

Chapter 5

BRIEFINGS AND VOUCHER ISSUANCE

INTRODUCTION

This chapter explains the briefing and voucher issuance process. When a family is determined to be eligible for the Housing Choice Voucher (HCV) program, LMHA must ensure that the family fully understands the way the program operates and the family's obligations under the program. This is accomplished through both an oral briefing and provision of a briefing packet containing written documentation of information the family needs to know. Once the family is fully informed of the program's requirements, LMHA issues the family a voucher. The voucher includes the unit size the family qualifies for based on LMHA's subsidy standards, as well as the dates of issuance and expiration of the voucher. The voucher is the document that permits the family to begin its search for a unit, and limits the amount of time the family has to successfully locate an acceptable unit.

This chapter describes HUD regulations and LMHA policies related to these topics in two parts: Part I:

Briefings and Family Obligations. This part details the program's requirements for briefing families orally, and for providing written materials describing the program and its requirements. It includes a particular focus on the family's obligations under the program. Part II: Subsidy

Standards and Voucher Issuance. This part discusses LMHA's standards for ~~affects~~-affecting the amount of subsidy the family can receive. It also discusses the policies that dictate how vouchers are issued, and how long families have to locate a unit.

PART I: BRIEFINGS AND FAMILY OBLIGATIONS

5-I.A. OVERVIEW

HUD regulations require LMHA to conduct mandatory briefings for applicant families. The briefing provides a broad description of owner and family responsibilities, explains LMHA's procedures, and includes instructions on how to lease a unit. This part describes how oral briefings will be conducted, specifies what written information will be provided to families, and lists the family's obligations under the program.

5-I.B. BRIEFING [24 CFR 982.301]

LMHA must give the family an oral briefing and provide the family with a briefing packet containing written information about the program. Families may be briefed individually or in groups. At the briefing, LMHA must ensure effective communication in accordance with Section 504 requirements (Section 504 of the Rehabilitation Act of 1973) and ensure that the briefing site is accessible to individuals with disabilities. For a more thorough discussion of accessibility requirements, refer to Chapter 2.

LMHA Policy

- Briefings will be conducted in group meetings.
- The head of household is required to attend the briefing and all adults ages 18 and older will be encouraged to attend. If the head of household is unable to attend, LMHA may approve another adult family member to attend the briefing.
- Families that attend group briefings and still need individual assistance will be referred to an appropriate LMHA staff person.
- Briefings will be conducted in English. For limited English proficient (LEP) applicants, LMHA will provide translation services in accordance with LMHA's LEP plan (See Chapter 2).

Notification and Attendance

LMHA Policy

- Families will be notified of their eligibility for assistance at the time they are invited to attend a briefing. The notice will identify who is required to attend the briefing, as well as the date and time of the scheduled briefing.
- If the notice is returned by the post office with no forwarding address, the applicant will be denied and their name will not be placed back on the waiting list. If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated.
- Applicants who fail to attend a scheduled briefing will automatically be scheduled for another briefing. LMHA will notify the family of the date and time of the second scheduled briefing. Applicants who fail to attend two scheduled briefings, without LMHA approval, will be denied assistance (see Chapter 3).

Oral Briefing [24 CFR 982.301(a)]

Each briefing must provide information on the following subjects:

- How the Housing Choice Voucher program works;
- Family and owner responsibilities;
- Where the family can lease a unit, including renting a unit inside or outside LMHA's jurisdiction;
- For families eligible under portability, an explanation of portability. LMHA cannot discourage eligible families from moving under portability;
- An explanation of the advantages of moving to areas outside of high-poverty concentrations will be given to all families; and
- For families receiving welfare-to-work vouchers, a description of any local obligations of a welfare-to-work family and an explanation that failure to meet the obligations is grounds for denial of admission or termination of assistance.

LMHA Policy

When LMHA-owned units are available for lease, LMHA will inform the family during the oral briefing that the family has the right to select any eligible unit available for lease, and is not obligated to choose an LMHA-owned unit.

