

APPLICATION WAITLIST QUESTIONNAIRE

Site Name: _____
Leasing Office Address: _____
☐ Mark if Temporary
Leasing Office Ph#: _____
Leasing Office Fax#: _____
Leasing Office Email: _____

For Office Use Only		
Date Rcvd:	_____	
Time Rcvd:	_____	
Rcvd by:	_____	
☐ Original	☐ Updated	☐ Add-on
If updated, use original date and time stamps.		
HoH Name:	_____	
Use to link multiple apps due to addtl adults		

COMPLETED FORMS CAN BE SUBMITTED VIA FAX OR DROPPED OFF DURING BUSINESS HOURS:

This document is used to register households on the waitlist. Please complete one per HOUSEHOLD.

ADDITIONAL PROTECTION FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

Executive Order 13166 requires all recipients of federal funds to take reasonable steps to ensure that persons with limited English proficiency (LEP persons) have meaningful access to federal programs and activities. In response to this executive order, this community has created a Language Access Plan which details the steps taken to ensure meaningful access including but not limited to providing for oral translation services for applicants who need language assistance. Copies of the Language Access Plan are available for review in our leasing office.

☐ Please note- if this box is checked, then the community is non-smoking.

1. Head of Household Legal/Birth Name: _____
2. Head of Household Preferred Name (if applicable): _____
3. HoH's Current Address: _____
4. HoH's Phone #(s): _____
5. HoH's Email Address(es): _____
6. How many people will reside in the unit? _____
7. What unit size are you requesting? _____
8. Does your household have animals/pets? ☐ None; ☐ Cat(s), # of ____; ☐ Dog(s), # of ____;
☐ Other, # of _____ and Type of _____
9. This community may have leasing preferences for certain groups. Any leasing preference will be outlined in the Resident Selection Criteria. Please indicate below, to which of these groups your household may belong. Definitions for each of these groups may be provided upon request.
☐ 55+ Senior ☐ 62+ Elderly- all HHMBRs ☐ 62+elderly- head, cohead or spouse ☐ Families
☐ Veteran ☐ Disabled ☐ Mental illness ☐ Developmentally disabled ☐ Homeless
☐ Chronically homeless ☐ Agricultural or farmworker

Mercy Housing Management Group is an equal opportunity housing provider abiding by the Federal Fair Housing Ordinance. We do not discriminate based on race, color, religion, creed, national origin, sex, age, familial status, AIDS/HIV status, ancestry, gender identity, height, weight, pregnancy status, source of income, sexual orientation or disability.

APPLICATION WAITLIST QUESTIONNAIRE

10. Household Composition: Tell us a little bit about the people who will live with you - include yourself as the first household member. Add more pages if you need to list more people

HHMBR Name	Relationship to you	Gender*	Married? (Y/N)	Birthdate	Student? (Y/N)	**Social Security #
	MYSELF					
Total number of people:						

11. Please record your household's approximate MONTHLY income. Please include all potential sources of income- EXCEPT, Food Stamps which are not considered income.

HHMBR Name	Wages/ Employment	Retirement	Public/General Assistance	SSA/SSI	Other
Total Monthly Household Income:					

12. When the value of all of your household's assets are added up, do they total ☐ more or ☐ less than \$50,000? (This would not include everyday items like cars or wedding rings.)

13. VOLUNTARY: Would you or a household member like to request a disability related special accommodation or need accessible features in your unit? ☐ Yes ☐ No

a. If yes, what accommodations do you need, or would you like us to make?

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APPLICATION WAITLIST QUESTIONNAIRE

GENERAL DISCLOSURES:

The information you provide on this application will be treated as confidential. This application gives no lease or rental rights. It includes both information necessary for determining your eligibility for housing and information required for statistical purposes. If you and your household appear to be eligible, you will need to submit additional information to complete the processing of this application. All information you provide will be verified by Mercy Housing Management Group. Incomplete and/or falsified information will cause the application to be denied and not processed.

Discrimination Prohibited: The landlord will not discriminate based upon race, color, religion, creed, national origin, sex, age, familial status, or disability. In addition, our housing programs are open to all eligible persons regardless of sexual orientation, gender identity, marital status, and ancestry. Owners shall accommodate persons with disabilities who, as a result of their disabilities, cannot utilize the owner's preferred application process by providing alternative methods of taking applications.

Any general information included as part of an individual household member's records will be made accessible between departments. Other information not routinely in a household's records may be shared between professional staff on a need-to-know basis at the discretion of the department or site head staff person. Information, which involves criminal acts, including use of physical force, offenses against other persons, child abuse and neglect, etc., will be automatically reported to appropriate authorities as required by law.

Any changes to your income, assets, household composition or student status from the date you signed your application up to your move in date, must be reported to Mercy Housing Management. Failure to do so could result in denial of your move in. If after move in we discover that changes were not reported, Mercy Housing Management may be required to take steps that could result in eviction.

ADDITIONAL DOCUMENTATION PROVIDED TO APPLICANT HOUSEHOLD:

- | | |
|--|--|
| ☐ Notice of Occupancy Rights Under VAWA | ☐ Resident Selection Criteria/ RSC/TSP addendum |
| ☐ Notice of Reasonable Accommodation Modification | ☐ Grievance Policy |
| ☐ Pricing Sheet/Welcome Letter | ☐ Demographics worksheet- VOLUNTARY |

I/We am/are applying for housing and state that all information provided herein is true, accurate, and complete to the best of my knowledge and belief.

