

APPLICATION WAITLIST QUESTIONNAIRE

Site Name: _____
 Leasing Office Address: _____
 Mark if Temporary El Dorado Hills, CA 95672
 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 addt'l 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. Names of Any Other Adults: _____
4. HoH's Current Address: _____
5. HoH's Phone #(s): _____
6. HoH's Email Address(es): _____
7. How many people will reside in the unit? _____
8. What unit size are you requesting? _____
9. Does your household have animals/pets? None; Cat(s), # of ____; Dog(s), # of ____; Other, # of _____ and Type of _____
10. We ask questions about marketing, so we know the best way to advertise to people. How did you find our apartment community? Newspaper Ad; Drove by; Resident Referral; Website; _____ Other; _____
11. 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.

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

- 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

12. 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:						

*You may decline to provide your gender information

**Not Required: Information from applicants who do not contend eligible immigration status, who were age 62 or older as of January 31, 2010, and who do not have a SSN, if they were receiving HUD rental assistance at another location on January 31, 2010.

13. Please record the MONTHLY GROSS amount of income, for each income source and every household member. Please include the approximate start date for each source of income. Add more pages as necessary:

HHMBR Name	Source of income	Approximate start date	Gross amount received monthly
Total Monthly Household GROSS Income:			

14. 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.)

15. 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?



APPLICATION WAITLIST QUESTIONNAIRE

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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:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Notice of Occupancy Rights Under VAWA | <input checked="" type="checkbox"/> Resident Selection Criteria/ RSC/TSP addendum |
| <input checked="" type="checkbox"/> Notice of Reasonable Accommodation Modification | <input checked="" type="checkbox"/> Grievance Policy |
| <input type="checkbox"/> Pricing Sheet/Welcome Letter | <input type="checkbox"/> 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

2/20/2026

This institution is an equal opportunity provider



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.*





RESIDENT SELECTION CRITERIA

El Dorado Haven

Effective Date: 4/24/2026



Building Name: **El Dorado Haven**
 Address: **6500 Pleasant Valley Road, Diamond Springs, CA 95619**
 Phone: **(530) 298-2892**

El Dorado Haven consists of 5 Buildings that include 20- 1BR, 27- 2 BR and 18-3BR units for a total of 65 units (this includes 1- 2BR Managers Unit) in a residential community. This community will serve households ranging from extremely low to moderate income and includes 15 units that will be filled through referral, (5) five NPLH units with Mainstream and Project-Based Housing Choice Vouchers (PBHCVs) for persons experiencing homelessness, ages 18-61, transitioning out of an institutional setting and serious mental health illness in partnership with EL Dorado County referred with the coordinated entry system, (5) five NPLH units with PBHCVs for persons experiencing homelessness with a serious mental health disorder, referred with the coordinated entry system and five (5) HUD-VASH units referred from the U.S. Department of Veterans Affairs (VA).

This property falls under the following subsidy program(s): **LIHTC/CTCAC, Section 8 PBHCV, HCD NHTF, NPLH, HUD-VASH, HCD IIG**

Management Agent

This property is managed by Mercy Housing Management Group (“Management or MHMG”). For any questions, please call **(530) 298-2892**.

This property is subject to a utility allowance	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
This Property can accept Section 8 Housing Choice Vouchers	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
This Property is subject to the LIHTC program	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

Purpose of Criteria

The purpose of this Resident Selection Criteria is to establish guidelines for the selection of residents from a pool of applicants in accordance with applicable regulations and state/federal civil rights and fair housing law.

Availability of Criteria

This Resident Selection Criteria is available to the public upon request. It may be reviewed in the site rental office at the address listed above during normal office hours.

RESIDENT SELECTION CRITERIA

El Dorado Haven

I Introduction

El Dorado Haven is funded through various public funding programs including Low Income Housing Tax Credits (LIHTC/CTCAC), No Place Like Home (HCD -NPLH), PBV / HUD-VASH, HCD-NHTF and HCD-IIG. Additionally, all residents for the NPLH and HUD-VASH units must be eligible for Project Based Section 8 Vouchers (5 Mainstream and PBHCV NPLH) (5 PBHCV NPLH) and **(5 HUD-VASH) which are being provided by the El Dorado County Housing Authority as well as meeting the program specific requirements as applicable.** Residents at El Dorado Haven must meet certain criteria in order to reside in the development as required by the various funding sources. The criteria for residency may differ for units depending upon the funding source subsidizing that unit. This Resident Selection Criteria is



designed to assist both residents interested in residing at El Dorado Haven as well as program staff who will be qualifying residents for occupancy at El Dorado Haven. Because a particular resident’s eligibility to reside at El Dorado Haven will depend on the funding source for the unit being applied for, the first part of this document outlines the criteria that is unique to particular units and funding sources. The second part of this document sets out the common policies and selection procedures that will apply to all residents. Appendices to this document provide references to the regulations and definitions that users may want to consult to further explain the criteria associated with a particular funding program.

II Referral Unit Resident Criteria Categories

At El Dorado Haven, 50 of the 65 units are generally affordable, with qualifications listed below. 15 of the 65 units are referral based and meeting specific regulatory and subsidy requirements. In these 15 units, there are two (2) Resident Criteria Categories. Each Resident Criteria Category has different criteria for residents, so it is important to review all the categories in qualifying a resident. Further information on the two Resident Criteria Categories is set forth in the following section which incorporates the Tenant Qualification Certificate for each category. Users of this document should refer to the Certifications in Appendix B and Appendix A for the specific criteria for each program:

Supportive Units:

Program	Number of Units	Bedroom Count	Funding Sources	Summary of Tenant Criteria	Income Limit
No Place Like Home (NPLH) with Mainstream and Project-Based Housing Choice Vouchers (PBHCVs)*	5	<ul style="list-style-type: none"> • 5 - 1-bed 	<ul style="list-style-type: none"> • LIHTC • NPLH • NHTF • IIG • Mainstream and PBHCVs 	<ul style="list-style-type: none"> • Coordinated Entry/County Behavioral Health Referral • Homeless** • Ages 18-61 • Serious Mental Disorder • Transitioning out of an Institutional Setting*** 	<ul style="list-style-type: none"> • 5 - one-bed units at 20% AMI
No Place Like Home (NPLH) Project-Based Housing Choice Vouchers (PBHCVs)*	5	<ul style="list-style-type: none"> • 3 - 1-bed • 2 - 2-bed 	<ul style="list-style-type: none"> • LIHTC • NPLH • NHTF • IIG • PBHCVs 	<ul style="list-style-type: none"> • Coordinated Entry/County Behavioral Health Referral • Homeless • Serious Mental Disorder 	<ul style="list-style-type: none"> • 3 - one-bed units at 20% AMI • 2 - two-bed units at 30% AMI
HUD-VASH	5	<ul style="list-style-type: none"> • 5 - 1-bed 	<ul style="list-style-type: none"> • LIHTC • IIG 	<ul style="list-style-type: none"> • Applicants must meet HUD-VASH 	<ul style="list-style-type: none"> • 2 - one-bed units at 40% AMI

			<ul style="list-style-type: none"> • HUD-VASH 	program requirements as determined by Veteran's Administration. Referrals are then made by the Veteran's Administration to El Dorado Haven.	<ul style="list-style-type: none"> • 3 - one-bed units at 50% AMI
Total Units	15				

* See Appendix B – Program Certifications

**Please refer to Appendix A NPLH/PBVHomeless Definition (1)(iii) (page 25)

***Please refer to Appendix A HUD Institutional Setting Definition (page 27)

FAMILY UNIT RESIDENT CRITERIA CATEGORIES:

AMI Level	Funding Sources	Summary of Tenant Selection	Number of Units	Breakdown of Units
30% AMI	<ul style="list-style-type: none"> • LIHTC • NHTF • IIG 	Family	1 unit	2-bed
30% AMI	<ul style="list-style-type: none"> • LIHTC • NHTF • IIG 	Family	4 units	3-bed
40% AMI	<ul style="list-style-type: none"> • LIHTC • IIG 	Family	2 units	2-bed
40% AMI	<ul style="list-style-type: none"> • LIHTC • IIG 	Family	3 units	3-bed
50% AMI	<ul style="list-style-type: none"> • LIHTC • IIG 	Family	14 units	2-bed
50% AMI	<ul style="list-style-type: none"> • LIHTC 	Family	4 units	3-bed
60% AMI**	<ul style="list-style-type: none"> • LIHTC 	Family	7 units	1-bed
60% AMI**	<ul style="list-style-type: none"> • LIHTC 	Family	7 units	2-bed
60% AMI	<ul style="list-style-type: none"> • LIHTC 	Family	7 units	3-bed
		MGR	1 unit	2-bed
		Total Units	50 units	

**The 60% AMI one-bedroom and two-bedroom units can be regulated up to 70% AMI.

III Application Procedures

A. Complete an Application for Housing

To apply to live at El Dorado Haven, applicants must complete an application and certify that the supplied information is complete and accurate. Applicants for NPLH PBHCVs units will be referred by El Dorado County and coordinated entry. Applicants for HUD-VASH units will be referred from the VA. If the applicant is unresponsive after two (2) contact attempts, MHMG may withdraw the application from consideration. If required documentation is not submitted within 5 working days, after contact, MHMG may move forward with another applicant. After 10 working days, if MHMG does not receive the necessary responses, it will notify County that further referrals are needed.

If the applicant requires assistance in completing the application, please contact the Property Manager/Leasing Office.

B. Submit Application

The application must be signed and dated by **all adult members** of the household for the application to be considered. Applications can be submitted by mail or in person at the leasing office during normal business hours.

Applications will be preliminarily screened for application completeness, legibility, and to determine that the household meets the basic requirements to qualify for this housing program.

C. Interview

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

During the interview, the staff person will do the following:

- (1) Clarify any information provided by the applicant;
- (2) Verify income qualification, including self-employment by soliciting third-party verification from all sources to determine annual household income (the maximum income levels apply to the LIHTC and PBV programs), and all assets, including bank accounts;
- (3) Make copies of photo identification, i.e., Driver's License or state I.D. card, passport, travel visa, I-94s or employment cards for adults 18 years of age and older, and birth certificates for children under the age of 18 years of age;

- (4) Answer any questions the applicant may have.

Eligibility for housing can only be confirmed after all items of income, assets, household composition, etc., which may have any bearing on the rent that is paid, or subsidy received, are verified.

D. Application Fee

An Application Fee of \$25.00, paid by money order, is required for all adults over the age of 18 that will reside in the apartment and should be submitted with the application. (After background screening is approved, the Application Fee is non-refundable.)

E. Ineligibility

It is the policy of MHMG to deny admission to applicants whose habits and practices may reasonably be expected to have a detrimental effect on the operations of the property or on the quality of life for its residents. As a part of the final eligibility determination, MHMG will screen each applicant's household to assess suitability. Factors to be considered in the screening are housekeeping habits, rent paying habits and credit records, prior history as a tenant and criminal records.

Households may be ineligible for occupancy for various reasons including, but not limited to, the following:

- (1) The applicant/household does not meet the program eligibility requirements listed in the applicable Program Certification set forth in Section III above.
- (2) The household gross income (using the HUD definition of income) is over the applicable income limit for the unit applied for (Appendix B);
- (3) The applicant/household has an unacceptable credit history as reported by a consumer-reporting agency;
- (4) The applicant/household is a student enrolled in an Institute of Higher Education who does not meet the criteria specified in this plan;
- (5) There is submission of false, misleading or untrue information on the application;
- (6) Failure to cooperate in the verification process, including failure to provide requested information;
- (7) Failure to schedule and/or attend two interviews;
- (8) The applicant/household has refused two offered apartments and does not have a valid medical reason, or the household has refused three offered apartments with a valid medical reason;

- (9) The applicant/household has an unacceptable criminal background as reported by a consumer-reporting agency;
- (10) The applicant/household has an unacceptable reference from a current or previous landlord;
- (11) Household size does not conform to the stated minimum and maximum sizes as described above;
- (12) Failure to sign designated or required forms and/or documents upon request;
- (13) This will not be the only residence for the applicant/household;
- (14) The applicant/household is not willing to pay the rent as calculated under the subsidy program.
- (15) Failure to present all applicants during the interview with Management;
- (16) Blatant disrespect or disruptive behavior, or demonstrable history of such behavior, towards management, the property, or other residents exhibited by an applicant or household member or friend any time prior to move-in;
- (17) Misrepresentation of any information related to eligibility, allowance, household composition or rent;
- (18) Household characteristics are not appropriate for the specific type of unit available at the property;
- (19) Other causes, including, but not limited to, failure to meet any of the selection criteria in this document.

Consideration may be given for extenuating/mitigating circumstances as a reasonable accommodation when determining the acceptability of tenancy. People with disabilities have the right to request reasonable accommodations to participate in the informal hearing process.

F. Appeal Procedure

Applicants have 10 business days after the date of a denial letter to notify management in writing or request a meeting if the applicant would like to appeal the denial decision. If a denial letter is sent to an applicant, and no response or new evidence is received within 10 business days, the file will be closed permanently.

If the applicant submits a written notice of appeal or requests an appeal meeting within 10 business days after the date of the denial letter, a management representative who was not a party to the original decision to deny will handle the appeal. This representative will review the application and any new facts or information that the applicant feels would influence their application. An appeal meeting will be held within 5 business days. Management will notify the applicant of their final decision within 14 business days of receiving the applicant's written

appeal or the date of the appeal meeting. Persons with disabilities have the right to request reasonable accommodations to participate in the appeal process.

Available units will not be held open during the appeal procedure. If a unit is not available at the completion of the appeal procedure and the appeal is granted, the applicant will be put on the waitlist.

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

The applicant has the right to dispute the accuracy of any information provided to MHMG by the Consumer Reporting Agency or Screening Company. If the application is denied due to unfavorable information received during the screening process, the applicant may contact the Consumer Reporting Agency that provided the information to MHMG. The contact information will be contained in the denial letter. The applicant also has the right to obtain a free copy of the consumer report from the consumer reporting agency that provided the information if the applicant requests it within 60 days of application denial.

IV ADDITIONAL APPLICATION AND SCREENING REQUIREMENTS

A. Unit Size/Occupancy Standards

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

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

A Live-In Aide is allowed to live in the apartment with an approved reasonable accommodation.

B. Student Eligibility - Tax Credit

A household consisting of full-time students is not eligible for occupancy **unless one** of the following criteria is met:

- (1) Any member of the household is married and either files or is entitled to file a joint tax return
- (2) The household consists of at least one single parent and his or her minor children and neither the parent nor child is claimed as a dependent of a third party
- (3) At least one member of the household receives assistance under AFDC, TANF,

CalWORKS.

- (4) At least one member of the household is enrolled in a job training program receiving assistance under the Work Investment Act (formerly the Job Training Partnership Act) or similar federal, state or local laws
- (5) At least one member of the household is under the age of 24 and has exited the Foster Care system within the previous 6 years.

