

# **SECTION 1 GENERAL POLICIES**

## **SECTION 101      PURPOSE AND APPLICABILITY**

- 101.1      The purpose of the Teton County Housing Authority Guidelines is to provide comprehensive and consistent provisions that apply to [Housing Units](#) created through [Housing Programs](#) and/or administered by the Teton County Housing Authority.
  
- 101.2      The purpose of Section 1 is to summarize the policies that are common to all housing programs covered by these Guidelines. Housing Units, however, are subject to individual deed restrictions, which may have additional controls.
  
- 101.3      Each Housing Program covered in these Guidelines is subject to provisions that are unique to that program as indicated in the section of these Guidelines that applies to the Program in question.
  
- 101.4      Each Housing Unit is subject to the [Deed Restriction](#) recorded against it. [Qualified Households](#) may at any time request that the current version of the Guidelines be applied to the Housing Unit through the [Exception](#) process.

## **SECTION 102      GENERAL POLICY GOALS**

- 102.1      The general goal of all Housing Programs covered by these Guidelines is to provide and maintain housing affordable to persons and families who make a living primarily from employment in Teton County, Wyoming. This is accomplished mainly by regulating occupancy and sale of the Housing Units covered by the Guidelines to Qualified Households as defined herein.
  
- 102.2      Certain Housing Programs also limit initial eligibility for ownership or occupancy to Qualified Households that meet specific financial means criteria which may include both [Household Income](#) and [Household Net Assets](#). Such tests of financial means are intended

to promote economic and social diversity within the Jackson Hole community.

- 102.3 Many of the Housing Units covered by these Guidelines are subject to price limitations for sale, resale and/or rental. These limitations are intended to insure affordability for both the current Household occupying the Housing Unit and to ensure the long-term affordability of the Housing Unit.
- 102.4 Some Housing Programs limit the use of the Housing Unit to ensure that the Housing Unit meets the community's goals of providing housing for our local workforce and not serve as a second home.
- 102.5 These Guidelines are intended to provide for clear, fair and consistent administration of the Housing Programs to which they apply. It is recognized that there are individual Households or Housing Units that may not fit clearly into the specific provisions of the Guidelines but still meet these general policy goals. For these cases, Exception, Appeal and Grievance processes have been included in Section 108.
- 102.6 **Disclaimer:** The Teton County Housing Authority expressly disclaims any and all warranties, express or implied, including without limitation fitness for a particular purpose with respect to the provision of Housing Units. The Teton County Housing Authority does not represent, warrant or promise to construct, finance or otherwise produce, in whole or in part, any Housing Units pursuant to these guidelines or under any other programs. No applicant may rely upon any promise implied or express that Housing Units shall be constructed, financed or otherwise produced, in whole or in part, by the Teton County Housing Authority. In no event shall the Teton County Housing Authority be liable to any applicant for any direct, indirect, incidental, punitive, or consequential damage of any kind whatsoever, including without limitation lost profits, lost sales, lost business, lost opportunity, lost information, lost or wasted time. None of the information contained in these guidelines constitutes an offer to sell or the solicitation of an offer to buy a Housing Unit.

## SECTION 103 HOUSEHOLD QUALIFICATION, ELIGIBILITY AND PRIORITY

103.1 Each Housing Program described in these Guidelines is evaluated on three levels to determine the requirements of occupants and/or owners to purchase and/or occupy the Housing Unit in question; the three levels of evaluation are herein referred to as Qualification, Eligibility and Preference.

**Qualification** is the most general and applies to all Housing Programs.

**Eligibility** refers to additional requirements specific to a particular Housing Unit or Program.

**Preference** refers to the rules by which applicants for particular Housing Unit(s) are prioritized for the purpose of offering the Unit(s) for sale or rent as they become available (e.g. bid, wait list or lottery procedure) and is typically applied to a particular Housing Program.

103.2 **Qualified Household Defined:** To be considered a [Qualified Household](#) under these Guidelines, all of the following criteria must be met by the time of closing:

- A. **Employment:** At least one member of the Household must fit one of the following categories:
  - 1. Meet the applicable [Employment Requirement](#) described below; or,
  - 2. Be a [Senior](#) who has been employed in Teton County a minimum of two years during their residency in Teton County, or [Disabled](#).
    - a. Employment Requirement: At least one member of a household must demonstrate on average 30 hours per week of employment in Teton County, Wyoming; or demonstrate a clear intent to work an average of 30 hours per week in Teton County, Wyoming.
    - b. Senior Status: A Senior is defined as an individual at least 59.5 years of age.

