

APPLICATION WAITLIST QUESTIONNAIRE

Site Name: FOLSOM GARDENS I & II
 Leasing Office Address: 713 Stafford Street, Folsom, CA 95630
☐ Mark if Temporary
 Leasing Office Ph#: 916-985-2212
 Leasing Office Fax#: 916-985-4029
 Leasing Office Email: folsomgardens@mercyhousing.org

For Office Use Only		
Date Rcvd:		
Time Rcvd:		
Rcvd by:		
<input type="checkbox"/> Original	<input type="checkbox"/> Updated	<input type="checkbox"/> Add-on
If updated, use original date and time stamps.		
HoH Name: _____		
Use to link multiple apps due to addtl adults		

COMPLETED FORMS CAN BE SUBMITTED VIA FAX OR DROPPED OFF DURING BUSINESS HOURS:

Monday thru Thursday 8:30am-5:30pm, Friday 8:30am-2:30pm

This document is used to register households on the waitlist. Please complete one per HOUSEHOLD.

ADDITIONAL PROTECTION FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

Executive Order 13166 requires all recipients of federal funds to take reasonable steps to ensure that persons with limited English proficiency (LEP persons) have meaningful access to federal programs and activities. In response to this executive order, this community has created a Language Access Plan which details the steps taken to ensure meaningful access including but not limited to providing for oral translation services for applicants who need language assistance. Copies of the Language Access Plan are available for review in our leasing office.

☒ Please note- if this box is checked, then the community is non-smoking.

1. Head of Household Legal/Birth Name: _____
2. Head of Household Preferred Name (if applicable): _____
3. HoH's Current Address: _____
4. HoH's Phone #(s): _____
5. HoH's Email Address(es): _____
6. How many people will reside in the unit? _____
7. What unit size are you requesting? _____
8. Does your household have animals/pets? ☐ None; ☐ Cat(s), # of ____; ☐ Dog(s), # of ____;
☐ Other, # of _____ and Type of _____
9. This community may have leasing preferences for certain groups. Any leasing preference will be outlined in the Resident Selection Criteria. Please indicate below, to which of these groups your household may belong. Definitions for each of these groups may be provided upon request.

☐ 55+ Senior ☐ 62+ Elderly- all HHMBRs ☐ 62+elderly- head, cohead or spouse ☐ Families
☐ Veteran ☐ Disabled ☐ Mental illness ☐ Developmentally disabled ☐ Homeless
☐ Chronically homeless ☐ Agricultural or farmworker

Mercy Housing Management Group is an equal opportunity housing provider abiding by the Federal Fair Housing Ordinance. We do not discriminate based on race, color, religion, creed, national origin, sex, age, familial status, AIDS/HIV status, ancestry, gender identity, height, weight, pregnancy status, source of income, sexual orientation or disability.



APPLICATION WAITLIST QUESTIONNAIRE

10. Household Composition: Tell us a little bit about the people who will live with you - include yourself as the first household member. Add more pages if you need to list more people

HHMBR Name	Relationship to you	Gender*	Married? (Y/N)	Birthdate	Student? (Y/N)	**Social Security #
	MYSELF					
Total number of people:						

11. Please record your household's approximate MONTHLY income. Please include all potential sources of income- EXCEPT, Food Stamps which are not considered income.

HHMBR Name	Wages/ Employment	Retirement	Public/General Assistance	SSA/SSI	Other
Total Monthly Household Income:					

12. When the value of all of your household's assets are added up, do they total ☐ more or ☐ less than \$50,000? (This would not include everyday items like cars or wedding rings.)

13. VOLUNTARY: Would you or a household member like to request a disability related special accommodation or need accessible features in your unit? ☐ Yes ☐ No

a. If yes, what accommodations do you need, or would you like us to make?

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APPLICATION WAITLIST QUESTIONNAIRE

GENERAL DISCLOSURES:

The information you provide on this application will be treated as confidential. This application gives no lease or rental rights. It includes both information necessary for determining your eligibility for housing and information required for statistical purposes. If you and your household appear to be eligible, you will need to submit additional information to complete the processing of this application. All information you provide will be verified by Mercy Housing Management Group. Incomplete and/or falsified information will cause the application to be denied and not processed.

Discrimination Prohibited: The landlord will not discriminate based upon race, color, religion, creed, national origin, sex, age, familial status, or disability. In addition, our housing programs are open to all eligible persons regardless of sexual orientation, gender identity, marital status, and ancestry. Owners shall accommodate persons with disabilities who, as a result of their disabilities, cannot utilize the owner's preferred application process by providing alternative methods of taking applications.

Any general information included as part of an individual household member's records will be made accessible between departments. Other information not routinely in a household's records may be shared between professional staff on a need-to-know basis at the discretion of the department or site head staff person. Information, which involves criminal acts, including use of physical force, offenses against other persons, child abuse and neglect, etc., will be automatically reported to appropriate authorities as required by law.

Any changes to your income, assets, household composition or student status from the date you signed your application up to your move in date, must be reported to Mercy Housing Management. Failure to do so could result in denial of your move in. If after move in we discover that changes were not reported, Mercy Housing Management may be required to take steps that could result in eviction.

ADDITIONAL DOCUMENTATION PROVIDED TO APPLICANT HOUSEHOLD:

- | | |
|--|--|
| <input type="checkbox"/> Notice of Occupancy Rights Under VAWA | <input type="checkbox"/> Resident Selection Criteria/ RSC/TSP addendum |
| <input type="checkbox"/> Notice of Reasonable Accommodation Modification | <input type="checkbox"/> Grievance Policy |
| <input type="checkbox"/> Pricing Sheet/Welcome Letter | <input type="checkbox"/> Demographics worksheet- VOLUNTARY |

I/We am/are applying for housing and state that all information provided herein is true, accurate, and complete to the best of my knowledge and belief.

Applicant/Resident Head of Household Signature

Applicant/Resident HoH Printed Name

Date

PENALTIES FOR MISUSING THIS CONSENT: Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government. HUD and any owner (or any employee of HUD or the owner) may be subject to penalties for unauthorized disclosures or improper use of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person, who knowingly or willingly requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief, as may be appropriate, against the officer or employee of HUD or the owner responsible for the unauthorized disclosure or improper use. Penalty provisions for misusing the social security number are contained in the ****Social Security Act at 208 (a) (6), (7) and (8).** Violation of these provisions are cited as violations of 42 U.S.C. 408 (a) (6), (7) and (8)**. 6/29/2007



NOTICE OF RIGHT TO REASONABLE ACCOMMODATION/MODIFICATION

If you have a disability and as a result of your disability you need . . .

- a change in the rules or policies or how we do things that would give you an equal opportunity to use and enjoy the housing and facilities at this housing development or take part in programs on site,
- a change or repair in your apartment or a special type of apartment that would give you an equal opportunity to use and enjoy the housing and facilities at this housing development or take part in programs on site,
- a change or repair to some other part of the housing site that would give you an equal opportunity to use and enjoy the housing and facilities at this housing development or take part in programs on site.

If you can show that you have a disability and if your request is reasonable (***does not pose “an undue financial or administrative burden”**), we will try to make the changes you request.

We will give you an answer in 10 working days unless there is a need for verification of the request. In that case, the response time is 15 working days unless there is a problem getting the information we need or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons and you can give us more information if you think that will help.

If you need help filling out a REASONABLE ACCOMMODATION/MODIFICATION REQUEST FORM or if you want to give us your request in some other way, we will help you.

You can get a REASONABLE ACCOMMODATION/MODIFICATION REQUEST FORM at the Property office or by emailing:

504 Coordinator
Mercy Housing Management Group, Inc.
504adacoordinator@mercyhousing.org
Fax: 877-245-7121
303-830-3300
TTY: 1-800-877-8973 or 711

NOTE: All information you provide will be kept confidential and be used only to help you have an equal opportunity to use and enjoy your housing and the common areas.

** This legal phrase means if it is not too expensive and too difficult to arrange.*



RESIDENT SELECTION CRITERIA | HOTMA Addendum

Applies to LIHTC programs at this site as of: _____

Applies to HUD programs at this site as of: _____

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I DISCLOSURE

This addendum contains provisions that will apply to multiple affordable housing programs. Policies that are specific to EIV, will only apply to sites that have HUD funding. These EIV provisions will not be formally implemented unless this property has implemented use of TRACS 203A compliance software.

I NON-DISCRIMINATION

A. Equal Opportunity Housing

This community fully adheres to applicable federal, state, and local fair housing and civil rights laws, which provide that it is illegal to discriminate against any person due to race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, physical or mental disability, genetic information, age or any other arbitrary personal characteristic in all housing related activities.

If an applicant believes that they have been discriminated against or treated unfairly in the application process, they may contact us in writing at 1600 Broadway Ste 2000, Denver CO, 80202

NOTE: Should a household member have a disability which prevents the household from submitting their concern in writing, a reasonable accommodation can be made upon request.

B. Additional Protection for Individuals with Disabilities

Management will seek to identify and eliminate situations or procedures that create a barrier to equal housing opportunity for all. In accordance with Section 504 of the Rehab Act of 1973, Management will make reasonable accommodations or modifications for individuals with handicaps or disabilities (applicants or residents). Such accommodations may include changes in the method of administering policies, procedures, or services at this property where such changes would be necessary to afford full access to the housing program for qualified individuals with handicaps.

In reaching a reasonable accommodation with, or performing structural modifications for, otherwise qualified individuals with disabilities, Management is not required to:

- 1) Make structural alterations that require the removal or altering of a load-bearing structural member;
- 2) Provide support services that are not already part of its housing programs;
- 3) Take any action that would result in a fundamental alteration in the nature of the housing program or service;

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- 4) Take any action that would result in an undue financial and administrative burden on Management, including structural impracticability as defined in the Uniform Federal Accessibility Standards (UFAS).

If the Owner, Management and Project employ 15 or more people, regardless of their location or duties, a Section 504 Coordinator must be designated.

The Section 504 Coordinator for the Project is available at the following:

Email: 504adacoordinator@mercyhousing.org

Telephone: (303) 830-3300

TTY Number: (800) 877-8973 or 8711

Fax: (877) 245-7121

C. Additional Protection for Individuals with Limited English Proficiency

Executive Order 13166 requires all recipients of federal funds to take reasonable steps to ensure that persons with limited English proficiency (LEP persons) have meaningful access to federal programs and activities. In response to this executive order, this community has created a Language Access Plan which details the steps taken to ensure meaningful access including but not limited to providing for oral translation services for applicants who need language assistance. Copies of the Language Access Plan are available for review in our leasing office.

II PRIVACY ACT NOTICE

It is the policy of the community to guard the privacy of individuals conferred by the Federal Privacy Act of 1974, and to ensure the protection of such individuals' records maintained by the community.

The applicant's income and other information are being collected to determine his/her eligibility, the appropriate bedroom size, and the amount the applicant household will pay towards rent and utilities. This information may be released to appropriate federal, state, and local agencies, when relevant, and to civil, criminal, or regulatory investigators and prosecutors. However, the information will not be otherwise disclosed or released, except as permitted by law.

III DEFINITIONS

A. Accessible Unit

A unit that is located on an accessible route and when designed, constructed, altered or adapted can be approached, entered, and used by individuals with a physical impairment.

B. Affordable Unit

A unit that is designated for reduced income households, that is funded through a regulatory agreement with HUD, or the Internal Revenue Service's Section 42 Low Income

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Housing Tax Credit Program. Unit must be regulated per applicable regulatory compliance regulations.

C. Adjusted Income- HUD ONLY

A family's adjusted income is the family income after any deductions.

D. Annual Income

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: Income is defined broadly with an expanded and clarified list of income exclusions. Annual income includes all amounts received from all sources by each adult household member 18 years or older or the head of household or their spouse, plus unearned income by or on behalf of each dependent under 18 years, plus income from assets.