C. Credit Requirements

Management will initiate an eviction history and credit report. The applicant shall be notified of such action in advance. This property evaluates each person applying to live at its community with a credit-risk scoring system that is provided by an independent consumer-reporting agency and consistently applied to all of the applicants. This scoring system uses a statistical model to estimate the credit risk that an applicant may not satisfactorily fulfill his/her lease obligations. Prior to final acceptance of each applicant, this property will use this system to provide a numerical score that represents a relative measure of the credit risk associated with that applicant.

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

Unsubsidized Units, HR – Applies to applicants of LIHTC units at properties seeking stabilization	
Credit related consideration	Probable Determination
Medical and Student Loan Debt: will not be considered.	
No credit, or no tradeline: yields Conditional Approval. We will consider the applicable credit records of the last (3) three years.	Conditional Approval
50% minimum rent to income required: Tenant Paid Rent, must not exceed 50% of household’s income.	Ineligible: If applicant HH cannot meet minimum income requirements
Bankruptcy: will consider the records, no matter the age.	Conditional Approval if the disposition is: dismissed, discharged or other Ineligible: If the disposition is filed
Foreclosures: will consider the records of the last (5) five years.	Conditional: If foreclosure in specified timeframe- applicant HH offered option of increased deposit, or perhaps a guarantor
Electric, Water or Utility debts	Ineligible: If applicant HH cannot establish required utility in their own name

	Public records: will review results for the last (3) three years. May require further clarification from applicant.	Further detail required, prior to determination.
	Flags for Fraud Alert: will require clarification from applicant.	Further detail required, prior to determination.

If the application is denied based on the credit-risk score, the applicant will be advised what factors most adversely affected the score and the applicant will be given the name, address, and telephone number of the consumer reporting agency that provided the credit-risk score to this property. An applicant who is denied based on his/her credit-risk score may obtain a copy of the consumer report(s) on which the credit-risk score was based and may initiate an investigation to have any erroneous information contained in such reports corrected. The consumer-reporting agency will advise the applicant of the actions that he/she may take to do so. Available units will not be held open during any such investigation by the applicant. The absence of credit history by itself will not be reason to deny an applicant household.

D. Rental History

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

- (1) An applicant who owes a balance consisting of uncollected rent and/or miscellaneous housing charges may not be approved until that balance is paid or applicant provides proof/ verification of payment plan.
- (2) An applicant will in no way be held accountable by the property for the rental delinquency or other problems of a former household of which the applicant was a member, but not the head or spouse of the head of household.
- (3) Staff will consider the date and circumstances of any past eviction or termination in determining its relevance to property tenancy.

E. Background Screening Requirements:

Before an application can be approved, this community will conduct a criminal background search on each household member age eighteen (18) years or older, including emancipated minors, using an independent consumer-reporting agency.

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

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

- (1) Any household containing a member(s) who was evicted in the last three (3) years from federally assisted housing for drug-related criminal activity. To be admitted, the household member would have to provide the following;
 - i) Proof of successful completion of an approved supervised drug rehabilitation program; or
 - ii) Proof that the circumstance leading to the eviction and/or conviction no longer exists and the applicant has been clean and sober for at least one (1) year.
- (2) A household in which any member is currently engaged in illegal use of drugs and where the owner has reasonable cause to believe that a member’s illegal use or pattern of illegal use of a drug may interfere with the health, safety, and right to peaceful enjoyment of the community by other residents;
- (3) A household member has a felony conviction for the illegal manufacturing or distribution of a controlled substance within the last 7 years;
- (4) A household member has a felony conviction for bodily harm, intentional damage or destruction of property within the last 7 years;
- (5) A household member has a felony conviction for a sex related offense or terrorism within the last 7 years;
- (6) Any household member if there is a reasonable cause to believe that member’s behavior, from abuse or pattern of abuse of alcohol, may interfere with the health, safety, and right to peaceful enjoyment by other residents. The screening standards are based on behavior, not the condition of alcoholism or alcohol abuse.

HUD or Unsubsidized units	
Criminal history related consideration	Probable Determination
Convictions of a violent nature	Ineligible: Felony convictions in the last 3 years Ineligible: Misdemeanor convictions in the last 3 years
Convictions of a non-violent nature	Ineligible: Felony convictions in the last 2 years Ineligible: Misdemeanor convictions in the last 1 years
Convictions related to arson or terroristic threats.	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years
Convictions such as attempt to purchase, maintain place for drug use, manufacture for sale, possession of cocaine/meth, trafficking or smuggling.	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years
Convictions related to sexual assault, abuse, exploitation, rape or other related crimes. Failure to register as sex offender, indecent exposure, peeping.	Ineligible: Felony convictions in the last 7 years Ineligible: Misdemeanor convictions in the last 5 years

	Sex Offender registration	Ineligible: if applicant has lifetime sex offender registration (excluded for HOPWA or, where otherwise prohibited)
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If the Application for Occupancy is denied based on this criminal background search, the applicant will be given the name, address, and telephone number of the consumer-reporting agency that provided the criminal background report. An applicant who is denied based on a criminal background search may obtain a copy of the report and may initiate an investigation to have any erroneous information contained in the report corrected. The consumer-reporting agency will advise the applicant of the actions that he/she may take in order to do so. Available units will not be held open during any such investigation by the applicant.

You have the right, under the Fair Credit Reporting Act, to know the information contained in your file at the consumer reporting agencies. In addition, if you find that any information contained in the report you receive is inaccurate or incomplete, you have the right to dispute the matter with the respective consumer reporting agency.

LeasingDesk Screening

2201 Lakeside Blvd.
 Richardson, Texas 75082
 (866) 934-1124
<http://www.realtor.com/consumer-dispute>

Equifax

P.O. Box 105873
 Atlanta, GA 30348
 (800) 685-1111

Transunion

P.O. Box 2000
 Chester, PA 19022
 (800) 888-4213

F. Income Limit Requirements and Qualification

All income limits are based on household size and the annual income the household receives and are available for review at the management office. Applicants must have an income that is not greater than the **maximum income limits** established by HUD.

The unit mix and associated income limits are the following:

AMI Level	Regulated AMI	Number of Units	Breakdown of Units
20% AMI	20% AMI	8 units	8 1-bedroom units
30% AMI	30% AMI	3 units	3 2-bedroom units
30% AMI	30% AMI	4 units	4 3-bedroom units
40% AMI	40% AMI	2 units	2 1-bedroom units
40% AMI	40% AMI	2 units	2 2-bedroom units
40% AMI	40% AMI	3 units	3 3-bedroom units
50% AMI	50% AMI	3 units	3 1-bedroom units
50% AMI	50% AMI	14 units	14 2-bedroom units
50% AMI	50% AMI	4 units	4 3-bedroom units
60% AMI	70% AMI	7 units	7 1-bedroom units
60% AMI	70% AMI	7 units	7 2-bedroom units
60% AMI	60% AMI	7 units	7 3-bedroom units



		MGR	1 2-bedroom
TOTAL:		65 units	

For all units, applicant households must meet the minimum income requirements for the unit. The minimum monthly income is set at two (2) times the rent for the unit for which the applicant would be responsible. The minimum monthly income requirement applies only to the household’s portion of rent, when there are vouchers that cover the rest.

G. Assets – Exclusions and Income:

At move-in and full annual recertifications, each adult household member provides an Asset Certification, even if the person states they have no assets, and regardless of the combined value of all assets. On the Asset Certification (also referred to as the Assets Under \$50,000 form), the household member must list the amount of income they anticipate receiving from each asset. In addition, household members must also either identify all assets that have been disposed of for less than fair market value or certify that no assets have been disposed of for less than fair market value.

