

Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

Pathways at Chalmers East

THE PURPOSE OF THE TENANT SELECTION PLAN	4
AVAILABILITY OF ASSISTANCE FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY	4
RULES OF CONDUCT	4
SMOKE FREE HOUSING	5
ASSISTANCE DEFINITION	5
SUBSIDY	5
TENANT-BASED VOUCHERS	5
ASSISTED LIVING	5
FAIR HOUSING POLICIES	6
FAIR HOUSING	6
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964	6
SECTION 504 OF THE REHABILITATION ACT OF 1973	6
<i>Coordinating Efforts to Comply with Section 504 Requirements</i>	<i>6</i>
<i>Requests for Reasonable Accommodation or Modification</i>	<i>7</i>
PRIVACY POLICY	7
COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2022	7
THE EQUAL ACCESS RULE	7
ELIGIBILITY REQUIREMENTS	7
PROPERTY ELIGIBILITY DEFINITION	8
<i>Household/Resident Type</i>	<i>8</i>
<i>Income Limits</i>	<i>8</i>
<i>Occupancy Standards</i>	<i>8</i>
<i>Rent Limits</i>	<i>9</i>
<i>Verifying the Need for an Accessible Unit</i>	<i>9</i>
PROGRAM ELIGIBILITY	10
<i>Eligibility Standards</i>	<i>10</i>
<i>Asset Limitations</i>	<i>10</i>
<i>Disclosure and Verification of Social Security Numbers</i>	<i>13</i>
<i>Exceptions to Disclosure of Social Security Number</i>	<i>13</i>
<i>Citizenship/Immigration Status Requirements</i>	<i>14</i>
<i>Single Residence/Subsidy Criteria</i>	<i>16</i>
<i>Eligibility of Students Enrolled at an Institute for Higher Education</i>	<i>16</i>
<i>Additional Tax Credit Eligibility Requirements for Students Enrolled at an Institute of Higher Education</i>	<i>17</i>
<i>Prohibition of Assistance to Noncitizen Students</i>	<i>17</i>
PROCEDURES FOR TAKING PRE-APPLICATIONS & APPLICATIONS	18
PRE-APPLICATIONS	18
APPLICATIONS	18
FINAL DETERMINATION OF ELIGIBILITY	19
LIVE-IN AIDES	19
WAITING LISTS	19
MAINTAINING WAITING LISTS	20
REMOVAL OF APPLICANTS FROM THE WAITING LIST	20
SELECTING APPLICANTS FROM THE WAITING LIST	21
<i>Income Targeting (PBRA Only)</i>	<i>22</i>
PREFERENCES (PBRA ONLY)	22
<i>Owner/Agent-Adopted Preference</i>	<i>22</i>
<i>HUD Approved Preferences</i>	<i>22</i>



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

<i>Preference Weights</i>	24
<i>Verification of Preferences</i>	24
<i>Change in Preference Status While on the Waiting List</i>	24
<i>Exceptions to the Preference Rule</i>	25
OPENING AND CLOSING WAITING LIST	25
VERIFICATION	25
INFORMATION TO BE VERIFIED	26
CONSENT AND VERIFICATION FORMS- HUD FORMS 9887/9887A	26
MISREPRESENTATION	27
APPLICANT SCREENING CRITERIA	27
SCREENING FOR DRUG ABUSE AND OTHER CRIMINAL ACTIVITY	28
<i>Consideration of Extenuating Circumstances</i>	30
<i>Criminal Screening Discoveries</i>	30
SCREENING FOR CREDIT HISTORY	31
SCREENING FOR ABILITY TO ESTABLISH UTILITY SERVICE	31
SCREENING FOR RENTAL HISTORY	31
SCREENING FOR RECEIPT OF HUD ASSISTANCE IN ANOTHER UNIT (PBRA ONLY)	32
REJECTING INELIGIBLE OR UNQUALIFIED APPLICANTS	33
REJECTION NOTICES	33
APPEALING THE DECISION TO REJECT	34
INFORMAL HEARINGS FOR PBRA APPLICANTS	34
INFORMAL HEARING PROCESS	34
<i>Use of Informal Hearing Process</i>	34
<i>Notice of Denial</i>	35
<i>Scheduling an Informal Hearing</i>	35
<i>Conducting an Informal Hearing</i>	35
<i>Informal Hearing Decision</i>	35
REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES	36
HEARING AND APPEAL PROVISIONS FOR NON-CITIZENS	36
<i>Notice of Denial or Termination of Assistance</i>	36
<i>United States Citizenship and Immigration Services Appeal Process</i>	37
<i>Informal Hearing Procedures for Applicants</i>	37
OFFERING AN APARTMENT	38
OFFERING ACCESSIBLE UNITS	39
OFFERING UNITS TO DISABLED APPLICANTS REQUESTING ACCESSIBILITY FEATURES	39
OFFERING UNITS TO APPLICANTS OR RESIDENTS WITH PREFERENCES	39
APPLICANT/RESIDENT SELECTION ORDER	39
RIGHT TO REFUSAL	40
TIMEFRAME FOR TAKING POSSESSION OF A UNIT BY AN APPLICANT FAMILY	41
UNIT TRANSFER POLICIES	42
SECURITY DEPOSITS, PET DEPOSITS & UNIT TRANSFERS	43
UNIT TRANSFERS DURING THE INITIAL OCCUPANCY PERIOD OF A LIHTC PROPERTY	43
SECURITY DEPOSIT REQUIREMENTS	43
INCOME CALCULATION ERRORS, INCLUDING DE MINIMIS ERRORS	43
OWNER/AGENT ERRORS	44
TENANT ERRORS	44
HARDSHIP EXEMPTIONS	44



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

MINIMUM RENT FINANCIAL HARDSHIP EXEMPTION.....44

HEALTH AND MEDICAL EXPENSES AND/OR REASONABLE ATTENDANT CARE AND AUXILIARY APPARATUS EXPENSES-
PHASED-IN RELIEF HARDSHIP EXEMPTION:45

HEALTH AND MEDICAL EXPENSES AND REASONABLE ATTENDANT CARE AND AUXILIARY APPARATUS EXPENSES-
GENERAL RELIEF HARDSHIP EXEMPTION47

CHILD-CARE EXPENSES DEDUCTION HARDSHIP EXEMPTION.....47

CHANGES IN HOUSEHOLD COMPOSITION.....47

 ADDING HOUSEHOLD MEMBERS AFTER INITIAL OCCUPANCY47

 REMOVING HOUSEHOLD MEMBERS AFTER INITIAL OCCUPANCY48

DETERMINATION OF INCOME USING OTHER MEANS TESTED PUBLIC ASSISTANCE48

INTERIM RECERTIFICATIONS.....49

 DECREASES IN ADJUSTED INCOME49

 INCREASES IN ADJUSTED INCOME.....50

Increases in Unearned Income.....50

Increases in Earned Income.....50

 REPORTING CHANGES AND EFFECTIVE DATE50

Reporting Changes.....50

Effective Date of Interim Recertifications51

NON-INTERIM RECERTIFICATIONS51

APARTMENT INSPECTIONS51

TERMINATION NOTICES.....52

CHANGES TO THE TENANT SELECTION PLAN.....52



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

THE PURPOSE OF THE TENANT SELECTION PLAN

The tenant selection plan helps to ensure that residents are selected for occupancy in accordance with HUD program and project eligibility requirements and established management screening policies.

AVAILABILITY OF ASSISTANCE FOR PERSONS WITH 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. Prior to admission, the owner/agent will request that each household complete a "Language Identification Form" to identify if the household contains any adult household members that have LEP, and if so, the language spoken by the LEP individuals(s).

- 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. (Portuguese)
- 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していれば、経営オフィスと連絡を取ってください。(Japanese)
- يرجى الاتصال بمكتب الإدارة إذا كنت بحاجة إلى مساعدة في فهم هذه الوثيقة (Arabic)

RULES OF CONDUCT

The relationship between a landlord (owner/agent) and a resident or applicant is a business relationship. A courteous and businesslike attitude is required from both parties. The owner/agent reserves the right to refuse to 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 staff, 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 application 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 application will be rejected.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

To ensure the privacy of property staff, property residents and applicants, applicants and residents are asked to refrain from use of cell phones or other electronic devices, except those necessary to alleviate the symptoms of a disability, by residents or applicants, while in the management office or corporate office.

Assistance Animals are always welcome in the management office. Please keep all pets outside the management office at all times.

Pathways at Chalmers East staff is not permitted to accept any money, gifts, services or favors connected with the application process, criminal or credit checks, eligibility determination, apartment selection, or associated with any aspect of residency on this property. If property staff solicits any mandatory payment for any part of the application process, the applicant should notify the owner/agent at (817) 532-3155.

SMOKE FREE HOUSING

Smoking is prohibited in residential units and common areas. This includes outdoor patios, hallways, stairwells and parking lots. This policy applies to all owner/agents, property staff, applicants, residents, guests, and servicepersons. Smoking is only allowed in outdoor areas designated with a property-installed sign. Designated smoking area(s) will have a proper receptacle to dispose of butts and used matches. "Smoking" shall include the inhaling, exhaling, or carrying of any lighted cigarette, e-cigarette, cigar, pipe, water pipe/hookah, weed, plant, or other combustible substance in any manner or in any form.

ASSISTANCE DEFINITION

The property is operating under the guidelines established for two layered housing programs - the HUD Project Based Rental Assistance (PBRA) program and the Low Income Housing Tax Credit (LIHTC) program. Because this plan covers the eligibility and tenant selection requirements for both programs, there are some areas of the plan that will only be applicable to one program. Those areas are identified throughout the plan. A person must be capable of fulfilling the lease requirements, with or without assistance.

SUBSIDY

Residents at this property are offered subsidized rent. This means the rent that a family pays is based upon the family income. The family will pay 30% of their adjusted household income, 10% of their gross household income or \$25 – whichever is higher. If the family's rent calculation is below the contract rent established for the unit, the balance of the contract rent is paid for, or subsidized, by the Federal Government. The rent amounts paid by residents may vary.

TENANT-BASED VOUCHERS

The owner/agent may not admit an applicant with a voucher to a unit with Project Based Rental Assistance unless the applicant agrees to give up the voucher prior to occupancy. This will be verified with the former housing provider.

Please note that housing assistance provided through HUD's multi-family 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

ASSISTED LIVING

This is not an assisted living property. The owner/agent and property staff do not provide, nor have the authority to provide, any personal care or personal supervision services. All care and supervision services must be provided by the resident or aides supervised by the resident or the resident's representative(s). The owner/agent and property staff do not provide assistance with personal activities or daily living.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

FAIR HOUSING POLICIES

FAIR HOUSING

The owner/agent will not discriminate in any of the following ways:

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

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 city of Austin has added Fair Housing protections based on creed, student status, marital status, sexual orientation, gender identity and age.

The development will comply with state and federal fair housing and antidiscrimination laws; including, but not limited to, consideration of reasonable accommodations requested to complete the application process. Chapter 1, Subchapter B of Title 10: Community Development Part 1: Texas Department of Housing and Community Affairs provides more detail about reasonable accommodations. In addition, applicants can request a copy of the owner/agent's Reasonable Accommodation Policy.

Screening criteria will be applied in a manner consistent with all applicable laws, including the Texas and Federal Fair Housing Acts, the Federal Fair Credit Reporting Act, program guidelines and TDHCA's rules.

Specific animal, breed, number, weight restrictions, pet rules and pet deposits will not apply to households having a qualified service / assistance animal(s). For more information, applicants can request a copy of the owner/agent's Assistance Animals Policy.

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.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

Section 504 Coordinator: Ben Smith	Compliance Analyst, Low Income Housing Department
Address:	3301 Airport Freeway Ste 210 Bedford TX 76021
Phone Number:	(817) 532-3155
TDD/TTY Number:	1-800-735-2989 OR 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.

The owner/agent has a Reasonable Accommodations Policy which explains the eligibility and the process for making a request. The owner/agent will provide an individual with a copy of the Reasonable Accommodation Policy upon request.

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.

Neither the property owner/agent nor its agents shall disclose any personal information contained in its records to any person or agency, other than HUD, its Contract Administrators or other federal/state entity or investor auditing entities, unless the individual about whom information is requested gives written consent to such disclosure. Such consent may be provided in an equally effective manner, as a reasonable accommodation, when there is the presence of a disability.

This Privacy Policy 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.

COMPLIANCE WITH REQUIREMENTS OUTLINED IN THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2022

The owner/agent understands that, regardless of whether state or local laws protect victims of domestic violence, dating violence, sexual assault or stalking, people who have been victims of violence have certain protections provided through the Violence Against Women Reauthorization Act of 2022 (VAWA 2022).