- B. **Citizenship:** At least one member of the Household must be a lawful permanent resident to purchase a Housing Unit.
- C. **Age:** At least one member of the Household must be 18 years of age.
- D. **Financial Ability:** The Household must qualify for a loan through an institutional lender to purchase a Housing Unit.
- E. **Occupancy:** The Household must occupy the Housing Unit as a primary residence unless granted a [Leave of Absence](#) by the TCHA.

103.3 **General Eligibility Criteria for Purchase:** Households may be required to meet one or all of the following [Eligibility Criteria](#) to be eligible to purchase and occupy a Housing Unit. The deed restriction on the Housing Unit and / or the specific Housing Program will determine if additional eligibility requirements apply;

- A. **Household Income:** Eligibility Criteria differs between units that are targeted to different [Income Categories](#), as noted in the Section applicable to the Housing Unit. See Appendix A (Household Income and Asset Chart) for Household Income thresholds, which are updated annually in April.

Below are the Income Categories based on percentage of Median Family Income (MFI) as calculated by the U.S. Department of Housing and Urban Development (HUD).

Category 1	=	<80%
Category 2	=	81 – 100%
Category 3	=	101 – 120%
Category 4	=	121 – 140%
Category 5	=	141 – 175%
Category 6	=	176 - 200%

- B. **Calculation of Income:** [Household Income](#) is based on the current income earned by all intended occupants of the Housing Unit at estimated closing date.
- C. **Household Net Assets:** Total [Household Net Assets](#) shall not exceed two times the four-person Household Income for the Income Category of the Housing Unit. See Appendix A (Household Income and Asset Chart) for Net Asset thresholds which are updated in April. All Household members' shares of business assets, including real estate, shall be included in determination of total household net assets. Net assets of all household members shall be combined in determination of total Household Net Assets. See Definitions Section for further information.
- D. **Ownership of Property:**
1. At the time of application, a Household may own other undeveloped or developed residential or commercial property. The fair market value of such property will be taken into consideration when determining Household Net Assets.
  2. A Household will be able to maintain ownership of commercial property.
  3. The Household must list developed residential property within Teton County, Wyoming for sale at a reasonable market price once under contract for a Housing Unit. If the property is not sold by the time of closing on purchase of the Housing Unit, it must remain listed until sold. If the owner of the other residential property desires to rent that property prior to sale, the owner shall be required to rent such property as affordable housing in accordance with these Guidelines.
  4. If the property is developed residential property in Teton County, Idaho or Lincoln or Sublette Counties, Wyoming, the rental income will be counted toward Household Income and the asset will be counted toward Net Assets.

- E. **Disposition of Assets:** Any member of a Household who has assigned, conveyed, transferred or otherwise disposed of property or other assets within the last two years without fair consideration in order to meet the net asset limitation or the property ownership limitation shall be ineligible to purchase a Housing Unit.
- F. **Homebuyer Education:** Completion of the Homebuyer Education course may be required to meet eligibility criteria to purchase a Housing Unit.

103.4 **Household Preference:** In order to meet the community's goals of providing affordable housing to our workforce, some preferences may be given in the selection process. The deed restriction on the Housing Unit and / or the specific Housing Program will determine if preferences apply.

- A. **Occupancy Preference:** In order to ensure that the units meet the intended goals of housing our workforce and are consistent with mitigation requirements, the following occupancy preferences have been established.
  - 1 person household = preference for 1 or 2 bedroom
  - 2 person household = preference for 1 or 2 bedroom
  - 3 person household = preference for 2 or 3 bedroom
- B. **Employment Preference:** To ensure that Housing Units are utilized by families that contribute to our workforce and community, at least one member of a Household may be required to prove employment in Teton County, Wyoming for a minimum of four consecutive years.
  - 1. Definition of Employment. At least one member of the Household must demonstrate an average of 30 hours per week of employment in Teton County, Wyoming per calendar year.
  - 2. Exemptions:
    - a. **Military Service** – Active deployment in the U.S. Armed Services counts as employment in Teton County, Wyoming if that member of the

household met employment criteria in Teton County, Wyoming for a minimum of two years prior to deployment.

