



## **CRANE PLACE RESIDENT SELECTION PLAN**

### **I. FAIR HOUSING AND EQUAL OPPORTUNITY REQUIREMENTS, STATEMENTS OF NON-DISCRIMINATION**

It is the policy of Crane Place to comply fully with Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (As amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Fair Housing Act of 1988, and any legislation protecting the individual rights of residents, applicants, or employees which may subsequently be enacted.

Crane Place shall not discriminate because of race, color, creed, religion, sex, familial status, national origin or disability in the leasing, rental, or other disposition of housing or related facilities, (including land), included in any Development or Developments under its jurisdiction or in the use or occupancy thereof.

Crane Place shall not on account of race, color, creed, religion, sex, familial status, national origin, or disability:

- A. Deny to any family the opportunity to apply for housing, nor deny to any eligible applicant the opportunity to lease housing suitable to its needs;
- B. Provide housing which is different than that provided others;
- C. Subject a person to segregation or disparate treatment;
- D. Restrict a person's access to any benefit enjoyed by others in connection with the housing program;
- E. Treat a person differently in determining eligibility or other requirements for admission;
- F. Deny a person access to the same level of services; or
- G. Deny a person the opportunity to participate in a planning or advisory group which is an integral part of the housing program.

Crane Place shall not automatically deny admission to a particular group or category of otherwise eligible applicants (e.g., families with children born out of wedlock, welfare recipients, single parent households) or against individuals who are not members of the sponsoring organization of the project. Each applicant in a particular group or category will be treated on an individual basis in the normal processing routine.

The Landlord agrees to allow tenant and tenant organizers to conduct on the property the activities related to the establishment or operation of a tenant organization set out in accordance with HUD requirements.

Crane Place will seek to identify and eliminate situations or procedures which create a barrier to equal housing opportunity for all. In accordance with Section 504, Crane Place will make reasonable accommodation for individuals with handicaps or disabilities (applicants or residents). Such accommodations may include changes in the method of administering policies, procedures, or services.

Crane Place is a NO SMOKING facility. Smoking is prohibited in all Crane Place common areas and all apartments. This includes all interior and all exterior spaces. NOTE: this policy does not apply to those residents who moved in prior to October 1, 2008.

There is a mandatory meal program that provides one evening meal Monday through Friday each week. Please refer to the Information and Inquiry Form for the current monthly rate.

All apartments are equipped with a refrigerator and stove. Additional appliances such as refrigerators, freezers, dishwashers, air conditioners, etc. MAY NOT BE INSTALLED.

The Pet Rules (24 CFR Part 5 HUD regulations) do not apply to an animal used by a tenant or visitor that is needed as a reasonable accommodation for the tenant or visitors' disability.

Service animals [HUD ref 4350.30, 4-14 (b)] that assist persons with disabilities are considered to be auxiliary aids and are exempt from the pet policy and from the refundable pet deposit. Examples include guide dogs for persons with vision impairments, hearing dogs for persons with hearing impairments, and emotional assistance animals for persons with chronic mental illness.

Crane Place may perform structural modifications to housing and non-housing facilities where such modifications would be necessary to afford full access to the housing program for qualified individuals with handicaps.

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

- A. Make structural alterations that require the removal or altering of a load-bearing structural member;
- B. Provide support services that are not already part of Crane Place's programs;
- C. Take any action that would result in a fundamental alteration in the nature of the program or service;
- D. Take any action that would result in an undue financial and administrative burden on Crane Place including structural impracticality as defined in the UFAS.
- E. If a requested structural modification poses a substantial financial and administrative hardship, the Landlord must then allow the tenant to make and pay for the modification in accordance with the Fair Housing Act.
- F. To reach the Section 504 Coordinator, contact the Dir. of Asset Management at 590 Lennon Lane, Suite #110, Walnut Creek, CA 94598 or call (925) 627-7000 or TTY (925) 627-7015.

## **II. PRIVACY POLICY**

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

Therefore, neither Crane Place nor its agents shall disclose any personal information contained in its records to any person or agency unless the individual about whom information is requested shall give written consent to such disclosure.

This privacy policy in no way limits Crane Place's ability to collect such information as it may need to determine

eligibility, compute rent, or determine an applicant's suitability for tenancy.

Consistent with the intent of Section 504 of the Rehabilitation Act of 1973, any information obtained on handicap or disability will be treated in a confidential manner.

### **III. NON-CITIZEN**

This policy is being put forth to implement Section 214 of the Housing and Community Development Act of 1981 which prohibits persons without proper citizenship or residency documentation from receiving Federal housing assistance (see HUD-4350.3, Chapter 3, Section 3-11 & 3-12, dated 6/07). All applicants as well as future residents of the household must comply with Section 214 by completing all of the appropriate non-citizen documents such as, but not limited to:

- Owner's Notice No. 1 for an Applicant Family
- Family/Owner's Summary Sheet
- Applicant Declaration Format
- Applicant Verification Consent Format
- Explanation of Discrepancies
- Looking for Housing Document

The applicant is required to provide one of the following documents in order to be eligible for assistance:

- A. If declaring to be a citizen of the United States or a national
  1. Birth certificate
  2. U.S. passport
  3. Voter registration card
  
- B. If declaring to have eligible immigration status
  1. Form I-551, Alien Registration Receipt Card (for permanent resident aliens).
  2. Form I-94, Arrival-Departure Record, with one of the following annotations:
    - a. "Admitted as Refugee Pursuant to section 207"
    - b. "Section 208" or "Asylum"
    - c. "Section 243(h)" or "Deportation stayed by Attorney General"
    - d. "Paroled Pursuant to section 212(d) (5) of the INA"
  3. If Form I-94, Arrival-Departure Record is not annotated, then accompanied by one of the following documents:
    - a. Final court decision granting asylum (only if no appeal is taken)
    - b. A letter from an INS asylum officer granting asylum
    - c. A court decision granting withholding of deportation
    - d. A letter from an INS asylum officer granting withholding of deportation
  4. Form I-688, Temporary Resident Card, which must be annotated "section 245A" or "section 210".
  5. Form I-688 B, Employment Authorization Card, which must be annotated "Provision of Law 274a.12 (11)" or "Provision of Law 274a.12".
  6. A receipt issued by the INS indicating that an application for issuance of a replacement document in one of the above-listed categories has been made and the applicant's entitlement to the document has been verified.

The applicant's failure to comply with the non-citizen requirements can result in not receiving assistance for the household.

The applicant must notify management before anyone is added to the current household in order for the necessary non-citizen documents to be completed before the household actually moves in.

The applicant needs to know that the outcome of this new documentation may affect the percentage of housing assistance the household can receive. If all household members are eligible citizens or eligible noncitizens, the household rent is based on 30 percent (30%) of the household's total income. However, if some household members are eligible citizens or eligible noncitizens, and some household members are ineligible citizens or ineligible, the household rent is based on a prorated amount of total household income. If the entire household is ineligible citizens or just ineligible, the household is not entitled to subsidy.