If an applicant or resident wishes to exercise the protections provided in the VAWA 2022, he/she should contact the owner/agent immediately. The owner/agent will not assume that any act is a result of abuse covered under the VAWA 2022. In order to receive the protections outlined in the VAWA 2022, the applicant/applicant must specify that he/she wishes to exercise these protections. The owner/agent will provide an individual with a copy of the VAWA Policy upon request.

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*.

ELIGIBILITY REQUIREMENTS

The owner/agent is required to determine whether applicants are eligible to occupy the subsidized property and receive housing assistance. Eligibility is divided into property eligibility and program eligibility. Eligibility is determined based on the applicable Federal and State regulations that govern the property and programs.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

For HUD programs, eligibility is determined at move-in or initial certification. Thereafter, eligibility is only reviewed for student status or to determine if a remaining family member is eligible to remain in the unit and/or receive housing assistance.

PROPERTY ELIGIBILITY DEFINITION

Household/Resident Type

This multi-family PBRA/LIHTC property is designed to provide housing to families who meet the eligibility and screening requirements.

Income Limits

Income limits vary by program type (PBRA or LIHTC) and family size. The owner/agent will provide applicants a copy of the income limits for the property area upon request. In addition, applicants can review the income limits by accessing the following web site. <http://www.huduser.org/datasets/il.html>.

HUD requires that property managers incorporate the most recently published income limits when determining eligibility. The IRS “hold harmless” rule states that if the income limits go down, the property can maintain the highest level of income limits in effect after the property was placed in service with tax credits.

This property is a layered property with all units required to meet both the PBRA and LIHTC income limit requirements. Both income limits are based off a percentage of the median family income for the Austin – Round Rock – San Marcos metropolitan statistical area. Since the LIHTC income limit is lower, by default it becomes the effective income limit for the property.

For this property, qualified applicant families must meet HUD’s Low Income Limit (80% of median income) requirement as well as the LIHTC 60% Income Limit (60% of the median income). The income limits can be provided upon request.

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
1	1	3
2	2	5
3	3	7

- The owner/agent does not determine who shares a bedroom.
- The family chooses at pre-application which bedroom size is appropriate for their family, as long as the number of family members is within the range listed in the chart above.
- Once the family has selected an eligible bedroom size they will only be placed on the waiting list for that bedroom size. Changes to the bedroom size cannot be made unless a qualifying event occurs.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

Qualifying events include:

- Changes in the household composition (removing or adding household members) which result in the family no longer being eligible for the chosen bedroom size.
- Changes in the ages of children, resulting in two children of the opposite gender, with one at least seven (7) years of age. These children will not be required to share a bedroom.
- Changes in family composition adding persons of different generations (grandparent, grandchild, parent, etc.). These family members will not be required to share a bedroom.
- Need for a different bedroom size as a reasonable accommodation for a disability.
- Authorized live-in aides will be allocated a separate bedroom.
- Anticipated children will be included. Anticipated children include:
 - Children expected to be born to a pregnant woman;
 - Children in process of being adopted by an adult family member;
 - Children whose custody is being obtained by an adult family member;
 - Foster children who will reside in the unit;
 - Children who are temporarily in a foster home who will return to the family; and
 - Children in joint custody arrangements who are present in the household 50% or more of the time.
- A household that contains a temporarily absent family member (not the head of household or spouse) who is enrolled as a full-time student at an institution of higher learning and who is on the lease will be counted for the purposes of establishing occupancy standards for unit size if:
 - the family member is enrolled and actively attending a two-year or four-year college or university; and
 - the family member resides in the unit during school breaks and holidays.

Any household placed in a unit size different from that defined in these Occupancy Standards shall agree to transfer to an appropriate size unit at the same property when one becomes available. Once an appropriate size unit is offered to the family, they have 30 days to complete the transfer or lose their subsidy.

Rent Limits

For the PBRA program, residents will pay 30% of their adjusted family income, 10% of their gross family income, or \$25 – whichever is higher, even if this amount exceeds the contract rent. This amount is adjusted downward by a utility allowance for any utilities that are paid by the resident directly to the utility provider.

HUD has established an alternative rent when the family's TTP is equal to or above the gross rent (i.e. the contract rent amount plus the utility allowance amount). In these cases, the zero-HAP or zero assistance family will pay an alternate rent that is the lower of:

- The family's TTP less the utility allowance; or
- The zero-HAP Rent Cap, which is the lower of either:
 - The applicable Fair Market Rent (FMR) less the utility allowance; or
 - For units subject to more restrictive rent setting requirements under another federal, state, or local program (e.g. LIHTC), the LIHTC maximum rent.

If rental assistance is terminated for non-compliance, but the resident is allowed to remain living on the property, the resident will pay the LIHTC maximum rent.

Verifying the Need for an Accessible Unit

When an applicant requests an accessible unit or a unit preference, such as a first floor unit, the



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

owner/agent will conduct inquiries to:

- 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.
- Verify that the applicant needs the features of the unit as an accommodation to his or her disability.
- 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.

Verification of this information can be provided by a reliable source that has reasonable knowledge of the family's need for this accommodation.

PROGRAM ELIGIBILITY

Eligibility Standards

Based on federal regulations, the owner/agent may admit only eligible applicants. In the selection of applicants for admission, eligibility criteria have been established in accordance with HUD guidelines. The following eligibility standards will be applied in accordance with HUD requirements:

- The family's annual income must not exceed program income limits at move-in;
- The family's net family assets must not exceed \$100,000 (adjusted annually for inflation) (*See Asset Limitations below*);
- The family must not have real property that is suitable for occupancy by the family as a residence (*See Asset Limitations below*);
- The Head-of-Household (HOH), co-Head-of-Household and the spouse (regardless of age) and all adults in each household must sign an Authorization for Release of Information (HUD Forms 9887 and 9887-A) and owner/agent created verification documents prior to their initial eligibility determination;
- The unit for which the household is applying must be the household's only residence;
- An applicant must agree to pay the rent required by the program under which the applicant will receive assistance;
- Only U.S. citizens or eligible non-citizens may receive assistance;
- Applicants who claim eligible status must disclose Social Security Numbers for all family members and provide proof of the numbers reported (*See additional information below*);
- The household size must be appropriate for the available apartments (*See Occupancy Standards*);
- All information reported by the household is subject to verification.

Asset Limitations

The owner/agent will deny admission to an applicant family for the following:

- a) The family has net family assets that exceed \$100,000 (adjusted annually for inflation); and/or
- b) The family has real property that is suitable for occupancy by the family as a residence. This is defined as: present ownership interest in, a legal right to reside in, and the effective legal authority to sell the real property (based on laws of the state or locality in which the property is located).

The owner/agent will also apply these Asset Limitations to terminated residents who are trying to re-qualify for program eligibility. These are residents who were previously terminated from the PBRA program for failing to comply with program requirements- e.g. failure to recertify, failure to complete a required unit transfer, failure to provide required documents, etc. As part of processing an Initial Certification to regain eligibility, the owner/agent will apply the above-listed Asset Limitations requirements.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

Net Family Assets.

Net family assets are defined as the net cash value of all assets owned by the family, after deducting reasonable costs that would be incurred in disposing of real property, savings, stocks, bonds, and other forms of investment, except as excluded by statute.

For assets disposed of for less than fair market value during the two years preceding the date of application for occupancy or requalification, as applicable, the difference in value will be included in net family assets.

If a business entity (e.g., limited liability company or limited partnership) owns the asset, then the family's asset is their ownership stake in the business, not some portion of the business's assets. However, if the family holds the assets in their own name (e.g., they own one-third of a restaurant) rather than in the name of a business entity, then the percentage value of the asset owned by the family is what is counted toward net family assets (e.g., one-third of the value of the restaurant).

For assets jointly owned by the family and one or more individuals outside of the assisted family, the owner/agent will include the total value of the asset in the calculation of net family assets, unless the asset is otherwise excluded, or unless the assisted family can demonstrate that the asset is inaccessible to them, or that they cannot dispose of any portion of the asset without the consent of another owner who refuses to comply. If the family demonstrates that they can only access a portion of an asset, then only that portion's value shall be included in the calculation of net family assets for the family.

All amounts received by a family in the form of federal tax refunds or refundable tax credits are excluded from a family's net family assets for a period of 12 months after receipt by the family.

At applicant admission, and for terminated residents who are trying to re-qualify for program eligibility, the owner/agent will not accept a self-certification of assets equal to or less than \$50,000. Rather, the owner/agent will require third-party verification of net family assets when determining applicants and terminated residents' initial program eligibility.

Self-Certification of Net Family Assets Less Than \$50,000 (as adjusted for inflation).

The owner/agent will obtain third-party verification of all family assets at move-in and/or a family's initial eligibility determination. The owner/agent has adopted a three-year cycle for streamlined verification of assets. In year one, the owner/agent obtains third-party verification of all family assets. In years two and three, the owner/agent will accept a family's self-certification that the family's total assets are less than \$50,000, adjusted annually for inflation. The family's self-certification will state the amount of income the family anticipates receiving from such assets. The actual income declared by the family will be included in the household's income, unless specifically excluded by statute. In all instances, when the family's net family assets exceed \$50,000, adjusted annually by HUD, the owner/agent will require third-party verification of assets.

The owner/agent's streamlined asset verification cycle is as follows:

Year	Verification Needed Net Family Assets < \$50,000	Verification Needed Net Family Assets > \$50,000
1 (08/2023 – 07/2024)	Third-party verification	Third-party verification
2 (08/2024 – 07/2025)	Tenant Self-Certification	Third-party verification



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

3 (08/2025 – 07/2026)	Tenant Self-Certification	Third-party verification
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The owner/agent has not implemented streamlined income determinations.

Real Property Determination.

The Real Property restriction does not apply to the following:

- a) Any property for which the family is receiving assistance under 24 CFR § 982.620 (i.e., a manufactured home owned by a family who receives assistance to lease the space or lot in which it is located). Likewise, any property for which the family is receiving assistance under the Homeownership Option in 24 CFR Part 982.
- b) Any property jointly owned by a family member and another individual who does not live with the family, but who resides at the jointly owned property.
- c) Any property owned by a family that includes a person who is a victim of domestic violence, dating violence, sexual assault, or stalking, as those terms are defined in 24 CFR Part 5 (Subpart L). For example, if the victim is a minor, the real property limitation does not apply to any property owned by the victim's parent or guardian. When a family requests an exemption from the real property limitation on this basis, the owner/agent will accept self-certification and follow the confidentiality and documentation-request requirements established at 24 CFR § 5.2007.
- d) Any property that the family is offering for sale. Documentation of the sales process could include, for example, a contract with a real estate agent or a current real estate listing.

The Real Property restriction applies only when:

- a) The family has present ownership in the real property.
- b) The family has the legal right to reside in the real property. Families who claim they lack the legal right to reside in the real property must provide evidence to support their claim(s). What constitutes sufficient evidence will vary by circumstance.
- c) The family has the effective legal authority to sell the real property. Families who claim they lack the legal authority to sell the real property must provide evidence to support their claim(s). What constitutes sufficient evidence will vary by circumstance.
- d) The property is suitable for occupancy. The property will be considered suitable for occupancy unless the family demonstrates that the real property meets one of the following five conditions:
 - i. The property is not capable of meeting the disability-related needs of all members of the family (e.g., does not meet physical accessibility requirements, family has disability-related need for additional bedrooms, family needs proximity to accessible transportation).
 - ii. The property is not sufficient for the size of the family, per the owner/agent's occupancy standards.
 - iii. The property is geographically located so that it creates a hardship for the family (e.g., the distance or commuting time between the real property and the family's place of work or school would place a hardship on the family). The owner/agent will automatically consider real property located outside of the Austin-Round Rock-San Marcos, TX five-county Metropolitan Statistical Area (MSA) to be a geographic hardship. The Austin-Round Rock MSA includes Williamson, Travis, Bastrop, Hays, and Caldwell counties. The owner/agent will also consider the specific circumstances of the family, including information provided by the family, in making a case-by-case determination regarding whether the location of the real property creates a hardship for the family.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

- iv. The property is not safe to reside in because of its physical condition (e.g., the property's physical condition poses a risk to the family's health and safety and the condition of the property cannot be easily remedied). Unsafe property conditions could include external circumstances or environmental factors outside the control of the family. The property may be deemed not suitable for occupancy if the alterations that would be needed to make it safe to live in are cost prohibitive.
- v. The family does not have the legal right to reside in the property.

Total Non-enforcement at annual and interim reexamination. The owner/agent has chosen to not enforce the Asset Limitations (asset cap of \$100,000 and real property restriction) for all PBRA families at their annual and interim recertification.

