

APPLICANT SELECTION

Initial Contact - Guest Cards

All inquiries or contacts regarding residency will be documented on the Guest Card. The Guest Card will also be used to follow-up on prospective applicants.

When a prospective applicant contacts or comes in to visit the apartment community, a member of the Management team will complete a "Guest Card". All visitors expressing an interest in residency will be asked to complete a Guest Card.

All interested visitors will be offered the opportunity to be shown an available vacant unit that has been prepared and is ready to rent. If no unit is available at the time of the visit, a member of the Management team will present the visitor with a site brochure and other relevant information; and a tour of the site will be provided.

All visitors will also be offered the opportunity to complete an application at the time of their initial visit or at any time thereafter while waiting for an available unit.

Acceptance of Applications

Management will accept an application for residency from any and all interested persons during normal business hours. This will be accomplished by having the visitor complete a "Rental Application" form. The Rental Application may be completed during the visit; or, the applicant may take the Rental Application with him/her to be returned as soon as possible.

The application must be fully completed and include information regarding all household members. It will then be checked by a member of the Management team for completeness as follows:

1. Current and previous addresses (Street, box, apartment numbers, city/state & zip codes); birth dates; correct social security numbers, and complete income sources for all household members.
2. Every adult member of the household will need to present a driver's license (preferred), or some other picture I/D and proof of address. Proof of Social Security number is required for all household members.
3. Every adult member of the household will be required to submit a non-refundable application fee at the time of application.

The application will be considered incomplete until the above requirements have been met.

Application Status

All applications will be sorted by *bedroom size* and placed in labeled colored hanging files under one of the following categories:

- **Incomplete** – (light blue) All applications that are considered **incomplete** as set forth above, are filed together chronologically in the *Incomplete Applications* file until a member of the Management team can acquire the missing information. Incomplete applications that could not be approved will be kept for “one” calendar year before they are permanently destroyed.
- **Pre-Screened:** – (red) All applications that have been pre-screened and approved for move in. These applications will be filed together in the *Pre-Screened Applications* file until the apartment is ready for occupancy.
- **Active** – (light green) All applications that are pending for a “future” unassigned move in and that have not been pre-screened, will be filed in chronological order in the *Active Applications* file.
- **Dead*** – (yellow) All applications that were complete, where a unit was offered and refused by the prospective resident or the applicant could not be contacted for screening. These applications will be filed together in the *Dead Applications* file. Dead filed applications will be kept for 3 consecutive calendar years before they are destroyed.
- **Rejected** *- (orange) All applications that were complete, however the application was rejected by Management per the screening criteria listed in the “Screening Policy”. These applications will be filed together in the *Rejected Applications* file. Rejected applications will be kept for 3 consecutive calendar years before they are destroyed.
- **Resident** - All accepted and approved applications that result in a move in are transferred to the *Resident File*.

Attempts to Contact

Applicants must always be contacted by telephone **and** by mail regarding their application status from the above categories. Use form RS-30t “Notice of Status of Application” to notify applicants by mail. For guidelines regarding the timeliness of processing applications, please refer to page 2 of the Rental Application.

Applicant Refusal or Withdrawal

If the applicant voluntarily withdraws his/her application or refuses the unit offered for any reason other than the reasons listed below, the application is removed from the “Active” file and placed in the “Dead” file. The applicant will also be mailed an **RS-30t** confirming their status change:

1. An extreme personal emergency; **or**,
2. There is an immediate opening for a unit, in less than 30 days, and the applicant must abide by a 30-day move-out notice where he/she is currently living; **or**,
3. In the event that a household member is physically disabled and the unit being offered is a non-accessible unit.

Final Processing

Following successful selection of the applicant, an applicant interview to determine Housing Credit eligibility should be scheduled. If the household is eligible, a move-in resident orientation will be scheduled. Eligibility processing consists of the following:

- Household income and other Housing Credit eligibility criteria will be determined: verification of income, household size, student status, etc.
 - If the household is determined to be eligible a unit will be offered.
 - Review of pertinent clauses of the Rental Agreement, Management Rules, and other lease attachments will take place; and, Resident Packets (if any) will be given.
 - Review of rent collection policy
 - Review of maintenance request procedures
 - Collection of Security Deposit
 - Rent or prorated rent is collected
 - Move In inspection of the apartment is conducted with the applicant (Use form RA-7)
 - Keys to the unit are turned over to the new resident

During move-in a member of the Management team will also explain the Annual Recertification requirements of the Housing Credit Program. Reference form RA-29t “Addendum to Apartment Rental Agreement”.