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## RESIDENT SELECTION PLAN

OWNER:  
Presbyterian Towers, Inc.

MANAGEMENT AGENT:  
Presbyterian Homes and Housing Foundation of Florida, Inc.

This Resident Selection Plan has been prepared in accordance with the standards set forth in HUD Handbook 4350.3. Revisions shall be made to the Plan as needed by the Management Agent.

Revised on October 1, 2023

This company does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities. The person named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's regulations implementing Section 504 (24 CFR, part 8 dated June 2, 1988).



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# Presbyterian Towers

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### Required

#### I. Project Eligibility Requirements:

##### A. Community Specific Requirements

Presbyterian Towers was built and designated to serve elderly persons and families as defined in Section 202 of the Housing Act of 1959. The original HUD mortgage for this community was satisfied in December 2016, but the Owner has continued to maintain the same quality, affordable senior housing concept and continues to utilize the same HUD guidelines for all applicants and residents. To be eligible, applicants must meet the following definition of an elderly family: A family whose head, co-head, spouse, or sole member is a person who is at least 62 years of age. The apartment for which the household is applying must be the household's only residence. Applicants must agree to pay the rent required by their lease.

**Smoke-Free:** This is a smoke-free community. Please refer to the Owner's Smoke-Free Policy for further details.

##### B. Citizenship Requirements

The consideration of an applicant's citizenship is not required when determining eligibility for this community.

##### C. Social Security Number Requirements

All applicant and resident household members must disclose and provide verification of the complete and accurate Social Security Number (SSN) assigned to them except for those who do not contend eligible immigration status. This rule applies to all household members including live-in aides, foster children, and foster adults (unless foster agency refuses to provide a foster's SSN in writing). Failure to disclose and provide documentation and verification of SSNs will result in an applicant not being admitted or a resident household's tenancy being terminated.

**Exceptions to Disclosure of SSN:** Individuals who do not contend eligible immigration status. For this community, the noncitizen restriction does not apply. Individuals who do not contend eligible immigration status must sign a certification, containing the penalty of perjury clause, certifying to that effect. The certification will support the individual not being subject to the requirements to disclose or provide verification of an SSN. The certification must be retained in the resident file.

**Required Documentation:** Adequate documentation means a social security card issued by the Social Security Administration (SSA), an original document issued by a federal or state government agency, which contains the name and SSN of the individual along with identifying information of the individual, or other acceptable evidence of the SSN listed in Appendix 3 of HUD Handbook 4350.3.

**Provisions for Applicants Disclosure and/or Documentation of Social Security Numbers:** SSNs do not need to be disclosed or verified to be placed on the waiting list, but all non-exempt household members must provide adequate documentation necessary to verify SSNs before they can move-in. If, at the time an apartment becomes available, all non-exempt household members have not provided adequate documentation necessary to verify their SSNs:

1. The next eligible applicant must be offered the available apartment.
2. All non-exempt household members have ninety (90) days, from the date they are first notified that an apartment is available, to provide documentation necessary to verify their SSNs. During this 90-day period, the household may retain its place on the waiting list but will not be considered again until the required documentation is provided.
3. After ninety (90) days, if the applicant is unable to disclose/verify the SSNs of all non-exempt household members, the household will be determined ineligible and removed from the waiting list.
4. The Applicant may apply again, after obtaining the appropriate documentation, and will be placed on the waiting list based on the date and time the new application is received.



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### II. Income Limits

The applicant family's annual income must not exceed the applicable HUD established income limit.

- HUD establishes and publishes income limits for each county or Metropolitan Statistical Area (MSA) in the country. The maximum income limits are based on the median income of the geographic area for which the limit is established. Therefore, the income limit for one city or county is likely to be very different from the income limit for another city or county.
- Income limits are published annually and are available from the local HUD office or on-line at <http://www.huduser.org/portal/datasets/il.html>.
- Income limits are based on family size and the annual income the family receives.

**Income Limit:** To be eligible for occupancy in this this community, an applicant family's annual income must not exceed the Low-Income limit (80% of median income) that is applicable to the applicant's family size. Minimum income limits also apply at this community that are equal to two times the current rent of the apartment being applied for.

**Family Size for Income Eligibility:** When determining family size for income eligibility, the Owner must include all individuals that are living in the apartment, except:

- Live-in Aide – A person who resides with one or more elderly persons, near-elderly persons, or persons with disabilities, and who: is determined to be essential to the care and well-being of the person(s), is not obligated for the support of the person(s), and would not be living in the apartment except to provide the necessary supportive services. A live-in Aide is not party to the lease.
- Guests – A person temporarily staying in an apartment with the consent of the Resident or another member of the household who has express or implied authority to consent on behalf of the resident and the Owner. A guest is not party to the lease.
- Foster Adults and Children

Additionally, when determining family size for income eligibility, the Owner must include the following individuals who are not living in the apartment:

- Children temporarily absent due to placement in a foster home
- Children in joint custody arrangements who are present in the household 50% or more of the time
- Children who are away at school but who live with the family during school recesses
- Unborn children of pregnant women
- Children who are in the process of being adopted
- Temporarily absent family members who are still considered family members
- Family members in the hospital or rehabilitation facility for periods of limited or fixed durations (considered temporarily absent)
- Persons permanently confined to a hospital or nursing home. The family decides if such persons are included when determining family size for income limits. If such persons are included, they must be listed as other adult family member and the Owner must include income received by these persons in calculating family income.

### III. Procedures for accepting applications and selecting from the waiting list:

#### A. Procedures for accepting applications and pre-applications

**Application Acceptance:** The Owner continues to accept and process all applications in accordance with the current version of the HUD Handbook 4350.3. Applications will be accepted via U.S. Mail, electronically via e-mail or in person during normal business hours from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. No person will be refused an application unless the waiting list is closed and notice of the closed waiting list has been posted in a prominent, accessible location. Tours of the building and/or vacant apartments are conducted during normal business hours from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays.

**Application Interviews:** Interviews are conducted in person or over the phone during regular business office hours Monday through Friday, excluding holidays. During the interview, the Owner will provide:

- An opportunity to answer applicant's questions
- Information on application processing and waiting list policies
- Informational brochures and policies

**Equal Access:** In an effort to provide equal opportunity for any and all interested parties to apply for housing, the Owner may:



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- For applicants with disabilities, modify or provide an alternative method of having their application processed.
- Make exceptions to the procedures described herein to take into account circumstances beyond the applicant's control (for example, medical emergencies, extreme weather conditions, or travel restrictions).
- Provide any assistance requested or needed by applicants who might have literacy, vision, hearing, or language barrier challenges.

