



STEVENS ON HOUSE
TENANT SELECTION PLAN



TDD # (415) 345-4470 or
California Relay Service (711)

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I. POLICY ON NON-DISCRIMINATION

Management Agent's Policy. With respect to the treatment of applicants, the John Stewart Company, ("the Management Agent") will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, military status, source of income, marital status or familial status, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attributes of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

II. PROGRAM DESCRIPTION AND POPULATION SERVED

- A. Property Name, Program Description and Population Served. PASHPI Stevenson House, LP aka Stevenson House ("the Property") is a Tax Credit, Project Based Voucher (PBV) and U.S. Department of Housing and Urban Development ("HUD") SPRAC and Section 8/202 property with Section 8 assistance operated under the National Housing Act of 1934, serving an elderly population with one or more persons in the household age 62 or older. Applicants must meet the age requirement at time of application.
- B. Program Guidelines and Income Limits. The Property is subject to HUD guidelines as published in the current edition of HUD Handbook 4350.3 and income limits which are published annually by HUD and available to the public from the property office. An applicant household's combined gross annual income cannot exceed 50% of the published Area Median Income (AMI), as determined and published annually by HUD, thereby qualifying it by definition as a "very-low income" household. The definition of "Extremely Low-Income families" and a description of the "economic mix" can be found in the subsection on "Income Targeting Requirements" under Section V., below.

III. POLICY ON PRIVACY

- A. Federal Privacy Act. It is the policy of the Management Agent to guard the privacy of applicants as conferred by the Federal Privacy Act of 1974, and to ensure the protection of such applicants' records maintained by the Management Agent.
- B. Non-Disclosure, Consent and Information Collection. Therefore, neither the Management Agent nor its agents or employees, shall disclose any personal information contained in its records to any person or agency unless the individual about whom information is requested shall give written consent to such disclosure. This Privacy policy in no way limits our ability to collect such information as it may be needed to determine eligibility, compute rent or determine an applicant's suitability for tenancy.

IV. WAITING LIST PROCEDURES FOR PROCESSING

- A. Marketing Plan. A waiting list will be established for the Property. The opening of the waiting list will be announced in a manner in accordance with the Affirmative Fair Housing Marketing Plan (AFHMP) approved by HUD, and will include multilingual print advertising and fliers (marketing materials) targeted to agencies and groups in order to reach those least likely to apply.
- B. Marketing Materials. The marketing materials will include the deadline to apply, indicating the closing date for the waiting list. The waiting list will be updated on an annual basis.
- C. Application Distribution and Submission Procedures. An online waiting list will be opened and advertised in accordance with the AFHMP. The dates that the online pre-application will be available will be included in all marketing materials. All applicants will be encouraged to apply online as advertised, but reasonable accommodations will be made upon request for those in need, including availability of a paper pre-application that can be hand delivered or mailed in. Online and hand delivered applications must be completed within the announced timeframe that the waitlist is opened. Mail in applications must be postmarked within that same period. Each application received will be date and time stamped when received either electronically through the website or by hand for those



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applications delivered in person or mailed in. Incomplete and duplicate applications will be subject to denial. A lottery will be conducted and applications will be ranked for consideration (and units will be offered) according to the following descending order of priorities:

1. Date of completion of verification/certification process.
2. Date of availability for move-in.

D. Applicants and the Waiting List. Following the lottery, the waiting list may be capped as advertised to avoid .

E. Closed Waiting List. However, if the existing Waiting List contains so many names that the average wait for a unit is a year or more, the Owner/Agent (“O/A”) may decline to accept applications. In this case, the Waiting List is "closed." The closing of the Waiting List will be announced in a manner in accordance with the Affirmative Fair Housing Marketing Plan (AFHMP) approved by HUD.

F. Types of Waiting Lists Maintained. For each size/type of unit there will be a Waiting List for each of the following, as applicable:

1. In-House: Section 8 Requested - Current residents of the Property not currently receiving Section 8 subsidy.
2. In-House: Transfer Required - Current residents of the Property occupying inappropriate unit size/type.
3. Outside: Section 8 - Applicants wishing to move into the Property and receive Section 8 subsidy at time of move-in.
4. Outside: Non-Section 8 - Applicants wishing to move into the Property without Section 8 subsidy; only for projects where this is permitted, (for example, Section 236 and BMIR projects).

V. WAITING LIST PRIORITY FOR PROCESSING AND SELECTION PROCEDURES

A. Preferences. (Reference HUD Handbook # 4350.3 REV-1, CHG-4, (Revised) 11/13)

INSERT THE FOLLOWING IF APPLICABLE TO PROGRAM:

1. Statutory Preferences — Displacement. Owners of Section 221(d)(4), 221(d)(3), and 221(d)(3) BMIR properties must give preference to applicants who have been displaced by government action or a presidentially declared disaster.

OR

2. HUD 236 Regulatory Preferences.

- (a) HUD regulations require that, as this is a Section 236 property, preference will be given to applicants who have been displaced by government action or a presidentially declared disaster.
- (b) As this a Section 236 property that also offers rental assistance through the RAP Program, applicants will be ranked according to the following criteria [24 CFR 236.715].

NOTE: These ranking criteria are secondary to the preferences required above.

- (1) Applicants eligible for RAP assistance.
- (2) Applicants eligible to pay less than market rent under the Section 236 program.
- (3) Applicants with income sufficient to pay the market rent approved by the property.

3. Preferences and Priority of Processing for Specially Designed and/or Accessible Units. Units designed specifically for the elderly or disabled:

- (a) For all units designed specifically for wheelchair accessibility, visual or hearing impairment, priority will be given to those applicants needing such modifications;



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- (b) For all units designed for the elderly, applicants must be 62 years of age or older, or disabled;
 - (c) Preference will be given to households whose head or spouse is a member of the group for which the units were designed;
 - (d) If there are not enough such households to fill all specially equipped units, owners may give preference to households that have disabled members who are not the head or spouse.
- B. Priority of Processing. When a unit becomes available, selection will be made based upon the following priority of processing in the following order of preference:
- 1. Statutory or Regulatory Preferences. As applicable to the property and as defined in “Preferences”, above;
 - 2. Internal Transfer, “Emergency”. As defined below;
 - 3. Internal Transfer, “Medical Necessity”. As defined below;
 - 4. Internal Transfer, “Overcrowding” or “Under-housed”. As applicable to the available unit and as defined below;
 - 5. Outside: Section 8 Waiting List. As defined above and in accordance with the “Income Targeting Requirements” described below. Once the above preferences have been satisfied, two (2) units will be rented to households from the Outside: Section 8 Waiting List before one (1) unit will be to rented to households selected from the In-House Transfer List;
 - 6. In-House Transfer List. As defined below.
- C. Income Targeting Requirements. (Per 24 CFR 5.653, 24 CFR 5.601, 24 CFR 5.603) To meet Income Targeting Requirements the O/A will rent 40% of all vacancies to Extremely Low-Income (ELI) Families, defined as very-low income families whose annual income does not exceed the higher of 1) the Federal Poverty Level or 2) 30% of the Area Median Income (AMI), as determined and published annually by HUD. In order to ensure that income targeting requirements are fulfilled every other vacancy rented will be to a household with income at or below 30% of AMI. One waiting list will be maintained for the Property but households earning above 30% of AMI will be “skipped” over in order to rent every other unit to an income “target able” household. An Annual Income Targeting Log will be maintained to track compliance. The federal poverty level provision in the definition of an extremely low-income family does not apply in the case of public housing agencies or projects located in Puerto Rico or any other territory or possession of the United States.
- D. Reasons for Transfers. Transfers (From one unit to another type of unit within the property) may take precedence over new move-ins and may be required by management for the following reasons:
- 1. Emergency. For emergency temporary relocation. (If a unit becomes uninhabitable due to a catastrophe the resident family will be given any open unit for temporary living quarters until their own unit is repaired. An "open unit" is a unit for which the keys are in the possession of the management company.);
 - 2. Medical Necessity. For verifiable medical necessity or to accommodate a person with a disability (i.e., wheelchair accessible unit or additional space for medical equipment). See also Section II.A.5, below;
 - 3. Overcrowding. To alleviate overcrowding;
 - 4. Under-housed. To avoid occupancy by too few people.
 - 5. Deeper Subsidy. As applicable - current residents of the Property not currently receiving Section 8 subsidy.
 - 6. Change in Family Size and/or Composition After Initial Occupancy. To alleviate overcrowding or to avoid occupancy by too few people, as may apply to the situation.



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- E. In-House Transfer Procedure. Should a resident require or request a transfer from one unit to another unit the following procedure is used:
 1. Resident Request. Resident places a telephone call to the site office or makes a personal visit to request a transfer to another unit;
 2. Completed Form. The resident is given a copy of the attached “Request for Transfer” form to be completed and returned to the Management Agent at the site office;
 3. In-House Transfer List. Once the resident completes the “Request for Transfer” and submits the form to the Management Agent, the resident’s name is then placed on the In-House Transfer List along with the date and time the form was received.
 4. Offer of a Unit When it Becomes Available. When a unit becomes available according to the bedroom size(s) requested, the next name on the In-House Transfer List by date and time of request will be offered the unit. Families will be housed in accordance with the “Housing Criteria” stated below.
 5. Obligations for Moving Costs. Depending on the circumstances of the transfer, a tenant may be obligated to pay all costs associated with the move. However, if a tenant is transferred as a reasonable accommodation due to a household member’s disability, then the owner must pay the costs associated with the transfer, unless doing so would be an undue financial and administrative burden.
- F. Residency. Local preferences, as applicable. Owners may apply preferences required by state or local law only if they are consistent with HUD and applicable civil rights requirements. Local preferences for this property include:

(Each property committed to local preferences will insert them here.)

