

January 2004

WELCOME

- Welcome to the PIH Rental Integrity Summit: Reducing Errors by Building a Quality Program.
 - *PIH* is an acronym for the Office of Public and Indian Housing in the U.S. Department of Housing and Urban Development (HUD).
 - This summit is an outgrowth of the PIH office's Rental Housing Integrity Improvement Project (RHIIIP).

LEARNING OBJECTIVES

- The training provided in the PIH Rental Integrity Summit is designed to increase the capacity of public housing agencies (PHAs) to:
 - Develop systems, standards, and practices that will reduce income and rent errors
 - Achieve successful results in future Rental Integrity Monitoring (RIM) reviews by improving PHAs' understanding of the RIM process
 - Develop well-conceived policies and effective procedures, taking into account:
 - Mandatory requirements and prohibitions
 - Areas of policy discretion
 - Gather, analyze, and document information through improved skill development in interviewing and analysis
 - Apply HUD requirements and standards for effective verification techniques
 - Understand and address those difficult aspects of rent calculation where errors are most likely to occur
 - Create and maintain a quality control system to reduce rent calculation errors
 - Assess, analyze, and cure quality control findings
 - Develop and implement a long-term error resolution plan

