



Resident Selection Plan Serving Elderly Families **CRSS Apartments**

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Resident Selection Plan

Property Name	Cardinal Ritter Senior Services
Property Contact Name	Property Manager
Address	7601 Watson Rd.
Address	Main Office
City, State, Zip	St. Louis, MO 63119
Phone	314-961-8000
Fax	314-961-1363
TTY/TDD/Audio Relay	711 National Voice Relay

THE PURPOSE OF THE RESIDENT SELECTION PLAN

The Resident Selection Plan helps to ensure that residents are selected for occupancy in accordance with HUD requirements and established management policies.

Please contact the management office if you need help understanding this document.

- Contacte por favor la oficina de gestión si usted necesita ayuda a comprender este documento. (Spanish)
- Por favor contate o escritório de gerência se deve ajudar entendimento este documento. (Portugese)
- Si vous avez besoin d'aide à la compréhension de ce document, veuillez communiquer avec le Bureau de gestion. (French)
- Souple kontakte Biwo jesyon a si w bezwen èd pou konprann dokiman sa a. (Haitian Creole)
- Xin liên lạc với văn phòng điều hành nếu bạn cần giúp đỡ sự hiểu biết tài liệu này. (Vietnamese)
- Пожалуйста свяжитесь с офисом управления, если Вам нужна помощь в понимании этого документа. (Russian)
- Bitte kontaktieren Sie das Leitungsbüro, wenn Sie helfen müssen, dieses Dokument zu verstehen. (German)
- 請聯絡管理辦公室，如果你需要幫助理解這份文件。(Chinese)
- もしこの文書を理解しているための助けを必要とすれば、経営オフィスと連絡を取ってください。(Japanese)

AVAILABILITY OF THE RESIDENT SELECTION PLAN, APPLICATION AND SUPPORTING DOCUMENTS

A copy of the current Resident Selection Plan is available upon request. Applicants or someone assisting applicants with the Pre-Application or Application process may request a paper or electronic copy by contacting the property management staff.

An electronic version of the current Resident Selection Plan and associated documents are available at cardinalritterseniorservices.org. These include, but are not limited to:

- The Resident Selection Plan
- The Property Pre-Application Package or Application Package
- The Reasonable Accommodation & Modification (RAM) Policy and RAM Request
- The VAWA Policy and VAWA Request/Certification
- Current Income Limits
- HUD Brochures
- The Property Lease/House Rules/Pet & Assistance Animal Rules

The Pre-Application Package or Application Package may be printed and completed by hand or may be completed online and mailed or hand delivered to the property.



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BUSINESS RELATIONSHIP

The relationship between a landlord (owner/agent) and a resident or applicant is a business relationship. A courteous and business like attitude is required from both parties. The owner/agent reserves the right to refuse conduct business with anyone who is verbally abusive, swears, is disrespectful, makes threats, uses discriminatory language, appears to be intoxicated or under the influence of alcohol or drugs, is argumentative, or in general displays an attitude, at any time, which causes the owner/agent or the property staff to believe we would not have a positive business relationship.

If an applicant or any member of the applicant's family demonstrates unprofessional behavior in the presence of the management team or other residents/applicants, the applicant, the applicant's family and other members of the applicant's entourage (if applicable) will be required to leave the property and the applicant family will be rejected.

If the applicant or any member of the applicant's family exhibits threatening behavior, appears to be intoxicated or under the influence of alcohol or illegal drugs or attempts to intimidate the staff, the applicant, the applicant's family and other members of the applicant's entourage (if applicable) will be required to leave the property and the applicant family will be rejected.

If the applicant or any member of the applicant's family is not appropriately attired, when visiting the management office, the applicant will be asked to leave. Appropriate attire includes shoes, shirts and pants, shorts or skirts. Unacceptable attire includes, but is not limited to:

- Pajamas
- Bathing suits
- Clothing that allows display of foundation garments (underwear)
- Clothing with inappropriate language or pictures

The use of cell phones or other devices is not allowed when personally engaging with the property staff. If an applicant/resident is participating in a cell phone call, texting, reading a text or otherwise using any electronic device (not necessary to facilitate the meeting and/or to alleviate the symptoms of a disability), the property staff will discontinue communication until the applicant is able to "disengage".

To ensure the privacy of property staff, property residents and applicants, use of cell phones or other electronic devices (except those necessary to facilitate a meeting and/or alleviate the symptoms of a disability) by residents or applicants, is not allowed in the management office.

Animals, (other than Assistance Animals necessary to allow the applicant/resident to conduct business with the owner/agent) are not allowed in the management office.

Children are always welcome. When in the management office, minors must be supervised. Property staff is not responsible for child care or supervision.

Aside from standard property charges, property staff is not permitted to accept any money, gifts, services or favors connected with the Pre-Application or Application process or associated with any aspect of residency on this property.

If property staff solicits any mandatory payment for any part of the Pre-Application or Application process, the applicant should notify the property staff or the owner/agent, DIRECTOR OF HOUSING, AT 314-961-8000 EXT. 1226.



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SMOKE FREE HOUSING – DESIGNATED SMOKING AREA

Other than in designated smoking areas, smoking is prohibited in any area of the property, both private and common, whether enclosed or outdoors. This policy applies to all owners, property staff, applicants, residents, guests, and service persons.

“Smoking” shall include the inhaling, exhaling, or carrying of any lighted cigarette, e-cigarette or vape items.

Please note that use of illegal or controlled substances is grounds for denial of housing/assistance in accordance with the Quality Work & Housing Responsibility Act (QWHRA). This includes marijuana (including medical marijuana). State laws that legalize medical marijuana directly conflict with QHWRA and thus are subject to federal preemption.

NOTE: St. William I and St. William II are smoke free properties and DO NOT have designated smoking area.

USE OF MARIJUANA – FEDERALLY FUNDED PROPERTY

Regardless of the purpose of legalization under state law, the use of marijuana in any form, is illegal under the Controlled Substances Act (CSA) and therefore is an illegal, controlled substance under Section 577 of the Quality Housing and Work Responsibility Act (QHWRA). Based on federal law, new admissions of any marijuana user – including people who use medical marijuana - are prohibited.

Please note that use of illegal or controlled substances is grounds for denial of housing/assistance in accordance with the Quality Work & Housing Responsibility Act (QWHRA). This includes marijuana (including medical marijuana). State laws that legalize medical marijuana directly conflict with QHWRA and thus are subject to federal preemption.

Residents are prohibited from using marijuana (even in a smokeless manner).

If HUD rules change, the property Resident Selection Plan and the property House Rules may be edited to conform to the policies set forth by HUD.

SECURITY DEPOSIT REQUIREMENTS

The owner/agent must collect a Security Deposit at the time of the initial lease execution before moving in to the unit. The owner/agent requires that residents pay the security deposit in a guaranteed form (e.g., money order, cashier's check, bank check). Cash is not accepted.

The owner/agent will comply with any HUD rules and applicable state and local laws governing the Security Deposit.

The Security Deposit amount is based on the Total Tenant Payment (TTP) calculated at move in.

If the move-in certification is corrected, and the TTP is recalculated, the Security Deposit requirement will be recalculated as well. Otherwise, the amount of the Security Deposit established at move-in does not change when a resident's rent changes. Please review information about Security Deposits and Unit Transfers later in this document.

The applicant is expected to pay the Security Deposit from their own resources and/or other public or private sources. An applicant will be rejected if the Security Deposit cannot be paid before move-in.



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PETS

Residents are allowed to keep a pet in the unit.

Certain restrictions apply and are outlined in the property Pet & Assistance Animal Rules. Pets and Assistance Animals are to be approved **before** they are allowed to live in the unit. A copy of the Pet & Assistance Animal Rules is available upon request.

When applicable, residents must agree to pay any required Pet Deposit and must agree to abide by the property's Pet & Assistance Animal Rules.

If an applicant wishes to request approval of an Assistance Animal – necessary to alleviate the symptoms or side-effects of a disability, the applicant (or applicant's representative) must request a Reasonable Accommodation. Please review the process to request a Reasonable Accommodation in Appendix A. The applicant family should also review the Pet & Assistance Animal Rules which are available upon request.

PET DEPOSIT

The Pet Animal Rules require residents who own dogs or cats (pets) or keep dogs or cats (pets) in their units to pay a refundable Pet Deposit. This deposit is in addition to any other financial obligation generally imposed on residents.

The Pet Deposit will not exceed \$300.00. A \$50.00 initial Pet Deposit is required at the time the pet is brought on to the premises. The resident will be required to pay the remaining balance in increments of \$10.00 per month until the \$300.00 Pet Deposit is collected. Residents are allowed to pay the entire Pet Deposit in increments greater than those described if desired.

The owner/agent will use the Pet Deposit only to pay reasonable expenses directly attributable to the presence of the pet. Such expenses would include, but not be limited to, the cost of repairs and replacement to the unit, fumigation of the unit, and the cost of animal care facilities.

The owner/agent will return the unused portion of a Pet Deposit to the resident within a reasonable time after the resident moves from the property or no longer owns or keeps a household pet in the unit.

Residents, their guests and/or service providers are required to comply with the property Pet & Assistance Animal Rules.

HOUSING ASSISTANCE DEFINITION

The property is operating under the guidelines established for the HUD Multifamily Section 8 program. Each person must be familiar with the lease and lease attachments and capable of fulfilling the lease requirements.

SUBSIDY

The rent that a household pays is based upon the household income. The rent paid by residents may vary.

Single Residence/Subsidy Criteria

A household is eligible for assistance only if the unit will be the household's only residence. The owner/agent will not knowingly assist applicant who will maintain a residence in addition to the HUD-assisted unit.

Applicants MUST disclose if they are currently receiving HUD housing assistance. Residents can only receive subsidy for one unit/residence at a time. This prohibition does not prevent a person who is currently receiving assistance from applying for an assisted unit in another property.

If, for any reason, an applicant moves in to this property before moving out of another subsidized unit, the household will be required to pay market rent until the move out from the previous property is complete and the resident is



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eligible to receive HUD subsidy for this property. Assistance in the new unit will begin, if the household is still eligible, the day after assistance ends for the previous unit.

There is an exception to this rule. Children in joint custody arrangements can receive HUD housing assistance in two units when both parent/guardian families receive HUD housing assistance. However, only one household may use the \$480 dependent deduction to determine adjusted income. In these cases, additional verification is required.

The owner/agent will request:

- Verification of the custody/guardianship/living arrangement - *Please see Appendix C for additional information*
- Verification of the use of the \$480 deduction (only one family may take advantage of the \$480 dependent deduction). The owner/agent will verify use of the \$480 dependent deduction with the other owner/agent if:
 1. The child will live in the unit at least 50% of the time and
 2. The parent wishes to claim the \$480 deduction, and
 3. Both families are receiving HUD housing assistance

All adults will be required to sign the Self-Certification in Appendix B.

HUD HOUSING VOUCHERS

The owner/agent may not admit an applicant if any member is in possession of a HUD housing assistance voucher provided through HUD's Public and Indian Housing (PIH) program unless the applicant agrees to give up the voucher prior to occupancy. This will be verified with the Housing Authority providing the HUD housing assistance voucher.

Please note that housing assistance provided through HUD's Multifamily Housing program is not the same as the housing assistance provided through the voucher program. If any family member moves out, the housing subsidy will not move with the family as it does with a voucher. The family will be required to re-apply to a PHA to receive another voucher.

DUAL SUBSIDY

If the owner/agent discovers that any HUD housing assistance is still being paid after moving to a Cardinal Ritter Senior Services Apartment, no rent subsidy will be provided by the Department of Housing and Urban Development until the day after the subsidy stops. This rule applies to the entire household. Subsidy is NOT prorated.

Any assistance paid in error must be returned to HUD.

Applicants should consult with the Contract Administrator or the HUD office if any former landlord is accepting subsidy after move-out.

ASSISTED LIVING

The owner/agent and property staff does not provide, nor has the authority to provide, any personal care or personal supervision services. Any required care or supervision must be provided by the resident or aides supervised by the resident or the resident's representative(s). The owner/agent and property staff does not provide assistance with personal activities of daily living.

FAIR HOUSING POLICIES

Information about fair housing and civil rights protections are included in Appendix A and Appendix D of this Resident Selection Plan.



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ELIGIBILITY REQUIREMENTS

PROPERTY ELIGIBILITY DEFINITION

Household/Resident Type

The 202/8 and the 202 PRAC properties are designed to provide housing to low-income elderly/disabled families who meet the eligibility and screening requirements set forth in this Resident Selection Plan. **The head-of-household, the co-head-of-household or the spouse must be age 62 or older for the 202 PRAC properties. Age limits do not apply to other family members but if they are not age 62 at the time when the senior moves out, then they MUST move out.**

The head-of-household, the co-head-of-household or the spouse must be age 62 or older or disabled for the 202/8 properties. Age limits do not apply to other family members.

