

LARK LANDING
RESIDENT SELECTION CRITERIA
TAX CREDIT

Table of Contents

I	SIGNATURE PANEL	4
II	INTRODUCTION	4
III	NON-DISCRIMINATION.....	5
A.	Equal Opportunity Housing.....	5
B.	Additional Protection for Individuals with Disabilities.....	5
C.	Assistance Animals.....	6
D.	Additional Protection for Individuals with Limited English Proficiency	6
E.	Prohibition Against Denying Families with Children.....	6
IV	PRIVACY ACT NOTICE.....	6
V	DEFINITIONS	7
A.	Accessible Unit	7
B.	Affordable Unit.....	7
C.	Annual Income	7
D.	Assets	7
E.	Assets- Income received.....	8
F.	Assets- Imputed Income	9
G.	Dependent	9
H.	Family	9
I.	Income, Income Exclusions	9
J.	Live-In Aide.....	10
K.	Preferences	10
L.	Real Property	11
M.	Target Populations.....	11
N.	Violence Against Women Act (VAWA).....	12
VI	INCOME LIMITS (INCLUDING ECONOMIC MIX REQUIREMENTS FOR SECTION 8 PROPERTIES) ..	12
VII	UNIT TYPES, SIZES, OCCUPANCY STANDARDS AND POLICIES	13
A.	Unit Sizes	13
VIII	OCCUPANCY STANDARDS AND POLICIES	13
A.	Occupancy Standards	13
B.	Counting Household Members for Unit Size	14
C.	Anticipated Children Due to Adoption, Pregnancy, or Foster Child	14
D.	Adding an Adult Household Member After Move In.....	14
E.	Joint Custody Agreements.....	15
F.	Children Who are Away at School.....	15



LARK LANDING | RSC | TAX CREDIT

IX	PET POLICY	15
X	ELIGIBILITY REQUIREMENTS	15
A.	Consent and Verification Forms	16
B.	Eligibility of Remaining Members of a Household.....	16
C.	Identification.....	16
D.	Interference/Fraud.....	17
XI	WAITLIST PROCESS	17
A.	Marketing	17
B.	Application - Waitlist Questionnaire	17
C.	Priority.....	17
D.	Target Population	17
E.	Closing or Opening the Waitlist	18
F.	Purging/Updating Waitlist	18
XII	PROCEDURES FOR SELECTING FROM THE WAITING LIST AND ACCEPTING AN APPLICATION FOR OCCUPANCY.....	18
A.	Preferences	18
B.	Complete and Submit an Application for Occupancy.....	19
C.	Application Fee.....	19
D.	Interview and New Move In Certification	19
XIII	NEW MOVE IN CERTIFICATION - APPLIES TO ALL FULL CERTIFICATIONS.....	20
A.	Annual Income	20
B.	Assets - Exclusions and Income:.....	20
C.	Earned Income from Students:	21
D.	Student Status Eligibility	21
E.	Means Tested Public Assistance as Income Determination (i.e., “Safe Harbor”) - Strike when this does not apply.....	22
XIV	RENT DETERMINATIONS	22
A.	As applicable to LOSP program.....	22
B.	As applicable to Tax Credit	23
C.	Income Right Size Targeting.....	23
XV	APPLICANT SCREENING CRITERIA	23
A.	Background Screening Requirements	23
A.	Credit Requirements	25
B.	Rental History	26
C.	Minimum Income Requirements	28
D.	Approved versus Approved with Conditions	28

LARK LANDING | RSC | TAX CREDIT

E. Final Eligibility	28
XVI INELIGIBILITY	28
A. Ineligibility Factors	28
B. Appeal Procedure.	30
XVII CHARGES FOR FACILITIES AND SERVICES	31
XVIII SECURITY DEPOSIT REQUIREMENTS	31
A. Deposit Due at Move In	31
B. Refunding and Use of the Security Deposit.....	32
C. Deposit Due for Residents Transferring to Another Unit.....	32
XIX UNIT TRANSFER POLICIES, IN-PLACE RESIDENTS VERSUS APPLICANTS FROM THE WAITING LIST33	
A. Requests from Residents.....	33
B. Acceptable Reasons for transfers	33
C. Unit Transfers- Request for Consideration.....	33
D. Placement on Transfer Waiting List	33
E. Approved Transfers	34
F. Priority for Filling Vacancies.....	34
G. Emergency Transfers Under VAWA.....	34
H. Assigning Units for Persons with Physical Disabilities	35
I. Accessible Unit Policy.....	35
J. Reasonable Accommodations.....	36
K. Site Transfers.....	36
XX UNIT INSPECTIONS	36
XXI ANNUAL RECERTIFICATIONS.....	37
A. Annual Recertification of Eligibility (AR)	37
B. Streamlining, Income and Asset Self-Certification.....	37
XXII INTERIM RECERTIFICATION REPORTING POLICIES.....	37
A. For Tax Credit:	37
XXIII CHANGES AND IMPLEMENTATION OF RESIDENT SELECTION CRITERIA CHANGES.....	38
ATTACHMENT 1 - Property ARS.....	38
ATTACHMENT 2 - HUD 91067, HUD 5380, HUD 5382	38
ATTACHMENT 3 - Emergency VAWA transfer Policy.....	38
ATTACHMENT 4 - Income Inclusions	38
ATTACHMENT 5 - Income Exclusions	38
ATTACHMENT 6 - Net Family Asset Exclusions	38
ATTACHMENT 7- Student Financial Assistance and Other Covered Costs, Flowchart.....	38

LARK LANDING | RSC | TAX CREDIT

I SIGNATURE PANEL

By signature below, signer(s) agree to the terms and conditions outlined in this document.

1. Applicant/Resident Signature	Applicant/Resident Printed Name	Date
2. Applicant/Resident Signature	Applicant/Resident Printed Name	Date
3. Applicant/Resident Signature	Applicant/Resident Printed Name	Date
4. Applicant/Resident Signature	Applicant/Resident Printed Name	Date
5. Applicant/Resident Signature	Applicant/Resident Printed Name	Date
6. Applicant/Resident Signature	Applicant/Resident Printed Name	Date
Owner/Agent Signature	Owner/Agent Title	Date

INSTRUCTION TO SITE STAFF: *Make a copy of the RSC table of contents and signature page. Save the original signed pages, in the tenant file. Provide the copy of the pages, along with the rest of the document, to the applicant/tenant household.*

II INTRODUCTION

In the center of San Francisco's Financial District, a few blocks from Salesforce Park and Transit Center, Lark Landing is a mixed-use, mixed-income community offering 1, 2 and 3 bed apartment homes to families and single adults, including those that have experienced homelessness. This community features on-site laundry centers, three resident lounges as well as three outdoor gathering spaces. The location offers convenient access to MUNI, BART and Ferry routes. Our specialized programming allows us to also provide on-site resident services, which may include health and wellness workshops, community building activities, financial stability workshops and more. The actual resident services provided vary from this list and this is not a guarantee that all programming listed above will be provided at this location.

This community is funded through the Internal Revenue Service's Section 42 Low Income Housing Tax Credit Program, California Department of Housing and Community Development - Affordable Housing and Sustainable Communities (CA HCD-AHSC), San Francisco' Office of Community Investment and Infrastructure (OCII) and Department of Homelessness and Supportive Housing (Local Operating Subsidy Program). There may be other programs that restrict this community- see Attachment 1 - Property ARS. The policies and procedures established in this document are used in the selection of residents for this community. Common policies that apply to all units will be in the



LARK LANDING | RSC | TAX CREDIT

body of this document. All procedures will be implemented in conjunction with applicable housing program guidelines such as the IRS Section 42 regulations, as amended, and other applicable federal and local statutes and regulations, including but not limited to the following:

- Federal Register Notices/Final Rules
- Code of Federal Regulations (CFR)
- The Fair Housing Act (Title VIII of the Civil Rights Act of 1968)
- Americans with Disabilities Act of 1990
- State of California Fair Housing Laws
- The Federal Fair Credit Reporting Act and state/local credit reporting laws

III 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** or by phone at **303-830-3300**

NOTE: Should a household member have a disability which prevents them 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;
- 4) Take any action that would result in an undue financial and administrative burden on Management, including structural impracticality as defined in the Uniform Federal Accessibility Standards (UFAS).

LARK LANDING | RSC | TAX CREDIT

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. Assistance Animals

Management will allow assistive animals as verified and approved, pursuant to applicable law, which are defined as animals that are used to assist, support, or provide service to persons with disabilities. Assistance animals - often referred to as “service animals,” “assistive animals,” “support animals,” or “therapy animals” - perform many disability-related functions including but not limited to guiding individuals who are blind or have low vision, alerting individuals who are deaf or hard of hearing to sounds, providing minimal protection, or rescue assistance, pulling a wheelchair, fetching items, alerting persons to impending seizures, or providing emotional support to persons with disabilities who have a disability-related need for such support.

Assistance animals are not considered pets, and no pet deposit, pet rent or pet fees will be charged.

D. 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.

E. Prohibition Against Denying Families with Children

The Fair Housing Act prohibits properties receiving Federal assistance from discriminating on the basis of familial status, defined by Congress as children under the age of 18, making it illegal to discriminate against families because of the presence of children. Management will neither exclude families with children, nor will they develop policies or procedures that have the purpose or effect of prohibiting children. Management will not exclude eligible elderly families because of the presence of children, or because of the anticipated presence of children.

IV 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.

LARK LANDING | RSC | TAX CREDIT

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.

V 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 Housing Tax Credit Program, the Office of Community Investment and Infrastructure, or other similar programs. Unit must be regulated per applicable regulatory compliance regulations.

C. Annual Income

As defined by HUD for use in HUD programs, 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.

