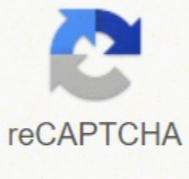




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Save Our Home AZ Program

Appeal and Protest Process Policies

This document discusses the policies and procedures that govern how the Save Our Home AZ Program will accept and respond to appeals or protests regarding program participation decisions.¹ The Save Our Home AZ Program is a program of the Arizona Home Foreclosure Prevention Funding Corporation (AHPFFC), a nonprofit organization. Grievances regarding the Save Our Home AZ will only be accepted through this process for program decisions of the AHPFFC. Decisions that were made by or communicated by the Applicant's Loan Servicer are not appealable through this process. Dissatisfaction regarding Loan Servicer actions must be directed to the Applicant's Loan Servicing Agent (the party to whom the Applicant makes Mortgage payments).

Who may Appeal?

Only an Applicant to the Save Our Home AZ program may file an appeal. An "Applicant" is considered someone who has completed the on-line program application found at www.azhousing.gov and who has been found ineligible or wishes to appeal the terms of an offer of assistance. Appeals will only be accepted once a program determination notification has been sent to the Applicant via email, and will only be accepted for the following:

1. A determination of program ineligibility made by AHPFFC that is believed to have been the result of the misapplication of program guidelines; or
2. An offer of assistance that outlines terms that the Applicant questions as correct within the terms of the program.

While no other aspect of the program is considered appealable, letters from the public addressing program concerns are always welcomed.

¹The Save Our Home AZ Program is funded through an award made available through the U.S. Department of Treasury (Treasury) Hardest Hit Fund. Treasury suggests that it is a best practice to provide an appeal process for Hardest Hit Fund programs, but does not require one, nor will it be a party to any protest or intercede in any individual decisions regarding the program on the local level. The Arizona Home Foreclosure Prevention Funding Corporation (AHPFFC), which is an Arizona nonprofit corporation, is the grantee that was awarded the funding from Treasury. The AHPFFC has in turn contracted with the Arizona Department of Housing (ADH) to operate the day-to-day delivery of this program. The decisions of AHPFFC are being made on behalf of the nonprofit corporation, and are not considered Appealable Agency Actions as defined in A.R.S. § 41-1092. Many different terms are used to describe the type of action we're addressing here: appeal, grievance, and protest are all commonly used to describe this type of action. In this document we will refer to the initial appeal to the Save Our Home AZ Appeal Committee as an "Appeal", with the final appeal, which may ultimately be directed to the Arizona Home Foreclosure Prevention Funding Corporation (AHPFFC) Board of Directors as a "Protest".

Attachment A

Hoboken Housing Authority (HHA) Capital Fund Program (CFP) Obligation Submission Approval Requirements (OSAR) For Zero-Threshold PHAs

All Zero-Threshold PHAs as agreed to additional monitoring and oversight by HUD, and as deemed necessary in order to ensure proper use of the Capital Fund Program.

Hoboken Housing Authority, prior to obligation of CFP funds, all award documents (i.e., solicitations, contracts, contract modifications, along with board resolutions, where applicable) must be submitted to this Office for review and approval.

In order to expedite the approval of your planned obligations a two-part review process for all procurement actions using Capital funds has been developed. Part I of the review process will consist of a review of the bid/solicitation process employed by your PHA (see Part I below), this must be completed and approved prior to advertising/soliciting bids. Part II of the review process will entail a review of your PHA's determination of the successful respondents (see Part II below), this must be completed prior to award of the contract. Your PHA must submit the pertinent information and documents to the **OPH-Newark Field Office**.

After submission of a complete package, this Office will review and determine whether the obligating documents are approvable. Once approved, this Office will send an email or other written notification to inform you that your PHA can either proceed with your bid/solicitation or award the procurement action and then report the obligation in LOCCS.

