B and consistent with the written agreement between the PHA and RC. Purposes for which TP funds may be used for activities to improve the quality of life, as well as resident satisfaction and participation in self-help initiatives that enable residents to create a positive living environment for families living in public housing.<sup>12</sup> HUD encourages PHAs and RCs to work collaboratively to identify eligible activities within these broad parameters to be included in the written agreement and accompanying budget. HUD encourages RCs and PHAs to partner with local organizations to undertake any of these activities.

### ***B. PHA-specific activities***

TP funds are provided to PHAs to pay for costs incurred in carrying out tenant participation activities under 24 CFR Part 964 Subpart B including the expenses for conducting elections, recalls or arbitration required under § 964.130.

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<sup>11</sup> 2 CFR § 200.404

<sup>12</sup> 24 CFR §964.100

Generally, TP funds cannot be used to supplant the salaries of PHA staff since the PHA is allocated Operating Subsidy from HUD to cover these salary costs. The per unit per year amount allocated to PHAs may be used by the PHA to pay for costs incurred in carrying out tenant participation activities, including the expenses for conducting elections, printing, renting of space for meetings (if requested/needed and not available at the PHA's properties), hiring an arbitrator, or as permitted under 24 CFR Part 964 Subpart B. HUD recognizes that some of these activities represent staff time and some PHAs may employ staff specifically to support and liaise with RCs. In those instances, the amount of funding used for PHA staff salaries must be directly proportionate to staff time specifically carrying out allowable tenant participation activities.

### *C. Unallowable Expenses*

TP funds may not be used for any activity outside the scope of the TP fund written agreement and HUD regulatory requirements at 24 CFR Part 964 Subpart B. Unallowable expenses also include any activities prohibited by fair housing and non-discrimination laws. In addition, federal funds are prohibited, including TP funds, for the following:<sup>13</sup>

- Purchase of alcoholic beverages
- Entertainment, where the dedicated purpose of the event falls under the following categories:
  - Amusement (e.g., trips to theme parks, county fairs)
  - Diversions (e.g., theatre, movies, sports events)
  - Social activities (e.g., parties, bowling nights)
  - Any directly associated costs for the events in the categories above (tickets to shows or sports events, meals, lodging, rentals, transportation, and gratuities)
  - Organized fundraising costs, including financial or political campaigns, solicitation of gifts and bequests, and similar expenses incurred to raise capital or obtain contributions, regardless of the purpose for which the funds will be used

As the list provided does not include all unallowable activities, PHAs and RCs should become familiar with the applicable 24 CFR 200 Subpart E requirements related to permissible use of federal funds.

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<sup>13</sup> 24 CFR § 200.420 - § 200.475

**7. Proposed Guide for Evaluating TP Fund Expenses.** TP expenditures are generally allowable if necessary and reasonable for the purposes stated in 24 CFR Part 964 Subpart B and consistent with the written agreement between the PHA and RC. See 2 CFR 200.403 for further clarification regarding factors affecting allowability of costs. Generally, a cost is reasonable if the nature and amount do not exceed what a reasonable person would incur under the same circumstances.<sup>14</sup> HUD encourages PHAs and RCs to consider the following chart as a resource to evaluate whether a proposed TP fund expenditure is necessary and reasonable. If the answer to the question in the first column is no, then use the additional questions to explore other options. If a yes cannot be reached, the expenditure may not be an allowable expense.

Question		Y	N	If no, Additional Questions/ Tips to help refine request
1.	Is the expense necessary and reasonable in order carry out the purposes <sup>15</sup> for which the TP funds were provided?			
2.	Is the proposed TP activity consistent with the written agreement between the PHA and the RC?			Can the activity or the agreement be revised?
3.	Is the proposed activity included in the RC's approved budget?			Can be budget be amended?
4.	Is the specific proposed activity or resource requested by the RC clear?			If no, what details does the RC need to include?
5.	Is this expense of benefit to the community at large and not for an individual's personal gain?			Can RC clarify how this will benefit the larger community?
6.	Is the cost reasonable according to procurement policies or other relevant policies in the written agreement?			Are the guidelines for cost reasonableness agreed upon by the PHA and RC? If no, can agreed upon guidelines be established?
8.	Will the RC be able to provide the appropriate receipts and invoices for auditing purposes?			Can tools or training be provided to the RC to assist?
9.	Will this expense present any conflicts of interest?			Are there any alternatives that may prevent this conflict?
10.	If applicable, does the proposed expense abide by the PHA's procurement policy?			
11.	If the proposed activity includes food or transportation, are the costs necessary and reasonable?			Is the proposed activity allowable? How long is length of event? Where it is located? Are there safety concerns? Are there nearby food options available? What is the time of day? How may it impact participation?