Applicant/Resident Head of Household Signature

Applicant/Resident HoH Printed Name

Date

PENALTIES FOR MISUSING THIS CONSENT: Title 18, Section 1001 of the U.S. Code states that a person is guilty of a felony for knowingly and willingly making false or fraudulent statements to any department of the United States Government. HUD and any owner (or any employee of HUD or the owner) may be subject to penalties for unauthorized disclosures or improper use of information collected based on the consent form. Use of the information collected based on this verification form is restricted to the purposes cited above. Any person, who knowingly or willingly requests, obtains or discloses any information under false pretenses concerning an applicant or participant may be subject to a misdemeanor and fined not more than \$5,000. Any applicant or participant affected by negligent disclosure of information may bring civil action for damages, and seek other relief, as may be appropriate, against the officer or employee of HUD or the owner responsible for the unauthorized disclosure or improper use. Penalty provisions for misusing the social security number are contained in the ****Social Security Act at 208 (a) (6), (7) and (8).** Violation of these provisions are cited as violations of 42 U.S.C. 408 (a) (6), (7) and (8)**. 6/29/2007



NOTICE OF RIGHT TO REASONABLE ACCOMMODATION/MODIFICATION

If you have a disability and as a result of your disability you need . . .

- a change in the rules or policies or how we do things that would give you an equal opportunity to use and enjoy the housing and facilities at this housing development or take part in programs on site,
- a change or repair in your apartment or a special type of apartment that would give you an equal opportunity to use and enjoy the housing and facilities at this housing development or take part in programs on site,
- a change or repair to some other part of the housing site that would give you an equal opportunity to use and enjoy the housing and facilities at this housing development or take part in programs on site.

If you can show that you have a disability and if your request is reasonable (***does not pose “an undue financial or administrative burden”**), we will try to make the changes you request.

We will give you an answer in 10 working days unless there is a need for verification of the request. In that case, the response time is 15 working days unless there is a problem getting the information we need or unless you agree to a longer time. We will let you know if we need more information or verification from you or if we would like to talk to you about other ways to meet your needs.

If we turn down your request, we will explain the reasons and you can give us more information if you think that will help.

If you need help filling out a REASONABLE ACCOMMODATION/MODIFICATION REQUEST FORM or if you want to give us your request in some other way, we will help you.

You can get a REASONABLE ACCOMMODATION/MODIFICATION REQUEST FORM at the Property office or by emailing:

504 Coordinator
Mercy Housing Management Group, Inc.
504adacoordinator@mercyhousing.org
Fax: 877-245-7121
303-830-3300
TTY: 1-800-877-8973 or 711

NOTE: All information you provide will be kept confidential and be used only to help you have an equal opportunity to use and enjoy your housing and the common areas.

**** This legal phrase means if it is not too expensive and too difficult to arrange.***



Protections for Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking

When should I receive this form? A covered housing provider must provide a copy of the Notice of Occupancy Rights Under The Violence Against Women Act (Form HUD-5380) and the Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking (Form HUD-5382) when you are admitted as a tenant, when you receive an eviction or termination notice and prior to termination of tenancy, or when you are denied as an applicant. A covered housing provider may provide these forms at additional times.

What is the Violence Against Women Act (“VAWA”)? This notice describes protections that may apply to you as an applicant or a tenant under a housing program covered by a federal law called the Violence Against Women Act (“VAWA”). VAWA provides housing protections for victims of domestic violence, dating violence, sexual assault or stalking. VAWA protections must be in leases and other program documents, as applicable. VAWA protections may be raised at any time. You do not need to know the type or name of the program you are participating in or applying to in order to seek VAWA protections.

What if I require this information in a language other than English? To read this information in Spanish or another language, please contact **MERCY HOUSING MANAGEMENT GROUP, INC Phone number: (303) 830-3300 TTY Number: (800) 877-8973 or 8711 Fax number: (877) 245-7121**. You can read translated VAWA forms at https://www.hud.gov/program_offices/administration/hudclips/forms/hud5a#4. If you speak or read in a language other than English, your covered housing provider must give you language assistance regarding your VAWA protections (for example, oral interpretation and/or written translation).

What do the words in this notice mean?

- *VAWA violence/abuse* means one or more incidents of domestic violence, dating violence, sexual assault, or stalking.
- *Victim* means any victim of *VAWA violence/abuse*, regardless of actual or perceived sexual orientation, gender identity, sex, or marital status.
- *Affiliated person* means the tenant’s spouse, parent, sibling, or child; or any individual, tenant, or lawful occupant living in the tenant’s household; or anyone for whom the tenant acts as parent/guardian.
- *Covered housing program*¹ includes the following HUD programs:
 - Public Housing
 - Tenant-based vouchers (TBV, also known as Housing Choice Vouchers or HCV) and Project-based Vouchers (PBV) Section 8 programs
 - Section 8 Project-Based Rental Assistance (PBRA)
 - Section 8 Moderate Rehabilitation Single Room Occupancy
 - Section 202 Supportive Housing for the Elderly
 - Section 811 Supportive Housing for Persons with Disabilities
 - Section 221(d)(3)/(d)(5) Multifamily Rental Housing
 - Section 236 Multifamily Rental Housing
 - Housing Opportunities for Persons With AIDS (HOPWA) program
 - HOME Investment Partnerships (HOME) program
 - The Housing Trust Fund
 - Emergency Solutions Grants (ESG) program
 - Continuum of Care program
 - Rural Housing Stability Assistance program
- *Covered housing provider* means the individual or entity under a covered housing program that is responsible for providing or overseeing the VAWA protection in a specific situation. The covered housing provider may be a public housing agency, project sponsor, housing owner, mortgagor, housing manager, State or local government, public agency, or a nonprofit or for-profit organization as the lessor.

