



Public Housing Resident Handbook

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A Message from the Senior Vice President of Public Housing

Welcome to the Housing Authority of Baltimore City (HABC) community. Residents of HABC public housing communities include people of all ages, persons with disabilities, people working in a variety of jobs and youth who attend school from elementary school to college. HABC families include single-member households, couples and families with children. The programs and services we offer reflect the varied needs of a diverse population and are designed to help residents live safe, healthy and productive lives. Many residents share the dream of future economic independence. We offer some programs which are designed to provide avenues for self-sufficiency, and we encourage our residents to take advantage of these programs.

Many of Baltimore's public housing developments are considered mini communities whose members work within the surrounding neighborhoods. HABC owns and manages nearly 6,500 dwelling units in developments and scattered site properties and administers the Housing Choice Voucher Program (formerly Section 8), which provides housing vouchers for over 14,500 households. HABC also has oversight of multiple privately-owned and managed affordable housing developments units under the Rental Assistance Demonstration Program (RAD) that provides an additional 3,700 affordable housing units.

In Baltimore City, thousands of individuals and families value their residency in public housing and proudly call their HABC units "HOME". Some, such as the elderly, see their residency in public housing as a permanent home, while others seek a place to live as they gain the means for self-sufficiency. Many outstanding citizens have lived in Baltimore's public housing and have become independent contributing members of our City.

Whatever your plans are, I ask you to join HABC in helping to make public housing quality housing for you and other public housing residents. With your cooperation, collaboration and partnership, public housing management can provide a safe and decent environment for your family.

Sincerely,

Senior Vice President of Public Housing



A Message From Your Asset Manager

Dear Resident:

It is a pleasure to welcome you to your new home. We believe that you will be happy in your new home and our community.

The Management Office is your contact with the Housing Authority of Baltimore City (HABC). It is open from 8:30am to 4:30pm Monday through Friday, and is closed on Saturdays, Sundays and holidays.

Feel free to call the office when faced with any concerns. The address and phone number for your management office are listed in Section 17 on Page 23 of the HABC lease. You are always welcome.

Kindest regards,

Your Asset Manager



Our History, Mission, Vision and Goals, and Our “Four C’s”

The Housing Authority of Baltimore City (HABC) was established in 1937 to provide federally funded housing programs and related services for Baltimore's low-income residents. HABC is one of the largest public housing authorities of the approximately 3,300 public housing authorities in the United States and its territories. The U.S. Department of Housing & Urban Development (HUD) provides federal funds to HABC and all housing authorities to administer the public housing program and the Housing Choice Voucher program (formerly Section 8).

Currently, HABC serves over 19,500 households through its Public Housing and Housing Choice Voucher programs. HABC also provides affordable housing through its properties that have been converted to private ownership under the Rental Assistance Program (RAD). HABC offers a range of housing options for residents of public housing including low-rise walk-up buildings, traditional family developments, scattered site single-family homes, high-rise buildings under the RAD program, and a homeownership opportunity under HABC's homeownership programs.

Our mission is to create and provide quality affordable housing opportunities in sustainable neighborhoods for the people we serve.

Our vision is to create diverse and vibrant communities; to provide opportunities for self-sufficiency; and to build pathways for strong partnerships.

Our core values are:

- Responsiveness and Accountability
- Leadership and Teamwork
- Excellence
- Sustainability
- Community and Partnerships

Our History, Mission, Vision and Goals and Our “Four C’s” Cont’d.

HABC has what is known as the “Four C’s” of HABC. Our Four C’s are:

- Community
- Customer Service
- Collaboration
- Communication.

Through the Four Cs of HABC we execute our core values of responsiveness and accountability; leadership and teamwork; excellence; sustainability; community and partnerships; and we welcome you to be a part of this integral plan.

HABC Is a “Moving to Work” (MTW) Housing Authority

HABC was one of the earliest housing authorities to be designated a Moving to Work (MTW) housing authority by the HUD. MTW is designed by HUD for eligible public housing authorities to have certain flexibilities and permissions to create innovative strategies designed to help residents find employment and become self-sufficient, and to increase housing choices for low-income families. Currently, there are 139 housing authorities out of over 3,000 housing authorities in the nation who have the MTW privilege given by HUD.

The Get Ready for Opportunities to Work (GROW) Incentive

HABC is committed to expanding access to employment, training, and educational opportunities for HABC residents to support their goals for economic self-sufficiency. Using its MTW authorizations, HABC created the ***Get Ready for Opportunities to Work (GROW)***, a new program designed to further support our residents. As a condition of continued occupancy, unemployed, work-capable adult family members of HABC households must participate in work, job training and other educational programs through the GROW program with the goal of sustained employment and economic self-sufficiency. To help ensure residents’ success, HABC will provide GROW participants with career counseling, service navigation and access to HABC and partner programs.

HABC's Strategic Plan

With input from members of the community, including resident leaders, housing advocates, private industry and government officials, HABC created a plan of action for long-term strategic priorities known as the Strategic Plan. The Strategic Plan is a useful tool that HABC utilizes to help navigate our future efforts and advance our mission and vision. It identifies HABC's long-term strategic priorities, goals and defines our pathway to success.

SUSTAIN

HABC will **SUSTAIN** a level of satisfaction to both our employees and residents. We administer programs to support our current affordable housing with a better understanding towards creating decent and sanitary conditions.

ADVOCATE

HABC will **ADVOCATE** for long-term sustainability and redevelopment of public housing to successfully provide affordable housing opportunities over time.

INNOVATE

HABC will **INNOVATE** the way it connects residents to housing and supportive services by consolidating services and partnerships to ensure success.

TRANSFORM

HABC will **TRANSFORM** the way it does business to proactively plan for a sustainable future for the affordable housing it provides.

SAYIT

The ACOP, The Lease, HABC and Resident Lease Obligations

What is The ACOP?

HUD requires all public housing authorities to provide the agency's complete policies for the public housing program in one document called the Admissions and Continuing Occupancy Policies or ACOP for short. HABC's ACOP is posted at the Management Office of your development. You have the right to review the ACOP during the working hours of your Management Office. You can also review or download the ACOP from the HABC website, www.habc.org.

The Lease

The lease provides the rights and obligations of both HABC and residents relating to all aspects of the resident's occupancy.

- **HABC Obligations Under the Lease**

HABC's obligations are stated in Section 12 of the lease, which include but are not limited to performing maintenance and repairs of the dwelling unit and providing notice to residents of the basis for any proposed adverse action by HABC and their rights. In order to meet its obligations, HABC conducts various inspections of the dwelling unit, which includes an annual inspection to determine compliance with required standards. Upon completion of the inspection, the inspector will provide an inspection report to inform the resident of any defects found in the unit that are the resident's responsibility to correct, and the date that the dwelling unit will be reinspected to ensure the resident has made the corrections. The inspection report will also state any defects found in the unit that are the responsibility of HABC to correct and when HABC will return to perform the work needed to correct the defects.

- **Resident (Tenant) Obligations Under the Lease**

Residents of HABC properties have obligations under the lease that affect not only the resident, such as the resident's obligation to pay rent when due, but other obligations that affect the resident's neighbors, development and community as well. An example is residents' obligation to keep their dwelling unit, and other such areas as may be assigned to them for their exclusive use in a clean and safe condition can affect other units. To improve the livability and conditions of HABC units, there are uniform

standards for resident housekeeping provided to residents later in this guidebook, which residents are expected to comply with as required by the lease. In addition, tips for complying with residents' various obligations under the lease and being a resident in good standing under the lease are provided below.

- **The Benefits of Being a Resident in Good Standing**

Being in good standing under the lease is very important. Not just because it is the way for residents to maintain their homes, but because there are some benefits that a resident may not be eligible to receive if the resident is not in good standing under his or her lease. Some residents are disappointed when they make a request only to find out they are not eligible because they are not a resident in good standing. So that you do not miss out on any of the benefits of being part of our HABC community, following are "Tips for Staying In Compliance With Your Lease" (with references to lease sections):

- Pay your rent and other charges due on your lease on time [*Section 6a on Page 4 and Section 6e on Pages 4-5*]
- Stay within your utility allowance and pay any excess utility charges on time [*Section 6h on Page 6 and Section 8a-b on page 8*]
- Know that you are held responsible for conduct of your household and guests [*Section 10b, Page 14*]
- Do not allow unauthorized occupants to live in your unit [*Section 4a-c on Page 2-3*]
- Do not sublease your unit or take in boarders or lodgers [*Section 13d-f on Page 16*]
- Observe the overnight guest policy [*Section 4c on Page 2*]
- Complete your recertification when notified by HABC [*Section 9a-o on Page 10-13*]
- Do not give false income information [*Section 13b on Page 16, and Section 18d on Page 24*]
- Observe the smoke-free policy [*Section 13i on Page 17 and Attachment 10 for the HABC Smoke-Free Policy*]
- Marijuana is prohibited by federal law [*Section 13t-w on Page 18-19*] Do not appear at the management office smelling of marijuana or you will be asked to leave.)
- Do not engage in drug-related criminal activity on or off the premises [*Section 13t-w on Page 18-19*]
- Do not engage in other types of criminal activity [*Section 18p1-2 on Page 24-25*]

- Know that some non-criminal activities are also prohibited [*Section 18p1-2 on Page 24-25*]
- Do not abuse, harass or threaten HABC staff, contractors or other residents [*Section 18m on Page 24*]
- Do not cause disturbances [*Section 18p1-2 on Pages 24-25*]
- Obtain HABC approval before keeping a pet. [*Section 13gg on Page 20 and the Pet Policy which is Attachment 5*]
- Obtain HABC approval before using HABC indoor or outdoor common areas for an event [*Section 13h on Page 17*]
- Maintain good housekeeping practices to prevent pests [*Section 15d on Page 22, and Attachment 11*]
- Do not damage HABC property [*Section 13l-o on Pages 17-18*]
- Do not install things, change locks or make alterations [*Section 13(x-aa) on Page 19-20*]. [*Section 13cc on Page 20, and Section 18b on Page 23, and Attachment 11*]
- Do not refuse HABC entry into your unit for inspections, maintenance and repairs [*Section 16a-e on Page 22-23*]
- Take precautions to prevent fires. Do not leave flammable materials and heat producing items like stoves, candles and irons unattended while in operation and don't leave matches within reach of children. Observe the smoke -free policy mentioned above. [*Section 13k on page 17z on Page 19.*]
- Comply with GROW requirements unless you are exempt [*Section 13j on Page 17 and the GROW Lease Rider*]
- Complete your community service, unless you have a written exemption [*Section 5c on Page 3 and the Community Service Policy, which is Attachment 6*]
- Obey rules and regulations, which are posted in the management office [*Section 13j on Page 17*]
- Live in your unit [*Section 10a on Page 13 and Section 18n on Page 24*]
- Do not use your home to run a business without HABC approval [*Section 13h on Page 17*]

How Is My Rent Calculated?

The rent a family pays for public housing is based on the highest of the following amounts:

- 30 percent of the family's monthly adjusted household income
- 10 percent of the family's monthly gross household income
- The minimum rent

The accurate calculation of the household's total annual income and adjusted income will ensure that families are paying the correct amount of rent pursuant to applicable HUD regulations and HABC's MTW Plan.

Residents have a choice to pay an income-based rent or a flat rent as discussed below. Public housing residents who lose a portion or all of their income are allowed to report the income loss to their management office to receive a rent adjustment.

Does HABC Have a Minimum Rent?

No. Housing authorities are permitted to establish a minimum rent of up to \$50. HABC has not currently established a minimum rent. If HABC establishes a minimum rent, residents will be required to pay at least the amount established as the minimum rent and will be notified of their right to request a hardship exemption from the minimum rent based on criteria allowed under HUD regulations.

What is a Flat Rent?

Each year, residents have a choice to pay income-based rent or a flat rent. The flat rent is generally set for a public housing unit at an amount that is not less than eighty percent (80%) of the Fair Market Rents (FMRs) established by HUD each year for the area in which the public housing unit is located. The income-based rent is described above. So, if a family finds that the flat rent is lower than the family's income-based rent, the family has the choice to pay the lower flat rent instead of the income-based rent. If the family's circumstances change where income-based rent is better, the family can request to change to income-based rent.

The Flat rent option is designed to encourage self-sufficiency and to avoid creating disincentives for continued employment or residency by families who are attempting to become economically self-sufficient.

What happens if my payment is returned by the bank?

If at any time a resident makes a payment to HABC by check or credit card, and the resident's check or credit card is not honored by the bank on which the check is drawn or card was issued, HABC will assess and collect a fee of \$25. If the resident's check or credit card is not honored for payment on a second occasion, HABC will not accept any further personal checks from or on behalf of the resident. The resident will only be able to pay in person at a Fidelity Express payment walk-in payment location in cash or money order if the payment center accepts money orders.