Remote Briefings [PIH Notice 2020-32]

LMHA Policy

LMHA has the sole discretion to require that briefings be conducted remotely in case of local, state, or national physical distancing orders, and in cases of inclement weather or natural disaster. If LMHA schedules a remote briefing, LMHA will conduct a face-to-face briefing upon request of the applicant as a reasonable accommodation for a person with a disability if safety and health concerns can be reasonably addressed.

In addition, LMHA will conduct a briefing remotely upon request of the applicant as a reasonable accommodation for a person with a disability, if an applicant does not have childcare or transportation that would enable them to attend the briefing, or if the applicant believes an in-person briefing would create an undue health risk. LMHA will consider other reasonable requests for a remote briefing on a case-by-case basis.

Accessibility Requirements for Persons with Disabilities and LEP Individuals

Conducting Remote Briefings

LMHA Policy

- At least 15 calendar days prior to scheduling the remote briefing, LMHA will provide written notification via first class mail and/or email to families participating in the briefing to advise of technological requirements and to request the family notify the LMHA of any known barriers. If any family does not respond within seven (7) calendar days, or if the written notification is returned by the post office or the email is rejected, LMHA will contact the family by telephone to identify potential technological barriers and to determine which technological resources are accessible to the family. LMHA will resolve any barriers using the guidance in Section 6 of Notice PIH 2020-32, including offering the family the opportunity to attend an in-person briefing or have a one-on-one briefing over the phone, as appropriate.
- LMHA will conduct remote briefings via a video conferencing platform when available. If applicants are unable to adequately access the video conferencing platform, the briefing will be conducted by telephone conferencing call-in. If the family is unable to adequately access the telephone conference call-in, the remote briefing will be postponed, and an in-person alternative or one-on-one briefing over the phone will be provided.
- LMHA will provide login information and/or conference call-in information and an electronic copy of the briefing packet via email at least seven (7) calendar days before the briefing. LMHA will provide a paper copy of the briefing packet upon family request and may reschedule the briefing to allow adequate time for the family to receive the physical briefing packet.
- LMHA will ensure that all electronic information stored or transmitted as part of the briefing meets the requirements for accessibility for persons with disabilities and persons with LEP, and is secure, including ensuring personally identifiable information (PII) is protected.
- LMHA will ensure that families who participate in remote briefings have the opportunity to ask questions as part of the briefing.
- If families lose connectivity during any remote briefing or otherwise feel they were unable to access information presented during the briefing, the family may request a one-on-one briefing over the phone or in person with LMHA.

Briefing Packet [24 CFR 982.301(b)]

Documents and information provided in the briefing packet must include the following:

- The term of the voucher, and LMHA's policies on any extensions or suspensions of the term. If LMHA allows extensions, the packet must explain how the family can request an extension.
- A description of the method used to calculate the housing assistance payment for a family, including how LMHA determines the payment standard for a family, how LMHA determines total tenant payment for a family, and information on the payment standard and utility allowance schedule.

- An explanation of how LMHA determines the maximum allowable rent for an assisted unit.
- Where the family may lease a unit. For a family that qualifies to lease a unit outside LMHA jurisdiction under portability procedures, the information must include an explanation of how portability may affect the family's assistance through rescreening, changes in subsidy standards and payment standards and other elements of portability that may affect the family's assistance.
- The HUD-required tenancy addendum, which must be included in the lease.
- The form the family must use to request approval of tenancy, and a description of the procedure for requesting approval for a tenancy.
- A statement of LMHA policy on providing information about families to prospective owners.
- LMHA subsidy standards including when and how exceptions are made.
- The HUD brochure on how to select a unit.
- The HUD pamphlet on lead-based paint entitled *Protect Your Family from Lead in Your Home*.
- Information on federal, state and local equal opportunity laws and a copy of the housing discrimination complaint form.
- A list of landlords or other parties willing to lease to assisted families or help families find units, especially outside areas of poverty or minority concentration.
- Notice that if the family includes a person with disabilities, the family may request a list of available accessible units known to LMHA.
- The family obligations under the program, including any obligations of a welfare-to-work family.
- The grounds on which LMHA may terminate assistance for a participant family because of family action or failure to act.
- LMHA informal hearing procedures including when LMHA is required to offer a participant family the opportunity for an informal hearing, and how to request the hearing.