VI. UNIT SIZE AND OCCUPANCY STANDARDS (Reference HUD Handbook # 4350.3 REV-1, CHG-4, (Revised) 11/13, 24 CFR 5.601, 24 CFR 5.603)

- A. Housing Criteria. An appropriately sized unit must be available within the Property. Families will be housed in accordance with the following criteria: (IN THE TABLE BELOW, DELETE THOSE UNIT SIZES THAT DO NOT APPLY TO YOUR PROPERTY.)

UNIT SIZE	MINIMUM	MAXIMUM
Studio	1	1
1-Bedroom	1	3
2-Bedroom	2	5
3-Bedroom	3	7
4-Bedroom	4	9
5-Bedroom	5	11

- B. “Two Person Rule”. No more than two persons would be required to occupy a bedroom.
- C. Accommodations for Children. Accommodations for children of opposite sex will be made if requested.

vii. DETERMINING THE ELIGIBILITY OF STUDENTS FOR ASSISTANCE

- A. Eligibility of Students for Section 8 Assistance including RAD and 202/8. (Per HUD Handbook, 3-13.A)
 1. Determining Eligibility. The O/A will determine a student’s eligibility for Section 8 assistance at move-in, annual recertification, initial certification (when an in-place tenant begins receiving Section 8), and at the time of an interim recertification if one of the family composition changes reported is that a household member is enrolled as a student.
 2. Ineligible Students. Section 8 assistance shall not be provided to any individual who:



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- (a) Is enrolled as either a part-time or full-time student at an institution of higher education for the purpose of obtaining a degree, certificate, or other program leading to a recognized educational credential;
- (b) Is under the age of 24;
- (c) Is not married;
- (d) Is not a veteran of the United States Military;
- (e) Does not have a dependent child;
- (f) Is not a person with disabilities, as such term is defined in 3(b)(3)(E) of the United States Housing Act of 1937 (42 U.S.C. 1437a(b)(3)(E)) and was not receiving Section 8 assistance as of November 30, 2005;
- (g) Is not living with his or her parents who are receiving Section 8 assistance; and
- (h) Is not individually eligible to receive Section 8 assistance **or** has parents who individually or jointly who are not income eligible to receive Section 8 assistance.
- (i) Is not individually eligible to receive Section 8 assistance **or** has parents (the parents individually or jointly) who are not income eligible to receive Section 8 assistance.

NOTE: Unless the student can demonstrate his or her independence from parents, the student must be eligible to receive Section 8 assistance and the parents (individually or jointly) must be eligible to receive Section 8 assistance in order for the tenant to receive Section 8 assistance.

3. Definition for Independent Students. (Federal Register FR-5969-N-01 (09/01/2016))

To establish independence from parents; Owners must use, and the student must meet, one or more of the following criteria:

- (a) The individual is 24 years of age, or older, by December 31 of the award year.
- (b) The individual is an orphan, in foster care, or a ward of the court at any time when the individual was 13 years of age, or older.
- (c) The individual is, or was immediately prior to attaining the age of majority, an emancipated minor or in legal guardianship as determined by a court of competent jurisdiction in the individual's State of legal residence
- (d) The individual is a veteran of the Armed Forces of the United States or is currently serving on active duty in the Armed Forces for other than training purposes.
- (e) The individual is a graduate or professional student.
- (f) The individual is a married individual.
- (g) The individual has legal dependents other than a spouse.
- (h) The individual has been verified during the school year in which the application is submitted as either an unaccompanied youth who is a homeless child or youth or a unaccompanied, at risk of homelessness, and self-supporting by:
 - A local educational agency homeless liaison.
 - The director of a program funded under the Runaway and Homeless Youth Act or a designee of the director.
 - The director of a program funded under subtitle B of Title IV of the McKinney-Vento Homeless Assistance Act (relating to emergency shelter grants) or the designee of the director.
 - A financial aid coordinator.
- (i) The individual is a student whom a financial aid administrator makes a documented determination of independence by reason of other unusual circumstance.

4. Financial Aid Assistance for Section 8 Programs.

For Section 8 programs, any financial assistance that is provided through a qualified Coverdell Education Savings Account (ESA) or other qualified ESA, is excluded when determining Annual Income for the family. Any financial assistance a student receives (1) from private



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sources, (2) from an institution of higher education, or (3) under the Higher Education Act of 1965, that is in excess of amounts received for tuition and other qualified fees, is included when determining Annual Income for the family. However, if the student is the head, spouse, or co-head and is 24 or older with dependent children, student financial assistance rules will be consistent with those of Non Section 8 programs. HUD interprets that “a person over the age of 23” is 24 years old. Tuition and any other required fees and charges include tuition, books, supplies (including supplies and equipment to support students with learning disabilities or other disabilities), room and board, and fees required and charged to a student by an institution of higher education (as defined under section 102 of the Higher Education Act of 1965). For a student who is not the Head-of-Household, Co-HOH/Spouse, actual covered costs also include the reasonable and actual costs of housing while attending the institution of higher education and not residing in an assisted unit.

4. Termination of Assistance. If an ineligible student is a member of an existing household receiving Section 8 assistance, the assistance for the household will not be prorated but will be terminated in accordance with the guidance in paragraph 8-6 A of the current edition HUD Handbook 4350.3. NOTE: An owner cannot evict or require an ineligible student to move from a unit as long as the student is in compliance with the terms of the lease.
- B. Eligibility of Students for Other Assistance Programs. (ALL NON-SECTION 8 INCLUDING PRAC, PAC, PRA, SPRAC, and 236).
- C. Determining Eligibility. Owners must determine a student’s eligibility for assistance at move-in, initial or annual recertification, and at the time of an interim recertification if one of the changes reported is that a household member is enrolled as a student, at an institution of higher education.
 1. Applicability. This paragraph (Section VH.B) applies to Rent Supplement, RAP, Section 221(d) (R) BMIR, Section 236, Section 202 PAC, Section 202 or Section 811.
 2. Determining Eligibility. Owners must determine a student’s eligibility for assistance at move-in, initial or annual recertification, and at the time of an interim recertification if one of the changes reported is that a household member is enrolled as a student, at an institution of higher education.
 3. Criteria. The student must:
 - (a) Be of legal contract age under state law;
 - (b) Have established a household separate from parents or legal guardians for at least one year prior to application for occupancy, or
 - (c) Meet the U.S. Department of Education’s definition of an independent student. (See the Glossary for definition of Independent Student);
 - (d) Not be claimed as a dependent by parents or legal guardians pursuant to IRS regulations; and
 - (e) Obtain a certification of the amount of financial assistance that will be provided by parents, signed by the individual providing the support. This certification is required even if no assistance will be provided.
 1. Financial Assistance. For non-Section 8 programs, any financial assistance a student receives under the Higher Education Act of 1965, is excluded when determining Annual Income for the family. This DRAFT TSP plan is pending software compliance with TRACS 203A Page 7 of 26 Revised 2024-05-20 DRAFT HOTMA Version For non-Section 8 programs, any financial assistance that is provided through a qualified Coverdell Education Savings Account (ESA) or other qualified ESA, is excluded when determining Annual Income for the family. Policy Statement on Income Calculation from Financial Aid on Non-Section 8 Programs: (a) HEA Assistance Exclusion. All assistance provided under Title IV of the Higher Education Act (HEA) is categorically excluded from income calculations. (b) Financial Aid Composition.



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Financial Aid encompasses both HEA assistance and Other Financial Aid Assistance programs. (c) Treatment of Other Financial Aid Assistance. Other Financial Aid Assistance, excluding HEA aid, is considered income for the purpose of calculations. (d) Deduction of Actual Covered Costs. Actual covered costs may be deducted from HEA benefits and Other Financial Assistance to reduce the income calculation. However, actual covered costs should first be deducted from HEA benefits, and any remaining balance of actual covered costs can then be applied to deduct from Other Financial Assistance. (e) Non-Section 8 Programs Income Calculation Outcome. The remaining amount of Other Financial Aid Assistance, after deducting actual covered costs, is considered income for the recipient. Actual Covered Costs include tuition, books, supplies (including supplies and equipment to support students with learning disabilities or other disabilities), room and board, and fees required and charged to a student by an institution of higher education (as defined under section 102 of the Higher Education Act of 1965). For a student who is not the Head-of-Household, CoHOH/Spouse, actual covered costs also include the reasonable and actual costs of housing while attending the institution of higher education and not residing in an assisted unit. FAIR HOUSING

