



MISSION PARADISE APARTMENTS
28000 MISSION BLVD., HAYWARD, CA 94544
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CALIFORNIA RELAY SERVICE: 711
MP-MANAGEMENT@EAHHOUSING.ORG

RESIDENT SELECTION PLAN (RSP)

Mission Paradise Apartments is a 76-unit affordable housing community in Hayward, CA that provides housing for extremely-low, very-low and low-income seniors aged 62 or older, without regard to race, color, religion, sex, gender, gender identity and expression, familial status, national origin, citizenship status, immigrant status, primary language, marital status, ancestry, age, sexual orientation, disability, source of income (including receipt of Section 8 and other similar vouchers), genetic information, military or veteran status, arbitrary characteristics, or any other basis currently or subsequently prohibited by law.

Mission Paradise is an Equal Opportunity Housing Facility, admitting people in accordance with local, state and federal Fair Housing laws, and in accordance with the California Department of Housing and Community Development (HCD), the City of Hayward, the County of Alameda and the Housing Authority of the County of Alameda (HACA).

Seventy-five of the seventy-six units are affordable, targeting eligible applicant households with incomes ranging from 20% Area Median Income (AMI) to 80% Area Median Income (AMI). Funding sources include the County of Alameda A1 Affordable Housing Bond program, The City of Hayward’s programs (City’s Inclusionary Housing Trust Funds, Community Development Block Grant Funds, the HOME Investment Partnership Funds), the Housing and Community Development’s Multifamily Housing Program, No Place Like Home and Accelerator funds.

Of the seventy-five units, thirty-five (35) are general affordable units for seniors, fifteen (15) units are Supportive Housing units for homeless seniors and twenty-five (25) units are project-based voucher units for seniors. The application process varies depending on the three categories:

General Affordable units (35) – potential applicants are encouraged to submit an online application through Alameda County Housing Portal at <https://housing.acgov.org> during the application acceptance period between **May 28, 2024, at 9:00 a.m. until June 11, 2024, at 5:00 p.m.** Only one pre-application will be accepted per household. Duplicate applications will be denied.

- Submitted applications are entered into a **lottery** for currently vacant apartments. Local preferences apply (see City of Hayward and County of Alameda local preferences sections of this RSP for details). **Lottery June 18, 2024.**

EAH Housing BRE #00853495 RB-16985



- Once the application period closes, eligible applicants will be placed in order based on lottery rank. Housing preferences will affect lottery rank order. Preference holders will be given the highest ranking. After all preference holders have been considered, any remaining units will be available to other qualified applicants.
- **Move-in special:** Six (6) weeks of free rent provided to applicants who are determined eligible and offered either a 60% or 80% AMI designated unit if leased by September 30, 2024.
- Alameda County Health Care Services Agency (HCSA), a county department supportive services funding agency, will **refer** households to the Supportive Housing Units.
- Collectively, the NPLH Units and the County Units shall be referred to as the "Supportive Housing Units" and the NPLH-Eligible Households and the eligible household in the County Units will be referred to as "Supportive Housing-Eligible Households". The NPLH Units will be leased to households that include at least one individual with a severe mental illness and/or serious emotional disturbance that are homeless, at the time of NPLH Unit eligibility determination.

Supportive Housing Units (15): The County of Alameda requires Mission Paradise to provide affordable rental housing to fifteen (15) homeless seniors at 20% of the Area Median Income (AMI).

- HCD requires eleven (11) 1- and 2-bedroom units ("NPLH Units") to be set aside for "NPLH-Eligible Households." These NPLH units will count toward the County's fifteen homeless units.
- Four (4) additional units for homeless senior households will be referred through the coordinated entry system as required by an Alameda County A1 Bond funding award ("County Units").

Project-based Voucher Units (25): Units set aside (restricted) to eligible seniors **referred** by the Housing Authority of the County of Alameda (HACA). In the event HACA's waiting list is depleted and designated units remain vacant, eligible applicants on the general affordable waiting list will be selected in lottery ranking order and offered the opportunity to apply for HACA's assistance. If you are selected and determined eligible, your portion of rent will total thirty percent of your adjusted income less HACA's applicable utility allowance.

