

HOME/RAB and Resident Leadership Councils Handbook

(BINDER TAB 3)

10/28/2014



A comprehensive guide to the HOME/RAB and Resident Leadership Council system and what good they can do for your community. In any event where there is conflict between this Handbook and the Bylaws, the Bylaws will prevail. **UPDATES TO THIS HANDBOOK ARE POSSIBLE BY RESOLUTION AS DEFINED IN THE HANDBOOK/BY-LAWS. ANY SUCH UPDATES ARE INCORPORATED AT THE END OF THIS HANDBOOK.**

TABLE OF CONTENTS

<u>CHAPTER TITLE</u>	<u>PAGE</u>
Introduction.....	03
Chapter 1: Overview	04
Chapter 2: Offices of the Council	06
Chapter 3: HOME/RAB.....	14
Chapter 4: Robert’s Rules of Order	20
Chapter 5: Holding Effective and Productive Meetings	26
Chapter 6: Leadership Council Financial Procedures.....	30
Exhibit 1: Leadership Council By-Laws.....	Tab 4
Exhibit 2: HUD Leadership Council Requirements	Tab 5

Introduction:

This handbook is designed to:

- Outline the relationship of Leadership Councils to residents, to the HOME/RAB and to the Rockford Housing Authority.
- Present an understanding of the role of HOME/RAB and their officers and Resident Leadership Councils and their officers.
- Provide guidelines for conducting meetings, preparing budgets and work plans, establishing goals, and encouraging resident participation.

The handbook will answer questions often asked regarding HOME/RAB and Leadership Councils including:

- What is a Resident Leadership Council?
- Why have a Resident Leadership Council?
- What is the HOME/RAB and what is its relationship to the Resident Leadership Councils?
- What are the responsibilities of Resident Leadership Council members – residents and officers?
- What is the role of the Rockford Housing Authority?

Mission Statement

It is the mission of the HOME/RAB and Resident Leadership Council to enhance the quality of life of Public Housing Residents in Rockford through participation, communication, and education for the purpose of achieving authority that will affect the control of our own business.

Chapter 1: OVERVIEW

RESIDENT LEADERSHIP COUNCIL OVERVIEW

Each Rockford Housing Authority (RHA) development and building is encouraged to operate a Resident Leadership Council guided by the HOME/RAB (Resident Advisory Board)

The HOME/RAB is the governing agency of all RHA's Resident Leadership Councils. HOME/RAB Executive officers, in partnership with appropriate RHA staff, assist Resident Leadership Council and residents at each site with the organization and functioning of the Resident Leadership Councils.

RHA staff provides technical assistance to the HOME/RAB and Resident Leadership Councils to ensure compliance with HUD guidelines and requirements.

PURPOSE OF RESIDENT LEADERSHIP COUNCIL

The Resident Leadership Councils serve as tenant organization for a development or building of RHA-managed property. The principal purposes of the Resident Leadership Council are:

- Advocate for residents before RHA and other agencies, and act as a liaison between such agencies.
- Aid in the evaluation of physical and social conditions at respective developments or buildings.
- Encourage programs and activities designed to promote independence, self-sufficiency, community and quality of life.
- Encourage good working relationships between residents, HOME/RAB and RHA staff.
- Aid in determining the needs of each development or building.
- Provide a forum for sharing of information about the Authority and its programs and offerings.
- Make reformations to the development of the RHA capital and annual plans.

LOCAL RESIDENT LEADERSHIP COUNCIL MEMBERS

Each RHA resident is a member of their building/site Resident Leadership Council and is encouraged to:

- Know the purpose of the Resident Leadership Council.
- Attend and participate in the Resident Leadership Council meetings and activities.
- Make concerns known to their Resident Leadership Council and/or the HOME/RAB and be aware of how their council can help address these concerns.
- Become familiar with lease requirements and follow those requirements.
- Participate with the Resident Leadership Council in a positive way to improve their community.

PARTICIPATION IN HOME/RAB AND RESIDENT LEADERSHIP COUNCIL MEETINGS

- Resident Leadership Council and HOME/RAB Board meetings are informational resident meetings.
- HOME/RAB membership is made up of the Resident Leadership Council officers elected from each Resident Leadership Council. HOME/RAB officers have been elected to serve as HOME/RAB representatives by the HOME/RAB membership.
- Only Resident Leadership Council officers are eligible to serve as HOME/RAB officers.
- The HOME/RAB president cannot vote at RAB meetings except in the event of a tie of votes. In this case, the HOME/RAB president can vote to break the tie.
- Unless on the meeting agenda, residents, visitors or guests attending a HOME/RAB or Resident Leadership Council meeting must wait until “Open Discussion” to address the HOME/RAB and/or Resident Leadership Council.

PROPER USE OF POSITION

- The Resident Leadership Council and HOME/RAB officers are elected by their peers to represent them. These positions are not be abused in any way.
- Resident Leadership Council and HOME/RAB officers adhere to the Ethics Policy/ Standard Code of Conduct procedures and guidelines.
- Resident Leadership Council officers cannot sponsor or promote events in the name of the Resident Leadership Council, the HOME/RAB, or RHA without getting approval from their membership and (in cases where RHA property or assistance is needed) RHA. The Resident Leadership Council and HOME/RAB sponsorship requires the vote of the council, not just the participation of some of the officers or members.
 - Membership permission includes event approval provided by vote for the annual budget where said event(s) where included in the budget at the time of budget approval.
 - Membership permission includes permissions obtained by way of a special vote in a regularly scheduled meeting.
 - Membership permission includes permissions obtained by way of a special vote in a properly called special meeting of the Council and its membership.
 - RHA permission includes approval given, by an authorized RHA staff member representing management, as part of the annual meeting during the budget adoption process.
 - RHA permission includes approval given, by an authorized RHA staff member representing management, during a regularly scheduled Council meeting.
 - RHA permission given in writing, by an authorized RHA staff member representing management, upon receipt of a written Council request. Written approval shall not be unreasonably withheld.

Chapter 2: Offices of the Council

REPRESENTATION

- Resident Leadership Council Officers are elected by property/building members, as defined in the Bylaws, to represent them, their issues, and their needs. Council officers shall address these needs with Resident Leadership Council members, the HOME/RAB and to RHA. Resident Leadership Council officers and HOME/RAB officers shall conduct themselves as representatives of their site and maintain respect for their membership.
- No more than one member of each household may hold an officer position at their Resident Leadership Council (As of 11/1/2014 – Orton Keyes and Fairgrounds have council members from the same household. These two are grandfathered for the duration of these council members continued service. At any point these members are no longer filling the council roles this new requirement will take effect)

Holding Meetings – Resident Leadership Council officers are responsible for the facilitation of regular monthly Council meetings. In this capacity, their duties include:

- **Conduct officer pre-meeting preparation** – Leadership Council officers communicate together before the Resident Leadership Council meeting to prepare the agenda for the official Leadership Council meeting.
- **Bring an agenda** to every meeting. Agendas are very important. If a meeting is held without an agenda, participants feel that they are not an involved part of the meeting.
- **Bring copies of committee reports**, including but not limited to Treasurer, HOME/RAB, Special Events, to all Resident Leadership Council meetings.
- **Encourage resident participation** in open session in all meetings.
- **Work together as a team** to hold an effective, productive, positive meeting.

Training – All Resident Leadership Council officers must attend RHA’s Resident Leadership Council training within three months of being elected or they may be removed from office.

Code of Ethics/Conduct Process –All officers must adhere to the Code of Ethics.

- Each officer must sign the Code of Ethics upon being elected and sworn in to office. Failure to do so will result in termination.
- If officers are found in violation of the Code, the HOME/RAB Executive board will conduct an investigation upon receipt of a written complaint.
- The officer in question will be sent a letter from the HOME/RAB inviting them to the official RAB Oversight meeting to discuss the complaint. The complainant will also be invited to attend if necessary.

