



CERTIFICATION STUDY GUIDE

FOR THE

SECTION 8 HOUSING MANAGER

EXAMINATION

National Association of Housing and Redevelopment Officials
630 Eye Street, NW
Washington, D.C. 20001

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Certification Study Guide
Section 8 Housing Manager Examination

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Chapter I Overview

The NAHRO Study Guide is designed to provide candidates with information on procedures to complete certification and additional instructions on how to prepare for the written examination. This publication also includes sample questions for the multiple-choice exam.

All certification candidates are provided with a complimentary copy of this publication upon receipt of their registration.

Three certification categories are currently available from NAHRO: Public Housing Manager (PHM), Section 8 Housing Manager (SHM), and Senior Professional Housing Manager (SPHM).

Seminars for these certification topics are offered throughout the year at various locations. Educational program brochures are available, and the NAHRO web-site also contains information on the seminars.

In addition, NAHRO chapters may also have study groups to assist their members with exam preparation. Regional and local officers should be contacted for information regarding coverage and availability.



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Background

The National Association of Housing and Redevelopment Officials (NAHRO), established in 1933, is the professional membership organization representing housing and community development agencies, policy-makers and practitioners throughout the United States.

NAHRO members, more than 9,300, administer policies and programs primarily originating from the U.S. Department of Housing and Urban Development (HUD). NAHRO informs, educates and assists its members in understanding and implementing HUD directives and initiatives.

The overall NAHRO mission, and that of its members, is to create affordable housing and safe communities that enhance the quality of life for all citizens, primarily those with low and moderate incomes.

NAHRO was created by an affiliation of local officials with a common concern for the nation's housing, and they were determined to develop programs to address those needs. Their actions resulted in the U.S. Housing Act of 1937, which was the first legislation that committed the federal government to assist communities with building low-income housing and to redevelop declining areas.

Since that time, NAHRO has continually taken an active role in developing key housing and community development legislation including the Housing Act of 1949, and the Quality Housing and Work Responsibility Act of 1998.

NAHRO members are professional managers and administrators of federal and state housing programs and other related projects. As a result, they have specialized knowledge and skills in technical and qualitative aspects of general business and housing programs.



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Credentialing

The purposes of credentialing are to recognize capabilities, provide uniform professional qualifications, and offer continuing education seminars to improve the level of performance for practitioners.

The Public Housing Manager (PHM) category began in the late 1970s in response to HUD-originated and mandated management requirements. In 1995, HUD suspended the requirement to obtain a PHM. NAHRO made the decision to continue offering the PHM training and examination. In addition, the SHM and SPHM categories were introduced in 1999.

For all NAHRO categories, individual credentialing currently serves as a voluntary designation that represents professional recognition to employers, housing service providers, colleagues and staff, product and service vendors, and the general public.

The use of NAHRO designation and initials on business cards, letterhead, stationery, office plaques, and lapel pins represents an individual's professional achievement.

Attainment of a credential acknowledges expertise; improves career opportunities; serves as support and documentation for employment promotion and compensation; increases proficiencies through preparation and study; affords continuing education and training; provides a certificate of accomplishment in the field (which is similar to a diploma); and enhances personal and professional self-esteem.



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The Section 8 Housing Manager Credential Program

NAHRO's credential program for Section 8 Housing Manager (SHM) is a major extension of an important purpose for the association: to develop and maintain the highest standards of professional performance for those in housing and community development programs. *The Section 8 Housing Manager Credential Program establishes national criteria and sets standards for those who wish to perform their jobs efficiently and professionally.*

The program is administered by the Board of Ethics & Credentialing Trustees, which is composed of housing and community development management practitioners who have been recognized by the public and their peers for proven service to the profession.

Persons are certified as Section 8 Housing Managers by achieving a passing score on the multiple-choice Section 8 Housing Manager Examination.

Probationary Certification

Persons who have not taken and/or achieved a passing score on the SHM Examination, but who require credentialing, may be issued a Probationary Credential upon submission by the applicant of (1) a Registration form and (2) the application fee. Probationary Credentialing is issued for a period *not* to exceed one year.