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, foster children and foster adults. 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.
- Form 1099
- Benefit award letter
- Retirement benefit letter
- Court records

If the owner/agent has attempted to first obtain a valid SSN card issued by the SSA, or an original document issued by a federal or state government agency that contains the name of the individual and the SSN of the individual, the owner/agent may accept a self-certification of SSN, in conjunction with at least one third party document with the applicant's name printed on it, to satisfy the SSN disclosure requirement. Examples of such documents include a bank statement, utility or cell phone bill, or benefit letter, that contains the name of the individual.

This SSN verification method is only permitted if the owner/agent has exhausted all other attempts to obtain the required SSN documentation. If verifying an individual's SSN using this method, the owner/agent must document why the other SSN documentation was not available.

If the tenant's SSN becomes verified in HUD's Enterprise Income Verification (EIV) system, then no further verification is required. If the tenant's SSN fails the SSA identity match, then the owner/agent must obtain a valid SSN card issued by the SSA or an original document issued by a federal or state government agency that contains the name of the individual and the SSN of the individual, along with other identifying information of the individual. The tenant's assistance must be terminated if they fail to provide the required documentation.

Exceptions to Disclosure of Social Security Number

The Social Security Number requirements do not apply to:

- Individuals age 62 or older as of January 31, 2010, whose initial determination of eligibility was begun before January 31, 2010.
- Individuals who do not contend eligible immigration status. When applicants and residents are



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

required to declare their citizenship status, the existing regulations pertaining to proration of assistance or screening for mixed families must continue to be followed.

- If a child under the age of 6 years is added to the applicant household within the 6-month period prior to the household's date of admission, the assistance applicant may become a participant, so long as the documentation required in this section is provided to the processing entity within 90 calendar days from the date of admission into the program. The owner/agent will grant an extension of one additional 90-day period if the owner/agent determines that, in its discretion, the applicant's failure to comply was due to circumstances that could not reasonably be foreseen and were outside the control of the applicant. If the applicant family fails to produce the documentation required in this section within the required time period, the owner/agent must terminate subsidy assistance.

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 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 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 will be placed on the waiting list based on the date and time the new application is received.

Citizenship/Immigration Status Requirements

Applicants are required to declare U.S. citizenship or submit evidence of eligible immigration status for each household member seeking housing assistance. The owner/agent is required to obtain the following:

- Family Composition List (*lists all household members who will reside in the assisted unit*)
- Citizenship Declaration - Each household member listed on the Family Composition List must complete a declaration of citizen or non-citizen status
- Forms and/or evidence of citizen/immigration status as required by HUD

If any applicant has questions or experiences difficulty providing the described information or determining the type of documentation required, the applicant should contact the owner/agent. If any applicant is unable to provide the required documentation in the timeframe indicated below, the applicant must contact the owner/agent to request an extension. If any applicant fails to provide this information in the timeframes described, the owner/agent cannot provide assistance and the application will be rejected.

The owner/agent will offer the household assistance, providing subsidy to those eligible household members whose documents were received on time, when the following criteria is met:



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

- At least one member of the household has submitted the required documentation in a timely manner and has been determined to be eligible based on all of the criteria in this tenant selection plan
- Assistance/Unit is available
- The household is the next household to be selected from the waiting list

Proof of declared citizenship status must be provided for all household members. Members who claim U.S. citizenship can provide any documents approved by HUD or the Department of Homeland Security (DHS) to prove citizenship. Applicants who claim eligible immigration status must provide documentation to support that status. .

As part of the recertification process, owner/agents must determine citizenship/immigration status of residents from whom the owner/agent has not previously collected the proper documentation or whose documentation suggested that their status was likely to change. If any household member is determined to be an ineligible non-citizen, either at application or after move-in, assistance and/or tenancy may be denied, terminated or prorated as appropriate.

Applicants must submit required documentation of citizenship/immigration status no later than the date the owner/agent initiates verification of other eligibility factors (pre application or application). If the applicant cannot supply the documentation within the owner/agent's specified timeframe, the owner/agent may grant the applicant an extension of not more than thirty (30) days, but only if the applicant certifies that the documentation is temporarily unavailable and additional time is needed to collect and submit the required documentation.

The owner/agent will inform the applicant in writing (or, if required/requested, in an alternative format) if an extension request is granted or denied. If the request is granted, the owner/agent will include the new deadline for submitting the documentation. If the request is denied, the owner/agent will state the reasons for the denial in the response.

Owner/agents will conduct primary verification through the Systematic Alien Verification for Entitlements (SAVE) database - the Department of Homeland Security (DHS) automated system. The system will display messages for immigration status confirmation on the screen. If the message "institute secondary verification" is displayed on the screen, the manual verification process must be used. Within ten (10) days of receiving an "Institute Secondary Verification" response, the owner/agent will prepare DHS Form G-845S, *Document Verification Request*. The owner/agent will send DHS Form G-845S and photocopies of the DHS documents submitted by the applicant to the DHS office serving the property's jurisdiction. DHS will return to the owner/agent a copy of DHS Form G-845S indicating the results of the automated and manual search.

The owner/agent will notify the household in writing as soon as possible if the secondary verification process returns a negative result. The applicant or resident has thirty (30) days from receipt of the notice to choose which option to follow. The applicant or resident may appeal the owner/agent's decision directly to the DHS. The applicant or resident must send a copy of the appeal directly to the owner/agent. The DHS should respond to the appeal within thirty (30) days. If the DHS decision results in a positive determination of eligibility, the owner/agent can provide the appropriate housing assistance. If the DHS decision results in a negative determination of eligibility, the household has thirty (30) days to request a hearing with the owner/agent.



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

Owner/agents may not delay the household's assistance if the applicant or resident submitted immigration information in a timely manner but the DHS verification or appeals process has not been completed. If a unit is available, the household has come to the top of the waiting list, and at least one member of the household has submitted the required documentation in a timely manner and has been determined to be eligible, the owner/agent will offer the household a unit and provide full assistance to those household members whose documents were received on time. The owner/agent will continue to provide full assistance to such households until information establishing the immigration status of any remaining non-citizen household members has been received and verified.

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 applicants 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 new resident will be required to pay market rent (not to exceed the LIHTC Maximum Allowable Rent as shown on Appendix 1) until the move out from the previous property is complete and the resident is 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 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
- Verification of the use of the deduction. The owner/agent will verify use of the dependent deduction with the other owner/agent if :
 - The child will live in the unit at least 50% of the time and
 - The parent wishes to claim the deduction, and
 - Both families are receiving HUD housing assistance

There is a second exception to this rule. If a member of an existing household leaves that household to establish their own unit, HUD allows for a temporary overlap of subsidy (not to exceed 60 days) to allow for the interim recertification to go into effect for the original household.

Eligibility of Students Enrolled at an Institute for Higher Education

Student eligibility is determined at move-in/initial certification and at each annual certification. Student eligibility may also be reviewed at interim certification if student status has changed since the last certification. All adult students are required to report any change in their student status.

A student who is otherwise eligible and meets screening requirements is eligible for assistance if the student meets the criteria indicated below. Section 8 assistance shall be provided to any individual who is enrolled as either a part-time or full-time student at an institution of higher education for the purpose of obtaining a degree, certificate, or other program leading to a recognized educational credential; when the student:



Carleton Management Services, LLC (CMS) - PBRA/LIHTC Tenant Selection Plan

- Is living with his or her parents who are receiving Section 8 assistance
- Is individually eligible to receive Section 8 assistance and has parents who are income eligible to receive Section 8 assistance.
- Is a veteran of the United States military;
- Is married;
- Has a dependent other than a spouse (e.g. dependent child);
- Is at least 24 years of age;
- Is a person with disabilities, as such term is defined in section 3(b)(3)(E) of the 1937 Act and was receiving assistance under section 8 of the 1937 Act as of November 30, 2005;
- The individual is a student for whom a financial aid administrator makes a documented determination of independence by reason of other unusual circumstances

If a student does not meet the eligibility criteria above, but can prove independence from parents under HUD rules, then the student would meet HUD's student eligibility criteria. Please see property staff if you need additional information about proving independence from parents.

If an ineligible student applies for or is a member of an existing household receiving Section 8 assistance, the assistance for the household will not be prorated but will be terminated.

NOTE: *An owner/agent cannot evict or require an ineligible student to move from a unit as long as the student is in compliance with the terms of the lease.*

Any financial assistance a student receives (1) under the Higher Education Act of 1965, (2) from private sources, or (3) from an institution of higher education that is in excess of amounts received for tuition shall be considered income to that individual, except for:

- A student 24 years of age or older with dependent children as defined by HUD or
- A student living with his/her parents who are receiving Section 8 assistance.

The definition of tuition is consistent with the definition provided by the Department of Education and includes all tuition plus mandatory course-related fees associated with being enrolled at that institution of higher education. This does not include the cost of books.

Additional Tax Credit Eligibility Requirements for Students Enrolled at an Institute of Higher Education

Households composed entirely of full-time students (no one of whom is eligible to file a joint tax return) are not eligible for the tax credit program unless they meet one of these 5 criteria:

- The household consists of persons who are married and file a joint tax return or are eligible to file a joint tax return, or
- The household consists of a single parent and at least 1 child, neither of whom is a dependent on another person's tax return (other than another parent of the child), or
- Household member is receiving assistance under Title IV of the Social Security Act, such as TANF, or
- Household member is participating in a job-training program funded through the Workforce Investment Act of other similar federal, state, local laws, or
- Household member was a participant in a state foster care program

Prohibition of Assistance to Noncitizen Students

Noncitizen students and their noncitizen families may not receive assistance. Noncitizen students are not eligible for continuation of assistance or temporary deferral of termination of assistance. A noncitizen student is defined as an individual who is as follows:

- A resident of another country to which the individual intends to return;



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- A bona fide student pursuing a course of study in the United States; and
- A person admitted to the United States solely for the purpose of pursuing a course of study as indicated on an F-1 or M-1 student visa.

This prohibition applies to the noncitizen student's noncitizen spouse and noncitizen children. However, spouses and children who are U.S. citizens may receive assistance. For example, a family that includes a noncitizen student married to a U.S. citizen is a mixed family.

PROCEDURES FOR TAKING PRE-APPLICATIONS & APPLICATIONS

Applications for housing at this property are only received online or at the owner/agent's office location.

It is the owner/agent's policy to accept and process applications in accordance with HUD and TDHCA guidance. The owner/agent will make a reasonable accommodation to assist in the application process if the applicant or any member of the applicant household is disabled.

PRE-APPLICATIONS

Applicants will first complete a pre-application to have their name placed on the waiting list for housing at the property. Pre-applications can be submitted on the internet at <https://hatctx.com/housing/housing-waitlist> from any device with internet access (including smartphone, tablet, desktop or other device). For a list of local places with free internet access please contact CMS. The owner/agent will also accept the application in an equally effective format, as a reasonable accommodation, if there is the presence of a disability. Please contact CMS to request that accommodation.

The entire pre-application must be completed in full to be considered. Electronic submissions of pre-applications cannot be submitted if they are incomplete. Confirmation of successful submission will be provided by the online application portal if all requirements are met. For pre-applications accepted by an alternate means, if the pre-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 application.

Due to long waiting lists and depending on the preferences for which an applicant family may qualify, the time spent on the waiting list may vary considerably. While waiting on the waiting list, applicants may check the status of their application by logging on to their applicant portal account. In their applicant portal, applicants can update their contact information, report changes to their application and check the status of their application. It is the applicant's responsibility to keep all contact information current.

APPLICATIONS

When the applicant family reaches the top of the waiting list, they will receive an invitation by mail to come to an eligibility interview.

- Applicant families can receive up to two invitations to attend an eligibility interview.
- If a family does not attend the first scheduled appointment, a notice will be sent to the family and their name will be withdrawn from the waiting list. If the family responds within fifteen (15) calendar days of the notice and requests to be rescheduled, they will be placed back on the waiting list with their same date and time.
- Once the family misses their second scheduled appointment, they are no longer eligible to be placed back on the waiting list. The family will be required to submit a new application and start the process from the beginning.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

During the eligibility interview process, the applicant family will complete a full application. All documents in the Application Package must be **completed in full**, signed and dated in order to be accepted. All adult applicants must complete the application package as instructed.

Upon request, the owner/agent/agent will provide interested parties with a copy of the application package. The person who is indicated as the Head-of-Household (HOH) must execute and sign all documents that are included in the application package. Before completing or executing any forms, additional copies should be made for all adult household members and in some cases for minors who will live in the unit.