¹ For information about non-HUD covered housing programs under VAWA, see Interagency Statement on the Violence Against Women Act’s Housing Provisions at <https://www.hud.gov/sites/dfiles/PA/documents/InteragencyVAWAHousingStmnt092024.pdf>.

What if I am an applicant under a program covered by VAWA? You can't be denied housing, housing assistance, or homeless assistance covered by VAWA just because you (or a household member) are or were a victim or just because of problems you (or a household member) had as a direct result of being or having been a victim. For example, if you have a poor rental or credit history or a criminal record, and that history or record is the direct result of you being a victim of VAWA abuse/violence, that history or record cannot be used as a reason to deny you housing or homeless assistance covered by VAWA.

What if I am a tenant under a program covered by VAWA? You cannot lose housing, housing assistance, or homeless assistance covered by VAWA or be evicted just because you (or a household member) are or were a victim of VAWA violence/abuse. You also cannot lose housing, housing assistance, or homeless assistance covered by VAWA or be evicted just because of problems that you (or a household member) have as a direct result of being or having been a victim. For example, if you are a victim of VAWA abuse/violence that directly results in repeated noise complaints and damage to the property, neither the noise complaints nor property damage can be used as a reason for evicting you from housing covered by VAWA. You also cannot be evicted or removed from housing, housing assistance, or homeless assistance covered by VAWA because of someone else's criminal actions that are directly related to VAWA abuse/violence against you, a household member, or another affiliated person.

How can tenants request an emergency transfer? Victims of VAWA violence/abuse have the right to request an emergency transfer from their current unit to another unit for safety reasons related to the VAWA violence/abuse. An emergency transfer cannot be guaranteed, but you can request an emergency transfer when:

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

You can request an emergency transfer even if you are not lease compliant, for example if you owe rent. If you request an emergency transfer, your request, the information you provided to make the request, and your new unit's location must be kept strictly confidential by the covered housing provider. The covered housing provider is required to maintain a VAWA emergency transfer plan and make it available to you upon request. To request an emergency transfer or to read the covered housing provider's VAWA emergency transfer plan, **PLEASE CONTACT ANY OF OUR MEMBERS OF THE LEASING OFFICE STAFF**. The VAWA emergency transfer plan includes information about what the covered housing provider does to make sure your address and other relevant information are not disclosed to your perpetrator.

Can the perpetrator be evicted or removed from my lease? Depending on your specific situation, your covered housing provider may be able to divide the lease to evict just the perpetrator. This is called "lease bifurcation."

What happens if the lease bifurcation ends up removing the perpetrator who was the only tenant who qualified for the housing or assistance? In this situation, the covered housing provider must provide you and other remaining household members an opportunity to establish eligibility or to find other housing. If you cannot or don't want to establish eligibility, then the covered housing provider must give you a reasonable time to move or establish eligibility for another covered housing program. This amount of time varies, depending on the covered housing program involved. The table below shows the reasonable time provided under each covered housing programs with HUD. Timeframes for covered housing programs operated by other agencies are determined by those agencies.

Covered Housing Program(s)	Reasonable Time for Remaining Household Members to Continue to Receive Assistance, Establish Eligibility, or Move.
HOME and Housing Trust Fund, Continuum of Care Program (except for permanent supportive housing), ESG program, Section 221(d)(3) Program, Section 221(d)(5) Program, Rural Housing Stability Assistance Program	Because these programs do not provide housing or assistance based on just one person's status or characteristics, the remaining tenant(s), or family member(s) in the CoC program, can keep receiving assistance or living in the assisted housing as applicable.
Permanent supportive housing funded by the Continuum of Care Program	The remaining household member(s) can receive rental assistance until expiration of the lease that is in effect when the qualifying member is evicted.
Housing Choice Voucher, Project-based Voucher, and Public Housing programs (for Special Purpose Vouchers (e.g., HUD-VASH, FUP, FYI, etc.), see also program specific guidance)	If the person removed was the only tenant who established eligible citizenship/immigration status, the remaining household member(s) must be given 30 calendar days from the date of the lease bifurcation to establish program eligibility or find alternative housing. For HUD-VASH, if the veteran is removed, the remaining family member(s) can keep receiving assistance or living in the assisted housing as applicable. If the veteran was the only tenant who established eligible citizenship/immigration status, the remaining household member(s) must be given 30 calendar days to establish program eligibility or find alternative housing.
Section 202/811 PRAC and SPRAC	The remaining household member(s) must be given 90 calendar days from the date of the lease bifurcation or until the lease expires, whichever is first, to establish program eligibility or find alternative housing.
Section 202/8	The remaining household member(s) must be given 90 calendar days from the date of the lease bifurcation or when the lease expires, whichever is first, to establish program eligibility or find alternative housing. If the person removed was the only tenant who established eligible citizenship/immigration status, the remaining household member(s) must be given 30 calendar days from the date of the lease bifurcation to establish program eligibility or find alternative housing.
Section 236 (including RAP); Project-based Section 8 and Mod Rehab/SRO	The remaining household member(s) must be given 30 calendar days from the date of the lease bifurcation to establish program eligibility or find alternative housing.
HOPWA	The remaining household member(s) must be given no less than 90 calendar days, and not more than one year, from the date of the lease bifurcation to establish program eligibility or find alternative housing. The date is set by the HOPWA Grantee or Project Sponsor.