Description and Eligibility

The examination consists of a 100 multiple-choice questions. Any person submitting a completed registration form and fee is eligible to take the SHM Examination. Membership in NAHRO, while encouraged, is not required. The tests are scheduled on a regular basis throughout the United States.



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The NAHRO Section 8 Housing Manager Examination was developed to (1) measure objectively the important knowledge, skills, and abilities required of Section 8 housing manager, and (2) foster uniform standards for measuring such knowledge, skills and abilities. The breadth and depth of coverage and the passing scores for the examination are set at levels to ensure that candidates possess at least the minimum degree of knowledge, skills, and abilities necessary to protect the public interest.

Accuracy of Information

Signing the credential registration implies that the information contained therein is accurate. If the Board of Ethics & Credentialing Trustees learns that any credential was granted on the basis of false or inaccurate information, it reserves the right to suspend or revoke the credential. Additionally, all candidates must subscribe to the Code of Professional Conduct established by the Board of the NAHRO Housing Manager Certification Program.

Appeals

Any person who is denied a credential shall have the right of appeal to the Board of Ethics & Credentialing Trustees. Depending on action taken by that Board, the person may also appeal to the NAHRO Board of Governors. The person making the appeal shall also have a right to request a hearing at each level.



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Checklist of Procedures

The following is the normal sequence of events for candidates registering to take the Section 8 Housing Manager Examination. Keep this list handy, and check off or enter the date each step is completed.

- Complete and mail to NAHRO the registration form.
- Receive confirmation for testing from NAHRO.
- Prepare to take a multiple-choice examination.
- Take the SHM Examination.
- Receive exam report letter.
- Receive SHM Credential Certificate, if successful.

A candidate has two years from the date of initial testing to receive a passing score on the examination. The examination may be retaken at the “exam-only” fee. If a passing score has not been attained within two years, the candidate must retake the Section 8 Housing Manager series of seminars before making another attempt at the examination.



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Chapter II
Registration for the SHM Examination

Important Points for Registration:

1. Register as early as possible.
2. Register carefully. Use the registration form provided by NAHRO. This form must be accurately and neatly completed to facilitate its rapid and efficient processing.
3. Register fully. Check to be certain that your registration form is complete.
4. Enclose the correct payment. Please enclose payment for the full cost. Do not send cash. Fees are stated in the registration materials.
5. Keep this Study Guide. It contains information you may need after registering. Read this booklet and all forms and communication sent to you carefully before directing questions to NAHRO. If you correspond with us, please be sure to give your name, NAHRO Identification Number, and all other identifying information as entered on your registration form.



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How to Complete Your Registration Form

It is very important that your registration form be completed carefully and accurately. The information you provide on this form will be used to transmit your confirmation letter to you and to inform you of your test results. Please read the following instructions before completing your registration form.

- Print your name, title, organization and address clearly.
- Print your NAHRO individual and/or agency membership numbers. Include your fax and telephone numbers.
- Print your e-mail address clearly. Your confirmation letter will be sent through email.
- Print clearly the event for which you are registering. If you are interested in the seminar before the examination, be sure NAHRO has scheduled a seminar at the testing location chosen on the form. The seminar fees and additional information can be found on NAHRO's web site www.nahro.org or call NAHRO (202) 289-3500.
- If special services are required, include a description with the registration form (see page 12).

A check or money order for the fee should be made payable to The National Association of Housing and Redevelopment Officials (NAHRO). Do not send cash. Mail the fee and the registration form to:



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NAHRO Credential Program
National Association of Housing and Redevelopment Officials
P.O. Box 90487
Washington, D.C. 20090

It is recommended that your registration form be received by NAHRO no later than three weeks prior to the start of the examination. NAHRO cannot guarantee seating availability if it is received later than three weeks before the examination.

Test Dates

The SHM Examination will be given at the test locations and the dates posted on the NAHRO web site, www.nahro.org, or in our promotional materials.

