



RESOURCES

GENERAL RESOURCES

- [HUD EHV Website](https://www.hud.gov/ehv): <https://www.hud.gov/ehv>
- [EHV: A How-to Guide for PHAs](#)
- [Ask a Question](#): PHAs and CoCs can submit policy and program questions through the AAQ feature on the [HUD Exchange](#)
- [Signup for EHV Mailing List](#)
- [EHV FAQs](#): Up-to-date FAQs posted to HUD EHV website

WEBINARS & OFFICE HOURS

- **EHV Webinar: Pairing Services and EHV's (5/20/2021)**: Session covers how to work with local stakeholders to pair short- and/or long-term services with EHV's.
 - [Webinar Recording](#)
- **EHV Webinar: Expanding Service Partnerships (4/04/23)**: Session focuses on how PHAs and CoCs can increase participant access to services by expanding partnerships. It highlights leverageable sources and communities that have successfully paired housing and service resources.
 - [Webinar Recording](#)
- **Expanded Uses of the EHV Services Fee (09/27/2023)**: Session outlines PIH Notice 2023-23 (8/29/2023), delves into expanded range of activities coverable by the EHV Service Fee, and how to report and document them.
 - [Webinar Recording](#)
- [Previously Held and Archived Resources](#)

This resource is prepared by technical assistance providers and intended only to provide guidance. The contents of this document, except when based on statutory or regulatory authority or law, do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

OVERVIEW

Through partnerships formed in the [Emergency Housing Voucher \(EHV\)](#) program, public housing agencies (PHAs), Continuums of Care (CoCs), victim service providers (VSPs), and other community providers have successfully housed tens of thousands of vulnerable households while advancing state and local goals to end homelessness. To ensure that these efforts have long-term outcomes, PHAs and partners should establish strategies to promote housing retention and eviction prevention. This document outlines suggested actions and best practices that may be applied to households participating in the EHV program and that in some cases could be applicable to the entire HCV program. When updating PHA policies that mitigate eviction risk, best practices should be applied to the entire HCV program as well as to the EHV program wherever possible.

Evictions can occur due to non-payment of a tenant's portion of the rent, non-payment of utilities, damages to the unit, or other types of lease violations. To prevent these scenarios, HUD encourages PHAs and owners to provide EHV participants with frequent and accurate information and to take steps to assist residents in remaining stably housed. PHAs, CoCs, VSPs, and other community partners can prevent eviction and support household stability utilizing the best practices outlined below.

SUGGESTED ACTIONS & BEST PRACTICES TO PREVENT EVICTIONS OF EHV HOUSEHOLDS

EVICTION RISK REASONS

1. Non-payment of rent		
Suggested Actions	Best Practices	Resources
<ul style="list-style-type: none">• To prevent evictions for non-payment of rent, the PHA could: (1) encourage an owner to enter into a repayment agreement for unpaid rent, or (2) leverage local owner incentives for owners who, as an alternative to filing for eviction, are willing to work with the family or PHA.• Coordinate with local partners and agencies to identify resources for which EHV participants may qualify (See more suggested actions below for utility non-payment.)• Consider actively participating in city-wide eviction prevention coalitions and conducting strategic outreach to eviction courts and owners.	<ul style="list-style-type: none">• Ensure all rent re-certification staff and service coordinators are aware that repayment agreements are an option and minimum rent hardship exemptions are mandatory.• Consider reviewing and potentially revising the PHA policy on repayment agreements so that the policy aligns with HUD's most recent Eviction Prevention and Stability Toolkit and HUD Notices.• Allow for retroactive interim reexamination if the family had a decrease in income.• Seek opportunities to streamline procedures for reporting changes to income.• PHAs may revise their policy and establish a minimum rent as low as zero. Note that minimum rent policies must be the same for HCV and EHV.	Eviction Prevention and Stability Toolkit (update coming soon)



TOOLS, TEMPLATES, & GUIDES

- EHV Roadmap: [Pairing Services with EHV](#)
- Resource Guide: [Pairing Services with EHV](#)s
- [HUD information on tenant rights and responsibilities](#)

2. Utility shutoffs, inability to pay for utilities

Suggested Actions	Best Practices	Resources
<p>Coordinate with local partners and agencies to identify resources for which EHV participants may qualify. Work with partners to identify designated points of contact at each partner organization, who can be reached when EHV households are having difficulty accessing resources.</p> <p>Key partners may include:</p> <ul style="list-style-type: none"> • City and state divisions responsible for eviction prevention resources and emergency payment assistance for rent and utilities; • Other local organizations with emergency assistance programs, such as United Way • Utility companies 	<ul style="list-style-type: none"> • Compile a list of organizations that participate in the federal Low Income Home Energy Assistance Program and share with households at risk of shutoff. • Explore options to designate outreach or supportive services staff from partners who can coordinate with owners and assist families. • Share information and discuss how families who are behind on rent and/or utilities can assess their eligibility for safety net benefits. Information on resources can be included with rent reminder notices, discussed at income reexaminations or rent conferences, and as part of other direct outreach and one-on-one conversations with residents. Key benefits that may enable families to catch up on rent include unemployment benefits, tax refunds such as the Earned Income Tax Credit (EITC), utility assistance or payment plans, and local rent and utility assistance resources. (See Key Resource Links). 	<p>Eviction Prevention and Stability Toolkit (update coming soon)</p>