**Application Review:** At the time an application is submitted, a cursory review of the application will be conducted to accomplish all of the following:

1. Determine if it is fully completed and if it has been signed and dated by all adult household members
2. Determine if all adult household members have provided consent and sufficient information to conduct the required applicant screening
3. Determine if household meets the age and income eligibility requirements of the community
4. Determine if the community offers the size and/or type of apartment required by the household

**Complete Applications:** Fully completed applications have the time and date they are received at the business office recorded on them along with the name of the person who received it. The applicant's information is then recorded on the waiting list. When occupancy is not immediately available, the Owner will not proceed with the detailed verification of information and the screening portion of the application. At this point, the Owner will make a preliminary determination of eligibility, based on the initial review of the application. If, according to the information provided on the application, the applicant is not eligible for occupancy based on age, income, or apartment size/type, their application will be denied and written notice of rejection sent. If the information provided meets the eligibility requirements for age, income, and apartment size/type, the applicant will be given a preliminary approval and written notice of their application's acceptance is sent. The acceptance letter informs the applicant that they are not guaranteed an apartment and that they will be contacted when it is their turn to proceed with the detailed verifications and screening portion of the application. It also informs them of their responsibility to report any changes to their contact information and/or preferred method of contact (address/letter, phone, email, text). Qualified applicants are considered for occupancy in the order that their fully completed application is received unless they meet the criteria for preferential treatment.

**Incomplete Applications:** If an incomplete application is received and the incomplete portions prevent the preliminary determination of eligibility or future detailed screening and the permission to assist form is missing or incomplete, and/or required signatures are missing, the incomplete portion(s) of the application are highlighted, and the entire application is copied. After notifying the applicant, the original application is sent back to the applicant with a return envelope. The copy is kept in a folder that is flagged as pending and filed separately from the completed applications. Once the completed application is resubmitted, it will go through the initial application review process again. If it is now complete, they will receive written notice of their application's acceptance and the date the resubmitted application was received and reviewed is recorded on the application and then used as the application date on the waiting list. If the application is not resubmitted within the next 30 days, the applicant will be notified that their application has been rejected for being incomplete. If the permission to assist form is completed and provided with the application, certain incomplete portions of the application may be completed by the Owner unless the applicant elects to come in and complete it themselves or have the incomplete application returned to them for completion as described above. If they elect to have the Owner assist with completion, the incomplete portions will be highlighted and completed by the Owner after obtaining the applicant's responses for the incomplete portions during a virtual or phone interview or via mail, fax, or email. A note to the file will be added to indicate that the applicant elected to have the Owner assist with completing the highlighted portions of the application. The permission to assist form does not permit assistance with signatures.

**Waiting Lists:** The waiting list consists of applicants who have received preliminary approval and are waiting to complete the detailed verification portion of the application process. This community has a master waiting list for all applications that is kept according to the date and time each completed application is received. A separate waiting list is maintained specifically for all applicants and residents requiring the design features of an accessible apartment that have indicated such a need on their application. This list is also kept according to the date and time each completed application is received.

**Waiting List Contact:** Applicants will be contacted in writing every twelve months to reaffirm their intention to stay on the waiting list(s) and to update any pertinent information. In addition, applicants near the top of the waiting list may be contacted more frequently to confirm their interest and ability to move as soon as a vacancy occurs. Applicants on a waiting list are not guaranteed an apartment. It is the responsibility of the applicant to notify the owner of any changes to their contact information. Applicants may be contacted via email, phone, text, and/or letter if provided on their application.



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**Waiting List Offers and 3 Strike Policy:** Available apartments are preliminarily offered chronologically to qualified applicants on a corresponding waiting list based on suitability and position.

- Suitability is determined by the floorplan requirements and/or verified needs of each application.
- Position is determined by the date the approved application was received and/or eligibility for certain priority preferences.

The type of preliminary offer that a qualified applicant may receive is determined by the availability window of the offered apartment.

- Full notice offers are offers for a suitable apartment with at least 30 days advanced notice before availability.
  - Applicants may receive and refuse up to three (3) separate full notice offers for suitable apartments before losing their position on the waiting list. Each full notice refusal, regardless of reason, shall count as one (1) strike and be documented in the file and on the waiting list. If a third offer for a suitable apartment is refused, regardless of reason, that application will be denied and removed from all waiting lists.
- Short notice offers are offers for a suitable apartment with immediate or less than 30 days advance notice before availability.
  - Refusals of short notice offers do not count as a refusal strike, but each offer is still documented in the file and on the waiting list.

There is no guarantee that an offered apartment will include non-essential features requested by the applicant (i.e., elevator proximity, floor level, view, etc.). Applicants that refuse an offer for a suitable apartment will be noted on the waiting list and skipped and will not receive another offer for at least 60 days unless they specifically request to be contacted again sooner. Applicants that refuse three (3) full notice offers will receive a Denied Application Notice listing the refused apartments and dates and be removed from all waiting lists. Applicants that fail to respond to an offer before a stated deadline determined by the offered apartment's availability will be noted on the waiting list and skipped. Applicants that are unable to be contacted or that fail to respond to three (3) separate offers will have their application denied and be removed from all waiting lists. Preliminary offers are not a guarantee for the apartment nor a determination of eligibility. Final offer letters guaranteeing an apartment are only made after completing all required detailed screening and verification to determine the applicant eligible as described throughout this plan.

### B. Procedures for applying preferences

Applicant and resident households with eligible preferences are selected from the waiting list and receive an opportunity for an available apartment earlier than those who do not qualify for a preference if and when the available apartment is specifically suited to the preference for which that household qualifies. Preferences may be established by federal law, State or local law, or written Owner policy. Assigning preferences to applicants and residents who meet certain criteria is a method intended to provide housing opportunities to eligible households based upon that household's specific circumstances. Preferences only affect the order in which eligible households are selected from the waiting list. They do not make anyone eligible who was not otherwise eligible.

**Preferences:** This community uses the following Owner-adopted preferences:

- Apartment Transfer Preference: Residents who have submitted an Apartment Transfer Request and who are deemed eligible for the transfer are given preference on the waiting list. This means that a resident transferring from one apartment to another may be offered an available apartment before an outside applicant.
- Split Household Preference: If two adult household members reside in one apartment and one chooses to apply for a transfer to a separate apartment, the "new family" requesting a separate apartment will be required to submit an application. Household members who remain in the existing apartment are not required to re-apply. The application will be reviewed for transfer eligibility as described in this plan and if approved, that applicant may receive preference over other residents and applicants. Household splits, like transfers for other reasons, are not permitted during the first three (3) years of occupancy in a new apartment or after adding a new family member. If a household split is requested that qualifies for special consideration based on the VAWA Emergency Transfer policy, that request will receive preference over other requests to "split" a household.
- Imminent Threat Preference (VAWA Emergency Transfer): In some cases, persons that qualify for an Internal VAWA Emergency Transfer may receive preference over other residents who have requested an apartment transfer. Additionally, persons that qualify for an External Emergency Transfer may receive preference over other applicants. Please see the VAWA Policy and the VAWA Emergency Transfer Plan and/or contact the Owner for additional information.