#### **IV. DRUG FREE**

It is Crane Place's desire to provide a safe, clean, and drug-free environment. Crane Place upholds, in accordance with federal law, a strict, drug-free policy. The illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell distribute, or use, of a controlled substance as defined in section 102 of the Controlled Substance Act (21 U.S.C. 802) will not be tolerated.

It is understood that the use, attempted use, or possession, manufacture, sale, or distribution of an illegal, controlled substance (as defined by local, state, or federal law) while in or on any part of this apartment complex or cooperative is an illegal act. It is further understood that such action is a material lease violation. Such violations (hereinafter called a "drug violation") may be evidenced upon the admission to or conviction of a drug violation.

The Landlord may require any lessee or other adult member of the Tenant household occupying the unit (or other non-adult person outside the Tenant household who is using the unit) who commits a drug violation to vacate the leased unit permanently, within time frames set by the Landlord, and not thereafter enter upon the Landlord's premises or the lessee's unit without the Landlord's prior consent as a condition for continued occupancy by members of the Tenant household. The Landlord may deny consent for entry unless the person agrees to not commit a drug violation in the future and is either actively participating in a counseling or recovery program, complying with court orders related to a drug violation, or completed a counseling or recovery program.

The Landlord may require any lessee to show evidence that any non-adult member of the Tenant household occupying the unit, who committed a drug violation, agrees to not commit a drug violation in the future, and to show evidence that the person is either actively seeking or receiving assistance through a counseling or recovery program, complying with court orders related to a drug violation, completed a counseling or recovery program within time frames specified by the Landlord as a condition for continued occupancy in the unit. Should a further drug violation be committed by any non-adult person occupying the unit the Landlord may require the person to be severed from tenancy as a condition for the continued occupancy of the lessee.

If a person vacating the unit, as a result of the above policies, is one of the lessees, the person shall be severed from the tenancy and the Lease shall continue among any other remaining lessees and the Landlord. The Landlord may also, at the option of the Landlord, permit another adult member of the household to be a lessee.

Should any of the above provisions governing a drug violation be found to violate any of the laws of the land, the remaining enforceable provisions shall remain in effect. The provisions set out above do not supplant any rights of Tenants afforded by law.

#### **V. QUALIFYING FOR ADMISSION**

Crane Place may not admit ineligible applicants. In order to be eligible, a household must meet the eligibility criteria outlined below:

- A. Applicant (s) must be 62 years of age or older and disabled needing the mobility impairment modification.
- B. Owners must make at least 40 percent (40%) of the assisted units that become available in each year of the project's fiscal year available for leasing to households whose income does not exceed 30 percent (30%) of the area median income ("extremely low income") at the time of admission:

Section 8 Program – Extremely Low Income

Extremely Low Income Limit for one person: \$23,750  
Extremely Low Income Limit for two persons: \$27,150

*Extremely low-income limits are set at 30 percent (30%) of the area's median income and are used only for Section 8 tenants.*

Section 8 Program – Very Low Income

Very Low Income Limit for one person \$39,600  
Very Low Income Limit for two persons \$45,250

*Very Low Income Limits are set at 50 percent (50%) of the area's median income and are used only for Section 8 tenants.*

- C. The tenant must comply with the unit size standards as outlined in this policy.
- D. The applicant agrees to pay the rent required by the subsidy program under which the applicant will be admitted. **NOTE:** Under HUD Notice H00-18, a minimum rent of \$25 per month is required.
- E. The unit will be the family's only residence.
- F. At the time of admission, the applicant is not receiving assistance in any unit. **Note:** *This paragraph prevents tenants from receiving assistance on two units at the same time. It does not prevent a person who is currently receiving assistance from applying for an assisted unit in another property.*
- G. The applicant meets the eligibility criteria as outlined below:

Crane Place is a 221/Section 8 project, whose units are to be leased to eligible elderly persons or families with a specific number of barrier free units designed for persons with mobility impairments needing the accessibility features of these units.

- 1. To qualify for admission to one of the units for the elderly, the applicant must be an elderly person or "elderly family". The definition of an elderly family is
  - a. Families of two or more persons, one of whom is 62 years of age or older;
  - b. The surviving member or members of any family in paragraph A above living in an assisted apartment with the deceased member of the family at the time of his or her death;
  - c. A single person who is 62 years of age or older; or

- d. Two or more "elderly persons" living together, or one or more such persons living with another person who is determined by HUD, based upon a licensed physician's certificate provided by the family, to be essential to their care or well being.
2. To qualify for admission to one of the units specifically designed for persons needing the special design features of the apartment, the head or spouse must have a mobility impairment requiring the special design features of the apartment. The special design features include: lower shelves, cabinets, sinks, stoves, and light switches; roll-in showers; higher electrical outlets; a five-foot turning radius; grab bars in the bathrooms; lowered peephole in entry door; and doorways that are accessible for wheelchairs.

**NOTE:** Persons with degenerative conditions (e.g., AIDS, muscular sclerosis, or cancer) qualify for one of these accessible units if their condition results in a mobility impairment that makes the applicant able to benefit from the special design features of the unit.

3. Persons who meet the definition of "handicapped person" and who do not have mobility impairments requiring the special design features of these units may be admitted to the other units in Crane Place if they meet the eligibility criteria as outlined above.
  - a. A handicapped person is defined as:
    - i. An adult having a physical or mental impairment that:
    - ii. Is expected to be of long-continued and indefinite duration;
    - iii. Substantially impedes the person's ability to live independently; and
    - iv. Is such that the person's ability to live independently could be improved by more suitable housing conditions.
  - b. An adult who has a developmental disability as defined by the Developmental Disabilities Assistance and Bill of Rights Acts generally provided as follows:
    - i. A severe, chronic disability which:
    - ii. Is attributable to a mental and/or physical impairment or combination of mental and physical impairments;
    - iii. Was manifested before age 22;
    - iv. Is likely to continue indefinitely;
    - v. Results in substantial functional limitations in three (3) or more of the following areas of major life activity: self care; receptive and responsible language; learning; mobility; self-direction; capacity for independent living; and economic self-sufficiency; and
    - vi. Reflects the person's need for a combination and sequence of special interdisciplinary, or generic care, treatment, or other services which are of lifelong, or extended duration and are individually planned and coordinated.

- c. An adult who has a chronic mental illness, i.e., if he or she has a severe and persistent mental or emotional impairment that seriously limits his/her ability to live independently (e.g., by limiting functional capacities relative to primary aspects of daily living such as personal relations, living arrangements, work, recreation, etc.), and whose impairment could be improved by more suitable housing conditions.

