

5. If the client reports a move in writing or we receive returned mail with a new forwarding address on the envelope:

- ~~a.~~ a. ~~First, A~~ attempt to contact the household by phone. If successful, follow instructions in (4.) above.
- b. If unable to contact by phone and in the month of an ER or MCR, don't send the household a general correspondence letter.
- Update the address;
 - Re-send the returned form(s) to the new address; and
 - Wait to update shelter information until ER or MCR.
- ~~a.c.~~ a.c. If unable to contact by phone and not in the month of an ER or MCR, send the household a general correspondence letter asking for the new shelter costs associated with the move.
- Include a statement in the letter warning the household we will remove the old shelter deduction from the budget and recalculate benefits using no shelter costs if new expenses aren't reported within 10 days;
 - Make it clear in the letter they don't need to wait for the first regular rental or utility payment to tell us the amount(s); and
 - Don't require verification of the new shelter expenses unless questionable.
- ~~b.d.~~ b.d. If the household responds to the letter:
- Update and document the new shelter costs in ACES; and
 - Send notice to the household if there is a change in the benefit amount. Give advance notice if there is a decrease in benefits.
- ~~e.e.~~ e.e. If the household doesn't respond to the letter:
- Don't close the Basic Food AU;
 - Remove the old shelter costs; and
 - Send advance notice to the household if there is a change in the benefit amount.

NOTE: Do not use a "Request for Information" letter as this letter requires a Basic Food AU closure if the client does not respond.