FAMILY HANDBOOK

A Guide for Families Participating in the Section 8 Housing Choice Voucher (HCV) Program

SCCHA's mission is to provide and inspire affordable housing solutions to enable low-income people in Santa Clara County to achieve financial stability and self-reliance

505 West Julian Street  I  San Jose, CA  95110
(408) 275-8770  I  TDD: (408) 993-3041  I  www.scchousingauthority.org

The Santa Clara County Housing Authority (SCCHA) does not discriminate in the provision of housing on the basis of race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, familial status, disability, medical condition, and age. It is the policy and commitment of SCCHA to provide assurance that persons with disabilities will be given reasonable accommodation upon request so they may fully access and utilize all housing programs and related services. For additional information, contact the Section 504 Coordinator at (408)275-8770; TDD (408)993-3041.
Note: this page is the blank backside to title page.
Welcome to the Section 8 Housing Choice Voucher Program!

This Family Handbook will help guide you in your participation in the Housing Choice Voucher (HCV) Program. This handbook consists of the following seven chapters.

1. Key Program Elements and Terminology
2. Deciding Where To Live
3. Housing Quality Standards Inspections
4. Portability and Family Self-Sufficiency
5. Program Integrity
6. Informal Reviews and Hearing
7. Fair Housing Laws

Santa Clara County Housing Authority’s (SCCHA) goals are to ensure your successful program participation and to provide you with excellent customer service.

- If you have any questions or concerns, please contact Customer Service at (408) 275-8770.
- **A Customer Service Evaluation** form is included at the end of this handbook. Please fill it out and return it to SCCHA at your convenience.
- Please visit the Housing Authority website (www.scchousingauthority.org) regularly for updated program information.
- If you or someone in your home is a person with a disability and you need SCCHA to make an exception to one of its policies, you can request for a Reasonable Accommodation from your assigned Housing Programs Specialist. This request can be made at any time while you are on the program.
Note: this page is the blank backside to the introductory page.
This chapter discusses key elements to the HCV Program. These elements include the Payment Standard, key information in your Voucher, the Tenant Applicant Portal, rent calculation, and more.

**Term of the Voucher**

- The **term of the Voucher lasts for 120 calendar days** from the date the voucher was issued. If you look closely at your Voucher, you will see that it has an expiration date - do not delay the start of your housing search. The expiration date is in “Box 3” of the Voucher (see star symbol in Figure 1).
- The voucher expiration date can also be found in a flyer that was provided to you in your briefing packet. It includes an expiration date notice (Figure 2).
- **Voucher Extensions**: If you need more time to search for a unit, send a written request for an extension to your Housing Programs Specialist at least 10 days before the voucher expiration date. You can make this request through your smartphone or through the internet using our web-based application, which is described below.

**SCCHA’s Voucher Extension Policy:**

- When the extension request is received, the Housing Programs Specialist will extend the voucher an additional 60 days from the date of SCCHA approval or 60 days from the voucher expiration date, whichever is later.
- A final extension of 60 days (beyond the first 60-day extension) may be granted if it is determined that the family is experiencing extenuating circumstances that affected the family’s ability to find a unit.

*Figure 1. Sample “Voucher: Housing Choice Voucher Program”*
Tenant Application Portal (TAP): A Tool To Communicate With SCCHA

- The Tenant Application Portal (TAP) is an optional, yet convenient way to communicate with your Housing Programs Specialist. With the portal, you can:
  - Submit a request to extend the voucher term
  - Report changes to your income
  - Request to add or delete members to your household
  - Receive a reminder for your appointment dates and times
  - View the name and contact information of your Housing Programs Specialist
  - And more!

- You do not need to download TAP. You can access it from a web browser on your phone or computer at:
  - www.scchousingauthority.org/tenantportal

- You can still submit written requests via US mail or through typical e-mail platforms such as Yahoo, Gmail, or Outlook.