Annual income includes "all amounts received," not the amount that a family may be legally entitled to receive but did not. Annual income also includes all actual anticipated income from assets even if the asset is excluded from net family assets but the income from the asset is not otherwise excluded. Annual income does not include amounts specifically excluded in paragraph (b) of 24 CFR § 5.609. See **Attachment 4** (Income Exclusions)

For initial occupancy/assistance and interim reexaminations, Management must estimate the household income for the upcoming 12-month period using current income. For all annual reexaminations, Management must determine the household income for the previous 12-months unless using a streamlined income determination, taking into account any redetermination from an interim reexamination and any unaccounted for income changes.

Income from the following household member types will be excluded: foster children, foster adults, live-in aides, guests, guarantors, and lease co-signers or active military members who are not head, co-head, or spouse.

E. Assets

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: The net value of the family's assets is used in the determination of eligibility. Net family assets is defined as, the net cash value of all assets owned by the family, after deducting reasonable costs that would be incurred in disposing real property, savings, stocks, bonds, and other forms of capital investment.

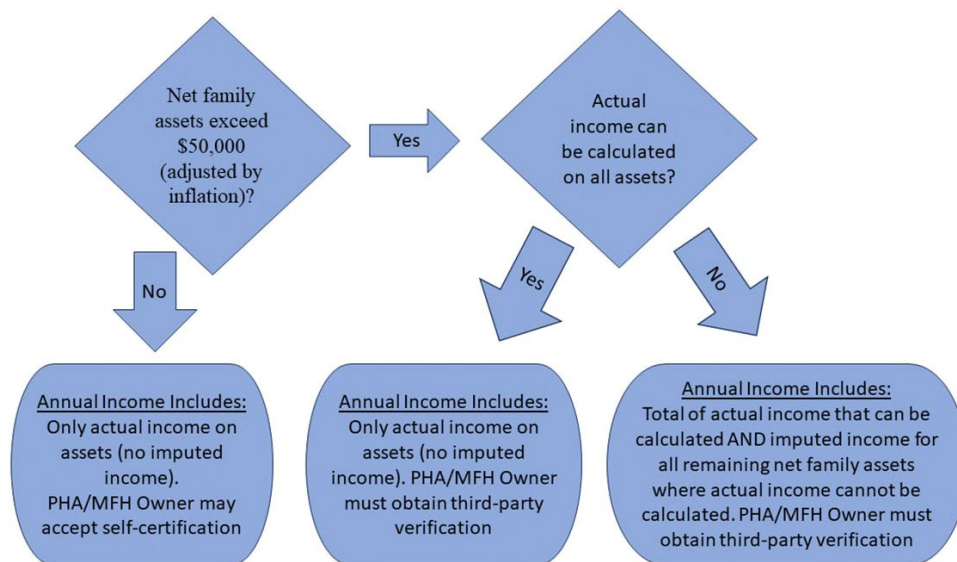
F. Assets- Income received

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: In general, income from assets is considered income. If it is possible to calculate actual returns from an asset, Management will use that amount. An example would be, interest earned on a savings account.

- If it is not possible to calculate an actual return on an asset, and:
- The net household assets are \$50,000* or less, the imputed income from that asset is excluded
- The net household assets are over \$50,000,* Management must impute income for the asset based on the current passbook savings rate, as determined by HUD.

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Net Household Assets Scenario	Actual Income	Imputed Returns	Amount Included in Income
Assets of \$50,000 or less	Included	Not calculated	Actual income only
Exceeds \$50,000 and actual income can be computed for ALL assets	Included	Not calculated	Actual income only
Exceeds \$50,000 and NO actual income can be computed	N/A	Calculated using HUD passbook rate for all assets	Imputed returns for all assets
Exceeds \$50,000, but actual income can only be computed for some assets	Included for assets that can be computed	Calculated for any remaining assets where actual income cannot be computed	Actual income that can be computed AND imputed returns for all remaining assets that cannot be computed



G. Assets- Imputed Income

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: Imputed returns on net family assets are included in annual income only when net family assets exceed \$50,000 (a figure that is annually adjusted for inflation) and actual asset income cannot be calculated for all assets. Management will not impute income from assets if the total value of net family assets is equal to or less than \$50,000 (as adjusted by inflation). The imputed income from assets is determined using the Passbook Savings Rate which is adjusted annually for inflation.

H. Asset Limitations - LIMITED APPLICATIONS, HUD PROGRAMS ONLY

As defined by HUD for use in the following HUD programs: Section 8 (Project Based Rental Assistance), Section 202/8, HCV (including Project-Based vouchers), Public Housing, Section 8 Moderate Rehabilitation, Section 8 Moderate Rehabilitation SRO:

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As directed in section 104 of HOTMA, 24 CFR 5.618, each household is prohibited from receiving rental assistance if:

- 1) The household owns real property that is suitable for occupancy by the household as a residence
 - a. Applies only if the household has legal right to reside in the real property, effective legal authority to sell the real property and if the home is suitable for occupancy.
- 2) The household has assets in excess of \$100,000, as adjusted annually in accordance with the Consumer Price Index for Urban Wage Earners and Clerical Workers.

Management is required to determine whether the family owns real property that must be included in net family assets. For example, if the household owns real property, the value of that asset must be included in the calculation of net family assets, but staff will not inquire whether it is suitable for occupancy.

Management is exercising its available discretion to apply these asset limitations to new move in certifications only. This means, Management will not initiate termination or eviction proceedings for any household for non-compliance with the asset limitation at interim or annual recertification of income and the household will continue to receive assistance.

As defined by HUD for use in the following HUD programs: Section 202/811 PRAC, Section 236 IRP, Section 811 PRA, SPRAC: None- there are no asset limitations for these programs.

As defined for use by Tax Credit and Rural Development: None- there are no asset limitations for these programs.

I. **Dependent**

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: A member of the household other than the head, spouse, or co-head, who is under 18 years of age or is a person with disabilities or a full-time student. For the purposes of this Handbook, a foster child, a foster adult, or a live-in aide may never be a dependent regardless of age or disability.

J. **Family** (or “household”, herein)

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: Family includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

- a. A single person, who may be:
 - i. An elderly person, displaced person, disabled person, near-elderly person, or any other single person;
 - ii. An otherwise eligible youth who has attained at least 18 years of age and not more than 24 years of age and who has left foster care, or will leave foster care within 90 days, in accordance with a transition plan described

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in section 475(5)(H) of the Social Security Act (42 U.S.C. 675(5)(H)), and is homeless or is at risk of becoming homeless at age 16 or older; or

- b. A group of persons residing together, and such group includes, but is not limited to:
 - i. A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
 - ii. An elderly family;
 - iii. A near-elderly family;
 - iv. A disabled family;
 - v. A displaced family; and
 - vi. The remaining member of a tenant family. * * *

K. Income, Income Exclusions

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: All amounts, not specifically excluded, received from all sources by each household member who is:

- a. 18 years of age or older or
- b. The head of household or spouse of the head of household (any age)

Plus

- c. Unearned income by or on behalf of each minor dependent
- d. Actual income from assets
- e. Imputed return on assets over \$50,000

For initial occupancy/assistance and interim reexaminations, Management must estimate the household income for the upcoming 12-month period using current income. For all annual reexaminations, Management must determine the household income for the previous 12-months unless using a streamlined income determination, taking into account any redetermination from an interim reexamination and any unaccounted for income changes.

L. Live-In Aide

A Live-In Aide is a person who resides with one or more elderly persons, near-elderly persons, or persons with disabilities and who:

- 1) Is determined essential to the care and well-being of the persons;
- 2) Is not obligated for the support of the persons; and
- 3) Would not be living in the unit except to provide the necessary supportive services.

The need for the live-in aide will be verified and approved before move-in. Prior to acceptance as a Live-In Aide, all candidates must be screened for drug abuse, criminal activity and status as a state lifetime sex offender following the same requirements used for applicants. A Live-In Aide qualifies for occupancy only as long as the individual needs support services and cannot qualify for continued occupancy as a remaining household member. It is the resident's responsibility to ensure that the Live-In Aide follows the Community House Rules.

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M. Preferences

Preferences are applied to selections from the waitlist. Additional information disclosed herein, as applicable.

N. Real Property

Generally, Real Property includes not only the face of the earth (EG: the parcel of land) but everything of a permanent nature over or under it. This includes structures and minerals. Examples include buildings, crops, machinery, wells, dams, ponds, mines, minerals, oil, gas, canals, and roads.

O. Target Populations

Target populations are applied in order to identify which of the various waitlists, to which the household should be added. Additional information disclosed herein, as applicable.

IV ELIGIBILITY REQUIREMENTS

Applicants who apply to any unit at the community must meet income and eligibility tests for the unit type first, before any further screening steps are taken regarding selection criteria. The housing program income and eligibility tests include:

- 1) Management has received a completed Application for Occupancy form, or an Application - Waitlist Questionnaire form, and all accompanying consent forms for release of information signed.
- 2) All definitions relating to income are based on **24 C.F.R. Part 5**, except as otherwise noted.

A. Consent and Verification Forms

The head of household, the spouse and/or co-head and all other adults (18 and older) in each applicant household must sign an Authorization for Release of Information and as necessary, verification documents, prior to being approved and every year thereafter.

If a full time student household member turns 18 prior to their household's annual recertification of eligibility, they may sign the consent to the release of information at the next annual recertification. If the household member turning 18 is not a student and is employed, they will be required to sign the consent to the release of information within 10 calendar days of their 18th birthday.

In the event a household member chooses to rescind or revoke their consent to the release of information, such an action will result in termination of assistance or denial of admission.

V WAITLIST PROCESS

A. Application - Waitlist Questionnaire

This property has a waitlist. Before a household can be selected to apply for a unit, they must apply to be added to the waitlist. When the waitlist is open, an applicant household must complete the Application - Waitlist Questionnaire. The Application - Waitlist Questionnaire is signed by the head of household, or their legal designee. Application -

RESIDENT SELECTION CRITERIA | HOTMA ADDENDUM

Waitlist Questionnaire will be preliminarily screened for application completeness and legibility.

If the applicant requires assistance in completing the Application - Waitlist Questionnaire, please contact the Community Manager/Leasing Office.

Application - Waitlist Questionnaires are located at Management _____. If interested parties are unable to visit the office, Management will mail or email an application upon request.

VI PROCEDURES FOR SELECTING FROM THE WAITING LIST AND ACCEPTING APPLICATION FOR OCCUPANCY

A. Complete and Submit an Application for Occupancy

Once a unit is available for which the household is invited to apply, each adult member will complete an Application for Occupancy, along with providing other requested details and documentation. Each adult household member will also be required to certify that the supplied information is complete and accurate. If an applicant requires assistance in completing the Application for Occupancy, please contact the Community Manager/Leasing Office.

Each adult household member must sign and date their own Application for Occupancy for the application to be considered. Applications may be submitted by fax, by mail or in person at the community leasing office during normal business hours.

Applications are located at Management _____. If interested parties are unable to visit the office, Management will mail or email an application upon request.

B. Application Fee

An Application Fee of \$_____, paid by money order and is required for each adult 18 years of age and older that will reside in the apartment. Application fees must be submitted at the time the Application for Occupancy is processed. **After the Credit & Criminal Screening is processed, the Application Fee is non-refundable.**

VII NEW MOVE IN CERTIFICATION - PROCES FOR ALL “FULL CERTIFICATIONS”

A. Annual Income

Household's income calculations, must be within the income limits assigned to the unit.

B. Deductions - HUD ONLY

1) Mandatory Deductions:

- a. Dependents —\$480 *Adjusted by HUD annually for inflation, per dependent
 - i. Does not include the head of the household or his or her spouse.
- b. Elderly and Disabled Families —\$525 *Adjusted by HUD annually for inflation, per family
 - i. The head of household, their spouse, or co-head (or the sole household member) must be:

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1. At least 62 years of age;
2. Handicapped; or,
3. Disabled
- ii. Each household is limited to only one deduction, even if both the head and spouse are elderly or disabled).
- c. Health and Medical Expenses
 - i. Deduction is the sum of the following, to the extent it exceeds 10% of annual income:
 - ii. Unreimbursed health and medical care expenses for elderly or disabled families.
 - iii. Unreimbursed reasonable attendant care and auxiliary apparatus expenses for each member of the family who is a person with a disability, to the extent necessary to enable any member of the family, including the person with a disability, to be employed. This deduction may not exceed the combined earned income of the adult family members who were able to work.
- d. Child Care Expenses
 - i. Any reasonable child care expenses necessary to enable a member of the family to be employed, further his or her education, or look for work.
 - ii. No threshold amount
 - iii. Children in joint custody agreements whose parents both live in assisted housing, may receive a dependent deduction in only one of the assisted units at any given time. The determination of which parent will receive the deduction will remain with the parents. All families with single parents will be asked on their move-in and annual/interim recertification checklists or questionnaires if they are in a joint custody agreement, and if so, does the other parent live in assisted housing. If there is a joint custody agreement and both parents live in assisted housing, a declaration must be made by each parent at each certification which parent will receive the dependent deduction.