Registration Fees

All appropriate fees for the seminar and/or the examination must accompany the application/registration form.

Exam Only Fees

If you fail to achieve a passing score on the examination, you may retake it paying the exam-retake fee stated in the registration materials.



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Special Arrangements for Disabled/Handicapped Candidates

If you have a visual, sensory, or orthopedic handicap that would prevent you from taking the SHM Examination under standard conditions, you may request special accommodations at the testing site. NAHRO will honor all reasonable accommodations at no extra charge to the registrant. Any request for translation services will be honored however, the cost of these services will be the responsibility of the registrant.

Submit your request in writing, specifying the conditions you need, when you send your registration form to NAHRO. After your registration form and test fees are received, NAHRO will send you a letter confirming the arrangements made for you and indicating the date, time, and location for the special test administration, if required.

Cancellation

Written notice of cancellation is required and must be received prior to the seminar and/or examination. Notices received at least 15 days in before the event are eligible for full refunds. Refunds cannot be made on cancellations received less than 15 days in advance. Instead, NAHRO will credit you the full amount for any NAHRO seminar or exam or reschedule you for an examination in the future.

Replacement Certificate

If your SHM Credential is lost, destroyed, or damaged, a replacement certificate may be requested. In your request, please include the following information: date and location you took the SHM Examination, NAHRO membership number (if applicable), and your full name and address. There is a replacement fee of \$25.00.



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Chapter III

NAHRO CODE OF PROFESSIONAL CONDUCT

The purpose of the National Association of Housing and Redevelopment Officials is (1) to be the leading housing and community development advocate for the provision of adequate and affordable housing and strong viable communities for all Americans, particularly those with low- and moderate-incomes, (2) to strengthen the capacities of member agencies and (3) to develop and deliver the highest quality products and services for housing and community development practitioners.

Each NAHRO individual associate, allied individual member and those formally certified through one of NAHRO's comprehensive examination programs will adhere to a Code of Professional Conduct that supports this purpose and pledges to:

- Promote the public interest through the advocacy for responsible administration of housing and community development programs.
- Perform work responsibilities with the highest degree of integrity and professionalism in order to merit the respect of the beneficiaries of programs, elected officials and the general public.
- Exercise diligence, objectivity and honesty in executing professional responsibilities.
- Avoid any activities which conflict with official duties and not accept directly or indirectly any fee, rebate commission, discount, gratuity or other benefit whether monetary or otherwise for the professional discharge of duties except an authorized established salary, expenses and other benefits.
- Serve the public with dedication, concern, courtesy and responsiveness.



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- Continually strive for professional excellence personally and encourage and support associates in their professional development efforts.
- Avoid misuse or misrepresentation of any of NAHRO's comprehensive certifications.
- Promote and encourage the highest level of ethics within the industry.
- Immediately report known violations of this Code of Professional Conduct to the Executive Director of NAHRO.

This Code of Professional Conduct has been adopted to promote and maintain the highest standards of personal and professional conduct. Adherence to this Code is required for continued NAHRO associate status and/or retention of any comprehensive credential achieved through NAHRO's professional development program.



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Chapter IV Taking the Examination

Timing

Be sure to arrive at the test location promptly at the time indicated on your confirmation letter. Candidates have two hours to complete the examination. Candidates may not leave the examination room until they have completed the examination.

Admission to the Test Location

Bring some form of photo identification bearing your signature. Acceptable forms of identification include a driver's license, employee ID card, or passport. Social Security and draft cards are not acceptable. **It is advisable to bring your confirmation letter with you.**

You will be admitted to the test location only if your name is on the examination attendance roster. NAHRO will allow an individual to register on-site for the examination. However, in these cases, full payment must be received by NAHRO before the individual may take the examination.