4. In assigning units designed for persons with mobility impairments, owners must treat equally elderly applicants with mobility impairments and nonelderly applicants with mobility impairments.
5. Restrictions on assistance to students enrolled in an institution of higher education. No assistance shall be provided under section 8 of the 1937 Act to any individual who:
  - a. Is enrolled as either a part-time or full-time student at an institution of higher education (as defined under Section 102 of the Higher Education Act of 1965) (20 U.S.C.1002) for the purpose of obtaining a degree, certificate, or other program leading to a recognized educational credential;
    - i. Is under 24 years of age;
    - ii. Is not a veteran of the United States military;
    - iii. Is unmarried;
    - iv. Does not have a dependant child;
    - v. Is not a person with disabilities, as such term is defined in 3(b)(3)(E) of the United States Housing Act of 1937 (42 U.S.C. 1437a(b)(3)(E)) and was not receiving section 8 assistance as of November 30, 2005;
    - vi. Is not living with his or her parents who are receiving Section 8 assistance; and
    - vii. Is not individually eligible to receive Section 8 assistance **and** has parents (the parents individually or jointly) who are not income eligible to receive Section 8 assistance.
  - b. The student must meet **all** of the following criteria to be eligible for Section 8 assistance. The student must:
    - i. Be of legal contract age under state law;
    - ii. Have established a household separate from parents or legal guardians for at least one year prior to application for occupancy, **or** meet the U.S. Department of Education's definition of an independent student.
    - iii. Not be claimed as a dependent by parents or legal guardians pursuant to IRS regulations; and
    - iv. Obtain a certification of the amount of financial assistance that will be provided by parents, signed by individual providing the support. This certification is required even if no assistance will be provided

Every applicant must meet the Resident Selection criteria. The resident selection criteria are used to demonstrate the applicant's suitability as a resident using verified information on past behavior to document the applicant's ability, either alone or with assistance, to comply with essential lease provisions and any other rules governing tenancy.

The applicant family will be judged on past habits and practices related to tenancy and not on any attribute or behavior which may be imputed to a particular group or category of persons of which an applicant may be a member.

**NOTE:** Per HUD Notice H00-18, Crane Place, for the purpose of deterring crime, reserves the right to lease a Section 8 unit to an employed police officer or security person who is over the HUD income limits set for this property.

## **VI. OCCUPANCY STANDARDS**

To determine how many bedrooms a Household may have, Crane Place:

- A. Will count all full-time members of the household;
- B. Will count all persons under the age of 18 anticipated to reside in a unit;

**EXAMPLES** include children expected to be born to pregnant women, children who are in the process of being adopted by an adult, children whose custody is being obtained by an adult, children who are subject to a joint custody agreement but who live in the unit at least 50 percent of the time, foster children who will reside in the unit, children who are temporarily absent due to placement in a foster home.

- C. Will count live-in attendants; and
- D. Will count children who are away at school but live with the family during school recesses.

Occupancy standards for Crane Place are as follows:

| <u>Apartment Size</u> | <u>Number of Residents</u> |
|-----------------------|----------------------------|
| Standard Studio       | 1                          |
| One Bedroom           | 1 – 2                      |

After move-in, if an apartment becomes underutilized or overcrowded because of changes in household composition, Management will require the family to:

1. move within 30 days after Management notifies him/her that an apartment of the required size is available within the project; or
2. remain in the same unit and pay HUD-approved market rent.

## **VII. APPLICATION INTAKE, PROCESSING, & INTERVIEW**

### Application Intake and Processing

It is the policy of Crane Place to accept and process applications in accordance with applicable HUD Handbooks and Regulations.

When the Wait List is open, applications may be obtained from the site office during the hours of 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m., Monday through Friday, excluding weekends and holidays, or call (650) 325-2442. Completed applications may be mailed or taken to the site office at the following address:

**CRANE PLACE  
1331 CRANE STREET  
MENLO PARK, CA 94025**

When an application is received, a staff member of Crane Place will review the application with the applicant to verify that the application is completely filled out. If the application is received via the mail and the application is not completely filled out, a call will be made to the applicant to allow the applicant the opportunity to complete the application. After application is completely filled out, the application will be date and time stamped and applicant's name will be added to the bottom of the appropriate waiting list.

All communication with applicants will be by first class mail. Failure to respond to letters may result in withdrawal of an application from further processing. Management may make exceptions to the procedures described herein to take into account circumstances beyond the applicant's control, for example, medical emergencies or extreme weather conditions.

Anyone who wishes to be admitted to Crane Place or be placed on Crane Place's waiting list must complete an application. Crane Place may refuse to take a family's application only if the waiting list is so long that the average wait for a unit will be a year or longer and the waiting list has been officially closed.

Every application must be completed and signed by the head of the household, spouse, and each household member that is 18 years or older. All other members of the household will be listed on the application form. Staff will assist any applicant who might have trouble completing the application form. This assistance might take the form of answering questions about the application, helping applicants who might have literacy, vision, or language problems, and, in general, make it possible for interested parties to apply for assisted housing.

Application Interview

The top two (2) applicants on the waiting list will be verified at all times. When an applicant becomes one of the top two (2) on the waiting list, a Crane Place's staff member will interview the applicant and obtain current information about the family's circumstances. In order to meet the 40% rule (see V) if, at the time an apartment becomes available, there are no extremely-low income applicants within the top two (2), Crane Place's staff will continue the qualifying process down the waiting list until an extremely-low income applicant has been found.

When an apartment becomes available, if we have not met our 40 percent (40%) requirement, we will endeavor to rent this apartment to someone in the extremely low-income bracket. So, when an apartment becomes available:

- The top person on the waiting list will be looked at. If that person is an extremely low-income applicant, the apartment will be offered to them.
- If they are not an extremely low-income applicant and the property has not met the 40% requirement, the next person on the waiting list will be looked at. This process will continue through the waiting list until an extremely low-income applicant has been found.
- If the property is within their 40% requirement, the top person on the waiting list would then be offered an apartment.

All household members 18 years of age and older must attend the interview. At the interview, Crane Place's staff will:

- A. Confirm and update all information provided on the application.
- B. Go over HUD Fact Sheet, HUD Form 9887, and HUD Form 9887a which requires the owner to give the applicant or resident a copy of all verifications, HUD Form 9887, HUD Form 9887a, and

allows the applicant or resident the opportunity to bring home the forms, before signing, to read or to discuss them with a third party of their choice. The owner will give the applicant or resident another date to return to sign the forms.

- C. Review the financial information on the application.
- D. Explain eligibility requirements including family composition and income requirements. Obtain other family income and composition information and other data needed to certify eligibility and compute the applicant's share of the rent.
- E. Explain non-citizen requirements, obtain non-citizen data to certify eligibility and compute the applicant's share of rent.
- F. Explain program requirements, verification procedures, and penalties for false information. The penalties include eviction, loss of assistance, fines up to \$10,000, and imprisonment up to five years.
- G. Explain allowances including dependent deductions, child care expenses, handicapped care/expenses, elderly household allowances, and medical expenses.
- H. Go over in detail the Notice to all Applicants: Options for Applicants with Disabilities or Handicaps form.
- I. Explain and complete Special Unit Requirements Questionnaire: Explain why information is needed. Review responses on the application and obtain signed releases as necessary. Give explanation of reasonable accommodation and limitations.
- J. Ask the head of household, spouse, and household members age 18 and over to sign the release of information consent portion of any verification request used for them.
- K. Require the head of household and spouse to give a written certification as to whether any family member did/did not dispose of any assets for less than fair market value during the two years preceding the effective date of the certification/ recertification. The certification must include: a list of all assets disposed of for less than fair market value; the dates disposed; the amount received; and the asset's market value at the time of disposition.
- L. Require the head of household, spouse and all family members age 6 or older to disclose and document all social security numbers or execute a certification when a social security number has not been assigned.
  - 1. Applicants who cannot provide their social security number by producing their card or other document showing the social security number must execute a written certification. The certification must be signed and dated.
    - a. If one or more members of the family are under 18 years of age, the certification will be executed by their parent or guardian.
    - b. Individuals who have applied for legalization under the Immigration Reform and Control Act of 1986 (IRCA) will be able to disclose the social security numbers but unable to supply the cards for documentation. Social security numbers are assigned to these persons when they apply for amnesty. The cards go to INS until the persons are granted temporary lawful resident status. Until that time, their acceptable documentation is a letter from INS indicating social security

numbers have been assigned.