Any rent payment received will always be applied to the oldest rent charges in the resident's account.

Making a payment on an account the resident knows does not exist may also lead to lease termination for fraud.

What do I do if I am not able to pay my rent?

If you are not able to pay your rent, speak to the Management Office; however, rent cannot be waived. If you experience an income loss, report it as soon as possible because your upcoming rent may be reduced but your rent charged before you reported your income loss will not be reduced or waived.

Rent, Payments and Evictions for Non-Payment of Rent

- **Rent is Due on the First Day of Each Month**

Your rent is due on the **first (1st) day of each month** and is expected to be paid on the first of the month. If the full monthly rent payment is not received by the end of the **fifth (5th) day of the month** in which it due, HABC will charge and collect a late fee of **5%** of the monthly rent amount.

- **How to Pay Your Rent**

HABC currently offers two methods of paying rent without leaving your home, through HABC's rent payment processor, currently Payment Vision/Fidelity Express, or through direct debit from the resident's bank account as explained below.

1. **Pay Through Payment Vision Fidelity Express**

If you pay through Payment Vision/Fidelity Express ***by the fifth (5th) day of the month in which it is due, there is no processing fee.*** You can pay through **Payment Vision/Fidelity** using any of the following methods:

- Pay **online** at www.payhabc.com;
- Pay by **phone** through Interactive Voice Response (IVR) at 1 (410) 989-5587; or
- Pay **in person** at a Fidelity Express retailer with cash, check or money order. You will need your Resident Identification Number in the tear off portion of your account statement when paying in person. You can find in-person locations by visiting online at www.payhabc.com or by calling locations listed there. **Call the location before going to make sure the location is still accepting payments and forms of payment accepted.**

2. **Direct Debit (Electronic Funds Transfer)**

Pay conveniently by signing up for **Electronic Funds Transfer (EFT)** to have your rent payments automatically deducted from your account. Contact your Asset Manager if you are interested in signing up to sign up.

- **Payments Are Not Accepted at the Management Office**

Rent payments are not accepted at the management office of your development or at HABC central offices. However, as described above, HABC offers residents ways to pay their rent conveniently with valid accounts that have sufficient funds.

- **Monthly Statements Mailed to Residents**

HABC sends residents an account statement each month showing the rent and any other charges due the following month. Residents receive the account statement between the 18th and the 21st day of the month informing residents what they need to pay on the 1st of the next month.

- **Court Actions and Evictions for Failure to Pay Rent**

HABC provides two notices required by federal and Maryland law before filing a court action against a resident who has failed to pay rent by the end of the fifth day of the month. If HABC obtains four (4) court judgments against a resident within a twelve-month period for failure to pay rent, and is filing another failure to pay rent court action against the resident within the same twelve-month period, HABC will ask the court to foreclose Resident's right to redeem the dwelling unit ("FRR Judgment"). FRR Judgment means the resident will not have the right to pay and stay in the dwelling unit and will be evicted even if the resident pays the entire FRR Judgment amount.



Most Commonly Used Walk-in Payment Locations

We encourage HABC residents to pay their rent conveniently without leaving their homes as described above, and most do. However, for a resident who wishes to pay in person, following is a list of Fidelity Express payment locations

Food City Mart	1733 Pennsylvania Ave	667-260-2343
Three Brothers	3061 Frederick Ave	410-566-9112
Shoppers Discount	8017 Liberty Rd	410-922-4300
Golds Check Cashing	4710 Erdman Ave	443-968-0470
Banco Amigo	2125 W Patapsco	443-869-5445
Southwest Check Cashing	3212 Washington Blvd	410-646-4616
Tobacco Stop	400 W Lexington St	443-677-2039
Baltimore Service Center	2341 E Monument St	410-522-2386
Bargain Outlet	4506 Erdman Ave	443-438-9935
Food Depot	2495 Frederick Ave	410-624-3377
Food Depot	2401 Belair Rd	410-276-61610
Check Cash Depot	7560 Ritchie Highway	410-768-3322
Cherry Hill Grocery	603 Cherry Hill Rd	410-354-3232
Cash Depot	3720 Eastern Ave	443-835-1794
Rudy's Check Cashing	3107 W North Ave	410-233-9730
Harvest Fare Supermarket	5708 Wabash Ave	410-764-2414
Eutaw Market	1701 Eutaw Pl, Apt 103	443-858-7017
Charing Cross Liquor	5216 Baltimore National	410-747-3600

Please visit www.fidelityexpress.com or call 1-800-621-8030 for further assistance with locations or tracking payments. Call the location first before going there to make sure payments are still accepted there.

Recertification

What is Recertification?

Recertification is an absolute and mandatory core requirement for receiving housing assistance and continued occupancy of a public housing unit. Recertification, also known reexamination, is a requirement that a public housing resident must go through from time to time to determine if the household remains eligible to continue participating in the public housing program and residing in the unit. Failure to comply with the recertification process is often the reason many residents are evicted. **Therefore, compliance with recertification requirements must be taken seriously to avoid losing your home.**

How often do I have to recertify?

The frequency of reexaminations by HABC is based on the resident's income source and whether the resident chooses to pay income-based rent or flat rent. The table below provides a summary of household types and reexamination frequency.

Description	Frequency of Reexamination
Households with Fixed incomes only	Triennial (every three years)
Over-Income Household	Annual
Flat rent option households	Annual flat rent updates provided Triennial (every three years)
Zero, minimal, temporary or sporadic income only, child support only, State Assistance (TANF) only or voluntary support only	Annual
Earned Income Disregard (EID) Households	Biennial (every three years); however, if an EID period starts outside of the effective date of the regular recertification, HABC will conduct an interim recertification at the start and end of the 24-month exclusion period
All other households	Biennial (every two years)

Recertification Continued

Does everyone on the lease have to attend the recertification appointment?

All adult members of the household 18 years of age or older are required to attend the appointment and sign all consent forms, releases, and documents in the recertification process.

What can I expect during the recertification process?

The lease requires the family to provide accurate information regarding income and family composition for the redetermination of rent, eligibility, and the appropriateness of the housing unit size for the number of people in the household, and whether a member of the household needs a reasonable accommodation to address a disability. HABC is also required to conduct a check of whether a person in the household is subject to sex offender registration. HABC is also authorized to conduct a criminal background check on the household members 14 years and older at each recertification.

My recertification is late. What do I need to do next?

Families must contact HABC if they are unable to attend the first or a second scheduled recertification appointment. If the family fails to appear for the second appointment HABC will issue a Notice of Lease Termination.

I had a change in my income. When do I need to report the change?

Generally, families paying income-based or flat rents are not required to report increases in income between regular reexaminations. HABC will not process rent adjustments from these increases until the next regularly scheduled reexamination.

A different requirement applies to zero income households, zero income adults, minimum income adults (minimum income households are ones that the minimum gross annual income is \$2,400 or less per year) or adults reporting only temporary/sporadic income are required to report monetary and/or non-monetary changes in income or benefits between regular reexaminations. **The requirement for**

Recertification Continued

timely reporting for such individuals and households is no later than ten (10) working days from the date of the change.

How do I add or remove people from my household?

Families must report all changes in household composition to HABC within ten (10) working days from the date of the change. Except for births and adoptions, you must obtain prior written permission of HABC to allow any person to reside in your unit, but you must still report such birth or adoption to HABC within ten (10) working days from the event.

My rent changed at my last recertification. When does the new rent become effective?

If a resident's rent increases, a lease supplement will be mailed to the family thirty (30) days prior to the date the new rent will take effect (the reexamination effective date). **If less than 30 calendar days remain before the effective date of the rent change**, the resident's rent increase will be effective on the first day of the month following the 30-day notice. **If there has been a misrepresentation or a material omission by the family, or if the family causes a delay in the reexamination process the increase in rent will be effective on the scheduled effective date.**

If the resident's rent decreases and it will be **effective within 30 calendar days of the reexamination effective date**, the change will be effective on the reexamination date. If the rent decrease will be **more than 30 days prior to the next reexamination date**, the change will be treated as an interim reexamination and effective on the first day of the following month of the reported change. **If the family causes a delay and the reexamination process is not complete regular reexamination effective date, any decrease in rent will be effective on the first day of the month following completion of the reexamination processing by HABC managed sites.**

Will I need to sign a new lease after my recertification?

No. After you successfully complete your recertification, you will receive a Lease Supplement that states your rent and your approved household members, even if there is no change in your rent or household composition from your last recertification.

The public housing lease renews automatically at the end of each 12-month term without the need to sign new documents, unless a household that is subject to the community service/self-sufficiency requirement fails to comply with the requirement.

Utilities

Utilities such as water, sewer, electricity gas and other types of heating are included in the rent for conventional developments and most scattered site units. However, as explained below, there can be additional charges for excess utility usage.

For units that have individual meters or submeters for individual units, HABC provides utility allowances to residents paying either income-based rent or flat rent. When determining a family's utility allowance, HABC will use the utility allowance established by professional energy consultants using information applicable to the type of dwelling unit leased by the family, number of persons in the household, the type of HABC appliances in the unit, and personal equipment allowed by HUD to be included in calculating the allowance, and local seasonal temperatures for the area.

If the resident uses more than the household's utility allowance, the resident will be charged for the excess usage above the resident's allowance. The charge will not be higher than what the utility supplier charges HABC. A pre-billing statement of the amount of utility used by a resident and billing for excess utility usage charges comes from a third-party vendor. Residents have a right to dispute the charges.

Residents are encouraged to use utilities reasonably to stay within their allowance and not incur excess utility usage charges. However, the utility allowance does not carry over to the next month if a resident uses less than their allowance.

Usage beyond the established maximums will be the responsibility of the resident to pay. Paying any bill you receive for using excess utilities is just as important as paying your rent. Failing to pay them can lead to lease termination and eviction just as failing to pay rent leads to termination and eviction. For more information you can contact the Energy Program Specialist by calling (410) 396-4027.

The HABC developments currently participating in energy saving practices and utility allowance program are:

- Poe Homes
- Brooklyn Homes
- Douglass Homes
- Latrobe Homes
- Cherry Hill Homes
- Westport Homes

Utilities Continued

Other family developments such as Gilmor Homes as well as scattered site properties are expected to implement the utility allowance program in the near future.

Further, there are a few scattered site properties where the resident must establish a utility account directly with the utility supplier and maintain utility service. In those situations, the utility allowance amount will be subtracted from the resident's rent allowing the resident to pay the utility company with the amount deducted from rent. If the resident fails to maintain utility service, the resident's lease will be terminated.

Concerns and Inquiries and Requests

The best way to inform HABC of a request, concern or inquiry about an issue you may have is to submit it in writing through the **Request/Concern/Inquiry and Response Form**. This form can be obtained from the management office of your development. You will need to provide all the details about your request, concern or inquiry (such as who, what, when and where).

Submit the form to your Management Office and allow 5 business days for an initial response except in the case of emergencies. Please remember that many requests, concerns and inquiries may not be able to be resolved at the management office and may be forwarded to the appropriate HABC office for review and response.

Should you at any time need an advocate and/or a third-party representative to speak or coordinate on your behalf please be advised that you will need to complete and sign a consent form authorizing HABC to discuss the matter your advocate and release information about you to the person. (**Authorization for the Release of Information Form**).

Transfers

HABC permits residents to transfer within or between housing sites. The transfer policy will be carried out in a manner that does not violate fair housing laws. HABC's policy provides for resident transfers, within and/or between HABC public housing sites and the privately owned/managed sites that are RAD sites or have LTA units or public housing units.

In order to be determined eligible for a transfer initiated by residents, residents must submit the required documentation to HABC to substantiate their requests and if approved, residents will be placed on the applicable waiting list for their transfer category and bedrooms needed. **A resident must be in good standing under their lease with HABC at the time the resident reaches the top of the waiting list to be able to transfer.**

The following are the types of transfers allowed under HABC's transfer policy:

- Emergency to Address Health, Safety, and Habitability Issues (relates to the conditions of the resident's unit)
- Emergency Under the Violence Against Women Act (VAWA)
- Emergency to Address an Intimidated Crime Victim & Intimidated Crime Witness (IV/IW)
- Immediate Needs due to a disability
- Reasonable Accommodation due to a disability
- Transfers pursuant to an HABC memorandum of understanding
- Demolition, Disposition, Revitalization or Rehabilitation
- Transfer from an accessible unit (upon a determination that the household no longer meets the requirements to reside in the)
- unit)
- Severely Over/Under Housed Category
- Over/Under Housed Category

How are transfers prioritized?

Transfers are prioritized in the following order:

- Emergency (health, safety, and habitability issues)
- Emergency VAWA
- Emergency IV/IW
- Immediate needs
- Reasonable accommodation
- Transfers from accessible units
- Severely over-housed
- Severely under-housed

Reasonable Accommodation

How do I request a reasonable accommodation?

