PHA 5-Year and Annual Plan	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 4/30/2011

1.0 PHA Information

PHA Name: _____City of Amarillo_____ PHA Code: ___TX472_____

PHA Type: ☐ Small ☒ High Performing ☐ Standard ☐ HCV (Section 8)

PHA Fiscal Year Beginning: (MM/YYYY): __10/01/2012__

2.0 Inventory (based on ACC units at time of FY beginning in 1.0 above)

Number of PH units: _____0_____ Number of HCV units: __1458_____

3.0 Submission Type

☐ 5-Year and Annual Plan ☒ Annual Plan Only ☐ 5-Year Plan Only

4.0 PHA Consortia ☐ PHA Consortia: (Check box if submitting a joint Plan and complete table below.)

Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program	
				PH	HCV
PHA 1:					
PHA 2:					
PHA 3:					

5.0 5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update.

5.1 Mission. State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years:

Required at 5-Year update only.

5.2 Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

Required at 5-Year update only.

6.0 PHA Plan Update

(a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission:
No elements have been revised.

(b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. **The public may obtain copies of the 5-Year and Annual PHA Plan at the main administrative office, 509 SE 7th, Room 104, Amarillo, Texas 79101 or at the PHA website at www.amarillo.gov.**

7.0 Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. *Include statements related to these programs as applicable.*
See attached.

8.0 Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable. **Not applicable.**

8.1 Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the *Capital Fund Program Annual Statement/Performance and Evaluation Report,* form HUD-50075.1, for each current and open CFP grant and CFFP financing. **Not applicable.**

8.2 Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the *Capital Fund Program Five-Year Action Plan,* form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. **Not applicable.**

8.3 Capital Fund Financing Program (CFFP).
☐ Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.

9.0 Housing Needs. Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. **Not applicable to annual plan.**

9.1	**Strategy for Addressing Housing Needs.** Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. **Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan. Not applicable.**
10.0	**Additional Information.** Describe the following, as well as any additional information HUD has requested. **Not applicable.** (a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan. (b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA's definition of "significant amendment" and "substantial deviation/modification"

11.0	**Required Submission for HUD Field Office Review.** In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. **Note:** Faxed copies of these documents will not be accepted by the Field Office. (a) Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulations* (which includes all certifications relating to Civil Rights) (b) Form HUD-50070, *Certification for a Drug-Free Workplace* (PHAs receiving CFP grants only) (c) Form HUD-50071, *Certification of Payments to Influence Federal Transactions* (PHAs receiving CFP grants only) (d) Form SF-LLL, *Disclosure of Lobbying Activities* (PHAs receiving CFP grants only) (e) Form SF-LLL-A, *Disclosure of Lobbying Activities Continuation Sheet* (PHAs receiving CFP grants only) (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. (g) Challenged Elements (h) Form HUD-50075.1, *Capital Fund Program Annual Statement/Performance and Evaluation Report* (PHAs receiving CFP grants only) (i) Form HUD-50075.2, *Capital Fund Program Five-Year Action Plan* (PHAs receiving CFP grants only)

City of Amarillo, TX472 Attachment to HUD-50075 PHA 5-Year and Annual Plan FY Beginning 10/1/2012

5.2 Goals and Objectives

Please see Section 10.0 for a report on the progress that has been made in meeting the goals and objectives described in the previous 5-year Plan.

HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.

☒ PHA Goal: Expand the supply of assisted housing
Objectives:

- ☒ Apply for additional rental vouchers: as funding is made available. Goal is an additional 100 units. An additional 25 VASH vouchers were approved in January, 2012 to assist homeless veterans. An additional application for 25 VASH vouchers is pending.
- ☒ Leverage private or other public funds to create additional housing opportunities: The City of Amarillo administers a HOME funded Rental Rehabilitation Program where the owner contributes toward the rehabilitation costs. Anticipated results are 50 units. Two rental rehab units have been completed since October, 2010 and 16 units are in process.