2. Individuals have 60 days from the date of the certification in paragraph a. above to obtain and supply documentation to verify the disclosed social security numbers.
  3. Individuals who have not been assigned a social security number must execute a certification. The certification must state the individual's name, that a social security number has not been assigned, and must be signed and dated.
    - a. The certification for individuals under 18 years of age will be executed by a parent or guardian.
    - b. No further action is required for these individuals.
- M. Advise the family that, HUD is now comparing the information families supply with information Federal, State, or local agencies have on these families' incomes and household composition. If HUD finds a discrepancy, HUD will send a letter to the family informing them of this discrepancy and requiring the family to provide a copy of the HUD discrepancy letter to the Administrator at Crane Place within seven (7) days of the date the family receives the letter. If the family does not report receiving this letter within the seven (7) working days, Crane Place may begin termination of assistance for this family.
- N. Tell the family that a final decision on eligibility cannot be made until all verifications are complete.
- O. Inform the family that Federal laws prohibit Crane Place from discriminating against individuals with handicaps.
- P. Inform all applicants of housing for the elderly or handicapped about the rules on owning pets.

## **VIII. WAITING LIST MANAGEMENT**

It is the policy of Crane Place to administer its Waiting List as required by HUD handbooks and regulations.

### **In-House Transfer Waiting List**

Upon notice of a vacant unit and if there is no current resident on the in-house transfer list, we would immediately qualify the next applicant on the waiting list. Crane Place will not hold up the qualification of an applicant when a vacancy occurs if there is no one on the in-house transfer list. Applications and in house transfers are always based on date of receipt.

Crane Place maintains an in-house transfer waiting list for those residents who need:

- A unit transfer because of family size;
- A new unit because of changes in family composition;
- A deeper subsidy (if applicable);
- A unit transfer for a medical reason certified by a doctor; or
- A unit transfer based on the need for an accessible unit.

Upon notice of vacancy of an appropriate sized unit for the in-house transfer waiting list, the individuals on the in-house transfer list would be required to move within 30 days of notice from management or remain in the unit and pay HUD market rent. Applicants on the regular waiting list would be contacted for qualification for the unit that the current resident is transferring from.

If a tenant household is being moved to a different unit as a reasonable accommodation to a household member's disability, then the owner will pay for the move.

### In-House Transfer Waiting List

Upon notice of a vacant unit and if there is no current resident on the in-house transfer list, we would immediately qualify the next applicant on the waiting list. Crane Place will not hold up the qualification of an applicant when a vacancy occurs if there is no one on the in-house transfer list. Applications and in house transfers are always based on date of receipt.

Crane Place maintains an in-house transfer waiting list for those residents who are over occupying a one bedroom sized unit or require a transfer due to substantiated medical reasons. Upon notice of vacancy of an appropriate sized unit for the in-house transfer waiting list, the individuals on the in-house transfer list would be required to move within 30 days of notice from management or remain in the unit and pay HUD market rent. Applicants on the regular waiting list would be contacted for qualification for the unit that the current resident is transferring from.

### Opening and Closing Waiting Lists

In order to maintain a balanced application pool, Crane Place may, at its discretion, restrict application taking, suspend application taking, and close waiting lists in whole or in part. Crane Place will also update the waiting list by removing the names of those who are no longer interested in or no longer qualify for housing.

If Crane Place has sufficient applications which make the waiting period exceed one year, it may elect to: (a) close the waiting list completely; (b) close the list during certain times of the year; or (c) restrict intake by preference or priority.

Decisions about closing the waiting list will be based on the number of applications available for a particular size and type of unit, the number of applicants who qualify for a Federal preference, and the ability of Crane Place to house an applicant in an appropriate unit within a reasonable period of time.

Closing the waiting lists, restricting intake, or opening the waiting lists will be publicly announced in local and regional media outlets, as well as other agencies serving disabled, and non-profit clientele. If a waiting list is closed, it will be posted in the projects' office in plain view.

During the period when the waiting list is closed, Crane Place **will not** maintain a list of individuals who wish to be notified when the waiting list is reopened as outlined in the Affirmative Fair Housing Marketing Plan.

Applicants will be contacted every January to confirm their continued interest in obtaining a unit. It is applicant's responsibility to respond in writing in order to maintain their place on the current waiting list.

It is also applicant's responsibility to notify management in writing of any change of address or other pertinent information submitted on the initial application.

If a family's income changes from very low to low income by the time they reach the top of the waiting list, the owner must give the family a written notice that:

- A. Informs the family they are not presently eligible to be selected for assistance under this Section 8 contract because their income is above 50 percent of median income and, by law, assistance must be given first to persons whose income is at or below 50 percent of median income;

- B. Advises them that they could become eligible if their household income decreases, the number of household number changes; or HUD grants an exception to the income limits; and
- C. Asks if they want to stay on the waiting list. If the family asks to remain on the waiting list, the owner must permit them to do so.

Opening the waiting list will be announced in the local newspapers and other publications which are listed in the HUD approved Affirmative Fair Marketing Plan (a copy will be available upon applicant's request); the announcement will include where and when to apply.

#### Failure to Return Required, Verification Documents

- A. If an applicant fails to return required, verification documents by the date specified, the applicant's application will be re-dated as of the failed date to return verification documents, and applicant's name will be moved to the end of Crane Place's waiting list.
- B. If an applicant fails to return required, verification documents a second time, applicant's name will be removed from Crane Place's waiting list. In this case, the applicant may not reapply to Crane Place for 18 months from the date of the second refusal to return required documents.
- C. If an applicant is unable to return verification documents due to hospitalization, the applicant's name will stay in place on Crane Place's waiting list. However, if the applicant is unable to return verification documents a second time for any reason, applicant's name will be removed from Crane Place's waiting list. In this case, the applicant may not reapply to Crane Place for 18 months from the date of the second refusal to return required documents.

#### Failure to be Available for Personal, Qualifying Interview

- A. If an applicant should refuse or seem to be resistant (keep changing interview date or unsure when they will be available to interview) to a personal, qualifying interview, applicant's application will be re-dated and applicant's name will be moved to the end of Crane Place's waiting list.
- B. If an applicant should refuse or seem to be resistant (keep changing interview date or unsure when they will be available to interview) to a personal, qualifying interview a second time, applicant's name will be removed from Crane Place's waiting list. In this case, the applicant may not reapply to Crane Place for 18 months from the date of the second refusal to a personal interview.
- C. If an applicant is unable to take part in a personal interview due to hospitalization, the applicant's name will stay in place on Crane Place's waiting list. However, if the applicant is unavailable for a personal interview a second time, the applicant's name will be removed from Crane Place's waiting list. In this case, the applicant may not reapply to Crane Place for 18 months from the date of the second refusal to a personal interview.