- A. Compliance with Fair Housing Law. The O/A will comply with all Federal, State, or local fair housing and civil rights laws and with all equal opportunity requirements set forth in HUD's administrative procedures. The Federal citations and their title (or topic) are listed below:
1. 24 CFR, part 1 Title VI of the Civil Rights Act of 1964 (Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in any program or activity receiving federal financial assistance from HUD.);
 2. The Fair Housing Act Amendments of 1988 (The Fair Housing Act prohibits discrimination in housing and housing related transactions based on race, color, religion, sex, national origin, disability and familial status. It applies to housing, regardless of the presence of federal financial assistance.)
 3. 24 CFR, part 8 Section 504 of the Rehabilitation Act of 1973 (Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance from HUD.);
 4. 24 CFR, part 100 et seq Fair Housing Act;
 5. 24 CFR, part 146 Age Discrimination Act of 1975;
 6. 24 CFR 200.600 Affirmative Fair Marketing Regulations;
 7. 24 CFR 880.612a, 881.601, 883.701, 884.223a, 886.329a (Allows preference for occupancy by elderly families in certain Section 8 developments);
 8. 42 U.S.C. 13641 Title VI, Subtitle D of Housing and Community Development Act of 1992 (Sets forth criteria under which certain HUD-subsidized multifamily properties can choose to serve elderly only, or set-aside a portion of the property for elderly only);
 9. Uniform Federal Accessibility Standards (UFAS), effective July 11, 1988 (Individual copies are available from the Architectural and Transportation Barriers Compliance Board, 1331 F Street, NW, Suite 1000, Washington, D.C. 20004-1111, Telephone: 202-272-0080, TTY: 202-272-0082, email address: info@access-board.gov. Orders of 25 or more copies will be referred to the publisher.);
 10. Equal Access Rule (The Equal Access Rule ensures that all HUD programs are open to all eligible persons regardless of sexual orientation, gender identity, or marital status.
- B. Compliance with the Marketing Plan. The O/A will comply with the Affirmative Fair Housing Marketing Plan (AFHMP).
- C. Compliance with the Federal Privacy Act. It is the policy of the O/A 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 O/A.



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- D. Section 504 and Reasonable Accommodations. The O/A will seek to identify and eliminate situations or procedures which create a barrier to equal housing opportunity for all. In accordance with Section 504 of The Rehabilitation Act of 1973, the O/A will make reasonable accommodation for individuals with disabilities (applicants or residents). Such accommodations may include changes in the method of administering policies, procedures, or services. The Section 504 coordinator in this region is Jennifer Wood, (415) 345-4400. **<CONTACT INFORMATION IS APPLICABLE TO SF REGION ONLY. For LA REGION: Carlos Ortiz, (213) 787-2700; For SAC REGION: Tracy Posposito, (916) 561-0323; For SB Region: Warren Reed, (831) 438-5725.>**
- E. Consideration of Extenuating Circumstances. The O/A may consider extenuating circumstances in evaluating information obtained during the screening process to assist in determining the acceptability of an applicant for tenancy. If the applicant is a person with disabilities, the O/A will consider extenuating circumstances where this would be required as a matter of reasonable accommodation.

VIII. ELIGIBILITY FOR ASSISTANCE AND OCCUPANCY

- A. Eligibility and Statutory Requirements. In accordance with HUD requirements and per 24 CFR 5.601 and 24 CFR 5.603:
1. Verifying Income. All income will be verified in writing from the income source on appropriate project income verification forms.
 2. Verifying Assets. (a) Streamlined Verification of Assets. When the Net Cash Value of Assets is at or Below the Current Asset Threshold Established by HUD (\$50,000 in 2024, but subject to annual adjustment by HUD). At move-in and at least every three (3) years, the O/A will verify the cash value of assets that are not specifically excluded, and will verify the income from those assets when possible. In year 2 and in year 3, the O/A will conduct such verification only if the net cash value of all family assets exceeds the current asset threshold. If the net cash value of all family assets (except those specifically excluded), is equal to or less than the current asset threshold, the O/A will accept the family's notarized or witnessed selfcertification providing the net cash value of assets not specifically excluded and any known income from those assets. The O/A will not accept self-certification of assets at move-in. Streamlined verification of assets will not be utilized if any member of the family has received a lease violation for failing to fully and accurately report income information, or if any member of the family has been required to return an improper payment to HUD. (b) Verification of Assets When the Net Cash Value of Assets is Above the Current Asset Threshold Established By HUD (as defined above). At move-in and thereafter, the O/A will verify the cash value of assets that are not specifically excluded and will verify the income
 3. Asset Restrictions. (Asset Restrictions apply only to HUD's Section 8 housing programs including all PBRA RAD & 202/8. These Asset Restrictions do not apply to 202 SPRAC, 202/811 PRAC, 202 PAC or 811 PRAC programs). The following Asset Restrictions are considered when determining eligibility of families at Admission and at Initial Certification for families who lost their assistance because they failed to This DRAFT TSP plan is pending software compliance with TRACS 203A Page 9 of 26 Revised 2024-05-20 DRAFT HOTMA Version recertify timely or began to pay market rent, remained in the unit, and then lost income, once again requiring assistance. This is not an exhaustive list of Initial Certifications. Asset Restrictions do not apply to existing residents currently receiving Housing Assistance. (a) Home Ownership-Real Property RULE. –The Housing Opportunities Through Modernization Act (HOTMA) provides that families cannot receive assistance if they have a present ownership interest in, legal right to reside in, and the effective legal authority to sell real property that is suitable for occupancy as a residence and that is located in the jurisdiction in which the property is located. This includes, but is not limited to a home, condominium, townhome, duplex, mobile home, etc. This restriction does not apply if: (1) Any property jointly owned by a family member and another individual who does not live with the family but who resides at the jointly owned property; (2) The property is not large enough for the size of the family; occupancy standards may be used for such a determination (3) The property is not



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capable of meeting the disability-related needs of all members of the family (e.g., does not meet physical accessibility requirements, family has disability-related need for additional bedrooms, family needs proximity to accessible transportation). Documentary requirements to establish disability-related needs must comply with applicable fair housing and civil rights requirements. (4) The property is currently offered for sale. In order to demonstrate that a family is offering property for sale, the family must provide evidence that the property has been listed for sale. Documentary evidence of the sales process could include, for example, a contract with a real estate agent or a current real estate listing. (5) The property is considered unsafe to reside in when the property's physical condition poses a risk to the family's health and safety and the condition of the property cannot be easily remedied; Unsafe property conditions could include external circumstances or environmental factors outside the control of the family. The property may be deemed not suitable for occupancy if the alterations that would be needed to make it safe to live in are cost prohibitive (6) The family may not reside in the property under State or local laws of the jurisdiction where the property is located; For example, the family may own a commercial property, such as a convenience store or other retail establishment, which cannot be occupied as a place of residence by the family. Families who claim they lack the legal right to reside in the real property must provide evidence to support their claim(s). What constitutes sufficient evidence will vary by circumstance. (7) Any property owned by a family that includes a person who is a victim of domestic violence, dating violence, sexual assault, or stalking, as those terms are defined in 24 CFR Part 5 (Subpart L). For example, if the victim is a minor, the real property limitation does not apply to any property owned by the victim's parent or guardian. When a family requests an exemption from the real property limitation on this basis, the PHA/MFH Owner must accept self-certification and follow the confidentiality and documentation-request requirements established at 24 CFR § 5.2007. (8) The location of the property creates a hardship for the family. Distance or commute time to school/work are two examples of geographic hardships. Criteria for Exemption: • Distance: An applicant may be eligible for exemption if the distance between their residence and workplace or school exceeds 60 miles. • Commute Time: An applicant may be eligible for exemption if the one-way commute time to work or school exceeds one hour under normal conditions. • Specific circumstances of the family requesting an exemption will be taken into account and the decision will be communicated to the individual within a reasonable timeframe. This DRAFT TSP plan is pending software compliance with TRACS 203A Page 10 of 26 Revised 2024-05-20 DRAFT HOTMA Version • The denial of this exemption must undergo a review by the Regional Manager or higher-level staff. (9) Any property for which the family is receiving assistance under 24 CFR § 982.620 (i.e., a manufactured home owned by a family who receives assistance to lease the space or lot in which it is located). Likewise, any property for which the family is receiving assistance under the Homeownership Option in 24 CFR Part 982. See 24 CFR § 5.618(a)(1)(ii)(A). (10) The property is held under an irrevocable trust.

4. Income Eligibility. The applicant must have an eligibility income equal to or less than the HUD established income limit.
 5. Total Tenant Payment (TTP) Definition: The Total Tenant Payment (TTP) is the amount a tenant is expected to contribute for rent and utilities.
- B. Live-In Aides and Screening Criteria. All applicants, any household members added at a later time and live-in-aides will be subject to the same screening criteria (excluding, for live-in-aides, those criteria described under "D. Consideration of Income and Expenses," below). In accordance with HUD regulations & owner requirements:
- C. Credit and Criminal Screening. Credit and criminal reports will be obtained for each applicant 18 years of age and over. Applicants will be denied based on failure to meet the credit and criminal criteria as outlined in Sections X and XII below and in the Grounds for Denial.