The owner/agent will require applicants to provide several documents as verification and proof of eligibility for housing. These will include:

- A government issued photo ID - used for verifying the identity of all applicants.
- A birth certificate or other government issued document which includes the applicant's name and date of birth – used to verify the age of all applicant family members.
- Proof of citizenship – which may include a US birth certificate, US passport or other government issued documents demonstrating citizenship.
- Proof of immigration status (if applicable) - which may include a permanent resident card, employment authorization card, I-94 visa or other government issued document indicating valid immigration status.
- A Social Security card or any other government issued document including the name and full SSN of all applicants.
- Verification of all sources of income, including (but not limited to) check stubs for employment, SS / SSI award letters, VA Pension award letters, TANF award letter, proof of child support and verification of asset income.

FINAL DETERMINATION OF ELIGIBILITY

Once the applicant family completes the eligibility interview, all eligibility criteria will be reviewed before a final eligibility determination is made. Being eligible, however, does not guarantee that the application will be approved. All adult applicants (and if appropriate minors) will be subject to the certain screening based on landlord/rental history, credit history and criminal history. If the screening process determines that the family meets HUD's and the owner/agent's standards for admission, the family is found eligible.

LIVE-IN AIDES

Please contact the CMS compliance office 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 application forms. Live-in aides must complete the Live-in Aide Questionnaire and participate in screening and other Owner/Agent 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 applicants are appropriately and fairly selected for the next available unit, it is essential for the owner/agent to maintain waiting lists. The owner/agent will place the applicant household on the waiting list after preliminary eligibility determination is complete.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

If applicants are eligible for more than one bedroom size, the applicants will have the option of choosing which bedroom size is appropriate for their family. Applicants will specify a desired unit size when completing the pre-application. The applicant will be placed on the waiting list for the indicated unit size as long as the applicant household meets the Occupancy Standards described in this plan.

Applicants will be given 15 days to change their bedroom size choice. Once the 15 days have passed, they will not be allowed to change that selection unless a qualifying event has occurred. Please see the list of qualifying events in the Occupancy Standards section of this plan.

The applicant Head-of-Household (HOH) will be contacted, based on the waiting list selection criteria, and offered housing 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/regulations and TDHCA. The owner/agent will update the waiting list by removing the names of applicants who are no longer interested in or no longer qualify for the PBRA and/or LIHTC program.

On a regular basis, as determined by the owner/agent considering the length of the waiting list, the owner/agent will contact each applicant household by mail, using the address provided on the pre-application. Applicants are responsible for updating their application with any changes in address. 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 owner/agent will reach out via email or phone. If the applicant still cannot be reached, the application 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 application will be rejected and the household will be removed from the waiting list.

In addition, an adult member of the applicant household must contact the Management office 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:

- Update the waiting list information and
- 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 household will be on the waiting list for a different unit than originally indicated, the household will maintain their place on the waiting list for the new unit. If the waiting list is currently closed for the appropriate unit size, the application will be rejected and the household will be removed from the waiting list. If there are no units of the appropriate size on the property, the household will be rejected and will be removed from the waiting list.

REMOVAL OF APPLICANTS FROM THE WAITING LIST

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

- Applicant requests that the household name be removed
- The unit that is needed – using household size as the basis – has changed, and no appropriate size/type unit exists in the property
- Applicant fails to meet program and project eligibility requirements



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- Applicant fails to meet occupancy standards
- Applicant fails to meet screening requirements
- Applicant is rejected for any reason described in this plan
- Applicant cannot be contacted by US Mail (letters are returned or undeliverable)
- Applicant fails to keep 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 offer of a unit (See Right to Refusal Policy for additional information.)

If an applicant 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 is removed from the waiting list and later, the applicant household believes that they are now qualified for assistance/tenancy, the applicant household must submit a new application. The applicant will be placed on the waiting list, as necessary, based on the submission date and time of the new application.

There are certain situations when the owner/agent may refuse to accept an application and the application will be denied. The owner/agent will not accept pre-applications from individuals or families who:

- Owe a move out balance or debt to CMS for previous tenancy in any of CMS's housing programs that is not barred by the statute of limitations. There is a four year statute of limitations which ends the latter of:
 - Four years from the date the debt became delinquent; or
 - Four years from the date the final payment would have been due if the applicant signed a repayment agreement.
- Has been evicted or moved out in lieu of eviction from another property managed or owned by the owner/agent, or from the Public Housing or Housing Choice Voucher programs within the past two years for any reason other than drug related.
- Has been evicted or moved out in lieu of eviction from a CMS property or program for drug related reasons in the last five years
- Are currently housed at this property
- Rejected a housing offer at the same property within the past year.

In addition, if an applicant previously accepted a unit offered by the owner/agent and the applicant 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 applications.

SELECTING APPLICANTS FROM THE WAITING LIST

When an applicant family reaches the top of the waiting list, they will be invited in to the CMS Compliance Office to complete an eligibility interview. Once the family has been certified eligible, they will wait for the next unit to become available.

The owner/agent will contact the next certified eligible household *based on the selection criteria described in this plan* and make a housing offer to the family. 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.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

Income Targeting (PBRA Only)

Based on the HUD contract for this property, the owner/agent is required to comply with the Income Targeting Requirement. Income Targeting requires that the owner/agent implement policies to ensure that, during the property fiscal year, 40% of all households that move in to the property or who begin receiving assistance fall within the Extremely Low Income Limits for the area where the property is located.

At this time, no special selection methods are required to meet the Income Targeting requirements. The owner/agent is required to monitor compliance throughout the year. If, after periodic review, the owner/agent discovers that the Income Targeting Requirement will not be attained, the owner/agent will only select, in order, those applicants whose income falls within the extremely-low income levels. Once the Income Targeting Requirement is met, the owner/agent will return to the “natural” selection order.

PREFERENCES (PBRA ONLY)

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

Assigning preferences to applicants who meet certain criteria is a method intended to provide housing opportunities to applicants 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.

Owner/Agent-Adopted Preference

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. Unit transfers (on-property) will be weighted and offered in the following order:

- Emergency / Safety
- Reasonable Accommodation Request
- Over Housed
- Under Housed
- Make an Accessible Unit Available

HUD Approved Preferences

Preference for Victims of Domestic Violence who reside at any CMS owned property (CMS VAWA):

Existing applicants or new applicants who currently reside at a CMS owned property will be offered the opportunity to claim a preference based on the protections offered in the VAWA Reauthorization Act of 2013. Such status will be verified, and when such verification is complete, applicant families will be added to the waiting list with a VAWA preference. Documentation of eligibility for this preference will be required. See the property’s VAWA policy for a full explanation of acceptable documentation.

Preference for Elderly Head of Household, Elderly Spouse or Elderly Co-head (Elderly- at select

properties as noted below): Existing applicants and new applicants will be offered the opportunity to



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

disclose the relationship status to the Head of Household for all other household members. The HUD definition for elderly, which is 62 years of age or older, will be used when applying this preference.

Preference for Disabled Head of Household, Disabled Spouse or Disabled Co-head (Disability): Existing applicants and new applicants will be offered the opportunity to disclose the disability status of the head of household, spouse or co-head. When disclosed, the applicant family will be added to the waiting list with a disability preference.

A person with disabilities, for purposes of applying this preference, means a person who

- Has a disability, as defined in 42 U.S.C. 423;
 - Inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than 12 months; or
 - In the case of an individual who has attained the age of 55 and is blind, inability by reason of such blindness to engage in substantial gainful activity requiring skills or abilities comparable to those of any gainful activity in which he/she has previously engaged with some regularity and over a substantial period of time. For the purposes of this definition, the term blindness, as defined in section 416(i)(1) of this title, means central vision acuity of 20/200 or less in the better eye with use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered for the purposes of this paragraph as having a central visual acuity of 20/200 or less.
- Is determined, pursuant to HUD regulations, to have a physical, mental, or emotional impairment that:
 - Is expected to be of long-continued and indefinite duration,
 - Substantially impedes his or her ability to live independently, and
 - Is of such a nature that the ability to live independently could be improved by more suitable housing conditions; or
- Has a developmental disability, as defined in Section 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001(8)), i.e., a person with a severe chronic disability that
 - Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 - Is manifested before the person attains age 22;
 - Is likely to continue indefinitely;
 - Results in substantial functional limitation in three or more of the following areas of major life activity:
 - Self-care,
 - Receptive and expressive language,
 - Learning,
 - Mobility,
 - Self-direction,
 - Capacity for independent living, and
 - Economic self-sufficiency; and



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are of lifelong or extended duration and are individually planned and coordinated.
- Does not exclude persons who have the disease of acquired immunodeficiency syndrome or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome;
- For purposes of qualifying for low-income housing, does not include a person whose disability is based solely on any drug or alcohol dependence; and
- Means person with disabilities (individual with handicaps), as defined in 24 CFR 8.3, for purposes of reasonable accommodation and program accessibility for persons with disabilities

Note: A person whose sole impairment is alcoholism or drug addiction (i.e., who does not have a developmental disability, chronic mental illness, or physical disability that is the disabling condition required for eligibility in a particular project) will not be considered to be disabled for the purposes of the Project Based Rental Assistance program.

Proof of disability will be required and verified at the time of eligibility determination. Sufficient documentation includes:

- A Social Security Award Letter indicating the applicant's disability status,
- An SSI Award Letter; or
- Third-party verification by the applicant's physician, psychologist, clinical social worker, other licensed health care, the Veteran's Administration, or other reliable source that the applicant meets the above noted HUD definition of disability. This verification will be sent by the CMS Compliance Department staff to the third-party identified by the applicant and will contain a release of information and consent signed by the applicant.

Preference Weights

The owner/agent will apply different weights to each preference. The heavier the weight, the higher the applicant will move up on the waiting list. If the family qualifies for more than one preference, the total weight of all eligible preferences will be applied. The weights for each preference are as follows:

- 3 CMS VAWA
- 2 Elderly
- 1 Disability

Verification of Preferences

All preferences will be verified using the verification methodology described in this tenant selection plan. This verification will be conducted at the time of the eligibility interview. If an applicant's preference cannot be verified they will be placed back on the waiting list, with their original date and time, without the preference.

Change in Preference Status While on the Waiting List

Occasionally households 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 to request a change in status so that the waiting list can be updated to reflect the preference as appropriate.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

To the extent the verification determines the household does now qualify for a preference, they will be selected from the waiting list in accordance with the preference and the date the application was received.

Exceptions to the Preference Rule

Management must 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 applicants on the waiting list are processed in a reasonable amount of time, the owner/agent may stop accepting 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 applications available for a particular size and type of apartment and the ability of the owner/agent to house an applicant in an appropriate apartment within a reasonable period of time.

On a regular basis, the owner/agent will review the number of families on the waiting list to determine whether the waiting list may be closed. If the owner/agent has sufficient 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:

- Local newspapers
- Publications described in the Affirmative Fair Housing Marketing Plan (AFHMP)
- Flyers distributed through Social Service agencies as described in the AFHMP

Interested parties who insist on submitting applications when the waiting list is closed will not be considered. The application **will not be reviewed** and will be returned.

Note: There is one exception to this. If a resident at this property or any other property owned by the owner (The Housing Authority of the City of Austin) is a victim of domestic violence, dating violence, sexual assault and/or stalking, as part of the VAWA protections they can request to be placed onto the waiting list for this property or any property owned by the owner, even if the list is closed. The owner/agent will work with the family to determine which property or properties would best meet the family's need for protection. These applications will be received and processed according to the criteria outlined in this plan.

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.

VERIFICATION

The owner/agent shall obtain verifications in compliance with requirements set forth by the Department of Housing and Urban Development and or Texas Department of Housing and Community Affairs. After the preliminary eligibility determination, no decision to approve an application shall be made until information provided on the 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.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

INFORMATION TO BE VERIFIED

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

- **Eligibility for Admission, such as**
 - Income
 - Assets and Asset Income
 - Identification
 - Household Composition
 - Social Security Numbers
 - Citizenship and/or Legal Status
- **Deductions, such as**
 - Age
 - Disability
 - Full Time Student Status
 - Child Care Expenses
 - Attendant Care and Auxiliary Apparatus Expenses
 - Health and Medical Care Expenses (For Elderly/Disabled Households Only)
- **Preferences**
 - CMS VAWA status
 - Disability status
 - Elderly status
- **Compliance with Resident Screening Guidelines, such as**
 - Criminal History
 - Credit History
 - Rental/Residence History
- **The Need for an Accessible Unit**

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.

CONSENT AND VERIFICATION FORMS- HUD FORMS 9887/9887-A

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- HUD Forms 9887/9887-A so that the owner/agent can verify eligibility at move-in and initial certification. If any member of the applicant's household does not sign and submit the consent forms as required, the owner/agent must reject the application and deny assistance and/or tenancy.