Subsidy Size and Payment Standards

- Your Voucher identifies the number of bedrooms you qualify for (see arrow symbol in Figure 1 above), which is referred to as your Subsidy Size.

- **SCCHA provides one bedroom for every two persons.**
  - If you or someone in your household is a person with a disability and you require an exception to the Subsidy Size policy, you can submit a request for a Reasonable Accommodation to your assigned Housing Programs Specialist.

- SCCHA has established maximum rent amounts that correspond to the number of bedrooms in a unit. This maximum is also called the Payment Standard.
  - For example, if your Subsidy Size is for a 2-bedroom unit, then as you look for units on the open market, search for 2-bedroom units with rents of no more than $2,851 (see Table 1).

- Through the lease-up process, SCCHA will determine what portion of the Payment Standard will be covered by the Housing Authority, and what portion will be covered by you (see “Rent Calculation and Maximum Allowable Contract Rent” on the following page).

- If you choose a unit that is smaller than the unit size listed on your Voucher, the smaller Payment Standard will be used.
TABLE 1. SANTA CLARA COUNTY HOUSING AUTHORITY VOUCHER PAYMENT STANDARDS

<table>
<thead>
<tr>
<th></th>
<th>Studio</th>
<th>1 BR</th>
<th>2 BR</th>
<th>3 BR</th>
<th>4 BR</th>
<th>5 BR</th>
<th>6 BR</th>
<th>Single Room Occupancy (SRO)</th>
<th>Mobile Home Space Rents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>$2,019</td>
<td>$2,360</td>
<td>$2,851</td>
<td>$3,814</td>
<td>$4,336</td>
<td>$4,986</td>
<td>$5,648</td>
<td>$1,514</td>
<td>$976</td>
</tr>
</tbody>
</table>

**Note:** Persons with disability who have located a unit may request a reasonable accommodation for an exception to the Payment Standard: check with your assigned Housing Programs Specialist for more information. You can also submit requests for reasonable accommodations via TAP!

**Utility Allowance (VASH vouchers only)**
- The utility allowance is an amount deducted from the household’s rent portion when the tenant is responsible for utilities.
- SCCHA issues a Utility Allowance Table, which includes estimates on average monthly utility bills for energy-conscious households.
  - In the back of the handbook there is a Utility Allowance Table which you can use when estimating the amount of utility allowance for which you may qualify (see Figure 6).

**Total Tenant Payment (TTP)**
- The Total Tenant Payment (TTP) is the amount that a tenant is expected to contribute toward rent, which is calculated based on total household income.
- TTP for *HCV vouchers* will be the higher of the following:
  - 32% of the participant family’s gross monthly income; or
  - $50 minimum rent
- TTP for *VASH vouchers* will be the highest of the following:
  - 30 percent of the family's monthly adjusted income;
  - 10 percent of the family's monthly income;
  - The minimum rent ($50)
- The balance of the rent charged by a landlord is covered by SCCHA which is referred to as the Housing Assistance Payment (HAP).

**Rent Calculation and the Maximum Allowable Contract Rent**
- If you find a unit in the open market that you like, and the owner of that unit offers a contract rent that is less than or equal to your Payment Standard, you will pay an out-of-pocket rent to the landlord that is equal to your TTP. The Housing Authority covers the remaining balance (“HA portion”) of the contract rent.
- It is possible to rent a unit that is higher than your payment standard, as long as you are not paying more than 50% (40% for VASH) of your monthly income toward rent.
  - 50% (40% for VASH) added to the Payment Standard is your Maximum Allowable Contract Rent.
  - In these cases, you will pay out-of-pocket to the owner the difference between the Maximum Allowable Contract Rent and the Payment Standard.
  - Under no circumstances can SCCHA approve a lease in which your portion of the rent exceeds 50%
(40% for VASH) of your monthly income toward rent.