AGE REQUIREMENT

All members of the household must be at least age 62 or older at the time of application.



REASONABLE ACCOMMODATION

Individuals with a disability have the right to ask for and receive reasonable accommodations and to request auxiliary aids. Management staff operates and administers the property to enable persons with disabilities (physical and/or mental) to have equal access to participate in the program. Mission Paradise will ensure effective communications with applicants, residents, and the public to ensure that policies regarding how the property is operated do not adversely affect applicants, residents, and the public.

In determining whether to deny admission because of action or failure to act by members of the family, management will consider mitigating circumstances relating to the disability of a family member and the effects of denial or termination of assistance on other family members who were not involved in the action or failure to act. If the family includes a person with a disability, management's decision concerning termination or denial is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

When a family member requires an accessible feature(s), policy modification, or other reasonable accommodation to accommodate a disability, Mission Paradise will provide and pay for the requested accommodation unless doing so would result in a fundamental alteration in the nature of the program or an undue financial and administrative burden.

A reasonable accommodation is a change, exception, or adjustment to a program, service, building or dwelling unit that will allow a qualified person with a disability to:

1. Participate fully in a program.
2. Take advantage of a service; or
3. Live in a dwelling.

To show that a requested accommodation may be necessary, there must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

The requirement to provide a reasonable accommodation is present at all times throughout the tenancy of a person with disabilities, including during lease enforcement. Reasonable Accommodation Request forms are available upon request from management but are not required in order to make a reasonable accommodation request.

The person named below has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Housing and Urban Development's regulations implementing Section 504 (24 CFR, part 8 dated June 2, 1988).

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TARZANA, CALIFORNIA 91356

RICHARD.KENNEMER@EAHHOUSING.ORG

(213) 468-8261 TDD (800) 735-2929



You may contact the TTY line for those with a hearing impairment by calling the California Relay Service at 711.

In addition, you may request assistance with:

- Explaining and filling out the application form.
- Obtaining supportive documents needed to complete your application.
- Help with the appeal process.
- Help with a reasonable accommodation.

Mission Paradise will conduct targeted marketing to Permanent Supportive Housing (PSH) populations, as described above. In conducting targeted marketing, Mission Paradise will follow all applicable fair housing and non-discrimination legislation and regulations.

NON-SMOKING POLICY

Mission Paradise is designated as a Non-Smoking property. Smoking is prohibited in all areas of the property including the interior of apartments, all indoor and outdoor common areas on the property.

It is the residents' responsibility to inform their guests of the Non-Smoking Policy. Any violation of the Non-Smoking Policy will be deemed a material breach of the Rental Agreement and grounds for immediate termination of the Lease/Rental Agreement.

Mission Paradise's adoption of a Non-Smoking Policy does not make the Owner the guarantor of the resident's health or that the property will be free of smoke, but management shall take reasonable steps to enforce this policy.

PRIVACY POLICY

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

Therefore, neither Mission Paradise nor its agents 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 management's ability to collect such information as it may need to determine eligibility, compute rent, or determine an applicant's suitability of tenancy.

Consistent with the intent of Section 504 of the Rehabilitation Act of 1973, any information obtained on disability will be treated in a confidential manner.



INCOME LIMITS

To qualify for a unit, the household's gross income may not exceed the maximum income limit per household size. To meet program requirements, persons cannot pay more than the rent limits less utility allowance established for the project. Income minimums are not applicable to applicants with tenant-based vouchers or applicants referred by HACA for the subsidized project-based units.

The income limits are designed to be consistent with the requirements of the financing programs and regulatory agreements governing the property.

All applicants must meet certain underwriting guidelines. This project is subject to the requirements of several funding sources. The attached information reflects these requirements to the best of management's knowledge at this time but is subject to change if required for compliance with law, regulations, or policy changes.

The income maximums are attached and will be posted in Mission Paradise Office.