If a family adds an adult household member after move-in or initial certification, the new household member will sign HUD Forms 9887 and 9887-A before being added to the household. The executed consent forms will remain effective until the family is denied assistance, the assistance is terminated, or if the family provides written notification to CMS to revoke consent. If a family voluntarily leaves a HUD program, the family's assistance is considered to be terminated, and the signed consent forms will no longer be in effect.

If a family revokes consent, the owner/agent is prohibited from requesting and accessing income information and financial records, including pulling EIV reports and using EIV data to verify income. If a family revokes consent, and does not sign a new consent form by the next reexamination, the consequences are the following: applicant families will be denied admission, and currently assisted families will have the assistance terminated for the entire household. As required, the owner/agent will also notify the local HUD office of a family's revocation of consent.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

HUD Forms 9887 and 9887-A will be signed by:

- The head-of-household, co-head and spouse regardless of age
- All adult household members
- Any adult household members added to the unit
- Any household member who turns 18

When a family member turns 18, the owner/agent will send a notice advising the resident of the requirement to sign HUD Forms 9887 and 9887-A. The head-of-household will be copied. The resident will be required to schedule an appointment and meet with property management. The owner/agent will grant a reasonable accommodation to facilitate this meeting if there is the presence of a disability. Residents will have 30 calendar days from the date of his/her 18th birthday to schedule and participate in the meeting. During the meeting, the resident will be required to:

- Sign HUD Forms 9887/9887-A – Applicant's/Tenant's Consent to the Release of Information
- Sign the HUD Model lease, and all lease addenda and attachments, currently in effect for the family
- Sign an OAG Release of Information Form (1825)
- Sign Property Acknowledgements and Orientation Acknowledgments
- Complete a Consent to Receive Electronic Communication Form

Failure to participate in the meeting and sign required consent forms is reason for termination of assistance for the entire household.

MISREPRESENTATION

Any information, provided by the applicant that proves to be untrue may be used to disqualify the applicant 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:

- | | |
|---|--|
| • Identity | • Eviction History |
| • Social Security Numbers/Information | • Criminal History |
| • Income | • Sexual Offender Status |
| • Assets/Income From Assets | • Eligibility For Preferences and Priorities |
| • Household Composition | • Allowances |
| • Disability | • Current/Previous Residence History |
| • Birth Date/Age | • Current Housing Assistance |
| • Citizenship, Naturalization, and/or Eligible Immigration Status | • Status as a Student |

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

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.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

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. *Certain exceptions apply to children/minors.* The current screening guidelines in place at the time the new household member applies will be used to determine eligibility for admission. Applicants will be provided the names of any third party screening companies upon request.

Note: The Owner / Agent followed HUD guidelines for the Rental Assistance Demonstration (RAD) requiring owners to not re-screen families at the time of conversion. Therefore, families living at the property at the time of conversion from Public Housing to PBRA and LIHTC were not re-screened. However, they were screened for these criteria at the time of their original move in to the Public Housing program.

SCREENING FOR DRUG ABUSE AND OTHER CRIMINAL ACTIVITY

HUD has established standards that prohibit admission of:

- *A household in which any member 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
- Any household member who is subject to any state lifetime sex offender registration requirement
- Any household 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 must be based on behavior, not the condition of alcoholism or alcohol abuse

*"Currently engaged in" is defined as any use of illegal drugs during the previous six months.

In addition to these HUD requirements, the owner/agent has established a policy to reject all applications where the applicant or any household member has engaged in criminal activity as described in this document. The owner/agent will reject applications if any household member's criminal history includes any of the following:

- Any household in which any member was engaged in the production of methamphetamine
- Any household in which any member was evicted in the last five years from federally assisted housing for drug-related criminal activity
- Sex Offender Registration: Applicant, or any member of the applicant family, is or ever has been subject to registration under a state sex offender registration program
- If any household member has engaged in or attempted any of the following criminal activities regardless of the date committed, the family will be denied admission:
 - Capital murder
 - Murder
 - Arson
 - Kidnapping
 - Indecency with a child
 - Rape or crimes of a sexual nature
 - First degree felony injury to a child, elderly individual, or disabled individual
 - Crimes involving explosives
 - Crimes involving terrorism
- If any household member is currently engaged in, or has engaged in any of the following criminal activities, within the past seven years, the family will be denied admission:
 - Manslaughter
 - Criminally Negligent Homicide



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- Violent Criminal Act (Felony)
 - Felony Assault/Threat of Bodily Injury
 - Felony Physical Violence to Persons or Property
 - Felony Burglary
 - Felony Burglary of Habitation
 - Felony Robbery
 - Felony Delivery of a Controlled Substance
 - Felony Possession of a Controlled Substance
- If any household member is currently engaged in, or has engaged in any of the following criminal activities, within the past four years, the family will be denied admission:
 - Public lewdness
 - Misdemeanor Drug-related Criminal Activity (excluding misdemeanor possession of marijuana [two ounces or less])
 - Misdemeanor Assault
 - Fraud Committed Against a Government Entity
 - Misdemeanor Violent Criminal Activity, defined by HUD as any criminal activity that has as one of its elements the use, attempted use or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage
 - Misdemeanor Criminal Activity that may threaten the health, safety or welfare of other residents
 - Illegal possession/discharge/display/carrying of firearm or illegal weapon/deadly weapon.
 - Misdemeanor Physical Violence to persons or property, or criminal activity that has as one of its elements the use, attempted use or threatened use of physical force against the person or property of another
 - Violent or Abusive Behavior that may threaten the health or safety of property staff, contractors, subcontractors or agents
 - Misdemeanor Unlawful Restraint
- If any household member is currently engaged in, or has a pattern of engaging in any of the following criminal activities, within the past five years, the family will be denied admission:
 - Alcohol-related criminal activity, including driving under the influence and public intoxication
 - Misdemeanor possession of marijuana (two ounces or less)
 - Theft or fraud
 - Organized criminal activity
 - Prostitution
 - Misdemeanor harassment

A pattern (for the purposes listed above) consists of three or more incidents of criminal activity within the same category (not three total incidents from separate categories) within the past five years, with at least one of those incidents occurring within the past three years.

Evidence of such criminal activity includes, but is not limited to, any record of convictions, arrests or evictions for suspected drug-related or violent criminal activity of household members. A conviction for such activity will be given more weight than an arrest or an eviction.

The owner/agent will not deny an application solely on the basis of an arrest. If the owner/agent receives arrest information which may be for a disqualifying activity, the owner/agent may request additional information. Additional information that may be considered, if available, includes the following:



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- The police report associated with the arrest which provides the reported circumstances of the arrest
- Any statements made by witnesses or the applicant, not included in the report
- Whether criminal charges were filed
- Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal
- Any other evidence relevant to determining whether or not the applicant engaged in the disqualifying activity

Evidence of criminal conduct will be considered if it indicates a demonstrable risk to safety and/or property.

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

If the owner/agent is unable to complete required criminal or sex offender screening, the application will be rejected. If the owner/agent determines that a sex offender is part of the household, the owner/agent will allow the household to remove the sex offender from the application. Removal must be documented using the change of address receipt from the Texas Department of Sex Offender Registration. The household will have five (5) 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 application for all household members.

The owner/agent reserves the right to monitor household composition after move-in. The owner/agent will conduct quarterly reviews matching residents against the registered sex offender database. If the owner/agent discovers that a sex offender has moved in to the unit, the household will be evicted.

If criminal screening indicates that the applicant has an unacceptable criminal history, the owner/agent will reject the applicant in accordance with HUD guidance and the owner/agent's standards for applicant rejection.

Consideration of Extenuating Circumstances

In deciding whether to exercise discretion to admit an individual who has engaged in prohibited criminal activity, the owner/agent will consider all of the circumstances relevant to the particular admission decision, including but not limited to: the seriousness of the offending action; the effect that denial of the entire household 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 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 indicates 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 household, 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 household of the proposed action based on the information;
- Provide a copy of the criminal history report;



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- Provide the applicant with an opportunity to dispute the accuracy and relevance of the information obtained from any law enforcement agency;
- Allow the household the opportunity to remove the household member.

In this situation, applicants will have seven (7) calendar days to resolve the discrepancy. 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 application and remove the household from the waiting list. The owner/agent will notify the applicant family of the rejection in writing. The family will have the opportunity to request an appeal of the denial according to the terms of the grievance policy within this tenant selection plan.

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 FOR CREDIT HISTORY

The owner/agent will review each adult applicant's credit history to determine the following:

- If there is any debt owed to a prior landlord or HUD;
- If there are any evictions that have not been reported;
- If there are any other housing related judgments against the applicant.

Applicants will be rejected in the following situations:

- The family owes a debt to a federally assisted housing program which has not been repaid and the family has not established a repayment agreement.
- The family has a pattern of debts owed to housing and residential programs within the past two (2) years.

A lack of credit history will not disqualify someone from becoming a resident.

SCREENING FOR ABILITY TO ESTABLISH UTILITY SERVICE

The owner/agent will also screen applicant households for the ability to establish utility services in the name of at least one adult family member. All adult applicants will be required to sign the consent for Release of Information from Austin Energy. Applicant households which do not have any adult members able to establish service with Austin Energy will be given 7 days to resolve the issue with Austin Energy. If the household is unable to do so, the application will be rejected.

SCREENING FOR RENTAL HISTORY

If any member of the applicant household has been evicted, or is currently under eviction, from any property owned or managed by the Housing Authority of the City of Austin (or one of its subsidiaries) for lease violations within the last two years, that applicant household will be rejected.

The owner/agent will review rental history with any landlord indicated in the past five (5) years. The owner/agent will also review information provided through automated databases including eviction databases. The application will be rejected for any of the following:

- The family has been evicted in the last five years from federally assisted housing for drug-related criminal activity;



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- The family has been evicted from federally assisted housing within the past 2 years;
- The family has a pattern of disturbance of neighbors, destruction of property or living or housekeeping habits at prior residences within the past two years which may adversely affect the health, safety or welfare of other tenants.
- The family has a pattern of eviction from housing or termination from residential programs within the past five years (considering relevant circumstances).

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
- Record of Disturbing Neighbors
- Complaints

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

- A pattern of failure to comply with the lease
- A pattern of failure to comply with House Rules, Pet Rules or Assistance Animal Rules
- Failure to fully and accurately report income, new employment or changes in household composition in a timely manner (if required)
- 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)
- A pattern of poor unit maintenance or damage to the unit beyond normal wear-and-tear
- 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 pattern of outstanding balances owed by any family member to a prior landlord
- A record of engaging or threatening violent or abusive behavior toward CMS personnel within the last 4 years. Abusive or violent behavior towards CMS personnel includes verbal as well as physical abuse or violence. Use of racial epithets, or other language, written or oral, that is customarily used to intimidate may be considered abusive or violent behavior.

A lack of landlord history will not disqualify someone from becoming a resident.

SCREENING FOR RECEIPT OF HUD ASSISTANCE IN ANOTHER UNIT (PBRA ONLY)

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.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

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 Existing Tenant Report provided via HUD's Enterprise Income Verification System (EIV) to determine if the applicant or any member of the applicant household is currently receiving HUD housing assistance. This applies to all household members and to new members of an existing household, including minors, foster children/adults, and live-in aides.

Nothing prohibits a HUD housing assistance recipient from applying to this property. However, the applicant must move out of 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
- Recipients of HUD assistance in another unit who are moving to establish a new household when other family/household members will remain in the original unit (*Split household/Swap household*)

If the owner/agent discovers a discrepancy between the information on the application and the information provided by EIV, the applicant will be notified and will have 5 business days to respond to the inquiry. If an applicant fails to disclose receipt of HUD assistance or rental history, the application will be rejected and the applicant and all members of the applicant household will be removed from the waiting list.

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 reimburse HUD for assistance paid in error. This is considered a material lease violation and may result in penalties up to and including eviction and pursuit of fraud charges.

REJECTING INELIGIBLE OR UNQUALIFIED APPLICANTS

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

- Any member of the household fails to respond to management inquiries for additional information during the application process
- The owner/agent is unable to contact the applicant via US Mail (letters undeliverable or returned) and/or by phone (number disconnected or changed)
- Any member of the household has a record of eviction, for lease violations, from any property managed by the owner/agent or CMS (or one of its subsidiaries)
- Any member of the household has a pattern of eviction, for lease violations, from any property within the last two years
- There is a pattern of outstanding or overdue payments to a previous landlord
- There is record of outstanding or overdue payments to HUD
- The household is unable to establish utilities in the new unit
- The household is unable to pay the security deposit required
- The household is unable to take possession of the unit within the timeframes outlined in this plan
- The household is unable to pay the first month's rent
- The applicant threatens or engages in violent/abusive behavior toward CMS staff or residents

REJECTION NOTICES

The owner/agent will notify the Head-of-Household (HOH), in writing, within seven (7) days of the denial of admission or assistance. A rejection letter will be sent to the Head-of-Household via First Class Mail. The



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

rejection letter will include the reason(s) for the rejection and reference the specific leasing criteria upon which the denial is based.