#### Failure to Accept Offered Apartment

- A. If an applicant is offered an apartment and refuses to accept the offered apartment, applicant's application will be re-dated as of the date of the refusal, and applicant's name will be moved to the end of Crane Place's waiting list.
- B. If an applicant is offered apartment a second time and refuses to accept the offered apartment, applicant's name will be removed from Crane Place's waiting list. In this case, the applicant may

not reapply to Crane Place for 18 months from the date of the second refusal to the offer of an apartment.

- C. If an applicant is unable to accept an apartment due to hospitalization, the applicant's name will stay in place on Crane Place's waiting list. However, if the applicant is unavailable to accept an apartment a second time, the applicant's name will be removed from Crane Place's waiting list. In this case, the applicant may not reapply to Crane Place for 18 months from the date of the second refusal to the offer of an apartment.

#### Removal of Applicants from the Waiting List

Crane Place will not remove an applicant's name from the waiting list unless:

- A. The applicant fails to return required documents; or
- B. The applicant fails to keep a personal, qualifying interview appointment; or
- C. The applicant refuses an offered apartment; or
- D. The applicant requests that the name be removed; or
- E. The applicant was clearly advised of the requirements to tell Crane Place of his/her continued interest in housing by a particular time and failed to do so; or
- F. Crane Place made a reasonable effort to contact the applicant to determine if there is continued interest in housing but has been unsuccessful; or
- G. Crane Place has notified the applicant of its intention to remove the applicant's name because the applicant no longer qualifies for assisted housing.

#### **IX. VERIFICATION REQUIREMENTS**

Crane Place shall obtain verifications in compliance with requirements set forth in Exhibit 3, Acceptable Forms of Verification, of the HUD Handbook 4350.3. No decision to accept or reject an application shall be made until all verifications keyed by the application form have been collected and any necessary Follow-Up Interview has been performed.

#### Types of Verifications Required

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

- A. Eligibility for admission, such as:
  - Income, assets, and asset income
  - Family composition
  - Social Security numbers
- B. Allowances, such as:
  - Age, disability, or handicap of family members
  - Full time student status
  - Child care costs
  - Handicap expenses
  - Medical costs (Elderly Families only)

- C. Compliance with Applicant Selection Criteria, such as:
  - Documented ability and willingness to abide by lease requirements
  - Previous history of tenancy, rent paying, caring for a home
  - No Criminal activity of any family member
  
- D. Special Program Requirements, such as:
  - Transitional housing
  - Congregate Housing
  - Special Needs Housing

All the above information must be documented and appropriate verification forms or letters placed in the applicant or resident file.

#### Period for Verification

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

Information obtained which is subject to change, and for which verifications are more than 120 days old, must be re-verified.

#### Attempted Fraud

Any information provided by the applicant that verification proves to be untrue may be used to disqualify the applicant for admission on the basis of attempted fraud. Crane Place considers false information about the following to be grounds for rejecting an applicant:

- Income, assets, family composition
- Social security numbers
- Allowances
- Previous resident history or criminal history

Unintentional errors that do not secure an advantage with regard to program eligibility, preferences, or rent will not be used as a basis to reject applicants.

#### Sources of Information

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

- The applicant by means of interviews;
- Present and former landlords, or housing providers;
- Present and former employers;
- Credit and criminal background checks;
- Family social workers, parole officers, court records, drug treatment centers, clinics, physicians, clergy.

#### Verifications and Rent Computations

Income and rent computations: Annual income, used to determine eligibility, and adjusted income, the income upon which rent is based, will be computed in accordance with the definitions and procedures established in Federal law and set forth in the applicable HUD regulations.

### Preferred forms of Verification

Verifications shall be attempted in the following order:

- Third-party written;
- Third-party oral with a record kept in the file;
- Review of documents provided by the family;
- Forms faxed, e-mailed, or from the Internet (such as Governmental agencies websites),
- In the absence of any of the above: affidavits from the family.

Each file will be documented to show that Crane Place's staff attempted to obtain third-party written documentation before relying on some less acceptable form of information.

### Verifying Annual Income

- A. Projections of annual income shall be based on the best available information, considering the past year's income, current income rate and effective date; and shall include estimates for each income recipient in the family group.
- B. The income of irregular workers will be estimated on the basis of the best information available, considering earning ability and work history.
- C. When a resident or applicant reports zero income, a Crane Place staff member will visit the resident/applicant in his/her unit to determine the likelihood of the resident/applicant's report. If the resident/applicant is found to have a car, a telephone, to smoke, use disposable diapers, or have other evidence of some form of income, the applicant will be asked to explain the source of income supporting cash expenditures when zero income is present. Investigations may include ordering a credit report on the resident/applicant.
- D. Overtime income will be computed in accordance with verification obtained from the employer, in the absence of more reliable or accurate information.
- E. Income is the most important factor in determining a family's eligibility and rent. Crane Place has established methods of verifying income which include:
  1. Written third-party verification (with an appropriate release) through an employer or public agency. Crane Place's staff may update this verification by phone provided a memorandum to the file is prepared.
  2. Property review of documentation provided by the family such as:
    - Benefit checks
    - Income tax returns
    - W-2 forms
  3. In the absence of any of the above, affidavits from the family describing the amount and type of income are acceptable documentation.

## **X. DETERMINATION OF APPLICANT ELIGIBILITY**

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

## **XI. DETERMINATION OF APPLICANT QUALIFICATION**

### The Applicant Screening Policy

All applicants for assisted housing will be screened for a credit, drug-related and criminal activity (including registrations as a sex offender), and Landlord rental history, according to the criteria set forth in this Resident Selection Plan. Crane Place prohibits the admission of individuals who have been evicted from a federally subsidized project in the past three (3) years for drug/criminal activity, or engaged in drug related criminal behavior, or are subject to a state lifetime sex offender registration program, or all individuals whose abuse or pattern of abuse of alcohol interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents (see HUD Handbook 4350.3, Chapter 4, Paragraph 4-7). These criteria, which are based on those set forth in the HUD Regulations, relate to the individual behavior of each applicant household.

### General Principles of Screening

Crane Place will be the final judge of what constitutes adequate and credible documentation. If staff have doubts about the veracity or reliability of information received, they may pursue alternative methods until they are satisfied that their documentation is the best available.

A distinction is drawn in this document between verifications provided by landlords and information from other housing providers. This is because landlords have a relationship with applicants that is more similar to that which a management agent has with its residents than do other housing providers such as friends, relatives, shelters or institutions. Also, landlords are more likely to use leases that are comparable to assisted housing leases than are other housing providers.

Crane Place staff will be prepared to explain, if necessary, to landlords and other housing providers what the obligations of assisted housing tenancy entail, to help these verification sources provide informed references about applicant's future ability to comply with these requirements.