D. 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.



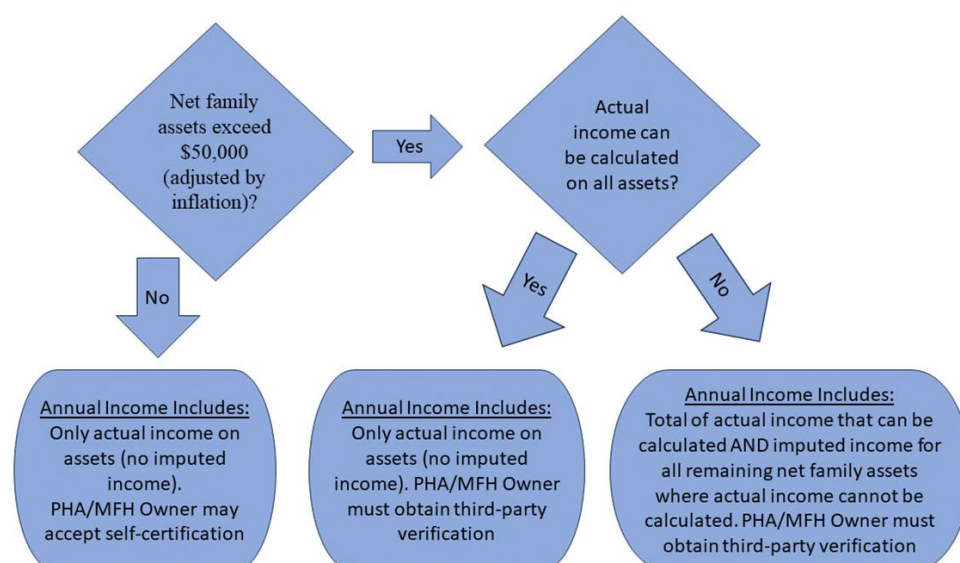
LARK LANDING | RSC | TAX CREDIT

E. 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.

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



LARK LANDING | RSC | TAX CREDIT

F. 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.

G. 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.

H. Family

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 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.

I. 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)

LARK LANDING | RSC | TAX CREDIT

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.

J. 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.

K. Preferences

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

- 1) San Francisco Preferences Applicable to the General Public Apartments, the Certificate of Preference is applicable to LOSP Apartments. The property will have the following preferences for new applicants. The preferences listed below are subordinate to the Existing Tenant Preferences and will be given to eligible lottery applicants on the Waiting List (Mayor's Office of Housing and Community Development, Marketing, Housing Preferences and Lottery Procedures Manual):
 - a. Certificate of Preference Holders (COP) including Direct Descendants with a COP. Certificate of Preference holders are primarily households displaced by Agency action in the Redevelopment Project Areas during the 1960's and 1970's but may also include other persons displaced by Agency action and who meet all qualifications for the unit, and their descendants. The Certificate of Preference Hotline number is: 628-652-5801. This preference applies at the initial lease-up lottery and to re-renting vacant units up to 100% of the units.
 - b. Displaced Tenant Housing Preference Program (DTHP) or tenants evicted by Ellis Act or owner move-in or for tenants whose apartment was extensively damaged by fire or have expiring affordability restriction on their affordable housing unit. 20% of available units can be set aside for applicants with DTHP

LARK LANDING | RSC | TAX CREDIT

at the initial lease-up lottery and to re-renting vacant units when fewer than 20% of the units house DTHP applicants. Applicants will need to prove to MOHCD the landlord issued one of the following: Notice of Intent to Withdraw (NOI) or an Eviction Notice. If the applicant is displaced by fire, the applicant will need to provide a signed Fire Displacement Verification Form.

- c. Neighborhood Resident Housing Preference (NRHP). For San Francisco residents who currently live in the same Supervisor district as, or half-mile from, the property being applied to 25% of available lottery units will be set aside for applicants with NRHP at the initial lease-up lottery only.
- d. Live or Work in San Francisco. This preference will be given to applicants who either live or work in San Francisco. This preference applies to 100% of all units.
- e. For NRHP or Live/Work, applicants must provide evidence of preference. Documentation must list the household member's name and current address and be dated within 45 days of the date of the application. Only 1 of the following is required:
 - i. Telephone bill (land line only)
 - ii. Cable and internet bill
 - iii. Electric bill
 - iv. Gas bill
 - v. Water bill
 - vi. Paystub (listing home address)
 - vii. Public benefits record
 - viii. School record
 - ix. Letter documenting homelessness
- f. Veterans Priority. This priority gives the highest lottery ranking within one of the City Preferences (Administrative Code Chapter 47) with the exception of the Certificate of Preference. For example, a household with a Veteran household member with a Live/Work housing Preference will rise to the top of the Live/Work applicant pool.

L. 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.

M. 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.

- 1) Families
- 2) LOSP Households: All LOSP households are referral only, and will not be included in the list of general external applicants
 - a. Applicants to an LOSP apartment must be referred by San Francisco's Department of Homeless and Supportive Housing (HSH) before applying for occupancy. When an apartment becomes available, a referral will be requested from HSH in accordance with the referral framework detailed in

LARK LANDING | RSC | TAX CREDIT

Memorandum of Understanding (MOU) with the referring agency. After the referral is received an applicant household must complete the Application. The Application is signed by the head of household or their legal designee and all other adult household members. The Application will be preliminarily screened for application completeness and legibility.

N. Violence Against Women Act (VAWA).

The HUD VAWA documents are included here as **Attachment 2**- including the HUD 91067, HUD 5380, HUD 5380, HUD 5382. This community's Emergency VAWA Transfer policy is included as **Attachment 3**.

The VAWA protections apply to households applying for or receiving housing under any HUD or LIHTC housing program. The law protects victims of domestic violence, dating violence, sexual assault, or stalking, as well as their immediate household members, from eviction or denial of housing assistance if an incident of violence is reported and confirmed.

To receive protection under VAWA after an applicant or resident identifies such a need, the Landlord will request in writing that the victim, or a household member on the victim's behalf, certify that the individual is a victim of abuse through the submission of a Form HUD-5382 "Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking," , or other documentation as noted on Form HUD-5382, be completed and submitted within 14 business days, or an agreed upon extension date. If the applicant or resident needs alternative arrangements regarding the delivery of these documents, Management will work with the applicant or resident on other acceptable ways for providing the information. All information regarding the victim's status will be kept confidential and in a separate file in a secure location in accordance with Mercy Housing's Housing Policies and Procedures pertaining to Victims of Domestic Violence, Dating Violence, Stalking, Human Trafficking, Sexual Assault, or Abuse of Elder or Dependent Adult.

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

VI INCOME LIMITS (INCLUDING ECONOMIC MIX REQUIREMENTS FOR SECTION 8 PROPERTIES)

The household's annual income must not exceed the applicable income limit for the community as established by the housing program and as verified and approved annually by San Francisco Mayor's Office of Housing and Community Development and California Tax Credit Allocation Committee.

Attachment 1 - Property ARS lists the current income and rent limits for each of the AMI limits listed below:

☒	Extremely Low Income 20% AMI
☒	Extremely Low Income - 30% AMI
☒	Very Low Income 40% AMI
☒	Very Low Income - 50% AM
☒	Low Income - 60% AM
☒	Moderate Income - 80% AM

LARK LANDING | RSC | TAX CREDIT

For purposes of calculating total household income, Management will include some forms of income and assets for each adult and minor household member- with the exception of Live in Aides or Foster children or adults.

VII UNIT TYPES, SIZES, OCCUPANCY STANDARDS AND POLICIES

A. Unit Sizes

Households will be accommodated in accordance with the following occupancy standards:

Bedroom Size	Minimum Occupant Count	Maximum Occupant Count
Studio	1	2
1 bd	1	3
2 bd	2	5
3 bd	4	7

VIII OCCUPANCY STANDARDS AND POLICIES

A. Occupancy Standards

The occupancy standard is the minimum and maximum number of household members that may reside in a specific size unit. When counting household members, every member listed on the application, 50059, TIC, or lease, as applicable, is counted including all full-time members, persons temporarily absent from the unit, children anticipated to live with the household, children away at school, live-in aides, foster children and foster adults.

In the event an applicant household member, or someone associated with that household, has a physical or mental disability, which requires a variance from these occupancy standards, the applicant should make a request for accommodation which may be granted if it does not create an undue financial and administrative burden or create a fundamental change to the nature of Management. As with all accommodation requests, whether the request is reasonable will be evaluated on a case-by-case basis.

In general, Management has adopted a bedroom size standard of two persons per bedroom, plus one. This standard serves to prevent the over-utilization or under-utilization of units that could result in an inefficient use of housing assistance. This standard also ensures that residents are treated fairly and consistently in order to receive adequate housing space.

However, Lark Landing is subject to occupancy restrictions for the 3- bedroom units, as set by HCD UMR Occupancy Restrictions. This means, the minimum occupancy to qualify for a 3 bd unit, is 4 persons.

Upon initial occupancy, no more than two persons will be assigned to a bedroom, plus one adult. A live-in-aide may not be required to share a bedroom with another member of the household. Maximum household size cannot exceed City and County occupancy standards with regard to square footage per occupant.

LARK LANDING | RSC | TAX CREDIT

If a household grows beyond the occupancy limits for their current bedroom size, the household: may be required to transfer to a larger unit

If a household shrinks beyond the occupancy limits for their current bedroom size, the household: may be required to transfer to a smaller unit

B. Counting Household Members for Unit Size

In order to determine the size of unit that would be appropriate for a particular household, Management will count all full-time members of the household including live-in aides and foster persons who will reside in the unit. In addition, Management will count all anticipated persons including the following:

- 1) Children expected to be born to a pregnant woman;
- 2) Children in the process of being adopted by an adult household member;
- 3) Children whose custody is being obtained by an adult household member;
- 4) Children who are temporarily in a foster home who will return to the household;
- 5) Children in joint custody arrangements who are present in the household 50% or more of the time;
- 6) Children who are away at school and who live at home during recesses;
- 7) Children that are temporarily in a correctional facility/detention center who will return to the household.
- 8) Children under six don't count towards maximum occupancy.

C. Anticipated Children Due to Adoption, Pregnancy, or Foster Child

Anticipated children due to adoption, pregnancy or foster child that are not currently living in the unit will not be taken into consideration when determining unit size. When these anticipated children become a reality and move into the unit, an interim recertification is required including the child as a household member.

D. Adding an Adult Household Member After Move In

If the household requests to add an adult member after moving into the unit, an interim recertification is required including the adult as a household member. This person must be independently eligible, including all the steps taken for an applicant at move in- including having their criminal background processed.