- In general, the contract rent will be the lower of:
  - The owner requested rent;
  - The maximum allowable contract rent; or
  - The reasonable rent – market rate for comparable units

Sample 1 and Sample 2 in the following pages further illustrate how HCV and VASH participants’ out-of-pocket rents (“family portion”) are calculated via a two-step process. This process first begins by identifying the Payment Standard for a unit that you are eligible for, and then involves subtracting your TTP from this standard. The difference between Payment Standard and the TTP is the portion of a contract rent the Housing Authority is willing to cover (“HA portion”).
**HOW TO CALCULATE RENT FOR HCV VOUCHERS**

The Housing Authority (HA) calculates the rent using the lower of the Payment Standard (PS) or the contract rent of the unit. The HA’s portion of the rent will be the lower of the PS or the Contract Rent (CR) of the unit minus the family’s Total Tenant Payment (32% of monthly gross income). Your portion of the rent will be the contract rent minus the Housing Authority’s portion.

Example for a Sample Family:

- 3-bedroom Payment Standard (PS) for Sample Family: $3,814
- Sample Family’s Total Tenant Payment (TTP) (32% of mos. adj. inc.) $1,007

**Three different contract rent scenarios lead to different family rent portion scenarios:**

**Scenario 1: Contract Rent of the Unit EQUALS the Payment Standard**

<table>
<thead>
<tr>
<th>General Rule: The Housing Authority will pay the lower of the Payment Standard or the Contract Rent of the Unit minus the Family’s TTP. Question: Which is lower? Answer: Both are the same.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1: Calculate HA portion: subtract TTP from PS</td>
</tr>
<tr>
<td>Payment Standard $3,814</td>
</tr>
<tr>
<td>Minus Family’s TTP $1,007</td>
</tr>
<tr>
<td>HA’s Portion $2,807</td>
</tr>
<tr>
<td>Step 2: Calculate Family portion: subtract HA portion from Contract Rent</td>
</tr>
<tr>
<td>Contract Rent of the Unit $3,814</td>
</tr>
<tr>
<td>Minus HA’s Portion $2,807</td>
</tr>
<tr>
<td>Family’s Portion $1,007</td>
</tr>
</tbody>
</table>

**Scenario 2: Contract Rent of the Unit is HIGHER than the Payment Standard**

<table>
<thead>
<tr>
<th>General Rule: The Housing Authority will pay the lower of the Payment Standard or the Contract Rent of the Unit minus the Family’s TTP. Question: Which is lower? Answer: Payment Standard.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1: Calculate HA portion: subtract TTP from PS</td>
</tr>
<tr>
<td>Payment Standard $3,814</td>
</tr>
<tr>
<td>Minus Family’s TTP $1,007</td>
</tr>
<tr>
<td>HA’s Portion $2,807</td>
</tr>
<tr>
<td>Step 2: Calculate Family portion: subtract HA portion from Contract Rent</td>
</tr>
<tr>
<td>Contract Rent of the Unit $3,935</td>
</tr>
<tr>
<td>Minus HA’s Portion $2,807</td>
</tr>
<tr>
<td>Family’s Portion $1,128</td>
</tr>
</tbody>
</table>

**Scenario 3: Contract Rent of the Unit is LOWER than the Payment Standard**

<table>
<thead>
<tr>
<th>General Rule: The Housing Authority will pay the lower of the Payment Standard or the Contract Rent of the Unit minus the Family’s TTP. Question: Which is lower? Answer: Contract Rent.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1: Calculate HA portion: subtract TTP from CR</td>
</tr>
<tr>
<td>Contract Rent $3,620</td>
</tr>
<tr>
<td>Minus Family’s TTP $1,007</td>
</tr>
<tr>
<td>HA’s Portion $2,613</td>
</tr>
<tr>
<td>Step 2: Calculate Family portion: subtract HA portion from Contract Rent</td>
</tr>
<tr>
<td>Contract Rent of the Unit $3,620</td>
</tr>
<tr>
<td>Minus HA’s Portion $2,613</td>
</tr>
<tr>
<td>Family’s Portion $1,007</td>
</tr>
</tbody>
</table>
**HOW TO CALCULATE RENT FOR VASH VOUCHERS**

The Housing Authority (HA) calculates the rent using the lower of the Payment Standard (PS) or the Gross Rent (GR) of the unit (contact rent plus utility allowance). The HA's portion of the rent will be the lower of the PS or the gross rent of the unit minus the family's Total Tenant Payment (30% of monthly adjusted income). Your portion of the rent will be the contract rent minus the Housing Authority's portion.