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**Priority of Preferences as Described:** In general, the Owner gives higher priority to and will select from residents on the waiting list before outside applicants. However, the Owner will also prioritize households that qualify for a preference over households that do not qualify for any preferences if and when the available apartment is specifically suited to the eligible preference for which that household qualifies. This means that, an outside applicant who qualifies for a preference could be selected before a resident who does not qualify for any preferences if the available apartment satisfies the requirement(s) of the preference for which the applicant qualifies. When filling a vacancy, the apartment will be offered based on the following, in descending priority of rank:

1. **Prioritized Resident:** Residents who are requesting new apartments and who qualify for any of the following preferences are placed in the Prioritized Resident category, which is given the highest priority on the waiting list. Prioritized Residents will be selected ahead of all other categories. Households in this category will be ranked among themselves according to the date and time each completed transfer request is received and then selected chronologically from oldest to newest.
  - a) Verified need for the features of an available accessible apartment
  - b) Verified need for a reasonable accommodation with a direct nexus to an available apartment
  - c) Imminent Threat (VAWA Emergency Transfer)
  - d) Resident is currently living in an accessible apartment and no longer needs the features
2. **Prioritized Applicant:** Applicants who qualify for any of the following preferences are placed in the Prioritized Applicant category, which is given the second highest priority on the waiting list. Prioritized Applicants will be selected after Prioritized Residents, however, persons in this category will be selected before either remaining Standard category. Persons in this category will be ranked among themselves based on the date and time each completed application is received and then selected chronologically from oldest to newest.
  - a) Verified need for the features of an available accessible apartment
  - b) Verified need for a reasonable accommodation with a direct nexus to an available apartment
  - c) Imminent Threat (VAWA Emergency Transfer)
3. **Standard Resident:** Residents who are requesting new apartments and who do not qualify for any of the preferences described above are placed in the Standard Resident category, which is given the third highest priority on the waiting list. Standard Residents will be selected after Prioritized Applicants, however, persons in this category will be selected before Standard Applicants. Persons in this category will be ranked among themselves according to the date and time each completed transfer request is received and then selected chronologically from oldest to newest.
4. **Standard Applicant:** Applicants who do not qualify for the preferences described above are placed in the Standard Applicant category, which is given normal priority on the waiting list. Standard Applicants will be selected after Standard Residents. Persons in this category are ranked among themselves according to the date and time each completed application is received and their eligibility for other preferences if applicable and then selected chronologically from oldest to newest.

**Accessible Apartments:** Accessible apartments will always be offered to residents and applicants who need the features of the accessible apartment even if they are in lower preference categories before they are offered to residents and applicants who do not need the features of the accessible apartment. This means that, an outside applicant that needs the features of an accessible apartment could be offered an available accessible apartment before a prioritized resident that does not need such features.

**Verification of Preferences:** All preferences will be verified using the verification methodology described in this plan. Special consideration applies when a VAWA Emergency Transfer Request is submitted by a victim of a VAWA crime. If this is your situation, please contact the Owner for additional information.

### C. Applicant screening criteria

All eligible applicant household members must be screened prior to performing the final determination of applicant eligibility. The Owner will use standard procedures and forms to ensure screening is performed in a fair, consistent, and objective manner. Screening is used to help ensure that households admitted to the community will abide by the terms of the lease, pay rent on time, take care of the apartment and common property, and allow all other residents to peacefully enjoy their homes. Anyone who wishes to live at this community must be screened prior to the date of move-in. This may include, but is not limited to, live-in aides, security/police officers or additional household members wishing to move-in after the initial move-in. Should an application be approved and move-in has occurred, any addition to the household must be approved by the Owner. The same screening completed to approve the original application will be used for future household members. Prior and current ability to meet the following basic criteria is necessary for initial, as well as continued, occupancy. This criterion pertains only to the individual behavior of each applicant household member.



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- Past performance in meeting financial obligations, in a timely manner, such as the payment of rent, if applicable, and/or any other charges under the lease
- Fulfillment of the lease agreement, with or without assistance
- No record of eviction from housing or housing programs
- An applicant's ability and willingness to comply with the terms of the lease, house rules, and other requirements of the community.
- Noninterference with the rights of other residents or community employees
- No record of destruction or damage to the property of others
- Not to engage in activity on or near the community that involves illegal use of controlled substances or weapons or any criminal activity on or off the community

**NOTE:** Live-in aides are not subject to credit or rent payment history screening.

### D. Required drug-related or criminal activity criteria including State lifetime sex offender registration check in all states where applicant household members have resided or using a database that checks against all state registries, e.g., the Dru Sjodin National Sex Offender Database.

Background screening is conducted on all applicants, residents, and household members to determine if current or past criminal activity indicates a present threat to other residents, community staff, or persons residing in the immediate vicinity of the community. This community continues to adhere to HUD's established standards by prohibiting the admission or tenancy of:

1. Eviction for Drug Related Criminal Activity: Any household in which any member was evicted in the last three (3) years from federally assisted housing for drug-related criminal activity.
2. Illegal Drug Use: Any household in which any member is currently engaged in illegal use of drugs or for which the Owner has reasonable cause to believe that a member's illegal use or pattern of illegal use of a drug may interfere with the health, safety, and right to peaceful enjoyment of the community by other residents.
3. Sex Offender Registration: Any household member who is or ever has been subject to any state lifetime sex offender registration requirement.
4. Alcohol Abuse: Any household in which there is reasonable cause to believe that a member's behavior, from abuse or pattern of abuse of alcohol, may interfere with the health, safety, and right to peaceful enjoyment of the community by other residents. Any such decision must be based on behavior, not the condition of alcoholism or alcohol abuse.
5. Medical Marijuana Use: Any household member who is currently engaged in the illegal use of marijuana or whose marijuana use interferes with the health, safety, and right to peaceful enjoyment of the community by other residents.

**Community Requirements:** Additionally, the Owner's criminal history screening policy includes the following provisions:

1. If a member of an applicant household has been convicted of any of the felony offenses listed below, the applicant will be denied admission:
  - a) First degree murder
  - b) Rape
  - c) Sex crimes
  - d) Arson
  - e) Violent crimes against children
  - f) Crimes involving explosives
  - g) Crimes involving terrorism
2. If a member of an applicant household has been convicted of a felony offense involving the sale or manufacture of a controlled substance, the applicant will be denied admission if the **conviction, or exit from incarceration, occurred within 8 years of application.**
3. If a member of an applicant household has been convicted of a violent felony offense not covered above, the applicant will be denied admission if the **conviction, or exit from incarceration, occurred within 8 years of application.**
4. If a member of an applicant household has been convicted of a nonviolent felony offense including drug use or possession, the applicant will be denied admission if the **conviction occurred within 5 years of application.**



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5. If a member of an applicant household has been convicted of a violent misdemeanor, the applicant will be denied admission if the **conviction, or exit from incarceration, occurred within 3 years of application.**
6. If a member of an applicant household has been convicted of 3 or more unrelated violent felony offenses not covered above, the applicant will be denied admission.
7. If a member of an applicant household has been convicted of 3 or more unrelated felony offenses, the applicant will be denied admission if the three convictions are not covered above and the **convictions occurred within 10 years of application.**
8. If a member of an applicant household has been convicted of 3 or more unrelated violent misdemeanor offenses, the applicant will be denied admission if the three convictions are not covered above and the **convictions, or exit from incarceration, occurred within 10 years of application.**
9. If a member of an applicant household has been convicted of 3 or more unrelated misdemeanor offenses, the applicant will be denied admission if the three convictions are not covered above and the **convictions occurred within 5 years of application.**

**Charges vs Convictions:** The Owner will not consider an arrest or charge that was resolved without conviction nor an adjudication withheld but may delay admission until resolution of any pending charges at the time of application.