If LMHA is located in a metropolitan FMR area, the following additional information must be included in the briefing packet in order to receive full points under SEMAP Indicator 7, Expanding Housing Opportunities [24 CFR 985.3(g)]:

- Maps showing areas with housing opportunities outside areas of poverty or minority concentration, both within its jurisdiction and its neighboring jurisdiction
- Information about the characteristics of these areas including job opportunities, schools, transportation, and other services

- An explanation of how portability works, including a list of portability contact persons for neighboring PHAs with names, addresses, and telephone numbers

Additional Items to Be Included in the Briefing Packet

In addition to items required by the regulations, LMHA may wish to include supplemental materials to help explain the program to both participants and owners [HCV GB p. 8-7, Notice PIH 2010-19].

LMHA Policy

LMHA will provide the following additional materials in the briefing packet:

- When LMHA-owned units are available for lease, a written statement that the family has the right to select any eligible unit available for lease and is not obligated to choose an LMHA- owned unit
- Information on how to fill out and file a housing discrimination complaint form
- Information about the protections afforded by the Violence against Women Act of 2013 (VAWA) to victims of domestic violence, dating violence, sexual assault, stalking, **human trafficking, or a pattern of any other coercive behavior committed, enabled, or solicited to gain or maintain power and control over a victim, including verbal, psychological, economic, or technological abuse** (see section 16-IX.C)
- Information about the protections afforded by the Protecting Tenants at Foreclosure Act (PTFA) (see section 13-II.G)
- “Is Fraud Worth It?” (form HUD-1141-OIG), which explains the types of actions a family must avoid and the penalties for program abuse
- "What You Should Know about EIV," a guide to the Enterprise Income Verification (EIV) system published by HUD as an attachment to Notice PIH 2010-19
- LMHA owner information brochure which can be given by the family to a prospective owner to help explain the program

5-I.C. FAMILY OBLIGATIONS

Obligations of the family are described in the housing choice voucher (HCV) regulations and on the voucher itself. These obligations include responsibilities the family is required to fulfill, as well as prohibited actions. LMHA must inform families of these obligations during the oral briefing, and the same information must be included in the briefing packet. When the family’s unit is approved and the HAP contract is executed, the family must meet those obligations in order to continue participating in the program. Violation of any family obligation may result in termination of assistance, as described in Chapter 12.

Time Frames for Reporting Changes Required By Family Obligations

LMHA Policy

Unless otherwise noted below, when family obligations require the family to respond to a request or notify LMHA of a change, notifying LMHA of the request or change within 10 business days is considered prompt notice.

When a family is required to provide notice to LMHA, the notice must be in writing.

Family Obligations [24 CFR 982.551]

- Following is a list of a participant family's obligations under the HCV program:
- The family must supply any information that LMHA or HUD determines to be necessary, including submission of required evidence of citizenship or eligible immigration status.
- The family must supply any information requested by LMHA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition.
- The family must disclose and verify social security numbers and sign and submit consent forms for obtaining information.
- Any information supplied by the family must be true and complete.
- The family is responsible for any Housing Quality Standards (HQS) breach by the family caused by failure to pay tenant-provided utilities or appliances, or damages to the dwelling unit or premises beyond normal wear and tear caused by any member of the household or guest.
- The family must allow LMHA to inspect the unit at reasonable times and after reasonable notice, as described in Chapter 8 of this plan.
- The family must not commit any serious or repeated violation of the lease.

LMHA Policy

LMHA will determine if a family has committed serious or repeated violations of the lease based on available evidence, including but not limited to, a court-ordered eviction or an owner's notice to evict.

Serious and repeated lease violations will include, but not be limited to, nonpayment of rent, disturbance of neighbors, destruction of property, living or housekeeping habits that cause damage to the unit or premises, and criminal activity. Generally, the criterion to be used will be whether or not the reason for the eviction was the fault of the tenant or guests. Any incidents of, or criminal activity related to, domestic violence, dating violence, sexual assault, stalking, **human trafficking, or a pattern of any other coercive behavior committed, enabled, or solicited to gain or maintain power**

and control over a victim, including verbal, psychological, economic, or technological abuse will not be construed as serious or repeated lease violations by the victim [24 CFR 5.2005(c)(1)].