- If the HOME/RAB finds the officer is not in violation, the RAB Executive board will send an official notice to the officer's Resident Leadership Council letting them know that no violation was found.
- If the HOME/RAB finds the officer is in violation, then the HOME/RAB will attend the officer's Resident Leadership Council meeting to inform the membership of their findings, and present their decision. The HOME/RAB could require additional training, monitoring, and up to termination of the Resident Leadership Council officer.
- If a termination of an officer is recommended by the HOME/RAB, the Resident Leadership Council must call for a vote of Resident Leadership Council officers as directed by the bylaws.

Probation/Probationary Leadership Council Process—The HOME/RAB monitors any newly elected Resident Leadership Council Board, and/or any Resident Leadership Council that has a formal written Resident Leadership Council/RAB referral form on file. In order to be removed from the probationary list, the following must occur:

- New Resident Leadership Councils will have completed two consecutive months of probation.
- Probationary Resident Leadership Councils will have had staff visits for three consecutive months.
- Probationary Resident Leadership Councils will be functioning smoothly.
- Probationary Resident Leadership Councils officers adhere to the Code of Ethics.
- Probationary Resident Leadership Council officers will have attended an officer re-training session.
- Probationary Resident Leadership Councils will have had a final visit after three months of staff visits, in order to determine if they are ready to be removed from the probationary list.
- Officers from any probationary Resident Leadership Council are not eligible to run for office on the HOME/RAB.

Termination Process – RESIDENT LEADERSHIP COUNCIL and RAB Officers will be terminated from their position if they

- Fail to meet the conditions established in the Resident Leadership Council Bylaws.
- If they do not complete training within 3 months of taking office.
- If HOME/RAB or RHA finds that they have violated the Code of Ethics policy.

Appeal Process – A terminated Resident Leadership Council Officer may appeal their termination through the following process:

- 1) A written request for appeal must be submitted to the Executive Board of the Resident Leadership Council where the member wishes to be reinstated.
 - a) Such a request must be submitted within 10 days of termination.
 - b) Resident Leadership Council Executive Board shall inform the HOME/RAB in writing that such an appeal is being considered.
 - c) Appeal shall be placed on agenda for the next Resident Leadership Council meeting.
- 2) Resident Leadership Council consideration of appeal
 - a) At the Resident Leadership Council meeting, the member who is appealing termination from the Executive team shall present their case regarding why they believe they should be reinstated.
 - b) The Resident Leadership Council Executive team will encourage open discussion on the merits of the appeal.
 - c) A silent ballot vote to support or deny appeal shall be taken by the Resident Leadership Council. Appellate shall not be present during vote.
- 3) The result of the vote shall be recorded in the meeting minutes and the appellate member shall receive written notification of the Resident Leadership Council decision within 5 days of the meeting.
- 4) A written result of the vote shall be formally submitted to the HOME/RAB. The HOME/RAB Executive Board shall then consider the request and inform the appellate member of their decision in writing within 5 days.

EXECUTIVE BOARD MEMBERS

A Resident Leadership Council consists of **ALL** of the adult residents of a building or development. The Resident Leadership Council Executive Board is made up of the following officers:

President

Vice-President

Secretary

Treasurer

Other

(Other - As adopted by Councils as directed by by-laws)

DUTIES OF OFFICERS:

PRESIDENT

What is the role of the President?

The Resident Leadership Council and HOME/RAB President, functions first and foremost as *meeting facilitator*. In this capacity, the president:

- Makes sure the agenda is followed.
- Ensures that meetings begin and end on time. Resident Leadership Council meetings should be no longer than one hour. HOME/RAB meetings should be no longer than two hours.
- Encourages everyone to feel comfortable stating their opinion.
- Refrains from letting their opinion be known.
- Never shows whether they like or dislike a person or a suggestion.
- Never agrees or disagrees with an opinion or a position.

Was the job well done?

- Was the agenda followed?
- Did the meeting begin on time and end on time?
- Did the president state his or her opinion or let it be known? This should not happen.
- Did the president show his or her like or dislike for people who spoke? This should not happen.
- Did the president show his or her agreement or disagreement with the opinions? This should not happen.

Duties of the President: Preside over all Resident Leadership Council meetings, keeping the following in mind:

- Work with the RESIDENT LEADERSHIP COUNCIL officers to develop RESIDENT LEADERSHIP COUNCIL meeting agendas;
- Make sure an agenda is available at each meeting for all members;
- Conduct meetings from prepared agendas;
- Remain calm and listen to all remarks without bias or prejudice;
- Speak no more than necessary while presiding;
- Have a working knowledge of parliamentary procedure;
- Have a good understanding of their by-laws;
- Have a good understanding of the RAB/RESIDENT LEADERSHIP COUNCIL Policy Handbook;
- Have a list of active committees and committee members available;
- Extend every courtesy to members who are for or against a motion, regardless of personal opinion.
- The president should only vote in a tie, and then only by silent ballot.
- The position of the president, should never be included in discussion;

- When the president wishes to address an issue, **which should be rarely**, he/she must step down and relinquish the chair to the highest ranking officer, until the discussion is complete;
- Be available to approve and sign official documents for the RESIDENT LEADERSHP COUNCIL;
- Act as a primary signer for all check requests;
- Be aware of all resident activities and functions in the development or building;
- Lead the RESIDENT LEADERSHP COUNCIL in encouragement and promotion of resident participation in activities of the RHA, the RAB, the RESIDENT LEADERSHP COUNCIL, the community and the neighborhood;
- Be instrumental in establishing the RESIDENT LEADERSHIP COUNCIL budget and work plan.

The President's Report

The role of the President at monthly Resident Leadership Council Meetings is to report information to the residents. Unlike the Treasurer and Secretary, who submit written reports, the President will verbally inform residents of activities and business relating to their community.

The President should follow the written agenda while presiding over the monthly meetings. A typical agenda would reflect the order of business as follows:

- Call to Order
- Reading and Approval of Minutes
- Correspondence
- Treasurer's Report/Motion to Pay Bills
- Committee Reports
- Unfinished Business
- New Business
- Concerns/Grievances
- Adjournment

It is important that the President keeps all members on track and keeps the meeting flowing smoothly.

In the absence of the President, the Vice-President shall perform the duties of the President.

VICE-PRESIDENT

What is the role of the Vice-President?

The Vice-President fulfills two main responsibilities:

- Fills in for any vacant position,

- Become the president if that position is vacated.

The Vice-President is very important because RESIDENT LEADERSHIP COUNCILs frequently have vacant positions which the Vice-President must fill. In order to best perform in a position vacated by another officer, the Vice-President should make it their goal to understand as much as possible about each officer position.

The Vice-President shall:

- Act in the place of the President whenever necessary;
- Become the President in case of a vacancy in the office of President;
- Preside at official meetings, in the absence of the President or whenever the President temporarily vacates the chair;
- Act as assistant to the President in all duties and assignments;
- Work with the RAB to develop the RESIDENT LEADERSHIP COUNCIL agenda;
- Have a working knowledge of parliamentary procedure;
- Have a good understanding of the RESIDENT LEADERSHIP COUNCIL bylaws;
- Oversee all standing committees of the RESIDENT LEADERSHIP COUNCIL;
- Present monthly reports in the absence of Secretary and/or Treasurer; and
- Absorb duties and responsibilities of any vacant RESIDENT LEADERSHIP COUNCIL Officer position.

SECRETARY

What is the role of the Secretary?

The main responsibility of the Secretary is the minutes: taking minutes, passing out minutes, keeping copies of minutes, and forwarding copies of minutes to RESIDENT LEADERSHIP COUNCILS.