C. Assets - Exclusions and Income:

At move-in and for full annual recertifications, each adult household member provide an Asset Certification, even if the person states they have no assets, and regardless of the combined value of all assets. On the Asset Certification (also referred to as the Assets Under \$50,000 form), the household member must list the amount of income they anticipate receiving from each asset. In addition, household members must also either identify all assets that have been disposed of for less than fair market value or certify that no assets have been disposed of for less than fair market value.

1) As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency:

- a. "Net family assets" includes the cash value of all assets, except those specifically excluded. HOTMA adds new asset exclusions.
 - i. Reasonable costs in disposing some assets may be deducted.

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- ii. For assets disposed of for less than fair market value during the two years preceding the date of application for the program or recertification, as applicable, the difference in value between the consideration received and the fair market value must be included in net family assets.
- b. Excluded from the calculation of net household assets are:
 - i. The value of necessary items of personal property;
 - ii. The combined value of all non-necessary items of personal property if the combined total value does not exceed \$50,000 (which amount will be adjusted by HUD in accordance with the Consumer Price Index for Urban Wage Earners and Clerical Workers);
 - iii. The value of any account under a retirement plan recognized as such by the Internal Revenue Service, including individual retirement arrangements (IRAs), employer retirement plans, and retirement plans for self-employed individuals;

D. Earned Income from Students:

The first \$480 as adjusted annually for inflation. of the income earned of dependent full-time students will be included in the family's calculation of annual income. Full-time students must be dependent family members for this exclusion to apply. This exclusion does not apply to the head of household, spouse, or co-head.

E. Means Tested Public Assistance as Income Determination (i.e., "Safe Harbor") - Strike when this does not apply

Certain means-tested federal public assistance programs, determine income in a manner which can be accepted for HUD affordable housing programs. Therefore, management may determine a household's pre-deduction income based on income determinations made by other means-tested federal public assistance programs within the previous 12-months. If a Safe Harbor verification is accepted by Management, they will not inquire further about a household's net household assets, nor about the income earned from those assets- except with respect to whether or not the household's assets exceed any applicable asset limitation.

Some exceptions apply and verification from the program will be requested. If the household provides Safe Harbor verifications from multiple sources, management will accept the verification that is dated most recently. If all certifications are within the same 10 day timeline, management will select the one which aligns most closely with the household's eligibility certification estimates, without exceeding.

If a singular Safe Harbor verification is received, and the income reflected is more than \$200 different than the household's eligibility certification estimate, additional clarification and possibly documentation may be requested [prior to management accepting the response as verification of the household's income.](#)

- TANF
- Medicaid
- SNAP
- The Earned Income Tax Credit
- The Low Income Housing Tax Credit (26 U.S.C. 42).
- The Special Supplemental Nutrition Program for Woman, Infants, and Children

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- Supplemental Security Income
- Other programs administered by the Secretary.
- Other means-tested forms of federal public assistance as determined appropriate by Management

If a Safe Harbor verification is used to determine the household's income (New Admission/Move Ins, Initial Certification for multifamily programs only; Interim Reexamination, or Annual Reexamination for all other HUD programs), the household must continue to report changes in income that meet the reporting requirements outlined in this document.

VIII RENT DETERMINATIONS

The applicant household must agree to pay the rent required by the assistance program.

A. Income Right Size Targeting

In the event that the income of a household increases so significantly, they would be considered over-qualified for the AMI they were assigned at move in. In those cases, Management may increase the AMI % of the overqualified household at their next Annual Recertification. Any increase in rent would require the standard notice period, as outlined in the lease. We will refer to this as "Income Right Size Targeting".

IX APPLICANT SCREENING CRITERIA

A. Background Screening Requirements

You have the right, under the Fair Credit Reporting Act, to know the information contained in your file at the consumer reporting agencies. In addition, if you find that any information contained in the report you receive is inaccurate or incomplete, you have the right to dispute the matter with the respective consumer reporting agency.

LeasingDesk Screening

2201 Lakeside Blvd.
 Richardson, Texas 75082
 (866) 934-1124
<http://www.realpage.com/consumer-dispute>

Equifax

P.O. Box 105873
 Atlanta, GA 30348
 (800) 685-1111

Transunion

P.O. Box 2000
 Chester, PA 19022
 (800) 888-4213

B. Procedures for Using the EIV Existing Tenant Search- HUD ONLY

The existing tenant search in EVI will be utilized as part of the screening criteria for new residents or adding new members, including live in aides, to determine if anyone is currently receiving rental assistance at another property. Exceptions will be applied for

- 1) minor children where both parents share 50% custody and
- 2) recipients of HUD assistance in another unit who are moving to establish a new household when other family/household members will remain in the original unit.

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Please see request a copy of our EIV policies and procedures for additional details pertaining to our EIV policies and procedures.

C. Minimum Income Requirements

For all units, applicant households must meet the minimum income requirements for the unit. The minimum monthly income is set at two (2) times the rent for the unit for which the applicant would be responsible. The minimum monthly income requirement applies only to the household's portion of rent, when there are vouchers that cover the rest.

X INELIGIBILITY

Ineligible applicants will be notified in writing explaining the reason for the rejection along with the applicants right to an informal review of the decision.

It is the policy of Management to deny admission to applicants whose habits and practices may reasonably be expected to have a detrimental effect on the operations of the community or on the quality of life for its residents. As a part of the final eligibility determination, Management will screen each applicant household to assess suitability. Factors to be considered in the screening are housekeeping habits, rent paying habits and credit records, prior history as a resident and criminal records.

A. Ineligibility Factors

Households may be ineligible for occupancy for various reasons including, but not limited to, the following:

- 1) The applicant/household does not meet the program/community eligibility requirements;
- 2) The household gross income (using the HUD definition of income) is over the applicable income limit published by HUD (Exhibit C);
- 3) The applicant/household's monthly income does not meet the minimum income standard established for this community. The minimum monthly income requirement applies only to the household's portion of rent, when there are vouchers that cover the rest;
- 4) An applicant may be rejected if he/she does not have sufficient funds to pay the deposit.
- 5) The applicant/household has an unacceptable credit history as reported by a consumer-reporting agency;
- 6) Open bankruptcy proceedings, or an applicant's inability to get utilities in their name;
- 7) The applicant/household is a student enrolled in an Institute of Higher Education who does not meet the criteria specified in this plan;
- 8) Failure to provide photo identification for adults;
- 9) Failure to provide birth certificates for household members below 18 years of age;
- 10) Failure to disclose and provide acceptable documentation to verify the valid SSNs of all non-exempt household members including Live-In Aides within 90 days of first being offered an available unit;
- 11) Household members who do not declare citizenship or noncitizenship status, or sign a statement electing not to contend noncitizenship status. (An application may be revised

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to exclude proposed household members who do not declare citizenship or eligible noncitizenship status);

- 12) There is submission of false, misleading or untrue information on the application or other documentation intended to serve as a true accounting of the household's eligibility;
- 13) Failure to cooperate in the verification process, including failure to provide requested information;
- 14) Failure to schedule and/or attend two interviews;
- 15) Failure to present all members of the household at the full household interview, except for hospitalization, medical reasons, emergency, etc., (or some other time acceptable to Management) prior to completion of Initial Certification;
 - a. NOTE: Should a household member have a disability which prevents them from attending in person, a reasonable accommodation can be made upon request.
- 16) Does not sign and submit verification consent forms or the Authorization for Release of Information (forms HUD-9887 and HUD-9887-A);
- 17) The applicant/household has refused two offered apartments and does not have a valid medical reason, ~~or the household has refused three offered apartments with a valid medical reason;~~
- 18) The applicant/household has an unacceptable criminal background as reported by a consumer-reporting agency;
- 19) A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits, or evictions for cause including current notices to pay or quit;
- 20) Household size does not conform to the stated minimum and maximum sizes as described in the Occupancy Standards
- 21) Failure to sign designated or required forms and/or documents upon request;
- 22) This will not be the only residence for the applicant/household;
- 23) The applicant/household is not willing to pay the rent as calculated under the subsidy program.
- 24) Blatant disrespect or disruptive behavior, or demonstrable history of such behavior, towards Management, the community, or other residents exhibited by an applicant or household member or friend any time prior to move-in;
- 25) Failure to update Application - Waitlist Questionnaire for the Waiting List within specified time when notified;
- 26) Other cause, including, but not limited to, failure to meet any of the selection criteria in this document.
- 27) Consideration may be given for extenuating circumstances where this would be required as a reasonable accommodation when determining the acceptability of tenancy. Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process.

An example of extenuating circumstances for a disabled applicant would be that the Manager received a negative landlord reference that said the applicant's home was unclean and unsanitary and therefore, the applicant was rejected. The applicant informs the Manager that s/he has a disability and their relative cleaned their home and will clean their home one day per week, and asks for a re-inspection from their current landlord, if possible. The home is found clean and sanitary, and the Manager is aware the relative will clean one day per week. This could be considered a reasonable accommodation.

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An example of extenuating circumstances for a non-disabled applicant would be if the applicant had always paid their rent on time, but then became ill or were injured and couldn't get to the office to pay their rent on time. The applicant arranged for a relative to take their rent check to the office by the due date and believes they will be able to pay the rent on time. The Manager would verify that the applicant paid their rent on time prior to the illness or injury, and if so, the application could be reconsidered.

XI SECURITY DEPOSIT REQUIREMENTS

A. Deposit Due at Move In

Management will collect a refundable security deposit at the time of the initial lease execution. The amount of the security deposit established at move-in does not change when a resident's rent changes. Many programs require that owners place security deposits in interest-bearing accounts and allocate the interest to the resident. This requirement varies by programs and depends to a certain extent on state and local laws.

The owner will comply with any applicable state and local laws governing the security deposit. Subject to state and local laws, an owner may use the resident's security deposit as reimbursement for any unpaid rent or other amounts the resident owes under the lease.

B. Refunding and Use of the Security Deposit

In order to receive a refund of the security deposit, a resident must provide the owner with a forwarding address or arrange to pick up the refund.

Within **30 days** after the move-out date (or shorter time if required by state and/or local laws), Management will do one of the following:

- 1) Refund the full security deposit plus accrued interest to a resident that does not owe any amounts under the lease; or
- 2) Provide the resident with an itemized list of any unpaid rent, damages to the unit, and an estimated cost for repair, along with a statement of the resident's rights under state and local laws.
 - a. If the amount the owner claims is less than the security deposit plus accrued interest, the owner must refund the unused balance to the resident.
 - b. If the owner fails to provide the list to the resident, the resident is entitled to a full refund of the resident's security deposit plus accrued interest.

NOTE: State laws may also have requirements regarding itemizing damages. When a specific federal housing program does not require an itemized list (as is the case for properties with Section 8 LMSA and Section 8 PDSA), owners must be aware of any state or local law that obligates an owner to provide the resident with an itemized list of damages.

If a disagreement arises concerning the reimbursement of the security deposit to the resident, the resident has the right to present objections to the owner in an informal meeting. The owner must keep a record of any disagreements and meetings in the resident file for a period of three years. These procedures do not preclude the resident from exercising any rights under state and local law.

NOTE: The regulations for RHS 515 properties with Section 8 and properties with Section 8 LMSA and Section 8 PDSA do not require an owner to meet with the resident or keep a record of the meeting or any disagreements.