- b. **Primary Education** – Primary Education attendance in Teton County, Wyoming will be applied toward employment preference.
- c. **Secondary Education** – Pursuit of secondary education will apply toward employment preference if other employment criteria are met in Teton County, Wyoming at least two years immediately prior to seeking additional education.
- d. **Caregiver** – Work as a Caregiver meets the definition of employment if the following criteria is met:
  - i. Full time resident of Teton County, Wyoming; Teton County, Idaho; or Lincoln County, Wyoming; and
  - ii. They are currently a Teton County Employee and have a previous family member who was their family member for at least two out of the last four years and was a full time Teton County, Wyoming employee at least two out of the last four years
  - iii. They were volunteering all or a portion of their time caring for their own children or an ailing or disabled immediate family member for a period of time during the last four years and, therefore, were unable to gain full time employment in Teton County.
- e. **Emergency Service Worker** – An Emergency Service Worker is exempt from employment preference.

- C. **Number of Times Applied:** A Household may receive additional preference if its members have entered a lottery more than 3 times meeting all the relevant Qualification, Eligibility, and Preference criteria and have not been selected

for a Housing Unit. If Household decides not to purchase a home, the number of times applied will recalculate to zero.

- D. **Special Circumstances:** The TCHA Board has the authority to offer preference to households to respond to special circumstances which enable the creation of significantly more affordable housing. This action requires the majority vote of the TCHA board.

## **SECTION 104 PURCHASE PROCESS (Ownership Units)**

104.1 **Selection Process:** A unique process applies for selecting each Qualified Household within each Housing Program. The following Sections provide specific details regarding each Housing Program. The [Deed Restriction](#) should be consulted for exact details.

- A. **Lottery:** In the event that the TCHA receives one or more [Lottery Entry Sheets](#) at the [Maximum Resale Price](#) from Qualified Households during the [Lottery Entry Period](#), the buyer may be selected according to preferences set for that particular Housing Program.
- B. **Bid Process:** In the event no Lottery Entry Sheets are received during the Lottery Entry Period, the selection process would be determined by the bid process. The Qualified Household submitting the highest bid price (not to exceed the Maximum Resale Price) during the [Bid Period](#) shall have the first right to purchase the unit.
- C. **Owner Selection:** If the Deed Restriction permits, the Owner of the Housing Unit may be allowed to select the Qualified Household. Other than verifying that the Qualified Household meets the Qualification and Eligibility requirements for the Housing Unit, the TCHA shall not have any authority to choose the buyer of the Housing Unit.
- D. **Waitlist:** (Reserved)

104.2 **Verification:** To determine that a household desiring to purchase a Housing Unit meets all of the criteria set forth in Section 103, the TCHA may request any of the following:

- A. Copy of [Uniform Residential Loan Application](#) submitted to lender and lenders verification.
- B. Lender's pre-qualification worksheet and credit report for all adult household members.
- C. Signed federal income tax returns and all attachments (including W-2s, 1099s) and schedules for the last two (2) years for all adult household members.
- D. If self-employed, three years of business and personal tax returns along with a current [Profit and Loss Statement](#) and [Balance Sheet](#).
- E. Verification of Household Net Assets through completion of forms supplied by TCHA.
- F. Verification of current employment in Teton County
  1. Wage stubs
  2. Employer name, address and phone number
  3. Contract for employment
  4. Release to TCHA signed by all adults in the Household to obtain third party employment verifications
- G. Evidence that the applicant has attended an approved [Homebuyer Education](#) course prior to purchase.
- H. Any other documentation that the TCHA deems necessary to determine qualification, such as, Divorce Decrees, Social Security income, rental income, etc.

104.3 **Privacy:** All personal and financial information provided to TCHA Staff will be kept strictly confidential, except as follows:

- A. Any document that would customarily be a matter of public record in the public records of Teton County, Wyoming;

- B. The names and lottery positions of all persons who have participated in any Ownership Lottery held under these Guidelines; and,
- C. Any other information which a court of competent jurisdiction rules must be released under the Freedom of Information Act or the Wyoming Public Records Act.

In addition, TCHA may provide for access to personal and private information to any person or entity undertaking an independent audit of the records kept under these Guidelines provided such person or entity agrees to be subject to this confidentiality provision.

