

MODEL MEMO

Document Your Efforts to Fix Household File Mistakes

Use a memo to the file to show contract administrators, local HUD offices, and HUD auditors what you did to try to clean up the mistakes in your household files. You can adapt and use our Model Memo for this purpose. But before doing so, show it to your contract administrator or local HUD office and get their okay.

MEMO TO FILE

FROM: Jane Roe, ABC Gardens Apts.

DATE: *[insert date]*

RE: Doe Household File

When reviewing the Doe household file on *[insert date]*, I discovered that Joe Doe, a 67-year-old member of the Doe household, didn't sign the lease. Mark Doe and Sally Doe signed the lease when the Doe household moved into unit 1A at ABC Gardens Apts. on *[insert date]*. Joe Doe has been a member of the Doe household since the Doe household moved into its unit. According to Joe Doe, he didn't sign the lease at move-in because he wasn't available when the other household members signed the lease.

To address the issue, on *[insert date]*, I mailed Joe Doe a written request to come to our office to sign the lease. On *[insert date]*, Joe Doe came to our office and signed the lease. Our local contract administrator confirmed that Joe Doe should sign the lease at this time and that he should sign the copy of the lease that Mark Doe and Sally Doe had signed.

To ensure that, in the future, all household members required by HUD to sign the lease do so at or before move-in, we clarified our move-in and lease processing procedures. The procedures now say exactly which household members must sign the lease. And we now require site staff to verify that all household members who are required by HUD to sign the lease have, in fact, done so at or before move-in.