Contact the Management Office to request a reasonable accommodation.

What if the modifications I need are not and cannot be made in any units?

Residents requesting modifications for units that are not available will be placed on a waiting list for immediate needs transfer.

I need to add a live-in aide to my household.

Contact the Management Office to make changes to your household composition. You will need to submit a reasonable accommodation request and verification of your need for a live-in aide. The proposed live-in aide must meet HABC's criminal background screening requirements and must be a person who seeks to reside with you to provide services and because the person has a need for housing.

Grievances

What is a grievance?

Any dispute that a resident may have with respect to the management's action or failure to act in accordance with the individual resident's lease or management procedures, which adversely affects the individual resident's rights, duties, welfare or status.

What are the two steps in reviewing a grievance?

There are two steps in reviewing a grievance. The first step is an informal discussion of the grievance to try to resolve it informally. The second and a formal grievance hearing.



Gas Safety Notification

HABC is required to send a **Gas Safety Notification** (*see sample notice on the adjacent page*) to every HABC household **twice a year**.

Natural gas like all forms of energy is found in the home and is capable of doing damage unless it is properly used.

Gas accidents can be avoided when you follow safety rules. Gas appliances, equipment and transmission lines are safe and constantly being tested and improved however it is possible through misuse or accident to have a gas leak.

According to the Baltimore Gas and Electric Company (BGE):

If you detect a gas leak you should immediately:

1. Leave the area: Get to a safe place and leave the premises right away
2. Call BGE: Call BGE at 1-800-685-0123 or 1-877-778-7798
3. Avoid sparks: Don't use matches, lighters, or anything that could cause a spark, like a cell phone, light switch, or garage door opener
4. Avoid turning on or off appliances: Don't turn on or off any electrical appliances, vehicles, or motorized equipment
5. Avoid trying to fix the leak: Don't attempt to find the source of the leak or to repair it
6. Wait for professionals: Don't return to the area until an authorized professional tells you it's safe to do so
7. Call 911 if you don't have the BGE number. Also seek medical attention right away if you experience symptoms such as headaches, nausea, or chest pain.

It is important to know that you can;

- **smell** natural gas
- **see** gas in some appliances
- **touch** or **feel** overheating of gas in appliances
- and often **hear** if it is not burning properly.

It is very important to be mindful about gas and know what to do in an emergency.

MEMORANDUM



Robin Carter, Chair | Board of Commissioners

Janet Abrahams, President | Chief Executive Officer

HALF YEARLY RESIDENT GAS NOTICE

NATURAL GAS LIKE ALL FORMS OF ENERGY AND LIKE MANY OTHER PRODUCTS FOUND IN THE HOME IS CAPABLE OF DOING DAMAGE AND MUST BE USED PROPERLY.

Here are some facts everyone should know about **GAS OPERATED** equipment from a **SAFETY POINT OF VIEW**.

GAS ACCIDENTS CAN BE AVOIDED...When you follow SAFETY RULES...

1. **TEACH CHILDREN** - that they are not to turn on any appliances or play with appliance knobs.
2. **KEEP COMBUSTIBLES** - curtains, paper, fluids, etc. away from any open flame.
3. **KEEP BURNING SURFACE CLEAN** - of dirt, match ends, grease, etc.
4. **IF LIGHTING IS REQUIRED** - always light match first and hold it at point of lighting before you turn on gas.
5. **REPAIR AND INSTALLATION** - if a job requires expert experience never attempt to do it yourself.
6. **USE EQUIPMENT ONLY FOR THE DESIGNATED PURPOSE** - if it is not designed to do a particular purpose, do not use it for that purpose -for example...an oven should not be used to heat a room.

GAS APPLIANCES, EQUIPMENT AND TRANSMISSION LINES ARE SAFE AND CONSTANTLY BEING TESTED AND IMPROVED. HOWEVER, IT IS POSSIBLE THROUGH MISUSE OR ACCIDENT TO HAVE A GAS LEAK...YOUR SENSES CAN HELP YOU TO DISCOVER A GAS LEAK...

1. **SMELL** - a distinctive odor has been added to natural gas so that less than 1% of gas in the air can be detected.
2. **SIGHT** - in some appliances you can SEE the flame, so you know it's working.
3. **TOUCH** - with some appliances you can feel overheating or cold in the burner area, which would indicate trouble.
4. **HEARING** - if the flame sounds unusually noisy it may not be burning properly.

REMEMBER...Natural gas is not dangerous, but its misuse is.

TEACH YOUR CHILDREN...to respect gas...to play it safe...to know what to do in an emergency.

DON'T TRY TO MAKE YOUR OWN REPAIRS...KNOWLEDGE plus CARE equals SAFETY.

Maintaining A Peaceful Environment

The Housing Authority of Baltimore City (HABC) is a **landlord**. As landlord, HABC has obligations which are stated in Section 12 for matters that not beyond HABC's control.

We understand there will be times that residents will have matters that are beyond our control; however, we would like our communities to ***remain peaceful***.

If a situation should arise that neighbors cannot resolve, there are options available:

- Facilitating an orderly and respectful meeting between the residents;
- Providing the residents, a referral to a local mediation office;
- Having separate meetings with the residents.
- Terminating the lease of either or both residents if the conduct involved violates material sections of the lease

For any situation that is life threatening and/or putting anyone in danger we ask that you get to a safe location, call 911 immediately and then notify your rental office of the incident.

For common neighbor complaints that may cause disruption such as noise from the neighbor's residence, trash in a neighbor's yard, guests being rude, etc.; the HABC can offer a meeting or mediation as described above. However, HABC is committed to protecting the rights of residents to the peaceful and quiet enjoyment of their residences by enforcing the lease and will issue lease termination notices where appropriate.

Please be reminded that we cannot mediate or facilitate meetings with non-residents.

You are responsible for the actions of your guests and household members.

Conduct of Residents, Household & Guests

Residents are responsible for the conduct of **all** household members including any **live-in aides**, **guests**, and any **other persons** under Resident's control, and must ensure that they **do not engage** in **conduct** that is **prohibited under the Lease**, as such activity would be a material **violation of the lease** and subject the resident's lease to be terminated.

Residents are responsible for all their guests. Be considerate of your neighbors and always remember if a guest violates the lease, the resident hosting the guest will be held responsible.

A good neighbor is a welcomed blessing!



No Unauthorized Guests

- Residents are **not** allowed to sublease their unit, or provide accommodations for boarders or lodgers;
- Each **household** has a **21-day limit of overnight guests in any 12-month period**;
- Residents are to ensure that guests comply with **all** safety protocols that apply to their development:
 - **security**,
 - **sign-in registration**
 - **identification card system**
 - **guest visitation**
 - **building entry and exit requirements**
 - **parking requirements** (at location);
- Residents are **not** to allow persons who have been **banned by HABC due to misconduct** access to visit.
- Tenants should **not use their dwelling** for any use other than as a residential dwelling for the persons on the lease. HABC, by prior written approval, may authorize the use of the unit for legal profit-making activity if HABC determines such activities are appropriate for the dwelling. Residents must report any income derived from such profit-making activity during their next recertification or within ten (10) working days of receiving the income as required by the lease for zero income families or household member.
- Tenants are to live in their unit as their sole residence. Families must notify HABC if they are going to be absent from the unit for more than 15 consecutive calendar days. **If the entire family is absent from the unit without good cause for more than 30 consecutive calendar days, the unit will be considered to be abandoned and HABC will terminate the lease.**
- Any member of the household will be considered permanently absent if she or he is away from the unit for 6 consecutive months or more and will be removed from the lease. In addition, their income will no longer be counted. If such absence is for a reason such as incarceration or other conduct that violates the lease, HABC will terminate the lease.

Pet Policy

Residents must submit an application for a pet with their Management Office and if approved, pay the pet deposit before keeping a pet in their unit. The pet policy does not apply to and will not be enforced against animals that assist, support, or provide service to persons with disabilities.

The HABC pet policy is attachment 5 to the lease and it applies to all HABC residents, household members, guests and any other persons under the resident's control.

A copy of the pet's (dog or cat) current shot records must be completed by a licensed Veterinarian and provided to the Management Office annually.

All female cats and dogs over 6 months of age must be spayed. All male cats and dogs over 8 months of age must be neutered

The pet policy allows for dogs that are not expected to weigh more than 35 pounds at maturity.

One-time security deposit of \$50, must be paid and will be refundable at moveout if no damage is attributable to the pet.

Every pet (if required by law) must wear a current animal license and be vaccinated.

Pets must be always on leash whenever outside of the unit.

You must always clean up behind your pet with proper disposal of waste.

Residents are not permitted to pet sit someone else's pet.

Animal breeding, animal fighting, and animal cruelty to animals are strictly prohibited. HABC will contact Animal Control or other animal protection resource if there is credible reason to believe an animal is being mistreated and/or in danger.

Residents are responsible for any damages to the unit or other HABC property caused by the pet. The pet security deposit may only be applied to damages caused by the Pet.

Any complaints about pets will not be considered valid unless they are in writing, dated, and signed by the person(s) making the complaint. All complaints must be submitted in writing to the Management Office.

Dog waste is a threat to the health of our children, degrades our town, and transmits disease. Leash and clean up after your pet.

Smoke Free Policy

In 2017, HUD mandated that all public housing authorities must implement a smoke-free policy and environment for residents and staff at HABC properties by the end of July 2018.

The HABC Smoke-Free Policy is intended to improve indoor air quality, benefit the health of public housing residents and HABC staff, reduce the risk of fires, and lower overall maintenance costs.

The Smoke-Free Policy prohibits smoking (use of ignited tobacco in any form including cigarettes, pipes, e-cigarette, vaping and water-pipes/hookahs) in all HABC public housing living units including the dwelling unit, indoor common areas and HABC site and central offices and outdoor areas such as playgrounds.

The Smoke-Free policy prohibits smoking in playgrounds and any outdoor areas within twenty-five (25) feet from any HABC structure or playground.

The possession, sale or use of medical or non-medical **marijuana is prohibited** in **public** housing and other **federally**-assisted housing. ***Any resident who appears at an HABC office smelling of marijuana will be asked to leave.***

This Smoke Free Policy is Attachment 10 to the lease. Any violation of the Smoke-Free Policy by a household member, guest or any other person under the resident's (leaseholder) control is a material breach of the lease.



Community Service and Self-Sufficiency Requirement Policy

In 1998, a federal law was passed called the Quality Housing and Work Responsibility Act (QHAWRA). This law created what is known as the Community Service and Self-Sufficiency Requirement (CSSR).

CSSR requires that each non-exempt adult in a household must contribute and document **8 hours** of community service per month or participate in an economic self-sufficiency program for 8 hours per month. The requirement can also be met by combining the two activities. A total of **96 hours must be completed every year**. Political activities are excluded from community service.

Some examples of eligible community service activities include:

- Serving at schools, Head Start Programs, child-care centers, senior centers and churches, and libraries
- Assisting at nonprofits, libraries and other service providers
- Improving conditions at public housing developments under the direction of the public housing authority
- Participation on resident councils and/or the Resident Advisory Board

Residents completing the work hours must self-certify their participation and hours completed and submit the appropriate forms to the Management Office. Residents who qualify for exemption **must report the change to the Management Office within 10 working days**. All claims will be verified, and the resident will receive written notice that they are no longer subject to the community service requirement.

An adult (meaning a person aged 18 or older) member of the household who qualifies as outlined below is considered to be exempt from the CSSR:

- Is 62 years of age or older,
- Blind or disabled,
 - who certifies that, because of this disability, she or he is unable to comply with the CSSR requirements,
 - or is a primary caretaker of such individual;
- Engaged in work activities.
- Meets requirements under a state program funded under part A of title IV of the Social Security Act or under any other welfare program in Maryland, including state-administered Welfare-to-Work programs;
- A member of a family receiving assistance, benefits, or services under a state program funded under part A of title IV of the Social Security Act or under any other welfare program of Maryland, including a state-administered Welfare-to-Work program, and has not been found by the state or other administering entity to be in non-compliance with such a program;
- Is eligible for exemption based on criteria established by HABC for the GROW program.

To be considered a work activity it must meet one of the below definitions:

- Unsubsidized employment;
- Subsidized private-sector employment;
- Subsidized public-sector employment;
- Work experience
- On the job training
- Job searching
- Community service programs
- Vocational education training

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106.1 Purpose

Federal law generally limits the amount of time an able-bodied adult without dependents (ABAWD) can receive Supplemental Nutrition Assistance Program (SNAP) benefits to 3 months in a 36-month period, unless the individual meets certain work requirements. ABAWDs are SNAP recipients aged 18 - 49 who are able-bodied and do not reside in the household with a minor child.

ABAWDs must be working or participating in an approved activity for **20 or more hours per week**. This policy defines individuals subject to ABAWD policy, exemptions, screening, and work requirement.