104.4 **Determination of Eligibility:** The TCHA Executive Director shall make the final determination as to whether a Household is eligible to purchase a Housing Unit. The TCHA Executive Director may determine that the Household is not eligible to purchase a Housing unit because of the following:

- A. The Household does not meet the requirements of these Guidelines.
- B. The Household has failed to provide one or more pieces of documentation required by these Guidelines.
- C. The Household's documentation is incomplete or inconsistent so as to create uncertainty regarding the income or assets of the Household.
- D. The Household is determined to have inadequate resources to successfully perform the financial obligations and thus determined to be a risk of foreclosure.
- E. There are other circumstances that create significant doubt as to the ability of the Household to participate successfully in the Affordable Housing Program created by the Land Development Regulations, these Guidelines, and other policies of Teton County or the Town of Jackson.

No Household member or other party shall have the right to sue or bring other legal process against TCHA, Teton County, Town of Jackson, or any person affiliated with any of them arising out of these Guidelines, and neither the TCHA, Teton County, or the Town of Jackson shall have any liability whatsoever to any person aggrieved by the decision of the Executive Director regarding eligibility, qualification or preference of a prospective buyer or any other matter relating to these Guidelines.

## **SECTION 105      SALE AND RESALE**

- 105.1      **General:** All Housing Units shall be sold in accordance with applicable lottery, bid, wait list, or other selection procedures as determined by the TCHA, Town or County, which may vary depending on the specific Housing Program under which the Housing Units were created.
- 105.2      **Consult with Staff:** Sellers of Housing Units are advised to consult with TCHA staff prior to offering a Housing Unit for sale in order to obtain the most current information about applicable Housing Guidelines, sales processes, the allowable Maximum Resale Price and other applicable provisions of the Deed Restriction.
- 105.3      **Letter of Intent to Sell:** In order to begin the Resale Process, the TCHA must receive a [Letter of Intent to Sell](#) from the owner(s) of the Housing Unit. Letters of Intent to Sell forms are available at the TCHA office or website. A copy is attached in Appendix B (Letter of Intent to Sell).
- 105.4      **Maximum Resale Price:** The intent of the maximum resale price is to ensure long term affordability of the Housing Unit. The [Maximum Resale Price \(MRP\)](#) shall be the [Original Purchase Price \(OPP\)](#):
- A.      PLUS, an increase in price of two and one half percent (2.5%) per year. This is calculated in the following manner:
- 1)      Date of purchase is defined as Seller's original closing date (date Seller purchased the Housing Unit).

- 2) Two months will be added to the date Letter of Intent to Sell is received and will be considered the estimated closing date.
  - 3) If Letter of Intent to Sell is received before the 15<sup>th</sup> of the month, the entire month is counted.
  - 4) If Letter of Intent to Sell is received after the 15<sup>th</sup> of the month, the month will not count.
  - 5) Each eligible whole month will be prorated.
- B. PLUS, the actual cost of capital improvements made to the Housing Unit as a result of any requirement imposed by any governmental agency.
- C. PLUS, the costs of [Capital Improvements](#), not to exceed ten percent (10%) of the OPP or as determined by the TCHA on a project specific basis. All Capital Improvements must be pre-approved by TCHA and properly permitted and inspected by the Town of Jackson or Teton County Building Official. Approval/disapproval must be determined prior to actual construction to be considered at time of sale. It is the Owner's responsibility to secure any approval necessary from the Housing Unit's Homeowners Association prior to undertaking any Capital Improvement. Please consult Appendix E (Capital Improvements) for more details.
- E. PLUS, any other costs allowed by TCHA pursuant to policies in effect on the date of Household's Letter of Intent to Sell.
- F. LESS, Maintenance Adjustment. Households are required to maintain Housing Units in a properly maintained state. TCHA staff will inspect the property after receiving the Letter of Intent to Sell to conduct an Inspection of the Housing Unit to determine if any deferred maintenance is needed.

105.5 **Selection of Qualified Household:** Selection of the Qualified Household is determined by the Housing Program under which the Housing Unit falls. Specific Sections describe the resale process for each Housing Program.

