

EXHIBIT A

To Settlement Agreement

NOTICE, POLICY AND PROCEDURES ABOUT INDIVIDUAL RELIEF FROM UTILITY ALLOWANCES EXCESS CHARGES (24 C.F.R. § 965.508)

1. Purpose:

This Notice, Policy and Procedures set the criteria for public housing residents with individual check meters for gas, water or electricity to request a higher utility allowance or relief from charges for excess use of utilities under HUD regulation, 24 C.F.R. §965.508.¹

2. ELIGIBILITY CRITERIA:

The CRHA may approve a higher utility allowance or grant relief from charges for excess use of utilities for individual check meters for gas, water or electricity, on reasonable grounds. Reasonable grounds include special needs of elderly, ill or disabled residents. Reasonable grounds also include other factors affecting utility use not within the control of the resident. Reasonable grounds do not include utility use that is within the resident's control. A higher utility allowance or relief from charges for excess use of utilities may be granted as a reasonable accommodation for a disability, which shall constitute reasonable grounds. See CRHA ACOP Section 1.C. for policies regarding the request and approval of reasonable accommodations. However, a resident does not have to be disabled or require a reasonable accommodation to receive relief.

The resident seeking relief must show reasonable grounds. Relief may only be granted on a case-by-case basis on an individual resident's facts and circumstances. Relief granted to one household shall not be binding on the CRHA as to other households or require relief for any other resident.

3. Procedures: If a resident wishes to get a higher utility allowance or relief from utility allowance charges, the resident should contact the Section 8 Manager.

Please mail written requests for relief to 500 S. 1st Street, Charlottesville, VA 22902. The Section 8 Manager's phone number is 434-326-4672.

If the Section 8 Manager does not grant the relief asked for, the resident may request a grievance hearing under the CRHA's Grievance Procedures for Public Housing Residents (CRHA ACOP, Section 28.D.).

5. Notices

¹ 24 C.F.R. § 965.508 Individual relief:

Requests for relief from surcharges for excess consumption of PHA-purchased utilities, or from payment of utility supplier billings in excess of the allowances for resident-purchased utilities, may be granted by the PHA on reasonable grounds, such as special needs of elderly, ill or disabled residents, or special factors affecting utility usage not within the control of the resident, as the PHA shall deem appropriate. The PHA's criteria for granting such relief, and procedures for requesting such relief, shall be adopted at the time the PHA adopts the methods and procedures for determining utility allowances. Notice of the availability of such procedures (including identification of the PHA representative with whom initial contact may be made by residents), and the PHA's criteria for granting such relief, shall be included in each notice to residents given in accordance with § 965.502(c) and in the information given to new residents upon admission.

The Charlottesville Redevelopment and Housing Authority will inform the residents of their ability to request changes in their utility allowances in the lease, at the time the tenant signs the lease and at lease renewals. CRHA will also give notice annually in a letter sent about updating the utilities and when a tenant complains to a CRHA manager about the electric utility charges.

Text of the Notice letter:

[Text of notice which follows is 13.7 grade level]

How may I be get relief from excess utilities charges?

If a person in your household is elderly, ill or disabled or has other factors beyond the resident's control, you may request a higher utility allowance or relief from charges. See 24 C.F.R. § 965.508 and Section 1.C. of the CRHA's Admissions and Continued Occupancy Policy ("ACOP").

What determines if I am eligible for relief from excess utilities charges?

The CRHA may grant a higher utility allowance or relief from charges for excess use of utilities on reasonable grounds. Reasonable grounds include special needs of elderly, ill or disabled residents; other factors affecting utility use not within the control of the resident; or as a reasonable accommodation for a disability. Reasonable grounds do not include utility use within a resident's control.

Please make requests for relief from utility allowances to Chastity Meade, CRHA Section 8 Manager at 500 South 1st Street, Charlottesville, VA 22902 or 434-326-4672.

More information about the CRHA criteria for deciding an individual request for relief from utility allowances is found in Section 1.C. of the ACOP.