APPEALING THE DECISION TO REJECT

Any applicant may make a request to appeal the denial in writing within **fifteen (15) calendar days from the date of the rejection**. 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 in CMS's compliance office. If there is no appeal request **within fifteen (15) days**, the rejection will be considered final. Reasons to appeal include:

- The applicant believes the decision has been made in error
- The applicant believes there are extenuating circumstances that should be considered
- The applicant or a member of the applicant's household is a victim of abuse covered by the Violence Against Women Act and the applicant feels the applicant's status as a victim contributes to the decision to deny
- The applicant or a member of the applicant's household is a person with a disability, and the applicant believes a reasonable accommodation would allow the owner/agent to continue processing the application
- The applicant's household was rejected because the application includes someone who 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. CMS's designated hearing officer will conduct the informal review.

Applicants may bring 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

The hearing officer will provide written notification of a final decision within ten (10) business days of the informal review. For complete details about the appeals process, see the Grievance and Appeals Policy. This policy is available upon request.

INFORMAL HEARINGS FOR PBRA APPLICANTS

When the owner/agent makes a decision that has a negative impact on an applicant family, the family is often entitled to appeal or grieve the decision. For applicants, the appeal takes the form of an informal hearing.

INFORMAL HEARING PROCESS

Informal hearings are provided for PBRA applicants. An applicant is someone who has applied for admission to the PBRA program, but is not yet a resident in the program. Informal hearings are intended to provide a means for an applicant to dispute a determination of ineligibility for admission to a project. They provide the applicant a means to hear the details of the reasons for rejection, and an opportunity to present evidence to the contrary, if available, and to claim mitigating circumstances, if possible.

Use of Informal Hearing Process

The owner/agent will only offer the opportunity of an informal hearing to applicants who have been determined as ineligible for admission.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

Notice of Denial

The owner/agent will give an applicant prompt notice of a decision denying eligibility for admission. The notice will contain a brief statement of the reasons for the owner/agent's decision, and will also state that the applicant may request an informal hearing to dispute the decision. The notice will describe how to obtain the informal hearing. Prior to notification of denial based on information obtained from criminal or sex offender registration records, the family, in some cases, will be given the opportunity to dispute the information in those records which would be the basis of the denial.

Scheduling an Informal Hearing

A request for an informal hearing must be made in writing and delivered to the owner/agent either in person, by fax, by email or by first class mail, by the close of the business day, no later than 15 calendar days from the date of owner/agent's notification of denial of admission. Owner/agent will send written notice of the informal hearing within 30 business days of the family's request. Owner/agent will make every effort to hold the hearing within 45 calendar days of receiving the request for the hearing.

Conducting an Informal Hearing

The informal hearing will be conducted by an appointed Hearing Officer who is a person other than the one who made the decision under review, or a subordinate of this person. The applicant will be provided an opportunity to present written or oral objections to the decision of the owner/agent. The Hearing Officer will render a decision on whether admission should be granted or denied.

Informal Hearing Decision

The owner/agent will notify the applicant of owner/agent's final decision, including a brief statement of the reasons for the final decision.

In rendering a decision, the owner/agent will evaluate the following matters:

- Whether or not the grounds for denial were stated factually in the notice.
- The validity of grounds for denial of admission. If the grounds for denial are not specified in the regulations or in the owner/agent's policy, then the decision to deny assistance will be overturned.
- The validity of the evidence. The owner/agent will evaluate whether the facts presented prove the grounds for denial of admission. If the facts prove that there are grounds for denial, and the denial is required by HUD, the owner/agent will uphold the decision to deny admission.
- If the facts prove the grounds for denial, the Hearing Officer will make the final decision to deny admissions.

The owner/agent will notify the applicant of the final decision, including a statement explaining the reason(s) for the decision. The notice will be mailed to the applicant within 5 business days of the informal hearing. If the applicant requests the opportunity to provide additional documentation to support their case, the hearing officer may adjourn the hearing in order to reconvene at a later date, before reaching the final decision. If the family misses an appointment or deadline ordered by the hearing officer without proof of good cause, the original eligibility decision of the owner will take effect and another hearing will not be granted.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

If the informal hearing decision overturns the denial, processing for admission will resume. The owner/agent will make every effort to resume the screening process for reinstated applicants within twenty (20) calendar days of the hearing decision.

If the family fails to appear for their informal hearing, the denial of admission will stand and the family will be so notified.

The applicant may request that the Hearing Officer consider a request for Reasonable Accommodations under the Fair Housing Act and Section 504 with respect to past conduct (see below). If the basis for the denial relates to family violence, the applicant may qualify for an exception under the Violence Against Women Amendments.

The Notice of Denial letter will include information for the resident regarding who to contact for legal representation.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

Persons with disabilities may request reasonable accommodations to participate in the informal hearing process and the owner/agent must consider such accommodations. The owner/agent must also consider reasonable accommodation requests pertaining to the reasons for denial if related to the person's disability. See the Reasonable Accommodation Policy for more detail pertaining to reasonable accommodation requests.

HEARING AND APPEAL PROVISIONS FOR NON-CITIZENS

Denial or termination of assistance based on immigration status is subject to special hearing and notice rules. These special hearings are referred to in the regulations as informal hearings, but the requirements for such hearings are different from the informal hearings used to deny applicants for reasons other than immigration status.

Assistance to a family may not be delayed, denied or terminated on the basis of immigration status at any time prior to a decision under the United States Citizenship and Immigration Services (USCIS) appeal process. Assistance to a family may not be terminated or denied while the owner/agent's hearing is pending, but assistance to an applicant may be delayed pending the completion of the informal hearing.

A decision against a family member, issued in accordance with the USCIS appeal process or the owner/agent's informal hearing process, does not preclude the family from exercising the right, that may otherwise be available, to seek redress directly through judicial procedures.

Notice of Denial or Termination of Assistance

The notice of denial or termination of assistance for noncitizens must advise the family of any of the following that apply:

- That financial assistance will be denied or terminated, and provide a brief explanation of the reasons for the proposed denial or termination of assistance.
- The family may be eligible for proration of assistance.
- In the case of a resident, the criteria and procedures for obtaining relief under the provisions for preservation of families.
- That the family has a right to request an appeal to the USCIS of the results of secondary verification of immigration status and to submit additional documentation or explanation in support of the appeal.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- That the family has a right to request an informal hearing with the owner/agent either upon completion of the USCIS appeal or in lieu of the USCIS appeal.
- For applicants, assistance may not be delayed until the conclusion of the USCIS appeal process, but assistance may be delayed during the period of the informal hearing process.

United States Citizenship and Immigration Services Appeal Process

When the owner/agent receives notification that the USCIS secondary verification failed to confirm eligible immigration status, the following process will be observed:

- The owner/agent will notify the family of the results of the USCIS verification within 10 calendar days of receiving the results.
- The family will have 30 days from the date of the owner/agent's notification to request an appeal of the USCIS results. The request for appeal must be made by the family in writing directly to the USCIS.
- The family must provide the owner/agent with a copy of the written request for appeal and proof of mailing within 10 calendar days of sending the request to USCIS.

The family must forward to the designated USCIS office any additional documentation or written explanation in support of the appeal. This material must include a copy of the USCIS document verification request (used to process the secondary request) or such other form specified by the USCIS, and a letter indicating that the family is requesting an appeal of the USCIS immigration status verification results.

The USCIS will notify the family, with a copy to the owner/agent, of its decision. When the USCIS notifies the owner/agent of the decision, the owner/agent must notify the family of its right to request an informal hearing.

The owner/agent will send written notice to the family of its right to request an informal hearing within 10 business days of receiving notice of the USCIS decision regarding the family's immigration status.

Informal Hearing Procedures for Applicants

After notification of the USCIS decision on appeal, or in lieu of an appeal to the USCIS, an applicant family may request that the owner/agent provide a hearing. The request for a hearing must be made either within 30 days of receipt of the owner/agent's notice of denial, or within 30 days of receipt of the USCIS appeal decision.

The informal hearing procedures for applicant families are described below.

- **Informal Hearing Officer**
The owner/agent must provide an informal hearing before an impartial individual, other than a person who made or approved the decision under review, and other than a person who is a subordinate of the person who made or approved the decision.
- **Evidence**
At a reasonable time in advance of the hearing, the family will be provided the opportunity to examine and copy any documents in the possession of the owner/agent pertaining to the family's eligibility status or in the possession of the USCIS (as permitted by USCIS requirements), including any records and regulations that may be relevant to the hearing.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

The family will be provided the opportunity to present evidence and arguments in support of eligible status. Evidence may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings. The family must also be provided the opportunity to refute evidence relied upon by the owner/agent, and to confront and cross-examine all witnesses on whose testimony or information the owner/agent relies.

- ***Representation and Interpretive Services***

The family is entitled to be represented by an attorney or other designee, at the family's expense, and to have such person make statements on the family's behalf. The family is entitled to arrange for an interpreter to attend the hearing, at the expense of the family, or the owner/agent, as may be agreed upon by the two parties. If the family does not arrange for their own interpreter, the owner/agent is still obligated to provide oral translation services in accordance with its LEP Plan.

- ***Recording of the Hearing***

The family is entitled to have the hearing recorded by audiotape. The owner/agent will not provide a transcript of an audio taped informal hearing.

- ***Hearing Decision***

The owner/agent must provide the family with a written notice of the final decision, based solely on the facts presented at the hearing, within 10 business days of the date of the informal hearing. The notice must state the basis for the decision.

- ***Retention of Documents***

The owner/agent must retain for a minimum of 5 years the following documents that may have been submitted to the owner/agent by the family, or provided to the owner/agent as part of the USCIS appeal or the owner/agent's informal hearing process:

- The application for assistance
- The form completed by the family for income reexamination
- Photocopies of any original documents, including original USCIS documents
- The signed verification consent form
- The USCIS verification results
- The request for a USCIS appeal
- The final USCIS determination
- The request for an informal hearing
- The final informal hearing decision

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, using the mailing address provided by the applicant family.
- Over the phone, using the contact phone numbers provided by the applicant family.
- By email, using the contact email address(es) provided by the applicant family.

Failure to respond to the unit offer within the required timeline will be considered a refusal of the unit offer. (See Right to Refusal policies.) It is the applicant family's responsibility to keep all contact information current with the Management Office.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

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 applicant households with disabled members 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 members of the household who required the special features of the accessible unit no longer reside in the unit, and where the lease permits, the owner/agent 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 household on the waiting list that has requested an accessible unit, the unit will then be offered to the next household based on the selection order. Before the applicant can accept that accessible unit, all adult members of the applicant household must sign an agreement that includes a requirement to move, at the household's expense, to the first available non-accessible unit that meets the household's occupancy requirements as described in this plan. The resident household will not be required to move if:

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

In either of the cases above, the household must take possession of the unit within the timeframes outlined in this plan. If the applicant fails to move in within the established timeframes, 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 DISABLED APPLICANTS 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 household 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 of the disabled household member. The household may accept the unit and request some modification to the unit as a reasonable accommodation. See the owner/agent's Reasonable Accommodation Policy for information about requesting a reasonable modification. The policy is available upon request.

OFFERING UNITS TO APPLICANTS 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.

APPLICANT/RESIDENT SELECTION ORDER

Accessible Apartments will be offered in the following order:

- *The next household on the transfer list who is requesting an accessible unit. Offers will be made in order according to the weighted transfer list preferences:
 - Emergency / Safety (with need for an accessible unit)
 - Reasonable Accommodation (with need for an accessible unit)
 - Over Housed (with need for an accessible unit)



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- Under Housed (with need for an accessible unit)
- The next applicant on the waiting list who is requesting an accessible unit. Offers will be made in order according to the weighted waiting list preferences:
 - CMS Resident VAWA preference (with need for an accessible unit)
 - Elderly preference (if applicable to the property; with need for an accessible unit)
 - Disability preference (with need for an accessible unit)
- *When there is no one in need of the accessibility features for this unit, the offer will be given to the next household on the transfer list. Offers will be made in order according to the weighted transfer list preferences:
 - Emergency / Safety
 - Reasonable Accommodation
 - Over Housed
 - Under Housed
- When there is no one in need of the accessibility features of this unit, the offer will be given to the next applicant on the waiting list. Offers will be made in order according to the weighted waiting list preferences:
 - CMS Resident VAWA
 - Elderly (if applicable to the property)
 - Disability

Standard Apartments will be offered in the following order:

- *The next household on the transfer list, regardless of need for an accessible unit. Offers will be made in order according to the weighted transfer list preferences:
 - Emergency / Safety
 - Reasonable Accommodation
 - Over Housed
 - Under Housed
 - Resident has no need for accessible feature in current unit
- The next applicant on the waiting list, regardless of need for an accessible unit. Offers will be made in order according to the weighted waiting list preferences:
 - CMS Resident VAWA
 - Elderly (if applicable to the property)
 - Disability

RIGHT TO REFUSAL

The Right to Refusal Policy applies to applicants 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 tenant selection plan.