Are there any reasons that I can be evicted or lose assistance? VAWA does not prevent you from being evicted or losing assistance for a lease violation, program violation, or violation of other requirements that are not due to the VAWA violence/abuse committed against you or an affiliated person. However, a covered housing provider cannot be stricter with you than with other tenants, just because you or an affiliated person experienced VAWA abuse/violence. VAWA also will not prevent eviction, termination, or removal if other tenants or housing staff are shown to be in immediate, physical danger that could lead to serious bodily harm or death if you are not evicted or removed from assistance. **But only if no other action can be taken to reduce or eliminate the threat** should a covered housing

provider evict you or end your assistance, if the VAWA abuse/violence happens to you or an affiliated person. A covered housing provider must provide a copy of the Notice of Occupancy Rights Under The Violence Against Women Act (Form HUD-5380) and the Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking (Form HUD-5382) when you receive an eviction or termination notice and prior to termination of tenancy.

What do I need to document that I am a victim of VAWA abuse/violence? If you ask for VAWA protection, the covered housing provider may request documentation showing that you (or a household member) are a victim. BUT the covered housing provider must make this request in writing and must give you at least 14 business days (weekends and holidays do not count) to respond, and you are free to choose any one of the following:

1. A self-certification form (for example, Form-HUD 5382), which the covered housing provider must give you along with this notice. Either you can fill out the form or someone else can complete it for you;
2. A statement from a victim/survivor service provider, attorney, mental health professional or medical professional who has helped you address incidents of VAWA violence/abuse. The professional must state “under penalty of perjury” that he/she/they believes that the incidents of VAWA violence/abuse are real and covered by VAWA. Both you and the professional must sign the statement;
3. A police, administrative, or court record (such as a protective order) that shows you (or a household member) were a victim of VAWA violence/abuse; OR
4. If allowed by your covered housing provider, any other statement or evidence provided by you.

It is your choice which documentation to provide and the covered housing provider must accept any one of the above as documentation. The covered housing provider is prohibited from seeking additional documentation of victim status or requiring more than one of these types of documentation, unless the covered housing provider receives conflicting information about the VAWA violence/abuse.

If you do not provide one of these types of documentation by the deadline, the covered housing provider does not have to provide the VAWA protections you requested. If the documentation received by the covered housing provider contains conflicting information about the VAWA violence/abuse, the covered housing provider may require you to provide additional documentation from the list above, but the covered housing provider must give you another 30 calendar days to do so.

Will my information be kept confidential? If you share information with a covered housing provider about why you need VAWA protections, the covered housing provider must keep the information you share strictly confidential. This information should be securely and separately kept from your other tenant files. No one who works for your covered housing provider will have access to this information, unless there is a reason that specifically calls for them to access this information, your covered housing provider explicitly authorizes their access for that reason, and that authorization is consistent with applicable law.

Your information will not be disclosed to anyone else or put in a database shared with anyone else, except in the following situations:

1. If you give the covered housing provider written permission to share the information for a limited time;
2. If the covered housing provider needs to use that information in an eviction proceeding or hearing; or
3. If other applicable law requires the covered housing provider to share the information.

How do other laws apply? VAWA does not limit the covered housing provider’s duty to honor court orders about access to or control of the property, or civil protection orders issued to protect a victim of VAWA abuse/violence. Additionally, VAWA does not limit the covered housing provider’s duty to comply with a court order with respect to the distribution or possession of property among household members during a family break up. The covered housing provider must follow all applicable fair housing and civil rights requirements.

Can I request a reasonable accommodation? If you have a disability, your covered housing provider must provide reasonable accommodations to rules, policies, practices, or services that may be necessary to allow you to equally benefit from VAWA protections (for example, giving you more time to submit documents or assistance with filling out forms). You may request a reasonable accommodation at any time, even for the first time during an eviction. If a provider is denying a specific reasonable accommodation because it is not reasonable, your covered housing provider

NOTICE OF OCCUPANCY RIGHTS UNDER
THE VIOLENCE AGAINST WOMEN ACT
HUD-5380: Rights for Survivors

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

must first engage in the interactive process with you to identify possible alternative accommodations. To request a reasonable accommodation, please contact **ANY OF OUR MEMBERS OF THE LEASING OFFICE STAFF**. Your covered housing provider must also ensure effective communication with individuals with disabilities.

Have your protections under VAWA been denied? If you believe that the covered housing provider has violated these rights, you may seek help by contacting your **LOCAL HUD FHEO FIELD OFFICE using the CONTACT INFORMATION listed below.**