### The Application Form and Screening

Certain key questions relating to the applicant's eligibility, Preferences, and resident history will be asked as a part of the application form such as the Social Security numbers of all family members and the name, address, and telephone numbers of either current and former landlords or the housing provider with whom they are currently living. Failure to provide this information will result in cessation of application processing. Crane Place's staff will assist applicants, as needed, in understanding the application process and completing Crane Place's forms.

### Obtaining Applicant Releases

When applicants are interviewed prior to the eligibility and preference determination, all adult family members will be required to execute the following releases, at a minimum.

- A. At least three (3) copies of the Landlord Reference Form: one each for the current and two former landlords, plus others as needed.
- B. Two (2) copies of the Utility Verification Form: one each for the gas and electric companies.
- C. One copy of the Detoxification Verification Form for each Detox Center.
- D. One copy of the Verification of Ability to Comply with Lease Terms Form, but only if applicants are currently residing in some setting other than a unit with a lease and a landlord.

## How Applicant's History Will Be Checked

Listed below are the methods by which every applicant's performance relative to each of the criteria will be checked.

- A. Past performance in meeting financial obligations, especially rent:
1. This will be checked first by contacting the current landlord and at least one prior landlord and utility suppliers (if applicable). The Landlord Verification Form will be used to gather information about past performance meeting rental obligations. The Utility Verification Form will be used to collect utility history.
  2. The reason for checking with prior landlords is that current landlords of dangerous, destructive, or costly applicants may misrepresent information about them to get Crane Place to take over their problem. Contacts with all prior landlords for at least the past five years are to be pursued.
  3. Crane Place will run a credit check and a criminal background investigation on all applicants. In addition, Crane Place may check court records for evidence of eviction or judgments against the applicant. The purpose of these checks is to obtain information on the applicant's past history of meeting financial obligations and future ability to make timely rent payments.
  4. If verified records of timely rental payments (and utility payments, if applicable) are received from landlord(s) and utility supplier(s), no further documentation of past performance in meeting financial obligations, especially rent, need be collected.
  5. If the applicant has no landlord reference (e.g. because of living with friends or family or in an institution or shelter) or if the landlord reference is ambiguous or not credible, Crane Place will run a credit check on the applicant. In addition, Crane Place may check court records for evidence of eviction or judgments against the applicant. The purpose of these checks is to obtain information on the applicant's past history of meeting financial obligations and future ability to make timely rent payments.
  6. In the absence of credible landlord references with respect to past performance meeting rental obligations, in addition to credit check, Crane Place will contact the current housing provider with a request that someone with knowledge of the applicant's behavior and abilities complete the Verification of Ability to Comply with Lease Terms form. Staff will also use the Checklist: Ability to Comply with Lease Terms in an interview with the applicant. If the current housing provider is a relative, Crane Place may collect additional information on the applicant's ability to comply with lease terms.
  7. If Crane Place's staff has questions about information received, they may contact the housing provider in order to get reliable and credible documentation.
- B. A record of disturbance of neighbors, destruction of property, or living or housekeeping habits at prior residences which may adversely affect the health, safety, or welfare of other residents, or cause damage to the unit or development;
1. Staff will check for these potential problems with the current landlord and at least one former landlord using the Landlord Verification Form.

2. If the applicant is not currently living under a lease with a landlord, the housing provider will be asked to verify the applicant's ability to comply with Crane Place's lease terms as it relates to this criterion. Any area for which the applicant has upkeep responsibility will be verified.
  3. An applicant's behavior toward Crane Place staff will be considered in relation to future behavior toward neighbors. Physical or verbal abuse or threats by an applicant toward Crane Place's staff will be noted in the file.
- C. Involvement in criminal activity by any member of an applicant family that would adversely affect the health, safety, or welfare of other residents will be verified using the Landlord Verification Form. The current and former landlord will be asked to indicate problems in this area during the applicant's tenancy. If these verifications or any other verifications when returned and indicate possible criminal activities, court records will be examined. The Landlord may reject an applicant for the following conditions at his/her current or previous housing:
1. drug related criminal activity engaged in on or near the premises, by any tenant, household member, or guest, and any such activity engaged in on the premises by any other person under the tenant's control;
  2. determination made by the Landlord that a household member is illegally using a drug;
  3. determination made by the Landlord that a pattern of illegal use of a drug interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents;
  4. any household member who is subject to a state sex offender lifetime registration requirement;
  5. criminal activity by a tenant, any member of the tenant's household, a guest or another person under the tenant's control:
    - a. that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents (including property management staff residing on the premises); or
    - b. that threatens the health, safety, or right to peaceful enjoyment of their residences by persons residing in the immediate vicinity of the premises;
  6. if the tenant is fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees, or that in the case of the State of New Jersey, is a high misdemeanor; or
  7. if the tenant is violating a condition of probation or parole under Federal or State law;
  8. determination made by the Landlord that a household member's abuse or pattern of abuse of alcohol threatens the health, safety, or right to peaceful enjoyment of the premises by other residents;
  9. if the Landlord determines that the tenant, any member of the tenant's household, a guest or another person under the tenant's control has engaged in criminal activity, regardless of whether the tenant, any member of the tenant's household, a guest or another person under the tenant's control has been arrested or convicted for such activity.

- D. A record of eviction from housing or termination from residential programs:
1. Staff will check Crane Place's records, landlord records, and other court records to determine whether the applicant has been evicted from Crane Place, any other assisted housing, or any other property in the past.
  2. Record of termination from residential programs will be checked with police, service agencies, and with any housing providers referred by the applicant.
  3. Conditions of former tenancy may not apply to an applicant, individual or group, where the new lessee is to be a person other than the former lessee. If there has been a change in head of household, or a family member other than the former lessee is now seeking assisted housing as an individual, the applicant will in no way be held accountable by Crane Place for the rental delinquency or other problems of the former lessee unless the applicant or other members of the applicant's household contributed to the cause of the involuntarily termination. A spouse of a former resident who signed a previous lease will be considered responsible for the family's former actions.
  4. Staff must consider the date and circumstances of any past eviction or termination in determining its relevance to Crane Place tenancy.
- E. An applicant's ability and willingness to comply with the terms of Crane Place's lease.
1. If an applicant is able to document that he or she is complying with lease terms in current and former residences, through landlord references, this criterion will be considered to have been satisfied. Ability to comply with Crane Place's lease terms will be checked only in the absence of satisfactory landlord's documentation.
  2. If the applicant is currently living in a setting that does not require compliance with lease terms comparable to the lease used by Crane Place, staff will send the Verification of Ability to Comply with Lease Terms form to the housing provider. Staff will also complete the Checklist: Ability to Comply with Lease Terms. These forms may bring to light mitigating circumstances or reasonable accommodations an applicant may need (for example: to care for the unit or manage money) and enables Crane Place to be sure such services are in place before the applicant is admitted.
- F. An applicant's misrepresentation of any information related to eligibility award of preference for admission, allowances, family composition, or rent.
1. If, during the course of processing an application, it becomes evident that an applicant has falsified or otherwise misrepresented any facts about his/her current situation, history, or behavior in a manner that would affect eligibility, applicant selection criteria qualification, allowances, or rent, the application shall be rejected.
  2. This provision shall not be applied to minor mistakes in fact that produce no benefit to the applicant.

