

Booklet 7

Challenging a Denial of Housing

Words in *italics* appear in the
Glossary in the back of this book

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If you have been denied public or subsidized housing, you have a right to challenge this decision. And people do challenge denials and win. But to challenge a denial, you need to learn the rules.

This booklet will give you information about rules for different housing programs. It will also give you practical suggestions about how to make the case that your application should be approved.

These rules are also good to know about **before you apply**. Knowing the reasons that you might be denied can help you focus your efforts on certain programs and give you ideas about how to prepare a better application.

Reasons for Denial

1. When can I be denied public housing?

The laws about public housing say that a housing authority sometimes **must** deny your application, and sometimes **may** deny your application. These laws are slightly different for state and federal public housing.

If you get a denial letter, you should read it carefully to see what the reasons for the denial are. If you have applied for both state and federal public housing, the letter may say that one application has been denied but the other one is still being decided. If you have any questions about what your denial letter means, you should call the housing authority.

Federal public housing

If you are applying for federal public housing, a housing authority **must** deny your application if it finds that you or someone in your household:

- Is currently engaged in use of illegal drugs, or a household member's illegal use of a drug or abuse of alcohol may threaten the health, safety, or right to peaceful enjoyment of other residents.¹
- Is subject to a lifetime registration requirement under a state sex offender registration program.²
- Has been convicted of the manufacture or production of methamphetamine in federally assisted housing.³
- Has been evicted from federally assisted housing for *drug-related criminal activity* within the past three years.⁴

Important: Before denying a person housing based on illegal drug use or alcohol abuse, a housing authority can consider evidence of rehabilitation.⁵ A housing authority can also let your household in if the person who engaged in the *drug-related criminal activity* has successfully completed a supervised, approved rehabilitation program, or if the circumstances leading to the eviction no longer exist—for example, the household member is in jail.⁶

In addition to the automatic denials listed above, a housing authority **may** deny applicants “whose habits and practices reasonably may be expected to have a detrimental effect on the residents or the project environment.”⁷ This means that a housing authority has wide *discretion* over whom it allows into its federal public housing programs. In general, a housing authority will consider your rent-paying history and will look at whether you have a record of disturbance of neighbors, destruction of property, or housekeeping habits at prior residences which may adversely affect the health, safety, or welfare of other tenants.⁸

State public housing

Massachusetts law sets out several reasons that a housing authority will deny an application for its state public housing program.⁹ Your application for state public housing will be denied if you or anyone in your household:

- Has disturbed a neighbor or neighbors in a prior residence and continuing that behavior would substantially interfere with the rights of other tenants to peaceful enjoyment of their units or the rights of housing authority employees to a safe and secure workplace.
- Has caused damage or destruction of property at a prior residence in a way that would, if repeated, have a serious effect on the public housing development.
- Has displayed living habits or poor housekeeping at a prior residence and those habits, if continued, would pose a substantial threat to the health or safety of the tenant, other tenants, or public housing employees or would adversely affect the decent, safe, and sanitary condition of all or part of the housing.
- Has engaged in criminal activity or discriminatory activity which, if repeated, would interfere with or threaten the rights of other tenants or housing authority employees.
- Has a history of nonpayment of rent. **However**, if you paid at least 50% of your monthly income for rent each month during a tenancy in private housing, but you could not pay the full rent, an eviction for nonpayment of rent is not a reason to deny your application for public housing.
- Has a history of failure to obey leases in a way that would be harmful to the health, safety, security, or peaceful enjoyment of other tenants or of housing authority employees.
- Has failed to provide information reasonably necessary for the housing authority to process your application.

- Has intentionally given false information as part of your application or a prior application within three years.
- Has acted in an abusive or threatening way toward a housing authority employee during the application process or any prior application process within three years.
- Does not intend to occupy public housing as your primary residence.
- Is a current illegal user of one or more controlled substances.¹⁰

The state regulations say that a housing authority must allow you to show *mitigating circumstances* to explain why you should be admitted into public housing. This explanation can include proof that you or your household member has been rehabilitated or is in recovery.¹¹

2. When can I be denied a voucher?

Section 8 vouchers

If you have applied for a Section 8 voucher, a housing agency **must** deny your application for certain reasons, and **may**—but is not required to—deny it for other reasons.

A housing authority **must** reject your application for a Section 8 voucher if it finds that you or someone in your household:

- Refuses to sign a required consent or verification form.
- Refuses to submit information about their immigration status.¹²
For more information, see **Booklet 9: Immigrants and Housing**.
- Is currently engaged in use of an illegal drug.¹³
- Has a history or pattern of abuse of illegal drugs or alcohol that the housing authority believes may threaten the health, safety, or peaceful enjoyment of other residents.¹⁴
- Is subject to a lifetime registration requirement under a state sex offender registration program.¹⁵

- Has been convicted of the manufacture or production of methamphetamine in federally assisted housing.¹⁶
- Has been evicted from federally funded housing for *drug-related criminal activity* within the past three years.¹⁷
Important: A housing authority can let your household into the program if the household member who engaged in the drug-related criminal activity has successfully completed a supervised, approved rehabilitation program, or if the circumstances leading to the eviction no longer exist—for example, the household member is in prison.¹⁸

A housing authority **may**—but is not required to—deny your application for a Section 8 voucher if you or a member of your household:¹⁹

- Has been evicted from federally funded housing in the last five years.
- Has ever been terminated from the Section 8 voucher program.
- Has committed fraud, bribery, or any other corrupt act in connection with any federal housing program.
- Currently owes rent or other amounts to any housing authority for a Section 8 or federal public housing tenancy.
- Has not reimbursed any housing authority for money paid to a Section 8 landlord for rent, damage to the apartment, or other amounts owed under the lease.
- Does not obey an agreement with the housing authority to pay amounts owed to the housing authority.
- Has engaged in or threatened abusive or violent behavior toward housing authority staff.
- Willfully and persistently fails to fulfill your obligations under the welfare-to-work voucher program.²⁰
- Is currently or was recently engaged in drug-related, violent, or other criminal activity that may threaten the safety or right to peaceful enjoyment of other residents, close neighbors, or employees of the housing authority.²¹

Important: If the housing authority determines this, the family

can be required to show evidence that the person who engaged in misconduct has not engaged in such behavior during what the housing authority thinks is a reasonable period.²²

Alternative Housing Voucher

If you have a disability and apply for an Alternative Housing Voucher, you can be denied a voucher for the same reasons that you could be denied state public housing.²³ See **Question 1**.