Income Limits

Income limits vary by household size. The owner/agent will provide applicants a copy of the current income limits for the property area upon request. In addition, applicants can review the income limits by accessing the following web site. <https://www.huduser.gov/portal/datasets/il.html>.

Income limits are updated at least annually. HUD requires that property managers incorporate the most recently published income limits when determining eligibility.

Applicants may also find the current property income limits on the property’s website.

For this property, qualified an applicant family’s income must be at or below the following income limit requirements:

Subsidy	Type of Income Limit
Section 202/8 and 202 PRAC except those funded in FY 1995	Very low-income limit
Section 202/8 and 202 PRAC funded in FY 1995	Low-income limit

Occupancy Standards

Occupancy standards serve to prevent the over-utilization or under-utilization of units that can result in an inefficient use of housing funding. Occupancy standards also ensure that residents are treated fairly and consistently and receive adequate housing space.

Below, please find this property’s occupancy standards description:

Number of Bedrooms	Min. # Household Members	Max. # Household Members
0	1	1
1	1	2

Any household placed in a unit size different from that defined in these Occupancy Standards shall agree to transfer to an appropriate size unit when one becomes available.

Verifying the Need for an Accessible Unit

When an applicant family requests an accessible unit or a unit preference, such as a first-floor unit, the owner/agent will conduct inquiries to:



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1. Verify that the applicant is qualified for the unit, which is only available to persons with a disability or to persons with a particular type of disability
2. Verify that a member needs the features of the unit as an accommodation to his or her disability
3. Verify that the applicant is qualified to receive a priority on the waiting list available to persons with a disability or to persons with a particular type of disability

PROGRAM ELIGIBILITY

Based on federal regulations, the owner/agent may admit only eligible applicants. In the selection of an applicant for admission, eligibility criteria have been established in accordance with HUD guidelines.

The following eligibility standards will be applied in accordance with HUD requirements:

1. The household's annual income must not exceed program income limits at move-in
2. The Head-of-Household (HOH), co-Head-of-Household and the spouse (regardless of age) must sign an Authorization for Release of Information (HUD Forms 9887 and 9887A) and owner/agent created verification documents prior to receiving assistance and annually thereafter
3. The unit for which the household is applying must be the household's only residence
4. An applicant must agree to pay the rent required by the program
5. Applicants who claim eligible status must disclose Social Security Numbers for all household members and provide proof of the numbers reported (*See additional information below*)
6. The household size must be appropriate for the available apartments (*See Occupancy Standards*)
7. All information reported by the household is subject to verification

Disclosure and Verification of Social Security Numbers

All household members receiving HUD housing assistance or applying to receive HUD housing assistance are required to provide a Social Security Number and adequate documentation necessary to verify that number.

This rule applies to all household members including live-in aides. Adequate documentation includes a Social Security card issued by the Social Security Administration (SSA) or other acceptable evidence of the SSN such as:

- Original Social Security card
- Driver's license with SSN
- Identification card issued by a federal, State, or local agency, a medical insurance provider, or an employer or trade union.
- Earnings statements on payroll stubs
- Bank statement
- Form 1099
- Benefit award letter
- Retirement benefit letter
- Life insurance policy
- Court records

Exceptions to Disclosure of Social Security Number

The Social Security Number requirements do not apply to:

1. Individuals age 62 or older as of January 31, 2010, whose initial determination of eligibility was begun before January 31, 2010.
2. Individuals who do not contend eligible immigration status.
3. A child under the age of 6 years added to the applicant family within the 6-month period prior to the household's date of admission. The household will have a maximum of 90-days after the date of admission to provide the Social Security Number and adequate documentation that the Social Security Number is valid. An additional 90 days may be granted under certain circumstances. If the household does not provide the Social Security Number and adequate documentation to verify the Social Security Number within the prescribed timeframe, HUD requires that the owner/agent terminate tenancy.
4. Foster children or adults when:



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- The foster agency will not provide the SSN or adequate documentation to verify the SSN; and
- HUD approves.

If, at the time a unit becomes available, all non-exempt household members have not provided adequate documentation necessary to verify Social Security Numbers, the next eligible applicant family must be offered the available unit.

All non-exempt household members have ninety (90) days-from the date they are first notified that a unit is available-to provide documentation necessary to verify the Social Security Numbers. During this 90-day period, the household may retain its place on the waiting list but will not be considered again until the required documentation is provided.

If, after ninety (90) days, the applicant family is unable to disclose/verify the Social Security Numbers of all non-exempt household members, the household will be determined ineligible and removed from the waiting list.

The applicant may apply again, after obtaining the appropriate documentation. The applicant family will be placed on the waiting list based on the date and time the **new** Pre-Application or Application is received.

Secondary Verification of the Social Security Number

The Social Security Number provided will be compared to the information recorded in the Social Security Administration database through HUD's Enterprise Income Verification System (EIV) to ensure that the Social Security Number, birth date and last name match.

If EIV returns an error that cannot be explained or resolved, assistance and/or tenancy may be terminated and any assistance paid in error must be returned to HUD.

If an applicant/resident deliberately provides an inaccurate Social Security Number, the owner/agent and/or HUD may pursue additional penalties due to attempted fraud.

Eligibility of Students Enrolled in an Institute for Higher Education

Student eligibility is determined at move-in/initial certification and at each annual certification. If student status changes for an adult during residency, the resident must report the change in student status and eligibility will be determined to see if the household is eligible to receive assistance.

If an applicant or existing resident is a student, the following criteria must be met in order for that student to be considered eligible.

1. The individual must be of legal contract age under state law.
2. The individual must not be claimed as a dependent by parents or legal guardians pursuant to IRS regulations.
3. The individual must have established a household separate from parents or legal guardians for at least one year prior to application for occupancy or the individual meets the U. S. Department of Education's definition of an independent student.

Independent Student

To be classified as an independent student, a student must meet one or more of the following criteria:

1. Be at least 24 years old by December 31 of the award year for which aid is sought
2. Be an orphan or a ward of the court through the age of 18
3. Be a veteran of the U.S. Armed Forces
4. Have legal dependents other than a spouse (for example, dependent children or an elderly dependent parent)
5. Be a graduate or professional student or
6. Be married
7. Be a vulnerable youth as defined by HUD and the Department of Education



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The individual must obtain a certification of the amount of financial assistance that will be provided by others signed by the individual providing the support. The financial assistance provided by persons not living in the unit is part of annual income that must be verified to determine eligibility and at each subsequent certification.

PROCEDURES FOR TAKING APPLICATIONS

It is the owner/agent's policy to accept and process Pre-Applications or Applications in accordance with HUD guidance. The owner/agent will make a reasonable accommodation to assist in the Pre-Application or Application process if the applicant is disabled.

- Upon request, the owner/agent will provide interested parties with a paper copy of the Pre-Application Package or Application Package. Applicants may make an appointment to pick up a Pre-Application Package or Application Package or may call the property management staff and request a paper copy.
- Upon request, the owner/agent will provide interested parties with an electronic copy of the Pre-Application Package or Application Package. Applicants may contact the property management staff and request an emailed copy.
- Applicants may download a copy of the Pre-Application Package or Application Package from our Cardinal Ritter Senior Services website at cardinalritterseniorservices.org.

Before completing or executing any forms, additional copies should be made.

The person who is indicated as the Head-of-Household (HOH) must execute and sign all documents that are included in the Pre-Application Package or Application Package.

All adult applicants must complete the Pre-Application Package or Application Package as instructed.

The owner/agent requires applicants to provide a government issued photo ID - used for verifying the identity of all applicants. A copy of the applicants ID may be provided using one of several alternatives including in-person or online means.

In some cases, and when appropriate, this ID may also be used to verify age.

The owner/agent may require a birth certificate or other like documentation that can be used to verify age and relationship to other household members as required by HUD.

All Pre-Applications or Applications can be submitted on site at the property management office. The owner/agent will accept Pre-Applications or Applications using alternative secure methods.

Because Pre-Applications or Applications include Personally Identifiable Information (PII), applicants must not submit Pre-Application Packages or Application Packages via email unless all attachments have been password protected and encrypted using an NIST compliant encryption solution.

All Pre-Applications or Applications can be submitted:

1. Via First Class mail
2. On site at the property management office,

The owner/agent will accept the Pre-Application or Application in an equally effective format, as a reasonable accommodation, if there is the presence of a disability.

All documents in the Pre-Application Package or Application Package must be **completed in full**, signed and dated in order to be accepted. Applicants **will not** be added to the waiting list until all Pre-Application or Application forms have been properly completed and signed as appropriate.



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INCOMPLETE APPLICATIONS

If the Pre-Application or Application is not complete, the owner/agent will attempt to contact the applicant to obtain missing information. The applicant will have ten (10) business days to respond and provide missing information. If the applicant fails to provide required information within the ten (10) day period, the owner/agent will return the Pre-Application or Application.

PRELIMINARY DETERMINATION OF APPLICANT ELIGIBILITY

Information needed to determine applicant eligibility shall be obtained, verified, and the determination of applicant eligibility performed, in accordance with HUD and property eligibility requirements.

Upon receipt of the completed Pre-Application or Application, the owner/agent will make a preliminary eligibility determination before adding a household to the waiting list or initiating final eligibility tasks. The owner/agent will review the Pre-Application or Application to ensure that there are no obvious factors that would make the applicant family ineligible.

If a preliminary eligibility review indicates that a household appears eligible for tenancy, but units of appropriate size are not available, the owner/agent will place the household on the waiting list for the property and notify the household when a suitable unit becomes available.

If no appropriate unit exists in the property, the owner/agent will reject the applicant family.

FINAL DETERMINATION OF ELIGIBILITY

When a unit becomes available, all eligibility criteria will be reviewed before a final eligibility determination is made. Being eligible, however, does not guarantee that the Pre-Application or Application will be approved.

All adult applicants (and if appropriate minors) will be subject to the certain screening based on landlord/rental history, and criminal history. If the screening process determines that the applicant family meets HUD's and the owner/agent's standards for admission, the family is found eligible.

LIVE-IN AIDES

Applicants must contact the management office staff if a live-in aide will be moving in to the unit. If the family plans to include a live-in aide, the live-in aide is not required to complete the same Pre-Application or Application forms. Live-in aides must complete the Live-in Aide Application and participate in screening and other verifications that are required.

The live-in aide must meet HUD's definition of a live-in aide.

The live-in aide has no rights to the unit as a remaining family member and must agree to relinquish possession of the unit within a reasonable time if the resident is absent for an extended period of time or if the resident leaves for any reason. The live-in aide will be required to sign an acknowledgement the live-in aide has no right of residency or occupancy if the resident is absent or if the resident moves out for any reason including death.

WAITING LISTS

To ensure that applicant families are appropriately and fairly selected for the next available unit (*when a unit of the appropriate size or type is not available at the time of Pre-Application or Application*), it is essential for the



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owner/agent to maintain waiting lists. The owner/agent will place the applicant family on the waiting list after preliminary eligibility determination is complete.

Applicants will have the option of specifying a desired unit size or multiple unit sizes when completing the Pre-Application or Application. The applicant family will be placed on the waiting list for all requested unit sizes/types as long as:

- The applicant meets the Occupancy Standards described in this plan, and
- The waiting list for the unit size is open

The Head-of-Household (HOH) will be contacted for the first unit that becomes available based on the selection guidelines described in this plan.

MAINTAINING WAITING LISTS

It is the policy of the owner/agent to administer its waiting list as required by HUD handbooks and regulations. The owner/agent will update the waiting list by removing the names of applicant families based on the requirements set forth in this plan.

The owner/agent will contact each applicant family annually. The Head-of-Household (HOH) will be the only person contacted unless otherwise requested.

If this letter is unable to be delivered by the United States Postal Service, the applicant family will be rejected and the household will be removed from the waiting list.

If the Head-of-Household (HOH) fails to respond to the owner/agent inquiries regarding the desire to remain on the waiting list, the applicant family will be rejected and the household will be removed from the waiting list.

In addition, the applicant must contact the property if household information changes (i.e. number of household members, number of future household members, criminal history, income, etc.). If the household size or composition changes, the owner/agent will:

1. Update the waiting list information and
2. Decide whether the household needs the same or a different unit

If, as a result of the household composition change, it is determined that the applicant family will be on the waiting list for a different unit type/size than originally indicated, the applicant family will maintain their place on the waiting list for the new unit size.