106.2 General Information

The Fiscal Responsibility Act (FRA) of 2023 established several changes to the ABAWD policy. Currently, ABAWDs are SNAP recipients aged 18 - 49 who are able-bodied and do not reside in the household with a minor child. FRA extended the age range follows:

- Effective September 1, 2023, ABAWD policy will be subjected to individuals 18-50 years old.
- Effective October 1, 2023, ABAWD policy will be subjected to individuals 18-52 years old.
- Effective October 1, 2024, ABAWD policy will be subjected to individuals 18-52 years old.

The Families First Corona Virus Response Act established a limited ABAWD waiver as result of the Public Health Emergency (PHE). The blanket waiver ended on June 30, 2023 after the PHE rescission. ABAWD requirements resumed on July 1, 2023.

The State of Maryland applied for and received approval from FNS to waiver ABAWD requirements in five jurisdictions including Baltimore City, Prince George's County, Wicomico County, Somerset, and Worcester County. The waiver is based on local or regional economic conditions and approved for the period of July 1, 2023, through June 30, 2024

Non-waived jurisdictions must implement ABAWD requirements.

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ABAWD screening will help identify individuals who should be exempt from ABAWD requirements.

E&E will identify ABAWDs and will transmit the mandatory participation code to the WORKS system. E&E will automatically generate warning notices for each accountable month that the ABAWD receives benefits. The notice lists time-limit policy for ABAWDs as well as the importance of reporting changes in their employment status. WORKS is used to track ABAWD activities. Local departments in non-exempt jurisdictions manage their client's work activities in WORKS. It is critical that required ABAWD data is coded and entered into WORKS to ensure that both systems are updated appropriately.

- A. Proper coding of E&E screens for all individuals ensures that appropriate exemptions are allowed and that customers identified as ABAWDs are issued only 3 months of benefits if not complying with the work requirements.
- B. Proper coding also helps ensure that our state and federal reporting is accurate.

NOTE: Remember that if the coding is not correct in the systems and verification is not scanned into ECMS, it is the same as if it doesn't exist.

106.3 Screening

Screening SNAP applicants for ABAWD applicability is critical component of SNAP eligibility determination. Identifying customers who are not subject to ABAWD requirements can help local departments reduce the number of customers who must be tracked every week and monitored for compliance with SNAP work requirements. If SNAP benefits are not paid to a customer who is eligible or are paid to a customer who is ineligible due to ABAWD rules, those payment errors will count in the State's Quality Control payment error rate.

Use of an ABAWD screening tool at the discretion of the LDSS and with consideration of standard operating procedure to screen each individual identified through the automated processes within E&E. A paper copy of the screening tool is available for the LDSS office, SNAP outreach partners and other community partners, who assist us with screening when they complete an application for a customer requesting SNAP benefits. Our community partners see customers in different situations and often know details about their circumstances.

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- A. It is important to answer every question for the existing SNAP recipients and new applicants based on a thorough review of systems (E&E, ECMS, MABS, SVES and The Work Number).
- If the questions cannot be answered using those systems, then the case manager must contact the customer.
 - A telephone interview is the preferred way to contact customers; if an in-office appointment is needed, use the Appointment Scheduler in E&E. The appointment notice will be sent out in an overnight batch.
- B. The screening tool asks the following questions. Most questions are answered YES or NO in a dropdown box and several ask for additional information.
1. Does the customer have a child or children younger than 18 living with him or her?
 - The child must live in the SNAP household with the ABAWD.
 - Joint custody is considered living in the household, if the child is actually living with the parent and not just visiting.
 - The child must be considered part of the SNAP household, but is ineligible to receive benefits.
 - The child could be an ineligible alien and ineligible to receive benefits with the other parent or the child is disqualified from receiving SNAP benefits.
 - The child could be on SNAP in another household.
 - Enter the age of the youngest child in the yellow box if you check YES to question 1.
 - If the child turns 18 during the certification period, the case manager should create an alert as a reminder. The child as well as the parent(s) will be subject to ABAWD rules when the youngest child turns 18.
 2. Is the customer disabled? Either a long term or short term disability (90 days or more) will exempt the customer. If the disability is obvious, the case manager does not need verification.
 3. Is the customer receiving any type of disability payment? What kind?
 - Select the type of disability payment from the drop-down box.
 - Is the information in E&E?
 4. Is the customer caring for a disabled person in the home?
 5. Has the customer applied for or is the customer receiving unemployment?

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- Check MABS to see. If the customer filed an out of state claim, contact the customer for verification.
6. Is the customer pregnant?
- The number of weeks or which trimester does not matter.
7. Is the customer employed or self-employed - regular employment must be 20 hours per week. Self-employment must be a minimum of 20 hours a week to meet the ABAWD requirement, but if it is less than 30 hours per week the ABAWD must complete SNAP work registration.
- Enter the number of hours that are verified (remember to look in ECMS, WORKS and/or The Work Number)
8. Is the customer participating in drug or alcohol treatment?
- There is no required number of hours.
9. Is the customer participating in an approved work activity for at least 20 hours per week?
10. Is the customer attending an accredited school at least half time?
- Customers must also meet student status requirements to receive SNAP benefits if they are attending school.
 - If the answer to any question on the screening tool is YES, the screening tool will return a result indicating that the customer is "Not an ABAWD." Regardless of the result, save the file as a .pdf and upload it to ECMS.
 - When the customer is not an ABAWD due to a disability, verify the disability using the Verification of Disability form (FIA500a). An obvious or an otherwise known disability does not require verification. Narrate the type of disability exemption in E&E.

FRA modified the ABAWD time limit exceptions in section 6(o)(3) of the Food and Nutrition Act of 2008 (FNA). Effective September 1, 2023, States are required to exempt the following populations from ABAWD requirements . The modified exceptions sunset on October 1, 2030.

11. Individuals experiencing homelessness
- A customer who lacks a fixed place of nighttime residence
 - A customer staying at a shelter

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- A customer residing in a halfway house
- A customer who has temporary accommodations of less than 90 days
- A customer who sleeps in a place that is not designed for human beings to sleep, such as a bus station, lobby, alley, etc.

12. Veterans of any status

13. Is the individual at least 18 yrs. old but less than 24 yrs. of age and a former foster care recipient

NOTE: the ABAWD time limit does **not** apply to a customer receiving temporary or permanent disability benefits from governmental or private sources. These customers are considered certified as physically or mentally unfit for employment for ABAWD purposes. This exception to the time limit also includes customers that receive U.S. Department of Veterans Affairs (VA) disability compensation, **regardless** of disability rating.

- Code E&E correctly with the information from the screening tool. Narrate very clearly and thoroughly that the customer was screened, the date of the screening and the result of the screening.
- Regardless of the result, save the screening tool file as a .pdf and upload it to ECMS. There is no need to print the result.
- **If the customer is identified as an ABAWD, E&E will automatically shorten the certification period to ensure the individual receives only 3 countable months of benefits. An ABAWD Notice will be sent at the beginning of each accountable month of eligibility.**

106.4 Certification Period

E&E automatically assigns a 12-month certification for standard SNAP cases; however, for ABAWD customers, E&E will automatically shorten it to a 4-month certification period (includes the prorated month of application). This is because by federal law, ABAWDs are eligible for only 3 months of benefits within a fixed 36-month period (July 1, 2023 - June 30, 2025) *unless* they meet work requirements.

- E&E will shorten the certification period to ensure only three months of benefits are issued if the customer is not exempt from ABAWD rules.
- Do not count a prorated benefit month as one of the 3 in the 36 months.

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- At the end of the certification period, the customer must complete a new application and reapply, even if they are meeting the work requirements.
- To be eligible for a new certification period, the ABAWD customer must continue to meet the work requirements or become exempt from ABAWD requirements.

Supplemental Nutrition Assistance Program policy allows three months of SNAP benefits an ABAWD receives to be “free” of the work requirement. The customer does not have to work or participate in a work activity to receive SNAP benefits, if otherwise eligible. After those three months, the ABAWD must meet work requirements in addition to eligibility requirements to continue to receive SNAP benefits. As ABAWDs are eligible for only three “free” months of benefits during the fixed 36-month period from July 1, 2023 - June 30, 2025, we must identify those months very carefully. Here are the rules:

- Free months are months during which an ABAWD receives SNAP benefits for a full benefit month without meeting the work requirement.
- A prorated month does not count as one of the three free months of eligibility.
- A free month can occur at any time during the fixed 36-month period, that is, the free months do not need to be consecutive.
- If a customer is ineligible to receive SNAP due to ABAWD rules, even Expedited SNAP is denied.

Example: Mr. C applies for SNAP benefits on July 6, 2023 and is screened as an ABAWD who does not work and is not participating in a work activity. The case manager approved his application on July 10, 2023. The E&E System assigns a four-month certification period through October 31, 2023. (July does not count as one of the three free months because it is a prorated month.) The E&E System sends an Approval Notice, the 1st ABAWD Notice and will also send him a Consolidated Work Notice that informs about the work requirements, good cause and options for him to obtain training. He enrolls in a SNAP E&T training program on July 20, 2023, and meets the work requirement in August but does not meet it in September. Both July and August would not be counted as free months but September is counted as his first “free” month.

106.5 Meeting Work Requirements

When screening identifies a customer as an ABAWD, E&E will shorten the certification period and send notices to advise the customer that they will receive SNAP for only 3 months unless they meet the work requirements. The work requirements are:

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- Working at least 80 hours per month, averaged to 20 hours per week.
- If self employed, also working at least 80 hours per month, averaged to 20 hours per week. NOTE: Self employed ABAWDs who are working only 20 hours a week must register for work. Working 20 hours a week meets the ABAWD requirement and the customer is eligible for benefits. Self employed ABAWDs who work 30 hours a week are exempt from work registration
- Participating in and complying with a Workforce Innovation and Opportunity Act (WIOA) program, Trade Adjustment Assistance Act program, or SNAP Employment and Training program (other than job search or job search training program) for 20 hours per week.
- Participating in a work experience program governed by the Fair Labor
- Standards Act (FLSA) requirements. .
- Participating in a Workfare program governed by FLSA requirements.
- Volunteering at a non-profit organization for a minimum of 20 hours per week.
- Any combination of the above for a total of 20 hours per week except Workfare
- activities governed by the FLSA.

NOTE: ABAWD customers follow simplified reporting requirements **and** must report if their participation hours drop below an average of 20 hours per week. ABAWD customers must also verify weekly participation in a work activity or job if the activities are outside of a SNAP E&T training program (local in-house programs and Third-Party partners). DHS has created the Verification of Participation form (FIA 500b) to help with this verification.

106.6 Verifying Work Activities

- A. DHS has created two forms for case managers and community outreach workers to use. Both forms are attached: one is titled Verification of Participation in an Activity (FIA 500b) and the other is Verification of Disability (FIA 500a).

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- The Verification of Participation in an Activity form contains two sections that require both the customer and the customer's supervisor to complete. The supervisor's signature is also required in each section.
- The Verification of Disability form contains one section that the customer completes and a second section, which must be completed and signed by a certified, licensed health professional. A physician does not have to sign the form. Examples of acceptable non-physician health care providers include, but are not limited to: Licensed Clinical Social Workers (LCSW), midwives, Registered Nurse Practitioners (RNP), therapists and acupuncturists.

Case managers, as always, should assist the customer in completing his/her portion of the form, if necessary. Completed forms must be returned to the Local Department of Social Services by mail, fax or in-person.

Remember that an obvious or an otherwise known disability does not require verification; case managers have discretion when applying an ABAWD exemption due to a disability. Case managers are required to narrate all actions and include the type of disability exemption in E&E.

Ongoing verification throughout the certification period is not required. ABAWD customers follow simplified reporting requirements **and** must report if their participation hours drop below an average of 20 hours per week.

Remember that ABAWDs must be screened at each application for employment, participation in an approved activity and potential exemptions.

B. Verification Forms

VERIFICATION OF PARTICIPATION IN AN ACTIVITY – FIA/500b
VERIFICATION OF DISABILITY - FIA/500a

106.7 Regaining Eligibility

When a customer has already received his or her "free" three months of benefits and is not exempt or meeting the work requirements, the E&E System will automatically close the case, using the 3rd ABAWD Notice.

- ABAWD Notices explain how the customer can re-apply to regain eligibility.

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- The customer must work or participate in a work activity or volunteer for a non-profit for an average of 20 hours per week for a minimum of 80 hours per month (or 120 hours per month if self-employed) *before*
- As long as the customer continues to meet the requirements, the customer is eligible for continued SNAP benefits.
- If the customer stops meeting the work requirements again, he or she is eligible for only three months of benefits, beginning the next month.