Massachusetts Rental Voucher

If you have applied for a voucher through the Massachusetts Housing Voucher Program (MRVP), you can be denied housing for the same reasons that you could be denied state public housing. See **Question 1**. You can also be denied MRVP if you or a member of your household:

- Owes back rent, damages, or vacancy loss payments to a housing authority and has not entered into a repayment agreement. (Vacancy loss payments are payments made by a housing authority to a landlord where a tenant vacated the unit without giving proper notice.)
- Has failed to stay current with a repayment agreement with a housing authority for back rent, damages, or vacancy loss payments.
- Has failed to comply with the terms of a repayment agreement, which includes repeated late or partial payments without a housing authority's prior approval.
- Has been evicted for *good cause* from public housing or state-funded housing through a *judgment for possession*.

Note: The *good cause* must be related to tenant behavior, and does not include situations where the owner brought the eviction case for business, economic, or personal reasons and the tenant was not at fault.

- Has failed to comply with the terms of an MRVP voucher.²⁴

3. When can I be denied private multifamily subsidized housing?

Federally subsidized housing

If you are applying for federally subsidized multifamily housing, an owner **must** reject your application if you or a member of your household:

- Is currently using illegal drugs.²⁵
- Has a history of illegal drug use or abuse of alcohol that the owner believes may threaten the safety or right to peaceful enjoyment of other residents.²⁶
- Has been evicted from federally funded housing for *drug-related criminal activity* in the past three years or possibly longer.²⁷ An owner could decide to let your household in if the person involved in the activity successfully completes an approved supervised drug rehabilitation program or has passed away or is in prison.²⁸
- Is subject to a lifetime registration requirement under a state sex offender registration program. The owner must check to see if the person is subject to the requirement in Massachusetts and in other states where the person lived.²⁹

An owner **may**—but is not required to—deny your application for reasons based on your past tenant history. The owner may also deny your application if you or a member of your household engaged in any *drug-related criminal activity*, violent criminal activity, or other criminal activity that may threaten the safety or right to peaceful enjoyment of other residents, people living in the immediate vicinity, or the owner’s employees.³⁰ The rules do not state how recently before your application these actions would have had to occur in order to disqualify you from federally subsidized housing.³¹

The owner may also allow the family to be admitted to the housing development, but not admit the individual household member who caused the problem.³²

In evaluating your application, multifamily owners of federally subsidized housing must consider factors about the person who engaged in the misconduct, such as:

- How involved the person was in the bad behavior.
- How serious the offense was.
- Whether the person has gone through rehabilitation.
- What effect denying housing to an entire family will have on innocent household members.
- Whether the person has participated in social service programs.³³

An owner of federal multifamily housing can also visit your apartment to evaluate your housekeeping.³⁴

State-subsidized housing

If you are applying for subsidized multifamily housing which is funded through the state agency, MassHousing (formerly Massachusetts Housing Finance Agency, MHFA), the owner or management company could reject your application if it appears that:

- There is a reasonable risk that you may be unable or unwilling to pay the rent.
- There is a reasonable risk that you or someone in your control may interfere with other residents' health, safety, security, or right to peaceful enjoyment of their apartments.
- There is a reasonable risk that you or someone under your control may intentionally damage or destroy property.
- You lied on your application for housing.³⁵

Before a MassHousing owner denies your application, the owner must consider whether the people who gave you negative references are biased against you in some way—for example, a former landlord is still angry with you because you called the board of health.

The owner must also consider how recent the information about you is, as well as whether there are any *mitigating circumstances*, that is, reasons why you should be given another chance to show that your behavior is different and better now than it was before. This would include rehabilitation efforts.

If you have a history of nonpayment of rent in private-market apartments, the MassHousing owner must look at how much of your income you had to pay

for rent and whether the MassHousing subsidy would help your financial situation so that you would be able to afford the rent.³⁶

4. Can I be denied housing because of a criminal record or a history of substance abuse?

You could be denied housing because of a criminal record or history of substance abuse. The exact reasons for denial depend on the type of housing you are applying for. In general, the following categories of behavior automatically prevent you, either permanently or for a limited time, from getting certain types of housing. Most of these reasons apply only to federally funded housing.

Note: Except for the specific reasons below, in general, public and subsidized housing programs cannot automatically deny your application based on a criminal record or past use of illegal drugs or abuse of alcohol. Instead, they are supposed to consider whether circumstances in your life are different now or whether there is information that you are likely to be a good tenant. It will be up to you, however, to make your case.

Currently using illegal drugs

If you or any member of your household is currently using illegal drugs, you must be denied federally funded and state-funded housing.³⁷ For state-funded public housing and MRVP and AHVP vouchers, a housing authority may presume that use of illegal drugs within the past 12 months demonstrates current use, unless you can persuade them that all use of illegal drugs has permanently stopped.³⁸

History of illegal drug use or abuse of alcohol

If you apply to federally funded housing, a housing agency or subsidized landlord must deny you assistance if they have a reasonable belief that you or any member of your household has a history of substance abuse that will interfere with the rights of other tenants.³⁹ The housing agency or subsidized landlord must, however, consider whether the abuse has stopped or whether a person has successfully completed a supervised rehabilitation program or been rehabilitated.⁴⁰ This requirement does not apply to state-funded housing. However, most state-funded public housing authorities will also screen applicants for a pattern of alcohol or drug abuse that affects other residents, and they may deny admission for this reason.

Evicted for drug-related criminal activity

If you or any member of your household has been evicted from federal housing for *drug-related criminal activity*, you are generally not eligible for (are barred from) federally funded housing for a 3-year period from the time of eviction.⁴¹ A housing authority or owner may, however, choose to have a longer period of disqualification, as long as it is “reasonable.” *Drug-related criminal activity* includes the manufacture, distribution, possession with intent to distribute, and personal use or possession of any controlled substance.⁴² This three-year automatic bar does not apply to state housing; however, state housing authorities will screen applicants for any past eviction from subsidized housing.

Convicted of manufacturing speed

If you or someone in your household has been convicted of manufacturing or producing methamphetamine (speed), you are permanently not eligible for (are barred from) federal public housing, Section 8 vouchers, and developments funded through the Section 8 moderate rehabilitation program.⁴³ This mandatory bar does not apply to other federal multifamily housing programs or any state-funded housing programs.