**Example for a Sample Family:**
- 3-bedroom Payment Standard (PS) for Sample Family: $3,814
- Sample Family’s Total Tenant Payment (TTP) (30% of monthly adjusted income) = $1,149
- Utility Allowance (determine using Utility Allowance Table) = $252

**Three different gross rent scenarios lead to different family rent portion scenarios:**

**Scenario 1:** Gross Rent of the Unit **EQUALS** the Payment Standard
$3,814 Gross Rent: Contract Rent plus Utility Allowance: $3,562+ $252 = $3,814

**General Rule:** The Housing Authority will pay the lower of the Payment Standard or the Gross Rent of the Unit minus the Family’s TTP. **Question:** Which is lower? **Answer:** Both are same.

- Step 1: Calculate HA portion: subtract TTP from PS
  - Payment Standard $3,814
  - Minus Family's TTP $1,149
  - HA’s Portion $2,665

- Step 2: Calculate Family portion: subtract HA portion from Contract Rent
  - Contract Rent of the Unit $3,562
  - Minus HA’s Portion $2,665
  - Family’s Portion $897

**Scenario 2:** Gross Rent of the Unit is **HIGHER** than the Payment Standard
$4,334 Gross Rent: Contract Rent plus Utility Allowance $4,093+ $252 = $4,334

**General Rule:** The Housing Authority will pay the lower of the Payment Standard or the Gross Rent of the Unit minus the Family’s TTP. **Question:** Which is lower? **Answer:** Payment Standard.

- Step 1: Calculate HA portion: subtract TTP from PS
  - Payment Standard $3,814
  - Minus Family's TTP $1,149
  - HA’s Portion $2,665

- Step 2: Calculate Family portion: subtract HA portion from Contract Rent
  - Contract Rent of the Unit $4,093
  - Minus HA’s Portion $2,665
  - Family’s Portion $1,428

**Scenario 3:** Gross Rent of the Unit is **LOWER** than the Payment Standard
$3,715 Gross Rent: Contract Rent plus Utility Allowance $3,463+ $252 = $3,715

**General Rule:** The Housing Authority will pay the lower of the Payment Standard or the Gross Rent of the Unit minus the Family’s TTP. **Question:** Which is lower? **Answer:** Gross Rent.

- Step 1: Calculate HA portion: subtract TTP from GR
  - Gross Rent $3,715
  - Minus Family's TTP $1,149
  - HA’s Portion $2,566

- Step 2: Calculate Family portion: subtract HA portion from Contract Rent
  - Contract Rent of the Unit $3,463
  - Minus HA’s Portion $2,566
  - Family’s Portion $897

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February 2020 – Santa Clara County Housing Authority
The Housing Choice Voucher program is about choices. You have a choice as to where you would like to live. You can also choose the type of unit in which you would like to live. To assist you in this regard, please consider the helpful hints below, as you search for a unit in a neighborhood of your choice. Once you’ve found a unit, this section also discusses what you need to do with respect to submitting in a timely manner a key HCV Program document called the RFTA. A HUD brochure titled “A Good Place to Live” is attached to this handbook to further assist in your search for a unit.

It is important to note that, even if you have located a unit whose owner is willing to participate in the HCV program, the Housing Authority still needs to play an important role in determining whether you can live there: before you can start receiving rental assistance, the Housing Authority still must inspect and approve the unit, as well as approve the contract rent.

