

# Eviction Rent Assistance Program Denial and Termination Policy

## **Termination and Denial of Assistance**

Assistance will be denied for any applicant that does not meet the basic ERAP eligibility guidelines. Any household who applies for assistance must provide all documentation as requested by the program coordinator. Failure to do so may result in the denial of assistance. Denials will be given verbally to the applicant once the program coordinator identifies the applicant is ineligible, unless otherwise requested by the applicant.

Assistance will be terminated if the participant moves out of the unit in which rent assistance payments are being paid or if fraud on behalf of the property manager/owner/landlord or tenant occurs. Written notification of terminations will be sent to both the participant and landlord.

## **Grievance Procedure**

Informal hearings are provided for clients who are denied or terminated. A request for an informal hearing must be made either verbally or in writing and delivered to HAGC either in person or by first class mail, by the close of the business day, no later than 10 business days from the date of HAGC's notification of denial or termination.

The informal hearing will be conducted by a person other than the one who made the decision under review, or a subordinate of this person. The client will be provided an opportunity to present written or oral objections to the denial or termination. HAGC will notify the client of the final decision, including a brief statement of the reasons for the final decision. Notice of the final decision will be mailed, within 10 business days of the informal hearing, to the client's last known address and his or her representative, if any. If the hearing decision overturns the denial or termination, processing for assistance will resume.

## **Reasonable Accommodations for Persons with Disabilities [24 CFR 966.7]**

Persons with disabilities may request reasonable accommodations to participate in any part of the application or the informal hearing process and HAGC must consider such accommodations. HAGC must also consider reasonable accommodation requests pertaining to the reasons for denial if related to the person's disability.