GENERAL OVERVIEW OF INITIAL WAITING LIST OPENING ANNOUNCEMENT

Mission Paradise property management staff will take proactive steps to ensure prospective applicants are informed of the opening of the waiting list. Marketing material will be

available in English, Spanish, Chinese, Vietnamese, Mandarin, and Tagalog. Marketing materials will also include the language that applicants will be selected in lottery order (through an Excel randomizer function), preference order for accessible units as well as local preference order as detailed below in the "Preference" section of this plan.

Prospective tenants may call the management office at (510) 373-0086 to inquire about the application process for housing at Mission Paradise. The outgoing message will be available in English, Spanish, Chinese, Vietnamese, Mandarin, and Tagalog. Language Line Solutions services are available to Mission Paradise to assist with interpretation for Limited English Proficiency and Non-English Proficiency speakers.

Management staff will return all inquiries and will inform prospective tenants that thirty-five (35) of the seventy-six (76) units are designated as general affordable units that the units will be leased in lottery order to applicants who apply and meet the eligibility requirements. Alameda County Health Care Services Agency (HCSA), a county department, support services funding agency, will refer households to the Supportive Housing Units. Twenty-five (25) project-based voucher units will be set aside to eligible seniors referred by HACA. Prospective tenants will also be informed of the application acceptance period and process to apply for housing at Mission Paradise.



Mission Paradise will announce the initial opening of the waiting list on Alameda County Housing portal's website <https://housing.acgov.org>, the City of Hayward's website and Mission Paradise webpage EAHhousing.org/apartments/Mission-Paradise.

Note: please do not contact the City of Hayward or Alameda County Housing for assistance. If you require assistance with obtaining and applying or require clarification regarding the application process, please call (510) 373-0086.

The announcement (flyer) will include the application acceptance period, lottery and anticipated occupancy date, information regarding all accessible services, activities and facilities offered on-site, methods for obtaining and accepting applications, income/rent/occupancy limits as well as the following statements:

"This housing is offered without regard to race, color, religion, sex, gender, gender identify and expression, familial status, national origin, citizenship status, immigrant status, primary language, marital status, ancestry, age, sexual orientation, disability, source of income (including receipt of Section 8 and other similar vouchers), genetic information, military or veteran status, arbitrary characteristics, or any other basis currently or subsequently prohibited by law."

"Individuals with a disability have the right to ask for and receive reasonable accommodations and to request auxiliary aids."

Flyers will be distributed electronically to local community organizations listed in the marketing plan.



METHODS FOR OBTAINING AND SUBMITTING PRE-APPLICATIONS FOR THE GENERAL AFFORDABLE LOTTERY

Pre-applications for the participation in the lottery for the 35 general affordable units will be made available for applicants to complete online via Alameda County Housing portal at <https://housing.acgov.org>. Online applications are strongly encouraged.

Prospective applicants may download a copy of the pre-application, complete and return to:

Mission Paradise (temporary office)
638 21st Street
Oakland, CA 94612

Or call (510) 373-0086 and request a copy to be mailed to you.

Submissions of applications for participation in the lottery for the thirty-five (35) general affordable units will be accepted online via Alameda County Housing portal at <https://housing.acgov.org>.

Or return a completed, signed copy to:

Mission Paradise (temporary office)
638 21st Street
Oakland, CA 94612

Reasonable accommodation will be made for individuals with disabilities throughout this process, including for methods stated for obtaining and submitting applications.

PREFERENCES

Mission Paradise has several preferences, as required by financing sources. These preferences will only determine the order that applicants are processed. Every applicant must meet the Property's Resident Selection Plan standards for acceptance as a resident.

Prospective applicants may claim all preferences that apply on the pre-application. Proof of preference is not required at the time the pre-application is submitted during the initial application period.

If a preference is claimed and you are contacted to continue processing your application, you must submit proof of preference when we contact you to interview. If you are unable to provide necessary preference documentation, your application will be determined as non-preference.

For units designed as accessible for persons with mobility, visual or hearing impairments, households containing at least one person with such impairment will have first priority for those units.



Neither the City of Hayward nor the County Preference Requirements apply to HACA's project-based voucher units.