The addition of the new household member must still render the household eligible for the housing programs. Management's practice is to prohibit the addition of any adult household members for 6 months following move in. Extenuating circumstances may be considered, but no one may move into the unit without prior written approval from Management. The presence of any unauthorized occupants will constitute a violation of the lease and the housing programs at this community.

LARK LANDING | RSC | TAX CREDIT

E. Joint Custody Agreements

In cases where a household member has indicated that they are sharing custody of a minor household member with another adult who is not now, nor do they plan to, occupy the affordable unit, determination must be made as to whether to count minors in shared custody for 1) eligibility; 2) unit size; 3) household income.

If a minor will live in a unit at least 50% of the year, the minor may be counted for all purposes (i.e., eligibility and unit size). If the minor is counted, any unearned income of the minor (e.g., SSI, child support, TANF/CalWorks) is also counted for the household. However, even if the minor lives only half the year in the unit, the full amount of unearned income (not a prorated amount) is counted.

If a minor will live in a unit less than 50% of the year (e.g., weekends or during school recess months only), the minor is treated as a non-household member and not counted for any purpose. Any income paid on behalf of the minor is not to be counted. If the amount of time a minor spends in the unit is not clear, reasonable documentation will be requested to demonstrate the residency of the minor.

F. Children Who are Away at School

Management will not include as a household member a child who is away at school and who has established residency at another address as evidenced by a lease agreement. The new address is considered the student's principal place of residence.

IX PET POLICY

Pets will be permitted only in accordance with the Pet Policy established by Management. All pets must be registered with the office before moving them into the community. Pets will be permitted with following restrictions: Pets are allowed with the following limitations, No more than three (3) dogs or no more than a total of four (4) in combination of dogs, cats, rabbits, guinea pigs, rats, mice, or gerbils. No unspayed/unneutered pit bulls allowed.

- **Pet deposit:** \$0 per pet (HUD Maximum)
- **Pet rent:** \$0 per month (where permitted, at non HUD sites only)
 - Exceptions made for anyone living in the unit prior to the implementation of the revised policy, with registered pets that are outside of these specifications (count, size, deposit, etc.).

This property is subject to CA SB-971, as such we are subject to local ordinances. The local ordinance for this property is Health codes Article 1 Animals, Section 37 and 43.1.

X 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.

LARK LANDING | RSC | TAX CREDIT

- 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.

B. Eligibility of Remaining Members of a Household

If the qualifying person leaves the unit, a determination must be made as to whether the remaining household member will be eligible to receive assistance. The following basic requirements for eligibility must be met for a person to qualify as a remaining household member:

- 1) The individual must be a party to the lease when the household member leaves the unit.
- 2) The individual must be of legal contract age under state law.

In the event the qualifying household member passes away (dies):

- 3) The remaining household member is defined as the surviving member or members of the household that was a party to the lease and living in the assisted unit with the now deceased household member at the time of his or her death.
 - a. The remaining household member, based on the death of the qualifying household member, is eligible to remain in the unit but must pay rent based on income. In this case, eligibility of the remaining household member, as defined by the death of the household member, is not reviewed.

If the individual who establishes eligibility for the community leaves the unit for any reason other than death:

- 4) Management must determine if the remaining individual(s) still residing in the unit meet the eligibility requirements for the community, income and age or disability. If the remaining household members are not eligible for the community, they may not receive rental assistance and may not remain in the unit.
- 5) If the remaining household members are eligible, they will be required to reestablish their eligibility and tenancy according to the new move in process and limitations.

C. Identification

Positive identification with a picture will be required for all adult applicants (photocopy may be kept on file). Positive identification means that the agency providing the ID compared something like your fingerprints or other special details, to the information they have about

LARK LANDING | RSC | TAX CREDIT

you in their records, in order to confirm identity. Applications must include the date of birth of all applicants to be considered complete.

D. Interference/Fraud

Any applicant whose conduct interferes with, hinders, delays, obstructs or otherwise prevents the application process from being completed and such an applicant may be denied. Interference includes harassment, threats or intimidation of Management staff.

Any information provided by the applicant that is later proven to be untrue by verification may be used to disqualify the applicant for admission on the basis of attempted fraud. Fraud is defined by HUD as an applicant or resident knowingly providing inaccurate or incomplete information.

XI WAITLIST PROCESS

A. Marketing

All marketing efforts will comply with the approved Affirmative Fair Housing Marketing Plan or Approved Marketing Plan, which is designed to promote equal housing choice for all prospective residents regardless of race, color, religion, sex, disability, familial status, or national origin.

B. Application - Waitlist Questionnaire

This property has a waitlist for its apartments available to the general public. All LOSP applicants are referred by third party agency and not placed on the waitlist. LOSP applicants will not be asked to complete a waitlist questionnaire.

Households that are not referred from a third party (general public applicant), may apply using DAHLIA - San Francisco Housing Portal.

Before a household can be selected to apply for a unit available to the general public through DAHLIA, they must apply to be added to the waitlist. When the waitlist is open, an applicant household must submit an Application through DAHLIA. Interviews to complete the certification and application documents will take place at a temporary leasing office until the property opens. The temporary office will be located at, *insert temp office location here*. Once the property opens interviews will take place at the property management office, **Lark Landing 230 Folsom Street San Francisco CA 94105**. If interested parties are unable to visit the office, Management will mail or email an application upon request.

C. Priority

Priority determines the order of processing only. Referrals will be processed in the order received. Applications submitted through the DAHLIA will be processed in lottery rank order.

D. Target Population

Customized by property- could include any of the following, along with an explanation:

- Families
- Homeless (40 LOSP Apartments- referral only)

LARK LANDING | RSC | TAX CREDIT

E. Closing or Opening the Waitlist

- 1) The waiting list may be closed for one or more unit sizes when the average wait is excessive (one year or more).
 - a. When the owner closes the list, the owner will advise potential applicants that the waiting list is closed and refuse to take additional applications.
 - b. When Management decides to no longer accept applications, a notice will be posted on the door to the leasing office and in the local San Francisco Housing Portal, DAHLIA, on the property webpage and on Craigslist, a publication that is likely to be read by potential applicants. The notice will state the reasons for the owner's refusal to accept additional applications- being that the average wait time is excessive.
 - c. A similar statement will be added to Management's main outgoing voicemail message.
- 2) When Management is able to accept applications again, the Waitlist Opening notice will be posted on the door to the leasing office and on DAHLIA, on the property webpage and on Craigslist, a publication that is likely to be read by potential applicants. If possible, in the same publication as the notification that the waiting list was closed.
 - a. The notifications will include the rules for applying and the order in which applications will be processed.
 - b. Advertisements will include where and when to apply, and will conform to the advertising and outreach activities described in the MOHCD Waitlist Marketing Plan.
 - c. A similar statement will be added to Management's main outgoing voicemail message.

F. Purging/Updating Waitlist

Periodically, letters will be sent to applicants to update their information and confirm they remain interested in applying for a unit. Failure to respond to these notices will result in removal from the waiting list. It is the obligation of the applicant to notify Management of any changes to their contact information (address/phone number/email address).

XII PROCEDURES FOR SELECTING FROM THE WAITING LIST AND ACCEPTING AN APPLICATION FOR OCCUPANCY

A. Preferences

Preferences are not permitted if they, in any way, negate affirmative marketing efforts or fair housing obligations. Transfers from one unit to another type of unit within the community will take precedence over new move-ins. The following preferences apply to our community:

- 1) Existing Resident Preferences. The following receive priority for current households:
 - a. A unit transfer based on the need of an "emergency temporary relocation".
 - b. A transfer for Victims or Survivors of Domestic Violence, Dating Violence, Sexual Assault and Stalking (VAWA) as described in Section XIV.
 - c. A unit transfer based on "verifiable medical necessity."
 - d. A unit transfer because of household size.

LARK LANDING | RSC | TAX CREDIT

- 2) Existing Households New Move in Preferences. The following preferences allow individuals to be moved to the top of the waitlist for processing.
- a. Management will always give a household that has indicated a need for certain unit accommodations because of a disability, the opportunity to decide for itself, in compliance with Section 504 of the Rehabilitation Act, whether a unit meets the needs of the household. Management will notify the household whenever any unit becomes available, without regard to unit accessibility. Management will never prohibit an eligible household with a member who has a disability from accepting a suitable non-accessible unit if no accessible unit is available when the household reaches the top of the waiting list. If the applicant decides to accept a standard unit, s/he may request some modification to the unit as a reasonable accommodation.
 - b. 40 units set aside for referral only, through HSH. These units are set aside for households that meet the above definition of homelessness.
 - c. New applicants for General Public units will follow MOHCD preferences in lottery rank order.
 - d. Vacancy date- units will be leased, in order of which units has been vacant the longest.
 - e. Statutory Preferences: emergency use only, as directed by regulatory agencies
 - i. Applicants who have been displaced by government action or a presidentially declared disaster.

B. 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 for the General Public are located online at the San Francisco Housing Portal, DAHLIA, <https://housing.sfgov.org/>.

C. Application Fee

LOSP referral households, will not be charged an application fee.

Applications for the general public require an Application Fee of \$25, 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.**

D. Interview and New Move In Certification

All adult household members of the applicant household must attend the interview. Two failures to schedule and/or attend an agreed-upon time for an interview will be grounds for denial. For applicants with limited English proficiency, language assistance can be requested. Please make a request at least three business days prior to the interview.

LARK LANDING | RSC | TAX CREDIT

During the interview, the Management will do the following:

- 1) Clarify any information provided by the applicant;
- 2) Provide each household member the appropriate documentation to serve as a true accounting of the household's eligibility;
- 3) All forms of income and assets must be disclosed
- 4) Make copies of photo identification, i.e. Driver's License or state I.D. card, passport, travel visa, military ID, foreign government ID, green card, I-94s or employment cards for adults 18 years of age and older, and birth certificates for children under the age of 18 years of age; and
- 5) Answer any questions the applicant may have.

Eligibility for housing can only be confirmed after verification is received for all items of income, assets, household composition, etc., which may have any bearing on the household's eligibility. Until all items are verified, eligibility cannot be determined, nor any housing offered.

