

## **PHFA Section 8 Housing Services Program Participation Guidelines**

### **Requirements for Participation:**

- Implementation of an Agency-approved service plan. Service plans are effective for a three year period and include a budget with narrative.
- Completion of a resident survey every three years to provide feedback and help form the site's plan of services.
- Participation in Agency training and networking programs. Staff has available to them many training options, including the annual Housing Services Conference, regional forums, and web-based training that can be accessed through any computer and internet service.
- Contribution to the Housing Services Fund to support programming and educational initiatives (\$500 minimum).
- Participation in PHFA Services Performance System (PHFA's Web-based Reporting / AASC Online or Family Metrics) for all reporting.

Interruptions of service or inadequate service delivery will necessitate administrative review and may result in suspension of the incentive management fee.

### **Benefits of Participation:**

- Enhanced quality of life for residents.
- Protection of the physical investment through reduction in turnover, decreased damages, and increased marketability of units.
- Training opportunities available to site/agent's staff at minimal costs.
- Program assistance and consultation available from regional Housing Service Representatives:

Central PA	Martha McGraw 717.780.3962
Eastern PA	Alicia Spencer 610.270.1989
Western PA	Steve Chopek 412.429.2843
Philadelphia Family Sites	Robert Butcher 610.270.1560

- An increase of ½ of 1% in management fee for continued service delivery and full compliance with above requirements. (HUD-Insured Section 8 ("H") developments are subject to HUD approval).

---

Please return the completed [Participation Agreement](#) by December 16, 2011 to:

**Crystal Baker, Assistant Housing Services Officer  
Pennsylvania Housing Finance Agency  
PO Box 8029  
Harrisburg, PA 17105-8029  
(717) 780-1808  
FAX: (717) 780-1811**