APPLICATION PROCESSING

Acceptance of Applications:

Management will accept an application for rental from any and all interested persons who wish to be admitted to the property (This includes adding an adult applicant to an "existing" household.) or placed on a property's Waiting List.

Applications will be accepted during normal business hours, except in the event notice is posted indicating that no rental applications are being accepted. (This would not apply when adding an adult to an existing household.)

When a prospective Applicant inquires, the Property Manager shall encourage the person to come to the office to complete an application. Applications may also be sent out and received by mail.

Management shall accommodate persons with disabilities who, as a result of his/her/their disabilities, cannot utilize Management's preferred application process. Management will provide alternative methods, if needed.

Before an application is accepted it must be *signed* and *substantially* complete: with enough information to determine program eligibility for household size, income level, etc., and a method to contact them. We do ask for a picture I/D from all adult household members at this time also.

An "Application for Residency" form RS-1hr will be accepted when the above requirements have been met.

Note: If your property has little or no waiting list, proceed with the "Applicant Selection" and "Screening Process" policies.

The "Application for Residency" will be determined to be incomplete if the above listed requirements are not met. Applicants must be notified via a "Notice of Status of Application" form RS-30hr when the application is incomplete and they have *not* been added to the Waiting List.

Once notified it is up to the Applicant to complete the process.

Office Sign: (Form MO-28)

The front window of the Management office shall have a sign that says:

WE ARE CURRENTLY ACCEPTING APPLICATIONS

FOR THE FOLLOWING APARTMENT SIZES

_____ BEDROOM

_____ BEDROOM

For current information concerning accepting applications call _____ - _____ or

(TTY) 1-800-735-2989 or (voice) 1-800-735-2988 or "711" (TEXAS)

(TTY) 1-800-659-8331 or (voice) 1-800-659-1779 or "711" (NEW MEXICO)

(TTY) 1-800-722-0352 or "711" (OKLAHOMA)

Periodic Closing of the Waiting List: (Form MO-29)

Anytime the Waiting List for a unit size reaches an estimated one-year, Management will, on a month-to-month basis, suspend the taking of applications.

The program for which you are suspending application taking is removed from the office sign, and in addition the following statement is added to the sign:

"As of _____, we are temporarily **not** accepting applications for ____ (236, S/8, PRAC, or BMIR), and _____bedroom size because our Waiting List is more than one year long. Our Waiting List will be re-evaluated on the 1st of each month and should we begin accepting applications, notice to that effect will be posted."

When application-taking is *suspended*, be sure to put a copy of the "Notice" in the Waiting List Binder for reference.

Management must also publish a "notice" to that effect in a publication likely to be read by potential applicants. (Refer to the sites Affirmative Fair Housing Marketing Plan.) The "notice" must state the reasons for the Owner's refusal to accept additional applications. This "Notice" must also be placed in the Waiting List Binder.

Re-opening the Waiting List: (Form MO-28)

At the end of each month, if the Waiting List drops below an estimated one year, applications will be accepted on a month-to-month basis. The program and or bedroom size for which you are reinstating application taking is added back to the office sign and the previous statement replaced by:

"As of _____, 20_____ we are again accepting applications for _____ bedroom apartments for _____ (236, BMIR, PRAC, Sec. 8) program(s)."

When the Waiting List is re-opened and new applications are being accepted, Management must initiate advertising in accordance with Affirmative Fair Housing Marketing Plan. This plan should also be posted in plain view in the Management Office. A copy of the above "Notice" must be placed in the Waiting List Binder for reference.

Periodic Renewal of an Application:

Since the Waiting Lists are usually at least six months long, many applicants may not be interested in renting by the time his/her/their application nears the top. In order to keep the lists limited to interested parties, each applicant is required to notify the office by telephone, in writing or e-mail at least *every six months* from the original application date.

When contact is made, the Property Manager should update the information on the "Application" and Waiting List. Then an RS-30hr "Notice of Status of Application" should be sent to confirm the applicant's status. This procedure serves to keep the application *active*. (E-mail responses should be printed and stored with the application).

 Failure to follow this procedure results in the application becoming classified as *canceled*, in which case, the applicant is removed from the Waiting List and an RS-30hr is sent to verify this change in status.

Application Classification*:*

Applications are at all times classified in one of the following categories: (This also applies to adding an additional adult household member.)

- *Active* - All applications that are currently on the Waiting List.

- *Canceled/Denied* - All applications that were complete, placed on the Waiting List, and removed from the Waiting List for any reason other than being accepted as a resident.

- *Resident* - All accepted applications are transferred to the *Resident File*.

Storing Applications:

Store applications in the appropriately sized filing cabinet in alphabetical order in the following manner: (It is easier to find an application by this method.)

- Pending move-in – place in tabbed **"red"** hanging files by bedroom size while screening and verifying income, etc. is in progress.

- Active – place in tabbed **"green"** hanging files by bedroom size. Periodic review of current applications is required. See Applicant Selection Policy.

- Canceled – place in tabbed **"yellow"** hanging files by bedroom size. Purge the file on the 4th year.

- Denied (rejected) – placed in tabbed **"orange"** hanging files by bedroom size. Purge the file on the 4th year.

- Resident – The accepted application and relevant verified paperwork must be filed in the actual resident file. This will be part of the resident's permanent record at the property.

- *NOTE: Denied and Canceled files* must be kept on site for 3 consecutive calendar years. The 4th year may be purged. i.e. You are in year 2013; you should have 2012, 2011 and 2010 applications. 2009 and before applications would be purged (destroyed) and so forth.