**Leasing In-Place**
- You may be able to continue to live in your current unit and start receiving assistance, if the owner who has been renting to you all this time agrees to enter into a Housing Assistance Payment (HAP) contract with the Housing Authority.
- Check with your landlord to see if (s)he is interested in participating in the HCV Program. If yes, the owner will still need to complete the Request for Tenancy Approval (RFTA) packet that was provided to you at the briefing appointment.

**Locating a Unit**
When searching for a unit, you will discover that owners advertise their rental properties in many ways:
- GoSection8 website provides list of available and accessible rental units where the property owner has agreed to rent to a Section 8 voucher holder: [www.gosection8.com](http://www.gosection8.com)
- This HUD website is an interactive tool to search for housing opportunities and other housing related resources based on location: [https://resources.hud.gov/](https://resources.hud.gov/)
- SCCHA posts the lists of available and accessible units on the wall by the front entrance or can be picked at the reception desk. The lists are updated every Thursday.
- Local newspapers, rental magazines, and real estate offices are other sources for available units.

**Helpful Hints: Is the Unit Suitable for You?**
When you are searching for housing, you might consider the following:

**Housing unit considerations:**
1. Does the unit size meet your needs and is the size for which you are eligible?
2. Is the unit safe, decent, safe, and sanitary?
3. Are appliances available such as a refrigerator and stove (this is important if you are not able to provide your own)?
4. What utilities will you have to pay for?
5. Where is the laundry facility?
6. If there is a yard, will you be responsible for maintaining it?
Personal and neighborhood considerations:

7. Is the unit close to family and friends?
8. Is the neighborhood safe? (You might want to drive around at different times of day to observe your potential neighborhood.)
9. If you have a pet, are pets allowed?
10. Is the unit close to your job, public transportation, shopping, and schools? Listings on GoSection8 provide useful information on the proximity of homes to schools, shopping, and transit!

Consider choosing units in “high opportunity areas”

11. Are any of the units you have thus far identified located in a “high opportunity area”? To determine if a unit is in such an area, you can check the SCCHA’s list of available units that is posted outside of the Housing Authority building. “High opportunity areas” tend to experience less crime, offer greater employment opportunities, and, for youths, have well-performing schools with low drop-out rates and high levels of college attendance.¹

### Applying for a Unit

Make sure you have your Request for Tenancy Approval (RFTA) and Voucher with you while you are searching. When you find a unit, consider the following:

- Make an appointment with the prospective property owner or agent, and when you eventually meet the property owner, make a positive first impression.
- Have your references available.
- Be prepared to provide information about how you will pay any required deposits.
- Have your Voucher, Payment Standards and Utility Allowance Tables (if applicable) with you to help determine if the asking rent is too high.
- What is contract rent? (The method to determine if the rent is too high is explained in this packet.)
- Which utilities are the tenant responsible for paying?
- How much is the security deposit?
- Who takes care of repairs and maintenance?

### Request For Tenancy Approval (RFTA)

- After you complete the owner’s application process and they would like to accept you as their tenant, provide them with the RFTA packet to complete.
- You will also need to sign and complete the Head of Household and Tenant sections of the packet.
- The entire packet will then need to be returned to the Housing Authority to start the leasing process.
- While the RFTA is being processed, the “clock” on your voucher term will stop. If the request is disapproved for any reason, a new RFTA will be issued to you and the “clock” will start up again where it left off (i.e. no time lost).
- You will only be issued one RFTA at a time. Do not make copies of the RFTA.

Housing Authority Policy on Providing Information to Property Owner

The Housing Authority is required to provide the prospective owner/agent with all available previous owner(s) contact information.