REMOVING APPLICANTS FROM THE WAITING LIST

The owner/agent will remove an applicant's name from the waiting list when if any of the following apply:

- Applicant requests removal
- Once an applicant moves into a CRSS apartment complex their name will be removed from all other housing sites that the applicant applied for. Applicant can apply at another CRSS Housing site after completely their first year lease and in good standing then they will be placed as in accordance to time and date applied at another CRSS apartment complex
- The unit that is needed – using household size as the basis – has changed, and no appropriate size/type unit exists in the property
- The unit that is needed – using household size as the basis – has changed, and the waiting list is closed for that unit size/type
- Applicant fails to meet eligibility requirements
- Applicant fails to meet occupancy standards
- Any individual applicant fails to meet screening requirements
- Applicant is rejected for any reason described in this plan



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- Applicant cannot be contact by US Mail (letters are returned or undeliverable)
- Applicant cannot be contacted by phone (number disconnected or changed)
- Applicant cannot be contacted by other electronic means including email.
- Applicant fails to keep Pre-Application or Application information up to date based on the requirements described in this plan
- Applicant was clearly advised, in writing, of the requirement to tell owner/agent of his/her continued interest in housing by a particular time and failed to do so
- Applicant refused second offer of a unit (See Right to Refusal Policy for additional information.)

If an applicant family is removed from the waiting list, and subsequently the owner/agent determines that an error was made in removing the applicant, the applicant will be reinstated at the original place on the waiting list.

If an applicant family is removed from the waiting list, and later, the applicant family feels that they are now qualified for assistance/tenancy, the applicant must submit a new Pre-Application or Application. The applicant family will be placed on the waiting list, as necessary, based on the submission date and time of the **new** Pre-Application or Application.

There are certain situations when the owner/agent may refuse to accept a Pre-Application or Application. The owner/agent will not accept Pre-Applications or Applications from individuals who were previously rejected because a member of the applicant family:

- Is subject to a state lifetime sex offender registry
- Has been rejected because he/she has been convicted of a crime as indicated in the criminal screening criteria (*certain time restrictions apply*)
- Has been evicted from another property managed or owned by the owner/agent
- Has been evicted from a federally assisted property for drug use in the last three years

In addition, if an applicant family previously accepted a unit offered by the owner/agent and the applicant family failed to take possession of the unit on the agreed upon date without notice to the owner/agent, the owner/agent reserves the right to refuse all future Pre-Applications or Applications.

SELECTING APPLICANT FROM THE WAITING LIST

When a unit becomes available, the owner/agent will contact the next applicant on the waiting list (*based on the selection criteria described in this plan*) and the applicant family will be required to meet with management for an eligibility interview.

No decisions to offer the unit shall be made until all information presented by the applicant has been verified and the final eligibility determination is complete.

PREFERENCES

Applicant families with preferences are selected from the waiting list and receive an opportunity for an available unit earlier than those who do not have a preference.

Assigning preferences to applicant families who meet certain criteria is a method intended to provide housing opportunities to applicant families based upon household circumstances.

Preferences affect only the order applicants are selected from the waiting list. They do not make anyone eligible who was not otherwise eligible. Preferences are not permitted if they, in any way, interfere with affirmative marketing efforts or fair housing requirements.



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Owner/agent-Adopted Preferences – Unit Transfer/Splits

Unit Transfer Preference: Residents who have submitted a Unit Transfer Request and who are deemed eligible for the transfer are given preference on the waiting list. This means that a resident transferring from one unit to another will be offered a unit before an applicant family.

Split Household Preference: If two or more adult household members reside in one unit and one or more adults choose to apply for a separate unit, the “new family” requesting a separate unit will be required to submit a Pre-Application or Application. Household members who remain in the existing unit are not required to re-apply.

The Pre-Application or Application will be reviewed for eligibility as described in this plan and if approved, that applicant family will receive preference over other residents and applicants.

If the household split is requested and qualifies for special consideration based on the VAWA Emergency Transfer policy, the request will receive preference over other requests to “split” a household.

Owner/agent-Adopted Preferences – Imminent Threat

VAWA Emergency Transfer (Internal Transfer): In some cases, families that qualify for a VAWA Emergency Transfer may receive preference over other residents who have requested a unit transfer. Victims of VAWA crimes who qualify for a VAWA Emergency Transfer (VET) will receive preference equal to other residents requesting an emergency transfer. Selection will be based upon the date and time the completed VAWA Emergency Transfer Request was received. Please see the VAWA Policy and/or contact property staff for additional information.

VAWA Emergency Transfer (External Transfer): In some cases, families that qualify for a VAWA Emergency Transfer may receive preference over other applicant families. Please see the VAWA Policy and the VAWA Emergency Transfer Plan and/or contact property staff for additional information if any family member is a victim of a VAWA crime, a person affiliated with such a victim or a person who is an advocate for a victim of a VAWA crime.

Preference for Homeless Individuals: HUD approved a request to implement a preference for homeless individuals.

Existing applicant families and new applicant families will be offered the opportunity to disclose homeless status. Such status will be verified, and when such verification is complete, homeless individuals will be added to the waiting list with a Homeless Preference. The Homeless Preference is not applied to all vacant units, but rather every 5th vacant unit. The preference will be offered to one (1) applicant who is eligible for the homeless preference before the standard applicant selection order is applied.

Emergency HUD Preference: On occasion, usually in response to a presidentially declared disaster, HUD requests that owner/agents implement a temporary preference for victims. The owner/agent may implement a temporary emergency preference based on requests from the Department of Housing.



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If HUD requests that the owner/agent implement such a request, the preference will be in place for a maximum of thirty (30) days from the date of notification to existing applicants.

If such a preference is implemented, applicant families who qualify for the preference will receive priority over other applicants/residents with preferences except when a resident has requested a unit transfer because

1. The resident requires the accessibility features of a different unit; or
2. There is a verified medical need for a unit transfer.

When an applicant qualifies for a preference because of a presidentially declared disaster, applicants moving from a property owned or managed by Cardinal Ritter Senior Services will receive preference over other applicants moving from other properties.

Involuntary Displacement: In response to other emergency situations that require an applicant to move from their existing home without notice (such as a fire, flood or natural disaster), the owner/agent will provide those victims with a preference over other applicants on the waiting list. The preference will be in place for a maximum of thirty (30) days from the date of notification to existing applicants.

When an applicant qualifies for a preference based on involuntary displacement, applicant moving from a property owned or managed by Cardinal Ritter Senior Services will receive preference over other applicants moving from other properties.

Weight of Preferences as Described

When offering a unit, the owner/agent will consider applicants and residents requesting unit transfers who qualify for preference over applicants and residents requesting unit transfer who do not qualify for any of the preferences described above.

Residents who are requesting new units and who meet the qualifications listed below will be placed on the preferred waiting list based on the date and time the completed Unit Transfer Request is received.

These existing residents will be placed first.

- Verified need for an accessible unit
- Verified need for a reasonable accommodation
- Verified medical need
- Imminent Threat (Involuntary displacement, HUD request, and VAWA Emergency Transfer)
- Resident is currently living in an accessible unit and no longer needs the features

Applicant families who qualify for the following preferences will be placed on the preferred waiting list based on the date and time the completed Pre-Application or Application is received. These applicant families will be placed next.

- Verified need for an accessible unit
- Verified need for a reasonable accommodation
- Verified medical need
- Imminent Threat (Involuntary displacement, HUD request, Homeless and VAWA Emergency Transfer)
(must define each preference)

Residents who are requesting new units and who do not qualify for the following preferences will be placed next based on the date and time the completed Unit Transfer Request is received and their eligibility for other preferences.



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Applicant families who do not qualify for the preferences listed above will be placed next based on the date and time the completed Pre-Application or Application is received and their eligibility for other preferences.

Accessible units will always be offered to residents and applicant families who need the features of the accessible unit before they are offered to residents and applicant families who do not need the features of an accessible unit.

Verification of Preferences

All preferences will be verified using the verification methodology described in this Resident Selection Plan.

Special consideration applies when a VAWA Emergency Transfer Request is submitted by a victim of a VAWA crime. If this is your situation, please review the information in Appendix D and/or contact the property staff for additional information.

When a Request for Preference is Denied

If it is determined that an applicant does not meet the criteria for receiving a preference, the applicant will receive notice of this determination within ten (10) business days. The notice will contain the reasons for the determination. The applicant family has the right to meet with the owner/agent representative to review or appeal the decision.

Change in Preference Status While on the Waiting List

Occasionally applicant families on the waiting list who did not qualify for a preference when they applied will experience a change in circumstances that qualifies them for a preference. In such cases, it is the responsibility of the applicant to contact the owner/agent so that their change in status may be verified and the waiting list can be updated to reflect the preference as appropriate.

To the extent the verification determines the applicant family does now qualify for a preference, they will be selected from the waiting list in accordance with the preference and the date the Pre-Application or Application was received.

Exceptions to the Preference Rule

Management will give priority to current residents:

- Residing in a unit that has been determined uninhabitable due to flood, fire or other natural disaster
- When a unit is designated for rehabilitation or repair

These situations represent extenuating circumstances and the normal selection order may be adjusted to address the needs of these residents.

OPENING AND CLOSING WAITING LIST

In order to ensure that applicant families on the waiting list are processed in a reasonable amount of time, the owner/agent may stop accepting Pre-Applications or Applications and close waiting lists in whole or in part. Decisions about closing and opening the waiting list will be based on the number of Pre-Applications or Applications available for a particular size and type of apartment and the ability of the owner/agent to house an applicant family in an appropriate apartment within a reasonable period of time.

The owner/agent will use a thirty-six (36) month waiting period to determine whether the waiting list may be closed. If the owner/agent has sufficient Pre-Applications or Applications, the waiting list may be closed completely. Notices announcing that the waiting list is closed or open will be publicly announced in the following manner:

- The property web site
- Local newspapers
- Publications described in the Affirmative Fair Housing Marketing Plan
- Flyers distributed in applicable neighborhoods

Interested parties who insist on submitting Pre-Applications or Applications when the waiting list is closed will not be considered. The Pre-Application or Application **will not be reviewed** and will be returned.



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During the period when the waiting list is closed, the owner/agent **will not** maintain a list of individuals who wish to be notified when the waiting list is reopened.

PRIVACY POLICY

It is the policy of the owner/agent 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 owner/agent.

Unless the individual about whom information is requested gives consent to such disclosure, neither the property owner nor its agents shall disclose any personal information to any person or agency, other than:

- Staff associated with the property as appropriate;
- Service providers as appropriate;
- HUD;
- HUD's agents;
- Contract Administrators;
- Other federal/state entity or investor auditing entities.

The Privacy Act in no way limits the owner/agent's ability to collect such information to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

VERIFICATION

The owner/agent shall obtain verifications in compliance with requirements set forth by the Department of Housing and Urban Development. After the preliminary eligibility determination, no decision to approve a Pre-Application or Application shall be made until information provided on the Pre-Application or Application form and during subsequent interviews has been collected and any necessary follow-up interviews have been performed.

All information relative to the following items must be verified as described in these procedures.

INFORMATION TO BE VERIFIED

Information to be verified includes, but is not limited to:

- 1) Eligibility for Admission, such as
 - a) Income
 - b) Assets and Asset Income
 - c) Identification
 - d) Age
 - e) Household Composition
 - f) Social Security Numbers
 - g) Legal Immigration (*Not required in PRACS*)
 - h) Student Status
 - i) Current HUD Assistance
- 2) Allowances, such as
 - a) Age
 - b) Disability
 - c) Full Time Student Status
 - d) Child Care Expenses
 - e) Disability Assistance Expenses
 - f) Medical Expenses (For Elderly/Disabled Households Only)
- 3) Preferences
 - a) Homeless status
 - b) Veteran status
- 4) Compliance with Resident Screening Guidelines, such as
 - a) Criminal History



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- b) Rental/Residence History
- 5) The Need for an Accessible Unit

METHODS OF VERIFICATION

Verifications will be attempted in the following order:

1. Streamlined Verification (3-year verification of fixed income, 3-year verification of assets when applicable, 3-year verification of income for fixed income families)
2. Upfront Income Verification (UIV)
3. Third-party (as appropriate)
4. In the absence of any of the above, notarized or witnessed statements from the household member. Each file will be documented, when appropriate, to show that staff attempted to obtain third-party verification before relying on family certification.