Region 4: Georgia, Kentucky, South Carolina, and Tennessee Atlanta Regional Office of FHEO U.S. Department of Housing and Urban Development 77 Forsyth St SW Atlanta, GA 30303 (800) 440-8091	Region 5: Illinois, Indiana, Ohio, and Wisconsin Chicago Regional Office of FHEO U.S. Department of Housing and Urban Development Ralph H. Metcalfe Federal Building 77 W. Jackson Boulevard Suite 2202 Chicago, IL 60604 (312) 913-8453 OR, (800) 765-9372
Region 7: Iowa, Kansas, Missouri, and Nebraska Kansas City Regional Office of FHEO U.S. Department of Housing and Urban Development Great Plains Office 400 State Avenue Kansas City, KS 66101 (913) 551-6958 OR, (800) 743-5323	Region 8: Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming Denver Regional Office of FHEO U.S. Department of Housing and Urban Development 1670 Broadway Denver, Colorado 80202 (303) 672-5437 OR, (800) 877-7353
Region 9: Arizona, American Samoa, California, Guam, Hawaii, and Nevada San Francisco Regional Office of FHEO U.S. Department of Housing and Urban Development One Sansome Street Suite 1200 San Francisco, CA 94104 (415) 489-6524 OR, (800) 347-3739	Region 10: Alaska, Idaho, Oregon, and Washington Seattle Regional Office of FHEO U.S. Department of Housing and Urban Development Seattle Federal Office Building 909 First Avenue Suite 300 Seattle, WA 98104 (206) 220-5170 OR, (800) 877-0246

You can also find additional information on filing VAWA complaints at <https://www.hud.gov/VAWA> and https://www.hud.gov/program_offices/fair_housing_equal_opp/VAWA. To file a VAWA complaint, visit <https://www.hud.gov/fairhousing/fileacomplaint>.

Need further help?

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

Public reporting burden for this collection of information is estimated to range from 45 to 90 minutes per each covered housing provider's response, depending on the program. This includes time to print and distribute the form. Comments concerning the accuracy of this burden estimate and any suggestions for reducing this burden can be sent to the Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 7th Street, SW, Washington, D.C. 20410. This notice is required for covered housing programs under section 41411 of VAWA and 24 CFR 5.2003. Covered housing providers must give this notice to applicants and tenants to inform them of the VAWA protections as specified in section 41411(d)(2). This is a model notice, and no information is being collected. A Federal agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

If you or someone you know is in immediate danger, please call 911. For confidential support and resources, consider reaching out to the National Domestic Violence Hotline at 1-800-799-7233.

WE CAN ALSO PROVIDE A LIST OF RESOURCES IN SEVERAL OTHER STATES- please let us know if you'd like this list.