<sup>14</sup> 2 CFR § 200.404

<sup>15</sup> 24 CFR § 964.100

**8. Tenant Participation Funds in Mixed-Income Communities.** Public housing residents in mixed-income communities are eligible to use TP funds in accordance with the requirements outlined in this Notice.

The Department recommends that the amount of TP funds used for eligible activities be in appropriate proportion to the number of public housing residents who live in the development or community. For example, if a mixed-income development is composed of half public housing residents, the resident association could fund half of the expense of an eligible activity with TP funds. TP funds along with other sources of funds may be used to support eligible resident participation and self-sufficiency activities benefitting all of the development's residents. This does not prohibit the ability of these associations and/or management from funding activities entirely with other sources.

PHAs serving mixed-income communities must adopt policies as outlined in Section 4 of the Notice regarding the use of TP funds in these communities.

**9. RAD and Resident Councils.** Properties converting from Public Housing to Project Based Rental Assistance (PBRA) or Project Based Vouchers (PBV) through the Rental Assistance Demonstration (RAD) program are subject to [Notice H-2019-09 PIH-2019-23 \(HA\), Rental Assistance Demonstration REV-4](#) which includes guidelines on the use of TP Funds (see Section 1.B2 "Resident Participation and Funding").

**10. Resolution of Disputes.** HUD recognizes that during the collaborative process there may be disagreement.<sup>16</sup> The Department strongly encourages residents and PHA staff to work together to resolve questions concerning specific uses of TP funds or proposals for TP funds. HUD intervention should only be sought when the dispute is at an impasse.

If a HUD intervention is required, the PHA or RC may submit a formal written request that outlines their position and reasoning, setting out the circumstances including attempts to resolve the dispute and providing copies of relevant materials evidencing the efforts to negotiate in good faith.

Intervention requests must be made to the local HUD Field Office. Upon a request for HUD intervention, the Field Office will require the parties to undertake further negotiations in a good faith effort to resolve the dispute. The HUD Field Office, at its discretion, may act as a neutral facilitator; however, HUD suggests that the PHA and RC engage a neutral third-party facilitator or mediator, if feasible which is an eligible TP fund expense. If the PHA and RC do not achieve resolution within 90 days from the date of the request for Field Office intervention, the Field Office will refer the matter to the Office of Public Housing Programs in Headquarters (HQ) for final resolution. The referral to HQ should include a memo that demonstrates attempts to achieve a resolution and a clear outline of the two party's differing positions and reasoning.

The Office of Public Housing Programs may contact the parties for additional information and will only review disputes that have been submitted to the Field Office first. The review process will only determine whether the underlying policy affecting the dispute is a permissible

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<sup>16</sup> 24 CFR § 964.150(a)(3)

implementation of the applicable statutes and regulations. While HQ may provide recommendations, HUD cannot overturn actions that are consistent with relevant statutes and regulations. If necessary, HQ's response will outline any required corrective actions the parties must take, to be monitored by the Field Office.

**11. Further Information.** Questions regarding this Notice may be directed to [publichousingpolicyquestions@hud.gov](mailto:publichousingpolicyquestions@hud.gov).

\_\_\_\_\_  
/s/

Dominique Blom  
General Deputy Assistant Secretary for  
Public and Indian Housing

## Section 4: EOHLIC Regulations for Tenant Participation

The EOHLIC regulations for Resident Participation in State Public Housing Developments can be found on the following pages.

## Section 4: Disclaimer

Although information included in this manual have been produced and processed from sources believed to be reliable, no warranty expressed or implied is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information. This disclaimer applies to both isolated and aggregate uses of the information