**CHAPTER 3. HOUSING QUALITY STANDARDS INSPECTIONS**

**Inspection**

- When the Housing Authority receives the RFTA packet, the Housing Programs Specialist will use a third-party vendor to determine if the contract rent is acceptable based on the maximum allowable contract rent requirement and rent comparable analysis.
- Once the proposed contract rent is approved, the unit will be scheduled for an inspection: the prospective owner/property manager must be present for the inspection!
- **All units must pass inspection.** The packet “Inspection Process & Lease Information” includes a “Pre-Inspection Checklist” that lists many of the items that will be inspected.
- If the unit does not pass inspection, the owner will have 10 days to make the necessary repairs; a re-check of the unit will be scheduled. If the repairs are not made within the required timeframe, the RFTA will be cancelled, and you will be given a new RFTA to start your search for another unit.

**After the Inspection**

- When the unit passes the inspection, the Housing Authority will enter into a Housing Assistance Payment (“HAP”) contract with the owner. You will enter into a Lease Agreement with the property owner.
- Housing Authority will pay its share of the rent (HAP) on the effective date of the contract. You will be responsible for any days moved-in prior to the contract date.

**HUD Required Tenancy Addendum**

- HUD requires that their Tenancy Addendum be incorporated into any Lease Agreement between the tenant and the property owner word-for-word.
- A copy of the HUD Tenancy Addendum is included in this handbook.
- The Tenancy Addendum must also be attached to your copy of the Lease Agreement. You should review the addendum, and verify the following sentence is stated on the Lease Agreement prior to your signing. If this sentence is not included in the Lease Agreement, the Housing Authority cannot approve the unit:

  “The HUD Tenancy Addendum is incorporated by reference into the lease”. 

Moving Out of Santa Clara County

- With your Voucher, you can move to any county under the jurisdiction of a housing authority.
- Each housing authority may have its own rules and procedures, such as income eligibility, subsidy standards, and payment standards.
- After you receive your voucher, you may submit a request to move at any time if you were living in Santa Clara County when you registered on the Section 8 wait list.
- If you were not living in Santa Clara County when you registered on the wait list, you must remain in the County for the first year you are a program participant.
- If you wish to move after your initial lease agreement terms, contact your assigned Housing Programs Specialist.

Family Self-Sufficiency Program (FSS)

The FSS Program is a voluntary program designed to encourage HCV participants to work towards becoming financially independent of welfare systems and economically self-sufficient.

- The Program is an opportunity to improve your financial situation.
- The Program puts cash into an escrow account for you and your family.

A flyer is enclosed with at the end of this handbook with further information (see Figure 5).
CHAPTER 5. PROGRAM INTEGRITY

If you or your family cause a breach (violation) of the “Family Obligations”, your housing assistance may be terminated. The second and third pages of your Voucher lists “Family Obligations” (see arrow in Figure 3) that you must follow while in the Section 8 program – please read these pages carefully. At each reexamination appointment, your Housing Specialist will review the Family Obligations, and all adult members must sign and date the form confirming your family understands each item listed.

![Figure 3. Page 2 of Sample Voucher: Family Obligations]

The most common Family Obligation violations that could result in termination of housing assistance are:

- Unauthorized persons living in the assisted unit
- Not reporting all household income
- Subleasing the assisted unit
- Side payments to the landlord

It is very important that you contact your assigned Housing Programs Specialist when:

- You are unsure about any additional money the landlord is asking from you
- You have questions about any program rules.
Applicants and Program Participants have the right to an informal review (applicants) or hearing (participants) if notice of cancellation of the Voucher or termination of assistance is issued from the Housing Authority.

**Applicants**
- If your Voucher is cancelled, or your name is removed from the waiting list, you will receive a letter from the Housing Authority stating the reason(s) for the decision.
- The letter will also inform you that you can submit a written request for an informal review to the Housing Authority if you would like contest the decision.
  - In preparation for the review, you may submit any evidence that you believe will assist with your case.