☒ PHA Goal: Improve the quality of assisted housing
Objectives:

- ☒ Improve voucher management: (SEMAP score) strive to maintain high performer standing. The City achieved high-performer status for FY 2010/2011.
- ☒ Increase customer satisfaction: Customer satisfaction surveys will be conducted annually and reviewed by the Tenant Advisory Board for recommendations. Results were presented at the meeting on March 22, 2012.

☒ PHA Goal: Increase assisted housing choices
Objectives:

- ☒ Provide voucher mobility counseling: Briefing packets contain maps of low poverty census tracts along with information of employers, child care providers and schools. Goal: 20% of participants reside in low poverty census tracts.
- ☒ Conduct outreach efforts to potential voucher landlords.
  Outreach is conducted at quarterly community based City Commission meetings, local school open houses, Community Development Neighborhood Meetings, and one on one landlord briefings. Program information is available on the city's website and information packets are mailed to landlords upon request.
- ☒ Increase voucher payment standards- payment standards are reviewed annually and increased as needed to assure families competitiveness in rental market. Payment standards were reviewed and increased in October, 2011.
- ☒ Continue to administer voucher homeownership program: move 15 families to homeownership. One homebuyer purchased a home in 10/11. Two families have been approved and are looking for a home to purchase. A component of the City's HOMEbuyer Assistance Program is the Section 8 Homeownership Principal

reduction Program which can assist a qualified City of Amarillo Section 8 homebuyer, at or below 50% MFI, with up to $20,000 for a combination of down payment and 75% of reasonable and customary closing costs.

HUD Strategic Goal: Improve community quality of life and economic vitality

☒ PHA Goal: Provide an improved living environment
Objectives:
- ☒ Provide information to families on housing options outside high poverty areas. Briefings to be provided to an average of 300 households annually. Briefings were provided to 379 households in 10/11.

HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals

☒ PHA Goal: Promote self-sufficiency and asset development of assisted households

Objectives:
- ☒ Provide or attract supportive services to improve assistance recipients' employability.
  The FSS Program has an active FSS Coordinating Committee comprised of representatives from critical social and governmental agencies. Areas represented include employment, child care, legal, financial, nutritional, and housing. Monthly participant meetings are conducted to address issues related to the families meeting their goals and overcoming challenges they face.
- ☒ Provide or attract supportive services to increase independence for the elderly or families with disabilities.
  The Housing Office works closely with agencies such as Adult Protective Services, Meals on Wheels, the Area Agency on Aging, Spec Trans and Jan Werner Adult Day Care to assist in meeting ongoing or immediate needs of these individuals.

- ☒ Recruit families to participate in the Family Self-Sufficiency Program to maintain 100% voluntary enrollment goal. Maintain enrollment at 80 families in FSS program. Maintain Welfare to Work Program enrollment at 50 households. Currently, enrollment stands at 74 families, which is below our voluntary enrollment goal of 75. Funding continues to be renewed for the Family Self-Sufficiency Coordinator. The Welfare to Work Program enrollment is currently at 19 families.
- ☒ Provide Homebuyer education classes to prepare families for homeownership. Goal is for 50 families to complete classes annually. 22 families completed classes in 10/11.

HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

☒ PHA Goal: Ensure equal opportunity and affirmatively further fair housing
Objectives:

- ☒ Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:
  Briefing packets contain the Fair Housing Brochure and a Housing Discrimination Complaint form. During the briefing, the brochure is explained as well as how to file a discrimination complaint using the form. Housing staff is available to assist in completing the form.
- ☒ Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability
  During briefings and again at the time leases are executed, the families are instructed to report any maintenance problems to the owner first. If the owner does not take action in a reasonable time, they are instructed to contact the Housing Office so that our inspector can make an on-site inspection of the problem. The owner is notified of the deficiency and a follow up inspection is made to assure the repairs are completed. If not, proper action is taken, including abatement of rent and ultimately termination of the HAP contract.

- ☒ Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required: A list of accessible units is maintained by the Housing Office and is available upon request.

City of Amarillo TX472
PHA Annual Plan Beginning 10/1/2012
Attachment to HUD-50075

6.0 PHA Plan Update

(a). No elements have been revised since the prior plan submission.