Lifetime sex offender registration requirement

If anyone in your household is an individual subject to a lifetime registration requirement under a state sex offender registration program, you will permanently be denied federal public housing, a Section 8 voucher, and certain federally funded multifamily housing.⁴⁴ This permanent bar does not apply to state-funded housing programs.⁴⁵

Criminal activity

Housing agencies and subsidized landlords **may**—but are not required to—deny you **federally** funded housing due to any drug-related or violent criminal activity, or any other criminal activity that may threaten the health, safety, or right to peaceful enjoyment of other residents, people living in the immediate vicinity; or employees of the housing agency or landlord.⁴⁶

Note: if you are denied admission because you have engaged in certain crimes, such as prostitution or soliciting sex, you may be able to argue to the landlord that these are not crimes that threatened the health, safety, or peaceful enjoyment of tenants, neighbors, or employees.

You can also be denied admission to **state**-funded housing programs for criminal activity which, if repeated, would threaten the rights of other tenants or housing authority employees to be secure in their persons or in their property.⁴⁷

Turning a Denial Around

5. What steps can I take to turn a denial around?

Generally, to challenge a denial of your application, you can request an appeal meeting (*hearing*) with the housing authority or landlord. There are a few important steps to take in preparation for a hearing:

Read the denial letter carefully

Every denial letter must tell you the reasons for the denial. Although it should provide enough detail to allow you to prepare your side of the case, the letter may have only a brief statement. The letter may also tell you which law or regulation the housing agency is using to reject your application. Whatever the letter says, you will need to find out as much as you can before your meeting about why you were denied housing. To find out the details about why you were denied, you should call the Tenant Selection Office for the development and ask for the information.

Request a hearing

To challenge a denial, you must request a hearing (sometimes called a *conference*) within the time frame specified in your denial letter. See **Question 9**.

Ask for documents before the hearing

As soon as possible after you get a denial letter, you should ask to see the entire file that a housing authority or subsidized landlord has kept on your application. You should then make copies of everything in the file that has to do with why you were denied. The law says they have to let you examine these documents before the hearing. If you want a copy, you will have to copy them at your own expense.⁴⁸

You may find when you look at these documents that there are errors. For example, they may have a CORI report (criminal record information) on you with someone else's criminal records.⁴⁹ They may have incorrect credit

information. You may find that a landlord has given you a bad reference. For more about how to deal with these issues, see **Booklet 6: Tenant Screening**.

Find the law

If the letter tells you the law or regulation that your denial is based on, contact a law library in your area or a local Legal Services office and ask for a copy of this law or regulation. For a list of law libraries and Legal Services offices, see the **Directory** in the back of the book.

- To find **state** housing laws on-line, go to: www.lawlib.state.ma.us/.
- To find **federal** housing laws on-line, go to: www.hudclips.org.

Compare the law and the denial letter

Read the denial letter again. Then read any rules that are being used as a reason to deny you housing and see whether your situation fits what the law says. If the law in the denial letter does not cover your particular situation, you need to point that out at your hearing. Bring your denial letter to the hearing, and bring the law or regulations that the denial letter refers to. Explain why the law referred to in the denial letter does not apply to you.

For example, a housing authority may deny you a Section 8 voucher under a rule that says you must be denied a voucher if you were evicted from federally funded housing for drug-related activity. But, in fact, you were evicted from private-market housing that was not subsidized, and the person who engaged in drug-related activity is in jail.

Bring letters of support and witnesses to the hearing

The best thing you can do to challenge a denial is to bring documentation and people to a hearing to show that your circumstances have changed and that you will be a good tenant. **Letters of support or the fact that someone will take the time to come with you to a hearing can make a big impression.** For example, letters of support from a current employer, probation officer, counselor, housing advocate, social worker, or anyone who can assure that your circumstances have changed are very helpful.

If you are going to bring witnesses, prepare them for the hearing. Tell them what you will be asking them and think about what the hearing officer may ask them and go over this with them.

If you are not absolutely positive that a witness you plan to bring to the hearing will speak favorably about you, do not bring that person. Get a

good letter from him or her instead. Letters from a current landlord or neighbor that assure that you have been or will be a good tenant can be very helpful, too. A good tenant is someone who:

- Pays the rent on time.
- Complies with the terms of the lease.
- Keeps a dwelling unit in good condition.
- Does not disturb neighbors or damage property.
- Does not engage in criminal activity, including using illegal drugs.

The letters that you bring to your appeal hearing should specifically talk about whatever the reasons were for the denial of your application. For example, if the owner or housing authority denied you because they think you had bad housekeeping habits, you should bring letters from your landlord or a social worker who regularly visited you, saying that you kept your home in clean, good condition. If you were denied because someone told the housing authority that your children cause noise, bring a letter from a neighbor (or bring the neighbor) saying where she lived in relation to your apartment and that she was not disturbed by your children.

Make an extra copy of each document that you can give to the hearing officer. Highlight the important sections. This makes it easier for the officer to read and helps keep the issues clearer in everyone's mind. **Remember to keep copies of everything for yourself.**

Make your case at the hearing

The *conference* or *hearing* is your chance to show a housing authority or subsidized landlord that you will be a good tenant. You want to make your case to convince the housing agency that it is either wrong in its understanding of your situation or that there are special circumstances that it should consider when deciding whether to allow you into the program.

For example, you may find out that you were denied housing because of a bad landlord reference. At the informal conference, you can show the housing authority that the landlord who gave the reference did not tell the truth about you because he was angry with you for having called the board of health. But at the time you had to call the board of health because that landlord refused to repair bad conditions.

Be sure to prepare for your hearing. You want to be factual, not emotional, during your presentation. Using the Worksheets in the **Reference Materials** at the end of this booklet, list the things you need to cover to make your case. Play “devil’s advocate.” List all the arguments you can think of that the housing authority or owner may make to prove why they denied your application, and, using the Worksheets in the **Reference Materials** at the end of this booklet, prepare your response to each one.

6. How can I show that my circumstances have changed?

If you have been denied housing because of the misconduct of you or someone in your household, at your *hearing* or *conference* you should present information that shows special or *mitigating circumstances*—that is, why you should be given another chance to show that the behavior is different and is unlikely to be repeated in the future.