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At the Test Location

The following procedures are observed at every test location:

- The Multiple-choice Examination will be administered only on the day and at the time scheduled. **Please be prompt. Candidates will not be admitted to a testing room after the session has begun.**
- Bring three or four sharpened soft lead (No.2) pencils, a sharpener or a mechanical pencil, and a good eraser. **Pencils and erasers may be furnished at the test center.**
- You should take a watch to help pace yourself. You will not be permitted to continue the examination beyond the established time limits.
- Books, dictionaries, and papers of any kind are not permitted in the examination room. Proctors will not allow anyone who has such materials to continue with the examination. *A calculator is permissible.*
- Visitors are not permitted to enter the testing room.
- Scratch work may be done in the test pamphlets. There is ample space provided. Scratch paper is not permitted in the exam room.
- If you must leave the room during the examination, you must obtain permission from the test proctor. You will not be permitted to make up the time you lose.
- A test proctor may dismiss you from the examination for any of the



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following reasons:

- If your admission to the test location is unauthorized.
- If you create a disturbance or give or receive help.
- If you attempt to remove test materials or notes from the examination room.
- If you impersonate another candidate.
- Any persons clearly implicated in an attempt to subvert the integrity of the examination will be prosecuted.

Guessing on a Multiple-Choice Examination

Answer every question possible; make an “educated” guess if necessary. Scores are determined by the number of questions answered correctly. Since all questions count the same, it is best to try to answer every question. Unanswered questions will be considered as incorrect answers. It is wise to answer questions you are sure of first. Then, if time permits, go back, attempt the more difficult questions, and make the best possible guess at the correct answers.

Cancellation of Scores

After taking the NAHRO SHM Certification Examination, if you decide for any reason that you do not want your examination scored, you can do two things:

- Tell the test proctor before you leave the testing room.
- Write to NAHRO to request that your scores be canceled.

Be certain to sign your request letter; unsigned requests or phone calls for a score cancellation will not be honored.



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Your request must reach NAHRO within seven days of the test date; requests received later than that cannot be honored since the processing has begun or has been completed.

No refund of any fees will be made, and a new registration form and fee must be submitted if you want to retake the examination. Any scores canceled will not be reported to you. Once scores have been canceled, no record of the scores will be kept, and you will not be able to receive them at a later date.

Because NAHRO is concerned that valid scores are reported, doubts that are raised about the validity of candidates' scores will be thoroughly investigated. For example, some scores may be rendered invalid because of circumstances beyond the candidates' control, such as gross mistiming, no examinations or test proctor on site. When such circumstances are discovered, the NAHRO Washington, D.C. office should be notified immediately. NAHRO will arrange a free make-up test for the candidates at their earliest convenience.

NAHRO reserves the right to cancel the scores for any candidate discovered engaging in any kind of misconduct including, but not limited to, giving or receiving help; using books, notes, papers, or other aids; attempting to take the examination for someone else; or removing test materials or notes from the testing room.

If You Have A Complaint

If you have a complaint or wish to make a comment about test facilities and/or supervision, examination content, or any other matter related to the testing program, please write to NAHRO at the following address:

Professional Development - Credentials
National Association of Housing and Redevelopment Officials
630 "Eye" Street, NW
Washington, D.C. 20001



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In all correspondence, please be sure to give your name and address. If your questions or comments concern a test you have already taken, you should also include the name of the test, the date you took it, and the location of your test center. NAHRO will investigate each complaint and respond to your comments within a reasonable length of time.

Exam Results

To be certified by NAHRO as a Section 8 Housing Manager, you must pass the SHM certification examination. In addition, you must accept and conform to the Code of Professional Conduct for Section 8 Housing Managers on page 13. The NAHRO Board of Ethics & Credentialing Trustees (BECT) establishes the proficiency level requirement for the SHM exam. The proficiency level required to obtain certification is periodically reviewed by the BECT. Check the NAHRO web site for the current requirement: (<http://www.nahro.org/professional/certification.html>)

Your exam results are confidential and are scored at NAHRO. All questions about scores or about eligibility and procedures for reexamination should be directed to NAHRO. **In order to protect confidentiality, no information on the result of an exam is ever given over the phone.** All candidates will receive a pass/fail letter on the Section 8 Housing Manager Examination approximately four weeks after you have taken the test.