#### Preliminary Recommendation of Admission or Rejection

When the verification forms have been returned or telephone verifications obtained, Crane Place's staff will make a preliminary recommendation of Admission or Rejection. This preliminary determination will be based on the following:

- A. Response from current and at least one former landlord. The responses must be positive or neutral. If applicants have been evicted from a federally subsidized project in the past three (3) years for drug/criminal activity their application will be rejected.
- B. Responses from utility suppliers. The responses must be positive or neutral and be consistent with the landlord information.
- C. Responses from landlord reports, credit reports, court records, etc. No member of the applicant family should be involved in current drug-related or criminal activity or subject to a state lifetime sex offender registration program. If any member of the applicant household is currently involved with criminal activity, the applicant will be denied admission.
- D. Response from housing provider other than a private landlord (if applicable). The applicant must be considered capable of and willing to comply with Crane Place's lease terms.
- E. Credit Report or Landlord Record Service Report (if applicable). The applicant must have a neutral or good record.
- F. Response from the Detoxification Center. The applicant must have no current record of detoxification center admission for abuse of illegal drugs. If the applicant has had prior drug abuse, applicant must have graduated from an accredited rehabilitation treatment center. With respect to alcohol abuse, the applicant must have no history of disturbance of the peace or violence to persons or property when using alcohol.

The following list of factors may not be considered in making a decision to reject an application: Race, Color, Creed, Religion, Sex, Familial Status, National Origin, or Disability including mental or emotional illness.

After examining the screening criteria if the applicant appears to be ineligible and the applicant is known to have a disability or handicap, the applicant will be contacted and an interview set up to determine whether extenuating circumstances or reasonable accommodations would make it possible to house the applicant. If the applicant is not known to have a disability or handicap, the application will be rejected.

#### Applicants with Disabilities or Handicaps

It is illegal to reject an applicant because he or she has a handicap or disability, or for reasons that could be overcome by Crane Place's reasonable accommodation of the applicant's disability or handicap. If, even with reasonable accommodation, applicants with disabilities or handicaps cannot meet essential program requirements, it is permissible to reject them.

Crane Place's staff will hold a second interview with any applicant known to have a disability or handicap who cannot meet one or more of the applicant screening criteria. The purpose of this interview is to determine whether it is possible to admit the applicant through consideration or mitigating circumstances or by applying reasonable accommodation.

Mitigating circumstances are facts relating to the applicant's record of unsuitable rental history or behavior, which, when verified, would indicate both the reason for the unsuitable rental history and/or behavior; and that the reason for the unsuitable rental history and behavior is no longer in effect or is under control, and applicant's prospect for lease compliance at Crane Place is an acceptable one, justifying admission. Mitigating circumstances will be verified.

If the evidence of mitigating circumstances presented by the applicant relates to a change in medical condition or course of treatment, Crane Place shall have the right to refer such information to person or persons qualified to evaluate the evidence and verify the mitigating circumstances.

Where applicants claim that prior unsuitable behavior resulted from alcoholism or drug addiction and that they are not currently engaging in alcohol abuse or use of illegal drugs, acceptable verification or mitigating circumstances would have to establish that:

There is no verified current use of alcohol or illegal drugs.

During the period for which the applicant has claimed no current use, the applicant's behavior in the previously unsuitable area must have shown improvement. Unimproved behavior shall be taken to construe that either the applicant's unsuitable behavior was not caused by alcohol or drug abuse, or the applicant is still engaging in alcohol or drug abuse. In any case, a lack of improvement in a previously unsuitable area shall result in a rejected application for applicants in this category.

Crane Place shall also have the right to request further information reasonably needed to verify the mitigating circumstances, even if such information is of a medically confidential nature. If the applicant refuses to provide or give access to such further information, Crane Place will not give further consideration to the mitigating circumstances.

If no mitigating circumstances exist that satisfy Crane Place's applicant selection criteria, Crane Place must consider reasonable accommodations that Crane Place could make to eliminate barriers to housing the applicant. Reasonable accommodations may take the form of adjustment of policies, practices, and services, where such adjustment offers an acceptable prospect of lease compliance in a previously unsuitable area of behavior.

A reasonable accommodation is one which would not result in either altering the fundamental nature of the housing program or placing an undue financial and administrative burden on the property. If a service is necessary for compliance with the lease, Crane Place cannot be required to provide it to an applicant with a disability or handicap if it is not provided to other residents, but Crane Place must consider admitting that applicant if he/she can document that the service will be provided by others at no cost to Crane Place.

Any applicant with a disability or handicap who cannot meet the applicant screening criteria, taking into account possible mitigating circumstances, reasonable accommodations by Crane Place, or services needed for lease compliance verified to be provided to the applicant by others, will be rejected.

## **XII. REJECTION OF INELIGIBLE OR UNQUALIFIED APPLICANTS**

Crane Place complies with applicant rejection requirements set forth in Paragraph 4-9 of the HUD Handbook 4350.3.

Applicants who do not pass the eligibility, tenant selection criteria or are unable to disclose and document all Social Security numbers or execute a certification when numbers have not been assigned will be sent a written rejection letter explaining the following:

- A. Reason or reasons for the rejection;
- B. The applicant has 14 days to respond in writing to request a meeting to discuss the rejection;
- C. If the applicant is an individual with disabilities or handicaps, the applicant may inform Crane Place of this fact and may request Crane Place to make reasonable accommodations in nonessential policies or practices to enable the applicant equal opportunity.

### **XIII. GRIEVANCE PROCEDURES**

Crane Place's Owners and Management will make very effort to resolve grievances presented by Applicants or Residents in an informal manner. Open communication is the basis for resolution of most disputes. Management is open to discuss a problem with a Resident during normal office hours. If a satisfactory resolution cannot be made informally, then the Resident or Applicant has the right to file a grievance using the following guidelines:

- A. **APPLICANT:** If an Applicant is rejected for residency at Crane Place following the written Application/Selection policies, the Applicant may request a meeting to discuss the rejection. The Applicant must request a meeting in writing no later than fourteen (14) days from date of notice of rejection.
1. Requests for a meeting must be mailed to: Crane Place, 1331 Crane Street, Menlo Park, CA 94025
  2. After receipt of request, Management will set up a meeting within five (5) days after request. The notice will provide the date, time, and place for the meeting. Management will allow one postponement in the event the first date is inconvenient. The meeting will be scheduled within the time frame of five to ten (5-10) days after receipt of request. An Applicant's family member is welcome at this informal meeting.
  3. Management will have the Asset Manager or Director of Asset Management conduct the meeting with the presence of the Administrator or person who made the decision for the rejection.
  4. Within five (5) days after the meeting, a written decision will be sent to the Applicant.
- B. **RESIDENT:** When a Resident has a concern with or grievance concerning a policy, procedure, decision, or employee, the Resident should:
1. Request a meeting with the administrator. If the resident is not satisfied or his or her concerns were not addressed to his or her satisfaction, the resident may proceed to process number 2 below. Please remember that the administrator needs to have the opportunity to meet with you and address whatever is on your mind.
  2. Request a meeting with the Asset Manager of Crane Place. Please mail your request to: Asset Manager of Crane Place, 590 Lennon Lane #110, Walnut Creek, California, 94598. The Asset Manager will call you within five (5) days of receipt of your letter to schedule a meeting with the resident. If the resident is not satisfied with the outcome of this meeting, the resident may proceed to process number 3 below.
  3. Request a meeting with the Director of Asset Management for Barcelon Associates Management Corporation. Please mail the request to: the Director of Asset Management, BAMC, 590 Lennon Lane #110, Walnut Creek, California, 94598. The Director will set a time convenient for the resident. If the resident is not satisfied with the outcome of this meeting, he or she may proceed to process number 4 below.
  4. Request a meeting with the Executive Director of Peninsula Volunteers. Please mail your request to: Executive Director, Peninsula Volunteers, 800 Middle Avenue, Menlo Park, California 94025. The Executive Director will contact the resident within five (5) days of receipt of your letter to discuss the issue. If the resident is not satisfied with the outcome of this step, he or she may proceed to process number 5 below.

5. If the above four (4) courses of action do not satisfactorily resolve the matter, the Resident may contact California Affordable Housing Initiatives, Inc. (CAHI). Unresolved concerns should be sent to: CAHI 505 14th Street, Suite 940, Oakland, California, 94612. Or contact the U.S. Department of Housing and Urban Development (HUD). Unresolved concerns should be sent to HUD Loan Management Branch, 600 Harrison Street, San Francisco, CA 94107, RE: Crane Place, FHA #121-35671.

*\*The resident may elect to bring a relative or confident to any of the meetings and is encouraged to do so.*

- C. **504 GRIEVANCE PROCEDURE:** If you have a Fair Housing and/or discrimination complaint, and you are either an applicant for housing at, or a resident of Crane Place , the following steps are to be taken:
  1. Immediately bring your concern to the administrator of the property site, at which you are applying or currently residing. When possible, put your concerns in writing. If you cannot put your concerns in writing, site staff will assist you with this documentation. If you are not satisfied with the response that you receive from the site administrator, move to step #2.
  2. Immediately inform the 504 Coordinator at Barcelon Associates Management Corporation's Corporate office at (925) 627-7000. The 504 Coordinator will attempt to resolve your issue with you. The 504 Coordinator will review Company policies and procedures to determine whether your assertions have any merit and make corrections as necessary to ensure compliance with Fair Housing requirements. If you are not satisfied with the response that you receive from the 504 Coordinator, move to step #3.
  3. Contact the Regional Office of Fair Housing and Equal Opportunity for the U.S. Department of Housing and Urban Development at (415) 489-6524 or (800) 347-3739. For TTY, call (415) 436-6594. Alternatively, you may contact California Assisted Housing Initiatives' Call Center at (800) 982-5221.

#### **XIV. ACCEPTANCE AND MOVE-IN OF ELIGIBLE AND QUALIFIED APPLICANTS**

If an applicant is clearly eligible and passes the screening criteria, admission shall be authorized.

##### **Determination of Rent and Security Deposit**

Monthly rent and security deposit amount will be determined in accordance with the Federal regulations governing the housing program and state law.

##### **Offering a Unit**

When an apartment becomes available for occupancy, it will be offered to the applicant at the top of the waiting list for that unit type. However, in order to meet the 40% rule (see V), if there are no extremely-low income applicants within the top five (5), Crane Place's staff will continue the qualifying process down the waiting list until an extremely-low income applicant has been found.

The HUD rule states "Owners may not select tenants in an order different from that of the waiting list for the purpose of selecting higher-income families for residence. While higher-income applicants may be skipped in order to achieve 40 percent (40%) extremely-low income, applicants, lower-income applicants may not be

skipped in favor of others who have higher income.” Because of this ruling, your position on the active waiting list could change.

When an apartment becomes available, if we have not met our 40 percent (40%) requirement, we will endeavor to rent this apartment to someone in the extremely low-income bracket. So, when an apartment becomes available:

- The top person on the waiting list will be looked at. If that person is an extremely low-income applicant, the apartment will be offered to them.
- If they are not an extremely low-income applicant and the property has not met the 40% requirement, the next person on the waiting list will be looked at. This process will continue through the waiting list until an extremely low-income applicant has been found.
- If the property is within their 40% requirement, the top person on the waiting list would then be offered an apartment.

If the household cannot be contacted within five working days, the offer will be canceled and the unit will be offered to the next, qualified applicant on the waiting list.

In that event, the first household will be sent a letter requesting confirmation of its interest in remaining on the waiting list. If the household replies affirmatively, its application will retain its position on the waiting list; if the reply is negative or if no reply is received within five working days, the application will be withdrawn.

#### Prior to Move-in

Credit check and criminal background investigation must be obtained on all household members of legal age.

Non-citizen data on all household members must be obtained and applicant and household members must sign all of the required non-citizen paperwork.

All household members eighteen years of age or older will be required to sign the lease and related documents;

The applicant and management will inspect the unit and will sign the move-in inspection form;

The applicant will pay the security deposit (and pet deposit, if applicable,);

The applicant will pay the rent of the first month or partial month of occupancy, as set forth in the lease;

Payment of the first month's rent must be by cashier's check, money order, or personal check. A separate cashier's check, money order, or personal check will be required for the security deposit.

The following documents will be reviewed with the applicant and a copy of these documents will be given to the applicant thereafter.

HUD Fact Sheet; HUD Form 9887 and 9887a; the lease; lease addendum, Lease attachments; the move-in inspection form; house rules; security deposit agreement; annual recertification notice; the receipt for the security deposit, first month's rent, and other move-in related documents.

Wherever applicable, applicant is responsible for the notification of cable television companies of his/her interest in contracting for the services provided by the individual company.

At Move-in

Each household will be issued one (1) apartment key, one (1) mailbox key, and any and all other keys necessary for occupancy.

Failure to Move In On Time

If a household fails to move in on the agreed date, the application will be declined, and the unit will be offered to the next applicant on the waiting list.

**(Page 27 is the signature page)**

**Page 27 must accompany your application forms for submission to the site office!**

**This Page must accompany your application forms for submission to the site office!**

**PENALTIES FOR SUBMITTING FALSE INFORMATION:**

Knowingly giving Management false information regarding income or other factors considered in determining Resident's eligibility and rent is a material noncompliance with the Lease subject to termination of tenancy. In addition, Resident could become subject to penalties available under Federal law. Those penalties include fines up to \$10,000 and imprisonment for up to five years.

**I/we have read and understand the aforementioned Resident Selection Policy and understand and agree that by my/our signature(s) this Resident Selection Policy become a part of my/our Lease. Violation of any of portion of this policy can be cause for termination of my/our tenancy at Crane Place.**

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Management Agent

\_\_\_\_\_  
Date