Hoboken HA requests approval from the **OPH-Newark Field Office** for the procurement action as indicated:

- 1) pre-procurement/solicitation 3) change order activity.
2) procurement/contract award

The specific request provided below is as follows:

Service/Product Description	Funding Source	Type of Contract/Solicitation	Solicitation or Contract No.

DATED: _____ BY: _____
HHA Contracting Officer

During the waiting process, if you have a change in household size, you must report this change to us. It may take 2 to 3 weeks to get all the information processed. If you do not currently have any of these items, please begin the process of obtaining the documents immediately. Every wait time we give to applicants is approximate. The Housing Authority is required to house those eligible for housing in sequence from the waitlist; and a person lacking the proper documentation will be considered ineligible (and may lose the ability to be housed.) We have many applicants waiting for units to become available. Once you have reported your household size change, you will be moved to a different wait list for an eligible unit size. Someone may have applied that has more points than you, and they're going to go ahead of you. You do not want to miss a notification letter telling you you're at the top of the wait list! If you move and do not notify us, we will mail to the last address we have on file, and you may be removed from the housing wait list because you didn't let us know you moved and never responded. One of the most important changes that MUST be reported is a change of address. To request a hearing, you can send a letter, call, come into HHA's office, or fill out a form by clicking here. At the informal hearing, you can give all of your information to the hearing officer and explain your situation and argue as to why you should still be considered eligible for housing. If you have a change in your information while you are an applicant on the waiting list, you must report the change to HHA. There are many factors that go into the availability of a unit and how long it may take for the unit to be ready for you to move in. The those two lists are divided into smaller wait lists based on family size, and how many bedrooms are needed: The Family Wait List is divided by the following bedroom number units: 1 Bedroom Units 2 Bedroom Units 3 Bedroom Units 4 Bedroom Units 5 Bedroom Units The Elderly Wait List is divided by the following bedroom number units: Efficiency Units 1 Bedroom Units 2 Bedroom Units The longest waiting list is for the 2 bedroom family units, because those are the units needed by the most families, and currently we do not have enough available 2 bedroom units for the need right now. For Housing Choice Voucher (HCV): 2 children are allowed per bedroom provided that they are the same gender. This happens quite a lot, so make sure to keep your address current on the portal. Every time we need to contact you, we do it through the mail. We cannot predict when you will come to the top of the wait list, or when a unit your size will become available. Guidelines for bedroom number qualifications are as follows: For Public Housing: 2 children are allowed per bedroom provided that they are the same gender, and are within 5 years of age to one another. No matter how long it takes for HHA to process your application, don't worry, you still have the same application date. Changes can be made using our online portal, which you can access through the button at the top of this page, or by clicking "Applicant Portal" on the home page. Our Waitlist is based on application date and preference points. Please be patient. There is a Public Housing Family Wait List and a Public Housing Elderly Wait List. Birth Certificates, Social Security Cards, and Photo ID's are MANDATORY for application processing. There are also applications on the list that are inactive for a number of reasons, so the list may appear longer than it actually is in reality because of inactive applicants. The committee consists of 3 or 4 people from various departments within HHA who will get together to discuss your case and make a decision about whether or not you should be considered eligible. When you apply for housing, you will be quoted the main wait list, not necessarily the individual wait list for the specific bedroom number unit that you need. You must request this informal conference within 10 days of the date of the notice. Applicants who receive an application denial are only entitled to an informal conference with HHA. Possible changes you need to report are things like new phone number, new address, adding a family member, removing a family member, becoming qualified for disability, etc. If you move, please let us know your new address via the portal. The decision will be mailed to you, in writing, within 10 days of the informal conference. The hearing officer will take your appeal to an Application Review Committee. Points are based on the following criteria: Resident of Washington County = 20 points Working in Washington County = 20 points Elderly or disabled = 5 points Currently Employed* = 5 points *(only applies to the Public Housing Wait List) HHA needs to process your application, check all required documentation, enter information into our system, and apply any possible preference points.

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