



Housing Choice Voucher Property Owner/Management Personnel Responsibilities & Code of Conduct

The Galveston Housing Authority strives to implement a best in class HCV program. GHA considers Property Owners / Landlords as partners in the implementation of the HCV program. In order to be eligible to participate as a partner with GHA in this important program, Property Owners/ Landlords must abide by the U.S. Department of Housing and Urban Development (HUD) regulations 24 CFR 982.452, which holds Property Owners responsible for performing all owner obligations under the Housing Assistance Payment (HAP) Contract and the lease. Additionally, GHA expects that Property Owners / Landlords adhere to a professional Code of Conduct when interacting with GHA staff as well as program participants.

The Property Owner/Management Personnel and Code of Conduct Obligations:

- Must thoroughly screen and interview families who apply for units
- Must maintain the property in compliance with HUD Housing Quality Standards and make repairs in a timely manner
- Collect security deposits and the tenant's monthly rent portion
- Manage the property and enforce the lease
- Must comply with the terms of the HAP Contract
- Must comply with all fair housing laws and equal opportunity requirements
- Must notify the Galveston Housing Authority if a family vacates the property
- Must notify the Galveston Housing Authority of an ownership change
- Notify GHA in writing immediately if the family violates the lease
- Attend the initial Landlord orientation as well as at least one "Landlord Monday" meeting per year. These meetings provide program guidance, information, and any program changes to participating Landlords.
- Must adhere to the Galveston Housing Authority timelines and office policies.
- Must not engage in any illegal acts such as fraud, bribery, or any corrupt or criminal act in connection with any federal housing program.
- Must communicate professionally at all times with both GHA staff and HCV Participants. Abusive behavior will not be tolerated and is defined below:
 - **Abusive conduct**- Acts and/or omissions that a reasonable person would find hostile, based on the severity, nature, and frequency of conduct, including, but not limited to: repeated infliction of verbal abuse, such as the use of derogatory remarks, insults and epithets; verbal or physical conduct of a threatening, intimidating or humiliating nature; sabotage.
 - **Verbal Abuse**- including vulgar, profane and demeaning language or tone of voice.
 - **Intimidating behavior** – Threats or other conduct that in any way create a hostile environment, impair operations, or frighten, alarm, or inhibit others. Verbal intimidation may include making false statements that are malicious, disparaging, derogatory, disrespectful, abusive, or rude.
 - **Threat** – Any oral or written expression or gesture that would be interpreted by a reasonable person as conveying intent to cause physical harm to persons or property.
 - **Sexual Harassment**- Unwelcome advances, requests for sexual favors and any other verbal, visual or physical conduct of a sexual nature.
 - **Assault**- To attack someone physically or verbally, causing bodily or emotional injury, pain, and/or distress. This might involve the use of a weapon, and includes actions such as hitting, punching, pushing, poking, or kicking.

The Galveston Housing Authority will terminate all HAP contracts for Property Owners who fail to adhere to the Property Owner/Management Personnel Responsibilities and Code of Conduct.