**Mitigating Circumstances:** Applicants are permitted to address and present mitigating circumstances regarding criminal background checks prior to admission decisions. Relevant mitigating evidence might include: (1) the facts or circumstances surrounding the criminal conduct; (2) the age of the individual at the time of the conduct; (3) the seriousness of the criminal offense; (4) the relationship of the offense to the safety and security of other residents, staff or property; (5) evidence that the individual has maintained a good rental history before and/or after the conviction or conduct; (6) the length of time since the criminal offense, with particular weight being given to significant periods of good behavior; (7) and evidence of rehabilitation efforts.

### E. Other allowable screening criteria

**Credit Report:** Credit history is used to determine how well an applicant meets their financial obligations and verify that there are no collections or outstanding balances for rental or housing related activities such as utility payments or other landlords. Any fees incurred for the collection of this information will not be passed to the applicant. Credit history is not screened for live-in aides.

**Rental History:** References received from one or more landlords can provide important details about an applicant's previous rental history and behavior. Any of the following information learned from a landlord may be grounds for rejecting an applicant:

- Failure to cooperate with recertification procedures
- Violations of house rules or the lease
- History of disruptive behavior
- Poor housekeeping practices
- Previous evictions for lease violations
- Termination of assistance for fraud
- Conviction for the illegal manufacture, distribution, or use of controlled substances

At least three (3) years of residential history is required. Should a previous landlord reference be obtained in addition to the current landlord, the Owner will rely more heavily on previous landlord references. Previous landlords do not have a reason to provide misleading information, and therefore may provide more accurate references.

### F. Procedures for Rejecting Ineligible Applicants

This community continues to comply with application rejection requirements set forth in HUD Handbook 4350.3. Rejection of an application is appropriate where the Owner has a reasonable basis to believe that the applicant cannot meet the essential requirements for successful residency.

**Ineligibility Criteria:** Applicants may be rejected for one or more of the following reasons:

- Not meeting eligibility criteria for this community
- Incomplete application
- Willful or serious misrepresentation in the application procedure or verification process for federally assisted housing
- Household characteristics or family size not appropriate for existing types of apartments
- Applicants who owe a balance to another landlord or a local utility provider will not be considered for admission until the account is paid in full and reasonable assurance is obtained that the contributing causes



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for failure to pay the utility bill have changed sufficiently to enable the household to pay and maintain utilities in their own name

- Failure to provide SSN documentation for all non-exempt family/household members
- Refusing to sign a certification electing not to contend noncitizen status
- Prohibited criminal activity found during background screening
- Unfavorable landlord reference that reveals any of the following conduct by the applicant, any member of the applicant's household, a guest, or another person under the applicant's purview:
  - **Records of Disturbance of Neighbors, Destruction of Property or Other Disruptive or Dangerous Behavior:** Includes behavior or conduct which adversely affects the safety or welfare of other persons by physical violence, gross negligence, or irresponsibility, which damages the equipment or community in which the household resides; or which is disturbing, dangerous, or disruptive to others.
  - **Violent Behavior:** Includes evidence of acts of violence or of any other conduct, which would constitute a real danger or disruption to others.
  - **Non-compliance with Lease:** Includes evidence of any failure to comply with the terms of their lease at prior residences, such as failure to recertify as required, providing shelter to unauthorized persons, keeping pets, or other acts in violation of rules and regulations.
  - **Owing Prior Landlords:** Applicants who owe a balance to present or prior landlords will not be considered for admission until the account is paid in full and reasonable assurance is obtained that the contributing causes for nonpayment of rent or damages have changed sufficiently to enable the household to pay rent and other charges when due.
  - **Unsanitary or Hazardous Care of Apartment:** Includes generally creating any health or safety hazard through acts of neglect, including but not limited to: causing or permitting any damage to or misuse of community and equipment, if the household is responsible for such hazard, damage, or misuse; causing or permitting infestation, foul odors, or other problems injurious to other persons' health, welfare or enjoyment of the community; failing to dispose of all garbage and waste; failing to use, in a reasonable and proper manner, all utilities, facilities, services, appliances, and equipment within the apartment or failing to maintain them in a clean condition; or any other conduct or neglect which could result in health or safety problems or in damage to the community.

**Notice of Rejection:** In the event that an applicant is rejected, the Owner will provide a written rejection notice that:

- Specifically states the reason(s) for the rejection
- Informs the applicant of their right to respond to the Owner in writing or request a meeting within fourteen (14) days to dispute or appeal the rejection of their application
- Informs the applicant that persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process

**Rejection Responses:** In the event that a rejected applicant submits a request for a meeting:

- The applicant is allowed to participate in an informal meeting with or without a representative
- The meeting will be conducted by an individual who was not involved in the initial decision to reject the application
- Supportive evidence provided by the applicant will be accepted and reviewed
- Mitigating circumstances that would allow the processing of the application to continue will be considered
- Provide a written determination to the applicant within five (5) days of the response or meeting conclusion

Application rejection responses should be directed to the Owner's corporate office, located at:

Presbyterian Homes & Housing Foundation of Florida, Inc.

Attention: Director of Corporate Relations

Phone: (727) 894-0368

1050 Burlington Avenue North

Fax: (727) 823-2476

St. Petersburg, Florida 33705

TTY: (800) 955-8771

**Record Keeping:** The following items related to application rejections will be kept on file for at least three (3) years:

- Complete application
- Initial Rejection Notice
- Any applicant replies, appeals, evidence, or other written requests
- Owner's final response
- All documentation supporting the reason for removal from the waiting list

**Applicants with Disabilities:** The Owner must consider the appeal of an application rejection; if the applicant has a disability and the reasons for the rejection could be overcome by the Owner's reasonable accommodation of the applicant's disability. For reasonable accommodations to apply there are several requirements:



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- The applicant must request the reasonable accommodation
- The applicant must have a verifiable disability and need for the accommodation
- The disability must have a direct relation to the reason the application would be rejected
- The accommodation must be reasonable and not result in an undue financial and administrative burden to the community

**NOTE:** In some situations, even with reasonable accommodations, applicants with disabilities cannot meet essential housing requirements. In these situations, the applicant is not eligible and the application will be rejected. Examples of such situations are:

- The behavior or performance in past housing caused a direct threat to the health or safety of persons or property
- Past history or other information that shows the applicant's inability to comply with the terms of their lease
- An objective determination that the applicant would require services from community that represent an alteration in the fundamental nature of the housing

### IV. Occupancy standards

The applicant household size must be appropriate for the available apartments. Occupancy limits are determined by the number of bedrooms with a maximum of two (2) persons per bedroom.

**Timeframes:** Occupancy standards are applied at the time a completed application is received to allow applicants immediate notification of ineligibility due to family size. In addition, household composition is compared to occupancy standards whenever there is a change in household or family size.

**Available Sizes:** This community offers studios and one-bedroom apartments only. In regards to occupancy limits, studios are treated the same as one-bedroom apartments. No more than two (2) persons may occupy either apartment size.

**Family Size:** The number of family members in the household determines the appropriate apartment size. When determining family size:

- Every full-time family member listed on the application is counted.
- All anticipated children are counted. Anticipated children include the following:
  - Children expected to be born to a pregnant woman
  - Children in the process of being adopted by an adult family member
  - Children whose custody is being obtained by an adult family member
  - Foster children who will reside in the apartment
  - Children who are temporarily in a foster home who will return to the family
  - Children in joint custody arrangements who are present in the household 50% or more of the time
- Live-in aides are counted
- Foster children and adults living in the apartment are counted

### V. Apartment transfer policies, including selection of in-place residents versus applicants from the waiting list when vacancies occur

**Transfer Reasons:** The Owner will accept requests for transfer based on the following:

1. There is a verified need for a reasonable accommodation
2. There is a verified need for an accessible apartment
3. There is a need for a transfer of a household that does not require the accessibility features of the apartment in which they are living
4. The resident has requested and qualifies for a VAWA Emergency Transfer
5. To pay less rent in a smaller sized or different apartment floorplan
6. Other reasons

**Transfer Policies:** Residents must submit transfer requests in writing to the Owner and explain the reason for the transfer. The Owner will accept the transfer request in an equally effective format, as a reasonable accommodation, if there is the presence of a disability. If approved, the resident will be placed on the waiting list for the next available apartment that meets the requirements and needs of the resident. When filling vacancies, approved transfer requests are given a higher priority than outside applicants. Special consideration is given when transfers are for reasons that qualify for preferential treatment. Transfers for "other reasons", including household splits, are not permitted during the first three (3) years of occupancy in a new apartment or during the first three (3) years after adding a new family member to an existing household's current apartment.



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**Transfer Fees:** A resident merely 'wanting' a different apartment can pay a fee and transfer according to the following apartment specific schedule:

First 3 years of occupancy in a new apartment	None allowed
During 4th year of occupancy in same apartment	\$400 fee
During 5th year of occupancy in same apartment	\$300 fee
During 6th year of occupancy in same apartment	\$200 fee
During 7th year of occupancy in same apartment	\$100 fee
Eighth year & over in the same apartment	No charge

**Non-compliance:** Transfers for "other reasons" or "to pay less rent" will not take place if the resident is out of compliance with their lease. This includes but is not limited to lease violations for "decent, safe and sanitary conditions" that have not been "cured", unpaid rent, damage charges, and any other outstanding lease violations. The transfer request will remain on the waiting list until the resident is in compliance with their lease, cancels the request or moves out.

**Required Transfers:** Residents may be required to transfer in any situation which may arise that is due to reasons beyond anyone's control, including, but not limited to, natural disasters or extensive repairs to be completed in, or around, the apartment which cannot be completed while the apartment in question is occupied.

## VI. Policies to comply with Section 504 of the Rehabilitation Act of 1973 and the Fair Housing Act and other relevant civil rights laws and statutes

It is the policy of the Owner to continue to fully comply with Title VI of the Civil Rights Act of 1964, Title VIII of the Civil Rights Act of 1968, Executive Order 11063, Executive Order 13166, Section 504 of the Rehabilitation Act of 1973, Fair Housing Amendments Act of 1988, Equal Access to Housing in HUD Programs - Regardless of Sexual Orientation or Gender Identity Final Rule and any legislation protecting the individual rights of residents, applicants, or staff which may subsequently be enacted.

The Owner is pledged to the letter and spirit of U.S. policy for the achievement of equal opportunity in housing. In compliance with all federal, state, and local fair housing and civil rights laws, this community forbids discrimination based on actual or perceived race, color, creed, religion, sex (including sexual orientation and gender identity or expression), disability, national origin, language, income, family or familial status (including pregnancy), or marital status of applicants and residents. Title VI regulations require that Owners maintain racial and ethnic data showing the extent to which members of minority groups are beneficiaries of federal financial assistance. This community will continue maintaining such data for the similar purposes of ensuring equal opportunity and the extent to which members of minority groups are beneficiaries of our affordable housing.

Pursuant to the Fair Housing Act, this community shall not discriminate in the leasing, rental, or other disposition of housing based on actual or perceived race, color, creed, religion, sex (including sexual orientation and gender identity or expression), disability, national origin, language, income, family or familial status (including pregnancy), or marital status. Additionally, the Owner will not take any of the following actions:

- Deny anyone the opportunity to apply to rent housing, or deny to any eligible applicant the opportunity to lease housing suitable to their needs
- Provide anyone housing that is different than that provided to others
- Subject anyone to segregation, even if by floor or wing
- Restrict anyone's access to any benefit enjoyed by others in connection with the housing
- Treat anyone differently in determining eligibility or other requirements for admission, in use of housing amenities, facilities or services, or in the terms and conditions of a lease
- Deny anyone access to the same level of services
- Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing
- Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or excludes persons
- Discriminate against someone because of that person's relation to or association with another individual
- Retaliate against, threaten, or act in any manner to intimidate someone because they have exercised rights under the Fair Housing Act

**Additional Protections for Persons with Disabilities:** Although the Fair Housing Act generally requires applicants to be given equal treatment and prohibits discrimination against anyone with respect to the prohibited bases, there are certain limited circumstances when the Act requires a housing provider to treat persons with disabilities differently to



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enable them to have equal access to, or enjoyment of, housing and other housing-related programs. Specifically, the Fair Housing Act requires housing providers to provide “reasonable accommodations” to persons with disabilities. This means the Owner may have to modify rules, policies, practices, procedures, and/or services to afford a person with a disability an equal opportunity to use and enjoy the housing. Additional details on reasonable accommodations can be found in Section X.

**Section 504 of the Rehabilitation Act of 1973:** Section 504 of the Rehabilitation Act of 1973 prohibits discrimination against persons with disabilities and establishes accessibility requirements by recipients of federal financial assistance in housing programs. Section 504 also establishes certain affirmative accessibility standards to be met regardless of whether or not an applicant or resident has made an individual request for a reasonable accommodation. Pursuant to Section 504, the Owner shall continue to operate this community so that, when viewed in its entirety, it is readily accessible to and usable by persons with disabilities. Such operations include the following actions:

- Making and paying for reasonable structural modifications to apartments and/or common areas that are needed by applicants and residents with disabilities, unless these modifications would change the fundamental nature of the housing or result in undue financial and administrative burdens
- Making modifications to policies and practices so they do not discriminate against persons with disabilities
- Operating housing that is not segregated based upon disability or type of disability, unless authorized by federal statute or executive order
- Providing auxiliary aids and services necessary for effective communication with persons with disabilities. Requests by persons with disabilities will be used to determine which alterations and auxiliary aids are necessary
- Ensure that structural changes are properly implemented to meet accessibility requirements
- Operating housing in the most integrated setting appropriate to the needs of qualified individuals with disabilities
- Identifying and eliminating situations or procedures which create a barrier to equal housing opportunity for all

**Improving Access to Services for Persons with Limited English Proficiency (LEP):** It is the policy of the Owner to take reasonable steps to ensure meaningful access to and/or effectively communicate with persons in need of any provided services or information in a language other than English.