Third-party verification of each factor will be attempted, per program and/or IRS regulations and procedures. Third party verification includes original or authentic documents generated by a third party source that are dated within 120 days from the date of receipt by the Management, as well as verification forms sent by Management directly to the source and returned to Management through mail, email, or fax, and oral verification.

XIII NEW MOVE IN CERTIFICATION - APPLIES TO ALL FULL CERTIFICATIONS

A. Annual Income

Household's income calculations, must be within the income limits assigned to the unit. Please see Attachment 1 for further details about this properties income limits.

B. 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.
 - 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;

LARK LANDING | RSC | TAX CREDIT

- 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;

C. 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.

D. Student Status Eligibility

Tax Credit Student Eligibility Rule: Housing program rules prohibit household's comprised entirely by full-time students from occupying a unit, unless one or more of the following criteria are met:

- 1) The students receive assistance under Title IV of the Social Security Act (Temporary Assistance to Needy Families or TANF, formerly AFDC);
- 2) The students are enrolled in a job training program receiving assistance under the Job Training Partnership Act or under other similar Federal, State or local laws;
- 3) The students are single parents with child(ren) or unborn child(ren), and such parents and the child(ren) are not dependents of another individual;
- 4) The students are married and file a joint tax return or are eligible to file a joint tax return.
- 5) At least one household member was previously (not currently) under the care and placement responsibility of the State Agency responsible for administering a plan under Part B or Part E of Title IV of the Social Security Act (Foster Care).

A full-time student is defined by the Tax Credit Program as:

- 1) Anyone who is currently enrolled in any type of school and the school they attend defines the hours they attend as full time.
- 2) Anyone who will attend full time any type of school any time in the next twelve (12) months.
- 3) Anyone who has attended school full time for five (5) months of this calendar year. This does not have to be consecutive. Example 1: If an applicant attends school full time from January 20th through May 13th, this is considered five months. If they attend one day in any month, that counts as a full month. Example 2: If you attended full time one day in January, one day in February, one day in April, one in June and one in July, you are considered a full-time student until January 1st of the following year.

LARK LANDING | RSC | TAX CREDIT

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
- 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.

XIV RENT DETERMINATIONS

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

A. As applicable to LOSP program

Tenant Gross Rent (TGR) is the minimum amount the family will pay toward rent and utilities and is calculated using a statutory formula and household income information following LOSP Rules. LOSP Rules state that tenant rent portion should be equal to annual income times 30% divided by 12 months. For this property residents are only responsible for the following utilities: their phone, cable and internet. All other utilities (electricity, water, sewer, etc.) are covered by the property.

LARK LANDING | RSC | TAX CREDIT

B. As applicable to Tax Credit

Tax Credit rents are set by the use restriction tied to the unit. This means that a tenant's rent will not change even if the family's income significantly increases or decreases. Tax Credit rents are calculated to include a utility allowance for tenant-paid utilities. Tax Credit rents are set at 30% of the income of the Area Median Income (AMI) tied to the unit.

C. 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".

XV APPLICANT SCREENING CRITERIA

A. Background Screening Requirements

Before an application can be approved, this community will conduct a criminal background search on each household member age eighteen (18) years or older, including emancipated minors, using an independent consumer-reporting agency. Criminal records check and assessment will adhere to Fair Chance Ordinance (FCO) Article 49 San Francisco Police Code-Protections for People with Prior Arrests or Conviction Records.

In this case, we will determine program eligibility before / at the same time as conducting any criminal background checks

The purpose of these checks is to obtain information on the applicant's past history of meeting financial obligations and future ability to make timely rent payments and to abide by the federal laws regarding the prohibition of admitting any applicant with specific criminal activity including drug-related activity. These standards are established to comply with federal and state laws, and a household member who has been involved in the following will not be admitted, except under the specified circumstances:

- 1) Any household containing a member(s) who was evicted in the last three (3) years from federally assisted housing for drug-related criminal activity. To be admitted, the household member would have to provide the following;
 - a. Proof of successful completion of an approved supervised drug rehabilitation program; or
 - b. Proof that the circumstance leading to the eviction and/or conviction no longer exists and the applicant has been clean and sober for at least one (1) year.
- 2) A household in which any member is currently engaged in illegal use of drugs and where 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) A household member has a felony conviction for the illegal manufacturing or distribution of a controlled substance within the last 7 years;
- 4) A household member has a felony conviction for bodily harm, intentional damage or destruction of property within the last 5 years;
- 5) A household member has a felony conviction for a sex related offense or terrorism within the last 7 years;

LARK LANDING | RSC | TAX CREDIT

- 6) Any household member who is subject to a nationwide sex offender lifetime registration requirement (this applies only to the PBV units);
- 7) Any household member if there is a reasonable cause to believe that member's behavior, from abuse or pattern of abuse of alcohol, may interfere with the health, safety, and right to peaceful enjoyment by other residents. The screening standards are based on behavior, not the condition of alcoholism or alcohol abuse.

HUD or Unsubsidized units (Light Purple color border)	
Criminal history related consideration	Probable Determination
Convictions of a violent nature	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years
Convictions of a non-violent nature	Ineligible: Felony convictions in the last 2 years Ineligible: Misdemeanor convictions in the last 1 years
Convictions related to arson or terroristic threats.	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years
Convictions such as attempt to purchase, maintain place for drug use, manufacture for sale, possession of cocaine/meth, trafficking or smuggling.	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years
Convictions related to sexual assault, abuse, exploitation, rape or other related crimes. Failure to register as sex offender, indecent exposure, peeping.	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years
Sex Offender registration	Ineligible: if applicant has lifetime sex offender registration (excluded for HOPWA or, where otherwise prohibited)

Each record will be assessed individually, in which only the “directly-related” convictions and unresolved arrests in the record are considered. In considering whether a conviction / unresolved arrest is directly-related, the housing provider shall look at whether the conduct has a direct and specific negative bearing on the safety of persons or property, given the nature of the housing, whether the housing offers the opportunity for the same/similar offense to occur, whether circumstances leading to the conduct will recur in the housing, and whether supportive services that might reduce the likelihood of a recurrence are available onsite.

From time to time, an applicant's background may trigger an Out-of-Network search, which may result in additional time and expense to the management company. NO ADDITIONAL COSTS will be charged to the applicant for this review. In such cases, management will make all reasonable efforts to gather available screening results within twelve (12) business days. The amount the management company will pay to obtain results, will be limited to \$30 total. Management will pay all amounts in excess of any application fee.

LARK LANDING | RSC | TAX CREDIT

If the Application for Occupancy is denied based on this criminal background search, the applicant will be given a copy of the report the name, address, and telephone number of the consumer-reporting agency that provided the criminal background report. An applicant who is denied based on a criminal background search may obtain a copy of the report and may initiate an investigation to have any erroneous information contained in the report corrected. The applicant will have 14 calendar days to respond orally or in writing to show that there shouldn't be a denial. The applicant can respond by:

- Pointing out any inaccuracies in the report.
- Providing evidence of rehabilitation. Evidence of rehabilitation include satisfying parole/probation, receiving education/training, participating in alcohol or drug treatment programs, letters of recommendation, age at the time of conviction.
- Explaining any mitigating factors about the circumstances of the conviction. (Mitigating factors include physical or emotional abuse, coercion, untreated abuse/mental illness that led to the conviction).

The applicant has a right to call the Human Rights Commission to understand their rights or file a complaint (within 60 days of violation) without any negative action or retaliation taken against the applicant by the Housing Provider. For more information, contact the Human Rights Commission at (415) 252-2500 or email hrc.info@sfgov.org.

The consumer-reporting agency will advise the applicant of the actions that he/she may take in order to do so. Available units will not be held open during any such investigation by the applicant.

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

A. **Credit Requirements**

Management will initiate an eviction history and credit report, the applicant shall be notified of such action in advance.

Bankruptcies are permitted if they have been cleared. Each applicant's credit-risk score will be compared to the acceptance policies to determine whether or not the applicant may be accepted. A history of habitual evictions will result in a denial.

LARK LANDING | RSC | TAX CREDIT

CUSTOMIZED Unsubsidized Units - Applies to applicants of LIHTC units (Yellow color border)		
	Credit related consideration	Probable Determination
	Medical and Student Loan Debt: will not be considered.	
	No credit, or no tradeline: We will consider the applicable credit records of the last (2) two years.	Further detail required, prior to determination.
	50% minimum rent to income required: Tenant Paid Rent, must not exceed 50% of household's income.	Ineligible: If applicant HH cannot meet minimum income requirements
	FICO scoring: will not be considered.	
	Bankruptcy: will consider the records, no matter the age.	Further detail required, prior to determination if the disposition is: dismissed, discharged or other Ineligible: If the disposition is filed
	Foreclosures: will consider the records of the last (2) two years.	Further detail required, prior to determination: If foreclosure in specified timeframe
	Electric, Water or Utility debts	Ineligible: If applicant HH cannot establish required utility in their own name
	Debt collections, tax liens or judgments: will not be considered. Will not review debt to income ratios.	
	Public records: will review results for the last (2) two years. May require further clarification from applicant.	Further detail required, prior to determination.
	Flags for Fraud Alert: will require clarification from applicant.	Further detail required, prior to determination.
	Evictions Filings: additional clarification requested from landlord. We will consider the records of the last year.	Further detail required, prior to determination.
	Evictions Judgements: we will consider the records of the last (2) two years. No fault evictions will not be considered as a basis of denial. We will consider mitigating circumstances.	Further detail required, prior to determination: If qualifying judgements exist, but applicant provides proof/ verification of payment plan Ineligible: If qualifying judgement exists, but applicant is unwilling/unable to provide proof of payment plan or extenuating circumstances
	Pre-screen: minimum rent to income required - will be considered at time of prescreening.	