**Participants**
- If you receive written notification that your housing assistance is terminated, you may be provided the opportunity to submit a written request to the Housing Authority for an informal hearing if you would like to contest the decision.
- You may also submit a written request for an informal hearing if you require clarification as to how your subsidy size or utility allowance was determined, or how your portion of the rent was calculated.
- Upon receipt of your written request for an informal hearing, a letter will be sent to you with a scheduled date and time.
  - You may bring legal counsel, witnesses, and evidence when presenting your case.
- If your family follows the “Family Obligations”, you should never have to experience this process.

**Chapter 7. Fair Housing Laws**

**Fair Housing Equal Opportunity (FHEO)**
- It is a violation of federal law for a housing provider to refuse to rent or sell a home, to offer unequal terms, quote different prices, or apply different policies on the basis of race, color, religion, disability, sex, familial status, sexual orientation, or national origin.
- State law prohibits discrimination on the basis of marital status and source of income.
- If you believe that you have experienced housing discrimination, you are encouraged to contact the Housing Discrimination Hotline: 1-800-669-9777 and the Federal Information Relay Service at 1-800-887-8339.
- This packet includes a list of resources on Page 18 that can assist you if you experience housing discrimination.

**Violence Against Women Act (VAWA)**
- The law prohibits the denial of admission, termination of assistance, or termination of tenancy for lease violations, criminal activities, or other good cause if the violations occurred as a direct result of a family member being the victim of domestic violence, dating violence, or stalking.
- The restrictions are described in the Tenancy Addendum, which is the document provided by the Housing
Authority that must be included in the lease agreement.

**Limited English Proficiency (LEP)**

- SCCHA’s policy is to provide meaningful access to its programs and services to persons who have limited English proficiency.
- Translation and interpretation services will be provided **free of charge**.
- Please notify the Housing Authority at least 3 days in advance if you require LEP services, including persons who are members of the hard-of-hearing and deaf community.
**HOUSING DISCRIMINATION REFERRALS**

If you believe you have been refused housing on the basis race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, familial status, disability, medical condition, and age, source of income, gender orientation, then notify one of the agencies listed below. To file a complaint with HUD, you may also complete the complaint form included in this Briefing Packet titled: “Are You a Victim of Housing Discrimination?” and mail it to:

**U.S. Dept. of Housing and Urban Development**  
600 Harrison Street, Third Floor  
San Francisco, CA 94107-1300  
Telephone: (415) 489-6524 or 1-800-347-3739  
Fax (415) 489-6558  
TTY (415) 436-6594  
E-mail: Complaints_office_09@hud.gov

Office of Fair Housing & Equal Opportunity Division (9E)  
California Department of Fair Employment and Housing:  
Telephone: (800) 884-1684.  
Visual impairment: 800-884-1684  
Videophone at (916) 226-5285 or TDD at (800) 700-2320.

The following agencies are authorized to investigate and/or give legal advice regarding housing discrimination:

- **Project Sentinel/Fair Housing (Milpitas)**  
  10 Dempsey Road  
  Milpitas, CA 95035  
  (408) 946-6582

- **Project Sentinel/Fair Housing (South County)**  
  7950 Church Street, Suite #210  
  Gilroy, CA 95020  
  (408) 720-9888

- **Project Sentinel/Fair Housing**  
  430 Sherman Avenue, Suite 308  
  Palo Alto, CA 94306  
  (415) 321-6291

- **Legal Aid Society – Community Legal Services**  
  480 North First Streets  
  San Jose, CA 95112  
  (408) 998-5200

- **Asian Law Alliance**  
  184 East Jackson Street  
  San Jose, CA 95112  
  (408) 287-9710

- **Senior Adults Legal Assistance (SALA)**  
  Central County Office  
  160 E. Virginia Street, Suite, #260  
  San Jose, CA 95110  
  (408) 295-5991
Figure 5. Family Self Sufficiency Program Flyer

Housing Choice Voucher Program Participants:

SAVE MONEY
when you increase your earned income

Join the
Family
Self-Sufficiency
Program!

- Improve personal financial situation
- Establish a special savings account
- Receive case management support

For more information, complete this form and return to us.

