

## **CHAPTER 7 - Occupancy Activity Reporting Requirements**

### ***7-1 Occupancy Activity Reporting Requirements***

#### **7-1(A)**

HACK and HUD have specific reporting requirements that staff are required to meet. In addition, narrative reports may sometimes be required. A report to the Housing Administrator detailing important events or concerns occurring in the development is required on a weekly basis. The report should include events that occurred, actions taken, and results and/or recommendations including:

- Emergencies
- Resident activities
- Extraordinary maintenance problems
- Actions on evictions (Lock-outs)
- Occupancy levels (under crowded or overcrowded units)
- Special Projects

#### **7-1(B)**

If there are no incidents to report, the Housing Manager should complete and forward the form to Central office.

#### **7-1(C)**

Reports should be as accurate and complete as possible without being extremely long. Important data should be included in addition to a summary of the discussion or event.

### ***7-2 Notification and Implementation of Changes in Policy and Procedures***

#### **7-2(A)**

The Housing Manager must alert other staff members and residents of any changes in policy or procedures made by the Board of Commissioners or HUD. Changes that affect the staff or staff job performance need to be discussed and implemented as soon as possible.

The following steps should be followed:

1. Read the transmittal of the information carefully.
2. Identify its implications.
3. Obtain clarification if necessary.

4. Assign it or explain it to appropriate staff members.
5. Discuss implications and give direction or reach agreement with appropriate staff members concerning implementation or use of the information.
6. File appropriately.

**7-2(B)**

HUD notices or Board policies that affect residents should be handled in the same manner. Information can be forwarded to residents through newsletters, resident meetings, special mail outs or other appropriate methods. In the case of rent increases or changes in rules or regulations affecting residents, proper posting and notice requirements will be followed. The Housing Manager should also try to explain fully any changes to residents and be available to answer questions and hold discussions.

**7-3 *List of Monthly, Quarterly and Annual Reports***

The following is a list of the monthly, quarterly and annual reports required from each development office:

<b><u>Monthly</u></b>	<b><u>Due Date</u></b>
Monthly Activities	10th of the following month
Record of Vacates	10th of the following month
Transfer List	10th of the following month
Rent Changes	10th of the following month
Evictions/Terminations	10th of the following month
Vehicle Mileage Report	10th of the following month
Lease Up Report	10th of the following month
<b><u>Semi-Annual</u></b>	
Collection Loss	Last working day of the month prior to the end of the reporting period.
Tenants Accounts Receivables	
<b><u>Annually</u></b>	
Occupancy for Public Housing Report (51234)	Close out the last day of December. Due by the end of January