B. Rental History

The applicant's rental history must be acceptable to the community's standards, which are as follows:

LARK LANDING | RSC | TAX CREDIT

- 1) Applicants should have at least one year of rental history to contact, unless applying to a homeless unit.
- 2) The rental history with both the applicant's current landlord, and one previous landlord will be reviewed.
- 3) An applicant who owes a balance consisting of uncollected rent and/or miscellaneous housing or utilities charges of \$2500 or greater may not be placed on the Waiting List until that balance is paid or a verified repayment plan has been entered into by the household member. Mitigating circumstances will be considered.
- 4) If an applicant's current housing is "owner occupied" or "homeless," required criteria related to prior housing is waived; however, any reports received about habitual rent delinquencies or evictions will be used for screening purposes.
- 5) Whenever feasible, Management will check with the current landlord and at least one former landlord for potential problems regarding disturbance of neighbors or destruction of property. If the applicant has a housing caseworker or other 3rd party professional familiar with their rental history, Management may check with the designated 3rd party regarding potential problems, disturbance of neighbors or destruction of property
- 6) An applicant's behavior toward Management staff or former property staff will be considered in relation to future behavior toward neighbors. Physical or verbal abuse or threats by an applicant toward Management will be noted in the file.
- 7) Record of termination from residential programs will be checked with police, service agencies and with any housing providers referred by the applicant.
- 8) An applicant will in no way be held accountable by Management for the rental delinquency or other problems of a former household of which the applicant was a member, but not the head or spouse.
- 9) Management will consider the date and circumstances of any past eviction or termination in determining its relevance to property tenancy.

Unsubsidized Units - Applies to applicants of LIHTC units (Yellow color border)		
	Rental collections in excess of [\$2500]: will consider the records of the last (2) two years.	No unpaid landlord or utility debts for twelve months exceeding \$2,500, excluding medical bills and student loans. Mitigating circumstances will be considered if there are collections, judgements or liens (within the past twelve months above \$2,500) a plan to address debt may include but is not limited to enrollment in a credit counseling program or 3 rd party payee program). Mercy Housing is not affiliated with any credit counseling programs.
	Rental History Settings: Late Rent at other properties: we will consider the records of the last (2) two years. 0-1 late rent payments in the specified time period is a pass.	Conditional Approval if there are 2-3, late rent payments in the specified time period. Ineligible if 4+ late rent payments in the specified time period.
	MHMG Rental history Exclusion List: additional clarification requested from landlord.	Further detail required, prior to determination.

LARK LANDING | RSC | TAX CREDIT**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.

D. Approved versus Approved with Conditions

When the results for all elements of the application, certification and screening processes have been passed, the household can be approved with the standard deposit.

If factors exist that require the applicant household to be approved with conditions, they will be invited to accept the unit, under the condition that pay an increased deposit- up to the limit allowed.

E. Final Eligibility

Management will make a final eligibility determination on each applicant only after all factors have been adequately verified including household's annual income.

Eligible applicants will be notified in writing of their status and given an approximate date when they can expect to receive an offer of a unit. Once final eligibility is determined, Management will proceed to calculate the rent, execute lease documents, and assign the next unit available for which the household has been deemed eligible. The applicant, who has been approved and notified in writing, shall have at least seven (7) calendar days after notification to enter into a lease agreement for the available unit. Applicants who are Pre Approved prior to TCO and the ability to sign a lease agreement will have seven (7) calendar days to enter into a lease agreement from date of notification that unit is available.

If the applicant fails to affirmatively respond within the seven (7) calendar days, the application shall be considered "rejected" by the applicant. Written notice will be provided to applicants whose applications are closed due to a lack of response.

XVI 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:

LARK LANDING | RSC | TAX CREDIT

- 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; using income table published annually by CTCAC and MOHCD
- 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; or documentation of application for government issued photo ID, or acceptable temporary alternative;
- 9) Failure to provide birth certificates for household members below 18 years of age;
- 10) 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;
- 11) Failure to cooperate in the verification process, including failure to provide requested information;
- 12) Failure to schedule and/or attend two interviews;
- 13) 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.
- 14) Does not sign and submit verification consent forms or the Authorization for Release of Information (example, forms HUD-9887 and HUD-9887-A);
- 15) The applicant/household has refused two offered apartments and does not have a valid medical reason;
- 16) The applicant/household has an unacceptable criminal background as reported by a consumer-reporting agency;
- 17) 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;
- 18) Household size does not conform to the stated minimum and maximum sizes as described in the Occupancy Standards
- 19) Failure to sign designated or required forms and/or documents upon request;
- 20) The applicant/household is not willing to pay the rent as calculated.
- 21) 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;
- 22) Failure to update Application - Waitlist Questionnaire for the Waiting List within specified time when notified;

LARK LANDING | RSC | TAX CREDIT

- 23) Other cause, including, but not limited to, failure to meet any of the selection criteria in this document.
- 24) Consideration may be given for extenuating circumstances where this would be required as a reasonable accommodation request 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.

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.

B. Appeal Procedure.

Applicants may be denied for things related to criminal history- in such cases, they have fourteen (14) calendar days to file an appeal. For all other types of application denial, the applicant will have five [5] business days after the date of denial letter to notify Management in writing or request a meeting if he/she would like to appeal the denial decision.

If a denial letter is sent to an applicant, and no response or new evidence is received within the required timeframe, their file will be closed permanently.

Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process.

If the applicant submits a written notice of appeal or requests an appeal meeting within fourteen days after the date of the denial letter, a Management representative who was not a party to the original decision to deny will handle the appeal. This representative will review the application and any new facts or information that the applicant feels would have an effect on their application. Management will notify the applicant of their final decision within five [5] business days of receiving the applicant's written appeal or the date of the appeal meeting. Persons with disabilities have the right to request reasonable accommodations to participate in the appeal process.

A comparable unit will be held open during the appeals process.

A complete Grievance Procedure and Policy is available for anyone who wishes to file a grievance and/or requires detailed information about this subject. This policy is included with the denial letter.

The applicant has the right to dispute the accuracy of any information provided to community by the Consumer Reporting Agency or Screening Company. If the application is denied due to unfavorable information received during the screening process the applicant may contact the Consumer Reporting Agency that provided the information to the Management. The contact information will be contained in the denial letter. The applicant

LARK LANDING | RSC | TAX CREDIT

also has the right to obtain a free copy of the consumer report from the consumer reporting agency that provided the information if the applicant requests it within 60 days of application denial.

Available units will not be held open during any such investigation by the applicant. The absence of credit history by itself will not be reason to deny an applicant household.

XVII CHARGES FOR FACILITIES AND SERVICES

All common area spaces within our community are open to our residents, free of charge.

Common Spaces
Community room (can be reserved with a refundable deposit), Outdoor spaces, on-site laundry

All or most of the services our community offers, are free of charge to our residents. The only services offered at our community, for which there may be a charge, are as follows:

Services
NONE

XVIII 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.

Bd Size	Deposit Amt	Held in Interest Bearing Acct? (Yes or No)	May be paid in Installments (Yes or No)
Studio	Equal to one month's total rent	NO	Yes
1 bd	Equal to one month's total rent	NO	Yes
2 bd	Equal to one month's total rent	NO	Yes
3 bd	Equal to one month's total rent	NO	Yes
Pet Deposit	\$0	NO	Yes

LARK LANDING | RSC | TAX CREDIT

An applicant may be rejected if he/she does not have sufficient funds to pay the deposit. If a payment agreement to pay the security deposit in installments is needed the applicant must notify property management not less than three (3) business days prior to the lease signing.

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 21 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.

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.

LARK LANDING | RSC | TAX CREDIT**XIX 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.

For all transfers the new unit must be within the same category of units as the current unit, LOSP or DAHLIA/General Public.

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.

B. Acceptable Reasons for transfers

Current residents may qualify for a unit transfer for one of the following conditions:

- 1) Emergency transfer requests for household members who are victims of VAWA crimes;
- 2) Disability-related needs, including inability to use stairs, or the need for a live-in attendant;
- 3) There is a need for a unit with special design features for a person with disabilities;
- 4) The household's occupancy has increased or decreased beyond the maximum or minimum occupancy limit for their current unit size;
- 5) Other potential conditions not related to health, which will be reviewed on a case-by-case basis by Management.
- 6) Transfers for resident based on the need for deeper subsidy (if applicable).

C. Unit Transfers- Request for Consideration

If a household requests a transfer, but would not usually be granted such a transfer under the provisions in the Acceptable Reasons for Transfer section of this document, they may submit a request for consideration. Circumstances in which management may grant such a transfer, would include something such as the death of a household member in the unit. Determination to grant an exemption would be made by the Area Director of Operations.

D. Placement on Transfer Waiting List

While residents may request unit transfers at any time during tenancy, and Management may approve such requests within thirty (30) calendar days of submission of a Unit Transfer Request, Management makes no guarantee on the timing by which a unit transfer will take place. If Management approves a request for a transfer to a different unit, and there is no current unit available, the resident will be placed on the community's transfer waiting list.

LARK LANDING | RSC | TAX CREDIT

If the household is LOSP referred, or otherwise works with a third party housing agency, they must work directly with their case manager to satisfy the agency's transfer process separately.

For program and lawful related reasons, Management will initiate unit transfers in the following order:

- 1) Emergency transfer requests for household members who are victims of VAWA crimes; then,
- 2) Households who have members with a disability who require accessibility features or changes in apartment size as a result of an approved Request for a Reasonable Accommodation (see Accessible Unit Policy for more information regarding transfers to Accessible Units); then,
- 3) Households who, as a result of changes in household composition, require a smaller, then a larger apartment than is currently occupied.

NOTE: Residents needing transfers due to a disability must have a written verification statement.

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.

E. 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.

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.

F. Priority for Filling Vacancies

Unit transfers that are required by Management, will take priority over resident requested transfers. Transfers from one unit to another type of unit within the Community will take precedence over new move-ins, also called "external applicants".

G. Emergency Transfers Under VAWA

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
 - a. EITHER

LARK LANDING | RSC | TAX CREDIT

- b. 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
- c. 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.

H. Assigning Units for Persons with Physical Disabilities

Management will always give a household that has indicated a need for certain unit accommodations because of a disability, the opportunity to decide for itself, in compliance with Section 504 of the Rehabilitation Act, whether a unit meets the needs of the household. Management will notify the household whenever any unit becomes available, without regard to unit accessibility. Management will never prohibit an eligible household with a member who has a disability from accepting a suitable non-accessible unit if no accessible unit is available when the household reaches the top of the waiting list. If the applicant decides to accept a standard unit, they may request some modification to the unit as a reasonable accommodation.