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- d. Consideration of Income and Allowable Expenses. Income and allowable expenses will be used to determine an individual's monthly rent.
1. Income Determination. Income is determined by the three most current check stubs which are to be calculated for a twelve-month period then divided by twelve.
 2. Determination of Allowable Expenses. All items on expenses will be determined after discussion with the applicant on a line by line basis using actual, not arbitrary, figures.
 3. Financial Hardship Exemptions for Health / Medical Care Expenses, Reasonable Attendant Care, and Auxiliary Apparatus Expenses. In certain situations, the O/A will make a Hardship Exemption related to deductions and/or Minimum Rent (Section 8 only). (a) General Conditions. The O/A will grant a Financial Hardship Exemption (General Relief) if: (1) The resident requests a Financial Hardship Exemption; (2) The resident participates in a review meeting; (3) The resident provides required information and signatures within ten (10) business days; (4) There is an increase to TTP in which the net cash value of assets for the entire family is \$50000 or less; and the family's total annual income is at or below the current Extremely Low-Income limit. (5) The resident has not provided notice to move; (6) The resident is a resident in good standing and the O/A has not indicated intent to terminate assistance and/or terminate tenancy (eviction); (7) The resident agrees to participate and participates in a review meeting at least every 90-days or upon request by the O/A. (b) Approval of a Financial Hardship Exemption Request. If the Request for the Financial Hardship Exemption (General Relief) is approved, the Health & Medical Expense or This DRAFT TSP plan is pending software compliance with TRACS 203A Page 11 of 26 Revised 2024-05-20 DRAFT HOTMA Version Attendant Care & Auxiliary Apparatus Expense will be reduced by 5% of the family's Annual Income instead of reducing the Expense by 10% of the family's Annual Income. (c) Denial of a Financial Hardship Exemption Request. The denial of any Hardship Exemption must undergo a review by the Regional Manager or higher-level staff. (d) Earliest Possible End-of-Term of a Financial Hardship Exemption. The Financial Hardship Exemption (General Relief) ends at the earliest of: (1) Ninety (90) calendar days from the Effective Date of the Certification implementing the Financial Hardship Exemption; (2) Such time the O/A determines the need for the Financial Hardship Exemption no longer exists and the family is able to pay their rent without the Financial Hardship Exemption; (3) Assistance is terminated; (4) The resident fails to meet with property staff or provide information/signatures, as required, at least every 90-days or upon request from the O/A. (e) Extension of a Financial Hardship Exemption. The O/A may extend the Financial Hardship Exemption (General Relief) for increments of no more than ninety (90) days each, based on the parameters outlined in this policy. There is no limit to the number of times the O/A may extend this exemption. (f) Additional Information Regarding Financial Hardship Exemptions. For additional information related to Hardship Exemptions, please contact the property staff. (g) Note: New admissions and first time requests will not receive the initial Phased-In Relief. (h) Owner/agents are required to ensure that residents pay the correct Tenant Rent based on HUD's requirements. 4. Financial Hardship Exemption for Childcare Expenses. (a) Requests for an Exemption. A family may request a Financial Hardship Exemption for childcare expenses to continue a Childcare Deduction if the family is no longer qualified for the Childcare Deduction because no member is working, seeking employment or furthering his or her education; and a Childcare Deduction is still necessary. An example would include, but is not limited to, a person who was previously employed and who is injured and home during rehab, and childcare is still necessary during rehab. (b) Granting an Exemption. The O/A will grant a Financial Hardship Exemption for Childcare Expenses if: (1) The resident requests a Childcare Hardship Exemption; (2) The resident participates in a review meeting; (3) The resident provides required information and signatures within ten (10) business days; (4) There is an increase to TTP where the net cash value of assets for the entire family is \$50000 or less; and the family's total annual income is at or below the current Extremely-Low Income limit; (5) The resident has not provided notice to move; (6) The resident is a resident in good standing and the O/A has not indicated intent to terminate assistance and/or terminate tenancy (eviction); (7) The resident agrees to participate in a review meeting at least every ninety (90) calendar days or upon request by the O/A. (c) Denial of a Financial Hardship Exemption Request. The denial of any Hardship Exemption must undergo a review by the Regional Manager or higher-level staff. (d) Earliest Possible End-of-Term of



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a Financial Hardship Exemption. The Financial Hardship Exemption (General Relief) ends at the earliest of: (1) Ninety (90) calendar days from the Effective Date of the Certification implementing the Financial Hardship Exemption; This DRAFT TSP plan is pending software compliance with TRACS 203A Page 12 of 26 Revised 2024-05-20 DRAFT HOTMA Version (2) Such time the O/A determines the need for the Financial Hardship Exemption no longer exists and the family is able to pay their rent without the Financial Hardship Exemption; (3) Assistance is terminated; (4) The resident fails to meet with property staff or provide information/signatures, as required, at least every 90-days or upon request from the O/A. (e) Incremental Extensions of Exemption. The owner/agent may extend the Childcare Hardship Exemption for increments of no more than 90 days each, based on the parameters outlined in this policy. There is no limit to the number of times the owner/agent may extend this exemption.

- E. Contacting Applicant Landlords. Both the current and previous landlords will be contacted for a reference concerning payment records in addition to the Applicants as well as the history of complying with lease requirements and housekeeping habits.
- F. Visits to Current Residence. Visits to the applicant's current residence may be made to assess housekeeping habits.
- G. Citizenship Requirements. ***AS APPLICABLE - SEE IX.G.1, BELOW.*** (Per 24 CFR part 5, subpart E – Restrictions on Assistance to Noncitizens; Reference the current edition of the HUD HANDBOOK 4350.3, Chapter 3, Section 3-12).
1. HUD Requires Verification. Only U.S. citizens or eligible noncitizens may receive assistance under Section 8, Section 236, Rent Supplement, Rental Assistance Payment (RAP), and Section 202/8 programs. HUD requires verification of citizenship and/or legal U.S. status as a non-citizen. HUD restricts assistance to non-citizens with ineligible immigration status and requires applicants to complete citizenship declaration forms and submit evidence of citizenship or eligible immigration status at the time of initial interview. The restriction on assistance to non-citizens applies to **all** properties subject to the requirements of the current edition of the HUD Handbook # 4350.3 REV-1, CHG-4, (Revised) 11/13, **except** the following type of properties: Section 221(d)(3) BMIR, Section 202 PAC, Section 202 PRAC, Section 811 PRAC and Section 202 projects with units not receiving assistance under the Rent Supplement or Section 8 programs.
 2. Required Documentation of Citizenship/Immigration Status. The Owner will obtain the following documentation for each family member regardless of age:
 - (a) From U.S. citizens, a signed declaration of citizenship. The Owner may require verification of the declaration by requiring presentation of a U.S. birth certificate or U.S. passport.
 - (b) From noncitizens 62 years and older, a signed declaration of eligible noncitizen status and proof of age;
 - (c) From noncitizens under the age of 62 claiming eligible status:
 - (1) A signed declaration of eligible immigration status;
 - (2) A signed consent form; and
 - (3) One of the DHS-approved documents listed below:
 - Form I-551, *Permanent Resident Card*.
 - Form I-94, Arrival-Departure Record annotated with one of the following:
 - “Admitted as a Refugee Pursuant to Section 207”;
 - “Section 208” or “Asylum”;
 - “Section 243(h)” or “Deportation stayed by Attorney General”;
 - “Paroled Pursuant to Section 212(d)(5) of the INA.”
 - Form I-94, Arrival-Departure Record (with no annotation) accompanied by one of the following:
 - “A final court decision granting asylum (but only if no appeal is taken);



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- A letter from an DHS asylum officer granting asylum (if application was filed on or after October 1, 1990) or from an DHS district director granting asylum (application filed was before October 1, 1990);
 - A court decision granting withholding of deportation; or
 - A letter from an asylum officer granting withholding of deportation (if application was filed on or after October 1, 1990).
 - A receipt issued by the DHS indicating that an application for issuance of a replacement document in one of the above-listed categories has been made and that the applicant's entitlement to the document has been verified.
 - Other acceptable evidence. If other documents are determined by the DHS to constitute acceptable evidence of eligible immigration status, they will be announced by notice published in the Federal Register.
3. DHS' SAVE Automated System and Primary Verification. The Owner must conduct primary verification through the SAVE web-based program, DHS' automated system. The Owner must conduct primary verification **only** for persons claiming eligible immigration status
 4. Thirty (30) Days to Provide Verification of Legal Status. Applicants will have thirty (30) days to provide verification of legal status. If the Applicant fails to submit evidence of citizenship and eligible immigration status within thirty (30) days and/or the family does not pursue and provide evidence of a DHS appeal or informal hearing rights, applicant will be removed from the waiting list and, if applicable, denied assistance. Within this thirty (30) day period, the owner may grant applicant an extension of **not more than** thirty (30) additional days at the owner's discretion, **but only if** applicant certifies that the documentation is temporarily unavailable and additional time is needed to collect and submit the required documentation. Although the extension period may not exceed thirty (30) days, the owner may establish a shorter extension period based on the circumstances of the individual case. The owner will inform the Applicant in writing if an extension request is granted or denied. If the request is granted, the owner must include the new deadline for submitting the documentation. If the request is denied, the owner must state the reasons for the denial in the written response.
 5. Noncitizens not claiming eligible immigration status. Noncitizens not claiming eligible immigration status may elect to sign a statement that they acknowledge their ineligibility for assistance. This statement is in addition to their declaring their citizenship status on the Citizenship Declaration form.
 6. No Delay of Assistance Until Appeal is Resolved. If an applicant has submitted its immigration documentation in a timely manner but the DHS verification or appeals processed has not been completed and the applicant has provided evidence of any appeal to the owner, the owner will not delay, deny, reduce or terminate assistance on the basis of immigration status until any appeal to the DHS is resolved. If the applicant's household pursues a DHS appeal and informal hearing, but the final decision is against the applicant's household member, the owner is required by HUD to deny assistance, except in the type of properties described in the first paragraph of this Section IX.B.5, above.
 7. Prorated Subsidy. If applicant's household consists of certain members who are unable to comply with citizen verification requirements in the time-frame required above, applicant will be considered for occupancy but subsidy shall be prorated in accordance with HUD regulations until the immigration status of the remaining household member(s) has been verified.
 8. Mixed Households. If applicant's household consists of certain members who are citizens and others that are not citizens, applicant will be considered for occupancy but subsidy shall be prorated in accordance with HUD regulations and will not include household members who are non-citizens with ineligible or un-verifiable immigration status.
 9. Reviewing a Family's Citizenship/Immigration Status. The Owner generally considers citizenship/immigration status once for each family but will do so more frequently if



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immigration status or family composition is likely to change (e.g., when a family member applies for a change in immigration status).