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If the security deposit is insufficient to reimburse the owner for any unpaid rent or other amounts that the resident owes under the lease, the owner may be able to claim reimbursement from the HUD Field Office or Contract Administrator.

Any reimbursement from HUD received by the owner must be applied first toward any unpaid resident rent due under the lease. Additionally, no reimbursement may be claimed for unpaid rent for the period after termination of the tenancy.

C. Deposit Due for Residents Transferring to Another Unit

When a resident transfers to a new unit, Management may transfer the security deposit; or charge a new deposit and refund the deposit for the old unit.

If the deposit for the old unit is refunded, Management must follow the requirements listed in the Refunding and Use of the Security Deposit section. The owner must also establish a security deposit for the new unit based on the previously outlined requirements.

XII UNIT TRANSFER POLICIES, IN-PLACE RESIDENTS VERSUS APPLICANTS FROM THE WAITING LIST

A. Requests from Residents

Once an applicant has become a resident, a transfer of units may be warranted. Please see the unit sizes section of this document for unit sizes at this community. If a household aligns with the occupancy standards, a transfer may be requested.

On occasion, residents may submit requests for transfers to Management, for other reasons. Management will consider each on a case-by-case basis. All transfer requests must be made in writing, and, must state the reason for the request. The request will then be forwarded to the community manager/owner for final approval.

NOTE: Should a household member have a disability which prevents the household from requesting the transfers in writing, a reasonable accommodation can be made upon request.

At the time a unit is offered and accepted for the household looking to transfer, the household must agree to a unit inspection to ensure the unit is in good condition. Household's account must also be in good standing.

In the event one or more household members wishes to transfer out of the unit while the other household members remain in the unit, the departing household members would be invited to apply when the waitlist is open, as external applicants. In most cases, program restrictions prohibit Management from bifurcating a lease and processing the departing household member as a transfer. Each household would still need to meet eligibility requirements for the applicable housing programs.

B. Approved Transfers

If a request for a transfer to a different unit is approved, the resident agrees to pay all transfer costs prior to the move. Costs may include damages that are beyond normal wear and tear. However, if a resident is transferred as an accommodation to a household member's disability, then Management may be obligated to pay the costs associated with the transfer as discussed under Section 504 of the Rehabilitation Act of 1973.

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Please note- your household will have **48 hours** to vacate the original unit. Program guidelines prohibit a single household from being income eligible for more than one unit at a time.

C. Site Transfers

Occasionally residents will request to transfer to a different property. In general, this is not a request we can fulfill. Although Mercy Housing Management Group, Inc. manages other properties in the area, it has no authority to move a resident to a property owned by a different owner.

While we cannot transfer you to another property, we will be happy to help you review other communities managed by Mercy Housing Management Group, Inc for a potential fit.

To be clear, each of the restricted low-income properties managed by Mercy Housing Management Group, Inc. has a separate wait list and is subject to different qualification requirements based on the specific regulatory requirements, including federal, state, and local requirements. If you choose to transfer to another property, you would be considered a “external applicant”; meaning, you must undergo an application process and wait on the waitlist for that alternative community, as applicable.

XIII ANNUAL RECERTIFICATIONS

A. Annual Recertification of Eligibility (AR)

Annually, the household will be required to provide documentation and certifications to confirm their continued program eligibility. Failure to comply with the recertification process prior to the deadline, will constitute non-compliance with the program guidelines and lease requirements. The annual deadline for recertification is one day before the household’s one year anniversary.

A lease or some form of lease documentation may also be required annually. Please see below:

- A full lease and addenda packet will be required at move in
- A full lease and addenda packet will be required if the household transfers, or if an adult household member joins the unit after move in.
- At least once per year, after move in, a **full lease or a Lease Extension/ Modification** must be signed by all adult household members.

Failure to provide such information, or providing false or misleading information, may result in the termination of tenancy and eviction from the premises. All information supplied by the residents shall be subject to inspection by representatives from applicable governmental agencies.

The housing programs also require that Management be leased to “Qualified Households” that must meet certain student status limitations. Resident agrees to notify Landlord immediately of any material changes in number of persons residing within the Premises or the change in the student status of any occupant residing within the Premises.

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B. Streamlining, Income and Asset Self-Certification

As defined for use in HUD programs, including HOME: Management will fully verify all income and assets for each household member at move in. Verification of assets will include six months of checking account statements, and in general, the most recent balances for most other asset types.

When the household has resided in the unit for nearly a full year, they will recertify their eligibility.

Self-certification of certain sources of income is permitted on an alternating basis with full verification (every three years); and only when those sources of income are fixed, and have not changed from the previous year.

When more than 90 percent of a household's unadjusted income consists of fixed income, owners using streamlined income determinations must apply a COLA or COLAs to the household's fixed-income sources, provided that the household certifies both that 90 percent or more of their unadjusted income is fixed income and that their sources of fixed income have not changed from the previous year. Sources of non-fixed income need not be adjusted and must not be adjusted by a COLA

When less than 90 percent of a household's unadjusted income consists of fixed income, owners using streamlined income determinations must apply a COLA to each of the household's sources of fixed income.

Self-certification of net household assets is permitted on an alternating basis with full verification (every two years); and only when the net household assets that are equal to or below \$50,000, adjusted annually for inflation.

To be allowed to self certify their fixed income and/or assets, the household would be required to certify that the applicable income and assets have not changed from the previous year. Verification methods outlined within Appendix 3 Acceptable Forms of Verification, of the HUD 4350.3 Rev 1 Chg 4, would apply to everything else.

	Year 1 - Move in	Year 2	Year 3	Year 4	Year 5	Year 6
Fixed Income	Full verification	Self verification	Self verification	Full verification	Self verification	Self verification
Assets	Full verification	Self verification	Self verification	Full verification	Self verification	Self verification
Everything else	Full verification	Full verification	Full verification	Full verification	Full verification	Full verification

For Tax Credit where 100% of Management's units are restricted by the Tax Credit program: At move in, full certification of all income, assets and everything else will be required. During this first certification, no self certifications can be permitted, outside of select circumstances outlined in Appendix 3 Acceptable Forms of Verification, within the HUD 4350.3 Rev 1 Chg 4.

When the household has resided in the unit for nearly a full year, they will recertify their eligibility. From this point forward, they may use self certifications to disclose their income and assets. They will still be required to fully verify student status.

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For Tax Credit where the Owner is permitted to lease a portion of Management's units as "unrestricted" by the Tax Credit program: Full certification of all income, assets and everything else will be required on an annual basis. No self certification is permitted, outside of select circumstances outlined in Appendix 3 Acceptable Forms of Verification, within the HUD 4350.3 Rev 1 Chg 4.

XIV INTERIM RECERTIFICATION REPORTING POLICIES

A. For HUD programs:

Any changes to household composition must be reported to Management prior to that person moving in, or someone moving out.

Any changes to an individual's student status that would impact their program eligibility, must be reported to Management prior to that person's status with their educational institute changes.

Any changes to the household's income that would INCREASE their annual income, must be reported to Management within 10 days of the change, unless the increase becomes effective within the last three months of the household's certification period. Compliance with the 10 day timeline, will be do considered "timely reporting".

Any changes to the household's income that would DECREASE their annual income, must be reported to Management within 10 days of the change. Compliance with the 10 day timeline, will be do considered "timely reporting"

Management will perform a review and basic analysis to identify whether an Interim Certification will be required.

Situation	Action	Notes
Household reports income increase or decrease to Management	Management will perform a review and basic analysis to estimate the change to income for the upcoming 12 months.	Owners will not consider any increases in earned income when estimating or calculating whether the family's adjusted income has increased, unless the family has already received an interim reduction in rent during the same reexamination cycle.
Income decrease is <u>10% or more</u> of adjusted income	An Interim Certification will be processed.	
Income decrease is <u>less than 10%</u> of adjusted income	NO income certification will be processed.	
During the first 9 months of the certification period - income increase is 10% or more	An Interim Certification will be processed.	
During the last 3 months of the certification period - income increase is 10% or more	NO income certification will be processed.	

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Decreases in rent that were delayed due to the household not reporting their changes within the 10 day period specified, will not be applied retroactively.

Rent Increase or Decrease	Reported Timely by Household	New Rent Effective Date
Decrease	Yes	1st rent period after the event
Decrease	No	1st rent period after the reexamination
Increase	Yes	1st rent period after 30 days notice
Increase	No	1st rent period after 30 days notice

If an interim certification is required for an increase in the household's income, Management will process the interim certification in 30 days. If the certification cannot be processed in 30 days, staff will inform the household of the obstacles preventing them from finalizing the certification.

When there is a decrease in household size attributed to the death or permanent move-out from the assisted unit of a household member during the period since the household's last reexamination resulting in a decrease in adjusted income of any amount, Management will process an interim certification for the household.

B. **For Tax Credit:**

Any changes to household composition must be reported to Management prior to that person moving in, or someone moving out.

Any changes to an individual's student status (full time or part time) must be reported to Management prior to that person's status with their educational institute changing.

XV **HARDSHIP EXEMPTIONS**

Most affordable housing certification requirements have no exceptions. In select cases, Management may be permitted to grant an exemption to a rule or policy. Primary examples could include disability related reasonable requests for an accommodation, or in circumstances where the applicant or resident has received an adverse response to a situation that directly relates to a domestic violence incidence.

All exemptions are considered on a case by case basis, but these requests for exception will follow the general processes as outlined below.

A. **HUD IR Reporting Requirements not met**

If a household requests a retroactive rent adjustment based on a reduction in income, but had been unable to report the change within the 10 day period, they may submit a request for consideration. Circumstances in which management may grant such an exception, would include one in which a resident is hospitalized and unable to report their changes to management, and had/have no other adult household member, or had not previously

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designated a representative, to do so on their behalf. The same could be apply if the resident is incarcerated.

Determination to grant an exemption would be made by the Area Director of Operations. It is Management's policy in these circumstances, not to implement a retroactive rent adjustment, more than six months in the past.

Timeframe of HH's Income Decrease	Exception Granted by Mgmt	# of Months Mgmt will Retroactively Adjust Rent
60 days ago	Yes	60 days = two months
152 days ago	Yes	152 days = Five months
195 days ago	Yes	183 days = Six months (maximum)
60 days ago	No	1st rent period after 30 days notice

B. Asset Limitations: available for a limited time

In the event a household has more than \$100,000 worth of assets (as adjusted annually in accordance with the Consumer Price Index for Urban Wage Earners and Clerical Workers), they would not qualify for certain housing programs. The household may submit a request for a Hardship Exemption. Management is permitted to grant an extension of up to six months, allowing the household to dispose of those assets or make alternative arrangements to relinquish their affordable housing program eligibility.

Determination to grant an exemption would be made by the Area Director of Operations. The household may submit another request at the end of the six month period. Management may continue to grant such extensions until December 31, 2027. After such time, no further extensions will be granted.

C. Real property: available for a limited time

In the event a household owns Real Property in which they could reasonably reside, or which they have the legal authority to sell, they would not qualify for certain housing programs. The household may submit a request for a Hardship Exemption. Management is permitted to grant an extension of up to six months, allowing the household to dispose of the assets or make alternative arrangements to relinquish their affordable housing program eligibility.

Determination to grant an exemption would be made by the Area Director of Operations. The household may submit another request at the end of the six month period. Management may continue to grant such extensions until December 31, 2027. After such time, no further extensions will be granted.

D. Health and Medical Expenses Deduction: available for a limited time

HUD rules allow qualifying households to certify/verify their health and medical expenses. In order to claim unreimbursed health and medical care expenses, the family must have a head, co-head, or spouse that is elderly or a person with a disability. In order to claim unreimbursed reasonable attendant care and auxiliary apparatus expenses, the family must

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include a person with a disability, and the expenses must enable any member of the family (including the member who is a person with a disability) to be employed.

To initiate, extend, or conclude a hardship exemption only, Owners will process and submit a non-interim reexamination transaction

Once calculated, any of these costs that exceed 10% of the household's annual income, may be deducted. Once all other deductions and adjustments are made, the result is referred to as Adjusted Annual Income and is used to further calculate the tenant paid rent.