Criminal records and substance abuse

If you are denied public housing because of your criminal record, the housing authority will send you the denial in writing.⁵⁰ If the denial was based on a criminal record, you have the right to see the record that the housing authority or subsidized owner based their decision on. At the appeal hearing, you should explain to the housing authority the behavior that led to the denial. You need to show that the behavior that led to the denial is in the past. For example, your presentation could include proof that the person who engaged in the misconduct:

- Has successfully completed an approved supervised drug or alcohol rehabilitation program or has otherwise been rehabilitated or is in recovery now.⁵¹
- Has participated in counseling and social service programs.⁵²
- Has passed away or is in prison.⁵³
- Has not engaged in such behavior during a reasonable period.⁵⁴
- Was not engaged in an offense that was serious or that the extent of the participation was minor.⁵⁵

- Is meeting probation requirements.

- Has a letter from a previous landlord saying he or she was a good tenant.

Housing agencies and subsidized landlords running federal programs can also consider accepting your application and denying housing only to the household member who engaged in the misconduct.⁵⁶

7. If I have been denied housing because of a disability, how can I challenge the denial?

If the reason that you were denied public or subsidized housing is related to a disability or misconduct related to a disability, you can request a *reasonable accommodation*. Both federal and state laws require housing agencies and subsidized landlords to make reasonable accommodations for people who have disabilities.⁵⁷ This means that sometimes housing authorities and subsidized landlords need to make exceptions and do things differently in order to enable people with disabilities to participate in a housing program.⁵⁸

Mental or physical illnesses, alcohol dependency, and past drug addiction are among the disabilities that may entitle you to a reasonable accommodation. In a request for a reasonable accommodation, you will need to explain:

- The relationship between the misconduct and your disability—in other words, how the disability caused the bad behavior; and
- The steps that you have taken to get rehabilitation, programs you have completed, and information about new treatment or medications that address a problem.

Here are some examples of people who could be found eligible for housing with a reasonable accommodation:

- A person with learning disabilities and a poor rent-paying history should not be found ineligible for housing if she is willing to get someone else (a *representative payee*) who will pay the rent directly to the housing authority.
- A person with a disability with a poor housekeeping history should be found eligible if she receives housekeeping services now.
- A person with a disability with a history of fights with former neighbors who is now in treatment, successfully medicated, in control

of anger, and not likely to be involved in future fights, should not be found ineligible for housing.

The Appeal Process

8. Do I get a notice if I am denied housing?

Yes. If you have been denied public or subsidized housing, you must get a written notice telling you that you have been denied.⁵⁹ **Read this notice very carefully.** It must state the reason that you have been denied housing and tell you the deadline by which you can challenge this denial. **You have a right to challenge (*appeal*) a denial.**

This appeal may be called a *conference*, *hearing*, or *informal hearing or review*. Whatever it is called, this hearing will be your chance to have the housing authority or subsidized landlord's decision reconsidered. To get a hearing, **you must request a conference or hearing within the time frame stated in your letter.**

Note: If you have a disability, you can request a *reasonable accommodation* to your disability so that you can live in the building. This request for a reasonable accommodation should be written and submitted along with your request for an appeal hearing on your denial. See **Booklet 10: Reasonable Accommodations** for more information about reasonable accommodations.

9. How much time do I have to challenge a denial?

A denial letter must tell you the deadline by which you can challenge (*appeal*) the housing agency or subsidized landlord's decision. The rules about deadlines are different for different types of housing.

Important: Save the envelope the decision came in; the postmark will show when it was actually mailed and it will be assumed that you received it 3 days later.

State public housing

If a housing authority turns you down for state public housing, you may, depending on the particular housing authority's *tenant selection plan*, have the

right to ask the housing authority to consider new information within **10 days** of receiving your denial letter. In this 10-day period you can send them a letter with new information and documents. If that is not successful or if you decide not to do this, you have the right to request a *conference* within **20 days** of the date of the denial letter.⁶⁰ If you request a conference, it should be held within 30 days of when the housing authority receives your request.

Federal public housing

You must request an *informal hearing* in writing within a **reasonable time**, which is usually stated in the denial letter.⁶¹ If there is no time specified in the letter, you should give your written request to the housing authority as soon as possible after you get the denial letter. Each housing authority's Admissions and Occupancy Plan should say what the deadline is for filing appeals of denials.

Vouchers

If a housing authority denies your application for a Section 8 voucher, the denial notice must tell you how to get an *informal review*.⁶² The notice should include information about the deadline. Each housing authority's Section 8 Administrative Plan should say what the deadline is for filing an appeal of a denial.

If a housing authority denies your application for an MRVP voucher or for an AHVP voucher, your rights to appeal the denial are the same as the rights of state public housing applicants (see above).

Multifamily housing

If you are denied **federal** multifamily housing that is not overseen by MassHousing, you have **14 days** to respond in writing or to request a meeting to discuss the denial.⁶³

If you are denied multifamily housing overseen by MassHousing, you can request a conference by sending the owner or management a written letter within **5 working days** after you receive the denial letter.⁶⁴ They will then schedule a conference within 15 days from the date of the notice.

10. Whom do I meet with to challenge a denial?

The purpose of challenging a denial is to have someone reconsider the housing authority's or subsidized landlord's decision. This is your opportunity

to address various concerns raised in the denial letter, show them that certain information was not correct, provide them with documentation that is needed, and explain why you think you would be a good tenant, despite any negative information that may have come up during the application process. Whom you will meet with during your *hearing* varies depending on what type of housing you have been denied.

Public housing

If you have applied to state or federal public housing, the *conference* is run by the housing authority's executive director or someone the director appoints.⁶⁵

Vouchers

If you have applied for a Section 8 voucher, the *informal review* is a meeting with someone at the housing agency where you applied. That person cannot be the person who made the decision to deny you housing or someone who works for that person.⁶⁶

If you have been denied an MRVP voucher or an AHVP voucher, the state public housing rules apply (see above).

Multifamily housing

If you have applied for state or federal multifamily housing that is overseen by MassHousing, a MassHousing conference officer will conduct the conference.

If you have applied for multifamily housing that is not overseen by MassHousing, the meeting or review of your request to review a denial of housing must be conducted by a member of the owner's staff who did not make the decision to reject you. You can choose either to present your case at a hearing or to have the owner review the written materials that you have sent in.

11. How do I challenge a denial of public housing?

State public housing

You can challenge (*appeal*) the denial of state public housing by requesting, in writing, a *conference*. In making its decision to accept or deny your original housing application, the housing authority must consider such factors as:

- The severity of the potentially disqualifying conduct.