SOURCES OF INFORMATION

Sources of information may include, **but are not limited to:**

- Any member of the applicant family
- Present and former housing providers/landlords
- Present and former employers
- Banks
- Insurance Companies
- Any Asset Manager
- Family members
- Any person or organization providing gifts/regular contributions to any member
- Criminal Screening providers
- Eviction Screening providers
- Social workers/Parole Officers
- Court records
- Drug Treatment Centers
- Health Providers
- Physicians
- Clergy
- Schools/Institutes of Higher Education
- Department of Homeland Security (DHS)
- Department of Health and Human Services (HHS)
- The Internal Revenue Service (IRS)
- The Social Security Administration (SSA)
- Medicare/Medicaid
- Representative of the United States Armed Forces
- Any federal/local benefit providers
- Pharmacies
- Utility Providers
- Local and non-local law enforcement
- Automated criminal databases
- Sexual Offenders registries when available
- The world wide web (internet)

The owner/agent will be the final judge of the credibility of any verification submitted by an applicant. If the owner/agent questions the validity of a document or the validity of information provided, it will be reviewed by management staff for a ruling regarding acceptability.



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PERIOD FOR VERIFICATION

Only verified information that is less than 120 days old may be used for verification. Verified information not subject to change (such as a person's date of birth) will not be re-verified.

CONSENT AND VERIFICATION FORMS

Regardless of age, the Head-of-Household (HOH), the co-Head-of-Household (HOH), the spouse of the Head-of-Household (HOH) and all adult members of a household must sign HUD's consent forms so that the owner/agent can verify eligibility.

1. HUD-9887, *Notice and Consent for the Release of Information to HUD and to a PHA*
2. HUD-9887-A, *Applicant's/Resident's Consent to the Release of Information Verification by Owners of Information Supplied by Individuals Who Apply for Housing Assistance*

Consent and verification forms protect the rights and privacy of residents and applicants by allowing them to have control over any information collected about them.

All adult members of an applicant family or resident household must also sign individual verification forms authorizing the owner/agent to verify household income and applicable eligibility factors (e.g., disability status) and to allow for screening.

When a minor living in the unit turns 18, he/she will have thirty (30) days to meet with management staff and sign appropriate forms. Failure to do so will result in termination of subsidy for the entire household.

PROVISIONS FOR REFUSAL TO SIGN REQUIRED VERIFICATION FORMS

If any member of the applicant family does not sign and submit the consent forms as required, the owner/agent must reject the Pre-Application or Application and deny assistance and/or tenancy.

MISREPRESENTATION

Any information, provided by an applicant that proves to be untrue may be used to disqualify the applicant family because of misrepresentation or attempted fraud.

The owner/agent will not take any action to reduce or deny assistance based on inconsistent information received during the verification process until the owner/agent has independently investigated the information. The owner/agent considers false information about the following to be grounds for rejecting an applicant family:

- Identity
- Social Security Numbers/Information
- Income/Assets/Income from Assets
- Household Composition
- Disability
- Birth Date/Age
- Citizenship, Naturalization, And/or Eligible Immigration Status (*Not applicable for PRACs*)
- Eviction History
- Criminal History
- Sexual Offender Status
- Eligibility for Preferences and Priorities
- Allowances
- Current/Previous Residence History
- Current Housing Assistance
- Status as A Student

Unintentional errors that do not cause preferential treatment will not be used as a basis to reject applicant families.



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APPLICANT SCREENING CRITERIA

Screening is performed in a manner that is reasonable, consistent, and complies with fair housing laws. Screening is used to help ensure that households admitted to a property will abide by the terms of the lease, pay rent on time, take care of the property and unit, and allow all residents to peacefully enjoy their homes.

Anyone who wishes to live on the property must be screened prior to moving in. This includes, but is not limited to, live-in aides, security/police officers or additional household members wishing to move-in after the initial move-in. The current screening guidelines in place at the time the new household member applies will be used to determine eligibility for admission.

SCREENING FOR DRUG ABUSE AND OTHER CRIMINAL ACTIVITY

HUD has established standards that prohibit admission of:

1. Any applicant family in which any member was evicted in the last three years from federally assisted housing for drug-related criminal activity
2. An applicant family which is currently engaged in illegal use of drugs or for which the owner/agent 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 property by other residents. The owner/agent has implemented a policy to address the term "currently engaged". Current will be indicated and investigated if there is a record of arrest or conviction within the last two (2) years.
3. Any applicant family member if there is 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
4. Any applicant family that includes household member who is subject to any state lifetime sex offender registration requirement (household member may be removed).

In addition to HUD requirements, the owner/agent has established a policy to reject all applicant families when any member of the applicant family has engaged in criminal activity as described in this document.

The owner/agent will reject Pre-Applications or Applications if any household member's criminal history includes one or more of the following:

1. Criminal activities resulting in felony conviction involving violence, potential violence, destruction of property, human trafficking, terrorist activities, weapons charges or the illegal distribution or manufacture of an illegal or controlled substance. Applicant families that include members with this type of criminal history will be automatically denied. The owner/agent will meet with the applicant and the applicant's family and will consider extenuating circumstances if the conviction or exit from incarceration (whichever is later) occurred no less than ten (10) years before the date of Pre-Application or Application and when no additional criminal activity is indicated.
2. Criminal activities resulting in other felony convictions if the conviction or exit from incarceration occurred no less than ten (10) years before the date of Pre-Application or Application. The owner/agent will consider extenuating circumstances when no additional criminal activity is indicated.
3. A record of three or more separate instances where the applicant is involved in criminal activities resulting in felony conviction.
4. Criminal activities resulting in misdemeanor convictions involving violence, potential violence, destruction of property, human trafficking, terrorist activities, weapons charges or the illegal distribution or manufacture of a controlled substance within five (5) years of conviction or exit from incarceration, whichever is later. The owner/agent will meet with the applicant and will consider extenuating circumstances if the conviction or exit from incarceration (whichever is later) occurred no less than three (3) years before the date of Pre-Application or Application and when no additional criminal activity is indicated.



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5. Criminal activities resulting in other misdemeanor convictions within three (3) years of conviction or exit from incarceration, whichever is later. The owner/agent will consider extenuating circumstances when no additional criminal activity is indicated.
6. A record of three (3) or more separate instances where the applicant is involved in criminal activities resulting in misdemeanor convictions where the last conviction or exit from incarceration is within five (5) years.
7. United States Code Title 8, subsection 1324(a) (1) (A) prohibits the harboring of illegal aliens. The provision of housing to illegal aliens is a fundamental component of harboring. Residents may be required to provide proof of citizenship or legal immigration status.
8. Any member of the applicant family is currently subject to registration under a state sex offender registration program. If the owner/agent determines that a registered sex offender is part of the applicant family, the owner/agent will allow the applicant family to remove the sex offender from the Pre-Application or Application. Removal must be documented using a signed, notarized copy of the owner's form. The applicant family will have ten (10) business days to provide verification that the household member has alternative housing or that the household member has applied for alternative housing. Failure to provide such documentation will result in rejection of the applicant family. In this case, the owner/agent reserves the right to monitor household composition after move-in. If the owner/agent discovers that a sex offender has moved in to the unit, assistance will be terminated and the household will be evicted in accordance with HUD requirements. Any assistance paid-in-error must be returned to HUD.

If the owner/agent is unable to complete required criminal or sexual offender screening due to the applicant's failure to provide required information or release forms, the applicant family will be rejected.

If a resident or applicant has requested VAWA protections and such protections have been justified based on owner/agent investigation, the alleged abuser/perpetrator will not be approved to live on the property.

CONSIDERATION OF EXTENUATING CIRCUMSTANCES

In deciding whether to exercise discretion to admit an individual or applicant family that has engaged in prohibited criminal activity, the owner/agent will, upon request, consider all of the circumstances relevant to the particular admission or eviction decision, including but not limited to: the seriousness of the offending action; the effect that denial of the entire applicant family would have on family members not involved in the criminal activity; and the extent to which the applicant has taken all reasonable steps to prevent or mitigate the criminal activity.

Additionally, when specifically considering whether to deny admission for illegal drug use by a household member who is no longer engaged in such activity, the owner/agent will, upon request, consider whether the household member is participating in or has successfully completed a drug rehabilitation program, or has otherwise been rehabilitated successfully.

CRIMINAL SCREENING DISCOVERIES

If the criminal background investigation results indicate that the applicant does not meet the criminal screening criteria, the owner/agent will reject the applicant in accordance with HUD guidance and the owner/agent's standards for applicant rejection.

Before rejecting the applicant family, the owner/agent will compare the information provided by the applicant with the criminal history report. If the information conflicts, the owner/agent will:

- Notify the applicant of the proposed action based on the information;
- Provide the content of the criminal record and information about how to obtain a copy of the information;
- Provide the applicant with an opportunity to dispute the accuracy and relevance of the information obtained from any law enforcement agency;
- Allow the applicant's family the opportunity to remove the household member.



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In this situation, applicants will have ten (10) business days to contact the owner/agent and provide evidence to refute the criminal discovery. If the applicant fails to contact the owner/agent or indicates that he/she cannot provide documentation to refute the criminal discovery, the owner/agent will reject the Pre-Application or Application and remove the applicant from the waiting list.

If, after move-in, the owner/agent discovers that there was criminal history that would have resulted in rejection, the owner/agent will contact the resident to ascertain the accuracy of the criminal report. If the resident would have been rejected had the information been known at the time of the eligibility determination, the owner/agent will take appropriate action including notifying HUD's Office of the Inspector General of potential fraud and pursuing termination of tenancy (eviction).

SCREENING RENTAL HISTORY

If any member of the applicant family has been evicted from any property owned or managed by Cardinal Ritter Senior Services for lease violations, that applicant will be rejected.

The owner/agent will review rental history with any landlord indicated in the past three (3) years. The owner/agent will also review information provided through automated databases including eviction databases. If any member of the applicant has been evicted from any property, for lease violations, within the last three (3) years, the applicant will be rejected.

If an applicant fails to identify one or more residences where he/she lived in the last three (3) years, the applicant family will be rejected and the applicant family will be removed from the waiting list.

The owner/agent will contact the prior property owner/agent (as indicated above) and inquire about the following information:

- Adherence to the lease & community policies
- Compliance with certification reporting requirements
- Rental payment performance
- Compliance with requirements to fully and accurately disclose income information in a timely manner
- Requirement to return assistance paid in error due to under-reporting income or un-reported income
- Unit maintenance/damage
- Presence of bed bugs, head lice, roaches or other parasitic infestation
- Record of disturbing neighbors
- Complaints

If information obtained is negative the applicant family will be rejected. Negative responses include but are not limited to:

- Failure to comply with the lease
- Failure to comply with House Rules, Pet & Assistance Animal Rules
- Failure to fully and accurately report income, new employment or changes in household composition in a timely manner
- Providing false information
- Attempting to receive or receiving HUD assistance in multiple units/homes
- Slow or no response to requests to recertify
- Poor rental payment history (average more than two (2) late payments per year, record of bounced checks, any outstanding balance)
- Record of poor unit maintenance or damage to the unit beyond normal wear-and-tear
- Presence of parasitic infestation unless all members of the applicant family agree to have all unit contents treated before move-in (*owner/agent will arrange for and pay for treatment*)



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- Complaints from neighbors regarding actions that directly affect the peace and quiet comfort of others living in the community
- Record of actions that interfered with or prevented the previous landlord from effectively managing the property.
- A current outstanding balance owed by any household member to a prior landlord
- A current outstanding balance owed by any household member to HUD to return assistance paid in error
- Refusal to execute or pay repayment agreements to return improper payments to HUD

If the prior landlord will not or cannot provide information about an applicant's landlord history, the owner/agent will consider such history positive unless there is other evidence supporting a negative rental performance.

If an applicant has no landlord history, the landlord screening will be considered "positive".

SCREENING FOR RECEIPT OF HUD ASSISTANCE IN ANOTHER UNIT

All applicants **MUST** disclose if they are currently receiving HUD housing assistance. The owner/agent will not knowingly assist applicants who will maintain a residence in addition to the HUD-assisted unit on this property. HUD provides the owner/agent with information about an applicant's current status as a HUD housing assistance recipient.

The owner/agent will use the **EIV Existing Tenant Search** provided via HUD's Enterprise Income Verification System (EIV) to determine if the applicant or any member of the applicant family is currently receiving HUD housing assistance. This includes live-in aides.

Nothing prohibits a HUD housing assistance recipient from applying to this property. However, each member of the applicant must complete move out from the current property and/or forfeit any voucher before HUD assistance on this property will begin. Special consideration applies to minor children where two assisted families share custody

If an applicant fails to fully and accurately disclose rental history, the Pre-Application or Application may be denied based on the applicant's "misrepresentation" of information and the applicant will be removed from the waiting list. This information will be reviewed periodically after move-in.

