

Annual Recertification Q&A

Housing Authority of the County of Santa Cruz, also serving Hollister and San Juan Bautista

Sep 2021

Why does the Housing Authority conduct annual recertifications?

The Department of Housing and Urban Development (HUD) requires us to review the income, assets, and family composition of each family we assist once a year.

You are required to provide all the information we need to recertify your family annually. Most families receive several thousand dollars' worth of assistance each year; in return, we ask that you comply with program rules and provide this information annually.

From time to time, the Housing Authority may change the date of your annual recertification. However, a full annual recertification will be conducted once every year.

What if I provided all the information last year and there have been no changes?

Even if nothing about your situation has changed, you are still required to provide all the information we request.

What if I recently reported some changes to my income? Do I still need to complete the annual recertification?

Yes. Even if we have recently conducted an "interim" income recertification based on changes you reported to us, we must still complete the full annual recertification for everyone in your family.

Can't you get information about my income from other sources?

It is your responsibility to report all income to us, and we will confirm this information with federal and state agencies that collect income data. For more information, see the Income Verification Q&A.

There are now two options for completing your annual recertification (AR):

- 1) electronically,
- 2) using paper documentation

What if it doesn't work for me to complete my AR electronically?

Call us at (831) 454-5955 or email us at rceocerts@hacosantacruz.org to let us know. Arrangements will be made to mail you a paper AR packet.

If electronically:

You will be contacted via email, 3-4 months prior to the due date of the AR. Follow the prompts on the On-line Portal to register. All annual recertification information will then be entered through this portal.

If by paper: Your packet will arrive in the mail about 3-4 months before your annual recertification date. Plan for this and have your paperwork organized. Further details will be included in the packet.

For either option

Complete and submit your completed packet by the due date. Your assistance may be terminated if you do not.

- ✓ If we request original documents, make copies for yourself.
- ✓ If you fax a document, send it by mail as well. Some faxes can be hard to read.



Questions? Call our Info Line at 454-5955 or visit us online at www.hacosantacruz.org

2160 41st Avenue, Capitola CA 95010 Open M-TH 8-5,
Closed Fridays

For our business office or para información en español: 831 454-9455
Program rules are subject to change. Use this as general guidance only.



TDD: 831 475-1146

Annual Recertification Q&A cont'd

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More About Your Family's Annual Recertification

How do I know if you received what I sent you?

We will contact you by letter or email if we are missing any documents. Please do not call immediately after sending documents to us to ask if we received them, as this will only slow down the document review process.

What if I am expecting a change to my income, assets, or family composition?

Please tell us in writing, as much as possible about any changes that may take place during your annual recertification. For more information, see our Reporting Changes Q&A.

What if I am planning on moving?

If you are planning to move during your annual recertification process, it is important that you let us know your plans as soon as possible. See our Transfer Q&A for more information about moving to another unit.

Will there be changes to my rent as a result of the annual recertification?

There could be changes to the rent you pay if:

- ✓ Your income or assets have changed.
- ✓ Your landlord has requested a rent increase.
- ✓ Someone has moved in or out of your household, which affects the number of bedrooms you are eligible for.
- ✓ The payment standard or utility allowances that the Housing Authority uses to calculate your subsidy has changed.

You will be notified by mail of any rent change.

Most Housing Authority programs are designed so that families pay about a third of their income in rent. The federal government considers this to be an affordable amount for any family to pay for housing.

What if I am not able to gather all the information by the deadline?

The Housing Authority's deadline for submittal of annual recertification documents is *firm*. Failure to comply with deadlines could result in termination of your assistance.

We encourage you to plan ahead and keep income and asset information for everyone in your family on file to make it easier to submit the packet by the deadline. *If there is a crisis that causes a delay, contact us immediately.*



Need More Info?

Visit our website or call our Info Line for more information about program responsibilities, including:

- ✓ Program Fraud Q&A
- ✓ Income Verification Q&A
- ✓ Reporting Changes Q&A
- ✓ Transfer Q&A

Info Line: 831 454-5955

Website: www.hacosantacruz.org