- The amount of time that has passed since the misconduct.
- The degree of danger to the health, safety, and security of others.
- The degree of danger, if any, to other tenants, their possessions, or the housing development if the conduct recurred.
- The disruption and inconvenience which recurrence would cause the housing authority.
- The likelihood that your behavior in the future would be substantially improved.⁶⁷

In short, the housing authority must weigh your past bad conduct against the *mitigating circumstances*. If it decides to accept your application, it must be reasonably certain that you will not engage in any similar bad conduct in the future.

The first step in your challenge is, if you have new written information that you did not submit with your application, to ask the housing authority to reconsider its decision based on this new information. You must do this within **10 days** of receiving a denial letter.

For example, three years ago you were evicted for disturbing your neighbors. You have an anxiety disorder and, at the time you were evicted, you were not in treatment or taking medication. Now you are getting this help, and for the past year you have been a tenant in another apartment and have not caused any problems. You did not have a letter from your doctor explaining all this when you completed your application, but now you do. Send this letter to the housing authority and ask for reconsideration of the decision. They will send you a new decision—either changing their earlier decision or not.⁶⁸

If the housing authority still denies you, or if you did not submit any new information, you can request a *conference* to meet with the housing authority. You must make a request for a conference within **20 days** of receiving a denial letter. At the conference, the housing authority must either tape-record the proceedings or take accurate notes.⁶⁹ You can also tape-record the hearing and take notes. Within 15 working days after the conference, the housing authority notifies you in writing of its decision.⁷⁰

Before and at the conference, you have the right to examine the documents that the housing authority used in making its decision to deny you.⁷¹

If the housing authority still denies your application, you can request a reconsideration of the decision, in writing, within **14 days** of the date that

the decision from the conference was mailed to you. You should include in your request any new relevant information. The housing authority will not have a reconsideration hearing; it will look only at the new information you presented.⁷²

Instead of filing a request for reconsideration, or if the housing authority still denies you after the reconsideration, you can appeal the denial to the Department of Housing and Community Development (DHCD). You must mail your written request for review and a hearing to DHCD within **21 days** of the date on when the negative decision was mailed to you.⁷³ DHCD will contact you and the housing authority to arrange a date for the hearing, which may be held at the local housing authority for everyone's convenience. This is a new chance for you to present your case all over again, with new witnesses and new letters of support, even if they were not presented at the housing authority level.⁷⁴

If you still lose at the DHCD level, you have the right to have the DHCD decision reviewed by the Superior Court. You must file your written request for judicial review of the agency decision within 30 days of your receipt of the DHCD decision.⁷⁵

Federal public housing

You can challenge the denial of federal public housing by requesting, in writing, an informal hearing. You must make this request within a reasonable time, which is usually stated in the letter. The housing authority must consider when the unfavorable behavior occurred and how serious it was. It can consider factors which might show that your future behavior will be better. Examples of these factors include evidence of rehabilitation and evidence of your willingness to go to appropriate social service and counseling programs.⁷⁶

If you lose your informal hearing, you have no more appeals at the housing authority level. The only way for you to challenge the denial after losing your informal hearing is to sue the housing authority in court.⁷⁷

12. How do I challenge the denial of a Section 8 voucher?

You can challenge the denial of a Section 8 voucher by requesting, in writing, an informal review. The deadline for requesting such review varies among housing authorities, and should be contained in their Administrative Plans. Your denial letter should also spell out the deadline for appealing. At this informal review, you can tell the housing agency why you disagree with its

denial of your application. You will have the opportunity to explain why you think that their information is incorrect or why you think you would be a good tenant in spite of the negative information about your tenant history.⁷⁸

The housing authority can consider the seriousness of the bad behavior, how deeply your family was involved in the bad behavior, the disability of a family member, and the effects of the denial on other family members who were not involved in the bad behavior.⁷⁹

A housing authority can change a denial into an acceptance for the Section 8 program if you show *sufficient evidence* that the members of your household are not currently engaged in criminal activity and have not engaged in such activity for a reasonable period of time. You can give the housing authority a statement that you have not engaged in, and are not currently engaging in, the criminal activity, and the statement should be supported by information from people such as a probation officer, a landlord, neighbors, social service agency workers, and by criminal records.⁸⁰

After the informal review, the housing authority has to send you a notice telling you its final decision. If you lose the informal review, there are no more appeals within the housing authority. If you still want to try to get Section 8, you would have to bring a lawsuit against the housing authority in court if you believe there are sufficient grounds.⁸¹

13. How do I challenge the denial of multifamily subsidized housing?

Federal multifamily housing

If you have been denied federally funded multifamily housing, you have **14 days** to respond in writing or to verbally request a meeting to discuss the rejection. Your request should be in writing. If you are disabled, you can tell this to the owner and request that she make a reasonable accommodation to your disability so that you could live in the building.⁸²

If you meet with the owner about your denial, or if you submit a written statement, the meeting or review of your statement must be conducted by a member of the owner's staff who did not make the decision to reject you. The property owner must consider factors such as:

- How involved the applicant was in the bad behavior,

- How serious the offense was,
- Whether the person has been rehabilitated,
- What effect accepting or rejecting a family for housing will have on the innocent household members, and
- Whether the person has participated in social service programs.⁸³

If you appeal the rejection, the owner must give you a written final decision within 5 days of your written statement or meeting.⁸⁴ If you lose at this level, there is no further review by the owner. The law is very unclear about what kind of court review of the decision you might be entitled to.

State multifamily subsidized housing

If an owner or manager of multifamily subsidized housing funded through MassHousing (formerly MHFA) denies your application, the owner must send you a written notice which says why you were denied.⁸⁵ You can request a conference by sending the owner or management a written letter within **5 working days** after you receive the denial letter.⁸⁶ They will then schedule a conference within 15 days from the date of the notice. You will get a letter telling you when and where to appear for the conference.

A MassHousing conference officer will conduct the conference. The management will explain why they denied your application and present whatever evidence they have. They can talk only about the reasons they included in the denial letter. You should present any evidence that you have and you should explain why you think your application should not be denied.

If the MassHousing conference officer decides that the owner had the right to deny your application, you will get a written decision, which you can appeal in writing within **5 working days** to the Senior Management Officer at MassHousing for a further review. You will then get a written decision from this review. There is no further administrative review (that is, review within MassHousing) of the decision. If you still want to challenge it, you will have to sue in court.

Note: Remember that if you have a disability and you think you were denied housing because of your disability, you should request a reasonable accommodation in addition to requesting a review of the denial. The housing provider should respond to your reasonable accommodation request. See **Booklet 10: Reasonable Accommodations** for more information about this.