If any household member receives or attempts to receive HUD housing assistance while receiving HUD housing assistance on this property, the household member will be required to return improper payments to HUD. This is considered a material lease violation and may result in penalties up to and including eviction and pursuit of fraud.

REJECTING INELIGIBLE OR UNQUALIFIED APPLICANTS

The owner/agent reserves the right to reject applicants for admission based on any of the following:

- No unit of the appropriate size exists on the property
- The applicant family fails to meet the HUD indicated eligibility requirements for the assistance program/property
- Any non-exempt member of the applicant family fails to provide a Social Security Number or adequate documentation to verify the Social Security Number (SSN)
- Any member of the applicant family fails to meet the applicant screening requirements
- Any member of the applicant family fails to sign appropriate verification documents
- Misrepresentation
- Fraud



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- Any member of the applicant family fails to respond to management inquiries for additional information during the Pre-Application or Application process
- Any member of the applicant family fails to provide changed household information to the management company as indicated
- The owner/agent is unable to contact the applicant family via US Mail (letters undeliverable or returned) and/or by phone (number disconnected or changed)
- Any member of the applicant family has a record of eviction, for lease violations, from any property managed by Cardinal Ritter Senior Services
- Any member of the applicant family has a record of eviction, for lease violations, from any property within the last three years
- Any member of the applicant family has a record of outstanding or overdue payments to a previous landlord
- Any member of the applicant family has a record of outstanding or overdue payments to HUD
- Any member of the applicant family refused to allow treatment of unit contents, at the cost of the owner/agent, when there is history of the presence of bed bugs, fleas, or other parasites
- The applicant family is unable to pay the Security Deposit required
- The applicant family is unable to take possession of the unit within 30 days
- The applicant family is unable to pay the first month's rent (prorated if appropriate)
- The applicant family refuses two or more unit offers

REJECTION NOTICES

The owner/agent will promptly notify the applicant family (Head-of-Household (HOH)) of the denial of admission or assistance. A rejection will be sent to the Head-of-Household (HOH) via First Class Mail. The rejection letter will include the reason(s) for the rejection. It is up to the HOH to communicate with other adult family members. Any adult applicant may request an electronic or paper copy of the rejection letter.

APPEALING THE DECISION TO REJECT

Any applicant may make a request to appeal the rejection within **fourteen (14) calendar days from the date of the rejection**. The appeal may be made in writing or via email. If the applicant appeals the rejection via email, the email must not contain any personally identifiable information such as a date of birth, Social Security Number, etc.

The owner/agent will accept the request in an equally effective manner, as a reasonable accommodation, if there is the presence of a disability. Such requests are to be submitted to the property management office.

If there is no appeal request **within fourteen (14) days**, the rejection will be considered final. Reasons to appeal include:

- Applicant believes the decision has been made in error
- Applicant believes there are extenuating circumstances that should be considered
- The applicant is a victim of abuse covered by the Violence Against Women Act and the applicant feels that status as a victim contributes to the decision to deny
- The applicant is a person with a disability, and you believe a reasonable accommodation would allow us to continue processing the Pre-Application or Application
- The applicant was rejected because a member is someone who did not "pass" criminal screening or is a registered sex offender and the applicant wishes to remove that household member

Any staff person engaged in the initial review will not be involved in the appeal. Applicants may include a representative to assist in the appeal meeting. Applicants and/or their representatives have the right to request a reasonable accommodation to:

- Assist in facilitating your request for appeal
- To assist in your participation during the appeal meeting



Resident Selection Plan

The owner/agent will provide notification of a final decision within five (5) business days of the meeting.

OFFERING AN APARTMENT

When a unit becomes available and eligibility is determined, available units will be offered using one or more of the following methods:

- In writing
- Over the phone
- By email

If the owner/agent is unable to contact the Head-of-Household (HOH) within five (5) business days from the date of the letter, the offer will be cancelled and the apartment will be offered to the next applicant based on the selection criteria described in this plan.

Failure to respond to the owner/agent will be considered a refusal of the unit offer. (See Right to Refusal policies.)

OFFERING ACCESSIBLE UNITS

Units that have been made accessible in accordance with the Universal Federal Accessibility Standards or the Americans with Disabilities Act Accessibility Guidelines will be offered to applicants with disabilities first. In some cases, the owner/agent may implement marketing effort to ensure that disabled households occupy accessible units.

Units with communication accessible features will be offered to households with a verified need for communication accessible units first. Units with mobility accessible features will be offered to households with a verified need for mobility accessible units first.

After move-in, if the applicant who required the special features of the accessible unit no longer resides in the unit, and where the lease permits, the owner will require the remaining members of the household to move to a unit without accessibility features when such a unit of the appropriate size becomes available.

If there is no applicant or resident on the waiting list that has requested an accessible unit, the unit will then be offered to the next applicant based on the selection order.

Before the applicant can accept that accessible unit, the applicant family must sign an agreement that includes a requirement to move, at the applicant's expense, to the first available non-accessible unit that meets the applicant's occupancy requirements as described in this plan. The resident will not be required to move if:

1. No unit that meets the household's occupancy requirements is available
2. There is no applicant on the waiting list requesting an accessible unit

In either of the cases above, the household will have a maximum of thirty (30) calendar days to complete the move. If the applicant fails to move in thirty (30) calendar days, assistance will be terminated. This rule, in no way, affects the single residence criteria. The household can only accept assistance in one unit on any given day.

OFFERING UNITS TO APPLICANT REQUESTING ACCESSIBILITY FEATURES

The owner/agent will not skip over a household that has reached the top of the waiting list and has indicated a need for certain unit features because of a disability.

The applicant will be given the opportunity to benefit from the program and decide, in compliance with the Fair Housing Act and Section 504, whether a unit meets the needs. The applicant may accept the unit and request some modification to the unit as a reasonable accommodation. See Appendix A for information about requesting a reasonable modification.



Resident Selection Plan

OFFERING UNITS TO APPLICANT OR RESIDENTS WITH PREFERENCES

Applicants/residents with preferences are selected from the waiting list and receive an opportunity for an available unit earlier than those who do not have a preference.

RIGHT TO REFUSAL

The Right to Refusal Policy applies to applicant and existing residents who have submitted a Unit Transfer Request. Residents requesting unit transfer and applicants will be offered available units based on the information included in this Resident Selection Plan.

Each household will be offered the opportunity to accept an offered apartment two (2) times. If a resident/applicant does not wish to accept an offered apartment, they have the right to refuse the offer.

Residents/applicant must notify the owner/agent of their intent to refuse the unit offer by using one or more of the following methods:

- In writing (delivered by fax, mail or other means)
- By email
- Over the phone

Note: If the refusal is made over the phone, contact must be made with a member of the management staff. Leaving a message is not adequate.

The first time an applicant family or resident refuses a unit, the unit will be offered to the next qualified household based on the selection order described above. The applicant family or resident will retain the same place on the waiting list. The second time an applicant family or resident refuses an offered unit, the household will be removed from the waiting list.

Right to refusal policies will be modified in five cases:

1. If an applicant family requesting an accessible unit or a resident requesting an accessible unit is at the top of the waiting list, they will be offered units as they become available regardless of whether they include accessible features. A disabled household has the right to refuse an unlimited number of non-accessible units or units that do not meet specific accessibility requirements.
2. If an applicant family or resident with no disabled members is at the top of the waiting list, and there are no disabled households on the waiting list, that household may be offered an accessible unit. An applicant family with no disabled household members has the right to refuse an unlimited number of accessible units or units that do not meet their needs.
3. Any applicant family may reject an available unit on a property set aside for the elderly and/or disabled if this unit is close to another unit with an animal. This action will not negatively affect the household's Pre-Application or Application for occupancy or position on the waiting list to be eligible for the next available unit. The owner/agent is not obligated at the time the applicant rejects a unit to provide an alternate unit.
4. An applicant family or resident that qualifies for a VAWA Emergency Transfer or a person who is affiliated with the person who is a victim of a VAWA crime does not consider the unit "safe".

TIMEFRAME FOR TAKING POSSESSION OF A UNIT

The applicant family must agree to take possession of a unit in no more than thirty (30) calendar days unless the owner/agent provides exception to this policy.

If the applicant family does not complete appropriate paperwork and does not take possession of the unit within thirty (30) days from accepting the offer, the applicant family will be subsequently rejected and removed from the waiting list. (Extenuating circumstances related to verified medical situations will be considered.)



Resident Selection Plan

The owner/agent reserves the right to refuse subsequent Pre-Applications or Applications. The unit will be offered to the next eligible applicant family/resident.

UNIT TRANSFER POLICIES

The owner/agent will accept requests for transfer based on the following:

1. There is a need for a unit transfer based on the verified need for an accessible
2. There is a verified need for a reasonable accommodation or a verified medical need for a different unit
3. There is a need for a unit transfer of a household that does not require the accessibility features of a unit in which they are living
4. The resident has requested and qualifies for a VAWA Emergency Transfer

Existing residents must complete a Unit Transfer Request. The Unit Transfer Request must be completed and signed by the head of household and all adult household members who wish to move. The owner/agent will accept the Unit Transfer Request in an equally effective format, as a reasonable accommodation, if there is the presence of a disability. Special consideration is given when the unit transfer is requested because:

- There is a verified need for a reasonable accommodation or a verified medical need for a different unit
- There is a need for a unit transfer of a household that does not require the accessibility features of a unit in which they are living to accommodate a disabled resident/applicant on the waiting list.
- The resident has requested and qualifies for a VAWA Emergency Transfer

Except under specific circumstances, unit transfers will be granted only if:

- The household has not given notice to move
- The resident is not being evicted
- The resident is current for all outstanding charges
- The resident has not entered in to a repayment agreement for failing to fully and accurately report income or household composition
- The resident has no record of more than one minor lease violation in the last 12 months
- The resident has no record of any major lease violations
- The resident complies with lease provisions regarding decent safe and sanitary conditions of the current unit

A unit transfer request for a household whose size/composition has not changed since move-in (or most recent transfer) will not be considered for at least one year.

An appropriately sized unit will be available before the resident household is required to move. At that time, the household will have thirty (30) days to complete the transfer or face termination.

SECURITY DEPOSITS, PET DEPOSITS & UNIT TRANSFERS

When a resident transfers to a new unit, the owner/agent will charge a new Security Deposit and refund the Security Deposit for the old unit less any outstanding amounts for rent, fees or damages. If damages to the unit exceed the Security Deposit amount, the resident must pay for any damage charges within thirty (30) days.

When a resident owns a pet, the original unit will be assessed for damages caused by the pet. The Pet Deposit will be reduced by charges for those damages and the resident will be required to obtain a Pet Deposit balance of \$300.00 for the new unit. The resident will be allowed to pay the new Pet Deposit balance due in \$10.00 monthly payments until the \$300.00 Pet Deposit balance is reached.

If damages to the unit, caused by the pet, exceed the Pet Deposit amount, the resident must pay for any damage charges within thirty (30) days.



Resident Selection Plan

When a resident transfers to a new unit with all other household members, the owner/agent will transfer the existing Security Deposit and Pet Deposit to the new unit. The resident must pay for any damage charges within thirty (30) days.

SECURITY DEPOSITS & UNIT TRANSFERS

HOUSEHOLD SPLIT

In some cases, a household may split. A Split Household is defined as one assisted household becoming two or more assisted households.

This happens when one or more household members move out of the unit in to a new unit. Some of the original household members remain in the original unit.

When this happens, those members establishing a “new” household will be treated as applicants with a preference. New Pre-Application or Application documents must be completed and submitted to the owner/agent.

The “new” household must be eligible and must meet all screening requirements. The Resident Selection Plan in effect at the time of the final eligibility determination will be used.

Please note: Special consideration applies to people who are victims of VAWA crimes or people who are affiliated with victims of VAWA crimes – specifically when the accused perpetrator lives in the unit. Please review the VAWA policy – Lease Bifurcation - in Appendix D or contact property staff for additional information.

SECURITY DEPOSITS, PET DEPOSITS & HOUSEHOLD SPLITS

If the household “splits” and one or more residents remain in the original unit, the original Security Deposit will remain with the original unit and a new Security Deposit will be collected for the new unit. If a pet remains in the original unit, the Pet Deposit will remain with the original unit.

If pet is being moved to the new unit, the Pet Deposit will transfer to the new unit. The pet owner/resident will receive a bill for fees or damages caused by the pet. This bill must be paid within 30 days.