- 105.6 **Verification of Qualified Household:** The TCHA verifies that each Household selected to purchase a Housing Unit meets the Qualification, Eligibility and Preference requirements specific to the Housing Unit. Specific Sections describe in more detail the verification process for each Housing Program.
- A. **Application Submitted:** Each Household selected to purchase a Housing Unit is required to submit a completed [Application](#). A copy can be found in Appendix C (Application).
  - B. **Verified by TCHA:** To protect the interests of the community that has invested in the creation of Housing Units, the TCHA verifies that information submitted on the Application is true and correct and may request documents outlined in Section 104.3 to assist in this process.
  - C. **Qualification Letter:** Once TCHA verifies that the Household meets the Qualification, Eligibility and Preference criterion for the particular Housing Unit, it will issue a [Qualification Letter](#) to the Buyer, a copy of which will be provided to the Title Company.
- 105.7 **Privy to Purchase and Sales Contract:** Sellers and Buyers shall inform TCHA of the Purchase and Sales Contract by signing an [Authorization to Release Information](#) form to TCHA. All financial information shall remain confidential except as noted in Section 104.2.
- 105.8 **Independent Legal Counsel:** All Sellers and Buyers of Housing Units are advised to consult independent legal counsel to examine all contracts, CC&Rs, Deed Restrictions, agreements, affidavits, closing statement, title documents, etc. The retention of such counsel, or related services, shall be at Seller's and Buyer's own expense. An Affidavit will be required to be signed prior to closing acknowledging recommendation to obtain legal counsel. See Appendix D (Affidavit – Closing)
- 105.9 **Title Company:** TCHA advises sellers to use a title company and escrow agent located in Jackson, Wyoming to close the transaction

because of their expertise with the TCHA Housing Programs and their unique and technical closing documents. Seller and Buyer shall authorize TCHA to review the [Settlement Statement](#) prior to closing.

105.10 **Lenders:** Borrowers are restricted to the following lending institutions licensed to engage in mortgage lending practices in the State of Wyoming:

- A. An "[institutional lender](#)" such as, but not limited to, a federal, state, or local housing finance agency, a bank (including savings and loan association or insured credit union), an insurance company, or any combination of the foregoing, the policies and procedures of which institutional lender are subject to direct governmental supervision; or
- B. A "[community loan fund](#)", or similar non-profit lender to housing projects for income-eligible persons (e.g. is not given to or acquired by any individual person); or
- C. A non-affiliated, legitimate, "[finance company](#)". In no event shall such finance company be an individual or any company that is affiliated with or has any affiliation with the Owner or any family member of the Owner.

105.11 **Total Debt:** Owners shall not incur debt, liens or other obligations secured by the Housing Unit that exceed the Original Purchase Price of the unit and shall notify TCHA immediately when a change in the total of these secured obligations is anticipated. No second mortgages shall encumber the Housing Unit without advance approval by TCHA.

105.12 **Co-Ownership and Cs-Signatures:** Any co-ownership arrangement other than [Joint Tenancy](#) or [Tenancy-In-Common](#) must be approved by TCHA. Co-signers shall not occupy the unit.

105.13 **Homeowners Associations:** The Housing Unit may be subject to a [Homeowners Association \(HOA\)](#). All Owners of Housing Units are required to pay HOA dues, if applicable, unless otherwise exempted. Please be aware that HOA dues may be substantial.

Homeowners Associations frequently have interests and regulations, other than the Deed Restriction, that affect the Housing Unit. It is the Owner's responsibility to be aware of these interests and regulations.

## **SECTION 106      RENTAL PROCEDURES**

- 106.1 In cases where rental of a Housing Unit is permitted under the applicable Housing Program, the following general policies shall apply:
- A. Tenants shall be a Qualified Household according to the general Qualification and Eligibility Criteria contained in the recorded Deed Restriction.
  - B. Tenants shall meet the Eligibility Criteria with respect to Income and Assets that apply to the particular Housing Unit in question at time of initial occupancy.
  - C. Qualification and Eligibility shall be recertified by Owner of the Housing Unit at any time there is a change in occupancy of the Housing Unit or renewal of lease agreement.
  - D. Rental of such Housing Units must be by a written Lease, an executed copy of which shall be on file with the Owner at all times during the period in which rental of the Housing Unit has been approved and for two years following that date.
  - E. Prior to signing a lease for or occupancy of a deed restricted rental unit, tenants must provide owner with proof of verification and qualification prior to occupancy.
  - F. TCHA Staff may review lease agreements to verify that Owner has certified the qualification of the Household prior to occupancy of the Housing Unit.

