

# Housing Choice Voucher Program Applicant Informal Review

A Housing Choice Voucher applicant may appeal certain decisions made by GCHA in the administration of the program. The appeal process is found in federal regulations at 24 CFR 982.54(d)(12), and the GCHA Administrative Plan. The CFR is available with any search engine using this citation and GCHA's Administrative Plan can be viewed at our office.

**Applicant.** An applicant is someone who has applied for admission to the program but is not yet a participant in the program.

**Eligible Review Topics.** GCHA will provide an Informal Review for the following types of determinations.

- Denying listing on any GCHA wait list.
- Denying or withdrawing a voucher.
- Refusing to enter into a HAP contract or approve a lease.
- Refusing to process or provide assistance under portability procedures.

**Ineligible Review Topics.** GCHA will not provide an Informal Review for any of the following reasons.

- Discretionary administrative determinations by GCHA.
- General policy issues or class grievances.
- A determination of the family unit size under the PHA subsidy standards.
- GCHA determination not to grant approval of the tenancy.
- GCHA determination not to approve an extension or suspension of a voucher term.
- GCHA determination that the unit is not in compliance with the HQS.
- GCHA determination that the unit is not in accordance with the HQS due to family size or composition.

**Requesting an Informal Review.** GCHA notifies an applicant in writing when it denies assistance. The notice tells the family:

- GCHA's reason for denial.
- Includes a statement the applicant may request an informal review of the PHA decision.

**Applicant Process to request the Informal Review.** To obtain an informal review applicant completes and returns this Informal Review Request form to GCHA postmarked or received by GCHA within ten (10) business days of the date of GCHA's notice.

**The Informal Review Process.** GCHA will contact the family within a reasonable time, generally ten business days to schedule a review date and time. A written appointment notice will be mailed to the applicant. In some circumstances a meeting with the family may not be scheduled.

The review may be rescheduled for good cause if requested at least one (1) business day prior to the Review. Only one (1) rescheduled appointment will be allowed.

Approval to reschedule the Review and the good cause must be approved by the Informal Review Officer.

**Informal Review Officer.** GCHA will select a knowledgeable person who has experience, training, and knowledge of the Federal Regulations to function as the Informal Review Officer. The person acting as the Informal Review Officer was not involved in making or approving the action determination, nor is the Informal Review Officer a subordinate of the person who made or approved the decision being made by GCHA.

**Informal Review Documentation.** **The applicant must be able to provide GCHA with verifiable documentation that clearly disputes, contradicts or overturns GCHA's reason for denial of assistance.** This evidence must be presented to the Informal Review Officer at least one business prior to the Informal Review to give time for review by the Informal Review Officer.

**Informal Review Decision.** GCHA will notify the applicant of the final decision, including a brief statement of the reason for the final decision within ten business days of the Informal Review. In rendering the decision, the Informal Review Officer will evaluate whether the grounds for denial were stated factually in the notice to the family and the validity of the grounds for denial of assistance. If the grounds for denial are not specified in federal regulations or GCHA policies, the decision to deny assistance will be overturned.

**Outcome of Review.** If the decision to deny is overturned because of the Informal Review, processing for admission will resume. If the Informal Review Officer upholds the agency decision, the original contested notice remains in force.

If the family fails to appear for their scheduled Information Review within 15 minutes of the scheduled time, the denial of admission will stand, and the family will be notified.

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**Reasonable Accommodation.** GCHA will provide reasonable accommodation to enable persons with disabilities to participate in the informal review process. Ask the staff at GCHA for information and assistance with this process.

I certify mailing this document to \_\_\_\_\_, informing them of their due process rights and responsibilities regarding the Informal Review process.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If the applicant wishes to request a Housing Choice Voucher Program Informal Hearing Review, please fill out this form and return it to GCHA within ten business days from the date above.**

I do not agree with GCHA's decision because: \_\_\_\_\_

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Stamp date and time document was received by GCHA: