

have adopted interpretations that are inconsistent with the statutory text and purport to impose compliance burdens on regulated parties outside of the strictures of notice-and-comment rulemaking. Even where the guidance might advance a permissible interpretation of the relevant statute or regulation or has afforded the public an opportunity to weigh in, it is the Department's current policy to issue such guidance only when necessary and only when issuance of such guidance would reduce compliance burdens. As such, FHEO has determined to withdraw all existing guidance documents that fail one or more of the following three criteria: (1) the guidance is statutorily prescribed, (2) the interpretation set forth is consistent with the relevant statute or regulation,

and/or (3) the guidance decreases compliance burdens. Additionally, no reliance interests compel retention of the guidance being withdrawn. As a threshold matter, parties understand that guidance is non-binding and does not create substantive rights. To the extent guidance materials or portions thereof go beyond the relevant statute or regulation, they are unlawful, undermining any purported reliance interest in retaining such guidance. Even where guidance is not *per se* unlawful, this consideration is outweighed by FHEO's policy that guidance should be withdrawn unless it is necessary and reduces compliance burdens.

II. Guidance Withdrawn

For the reasons set forth above, FHEO is notifying the public that it has

withdrawn the guidance documents identified in the table below, effective September 17, 2025. These documents have been removed from active use and should not be relied upon as authoritative. Handbooks and internal training materials referencing these guidance documents are being revised. New internal and external guidance will be issued where necessary and appropriate. All these guidance documents have been removed from the *HUD.gov* website and should not be relied upon by internal or external parties.

FHEO is continuing to review its need for existing guidance. Guidance that is determined to be necessary will be reissued.

Title	Date Issued
Guidance on Application of the Fair Housing Act to the Advertising of Housing, Credit, and Other Real Estate-Related Transactions through Digital Platforms.	April 29, 2024.
FHEO 2020-01: Assessing a Person's Request to Have an Animal as a Reasonable Accommodation Under the Fair Housing Act.	January 28, 2020.
FHEO Memorandum on Source of Income Testing Activities under the Fair Housing Assistance Program	February 12, 2024.
FHEO Notice 2013-01: Service Animals and Assistance Animals for People with Disabilities in Housing and HUD-funded Programs.	April 25, 2013.
FHEO Statement on the Fair Housing Act and Special Purpose Credit Programs	December 7, 2021.
Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons.	January 22, 2007.
Implementation of Executive Order 13988 on the Enforcement of the Fair Housing Act	February 11, 2021.
Implementation of OGC Guidance on Application of Fair Housing Act Standards to the Use of Criminal Records	June 10, 2022.

Any actions that do not comply with the text of the Fair Housing Act continue to be subject to enforcement by the Department. HUD encourages parties whose prior conduct may have been violative of the Fair Housing Act, while in conformance with the previous guidance and during the period in which that guidance was in effect, to take immediate actions to address any such potential violation. In cases where an entity meaningfully engages in such responsible conduct, HUD intends to favorably consider such conduct, along with other relevant factors, in considering whether and in what manner to pursue redress for potential violations. HUD retains, without limitation, its discretion and responsibility to evaluate individual cases of potential violations, while taking into account the specific facts and circumstances of any given case. Notwithstanding an enforcement determination by HUD, the Fair Housing Act provides that complainants may file a civil action in an appropriate Federal district court or state court within two years after the occurrence or termination of the alleged discriminatory housing practice. Nothing in this memo affects

the rights of parties to seek redress in the proper court.

Craig W. Trainor,
Assistant Secretary for Fair Housing and Equal Opportunity.
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DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-7106-N-14]

Privacy Act of 1974; System of Records

AGENCY: Office of Chief Information Officer (OCIO), and Infrastructure and Operations (IOO), HUD.
ACTION: Notice of a new system of records.

SUMMARY: Pursuant to the provisions of the Privacy Act of 1974, as amended, the Department of Housing and Urban Development (HUD), Office of Chief Information Officer (OCIO) and Infrastructure and Operations (IOO) is issuing a public notice of its intent to establish a Privacy Act System of

Records Notice (SORN) titled "ServiceNow (SerNow)." ServiceNow (SerNow) includes core components and related modules that work together to support key HUD operations. It facilitates helpdesk operations, Information Technology (IT) management, software and asset tracking, facilities management operations, Human Resources activities, and limited financial planning functions. HUD utilizes multiple ServiceNow instances, with distinct environments tailored to specific purposes such as development, testing, and production, each of which maintains detailed information regarding users and network objects. This structure makes it easier for employees to efficiently locate and utilize required resources while ensuring system integrity across operations. ServiceNow collects and processes information from users either through submitted forms, internal workflows, or integrated systems via structured data repositories. The information maintained within ServiceNow is sourced from HUD systems such as Active Directory (AD)/ LAN File Server (LFS), and Digital

Identity and Access Management System (DIAMS).

DATES: Comments will be accepted on or before May 6, 2026. This proposed action will be effective on the date following the end of the comment period unless comments are received which result in a contrary determination.

ADDRESSES: You may submit comments identified by docket number or by one of the following methods:

Federal e-Rulemaking Portal: <http://www.regulations.gov>. Follow the instructions provided on that site to submit comments electronically.

Fax: 202-619-8365.

Email: privacy@hud.gov.

Mail: Attention: Privacy Office; Shalanda Capenhart, Acting Chief Privacy Officer; The Executive Secretariat; 451 7th Street SW, Room 10139; Washington, DC 20410-0001.

Instructions: All submissions received must include the agency name and docket number for this rulemaking. All comments received will be posted without change to <http://www.regulations.gov> including any personal information provided.

Docket: For access to the docket to read background documents or comments received go to <http://www.regulations.gov>.

FOR FURTHER INFORMATION CONTACT: Shalanda Capenhart; 451 7th Street SW, Room 10139; Washington, DC 20410-0001; telephone number (202) 402-5085 (this is not a toll-free number). HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech or communication disabilities. To learn more about how to make an accessible telephone call, please visit <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

SUPPLEMENTARY INFORMATION: The Department of Housing and Urban Development (HUD), Office of Chief Information Officer (OCIO), and Infrastructure and Operations (IOO), uses the ServiceNow Software as a Service (SaaS) Platform to streamline operations and centralize data management. ServiceNow helps HUD manage its data and services in one central system, and it's built around a tool called the Configuration Management Database (CMDB). This database stores important records about users, facilities, and shared resources like meeting rooms, servers, computers, printers, and accounts used to log in. The ServiceNow platform simplifies account management and integrates

with HUD's existing technology to allow secure sign-ins using Personal Identity Verification (PIV) cards. It follows a clear management structure to help HUD keep track of network tools, protect user data, and keep systems working the same way across the agency. All ServiceNow programs use the CMDB within HUD's core platform. The system also includes specialized financial management tools, called Proven Optics, that help manage costs, optimize resources, and improve operational efficiency. These tools run in a secure government community cloud environment (GCC) and meet strict federal rules for safety and privacy. HUD's main goals in using ServiceNow are to reduce costs, eliminate manual processes, and improve productivity through automated workflows.

SYSTEM NAME AND NUMBER:

ServiceNow (SerNow), HUD/OCIO-04.

SECURITY CLASSIFICATION:

Unclassified.

SYSTEM LOCATION:

Records are maintained at the following locations: HUD Headquarters, 451 7th Street SW, Washington, DC 20410-0001, and Bowhead UIC Government Services, LLC, 6564 Loisdale Court, Suite 900 Springfield, VA 22150-1812.

SYSTEM MANAGER(S):

George Hurley, Infrastructure and Operations (IOO), HUD HQ, 451 7th Street SW, Washington, DC 20410-0001; telephone (202) 475-8662.