PHA Plan Elements

13. Violence Against Women Act (VAWA).

Activities, Services or Programs provided by Local Agencies

Family Support Services- Provides assistance to children and adults who have been victims of family violence or sexual assault. The Crisis Services Division strives to provide safety and security as well as prevention of these crimes against individuals and society. Services include: 24- hour assistance to victims of family violence and sexual assault; face-to-face crisis intervention; 24-hour Crisis Hotline; 24-hour emergency shelter for victims of family violence; and advocacy and accompaniment through the medical, legal and judicial systems. FSS also provides family and individual counseling and specialized counseling such as batterers Intervention and Prevention Program and Anger Management.

The Bridge- Children's Advocacy Center-The Bridge is a comprehensive, child-focused program that offers a one-stop approach to child abuse investigation. The following services are offered: Forensic interviews, multidisciplinary case review, on-site sexual assault exam; community education; victim assistance; and counseling.

Activities, Services or Programs provided By the PHA

The City of Amarillo has amended the Administrative Plan for the Section 8 Housing Choice Voucher Program to comply with Sections 606 and 607 of the Violence Against Women Act (VAWA). A bulk mailing was done to all landlords and program participants informing them of the protection afforded certain victims of criminal domestic violence, dating violence, stalking, and sexual assault – as well as members of the victims' immediate families- from losing their HUD-assisted housing as a consequence of the abuse of which they were the victim.

The briefing packets now contain information explaining the requirements of VAWA as well as the protections afforded program participants. Although moves are not allowed in the first year of the lease, exceptions may be made when a participant or a member of the household has been a victim of one of these acts and they meet the requirements of the VAWA and feel threatened by remaining in the unit. The participant may be required to furnish documentation to support their request to move on this basis.

The Housing Office works very closely with the Amarillo Police Department's Victim Assistance Coordinator in resolving issues such as relocation for safety reasons, substantiating claims of violent crimes, and removing a family member from the household who is responsible for the domestic violence.

The Housing Office also maintains close ties with the staff of the local Domestic Violence Shelter who staffs a 24-hour crisis line for both domestic violence and rape crisis. The housing staff is able to make appropriate referrals to this agency on behalf of program participants when necessary.

7.0 Hope VI, Mixed finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers

(a) Hope V. Not Applicable

(b) Demolition and/or Disposition. Not Applicable.

(c) Conversion of Public Housing. Not Applicable.

(d) Homeownership.

The City of Amarillo offers a Section 8 Homeownership option for the housing choice voucher program. This option allows families receiving Section 8 voucher assistance to use their monthly assistance to purchase their own homes.

Family Eligibility

A Section 8 participant who has been on the program a minimum of one year may utilize the subsidy to purchase rather than rent a home, subject to the following requirements:

- A family must meet the general requirements for continued participation in the City of Amarillo's Housing Choice Voucher Program.
- A participant in the voucher program must be in full compliance with their lease and Section 8 program requirements and must terminate their current lease arrangements in compliance with the lease.
- A family must qualify as a first-time homeowner (no member of the family has had any ownership interest in a principal residence in 3 years), or be a family that owns a share in a cooperative.
- Except for cooperative members who have acquired cooperative ownership shares prior to commencement of homeownership assistance, no family member may have a present ownership interest in a residential property.
- A family must meet the minimum income requirements. At commencement of homeownership assistance, the family must demonstrate that the annual income of the adult family members who will own the home is not less than: (1) the Federal minimum hourly wage multiplied by 2,000 hours, (2) in the case of a disabled family, the monthly

Federal Supplemental Security Income benefit for an individual living alone multiplied by twelve.

- A family must meet the employment requirements. Except in the case of elderly or disabled families, one or more adult members of the family that will own the home must be currently employed on a full-time basis (no less than an average of 30 hours per week), and have been continuously so employed for at least two years. In meeting this requirement, the City will consider all circumstances of the household if the family demonstrates a favorable work history and meets loan qualification requirements imposed by the lender. Self-employment, successive employment, and interrupted employment will be considered.
- A family must not have defaulted on a mortgage when participating in the voucher homeownership option or the City's HOMEbuyer's Assistance Program.
- Unless, elderly or disabled, a family must be a participant in the Family Self-Sufficiency Program.