Each household will only be offered the opportunity to accept an offered apartment one (1) time. If a resident/applicant does not wish to accept an offered apartment, they have the right to refuse the offer.

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



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- 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.

When an applicant or resident refuses a unit, the unit will be offered to the next qualified household based on the selection order described above. When a resident refuses a transfer offer, the terms of the lease require that the assistance be terminated and the resident be required to pay the full contract rent.

When an applicant refuses an offered unit, the household will be removed from the waiting list and will have to wait one calendar year before applying for the same bedroom size again. However, if the family composition changes, the family can submit an application at an earlier date.

Right to refusal policies will be modified in two cases:

- If a disabled applicant or resident 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 the specific accessibility requirements for the family. This modification applies only when the offered unit is a non-accessible unit. The one refusal limit still applies when an accessible unit which meets the family's requirements is offered. *Note: Certain restrictions apply to non-elderly disabled households when HUD's program eligibility requires the need for an accessible unit.*
- If an applicant or resident household 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 household with no disabled household members has the right to refuse an unlimited number of accessible units or units that do not meet their needs.

TIMEFRAME FOR TAKING POSSESSION OF A UNIT BY AN APPLICANT FAMILY

When a housing offer is made, the applicant family must meet the following timeframes for taking possession of the offered unit:

- Within 2 business days from the date the offer is received, the applicant family must make contact with the property management staff. At that time, the property management staff will notify the family of the anticipated date that the unit will be available to be viewed.
- Once the unit is ready to view, the property management will schedule an appointment to view the unit. Failure to attend the scheduled appointment is considered a rejection of the housing offer.
- Within 3 calendar days of viewing the unit, the applicant family must accept or reject the unit. No response by close of business on the third day is considered a rejection of the housing offer.
- Within 2 calendar days of accepting an offer, the applicant family must pay the security deposit and the prorated first month's rent. At that time, the family will receive the keys and are considered to have taken possession of the unit. Failure to take possession of the unit by close of business on the second day is considered a rejection of the unit.

If the applicant household does not complete appropriate paperwork and does not take possession of the unit within the timeframes outlined above, the applicant will be subsequently rejected and removed from the waiting list. Extenuating circumstances will be considered, including the following:



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- The family is dealing with a documented medical or other family emergency. In this case the owner/agent and family will negotiate an appropriate solution which may include offering the family the next unit.
- The family is required to give 30 days' notice to their current landlord which is part of another federally assisted housing program.

When the family rejects the unit or does not meet the outlined timeframes, the owner/agent reserves the right to refuse subsequent applications. The unit will be offered to the next eligible applicant/resident based on the selection order described in this plan.

UNIT TRANSFER POLICIES

The owner/agent will accept requests for transfer in the following situations:

- **Emergency / Safety:** The household needs to move due to a life-threatening situation. Life-threatening situations include the following:
 - Due to no fault of the resident(s), the unit is uninhabitable and cannot be made habitable in a reasonable amount of time;
 - A household member has experienced a medical condition which makes the current unit uninhabitable or unsafe;
 - A household member is in danger of retaliation;
 - A household member is a victim of domestic violence and qualifies for VAWA protections.
- **Reasonable Accommodation:** A family member has a verified need for an accessible unit.
- **Over Housed:** The household is in a unit that is larger than they qualify for according to the owner/agent's subsidy standards.
- **Under Housed:** The household is in a unit that is smaller than they qualify for according to the owner/agent's subsidy standards or the family has had a qualifying event (see occupancy standards for the list of qualifying events) and requests a bedroom size for which they are eligible.
- **Unneeded Accessibility Feature:** The family does not require or no longer needs the accessibility features of a unit in which they are living. However, another family does need that accessibility feature.

Unit transfer requests that do not fall into one of these categories will not be approved. Families requesting to move for any other reason will be provided with information on how to apply for housing assistance at the other properties managed or owned and operated by the Housing Authority of the City of Austin.

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 family 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 medical need for a different unit
- A verified need for an accessible 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.
- A change in household size that makes the current unit too large or too small for the family based on the owner/agent's occupancy standards

With the exception of Emergencies and Reasonable Accommodations, unit transfers will be granted only if:

- The household has not given notice to move



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- The household is not being evicted
- The household is current for all outstanding charges
- The household complies with lease provisions regarding decent safe and sanitary conditions of current unit

A household living in an apartment too large for its needs will not be required to move if there are no applicants waiting for the bedroom size to be vacated by the transfer. The only exception to this is a single-person household in a unit with two or more bedrooms. An appropriate sized unit will be available before the resident household is required to move. Once the household is notified of the appropriate sized unit's availability, the household will have thirty (30) days to complete the transfer.

A household whose annual gross income is over 140% of the LIHTC income limit for their household size will only be allowed to transfer to another unit within the same project (as defined on IRS Form 8609).

SECURITY DEPOSITS, PET DEPOSITS & UNIT TRANSFERS

When a resident transfers to a new unit with all other household members the owner/agent will not charge a new security deposit. The security deposit and any accrued interest from the original unit will be transferred to the new unit. Pet deposits will also be transferred to the new unit. Any charges for unusual wear and tear or damages to the original unit will be charged to the resident's ledger.

UNIT TRANSFERS DURING THE INITIAL OCCUPANCY PERIOD OF A LIHTC PROPERTY

The initial occupancy period of an LIHTC property begins at the date of acquisition and runs up until the owner/agent receives the Low Income Housing Credit Allocation and Certification (IRS Form 8609). During this time, if the property consists of multiple buildings, the owner/agent will treat all unit transfers from one building to another building as new move-ins for purposes of the LIHTC program. This means that the family must meet all LIHTC eligibility requirements to be able to move into the new unit.

This requirement will expire when the owner/agent selects the option to identify each building as part of a multiple building project on the form 8609. This requirement does not apply to unit transfers within the same building. This requirement does not apply if the property consists of only one building.

SECURITY DEPOSIT REQUIREMENTS

The owner/agent must collect a security deposit at the time of the initial lease execution. The owner/agent will comply with any HUD rules and applicable state and local laws governing the security deposit. The security deposit amount is the greater of one month's Total Tenant Payment (TTP) as calculated at move in or \$50.

If the move-in certification requires correction, and the TTP is recalculated, the security deposit requirement will be recalculated as well and any variance in the amount originally collected will be collected from /returned to the tenant. Otherwise, the amount of the security deposit established at move-in does not change when a resident's rent changes.

The resident is expected to pay the security deposit from his/her own resources and/or other public or private sources. An applicant will be rejected if he/she does not have sufficient funds to pay the deposit.

INCOME CALCULATION ERRORS, INCLUDING DE MINIMIS ERRORS

If the owner/agent becomes aware of a calculation error, they are obligated to correct the error(s) retroactive to the effective date of the action the error was made regardless of the dollar amount associated with the error.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

OWNER/AGENT ERRORS

The owner/agent must credit or repay the household if they were overcharged tenant rent due to an owner/agent calculation error, including when the owner/agent makes a de minimis error in the household's income determination. De minimis errors occur when the owner/agent's determination of a household's income is incorrect by no more than \$30 per month in adjusted income (or \$360 in annual adjusted income), and the resident is overcharged less than \$10 per month.

The owner/agent will complete the required correction(s) which will result in a credit to the tenant's ledger. If this credit results in an overall credit balance on the ledger, the owner/agent will send the tenant a letter advising them of their credit balance. The letter notifies the household that they have the choice to apply the credit balance to the next month's rent, or to request a check in the amount of the credit balance. The letter requests that the tenant initial next to their selection, sign and date the letter, and then return the letter to the management office. If the tenant requests a check, the letter will be forwarded to the owner/agent's Finance Department for processing.

The owner/agent may not retroactively increase a tenant's rent due to an owner/agent calculation error. In such instances, the owner/agent must repay HUD any assistance paid in error.

TENANT ERRORS

The tenant must repay HUD any assistance paid in error because the tenant failed to comply with requirements. Tenants can repay amounts due in a lump sum payment, by entering into a repayment agreement, or a combination of both. Tenants who do not agree to repay amounts due will be in non-compliance with their lease agreement and are subject to penalties including, but not limited to, termination of tenancy.

The tenant must also repay the owner/agent any rent, in excess of gross rent, that was not collected due to the tenant's misreporting. Tenants can repay amounts due to the owner agent in a lump sum payment, by entering into an installment agreement, or a combination of both. Tenants who do not agree to repay amounts due will be in non-compliance with their lease agreement and are subject to penalties including, but not limited to, termination of tenancy

The monthly payment for the repayment agreement and/or installment agreement must be what the tenant can afford to pay based on the family's income. Unless the tenant agrees to a higher amount, the monthly payment plus the amount of rent the family pays at the time the repayment agreement and/or installment agreement is executed will be 40 percent of the family's monthly adjusted income.

HARDSHIP EXEMPTIONS

MINIMUM RENT FINANCIAL HARDSHIP EXEMPTION

The owner/agent will waive the minimum rent (\$25) for any family unable to pay due to a long-term financial hardship, including the following:

- The family has lost federal, state, or local government assistance or is waiting for an eligibility determination.
- The family would be evicted if the minimum rent requirement was imposed.
- The family income has decreased due to a change in circumstances, including but not limited to loss of employment.
- A death in the family has occurred.
- Other applicable situations, as determined by HUD, have occurred.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

When a resident requests a financial hardship exemption, the owner/agent must waive the minimum \$25 rent charge beginning the month immediately following the resident's request and implement the TTP calculated at the higher of 30% of adjusted monthly income or 10% of gross monthly income. The TTP will not drop to zero unless those calculations result in zero.

The owner/agent will request reasonable documentation of the hardship in order to determine whether there is a hardship and whether it is temporary or long term in nature. The owner/agent will make every effort to make a determination within one week of receiving the documentation.

If the owner/agent determines there is no hardship as covered by the statute, the owner/agent must immediately reinstate the minimum rent requirements. The tenant is responsible for paying any minimum rent that was not paid from the date rent was suspended. The owner/agent may not evict the tenant for nonpayment of rent during the time in which the owner/agent was making the determination. The owner/agent and tenant should reach a reasonable repayment agreement for any back payment of rent.

If the owner/agent determines that the hardship is temporary, the owner/agent may not impose the minimum rent requirement until 90 days after the date of the suspension. At the end of the 90 day period, the tenant is responsible for paying the minimum rent, retroactive to the initial date of the suspension. The owner/agent may not evict the tenant for nonpayment of rent during the time in which the owner/agent was making the determination or during the 90 day suspension period. The owner/agent and tenant should reach a reasonable repayment agreement for any back payment of rent.

If the hardship is determined to be long term, the owner/agent must exempt the tenant from the minimum rent requirement from the date the owner granted the suspension. The suspension may be effective until such time that the hardship no longer exists. However, the owner/agent must recertify the tenant every 90 days while the suspension lasts to verify that circumstances have not changed. The length of the hardship exemption may vary from one family to another depending on the circumstances of each family. The owner/agent must process an Interim Recertification, if triggered, or a non-interim reexamination transaction, to implement a long-term exemption.

Owners/agents must maintain documentation on all requests and determinations regarding hardship exemptions.

HEALTH AND MEDICAL EXPENSES AND/OR REASONABLE ATTENDANT CARE AND AUXILIARY APPARATUS EXPENSES-PHASED-IN RELIEF HARDSHIP EXEMPTION:

The HOTMA statute establishes a higher threshold for deducting unreimbursed health and medical expenses (medical expenses) and unreimbursed reasonable attendant care and auxiliary expenses (disability expenses). The statute increases the threshold for a deduction to those expenses that exceed 10% of the family's annual income. Prior to January 1, 2024 the threshold was 3% of the family's annual income.

The owner/agent will begin the Phase-In Relief Hardship Exemption (Phase-In) for all current residents living at the property as of January 1, 2024, who were receiving the medical and/or disability expense deduction on that date. The 24-month phase-in period will start automatically with the first Annual Recertification or Interim Recertification created after implementing HOTMA-compliant site software.