3. Damages to the unit

Suggested Actions	Best Practices	Resources
<ul style="list-style-type: none"> • Work with local partners to establish a risk mitigation fund that will pay for damages by the tenant and preserve tenancy. • Use EHV Service Fees for services to remedy a lease violation and prevent an eviction (e.g., rectifying unsanitary living conditions or property damage), in accordance with Notice PIH 2023-23. <p>Risk mitigation funds can be an effective piece of your overall landlord engagement strategy.</p>	<ul style="list-style-type: none"> • Utilize risk mitigation funds to preserve tenancies where damages have occurred as well as to help pay for eviction prevention activities such as rent and/or utility arrears. • See Other Strategies below on using EHV services fees for risk mitigation. 	<p>U.S. Interagency Council on Homelessness' Engaging Landlords: Risk Mitigation Funds Community Profiles</p> <p>HUD's HCV Landlord Guidebook: Strategy on Monetary Incentives and Reimbursements</p>



OTHER STRATEGIES THAT SUPPORT OVERALL HOUSEHOLD STABILITY AND PREVENT EVICTION OF EHV HOUSEHOLDS:

- **Provide pre-tenancy services, such as education, information, and tools on how to be a good tenant.**

Resources should be provided on (and not limited to) the following topics:

- How to understand their lease and tenancy rules related to paying rent, occupancy standards, guest policies, etc.
- How to review their rental agreement to determine responsibility for various types of maintenance and repairs and talk with their landlord upon move-in about these roles and responsibilities.
- How to keep open communication with their landlord and/or property manager and understand the rules that are critical to maintaining their housing.

Potential resources include: HUD's [Guide to Tenant Education](#), [Tenant Education and Outreach Guide](#) for PHAs, and [University of Minnesota Extension's Renter 101 Online Course](#) and [Renter 101 Workbook](#). PHAs must ensure that auxiliary aids and resources for effective communication for people with disabilities and topics are provided, and that materials are provided in the primary language of participants.

- Utilize EHV Service Fees to improve housing stability and prevent eviction. [HUD Notice PIH 2023-23](#) modifies [HUD Notice PIH 2021-15](#) by expanding the eligible uses of the EHV Service Fee to include activities that directly support household stability and eviction prevention such as:
 - a. Providing pre-tenancy services (*noted above*)
 - b. Providing services to remedy a lease violation and/or prevent an eviction.
 - c. Providing access to case management, wraparound services, life skills training (e.g., balancing a budget, paying bills on time, opening a savings account, maintaining a living space, securing a credit card, paying off debt, etc.) financial stability training, mental health care (e.g., travel costs to counseling, and co-pay charge, etc.)
 - d. Hiring or contracting a stability coordinator
- See [HUD Notice PIH 2023-23](#) and [Service Fee Guide](#) for more information
- Provide support for the PHA's [annual recertification process](#).
 - a. PHAs must recertify the income and composition of HCV and EHV families at least annually. In accordance with policies set in their administrative plans, PHAs may require families to report interim changes in family income or family circumstances as well. A family's failure to comply with the PHA's recertification requirements is grounds for terminating assistance.
 - b. PHAs should be clear and provide resources in the briefing process to participants about the recertification process and expectations.
 - c. PHAs should educate CoC, VSP, and other community partners on what to expect at recertification to include required timelines and what documentation and forms are required by the PHA.
 - d. PHAs, CoCs, and VSPs should anticipate providing support to EHV households such as assisting in filling out the recertification package in a timely manner and assist in gathering necessary documentation to show (third-party) verification of income and household composition. PHAs must ensure assistance includes auxiliary aids and resources for effective communication for people with disabilities and those who primarily speak and understand languages other than English.
- Begin or maintain a consistent process where an EHV participant's case manager (in the case where an EHV tenant is receiving ongoing case management) is included on important notices such as recertification, inspection, termination so they may assist the participant quickly should an issue arise.
- Consider using EHV service fees for a **risk mitigation fund** (mentioned above) and for retention payments for owners. An example of retention payments would be providing a \$500 lease renewal bonus at recertification or when the lease renewal is signed. This strategy will incentivize owners to continue leasing to EHV participants and help ensure long-term stability for voucher holders. For more information on EHV service fees, see HUD's [EHV How-To Guide for Public Housing Agencies](#). **Risk mitigation and retention funds can be an effective piece of your overall landlord engagement strategy.**



- Provide all EHV participants with information on where to find local community resources. Developing relationships with key agencies providing services (such as those listed below, and others) is critical and may help streamline the process of connecting voucher holders to assistance. While resources differ by locality, the links below can help you locate resources in your area:

Resource	Website
Legal Help	https://www.usa.gov/legal-aid
Health care services from Federally Qualified Health Centers	https://www.hrsa.gov/opa/eligibility-and-registration/health-centers
Aging and disability services	See Eldercare Locator, Centers for Independent Living (CILS), and State Councils on Developmental Disabilities
Mental health, substance use, suicide prevention	https://www.usa.gov/mental-health-substance-abuse#item-35207

- Provide information on [tenancy rights, laws and protections](#) and how to contact a [HUD-approved housing counseling agency](#) for help understanding rights, budgeting, and financial management.