**Equal Access to Housing Regardless of Sexual Orientation or Gender Identity:** It is the policy of the Owner to never inquire about the sexual orientation or gender identity of an applicant or occupant for purposes of determining eligibility.

**Privacy Policy:** It is the policy of the Owner to guard the privacy of individuals granted by the Federal Privacy Act of 1974 and the Health Insurance Portability & Accountability Act of 1996 (HIPAA) to ensure the protection of such individuals' records being maintained at this community. Therefore, neither this community nor its agents shall disclose any personal information contained in its records to any person or agency unless the individual about whom information is requested has given written consent to the disclosure or the information is being subpoenaed by a court of law. This Policy in no way limits the ability to collect such information as needed to determine eligibility or determine an applicant's suitability for tenancy. The Owner is dedicated to protecting the privacy of all personal information received during this process, including Social Security, governmental identification numbers and any other required information. The Owner has adopted this Privacy Policy to help ensure that all personal information is kept secure. Consistent with the intent of Section 504 of the Rehabilitation Act of 1973, any information obtained on disability will be treated in a confidential manner. Additionally, the Owner will maintain all documentation relating to an individual's domestic violence, dating violence, sexual assault, and/or stalking in a separate file that is kept in a separate secure location from other applicant or resident files.

## VII. Policy for opening and closing the waiting list for the community

Waiting list(s) will be monitored on a regular basis, ensuring that not only are there sufficient applicants to fill vacancies, but that they do not become so long that the wait for an apartment becomes excessive. In order to maintain a balanced application pool, the Owner may, at our discretion, restrict or suspend application taking, or close waiting lists in whole or in part. All notices, publications and communications will be provided in a manner that ensures meaningful access for persons with disabilities and for persons with limited English proficiency. Once a year, the waiting list will be updated by removing the names of those who are no longer interested in or no longer qualify for housing.

**Closing:** If there are sufficient applications, the Owner may, elect to close the waiting list if the waiting list contains more applicants than can be housed in a reasonable period of time. When the waiting list is to be closed, an



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announcement will be posted in common areas of the community to advise any potential applicants. Notice of this action may also be made in a local publication likely read by potential applicants. Any such notice must state the reason(s) for closing the waiting list and refusing additional applications in a manner that ensures meaningful access for persons with disabilities and for persons with limited English proficiency.

**Opening:** Prior to the waiting list being opened and applications being accepted again, a notice of this action will be made in the same manner and publications as the notification announcing the closed waiting list. Such notices must be extensive and include the rules for applying, the order in which applications will be processed, where and when to apply in a manner that ensures meaningful access for persons with disabilities and for persons with limited English proficiency.

### VIII. Policies for applying Violence Against Women Act (VAWA) protections

**Protections Provided Under the VAWA:** The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, and/or stalking – collectively referred to as VAWA crimes – who are applicant to, or beneficiaries of, assistance under any HUD program covered by the VAWA, regardless of sex, gender identity, or sexual orientation. The Owner understands that, regardless of whether state or local laws protect victims of VAWA crimes, people who have been victims of VAWA crimes have certain rights under federal fair housing regulation. As a result, the Owner will not discriminate against VAWA victims or any other individuals based on actual or perceived race, color, creed, religion, sex (including sexual orientation and gender identity or expression), disability, national origin, language, income, family or familial status (including pregnancy), or marital status and the Owner will ensure that its housing is made available to all otherwise eligible individuals and families. It is the Owner's intention to provide the VAWA's core protections and remedies to its residents/applicants, whenever reasonably possible. The Owner's VAWA Policy is intended to support or assist victims of VAWA crimes and protect victims, as well as affiliated persons, from being denied housing or from losing their housing as a consequence of their status as a victim of VAWA crimes. An affiliated person is defined as:

1. A spouse, parent, brother, sister, or child of the victim, or a person to whom the victim stands in the place of a parent or guardian (for example, the affiliated individual is a person in the care, custody, or control of the victim); or
2. Any individual, resident/applicant, or lawful occupant living in the household of that individual.

VAWA ensures that victims are not denied housing solely because the person is a victim of a VAWA crime. However, being a victim of a VAWA crime is not reason to change the eligibility or applicant screening requirements set forth in the Resident Selection Plan unless such requirements interfere with protections provided under the VAWA.

**Confidentiality:** The Owner is committed to ensuring that the Privacy Act is enforced in this and all other situations. The identity of the victim and all information provided to the Owner relating to the incident(s) of abuse covered under the VAWA will be retained in confidence. Information will not be entered into any shared database nor provided to a related entity, except to the extent that the disclosure is requested or consented to by the victim in writing, required for use in an eviction proceeding or termination of assistance, or otherwise required by applicable law. The Owner will retain all documentation relating to an individual's domestic violence, dating violence, sexual assault, and/or stalking in a separate file that is kept in a separate secure location from other applicant/resident files.

**Requests and Certification:** The Owner will not assume that any act is a result of abuse covered under the VAWA. In order to receive the protections outlined in the VAWA, the resident/applicant must specify that they wish to exercise these protections. Individuals wishing to exercise the protections provided in the VAWA may make a request for a VAWA accommodation by completing a VAWA Request form provided by the Owner, submitting a written request, orally requesting in person or via phone, or any other reasonable manner. When responding to a request to exercise protections provided under the VAWA, the Owner will request, in writing, that an individual provide documentation to "certify" their status as a victim of a VAWA crime or as a person affiliated with a victim of a VAWA crime, within thirty (30) calendar days of the request. The individual claiming rights under the VAWA has the option to either complete, sign, and submit the VAWA Certification form or choose an alternate form of documentation to certify their status as a victim or person affiliated with a victim of a VAWA crime. Alternate forms of documentation that will be accepted in lieu of or addition to the VAWA Certification include:

1. A federal, state, tribal, territorial, or local police record or court record; or
2. Documentation signed by the victim and a professional (employee, agent, or volunteer of a victim service provider, an attorney, medical professional, or a mental health professional) from whom the individual seeking VAWA protections has sought assistance in addressing domestic violence, dating violence, sexual assault, and/or stalking or the effects of the abuse in which the professional attests under penalty of perjury that they believe that the incident(s) of domestic violence, dating violence, sexual assault, or stalking are



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grounds for protection under the VAWA, and that the incident meets the applicable definition of “domestic violence”, “dating violence”, “sexual assault”, or “stalking” in HUD’s regulations at 24 CFR 5.2003; or

3. Documentation that the victim is currently living in a shelter established to protect victims of violence covered under the VAWA; or

4. Any other statement or evidence that the Owner has agreed to accept.

Please refer to the VAWA Policy for more details. The certification may be submitted in an equally effective manner, as a reasonable accommodation, if there is the presence of a disability. The Owner will be mindful of the victim’s safety and will work with the victim in making acceptable alternative arrangements if requesting and obtaining the protections afforded to them under the VAWA would put their safety at risk.