Reference Materials

14. Sample Letter to Request a Hearing

Date

Name of housing authority or owner

Address

City, State, Zip

Dear _____:

I would like to request a private conference with you to review the application for housing that I submitted on _____ (*date*).

Please notify me of the date and time that a conference will be held.

Thank you.

Sincerely,

Your name

Your address

City, State, Zip

Your telephone number (including area code)

Control number (if applicable)

15. Worksheets to Help You Challenge a Denial of Housing

1

I was denied

- State public housing
- Federal public housing
- Section 8 voucher
- Mass. Rental Housing Voucher (MRVP)
- Alternative Housing Voucher Program (AHVP)
- State multifamily housing
- Federal multifamily housing
- Other type of housing

2

Reason for denial

What was the reason for the denial?

Was there a rule that the reason was based on? If so, what was the rule?

(Get the actual text of the rule and read it.)

3

Their evidence

What evidence does the housing authority or owner have to support their reason for denial?

4

New information or proof

What new information or other proof or letters do I have to address their reason for denial?

What circumstances have changed in my life?

What have I done that can show this change?

Making Your Case

Fill in this part of the worksheet to help you put all the pieces together and map out a position.

Problem	Proof	Solution
1.		
2.		
3.		
4.		

Housing Authority or Owner's Case

Use this part of the worksheet to help you respond to the housing authority or owner's case.

What arguments might the housing authority or owner make against you?	How can you respond?
1.	
2.	
3.	
4.	

16. Denial of Assistance Rules at a Glance

Federal Programs

Program	Mandatory Denials	Mitigating Circumstances
All Federal Programs	<p>Registered Sex Offenders and Methamphetamine Manufacturers: Housing authorities and owners are permanently prohibited from admitting any household that includes a registered sex offender or someone who has been convicted of manufacturing methamphetamines in federally assisted housing</p>	None
	<p>Drug-Related Activity in Federal Housing: Applicants evicted from any federal housing because of drug-related activity are ineligible for any federal housing for three years after the eviction</p>	<ul style="list-style-type: none"> • Successfully completed an approved rehabilitation program • Housing available only for family members not involved in drug-related activity
Program	Discretionary Denials	Mitigating Circumstances
Public Housing	<p>Housing authorities may establish guidelines to deny applicants for conduct reasonably related to the tenancy, including any of the following:</p> <ul style="list-style-type: none"> • Nonpayment of rent in past tenancies • Conduct in past residence • Poor housekeeping • Drug-related activity • Violent crimes • Crimes to property • Crimes threatening health or safety of others within a reasonable time of the application 	<p>If there is a decision to deny housing, housing authorities must consider evidence of:</p> <ul style="list-style-type: none"> • Rehabilitation • Willingness to accept counseling or other services • Willingness to increase family income • Availability of training

Program	Discretionary Denials	Mitigating Circumstances
Section 8 Vouchers	<p>Housing authorities may deny applicants if evidence of:</p> <ul style="list-style-type: none"> • Drug-related or violent criminal activity • Fraud, bribery, corruption in federal housing • Abusive/violent acts toward housing authority staff • Eviction from public housing or Section 8 • Rent owed to federal housing agency • Money owed to Section 8 owner • Failure to comply with Family Self-Sufficiency program (FSS), if participating <p>A housing authority cannot deny applicants based on:</p> <ul style="list-style-type: none"> • Where family lives/will live • Family characteristics/suitability • If refused other housing assistance • Credit problems or other debt 	<p>Housing authorities may not deny applicant based solely on use/possession of a controlled substance if use/possession occurred:</p> <ul style="list-style-type: none"> • <i>More than one year</i> before denial (where no eviction resulted), or • <i>Within one year</i>, and applicant can show that s/he has an addiction, is recovering, and is not currently using substance
Subsidized Housing	<p>Generally, owners are allowed to consider the same factors that housing authorities consider</p>	<p>Owners may, but are not required to, consider extenuating circumstances</p>

State Programs

Program	Discretionary Denials	Mitigating Circumstances
State Public Housing	<p>Housing authorities may deny housing if they determine that applicants:</p> <ul style="list-style-type: none"> • Disturbed a neighbor at previous residence • Damaged property at previous residence • Had poor housekeeping which resulted in a threat to health and safety of other tenants • Engaged in criminal activity that interfered with security or right of quiet enjoyment • Had a history of nonpayment of rent (unless evicted and had paid more than 50% of income) • Failed to meet lease terms which resulted in threat to health and safety • Failed to give housing authority necessary information • Made misrepresentation on the application • Displayed abusive or threatening behavior toward housing authority staff • Is a current illegal user of controlled substance (use within previous year creates presumption of current use) 	<p>Housing authorities must consider all relevant mitigating circumstances, including:</p> <ul style="list-style-type: none"> • Severity of the conduct • Amount of time that has passed since the conduct occurred • Degree of danger to others or to property • Disruption that a recurrence would cause • Likelihood of improved behavior

