## 11.5 Sample Checklist for PHA Staff

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|  | **CHECKLIST FOR CHOICE-MOBILITY** |
|  P | *Tasks* |
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|  | **Choice-Mobility Planning** |
|  | Develop Choice-Mobility procedures and policies (resource: attached Choice-Mobility plan template) |
|  | Determine whether a turnover cap will be instituted |
|  | Send and sign letter of agreement for RAD PBRA properties (Required) |
|  | Train property managers and other frontline staff on Choice-Mobility procedures |
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|  | **Notifying residents** |
|  | Include information on the resident’s ability to request and move with a Choice-Mobility voucher in the RAD Information Notice (RIN) provided to residents of public housing projects proposed for conversion |
|  | Create Choice-Mobility information sheet, FAQs, flyers, and other documents that will be used to notify residents. Ensure that notices meet accessibility and LEP requirements |
|  | Create and maintain Choice-Mobility information webpage |
|  | Provide Choice-Mobility information sheet to residents in properties that will be converted, both before and after conversion. Hold meetings specifically about Choice-Mobility before and after conversion |
|  | Distribute Choice-Mobility information sheet to new RAD residents at lease signing, and at annual re-certification  |
|  | Provide written and oral information about Choice-Mobility at resident meetings at least twice per year |
|  | Establish automatic mailers or notifications that residents would receive 4 months prior to when they first become eligible for a Choice-Mobility voucher  |
|  | Provide eligible residents with Choice-Mobility request form |
|  | Provide RAD residents with current information on length of Choice-Mobility Priority List and average wait time using quarterly data. |
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|  | **Processing Choice-Mobility Requests** |
|  | Assign responsibility and adopt standard forms to notify residents that their request has been received.  |
|  | Hold voucher orientation meeting for approved Choice-Mobility residents (Required) |
|  | Notify residents of placement on Choice-Mobility Priority List (if applicable) |
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|  | **Maximizing the Effectiveness of Choice-Mobility** |
|  | Conduct landlord outreach |
|  | Provide listings of available apartments (if PHA collects this information), including in low-poverty areas (Required) |
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|  | **Transitioning Residents to HCV** |
|  | Collect notice of intent to vacate from residents moving with a Choice-Mobility voucher, once the new unit has been approved by the PHA |
|  | Conduct move-out inspection |
|  | Ensure residents moving out have repaid all required expenses or have entered into a repayment agreement |
|  | Coordinate PBV/PBRA move-out and voucher start dates |
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