Example: Ms. Forrester received her first three “free” months of benefits in July 2023, and then in April 2024, and May 2024. Her SNAP case closed on May 31st because she was not meeting SNAP work requirements. In July 2024, Ms. Forrester reapplied for SNAP benefits on August 10, 2024. She verified that she was working 40 hours per week beginning June 2024 and was laid off of work and is not eligible for Unemployment Insurance. She is eligible for her second three “free” months of benefits in September 2024, October 2024 and November 2024. She must meet ABAWD work requirements to continue to receive benefits after that time. If she finds a new job and meets the work requirements, those months would not count as “free” ones.

Customers must comply with work requirements before receiving any SNAP benefits after receiving the initial “free” three months.

106.8 Reporting Changes

ABAWDs are subject to simplified reporting with the exception of reporting when their work hours drop below 20 hours per week. Also, ABAWDs must verify their weekly activity hours completed outside of a SNAP E&T Program.

106.9 Good Cause

There are temporary good cause reasons for failing to fulfill work requirements. The individual must have been participating a minimum of 20 hours per week and expect to continue participating except the good cause situation occurred.

- If a recipient would have participated or worked an average of 20 hours per week, but missed some time for a good cause, consider the individual to have met the work requirement if the absence is temporary and the individual keeps the job or continues in the work activity.
- Case managers must narrate thoroughly in E&E why good cause was granted.
- The good cause reason must be documented in E&E. Verification is required only if the situation is questionable.
- Good cause includes circumstances beyond the customer's control such as, but not limited to:

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- Illness,
- Illness of another household member requiring the presence of the member,
- A household emergency, or
- The unavailability of transportation.
- Chronic homelessness that renders the customer unfit for work.

106.10 Unfit/Unable to Work due to Chronic Homelessness

If the applicant or recipient checks "homeless" on the application, or indicates homelessness in response to a verbal question, the customer is potentially "unfit for work" and may be exempt from ABAWD requirements. ABAWD policy does not include homelessness alone as an ABAWD exemption. We must determine if the applicant/recipient's homelessness contributes to his or her inability to work and renders the individual "unfit/unable to work."

DHS has created a screening tool to determine if an individual is subject to the ABAWD policy or is exempt. The case manager should use this tool to determine whether the customer meets the "chronically homeless/unfit for work" criteria. The screening tool includes the following questions:

1. Are you experiencing homelessness?
2. Do you have reliable access to a telephone number or email address that a potential employer could use to contact you for an interview?
3. Is there an address where we can send you mail and you have reliable access to receive it every day?
4. Do you have daily access to a bathroom, shower/bathtub, soap, shampoo and other personal hygiene products?
5. Do you have reliable access to affordable transportation?
6. Do you have reliable access to affordable laundry?

If the customer's response is "no" to question one, the additional questions will not be asked, and the customer will be deemed not chronically homeless/unfit for work.

If the customer's response is "yes" to question one, and he or she responds "no" to at least one question 2-6, the customer will be deemed chronically homeless/unfit for work. Narrate carefully how the customer was determined unfit for work, as homelessness in itself is not an exemption.

REVISED JULY 2023

DEPARTMENT OF HUMAN SERVICES FAMILY INVESTMENT ADMINISTRATION	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) MANUAL	
ABAWDS	Section 106	Page 11

Document the answers to the questions in narration and if the customer is “chronically homeless and unfit for work,” code E&E with the exemption to indicate homeless and unable to work for SNAP. The E&E System should indicate homeless, but indicate a valid mailing address, if the customer has one available.

106.11 Exemptions for Veterans Disability Benefits

The ABAWD time limit does not apply to a customer receiving temporary or permanent disability benefits from governmental or private sources. These customers are considered certified as physically or mentally unfit for employment for ABAWD purposes. This exception to the time limit also includes customers that receive U.S. Department of Veterans Affairs (VA) disability compensation, regardless of disability rating. Therefore, local departments must accept the receipt of VA disability compensation for the purpose of determining and verifying exemption from the ABAWD time limit.

- Case managers must remember that an obvious or an otherwise known disability does not require verification; case managers have discretion when applying ABAWD exemptions due to a disability.
- Case managers are required to narrate all actions and include the type of disability exemption in E&E.
- Refer veterans to available work programs if they **voluntarily** want to work.

106.12 Benefits Received in Error

If a customer who is subject to the ABAWD work requirement and incorrectly receives SNAP benefits, the local department will consider the benefits to have been overpaid. The customer must repay the SNAP benefits received in error regardless of whether it is the agency’s fault or the customer’s fault. Process the benefit error in E&E. For detailed procedures on overpayments, please see Section 490 of this manual on Claims.

REVISED JULY 2023

Swimming Pools, Grills, Dirt Bikes, and Other Equipment

In an effort to maintain properties in a decent and safe condition, HABC does prohibits certain equipment and activities by residents as follows:

1. Swimming Pools Are Not Allowed

Residents **are not** permitted to set up pools on HABC property, including kiddie pools.

2. Dirt Bikes are not Allowed on HABC Property

Residents cannot place, store, possess, drive, ride or use any operable or inoperable dirt bike, golf-cart, ATV, snowmobile, or riding lawnmower on HABC property. If you reside in a Scattered-Site property and are responsible for maintenance of your lawn, contact the Management Office before purchasing a riding lawn mower for the necessary documentation.

3. Residents Are Not Allowed to Make Alterations to HABC Property

Residents must refrain from making any alteration to their unit or the development including, but not limited to, construction, placement, or installation of exterior fencing, wiring, repairs or redecoration to the interior or exterior of the unit or to equipment in the unit. In addition, residents must refrain from erecting, building or placing on HABC property any fence, shed, equipment or other structure.

Equipment includes but is not limited to playground equipment, tree houses, tents, trampolines, canopies, doghouses, open-flame lamps and (Tiki) torches, and water apparatus such as aboveground or in-ground pools, inflatable kiddie pools, and water slides.

4. Residents Must First Obtain HABC Approval to Install Any Additional Equipment or Major Appliance

Residents must obtain written approval of HABC before installing additional equipment or major appliances, such as air conditioners, freezers, refrigerators, washers and dryers.

Grills

In accordance with Baltimore City Code, a grill (and other open-flame cooking device) must not be operated within 10ft of the unit of property line. *(If you are not sure about distance, please ask your maintenance office for assistance.)*

Grills **should not** impede access to any common area such as a sidewalk or road for persons walking past the unit, and smoke must not interfere with the rights of other residents to the quiet and peaceful enjoyment of their residence.

Propane gas grills are not allowed on any HABC properties.

If a grill ***creates a danger or interferes with the peaceful enjoyment*** of other residents, the resident will be given a notice barring use of a grill.

Residents may not use common areas for cookouts or grills.

If HABC incurs expenses due to the activity of a resident or guest of a resident, charges reasonably incurred by HABC to remedy the problem may be accessed against the resident.

Violation of the City Code is a lease violation which could lead to termination of the lease.

Air Conditioners

Residents' obligations appear in many sections of the lease such as Section 13. Section 13(x) on page 19 of the lease states that residents are obligated to refrain from:

(1) making any alteration to the Dwelling Unit or Premises including, but not limited to, construction, placement, or installation of exterior fencing, wiring, repairs or redecoration to the interior or exterior of the Dwelling Unit or to the equipment;

(2) installing additional equipment or major appliances **(such as air conditioners**, freezers, refrigerators, washers and dryers) without prior written consent of HABC; and

(3) erecting, building or placing on HABC property any fence, shed, equipment or other structure.

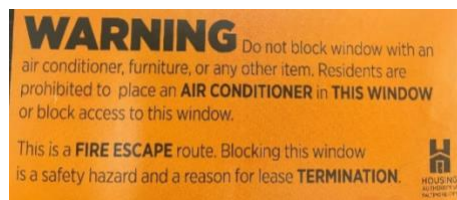
Air conditioners must not block emergency escape and rescue openings.

Required emergency escape and rescue openings must be operational from the inside of the room without the use of keys or tools.

All residents should request permission from their Asset Manager to install a window air conditioning unit. All window units must have a bracket and may not be placed in a single window that would block using the window to exit the unit in the event of an emergency. If property management staff find that a resident has improperly installed a window air conditioning unit, including but not limited to one that blocks egress, the resident will be given a notice that improperly installed air conditioning unit(s) must be removed.

Residents should be aware that comply with the notice is grounds for lease termination.

With prior written permission of HABC, bars, grills, grates or similar security devices may be placed over emergency escape and rescue openings provided the minimum net clear opening size complies with the code and such devices shall be releasable or removable from the inside without the use of a key, tool or force. Always remember to request and obtain HABC approval first!



Work Orders

Residents can request maintenance work in their unit by visiting the eRes Portal at <https://baltimore.residentworkorders.com> or contacting the Maintenance Shop at your development. **Emergency requests cannot be reported using the eRes Portal.**



Regular Maintenance Shop hours are generally 8:00am to 4:00pm, Monday through Friday. Outside of these hours and on official agency holidays, HABC Maintenance Staff will respond only to emergency maintenance needs.

When repairs occur due to normal wear and tear, HABC will provide maintenance and repairs at no charge. Repairs caused by neglect, misuse or willful damage by the resident, household members and/or guests are charged to the resident. All residents requesting HABC to address maintenance repairs and/or concerns must call in a work order request.

The following items are to be considered emergency in nature and require immediate (**less than 24 hour**) response:

- Lockout (with proper identification of resident and \$50 fee) *During regular business hours, resident can call or visit the management office*
- Broken lock which affects security
- Broken window glass which affects unit security (also is a cutting hazard, or occurs during inclement weather)
- Plumbing leaks that can cause flooding or unit damage
- Natural gas leaks or smell of fumes
- Backed up sewage
- Electrical hazard
- Units where temperature is below 68 degrees because of defective heating
- Units with elderly residents or residents with disabilities in which HABC owned air conditioning is inoperable during the summer or in which the refrigerator is inoperable

Repairs and Entries

Non-emergency repairs will be completed by HABC within **30 calendar days of the inspection date**.

If a unit is damaged to the extent that conditions are created which are hazardous to the life, health, or safety of the occupants, the resident must immediately notify HABC of the damage. **Abatement** of the emergency must be completed within 24 hours from the time the work order is issued.

Does an adult need to be home for the repair?

HABC will give at least 48-hour notice of the date maintenance staff will visit the unit to make repairs. An adult does not have to be home during the repairs. However, maintenance staff will not make the repairs if only a minor is in the unit.

HABC may enter dwelling units at any time without advance notice when there is reasonable cause to believe that an emergency exists.

Is my repair urgent, emergency or routine?

Urgent work orders address issues that can rise to the level of emergency if not addressed. **An urgent work order must be abated with 72 hours.**

An emergency work order addresses an immediate threat to life, health, safety and property and **must be abated within 24 hours.**

Routine work orders are typically started from a resident request or HABC staff observations during any inspection. **Routine work orders should be completed within 21 days.**

Will I be charged for the repairs?

Residents will be assessed a charge for repairs made to their dwelling units in excess of what is required for normal wear and tear for damages caused by the household or guests of the household. The schedule of maintenance charges is available in the Management Office.

Smoke and Carbon Monoxide Detectors

Smoke and Carbon Monoxide Detectors are installed in all units to notify residents of possible smoke, fire or carbon monoxide. Inoperable smoke detectors are treated as a 24-hour emergency and will be replaced or made operable. **Residents who disengage or remove smoke detectors or the batteries for convenience purposes are in violation of their lease.**

Parking

It has been standard practice that residents are issued one parking pass and one guest parking pass however this policy is site restricted and can vary. For clarification it is recommended that you reach out to your management office.

All HABC residents the HABC **must register** their vehicles with the Management Office. The motor vehicle department registration for the vehicle must be in **resident's name** and **unexpired**. The resident's license **must not be expired**.

Residents who are issued parking passes MUST have them affixed or hanging visibly. Failure to do so may result in the resident's vehicle being towed and impounded at **resident's expense**.

Vehicles parked on HABC property must be in working order.

HABC will not waive towing and/or impound fees as a result of resident's negligence.

HABC does not provide reserved parking spaces, they are all first come first serve.

Residents must observe other rules for parking at their developments such as not parking on grass and other areas not appropriate for parking, or blocking ingress and egress of vehicles. Vehicles may not be washed or repaired on HABC property.

During a snow event emergency, your Property Manager will provide information for any parking restrictions at your development.



Satellite Dishes, Cable & Internet

The lease prohibits residents from installing on or attaching equipment to HABC property including cable service and satellite dishes, without the prior written consent of HABC. Proper installation is important to HABC in maintain the community in a safe and decent manner and not interfering with other residents' rights to the quiet and peaceful enjoyment of their residences. Residents are reminded to request and obtain written permission from their Management Office prior to having any service(s) installed including satellite dishes.

Renter's Insurance

HABC strongly recommends all residents to obtain renters insurance to protect their belongings and personal items. It is also a protection for you should you be at fault for any damages attributed to you.