Eligible Units

An eligible unit must meet the following requirements:

- The home must be located within the city limits of Amarillo and can be either an existing home or a home under construction. A family may purchase a home outside the city limits of Amarillo only if the receiving public housing agency (PHA) is administering a homeownership program and is accepting new homeownership families.
- The home must be the family's primary residence and be a single-family home (including a manufactured home), a townhouse or a condominium.
- Homeownership assistance may be provided for the purchase of a home where the family will not own fee title to the real property on which the home is located, but only if: (1) the home is located on a permanent foundation; and (2) the family has the right to occupy the home site for at least forty years.
- The home must be inspected by the City as well as an independent inspector designated by the family.
- The home must meet the Section 8 Housing Quality Standards.

Eligible Seller

The seller of the unit must not be a person or entity debarred or suspended from participation in HUD programs. The seller must sign a certification that they are not on HUD's debarred or suspended list prior to the City of Amarillo's final approval of homeownership assistance.

Minimum Cash Down Payment

Rather than require a minimum down payment, the City chooses to allow the lender to establish the down payment requirement in accordance with the loan product offered to the family. This will help to avoid the exclusion of potentially eligible families who have sufficient income and credit histories to make them excellent candidates for homeownership but insufficient savings. In addition, it allows families to take advantage of loan products designed for lower-income purchasers with no or very low down payment requirements.

The City, through its Homebuyers Assistance Program and Homebuyer Principal Reduction Program, offers assistance with down payment and closing costs. Every effort will be made to encourage families to utilize this program to assist in purchasing homes under the Homeownership Program.

Requirements for Family Search and Purchase

A family is allowed a maximum time of 120 days to locate a home, enter into a Contract for Sale and close on the home. If the homebuyer's time expires, the City of Amarillo may exercise the option to extend the timeframe if substantial progress has been made and sales closing can be accomplished in 30 days. If time expires, the City will offer the buyer a rental voucher.

The City of Amarillo requires periodic progress reports on the family's progress in finding and purchasing a home. These update reports are required, at a minimum, at 60 days and 90 days.

Homeownership Counseling

A family is required to attend and satisfactorily complete a pre-assistance homeownership counseling program. At a minimum, this counseling must consist of four hours of classroom training. This must be done prior to receiving final approval for participation in the homeownership program. Post-homeownership counseling will be required for all participants once they have secured a mortgage and have moved into the home.

Home Inspections

All units must pass a HQS inspection conducted by the City. There must also be an inspection by an independent professional inspector commissioned by the family. The private inspector must be licensed by the State of Texas and have a satisfactory rating by the Better Business Bureau.

The independent inspection must cover major building systems and components, including foundation and structure, housing interior and exterior, and the roofing, plumbing, electrical, and heating systems. The independent inspector must provide a copy of the inspection report to the family and the City. Based on the information in this report, the family and the City will determine whether any pre-purchase repairs are necessary. The buyer is not allowed to do or to pay for any necessary repairs. Although the unit may pass the HQS inspection, the City can disapprove the unit based on information contained in the independent inspection.

Contract of Sale

The family must enter a contract of sale with the seller prior to assistance approval. The family must provide the City with a copy of the Contract of Sale. The Contract of Sale must include the following:

- Price and terms of sale
- Provide that purchaser will arrange for a pre-purchase inspection of the unit by an independent inspector selected by the purchaser

- Provide that purchaser is not obligated to purchase the unit unless the inspection is satisfactory to the purchaser and the City of Amarillo
- Purchaser is not obligated to pay for any necessary repairs
- Purchaser is not obligated to purchase the unit should the voucher assistance fail to be approved
- Contain a certification from the seller that the seller has not been debarred, suspended or subject to a limited denial of participation under Part 24 of the Code of Federal Regulations
- Housing Quality Standards Inspection
- A one- year Home Warranty Insurance policy must be provided by either the seller or buyer.