Important information about minutes:

- They can be hand written or typed.
- They can be read out loud or passed out for others to read.
- They can be short or long.
- They must provide an overview of what happened in a meeting and record all motions and resolutions.
- Minutes do not need to include all details of a meeting.
- They must include all motions – what the motion was, who made and who seconded the motion.

The Secretary shall:

- Execute roll-call;
- Keep all minutes in a binder (by year) and bring them to all meetings;
- Work with the RESIDENT LEADERSHIP COUNCIL Executive Board to develop the RESIDENT LEADERSHIP COUNCIL agenda;
- Create the announcement flyer for the monthly RESIDENT LEADERSHIP COUNCIL meeting;
- Read aloud or present copies of previous month's minutes for approval;
- Record meeting minutes and submit a copy to RESIDENT LEADERSHIP COUNCILS on a monthly basis;
- Complete, keep, and forward copies of all resolutions to RESIDENT LEADERSHIP COUNCILS;
- Act as an alternate signer on all bank drafts;
- Create "Minutes Binder" for the council;
- Create Resolution tabs in above binder;
- Minutes should include the following:
 - Time, date and place of each meeting;
 - Executive roll-call, attendance (attach list of names of each member present);
 - Treasurer's Report;
 - Committee Reports;
 - Guest Speaker Information;
 - Old and New Business including all motions and outcomes of those motions;
 - Open Discussion (i.e. membership comments);
 - Specifics on motions made – what the motion was, who made it, and who seconded it;
 - Adjournment time;
 - The place and time of the next RESIDENT LEADERSHIP COUNCIL meeting.

Secretary's Report

The secretary sees that the notices of meetings are posted at least two days before each meeting.

Use the agenda from the meeting to keep your minutes in order.

Use "Motion Sheets" for meeting

You may use a recorder; however you will still have to write down the names of those making motions and seconds. You must also note the approval and disapproval. It is your responsibility to make sure you understand the motion as presented. If you do not understand it, be sure to ask for clarification. The President should repeat the motion making sure that it is correct before asking for approval. (If the comments are significant for the motion be sure to include them in the minutes).

Some people tend to include all of the conversations at meetings, but that is not always necessary. Only the important data, such as: dates, times, where, why, reasons, etc., is necessary.

TREASURER

What is the role of the Treasurer?

The main responsibility of the Treasurer is tracking and reporting activities in the RESIDENT LEADERSHIP COUNCIL's financial account in the Treasurer's Report.

Important information about the Treasurer's Report:

- The Treasurer receives a completed Treasurer's Report from RHA's Account Coordinator before each RESIDENT LEADERSHIP COUNCIL meeting.
- The Treasurer does not complete Treasurer's Report. Their main responsibility is to make sure the report is correct.

The Treasurer shall:

- Read monthly Treasury reports at RESIDENT LEADERSHIP COUNCIL meetings which includes a detailed list of expenditures and deposits (debits and credits) for the previous month;
- Keep copies of all resolutions relating to the expenditures (money spent) for the previous month;
- Keep copies of all receipts for the previous month;
- Act as a primary signer on all checks for council spending;
- Be a custodian of all the RESIDENT LEADERSHIP COUNCIL funds and bestow them only upon authorization from a majority approval of the RESIDENT LEADERSHIP COUNCIL members;
- Prepare a budget with the assistance of the RESIDENT LEADERSHIP COUNCIL Executive Board, for approval by the RESIDENT LEADERSHIP COUNCIL membership;
- Work with the HOME/RAB to develop the RESIDENT LEADERSHIP COUNCIL agenda.

Treasurer's Report

The Treasurer of any organization must report on the financial transactions of that organization. This report should be made monthly. The purpose of financial reporting is to make sure that any decisions that need to be made can take into consideration accurate, up to date, financial information.

The Treasurer's Report should include the following:

- The Name of the Organization (ex. Blackhawk Residence Council)
- The period which the report covers (i.e. June 1, 2014—June 20, 2014)
- The cash balance at the beginning of the period
- The income received during the period.
- The expenses paid during the period.
- The cash balance at the end of the period.
- The signature of the Treasurer.

The cash balance at the end of the period MUST agree with the balance per checkbook on the bank reconciliation.

The treasurer's report must be in writing. There should be copies for all members who will be present at the meeting when the report is presented. Ideally, members should receive the report in advance of the meeting so they can review and understand the report and be prepared with any questions.

You, as the Treasurer, will present the Treasurer's Report orally at the meeting. All that needs to be stated is the beginning balance, income received during the month, all expenses, and the ending balance. Once the oral report is presented, and all questions answered, the chair should say: **"The Treasurer's Report is filed."** Following proper parliamentary procedure, the Treasurer's Report is never "moved, seconded, or adopted." The appropriate term is "filed" or "filed for audit". The reason for this is that members present have no way to "approve" the details of the report; they can only "acknowledge" it.

The secretary should be given a copy of the Treasurer's Report to attach to the minutes. **The Minutes and Treasurer's Report should be turned in with the appropriate Budget Requests.**

You can standardize your Treasurer's Report by using the sample form. You can then make copies of the blank report and use monthly by simply writing the correct month and numbers. (A sample form is attached for your convenience).

RHA'S HOME/RAB

RESPONSIBILITIES

- The HOME/RAB works in partnership with RHA to govern each Resident Leadership Council. The responsibilities of the HOME/RAB and its officers are to:
- Act as the representative of RHA residents and Resident Leadership Councils.
- Adopt written procedures for operation, such as by-laws.
- Hold regular Resident Leadership Council meetings to ensure that residents have input and are knowledgeable about and involved in RESIDENT LEADERSHIP COUNCIL and HOME/RAB decisions and activities.
- Develop bi-annual work plans that outline eligible resident participation activities for the HOME/RAB and each RESIDENT LEADERSHIP COUNCIL. Eligible activities include, but are not limited to:
 - Activities to inform, acquaint, advise, promote, and update residents concerning the issues and/or operations that affect resident households and their living environment;
 - Resident surveys and other forms of resident input;
 - Annual membership events or site-based community promotions that encourage resident participation;
 - Resident outreach and promotional activities;
 - HOME/RAB and RESIDENT LEADERSHIP COUNCIL training, elections, organizing, leadership, household training, and communication;
 - Orientation and responsibilities for new and existing residents;
 - Planning functions for such items as the Agency Plan, revitalization, safety and security, property management and maintenance, and capital improvements;
 - Promoting and encouraging activities and programs that promote education, leadership, safety, self-sufficiency.
 - **Minimal** refreshment costs that are directly related to resident meetings for these activities are eligible for resident participation funds.
 - Approve disbursement of funds to each RESIDENT LEADERSHIP COUNCIL after approval of the work plan by the HOME/RAB and RHA.
 - In conjunction with RHA, monthly monitor resident participation activities and the use of funds.
 - Provide an annual report to HOME/RAB and RHA regarding resident participation activities and the use of funds

OFFICER DUTIES

The Executive RAB officers should be chosen for their leadership qualities and abilities. Executive Officers of the RAB fulfill the following responsibilities:

- Provide oversight of all Resident Leadership Councils which includes:
 - Approving bylaws.
 - Approving work plans.
 - Auditing Treasurer's Reports.
 - Reviewing and approving receipts.
 - Providing technical assistance.
 - Providing oversight to the RESIDENT LEADERSHIP COUNCILs to ensure that by-laws are followed.
 - Monitoring issues raised at RAB meetings and tracking their resolution.
- Sit on relevant committees including Special Events Committee and RESIDENT LEADERSHIP COUNCIL Oversight Committee, etc.
- Present updates monthly at Board of Commissioners meetings.
- Participate in other activities including, but not limited to:
 - Fundraising
 - Recruiting
 - Resident Leadership Council startup
 - Special events including, but not limited to, senior fairs, back to school events, resource fairs, youth leadership, etc.
- Provide technical support to Resident Leadership Councils.
- Refer HOME/RAB and RESIDENT LEADERSHIP COUNCIL issues to Staff of RHA monthly.
- On occasion, attend RESIDENT LEADERSHIP COUNCIL meetings to audit activities and provide technical assistance.
- Provide residents with a means of communicating with RHA staff.
- Provide residents with opportunities for leadership and upward mobility.
- Help determine the needs of RHA sites and communicate those needs to RHA management.
- Help facilitate programs and activities for RHA youth, adult, and senior residents in the areas of education, leadership, safety, self-sufficiency.
- Foster a close working relationship between residents, maintenance, and management.
- Assist residents to secure needed services from outside agencies.
- As needed participate in resident hearings as outlined by the Lease and Grievance Procedure.