As defined by HUD for use in HUD programs, including HOME and as adopted by the State LIHTC Allocating Agency: “Net family assets” includes the cash value of all assets, except those specifically excluded. HOTMA adds new asset exclusions.

- (1) Reasonable costs in disposing some assets may be deducted.
- (2) For assets disposed of for less than fair market value during the two years preceding the date of application for the program or recertification, as applicable, the difference in value between the consideration received and the fair market value must be included in net family assets.

Excluded from the calculation of net household assets are:

- (1) The value of necessary items of personal property;
- (2) The combined value of all non-necessary items of personal property if the combined total value does not exceed \$50,000 (amount will be adjusted annually by HUD in accordance with the Consumer Price Index for Urban Wage Earners and Clerical Workers);

The value of any account under a retirement plan recognized as such by the Internal Revenue Service, including individual retirement arrangements (IRAs), employer retirement plans, and retirement plans for self-employed individuals

H. Consent and Verification Forms:

The head of household, the spouse and/or co-head and all other adults (18 and older) in each applicant household must sign a Tenant Certification and Authorization for Release of

Information and as necessary, verification documents, prior to being approved and every year thereafter.

I. Residency/Assistance Requirements:

Applicants must agree that their rental unit will be their only place of residence. Applicants are allowed to own real estate, whether they are retaining it for investment purposes as with other assets, or have the property listed for sale; however, they may never use this real estate as their residence while they live in an affordable housing unit.

Applicants must disclose if they are currently receiving HUD housing assistance in another location. Nothing prohibits a HUD housing assistance recipient from applying to this community; however, the applicant must move out of the current property and may need to forfeit any Housing Choice Voucher before program assistance at this community can begin. This community will use the Enterprise Verification System's Existing Tenant Search to determine if the applicant or any member of the applicant's household is currently receiving HUD assistance.

Special consideration applies to:

- (1) Minor children where both parents share 50/50 custody.
- (2) 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.

This information will be reviewed on an ongoing basis. If any household member receives assistance in another HUD assisted unit while receiving assistance at this community, the household member will be required to reimburse HUD for the 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.

J. Rent Formulas

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

K. Eligibility of Remaining Members of a Family

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

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

L. Eligibility of NPLH Mainstream PBHCV and NPLH PBHCV Applicants

- (1) Program Eligibility determines whether an applicant qualifies for NPLH PBHCV and Mainstream PBHCV-assisted units. The Property will not admit applicants who do not meet all required eligibility criteria. Applicants are initially identified and processed by the El Dorado County Health and Human Services Agency (HHS) and referred to the El Dorado County Public Housing Authority (PHA) for final eligibility determination and voucher issuance.
- (2) To be eligible for an NPLH Mainstream PBHCV and NPLH PBHCV unit, applicants must:
 - Meet all applicable requirements outlined in the El Dorado County Public Housing Authority Administrative Plan, the El Dorado County Continuum of Care (CoC) Coordinated Entry Policies and Procedures and the Memorandum of Understanding (MOU) established between El Dorado County HHS and Mercy Housing.
 - Met all PBHCV income and program eligibility requirements
 - Meet eligibility criteria specific to the No Place Like Home (NPLH) Program, including:
 - Homeless status consistent with federal definition (24 CFR 578.3)
 - Behavioral health eligibility as determined by HHS Behavioral Health
 - Coordinated Entry System (CES) participation and prioritization

NPLH Mainstream PBHCV are further restricted to:

- Single applicants or families with a head of household that are at least 18 years old and less than 62 years of age, and who:
 - · Has a disability as defined in 42 U.S.C. 423; or
 - · Is determined, pursuant to HUD regulations, to have a physical, mental, or emotional impairment that is expected to be of a 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 42 U.S.C. 6001.
- *NPLH Disability requirements prevail in determining applicants eligibility for a NPLH Mainstream PBHCV unit.***

- Individuals must have been:

- In prison or another institutional setting and are being released back into their community; and
- Are at risk of institutionalization and homeless

-

(3) A previous eviction may preclude eligibility if the loss of rental assistance was due to violations of El Dorado County PHA program requirements, as outlined in the Administrative Plan.

(4) Waiting List Administration

The waiting list for NPLH Mainstream PBHCV units and NPLH PBHCV units are not a traditional property-based list.

- i) The waiting list for all NPLH PBHCVs is administered by El Dorado County HHSA/PHA through the Coordinated Entry System (CES) and in compliance with Housing First requirements
- ii) Eligible applicants are identified and prioritized through CES and for those that score 8+ on the VI-SPDAT assessment administered through CES.
- iii) Referrals are then directed to the El Dorado County HHSA/PHA for eligibility confirmation and processing.

Applicants must meet all eligibility requirements prior to being referred to the Property.

(5) Vacancy in a NPLH Mainstream PBHCV or PBHCV Unit

When a NPLH Mainstream PBHCV or PBHCV unit becomes available:

- i) Notification of Vacancy – Property Management will notify El Dorado County HHSA within 24 hours of becoming aware of an actual or anticipated vacancy.
- ii) Referral Timeline - The El Dorado County PHA will provide a referral for a vacant unit within fifteen (15) days of receiving notification, in accordance with preferences and priorities outlined in the Administrative Plan.
- iii) Tenant Screening and Lease-Up – Management will complete standard screening consistent with PBV requirements and applicable fair housing laws prior to lease-up.

(6) Final Eligibility Determination

Management will make a final eligibility determination after reviewing the background information including any criminal report, household's annual income, rental history, and credit history. Eligible applicants will be notified in writing of their status and given an approximate date when they can expect to receive an offer of a unit. Applicants will have 10 calendar days to accept the unit offered. If an applicant fails to accept the unit within 10 days, the unit will be offered to the next eligible applicant. Ineligible applications will be notified in writing of their ineligibility and the reason and informed of their right to appeal.

Once final eligibility is determined, MHMG will proceed to calculate the rent, execute lease documents, and assign the next unit available for which the household has been deemed eligible.

(7) Documentation of Tenant Eligibility

The Property must maintain documentation of tenant eligibility consistent in all the following ways, as applicable:

- i) Documentation of a Serious Mental Disorder or a Seriously Emotionally Disturbed Child or Adolescent must be provided by a qualified mental health worker in accordance with the requirements of WIC Section 5600.3. Please refer to Appendix A – Tenant Disability Certification.
- ii) Documentation of a person's status as Homeless must be provided in accordance with procedures established through the local Coordinated Entry System or other procedures established by the County and approved by the local Continuum of Care for determining whether a person qualifies as Homeless. Please refer to Appendix B – Tenant Qualification Certificate.
- iii) In no event shall a person be required to be a client of the County Behavioral Health Department or a recipient of mental health or other services to qualify for or remain in an Assisted Unit.

M. Eligibility of HUD- VASH Applicants

- (1) All Qualifying Households must be U.S. Military Veterans as approved by the Department of Veterans Affairs. All eligible applicants will be referred to the HUD-VASH program staff and will complete the local VA Homeless Program verification and application process.
- (2) Some of the Veteran requirements for 5 VASH Program Units are:
 - i) The Applicant must be a Veteran with an eligible discharge status
 - ii) The Applicant must be eligible to receive or currently be receiving VA case management and clinical services.
 - iii) The Applicant must meet the definition of homelessness in accordance with the McKinney-Vento Act.

N. Eligibility for Services under the HUD-VASH

Must meet the definition of homelessness defined in the McKinney Homeless Assistance Act: The McKinney-Vento Homeless Assistance Act as amended by S.896, The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009.

