



HOPWA Policy and Procedures

11.0 (HOPWA) Housing Habitability Standards

Purpose: To ensure safe, sanitary, and decent housing for persons living with HIV/AIDS and their families.

Policy: Here's To Life adheres to the Housing Habitability Standards as outlined by HUD for the HOPWA program. These standards are designed to ensure that housing provided under the HOPWA program is safe, sanitary, and decent.

Procedures:

1. Initial Inspection:

- Conduct an initial inspection of the housing unit to ensure it meets HUD's habitability standards.
- Use the HOPWA Habitability Inspection Checklist to document compliance.
- Inspect for structural integrity, adequate space, proper ventilation, reliable water supply, sanitary facilities, thermal environment, illumination, electrical systems, food preparation and storage facilities, and fire safety.

2. Annual Inspections:

- Perform annual inspections of all housing units to ensure ongoing compliance with habitability standards.
- Address any deficiencies identified during inspections promptly.
- Document findings and corrective actions taken.

3. Habitability Standards:

- **Structure and Materials:** Ensure the housing unit is structurally sound and constructed with materials that protect residents from the elements.
- **Space and Security:** Provide adequate space and security for residents, including lockable doors and windows.
- **Interior Air Quality:** Ensure proper ventilation and air quality within the housing unit.
- **Water Supply:** Provide a reliable and safe water supply.
- **Sanitary Facilities:** Ensure access to sanitary facilities, including a functional bathroom and kitchen.
- **Thermal Environment:** Maintain a comfortable thermal environment with adequate heating and cooling.
- **Illumination and Electricity:** Ensure proper lighting and electrical systems.
- **Food Preparation and Storage:** Provide facilities for food preparation and storage.
- **Fire Safety:** Ensure the housing unit meets fire safety standards, including working smoke detectors and fire extinguishers.



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Tenant Rights

Purpose: To ensure tenants know their rights and responsibilities under the HOPWA program.

Policy: Here's To Life is committed to protecting tenants' rights and ensuring they are treated with dignity and respect.

Procedures:

- 1. Right to Safe and Decent Housing:**
 - Tenants have the right to live in housing that meets HUD's habitability standards.
 - Tenants can request repairs or maintenance to address any habitability issues.
- 2. Right to Privacy:**
 - Tenants have the right to privacy in their homes.
 - Entry into the housing unit by staff or maintenance personnel must be preceded by reasonable notice, except in emergencies.
- 3. Right to Non-Discrimination:**
 - Tenants have the right to be free from discrimination based on race, color, national origin, religion, sex, familial status, disability, or HIV status.
- 4. Right to Fair Treatment:**
 - Tenants have the right to be treated fairly and with respect by all staff and project sponsors.
 - Complaints or grievances can be filed without fear of retaliation.
- 5. Right to Information:**
 - Tenants have the right to receive information about their housing, including lease terms, rent calculations, and program rules.

Tenant Responsibilities

Purpose: To ensure tenants understand their responsibilities under the HOPWA program.

Policy: Here's To Life expects tenants to fulfill their responsibilities to maintain a positive living environment and comply with program requirements.

Procedures:

- 1. Maintain the Housing Unit:**
 - Tenants are responsible for keeping their housing unit clean and in good condition.
 - Report any maintenance issues or damages promptly.
- 2. Respect Neighbors:**
 - Tenants must conduct themselves in a courteous and respectful manner towards neighbors.
 - Avoid disruptive behavior and noise.



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3. **Adhere to Lease Terms:**
 - Tenants must comply with the terms of their lease agreement, including paying rent on time.
 - Notify the landlord or case manager of any changes in income or household composition.
4. **Participate in Case Management:**
 - Tenants are expected to work with their case manager to develop and follow a plan of care.
 - Attend scheduled appointments and provide necessary documentation.
5. **Follow Program Rules:**
 - Tenants must adhere to all HOPWA program rules and guidelines.
 - Failure to comply may result in termination of assistance.

Complaint Procedures

Purpose: To provide a clear process for tenants to file complaints and grievances.

Policy: Here's To Life ensures that tenants have a fair and transparent process for addressing complaints and grievances.

Procedures:

1. **Filing a Complaint:**
 - Tenants can file a written complaint with their case manager or the case manager's supervisor.
 - Complaints should include details of the issue and any supporting documentation.
2. **Internal Review:**
 - The case manager's supervisor will review the complaint and meet with the tenant to discuss the issue.
 - If the issue is not resolved, the tenant can request a meeting with the program administrator.
3. **Appeal Process:**
 - If the tenant is dissatisfied with the outcome of the internal review, they can file a written appeal with the program director.
 - The program director will review the appeal and make a final decision.
4. **External Review:**
 - If the tenant is still dissatisfied, they can request an external review by contacting the Health Planning Council or another designated agency[2].

Examples of Tenant Complaints:

1. **Maintenance Issues:**
 - "The heating system in my unit is not working properly, and it's very cold inside."
 - "There is a leak in the bathroom ceiling that needs to be fixed."
2. **Safety Concerns:**
 - "The smoke detector in my apartment is not functioning."



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- "The front door lock is broken, and I don't feel safe."
- 3. **Sanitation Problems:**
 - "The common areas are not being cleaned regularly, and there is a pest problem."
 - "The garbage disposal in the kitchen is not working, causing a bad odor."
- 4. **Privacy Violations:**
 - "Maintenance staff entered my apartment without prior notice."
 - "I feel my privacy is being invaded by frequent, unannounced inspections."
- 5. **Discrimination:**
 - "I believe I am being treated unfairly because of my HIV status."
 - "I have experienced discriminatory remarks from a staff member."

References

- [1] https://www.hud.gov/coronavirus/public_housing_agencies
- [2] [HOPWA FAQs | HUD.gov / U.S. Department of Housing and Urban Development ...](#)
- [3] [Grievance Procedures - HUD.gov](#)
- [4] [Georgia Landlord-Tenant Handbook | Georgia Department of Community Affairs](#)