HOME/RAB OFFICER REQUIREMENTS

- **Running for Office** -- Only RESIDENT LEADERSHIP COUNCIL officers who have been elected by their membership may run for a HOME/RAB officer position.
- **Active Resident Leadership Council Officer Requirement** – RESIDENT LEADERSHIP COUNCIL Executive Officers must be an officer in good standing. If they lose their RESIDENT LEADERSHIP COUNCIL position and do not fill another RESIDENT LEADERSHIP COUNCIL officer position within 60 days, they will be removed from their HOME/RAB Executive Officer position.

HOME/RAB BOARD COMPONENTS

Officers must be at least 18 years old and on the lease of the respective RHA property. Terms of office are two years. An office may be vacated by resignation, death, termination, or a vote of impeachment.

Board positions – Resident Leadership Councils have four elected executive board positions: President, Vice-President, Secretary, and Treasurer. Two or more positions may not be held by the same person except upon temporary appointment, which must not exceed two months and must be approved by the Executive Board of the HOME/RAB.

Elections are held every two years according to the election schedule. No individual can hold the same office for more than two consecutive terms (4 consecutive year's total).

Meeting Accessibility -- RESIDENT LEADERSHIP COUNCIL and HOME/RAB meetings must be accessible to members.

Resident Issues -- All residents, RESIDENT LEADERSHIP COUNCIL members, have the right to voice their opinion at their RESIDENT LEADERSHIP COUNCIL meetings in “Open Discussion.”

- When residents have issues or ideas that concern their community, they should bring those suggestions to their RESIDENT LEADERSHIP COUNCIL.
- If issues are not resolved at the RESIDENT LEADERSHIP COUNCIL level, they can be referred to the HOME/RAB with approval of the RESIDENT LEADERSHIP COUNCIL.
- The RESIDENT LEADERSHIP COUNCIL to HOME/RAB Referral Form must be completed by the RESIDENT LEADERSHIP COUNCIL and submitted to the HOME/RAB.
- Issues that cannot be resolved at the HOME/RAB level will be referred to the HOME/RAB Executive Committee.

Official Meeting -- Each RESIDENT LEADERSHIP COUNCIL holds monthly meetings on the same day and time each month as specified in their bylaws. For a meeting to be official there

must be a quorum. Meetings without a quorum can be held, but are unofficial. No voting can take place in unofficial meetings.

Quorum -- A quorum requires that at least three executive board members must be present as well the number of residents specified in the bylaws. A HOME/RAB executive officer may sit in for a RESIDENT LEADERSHIP COUNCIL officer in order to make a quorum if only two RESIDENT LEADERSHIP COUNCIL officers are able to attend a meeting. RESIDENT LEADERSHIP COUNCIL business can only be conducted if there is a quorum.

Bylaws -- Each RESIDENT LEADERSHIP COUNCIL must have HOME/RAB approved and RHA approved bylaws which outline the rules of the RESIDENT LEADERSHIP COUNCIL including how many residents must be in attendance in order to have a quorum. Each RESIDENT LEADERSHIP COUNCIL must abide by the rules of their bylaws.

Roberts Rules of Order – RESIDENT LEADERSHIP COUNCIL and HOME/RAB meetings are structured according to Roberts Rules of Order style.

Training –RESIDENT LEADERSHIP COUNCIL trainings must be completed by RESIDENT LEADERSHIP COUNCIL officers within the first three months of attaining their position or they will be removed from office.

Technical Advisors – Resident and RHA Programs Management staff attend all RESIDENT LEADERSHIP COUNCIL and HOME/RAB meetings as technical support. RHA staff assists with correct meeting procedures.

Resident Participation Funds Work plan -- Each RESIDENT LEADERSHIP COUNCIL that is eligible for Resident Participation Funds must complete an annual budget and work plan on an annual basis which outlines how the RESIDENT LEADERSHIP COUNCIL plans to spend their allotted funds for that year. The budget and work plan must be approved at an RESIDENT LEADERSHIP COUNCIL meeting by its members before it can be submitted to the HOME/RAB and RESIDENT LEADERSHIP COUNCILS for approval. If a work plan is not approved, it will be returned to the LRESIDENT LEADERSHIP COUNCIL for changes. Once a work plan has been approved, funds can be spent from the HUD account on work plan items without a resolution. All other expenditures must be accompanied by an approved resolution.

RAB ELECTION PROCEDURES

Nominations are accepted from any Resident Leadership Council officer or member.

Voting is completed by secret ballot biannually at the September HOME/RAB meeting. Voting is supervised by RESIDENT LEADERSHIP COUNCILS staff and one resident who is not running for office.

ELECTION PROCEDURES

ELECTION COMMITTEE

When elections are scheduled for a Resident Leadership Council, the respective RESIDENT LEADERSHIP COUNCIL will solicit RESIDENT LEADERSHIP COUNCIL members (residents of that site) to participate in the Election Committee.

- Election Committees assist with the election procedure.
- Volunteers are requested at the RESIDENT LEADERSHIP COUNCIL meeting prior to the beginning of the Nomination Period.
- The first Election Committee meeting should be held 3-5 days after the committee is formed.
- The Election Committee is made up of residents who will not run for office. If a resident serves on the Election Committee, he or she is not eligible to run for RESIDENT LEADERSHIP COUNCIL office.
- If no residents volunteer and an Election Committee cannot be formed, RHA site staff will oversee the election process.
- The Election Committee should meet periodically throughout the election process.
- Election announcement flyers are sent to every unit.
- The Election Committee will assist with resident notification, flyer distribution, scheduling of election, Election Day preparations, and election result notification.

NOMINATION PERIOD

- The Nomination Period should be open for at least 30 days to ensure that all residents have an opportunity to nominate eligible candidates for office.
- Nomination forms should be delivered to each resident unit in the respective building or development.
- Nomination Forms should clearly state the open offices (President, Vice-President, Treasurer, Secretary, and Sergeant-at-Arms), the date that nominations close, and where to submit completed nomination forms.
- In order to be accepted as a nomination, the name of the nominated individual must be clearly written (first and last name) on the line next to the position for which they are being nominated. Individuals may nominate themselves for any position.
- Once the nomination period closes, all nominees will receive an Acceptance Letter from RESIDENT LEADERSHIP COUNCILS stating the position for which they have been nominated. Nominees have one week from the date of this letter to complete and return the Acceptance Form to RESIDENT LEADERSHIP COUNCILS.
- Individuals that accept a nomination will be placed on the ballot at the position that they accepted.

- If an individual declines their nomination, they will not be placed on the election ballot.
- Nominated individuals who do not return the Acceptance Letter will be placed on the ballot at the highest position for which they were nominated.
- Once Acceptance Letters have been returned, the Election Committee or RHA staff will provide a list of the nominees for office at the upcoming RESIDENT LEADERSHIP COUNCIL meeting.
- A resident name can only appear once on the ballot. Candidates can only run for one position.