CALIFORNIA		
County, State	DV Shelter or Org	Legal Aid Resources
Alameda, CA	Alameda County: - Shelter Against Violent Environments (SAVE) - Phone: (510) 794-6055 - Website: save-dv.org - Services: Provides emergency shelter, counseling, and support services for individuals affected by domestic violence.	Bay Area Legal Aid (BayLegal) - Phone: (510) 663-4744 - Toll Free: 1-800-551-5554 - Heath Consumer Center Toll Free: 1-855-693-7285 - Website: baylegal.org - Services: Free civil legal services to low-income individuals in housing, public benefits, and domestic violence.
Amador, CA	Operation Care - Phone: (209) 223-2600 - Website: operationcare.org - Services: Offers crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Mother Lode Regional Office - Phone: (530) 823-7560 - Website: lsnc.net - Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.
Calaveras, CA	The Resource Connection - Phone: (209) 754-1300 - Phone: (209) 754-4011 - Website: trcac.org - Services: Provides domestic violence shelter, counseling, and advocacy services.	Legal Services of Northern California (LSNC) - Mother Lode Regional Office - Phone: (530) 823-7560 - Website: lsnc.net - Services: Free civil legal services to eligible clients in areas such as housing, public benefits, and more.
Colusa, CA	Colusa County Victim Witness Program - Phone: (530) 458-0554 - Website: countyofcolusaca.gov/388/Victim-Witness-Services - Services: Offers support and resources for victims of crime, including domestic violence.	California Rural Legal Assistance, Inc. (CRLA) - Marysville Office - Phone: (530) 742-5191 - Toll Free: 1-800-337-0690 - Website: crla.org - Services: Offers free legal assistance to low-income individuals in areas like labor and housing.
Contra Costa, CA	- STAND! For Families Free of Violence - Crisis Line: 1-888-215-5555 - Website: standffov.org - Services: Provides emergency shelter, counseling, and support services for domestic violence survivors.	Bay Area Legal Aid (BayLegal) - Health Consumer Center Toll Free: 1-855-693-7285 - Toll Free: 1-800-551-5554 - Website: baylegal.org - Services: Provides free civil legal services to low-income individuals in areas such as housing, public benefits, and domestic violence.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
El Dorado, CA	The Center for Violence-Free Relationships • Phone: (530) 626-1131 • Phone: (916) 939-6616 • Website: thecenternow.org • Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence.	Legal Services of Northern California (LSNC) - Mother Lode Regional Office • Phone: (530) 823-7560 • Website: lsnc.net • Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.
Los Angeles, CA	House of Ruth • Toll Free: 1-877-988-5559 • Website: houseofruthinc.org Services: Provides shelter, counseling, and support services for domestic violence victims.	Legal Aid Foundation of Los Angeles (LAFLA) • Toll Free: 1-800-399-4529 • Website: lafla.org • Services: Free civil legal services to low-income residents in areas such as housing, family law, and immigration.
Marin, CA	Center for Domestic Peace • Phone: (415) 924-6616 • Website: centerfordomesticpeace.org • Services: Emergency shelter, counseling, and advocacy for domestic violence survivors.	Legal Aid of Marin • Phone: (415) 492-0230 • Website: legalaidsoc.org • Services: Provides free civil legal assistance to low-income individuals in areas like housing, employment, and consumer law.
Nevada, CA	Community Beyond Violence • Phone: (530) 272-3467 • Website: cbv.org • Services: Provides crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Auburn Office • Phone: (530) 823-7560 • Website: lsnc.net • Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.
Orange, CA	Human Options • Toll Free: 1-877-854-3594 • Website: humanoptions.org • Services: Offers emergency shelter, counseling, and education for individuals affected by domestic violence.	Legal Aid Society of Orange County (LASOC) • Phone: (714) 571-5200 • Toll Free: 1-800-834-5001 • Website: communitylegalsocal.org • Services: Provides free civil legal services to low-income individuals in areas such as housing, family law, and consumer issues.
Placer, CA	Stand Up Placer • Phone: (800) 575-5352 • Website: standupplacer.org • Services: Provides emergency shelter, crisis intervention, and support services for victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Auburn Office • Phone: (530) 823-7560 • Website: lsnc.net • Services: Offers free legal assistance in civil matters to low-income individuals, including housing, public benefits, and health care.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
Riverside, CA	Shelter From The Storm • Phone: (760) 328-SAFE (7233) • Toll Free: 1-800-775-6055 • Website: shelterfromthestorm.com • Services: Offers emergency shelter, counseling, and support services for domestic violence survivors.	Inland Counties Legal Services (ICLS) • Toll Free: 1-888-245-4257 • Toll Free *Senior: 1-800-977-4257 • Website: inlandlegal.org • Services: Provides free civil legal assistance to low-income individuals in areas such as housing, public benefits, and family law.
Sacramento, CA	WEAVE (Women Escaping A Violent Environment) • Phone: (916) 920-2952 • Website: weaveinc.org • Services: Crisis intervention services for survivors of domestic violence and sexual assault, 24-hour support and information line, confidential emergency shelters, counseling, legal assistance, and advocacy.	Legal Services of Northern California (LSNC) - Sacramento Office • Phone: (916) 551-2150 • Website: lsnc.net • Services: Provides free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
San Diego, CA	Center for Community Solutions (CCS) • Toll Free: 1-888-385-4657 • Website: ccssd.org • Services: Offers emergency shelter, legal and counseling services, and a 24-hour crisis hotline for survivors of domestic violence and sexual assault.	Legal Aid Society of San Diego (LASSD) • Toll Free: 1-877-534-2524 • TTY: 1-800-735-2929 • Website: htlassd.org • Services: Offers free civil legal services to low-income individuals in areas such as housing, public benefits, and consumer law.
San Francisco, CA	La Casa de las Madres • Toll Free: 1-877-503-1850 • Text Support: (415) 200-3575 • Website: lacasa.org • Services: Provides emergency shelter, counseling, and advocacy services for women and children affected by domestic violence.	Bay Area Legal Aid (BayLegal) - San Francisco Office • Phone: (415) 982-1300 • Toll Free: 1-800-551-5554 • Health Consumer Center Toll Free: 1-855-7285 • Website: baylegal.org • Services: Free civil legal services to low-income individuals in housing, public benefits, and domestic violence.
San Joaquin, CA	Women's Center - Youth & Family Services • Phone: (209) 941-2611 (San Joaquin Street) • Website: womenscenteryfs.org • Services: Offers emergency shelter, counseling, and support services for victims of domestic violence, sexual assault, and youth in crisis.	California Rural Legal Assistance, Inc. (CRLA) - Stockton Office • Phone: (209) 465-4878 • Phone: (209) 948-1911 (Youth) • Website: crla.org • Services: Offers free legal assistance to low-income individuals in areas like labor, housing, and education.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
San Mateo, CA	CORASupport • Toll Free: 1-800-300-1080 • Website: corasupport.org • Services: Provides safety, support, and healing for individuals who experience abuse in San Mateo County.	Bay Area Legal Aid (BayLegal) - Redwood City Office • Phone: (650) 358-0745 • Toll Free: 1-800-551-5554 • Health Consumer Center Toll Free: 1-855-693-7285 • Website: baylegal.org • Services: Provides free civil legal services to low-income individuals in areas such as housing, public benefits, and domestic violence.
Santa Clara, CA	Next Door Solutions to Domestic Violence • Phone: (408) 279-2962 • Website: nextdoorsolutions.org • Services: Offers emergency shelter, crisis counseling, and support services for survivors of domestic violence.	Bay Area Legal Aid (BayLegal) - San Jose Office • Phone: (408) 283-3700 • Toll Free: 1-800-551-5554 • Health Consumer Center Toll Free: 1-855-693-7285 • Website: baylegal.org • Services: Offers free civil legal services to low-income individuals in areas such as housing, public benefits, and domestic violence.
Santa Cruz, CA	Walnut Avenue Family & Women's Center • Toll Free: 1-866-2MYALLY ◦ (1-866-269-2559) • Website: wafwc.org • Services: Provides domestic violence support services, including emergency shelter and advocacy.	California Rural Legal Assistance, Inc. (CRLA) - Watsonville Office • Phone: (831) 724-2253 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Provides free legal assistance to low-income individuals in areas like labor, housing, and education.
Shasta, CA	One SAFE Place • Phone: (530) 244-0117 • Website: ospshasta.org • Services: Offers emergency shelter, counseling, and legal assistance to victims of domestic violence and sexual assault.	Legal Services of Northern California (LSNC) - Redding Office • Phone: (530) 241-3565 • Website: lsnc.net • Services: Offers free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
Sutter, CA	Casa de Esperanza • Phone: (530) 674-2040 • Website: casaysc.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence.	California Rural Legal Assistance, Inc. (CRLA) - Marysville Office • Phone: (530) 742-5191 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Provides free legal assistance to low-income individuals in areas like labor, housing, and education.