Understanding that this may cause a hardship for some households, HUD has developed two categories for Health and Medical Expenses Hardship Exemptions.

When qualified, the household is allowed to deduct more of their health and medical expenses from the household's annual income, for a limited period of time.

Category 1 - As of January 1, 2024, the household must have been receiving a deduction from annual income of qualified health and medical expenses exceeding 3% of annual income. Households experiencing a hardship may be granted an increase to their health and medical expense deduction using a "phase in" method.

In order to qualify for this exemption, the household will be required to demonstrate an inability to pay their rent because of loss of the deduction. To demonstrate an inability to pay rent, the household may provide receipts for unanticipated expenses (such as large medical bills) that have affected their ability to pay their rent. Alternatively, inability to afford the loss of deduction may be confirmed if the verified cost of rent, utilities and the applicable medical expenses total more than 45% of the household's adjusted income.

- For the first year, the qualified health and medical expenses, that exceed 5% of the annual income, may be deducted.
- For the second year, the qualified health and medical expenses, that exceed 7.5% of the annual income, may be deducted.
 - The household may also request an exemption under Category 2 below, and if eligible for both, the qualified health and medical expenses, that exceed 5% of the annual income, may be deducted.
- 24 months after the start date, this hardship exemption expires and the qualified health and medical expenses that exceed 10% of the annual income, may be deducted.
 - The household may also request a new exemption under category 2.

Category 2 - General Financial Hardships: This option is available to a household that can demonstrate their expenses increased, or that they have had a change in circumstance that would not trigger an interim certification. For example, a decrease in income or a change in household composition. Households do not need to qualify for the first category of exemption, to qualify for this second category. They also do not need to be receiving, or have previously received, health and medical deductions to qualify.

Category 2 may also include households that qualified under Category 1 but they:

- Exhausted that relief (after 24 months), or
- Choose to apply for relief under this category in the 2nd year of receiving a Category 1 deduction.
 - If eligible under both categories, the qualified health and medical expenses that exceed 5% of the annual income, may be deducted.

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- Will no longer be eligible for a hardship exemption under the first category, even if they had not finished the 24 month period.

In order to qualify for this exemption, the household will be required to demonstrate an inability to pay their rent because of loss of the deduction. To demonstrate an inability to pay rent, the household may provide receipts for unanticipated expenses (such as large medical bills) that have affected their ability to pay their rent. Alternatively, inability to afford the loss of deduction may be confirmed if the verified cost of rent, utilities and the applicable medical expenses total more than 45% of the household's adjusted income.

If the household is granted an exemption under category 2, they will receive a deduction of all eligible expenses exceeding 5% of their annual income. The exemption will end after 90 days, or when the circumstances that made the household eligible for the exemption no longer apply- whichever comes earlier. The household is obligated to report when circumstances have changed and they are no longer experiencing a hardship.

Determination to grant an exemption would be made by the Area Director of Operations. Management may continue to grant such extensions until December 31 2027. After such time, no further extensions will be granted.

E. Continue the Child Care Expense Deduction

HUD rules allow qualifying households to certify/verify their child care expenses. Once calculated, these costs may be deducted from the household's annual income. Once all other deductions and adjustments are made, the result is referred to as Adjusted Annual Income and is used to further calculate the tenant paid rent. Household's with a child that is 12 years of age or younger as of the effective date of the certification would no longer be eligible for the Child Care Expense Deduction if no adults are working, looking for work or going to school.

Determination to grant an exemption would be made by the Area Director of Operations. Management is permitted to grant for up to 90 days at a time, during which the household will be allowed to continue deducting child care expenses from the household's annual income.

In order to qualify for this exemption, the household will be required to demonstrate an inability to pay their rent because of loss of the deduction. To demonstrate an inability to pay rent, the household may provide receipts for unanticipated expenses (such as large medical bills) that have affected their ability to pay their rent. Alternatively, inability to afford the loss of deduction may be confirmed if the verified cost of rent, utilities and the applicable medical expenses total more than 45% of the household's adjusted income.

The household will also be required to demonstrate that the child care expense is still necessary even though the household member is no longer employed or furthering education. For example, the parent who was working due to the child care had to leave their job to care for a sick household member. In order to provide this unpaid care they continue to need childcare.

The Hardship Exemption for the household must be reviewed at least every 90 days. The below pattern of exemption timing and extensions will proceed for as long as the household's circumstances continue:

RESIDENT SELECTION CRITERIA | HOTMA ADDENDUM

	1st Request - granted for 90 days	2nd request - granted for 90 days	3 rd Request - granted for 90 days
Estimated accounting of the household's expenses/Rent Comparison	Required	Required	Required

Management will provide prompt notification in writing of the change in adjusted income and the rent, due to the child care hardship exemption, and dates for when the hardship exemption will begin and expire. The exemption will expire at the end of the stated period, or when the circumstances that made the household eligible for the exemption no longer apply- whichever comes earlier. The household is obligated to report when circumstances have changed and they are no longer experiencing a hardship.

XVI DE MINIMIS ERRORS

De minimis errors occur when Management's determination of a household's income is miscalculated by an amount of \$30 or less per month, in monthly adjusted income or, \$360 or less in annual adjusted income.

In the event Management discovers an income calculation error, we will correct the error(s) back to the effective date of the action. In the event the miscalculated income resulted in the household being undercharged for rent, they will not be required to repay.

If Management discovers a calculation error that resulted in the household being overcharged for rent, Management will take corrective action to credit the account of the household with the amount owed. Credit to the account will be immediate.

If the household request to be repaid directly, Management will provide a direct payment via check. Processing time may take up to ten (10) business days.

XVII CHANGES AND IMPLEMENTATION OF RESIDENT SELECTION CRITERIA CHANGES

We reserve the right to make modification to this Resident Selection Criteria as necessary. When the plan is revised, the effective date of the new criteria will be noted in the at the bottom of the document pages. In addition, any time a new version of the Resident Selection Criteria is released, Management will provide all current residents as well as all applicants on the wait list, notice that a revised set of criteria is being implemented, the anticipated date of implementation and advising them they may request a copy from the Management office.

ATTACHMENT 4 - Income Exclusions

Income Is Excluded for:

- Family members under the age of 18 who receive earned income
- Nonfamily members: foster children, foster adults, live-in aides, guests, guarantors, and lease co-signers

RESIDENT SELECTION CRITERIA | HOTMA ADDENDUM

- Active military members who are not head, co-head, or spouse
- Full-time students who are age 18 and older, and not head, co-head, or spouse and receive earned income: exclude all but the first \$480/year, as adjusted
- Employment income of children under 18 years of age
- Any income of a live-in aide, foster child, foster adult, guarantor, or lease co-signor

These types of income are excluded:

- SNAP, Meals on Wheels, and other programs providing food for those in need
- Groceries provided by persons not living in the unit
- Grants or other reimbursement received for medical expenses
- Recurring monetary contributions that are paid by persons not living in the unit directly to a childcare provider
- Nonrecurring income (including one-time gifts) (see Section 5.21, Nonrecurring Income)
- Certain student financial assistance (see Section 8.1, Student Financial Assistance Income)
- Earned income in excess of \$480/year, as adjusted, for full-time students 18 years or older who are not the head, co-head, or spouse
- Loan proceeds of any kind, including personal and student loans
- Military hostile fire pay
- Military basic housing allowance only if located inside a QM area (See Section 5.24, Basic Allowance for Housing)
- Reverse mortgage payments
- All trust principal distributions and some trust earned income distributions (See Section 6.10, Trusts)
- Adoption assistance payments for a child in excess of \$480/year, as adjusted
- Deferred payments from Social Security, VA, or other sources that are received in lump sum amounts
- Insurance payments and settlements for personal or property losses, including but not limited to payments through health insurance, motor vehicle insurance, and workers' compensation
- Payments received for the care of foster children or foster adults, or state or Tribal kinship or guardianship care payments
- Any amounts recovered in any civil action or settlement based on a claim of malpractice, negligence, or other breach of duty, that resulted in a family member becoming disabled
- Payments received by Tribal members as a result of claims relating to the mismanagement of assets held in trust by the United States, to the extent such payments are also excluded from gross income under the IRS or other Federal law.
- Civil rights settlements or judgments, including settlements or judgments for back pay
- Income earned on amounts placed in a family's Family Self-sufficiency Account
- Veteran aid and attendance payments
- Achieving a Better Life Experience (ABLE) Accounts - both income-generated from and distributions from such accounts
- All other types of income excluded by 24 C.F.R. § 5.609(b)

ATTACHMENT 5 - Net Family Asset Exclusions

- Necessary personal property
- The combined value of all non-necessary personal property if the combined total value is \$50,000 or less, as adjusted

RESIDENT SELECTION CRITERIA | HOTMA ADDENDUM

- The value of any account under a retirement plan recognized as such by the Internal Revenue Service, including IRAs, employer retirement plans [e.g., 401(k) and 403(b)], and retirement plans for self-employed individuals
- The value of real property that the household does not have the effective legal authority to sell in the jurisdiction in which the property is located
- Any amounts recovered in any civil action or settlement based on a claim of malpractice, negligence, or other breach of duty owed to a family member arising out of law, that resulted in a family member being a person with a disability
- The value of any Coverdell education savings account under section 530 of the Internal Revenue Code
- The value of any qualified tuition program under section 529 of the Internal Revenue Code
- The value of any Achieving a Better Life Experience (ABLE) account authorized under Section 529A of the Internal Revenue Code
- The value of any “baby bond” account created, authorized, or funded by federal, state, or local government
- Interests in Indian trust land
- Equity in a manufactured home where the family receives assistance under 24 C.F.R. part 982
- Equity in property under the Homeownership Option for which a family receives assistance under 24 C.F.R. part 982
- Family Self-sufficiency Accounts
- Federal tax refunds or refundable tax credits for a period of 12 months after receipt by the family
- Full amount of assets held in a nonrevocable trust
- Full amount of assets held in a revocable trust where a member of the family is the beneficiary, but the grantor/owner and trustee of the trust is not a member of the household
- The value of an account where a family member is a beneficiary who may access an account’s funds only upon the death of the account’s owner

Protections for Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking

When should I receive this form? A covered housing provider must provide a copy of the Notice of Occupancy Rights Under The Violence Against Women Act (Form HUD-5380) and the Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking (Form HUD-5382) when you are admitted as a tenant, when you receive an eviction or termination notice and prior to termination of tenancy, or when you are denied as an applicant. A covered housing provider may provide these forms at additional times.

What is the Violence Against Women Act (“VAWA”)? This notice describes protections that may apply to you as an applicant or a tenant under a housing program covered by a federal law called the Violence Against Women Act (“VAWA”). VAWA provides housing protections for victims of domestic violence, dating violence, sexual assault or stalking. VAWA protections must be in leases and other program documents, as applicable. VAWA protections may be raised at any time. You do not need to know the type or name of the program you are participating in or applying to in order to seek VAWA protections.

What if I require this information in a language other than English? To read this information in Spanish or another language, please contact **MERCY HOUSING MANAGEMENT GROUP, INC Phone number: (303) 830-3300 TTY Number: (800) 877-8973 or 8711 Fax number: (877) 245-7121**. You can read translated VAWA forms at https://www.hud.gov/program_offices/administration/hudclips/forms/hud5a#4. If you speak or read in a language other than English, your covered housing provider must give you language assistance regarding your VAWA protections (for example, oral interpretation and/or written translation).

What do the words in this notice mean?