CAMPAIGN PERIOD

- Election flyers list the date and times of the upcoming election and list candidates running for office.
- Election Flyers will be distributed to each household 3-5 days before the election. The Election Flyer can be posted in a community space at any time after the nominating period and before the election.
- There should be at least 30 days between the end of the nomination period and the election. This allows for campaigning. Election Day should have available hours in the morning and in the afternoon so that residents have the opportunity to vote. All votes should be collected in the locked voting box.
- All residents 18 and older may vote. A list of eligible residents will be requested from RHA's MIS Department or Property Managers office at least one week prior to the election. Individuals will only be allowed to vote if they are on this list. Each resident will be allowed one vote and may vote ONLY on their behalf. No votes by proxy will be accepted. Residents not in good standing with RHA will not be placed on this list
- Votes should be counted no later than the following morning at the RESIDENT LEADERSHIP COUNCIL office with at least one witness who can be RHA staff.
- Election results will be posted on site within twenty-four hours after the conclusion of the elections.
- The original ballots and summary sheet will be kept in the RESIDENT LEADERSHIP COUNCIL file in case questions arise.

ROBERT'S RULES OF ORDER

(Taken from The a-b-c's of Parliamentary Procedure)

Parliamentary procedure refers to the practices used in meetings to keep things orderly and give everyone a fair chance to be heard. It is the body of rules that is used when people meet as a group to discuss business. RHA's HOME/RAB and RESIDENT LEADERSHIP COUNCILS follow the structure of Robert's Rules of Order which provides guidelines for parliamentary procedure.

What is parliamentary procedure?

It is a set of rules for conducting business at meetings.

Why is parliamentary procedure important?

Because it allows everyone to be heard and meetings to be held efficiently, productively, and with minimal confusion.

PARLIAMENTARY PROCEDURE ENSURES:

- Democratic rule
- Flexibility
- Protection of rights
- A fair hearing for everyone

AGENDA

An agenda is generally followed by organizations using parliamentary procedure. Here is a typical example of an agenda template:

- *Call to Order* – If a quorum is present, the chair or president says, “This meeting will come to order.”
- *Minutes* – The secretary reads or provides a record of the previous meeting.
- *Officer's Reports* – Officers and committees may report on their activities.
- *Reports of Special Committees* – Special committees report on the tasks and business for which they were created.
- *Old Business* – This is business that has not been finished at a previous meeting.
- *New Business* – New topics are introduced.
- *Speakers* – These inform the people at the meeting of other subjects or events.
- *Adjournment* – The meeting ends by a vote.

HOW DO MEMBERS GET THEIR SAY?

- Resident Leadership Council officers present motions: “*I move that...*,” “*I make a motion that...*”

- Motions are seconded to express support for discussion of another officers' motion: "*I second the motion that...*"
- Debate and give opinions on motions: "*I agree with the motion because...*," "*I disagree with the motion because...*," "*I would like to change the motion a little by suggesting....*"
- Officer vote on motions (President only in the event of a tie): "*All those in favor?*" "*Any opposed?*"

SOME QUESTIONS RELATING TO MOTIONS

- ***Is it in order?***
 - Your motion must relate to the business at hand and be presented at the right time. It must not be obstructive, rude, frivolous, or against the bylaws.
- ***May I interrupt the speaker?***
 - Some motions are so important that the speaker may be interrupted to make them. The original speaker regains the floor after the interruption has been attended to.
- ***Can the motion be amended?***
 - Some motions can be changed by striking out and/or inserting wording. Amendments must relate to the subject as presented by the main motion.
- ***What vote is needed?***
 - Most motions require a majority vote (more than half the officers present and voting). Motions concerning the rights of the assembly or its members, however, need a 2/3 membership vote to be adopted.
- ***Can it be discussed?***
 - Some motions can be debated again and revoted on to give members a chance to change their minds. The motion to reconsider must come from the winning side.

PRESENTING MOTIONS

Here's what should happen when you want to present a motion (in a traditional monthly meeting officers motion; in an annual meeting members can motion):

1. You obtain the floor.
 - i. Wait until the previous speaker is finished.
 - ii. Rise and address the chair/president. Say, "*My name is _____ . I would like to make a motion to....*"
2. Present your motion:
 - i. Speak clearly.
 - ii. State your motion. Here is an example:

“I make a motion that the RESIDENT LEADERSHIP COUNCIL use \$50 from the account 3 to start a Coffee Club. The \$50 is to buy supplies such as coffee, cups, creamer, sugar, napkins, stir sticks, pastries, and newspapers. I propose that the Coffee Club meet in the community room from 7am – 10am every first Friday of the month, the event be free to residents, donations be accepted at the sign in table, and guests can buy a cup of coffee and a pastry for a dollar.”

- iii. Your motion should be as specific as possible. You should state the amount of money you suggest, what it should be spent on, dates, sites, etc.
 - iv. Stay on the subject.
 - v. Be respectful and polite.
3. Wait for someone to second your motion.
- i. Another officer will say, *“I second the motion to”* restate the motion.
 - ii. Or, the president will ask for someone to second the motion.
 - iii. If there is no second, your motion will not be considered.
4. If your motion does get seconded the president will ask for discussion of the motion.
- i. The president says, *“The motion is now open for discussion.”*
 - ii. If a member brings up a topic that is not relevant to the motion on the floor, the president should state *“That is not in order at this time.”*
 - iii. *Discussion of the motion is an opportunity to modify or change any part of the proposed motion and/or state concerns or reasons that the motion should not be approved.*
5. The president asks for a vote.
- i. When discussion is complete, the president will close the discussion. The President will say something like: *The discussion is closed. We need to vote on the motion.”*
 - ii. The president will ask the officer who initially made the motion to restate the motion either the way they originally stated it or with changes based on suggestions of members such as the amount of money to be used, the dates to hold an event, etc.
 - iii. If the officer would like to keep the motion as they presented and not adopt any of the suggestions/recommendation from the membership, then the motion will then be presented in its original form for the council to vote on. Keep in mind that the risk may be a defeated motion by the membership.
 - iv. If the changes are included and the motion is modified, the officer that initially asked for the motion should then restate the motion to include these recommendations/suggestions so the membership can make an informed decision.

- v. The president will inform the council that they will be asked to vote either for or against the motion as it was presented, reminding them that they can only vote once (either for or against). If the membership allows for guests/visitors to attend their meetings, the president should remind them that only members can vote.
- vi. The president will ask for all those in favor of the motion to raise their hand. The president will then ask all those opposed or against the motion to raise their hands.
- vii. The president announces the results. The majority of the vote (in favor or opposed) will carry the motion. For example, if approved, the president will state, “the First Friday of the month Coffee Club motion is approved with a majority vote.”
- viii. The President will ask or appoint one of the Executive Officers to Chairperson of the committee tasked with organizing any event proposed in an approved motion. Volunteers will be requested to complete the committee. The two members that made and seconded the motion are automatically on the committee. The minimum number of members on a committee is the three individuals mentioned. It is recommended that at least five LRESIDENT LEADERSHIP COUNCIL members sit on a committee.

During debate/discussion, keep the following points in mind:

- Listen to each side of the debate.
- Focus on issues, not people.
- Avoid questioning someone's motives.
- Be polite and respectful.

The president should always appear impartial and express no opinion. The president should “manage” the debate. That means they should make sure that people are recognized to speak, that order is maintained, that speakers stay on topic, etc. They should **not** be part of the debate. If the president feels they must engage in the debate, and **this should happen rarely**, they must step down until the motion is completely discussed.

PRINCIPLES OF ROBERT'S RULES:

- **Voting** -- The right to vote is limited to officers who are present in a meeting during the time a vote is taken; except for an annual meeting where all members in good standing may vote.
 - Rules cannot be suspended to give a right to vote to a non-member.
 - Cumulative voting is prohibited (more than one vote per item).