The family must notify LMHA and the owner before moving out of the unit or terminating the lease.

LMHA Policy

- The family must comply with lease requirements regarding written notice to the owner. The family must provide written notice to LMHA at the same time the owner is notified.
- The family must promptly give LMHA a copy of any owner eviction notice.
- The family must use the assisted unit for residence by the family. The unit must be the family's only residence.
- The composition of the assisted family residing in the unit must be approved by LMHA. The family must promptly notify LMHA in writing of the birth, adoption, or court-awarded custody of a child. The family must request LMHA approval to add any other family member as an occupant of the unit.
- The request to add a family member must be submitted in writing and approved prior to the person moving into the unit. LMHA will determine eligibility of the new member in accordance with the policies in Chapter 3.
- The family must promptly notify LMHA in writing if any family member no longer lives in the unit.
- LMHA defines promptly as 10 business days.
- If LMHA has given approval, a foster child or a live-in aide may reside in the unit. LMHA has the discretion to adopt reasonable policies concerning residency by a foster child or a live-in aide, and to define when LMHA consent may be given or denied. For policies related to the request and approval/disapproval of foster children, foster adults, and live-in aides, see Chapter 3 (sections I.K and I.M), and Chapter 11 (section II.B).
- The family must not sublease the unit, assign the lease, or transfer the unit.
- Subleasing includes receiving payment to cover rent and utility costs by a person living in the unit who is not listed as a family member.
- The family must supply any information requested by LMHA to verify that the family is living in the unit or information related to family absence from the unit.
- The family must promptly notify LMHA when the family is absent from the unit.
- Notice is required under this provision only when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days. Written notice must be provided to LMHA at the start of the extended absence.

- The family must pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease [Form HUD-52646, Voucher].
- The family must not own or have any interest in the unit, (other than in a cooperative and owners of a manufactured home leasing a manufactured home space).
- Family members must not commit fraud, bribery, or any other corrupt or criminal act in connection with the program. (See Chapter 14, Program Integrity for additional information).
- Family members must not engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for HUD and LMHA policies related to drug-related and violent criminal activity.
- Members of the household must not engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for a discussion of HUD and LMHA policies related to alcohol abuse.
- An assisted family or member of the family must not receive HCV program assistance while receiving another housing subsidy, for the same unit or a different unit under any other federal, state or local housing assistance program.
- A family must not receive HCV program assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister or brother of any member of the family, unless LMHA has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities. [Form HUD-52646, Voucher]

PART II: SUBSIDY STANDARDS AND VOUCHER ISSUANCE

5-II.A. OVERVIEW

LMHA must establish subsidy standards that determine the number of bedrooms needed for families of different sizes and compositions. This part presents the policies that will be used to determine the family unit size (also known as the voucher size) a particular family should receive, and the policies that govern making exceptions to those standards. LMHA also must establish policies related to the issuance of the voucher, to the voucher term, and to any extensions or suspensions of that term.

5-II.B. DETERMINING FAMILY UNIT (VOUCHER) SIZE [24 CFR 982.402]

For each family, LMHA determines the appropriate number of bedrooms under LMHA subsidy standards and enters the family unit size on the voucher that is issued to the family. The family unit size does not dictate the size of unit the family must actually lease, nor does it determine who within a household will share a bedroom/sleeping room.

The following requirements apply when LMHA determines family unit size:

- The subsidy standards must provide for the smallest number of bedrooms needed to house a family without overcrowding.
- The subsidy standards must be consistent with space requirements under the housing quality standards.
- The subsidy standards must be applied consistently for all families of like size and composition.
- A child who is temporarily away from the home because of placement in foster care is considered a member of the family in determining the family unit size.
- Foster children that will reside in the household for a period greater than 180 days, and that are of different genders and over the age of two, may be given separate bedrooms. Otherwise, remaining household members are assigned two persons per bedroom.
- A child (until age 23) who is away at school, but who lives with their family during school recesses, will remain in the household composition.
- Children in court awarded co-parenting cases will remain in the household composition if the children reside in the household at least 51 percent of the time.
- A household member on active military duty remains in the household composition.