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:

The Information Technology Management Reform Act of 1996 (Pub. L. 104-106, 40 U.S.C. 11101 *et seq.*); E-Government Act (Pub. L. 107-347, sec. 203, 44 U.S.C. 3501 note); Federal Information Security Management Act, as amended (Pub. L. 107-347, 44 U.S.C. 3554); Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. 3501 *et seq.*); Government Paperwork Elimination Act (Pub. L. 105-277, Title XVII, 44 U.S.C. 3504); Homeland Security Presidential Directive 12 (HSPD-12), Policy for a Common Identification Standard for Federal Employees and Contractors, August 27, 2004; OMB Circular No. A-130, Managing Information as a Strategic Resource (7/28/2016); OMB Memo M-05-24, and Executive Order 13636—Improving Critical Infrastructure Cyber Security (February 12, 2013); Department of Housing and Urban Development Act of 1965,

Section 7(d) (Pub. L. 89-174, 42 U.S.C. 3535(d)—“Administrative provisions”); and 5 U.S.C. 3301—“Civil service; generally”.

PURPOSES OF THE SYSTEM:

The purpose of ServiceNow is to help HUD employees efficiently track and manage all service requests for help from start to finish. The system serves as the central repository for HUD policies, procedures, and frequently asked questions (FAQs), empowering employees to quickly find answers independently. It also provides a digital foundation that supports HUD's internal systems across the agency, streamlining operations through automated workflows and replacing manual processes. ServiceNow's functions as a centralized platform for managing HUD assets, giving administrators and employees easy access to critical tools and information, reducing mistakes, and enhancing productivity.

CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:

Current HUD employees and contractors.

CATEGORIES OF RECORDS IN THE SYSTEM:

Full Name, Phone Number, Email address, User Verification PIN, Device Identifier, internet Protocol (IP)/Media Access Control (MAC) Address of assigned Device Identifier (if applicable), Work Address, Home Address, Employee Identification Number and Employment Status/History.

RECORD SOURCE CATEGORIES:

Individuals, Digital Identity and Access Management System (DIAMS), and Active Directory (AD)/LAN File Server (LFS).

ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND PURPOSES OF SUCH USES:

(1) To a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of that individual.

(2) To contractors, grantees, experts, consultants, and their agents, or others performing or working under a contract, service, grant, cooperative agreement, or other agreement with HUD or under contract to another agency when necessary to accomplish an agency function related to a system of records. Disclosure requirements are limited to only those data elements considered relevant to accomplishing an agency function.

(3) To appropriate agencies, entities, and persons when: (1) HUD suspects or has confirmed that there has been a

breach of the system of records; (2) HUD has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, HUD (including its information systems, programs, and operations), the Federal Government, or national security; and (3) The disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with HUD's efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm.

(4) To another Federal agency or Federal entity, when HUD determines that information from this system of records is reasonably necessary to assist the recipient agency or entity in (1) responding to a suspected or confirmed breach or (2) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, programs and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.

(5) To appropriate Federal, State, local, tribal, or governmental agencies or multilateral governmental organizations responsible for investigating or prosecuting the violations of, or for enforcing or implementing, a statute, rule, regulation, order, or license where HUD determines that the information would assist in the enforcement of civil or criminal laws and when such records, either alone or in conjunction with other information, indicate a violation or potential violation of law.

(6) To a court, magistrate, administrative tribunal, or arbitrator while presenting evidence, including disclosures to opposing counsel or witnesses during civil discovery, litigation, mediation, or settlement negotiations; or in connection with criminal law proceedings; when HUD determines that use of such records is relevant and necessary to the litigation and when any of the following is a party to the litigation or have an interest in such litigation: (1) HUD, or any component thereof; or (2) any HUD employee in his or her official capacity; or (3) any HUD employee in his or her individual capacity where HUD has agreed to represent the employee; or (4) the United States, or any agency thereof, where HUD determines that litigation is likely to affect HUD or any of its components.

(7) To any component of the Department of Justice or other Federal agency conducting litigation or in proceedings before any court, adjudicative, or administrative body, when HUD determines that the use of

such records is relevant and necessary to the litigation and when any of the following is a party to the litigation or have an interest in such litigation: (1) HUD, or any component thereof; or (2) any HUD employee in his or her official capacity; or (3) any HUD employee in his or her individual capacity where the Department of Justice or agency conducting the litigation has agreed to represent the employee; or (4) the United States, or any agency thereof, where HUD determines that litigation is likely to affect HUD or any of its components.

(8) To officials of labor organizations recognized under the Civil Service Reform Act when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting work conditions.