- Absentee voting is against the rules.
 - Motions need a majority vote to pass unless the motion is to change something that has already been adopted or to change the bylaws. These items require a 2/3rds majority vote.
- **Bylaws** *are* the rules that define your group. Bylaws define characteristics of your organization and cannot be changed without previous notice and the consent of a large majority (2/3 vote) of your members. ***Bylaws should be made available to all organization members.***
 - **Meetings** are the official convening of the members to transact official business. Regular meeting times should be spelled out in the bylaws.
 - All RESIDENT LEADERSHIP COUNCIL and HOME/RAB meetings should begin on time.
 - HOME/RAB meetings should last two hours or less.
 - RESIDENT LEADERSHIP COUNCIL meetings should last one hour or less.
 - **Special meetings** are called to deal with business that can't wait until the next regular meeting. Special meetings cannot be held unless bylaws authorize them. Bylaws should be clear regarding how a special meeting can be called and should specify the amount of notice required to give members. Only topics listed in the special notice can be discussed in a special meeting.
 - **Quorum** is the minimum number of voting members who must be present in order to conduct business. Quorum requirements are outlined in the bylaws. An unofficial meeting can be held if there is no quorum but no voting is allowed. A HOME/RAB officer can sit in for an absent RESIDENT LEADERSHIP COUNCIL officer to make a quorum.
 - **Agenda** is a listing of items of business that will occur in a meeting. The agenda is at the heart of every good meeting and should include the following:
 - **Call to Order:** In order to begin the meeting a single rap of the gavel is followed by the declaration: "This meeting will come to order."
 - **Roll Call:** After the meeting is called to order, it is time to call the roll.
 - **Minutes:** Minutes from the prior meeting are reviewed. After corrections are made, a motion should be made to approve the minutes, and a 2nd should be made. The president says, "All in favor" and then "any opposed?" If the majority approves the minutes, the president says, "The minutes are approved."

- **Treasurer's Report:** The Treasurer will provide the Treasurer's Report to the members on the expenditures, deposits, and balances of accounts.
- **Unfinished Business:** This portion of the agenda deals with any items that were not closed when the previous meeting was adjourned.
- **New Business:** This portion of the meeting is when new items are raised.
- **Announcements:** Officers, members, and guests can make announcements.
- **Guest Speakers:** Many groups move this section up in the agenda since most speakers are on a tight schedule.
- **Adjournment:** It's time to go.

HOLDING EFFECTIVE AND PRODUCTIVE MEETINGS

MEETING BASICS

Accessibility -- RESIDENT LEADERSHIP COUNCIL and the HOME/RAB meetings must be accessible to all members.

Issues/Concerns -- Residents have the right to state their opinion about RESIDENT LEADERSHIP COUNCIL issues at meetings in Open Discussion and/or as an item is raised on the agenda if the president offers the floor for discussion. When residents have concerns regarding their community, they should bring those topics to their RESIDENT LEADERSHIP COUNCIL meeting. If issues are not resolved at the RESIDENT LEADERSHIP COUNCIL, they can be referred to the HOME/RAB with approval by the RESIDENT LEADERSHIP COUNCIL. A RESIDENT LEADERSHIP COUNCIL to HOME/RAB Referral Form must be completed and submitted to the HOME/RAB. If not resolved at the RESIDENT LEADERSHIP COUNCIL, issues can be taken to HOME/RAB Executive Committee. **The RESIDENT LEADERSHIP COUNCIL is not a forum for personal issues but for issues relative to the site.**

Agendas – Agendas should be brought to all meetings and should outline what is to be discussed. Meetings should be based on pre-determined objectives. The agenda should include items that are still open from the last meeting which will appear under the heading OLD BUSINESS. New issues will be under NEW BUSINESS.

Official meeting -- Each RESIDENT LEADERSHIP COUNCIL offers monthly meetings on the same day and time each month. At least three executive board members must be present for a quorum and a specific number of residents, as determined by the bylaws.

Quorum -- A quorum is the minimum number of people required to hold an official meeting. Each RESIDENT LEADERSHIP COUNCIL must have HOME/RAB and RHA approved

bylaws that state how many officers and how many other residents must be in attendance in order to have a quorum. RESIDENT LEADERSHIP COUNCIL business can only be conducted if a quorum is present.

Technical Advisors -- RHA staff in attendance at the RESIDENT LEADERSHIP COUNCIL meetings serve as technical advisors. RHA staff assists with the correct meeting procedures.

Roberts Rules of Order – RESIDENT LEADERSHIP COUNCIL and HOME/RAB meetings are structured according to Roberts Rules of Order style. Each officer is required to receive training within three months of being elected on the basics of this process. In addition, all elected officers receive training on their individual position, appropriate forms, and what is expected of them in their official capacity.

Bulletin Boards -- Bulletin boards at a regular meeting place are excellent tools for communicating information regarding special events and meetings. The Secretary of the council should be in charge of updating and posting information. Brochures and pamphlets regarding community agencies, programs of interest to residents, etc., can also be posted on the bulletin board.

TIPS FOR HOLDING TASK-ORIENTED MEETINGS

- **Set meeting objectives** at the outset. RESIDENT LEADERSHIP COUNCIL Officers should develop the agenda based on current issues and objectives.
- **Schedule regular meeting arrangements** including location, time, equipment, materials, etc.
- **Determine meeting procedures.** For example, will your council call the meeting to order with a gavel, will your council use a tape recorder, will your officers sit at a separate table, etc.
- **Begin and end on time.** RESIDENT LEADERSHIP COUNCIL meetings should be no longer than one hour. RAB meetings should be no longer than two hours long.
- **Follow the agenda.** Without an agenda, participants do not feel like they are informed or an important part of the meeting. Stay on the agenda to maintain order, meet expectations, and stay on time.
- **Prioritize agenda items** and allot time to each item. This should be determined at the RESIDENT LEADERSHIP COUNCIL Pre-meeting. At the end of the allowed time, either postpone lower priority agenda items or set another time to complete agenda items that need more time.
- **Create a subcommittee** when an item of discussion needs more time. Committee members can bring a report back to a subsequent RESIDENT LEADERSHIP COUNCIL meeting.
- **Provide Committee Reports** -- RESIDENT LEADERSHIP COUNCIL officers should bring reports from other committees and from HOME/RAB meetings back to their RESIDENT LEADERSHIP COUNCIL. These reports don't need to be read at your RESIDENT LEADERSHIP COUNCIL meeting, but important information

- should be highlighted and copies of these reports should be available. Reports should come from all committees including but not limited to: HOME/RAB and Special Events. The reason for providing reports is to:
- Inform residents regarding what is going on at RHA.
 - Increase the residents' sense of being involved and informed.
 - Encourage resident participation.
- **Encourage active participation** but keep members on task and be aware of time issues. Some councils set time limits on speakers.

COMMITTEES/SUBCOMMITTEES

A committee or subcommittee is a group of persons from the RESIDENT LEADERSHIP COUNCIL or HOME/RAB appointed to perform a task that cannot be done efficiently at regular RESIDENT LEADERSHIP COUNCIL or HOME/RAB meetings. The most common uses of committees are to plan, execute, and evaluate activities.

- Committees are authorized by and responsible to the Resident Leadership Council of which it is a part.
- Committee members are appointed by the presiding officers or are elected by the members of the council.
- When anyone makes a suggestion they are encouraged to sit on any relevant subcommittee and attend any event related to that motion suggestion. For example, if someone makes a suggestion for a back-to-school event, they may sit on the subcommittee to plan this event and they must attend the event.
- Committee Chairman is responsible for conducting meetings and for reporting to the council.
- Committee members should be people best qualified to assist in the committee's task. They should be willing to accept responsibility and follow the task through to its completion.