City of Hayward's Preference

As per the City of Hayward's 238 settlement agreement, displaced preferences apply as required by state law. The preferences are not subregional preferences but are specific to individuals that have been displaced. The City of Hayward has a list of displaced individuals and will confirm eligibility if anyone claims one of the following preferences on the rental application:

- Eligible SR 238 Program Participant – Caltrans properties along the SR 238 Mission Blvd corridor are given preference when new below market rate housing is constructed in the corridor.
- Eligible Displaced Household – Household that was displaced from a residential property due to the redevelopment activity by the Hayward Housing Authority, the Redevelopment Agency, or the City of Hayward are given occupancy preference when new below market rate housing is available.

Mission Paradise will send to the City a list of applicants who indicated that they are eligible for the City's local preferences – 238 and displaced by City activity. The City will verify using their database and confirm eligibility to Mission Paradise.

If the City of Hayward cannot verify a housing preference that an applicant claimed on the pre-application, the applicant will not receive the preference but will not be otherwise penalized.

County Preference Requirements.

To the extent permitted by law, and consistent with the Implementation Policies, Mission Paradise will give priority in the rental of the County-Assisted Units to eligible households in which at least one member lives or works in the County. This local preference applies to the rentals of the County-Assisted Units at initial lease-up and throughout the term of the County's Regulatory Agreement.

If at least one member of your household currently lives in the County of Alameda, you must provide one of the following items showing and address located in the County of Alameda:

1. Driver's license
2. Utility bill in the applicant's name
3. Social Security payment or current printout of benefits in the applicant's name
4. Current lease agreement in applicant's name
5. Property tax bill in applicant's name
6. Voter registration card

If at least one member of your household works in the County of Alameda, you must provide one item from group A and one item from group B:



Group A (to prove employment)

1. Pay Stub indicating applicant's name.
2. W-2 or Tax Return with employment information, indicating applicant's name.
3. Payroll record from employer, indicating applicant's name.

Group B (to prove that employer is in the County of Alameda)

1. Business license filed with the County of Alameda
2. Letter from employer on employer's letterhead
3. Website or phone book listing, with address of business

Mission Paradise will not, without the prior written consent of the County, give any other preference to any particular class or group of persons renting the County-Assisted Units, except to the extent that the County-Assisted Units are required to be leased to income eligible households pursuant to the requirements concerning the applicable provisions of any project-based vouchers provided to Mission Paradise.



MOVE-IN APPLICATION PROCEDURES FOR GENERAL AFFORDABLE UNITS

Applicants at the top of the lottery ranked waiting list will receive a letter with instructions to complete the online move-in application. Mission Paradise management staff is available to assist with the completion of hardcopy and online applications.

Online applications are strongly encouraged. If you choose to complete a hardcopy move-in application, entries are to be made in ink or typed. Corrections or changes are to be made by lining through the original entry and entering the correct data. Such changes must be dated and initialed by the person making the change.

The application must be completed and signed by the head of household and all household members 18 years of age and older before an applicant can be placed on the waiting list. If an application is not completely answered, the date of it being fully completed will be the date that the application is considered accepted for rental purposes. Applicants with a pending application will be encouraged to complete the application within 3 days. Management will assist with the application process. Apartments are offered on a first-qualified, first-offered basis. If the application remains incomplete after the 3 days of receiving a reminder notification, the move-in application will be closed. The applicant will return to the wait list or be removed if offered a second opportunity for housing.

Application Processing Steps:

Applicant households at the top of the Waitlist for each designated unit type will:

1. Either complete a full application **online** or attend an **in-person interview** with a member of the management staff and complete a hardcopy full application. Online certifications are strongly recommended.
2. Submit proof of preference from one of the listed sections above, if you claimed a preference on the application.
3. Submit a non-refundable application fee for each adult applicant 18 and older payable to Mission Paradise.
4. Application fees for the general affordable units are \$46.00 per household member 18 years of age and older. The maximum charge per household is \$138.00. Application fees are waived for the PSH and the project-based Section 8 units.
5. An application fee(s) (per adult to occupy the apartment) is required at the time an application is processed to determine eligibility. An application fee is only required for applicants who apply for the thirty-five (35) general affordable units. A holding deposit of \$200 will be collected once a unit is offered. These funds must be in the form of a cashier's check or money order. The holding deposit will be applied to your Security Deposit and or first month's rent if your application is approved and you move-in on your



scheduled move-in day. Prospective applicants offered an unit has three (3) days to accept the offer to move in.