CHANGES IN HOUSEHOLD COMPOSITION

ADDING HOUSEHOLD MEMBERS AFTER INITIAL OCCUPANCY

The owner/agent must approve any new adult household member **before** he/she moves in to the unit. Eligibility criteria, screening criteria and compliance with occupancy standards will be reviewed before the new household member is approved or denied.

The request to add a new household member will not be considered if the resident has provided notice to vacate the unit. This helps prevent applicants from “jumping” ahead on the waiting list. Any new adult household member will be considered an applicant and must participate in the eligibility determination and screening processes described in the Resident Selection Plan in place at the time of the eligibility determination.

When a change in family composition is reported in Section 202/8 projects, adult children are eligible to move in after initial occupancy only if they are essential for the care or well-being of the elderly tenant(s). They are considered a part of the family and their income must be counted.

The adult children are required to sign a release form relinquishing any future rights to the unit as a remaining member of the tenant family, as they qualify for occupancy only as long as the individual needing the supportive services is in occupancy.



Resident Selection Plan

The rent/assistance payment will be re-calculated to reflect any income or allowances for the new household member. If the rent increases, the increase will take effect the first of the month following delivery of a 30-day notice of change to rent. If the rent decreases, the decrease will take effect the first of the month following the addition of the new household member.

This policy applies to live-in aides as well. Screening criteria will also be applied to live-in aides, except for the criterion regarding credit performance or the ability to pay rent on time because live-in aides are not responsible for rental payments.

However, live in aides must meet other screening criteria established by the owner/agent. Income and/or allowances received by live-in aides will not be considered.

Information about new household members who are minors must be provided to the owner/agent as quickly as possible but within no more than thirty (30) calendar days. This includes, as applicable, required eligibility information including Social Security Numbers, proof of citizenship or non-citizen eligibility and other pertinent information.

If the new household member is under the age of six, special consideration regarding Social Security Number disclosure and verification of Social Security Numbers is given. The household will be given ninety (90) calendar days to provide the Social Security Number and adequate documentation to verify the Social Security Number provided. In some cases, an additional ninety (90) days may be provided.

If the household fails to provide the required Social Security Number information within the allotted timeframe, the household's tenancy will be terminated (eviction) in accordance with HUD requirements.

Each dependent child that lives in the unit may be eligible for a \$480 deduction that decreases the monthly rent payment by roughly \$12.00 per month. The rent payment will be re-calculated to reflect any income or allowances for the new household member.

If the rent increases, the increase will take effect the first of the month following delivery of a 30-day notice of change to rent. If the rent decreases, the decrease will take effect the first of the month following the addition of the new household member.

Failure to notify the owner/agent about changes in household composition as described above may result in retroactive rent changes and/or termination of subsidy/tenancy for the entire household. Please contact the owner/agent or property staff if you have questions about this policy.

REMOVING HOUSEHOLD MEMBERS AFTER INITIAL OCCUPANCY

Residents must notify the owner/agent if any household member listed on the lease or on HUD Form 50059 leaves the unit. This notification must occur as quickly as possible but within no more than thirty (30) calendar days.

Upon notice, the rent payment will be re-calculated to remove any income or allowances for the previous household member. If the rent increases, the increase will take effect the first of the month following delivery of a 30-day notice of change to rent. If the rent decreases, the decrease will take effect the first of the month following the removal of the household member.

Failure to provide notice to the owner/agent, within thirty (30) days, could result in rent increases retroactive to the first of the month after the household member left. Subsidy paid in error will be returned, as required, to the Department of Housing & Urban Development.



Resident Selection Plan

If the resident fails to notify the owner/agent of a change in household composition within thirty (30) calendar days, and that change would result in a rent decrease, the owner/agent will make the decrease effective the first of the month following the notice. No retroactive rent credits will be returned to the resident.

Failure to notify the owner/agent about changes in household composition may result in termination of subsidy and/or tenancy for the entire household. Please contact the owner/agent if you have questions about this policy.

APARTMENT INSPECTIONS

All apartments must undergo periodic inspection conducted by the on-site management team, HUD or HUD's representatives/agents. These inspections include not only interior but also exterior inspections. Residents have the right to be present, and are, in fact encouraged, to be present during unit inspection.

The move-in inspection is an opportunity to familiarize the new resident with the property and the unit, as well as to document its current condition. By performing move-in inspections, the owner/agent and residents are assured that the unit is in livable condition and is free of damages. A move-in inspection gives the owner/agent an opportunity to familiarize residents with the operation of appliances and equipment in the unit.

The move-out inspection is conducted when a household vacates a unit. The owner/agent will list the damages on the Unit Inspection Form and compare it with the Unit Inspection Form completed at move-in to determine if there is any damage or excessive wear-and-tear.

In addition, the owner/agent will perform **unit inspections on at least an annual basis** to determine whether the appliances and equipment in the unit are functioning properly and to assess whether a component needs to be repaired or replaced. This is also an opportunity to determine any damage to the unit and, if so, make the necessary repairs. At this time, residents may be charged for damages to the unit so long as those damages are not the result of normal wear-and-tear.

HUD, or its authorized contractor(s), has the right to inspect the units and the entire property to ensure that the property is being well maintained. These inspections assure HUD that owners and their agents are fulfilling their obligations under the regulatory agreements and/or subsidy contracts and that residents are provided with decent, safe, and sanitary housing.

CHANGES TO THE RESIDENT SELECTION PLAN

Applicant families will be notified in writing when the Resident Selection Plan undergoes significant change or when preferences are added or removed. At that time, applicants will be:

1. Given an opportunity to review the new plan
2. Notified of changes to preferences
3. Asked if they wish to remain on the waiting list

If the applicant family does not respond, that household will be deemed ineligible and removed from the waiting list. The current Resident Selection Plan, in place at the time of final eligibility determination, will be used to make a final decision to approve or reject the Pre-Application or Application.



Resident Selection Plan

APPENDIX A – REQUEST FOR REASONABLE ACCOMMODATION OR MODIFICATION

The owner/agent is committed to complying with the Fair Housing Act and Section 504 of the Rehabilitation Act by ensuring that its policies and practices do not deny individuals with disabilities the opportunity to participate in, or benefit from, nor otherwise discriminate against individuals with disabilities in connection with the operation of housing services or programs solely on the basis of such disabilities.

If an individual with a disability requests an accommodation or modification, the owner/agent will fulfill these requests, unless doing so would result in a fundamental alteration in the nature of the program or create an undue financial and administrative burden. In such a case, if possible, the owner/agent will offer an alternative solution that would not result in a financial or administrative burden.

The owner/agent informs all applicants/residents that, at any time, the applicant/resident or a person acting on behalf of the applicant/resident may make a request for reasonable accommodation or modification for an individual with a disability.

At the time of Pre-Application or Application, all applicants may review the Reasonable Accommodation Modification (RAM) Policy. The RAM Policy is also provided in an electronic or paper format upon the applicant's request.

All applicants/residents may request a Reasonable Accommodation/Modification (RAM) Request Form when requesting a reasonable accommodation or modification. The request will be accepted in an equally effective format, as a reasonable accommodation, if there is the presence of a disability. A resident or applicant may submit the request in writing, electronically or orally, or use another equally effective means of communication to request an accommodation or modification.

Residents and applicants may contact the management office located within their property for information about requests.

The owner/agent will provide an initial reply to requests as quickly as possible, but no more than ten (10) business days from the receipt of the request unless the owner/agent explains the delay. Response may include but is not limited to:

1. Request Approval
2. Request Denial
3. Request for Additional Information or Verification of Need

The owner/agent will consent to or deny the request as quickly as possible. Unless the owner/agent explains the delay, the applicant/resident will be notified of the decision to consent or deny within no more than thirty (30) calendar days after receiving all necessary information and documentation from the resident and/or appropriate verification sources. All decisions to grant or deny reasonable accommodations will be communicated in writing or, if required/requested, in an alternative format.

Exceptions to the thirty (30) day period for notification of the owner/agent's decision on the request will be provided to the resident setting forth the reasons for the delay.

If the request for reasonable accommodation or modification is denied, the requestor has the right to appeal the decision within ten (10) business days of the date of the notification of denial. The appeal meeting will be conducted by a person who was not originally involved in the decision to deny.



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APPENDIX B: SELF CERTIFICATION – EXISTING HUD ASSISTANCE

I understand that my Pre-Application or Application to move to NAME OF PROPERTY with the rest of my household members has met preliminary eligibility requirements.

I have indicated, on the Pre-Application or Application, that:

1. I am not currently receiving HUD assistance in another unit
2. I am currently receiving HUD assistance in another unit.

According to the current HUD lease, if I am living in a community and receiving HUD project-based assistance, I must provide a 30-day notice to the agent managing the property where assistance is currently provided.

If the owner/agent discovers that any household member failed to move out of a HUD assisted residence before moving to Cardinal Ritter Senior Services Apartments, no rent subsidy will be provided by the Department of Housing and Urban Development until the day after the move out is complete. Household members who signed the lease will be responsible for paying the market rent until qualified to receive HUD assistance on this property. Any assistance paid in error must be returned to HUD.

3. I am the recipient of a housing voucher.

I understand that HUD prohibits residents from benefiting from Housing Voucher assistance in a unit assisted through HUD's Section 8 program.

I understand that HUD prohibits residents from benefiting from Housing Voucher assistance in a unit assisted through HUD's Section 8 program. When the Pre-Application or Application is submitted the household will be added to the waiting list. A unit will be offered in accordance with the Resident Selection Plan. If the family later moves out of the project, the project subsidy will not move with the family as it does with a voucher. If you wish to participate in the voucher program after move-out, you will need to reapply to the PHA to receive another voucher.

All household members must be removed from or forfeit the voucher before receiving HUD assistance for a unit on this property. If the owner/agent discovers that any household member failed to give up current HUD assistance before moving to Cardinal Ritter Senior Services Apartments, no rent subsidy will be provided by the Department of Housing and Urban Development until the day after the move out is complete.

Household members who signed the lease will be responsible for paying the market rent until qualified to receive HUD assistance on this property. Any assistance paid in error must be returned to HUD.

This information will be verified using the Existing Tenant Report in EIV. If EIV indicates a conflict and verification information indicates that the information provided is not true, and the EIV information is verified, then the owner/agent will reject the Pre-Application or Application based on misrepresentation of information.



Resident Selection Plan

APPENDIX C – VERIFICATION OF HOUSEHOLD COMPOSITION

In compliance with HUD’s Rental Housing Integrity Improvement Project (RHIP), the owner/agent will make every effort to ensure that the correct assistance is provided to those who seek housing assistance.

If an applicant family indicates that one or more members should be removed from the Pre-Application or Application, the owner/agent will accept such notification from the Head-of-Household (HOH) if it is provided on a notarized form provided by the owner agent. The following rules apply.

If the applicant family is being rejected because a member is registered as a sex offender in any state lifetime sex offender registry, the owner/agent will take extra steps to ensure that the sex offender is not housed in any unit on the property. The household will have to provide documentation to prove that the sex offender will live at another location. Acceptable documentation includes, but is not limited to:

- Confirmation from a landlord with copy of an executed lease
- Confirmation from local police
- Confirmation from anyone who maintains sex offender registries including but not limited to:
 - Dru Sjodin Sex Offender Registry
 - Megan’s List
 - State or Federal Sex Offender Registries
- New driver’s license with new address

Information will be confirmed for up to one year after move-in.

If it is discovered that the household allowed any registered sex offender to live in the unit, residents must understand that the family is not qualified to receive subsidy or live on the property. Any improper payments must be returned to HUD. Because this is a material lease violation, all household members must vacate the unit within 30 days.

One of the key requirements, at Pre-Application or Application and during residency, is to disclose who will be living in the unit at any given time. It is important to understand the difference between a resident and a guest.

Resident: A resident is any person who is listed on the Pre-Application or Application, on any Family Summary submitted and, on the lease, who will reside in the unit.

Guest: A guest is a person who visits any resident and may stay overnight no more than fourteen (14) consecutive nights in a one-year period and may stay overnight no more than fourteen (14) non-consecutive nights in any one-year period with express consent of the owner/agent.

If the owner/agent suspects that a guest should actually be classified as a resident, the owner/agent will request a meeting with the Head-of-Household (HOH).

In accordance with HUD requirements, the resident will have ten (10) days to meet with the owner/agent. Failure to respond to the request to meet will result in termination of assistance beginning the first of the month following the 10-day notice.