CA		
County, State	DV Shelter or Org	Legal Aid Resources
Tehama, CA	Empower Tehama • Phone: (530) 528-0226 • Toll Free: 1-800-799-SAFE (7233) • TTY: 1-800-787-3224 • Website: empowertehama.org • Services: Offers emergency shelter, counseling, and legal advocacy for survivors of domestic violence.	Legal Services of Northern California (LSNC) - Redding Office • Phone: (530) 241-3565 • Website: lsnc.net • Services: Provides free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
Ventura, CA	Coalition for Family Harmony • Toll Free: 1-800-300-2181 • Website: thecoalition.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence and sexual assault.	California Rural Legal Assistance, Inc. (CRLA) - Oxnard Office • Phone: (805) 486-1068 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Offers free legal assistance to low-income individuals in areas like labor, housing, and education.
Yolo, CA	Empower Yolo • Phone: (530) 662-1133 • Phone: (916) 371-1907 • Website: empoweryolo.org • Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence.	Legal Services of Northern California (LSNC) - Woodland Office • Phone: (530) 662-1065 • Website: lsnc.net • Services: Provides free civil legal assistance to low-income individuals, including housing, public benefits, and health care.
Yuba, CA	Casa de Esperanza • Phone: (530) 674-2040 • Website: casaysc.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence.	California Rural Legal Assistance, Inc. (CRLA) - Marysville Office • Phone: (530) 742-5191 • Toll Free: 1-800-337-0690 • Website: crla.org • Services: Provides free legal assistance to low-income individuals in areas like labor, housing, and education.
OREGON		
Clackamas, OR	Clackamas Women's Services • Phone: (503) 654-2288 • Website: cwsor.org • Services: Offers comprehensive support services, including emergency shelter, for individuals affected by domestic violence.	Legal Aid Services of Oregon - Portland Regional Office • Phone: (503) 224-4086 • Website: https://lasoregon.org/ • Services: Provides civil legal services to low-income individuals.

WASHINGTON	Washington State Coalition Against Domestic Violence (WSCADV) provides a comprehensive list of domestic violence programs across the state. You can access their directory at wscadv.org/washington-domestic-violence-programs/ .	
County, State	DV Shelter or Org	Legal Aid Resources
Clark, WA	YWCA Clark County • Phone: (360) 695-0501 (24-hour hotline) • Toll Free: 1-800-695-0167 • Website: ywcaclarkcounty.org • Services: Offers emergency shelter, legal advocacy, support groups, and children's programs for victims of domestic violence.	Clark County, WA: • Clark County Volunteer Lawyers Program (CCVLP) • Phone: (360) 695-5313 • Website: ccvlp.org • Services: Provides free civil legal services to low-income individuals in Clark County, focusing on family law, housing, and consumer matters.
Island, WA	Domestic Violence and Sexual Assault Services (DVSAS) of Island County • Phone: (360) 675-2232 (24-hour crisis line) • Phone: (360) 715-1563 (24/7) • Toll Free: 1-877-715-1563 • Website: dvsas.org • Services: Offers crisis intervention, emergency shelter, legal advocacy, support groups, and community education.	CLEAR (Coordinated Legal Education, Advice, and Referral) Hotline • Toll Free: 1-888-201-1012 • Website: nwjustice.org/get-legal-help • Services: Offers legal advice, assistance, and information to low-income individuals. If more extensive legal assistance is needed, CLEAR may refer clients to a local legal aid provider, if available.
King, WA	New Beginnings • Phone: (206) 737-0242 (24-hour helpline) • Website: newbegin.org • Services: Provides emergency shelter, transitional housing, legal advocacy, and support services for those affected by domestic violence.	Northwest Justice Project (NJP) - King County Office • Phone: (206) 464-1519 • Toll Free: 1-888-201-1012 • Website: nwjustice.org/home • Services: Offers free civil legal services to low-income individuals in King County, covering areas such as housing, consumer rights, and family law.
Lewis, WA	HOPE Alliance (formerly The Human Response Network) • Phone: (360) 748-6601 (24-hour crisis line) • Toll Free: 1-800-244-7414 • Website: hopeallianceclc.org • Services: Offers emergency shelter, advocacy, legal assistance, and support groups for victims of domestic violence and sexual assault.	Northwest Justice Project (NJP) - CLEAR Hotline • Toll Free: 1-888-201-1014 • Toll Free *Senior: 1-888-387-7111 • Website: nwjustice.org/get-legal-help • Services: Offers legal advice, assistance, and information to low-income individuals. If more extensive legal assistance is needed, CLEAR may refer clients to a local legal aid provider, if available.