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Examination Result Letter

The result letter states that a candidate either “passed” or “failed” the exam. Any individual who “failed” can make a request in writing for a test analysis.

If You Retake the Examination

If you decide to take the test again, you should be aware that without any change in your level of knowledge, your test score may increase or decrease slightly. These slight changes may be caused by something as simple as the way you feel on the day of the test or the temperature in the room where you take the test. Of course, to increase the probability of improving your test score, it would be advisable to increase your knowledge of the subject.

Verification of Test Scores and Personal Data

If you receive a failing score on the SHM examination, you may request a re-scoring. Re-scoring requests must be made in writing to NAHRO within 12 months after the examination was administered.



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General Test Taking Guide

Taking tests of any kind is hard for some people and easy for others. The reason is not always how much one knows about the test subject. Some people have mastered test-taking skills, while others are unfamiliar with testing methods and are afraid of testing. Proper preparation for a test is the best way to overcome such test taking problems.

You should use this Study Guide in advance of the SHM Certification Examination. Careful study of the information in the Study Guide, adequate practice with sample test questions and exercises, and a review of the Study Guide a day or so before you take the examination are strongly recommended.

If you try to cram, you may do poorly because you will have tried to gather too much information in too short a time, and you probably will not have mastered the information. Cramming can also lead to worry and nervousness, which can also keep you from doing your best.

It should be kept in mind that the purpose of this Study Guide is to acquaint you with the format of the SHM Examination and with the knowledge and skills you will be expected to have. The Study Guide also can help you to become aware of gaps in your knowledge and areas where you need to improve your skills. However, the Study Guide is not a substitute for training and experience in Section 8 housing management which should be acquired in a local housing agency. It can also be gained by attending a NAHRO SHM training usually offered prior to examinations. The following suggestions will help you to prepare for the examinations.



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✳ STUDY ALONE

Studying alone will help you concentrate on the material in this Study Guide. If you have any questions, make a list and ask your supervisor or some other knowledgeable person in your agency to help you answer them at a later date. Meanwhile, continue your study of the Guide.

✳ START BY SCANNING THE GUIDE.

If you have not already done so, look at the Table of Contents to see what subjects are covered in this Guide. Then, go through it quickly to familiarize yourself with the type of information in each section.

✳ STUDY FOR UNINTERRUPTED PERIODS.

Start at the beginning of the Guide and study at least one chapter at a time. This method will help you to concentrate and master the material sooner than if you studied in bits and pieces. Try to complete a chapter a day. If you let too much time elapse between chapters you may forget some of the things you need to know to do the next chapter.

✳ MAKE THE SAMPLE TEST A REAL TEST OF YOUR KNOWLEDGE.

Do not look at answers to the sample test until you have finished answering all the questions. By doing so you will find out whether you know the subject matter as well as you should and whether you are reading the questions and possible answers carefully enough. On questions that you answer incorrectly, reread the questions and answers and try to find out where you went wrong.



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※ BE SURE YOU UNDERSTAND HOW TO HANDLE THE DIFFERENT TYPES OF QUESTIONS ON THE TEST.

Some questions involve key words like “NOT” and “EXCEPT”, and some questions have two parts followed by a list of possible answers. The discussion of sample test questions later in this pamphlet should help you deal with the types of questions you will be asked. Practice handling these various types of questions so that they will not give you trouble during the test. Remember, mark only one answer for each question.

※ PACE YOURSELF ON THE SAMPLE MULTIPLE-CHOICE EXAMINATION

Timing is important on tests, just as it is in employment. Work as steadily, quickly, and methodically as you can on the sample test. Although you are practicing and learning, keep in mind that you will be allowed two hours to answer 100 questions on the actual examination. Try to do your work on the sample test questions in this Study Guide at the pace that will be necessary during the actual examination.

※ GET MORE INFORMATION ON YOUR WEAK SUBJECT AREAS.