- (a) Prior to Move-In. The Owner determines the applicant's citizenship or immigration status during the initial eligibility determination, prior to move-in.
 - (b) Annual or Interim Recertification. As part of the annual or interim recertification process, the Owner will determine the citizenship/immigration status of tenants from whom the owner has not previously collected the proper documentation or whose documentation suggested that their status was likely to change. Section 1: Program Eligibility HUD Occupancy Handbook 3-27 06/07 Chapter 3: Eligibility for Assistance and Occupancy 4350.3 REV-1 3.
 - (c) When the Status of a Family Member Changes. If the status of a family member in a mixed family changes from ineligible to eligible, the family may request an interim recertification.
 - (d) New Family Members. The required evidence of citizenship/immigration status for any new family member must be submitted at the first interim or regular recertification after the person moves to the unit.
- H. Social Security Number Requirements. (Per 24 CFR Parts 5, 92 and 908; Per FR-5351-F-02; Reference, also the current edition of the HUD Handbook # 4350.3 REV-1, Chapter 3, Sections 3-5 and 3-9 as applicable and not superseded by 24 CFR Parts 5, 92 and 908.)
1. Applicants and Tenants Must Disclose SSN. Applicants and tenants ("participants") must disclose Social Security Numbers (SSNs) in order for the owner to make an eligibility determination. **Exceptions** to these requirements and responsibilities are detailed below.
 2. Consent for the Release of Information. All adults in each applicant family must sign a Consent for the Release of Information prior to receiving assistance and annually thereafter.
 3. Exceptions to Social Security Number Disclosure Requirements - Disclosure and verification of a SSN is required for all applicants and tenants, **except**:
 - (e) All tenants/participants, regardless of age, who have previously disclosed a **valid** SSN and have not been issued a new SSN; **or**
 - (f) Those individuals who do not contend eligible immigration status (assistance is restricted to U.S. Citizens or Nationals and Non-citizens who have eligible immigration status.)
 - (g) Tenants who are age 62 or older as of January 31, 2010 and whose initial eligibility began prior to January 31, 2010 ("qualifying seniors"). Qualifying seniors are exempt from the SSN disclosure mandate for all future examinations, even if the senior moves to a new HUD-assisted property.
 4. Required Documentation – All household members receiving HUD housing assistance or applying to receive HUD housing assistance are required to provide a Social Security Number and adequate documentation necessary to verify that number. This rule applies to all household members including live-in aides, foster children and foster adults. Adequate documentation includes a Social Security card issued by the Social Security Administration (SSA) or other acceptable evidence of the SSN such as: (a) Original Social Security card; (b) Driver's license with SSN; (c) Identification card issued by a federal, State, or local agency, a medical insurance provider, or an employer or trade union; (d) Earnings statements on payroll stubs; (e) Bank statement; (f) Form 1099; (g) Benefit award letter; (h) Retirement benefit letter; (i) Life insurance policy; (j) Court records. If the applicant cannot provide any of the above, the applicant will advise the owner/agent. This DRAFT TSP plan is pending software compliance with TRACS 203A Page 15 of 26 Revised 2024-05-20 DRAFT HOTMA Version The owner/agent may accept self-certification of SSN and at least one third-party document, such as a bank statement, utility or cell phone bill, benefit letter, etc., that contains the name of the individual. When none of the other accepted methods is available and if verifying an individual's



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SSN using this method, the owner/agent must document why the other SSN documentation was not available. If the resident's SSN becomes verified in EIV, then no further verification is required. If the resident's SSN fails the SSA identity match, then the owner/agent must obtain a valid SSN card issued by the SSA or an original document issued by a federal or state government agency that contains the name of the individual and the SSN of the individual, along with other identifying information of the individual. The resident family's assistance must be terminated if they fail to provide the required documentation.

5. Mixed Families. For projects where the restriction on assistance to noncitizens applies and where individuals are required to declare their citizenship status, the existing regulations pertaining to proration of assistance or screening for mixed families must continue to be followed. In these instances, the owner will have the tenant's Citizenship Declaration on file whereby the individual did not contend eligible immigration status to support the individual not being subject to the requirements to disclose and provide verification of a SSN.
6. Signed Declaration Required for Persons without an Assigned SSN. For Section 221(d)(3) BMIR, Section 202 PAC, Section 202 PRAC and Section 811 PRAC properties, the restriction of assistance to noncitizens does not apply. Individuals living at one of these properties who do not contend eligible immigration status must sign a certification, containing the penalty of perjury clause, certifying to that effect. The certification will support the individual not being subject to the requirements to disclose or provide verification of a SSN. The certification must be retained in the tenant file.
7. Provisions for Applicants for Program Assistance.
 - (a) Each applicant must submit the required documentation described in Section IX.H.1, above, to the O/A when the assistance applicant's eligibility under the program involved is being determined.
 - (b) Except as provided in IX.H.3(d), below, if the O/A determines that the assistance applicant is otherwise eligible to participate in a program, the assistance applicant may retain its place on the waiting list for the program but cannot become a participant until it can provide
 - (4) The complete and accurate SSN assigned to each member of the household; **and**
 - (5) The documentation referred to in this Section, above, as required to verify the SSN of each such member.
 - (c) Offering an Available Unit to the Next Eligible Applicant. If all non-exempt household members have not disclosed and/or provided verification of their SSNs at the time a unit becomes available, the next eligible applicant must be offered the available unit.
 - (d) 90-Day Disclosure Period for Applicants. The applicant who has not disclosed and/or provided verification of SSNs for all non-exempt household members has 90 days from the date they are first offered an available unit to disclose and/or verify the SSNs. During this 90-day period, the applicant may, at its discretion, retain its place on the waiting list. After 90 days, if the applicant is unable to disclose and/or verify the SSNs of all non-exempt household members, the applicant should be determined ineligible and removed from the waiting list.
 - (e) Applicants to SRO Program for Homeless Individuals. For applicants to the Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program for Homeless Individuals under 24 CFR part 882, subpart H, the required documentation described in this Section, above, must be provided to the O/A within 90 calendar days from the date of admission into the program. The O/A shall grant an extension of one (1) additional 90-day period if the processing entity, in its discretion, determines that the applicant's failure to comply was due to circumstances that could not have reasonably been foreseen and were outside the control of the applicant. If, upon expiration of the provided time period, the individual fails to produce a SSN, the O/A must deny the eligibility of an assistance applicant in accordance with the program.



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- (f) Applicant Households that Include an Applicant Family Member Who is Under the Age of 6 Who Does Not Yet Have a Social Security Number (SSN). When an applicant household that includes an applicant family member who is under the age of 6, who does not yet have a Social Security Number (SSN) assigned to him/her, and was added to the household 6 months or less from the move-in date is housed from the waiting list, the O/A will give the household 90 days from the effective date of their move-in certification to provide documentation of the SSN for the child. An additional 90-day period will be granted by the O/A if the failure to provide documentation of a SSN is due to circumstances that are outside the control of the household. Examples include but are not limited to: delayed processing of the SSN application by the SSA, natural disaster, fire, death in family, etc. During this time period, the child will be included as part of the household and will receive all of the benefits of the program in which the child is involved, including the dependent deduction. An interim recertification will be processed once the household discloses and provides verification of the SSN for this individual.
- (g) Foster Children or Adults must disclose and provide verification of SSNs unless: (1) The foster agency will not provide the SSN or adequate documentation to verify the SSN; and (2) HUD approval are obtained
8. Provisions for Tenants (Participants) in Program Assistance.
- (a) Adding a Member Who is 6 Years or Age or Older. When a participant requests to add a new household member, who is at least six (6) years of age or under the age of six (6) and has an assigned SSN, to the family, the participant must disclose the assigned SSN and provide the O/A with the documentation referenced in this Section, above, at the time of such request, or at the time of processing the interim or annual reexamination of family income and/or composition. If the family is unable to provide the required documentation of the SSN, the O/A may not add the new household member until the family provides such documentation.
- (b) Adding A Member Who is Under 6 Years of Age. When a participant requests to add a new household member, **who is under the age of six** and does not have an assigned SSN, the participant must disclose the assigned SSN and provide the PHA with the documentation referenced in Section IX.H.1, above, within 90 calendar days of the child being added to the household.
- (c) Provisions for Granting an Additional 90 Days to Provide Documentation. If the family is unable to disclose and provide evidence of the SSN within 90 calendar days, the O/A is required to grant the family an additional 90-day period to comply with the SSN disclosure and documentation requirement, **if (1)** the O/A determines the family was unable to comply with the requirements due to circumstances that could not have reasonably been foreseen and were outside the control of the family **and (2)** there is a reasonable likelihood that the participant will be able to disclose a SSN by the deadline. Examples include but are not limited to: delayed processing of SSN application by SSA, natural disaster, fire, death in family, etc. The child is to be included as part of the assisted household and entitled to all the benefits of being a household member during the allotted time for the family to comply with the SSN disclosure and documentation requirements.
- (d) Termination of Tenancy or Assistance. Upon expiration of the provided time period, if the family has not complied with the SSN disclosure and documentation requirements will result in termination of the assistance or tenancy, or both, of the participant and the participant's household.
9. Requirements for Submitting a New SSN. Applicants/Tenants are required to submit adequate documentation of a new SSNs at either:
- (a) The time of receipt of the new SSN;



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- (b) At the next interim or regularly scheduled reexamination or recertification of family composition or income, or other reexamination or recertification.
- (a) Household Summary Report. The site must retain in the tenant file the Household Summary Report from the EIV system which will report the status of the identity verification process provides verification of the SSN.