(9) To the Office of Personnel Management (OPM), the Merit Systems Protection Board (and its office of the Special Counsel), the Federal Labor Relations Authority (and its General Counsel), or the Equal Employment Opportunity Commission when requested in performance of their authorized duties of exclusive representation concerning personnel policies, practices, and matters affecting work conditions.

(10) To the National Archives and Records Administration, Office of Government Information Services (OGIS), to the extent necessary to fulfill its responsibilities in 5 U.S.C. 552(h), to review administrative agency policies, procedures and compliance with the Freedom of Information Act (FOIA), and to facilitate OGIS' offering of mediation services to resolve disputes between persons making FOIA requests and administrative agencies.

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:

Electronic.

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:

Full Name, Email Address, and Employee Identification Number.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:

Under General Records Schedule 3.2, System Access Records, items 030 and 031. Item 030 applies to systems not requiring special accountability for access. Item 030 records can be destroyed when the business use ceases. Item 031 applies to systems requiring special accountability for access. Item 031 requires records to be destroyed/ deleted 6 years after the user account is terminated or password is altered, or when no longer required for business

us, whichever is later. Backup and Recovery digital media will be destroyed or otherwise rendered irrecoverable per NIST SP 800-88, Rev. 1 "Guidelines for Media Sanitization" (December 2014). The records used within the budgeting application are "temporary" and their destroy clauses are listed in the following disposition instructions: General Record Schedule (GRS) 1.3: Budgeting Records. The records used for facilities management are "temporary" and their destroy clauses are listed in the following disposition instructions: General Record Schedule (GRS) 5.4 Facility, Equipment, Vehicle, Property, and Supply Records. The records for the IT Service Desk and IT Asset Management modules are "temporary" and their destroy clauses are listed in the following disposition instructions: General Record Schedule (GRS) 3.1 General Technology Management Records and General Record Schedule (GRS) 5.8 Administrative Help Desk Records.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:

For Electronic Records:

Comprehensive electronic records are maintained and stored in an electronic encryption database system. These records can only be accessed based on the user's rights and privileges to the system. Electronic records are stored in the "ServiceNow Enterprise" environment on the department's network (HUD). This environment complies with the security and privacy controls and procedures as described in the Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST) Special Publications, and Federal Information Processing Standards (FIPS). A valid HSPD-12 ID Credential, access to HUD's LAN, a valid User ID and Password, and a Personalized Identification Number (PIN) are required to access the HR Service Delivery, ServiceNow system. These records are restricted to only those stakeholders needing to access the system to perform their official duties.

For Electronic Records (cloud-based):

Comprehensive electronic records are secured and maintained on a cloud-based software server and operating system that resides in the Federal Risk and Authorization Management Program (FedRAMP) and Federal Information Security Management Act (FISMA) Moderate dedicated hosting environment. All data in the cloud-based server is firewalled and encrypted at rest and in transit. PII is secured in cipher locks, combination locks, key cards, security guards, closed circuit TV

and safes. Identification badges are required to ensure the records are not accessed and strict access controls are governed for electronic records using a user ID and password that require multi-factor authentication before access is granted to ServiceNow. The security mechanisms for handling data at rest and in transit are in accordance with HUD encryption standards.

RECORD ACCESS PROCEDURES:

Individuals requesting records of themselves should address written inquiries to the Department of Housing Urban and Development 451 7th Street SW, Washington, DC 20410-0001. For verification, individuals should provide their full name, current address, and telephone number. In addition, the requester must provide either a notarized statement or an unsworn declaration made under 24 CFR 16.4.

CONTESTING RECORD PROCEDURES:

The HUD rule for contesting the content of any record pertaining to the individual by the individual concerned is published in 24 CFR 16.8 or may be obtained from the system manager.

NOTIFICATION PROCEDURES:

Individuals requesting notification of records of themselves should address written inquiries to the Department of Housing Urban Development, 451 7th Street SW, Washington, DC 20410-0001. For verification purposes, individuals should provide their full name, office or organization where assigned, if applicable, and current address and telephone number. In addition, the requester must provide either a notarized statement, or an unsworn declaration made under 24 CFR 16.4.