I. Accessible Unit Policy

If a unit becomes available that has either been made accessible under Section 504, or was originally designed for disabled households when the community was approved for funding, Management will first offer the unit to an individual with disabilities who is currently residing in a non-accessible unit who requires the features of the unit. If there is no such current resident, Management will offer the unit to the next qualified applicant on the waiting list who needs the features of the accessible unit. When neither a current resident nor a qualified applicant require the features of an available accessible unit, Management will offer the unit to another resident or applicant, and will incorporate as an addendum to the lease an agreement that the resident will move to a non-accessible unit within the community when one becomes available. This addendum will also cover whether the resident or the Owner will pay for the cost of such a move.

LARK LANDING | RSC | TAX CREDIT

J. Reasonable Accommodations

Management will consider requests for reasonable accommodations from applicants/residents with disabilities, in order that they may benefit from the use and enjoyment of the dwelling units. The applicant/resident must be able to show that the requested accommodation is necessary, and that there is a strong, identifiable relationship between the requested accommodation and the individual's disability.

If a household requests an accessible feature, policy modification, or other reasonable accommodation, Management will provide the requested accommodation unless doing so would result in a fundamental alteration in the nature of the housing program, or an undue financial and administrative burden. A fundamental alteration is an alteration that would change the basic operation or nature of services provided by the housing provider by significantly modifying, eliminating, or adding to the services offered.

K. Site Transfers

Occasionally residents will request 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.

If the household is LOSP referred, or otherwise works with a third party housing agency, they may inquire with their case manager about a site transfer. Such agencies may be able to facilitate a site transfer.

XX UNIT INSPECTIONS

At least annually, Management will need to inspect the unit and premises. Periodically, the community's investors, including the funding agencies, may also require entry to the unit to inspect.

Notification will be provided ahead of time for any non-emergency inspections, and residents are required to permit entry. Residents are not required to be present for the inspection, however, Management will not enter or remain in the unit upon knowledge that a minor person is in the home alone. In the event the household has animals and will not be in the unit at the time of inspection, those animals must be secured.

The household may not place any unreasonable restrictions upon such access or entry. As a necessary or agreed, Management may periodically inspect the Premises for defects and habitability issues.

LARK LANDING | RSC | TAX CREDIT

XXI 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 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.

B. Streamlining, Income and Asset Self-Certification

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 the certification that follows, onward, they may use self certifications to disclose their income and assets. They will still be required to fully verify student status.

XXII INTERIM RECERTIFICATION REPORTING POLICIES

A. 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.

LARK LANDING | RSC | TAX CREDIT**XXIII CHANGES AND IMPLEMENTATION OF RESIDENT SELECTION CRITERIA CHANGES**

We reserve the right to make modifications 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 waitlist, 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 1 - Property ARS

ATTACHMENT 2 - HUD 91067, HUD 5380, HUD 5382

ATTACHMENT 3 - Emergency VAWA transfer Policy

ATTACHMENT 4 - Income Inclusions

ATTACHMENT 5 - Income Exclusions

ATTACHMENT 6 - Net Family Asset Exclusions

ATTACHMENT 7- Student Financial Assistance and Other Covered Costs, Flowchart

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify

Our local leasing office (name):

Located at (address):

Available by phone:

And by Email (property email address):

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)	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. 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.
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	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. 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.
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

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
THE VIOLENCE AGAINST WOMEN ACT
HUD-5380: Rights for Survivors

U.S. Department of Housing and Urban Development
OMB Approval No. 2577-0286
Expires 1/31/2028

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.

MODEL EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, AND STALKING

Mercy Housing Inc is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking at all of the properties they own. In accordance with the Violence Against Women Act of 1994, as amended (“VAWA”), **Mercy Housing Inc** allows any tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant’s current unit to another unit. VAWA protections are not limited to women and are available regardless of age or actual or perceived sexual orientation, gender identity, sex, or marital status. Victims cannot be discriminated against on the basis of any protected characteristic, including race, color, national origin, religion, sex (including perceived or actual sexual orientation or gender identity), familial status, disability, or age. HUD-assisted and HUD-insured housing must also be made available to all otherwise eligible individuals and families regardless of age, or actual or perceived gender identity, sexual orientation, or marital status.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance regarding safety and security. The plan is based on Federal regulations at 24 Code of Federal Regulations (CFR) part 5, subpart L, related program regulations, and the model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD). HUD is the Federal agency that oversees that all of our affordable housing programs, including HUD programs, HOME programs, RD programs and LIHTC programs, are in compliance with VAWA.

Definitions

- **External emergency transfer** refers to an emergency relocation of a tenant to another unit where the tenant would be categorized as a new applicant; that is, the tenant must undergo an application process in order to reside in the new unit.
 - This process would apply to transfers to a different building, with a different “project” number.
 - If the building is owned by the same ownership entity, we will readily effectuate the transfer.
 - If the building is owned by a separate or different ownership entity, we will have no authority to move a resident of a property owned by one owner, to a property owned by another owner. While we cannot transfer you to another property, we will be happy to help you review other communities manager by Mercy Housing Management Group, Inc for a potential fit.
 - Additionally, if you are the holder of a housing voucher, we are aware that some local housing authorities may offer an alternative process for transferring to a different “project”.
- **Internal emergency transfer** refers to an emergency relocation of a tenant to another unit where the tenant would not be categorized as a new applicant; that is, the tenant may reside in the new unit without having to undergo an application process.
 - This process would be apply to transfers within the same building, with the same “project” number.
- **Safe unit** refers to a unit that the victim of VAWA violence/abuse believes is safe.
- **VAWA violence/abuse** means an incident or incidents of domestic violence, dating violence, sexual assault, or stalking, as those terms are defined in 24 CFR 5.2003 and “Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking” (Form HUD-5382).

Eligibility for Emergency Transfers

A tenant may seek an emergency transfer to another unit if they or their household member is a victim of VAWA violence/abuse, as outlined in the “Notice of Occupancy Rights Under the Violence Against Women Act,” Form HUD-5380. This emergency transfer plan provides further information on emergency transfers, and **Mercy Housing Inc** must provide a copy if requested. **Mercy Housing Inc** may ask for submission of a written request for an emergency transfer, such as form HUD-5383, to certify eligibility for the emergency transfer.

A Tenant is eligible for an emergency transfer if:

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

Mercy Housing Inc, in response to an emergency transfer request, should not evaluate whether the tenant is in good standing as part of the assessment or provision of an emergency transfer. Whether or not a tenant is in good standing does not impact their ability to request an emergency transfer under VAWA.

Emergency Transfer Policies

Internal transfers, when a safe unit is immediately available:

Whenever a resident believes they are eligible for a VAWA transfer, we would ask them to submit a written request. 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.

Within 14 days of receiving the request, absent any conflicting or missing information, **Mercy Housing Inc's** agent will provide an approval or denial.

The agent for owner will then disclose to the resident which units would be immediately available. If a unit is available that the resident would be comfortable accepting, the transfer process will commence immediately without disclosing the victim's location.

Please note: Eligibility Occupancy Requirements May Not Be Superseded. Emergency transfer obligations under VAWA do not supersede any eligibility or other occupancy requirements that may apply under a covered housing program. For example, the tenancy priority for an available accessible unit required to be accessible under HUD's Section 504 regulation must still be applied to maximize the utilization of accessible units by individuals who need the accessibility features.

For program and lawful related reasons, Management will initiate unit transfers in the following order:

- 1) Emergency transfer requests for household members who are victims of VAWA crimes; then,
- 2) Other applicants

Internal transfers when a safe unit is not immediately available:

Whenever a resident believes they are eligible for a VAWA transfer, we would ask them to submit a written request. 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.

Within 14 days of receiving the request, absent any conflicting or missing information, Mercy Housing Inc's agent will provide an approval or denial.

If Management approves a request for a transfer to a different unit, and there is no current unit available, the resident will be placed on the community's transfer waiting list. Management makes no guarantee on the timing by which a unit transfer will take place.

For program and lawful related reasons, Management will initiate unit transfers in the following order:

- 1) Emergency transfer requests for household members who are victims of VAWA crimes; then,
- 2) All other priority groupings, will proceed as outlined in the resident selection criteria/tenant selection plan.

Please note: Eligibility Occupancy Requirements May Not Be Superseded. Emergency transfer obligations under VAWA do not supersede any eligibility or other occupancy requirements that may apply under a covered housing program. For example, the tenancy priority for an available accessible unit required to be accessible under HUD's Section 504 regulation must still be applied to maximize the utilization of accessible units by individuals who need the accessibility features.

External transfers:

External transfers is a term that refers to a request to transfer to a different building or "project number".

In the event the request to transfer is to a different building owned by the same ownership entity: Whenever a resident believes they are eligible for a VAWA transfer, we would ask them to submit a written request. 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.

Within 14 days of receiving the request, absent any conflicting or missing information, Mercy Housing Inc's agent will provide an approval or denial.

The agent for owner will then disclose to the resident which units would be immediately available. If a unit is available that the resident would be comfortable accepting, the transfer process will commence immediately without disclosing the victim's location.

If Management approves a request for a transfer to a different unit, and there is no current unit available, the resident will be placed on the community's transfer waiting list. Management makes no guarantee on the timing by which a unit transfer will take place.

For program and lawful related reasons, Management will initiate unit transfers in the following order:

- 1) Emergency transfer requests for household members who are victims of VAWA crimes; then,
- 2) Other applicants

Please note: Eligibility Occupancy Requirements May Not Be Superseded. Emergency transfer obligations under VAWA do not supersede any eligibility or other occupancy requirements that may apply under a covered housing program. For example, the tenancy priority for an available accessible unit required to be accessible under HUD's Section 504 regulation must still be applied to maximize the utilization of accessible units by individuals who need the accessibility features.

If the request to transfer, is to a different building owned by a separate or different ownership entity, we will have no authority to move a resident of a property owned by one owner, to a property owned by another 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.