Financing

The family must secure its own financing for the home. The City will offer a list of qualified lenders to the family, but the family is free to choose their own lender. Financing must be either: 1) provided, insured or guaranteed by state or federal government, or 2) comply with secondary mortgage market underwriting requirements. The City prohibits seller financing, balloon payment mortgages and other types of mixed rate mortgages.

Adjustable Rate Mortgages (ARM) may be submitted for consideration. These referrals will be evaluated and considered on a case-by-case basis by the City.

Occupancy

Homeownership assistance may only be paid while the family is residing in the unit. Assistance may not continue after the month the family vacates the home. Neither the family nor the lender are obligated to refund any assistance received for the month in which the family vacates.

Family Obligations

The family must comply with the following obligations:

Ongoing Counseling

- To the extent required by the City, the family must attend and complete ongoing homeownership and housing counseling.

Compliance with mortgage

- The family must comply with the terms of any mortgage securing debt incurred to purchase the home (or any refinancing of such debt).

Use and Occupancy

- The family must use the assisted unit for residence by the family, and the unit must be the family's only residence.
- The City must approve the composition of the assisted family residing in the unit. The family must promptly notify the City of the birth, adoption or court-awarded custody of a child. The family must request the City's approval to add any other family member as an occupant of the unit. No other person may reside in the unit.
- The family must promptly notify the City if any family member no longer resides in the unit.
- If the City has given approval, a foster child or a live in aide may reside in the unit.
- Members of the household may engage in legal profit making activities in the unit, but only if such activities are incidental to primary use of the unit for residence by members of the family
- The family must promptly notify the City of absence from the unit. The family must supply any information or certification requested by the City to verify the family is living in the unit or the reason for the absence.

Conveyance or Transfer of Home

- The family must not sublease or let the unit.
- The family must not assign or transfer the unit.
- Upon death of a family member who holds, in whole or in part, title to the home or ownership of cooperative membership shares for the home, homeownership assistance may continue pending settlement of the decedent's estate, notwithstanding transfer of title by operation of law to the decedent's executor or legal representative, so long as the home is solely occupied by remaining family members.
- The family must supply any information concerning the sale or transfer of any interest in the home or the family's homeownership expenses.

Refinancing

- At times it may be advantageous for a homebuyer to refinance the existing first mortgage. The City must approve the refinance terms and conditions prior to closing. The homebuyer must benefit from the refinancing transaction. The resulting interest rate must be lower than the original loan and the payment and/or term must be lower. Home equity loans and cash advances are not allowed. The request must include the following documents:
    - Loan application for the refinancing
    - Good faith estimate
    - Written statement from current mortgage company showing the payoff amount and current payment for principal, interest, and escrows
    - Ackowledgement of Mortgage Loan Refinancing signed by the homebuyer and the lender

- Closing on the refinancing can take place after the city reviews and approves the final HUD-1 closing statement.

Supplying required information

- The family must supply any information that the City or HUD determines is necessary in the administration of the program, including submission of required evidence of citizenship or eligible immigration status. Information includes any requested certification, release or other documentation.
- The family must supply any information requested by the City or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition is accordance with HUD requirements.
- The family must disclose and verify social security numbers and must sign and submit consent forms for obtaining information in accordance with 24 CFR Part 5, subpart B.
- Any information supplied by the family must be true and complete.

Notice of move out

- The family must notify the City before the family moves out of the home.

Notice of mortgage default

- The family must notify the City if the family defaults on a mortgage securing any debt incurred to purchase the home.

Prohibition on owner interest on second residence

- During the time the family receives homeownership assistance, no family member may have any ownership interest in any other residential property.

Additional requirements

- The family must attend and satisfactorily complete a post-purchase homeownership counseling program.

Maximum Term of Assistance

The maximum terms of assistance are as follows:

- Fifteen years for mortgages of 20 years or more
- Ten years for all other mortgages
- There is no term limitation for elderly or disabled families. In the case of an elderly family, the exception only applies if the family qualifies as an elderly family at the start of the homeownership assistance.
- In the case of a disabled family, the exception applies if at any time during receipt of homeownership assistance the family qualifies as a disabled family. If the family ceases to qualify as an elderly or disabled family, the maximum term becomes applicable from the date homeownership assistance began. However, such a family must be provided at least six months of homeownership assistance after the maximum term becomes applicable.
- If the family receives homeownership assistance for different homes or from different PHAs, the total is subject to the maximum term limitations.