EXEMPTIONS PROMULGATED FOR THE SYSTEM:

None.

HISTORY:

None.

Shalanda Capehart,

Acting Chief Privacy Officer, Office of Administration.

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DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-7106-N-15]

Privacy Act of 1974; System of Records

AGENCY: Office of Field Policy and Management, HUD.

ACTION: Notice of a modified system of records.

SUMMARY: Pursuant to the provisions of the Privacy Act of 1974, as amended, the Department of the Housing and Urban Development (HUD), Office of Field Policy and Management (FPM) is issuing a public notice of its intent to modify the Privacy Act system of records titled, "Customer Relationship Management (CRM)", to include all Customer Relationship Management systems in use by HUD. This notice incorporates the One Stop Customer Service, HUD Central, and Microsoft Dynamics systems. HUD's Customer Relationship Management systems are designed to track, organize, route, and respond to inquiries from HUD's customers, which include members of the public, individuals and organizations doing business with HUD, and other stakeholders who have an interest in how HUD operates. The reason for this revised notice is to make clarifying changes within: System Manager, and Categories of Records to update description of data collection activities performed by the One Stop Customer Service, HUD Central, and Microsoft Dynamics systems, and Policies and Practices for Retention and Disposal for Records to add context. These updates are explained in the "Supplementary Section" of this notice.

DATES: Comments will be accepted on or before May 6, 2026. This proposed action will be effective on the date following the end of the comment period unless comments are received which result in a contrary determination.

ADDRESSES: You may submit comments, identified by the docket number or by one of the following methods:

Federal e-Rulemaking Portal: <http://www.regulations.gov>. Follow the instructions provided on that site to submit comments electronically.

Fax: 202-619-8365.

Email: privacy@hud.gov.

Mail: Attention: Privacy Office;

Shalanda Capehart, Acting Chief Privacy Officer; Office of the Executive Secretariat; 451 7th Street SW, Room 10139; Washington, DC 20410-0001.

Instructions: All submissions received must include the agency name and docket number for this rulemaking. All comments received will be posted without change to <http://www.regulations.gov> including any personal information provided.

Docket: For access to the docket to read background documents or comments received go to <http://www.regulations.gov>.

FOR FURTHER INFORMATION CONTACT:

Shalanda Capehart; 451 7th Street SW, Room 10139; Washington, DC 20410-

0001; telephone number (202) 402-5085 (this is not a toll-free number). HUD welcomes and is prepared to receive calls from individuals who are deaf or hard of hearing, as well as individuals with speech or communication disabilities. To learn more about how to make an accessible telephone call, please visit <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>.

SUPPLEMENTARY INFORMATION: The Department of Housing and Urban Development (HUD), Office of Field Policy and Management (FPM), is revising the Customer Relationship Management (CRM) Systems SORN. This CRM Systems SORN combines the "One Stop Customer Service, HUD Central, and Microsoft Dynamics" documenting the use of Customer Relationship Management systems to manage, track, route, and respond to interactions with all customers, stakeholders, partners, and organizations who initiate a customer service interaction with the Department. These Customer Relationship Management systems are covered under one SORN because they serve the same purpose, have the same authorization language, and function to provide customer service to HUD's customers. The Office of Field Policy and Management uses Microsoft Dynamics CRM to interact with all of HUD's customers, as it represents HUD's primary presence in field offices. The Federal Housing Administration (FHA), using HUD Central, focuses on Single-family FHA lenders and borrowers, HUD subsidized multifamily residents, and hospital, skilled nursing, and assisted living developers and lenders. One Stop Customer Service, housed within the Office of Public and Indian Housing's Real Estate Assessment Center, focuses on technical assistance and program protocols for inspectors of HUD funded assets.

HUD is publishing this revised notice to reflect updates to the data collection activities performed by HUD Central, specifically revisions to the "Categories of Records in the system" section. These updates include the collection of additional Personally Identifiable Information (PII) to support the processing of inquiries from program participants and citizens. For Microsoft Dynamics, the "Categories of Records in the system" section has been updated to include record categories that were previously omitted from the published SORN. This modification also updates contact information in the "System Manager(s)" section to reflect recent personnel changes and revises the