The examination is based on tasks in some of these areas of responsibility:

- Voucher Mastery
- Budgeting
- Occupancy Issues & SEMAP
- Management

The questions directly test the candidate’s knowledge in these areas.

If you think that you lack sufficient experience in any particular area, you might



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try to learn more about that area by talking to an experienced Section 8 housing manager. Discuss the different actions that should be taken in typical management situations within that area of responsibility.

* DISCUSS THE SAMPLE TEST AND REVIEW WITH OTHERS WHO ARE STUDYING FOR CERTIFICATION.

After studying the materials in this Study Guide and working on the sample test, it might be helpful to get together with other people who are preparing for the SHM certification. Discuss in a group the questions or exercises that you have found difficult to handle. Some people may not be troubled by the same things you are. They may be helpful to you, and you may be helpful to them. The group also might discuss the range of problems arising in a SHM job and results of different courses of action in dealing with each problem. This practice might help people in the group improve their problem-solving skills in the public housing environment. These skills are important both on the examination and on the job.

* MAKE A FINAL REVIEW OF THE GUIDE AND YOUR NOTES

A final review will refresh your memory on points you may have forgotten. It also will help you see what you have learned as a whole unit with connecting parts, rather than as separate pieces of information. Select the most important points of your final review. Do not try to read the Study Guide from start to finish again. Such a read-through should not be necessary if you have adequately prepared up to this time.

* GET A GOOD NIGHT'S SLEEP BEFORE THE SHM EXAMINATION

Most people do not do their best work if they have not had enough sleep. The SHM examination would be particularly difficult to do well under such conditions.



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Chapter V Sample SHM Exam

The 15 multiple-choice questions in the sample test are representative of questions on the certification examination in format, areas of knowledge that are tested, and level of difficulty.

The best way to take the sample test is to work without stopping. This method will help you concentrate on learning test-taking methods, and it will give you practice in going through a test from beginning to end without interruption. You may want to keep track of the time you spend on each question so that you can pace yourself and make sure that you are using your time well.

Allow yourself no more than 10 minutes to take the sample test, which will give you about one minute for each question. This is similar to the amount of time for each question that you will have on the actual examination, when you will have two hours to answer 100 questions.

Take the sample test as though you were taking the certification examination. First, answer all the questions that you are sure of. Then go back and answer the questions that you find more difficult. Finally, guess the answers to questions when you do not know the answer, because correct guesses will help raise your score.

On this sample test, you will mark your answers directly on the sample exam.

Do not look at the correct answers to the sample test, which are given on page 35, until you have answered all of the questions. When you have finished taking the test, use the answer key to correct your answers.

On questions that you answered incorrectly, read each question again and analyze the reasons for your error. Did you fail to read the question carefully? For example, did you overlook an important word in the question, such as NOT or EXCEPT? Did you fail to choose the most practical and appropriate answer to the question? Are you able to identify the correct answer as you think more about a question? Was your error caused by a lack of knowledge in the specific area of a housing manager's functions? If you were wrong because of a lack of knowledge, you should try to learn more about that particular area of work before taking the SHM Certification Examination.



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Directions: Each question or incomplete statement below is followed by suggested answers or completions. Circle the best answer in each case.

- 1. In developing tenant screening criteria, the criteria may:**
 - a. Include a question on the applicants' race and sex.
 - b. Be related to the applicants' desirability as a tenant.
 - c. Include the head of household's formal education.
 - d. Make provisions to separate single-parent households and elderly households.
 - e. All of the above.

- 2. To receive housing assistance a family must::**
 - a. Be a citizen or non-citizen with eligible immigration status.
 - b. Have legal capacity to execute a contract.
 - c. Have income which does not exceed 90% of the area median income.
 - d. Both (a) and (b).
 - e. All of the above.

- 3. Which of the following would qualify as a family?**
 - a. A disabled individual.
 - b. Two or more persons related by law.
 - c. A single 69 year old person.
 - d. Remaining members of the households.
 - e. All of the above.