**Lease Bifurcation:** If the Owner determines that physical abuse caused by a resident is clear and present, the law provides the authority to bifurcate a lease in order to evict, remove, or terminate occupancy rights of the offending household member, while allowing the victim, who lawfully occupies the home, to maintain tenancy. Special consideration will be given to remaining household members if they are not qualified to remain in the apartment after the accused perpetrator that was the qualifying household member leaves or is terminated. Please refer to the Owner’s VAWA Policy for more details. Eligibility requirements are provided in Section I of this Plan.

**Legal Action:** Victims are encouraged to seek police/legal protection from their accused perpetrator. In some cases, the Owner may file a restraining order against the accused perpetrator to prevent the accused perpetrator from entering the community. VAWA does not limit the Owner’s authority to comply with court orders or the authority to deny or evict an individual for violations that are not the result of a VAWA crime or when an actual and imminent threat to others is demonstrable.

**Nonretaliation:** The Owner will not discriminate against any person because that person has opposed any act or practice made unlawful by the VAWA or because that person testified, assisted, or participated in any matter related to the VAWA or a VAWA crime.

**Noncoercion:** The Owner shall not coerce, intimidate, threaten, or interfere with, or retaliate against, any person in the exercise of, on account of the person having exercised, or on the account of the person having aided or encouraged any other person in the exercise of, any rights or protections under the VAWA including:

- Intimidating or threatening any person because that person is assisting or encouraging a person entitled to claim the rights or protections under the VAWA.
- Retaliating against any person because that person has participated in any investigation or action to enforce the VAWA.

**Protection to Report Crimes from Home:** Owner, residents, occupants, service providers, guests, and applicants:

- Shall have the right to seek law enforcement or emergency assistance on their own behalf or on behalf of another person in need of assistance, and
- Shall not be penalized based on their requests for assistance or based on criminal activity of which they are not a victim or otherwise not at fault under statutes, ordinances, regulations, or policies adopted or enforced by covered governmental entities. Prohibited activities include actual or threatened: assessment of monetary or criminal penalties, fines, or fees; eviction; refusal to rent or renew tenancy; refusal to issue occupancy permit or landlord permit; closure of the property, or designation of the property as a nuisance or a similarly negative designation.

**VAWA Emergency Transfer (VET) Plan:** The Owner will consider a VAWA Emergency Transfer (VET) Request when an individual reasonably believes that they are in imminent danger or if they were sexually assaulted on community property within ninety (90) days of the request. They must also specifically request a VET and then complete and submit the appropriate certification and request forms as well as any additional forms of documentation needed or requested by the Owner to support certification of status as a victim of a VAWA crime and eligibility for a VET. Please refer to the Owner’s VAWA Policy or VAWA Emergency Transfer Plan for more details.

## Recommended

### IX. Applicant notification and opportunity to supplement information already provided

Applicants will be notified of the disposition of their application in writing, after a preliminary determination of eligibility has been made, as described in the application processing procedures. Applicants desiring to provide additional information to support their application or make clear any portion thereof can do so by supplying the desired information to the Owner. It is the responsibility of the applicant to notify the Owner of any changes to their contact information.



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### X. Procedures for identifying applicant needs for the features of accessible units or reasonable accommodations

**Reasonable Accommodations:** Pursuant to Section 504 of the Rehabilitation Act of 1973 and the Federal Fair Housing Act, the Owner will continue to provide reasonable accommodations upon request to all applicants, residents, and employees with disabilities. A reasonable accommodation is a change, exception, or adjustment to a policy, service, building, apartment, or workplace that will allow a qualified person with a disability to:

- Participate fully in a program
- Take advantage of a service
- Live in an apartment
- Perform a job

**Requests:** Under both Section 504 and the Fair Housing Act, a resident or applicant for housing makes a reasonable accommodation request whenever they make it clear to the housing provider that a request is being made for an exception, change or adjustment to a rule, policy, practice, service, or physical structure because of their disability. A request can be made by the person with the disability, a family member or someone else acting on the individual's behalf. All activity related to reasonable accommodations must be documented to maintain an auditable record of compliance with the requirements of Section 504 and the Fair Housing Act. Therefore, all requests for reasonable accommodations must be reduced to writing, either by the individual or by the Owner. If the individual with the disability requires assistance in providing a written reasonable accommodation request, the Owner may assist the individual by completing the written request for them. The Owner is obligated to provide prompt responses to reasonable accommodation requests.

**Verification:** To show that a requested accommodation is necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability. Unless it is readily apparent, verification of the need for the accommodation is required before any such accommodation or modification will be approved. When an applicant requests a reasonable accommodation, an accessible apartment, or an apartment preference, such as first floor only, inquiries may be conducted to verify the person's disability. In doing so, the Owner may verify a person's disability only to the extent necessary to document that the person:

- Is qualified for the housing for which they are applying
- Is qualified for deductions used in determining adjusted income
- Is entitled to any preference they may claim
- Has a disability related need for the requested accommodation or modification
- Has a disability related need for the design features of the accessible apartment

**When an otherwise qualified applicant requests a reasonable accommodation or modification, the Owner is not required to:**

- Make structural alterations that require the removal or altering of a load-bearing structure,
- Provide support services that are not already part of its housing,
- Take any action that would result in a fundamental alteration in the nature of the program or service, or
- Take any action that would result in an undue financial and administrative burden on the community, including structural impracticality as defined in the Uniform Federal Accessibility Standards (UFAS).
  - When a request for a reasonable accommodation will result in an undue financial and administrative burden, the Owner must provide all other needed accommodations up to the point at which further accommodations would result in an undue financial and administrative burden.

**Refusal:** If the Owner refuses a requested accommodation because it is not reasonable, the Owner must engage in an interactive dialogue with the requester to determine if there is an alternative accommodation that adequately addresses their disability-related needs. If an alternative accommodation or modification would meet the individual's disability-related needs and it is reasonable, the Owner must grant it. This includes permitting individuals to make and/or pay for accommodations or modifications themselves.

### XI. Updating the waiting list

**Periodic Assessment:** Waiting List Confirmation Notices will be sent once a year to all applicants to reaffirm their intention to stay on the waiting list, ensure that applicant information is current, and remove any names that should no longer be on the list. The notice will specify the date by which the applicant's response is required in order to remain on the waiting list. Applicants are responsible for reporting any changes to their contact information and/or their preferred method of contact (address/mail, phone, email, text).