Veterans must need case management for one of the following disabilities, serious mental illness, substance use disorder, or physical disability. The VA determines clinical eligibility for the program. The Public Housing Authority (PHA) determines if the Veteran participant meets HUD's regulations for this program. The PHA will determine eligibility based on income limits. Also, the PHA will determine if any member of the household is required to maintain Lifetime Sexual Offender Registry status—those who do, are not eligible to participate in this program.

HUD-VASH provides permanent housing for eligible homeless Veterans who are single or eligible homeless Veterans with families. The program is developed for the homeless Veteran, so eligible Veteran families must include the Veteran.

V Non-Discrimination

A. Equal Opportunity Housing

This community fully adheres to applicable federal, state, and local fair housing and civil rights laws, which provide that it is illegal to discriminate against any person due to race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, physical or mental disability, veteran status, genetic information, age or any other arbitrary personal characteristic in all housing related activities.

If an applicant believes that they have been discriminated against or treated unfairly in the application process, they may contact us in writing at Mercy Housing Management Group, 2512 River Plaza Drive, Suite 200, Sacramento, CA 95833.

B. Policies to Comply Fair Housing Laws

Section 504 prohibits discrimination based upon disability in all programs or activities operated by recipients of federal financial assistance. Although Section 504 often overlaps with the disability discrimination prohibitions of the Fair Housing Act, it differs in that it also imposes broader affirmative obligations on owners to make their programs as a whole, accessible to persons with disabilities. These obligations include the following:

- i) Making and paying for reasonable structural modifications to units and/or common areas that are needed by applicants and tenants with disabilities, unless these modifications would change the fundamental nature of the project or result in undue financial and administrative burdens;

- ii) Operating housing that is not segregated based upon disability or type of disability, unless authorized by federal statute or executive order;
- iii) Providing auxiliary aids and services necessary for effective communication with persons with disabilities;
- iv) Developing a transition plan to ensure that structural changes are properly implemented to meet program accessibility requirements (for properties built before June 1988); and
- v) Performing a self-evaluation of the owner's program and policies to ensure that they do not discriminate based on disability;
- vi) Operating their programs in the most integrated setting appropriate to the needs of qualified individuals with disabilities;

Furthermore, the Section 504 regulations establish affirmative accessibility requirements for newly constructed or rehabilitated housing, including providing a minimum percentage of accessible units. In order for a unit to be considered accessible, it must meet the requirements of the Uniform Federal Accessibility Standards (UFAS).

(1) Units designed specifically for individuals with a physical impairment:

- i) For this development, "physical impairment" is defined as mobility impairment which necessitates the permanent use of a wheelchair. For all units designed specifically for wheelchair accessibility, priority will be given to those applicants needing such modifications;
- ii) Priority will be given to households where a member is required to use a wheelchair;
- iii) If there are not enough such households to fill all specially equipped units, owners may give preference to households with members whose physical or mobility impairment would be eased by the design of the accessible unit.

(2) Units designed for individuals with a mobility, hearing or vision impairment:

- i) For all units designed specifically with mobility, hearing and/or vision features, priority will be given to those applicants and households where a member is in need of such modifications.

There are seven units with communication features for the hearing or vision impaired that are also adaptable for the mobility impaired, 17 units with features for the mobility impaired, and 110 units that are adaptable to meet the needs of the mobility impaired.

The Fair Housing Act prohibits discrimination in housing and housing-related transactions based on race, color, religion, sex, national origin, disability, or familial status. It applies to housing, regardless of the presence of federal financial assistance.

Title VI of the Civil Rights Acts of 1964 prohibits discrimination on the basis of race, color or national origin in any program or activity receiving federal financial assistance from HUD.

The Age Discrimination Act of 1975 prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance. It is not a violation of the Act to use age as screening criteria in a particular program if age distinctions are permitted by statute for that program or if age distinctions are a factor necessary for the normal operation of the program or the achievement of a statutory objective of the program or activity.

Protections Provided Based on Sexual Orientation, Gender Identity or Marital Status ensures that HUD assisted housing is open to all eligible persons regardless of sexual orientation, gender identity (including gender expression) or marital status in any phase of the occupancy process.

Assistance Animals: MHMG will allow assistive animals as verified pursuant to applicable law. Assistance animals perform many disability-related functions including but not limited to guiding individuals who are blind or have low vision, alerting individuals who are deaf or hard of hearing to sounds, providing protection, or rescue assistance, pulling a wheelchair, fetching items, alerting persons to impending seizures, or providing emotional support to persons with disabilities who have a disability-related need for such support.

Applicants or Residents needing a reasonable accommodation, including the use of an assistance animal should make such a request to the property manager and may be asked to complete a reasonable accommodation form.

Assigning Units for Persons with Physical Disabilities

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

Accessible Unit Policy

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

a non-accessible unit within the property when one becomes available. This addendum will also cover whether the resident or the property will pay the cost of such a move.

Reasonable Accommodations

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

If a household requests an accessible feature, policy modification, or other reasonable accommodation, the property will provide the requested accommodation unless doing so would result in a fundamental alteration in the nature of the program, or an undue financial and administrative burden. A fundamental alteration is a modification that is so significant that it alters the essential nature of the operations of the property.

The 504 Coordinator for Mercy Housing can be contacted at:
504adacoordinator@mercyhousing.org.

303-830-3300; TTY- 1-800-877-8973 or 711; Fax - 1-877-245-7121.

VI VIOLENCE AGAINST WOMEN ACT (VAWA):

Protections: VAWA protections apply to individuals and families applying for or residing in housing governed by the project-based Section 8 program, various HUD programs, and other affordable housing programs. The law protects victims or survivors of domestic violence, dating violence, sexual assault, or stalking, as well as their immediate family members generally, from being evicted or being denied housing assistance on the basis that the applicant or tenant is or has been a victim of domestic violence, dating violence, sexual assault or stalking if the applicant or tenant otherwise qualifies for admission, assistance, participation or occupancy. VAWA also provides that an incident of actual or threatened domestic violence, dating violence, sexual assault, or stalking, does not qualify as a serious or repeated violation of the lease nor does it constitute good cause for terminating the assistance, tenancy, or occupancy rights of the victim or survivor. Furthermore, criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking is not grounds for terminating the victim's or survivor's tenancy.

VAWA ensures that victims are not denied housing and housing assistance solely because the person is a victim of a VAWA crime or incident; however, being a victim of a VAWA crime or incident is not reason to change the eligibility or applicant screening requirements set forth in the Resident Selection Plan, unless such requirements interfere with protections provided under VAWA.

For example: MHMG may waive the requirement to review landlord history if the victim has provided necessary documentation to certify their status as a victim and if contacting a previous landlord would put the applicant's location at risk of exposure to the accused perpetrator.

Confidentiality: The Notice of Occupancy Rights under the Violence Against Women Act provides notice to the resident/applicant of the confidentiality of information about a person seeking to exercise VAWA protections and the limits thereof. The identity of the victim and all information provided to the MHMG relating to the incident(s) of abuse covered under VAWA will be retained in confidence. Information will not be entered into any shared database nor provided to a related entity, except to the extent that the disclosure is:

- Requested or consented to by the victim in writing; or
- Required for use in an eviction proceeding or termination of assistance; or
- Otherwise required by applicable law.

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

VII 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.

VIII Privacy Act Notice

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

The applicant's income and other information are being collected to determine his/her eligibility, the applicant eligibility for the housing, and the amount the applicant family will pay towards rent and utilities. This information may be released to appropriate federal, state, and local agencies, when relevant, and to civil, criminal, or regulatory investigators and prosecutors. However, the information will not be otherwise disclosed or released except as permitted by law.