If the owner/agent suspects that a guest is actually living in the unit, the owner/agent will ask for verification of alternative residence. Samples of such verification include one or more of the following:

- Verification with the United States Postal Service that no mail, for the guest, is delivered to the unit address
- *A current driver’s license for the “guest” with an alternative address
- *A current lease indicating an alternative residence
- *A current utility bill in the person’s name showing an alternative address



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- *A current insurance policy or other such invoice/bill showing an alternative address

**Current means issued/created within the last thirty (30) days.*

In addition, the resident(s), indicated on the lease, must sign a notarized statement confirming that the guest does not violate the guest policy as indicated above and does not reside in the unit.

Live-in Aides: A live-in aide must meet HUD's definition of a live-in aide:

1. Is essential to the care and well-being of the resident
2. Is not dependent on the resident for support
3. Is only living in the unit to provide essential support

If a resident or applicant requests a live-in aide, the owner/agent is required to verify the need for a live-in aide using third-party verification.

Live-in Aides are required to complete the Live-in Aide Questionnaire. The information on the Live-in Aide questionnaire will be verified and the prospective live-in aide will be screened in accordance with the Resident Selection Plan in place at the time of review. The live-in aide will not be screened for the "ability to pay rent" since the live-in aide is not responsible for rent payment.

The live-in aide must be approved and must sign the House Rules and the HUD-approved Live-in Aide Addendum before move-in. The owner/agent must sign a revised 50059 before the live-in aide is allowed to move-in.

If a live-in aide moves in prior to screening and prior to signing required forms, the owner/agent will issue a notice of lease violation and may pursue other action including, but not limited to eviction of the live-in aide, termination of assistance and/or termination of tenancy.

Children/Minors: At move-in, all non-exempt household members, including children, must have a Social Security Number and adequate documentation to verify the Social Security Number.

When children are later added to the household, the following will be required.

For children who are born, adopted or in foster care or in another legal custodial relationship with an existing household member, the owner/agent requires the following:

- Social Security Number and proof that the number is valid
 - For children under the age of 6 years old - must be provided within ninety (90) days or owner/agent is required to terminate tenancy.
 - An additional ninety (90) may be provided if extenuating circumstances exist
- Proof of age/legal custodial arrangement
 - Birth certificate indicating that a household member is a parent; or
 - Adoption paperwork indicating that a household member is a parent as appropriate; or
 - Verification from the foster agency indicating the unit as the primary residence of the foster child as appropriate; or
 - Other documents proving legal custody arrangement as appropriate

For children who are not part of a legal custody arrangement who will be living in the unit, the owner/agent requires:

- Social Security Number and proof that the number is valid
 - For children under the age of 6 years old - must be provided within ninety (90) days or owner/agent is required to termination of tenancy. An additional ninety (90) may be provided if extenuating circumstances exist
- Two forms of proof that the child resides with a member of the household



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- Verification from a government organization indicating that the unit will be the primary residence for the minor (examples include but are not limited to school records, children services agencies, foster programs, etc.)
- Verification from a medical professional in the know indicating that the unit will be the primary residence for the minor
- Verification from a social service organization indicating that the unit will be the primary residence of the minor (examples include but are not limited to homeless shelters, shelters for victims of domestic violence, etc.)
- A signed, notarized statement from an adult household member claiming guardianship of the minor child

The owner/agent does not and will not establish policies intended to exclude children. If none of the household members can provide documentation for minors, as described above, the owner/agent will meet with the resident to discuss reasonable alternatives. The owner/agent will be the final judge of what is considered adequate documentation proving household composition/residency.



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APPENDIX D – FAIR HOUSING & OTHER CIVIL RIGHTS PROTECTIONS

FAIR HOUSING

The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability, and familial status.

In addition, the state of MISSOURI has added Fair Housing protections based on the same as Fair Housing Act and ancestry.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The owner/agent complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination based on race, color, or national origin in any program or activity receiving federal financial assistance from HUD.

SECTION 504 OF THE REHABILITATION ACT OF 1973

The owner/agent complies with Section 504 of the Rehabilitation Act of 1973 which prohibits discrimination, based on the presence of a disability in all programs or activities operated by recipients of federal financial assistance.

Although Section 504 protections often overlap with the disability discrimination prohibitions included in the Fair Housing Act, Section 504 differs in that it imposes broader affirmative obligations to make their programs, as a whole, accessible to persons with disabilities.

Coordinating Efforts to Comply with Section 504 Requirements

The owner/agent has designated a person to address questions or requests regarding the specific needs of residents and applicants with disabilities. This person is referred to as the Section 504 Coordinator.

Name of Section 504 Coordinator:	Jonathan Matlock
Address:	3499 DePaul Dr., Bridgeton, MO 63044
Phone Number:	314-590-1904
TDD/TTY Number:	711 Voice Relay

Requests for Reasonable Accommodation or Modification

In accordance with the Fair Housing Act and Section 504 of the Rehabilitation Act, the owner/agent will make reasonable accommodations or modifications for individuals with disabilities (applicants or residents) unless these modifications would change the fundamental nature of the housing program or result in undue financial and administrative burden. Please see Appendix A for additional information.



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LIMITED ENGLISH PROFICIENCY

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency (LEP)" requires the owner/agent to develop and implement a system to provide housing assistance so persons with Limited English Proficiency (LEP) can have meaningful access to assisted housing opportunities.

The owner/agent will provide for such meaningful access consistent with, and without unduly burdening the fundamental mission of the property. The owner/agent will work to ensure that people who apply for and/or qualify for housing assistance are provided meaningful access to HUD's housing assistance program.

THE EQUAL ACCESS RULE

The owner/agent ensures that HUD's core housing programs are open to all eligible persons regardless of sexual orientation, gender identity or marital status in accordance with *The Equal Access Rule*.

THE SEXUAL HARRASSMENT IN FAIR HOUSING INITIATIVE

Sexual harassment in housing includes demands for sex or sexual acts in order to buy, rent or continue renting a home. It also includes other unwelcome sexual conduct that makes it hard to keep living in or feel comfortable in your home. Applicants and residents are encouraged to contact the property management staff or the owner/agent if they feel that they are a victim of sexual harassment by any landlord, property manager, maintenance staff or other people who have control over housing.

PROTECTIONS PROVIDED UNDER THE VAWA

Please see the Property VAWA Policy for a more detailed explanation of the process used to assist you in exercising protections provided under VAWA.

The Violence Against Women Act (VAWA) provides protections to women or men who are applicant to or residents of any "covered housing program" and who are the victims of domestic violence, dating violence, sexual assault and/or stalking – collectively referred to as VAWA crimes. The owner/agent understands that, regardless of whether state or local laws protect victims of VAWA crimes, people who have been victims of violence have certain rights under federal fair housing regulation.

This policy is intended to support or assist victims of VAWA crimes and protect victims, as well as affiliated persons, from being denied housing or from losing their HUD assisted housing as a consequence of their status as a victim of VAWA crimes.

VAWA protections are provided to affiliated persons which are defined as follows:

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

Other than what is described above, VAWA protections are not provided to guests, unauthorized residents or service providers (including live-in aides) hired by the resident

VAWA ensures that victims are not denied housing and housing assistance is not terminated solely because the person is a victim of a VAWA crime.

Unless such requirements interfere with protections provided under the VAWA, being a victim of a VAWA crime is not reason to change the screening requirements set forth in the Tenant Selection Plan.

For example: An owner/agent may waive the requirement to review landlord history for an applicant if the victim has provided necessary documentation to certify their status as a victim of a VAWA crime and if contacting a



Resident Selection Plan

previous landlord would put the applicant's location at risk of exposure to the accused perpetrator/imminent danger.

Eligibility requirements for housing programs cannot be modified. Being a victim of a VAWA crime does not automatically make a person eligible for housing assistance.

Being a victim of a VAWA crime is not reason to waive requirements set forth in the HUD Model Lease or in any lease attachment or HUD approved lease addendum unless being a victim of a VAWA crime was the cause of the lease violation.

For example: An owner/agent may waive the requirement for a 30-day notice to vacate if the victim has provided necessary documentation to certify their status as a victim of a VAWA crime and the resident wishes to move to elude the accused perpetrator.

When applicable, the resident will be required to work with the owner/agent to reduce the likelihood of future lease violations.

The owner/agent will not assume that any act is a result of abuse covered under the Violence Against Women Act. In order to receive the protections outlined in the VAWA, the applicant/resident must specify that he/she wishes to exercise these protections. If any applicant or resident wishes to exercise the protections provided in the VAWA, he/she should contact the owner/agent or the property staff immediately.

Confidentiality

The owner/agent is committed to ensuring that the Privacy Act is enforced in this and all other situations.

HUD Form 5380 *Notice of Occupancy Rights under the Violence Against Women Act* provides notice to the resident/applicant of the confidentiality of information about a person seeking to exercise VAWA protections and the limits thereof. The identity of the victim and all information provided to the owner/agent relating to the incident(s) of abuse covered under the VAWA will be retained in confidence.

Information will not be entered into any shared database nor provided to a related entity, except to the extent that the disclosure is

1. Requested or consented to by the victim in writing for a limited period of time; or
2. Required for use in an eviction proceeding or termination of assistance; or
3. Otherwise required by applicable law.

The owner/agent will retain all documentation relating to an individual's domestic violence, dating violence, sexual assault and/or stalking in a separate file that is kept in a separate secure location from other applicant or resident files.

Requests & Certification

The person seeking VAWA protections may make a request for a VAWA accommodation in any reasonable manner. The resident/applicant may:

- Complete a VAWA Request Form provided by the owner/agent
- Submitted a request (*including email but not texting*)
- Make a personal (oral) request either in person or via phone/Facetime, etc.

Once a request is made, the owner/agent requires that the applicant certifies their status as a victim of a VAWA crime or as a person affiliated with a victim of a VAWA crime using one of the following methods. Applicants and residents decide which of the following methods is used to certify their status as a victim of a VAWA crime or as someone affiliated with a victim of a VAWA crime.



Resident Selection Plan

Option 1:

When the owner/agent responds to a request to exercise protections provided under the VAWA, the owner/agent will request that an individual provide HUD Form 5382 *Certification as a Victim of Domestic Violence, Dating Violence, Stalking or Sexual Assault* to certify status as a VAWA victim or as a person affiliated with a VAWA Victim. The person seeking VAWA protections may obtain this form from the property staff or from HUD's web site.

The owner/agent understands that the delivery of the certification form to the applicant/resident via mail may place the victim at risk, (e.g., the accused perpetrator may monitor the mail). The owner/agent will work with the applicant/resident in making acceptable delivery arrangements.

Option 2:

Alternatively, if the applicant/resident has sought assistance in addressing domestic violence, dating violence, sexual assault and/or stalking from a federal, state, tribal, territorial jurisdiction, local police or court, the resident may submit proof of this outreach in lieu of the certification form.

The owner/agent will accept a federal, state, tribal, territorial, or local police record or court record other official record documenting status as a victim of a VAWA crime or a person affiliated with a victim of a VAWA crime as defined in this policy.

Option 3:

The owner/agent will also accept a document signed and attested to by a professional (*employee, agent or volunteer of a victim service provider, an attorney, medical personnel, etc.*) from whom the person seeking VAWA protections has sought assistance in addressing domestic violence, dating violence, sexual assault and/or stalking or the effects of the abuse. This document must be signed by the applicant/resident.

The signatory attests under penalty of perjury that he/she believes it is the occurrence of the incident of domestic violence, dating violence, sexual assault, or stalking that is the ground for protection and remedies under the VAWA, and that the incident meets the applicable definition of domestic violence, dating violence, sexual assault, or stalking.

Based on HUD's instruction above, the statement must be signed, dated, and notarized or witnessed, and must include the following language:

Name of person seeking protections *has worked with me to receive assistance in addressing domestic violence, dating violence, sexual assault and/or stalking or the effects of the abuse.*

Name of professional providing documentation *believe it is the occurrence of the incident of domestic violence, dating violence, sexual assault, or stalking that is the ground for protection and remedies under the VAWA, and that the incident meets the applicable definition of domestic violence, dating violence, sexual assault, or stalking*

Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government, HUD, the PHA and any owner (or any employee of HUD, the PHA or the owner) may be subject to penalties for unauthorized disclosures or improper uses of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person who knowingly or willfully requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief, as may be appropriate, against the officer or employee of HUD, the PHA or the owner responsible for the unauthorized disclosure or improper use. Penalty



Resident Selection Plan

provisions for misusing the social security number are contained in the Social Security Act at 208 (a) (6), (7) and (8). Violation of these provisions are cited as violations of 42 U.S.C. 408 (a) (6), (7) and (8).

The information provided above is true and is based on my knowledge of incidents involving domestic violence, dating violence, sexual assault or stalking.