THE TEAM INSIDE THE TEAM

In order to create a strong RESIDENT LEADERSHIP COUNCIL within your building or development, you must first try to enhance and strengthen your Executive RESIDENT LEADERSHIP COUNCIL TEAM.

TEAM PLAYERS

To perform at their highest level, everyone on a team needs to feel they are an important player. Everyone has skills, and for your TEAM to be as strong as possible, everyone should feel needed.

Learning Skills to Help Each Other -- In a team, each member looks out for the best interest of the whole unit, which means they also have to look out for each other. One of the most difficult and stressful times for an officer, is in their first few months in office. When your council has a new officer, or when an officer needs help with their assignments or duties, your team should work together to figure out the best way to assist them.

SUPPORTING THE PRESIDENT

The president has a lot of responsibility which means they often feel stress and may need support. They are required to:

- Keep order at meetings,
- Create an environment of efficiency and respect,
- Keep their personal opinions out of view,
- Keep on task with their RESIDENT LEADERSHIP COUNCIL's work plan and budget,
- Keep the meeting on schedule.

Try to notice when the president has handled a situation well and give a little "pat on the back."

OTHER KEY PLAYERS

Although the president is responsible for presiding over meetings, all of the officers are responsible for important "behind the scenes" activities of the RESIDENT LEADERSHIP COUNCIL including:

- Putting together and following the RESIDENT LEADERSHIP COUNCIL work plan,
- Putting together the monthly meeting agenda,
- Setting up speakers,
- Preparing minutes,
- Making sure sign in sheets are completed and filed,
- Ensuring that appropriate paperwork is forwarded to RHA's Resident Programs Liaison,
- Auditing Treasurer's Reports and semiannual reports,
- Acting as representatives for residents of their building or development, and more.

STRONG TEAMS

A strong team will be able to:

- Unite as RESIDENT LEADERSHIP COUNCIL Officers. When issues between officers arise, they should not be dealt with in an official meeting – they should be dealt with behind the scenes, in Executive session.
- Inform residents with agendas and reports.

- Encourage resident participation.
- Provide events and activities for their community.

SERVICE COORDINATOR GRANTS

If and when applied for by HOME/RAB, to fulfill the Service Coordinator Grant responsibilities, the HUD approved HOME/RAB officers and RHA Service Coordinator staff must complete monthly LOCCS draw downs. Approved HOME/RAB officers must execute the monthly LOCCS draw at a RHA Project Office for each RESIDENT LEADERSHIP COUNCIL.

RESIDENT LEADERSHIP COUNCIL FINANCIAL PROCEDURES

FUNDS

- Subsidy
 - Resident Participation Funding—refer to HUD regulations for guidance.
 - Can be used for educational and self-sufficiency activities
 - Can be used for officers' stipends
 - Must be voted on at council meeting
- Laundry/Discretionary
 - Can be used for any activities that are approved by membership
 - Must be voted on at council meeting
- Vending Machines, etc.
 - All councils need to keep a clear and accurate record of all monies coming in and going out.
 - Must be voted on at council meeting

Criteria to be met to receive Allocation Funds

Each recognized RHA RESIDENT LEADERSHIP COUNCIL is eligible to receive Tenant Participation Funds monthly, if the following criteria are met:

- RHA has received HUD Tenant Participation Funds for the corresponding fiscal year.
- The RESIDENT LEADERSHIP COUNCIL has held regular monthly meetings.
- The RESIDENT LEADERSHIP COUNCIL has submitted monthly meeting minutes to RHA's Resident Program Liaison.
- The RESIDENT LEADERSHIP COUNCIL has submitted monthly meeting sign-in sheets to RHA's Resident Program Liaison.
- RESIDENT LEADERSHIP COUNCIL officers have attended HOME/ RAB meetings in the prior month.
- The RESIDENT LEADERSHIP COUNCIL has submitted a work plan to be approved by RHA and the HOME/RAB Executive Board which plans for the use of the Tenant Participation Funds. No deviation from the approved annual work plan is permitted without approval by the Resident Leadership Council Membership, HOME/RAB Executive Board and RHA.
- A monthly Treasurer's Report and a semiannual must be submitted to RHA's Resident Program Liaison showing all deposits and expenditures for this account.

USES OF TENANT PARTICIPATION FUNDS

Funds shall be used for:

- Activities to inform, acquaint, advise, promote, and update residents of public housing concerning the issues and/or operation that affect resident households and their living environment.
- Other forms of resident input such as annual membership events or site-based community promotions that enhance resident participation.
- Resident training and education.
- Resident surveys.
- Activities and programming that promote Education, Leadership, Safety, and Self-sufficiency.
- At least one RESIDENT LEADERSHIP COUNCIL/RAB officer must attend every event that is approved by the RESIDENT LEADERSHIP COUNCIL or HOME/RAB.
- A monthly Treasurer's Report and a semiannual must be submitted to RHA's Resident Program Liaison showing all deposits and expenditures for this account.

Limits on Usage:

- Refreshments—up to \$50 of allocated monthly funds can be used for refreshments for each meeting.
- Incentives—up to \$30 of allocated monthly funds (in any increment thereof) can be used for gift cards or other similar giveaways or incentives for each event.
- Gas/Transportation—up to \$15 of allocated monthly funds can be used for gas/transportation to pick up meeting refreshments and/or incentives.
- Fliering – RESIDENT LEADERSHIP COUNCILs can approve stipends of up to \$1.00 for every 10 units fliered. If fliers are hung at each floor instead of posted on each door, the allowable stipend will be \$1.00 for every 10 floors.

INELIGIBLE ACTIVITIES

- Entertainment and associated costs (from tenant participation funds only)
- Lobbying services. (from tenant participation funds only)
- Expenditures that are contrary to HUD or Office of Management Budget directives.
- Alcohol or drugs are not permitted at any time at any RESIDENT LEADERSHIP COUNCIL or RAB event.
- Gambling is not permitted.
- Food sales.

ACCOUNTING POLICIES FOR ALL ACCOUNTS

- **Financial Reports**
 - **Treasurer's Reports** are required for submission to RHA every month. This report will be reviewed by RHA's Account Coordinator in collaboration with the RESIDENT LEADERSHIP COUNCIL Treasurer and RHA's Resident Program Liaison. Copies of these reports are reviewed by the Executive HOME/RAB monthly.
- **Verification of Account Activities** – The RESIDENT LEADERSHIP COUNCIL and HOME/RAB Treasurers are required to verify account activities monthly in all of their accounts, Resident Participation Funds and Fund Raising, through the RHA and HOME/RAB bookkeeping system.
- **Eligible and Ineligible Expenditures and Activities**

Expenditures must be approved by a majority vote of an official council meeting. A resolution must be completed and kept with files to record the approval of the expenditure. Ongoing resolutions are only valid for one work plan period at a time. The following are guidelines for expenditures for money being spent from HUD Resident Participation Funds. Expenses are allowed for HOME/RAB approved program activities established by the RESIDENT LEADERSHIP COUNCIL work plans with available funds. Eligible expenses from this account include supplies, speakers, resident participation incentives, gas, mailing, fliering stipends, and/or minimal food costs.

The guidelines to determine eligibility are as follows:

- **Supplies** necessary to effectively run RESIDENT LEADERSHIP COUNCIL meetings and activities. Requested supplies will be reviewed and approved by HOME/RAB Officers and/or RHA Account Coordinator, Resident Program Liaison.
- **Professional Speakers** for topics on Leadership, Education, Safety, Self-sufficiency, and/or other approved RESIDENT LEADERSHIP COUNCIL/RAB activities. The average cost for qualified speakers is \$50.00 every half hour. Many speakers will charge less and many provide services for free. To be paid, speakers must be employed by a professional agency that provides services and expertise in the area in which they are instructing. Speakers must submit an invoice on official business paperwork with a business logo.
- **Resident Participation Incentives** – Gift cards are allowable incentives. **Cash is not an allowable incentive. Gift cards to local grocery stores are encouraged.** Drawings may be held for special incentives upon approval of the RAB for special events. No more than \$30.00 per RESIDENT LEADERSHIP COUNCIL meeting may be spent on gift cards or incentives.