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- 4. Which of the following type of income is prohibited in the tabulation of a family's income?**
- a. Income from employment by the head/spouse.
 - b. Income from employment of children, including foster children under the age of 18.
 - c. The monthly check given by a child over the age of 21 not living in the assisted household to help with living expenses.
 - d. Supplement Security income.
 - e. None of the above.
- 5. In determining gross income, which of the following may be counted as an asset?**
- a. Furniture, automobiles, cash.
 - b. Buildings, trucks, furniture.
 - c. Savings bonds, cash, house.
 - d. All of the above.
 - e. None of the above.
- 6. Which of the following are acceptable forms of verification?**
- a. Third Party Written.
 - b. Notarized statements or Self Declarations.
 - c. Third Party Oral.
 - d. Document Review.
 - e. All of the above.



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- 7. The 40% limitation a family may pay towards rent and utilities applies:**
- a. Both initially and at each annual review.
 - b. At initial leasing of the unit only.
 - c. When paying more than 40% would create a hardship for the family.
 - d. To families who are participating in a job training program.
 - e. All of the above.
- 8. The length of time for the initial term of a voucher is:**
- a. Maximum of 120 days.
 - b. Valid for 30 days with one 30 day extension.
 - c. Until a unit is located or 120 days, whichever is less.
 - d. Valid for 60 days with extension in accordance with HA policy.
 - e. None of the above.
- 9. What is part of the definition of an “elderly family”?**
- a. Head of household or sole member is at least 60 years old.
 - b. An individual receiving social security benefits.
 - c. Disabled or handicapped, regardless of age.
 - d. Both (a) and (b).
 - e. All of the above.



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- 10. A HA must insure that rent is reasonable for a unit when:**
- a. A family requests our assistance to reduce the rent.
 - b. At the time a unit is initially submitted and annually if the owner requests an increase or the FMR has been decreased and was in effect 60 days prior to the annual review date.
 - c. The owner requests the HA to determine the value of the unit.
 - d. Both (a) and (c).
 - e. None of the above.
- 11. A HA may adopt which of the following as a local selection preference?**
- a. Working preference based on amount of earned income.
 - b. Residency preference based on length of time the family has resided in the jurisdiction.
 - c. Preference for families who are least likely to apply for assistance.
 - d. Preference for families who have children under the age of 6.
 - e. None of the above.
- 12. How much is allocated for the dependent allowance in determining adjusted annual income?**
- a. Each dependent under 18 years of age or handicapped or disabled receives \$480.
 - b. All household members under the age of 18 or a full time student receives \$400.
 - c. Any person under the age of 21 receives \$480.
 - d. All of the above.
 - e. None of the above.



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- 13. Where may a family who resides in the initial HA's jurisdiction at the time of application use their voucher?**
- a. In the jurisdiction of the initial HA only for the first 12 months.
 - b. Anywhere there is an agency that administers public housing units.
 - c. In the jurisdiction of a HA anywhere that administers a tenant-based program.
 - d. Anywhere in the contiguous United States only.
 - e. All of the above.
- 14. When must the Housing Assistance Program (HAP) contract be effective?**
- a. Before the unit is occupied by the family.
 - b. After the family is approved by the owner.
 - c. After a lease is signed between the owner and family.
 - d. Before payment is made to the owner by the HA.
 - e. All of the above.
- 15. HAs will not receive a SEMAP score for which of the following?**
- a. Determination of adjusted income.
 - b. Screening techniques and policies.
 - c. Selection from the waiting list.
 - d. Correct tenant rent calculations.
 - e. Verification documentation.

ANSWER KEY



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1. B
2. D
3. E
4. B
5. C
6. E
7. B
8. D
9. C
10. B
11. E
12. A
13. C
14. D
15. B

Chapter VI



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Taking the SHM Certification Examination

The following suggestions for taking the SHM Certification Examination will help you do your best.

★ **ARRIVE EARLY.**

By arriving early, you will avoid any nervousness that may be caused by a last-minute rush. Persons who arrive after the Multiple-Choice Examination Test has begun will not be admitted.

