*(insert Letter Head or Logo here)*

*(insert Date)*

Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_:

You are receiving this letter because we have received a referral from *(provider agency and program name)* for *(insert name and/or the type of housing you have: public housing, Housing Choice Voucher).* Thank you for your interest in applying for this housing opportunity.

IF THE INTAKE APPOINTMENT IS IN-PERSON

Your intake appointment with us to ensure your application and required documents are in order has been set for *(insert date and time here) NOTE to PHA: Please coordinate with the provider, or household to set such date and time.* If you need to reschedule your intake appointment, please contact us at (*insert email address and/or phone number)* at least 24 hours in advance of your appointment to advise of the need to reschedule. Please arrive at the following address (*insert physical address)* at least 15 minutes before your scheduled appointment. *(Insert any special instructions related to accessing the physical address: Do they have to ring a bell for a certain person, is the entrance on the side of the building, around back, do they have to take an elevator to the 3rd floor, is the accessible entrance around back, etc.)* You are welcome to bring members of your household and one support person such as your case manager with you to your intake appointment *(Revise based on what your organization allows/ can handle*). If you plan on bringing a support person, please sign a Release of Information Form and have it emailed to *(insert email address)* in advance of the appointment.

**IF THE INTAKE APPOINTMENT IS VIRTUAL**

Your virtual intake appointment with us to ensure your application and required documents are in order has been set for *(insert date and time here) NOTE to PHA: Please coordinate with the CoC, provider, or household to set such date and time.* If you need to reschedule your intake appointment, please contact us at (*insert email address and/or phone number)* at least 24 hours in advance of your appointment to advise of the need to reschedule. Please log onto the following link at least 5 minutes before your scheduled appointment: *(insert meeting link here).* If you have any issues with the meeting link, you can call into the meeting using the following phone number and access code: *(insert phone number and access code here).* You are welcome to have members of your household and one support person such as your case manager with you for your intake appointment *(Revise based on what your organization allows/ can handle).* If you plan on having a support person with you, please sign a Release of Information Form and have it emailed to *(insert email address)* in advance of the appointment.

**IF THE INTAKE APPOINTMENT IS IN-PERSON**

What to Bring with you to your Intake Appointment to verify your identity, income, assets, and expenses *[Revise the following list according to the requirements of your housing, including only the minimum level of documentation required to move a household through the process so as not to create barriers to households accessing your housing; and note if you can accept self-certification for any of the required document(s) and allow the process to continue while someone secures said document(s).]*

**IF THE INTAKE APPOINTMENT IS VIRTUAL**

Prior to your intake appointment, you (and your support person if applicable) will receive an email with a link to securely upload files needed to verify your identity, income, assets, and expenses. Please upload the following documents to the link before your intake appointment. *[Revise the following list according to the requirements of your housing, including only the minimum level of documentation required to move a household through the process so as not to create barriers to households accessing your housing; and note if you can accept self-certification for any of the required document(s) and allow the process to continue while someone secures said document(s).]*

* **Identity**
  + Photo ID for every adult in the household
  + Social Security Cards for every member of the household
  + Birth Certificates for every member of the household
* **Citizenship or eligible immigration status**
  + Citizenship Verification Form for every member of the household
  + For any member of the household who is not a citizen, documentation of eligible immigration status
* **3rd Party Verification of All Income** *(specify time period or timestamp for the verification/ documentation if there is a specific requirement; for example, Current SSI and/or SSDI Award letter dated within the last 90 days)* 
  + Most recent/ Latest Paystub
  + Current SSI and/or SSDI award letter(s) or most recent payment / check stub
  + Pension/ retirement award letter or most recent payment/ check stub
  + Court order or domestic relations printout showing child support payments
  + Assistance for Needy Families (TANF) or General Assistance Eligibility Notification and amounts
  + Unemployment Compensation Verification
  + Documentation of any other income
* **3rd Party Verification of All Expenses/ Deductions**
  + Childcare Receipts
  + If you are age 62 or older or have a disabling condition:
    - Printout from pharmacy for cost of prescriptions from the last twelve (12) months
    - Proof of current Medicare or other medical insurance payments
    - Printout from doctor and/or hospital showing fees, including eye, hearing, and dental costs paid by you for the last twelve (12) months
* **3rd Party Verification of All Assets**
  + Most recent/ latest bank account statement
  + Most recent/ latest statement of dividend income from stocks and bonds (including current value)
  + Certificates of Deposits
  + Real Estate
  + Any business or asset (your home) that you sold in the last two years at less than full value
* **Releases of Information** 
  + Signed HUD 9886 Form for all members of the household over 18 years old authorizing the Housing Authority to verify income
  + Signed HUD 52675-Debts Owed Form for all members of the household over 18 years old authorizing the Housing Authority to verify if you owe debts to other housing authorities

**INFORMATION ABOUT NEXT STEPS**

If we determine that you are eligible for *(insert name and/or the type of housing you have: public housing, Housing Choice Voucher),* you will be offered *(a unit or voucher)* within (*insert time frame)* from your intake appointment. You will have up to *(include information about the timeframe the household has)* to move into the unit *(if it’s public housing)* or to identify a unit and execute a lease *(if it’s a HCV)*. (If an HCV) We will provide you with a *(pamphlet, flier, etc.)* describing the program that you can share with landlords as you search for a unit to lease in the community. We will also provide to you a copy of the *(agreement, contract, etc.)* that you will sign which explains the requirements to maintain your eligibility, including the annual re-assessment process for *(insert name and/or the type of housing you have: public housing, Housing Choice Voucher).*

If you or your support person/ case manager have any questions or concerns or need assistance completing any of the paperwork, please reach out to *(insert name of primary contact)* at *(insert email address and phone number)* *(insert schedule when this person is available to respond to calls or emails: Monday – Friday 9am-5pm, for example).*

Again, thank you for applying for *(insert name and/or the type of housing you have: public housing, Housing Choice Voucher).*

Sincerely,