



UPDATE / CHANGE REPORT FOR ALTO HOUSING AUTHORITY
CHANGES REPORTED AFTER THE 20th DAY OF THE MONTH WILL NOT BE APPLIED NEXT MONTH, BUT ON THE SUCCEEDING MONTH

Please PRINT your name: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Social Security #: \_\_\_\_\_

Mailing address / Unit #: \_\_\_\_\_ Is this a new address???

City, State & Zip \_\_\_\_\_ [ ] Yes [ ] No

E-Mail Address: \_\_\_\_\_

Phone Number: ( ) \_\_\_\_\_ - \_\_\_\_\_ [ ] PH [ ] S8 [ ] PHWL [ ] S8WL

INCOME CHANGE: Is this a new job??? [ ] Yes [ ] No Employer is/was: \_\_\_\_\_
Circle correct choice

Working? [ ] Yes [ ] No If yes: I get paid: [ ] Weekly [ ] Bi-weekly [ ] Semi-monthly [ ] Monthly

If you ARE working: Rate / hour is: \$ \_\_\_\_\_ # of Hours / [ ] week = \_\_\_\_\_ # of Hours / [ ] bi-weekly = \_\_\_\_\_

Rate of pay semi-monthly is: \_\_\_\_\_ Rate of pay / month is: \_\_\_\_\_

If NOT working: Are You or WILL YOU BE receiving Unemployment? [ ] Yes [ ] No PIN#: \_\_\_\_\_

Or - if you check on your unemployment via the TWC Online website, What is your Logon: \_\_\_\_\_ Pswd: \_\_\_\_\_

Child Support: [ ] Started [ ] Stopped [ ] Changed CIN#s \_\_\_\_\_

List anyone new you are requesting to ADD as a family member to your application or your lease:

Table with 5 columns: Name, Social Security #, Sex, Age, Relationship

List anyone you are requesting to REMOVE from your application or your existing lease:

Table with 5 columns: Name, Social Security #, Sex, Age, Relationship

Please describe any other change not listed above: \_\_\_\_\_

Signature of Client Reporting Change \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature of Staff Member Who Collected Data by Phone \_\_\_\_\_ Date of Phone Report \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Client's signature Approving Change Data Taken by Phone \_\_\_\_\_ Date of Approval \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Signature of Staff Member Who Keyed Data to Computer \_\_\_\_\_ Date of Data Entry \_\_\_\_ / \_\_\_\_ / \_\_\_\_ '58 Run? [ ] Yes [ ] No

PLACE DATE/TIME STAMP AT BOTTOM RIGHT



## CHANGE REPORTING POLICY STATEMENT

**CHANGES REPORTED AFTER THE 20<sup>th</sup> DAY OF THE MONTH WILL NOT BE APPLIED NEXT MONTH, BUT ON THE SUCCEEDING MONTH**

We ask that all of our Public Housing residents, Housing Choice Voucher / Section 8 Program Participants and applicants for either program report their changes on a specific form – printed on PINK paper. By our policies, EVERY change must be reported **IN WRITING** to our office within TEN DAYS of the date of change.

### WHAT TYPES OF CHANGES DO I HAVE TO REPORT?

- **CONTACT INFORMATION:** Make sure we know how to get in contact with you, whether by MAIL, PHONE or E-MAIL, etc.
- **INCOME:** Have you lost your job? Started a new one? Has there been an increase or decrease in the amount of child support you receive? Has someone been helping you pay your bills, but now they are not? Or maybe they have just begun to help you pay your bills? Have you been notified of a change in your social security or VA benefit amount, etc.
- **EXPENSES:** Did the amount of child care that you pay increase or decrease? Have your medical payments changed?
- **FAMILY COMPOSITION:** If someone moves out – whether an adult or a child, you must notify our office. If you wish to ADD someone NEW, remember that NOBODY can move in before you notify the office and the Housing Authority – and in the case of Voucher program participants – the landlord/property management approves their addition to your family. If the new family member is an ADULT, you must make an appointment for them to come to the office with you in order to sign required forms and submit required ID and income documents.

### DO I HAVE TO COME TO THE OFFICE? CAN'T I JUST CALL IT IN?

Please note that – IF YOU CALL IN YOUR CHANGE – **changes are NOT OFFICIAL until you come to the office IN PERSON and sign off on the notes taken by our staff member when you called in.**

It is simply too easy for mistakes to be made by phone. We are also unable to verify that YOU are the voice we hear on the phone. It is too easy to create havoc with someone's housing case by calling in a "false change report." Make sure we have the correct information and COME TO THE OFFICE to sign off on the information we collection from you by phone.

You **CAN** send us an e-mail, but no changes to your housing case will be made, **UNLESS** you have already registered that particular e-mail address with our office! Otherwise, nothing is official, until you come to the office and/or submit the written form.

To CLARIFY – you can certainly CALL us – but that is NEVER accepted as an official report of a change because we cannot verify that it is really YOU when you call us. You MUST put it in writing or e-mail.

### IS THERE A DEADLINE TO REPORT?

Don't WAIT to report a change, as there IS a DEADLINE!!! In order for the change to impact your rent on the following month, you must file your change report in our office by the end of the business day on the 20<sup>th</sup> of the current month AND it must be possible for us to VERIFY the change you have reported PRIOR TO the LAST BUSINESS DAY of the calendar month. If you contact us AFTER the 20<sup>th</sup>, OR if you do not provide us with documents verifying your change (such as check stubs, benefit letter, etc.), OR if we are unable to contact your employer and receive written verification from them, your rent will not change until the month AFTER next month.