IX Policy for Unit Transfers

A. Requests from Residents

Once an applicant has become a resident, a transfer of units may be warranted. Please see page 1 of this document for unit sizes at this property. If a resident has a medical/health condition that warrants a unit that has special design features for a person with disabilities, a transfer may be requested. On occasion there may be other requests for transfers that the property will consider on a case-by-case basis. All transfer requests must be made in writing, and, must state the reason for the request. The request will then be forwarded to the property manager/owner for final approval.

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

B. Acceptable Reasons for Transfers

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

- (1) Medical/health conditions, including inability to use stairs, or the need for a live-in attendant;
- (2) Emergency transfer requests for household members who are victims of VAWA crimes;
- (3) There is a need for a unit with special design features for a person with disabilities; or
- (4) Other potential conditions not related to health, which will be reviewed on a case-by-case basis by management.
- (5) Transfers for tenant based on the need for deeper subsidy (if applicable).

C. Placement on Transfer Waiting List

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

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

- (i) Households who have members with a disability who require accessibility features or changes in apartment size as a result of an approved Request for Reasonable Accommodation (see Accessible Unit Policy for more information regarding transfers to Accessible Units); then,
- (ii) Emergency transfer requests for household members who are victims of VAWA crimes; then,

NOTE: Residents needing transfers due to medical reasons must have a written verification statement. If an NPLH household makes a unit transfer request, they must wait until an NPLH unit becomes available.

D. Procedures for Filling Vacancies

If a request for a transfer to a different unit is approved, the resident agrees to pay all transfer costs prior to the move. Costs may include damages that are beyond normal wear and tear.

However, if a resident is transferred as an accommodation to a household member's disability, then management may be obligated to pay the costs associated with the transfer as discussed under Section 504 of the Rehabilitation Act of 1973.

E. Priority for Filling Vacancies

Transfers from one unit to another type of unit within the Property will take precedence over new move-ins. Unit transfers that are required by management will take priority over resident requested transfers.

F. Emergency Transfers under VAWA

In order to qualify for an emergency transfer under VAWA, a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking must reasonably believe there is a threat of imminent harm from further violence. It does not matter when an initial act occurred if the current belief of a threat of imminent harm is reasonable, or, in cases of sexual assault, the assault occurred on the premises during the 90-calendar-day period preceding the transfer request. MHMG may require the tenant requesting an emergency transfer under VAWA to certify that he or she believes there is a threat of imminent harm from further violence, or that he or she was a victim of a sexual assault that occurred on the premises during the 90-calendar-day period preceding the transfer request.

- (1) MHMG has prepared an Emergency Transfer Plan as required by VAWA which is available upon request.
- (2) Emergency transfer obligations under VAWA do not supersede any eligibility or other occupancy requirements that may apply under a covered housing program. For example, the tenancy priority for an available accessible unit required to be accessible under HUD's Section 504 regulation must still be applied to maximize the utilization of accessible units by individuals who need the accessibility features. The objective of the emergency transfer plan is to develop a plan for how to fill an available unit cognizant of the need to transfer an individual who qualifies for an emergency transfer as quickly as possible while meeting other obligations and balancing competing needs.

X Revision of Resident Selection Criteria

We reserve the right to make modifications to this resident selection criteria as necessary. When the plan is revised, the effective date of the new plan will be noted on the cover page. In addition, any time a new resident selection criterion is implemented, all applicants on the wait list and current residents will be provided with notice that a revised plan is being implemented and that they may request a copy from the management office.

XI PETS – A Pet Deposit and Pet Agreement are required. (An Assistance Animal is not a pet)

- A.** Pets will be permitted only in accordance with the Pet Policy established by Management. All pets must be registered with the office before moving them into the community. Pets will be permitted with the following restrictions: up to four pets maximum. No pet deposit, no pet rent.

- B.** Apartments whose construction was financed by the California Tax Credit Allocation Committee (CTCAC) or California Department of Housing and Community Development (HCD), prohibits a landlord from restricting your ability to have a pet or charge you additional fees beyond what the local ordinances are for this location.

- C.** A Service or Companion Animal (Assistance Animal) is allowed with appropriate verification. Please review the Reasonable Accommodation and Modification Policy.

Appendix A- Definitions

I Definitions

Accessible Unit

A unit that is located on an accessible route and when designed, constructed, altered or adapted can be approached, entered, and used by individuals with a physical impairment.

Developmental Disability – Mainstream PBHVC (42 USC 6001)

The term "developmental disability" means a severe, chronic disability of an individual 5 years of age or older that-

- (A) is attributable to a mental or physical impairment or combination of mental and physical impairments;
- (B) is manifested before the individual attains age 22;
- (C) is likely to continue indefinitely;
- (D) results in substantial functional limitations in three or more of the following areas of major life activity-
 - (i) self-care;
 - (ii) receptive and expressive language;
 - (iii) learning;
 - (iv) mobility;
 - (v) self-direction;
 - (vi) capacity for independent living; and
 - (vii) economic self-sufficiency; and
- (E) reflects the individual's need for a combination and sequence of special, interdisciplinary, or generic services, supports, or other assistance that is of lifelong or extended duration and is individually planned and coordinated, except that such term, when applied to infants and young children means individuals from birth to age 5, inclusive, who have substantial developmental delay or specific congenital or acquired conditions with a high probability of resulting in developmental disabilities if services are not provided.

Disability – Mainstream PBHVC (42 USC 423)

The term "disability" means-

- (A) 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
- (B) in the case of an individual who has attained the age of 55 and is blind (within the meaning of "blindness" as defined in section 416(i)(1) of this title), 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 has previously engaged with some regularity and over a substantial period of time.

Family (Household)

A family includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

- (1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person (at least 50 years old but below the age of 62), or any other single person; or
- (2) A group of persons residing together, and such group includes, but is not limited to:
 - (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
 - (ii) An elderly family;
 - (iii) A near-elderly family (head, co-head, spouse, or sole member is at least 50 years old but below the age of 62);
 - (iv) A disabled family;
 - (v) A displaced family; and
 - (vi) The remaining member of a resident family. (24 CFR 5.403)

NPLH/PBHCVDEFINITION of Homeless:

“Homeless” for this Program means adults or older adults with a Serious Mental Disorder or Seriously Emotionally Disturbed Children or Adolescents who meet the criteria below, according to 24 CFR Section 578.3, as that section read on May 1, 2016, which include:

- (1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - (i) An individual or family with a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground, or
 - (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals), or
 - (iii) An individual who is exiting an institution where he or she resided for 90 days or less, and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- (2) An individual or family who will imminently lose their primary nighttime residence provided that:
 - (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance,
 - (ii) No subsequent residence has been identified, and
 - (iii) The individual or family lacks the resources or support networks, such as family, friends, faith-based or other social networks, needed to obtain other permanent housing.

- (3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless, but who:
- (i) Are defined as homeless under Section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), Section 637 of the Head Start Act (42 U.S.C. 9832), Section 41403 of the Violence Against Women Act of 1994 (U.S.C. 14043e-2), Section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), Section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), Section 17(b) of the Child Nutrition Act of 1966 (42 USC 1786 (b)), or Section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a),
 - (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60-day period immediately preceding the date of application for homeless assistance,
 - (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance, and
 - (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or
- (4) Any individual or family who:
- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence,
 - (ii) Has no other residence, and
 - (iii) Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, to obtain other permanent housing.