- *VAWA violence/abuse* means one or more incidents of domestic violence, dating violence, sexual assault, or stalking.
- *Victim* means any victim of *VAWA violence/abuse*, regardless of actual or perceived sexual orientation, gender identity, sex, or marital status.
- *Affiliated person* means the tenant’s spouse, parent, sibling, or child; or any individual, tenant, or lawful occupant living in the tenant’s household; or anyone for whom the tenant acts as parent/guardian.
- *Covered housing program*¹ includes the following HUD programs:
 - Public Housing
 - Tenant-based vouchers (TBV, also known as Housing Choice Vouchers or HCV) and Project-based Vouchers (PBV) Section 8 programs
 - Section 8 Project-Based Rental Assistance (PBRA)
 - Section 8 Moderate Rehabilitation Single Room Occupancy
 - Section 202 Supportive Housing for the Elderly
 - Section 811 Supportive Housing for Persons with Disabilities
 - Section 221(d)(3)/(d)(5) Multifamily Rental Housing
 - Section 236 Multifamily Rental Housing
 - Housing Opportunities for Persons With AIDS (HOPWA) program
 - HOME Investment Partnerships (HOME) program
 - The Housing Trust Fund
 - Emergency Solutions Grants (ESG) program
 - Continuum of Care program
 - Rural Housing Stability Assistance program
- *Covered housing provider* means the individual or entity under a covered housing program that is responsible for providing or overseeing the VAWA protection in a specific situation. The covered housing provider may be a public housing agency, project sponsor, housing owner, mortgagor, housing manager, State or local government, public agency, or a nonprofit or for-profit organization as the lessor.

¹ For information about non-HUD covered housing programs under VAWA, see Interagency Statement on the Violence Against Women Act’s Housing Provisions at <https://www.hud.gov/sites/dfiles/PA/documents/InteragencyVAWAHousingStmnt092024.pdf>.

What if I am an applicant under a program covered by VAWA? You can't be denied housing, housing assistance, or homeless assistance covered by VAWA just because you (or a household member) are or were a victim or just because of problems you (or a household member) had as a direct result of being or having been a victim. For example, if you have a poor rental or credit history or a criminal record, and that history or record is the direct result of you being a victim of VAWA abuse/violence, that history or record cannot be used as a reason to deny you housing or homeless assistance covered by VAWA.

What if I am a tenant under a program covered by VAWA? You cannot lose housing, housing assistance, or homeless assistance covered by VAWA or be evicted just because you (or a household member) are or were a victim of VAWA violence/abuse. You also cannot lose housing, housing assistance, or homeless assistance covered by VAWA or be evicted just because of problems that you (or a household member) have as a direct result of being or having been a victim. For example, if you are a victim of VAWA abuse/violence that directly results in repeated noise complaints and damage to the property, neither the noise complaints nor property damage can be used as a reason for evicting you from housing covered by VAWA. You also cannot be evicted or removed from housing, housing assistance, or homeless assistance covered by VAWA because of someone else's criminal actions that are directly related to VAWA abuse/violence against you, a household member, or another affiliated person.

How can tenants request an emergency transfer? Victims of VAWA violence/abuse have the right to request an emergency transfer from their current unit to another unit for safety reasons related to the VAWA violence/abuse. An emergency transfer cannot be guaranteed, but you can request an emergency transfer when:

1. You (or a household member) are a victim of VAWA violence/abuse;
2. You expressly request the emergency transfer; **AND**
3. **EITHER**
 - a. you reasonably believe that there is a threat of imminent harm from further violence, including trauma, if you (or a household member) stay in the same dwelling unit; **OR**
 - b. if you (or a household member) are a victim of sexual assault, either you reasonably believe that there is a threat of imminent harm from further violence, including trauma, if you (or a household member) were to stay in the unit, or the sexual assault occurred on the premises and you request an emergency transfer within 90 days (including holidays and weekend days) of when that assault occurred.

You can request an emergency transfer even if you are not lease compliant, for example if you owe rent. If you request an emergency transfer, your request, the information you provided to make the request, and your new unit's location must be kept strictly confidential by the covered housing provider. The covered housing provider is required to maintain a VAWA emergency transfer plan and make it available to you upon request. To request an emergency transfer or to read the covered housing provider's VAWA emergency transfer plan, **PLEASE CONTACT ANY OF OUR MEMBERS OF THE LEASING OFFICE STAFF**. The VAWA emergency transfer plan includes information about what the covered housing provider does to make sure your address and other relevant information are not disclosed to your perpetrator.

Can the perpetrator be evicted or removed from my lease? Depending on your specific situation, your covered housing provider may be able to divide the lease to evict just the perpetrator. This is called "lease bifurcation."

What happens if the lease bifurcation ends up removing the perpetrator who was the only tenant who qualified for the housing or assistance? In this situation, the covered housing provider must provide you and other remaining household members an opportunity to establish eligibility or to find other housing. If you cannot or don't want to establish eligibility, then the covered housing provider must give you a reasonable time to move or establish eligibility for another covered housing program. This amount of time varies, depending on the covered housing program involved. The table below shows the reasonable time provided under each covered housing programs with HUD. Timeframes for covered housing programs operated by other agencies are determined by those agencies.

Covered Housing Program(s)	Reasonable Time for Remaining Household Members to Continue to Receive Assistance, Establish Eligibility, or Move.
HOME and Housing Trust Fund, Continuum of Care Program (except for permanent supportive housing), ESG program, Section 221(d)(3) Program, Section 221(d)(5) Program, Rural Housing Stability Assistance Program	Because these programs do not provide housing or assistance based on just one person's status or characteristics, the remaining tenant(s), or family member(s) in the CoC program, can keep receiving assistance or living in the assisted housing as applicable.
Permanent supportive housing funded by the Continuum of Care Program	The remaining household member(s) can receive rental assistance until expiration of the lease that is in effect when the qualifying member is evicted.
Housing Choice Voucher, Project-based Voucher, and Public Housing programs (for Special Purpose Vouchers (e.g., HUD-VASH, FUP, FYI, etc.), see also program specific guidance)	<p>If the person removed was the only tenant who established eligible citizenship/immigration status, the remaining household member(s) must be given 30 calendar days from the date of the lease bifurcation to establish program eligibility or find alternative housing.</p> <p>For HUD-VASH, if the veteran is removed, the remaining family member(s) can keep receiving assistance or living in the assisted housing as applicable. If the veteran was the only tenant who established eligible citizenship/immigration status, the remaining household member(s) must be given 30 calendar days to establish program eligibility or find alternative housing.</p>
Section 202/811 PRAC and SPRAC	The remaining household member(s) must be given 90 calendar days from the date of the lease bifurcation or until the lease expires, whichever is first, to establish program eligibility or find alternative housing.
Section 202/8	<p>The remaining household member(s) must be given 90 calendar days from the date of the lease bifurcation or when the lease expires, whichever is first, to establish program eligibility or find alternative housing.</p> <p>If the person removed was the only tenant who established eligible citizenship/immigration status, the remaining household member(s) must be given 30 calendar days from the date of the lease bifurcation to establish program eligibility or find alternative housing.</p>
Section 236 (including RAP); Project-based Section 8 and Mod Rehab/SRO	The remaining household member(s) must be given 30 calendar days from the date of the lease bifurcation to establish program eligibility or find alternative housing.
HOPWA	The remaining household member(s) must be given no less than 90 calendar days, and not more than one year, from the date of the lease bifurcation to establish program eligibility or find alternative housing. The date is set by the HOPWA Grantee or Project Sponsor.

Are there any reasons that I can be evicted or lose assistance? VAWA does not prevent you from being evicted or losing assistance for a lease violation, program violation, or violation of other requirements that are not due to the VAWA violence/abuse committed against you or an affiliated person. However, a covered housing provider cannot be stricter with you than with other tenants, just because you or an affiliated person experienced VAWA abuse/violence. VAWA also will not prevent eviction, termination, or removal if other tenants or housing staff are shown to be in immediate, physical danger that could lead to serious bodily harm or death if you are not evicted or removed from assistance. **But only if no other action can be taken to reduce or eliminate the threat** should a covered housing

NOTICE OF OCCUPANCY RIGHTS UNDER
THE VIOLENCE AGAINST WOMEN ACT
HUD-5380: Rights for Survivors

U.S. Department of Housing and Urban Development
OMB Approval No. 2577-0286
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provider evict you or end your assistance, if the VAWA abuse/violence happens to you or an affiliated person. A covered housing provider must provide a copy of the Notice of Occupancy Rights Under The Violence Against Women Act (Form HUD-5380) and the Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking (Form HUD-5382) when you receive an eviction or termination notice and prior to termination of tenancy.

What do I need to document that I am a victim of VAWA abuse/violence? If you ask for VAWA protection, the covered housing provider may request documentation showing that you (or a household member) are a victim. BUT the covered housing provider must make this request in writing and must give you at least 14 business days (weekends and holidays do not count) to respond, and you are free to choose any one of the following:

1. A self-certification form (for example, Form-HUD 5382), which the covered housing provider must give you along with this notice. Either you can fill out the form or someone else can complete it for you;
2. A statement from a victim/survivor service provider, attorney, mental health professional or medical professional who has helped you address incidents of VAWA violence/abuse. The professional must state “under penalty of perjury” that he/she/they believes that the incidents of VAWA violence/abuse are real and covered by VAWA. Both you and the professional must sign the statement;
3. A police, administrative, or court record (such as a protective order) that shows you (or a household member) were a victim of VAWA violence/abuse; OR
4. If allowed by your covered housing provider, any other statement or evidence provided by you.

It is your choice which documentation to provide and the covered housing provider must accept any one of the above as documentation. The covered housing provider is prohibited from seeking additional documentation of victim status or requiring more than one of these types of documentation, unless the covered housing provider receives conflicting information about the VAWA violence/abuse.

If you do not provide one of these types of documentation by the deadline, the covered housing provider does not have to provide the VAWA protections you requested. If the documentation received by the covered housing provider contains conflicting information about the VAWA violence/abuse, the covered housing provider may require you to provide additional documentation from the list above, but the covered housing provider must give you another 30 calendar days to do so.

Will my information be kept confidential? If you share information with a covered housing provider about why you need VAWA protections, the covered housing provider must keep the information you share strictly confidential. This information should be securely and separately kept from your other tenant files. No one who works for your covered housing provider will have access to this information, unless there is a reason that specifically calls for them to access this information, your covered housing provider explicitly authorizes their access for that reason, and that authorization is consistent with applicable law.

Your information will not be disclosed to anyone else or put in a database shared with anyone else, except in the following situations:

1. If you give the covered housing provider written permission to share the information for a limited time;
2. If the covered housing provider needs to use that information in an eviction proceeding or hearing; or
3. If other applicable law requires the covered housing provider to share the information.

How do other laws apply? VAWA does not limit the covered housing provider’s duty to honor court orders about access to or control of the property, or civil protection orders issued to protect a victim of VAWA abuse/violence. Additionally, VAWA does not limit the covered housing provider’s duty to comply with a court order with respect to the distribution or possession of property among household members during a family break up. The covered housing provider must follow all applicable fair housing and civil rights requirements.

Can I request a reasonable accommodation? If you have a disability, your covered housing provider must provide reasonable accommodations to rules, policies, practices, or services that may be necessary to allow you to equally benefit from VAWA protections (for example, giving you more time to submit documents or assistance with filling out forms). You may request a reasonable accommodation at any time, even for the first time during an eviction. If a provider is denying a specific reasonable accommodation because it is not reasonable, your covered housing provider

NOTICE OF OCCUPANCY RIGHTS UNDER
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HUD-5380: Rights for Survivors

U.S. Department of Housing and Urban Development
OMB Approval No. 2577-0286
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must first engage in the interactive process with you to identify possible alternative accommodations. To request a reasonable accommodation, please contact **ANY OF OUR MEMBERS OF THE LEASING OFFICE STAFF**. Your covered housing provider must also ensure effective communication with individuals with disabilities.