IX. CREDIT - (See also Sections IX.B and IX.C, above.)

Applicants may be rejected for the following reasons:

1. Total unmet credit problems (including governmental tax liens in excess of \$2,500).
2. A bankruptcy (within the last three years).
3. A total of five (5) unmet credit obligations of any value.

An exception for extraordinary medical and/or student loan expenses may be permitted.

X. RENTAL HISTORY - (See also Sections IX.B and IX.C, above.)

Applicants may be rejected for the following reasons:

1. A judgment against an applicant obtained by the current or previous landlord.
2. An unmet obligation owed to a previous landlord.
3. The applicant must have made timely payments of the last year's rental payments.
4. Negative landlord reference.

XI. CRIMINAL BACKGROUND CHECK & PERSONAL HISTORY - (See also Sections IX.B and IX.C, above.)

A. Records Check. A check will be made of criminal conviction records for all adult Applicants of the household. Reports will be obtained from local and/or state records and may also include local Police records. If the Applicant has resided in a state other than California and has a past felony conviction, a report will be required from that state or federal organization. Generally, public records of this sort are only available for the past seven (7) years. However, if information becomes known during the screening process regarding criminal activity that happened before the past seven-year period which could impact the Applicant household's eligibility to live at the property, the Management Agent reserves the right to consider this information as well. Serious felony offenses and or continued and ongoing criminal activity will be grounds for rejection if such offenses involve physical violence to persons or property, domestic violence, sexual abuse, manufacturing or sale of narcotics, illegal weapons possession, any form of assault, breaking and entering, burglary or drug related criminal offenses. The nature, severity and recency of such felony offenses and/or ongoing criminal activity will be considered when reviewing the Applicant and only those potentially impacting the health, safety, security or right to peaceful enjoyment of the property of and by other residents, visitors, employees will be considered. Arrests alone will not be considered grounds for rejection, but the conduct underlying arrests may constitute such grounds if criminal activity is indicated by related arrest reports, witness statements and/or other relevant documentation.

B. Additional Reasons for Rejection. Additionally, applicants may be rejected due to:

1. Previous Eviction from Assisted Housing for Drug-Related Criminal Activity. Any household containing a member(s) that has been evicted in the last three (3) years from federally assisted housing for drug-related criminal activity, unless that person has successfully completed an approved, supervised drug rehabilitation program or the circumstances leading to the eviction no longer exist (household member has moved out).
2. Illegal Use of Drugs. A household in which any member is currently engaged in illegal use of drugs or for which the owner has reasonable cause to believe that a member's illegal use or pattern of use of a drug may interfere with the health, safety, security or right to peaceful enjoyment of the property of and by other residents, visitors, employees.
3. State Lifetime Sex Offender Registration Requirement. Any household member who is subject to a state sex offender lifetime registration requirement. In order to implement this federal screening requirement, management will request the head of household to list all states in which



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all family members have resided. The applicant/tenant file will contain written proof that this screening has been completed. Registered sex offenders will not be admitted.

If the processes described above reveal an applicant's household includes an individual subject to State lifetime sex offender registration, the O/A will offer the family the opportunity to remove the ineligible family member from the household. If the family is unwilling to remove that individual from the household, the O/A will deny admission to the family. Prior to denying admission, the applicant will be notified of the right to dispute the accuracy and relevance of the criminal background check information.

4. Dru Sjodin National Sex Offender Database: There is a new website that owners and management agents can use to search for registered sex offenders. Go to <http://www.nsopr.gov>.
 5. Megan's Law Notice: Pursuant to Section 290.46 of the Penal Code, information about specified registered sex offenders is made available to the public via an Internet Web site maintained by the Department of Justice at www.meganslaw.ca.gov. Depending on an offender's criminal history, this information will include either the address at which the offender resides or the community of residence and ZIP Code in which he or she resides.
 6. Reasonable Cause for Health and Safety Concern. Any household member, if there is reasonable cause to believe that a member's behavior, from abuse or pattern of abuse of alcohol, may interfere with the health, safety, security, or peaceful enjoyment of the property by other residents, visitors, employees and/or property.
- C. Consideration of Mitigating Factors. Consideration may be granted to Applicants with past nonviolent criminal records occurring ten or more years in the past with no further criminal record. Applicants will be provided the criminal background record and provided an opportunity to respond and to provide evidence of mitigating factors.



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XII. GENERAL PROGRAM REQUIREMENTS

HUD specifies that applicants be made aware of program requirements, including (but not limited to) the following:

- A. Interviews. All applicants will be interviewed by the site administrator or other representative of management. At the time of the interview, all members of the family must be in attendance. If this is not possible, a second interview to accommodate missing members will be scheduled. Documents or identification to determine family members' relationships may be requested.
- B. Agreement to Pay the Rent. The applicant must agree to pay the rent required by the formula used in the subsidy program under which the applicant will be admitted.
- C. Companion and Service Animals Policy. No animals will be allowed except animals required for physical or emotional assistance by a person who is disabled (e.g., a Seeing Eye dog or a dog for the deaf). Such an animal is not considered a pet, but will be subject to reasonable regulations.

In accordance with federal law and HUD regulations, residents of federally-funded housing for the elderly, disabled or families shall not be prohibited from owning and keeping common household pets. All properties have a NO PET policy except those required to accept pets by HUD.

The following are allowed:

1. Companion Animals - The Fair Housing Amendments Act of 1988, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act protect the right of people with disabilities to keep emotional support animals, even when a landlord's policy explicitly prohibits pets. Because emotional support and service animals are not "pets," but rather are considered to be more like assistive aids such as wheelchairs, The Property will make an exception to its "no pet" policy so that a tenant with a disability can fully use and enjoy his or her dwelling. So long as the tenant has a letter or prescription from an appropriate professional, such as a therapist or physician, and meets the definition of a person with a disability, he or she is entitled to a reasonable accommodation that would allow an emotional support animal in the apartment.
2. Service Animals - Service Animals are animals required for physical or emotional assistance by a person who is disabled (e.g., a seeing-eye dog or a dog for the deaf) is not considered a pet, but will be subject to reasonable regulations.

It is a reasonable accommodation for housing providers to allow tenants with disabilities to live with a service animal in order to meet their disability-related needs. A service animal usually is defined as "any animal that is individually trained to do work or perform tasks for the benefit of a person with a disability." Fair housing laws consider "companion" animals to be a type of service animal.

- (a) Dogs are the most common service animals, but other species are used (for example, cats or birds). Service animals may be any breed, size or weight.
- (b) There is no legal requirement for service animals to be visibly identified (no special collar or harness needed) or to have documentation (no license, certification or identification papers needed).
- (c) Service animals are not considered to be pets. A person with a disability uses a service animal as an auxiliary aid -- similar to the use of a cane, crutches or wheelchair. For this reason, fair housing laws require that housing providers permit the use of a service animal by an individual with a disability despite "no pet" rules.
- (d) Pet deposits or fees cannot be charged for service animals.
- (e) All households with pets are subject to the Companion and Service Animals Policy.