- A family that consists of a pregnant woman (with no other persons) must be treated as a two-person family.
- Any live-in aide (approved by LMHA to reside in the unit to care for a family member who is disabled or is at least 50 years of age) must be counted in determining the family unit size;
- Unless a live-in-aide resides with a family, the family unit size for any family consisting of a single person must be either a zero- or one-bedroom unit, as determined under LMHA subsidy standards.

LMHA Policy

~~LMHA will assign one bedroom for the head of household and co-head and an additional bedroom on the voucher for each (2) members of the family only. The live-in aide and his/her family members will not be classified as family members and will only be allowed a *maximum* of one additional bedroom on the voucher.~~

LMHA will assign one bedroom for each two persons within the household, except in the following circumstances:

- Parent(s) will be allocated a separate bedroom from their children.
- Live-in aides will be allocated a separate bedroom.
 - Any family members of the live-in aide will not be classified as household family members and will only be allowed a *maximum* of one additional bedroom on the voucher.
- Single-person families will be allocated one bedroom.

LMHA will reference the following chart in determining the appropriate voucher size for a family:

Voucher Size	Persons in Household	
	Minimum	Maximum)
0 Bedroom	1	1
1 Bedroom	1	2
2 Bedrooms	2	4
3 Bedrooms	3	6
4 Bedrooms	4	8
5 Bedrooms	6	10

A participant may select a smaller size unit than the size listed on their Housing Choice Voucher; however, the payment standard for the smaller size unit shall be utilized.

If LMHA errs in the bedroom size designation, the family will be issued a voucher of the appropriate size.

5-II.C. EXCEPTIONS TO SUBSIDY STANDARDS

In determining family unit size for a particular family, LMHA may grant an exception to its established subsidy standards if LMHA determines that the exception is justified by the age, sex, health, handicap, or relationship of family members or other personal circumstances [24 CFR 982.402(b)(8)]. Reasons may include, but are not limited to:

A need for an additional bedroom for medical equipment

A need for a separate bedroom for reasons related to a family member's disability, medical or health condition

For a single person who is not elderly, disabled, or a remaining family member, an exception cannot override the regulatory limit of a zero or one bedroom [24 CFR 982.402(b)(8)].

LMHA Policy

LMHA will consider granting an exception for any of the reasons specified in the regulation: the age, sex, health, handicap, or relationship of family members or other personal circumstances.

- The family must request any exception to the subsidy standards in writing.
- The request must explain the need or justification for a larger family unit size, and must include appropriate documentation. Requests based on health-related reasons must be verified by a knowledgeable professional source (e.g., doctor or health professional), unless the disability and the disability-related request for accommodation is readily apparent or otherwise known.
- The family's continued need for an additional bedroom due to special medical equipment must be re-verified at annual reexamination.

LMHA will notify the family of its determination within 10 business days of receiving the family's completed request. If a participant's family's request is denied, the notice will inform the family of their right to request an informal hearing.

5-II.D. VOUCHER ISSUANCE [24 CFR 982.302]

When a family is selected from the waiting list (or as a special admission as described in Chapter 4), or when a participant family wants to move to another unit, LMHA issues a Housing Choice Voucher, form HUD-52646. This chapter deals only with voucher issuance for applicants. For voucher issuance associated with moves of program participants, please refer to Chapter 10.

The voucher is the family's authorization to search for housing. It specifies the unit size for which the family qualifies and includes both the date of voucher issuance and date of expiration. It contains a brief description of how the program works and explains the family obligations

under the program. The voucher is evidence that LMHA has determined the family to be eligible for the program, and that LMHA expects to have money available to subsidize the family if the family finds an approvable unit. However, LMHA does not have any liability to any party by the issuance of the voucher, and the voucher does not give the family any right to participate in LMHA's housing choice voucher program [Voucher, form HUD-52646]

A voucher can be issued to an applicant family only after LMHA has determined that the family is eligible for the program based on information received within the 60 days prior to issuance [24 CFR 982.201(e)] and after the family has attended an oral briefing [HCV 8-1].