## **SECTION 107      COMPLIANCE**

(Reserved)

## SECTION 108 EXCEPTIONS, APPEALS AND GRIEVANCES

### 108.1 Definitions:

- A. **Exceptions:** Except as otherwise set forth herein, a request for an exception to the standards and requirements of the Guidelines may be appropriate when the applicant understands and acknowledges the criteria and believes there is a legitimate and compelling reason why the applicant should be exempt from such criteria or allowed a modification of the criteria. Exceptions may be granted to the Guidelines on a case-by-case basis, provided that TCHA finds such exception will promote the provision of affordable housing.
- B. **Appeals:** An appeal is appropriate when the applicant understands and acknowledges the criteria and believes that the criteria have been applied incorrectly to the applicant.
- C. **Grievances:** A grievance is any dispute that Seller, Buyer, or Owner may have with TCHA with respect to an action or failure to act in accordance with the individual's rights, duties, welfare, or status. A grievance may be presented to the TCHA Board under the procedures below.

### 108.2 Exception Procedure:

- A. A Request for Exception must be presented in writing to TCHA and include:
  - 1. The particular ground(s) upon which it is based;
  - 2. The action or remedy requested;
  - 3. The name, address, telephone number of the complainant and similar information of complainant's representative, if any;
  - 4. Proof of notification of Exception request to the Housing Unit's Home Owners Association, if applicable; and,
  - 5. Exception fee of \$25.00.

Request for Exception forms are available from TCHA.

- B. **Process:** TCHA Staff will review All Requests for Exceptions.

1. The TCHA Staff shall prepare a written report summarizing its decision regarding the requested exception within 30 days.
2. The TCHA Staff shall distribute a copy of the decision to the Board, the Applicant requesting the exception, and make the decision available to the public.
2. If the decision is a Denial or less than a complete Approval, Applicant may appeal to the TCHA Board pursuant the Appeals Section, below.

108.3 **Appeal Procedure:**

- A. Any appeal must be presented in writing to TCHA and include:
  1. The particular ground(s) upon which it is based;
  2. The action or remedy requested;
  3. The name, address, telephone number of the complainant and similar information of complainant's representative, if any;
  4. Proof of notification of Appeal request to the Housing Unit's Home Owners Association, if applicable; and
  5. Appeal fee of \$25.00.

Appeal forms are available from TCHA.

- B. **Process:** All appeals will be reviewed by TCHA Staff for completeness and forwarded with a recommendation for action to TCHA Board within 30 days.
  1. The TCHA Board shall address the appeal at the next scheduled board meeting. Applicant shall be entitled to present evidence in support of the appeal.
  2. Based on the hearing, the TCHA Board will provide a final determination.
  3. Binding Determination: The final determination of the TCHA Board shall be binding and TCHA shall take all actions necessary to carry out the decision.

108.4 **Grievance Procedure**

- A. Any grievance must be presented in writing to TCHA and include:

1. The particular ground(s) upon which it is based;
  2. The action or remedy requested;
  3. The name, address, telephone number of the complainant and similar information of complainant's representative, if any; and
  4. Grievance fee of \$25.00.
- B. The TCHA Board shall address the grievance at the next scheduled board meeting. The complainant shall be afforded a fair hearing providing the basic safeguards of due process, including notice and an opportunity to be heard in a timely and reasonable manner. TCHA Board may continue the hearing.
1. Complainant has the right to be represented by counsel. TCHA shall retain an attorney to represent its interest and to assist in record keeping and procedural requirements.
  2. The complainant and TCHA Staff shall have the opportunity to examine all documents, records and regulations of TCHA that are relevant to the hearing. Complainant shall be responsible for all photocopying expenses. Any document not made available after written request may not be relied upon at the hearing.
  3. If the complainant fails to appear at the hearing, the TCHA Board may make a determination to postpone the hearing or make a determination based upon the evidence submitted.
  4. The hearing shall be conducted by a designated member of the TCHA Board as the "Hearing Officer". The hearing shall be recorded.
  5. All evidence at the hearing conducted by the Hearing Officer shall be under oath, and both parties shall be permitted to cross-examine witnesses.
  6. The burden of showing that the decision of the TCHA was incorrect shall be on the complainant.
- C. Based on the records of the hearing, the TCHA Board will provide a written decision with findings to support the determination. The decision shall be binding and TCHA shall take all actions necessary to carry out the decision.