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- D. Obligation to Fulfill the Terms of the Lease. All applicants must fulfill the terms of the lease (with or without 3rd party assistance), particularly concerning:
1. Timely payment of rent and other charges;
 2. Maintaining premises in safe and sanitary condition;
 3. Not interfering with management or quiet enjoyment of the property by others.
- E. Housing Cooperatives. Applicants for membership in housing cooperatives must be interviewed by the appropriate committee of the Board of Directors for final approval after having met all other criteria.
- F. Reporting Changes Between Annual Recertifications (AR) and Resulting Rent Adjustments. 1. Background. Resident family composition, income and expenses are reviewed at least Annually. 2. Resident Requirement to Report Changes. Residents are required to report changes, between Annual Recertification, based on requirements outlined in the HUD Model Lease. Changes that result in an income increase/decrease or removal of a member must be reported within 14 days. 3. Addition of a New Resident. The addition of a new resident (except minors) must be approved before the new member moves in to the unit. Failure to notify the owner/agent before a new member is added is a material lease violation and will result in termination of tenancy. Addition of new minors must be reported WITHIN 14 DAYS after the minor has moved in the unit. This DRAFT TSP plan is pending software compliance with TRACS 203A Page 20 of 26 Revised 2024-05-20 DRAFT HOTMA Version 4. 4. Reported Changes Resulting in a Reduction of Family Income. If the change reported results in a reduction to family income, the OA will process an Interim Recertification (IR), adjusting rent, when that reduction results in a decrease of the family's Annual Adjusted Income of 10% or more. 5. Permanent Move-Out of a Family Member. The OA is required by HUD to process interim reexaminations for all decreases in adjusted income when a family member permanently moves out of the unit. In other words, owners/agents must apply a 0-percent threshold and process an Interim Recertification when removal of a family member results in any decrease to Annual Adjusted Income. 6. A Change Resulting in a 10% or More Increase in a Family's Annual Adjusted Income. If the change is not related to earned income, and results in an income increase of the family's Annual Adjusted Income of 10% or more, the owner/agent will complete an Interim Recertification adjusting rent. 7. If the Reported Change Includes an Increase to Earned Income. (a) If IR Not Conducted Since Last AR. If an Interim Recertification (IR) reducing the annual adjusted income (earned, unearned, or combined) has NOT been completed since the last Annual Recertification (AR) the OA will document in the resident's file but will not recalculate the rent. (b) If IR Conducted Since Last AR. If an IR reducing the annual adjusted income (earned, unearned, or combined) has been completed since the last AR, AND the reported income change is equal to or greater than the 10% threshold, the owner/agent will perform the Interim Recertification; in contrast, if the total reported change is less than 10%, the owner/agent will only document in the resident's file but will not recalculate the rent. 8. No IR Will Be Conducted Within Three (3) Months of Next AR. Owners/agents will not conduct an interim reexamination if a family reports an increase in income within three months of their next annual reexamination effective date. 9. Rent Changes if Family Complies with Reporting Requirements. If the family complies with reporting requirements, rent changes will be implemented as follows: (a) Rent Increase. If the rent increases, the owner will give the tenant 30 days advance notice of the increase. The effective date of the increase will be the first of the month after the end of the 30-day period. (b) Rent Decrease. If the rent decreases the change in rent will be effective on the first (1st) day of the month after the date of action (e.g., first (1st) of the month after the date of loss of employment.) A 30-day notice is not required for rent decreases. 10. Rent Changes if Family Does Not Comply with Reporting Requirements. If the family does not comply with the reporting requirements, and the O/A discovers a tenant has failed to report changes as required, the O/A will implement rent changes as follows: (a) Rent Increase. The O/A must implement any resulting rent increase retroactive to the first (1st) of the month following the date that the action occurred. (b) Rent Decrease. Any resulting rent decrease will be implemented effective the first (1st) rent period following completion of the recertification. 11. General Considerations Regarding Retroactive Rent Decreases. (a) Only Under Exceedingly Rare Circumstances. The O/A will consider retroactive rent



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decreases only in exceedingly rare circumstances, such as the documented death of an immediate family member, hospitalization, or other similarly exceptional and unforeseen events. (b) A Maximum of Three (3) Months. As rent decreases must be implemented in the first rent period following the completion of the recertification, any approved retroactive adjustments can only be applied for a maximum of three (3) months preceding the first rent period This DRAFT TSP plan is pending software compliance with TRACS 203A Page 21 of 26 Revised 2024-05-20 DRAFT HOTMA Version mentioned above or the effective date of the family's most recent full certification, whichever is the most recent. Approval from the Regional Manager is required in all cases. G. Rounding of Calculated Percentages. The O/A will NOT round calculated percentage decreases/increases up or down to the nearest unit. H. Means-Tested Verification (also Known as Safe Harbor). O/A does not accept the Meanstested verifications. I. Consent and Verification Forms (Form HUD-9887). Current adult tenants must sign HUD's 9887 forms at their next certification. 1. All applicants must sign HUD's consent forms before being admitted to the housing program. 2. After an applicant or resident has signed and submitted a consent form 9887, they do not need to sign and submit subsequent consent forms except the following circumstances: (a) Any person, regardless of age, who subsequently becomes a family member as the head of household, co-head of household, or spouse, must sign the consent form, in accordance with 24 CFR § 5.230(a). (b) When a new member is added to the unit if: (1) The new member is 18 years of age or older, or (2) The new member is the head of household, co-head of household /spouse regardless of age; (c) When an existing member of the family turns 18 years of age; (d) As required by HUD in administrative instructions. 3. The executed consent forms will remain effective until the family is denied assistance, or the assistance is terminated. If a family leaves a HUD program (moves-out), the family's assistance is considered to be terminated and the signed consent forms will no longer be in effect. 4. Any adult member of the family may provide written notification to the owner/agent to revoke consent. Doing so makes the family ineligible and housing assistance will be terminated immediately. Termination will be completed in accordance with the HUD lease and HUD guidance. The resident will be provided with a 30-Day Notice of Rent Increase as required. 5. If, subsequently, the family wishes to reapply for assistance, and when such assistance is available, the HOH, co-HOH/spouse and all adult members will be required to submit the signed 9887 documents with any documentation required to determine eligibility. Failure to do so will result in denial of assistance under HUD's program rules. 6. When a minor living in the unit turns 18, he/she will have thirty (30) days to meet with the management staff and sign appropriate forms. Failure to do so will result in termination of assistance for the entire household.

XIII. REJECTED APPLICATIONS

A. General Guidelines and Criteria. Applicants will be rejected for any of the following:

1. Failure to present all members of the family at the full family interview (or some other time acceptable to management) prior to completion of Initial Certification;
2. Blatant disrespect, disruptive or anti-social behavior toward management, the property or other residents exhibited by an applicant or family member any time prior to move-in (or a demonstrable history of such behavior);
3. A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits, eviction for cause; or criminal activity outlined above;
4. A negative credit or criminal report (see attached "Grounds For Denial" and Sections IX and XII above);
5. Falsification of any information on the application;
6. Eligibility income exceeding the maximum allowed for the specific program;
7. Family composition not appropriate for available bedroom size (see Section VI above);
8. Failure to update application for the waiting list within specified time when notified.



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9. Other good cause: including, but not limited to, failure to meet any of the selection criteria in this document.
- B. Offer of an Apartment. If an applicant declines an available apartment when notified, he/she will be offered a second unit when available. If an applicant declines an apartment a second time, his/her application will be removed from the waiting list. After receiving the notification of unit availability, applicants have five days to respond to management regarding the available apartment. If there is no response, the offer will have been declined by the applicant. If there are verifiable mitigating medical reasons that prevent you from moving at the time of offer, you will receive another unit offer.
- C. Written Notice. If an applicant is rejected, management will promptly notify the applicant in writing explaining in the notice:
 1. The specifically stated reason(s) for the rejection; and that
 2. The applicant has a right to respond to the owner in writing or request a meeting within 14 days to dispute the rejection;
 3. Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process;
 4. Any meeting with the applicant to discuss the applicant's rejection must be conducted by a member of the owner's staff who was not involved in the initial decision to deny admission or assistance;
 5. Prior to making a final decision to reject an applicant, the O/A will consider mitigating circumstances and evaluate reasonable accommodations and/or structural modifications which might make rejection unnecessary;
 6. Within five (5) business days of the owner response or meeting, the owner must advise the applicant in writing of the final decision on eligibility;
 7. If an applicant feels they have been discriminated against based on a disability they may contact the local 504 Coordinator, Steve McElroy, at (415) 345-4400. <THIS CONTACT INFORMATION IS APPLICABLE TO THE SF REGION ONLY.>

XIV. VIOLENCE AGAINST WOMEN ACT (Reference Federal Register, Vol. 81, No. 221, Wednesday, November 16, 2016, Rules and Regulations, Department of Housing and Urban Development, 24 CFR Parts 5, 91, 92, 93, 200, 247, 574, 576, 578, 880, 882, 883, 884, 886, 891, 905, 960, 966, 982, and 983, [Docket No. FR-5720-F-03], RIN 2501-AD71, Violence Against Women Reauthorization Act of 2013: Implementation in HUD Housing Programs), HUD Occupancy Handbook, Chapter 4, 4-4.C.9

- A. Background. The Violence Against Women Act (VAWA) protects applicants and residents who are victims of domestic violence, dating violence, stalking or sexual assault from being denied housing, evicted or terminated from housing assistance when the Adverse Factors leading to such denial, eviction or termination are the direct result of the domestic violence, dating violence, stalking, or sexual assault they have suffered.
- B. Notices of Occupancy Rights and Responsibilities Under VAWA:
 1. Notice of Occupancy Rights. The O/A will provide the Notice of Occupancy Rights under VAWA to Section 8 tenants, which outlines their rights and obligations under VAWA, at the following points in time:
 - When an individual is denied residency.
 - When an individual is admitted to a dwelling unit.
 - With any notification of eviction (not including Notices to Pay or Quit) or termination of assistance.
- C. Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation (form HUD-5382).