LMHA Policy

- Vouchers will be issued to eligible applicants immediately following the mandatory briefing.
- LMHA should have sufficient funds to house an applicant before issuing a voucher. If funds are insufficient to house the family at the top of the waiting list, LMHA must wait until it has adequate funds before it calls another family from the list [HCV GB p. 8-10].
- Prior to issuing any vouchers, LMHA will determine whether it has sufficient funding in accordance with the policies in Part VIII of Chapter 16.
- If LMHA determines that there is insufficient funding after a voucher has been issued, LMHA may rescind the voucher and place the affected family back on the waiting list.

5-II.E. VOUCHER TERM, EXTENSIONS, AND SUSPENSIONS

Voucher Term [24 CFR 982.303]

The initial term of a voucher must be at least 60 calendar days. The initial term must be stated on the voucher [24 CFR 982.303(a)].

LMHA Policy

The initial voucher term will be 120 calendar days.

LMHA may grant an extension as described in the following section.

Extensions of Voucher Term [24 CFR 982.303(b)]

LMHA has the authority to grant extensions of search time, to specify the length of an extension, and to determine the circumstances under which extensions will be granted. There is no limit on the number of extensions that LMHA can approve. Discretionary policies related to extension and expiration of search time must be described in LMHA's administrative plan [24 CFR 982.54].

LMHA must approve additional search time if needed as a reasonable accommodation to make the program accessible to and usable by a person with disabilities. The extension period must be reasonable for the purpose.

The family must be notified in writing of LMHA's decision to approve or deny an extension. LMHA's decision to deny a request for an extension of the voucher term is not subject to informal review [24 CFR 982.554(c)(4)].

LMHA Policy

LMHA will not approve any extension of the voucher unless a written request from the family is received for the following circumstances:

- It is necessary as a reasonable accommodation for a person with disabilities.
- It is necessary due to reasons beyond the family's control, as determined by LMHA.

Following is a list of extenuating circumstances that LMHA may consider in making its decision. The presence of these circumstances does not guarantee that an extension will be granted:

- Serious illness or death in the family
- Other family emergencies
- Obstacles due to employment
- Whether the family has already submitted requests for tenancy approval that were not approved by LMHA
- Whether family size or other special requirements make finding a unit difficult

Any request for an additional extension must include the reason(s) an additional extension is necessary. LMHA may require the family to provide documentation to support the request.

All requests for extensions to the voucher term must be made in writing and submitted to LMHA prior to the expiration date of the voucher (or extended term of the voucher).

LMHA will decide whether to approve or deny an extension request within 10 business days of the date the request is received and will immediately provide the family written notice of its decision.

LMHA may grant one or more extensions of the term, but the initial term plus any extensions will not exceed 120 calendar days from the initial date of issuance without an extraordinary reason.

Suspensions of Voucher Term [24 CFR 982.303(c)]

At its discretion, a LMHA may adopt a policy to suspend the housing choice voucher term if the family has submitted a Request for Tenancy Approval (RTA) during the voucher term.

“Suspension” means stopping the clock on a family’s voucher term from the time a family submits the RTA until the time LMHA approves or denies the request [24 CFR 982.4].

LMHA’s determination not to suspend a voucher term is not subject to informal review [24 CFR 982.554(c)(4)].

LMHA Policy

When a Request for Tenancy Approval is received by LMHA, the term of the voucher will be suspended while LMHA processes the request. Suspension starts when the family submits a request for tenancy approval and ends when LMHA notifies the family in writing whether the request has been approved or denied.

Expiration of Voucher Term

Once a family’s housing choice voucher term (including any extensions) expires, the family is no longer eligible to search for housing under the program. If the family still wishes to receive assistance, LMHA may require that the family reapply, or may place the family on the waiting list with a new application date but without requiring reapplication. Such a family does not become ineligible for the program on the grounds that it was unable to locate a unit before the voucher expired [HCV GB p. 8-13].

LMHA Policy

If an applicant family’s voucher term or extension expires before the family has submitted a Request for Tenancy Approval (RTA), LMHA will require the family to reapply for assistance. If an RTA that was submitted prior to the expiration date of the voucher is subsequently disapproved by LMHA (after the voucher term has expired), the family will be required to reapply for assistance.

Within 30 business days after the expiration of the voucher term or any extension, LMHA will notify the family in writing that the voucher term has expired and that the family must reapply in order to be placed on the waiting list.