When creating the first Annual Recertification or Interim Recertification, the owner/agent will determine the medical and/or disability deduction by using out-of-pocket medical expenses that exceed 5% of the family's annual income. After 12 months at 5%, the owner/agent will determine the medical and/or disability deduction



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

by using out-of-pocket medical expenses that exceed 7.5% of the family's annual income. After 12 months at 7.5%, the owner/agent will determine the medical and/or disability deduction by using out-of-pocket medical expenses that exceed 10% of the family's annual income.

When a family's Phase-In begins with an Interim Recertification, the owner/agent will process another transaction 12 months later to move the family along to the next phase. The transaction will be either an Interim Recertification, if triggered, or a non-interim reexamination.

If a tenant's assistance is terminated for non-compliance, the Phase-In Relief Hardship Exemption ends. If the tenant regains compliance and is requalified for subsidy, via an Initial Certification, the medical and/or disability expense deduction will be calculating using the 10% threshold.

Tenants who qualified for the Medical Expense and/or Disability Assistance Expense Deduction after January 1, 2024, do not qualify for phased-in relief, and the deduction on the first certification created after implementing HOTMA-compliant site software will be the out-of-pocket expense that exceeds 10% of annual income.

Phase-in continues if a family transfers to another unit within the same property. The owner/agent will not continue phase-in for new admissions/move-ins to the property.

The following table taken from HUD Housing Notice H 2023-10 demonstrates when the owner/agent will begin Phase-In, and how it will increase every 12 months during the 24-month Phase-In period.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

Table C1: Phased-in Relief Timing

Phased-in Relief Timing	In Excess Threshold Percentage for Families Receiving the Health and Medical Expenses and Reasonable Attendant Care and Auxiliary Apparatus Expense Deduction as of January 1, 2024	Reexamination Type
First annual reexamination or interim reexamination, whichever occurs first on or after the date on which the PHA/MFH Owner implements the phased-in relief.	5 percent	Annual or Interim Reexamination
Twelve months after the 5-percent phase-in began	7.5 percent	Annual Reexamination or Interim Reexamination If no Interim Reexamination is triggered, then the PHA/MFH Owner processes with a non-interim transaction.
Twelve months after the 7.5-percent phase-in began	10 percent	Annual Reexamination or Interim Reexamination If no Interim Reexamination is triggered, then the PHA/MFH Owner processes with a non-interim reexamination transaction.

HEALTH AND MEDICAL EXPENSES AND REASONABLE ATTENDANT CARE AND AUXILIARY APPARATUS EXPENSES- GENERAL RELIEF HARDSHIP EXEMPTION

The owner/agent will not implement a General Relief Hardship Exemption policy for health and medical expenses and reasonable attendant care and auxiliary apparatus expenses.

CHILD-CARE EXPENSES DEDUCTION HARDSHIP EXEMPTION

The owner/agent will not implement a child-care expense Hardship Exemption policy.

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.



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

Any new adult household member will be considered an applicant and must participate in the eligibility determination and screening processes described in the tenant selection plan in place at the time of the eligibility determination.

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. 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 entire household's assistance will be terminated in accordance with HUD requirements.

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, on HUD Form 50059 or on the LIHTC Tenant Income Certification (TIC) leaves the unit. This notification must occur as quickly as possible but within no more than ten (10) calendar days.

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.

DETERMINATION OF INCOME USING OTHER MEANS TESTED PUBLIC ASSISTANCE

The owner/agent will accept means-tested income verification, also known as Safe Harbor verification, at Annual Recertification only to verify a family's annual income. The owner/agent will accept means-tested verification from the following means-tested forms of Federal public assistance:

- The Temporary Assistance for Needy Families block grant (TANF)
- The Supplemental Nutrition Assistance Program (SNAP)
- The Special Supplementation Nutrition for Woman, Infants, and Children (WIC)
- Medicaid

To be accepted, Safe Harbor verification must be third-party verification (this can be in the form of a tenant-provided document). The Safe Harbor verification may be in the form of an award letter from the relevant federal program. The verification must:

- State the family size



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

- Be for the entire family (i.e. the family members listed in the documentation must match the family's composition in the assisted unit)
- State the amount of the family's annual income
- Show that the family's income determination was made in the previous 12 months (i.e. made within the 12 months prior to the receipt of the verification by the owner/agent).

The Safe Harbor documentation will be considered acceptable if any of the following dates fall into the 12-month period prior to the receipt of the documentation by the owner/agent:

- Income determination effective date;
- Program administrator's signature date;
- Family's signature date;
- Report effective date; or
- Other report-specific dates that verify the income determination date.

If a family provides multiple acceptable Safe Harbor verifications (i.e. a verification from more than one agency or program, or multiple verifications from the same federal program), the owner/agent will review all of the verifications and use the verification that has the most recent income determination date.

The annual income does not have to be broken down by family member or income type. Annual income includes income earned from assets, therefore when using Safe Harbor to verify a family's income, the owner agent will not ask about a family's net family assets, or the family's earned income from those assets.

The owner/agent will only use the total income determination outlined in the Safe Harbor verification. We will not review any other information such as income exclusions and inclusions. We will not mix and match Safe Harbor income determinations and other income determinations. The amounts of unreimbursed reasonable attendant care expenses and child-care expenses deducted from a family's annual income, must still be capped by the amount earned by any family member who is enabled to work as a result of the expense. Therefore, the owner/agent will obtain third-party verification of the applicable employment income and cap the respective expense deductions accordingly.

If the Safe Harbor verification is not acceptable (does not meet all requirements outlined above), is unavailable, or is disputed by the family, the owner/agent will verify the family's income using an alternative method. The use of Safe Harbor verification does not remove the household's obligation to comply with the Interim Recertification and Reporting Changes requirements outlined below.

INTERIM RECERTIFICATIONS

A family may request an interim determination of family income or composition because changes have occurred since their annual recertification. When the owner/agent determines that an Interim Recertification is necessary because of the reported changes, they must ask the family to report changes in all aspects of adjusted income. The owner/agent will maintain documentation of all reported changes in annual adjusted income in the family's file, including those that did not result in an Interim Recertification.

DECREASES IN ADJUSTED INCOME

The owner/agent has implemented a 0% threshold for processing Interim Recertifications for decreases in adjusted income. Decreases may be due to a reduction in family income, increases in deductions, or a decrease in family size due to a member of the family leaving the household. The owner/agent has chosen this



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

alternative threshold and will process an Interim Recertification for all verified adjusted income decreases (decreases in adjusted income greater than 0%).

INCREASES IN ADJUSTED INCOME

Increases in Unearned Income

The owner/agent will process an Interim Recertification for unearned income increases, if the family's adjusted income has changed by an amount that the owner/agent estimates will result in an increase of 10% or more in annual adjusted income since the last Annual Recertification. We will not process an Interim Recertification for unearned income increases that result in less than a 10% increase in annual adjusted income since the last Annual Recertification. However, the owner/agent will maintain records of all reported increases in the resident file. We will monitor all reported increases to ensure that we complete an Interim Recertification when a series of smaller reported increases in unearned income, when added together, results in a 10% or more increase in family annual adjusted income since the last Annual Recertification.

The owner/agent has implemented one exception- we will not complete an Interim Recertification during the last three months of a certification period, even if the annual adjusted income increase is 10% or more (i.e. a family reports an increase in income within three months of the next Annual Recertification effective date), if the tenant has complied with reporting requirements. Households who do not comply with reporting requirements, and delay reporting income increases until the last three months of their certification period, will be subject to a retroactive rent increase in accordance with our policies.

Increases in Earned Income

The owner/agent will not process an Interim Recertification for earned income increases reported between Annual Recertifications. We have adopted a policy to never consider increases in earned income for the purposes of conducting an Interim Recertification.

REPORTING CHANGES AND EFFECTIVE DATE

Reporting Changes

Tenants must notify property management when changes occur in annual adjusted income and/or household composition. These changes include:

- The family proposes to move a new member into the unit
- Any household member moves out of the unit
- Any family member has an increase in unearned income
- Any adult family member obtains new employment

Tenants may report any decrease in income or any change in other factors that may impact the family's annual adjusted income or calculation of Tenant rent.

Changes must be reported to the owner/agent within thirty (30) calendar days of the effective date of the change. For new employment, the effective date of the change is the hire date. For loss of employment, the change is the separation or termination date. The owner/agent will attempt UIV, when available, to verify the change. Additionally, the tenant will be asked to provide level 4 third-party verification of the change. Failure to report changes within thirty (30) calendar days that create a rent increase will result in a retroactive rent



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

increase effective the first day of the month following the date of the change. The tenant will be responsible for returning any assistance paid in error, and/or for any rent increase that exceeds gross rent.

Effective Date of Interim Recertifications

If the household reports a change in family income or composition in a timely manner (within thirty (30) calendar days), and the change results in a rent increase, the owner/agent will provide a 30-day notice of increase, and the rent increase will be effective the first day of the month after the end of the 30-day period. If the change results in a decrease in rent, the rent decrease will be effective the first day of the month after the date of the actual change leading to the Interim Recertification.

If the change is not reported in a timely manner (i.e. is reported thirty-one (31) or more calendar days after the date of the change), the owner/agent will implement any resulting rent increase retroactively to the first day of the month following the date of the change. If the change results in a rent decrease, the decrease will be effective on the first of the month following the date the change was reported.

NON-INTERIM RECERTIFICATIONS

When a household experiences a change that does not trigger an Interim Recertification, but still needs to be reported to HUD, the owner/agent will process a Non-Interim Recertification. Examples of such changes include, but are not limited to, adding or removing a minimum rent hardship exemption; adding or removing a non-family member (e.g. a live-in aide); or adding/updating a household member's Social Security number.

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.

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.

Unit Condition Inspections will be conducted on at least an annual basis. These inspections provide the owner/agent the opportunity to verify the need for any repairs, to determine whether appliances and equipment in the unit are functioning properly, and to assess whether the resident is properly taking care of the unit.

TDHCA and HUD, or its authorized contractor(s), have the right to inspect the units and the entire property to ensure that the property is being well maintained. These inspections assure HUD/TDHCA that owner/agents



Carleton Management Services PBRA/LIHTC Tenant Selection Plan

and their representatives are fulfilling their obligations under the regulatory agreements and/or subsidy contracts and that residents are provided with decent, safe, and sanitary housing.

TERMINATION NOTICES

The termination procedure for RAD PBRA properties requires Project Owners to provide adequate written notice of termination of the lease which shall not be less than:

- A reasonable period of time, but not to exceed 30 days:
 - If the health or safety of other tenants, Project Owner employees, or persons residing in the immediate vicinity of the premises is threatened; or
 - In the event of any drug-related or violent criminal activity or any felony conviction; or
- Not less than 30 days in the case of nonpayment of rent, and
- Not less than 30 days in any other case, except that if a State or local law provides for a shorter period of time, such shorter period of time shall apply

Lease Termination Notices and Demand to Vacate notices to the resident, required or authorized by the lease or House Rules, will be delivered in writing and hand-delivered to the resident personally or to an adult Family Member and sent by first-class mail to the Resident at the Dwelling Unit. Additionally, Lease Termination Notices and Demand to Vacate Notices may be delivered by affixing the notice to the inside of the main entry door or as otherwise allowed by Texas Property Code. Unopened, canceled, first class mail returned by the Post Office shall be sufficient evidence that notice was given to the resident.

The notice will:

- Provide the specific reason for the termination;
- Include the TDHCA form based on HUD form 5380 "Notice of Occupancy Rights under the Violence Against Women Act", the HUD form 5380, and the HUD form 5382 "Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation";
- State how a person with a disability may request a reasonable accommodation in relation to the notice; and,
- Include information on the appeals process. Additional information on the appeals process can also be found in the Grievance and Appeals Policy which is available to all residents and applicants.

CHANGES TO THE TENANT SELECTION PLAN

Applicants will be notified in writing when the tenant selection plan undergoes significant change or when preferences are added or removed. At that time, applicants will be:

- Given an opportunity to review the new plan
- Notified of changes to preferences
- Advised to contact the Management Office if they no longer wish to remain on the waiting list

The Tenant Selection Plan in place at time of pre-application will be applied for final eligibility determination. In general, policies addressing credit, criminal history, and occupancy standards will not be applied retroactively. Tenants on the unit transfer waiting list or applicants on the waiting list at the time new or revised tenant selection criteria are applied will not be passed over on the waiting list, rejected, or receive notices of termination based solely on their failure to meet the new or revised tenant selection criteria. However, criteria related to program eligibility may be applied retroactively when a development receives a new award of tax credits, federal funds, or state funds and a household is not eligible under the new program requirements. Criteria may also be applied retroactively if it is determined that prior criteria violated federal or state law.