Have your protections under VAWA been denied? If you believe that the covered housing provider has violated these rights, you may seek help by contacting your **LOCAL HUD FHEO FIELD OFFICE using the CONTACT INFORMATION listed below.**

Region 4: Georgia, Kentucky, South Carolina, and Tennessee Atlanta Regional Office of FHEO U.S. Department of Housing and Urban Development 77 Forsyth St SW Atlanta, GA 30303 (800) 440-8091	Region 5: Illinois, Indiana, Ohio, and Wisconsin Chicago Regional Office of FHEO U.S. Department of Housing and Urban Development Ralph H. Metcalfe Federal Building 77 W. Jackson Boulevard Suite 2202 Chicago, IL 60604 (312) 913-8453 OR, (800) 765-9372
Region 7: Iowa, Kansas, Missouri, and Nebraska Kansas City Regional Office of FHEO U.S. Department of Housing and Urban Development Great Plains Office 400 State Avenue Kansas City, KS 66101 (913) 551-6958 OR, (800) 743-5323	Region 8: Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming Denver Regional Office of FHEO U.S. Department of Housing and Urban Development 1670 Broadway Denver, Colorado 80202 (303) 672-5437 OR, (800) 877-7353
Region 9: Arizona, American Samoa, California, Guam, Hawaii, and Nevada San Francisco Regional Office of FHEO U.S. Department of Housing and Urban Development One Sansome Street Suite 1200 San Francisco, CA 94104 (415) 489-6524 OR, (800) 347-3739	Region 10: Alaska, Idaho, Oregon, and Washington Seattle Regional Office of FHEO U.S. Department of Housing and Urban Development Seattle Federal Office Building 909 First Avenue Suite 300 Seattle, WA 98104 (206) 220-5170 OR, (800) 877-0246

You can also find additional information on filing VAWA complaints at <https://www.hud.gov/VAWA> and https://www.hud.gov/program_offices/fair_housing_equal_opp/VAWA. To file a VAWA complaint, visit <https://www.hud.gov/fairhousing/fileacomplaint>.

Need further help?

- For additional information on VAWA and to find help in your area, visit <https://www.hud.gov/vawa>.
- To talk with a housing advocate, **contact the organizations listed here, associated with your location.**

Public reporting burden for this collection of information is estimated to range from 45 to 90 minutes per each covered housing provider's response, depending on the program. This includes time to print and distribute the form. Comments concerning the accuracy of this burden estimate and any suggestions for reducing this burden can be sent to the Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street, SW, Washington, D.C. 20410. This notice is required for covered housing programs under section 41411 of VAWA and 24 CFR 5.2003. Covered housing providers must give this notice to applicants and tenants to inform them of the VAWA protections as specified in section 41411(d)(2). This is a model notice, and no information is being collected. A Federal agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

If you or someone you know is in immediate danger, please call 911. For confidential support and resources, consider reaching out to the National Domestic Violence Hotline at 1-800-799-7233.

WE CAN ALSO PROVIDE A LIST OF RESOURCES IN SEVERAL OTHER STATES- please let us know if you'd like this list.

CALIFORNIA		
County, State	DV Shelter or Org	Legal Aid Resources
Alameda, CA	Alameda County: <ul style="list-style-type: none"> Shelter Against Violent Environments (SAVE) Phone: (510) 794-6055 Website: save-dv.org Services: Provides emergency shelter, counseling, and support services for individuals affected by domestic violence. 	Bay Area Legal Aid (BayLegal) <ul style="list-style-type: none"> Phone: (510) 663-4744 Toll Free: 1-800-551-5554 Health Consumer Center Toll Free: 1-855-693-7285 Website: baylegal.org Services: Free civil legal services to low-income individuals in housing, public benefits, and domestic violence.
Amador, CA	Operation Care <ul style="list-style-type: none"> Phone: (209) 223-2600 Website: operationcare.org Services: Offers crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault. 	Legal Services of Northern California (LSNC) - Mother Lode Regional Office <ul style="list-style-type: none"> Phone: (530) 823-7560 Website: lsnc.net Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.
Calaveras, CA	The Resource Connection <ul style="list-style-type: none"> Phone: (209) 754-1300 Phone: (209) 754-4011 Website: trcac.org Services: Provides domestic violence shelter, counseling, and advocacy services. 	Legal Services of Northern California (LSNC) - Mother Lode Regional Office <ul style="list-style-type: none"> Phone: (530) 823-7560 Website: lsnc.net Services: Free civil legal services to eligible clients in areas such as housing, public benefits, and more.
Colusa, CA	Colusa County Victim Witness Program <ul style="list-style-type: none"> Phone: (530) 458-0554 Website: countyofcolusaca.gov/388/Victim-Witness-Services Services: Offers support and resources for victims of crime, including domestic violence. 	California Rural Legal Assistance, Inc. (CRLA) - Marysville Office <ul style="list-style-type: none"> Phone: (530) 742-5191 Toll Free: 1-800-337-0690 Website: crla.org Services: Offers free legal assistance to low-income individuals in areas like labor and housing.
Contra Costa, CA	<ul style="list-style-type: none"> STAND! For Families Free of Violence Crisis Line: 1-888-215-5555 Website: standffov.org <ul style="list-style-type: none"> Services: Provides emergency shelter, counseling, and support services for domestic violence survivors. 	Bay Area Legal Aid (BayLegal) <ul style="list-style-type: none"> Health Consumer Center Toll Free: 1-855-693-7285 Toll Free: 1-800-551-5554 Website: baylegal.org Services: Provides free civil legal services to low-income individuals in areas such as housing, public benefits, and domestic violence.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
El Dorado, CA	<p>The Center for Violence-Free Relationships</p> <ul style="list-style-type: none"> • Phone: (530) 626-1131 • Phone: (916) 939-6616 • Website: thecenternow.org • Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence. 	<p>Legal Services of Northern California (LSNC) - Mother Lode Regional Office</p> <ul style="list-style-type: none"> • Phone: (530) 823-7560 • Website: lsnc.net • Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.
Los Angeles, CA	<p>House of Ruth</p> <ul style="list-style-type: none"> • Toll Free: 1-877-988-5559 • Website: houseofruthinc.org <p>Services: Provides shelter, counseling, and support services for domestic violence victims.</p>	<p>Legal Aid Foundation of Los Angeles (LAFLA)</p> <ul style="list-style-type: none"> • Toll Free: 1-800-399-4529 • Website: lafla.org • Services: Free civil legal services to low-income residents in areas such as housing, family law, and immigration.
Marin, CA	<p>Center for Domestic Peace</p> <ul style="list-style-type: none"> • Phone: (415) 924-6616 • Website: centerfordomesticpeace.org • Services: Emergency shelter, counseling, and advocacy for domestic violence survivors. 	<p>Legal Aid of Marin</p> <ul style="list-style-type: none"> • Phone: (415) 492-0230 • Website: legalaidmarin.org • Services: Provides free civil legal assistance to low-income individuals in areas like housing, employment, and consumer law.
Nevada, CA	<p>Community Beyond Violence</p> <ul style="list-style-type: none"> • Phone: (530) 272-3467 • Website: cbv.org • Services: Provides crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Auburn Office</p> <ul style="list-style-type: none"> • Phone: (530) 823-7560 • Website: lsnc.net • Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.
Orange, CA	<p>Human Options</p> <ul style="list-style-type: none"> • Toll Free: 1-877-854-3594 • Website: humanoptions.org • Services: Offers emergency shelter, counseling, and education for individuals affected by domestic violence. 	<p>Legal Aid Society of Orange County (LASOC)</p> <ul style="list-style-type: none"> • Phone: (714) 571-5200 • Toll Free: 1-800-834-5001 • Website: communitylegalsocal.org • Services: Provides free civil legal services to low-income individuals in areas such as housing, family law, and consumer issues.
Placer, CA	<p>Stand Up Placer</p> <ul style="list-style-type: none"> • Phone: (800) 575-5352 • Website: standupplacer.org • Services: Provides emergency shelter, crisis intervention, and support services for victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Auburn Office</p> <ul style="list-style-type: none"> • Phone: (530) 823-7560 • Website: lsnc.net • Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
Riverside, CA	Shelter From The Storm <ul style="list-style-type: none"> • Phone: (760) 328-SAFE (7233) • Toll Free: 1-800-775-6055 • Website: shelterfromthestorm.com • Services: Offers emergency shelter, counseling, and support services for domestic violence survivors. 	Inland Counties Legal Services (ICLS) <ul style="list-style-type: none"> • Toll Free: 1-888-245-4257 • Toll Free *Senior: 1-800-977-4257 • Website: inlandlegal.org • Services: Provides free civil legal assistance to low-income individuals in areas such as housing, public benefits, and family law.
Sacramento, CA	WEAVE (Women Escaping A Violent Environment) <ul style="list-style-type: none"> • Phone: (916) 920-2952 • Website: weaveinc.org • Services: Crisis intervention services for survivors of domestic violence and sexual assault, 24-hour support and information line, confidential emergency shelters, counseling, legal assistance, and advocacy. 	Legal Services of Northern California (LSNC) - Sacramento Office <ul style="list-style-type: none"> • Phone: (916) 551-2150 • Website: lsnc.net • Services: Provides free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
San Diego, CA	Center for Community Solutions (CCS) <ul style="list-style-type: none"> • Toll Free: 1-888-385-4657 • Website: ccssd.org • Services: Offers emergency shelter, legal and counseling services, and a 24-hour crisis hotline for survivors of domestic violence and sexual assault. 	Legal Aid Society of San Diego (LASSD) <ul style="list-style-type: none"> • Toll Free: 1-877-534-2524 • TTY: 1-800-735-2929 • Website: htlassd.org • Services: Offers free civil legal services to low-income individuals in areas such as housing, public benefits, and consumer law.
San Francisco, CA	La Casa de las Madres <ul style="list-style-type: none"> • Toll Free: 1-877-503-1850 • Text Support: (415) 200-3575 • Website: lacasa.org • Services: Provides emergency shelter, counseling, and advocacy services for women and children affected by domestic violence. 	Bay Area Legal Aid (BayLegal) - San Francisco Office <ul style="list-style-type: none"> • Phone: (415) 982-1300 • Toll Free: 1-800-551-5554 • Health Consumer Center Toll Free: 1-855-7285 • Website: baylegal.org • Services: Free civil legal services to low-income individuals in housing, public benefits, and domestic violence.
San Joaquin, CA	Women's Center - Youth & Family Services <ul style="list-style-type: none"> • Phone: (209) 941-2611 (San Joaquin Street) • Website: womenscenteryfs.org • Services: Offers emergency shelter, counseling, and support services for victims of domestic violence, sexual assault, and youth in crisis. 	California Rural Legal Assistance, Inc. (CRLA) - Stockton Office <ul style="list-style-type: none"> • Phone: (209) 465-4878 • Phone: (209) 948-1911 (Youth) • Website: crla.org • Services: Offers free legal assistance to low-income individuals in areas like labor, housing, and education.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
San Mateo, CA	<p>CORASupport</p> <ul style="list-style-type: none"> • Toll Free: 1-800-300-1080 • Website: corasupport.org • Services: Provides safety, support, and healing for individuals who experience abuse in San Mateo County. 	<p>Bay Area Legal Aid (BayLegal) - Redwood City Office</p> <ul style="list-style-type: none"> • Phone: (650) 358-0745 • Toll Free: 1-800-551-5554 • Health Consumer Center Toll Free: 1-855-693-7285 • Website: baylegal.org • Services: Provides free civil legal services to low-income individuals in areas such as housing, public benefits, and domestic violence.
Santa Clara, CA	<p>Next Door Solutions to Domestic Violence</p> <ul style="list-style-type: none"> • Phone: (408) 279-2962 • Website: nextdoorsolutions.org • Services: Offers emergency shelter, crisis counseling, and support services for survivors of domestic violence. 	<p>Bay Area Legal Aid (BayLegal) - San Jose Office</p> <ul style="list-style-type: none"> • Phone: (408) 283-3700 • Toll Free: 1-800-551-5554 • Health Consumer Center Toll Free: 1-855-693-7285 • Website: baylegal.org • Services: Offers free civil legal services to low-income individuals in areas such as housing, public benefits, and domestic violence.
Santa Cruz, CA	<p>Walnut Avenue Family & Women's Center</p> <ul style="list-style-type: none"> • Toll Free: 1-866-2MYALLY <ul style="list-style-type: none"> ◦ (1-866-269-2559) • Website: wafwc.org • Services: Provides domestic violence support services, including emergency shelter and advocacy. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Watsonville Office</p> <ul style="list-style-type: none"> • Phone: (831) 724-2253 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Provides free legal assistance to low-income individuals in areas like labor, housing, and education.
Shasta, CA	<p>One SAFE Place</p> <ul style="list-style-type: none"> • Phone: (530) 244-0117 • Website: ospshasta.org • Services: Offers emergency shelter, counseling, and legal assistance to victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Redding Office</p> <ul style="list-style-type: none"> • Phone: (530) 241-3565 • Website: lsnc.net • Services: Offers free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
Sutter, CA	<p>Casa de Esperanza</p> <ul style="list-style-type: none"> • Phone: (530) 674-2040 • Website: casaysc.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Marysville Office</p> <ul style="list-style-type: none"> • Phone: (530) 742-5191 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Provides free legal assistance to low-income individuals in areas like labor, housing, and education.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
Tehama, CA	Empower Tehama <ul style="list-style-type: none"> • Phone: (530) 528-0226 • Toll Free: 1-800-799-SAFE (7233) • TTY: 1-800-787-3224 • Website: empowertehama.org • Services: Offers emergency shelter, counseling, and legal advocacy for survivors of domestic violence. 	Legal Services of Northern California (LSNC) - Redding Office <ul style="list-style-type: none"> • Phone: (530) 241-3565 • Website: lsnc.net • Services: Provides free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
Ventura, CA	Coalition for Family Harmony <ul style="list-style-type: none"> • Toll Free: 1-800-300-2181 • Website: thecoalition.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence and sexual assault. 	California Rural Legal Assistance, Inc. (CRLA) - Oxnard Office <ul style="list-style-type: none"> • Phone: (805) 486-1068 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Offers free legal assistance to low-income individuals in areas like labor, housing, and education.
Yolo, CA	Empower Yolo <ul style="list-style-type: none"> • Phone: (530) 662-1133 • Phone: (916) 371-1907 • Website: empoweryolo.org • Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence. 	Legal Services of Northern California (LSNC) - Woodland Office <ul style="list-style-type: none"> • Phone: (530) 662-1065 • Website: lsnc.net • Services: Provides free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
Yuba, CA	Casa de Esperanza <ul style="list-style-type: none"> • Phone: (530) 674-2040 • Website: casaysc.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence. 	California Rural Legal Assistance, Inc. (CRLA) - Marysville Office <ul style="list-style-type: none"> • Phone: (530) 742-5191 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Provides free legal assistance to low-income individuals in areas like labor, housing, and education.
OREGON		
Clackamas, OR	Clackamas Women's Services <ul style="list-style-type: none"> • Phone: (503) 654-2288 • Website: cwsor.org • Services: Offers comprehensive support services, including emergency shelter, for individuals affected by domestic violence. 	Legal Aid Services of Oregon - Portland Regional Office <ul style="list-style-type: none"> • Phone: (503) 224-4086 • Website: https://lasoregon.org/ • Services: Provides civil legal services to low-income individuals.