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1. Form HUD-5382. An applicant who certifies they are eligible for VAWA status by completing form HUD-5382, Certification of Domestic Violence, may be admitted if they can demonstrate that the Adverse Factors that might otherwise prevent their admission are a direct result of the circumstances that led to their VAWA status. Adverse Factors include poor rental history, poor credit history, negative criminal background and nonpayment of rent. It is the applicant's responsibility to adequately document that their Adverse Factors are the direct result of their VAWA circumstances. Typical documentation includes, but is not limited to, police records, medical records, and communications with creditors or landlords. The documentation must be relevant to the time frame(s) in question.
 2. Alternate Documentation. Alternately, in lieu of the certification form or in addition to it, JSCo will accept:
 - a. A federal, state, tribal, territorial, or local police record or court record, or
 - b. Documentation signed by an employee, agent, volunteer of a victim service provider, an attorney, or medical professional from whom the victim has sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking or, the effects of the abuse in which the professional attests under penalty of perjury under 28 U.S.C 1746 to the professional's belief that the incident or incidents are bona fide incidents of abuse, and the victim of domestic violence, dating violence, sexual assault, or stalking has signed or attested to the documentation.
- D. Confidentiality of Information. The identity of the applicant and all information provided to owners relating to the incident(s) of domestic violence, dating violence, sexual assault, or stalking must be retained in confidence in a separate file secured in a secured location by the O/A and must not be entered into any shared database or provided to a related entity, except to the extent that the disclosure is:
1. Requested or consented to by the individual in writing
 2. Required for use in an eviction proceeding; or
 3. Otherwise required by applicable law.
- E. All Adults Must Sign the Addendum. All family members, 18 and over, must sign the VAWA lease addendum.
- The HUD-approved certification form provides notice to the applicant of the confidentiality of the form and the limits thereof.
- F. Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking. An "Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault or Stalking" has been drafted for the Property. This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that the Management Agent is in compliance with VAWA.
- G. Retention of information. The owner must retain all documentation relating to an individual's domestic violence, dating violence or stalking in a separate file that is kept in a separate secure location from other tenant files.
- H. VAWA Lease Addendum. The owner must have tenants sign the VAWA lease addendum, form HUD-91067.

XV. HUD ENTERPRISE INCOME VERIFICATION SYSTEM ("EIV")

- A. Background. HUD makes monthly Social Security (SS) and Supplemental Security Income (SSI) benefits data from the Social Security Administration (SSA) and monthly employer new hires (W-4), quarterly wage for federal and non-federal employees, and quarterly unemployment data available in the Enterprise Income Verification (EIV) System.



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- B. Mandatory Use. HUD requires all Owner/Agents before or during a household interim or annual recertification of income to verify tenant income via EIV. O/A's are required to review new admissions via EIV within 90 days after the move-in information is transmitted to TRACS to confirm/validate the income reported by the household.
- C. Compliance. Information obtained through EIV will be accessed and maintained in accordance with regulatory guidelines, federal law and the "EIV Policies and Procedures" for the O/A. See also, Section III, "Policy on Privacy," above.
- D. EIV and You Brochure. HUD has published a pamphlet titled "EIV & You" which describes the EIV System. This document can be accessed at https://www.hud.gov/sites/documents/DOC_7877.PDF.
1. Annual Recertification. The O/A will provide each tenant household with HUD's "EIV & You" brochure at the time of annual recertification along with a copy of the HUD Fact Sheet "How Your Rent is Determined".
 2. Applicant Processing. The O/A will provide applicant households who have been selected from the waiting list for screening and final application processing with a copy of the "EIV & You" brochure.
- E. Using the "Existing Tenant Search".
1. Use as a Tenant Screening Criteria. The O/A will use the Existing Tenant Search in EIV as part of their screening criteria for new tenants. The O/A does not need a form HUD-9887, Notice and Consent for the Release of Information, signed by the applicant or applicant family members on file in order to use the Existing Tenant Search in EIV.
 2. Use during Application Processing. The O/A will use this report at the time they are processing an application to determine if the applicant or any applicant household members are currently residing at another Multifamily Housing or Public and Indian Housing (PIH) location. EIV gives the O/A the option to query both the TRACS and Public and Indian Housing's (PIH's) Information Center (PIC) databases.
 3. Discussing the Results with the Applicant. If the applicant or a member of the applicant's household is residing at another location, the O/A will discuss this with the applicant, giving the applicant the opportunity to explain any circumstances relative to his/her being assisted at another location. This may be a case where the applicant wants to move from his/her existing location or where two assisted families share custody of a minor child.
 4. Following-Up with PHAs or Other O/As. Depending on the outcome of the discussion with the applicant, the O/A may need to follow-up with the respective PHA or O/A to confirm the individual's program participation status before admission. The report gives the O/A the ability to coordinate move-out and move-in dates with the PHA or the O/A of the property at the other location.
- F. Zero Income Households. The O/A will be using the EIV System at least once every three (3) months to verify the income of any member or members of a household in which one (1) or more members has claimed zero (\$ 0.00) or "nominal income" (defined as less than \$100.00 per month).
- G. New Hires Report and Monthly Reporting. The O/A will be using the "New Hires Report" at least once every month. O/A will investigate and address any discrepancies after there is a rent decrease as per Section XIII F 7(b) on this plan. This and any additional reports will be accessed monthly in accordance with and as described by the "EIV Policies and Procedures" for the Property and as per XVI.C, above.
- H. Notice and Consent. Procedure for Household Members Who Turn 18 between Annual Certifications. 1. Signature of HUD-9887. Form HUD-9887 must be signed and dated by a family member when This DRAFT TSP plan is pending software compliance with TRACS 203A Page 25 of 26 Revised 2024-05-20 DRAFT HOTMA Version he/she turns 18 years of age. 2. No Use of EIV Income Reports until Form is Signed. If a family member turns 18 years of age and has not signed the



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form HUD-9887, the O/A must not use the EIV Income Reports for that tenant until the form is signed. 3. Notification Requirements. O/A will send notification to the head of household on the 1st business day of the month prior to the birth date of the family member who will be turning 18 years of age. 4. Required Timeframe for Compliance. The family member who turns 18 years of age between annual recertification is required to report within 30 days following their 18th birthday to sign

- I. Procedure for Household Members Who Turn 18 between Annual Certifications.
 1. Signature of HUD-9887. Form HUD-9887 must be signed and dated by a family member when he/she turns 18 years of age.
 2. No Use of EIV Income Reports until Form is Signed. If a family member turns 18 years of age and has not signed the form HUD-9887, the O/A must not use the EIV Income Reports for that tenant until the form is signed.
 3. Notification Requirements. O/A will send notification to the head of household on the 1st business day of the month prior to the birth date of the family member who will be turning 18 years of age.
 4. Required Timeframe for Compliance. The family member who turns 18 years of age between annual recertification is required to report within 30 days following their 18th birthday to sign the form HUD-9887.
- J. Termination of Assistance and/or Tenancy. If the tenant fails to sign the consent form(s), the household is in non-compliance with their lease and assistance to, and the tenancy of, the household may be terminated (24 CFR 5.232).

XVII. DE MINIMIS ERRORS IN INCOME DETERMINATIONS

A. Errors Caused by a Resident Family Member. 1. Investigation. If an owner suspects that a resident has inaccurately supplied or misrepresented information that affects the rent or a family's eligibility, the O/A must investigate and document the resident file. 2. Meeting. If the resident family meets with the owner to discuss the error, and the owner is convinced the submissions were correct, the owner will document the file accordingly and close the investigation. 3. Unintentional Program Violation. If, after meeting with the resident family, the owner determines that the provision of inaccurate information was an unintentional program violation, the owner will correct the rent calculation, if applicable, and provide the tenant with notice of the change in rent. 4. Repayment Agreement. If the tenant is unable to repay the full amount, the owner and tenant may enter into a repayment agreement. 5. If the Family Does Not Qualify for Assistance. (NOTE: CHOSE ONE OF THE TWO OPTIONS BELOW AS APPLICABLE TO THIS PROGRAM. DELETE THIS NOTE BEFORE DISTRIBUTING THIS DOCUMENT.) (Option 1: For all programs except PRAC. DELETE THIS NOTE BEFORE DISTRIBUTING THIS DOCUMENT.) If, after the income adjustment, the family no longer qualifies for assistance, the family may remain in the property subject to making repayments and paying market rent. (Option 2: For PRAC ONLY. DELETE THIS NOTE BEFORE DISTRIBUTING THIS DOCUMENT.) If the family did not qualify for assistance at MI/IC or no longer qualifies for HUD's PRAC housing assistance program, the owner/agent must terminate tenancy (evict). 6. Termination of Tenancy for Refusal to Pay Rent. The O/A may terminate tenancy if the resident refuses to pay any new monthly rent or refuses to repay the previously overpaid subsidy pursuant to any Repayment Agreement. 7. Termination of Tenancy for Refusal to Enter into a Repayment Agreement. The owner may terminate tenancy if the resident refuses to enter into a Repayment Agreement, if such an option is offered. 8. If necessary, civil action may be filed to recover the funds. If the owner determines the resident knowingly provided inaccurate or incomplete information, and this can be substantiated through documentation, the owner will pursue the incident as fraud. This DRAFT TSP plan is pending software compliance with TRACS 203A Page 26 of 26 Revised 2024-05-20 DRAFT HOTMA Version B. Errors Caused by the Owner/Agent, a Service Bureau or Owner/Agent Software. If the O/A determines that an error was made and the family's income was over-reported, the O/A must complete corrections to the prior certification(s) affected by the income change. Once the corrections have been made, the O/A must determine the difference between the amount of rent paid and the rent that should have been paid.



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1. The O/A will request a meeting to discuss the error; 2. The O/A will prepare corrections or new certifications that must be signed by all adult members; 3. The O/A will provide the family with written notification, which includes: a. A notice of the change in rent, effective retroactively to when the error occurred; b. The new monthly rent the tenant is required to pay; c. The amount of the overpayment of rent due; and d. Apply the overpayment to future monthly rent payments. Please note that any credit will be applied to any outstanding rent payment before calculating the amount due to the resident family. 4. Full Refunds: Please be advised that a complete refund may be granted at the discretion of the Regional Manager, and the corresponding documentation will be filed along with a check request.

NOTE: This document cannot be changed without the approval of the Regional Vice President.