HUD defines Transitioning out of Institutional Settings for Mainstream Vouchers as the following:

Institutional or other segregated settings include, but are not limited to:

- (1) Congregate settings populated exclusively or primarily with individuals with disabilities;
- (2) Congregate settings characterized by regimentation in daily activities, lack of privacy or autonomy, policies limiting visitors, or limits on individuals' ability to engage freely in community activities and to manage their own activities of daily living; or
- (3) Settings that provide for daytime activities primarily with other individuals with disabilities

Examples of institutional settings include nursing facilities, intermediate care facilities (ICF), psychiatric hospitals, board and care homes, and long-term hospitals, rehabilitation hospitals, and prison.

A Live-In Aide is a person who resides with one or more elderly persons, near-elderly persons, or persons with disabilities and who:

- (1) Is determined essential to the care and well-being of the persons;
- (2) Is not obligated for the support of the persons; and
- (3) Would not be living in the unit except to provide the necessary supportive services.

The need for the live-in aide must be approved before move-in. Prior to acceptance as a Live-In Aide, all candidates must be screened for drug abuse, criminal activity and status as a state lifetime sex offender following the same requirements used for applicants. A Live-In Aide qualifies for occupancy only as long as the individual needs support services and cannot qualify for continued occupancy as a remaining household member. It is the resident's responsibility to ensure that the Live-In Aide follows the Community House Rules.

Serious Mental Disorder

As defined in Cal. Welfare and Institutions Code Section 5600.3(b)(2):

“Serious mental disorder” means a mental disorder that is severe in degree and persistent in duration, which may cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. Serious mental disorders include, but are not limited to, schizophrenia, bipolar disorder, post-traumatic stress disorder, as well as major affective disorders or other severely disabling mental disorders. This section shall not be construed to exclude persons with a serious mental disorder and a diagnosis of substance abuse, developmental disability, or other physical or mental disorder.

Seriously Emotionally Disturbed Children or Adolescents

As defined in Cal. Welfare and Institutions Code Section 5600.3(a)(1):

- (1) “Seriously emotionally disturbed children or adolescents” means minors under the age of 18 years who have a mental disorder as identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, other than a primary substance use disorder or developmental disorder, which results in behavior inappropriate to the child’s age according to expected developmental norms. Members of this target population shall meet one or more of the following criteria:

- (i) As a result of the mental disorder, the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community; and either of the following occur:
 - (a) The child is at-risk of removal from home or has already been removed from the home.
 - (b) The mental disorder and impairments have been present for more than six months or are likely to continue for more than one year without treatment.
- (ii) The child displays one of the following: psychotic features, risk of suicide or risk of violence due to a mental disorder.
- (iii) The child has been assessed pursuant to Article 2 (commencing with Section 56320) of Chapter 4 of Part 30 of Division 4 of Title 2 of the Education Code and determined to have an emotional disturbance, as defined in paragraph (4) of subdivision (c) of Section 300.8 of Title 34 of the Code of Federal Regulations.

Violence Against Women Act (VAWA) Definitions

Definitions: The following definitions are provided as assistance in understanding and implementing VAWA protections.

- **Domestic Violence** includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.
- **Dating Violence** means violence committed by a person: (A) who is or has been in a social relationship of a romantic or intimate nature with the victim, and (B) where the existence of such a relationship shall be determined based on a consideration of the following factors: (i) the length of the relationship; (ii) the type of relationship; and (iii) the frequency of interaction between the persons involved in the relationship.
- **Sexual Assault** means any nonconsensual sexual act proscribed by Federal, tribal or State law, including when the victim lacks capacity to consent.
- **Stalking** means engaging in a course of conduct directed at a specific person that would cause a reasonable person to (1) fear for the person's individual safety or the safety of others, or (2) suffer substantial emotional distress.

- **Affiliated Individual** means, with respect to a person: (a) a spouse, parent, brother, sister, or child of that person, or an individual to whom that person stands in the place of a parent to a child (for example, the affiliated person is a child in the care, custody, or control of that individual); or (B) any individual, tenant, or lawful occupant living in the household of that person.
- **Bifurcate** means to divide a lease as a matter of law, subject to the permissibility of such process under the requirements of the applicable program and State or local law, such that certain tenants or lawful occupants can be evicted or removed while the remaining household members can continue to reside in the unit under the same lease requirements or as may be revised depending upon the eligibility for continued occupancy of the remaining tenants and lawful occupants.

Appendix B- Program Certifications

I Program Certifications

What follows are the Program Certifications to be used for determining whether applicants meet the criteria for a particular funding program. The Certifications summarize the definitions used in the funding program regulations for ease of use. The full definitions are in Appendix A of this document. Program staff should use the certifications to determine a household's eligibility. Applicants will be required to sign the certification verifying eligibility for the program and the units being made available to the applicant.

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)	<p>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.</p> <p>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.</p>
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	<p>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.</p> <p>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.</p>
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

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.**

<p>Region 4: Georgia, Kentucky, South Carolina, and Tennessee</p> <p>Atlanta Regional Office of FHEO U.S. Department of Housing and Urban Development 77 Forsyth St SW Atlanta, GA 30303 (800) 440-8091</p>	<p>Region 5: Illinois, Indiana, Ohio, and Wisconsin</p> <p>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</p>
<p>Region 7: Iowa, Kansas, Missouri, and Nebraska</p> <p>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</p>	<p>Region 8: Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming</p> <p>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</p>
<p>Region 9: Arizona, American Samoa, California, Guam, Hawaii, and Nevada</p> <p>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</p>	<p>Region 10: Alaska, Idaho, Oregon, and Washington</p> <p>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</p>