WASHINGTON		Washington State Coalition Against Domestic Violence (WSCADV) provides a comprehensive list of domestic violence programs across the state. You can access their directory at wscadv.org/washington-domestic-violence-programs/ .
County, State	DV Shelter or Org	Legal Aid Resources
Clark, WA	YWCA Clark County <ul style="list-style-type: none"> • Phone: (360) 695-0501 (24-hour hotline) • Toll Free: 1-800-695-0167 • Website: ywcaclarkcounty.org • Services: Offers emergency shelter, legal advocacy, support groups, and children's programs for victims of domestic violence. 	Clark County, WA: <ul style="list-style-type: none"> • Clark County Volunteer Lawyers Program (CCVLP) • Phone: (360) 695-5313 • Website: ccvlp.org • Services: Provides free civil legal services to low-income individuals in Clark County, focusing on family law, housing, and consumer matters.
Island, WA	Domestic Violence and Sexual Assault Services (DVSAS) of Island County <ul style="list-style-type: none"> • Phone: (360) 675-2232 (24-hour crisis line) • Phone: (360) 715-1563 (24/7) • Toll Free: 1-877-715-1563 • Website: dvsas.org • Services: Offers crisis intervention, emergency shelter, legal advocacy, support groups, and community education. 	CLEAR (Coordinated Legal Education, Advice, and Referral) Hotline <ul style="list-style-type: none"> • Toll Free: 1-888-201-1012 • Website: nwjustice.org/get-legal-help • Services: Offers legal advice, assistance, and information to low-income individuals. If more extensive legal assistance is needed, CLEAR may refer clients to a local legal aid provider, if available.
King, WA	New Beginnings <ul style="list-style-type: none"> • Phone: (206) 737-0242 (24-hour helpline) • Website: newbegin.org • Services: Provides emergency shelter, transitional housing, legal advocacy, and support services for those affected by domestic violence. 	Northwest Justice Project (NJP) - King County Office <ul style="list-style-type: none"> • Phone: (206) 464-1519 • Toll Free: 1-888-201-1012 • Website: nwjustice.org/home • Services: Offers free civil legal services to low-income individuals in King County, covering areas such as housing, consumer rights, and family law.
Lewis, WA	HOPE Alliance (formerly The Human Response Network) <ul style="list-style-type: none"> • Phone: (360) 748-6601 (24-hour crisis line) • Toll Free: 1-800-244-7414 • Website: hopeallianceclc.org • Services: Offers emergency shelter, advocacy, legal assistance, and support groups for victims of domestic violence and sexual assault. 	Northwest Justice Project (NJP) - CLEAR Hotline <ul style="list-style-type: none"> • Toll Free: 1-888-201-1014 • Toll Free *Senior: 1-888-387-7111 • Website: nwjustice.org/get-legal-help • Services: Offers legal advice, assistance, and information to low-income individuals. If more extensive legal assistance is needed, CLEAR may refer clients to a local legal aid provider, if available.

WASHINGTON		
County, State	DV Shelter or Org	Legal Aid Resources
Pierce, WA	<p>YWCA of Pierce County</p> <ul style="list-style-type: none"> • Phone: (253) 383-2593 (24-hour domestic violence hotline) • Website: ywcapiercecounty.org • Services: Provides emergency shelter, legal services, counseling, and support groups for domestic violence survivors. 	<p>Tacoma-Pierce County Bar Association - Volunteer Legal Services Program</p> <ul style="list-style-type: none"> • Phone: (253) 572-5134 • Website: tacomaprobono.org • Services: Free legal assistance to low-income residents of Pierce County in areas such as family law, housing, and consumer issues.
Skagit, WA	<p>Skagit Domestic Violence & Sexual Assault Services (Skagit DVSAS)</p> <ul style="list-style-type: none"> • Phone: (360) 336-9591 (24-hour hotline) • Toll Free: 1-888-336-9591 • Website: skagitdvsas.org • Services: Crisis intervention, emergency shelter, legal advocacy, support groups, and community education to end domestic violence and sexual assault. 	<p>Skagit Legal Aid</p> <ul style="list-style-type: none"> • Phone: (360) 416-7585 • Toll Free: 1-888-201-1014 • Toll Free *Senior: 1-888-381-7111 • Website: skagitlegalaid.org • Services: Provides free civil legal assistance to low-income individuals in Skagit County, focusing on areas such as family law, housing, and public benefits.
Snohomish, WA	<p>Domestic Violence Services of Snohomish County (DVS)</p> <ul style="list-style-type: none"> • Phone: (425) 25-ABUSE (252-2873) (24-hour crisis line) • Phone: (425) 252-2873 • Website: dvs-snoco.org • Services: Emergency shelter, legal advocacy, support groups, and children's programs for survivors of intimate partner violence. 	<p>Snohomish County Legal Services</p> <ul style="list-style-type: none"> • Phone: (425) 258-9283 • Website: snocolegal.org • Services: Provides free civil legal aid to low-income residents of Snohomish County, focusing on areas such as housing, family law, and consumer issues.
Thurston, WA	<p>SafePlace</p> <ul style="list-style-type: none"> • Phone: (360) 754-6300 (24-hour helpline) • Website: safeplaceolympia.org • Services: Emergency shelter, advocacy, legal assistance, and support groups for survivors of domestic violence and sexual assault. 	<p>Sound Legal Aid</p> <ul style="list-style-type: none"> • Phone: (360) 705-8194 • Toll Free: 1-844-211-6916 • Website: soundlegalaid.org • Services: Offers free legal advice and representation to low-income residents of Thurston County in civil matters.
Whatcom, WA	<p>Domestic Violence & Sexual Assault Services of Whatcom County (DVSAS)</p> <ul style="list-style-type: none"> • Phone: (360) 715-1563 (24-hour crisis line) • Toll Free: 1-877-715-1563 • Website: dvsas.org • Services: Confidential assistance for victims of domestic violence, dating violence, rape, child sexual abuse, stalking, elder abuse, sexual assault, and sexual harassment. 	<p>LAW Advocates</p> <ul style="list-style-type: none"> • Phone: (360) 671-6079 • TTY: 1-800-833-6384 • Website: lawadvocates.org • Services: Provides free civil legal assistance to low-income residents of Whatcom County by connecting them with attorney and community volunteers.

GRIEVANCE PROCEDURE
Mercy Housing Management Group**PURPOSE**

The purpose of this procedure is to provide a process for applicants and residents to discuss complaints or problems with management and to receive careful consideration and a prompt resolution.

DEFINITION

A grievance is defined as, “a condition of occupancy or application of policy that the applicant or resident believes to be unjust or inequitable”.

POLICY

1. Grievance Procedures will be posted on the apartment community bulletin board in the rental office and distributed to residents filing a grievance.
2. Applicants/Residents are encouraged to discuss grievances or occupancy problems with management.
3. Management will handle all grievances as an important business matter, making every effort to arrive at a prompt and equitable solution. Applicant/Resident’s identity will be kept private while grievance is investigated.
4. Grievances will NOT negatively reflect on an applicant/resident’s right to occupancy or any other right or privilege under the lease.
5. Whenever possible, all parties to the grievance must be present to discuss the issue, unless the circumstances warrant a different procedure.
6. Determinations of grievances appealed to the Property Manager and/or Property Supervisor will be issued in writing.

PROCEDURES

1. The Applicant/Resident will:
 - A. Issue grievances by taking the following steps within 14 days:
 - (1) Discuss the grievance or problem first with the Property Manager.
 - (2) If the matter is not satisfactorily resolved, then discuss the issue with the Area Director of Operations from the Mercy Corporate office.
 - (3) If the matter is still not satisfactorily resolved, discuss the issue with the Regional Vice President. This meeting must be requested in writing. If you are unable to respond in writing, then an alternative method will be acceptable, i.e. request for a staff or family member to write for you as spoken by the applicant/resident.
2. The Manager will:
 - A. Give a copy of the Grievance Procedure to applicants/residents filing a grievance.
 - B. Schedule a meeting within three (3) working days.
 - C. Allow the applicant/resident sufficient time to explain the grievance and to discuss the issue.
 - D. Give a determination, based upon company policy and/or practice, immediately or within five (5) working days of the meeting.

GRIEVANCE PROCEDURE

3. The Area Director will:
 - A. Establish a meeting, to include the applicant/resident and Manager, within five (5) working days.
 - B. Allow the applicant/resident sufficient time to explain the grievance, and give the Manager sufficient time to give her/his interpretation and to discuss the issue.
 - C. Make a decision, based upon company policy and/or practice, and give a written determination within five (5) working days of the meeting.
4. The Regional Vice President will:
 - A. Establish a meeting, to include the applicant/resident, Property Manager and the Area Director, within five (5) working days from receipt of the written request.
 - B. Allow the applicant/resident sufficient time to explain the grievance, the Property Manager and Area Director sufficient time to give their interpretation and to discuss the issue.
 - C. Make a decision, based upon company policy and/or practice, and give a written determination within five (5) working days of the meeting.

Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process. You may do so by addressing your concerns to:

504 Coordinator
Mercy Housing, Inc.
504adacoordinator@mercyhousing.org
Fax: 877-245-7121
303-830-3300
TTY: 1-800-877-8973 or 711
1600 Broadway Ste 2000
Denver, CO 80202-4929

By my/our signature below, I/we acknowledge receipt of the aforementioned Grievance Procedures:

_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Management Printed Name	_____ Management Signature	_____ Date