WASHINGTON		
County, State	DV Shelter or Org	Legal Aid Resources
Pierce, WA	YWCA of Pierce County - Phone: (253) 383-2593 (24-hour domestic violence hotline) - Website: ywcapiercecounty.org - Services: Provides emergency shelter, legal services, counseling, and support groups for domestic violence survivors.	Tacoma-Pierce County Bar Association - Volunteer Legal Services Program - Phone: (253) 572-5134 - Website: tacomaprobono.org - Services: Free legal assistance to low-income residents of Pierce County in areas such as family law, housing, and consumer issues.
Skagit, WA	Skagit Domestic Violence & Sexual Assault Services (Skagit DVSAS) - Phone: (360) 336-9591 (24-hour hotline) - Toll Free: 1-888-336-9591 - Website: skagitdvsas.org - Services: Crisis intervention, emergency shelter, legal advocacy, support groups, and community education to end domestic violence and sexual assault.	Skagit Legal Aid - Phone: (360) 416-7585 - Toll Free: 1-888-201-1014 - Toll Free *Senior: 1-888-381-7111 - Website: skagitlegalaid.org - Services: Provides free civil legal assistance to low-income individuals in Skagit County, focusing on areas such as family law, housing, and public benefits.
Snohomish, WA	Domestic Violence Services of Snohomish County (DVS) - Phone: (425) 25-ABUSE (252-2873) (24-hour crisis line) - Phone: (425) 252-2873 - Website: dvs-snoco.org - Services: Emergency shelter, legal advocacy, support groups, and children's programs for survivors of intimate partner violence.	Snohomish County Legal Services - Phone: (425) 258-9283 - Website: snocolegal.org - Services: Provides free civil legal aid to low-income residents of Snohomish County, focusing on areas such as housing, family law, and consumer issues.
Thurston, WA	SafePlace - Phone: (360) 754-6300 (24-hour helpline) - Website: safeplaceolympia.org - Services: Emergency shelter, advocacy, legal assistance, and support groups for survivors of domestic violence and sexual assault.	Sound Legal Aid - Phone: (360) 705-8194 - Toll Free: 1-844-211-6916 - Website: soundlegalaid.org - Services: Offers free legal advice and representation to low-income residents of Thurston County in civil matters.
Whatcom, WA	Domestic Violence & Sexual Assault Services of Whatcom County (DVSAS) - Phone: (360) 715-1563 (24-hour crisis line) - Toll Free: 1-877-715-1563 - Website: dvsas.org - Services: Confidential assistance for victims of domestic violence, dating violence, rape, child sexual abuse, stalking, elder abuse, sexual assault, and sexual harassment.	LAW Advocates - Phone: (360) 671-6079 - TTY: 1-800-833-6384 - Website: lawadvocates.org - Services: Provides free civil legal assistance to low-income residents of Whatcom County by connecting them with attorney and community volunteers.

GRIEVANCE PROCEDURE
Mercy Housing Management Group**PURPOSE**

The purpose of this procedure is to provide a process for applicants and residents to discuss complaints or problems with management and to receive careful consideration and a prompt resolution.

DEFINITION

A grievance is defined as, “a condition of occupancy or application of policy that the applicant or resident believes to be unjust or inequitable”.

POLICY

1. Grievance Procedures will be posted on the apartment community bulletin board in the rental office and distributed to residents filing a grievance.
2. Applicants/Residents are encouraged to discuss grievances or occupancy problems with management.
3. Management will handle all grievances as an important business matter, making every effort to arrive at a prompt and equitable solution. Applicant/Resident’s identity will be kept private while grievance is investigated.
4. Grievances will NOT negatively reflect on an applicant/resident’s right to occupancy or any other right or privilege under the lease.
5. Whenever possible, all parties to the grievance must be present to discuss the issue, unless the circumstances warrant a different procedure.
6. Determinations of grievances appealed to the Property Manager and/or Property Supervisor will be issued in writing.

PROCEDURES

1. The Applicant/Resident will:
 - A. Issue grievances by taking the following steps within 14 days:
 - (1) Discuss the grievance or problem first with the Property Manager.
 - (2) If the matter is not satisfactorily resolved, then discuss the issue with the Area Director of Operations from the Mercy Corporate office.
 - (3) If the matter is still not satisfactorily resolved, discuss the issue with the Regional Vice President. This meeting must be requested in writing. If you are unable to respond in writing, then an alternative method will be acceptable, i.e. request for a staff or family member to write for you as spoken by the applicant/resident.
2. The Manager will:
 - A. Give a copy of the Grievance Procedure to applicants/residents filing a grievance.
 - B. Schedule a meeting within three (3) working days.
 - C. Allow the applicant/resident sufficient time to explain the grievance and to discuss the issue.
 - D. Give a determination, based upon company policy and/or practice, immediately or within five (5) working days of the meeting.

GRIEVANCE PROCEDURE

3. The Area Director will:
 - A. Establish a meeting, to include the applicant/resident and Manager, within five (5) working days.
 - B. Allow the applicant/resident sufficient time to explain the grievance, and give the Manager sufficient time to give her/his interpretation and to discuss the issue.
 - C. Make a decision, based upon company policy and/or practice, and give a written determination within five (5) working days of the meeting.
4. The Regional Vice President will:
 - A. Establish a meeting, to include the applicant/resident, Property Manager and the Area Director, within five (5) working days from receipt of the written request.
 - B. Allow the applicant/resident sufficient time to explain the grievance, the Property Manager and Area Director sufficient time to give their interpretation and to discuss the issue.
 - C. Make a decision, based upon company policy and/or practice, and give a written determination within five (5) working days of the meeting.

Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process. You may do so by addressing your concerns to:

504 Coordinator
Mercy Housing, Inc.
504adacoordinator@mercyhousing.org
Fax: 877-245-7121
303-830-3300
TTY: 1-800-877-8973 or 711
1600 Broadway Ste 2000
Denver, CO 80202-4929

By my/our signature below, I/we acknowledge receipt of the aforementioned Grievance Procedures:

_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Resident Printed Name	_____ Resident Signature	_____ Date
_____ Management Printed Name	_____ Management Signature	_____ Date