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	<p>Alameda County:</p> <ul style="list-style-type: none"> 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. 	<p>Bay Area Legal Aid (BayLegal)</p> <ul style="list-style-type: none"> 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	<p>Operation Care</p> <ul style="list-style-type: none"> Phone: (209) 223-2600 Website: operationcare.org Services: Offers crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Mother Lode Regional Office</p> <ul style="list-style-type: none"> 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	<p>The Resource Connection</p> <ul style="list-style-type: none"> Phone: (209) 754-1300 Phone: (209) 754-4011 Website: trcac.org Services: Provides domestic violence shelter, counseling, and advocacy services. 	<p>Legal Services of Northern California (LSNC) - Mother Lode Regional Office</p> <ul style="list-style-type: none"> 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	<p>Colusa County Victim Witness Program</p> <ul style="list-style-type: none"> Phone: (530) 458-0554 Website: countyofcolusaca.gov/388/Victim-Witness-Services Services: Offers support and resources for victims of crime, including domestic violence. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Marysville Office</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> STAND! For Families Free of Violence Crisis Line: 1-888-215-5555 Website: standffov.org <ul style="list-style-type: none"> Services: Provides emergency shelter, counseling, and support services for domestic violence survivors. 	<p>Bay Area Legal Aid (BayLegal)</p> <ul style="list-style-type: none"> 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	<p>The Center for Violence-Free Relationships</p> <ul style="list-style-type: none"> • Phone: (530) 626-1131 • Phone: (916) 939-6616 • Website: thecenternow.org • Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence. 	<p>Legal Services of Northern California (LSNC) - Mother Lode Regional Office</p> <ul style="list-style-type: none"> • 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	<p>House of Ruth</p> <ul style="list-style-type: none"> • Toll Free: 1-877-988-5559 • Website: houseofruthinc.org <p>Services: Provides shelter, counseling, and support services for domestic violence victims.</p>	<p>Legal Aid Foundation of Los Angeles (LAFLA)</p> <ul style="list-style-type: none"> • 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	<p>Center for Domestic Peace</p> <ul style="list-style-type: none"> • Phone: (415) 924-6616 • Website: centerfordomesticpeace.org • Services: Emergency shelter, counseling, and advocacy for domestic violence survivors. 	<p>Legal Aid of Marin</p> <ul style="list-style-type: none"> • 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	<p>Community Beyond Violence</p> <ul style="list-style-type: none"> • Phone: (530) 272-3467 • Website: cbv.org • Services: Provides crisis intervention, emergency shelter, and support services for victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Auburn Office</p> <ul style="list-style-type: none"> • 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	<p>Human Options</p> <ul style="list-style-type: none"> • Toll Free: 1-877-854-3594 • Website: humanoptions.org • Services: Offers emergency shelter, counseling, and education for individuals affected by domestic violence. 	<p>Legal Aid Society of Orange County (LASOC)</p> <ul style="list-style-type: none"> • 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	<p>Stand Up Placer</p> <ul style="list-style-type: none"> • Phone: (800) 575-5352 • Website: standupplacer.org • Services: Provides emergency shelter, crisis intervention, and support services for victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Auburn Office</p> <ul style="list-style-type: none"> • 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	<p>Shelter From The Storm</p> <ul style="list-style-type: none"> • 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. 	<p>Inland Counties Legal Services (ICLS)</p> <ul style="list-style-type: none"> • 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	<p>WEAVE (Women Escaping A Violent Environment)</p> <ul style="list-style-type: none"> • 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. 	<p>Legal Services of Northern California (LSNC) - Sacramento Office</p> <ul style="list-style-type: none"> • 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	<p>Center for Community Solutions (CCS)</p> <ul style="list-style-type: none"> • 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. 	<p>Legal Aid Society of San Diego (LASSD)</p> <ul style="list-style-type: none"> • 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	<p>La Casa de las Madres</p> <ul style="list-style-type: none"> • 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. 	<p>Bay Area Legal Aid (BayLegal) - San Francisco Office</p> <ul style="list-style-type: none"> • 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	<p>Women's Center - Youth & Family Services</p> <ul style="list-style-type: none"> • 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. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Stockton Office</p> <ul style="list-style-type: none"> • 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	<p>CORASupport</p> <ul style="list-style-type: none"> • Toll Free: 1-800-300-1080 • Website: corasupport.org • Services: Provides safety, support, and healing for individuals who experience abuse in San Mateo County. 	<p>Bay Area Legal Aid (BayLegal) - Redwood City Office</p> <ul style="list-style-type: none"> • 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	<p>Next Door Solutions to Domestic Violence</p> <ul style="list-style-type: none"> • Phone: (408) 279-2962 • Website: nextdoorsolutions.org • Services: Offers emergency shelter, crisis counseling, and support services for survivors of domestic violence. 	<p>Bay Area Legal Aid (BayLegal) - San Jose Office</p> <ul style="list-style-type: none"> • 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	<p>Walnut Avenue Family & Women's Center</p> <ul style="list-style-type: none"> • Toll Free: 1-866-2MYALLY <ul style="list-style-type: none"> ◦ (1-866-269-2559) • Website: wafwc.org • Services: Provides domestic violence support services, including emergency shelter and advocacy. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Watsonville Office</p> <ul style="list-style-type: none"> • 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	<p>One SAFE Place</p> <ul style="list-style-type: none"> • Phone: (530) 244-0117 • Website: ospshasta.org • Services: Offers emergency shelter, counseling, and legal assistance to victims of domestic violence and sexual assault. 	<p>Legal Services of Northern California (LSNC) - Redding Office</p> <ul style="list-style-type: none"> • 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	<p>Casa de Esperanza</p> <ul style="list-style-type: none"> • Phone: (530) 674-2040 • Website: casaysc.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Marysville Office</p> <ul style="list-style-type: none"> • 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	<p>Empower Tehama</p> <ul style="list-style-type: none"> • 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. 	<p>Legal Services of Northern California (LSNC) - Redding Office</p> <ul style="list-style-type: none"> • 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	<p>Coalition for Family Harmony</p> <ul style="list-style-type: none"> • 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. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Oxnard Office</p> <ul style="list-style-type: none"> • 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	<p>Empower Yolo</p> <ul style="list-style-type: none"> • Phone: (530) 662-1133 • Phone: (916) 371-1907 • Website: empoweryolo.org • Services: Offers emergency shelter, counseling, and legal assistance for victims of domestic violence. 	<p>Legal Services of Northern California (LSNC) - Woodland Office</p> <ul style="list-style-type: none"> • 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	<p>Casa de Esperanza</p> <ul style="list-style-type: none"> • Phone: (530) 674-2040 • Website: casaysc.org • Services: Provides emergency shelter, counseling, and support services for victims of domestic violence. 	<p>California Rural Legal Assistance, Inc. (CRLA) - Marysville Office</p> <ul style="list-style-type: none"> • 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	<p>Clackamas Women's Services</p> <ul style="list-style-type: none"> • Phone: (503) 654-2288 • Website: cwsor.org • Services: Offers comprehensive support services, including emergency shelter, for individuals affected by domestic violence. 	<p>Legal Aid Services of Oregon - Portland Regional Office</p> <ul style="list-style-type: none"> • 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	<p>YWCA Clark County</p> <ul style="list-style-type: none"> • 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. 	<p>Clark County, WA:</p> <ul style="list-style-type: none"> • 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	<p>Domestic Violence and Sexual Assault Services (DVSAS) of Island County</p> <ul style="list-style-type: none"> • 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. 	<p>CLEAR (Coordinated Legal Education, Advice, and Referral) Hotline</p> <ul style="list-style-type: none"> • 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	<p>New Beginnings</p> <ul style="list-style-type: none"> • 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. 	<p>Northwest Justice Project (NJP) - King County Office</p> <ul style="list-style-type: none"> • 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	<p>HOPE Alliance (form ally The Human Response Network)</p> <ul style="list-style-type: none"> • 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. 	<p>Northwest Justice Project (NJP) - CLEAR Hotline</p> <ul style="list-style-type: none"> • 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	<p>YWCA of Pierce County</p> <ul style="list-style-type: none"> • 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. 	<p>Tacoma-Pierce County Bar Association - Volunteer Legal Services Program</p> <ul style="list-style-type: none"> • 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	<p>Skagit Domestic Violence & Sexual Assault Services (Skagit DVSAS)</p> <ul style="list-style-type: none"> • 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. 	<p>Skagit Legal Aid</p> <ul style="list-style-type: none"> • 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	<p>Domestic Violence Services of Snohomish County (DVS)</p> <ul style="list-style-type: none"> • 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. 	<p>Snohomish County Legal Services</p> <ul style="list-style-type: none"> • 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	<p>SafePlace</p> <ul style="list-style-type: none"> • 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. 	<p>Sound Legal Aid</p> <ul style="list-style-type: none"> • 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	<p>Domestic Violence & Sexual Assault Services of Whatcom County (DVSAS)</p> <ul style="list-style-type: none"> • 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. 	<p>LAW Advocates</p> <ul style="list-style-type: none"> • 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.
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
 «CUSTOM_CFOwnerLegalEntityName»
504adacoordinator@mercyhousing.org
 Fax: 877-245-7121
 303-830-3300
 TTY: 1-800-877-8973 or 711
 «siteowneraddressline1and2»
 «siteowneraddresscity», «siteowneraddressstate» «siteowneraddresszip»

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

1. Resident Signature	Resident Printed Name	Date
2. Resident Signature	Resident Printed Name	Date
3. Resident Signature	Resident Printed Name	Date
4. Resident Signature	Resident Printed Name	Date
5. Resident Signature	Resident Printed Name	Date
6. Resident Signature	Resident Printed Name	Date
7. Resident Signature	Resident Printed Name	Date
Agent Signature		Date