

- A.** Receive hardship packet from family.
- B.** Immediately suspend the next month's rent for the family.
- C.** Notify Accounting (A/R and A/P) so they can adjust accordingly
- D.** Determine if family has submitted all the necessary paperwork including documentation.

IF NO, notify the family in writing of the missing information. The family has five (5) business days to submit the paperwork or ask for an extension, in writing, to gather the documentation or else the hardship will be denied and the family must immediately repay any amounts owed to RHE.

IF YES, proceed to **STEP E**.

- E.** Determine if the family has an applicable family situation.

IF NO:

- 1. Document circumstance in the notes section of the application.
- 2. Notify the family of the "Denial" decision in writing.
- 3. The family has to immediately render any amounts due to RHE or RHE may draft a repayment agreement, if necessary.

If YES:

- 1. Meet with the family, if necessary.
- 2. RHE decides if it is short term or long term
- 3. If it is SHORT TERM:
 - a. Document circumstance in the notes section of the application.
 - b. Notify the family of the "Approved" decision in writing.
 - c. Determine the hardship effective date.
 - d. Determine the hardship duration.
 - e. Determine the hardship ending date.
 - f. Determine the total repayment agreement amount.
 - g. Determine the monthly repayment amount.
 - h. Determine the repayment agreement beginning date.
 - i. Determine the repayment agreement ending date.
 - j. Draft the repayment agreement.
 - k. RHE and family sign the repayment agreement.
 - l. Notify Accounting (A/R and A/P) so they can adjust accordingly.
 - 1. Public Housing: Accounts Receivables must document all payments suspended (rent, maintenance, fees, etc.).
 - 2. HCV: Accounts Payable has to pay the entire rent on the behalf of the family (the HAP and the rental portion).
 - m. If the family fails to comply with the terms of the repayment agreement, follow the Repayment Agreement guidelines set forth in the Hardship Policy.
 - n. Once the family fulfills the terms of the repayment agreement, notify the family in writing of their completion.