Endnotes

- ¹ **Illegal drugs:** 24 C.F.R. § 960.204(a)(2); **Abuse of alcohol:** 24 C.F.R. § 960.204(b). A housing authority must have a “reasonable cause to believe” that a person’s abuse of alcohol may threaten other residents.
- ² 24 C.F.R. § 960.204(a)(4).
- ³ 42 U.S.C. § 1437n(f); 24 C.F.R. § 960.204(a)(3).
- ⁴ 24 C.F.R. § 960.204(a)(1). See also 24 C.F.R. § 5.100 for definition of *drug-related criminal activity*, and 21 U.S.C. § 802, which defines the term “controlled substance.”
- ⁵ 24 C.F.R. § 960.203(d)(2).
- ⁶ 42 U.S.C. § 1366l(a); 24 C.F.R. § 960.204(a)(1).
- ⁷ 24 C.F.R. § 960.202(a)(2)(iii).
- ⁸ 24 C.F.R. § 960.203(c)(1) and (2).
- ⁹ 760 C.M.R. § 5.08(1)(a) through (k).
- ¹⁰ According to 760 C.M.R. § 5.08(1)(a)(k), a person’s “illegal use of a controlled substance within the preceding 12 months shall create a presumption that such person is a current illegal user of a controlled substance, but the presumption may be overcome by a convincing showing that the person has permanently ceased all illegal use of controlled substances.”
- ¹¹ See 760 C.M.R. § 5.08(2), which requires a housing authority to consider all relevant circumstances, including the severity of the behavior, the time since the behavior occurred, the danger and disruption to others if you engaged in that behavior in public housing, and the likelihood that your behavior has improved.
- ¹² 24 C.F.R. § 982.552(b)(4); 24 C.F.R. §§ 5.500 et seq.
- ¹³ 24 C.F.R. § 982.553(a)(1)(ii).
- ¹⁴ 24 C.F.R. § 982.553(a)(3).
- ¹⁵ 24 C.F.R. § 982.553(a)(2)(i).
- ¹⁶ 42 U.S.C. § 1437n(f); 24 C.F.R. § 982.553(a)(1)(ii)(C).
- ¹⁷ 24 C.F.R. § 982.553(a)(1)(i). See 24 C.F.R. § 5.100 for definition of *drug-related criminal activity*, and 21 U.S.C. § 802 for definition of the term “controlled substance.”
- ¹⁸ 42 U.S.C. § 1366l(a); 24 C.F.R. § 982.553(a)(1)(i).
- ¹⁹ See 24 C.F.R. § 982.552(c).
- ²⁰ 24 C.F.R. § 982.552(c)(1)(x).
- ²¹ 24 C.F.R. § 982.552(c)(1)(xi). See 24 C.F.R. § 5.100 (for definition of *drug-related criminal activity* and “violent criminal activity”). 42 U.S.C. § 1366l(c); 24 C.F.R. § 982.553(a)(2)(ii).
- ²² 42 U.S.C. § 1366l(c); 24 C.F.R. § 982.553(a)(2)(ii)(B).
- ²³ 760 C.M.R. § 5.08(3).

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- 24 760 C.M.R. § 49.03(2).
- 25 **Federal multifamily housing:** 42 U.S.C. § 13661(b)(1); 24 C.F.R. § 5.854(b)(1);
Section 8 moderate rehabilitation program: 24 C.F.R. § 882.518(a)(1)(iii).
- 26 **Illegal Drugs: Federal multifamily housing:** 42 U.S.C. § 13661(b)(1); 24 C.F.R.
§ 5.854(b)(2); **Section 8 moderate rehabilitation program:** 24 C.F.R.
§ 882.518(a)(1)(iii); **Alcohol abuse: Federal multifamily housing:** 24 C.F.R. § 5.857;
Section 8 moderate rehabilitation program: 24 C.F.R. § 882.518(b)(4).
- 27 24 C.F.R. § 5.852(d).
- 28 42 U.S.C. § 13661(b)(2); **Federal multifamily housing:** 24 C.F.R. § 5.854(a); **Section
8 moderate rehabilitation program:** 24 C.F.R. § 882.518(a)(1)(i).
- 29 42 U.S.C. § 13663; **Federal multifamily housing:** 24 C.F.R. § 5.856; **Section 8
moderate rehabilitation program:** 24 C.F.R. § 882.518(a)(2); **Federal sex offender
registration:** 42 U.S.C. § 14071(a)(3); 42 U.S.C. § 14072(b-d); **Massachusetts Sex
Offender Registry Board:** G.L. c. 6, §§ 178C-178P; 803 C.M.R. § 1.00.
- 30 42 U.S.C. § 13661(c); **Federal multifamily housing:** 24 C.F.R. § 5.855(a);
Section 8 moderate rehabilitation program: 24 C.F.R. § 882.518(b)(1).
- 31 42 U.S.C. § 13661(c); **Federal multifamily housing:** 24 C.F.R. § 5.855(b); **Section 8
moderate rehabilitation program:** 24 C.F.R. § 882.518(b)(2).
- 32 24 C.F.R. § 5.852(b).
- 33 **Federal multifamily housing:** 24 C.F.R. § 5.852(a); **Section 8 moderate
rehabilitation program:** 24 C.F.R. § 882.518.
- 34 *HUD Multifamily Occupancy Handbook* 4350.3 REV-1 (May 2003), paragraph 4-7.
- 35 *MHFA Handbook*, paragraph 15-E(3).
- 36 *MHFA Handbook*, paragraph 15-E(3).
- 37 **Federal:** 42 U.S.C. § 13661(b)(1); **Federal public housing:** (drugs) 24 C.F.R.
§ 960.204(a)(2), and (alcohol) 24 C.F.R. § 960.204(b); **Federal multifamily housing:**
(drugs) 24 C.F.R. § 5.854(b)(1), and (alcohol) 24 C.F.R. § 5.857; **Section 8 moderate
rehabilitation program:** (alcohol) 24 C.F.R. § 882.518(b)(4), and (drugs) 24 C.F.R.
§ 882.518(a); **Section 8 voucher program:** (drugs) 24 C.F.R. § 982.553(a)(1), and
(alcohol) 24 C.F.R. § 982.553(b)(3); **State public housing, Massachusetts Rental
Voucher Program, Alternative Rental Housing Program:** 760 C.M.R. § 5.08(1)(k).
- 38 760 C.M.R. § 5.08(1)(k). State regulations specifically exclude housing authorities from
the requirement to consider mitigating factors in making their decision to accept or deny
the applicant when the basis of the denial is current use of illegal drugs. See 760 C.M.R.
§ 5.08(2).
- 39 42 U.S.C. § 13661(b)(2); 24 C.F.R. § 960.203(d)(2) (public housing). The language
in the applicable federal statute and regulations state that the agency may consider
mitigating circumstances. However, the requirement in disability laws that housing
providers make reasonable accommodations for persons with disabilities (including
alcoholism and past substance abuse addiction) mandates consideration of mitigating
factors.
- 40 42 U.S.C. § 13661(a).