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**Changes Reported by Applicant:** If the applicant reports a change in household composition, the waiting list information will be updated accordingly and a determination will be made as to whether the household needs the same or a different apartment size. Regardless of the final determination, the original application date will be kept. If the applicant reports a change of contact information, the new information and the date it was received will be noted on their submitted application and then updated on the waiting list.

**Changes in Preference Status:** Occasionally households on the waiting list who did not qualify for a priority or a preference when they applied will experience a change in circumstances that qualifies them for a priority or a preference. In such cases, it will be the household's duty to contact the Owner so that their change in status may be verified to reflect the priority. If verification determines that the household now qualifies for a priority or a preference, their application will be moved up on the waiting list in accordance with the priority or preference and their application's original submission date and time.

**Removal of Applications:** The Owner must document removal of any names from the waiting list with the time and date of the removal. An applicant's name will not be removed from the waiting list unless:

- The applicant was notified, in writing, of the intention to remove the applicant's name; **and**
- The applicant requested their name be removed; or
- The applicant no longer meets the eligibility requirements for the community; or
- The applicant refuses to respond by the date specified in a written notice for an eligibility interview or other waiting list contact notice; or
- The applicant fails to provide SSNs for all non-exempt household members; or
- The applicant fails to sign and submit verification consent forms or a certification electing not to contend noncitizen status; or
- Mail sent to the applicant's address is returned as undeliverable and documentation in the file shows that reasonable effort was made, unsuccessfully, to contact the applicant using any/all available methods (mail, email, phone, or text); or
- The apartment that is needed using family size as the basis changes and no appropriate size apartment exists in the community; or
- The applicant refuses three (3) separate full notice offers for suitable apartments; or
- The applicant fails to respond to three (3) separate offers before their stated deadlines; or
- The applicant changes their mind and refuses a previously accepted offer or fails to show up or respond after accepting an offer.

**Extenuating Circumstances:** In some situations, the consideration of extenuating circumstances may be necessary. These are circumstances beyond the applicant's control. Examples of extenuating circumstances include, but are not limited to:

- Hospitalization of applicant or member of applicant household
- Applicant out of town for a family emergency (such as the death or severe illness of a close family member)
- Applicant on military duty overseas

**Reinstating Applicants:** Applicants removed from a waiting list may reapply at any time unless the waiting list is closed. Applicants removed from the waiting list due to an error made by the Owner will be returned to the waiting list in their original position.

**Activity:** All activity regarding an application on a waiting list is documented in the Waitlist Notes on the applicant's Activity tab in OneSite. Applicants will be notified in writing of all critical actions taken on an application (acceptance, denial, final offers) via mailed letter and/or email, if available. Copies of all written or electronic correspondence with an applicant are kept in their file.

## XII. Policy for notifying applicants and potential applicants of changes in the Resident selection plan

This Resident Selection Plan will be reviewed periodically and updated as necessary to ensure that it reflects current operating practices and priorities. If changes are made to the Resident Selection Plan that affect the eligibility or placement of applicants on the waiting list, the Owner will provide notice to all applicants on the waiting list that a revised plan is available and explain how they may obtain or request a copy. In addition, the revised plan will be made available to all other interested parties by updating the community website and common area bulletin boards with the new version.



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### XIII. Procedures for assigning units with originally constructed design features for persons with physical disabilities

Section 504 requires that Owners take reasonable, nondiscriminatory steps to maximize the use of accessible apartments by eligible individuals whose disability requires the accessibility features of a particular apartment. As part of the Owner's continued commitment to this requirement, available accessible apartments will be assigned to residents/applicants in the following order:

**When there is a current resident and/or qualified applicant with at least one household member requiring the features of an available accessible apartment:**

1. Current Residents – The first priority, the accessible apartment will be offered to a household currently residing in a non-accessible apartment in the same community, with a household member whose disability requires the features of the available accessible apartment.
2. Applicants with Disabilities – If there are no current residents requiring the special features of the available accessible apartment, it will then be offered to the next qualified applicant on the waiting list with a household member whose disability requires the features of the available accessible apartment.

**When neither current resident nor qualified applicant require the features of an available accessible apartment:**

- The apartment may be offered to another resident or qualified applicant in a manner consistent with this Resident Selection Plan. Where persons without disabilities are moved into accessible apartments, they shall do so only after agreeing in writing to move to an available apartment with no such design features, at their own expense, should a qualified applicant or current resident require an accessible apartment of the type currently occupied by the persons without disabilities. Such occupants will receive, in writing, 30 days' notice to transfer to the newly available non-accessible apartment if such a situation should occur.
- In the event that the member(s) of the resident household requiring the special features of the accessible apartment no longer reside in the apartment, and where the lease permits, the remaining members of the household will be required to agree in writing to move to an available apartment with no such design features, at their own expense, should an applicant or current resident require an accessible apartment of the type currently occupied by the persons without disabilities. Such occupants will receive, in writing, 30 days' notice to transfer to the newly available non-accessible apartment if such a situation should occur.

### XIV. Charges for facilities and services

The Owner will not collect any money from residents at initial occupancy other than rent and security deposit.

### XV. Security deposit requirements

Security deposits provide the Owner with financial protection when a resident moves out of the apartment and fails to fulfill their obligations under the lease. The Owner requires collection of a security deposit at the time of the initial lease execution. The required security deposit amount is equal to one month's rent.

- The amount of the security deposit established at move-in does not change when a resident's rent changes, but the amount of the security deposit established at move-in could change for voluntary apartment transfers
- Residents are expected to pay the entire security deposit from their own resources or other public or private sources before move-in
- The security deposit is refundable
- An applicant may be rejected if they do not have sufficient funds to pay the deposit

### XVI. Apartment inspections

Before executing a lease, the Owner and the new resident must jointly inspect the apartment. After the Owner conducts an apartment inspection, the inspection form must clearly indicate the condition of the apartment. If cleaning and/or repair is required, the inspection form must specify the date by which the work will be completed. This date must not exceed 30-days after the effective date of the lease. Both the Owner and the resident must sign and date the inspection form. The inspection form must include the statement, "The unit is in decent, safe and sanitary condition". The resident has 5 days to report any additional deficiencies to be noted on the move-in inspection form. The move-in inspection form is made part of the lease, as Attachment 1. All apartments must undergo a move-in and move-out



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inspection by the Owner. In addition, there will be an inspection conducted at least annually by the Owner using an Annual Inspection form. Additional inspections may be required if deemed necessary by the Owner and proper notice has been served.

### XVII. Implementation of house rule changes

As part of the lease, residents agree to abide by the House Rules established for this community. The Owner will periodically review the House Rules to determine if any changes are required. The Owner will generally provide residents with written notice at least 60 days prior to implementing any required changes to the House Rules. However, depending on the circumstances, such rule changes may be implemented with as little as 30 days advance notice. Residents who do not wish to accept the new House Rules must provide their 30-Day Notice to Vacate prior to the new House Rules going into effect.



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