Signed and dated by person providing certification: _____

I acknowledge that submission of false information is a basis for denial of admission, termination of assistance, or eviction. In addition, providing false information may prompt the owner/agent to notify HUD and pursue civil action related to fraud based on HUD requirements. I am requesting to exercise protections provided through the VAWA because I am a victim of domestic violence, dating violence, stalking and/or sexual assault (VAWA crimes) or I am a person affiliated with someone who is a victim of a VAWA crime as defined in this document.

Signed and dated by person seeking VAWA protections:

The owner/agent can provide you with a form that can be used to fulfill this requirement.

The victim is not required to name his/her accused perpetrator if doing so would result in imminent threat or if the victim does not know the name of his/her accused perpetrator.

The person seeking VAWA protections will have thirty (30) calendar days from the date of the request to provide certification using any of the options above.

This certification may be submitted in an equally effective manner, as a reasonable accommodation, if there is the presence of a disability.

If the owner/agent receives documentation that contains conflicting information (*including certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the perpetrator*), the owner/agent will require an applicant or tenant to submit third-party documentation, as described above in Option 2 or Option 3, within thirty (30) calendar days of the date of the request for the third-party documentation.

To ensure that a person is not wrongly accused of committing an act covered under the VAWA, the owner/agent will carefully evaluate abuse claims as to avoid denial, termination of assistance, termination of tenancy or eviction based on false or unsubstantiated accusations.

The owner/agent will review and respond to requests to exercise protections provided under the VAWA as quickly as possible but within no more than fourteen (14) business days of receiving all required documentation. The owner/agent may provide the response in any manner acceptable to the victim and the owner/agent. Responses include:

- Approval of the Request for a specific VAWA accommodation
- Denial of the Request for a specific VAWA accommodation
- Request for additional information or Request to Meet

If the request is denied, the person seeking VAWA protections will have the right to appeal. Requests to appeal must be received within fourteen (14) business days of the date of the denial. When requested, the appeal will be held with someone who was not involved in the original decision to deny. The owner/agent will grant a reasonable accommodation when there is the presence of a disability.

Lease Bifurcation



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If the owner/agent determines that physical abuse caused by a resident is clear and present, the law provides the owner/agent the authority to bifurcate a lease (*i.e., remove, evict, or terminate housing assistance to any accused perpetrator*), while allowing the victim, who lawfully occupies the home, to maintain tenancy.

The owner/agent may attempt to evict the accused perpetrator, but residents should know that state/local tenant/landlord laws prevail and the owner/agent must comply with such laws. The owner/agent cannot guarantee that a court will award or enforce an eviction.

The resident must keep in mind that eviction of or termination action must be in accordance with the procedures prescribed by federal, state, and local law. The owner/agent is committed to attempting to assist the victim and persons affiliated with the victim, however, evictions are generally carried out through the court system and the owner/agent cannot override or circumvent a legal decision.

In the event that one household member is removed from the unit because of engaging in acts of domestic violence, dating violence, sexual assault and/or stalking against another household member, an appropriate certification will be processed reflecting the change in household composition. Special consideration will be given if the remaining household members are not qualified to remain in the unit as a “remaining household member”.

Legal Action

Victims are encouraged to seek police/legal protection from their accused perpetrator. In some cases, the owner/agent may file a restraining order against the accused perpetrator to prevent the accused perpetrator from entering the property.

The VAWA does not limit the authority of an owner/agent, when notified of a court order, to comply with a court order with respect to:

- The rights of access or control of property, including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking; or
- The distribution or possession of property among members of a household.

Termination of Tenancy or Termination of Assistance

The VAWA does not limit an owner/agent’s authority to deny, evict or terminate assistance to a resident/applicant for any violation that is not the result of an act of domestic violence, dating violence, sexual assault, or stalking.

The owner/agent will not subject the resident/applicant, who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, or is affiliated with an individual who is or has been a victim of domestic violence, dating violence, sexual assault or stalking, to a more demanding standard than other resident/applicants in determining whether to evict or terminate assistance.

The VAWA does not limit an owner/agent’s authority to deny, terminate assistance to, or evict a resident/applicant under a covered housing program when the owner/agent can demonstrate an actual and imminent threat (*to other resident/applicants or those employed at or providing service to property of the covered housing provider*) would be present if that resident/applicant or lawful occupant is not evicted/terminated. In this context, words, gestures, actions, or other indicators will be considered an “actual and imminent threat” if they meet the standards provided in the definition of “actual and imminent threat”.

*Note: **Actual and imminent threat** refers to a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include: The duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the length of time before the potential harm would occur.*



Resident Selection Plan

Determinations about the presence of imminent danger will not be based on stereotypes but will be tailored to particularized concerns about individual residents.

The owner/agent will take into account individual circumstances when making a determination to terminate tenancy; such circumstances might include, among other things, the seriousness of the offending action, the extent of participation by the leaseholder in the offending action, and whether the leaseholder, if not the wrongdoer, took all feasible steps to prevent the offending action from occurring and has removed the offending person from the lease or otherwise banned the offending person from the premises in the future.

Any eviction or termination of assistance, will be initiated only when there are no other actions that could be taken to reduce or eliminate the threat. Examples of such action include, but are not limited to:

- Transferring the victim to a different unit when doing so would reduce or eliminate the threat – *Also see Appendix A of the property VAWA Policy for information about VAWA Emergency Transfers,*
- Barring the perpetrator from the property,
- Contacting law enforcement to increase police presence
- Develop other plans to keep the property safe, or
- Seeking other legal remedies to prevent the perpetrator from acting on a threat

Lease Addendum

The HUD approves lease addendum will be implemented and provided in accordance with HUD guidance.

VAWA Emergency Transfers

Cardinal Ritter Senior Services is concerned about the safety of residents and applicants, and such concern extends to residents and applicants who are victims of domestic violence, dating violence, sexual assault, or stalking – collectively referred to as VAWA crimes.

The owner/agent has developed a VAWA Emergency Transfer (VET) Plan that allows victims of VAWA crimes or people associated with victims of VAWA crimes to request a VET. Please refer to the property's VAWA Policy and VET Policy for more detailed information.

Definitions

Please be aware of the following definitions:

Internal VAWA emergency transfer refers to an emergency relocation of a resident to another unit where the resident would not be categorized as a new applicant (usually referred to as a unit transfer); that is, the resident may reside in the new unit without having to undergo an application process. If a unit is available, the resident must be eligible for the unit based on the requirements set forth by the governing agency. The resident should discuss unit transfer eligibility requirements with the owner/agent and/or property staff to fully understand the requirements.

External VAWA emergency transfer refers to an emergency relocation of a resident to another unit where the resident would be categorized as a new applicant; that is the resident must undergo apply and be eligible in order to reside in the new unit. The applicant may be required to meet the eligibility requirements and/or screening requirement set forth by the agencies that govern the housing program and by the property's owner/agent.

Safe unit refers to a unit that the victim of domestic violence, dating violence, sexual assault, or stalking believes is safe.

VAWA Emergency Transfer (VET)

In accordance with the Violence Against Women Act (VAWA), Cardinal Ritter Senior Services allows residents who are victims of VAWA crimes or people who are affiliated with victims of VAWA crimes to request a VAWA Emergency Transfer from the resident's current unit to another unit that is part of this property (internal transfer).



Resident Selection Plan

Residents' who request and qualify for a VAWA Emergency Transfer will receive equal preference to any other resident who requests and qualifies for any other emergency unit transfer. Selection will be based on date and time the completed request and all required documents are received.

Residents may request a VAWA Emergency Transfer from the resident's current unit to another unit that is part of another property (external transfer). Residents may also request assistance if they wish to request a VAWA Emergency Transfer to a unit that is part of this property (external transfer).

Regardless of whether the resident/applicant is applying for an internal VAWA Emergency Transfer or an external VAWA Emergency Transfer, residents/applicants requesting a VET must qualify for the new unit based on the requirements set forth by the governing agency.

When requesting an external VAWA Emergency Transfer, the resident/applicant should understand that they may also be subject to other screening requirements set forth by the owner/agent responsible for the other property.

The resident or applicant is responsible for paying for any expenses associated with the move.

The U.S. Department of Justice (DOJ) administers programs that provide funding for victims covered by VAWA, and the Victims Crime Fund could be used to pay for relocation expenses of these victims, or to provide other sources of support, which could free up funding to pay for moving costs. Information about the Crime Victims Fund is available at: <https://www.ovc.gov/about/victimsfund.html>. Information about Office of Violence Against Women grants is available at www.justice.gov/ovw/grant-programs.

Eligibility for VAWA Emergency Transfers

A resident/applicant is eligible for a VAWA Emergency Transfer (VET) when:

1. The person making the request is a victim of a VAWA crime or are a person affiliated with a victim of a VAWA crime
2. There is a request for a VAWA Emergency Transfer; and
3. The resident reasonably believes that there is a threat of imminent harm if the resident remains within the same unit; or

If the resident is a victim of sexual assault, the resident may be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar day period preceding a request for a VAWA Emergency Transfer.

This is true even if the resident is not a resident in good standing.

A resident/applicant requesting a VAWA Emergency Transfer (VET) must expressly request the transfer in accordance with the procedures described in the property VET Policy.

Safety and Security of Applicants and Residents

Victims of VAWA crimes and/or any person affiliated with a victim of a VAWA crime are urged to take all reasonable precautions to be safe



Resident Selection Plan

APPENDIX E: TEMPORARY PRACTICE – COVID 19 PANDEMIC OF 2020

INTRODUCTION

During the COVID-19 Pandemic of 2020, resident selection procedures were temporarily modified in response to federal and local recommendations to self-quarantine and shelter in place.

Temporary changes to the resident selection process started on March 15, 2020 and will continue until the later of December 31, 2020 or 90 calendar days after all recommendations to shelter-in-place have been lifted.

BUSINESS RELATIONSHIP

Applicants and their families must make an appointment to meet with property staff. Applicants and their families must wear a mask properly (covering nose and mouth). Applicants and their families will not be allowed access to the management office without masks. All parties must practice social distancing and remain at least six feet apart.

SOCIAL SECURITY NUMBER DISCLOSURE

Disclosure of a Social Security Number and providing adequate documentation to verify that the Social Security Number is correct is a condition of eligibility for all non-exempt applicants. If an applicant cannot provide a Social Security Number or provide adequate documentation to verify that the Social Security Number when the family reaches the top of the waiting list, then the applicant is provided 90 days to provide the required information/documentation. If such information is not provided the applicant must be removed from the waiting list.

Since Social Security offices were closed starting Tuesday, March 17, 2020, the owner/agent will not remove the applicant family from the waiting list in cases described above.

The owner/agent may not house the family or provide subsidy, but the family will not be removed from the waiting list. The family should contact the owner/agent and provide adequate documentation as soon as such documentation is received.

MAINTAINING THE WAITING LIST

During the COVID-19 Pandemic, the owner/agent has chosen not to send notices to applicant families intended to maintain the information on the waiting list. If waiting list maintenance is due, and recommendations to shelter-in-place still apply the owner/agent will not send requests for new information.

REMOVING APPLICANT FAMILIES FROM THE WAITING LIST

The owner/agent will suspend removal from the waiting list when the following occurs:

- Applicant family cannot be contact by US Mail (letters are returned or undeliverable)
- Applicant family cannot be contacted by phone (number disconnected or changed)
- Applicant family fails to keep Pre-Application or Application information up to date based on the requirements described in this plan
- Applicant family was clearly advised, in writing, of the requirement to tell owner/agent of his/her continued interest in housing by a particular time and failed to do so
- Applicant family refuses second offer of a unit (See Right to Refusal Policy for additional information.)
Offering an Apartment

When a unit becomes available and eligibility is determined, available units will be offered using one or more of the following methods:

- In writing
- Over the phone
- By email



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If the owner/agent is unable to contact the household (Head-of-Household (HOH) within five (5) business days from the date of the letter, the offer will be cancelled and the apartment will be offered to the next applicant family based on the selection criteria described in this plan. Because many may not be living at home and may be sheltering with other family members away from home, failure to respond to the owner/agent will not be considered a refusal of the unit offer. (See Right to Refusal policies.)

RIGHT TO REFUSAL

The Right to Refusal Policy applies to applicant families and existing residents who have submitted a Unit Transfer Request. Residents requesting unit transfer and applicant families will be offered available units based on the information included in this Resident Selection Plan.

While normally, each household will be offered the opportunity to accept an offered apartment a maximum of two (2) times, the owner/agent is temporarily lifting the limit on the number of times an applicant family may refuse a unit offer because many applicant families feel it is not safe to move at this time.