Sometimes the test center must change the room where the examination review is given. If you arrive early, you will have time to go to the new location. If there should be any other problems, you will have time to go to the front/information desk and ask where the NAHRO test for Section 8 Housing Managers is being held.

★ **REMEMBER TO TAKE WITH YOU THE THINGS YOU WILL NEED.**

- Be sure to take your confirmation letter for that particular test date and center specified.
- Proper identification, which must have your signature and a recent photograph. A driver's license, employee identification card, or a passport are acceptable if they provide these forms of identification. Social security and draft cards are not acceptable.
- Three or four sharp No.2 (medium-soft) pencils. Pencils with extremely soft lead, colored pencils, fountain pens, or ballpoint pens may not be used.
- A good eraser.



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- A watch so that you may time yourself.
- You will not be allowed to use any books, pamphlets, dictionaries, or other aids other than a small calculator.

★ **CAREFULLY LISTEN AND READ THE INSTRUCTIONS.**

Your examination will not accurately show your SHM knowledge and skills if you fail to follow instructions. For example, on the examination you must be sure to mark your answers on the examination booklet where the questions appear, if you want to get credit for correct answers.

★ **CAREFULLY READ TEST QUESTIONS AND THE MATERIALS IN THE REVIEW EXERCISE.**

It is very important to understand what you are being asked on test questions and to understand the situations on the Review Exercise. If you read too fast, you may miss key words or facts that determine what the correct answer on the test or the appropriate response on the review should be.

★ **GIVE ONLY ONE ANSWER TO EACH MULTIPLE-CHOICE QUESTION OF THE EXAMINATION.**

★ **ANSWER TEST QUESTIONS THAT YOU ARE SURE OF FIRST.**

Skip the harder questions on your first pass through the test. Put a check mark by these questions so that you can find them quickly when you go back through the test.

★ **SKIP QUESTIONS THAT WILL TAKE SOME TIME TO ANSWER UNTIL YOU HAVE**



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FIRST GONE THROUGH ALL THE TEST QUESTIONS.

For example, a question that requires arithmetic might take more time than other questions. Put a check mark by it, and go back to it after you have gone through the test once and answered the easiest questions.

★ GUESS, IF NECESSARY, ON THE EXAMINATION.

It is best to try to answer every question. Some of your guesses may be correct.

★ PACE YOURSELF.

Work steadily and rapidly, but do not be careless. Also, do not spend a lot of time on a few test questions and then be forced to rush through the rest. Rushing could cause you to make a great many mistakes. Check your watch from time to time to decide whether you are giving yourself enough time to finish.

On the other hand, if you have done most of the test in far less than the time allowed, you may not be reading the materials carefully enough or giving yourself enough time to consider your answer.

The SHM Certification Examination is two hours.

★ DO NOT LET YOURSELF GET DISTRACTED BY ANY IRRITANTS.

If someone near you constantly taps a pencil on his or her desk, chews gum loudly, or makes other sounds that bother you, try to ignore the irritation and concentrate on the task before you.

★ DO NOT WASTE TIME FIGHTING THE TEST.



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If you do not like the way some questions are worded and would state them differently, do not waste time in a mental argument with the test. Answer the question as well as you can and go on to the next question.

★ **DO NOT PANIC DURING THE TEST OR EXERCISE.**

If you do not know the answers to some test questions or how to handle a particular problem posed by the exercise, do the best you can. No one is expected to get a perfect score. If you get upset, you will only hurt your ability to think clearly about the task.

★ **BE ANALYTICAL ON THE REVIEW EXERCISE**

Try to put yourself in an actual situation, rather than in an exercise on paper. Carefully, think through each problem that is presented and consider the results of different actions you might take. Have you adequately planned? Put yourself through mental paces in the exercise, just as real events would force you to do in an actual situation that calls for SHM decisions.

★ **USE ALL THE TIME AVAILABLE.**

If you finish before time is up for the examination, check over your work. Try to catch any errors you have made on the test. Reconsider any questions that you were uncertain about.



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