Amount and Distribution of Homeownership Payment

All assistance payments are made directly to the lender, the company that is servicing the loan, or to an account set up for the sole purpose of paying the mortgage. The agency receiving the

mortgage payment must be made aware that the City will not be responsible for any late fees and will not be held liable for any late or incomplete payment. The City pays a monthly homeownership assistance payment on behalf of the family that is equal to the lower of: (1) the applicable payment standard minus the total tenant payment, or (2) the family's homeownership monthly expenses minus the total tenant payment.

In determining the amount of homeownership expenses to be allowed, the City considers amounts to cover:

- Principal and interest on initial mortgage debt and any refinancing of such debt
- Mortgage insurance premiums
- Real estate taxes and public assessments
- Home insurance
- Allowance for utilities
- Allowance for routine maintenance is $50 per month and major repairs is $50 per month.
- Principal and interest on mortgage debt for major repairs.

The family is responsible for all homeownership expenses not covered by the HAP payment.

If a family's income increases to a point that they do not receive a housing assistance payment, eligibility for such payments will continue for 180 calendar days. At the end of a continuous period of 180 days without an assistance payment, eligibility for Section 8 assistance will automatically terminate.

Portability

A family determined eligible for the homeownership assistance may purchase a home outside the city limits of Amarillo provided that the receiving PHA is administering a homeownership program and is accepting new homeownership families.

Move with Continued Assistance

A family may move with continued tenant-based assistance or homeownership option assistance as long as they have fulfilled all of their homebuyer obligations, including prior notification to the City. The City may not begin tenant-based assistance for occupancy of a new unit as long as the family has any title or interest in the prior home.

Denial or Termination of Assistance

At any time, the city may terminate or deny assistance because of mortgage default, failure to comply with family obligations, or in accordance with Section 982.552 (Grounds for denial or termination of assistance) or Section 982.553 (Crime by family members).

Rental assistance will be denied if the family defaults on an FHA-insured mortgage, and the family fails to demonstrate that: 1) it conveyed title to the home as required by HUD and, 2) the family moved within the period required by HUD.

11.0 Required Submissions for HUD Fireld Office Review

(f) Resident Advisory Board Comments

The City of Amarillo Housing Office met with the Tenant Advisory Board on March 22, 2012. A summary of the year's activities was provided by the Housing Administrator and included an update on the status of the waiting list and a report on new admissions and turnover rate. An explanation of the 25 vouchers received under the VASH Program was given as well as a report of activities under the Homeownership Voucher Program.

No elements of the PHA Plan have been revised during the year. Policies already were in place to allow for admission preference for targeted vouchers such as the VASH vouchers as the City already administers the Shelter Plus Care vouchers.

Results of a customer satisfaction survey conducted among a random sample of Section 8 participants were also presented. The survey focused on customer service, property maintenance and repair, and quality of life. An update was provided on the progress made toward achieving the goals and objectives as stated in the 2010-2015 PHA 5-Year Plan.

Comments received from members included the following:

- Two members purchased homes through the Section 8 HCV program and shared their experience with the group. They would not have been able to own their own homes without the program. They encouraged the other members of the group to get into the Family Self Sufficiency Program if they are interested in becoming homeowners.
- One member expressed frustration when she tried to find a unit to lease in southwest and southeast Amarillo. The landlords appear to have stereotyped HUD tenants. They had bad experiences with HUD tenants; HUD didn't pay on time; they tear up their property. The suggestion was made to provide outreach to landlords not familiar with the program. Schedule a meeting to provide information to landlords and have a panel of current landlords to tell why they participate with the program and rent to Section 8 tenants. The Housing Administrator agreed that this was a good idea and would work on additional landlord outreach.

No other comments were received other than general satisfaction and appreciation for the assistance received from the program.