Additionally, if you are the holder of a housing voucher, we are aware that some local housing authorities may offer an alternative process for transferring to a different "project".

Potential Outside Agreements: None

Potential Outside Agreements if this property has RD funding: External transfers can be facilitated to other properties that also have RD funding, as described in the resident selection criteria, or tenant selection plans.

Referrals to Community partners and other affordable housing options: We will be happy to help you review other communities managed by Mercy Housing Management Group, Inc for a potential fit.

Policies and procedures for assisting tenants with housing choice vouchers or other tenant-based rental assistance who qualify for an emergency transfer: Owner agent will provide any possible support or assistance to help the resident and the housing authority to be able to quickly effectuate the transfer.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify

Our local leasing office (name):

Located at (address):

Available by phone:

And by Email (property email address):

If **Mercy Housing Inc** does not already have documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking, **Mercy Housing Inc** may ask for this documentation in accordance with 24 CFR 5.2007. Unless **Mercy Housing Inc** receives documentation that contains conflicting information, as described in 24 CFR 5.2007(b)(2), **Mercy Housing Inc** cannot require third-party documentation to determine status as a VAWA victim for emergency transfer

eligibility. **Mercy Housing Inc** will provide reasonable accommodations to this policy for individuals with disabilities.

Mercy Housing Inc REQUIRES A WRITTEN REQUEST FOR AN EMERGENCY TRANSFER

The tenant's written request for an emergency transfer must include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence, including trauma, if the tenant (or household member) stays in the same dwelling unit; OR
2. In the case of a tenant (or household member) who is a victim of sexual assault, **either** a statement that the tenant reasonably believes there is a threat of imminent harm from further violence or trauma if the tenant (or household member stays in the same dwelling unit), **or** a statement that the sexual assault occurred on the premises and the tenant requested an emergency transfer within 90 days (including holidays and weekend days) of when the assault occurred.

Form HUD-5383 may be used for making a written request for an emergency transfer.

Priority for Transfers

Tenants who qualify for an emergency transfer under VAWA will be given the following priority over other categories of tenants seeking transfers and individuals seeking placement on waiting lists.

VAWA Unit Transfer requests in the same project #, or request is to transfer to a different building owned by the same ownership entity: For program and lawful related reasons, Management will initiate unit transfers in the following order:

1. Emergency transfer requests for household members who are victims of VAWA crimes; then,
2. All other priority groupings, will proceed as outlined in the resident selection criteria/tenant selection plan.

If the request to transfer, is to a different building owned by a separate or different ownership entity, we will have no authority to move a resident of a property owned by one owner, to a property owned by another owner.

The only exception to this, is if this property has RD funding: External transfers can be facilitated to other properties that also have RD funding, as described in the resident selection criteria, or tenant selection plans.

Confidentiality

If a tenant inquires about or requests any VAWA protections or represents that they or a household member are a victim of VAWA violence/abuse entitled to VAWA protections, **Mercy Housing Inc** must keep any information they provide concerning the VAWA violence/abuse, their request for an emergency transfer, and their or a household member's status as a victim strictly confidential. This information should be securely and separately kept from tenant files. All the information provided by or on behalf of the tenant to support an emergency transfer request, including information on the Certification Form (HUD-5382) and the Emergency Transfer Request Form (HUD-5383) (collectively referred to as "Confidential Information") may only be accessed by **Mercy Housing Inc** employees or contractors if explicitly authorized by **Mercy Housing Inc** for reasons that specifically call for those individuals to have access to that information under applicable Federal, State, or local law.

Confidential information must not be entered into any shared database or disclosed to any other entity or individual, except if:

- Written permission by the victim in a time-limited release;
- Required for use in an eviction proceeding or hearing regarding termination of assistance; or

- Otherwise required by applicable law.

In addition, HUD's VAWA regulations require emergency transfer plans to provide strict confidentiality measures to ensure that the location of the victim's dwelling unit is never disclosed to a person who committed or threatened to commit the VAWA violence/abuse. In accordance with our policies and procedures, Mercy Housing Inc and their agents will refrain from disclosing tenant information to any other tenants not employed by Mercy Housing. This includes: limited access to software, limited access to information available in software, policy to lock computers with password, policy to lock computers when stepping away from desk, policy to keep physical files under lock and key.

Emergency Transfer Procedure

Mercy Housing Inc cannot specify how long it will take from the time a transfer request is approved until the tenant can be placed in a new, safe unit. **Mercy Housing Inc** will, however, act as quickly as possible to assist a tenant who qualifies for an emergency transfer. If **Mercy Housing Inc** identifies an available unit and the tenant believes that unit would not be safe, the tenant may request a transfer to a different unit. **Mercy Housing Inc** may be unable to transfer a tenant and their household to a particular unit if the tenant and their household has not established or cannot establish eligibility for that unit.

If **Mercy Housing Inc** does not have any safe and available units for which the tenant is eligible, **Mercy Housing Inc** will assist the tenant in identifying other covered housing providers who may have safe and available units to which the tenant could move. At the tenant's request, **Mercy Housing Inc** will also assist the tenant in contacting the local organizations offering assistance to victims of VAWA violence/abuse that are attached to this plan.

Making the Emergency Transfer Plan Available

Mercy Housing Inc and their agents will make the VAWA emergency transfer plan available upon request. These documents will also be posted in the leasing office.

We endeavor to ensure that all materials we distribute are drafted in a way that ensures effective communication with individuals with disabilities, including making materials available in alternative accessible formats (emailed, larger print etc), as well as providing reasonable accommodations.

Additionally, Mercy Housing Inc and their agents will provide all VAWA materials in the language(s) outlined in their language access plan to meet limited English proficiency (LEP) obligations.

Safety and Security of Tenants

When **Mercy Housing Inc** receives any inquiry or request regarding an emergency transfer, **Mercy Housing Inc** will encourage the person making the inquiry or request to take all reasonable precautions to be safe, including seeking guidance and assistance from a victim service provider. However, tenants are not required to receive guidance or assistance from a victim service provider. For additional information on VAWA and to find help in your area, visit <https://www.hud.gov/vawa>. To speak 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 four to eight hours per each covered housing provider's response, depending on the covered housing program. This includes the time to develop program and project-specific emergency transfer policies and develop contacts with local service providers. 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, DC 20410. This is a model plan and covered housing providers in programs covered by VAWA may, at their discretion, use it to develop their own emergency transfer plans, as required under 24 CFR 5.2005(e). While HUD does not intend to collect emergency transfer plans, HUD may access these plans to ensure compliance with the regulations. 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.

**CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING**

Confidentiality Note: Any personal information you share in this form will be maintained by your covered housing provider according to the confidentiality provisions below.

Purpose of Form: If you are a tenant of or applicant for housing assisted under a covered housing program, or if you are applying for or receiving transitional housing or rental assistance under a covered housing program, and ask for protection under the Violence Against Women Act ("VAWA"), you may use this form to comply with a covered housing provider's request for written documentation of your status as a "victim". This form is accompanied by a "Notice of Occupancy Rights Under the Violence Against Women Act," Form HUD-5380.

VAWA protects individuals and families regardless of a victim's age or actual or perceived sexual orientation, gender identity, sex, or marital status.

You are not expected **and cannot be asked or required** to claim, document, or prove victim status or VAWA violence/abuse other than as stated in "Notice of Occupancy Rights Under the Violence Against Women Act," Form HUD-5380.

This form is **one of your available options** for responding to a covered housing provider's written request for documentation of victim status or the incident(s) of VAWA violence/abuse. If you choose, you may submit one of the types of third-party documentation described in Form HUD-5380, in the section titled, "What do I need to document that I am a victim?". Your covered housing provider must give you at least 14 business days (weekends and holidays do not count) to respond to their written request for this documentation.

Will my information be kept confidential? Whenever you ask for or about VAWA protections, your covered housing provider must keep any information you provide about the VAWA violence/abuse or the fact you (or a household member) are a victim, including the information on this form, strictly confidential. This information should be securely and separately kept from your other tenant files. This information can only be accessed by an employee/agent of your covered housing provider if (1) access is required for a specific reason, (2) your covered housing provider explicitly authorizes that person's access for that reason, **and** (3) the authorization complies with applicable law. This information will not be given to anyone else or put in a database shared with anyone else, unless your covered housing provider (1) gets your written permission to do so for a limited time, (2) is required to do so as part of an eviction or termination hearing, **or** (3) is required to do so by law.

In addition, your covered housing provider must keep your address strictly confidential to ensure that it is not disclosed to a person who committed or threatened to commit VAWA violence/abuse against you (or a household member).

What if I require this information in a language other than English? To read this 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).

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 must first engage in the interactive process with you to identify possible alternative

accommodations. Your covered housing provider must also ensure effective communication with individuals with disabilities.

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

TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

1. Name(s) of victim(s): _____

2. Your name (if different from victim's): _____

3. Name(s) of other member(s) of the household: _____

4. Name of the perpetrator (if known and can be safely disclosed): _____

5. What is the safest and most secure way to contact you? (You may choose more than one.)

If any contact information changes or is no longer a safe contact method, notify your covered housing provider.

☐ Phone Phone Number: _____

Safe to receive a voicemail: ☐ Yes ☐ No

☐ E-mail E-mail Address: _____

Safe to receive an email: ☐ Yes ☐ No

☐ Mail Mailing Address: _____

Safe to receive mail from your housing provider: ☐ Yes ☐ No

☐ Other Please List: _____

6. Anything else your housing provider should know to safely communicate with you?

Applicable definitions of domestic violence, dating violence, sexual assault, or stalking:

Domestic violence includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who lives with or has lived with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

Spouse or intimate partner of the victim includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship.

Dating violence means violence committed by a person:

- (1) Who is or has been in a social relationship of a romantic or intimate nature with the victim; **and**
- (2) Where the existence of such a relationship shall be determined based on a consideration of the following factors: (i) The length of the relationship; (ii) The type of relationship; and (iii) The frequency of interaction between the persons involved in the relationship.

Sexual assault means any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent.

Stalking means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- (1) Fear for the person's individual safety or the safety of others **or**
- (2) Suffer substantial emotional distress.