Storage

Information that applies specifically to your development is usually provided at the time of leasing. If you did not receive the information or you no longer have it, please contact the Management Office of your development for information specific to your site.

Bulk Trash

Information that applies specifically to your development is usually provided at the time of leasing. If you did not receive the information or you no longer it, please contact the Management Office of your development for information specific to your site.

HABC Management Office and After Hour Emergency Contact Numbers

Brooklyn Homes
4140 Tenth Street
Baltimore, Maryland 21225
Office #: 410-361-9045
After Hours Emergency#: 443-320-1188

Cherry Hill Homes
2700 Spellman Road
Baltimore, Maryland 21225
Office #: 410-396-3004
After Hours Emergency #: 443-681-7035

Douglass Homes
1500 E Lexington Street
Baltimore, Maryland 21231
Office #: 410-545-6316
After Hours Emergency #: 410-622-3902

Dukeland Homes
1211 N Ellamont
Baltimore, Maryland 21216
Office #: 410-396-3206
After Hours Emergency #: 443-252-8176

Gilmor Homes
1640 Balmor Court
Baltimore, Maryland 21217
Office #: 410-396-0222
After Hours Emergency #: 443-252-8176

Latrobe Homes
900 E Madison Street
Baltimore, Maryland 21202
Office #: 410-545-6140
After Hours Emergency #: 443-320-2126

McCulloh Homes Low-Rise
566 E Preston Street
Baltimore, Maryland 21201

Office #: 410-545-3660
After Hours Emergency #: 443-681-7117

Mt Winans/Westport Homes
2343 Norfolk Street
Baltimore, Maryland 21230
Office #: 410-545-7962
After Hours Emergency #: 240-206-6909

O'Donnell Heights
1200 Gusryan Street
Baltimore, Maryland 21224
Office #: 410-545-3666
After Hours Emergency#: 410-346-5673

Rehab Scattered Sites
Amps 200-201, 203-206 & Oswego Mall
709 E Eager Street
Baltimore, Maryland 21202
Office #: 443-984-1867
After Hours Emergency #: 443-252-8190

Rehab Scattered Sites
Amps 202 & Albert Spencer Gardens
709 E Eager Street
Baltimore, Maryland 21202
Office #: 443-984-4867
After Hours Emergency #: 443-252-8190

The Rosemont
1121 N Ellamont Street
Baltimore, Maryland 21216
Office #: 410-396-3206
After Hours Emergency #: 443-252-8176

Poe Homes
206 N Fremont Avenue
Baltimore, Maryland
Office #: 410-545-6610
After Hours Emergency #: 443-552-0562

Inspections

HABC inspects each dwelling unit prior to move-in, at move-out, and annually during occupancy as described below. Upon occupying a unit, residents are required by their lease to cooperate with HABC's inspection efforts such as by allowing HABC entry into the unit. Except in the case of an emergency, HABC will provide at least **48-hour advance notice** before the inspection as required by the lease.

Inspections, in accordance with HABC Policy and HUD requirements are as follows:

- Move-In Inspections of the premises prior to occupancy of the unit in order to determine the condition of the unit and equipment in the unit.
- Moveout Inspections of the premises when the resident vacates the unit to determine necessary maintenance and whether there are damages that exceed normal wear and tear. The resident will be given notice of the right to participate in the inspection.
- Preventive Maintenance Inspections of the unit at least once a year for the purpose of performing preventive maintenance and includes inspection of major systems such as heating and air conditioning.
- Inspections of the unit and common areas at least once a year using HUD's National Standards for the Physical Inspection of Real Estate (NSPIRE) as a guideline.
- Quality Control (QC) Inspections to ensure that repairs have been completed at an acceptable industry level and to determine resident satisfaction with work performed.
- Housekeeping Inspections to determine the housekeeping and unit conditions of all units at the development.
- Emergency Inspections if it is believed an emergency exists in the unit or on the site.

National Standards for the Physical Inspection of Real Estate

The National Standards for the Physical Inspection of Real Estate (NSPIRE) is an inspection system developed by HUD to move its inspections to a system that prioritizes health and safety and more accurately reflect the true physical condition of a property. The mission of NSPIRE is:

- to provide and promote the effective use of accurate, timely and reliable information assessing the condition of properties subsidized by HUD;
- to provide information to help ensure safe, decent and affordable housing
- to restore the public trust by identifying fraud, abuse and waste of HUD resources.

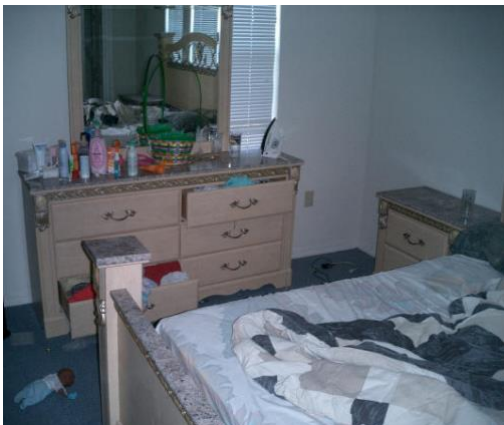
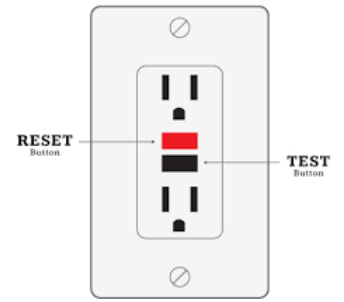
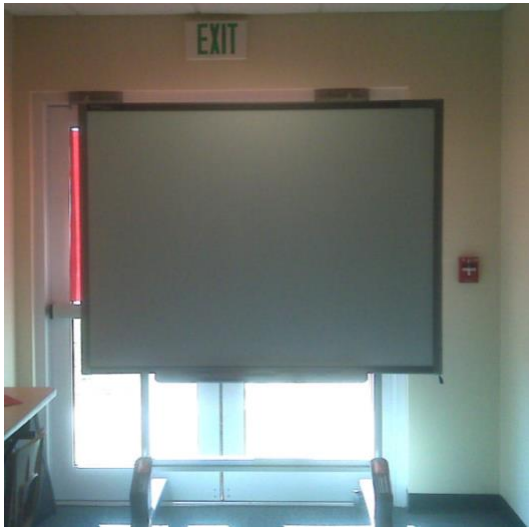
HUD determines which units they would like to inspect and provides that information to HABC.

Prior to having a NSPIRE Inspection the resident is notified in writing about the inspection. The resident is also provided a prep sheet by management. During a NSPIRE Inspection there are tasks that tenants are required to have in place prior to the inspection.

On the next page you will see images of things that will cause a failed NSPIRE Inspection.

It is important to know that HUD can perform the NSPIRE Inspection as many times as it takes until the inspection passes.

Residents do not need to leave the unit for a NSPIRE Inspection to occur.



Pest Extermination

HABC's goals include maintaining a high-quality living environment for its residents. Bedbugs, rodent and other pests can create health and safety hazards in living environments.

HABC requires all residents to comply with pest control activities undertaken by HABC or an authorized pest control contractor. Residents are required to provide access to the unit when pest control treatments have been scheduled.

It is important that residents and HABC work together to prevent the infestation of bedbugs, rodents and other pests. As part of the integrated pest management process, residents' cooperation it is vital to HABC's goals for:

1. Action Thresholds
2. Pest Prevention
3. Pest Identification and Treatment
4. Pest Control

All units are inspected prior to move in by a licensed pest control professional prior to move in. Pests can be related to lack of cleanliness and good housekeeping practices by a resident or a person in a neighboring unit. Therefore, multiple units may be treated to address the issue with one unit including the unit of a person who did not report pest issues.

Residents do not have to be home during pest control treatments in their unit. However, no minor may be in the unit alone during any pest control treatment.

If you suspect you have bed bugs in your unit, please contact the Maintenance Office immediately for instructions and to schedule treatment. Do not throw any items suspected of having bed bugs in common areas or trash containers.

If you need to request extermination you can call the maintenance shop or visit to eRes Portal at <https://baltimore.residentworkorders.com> to put in a request.

All HABC properties are treated on a rotation schedule every 90 days. So even when it is not your month to be treated the adjoining units and outside areas are being treated.

Refusal of treatment or entry to treat especially without rescheduling is non-compliance with the lease and resident will be charged the cost of the service call.

Failure to cooperate with HABC's pest elimination efforts including but limited to refusal of necessary treatment, denial of entry into the unit, and/or failure to perform any required pre-treatment preparation is grounds for lease termination. **Please review Attachment 11 to your lease concerning prevention, treatment and elimination of pests.**

Maintaining Good Housekeeping Practices

Good housekeeping practices is essential to residing in HABC communities. One individual household's poor housekeeping affects neighbors' units because it can lead to pest problems that affect other units. Keeping patios, porches, balconies, front and backyards clean and free of unsightly items is a must. Following are some tips for maintaining good housekeeping practices:

- For daily care, dry clean floors with a mop or a broom
- Consult your Maintenance Supervisor about the best method for washing your shades/mini blinds
- For cleaning sinks, use mild soap powder detergents. Do **NOT** use **concentrated bleach** or **abrasive scouring powders**
- Routinely wipe wood cabinets with a soft cloth
- Keep the burners on your stove clean and properly adjusted
- Your stove should be cleaned after **each use** with mild soap and water
- Painted surfaces are best cleaned with a damp cloth or gentle washing with soap and water
- Use soap powder or mild detergent and water for cleaning the porcelain enamel bathtub and sink in your unit
- If the toilet is stopped up as a result of items being put in it, **you will be** charged for repairs
- Clean the inside of your refrigerator at least **once a week**
- Do not store flammable liquids.
- Do not store items in hallways, stairwells or other common areas.
- Don't leave dirty dishes in the sink, wash them immediately after use.
- Don't leave crumbs on the floor, counters, tables, cabinets and other surfaces as they attract pests.
- Don't leave exposed pet food out as it attracts pests
- Residents are not permitted to attach anything to HABC buildings without the prior written permission of HABC.
- Please be mindful and respectful of others and contain noise to your unit while still being courteous and maintaining an acceptable noise level.

September 3, 2024

John Doe
1234 Main Street
Baltimore, MD 21234

Re: Notice of Housekeeping Inspection Scheduled for September 10, 2024

Dear Resident:

A Housekeeping Inspection will be conducted in your unit to look at the overall housekeeping conditions of your home and pictures will be taken. Your Inspection is scheduled for:

Tuesday, September 10, 2024, between 10am to 12pm

An adult who is 18 years or older, must be present for the (Title) to enter and complete the inspection. Please be advised that HABC will enter with a master key if no one is home. To make this a smooth inspection for all, please review the following areas *before* the inspection date:

- a. **Stove, oven, range hoods and burners** must be clean and free of grease. All burners should light without a match and must be working at all times.
- b. Refrigerators must be cleaned, free of grease and working at all times.
- c. Walls must be clean of excess grease, dents, holes, etc.
 - a. Floors should be clean, free of litter, debris, dead bugs, rodent droppings, etc. at all times.
- d. Make sure garbage is being disposed of in a frequent & proper manner.
- e. Make sure NO fire hazard exists because of excessive clutter, litter, debris, etc. and congestion of clothes or various household items being improperly placed throughout the unit.
 - a. There are to be no **obstructions** (objects preventing exits) in front of doorways, windows or hallways. Especially, **bedroom furniture**.
 - b. **Air conditioners** in a bedroom with a single (one) window are not permitted and will be removed. Rooms with two windows may have an Air Conditioner in one window and the other window must have a clear passage.

- f. **Washing Machines, Dishwashers and any other personal appliances** that are not properly installed will be disconnected. It will be your responsibility to have a licensed person properly re-install these appliances, if necessary.
- g. **Telephone and/or cable wires** must not cause a tripping hazard.
- h. **Smoke detectors** must have working batteries and installed in its proper place at all times.

IF YOU HAVE A PET PLEASE SECURE IT FOR THE INSPECTION!!!

Please remember that your dwelling lease states that you are required to report all repairs needed in your unit. Failure to notify the Housing Authority of repairs in a timely manner can be dangerous to you and your family and is a violation of your lease.

Also be aware that if we cannot enter because you have changed the locks, we will remove the lock and install a new lock and charge you for the replacement lock. You will then need to come to the management office during working hours with valid identification to obtain the new keys. Also note that it is a lease violation to change any lock or install new locks without prior written authorization from HABC.

If there are you have any questions please call the Management office at (410) 396-0222.

Thank you for your cooperation with our Inspection Program.

Sincerely,

Asset Manager



HOUSING AUTHORITY OF BALTIMORE CITY

HOUSEKEEPING STANDARDS

In an effort to improve the livability and conditions of the apartments owned and managed by the HOUSING AUTHORITY OF BALTIMORE CITY, uniform standards for resident housekeeping have been developed for all Tenant families.