- **Gas** required to run RESIDENT LEADERSHIP COUNCIL errands is allowable. The RESIDENT LEADERSHIP COUNCIL can approve up to \$15.00 a month for gas.
 - **Mailing costs** – RHA will mail material for RESIDENT LEADERSHIP COUNCILs that request this service. The cost that RHA is charged to mail will be the cost charged to the RESIDENT LEADERSHIP COUNCIL. For example, if the rate is \$.50 per envelope (with two inserts) and the RESIDENT LEADERSHIP COUNCIL needs to mail 400 envelopes (with two inserts a piece), the cost will be \$200.00 for this mailing. The price charged to RHA and then to the RESIDENT LEADERSHIP COUNCIL will change based on the cost the post office charges for stamps and the number of inserts being mailed.
 - **Fliering stipends** of up to \$1.00 for every 10 units can be allowed for fliering. For example, if there are 50 units to be flied, the stipend will be \$5.00. If there are 150 units to be flied, the stipend will be \$15.00.
 - **Minimal food costs** – HUD mandates that refreshments must be a minimal cost. To qualify as an eligible expense, food can only be provided at an event that on Leadership, Education, Safety, and/or Self-sufficiency. The amount allocated for food should be based on average participation at RESIDENT LEADERSHIP COUNCIL meetings. The cost of refreshments must not exceed \$50 per meeting unless it is for a large event with more than 50 participants.
- **Funding Requests**
 - Money spent from any account must be approved by vote at a RESIDENT LEADERSHIP COUNCIL or HOME/RAB meeting.
 - A resolution must be completed in order to receive a distribution from RHA's Account Coordinator.
 - All disbursement requests must be submitted to RHA's Account Coordinator at least one week prior to any event or meeting.
 - Where checks are needed:
 - No check can exceed \$150.00.
 - Checks may be written for as much as \$150.00 to pay for several items.
 - Two signatures are required on each Check Request Form.
 - Only RESIDENT LEADERSHIP COUNCIL officers may sign for a check or receive money.
 - Receipts must be returned to RHA's Account Coordinator in the next monthly packet submission.
 - Following are guidelines that will be followed if appropriate receipts and/or money are not received:

- If receipts are not returned to RHA's Account Coordinator in the next monthly packet, the account of the council will be frozen. No draws will be authorized from this account until receipts and/or money are returned.
 - If receipts are not returned to RHA's Account Coordinator within 60 days from the date of the event for which payment was received, Housing Management will be notified and the respective charge will be billed on the rent statement of the officer who received/spent the money. HOME/ can also elect to terminate the officer from their RESIDENT LEADERSHIP COUNCIL elected position.
- RHA's Account Coordinator or Resident Program Liaison must be contacted **immediately** regarding any lost p-cards...
- Bank statements must be reconciled each month by RHA's Account Coordinator. Each Treasurer and their RESIDENT LEADERSHIP COUNCIL must verify this work on their monthly Treasurer Report.
- The monthly Treasurer's Report will be reviewed by RHA's Account Coordinator.

In the event that RESIDENT LEADERSHIP COUNCIL Treasurer's reports, including receipts, resolutions etc., are not submitted by the end of each fiscal year, or if any financial activities appear questionable, RHA and the HOME/RAB will have the right to not approve the next allocation of Resident Participation Funds and can perform an investigative audit.

- Audits will be performed by RHA and the HOME/RAB as follows:
 - RHA's Resident Program Liaison and Account Coordinator work with each RESIDENT LEADERSHIP COUNCIL and the HOME/RAB to audit funds and records upon submission for reimbursement.
 - Records will be audited by RHA's Account Coordinator and Resident Program Liaison prior to transferring accounts from one Treasurer to another.
 - When a RESIDENT LEADERSHIP COUNCIL elects a new Treasurer, the records will be audited. The new Treasurer's only responsibility will be for the expense incurred after they take office.
 - At least once a year, RHA's Finance Department will audit RESIDENT LEADERSHIP COUNCIL and HOME/RAB records.
- Monthly Treasurer's Reports will be reviewed by RHA's Account Coordinator and verified by the respective RESIDENT LEADERSHIP COUNCIL. This report will be forwarded to the HOME/RAB for review.
 - If the HOME/RAB Executive Officers determine that an expense is not allowable, a letter will be sent to the appropriate RESIDENT LEADERSHIP COUNCIL President and Treasurer indicating the problem and necessary action to be taken.

- If such action is not resolved within 15 days of notice, the President and Treasurer of the respective RESIDENT LEADERSHIP COUNCIL must appear before the HOME/RAB to give an explanation.
- If resolution is not completed within 15 days of that notice, all funds to that development or building will be frozen and the Treasurer may be asked to resign from office.
- If the funds are not replaced to the satisfaction of the HOME/RAB within 30 days of the first notice, the resident who signed for the funds will be billed for associated charges on their rent payment.

GUIDELINES

This is a lot to take in, but following a few simple guidelines will help make things easier.

PURCHASING ACCOUNTS

- Organization is Key! Folders should be used to organize monthly activity. All receipts from purchases and all bills should be kept in monthly folders.
- Upon receipt of your monthly bank statement, find time where you can be uninterrupted and begin the reconciliation process. Verify that all deposits and checks are listed on the statement & record items that are not on the statement.
- Take the balance that is on your statement and subtract the purchases that you have outstanding, and add deposits that are not reflected in your balance. After completing this process, compare the statement to your checkbook balance, *hopefully they will be the same*. If not, begin the process over to see where your problem is. If it still doesn't come out right don't hesitate to ask for help.
- Your purchase/debit card is your responsibility

DEBIT CARDS

- All officers will be issued debit cards in their own name in order to receive funds from RHA for resident stipends or quarterly budget requests.
- Generally, budget funds for council activities and supplies will be deposited on the Treasurer's debit card.

- All funds received will be tracked and all receipts will be maintained and submitted with the next quarterly budget request.
- Your stipends do not need to be tracked for RHA. However, it is in your best interest to track any withdrawals or purchases you make with your stipend funds. Tracking sheets will be helpful if there are ever any discrepancies.

BUDGETS

- Budget forms must be filled out legibly and completely. They must also have minutes and the prior periods receipts attached to be considered for approval. If they are not filled out and submitted appropriately, they will be returned to the council.
- Budget requests for the quarter should be turned in at least two weeks prior to the start of a new quarter in order to receive your new quarterly check in the beginning of the new quarter.
- Please do not submit receipts for your incidentals, such as food, gas, etc., items that should be covered by stipends.
- Before any items can be changed after the budget is submitted and approved, you must get prior approval from Leadership Resident Council members, HOME/RAB and the RHA Liaison.
- Note that only receipts for approved items are acceptable.
- Prior approval from the members for all purchases is mandatory and must be documented in the monthly council minutes.
- A monthly report to the council should be made by the treasurer with minutes kept to document the meetings.
- The Treasurer shall have the responsibility of keeping full and accurate accounts of receipts, disbursement, and statements and shall provide a Treasurer's Report on the up-to-date financial status at each meeting. The Treasurer shall prepare payments and purchases from council funds.

STIPENDS

- Budget forms must include requests for stipends. Proof of participation must be attached for all officers requesting stipends. Stipends are paid monthly, depending on when

requests are submitted and approved by the HOME/RAB and the Resident Liaison, and sent to Finance to process.

RESIDENT LEADERSHIP COUNCIL BY-LAWS

See separate Tab

HUD RESIDENT LEADERSHIP COUNCIL REQUIREMENTS

See separate Tab