

A DAY IN THE LIFE OF THE PUBLIC HOUSING PROGRAM

APPLICANT & TENANT INTERVIEWS

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INTERVIEWING

Effective interviewing requires:

- ✓ The right skills!
- ✓ The right tools!
- ✓ The right attitude!

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INTERVIEWING

- The tone for the entire interview is set in the first five minutes
- Skillful interviewing will elicit needed information from the participant as well as provide answers to the client's program related questions

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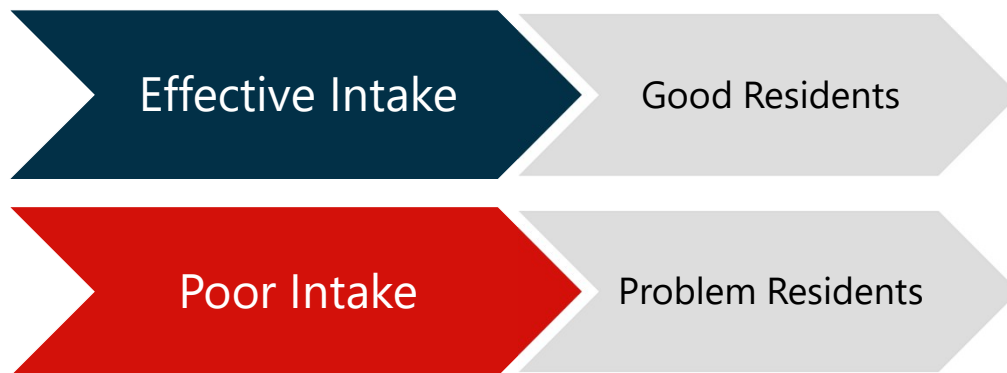
BE AN EDUCATOR CONTINUALLY

- The interview is not a one-way dialogue with the interviewee giving all the information
- Use the different topics in the interview to educate and reinforce Policies and requirements

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BE AN EDUCATOR CONTINUALLY



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BE AN EDUCATOR CONTINUALLY

Use the interview to:

- ✓ To familiarize applicants with the policies, requirements and procedures of the PHA

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BE AN EDUCATOR CONTINUALLY

Family Responsibilities vs. PHA Responsibilities

✓ **Family:**

- Accurate and complete disclosure of information
- Providing requested information and documents in a timely manner

✓ **PHA:**

- Obtaining and documenting verifications

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BE AN EDUCATOR CONTINUALLY

→ Adding or Deleting Household Members

→ Income and Assets

✓ Define Income

✓ Define Assets

✓ Time frame for reporting changes

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BE AN EDUCATOR CONTINUALLY

- Deductions and Allowances
 - ✓ Who qualifies?
 - ✓ Reporting changes
 - ✓ Requestion Hardships

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BE AN EDUCATOR CONTINUALLY

- Community Service and Self-Sufficiency requirements
- VAWA
- Requesting Reasonable Accommodation

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BE AN EDUCATOR CONTINUALLY

- Smoke-Free Public Housing
- House Rules
- Pet Policy

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PREPARING FOR THE INTERVIEW

- Before the interview
 - ✓ Gather all forms needed
 - ✓ Familiarize yourself with the client's history
- Set the stage in the interview

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DURING THE INTERVIEW

- Give the interviewee your undivided attention!
- Use the appropriate interview guides
- Record all responses

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STANDARD OPERATING PROCEDURES

- Admissions and Continued Occupancy Policy (ACOP)
 - ✓ States **WHAT MUST BE DONE**
- Standard Operating Procedures
 - ✓ States **HOW TO DO IT!**

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STANDARD OPERATING PROCEDURES

- Consistency
- Accountability
- Integrity
- High Performing and Financially Strong Organization

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STANDARD OPERATING PROCEDURES

- Positive Public Perception
- Strong Customer Service
- Fair Housing
- Protection

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STANDARD OPERATING PROCEDURES

- Collaboration is key when developing
- SOP for every function
- Training is a **MUST!**

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