- A. **HABC RESPONSIBILITY-** The standards that follow will be applied fairly and uniformly to all tenants. HABC will inspect each unit at least annually to determine compliance with the standards. Upon completion of an inspection, HABC will notify tenants in writing if he/she fails to comply with the standards. HABC will advise tenants of the specific correction(s) required to establish compliance and indicate that training is available at no cost to tenant. Within a reasonable period of time, HABC will schedule a second inspection. Failure of a second inspection will constitute a violation of the lease term.
- B. **TENANT RESPONSIBILITY-** Tenant is required to abide by the standards set forth below. Failure to abide by the Housekeeping Standards that result in a threat to health or safety is a violation of the lease terms can result in evictions.
- C. **HOUSEKEEPING STANDARDS- INSIDE THE APARTMENT**
1. **GENERAL**
- a. Walls should be clean, free of dirt, grease, holes, cobwebs and fingerprints.
 - b. Floors should be clean, clear, dry and free of hazards.
 - c. Ceiling should be clean and free of cobwebs.
 - d. Windows should be clean, and not nailed shut. Shades or blinds should be intact.
 - e. Woodwork should be clean, free of gouges, or scratches.
 - f. Doors should be clean, free of grease and fingerprints. Doorstops should be present.
Locks should work.
 - g. Heating units should be dusted and access uncluttered.
 - h. Trash shall be disposed of properly and not left in the unit.
 - i. Entire unit should be free of rodent or insect infestation.

2. KITCHEN

- a. Stove should be clean and free of food and grease.
- b. Refrigerator should be clean. Freezer doors should close properly.
- c. Cabinets should be clean and neat. Cabinet surfaces and countertops should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access to repairs. Do not store heavy pots and pans under sink.
- d. Exhaust fans should be free of grease and dust.
- e. Sink should be clean, free of grease and garbage. Dirty dishes should be washed and put away.
- f. Food storage areas should be neat and clean
- g. Trash/garbage should be stored in a covered container until removed to disposal area.

3. BATHROOM

- a. Toilet and tank should be clean and odor free
- b. Tub and shower should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place and be of adequate length.
- c. Lavatory should be clean
- d. Exhaust fans should be free of dust
- e. Floors should be clean and dry

4. STORAGE AREAS

- a. Linen closet should be neat and clean
- b. Other closets should be neat and clean. No highly flammable materials should be stored in unit.
- c. Other storage areas should be clean, neat and free of hazards

D. HOUSEKEEPING STANDARDS- OUTSIDE THE APARTMENT

Housekeeping for the common areas/or outside of a building shall be the responsibility of the tenants in said building regardless of the source of any debris, trash, or abandoned vehicles.

- 1. Yards should be free of debris, trash and abandoned cars. Exterior wall should be free of graffiti.
- 2. Porches (front and rear) should be clean and free of hazards. Any items stored on the porch shall not impede access to the unit.

3. Steps (front and rear) should be clean and free of hazards.
4. Sidewalks should be clean and free of hazards.
5. Storm doors should be clean with glass and screens intact.
6. Parking lot should be free of abandoned cars. There should be no car repairs in the lots.
7. Hallways should be clean and free of hazards.
8. Stairwells should be clean and uncluttered.
9. Laundry areas should be clean and neat. Remove lint from dryers after use.
10. Utility room should be free of debris, motor vehicle parts, and flammable materials.

Resident Signature/Date

Staff Signature/Date

Trash and Garbage Disposal

HABC contracts with the City of Baltimore for trash/dumpster pickup. Trash collection day information is available from your Management Office.

Residents should dispose of all garbage, rubbish and other waste from the dwelling unit in a sanitary and safe manner.

Trash should be disposed of properly in covered trashcans.

Residents should deposit such items in the dumpster facilities provided in the development or other location provided by the Management Office in writing as applicable to your development. Illegal dumping is a crime that HABC investigates with the assistance of Baltimore City Code Enforcement.

Feminine hygiene products, removable contraceptives, baby diapers and adult incontinence underwear and diapers must be wrapped in paper or a bag and discarded in a receptacle and not the toilet. Never attempt to flush these products.

Trash should be placed in trash bags and not store or carry out bags.

Residents with garbage chutes in their building should use 13 gallon or recommended size trash bags when disposing of garbage. Failure to use the recommended size could result in the chute being clogged.

Receptacles should be tightly sealed.



Charges for Maintenance and Repair of Resident-Caused Damage

Residents are responsible for the cost to HABC to repair any resident-caused damage. Any charge for maintenance or repair assessed against a resident for resident-caused damage will be based on the HABC Schedule of Charges for Maintenance and Repair in effect at the time of such damage. The Schedule of Charges for Maintenance and Repair in effect at the time a resident signs his or her lease is Attachment 2 to the lease. The lease provides that the Schedule of Maintenance and Repair Charges adopted by HABC from time to time after a resident signs the lease is automatically incorporated in the lease without further action such as signing a lease modification, and HABC will mail the revised schedule to the resident. The Schedule of Charges for Maintenance and Repair, as may be amended by HABC from time to time, will also be posted in the management offices of the developments.

Payment for such charges will be due and collectible thirty (30) calendar days after the date HABC gives a resident notice of the charge and the basis, with notice that if the resident disputes the charge, the resident has the right to file a grievance in accordance with the HABC Resident Grievance Policy and Procedure (the “Grievance Policy”) that is in effect at the time such dispute arises. The Grievance Policy is Attachment 3 to the lease and is also posted in the management offices of the developments.

The following is the HABC Schedule of Charges for Maintenance and Repair in effect at the time of publication of this guidebook.

HOUSING AUTHORITY OF BALTIMORE CITY
(Effective December 1, 2009)

All maintenance charges are for repairs and services resulting from willful damage or neglect. There are no maintenance charges due to fair wear and tear. The Housing Authority of Baltimore City does not impose any penalties or fines on its residents.

Max Force Roach Stations	\$ 1.10
*Full Entry Lock Replacement- Regular & 504 Locks (Including Knob/Lever System)	\$ 70.25 (Includes Labor)
*Full Replacement of Deadbolt Lock System (Regular and 504 Locks)	\$ 45.25 (Includes Labor)
*Full Replacement of Privacy Passage Lock System (Regular and 504 Locks)	\$ 42.75 (Includes Labor)
*Re-key or Cylinder Change (Regular and 504 Locks)	\$ 18.13 (Includes Labor)
Door Keys (set of two)	\$ 2.50
Mailbox Keys (set of two)	\$ 2.50
Paint (5-Gallon Bucket) Flat, Latex or Semi- Gloss	\$ \$70-\$80
Paint (1-Gallon Bucket), Semi-Gloss Only	\$ 8.25
Paint Roller (26-6838-5200)	\$ 3.50
Paint Roller Cover (26-1315-3070)	\$ 2.25
Paint Tray (26-8942-1900)	\$ 1.09
Paint Brush 2" Wide (24-3973-4005)	\$ 3.75
Paint Brush 3" Wide (24-3973-4010)	\$ 4.50
Sink Plunger 4" (30-2386-3475) Cup Force	\$ 4.95
Toilet Plunger 6" (30-2386-4022) Cup Force	\$ 6.50
Outdoor Trash Can and Lid (13-1884-4920) (Offered only in developments without dumpsters)	\$ 11.95

Indoor Trash Can and Lid (Plastic step-on)	\$ 26.10
Window Shades	\$ 3.00 per shade

***Maintenance Mechanics repair/replace all locks unless there is additional damage to the door and/or frame. In that instance a Carpenter will complete the repairs/replacement to the locks and/or door.**

Important Notice 12/20/2023:
Tub Resurfacing Schedule and Guidelines

We want to tell you about something exciting happening in your home! We are going to make your bathtub look brand new! If the tub in your unit is to be resurfaced you will receive notice when someone will be coming to your unit.

What time will staff report to your unit? Between the hours of 9:00am and 4:00pm.

What to do before? Before we start, please take out all your things from around the bathtub. This includes your soap, mats, and anything else.

When can you come back home? After the special treatment, you, and your family (and even your pets) can come back home after four (4) hours. But if someone in your family has trouble breathing, it's better to wait for six hours.

What to do if someone is not feeling well? If you or someone in your family is not feeling well or have health questions about the tub resurfacing process, you can call your maintenance office. We want to ensure everyone is comfortable with this process and understands how the tub resurfacing process works.

When can you use the bathtub again? Two days after the tub resurfacing you will be able to use your tub again. We know it might be a little inconvenient, but we want to keep you informed.

Our team is working hard to make sure the tub resurfacing goes well and doesn't bother your daily routine.

HOUSING AUTHORITY OF BALTIMORE CITY
MAINTENANCE/MATERIALS CHARGES
(Effective December 1, 2009)

All maintenance charges are for repairs and services resulting from willful damage or neglect. There are no maintenance charges due to fair wear and tear. The Housing Authority of Baltimore City does not impose any penalties or fines on its residents. Charges to the residents imposed for repair/replacement of goods and materials and labor costs are the actual costs incurred by the agency. **LABOR AND MATERIAL CHARGES ARE SUBJECT TO CHANGE.**

LABOR CHARGES:

Carpentry	\$45.00/Hour
Electrician	\$64.00/Hour
HVAC/Plumbing	\$61.00/Hour
Janitorial Services	\$18.79/Hour
Maintenance Mechanic	\$24.49/Hour
Mechanical	\$60.00/Hour
Painter	\$45.00/Hour
Plasterer	\$45.00/Hour

HOURLY CHARGES AS FOLLOWS

0 to 15 MINUTES	HABC Will Charge for 15 Minutes
16 TO 30 MINUTES	HABC Will Charge for 30 Minutes
31 MINUTES TO 45 MINUTES	HABC Will Charge for 45 Minutes
46 MINUTES TO 1-HOUR	HABC Will Charge for 1 HOUR

TASKS PERFORMED TO ABATE SAFETY HAZARDS: Actual Cost to HABC

The services listed below cannot be requested. If deemed necessary for safety reasons residents will be given notice and the opportunity to perform the service or services. If the resident fails to perform the tasks outlined and staff, to abate the safety hazard, performs the service a charge for labor will be posted to the resident's account. **Please note HABC will cut the grass, free of charge, for an elderly and/or physically disabled resident upon request.**

1. Clean gas or electric range (appliance to be removed from unit)
2. Clean refrigerator (appliance to be removed from unit)
3. Clean resident's hallway/balcony area
4. Clean resident's tile area
5. Clean resident's lawn area
6. Cut resident's lawn

HOUSING AUTHORITY OF BALTIMORE CITY
MAINTENANCE/MATERIALS CHARGES
(Effective December 1, 2009)

For the following list of items repaired or replaced by Maintenance, the Resident will be charged the actual cost of materials to HABC if repaired or replaced due to abuse or neglect. The prices listed are for guidance purposes and reflect the current rates as of the issuance of this Schedule of Charges.

KITCHEN

Cabinets (Counter tops and Doors)
 Refrigerators (\$359 GE Frost-Free or actual cost)
 Sink & Fixtures
 Miscellaneous (Exhaust fan)

Gas & Electric Ranges: (Prices may vary between Scattered Sites Properties and Conventional Public Housing)

Scattered Sites:

20" Gas – Actual cost to HABC (\$249)
 24" Gas – Actual cost to HABC (\$279)
 30" Gas – Actual cost to HABC (\$449)

Conventional Public Housing:

20" Gas – Actual cost to HABC (\$256.38)
 24" Gas – Actual cost to HABC (\$281.61)
 30" Gas – Actual cost to HABC (\$270.39)

20" Electric – Actual cost to HABC (\$260.10)
 30" Electric – Actual cost to HABC (\$246.39)

UFAS/504 Stoves

30" Gas – Actual Cost to HABC (\$516)
 30" Electric – Actual Cost to HABC (\$594)
 30" Self-Cleaning – Actual Cost to HABC – (\$725)

Price Increases as of January 21, 2023 to HABC

Gas ranges have increased to \$425

Electric ranges have increased to \$438

Refrigerators have incased to \$571

BATHROOM (Price includes Labor)

Face Basin	\$89.00
Medicine Cabinet	\$51.00
Medicine Cabinet Clips	\$2.00
Sink Replacement of sink legs)	
Soap Tray	\$10.00
Toilet Bowl	\$104.00
Toilet Seat	\$25.00
Toilet Tank Replacement	\$80.00

HOUSING AUTHORITY OF BALTIMORE CITY
MAINTENANCE/MATERIALS CHARGES
(Effective December 1, 2009)

For the following list of items repaired or replaced by Maintenance, the Resident will be charged the actual cost of materials to HABC if repaired or replaced due to abuse or neglect. The prices listed are for guidance purposes and reflect the current rates as of the issuance of this Schedule of Charges.