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- ⁴¹ **Federal multifamily housing:** 24 C.F.R. § 5.852(d); **Federal public housing:** 24 C.F.R. § 960.203(c)(3)(ii).
- ⁴² 42 U.S.C. § 1437a(b)(9).
- ⁴³ 42 U.S.C. § 1437n(f); **Federal public housing:** 24 C.F.R. § 960.204(a)(3); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(a)(1)(ii); **Section 8 voucher program:** 24 C.F.R. § 982.553(a)(1)(ii)(C).
- ⁴⁴ 42 U.S.C. § 13663; **Federal public housing:** 24 C.F.R. § 960.204(a)(4); **Section 8 vouchers:** 24 C.F.R. § 982.553(a)(2)(i); **Section 8 moderate rehabilitation:** 24 C.F.R. § 882.518(a)(2); **Federal multifamily housing:** 24 C.F.R. § 5.856.
- ⁴⁵ 42 U.S.C. § 13663; **Federal public housing:** 24 C.F.R. § 960.204(a)(4); **Federal multifamily housing:** 24 C.F.R. § 5.856; **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(a)(2); **Section 8 voucher program:** 24 C.F.R. § 982.553(a)(2)(i); **Federal sex offender registration:** 42 U.S.C. § 14071(a)(3); 42 U.S.C. § 14072(b-d); **Massachusetts Sex Offender Registry Board:** G.L. c. 6, §§ 178C-178P; 803 C.M.R. § 1.00.
- ⁴⁶ The language varies slightly according to the particular program. **Federal:** 42 U.S.C. § 13661(c); **Federal public housing:** 24 C.F.R. § 960.203(c)(3) (only makes reference to “other tenants”); **Federal multifamily housing:** 24 C.F.R. § 5.855(a); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518 (b)(1); **Section 8 voucher program:** 24 C.F.R. § 982.553(a)(2)(ii); **State:** G.L. c. 121B, § 32; 760 C.M.R. § 5.08(1)(d).
- ⁴⁷ G.L. c. 121B, § 32; 760 C.M.R. § 5.08(1)(d).
- ⁴⁸ 760 C.M.R. § 5.13(1)(e).
- ⁴⁹ Some housing authorities and owners will tell you that they cannot let you copy your CORI and take it out of their office. However, state laws say that, with some exceptions, a housing authority must let you inspect and copy records it keeps on you. See G.L. c. 66A, § 2(I), and 760 C.M.R. § 8.04(6). It is a good idea to bring a pen or pencil and some paper and take notes on your CORI when you review your file at the housing authority or subsidized development.
- ⁵⁰ G.L. c. 6, §§ 167-178B; 803 C.M.R. §§ 2.00 et seq.; **Federal:** 42 U.S.C. § 1437d(q); 24 C.F.R. § 5.903.
- ⁵¹ 42 U.S.C. § 13661. **Federal public housing:** 24 C.F.R. § 960.203(d)(2); **Federal multifamily housing:** 24 C.F.R. § 5.854(a); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(a)(1)(i); **State:** 760 C.M.R. § 5.08(1)(k).
- ⁵² **Federal public housing:** 24 C.F.R. § 960.203(d); **Federal multifamily housing:** 24 C.F.R. § 5.851(a) and (c); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(a); **State:** 760 C.M.R. § 5.08(2).
- ⁵³ 42 U.S.C. § 13661; **Federal public housing:** 24 C.F.R. § 960.204(a)(1)(ii); **Federal multifamily housing:** 24 C.F.R. § 5.854(a); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(a)(1)(i).
- ⁵⁴ 42 U.S.C. § 13661(c).
- ⁵⁵ **Federal public housing:** 24 C.F.R. § 960.203(d); **Federal multifamily housing:** 24 C.F.R. § 5.852(a) and (c); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(1); **State:** 760 C.M.R. § 5.08(2).

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- 56 **Federal public housing:** 24 C.F.R. § 960.203(c)(3)(i); **Federal multifamily housing:** 24 C.F.R. § 5.851(b).
- 57 **Federal:** 42 U.S.C. §§ 3601 et seq.; 29 U.S.C. § 794; 42 U.S.C. § 12101 et seq.; 24 C.F.R. § 100; 24 C.F.R. §§ 8 et seq.; 28 C.F.R. § 35; **State:** G.L. c. 151B; 804 C.M.R. § 2.03.
- 58 **Federal:** 24 C.F.R. § 100.202(c)(1); **State:** G.L. c. 151B, § 4(7A)(2).
- 59 **State: Public housing and Alternative Housing Voucher Program:** 760 C.M.R. § 5.05(3). **Federal public housing:** 24 C.F.R. § 960.208; **Section 8:** 24 C.F.R. § 982.554(a).
- 60 760 C.M.R. § 5.13(1)(b).
- 61 24 C.F.R. § 960.208(a).
- 62 24 C.F.R. § 982.554(a).
- 63 *HUD Multifamily Occupancy Handbook* 4350.3 REV-1 (May 2003), § 4-9.
- 64 *MHFA Handbook*, paragraph 15-G(1).
- 65 760 C.M.R. § 5.13(1)(f).
- 66 24 C.F.R. § 982.554(b)(1).
- 67 760 C.M.R. § 5.08(2).
- 68 760 C.M.R. § 5.05(3).
- 69 760 C.M.R. § 5.13(1)(g).
- 70 760 C.M.R. § 5.13(2).
- 71 760 C.M.R. § 5.13(1)(e).
- 72 760 C.M.R. § 5.13(3).
- 73 760 C.M.R. § 5.13(4); *Madera v. Sec’y of EOCD*, 418 Mass. 452 (1994).
- 74 See *Madera v. Sec’y of EOCD*, 418 Mass. 452 (1994), in which the Supreme Judicial Court held that, because applicants for state-aided public housing have a constitutionally protected property interest in their eligibility for the housing, DHCD must provide them with adjudicatory hearings to challenge the denial of their application.
- 75 G.L. c. 30A, § 14.
- 76 24 C.F.R. § 960.203(d).
- 77 Judicial review of a denial of federal housing can be brought under G.L. c. 249, §4, by means of certiorari, which has a 60-day statute of limitations, or by a Section 1983 action, which has a three-year statute of limitations. Generally, certiorari is necessary only as a back-up to a Section 1983 claim in case the court sees the claim not as one of noncompliance with federal law, but as one of failure to comply with agency procedures and policies.
- 78 24 C.F.R. § 982.554.
- 79 24 C.F.R. § 982.552(c)(2)(i).

⁸⁰ 24 C.F.R. § 982.553(a)(2)(ii)(c).

⁸¹ 24 C.F.R. § 982.554.

⁸² *HUD Multifamily Occupancy Handbook* 4350.3 REV-1 (May 2003), see generally § 2.

⁸³ **Federal multifamily housing:** 24 C.F.R. § 5.852(a); **Section 8 moderate rehabilitation program:** 24 C.F.R. § 882.518(b)(3); *HUD Multifamily Occupancy Handbook* 4350.3 REV-1 (May 2003), paragraph 2-25(h).

⁸⁴ *HUD Multifamily Occupancy Handbook* 4350.3 REV-1 (May 2003), paragraph 2-30(c).

⁸⁵ *MHFA Handbook*, paragraph 15-G(1).

⁸⁶ *MHFA Handbook*, paragraph 15-G(1).