Certification of Applicant or Tenant: By signing below, I am certifying that the information provided on this form is true and correct to the best of my knowledge and recollection, and that one or more members of my household is or has been a victim of domestic violence, dating violence, sexual assault, or stalking as described in the applicable definitions above.

Signature

Date

Public Reporting Burden for this collection of information is estimated to average 20 minutes per response. This includes the time for collecting, reviewing, and reporting. 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, DC 20410. Housing providers in programs covered by VAWA may request certification that the applicant or tenant is a victim of VAWA violence/abuse. 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.

**EMERGENCY TRANSFER REQUEST FOR VICTIMS OF
DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

Confidentiality Note: Any personal information you share in this form will be maintained by your covered housing provider according to the confidentiality provisions below.

Purpose of Form: If you are a tenant of housing assisted under a covered housing program, or if you are receiving transitional housing or rental assistance under a covered housing program, you may use this form to request an emergency transfer and certify that you qualify for an emergency transfer under the Violence Against Women Act (“VAWA”). This form refers to domestic violence, dating violence, sexual assault, or stalking as “VAWA violence/abuse.”

VAWA protects individuals and families regardless of a victim’s age or actual or perceived sexual orientation, gender identity, sex, or marital status.

You may 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 there is a threat of imminent harm from further violence, including trauma, if you (or a household member) 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.

A covered housing provider, in response to an emergency transfer request, should not evaluate whether you are in good standing as part of the assessment or provision of an emergency transfer. Whether or not you are in good standing does not impact your ability to request an emergency transfer under VAWA.

However, submitting this form does not necessarily mean that you will receive an emergency transfer. See your covered housing provider’s VAWA Emergency Transfer Plan for more information about VAWA emergency transfers and see “Notice of Occupancy Rights Under the Violence Against Women Act,” Form HUD-5380, for additional housing rights you may be entitled to.

Am I required to submit any documentation to my covered housing provider? Your covered housing provider may request documentation proving that you, or a household member, are a victim of VAWA violence/abuse, in addition to completing this emergency transfer request form. The request can be met by completing and submitting the VAWA Self-certification Form (Form HUD-5382), unless the covered housing provider receives conflicting information about the VAWA violence/abuse. If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you may, instead, choose to submit that documentation to your covered housing provider. See “Notice of Occupancy Rights Under the Violence Against Women Act,” Form HUD-5380, for more information.

Will my information be kept confidential? Whenever you ask for or about VAWA protections, your covered housing provider must keep any information you provide about the VAWA violence/abuse or the fact you (or a household member) are a victim, including the information on this form, strictly confidential. This information should be securely and separately kept from your other tenant files. This information can only be accessed by an employee/agent of your covered housing provider if (1) access is required for a specific reason, (2) your covered housing provider explicitly authorizes that person’s access for that reason, **and** (3) the authorization complies with applicable law. This information will not be given to anyone else or put in a database shared with anyone else, unless your covered housing provider (1) gets your written permission to do so for a limited time, (2) is required to do so as part of an eviction or termination hearing, **or** (3) is required to do so by law.

In addition, your covered housing provider must keep your address strictly confidential to ensure that it is not disclosed to a person who committed or threatened to commit VAWA violence/abuse against you (or a household member).

What if I need this information in a language other than English? To read this 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).

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 must first engage in the interactive process with you to identify possible alternative accommodations. Your covered housing provider must also ensure effective communication with individuals with disabilities.

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

TO BE COMPLETED BY OR ON BEHALF OF THE TENANT REQUESTING AN EMERGENCY TRANSFER

1. Name(s) of victim(s): _____
2. Your name (if different from victim's): _____
3. Name(s) of other household member(s): _____

4. Name(s) of other household member(s) who would transfer with the victim: _____

5. Name of the perpetrator (if known and can be safely disclosed): _____
6. Address of location from which the victim seeks to transfer: _____

7. Current Unit Size (# of bedrooms): _____
8. What is the safest and most secure way to contact you? (You may choose more than one.)
If any contact information changes or is no longer a safe contact method, notify your covered housing provider.

☐ Phone Phone Number: _____

Safe to receive a voicemail: ☐ Yes ☐ No

☐ E-mail E-mail Address: _____

Safe to receive an email: ☐ Yes ☐ No

☐ Mail Mailing Address: _____

Safe to receive mail from your housing provider: ☐ Yes ☐ No

☐ Other Please List: _____

9. Anything else your housing provider should know to safely communicate with you?

10. What features are requested for a safe unit? You may list here any information that would facilitate a suitable transfer, such as accessibility needs, and a description of where it is safe or unsafe for you to live.

(Please note that the ability to provide an emergency transfer is based on unit availability.)

- | | |
|---|--|
| ☐ New Neighborhood | ☐ New Building |
| ☐ First Floor unit | ☐ Second Floor unit (and above) |
| ☐ Near an Exit | ☐ Well-lit hallways/walkways |
| ☐ 24-hour Security | ☐ Accessible unit |
| ☐ Other: _____ | |

11. To approve your request for an emergency transfer, your covered housing provider may require that you provide written documentation that you (or a household member) are a victim of VAWA violence/abuse. Your covered housing provider must make this request for documentation in writing. You can choose to submit any one of the following types of documentation:

- Form HUD-5382 *Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation*, which asks your name and the perpetrator's name (if known and safe to provide);
- A document signed by a victim service provider, attorney, mental health professional, or medical professional who has helped you address the VAWA violence/abuse. The professional must state "under penalty of perjury" that he/she/they believe in the occurrence of the incident of VAWA violence/abuse and that it is covered by VAWA. Both you and the professional must sign the statement;
- A police, administrative, or court record (such as a protective order) that shows you (or a household member) are a victim of VAWA violence/abuse; OR
- If permitted by your covered housing provider, a statement or other evidence provided by you.

Certification of Tenant: By signing below, I am certifying that the information provided on this form is true and correct to the best of my knowledge and recollection, and that I meet the conditions described on this form to qualify for an emergency transfer.

Signature _____ **Date** _____

Public reporting burden for this collection of information is estimated to average 20 minutes per response. This includes the time for collecting, reviewing, and reporting. 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, DC 20410. Covered housing providers in programs covered by VAWA may ask for a written request for an emergency transfer for a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking. Housing providers may distribute this form to tenants and tenants may use it to request an emergency transfer. The information is subject to the confidentiality requirements of VAWA. 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: - 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) - 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 - 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 - 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 - 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 - 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 - 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 - 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	- STAND! For Families Free of Violence - Crisis Line: 1-888-215-5555 - Website: standffov.org - Services: Provides emergency shelter, counseling, and support services for domestic violence survivors.	Bay Area Legal Aid (BayLegal) - 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	The Center for Violence-Free Relationships - Phone: (530) 626-1131 - Phone: (916) 939-6616 - Website: thecenternow.org - Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence.	Legal Services of Northern California (LSNC) - Mother Lode Regional Office - 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	House of Ruth - Toll Free: 1-877-988-5559 - Website: houseofruthinc.org Services: Provides shelter, counseling, and support services for domestic violence victims.	Legal Aid Foundation of Los Angeles (LAFLA) - 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	Center for Domestic Peace - Phone: (415) 924-6616 - Website: centerfordomesticpeace.org - Services: Emergency shelter, counseling, and advocacy for domestic violence survivors.	Legal Aid of Marin - Phone: (415) 492-0230 - Website: legalaidsoc.org - Services: Provides free civil legal assistance to low-income individuals in areas like housing, employment, and consumer law.
Nevada, CA	Community Beyond Violence - Phone: (530) 272-3467 - Website: cbv.org - Services: Provides crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Auburn Office - 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	Human Options - Toll Free: 1-877-854-3594 - Website: humanoptions.org - Services: Offers emergency shelter, counseling, and education for individuals affected by domestic violence.	Legal Aid Society of Orange County (LASOC) - 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	Stand Up Placer - Phone: (800) 575-5352 - Website: standupplacer.org - Services: Provides emergency shelter, crisis intervention, and support services for victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Auburn Office - 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 • 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) • 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) • 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 • 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) • 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) • 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 • 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 • 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 • 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 • 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	CORASupport • Toll Free: 1-800-300-1080 • Website: corasupport.org • Services: Provides safety, support, and healing for individuals who experience abuse in San Mateo County.	Bay Area Legal Aid (BayLegal) - Redwood City Office • 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	Next Door Solutions to Domestic Violence • Phone: (408) 279-2962 • Website: nextdoorsolutions.org • Services: Offers emergency shelter, crisis counseling, and support services for survivors of domestic violence.	Bay Area Legal Aid (BayLegal) - San Jose Office • 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	Walnut Avenue Family & Women's Center • Toll Free: 1-866-2MYALLY ◦ (1-866-269-2559) • Website: wafwc.org • Services: Provides domestic violence support services, including emergency shelter and advocacy.	California Rural Legal Assistance, Inc. (CRLA) - Watsonville Office • 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	One SAFE Place • Phone: (530) 244-0117 • Website: ospshasta.org • Services: Offers emergency shelter, counseling, and legal assistance to victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Redding Office • 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	Casa de Esperanza • 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 • 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 • 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 • 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 • 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 • 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 • 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 • 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 • 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 • 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 • 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 • 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 • 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: • 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 • 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 • 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 • 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 • 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) • 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 • 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	YWCA of Pierce County - 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.	Tacoma-Pierce County Bar Association - Volunteer Legal Services Program - 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	Skagit Domestic Violence & Sexual Assault Services (Skagit DVSAS) - 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.	Skagit Legal Aid - 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	Domestic Violence Services of Snohomish County (DVS) - 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.	Snohomish County Legal Services - 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	SafePlace - 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.	Sound Legal Aid - 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	Domestic Violence & Sexual Assault Services of Whatcom County (DVSAS) - 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.	LAW Advocates - 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.

ATTACHMENT 4 - POST HOTMA Income Inclusions

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
- 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

ATTACHMENT 5 - POST HOTMA Income Exclusions

- 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 6 - POST HOTMA 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
- 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

Student Financial Aid

Apply individually to
each student
10/9/2024 HOTMA