Toilet Tissue Holder	\$7.00
Toothbrush Holder	\$7.00
Towel Bar	\$18.00

BEDROOM (Price includes Labor)

Closet Pole and Bracket	\$10.00
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FLOOR REPAIRS

Tile, Cement, Laminate or Wood

HARDWARE & CARPENTRY

Door Jambs
 Door Knockers
 Interior/Exterior Doors
 Store Front Windows (balcony doors)
 Handrail
 Handrail Brackets
 Mailbox Door
 Mail Slot

SMOKE/CO2 DETECTORS

Repair/Replace Detector

REAC INSPECTONS (LABOR CHARGES ONLY)

Cable wires (removal by HABC only after notice to resident)	Actual Labor Cost to HABC
Air conditioners (removal by HABC only after notice to resident)	Actual Labor Cost to HABC

WINDOWS & WINDOW SCREENS

Actual labor and materials costs to HABC if repair/replacement is caused by resident abuse/neglect.

CITATIONS/FINES ISSUED BY GOVERNMENTAL ENTITIES

If appropriate, HABC will pay the governmental entity to abate the fine or citation and charge the resident's account the amount submitted.

Moving or Withdrawing from Public Housing

What is a Notice of Intent to Vacate?

The Notice of Intent to Vacate is the written document given to the Management Office by the resident when they intend to vacate the unit.

If I want to leave the Housing Authority of Baltimore City Public Housing Program, what do I need to do?

Provide written notice to your management office by signing a notice of intent to vacate with authorization to HABC to take possession of your unit any time after the stated date of your moveout. HABC prefers at least seventy-two (72) hours' notice before your actual move out from the unit. If you move out without giving proper written notice to your management office, rent will continue to be charged to your unit until HABC learns that you moved out and is able to take possession of your unit even if squatters have taken over your unit and HABC has to go to court to evict them. Notice must be in writing and delivered to the Management Office or HABC's central office.

Can I transfer my public housing to move to the Housing Choice Voucher Program (section 8)?

Public Housing is non-transferable to the Housing Choice Voucher Program. Public Housing is only transferable to another HABC Public Housing location with approval.

Can I transfer my public housing to someone else and move?

Public Housing is assigned to the lease holder and non-transferable by the tenant. All other occupants residing at the address is considered household members unless deemed as a live-in aide. Live-In Aides have no right to the properties; after the Head of Household is removed the Live-In Aide must move immediately also. In the event of death, life changes; HABC would review the situation and deem if an adult 18 or older is adequate to take control as Head of Household.

Office of Resident Services

The HABC Office of Resident Services (ORS) coordinates and implements a vast array of programs and services to enhance the quality of life for HABC residents that promote economic and personal self-sufficiency.

ORS Six Pillars:

<div>I. Economic Mobility Family Self Sufficiency Section 3 Getting Ready for Opportunities to Work Career Closet</div>	<div>IV. Senior Support Services Congregate Housing at B.E. Mason Traveling Resource Fair for Seniors My Groceries to Go (Partnership with MD Food Bank)</div>
<div>II. Personal Empowerment Service Coordination Financial Literacy Good Housekeeping Support Tenant Readiness Training</div>	<div>VI. Health & Wellness Family Wellness</div>
<div>III. Youth Development Our House Early Head Start (Cherry Hill & Dukeland Early Head Start) Boys & Girls Clubs (O'Donnell Heights & Westport Homes) Rising Star Scholarship Program</div>	<div>V. Digital Inclusion Access and Inclusion</div>

ORS staff provides comprehensive, efficient service to provide residents with the tools needed to obtain and retain economic independence with an emphasis on employment, careers and economic development strategies that will enhance their overall quality of life. Our six (6) focus areas are: Economic Mobility; Personal Empowerment and Supportive Services; Senior Support Services, Youth Development, Digital Access and Inclusion and Family Wellness.

Central Office (410) 396-2967

Economic Mobility

Getting Ready for Opportunities to Work (GROW) is our workforce program designed to assist families in achieving their goals of economic independence and self-sufficiency through workplace readiness, skills training and job retention. As an incentive, for eligible participants, we offer a Family Self-Sufficiency (FSS) Program in which HUD contributes to an escrow savings account based on increases in earned household income.

(410) 396-6197

Section 3 – Specialized Employment jobs are created when private companies and businesses are awarded contracts by HABC to complete projects related to housing rehabilitation, construction development, operations and modernization expenditures. The Office of Resident Services staff provides Section 3 job opportunities to qualified residents and maintains a registry for contractors to access.

(410) 396-6197

Personal Empowerment and Supportive Services

Supportive Services to families are provided by ***Service Coordinators*** who work in our communities to coordinate services and collaborate with providers to arrange for service delivery to our residents. The services are provided through a comprehensive case management system that involves assessment and planning for intervention.

(410) 396-2967

Adult Education Classes are offered at no cost at various public housing family developments throughout the city in partnership with the Baltimore City Community College.

Tenant Readiness Training assists new and existing public housing residents with understanding their responsibilities as they apply to the public housing lease; complying with community services requirements; becoming self-reliant in the upkeep and maintenance of their units; and being informed of the resources and programs that exist within their communities and the city of Baltimore.

Senior Support Services

Congregate Housing Services Program (CHSP) provides support to older persons living in the Bernard E. Mason Apartments and Rosemont Towers who are at least 62 years of age in need of assistance to help them remain in their homes. The CHSP provides two meals daily, general housekeeping, weekly laundry, medication reminders and personal care services such as assistance with bathing, dressing and grooming.

(410) 231-7090

Senior Health & Resource Fairs are hosted at various HABC sites to bring targeted service providers, resources and wellness services to our senior population.

(410) 396-2967

Youth Development

Early Head Start Programs offer childcare services at Our House Early Head Start (in Cherry Hill community) and Dukeland Early Head Start (in the northwest Baltimore community). The services include child development, group socialization, parent education workshops, free meals, health/nutrition, peer support groups and free transportation to the center.

Cherry Hill (410) 396-8469
Dukeland

The Rising Star Scholarship Program provides need and merit-based scholarships to students who have been accepted to accredited higher learning institutions. Applications are accepted January 1 – April 1 of each year.

(410) 396-2967

Boys & Girls Clubs operate at O'Donnell Heights and Westport/Mt. Winans communities. The Boys and Girls Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

Westport/Mt. Winans (443) 231-8465
O'Donnell Heights (301) 646-3853

Digital Access and Inclusion

Digital Access and Inclusion refers to the activities necessary to ensure that all residents and communities have access to and use of information and communication technologies. This includes access to our community computer labs; assistance with obtaining free or low-cost devices; referrals to digital skills training and technical support.

(410) 396-2967

Family Wellness

Our guiding principle is the premise that trauma is the public health issue of our time. We have created a consortium of community partners to provide services to all members of a community in a combination of service delivery models (onsite, real-time, home-based, clinic-based). Additionally, we support healthy behaviors and habits by providing access to community mediation services, food and nutrition-related resources, and group wellness workshops.

(410) 396-2967

HABC Volunteer Program

We need your help! Please consider joining the Volunteer Program and help us with our mission to build a collaborative relationship with community stakeholders to foster investment in the initiatives that empower Baltimore residents.

Becoming a volunteer is as easy as 1, 2, 3...

1. Complete an application
 - a. Apply online at habc.org/volunteer
 - b. Pick up an application in person at any HABC property management office (if you are a resident)
2. Schedule your interview
3. Complete volunteer orientation

Once a volunteer application has been applied and approved HABC will offer volunteer matching, flexible hours, easy portal access and regular updates.

Please reach out to the Office of Resident Services by calling (410) 396-2967 or via www.habc.org/habc-information/volunteer.

GET INVOLVED! WE NEED YOU!

Also, visit www.habc.org to sign up to receive HABC Door2Door Monthly Newsletter and get the latest news from the agency directly to your inbox! Here you can also review all policies and procedures in the HABC Admissions and Continued Occupancy Policies (ACOP) by clicking under the Public Housing and RAD tab.

HABC will not share, sell or track participants.



Resident Advisory Board (RAB)

The Resident Advisory Board (RAB) was established in September 1968 when a group of HABC residents met with the Housing Commissioner at the time, to have a voice in decisions made regarding public housing that affect the lives of and residents. To this day RAB continues to serve the needs of individual developments as well as those of the entire resident population.

RAB Leaders make a commitment to advocate on your behalf (as a resident of the HABC). We work cooperatively with management to help bring resolve to matters should you need advocacy (after your willingness to sign a third-party authorization form).

We are here to fight for your rights alongside you should it be necessary using the policies and procedures furnished by the HABC. RAB has legal counsel representation should matters be of higher authority and/or counsel is needed concerning your matters.

As your neighborhood partner it is RAB's promise to work collaboratively with you, HABC Management, City Resources, and all other partners to make your stay in the HABC a pleasant, resourceful, and meaningful one. We work hard on your behalf and encourage you to participate in the Tenant Council Community Meetings held at your development and to not only attend but join as an active volunteer. If you are not a part of the progress, then you really can't complain. RAB wants and needs you to become engaged.

It is our pleasure to serve you, and we look forward to this wonderful relationship!

To run for office, you must have residency as a HABC resident for a period of 1 year and maintain good standing under your lease to run for office.



Fair Housing(OFH)

The Housing Authority of Baltimore City's Office of Fair Housing (OFH) is responsible for the following:

- The agency's compliance with the civil rights laws that prohibit discrimination in housing and activities
- Overseeing and facilitating compliance with civil rights related consent decrees to which HABC is a party

OFH's Goals Include:

- Agency-wide compliance with the civil rights law that prohibit discrimination in housing
- Assisting in the implementation of steps to address impediments to fair housing identified in the Analysis of Impediments to Fair Housing
- Facilitating prompt responses to reasonable accommodation requests and providing prompt assistance to other divisions in responding to request for reasonable accommodations

In an ongoing effort to provide housing opportunities and housing programs in a nondiscriminatory manner, HABC implements its programs in a manner that is consistent with the Fair Housing laws, including but not limited to the federal Fair Housing Act and the Maryland and Baltimore City laws, which ***prohibit discrimination in housing or services directly or indirectly on the basis of race, color, religion, sex, national origin, age, familial status, disability, marital status, sexual orientation, gender identity, age, ancestry and source of income.***

It is the policy of HABC to provide reasonable accommodations for applicants and participants in the public housing and voucher programs where a reasonable accommodation is needed to address a disability in order to provide equal access to HABC's housing and related services. HABC provides quality affordable housing to low- and moderate-income persons regardless of their disability status.

If you have questions about information that is requested from you or, if you don't understand the procedures or are not sure what kind of accommodation might be available for your situation, you should call the 504 Coordinator of the HABC OFH at 443-984-1792.

Employment Opportunities

HABC welcomes all persons who wish to seek employment with HABC for open positions to do so. A career with HABC offers exciting challenges and a variety of unique career opportunities all focused on providing reliable, high-quality services to the public.

We are a collective team of people working in a wide range of professional and administrative positions within Baltimore City. We are committed to providing challenging and rewarding career opportunities and maintaining a diverse workplace where employees can develop and grow.

HABC employees are dedicated to providing and inspiring affordable housing solutions to enable low-income members of our community in Baltimore City to achieve financial stability and self-reliance.

We offer a competitive package of employee benefit programs that supports recruitment and retention objectives and is designed to meet the diverse and changing needs of our employees.

HABC's comprehensive benefit package includes:

- Paid Holidays
- Paid Vacation
- Medical Insurance
- Dental Insurance
- Life Insurance
- Vision Insurance
- Pharmacy Coverage
- Retirement Program

HABC provides Equal Employment Opportunities (EEO) to all employees and applicants for employment without regard to politics, race, color, religion, national origin, sex, marital status, age, qualified individuals with disabilities, veterans, disabled veterans; and with proper regard for individual privacy and constitutional rights. In addition, HABC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Agency has facilities.

To review and apply for positions visit us by going to www.habc.org/habc-information/programs-departments/human-resources/.

Thank you for your interest in working at the Housing Authority of Baltimore City!

Thank You for attending today's
HABC Public Housing Tenant Readiness Training.

We trust that you have learned things about residing in a HABC
public housing unit that you didn't
know before and that your partnership with us
will be a positive one.

We encourage you to be an active
participant in this journey and hope that you will
utilize all the tools and resources available to you for success.

At the end of this training, please make sure you have:

- Signed in
- Handed in your quiz
- Received your Certificate of Completion
- Packed your handbook and ORS BAG
- Cleaned your workstation
- Deposited all trash in the proper receptacle

Visit www.HABC.org to view the full
Admissions and Continued Occupancy Policies
(ACOP) and also refer to when in question
about your tenancy.

My Housing Manager is: _____

My Development is: _____

My Development Number is: _____

My Service Coordinator is: _____