TEL. 408.993.3026 | FAX: 408.993.4426
505 W. JULIAN STREET, SAN JOSE, CA 95110

First name: _______________________________ Last name: _______________________________
Mailing Address: _________________________________________________________________
Phone Number: _______________________________ Email: _______________________________

By submitting this form, you are authorizing SCCHA or its contractor to contact you to provide more information about the FSS Program.
<table>
<thead>
<tr>
<th>Unit Type: Semi-Detached, Rowhouse, Townhouse</th>
<th>Description: Includes structures with two to four units side-by-side and under one roof, duplexes and two-family homes</th>
<th>Monthly Dollar Allowances; Number of Bedrooms</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Air Conditioning</td>
<td>No Allowance</td>
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<td>Range/Microwave</td>
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<td>Refrigerator</td>
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<thead>
<tr>
<th>Unit Type: Low-Rise and High-Rise</th>
<th>Description: Includes multi-family apartment buildings of 5 or more units and buildings of 5 stories or more with elevators</th>
<th>Monthly Dollar Allowances; Number of Bedrooms</th>
</tr>
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<tbody>
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<tr>
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<tr>
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<td>c. Electric</td>
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<td>Refrigerator</td>
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<thead>
<tr>
<th>Unit Type: Single Family Detached; Manufactured Home</th>
<th>Description: Includes building structure housing only one family under one roof</th>
<th>Monthly Dollar Allowances; Number of Bedrooms</th>
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<tbody>
<tr>
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</table>
SCCHA’s mission is to improve the lives of low-income families, persons with disabilities and seniors in Santa Clara County by providing affordable, high-quality housing.

Customer Service Evaluation

This evaluation may be completed and submitted to the Housing Authority at any time: your feedback is always welcome.

1. Type of Service Provided:  [ ] Appointment  [ ] Inspection  [ ] Walk-in

2. When my unit was inspected, questions or concerns I had were addressed.  [ ] Yes  [ ] No

3. When I call the Housing Authority, my call is answered promptly, and I am put through to the appropriate person.  [ ] Yes  [ ] No

4. If I leave a message, I receive a return phone call by the next working day.  [ ] Yes  [ ] No

5. I am treated with respect and consideration by Housing Authority staff.  [ ] Yes  [ ] No
   Name of staff providing service: __________________________________________________________

6. How could the Housing Authority improve its customer service? ________________________________
   ______________________________________________________________________________________

If you would like to provide additional comments, please write on the back of this form.

Optional and confidential: Name: __________________________________________________________

Please return this form to:
The Santa Clara County Housing Authority
505 West Julian Street
San Jose, CA  95110
Attention: Customer Service Task Force
Phone (408) 275-8770; FAX (408) 993-4070

The Santa Clara County Housing Authority (SCCHA) does not discriminate in the provision of housing on the basis of race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, familial status, disability, medical condition, and age. It is the policy and commitment of SCCHA to provide assurance that persons with disabilities will be given reasonable accommodation upon request so they may fully access and utilize all housing programs and related services. For additional information, contact the Section 504 Coordinator at (408)275-8770; TDD (408)993-3041.
40091 Customer Evaluation Form May 21, 2010
IMPORTANT CONTACT INFORMATION

Website: www.scchousingauthority.org
MainNumber: 408-275-8770
TDD: 408-993-3041
Section 504 Coordinator: 408-275-8770
Housing Discrimination Hotline: 1-800-669-9777
& Federal Information Relay Service: 1-800-887-8339
Fair Housing, HUD, San Francisco: 1-800-347-3739 & TDD: 1-415-489-6554

California Department of Fair Employment and Housing: Communication Center
(800) 884-1684.
If you have a visual impairment, please call 800-884-1684; use the Videophone at (916) 226-5285 or TDD at (800) 700-2320.

Tenant’s Rights in California
www.dca.ca.gov/publications/landlordbook/catenant.pdf