If you rescind your application within three (3) days of the date the holding deposit was paid, your holding deposit will be reimbursed within 21 business days. If you cancel after the initial 3 days for any reason your holding deposit will be forfeited. The application fee is non-refundable.

6. Each applicant must complete an application and be willing to submit to a credit history and criminal background inquiry, as well as income and asset verifications. An Employment Verification fee of \$9.95 will be charged to each adult applicant whose employment income can only be third party verified via The Work Number. This fee is only applicable for applicants who apply for the thirty-five (35) general affordable units. Applicants who fail to pay the Employment Verification Fee for the Work Number service will be denied due to "failure to cooperate with the certification process.

Mission Paradise management staff will complete the eligibility verification (i.e., verify income, conduct background check, etc.) Copies of current picture ID and social security card will be made during the interview, or you may upload these documents if you are completing the process online.

Apartment Offer

Mission Paradise management staff will inform the applicant in writing of denial or approval. Applicants will be offered only one apartment. All offers will be confirmed in writing. Apartments are offered on a first-qualified, first-offered basis. If an applicant cannot accept an apartment during the initial lease-up of the building within three (3) days of the offer, the applicant will remain on the waiting list. Applicants who do not accept the second offer of a unit will be removed from the waiting list.

At the request of applicant/household, a reasonable accommodation request will be considered. In addition, with the approval of the applicant/household, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However, all applicants will have to demonstrate that they meet program requirements.



APPLICATION PROCEDURES FOR THE HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA DESIGNATED PROJECT-BASED SECTION 8 VOUCHER UNITS

For those units that have Project-based Section 8 vouchers available from HACA, the units will be leased to qualifying elderly households. All twenty-five (25) of these units will be assisted by Project Based Vouchers.

HACA will send a letter to applicants on their waiting list offering a referral to be considered for a Project Based Voucher designated unit at Mission Paradise. Referred prospective applicants will have fourteen (14) days to contact Mission Paradise leasing staff, to schedule an appointment to view the property and submit a move-in application (online, in-person or by mail).

Questions about applying for this rental opportunity should be directed to Mission Paradise leasing staff.

Mission Paradise will invite the applicant to apply online or schedule an in-person interview. The leasing staff will screen the household for its suitability for tenancy. If the household is determined eligible by the leasing staff and accepts the offer of the unit, the applicant's eligibility is then determined by the Housing Authority. The applicant must attend a Section 8 briefing as set forth by HACA.

Residents who are approved (by Mission Paradise and HACA) for a restricted unit will receive project-based assistance and

will pay a percentage of their adjusted income towards rent as calculated by HACA. The applicant household will be invited to sign the lease and the Tenant Income Certification online or in-person.

If no qualifying applicants are generated through the referral process within 45 days of the notice of availability, Mission Paradise will use its property waiting list to make a referral to HACA to fill the unit. HACA will administer the waiting list for the twenty-five restricted units at initial lease-up and thereafter.

HACA Units Housing First Principles:

1. Housing units awarded PBVs will be leased in accordance with the Housing First principles reflected in California WIC Section 8255. The screening and eligibility determinations for these PBV-assisted units will be designed to "screen-in" applicants to the project. Residents will be selected in compliance with Housing First requirements as described in WIC Section 8255. Low barriers to admission for all PBV-assisted units will include, but not be limited to:
 - a. Though previous landlord verification, credit checks, criminal checks, and sex offender checks will be performed, results will be interpreted in accordance with WIC Section 8255, which includes provisions that poor



- credit or financial history and/or lack of rental history will not be disqualifying.
- b. Moving households as quickly as possible into permanent housing without any requirement to participated in services.
 - c. Housing is understood, by all project partners, to be the essential and urgent need of referred households.
 - d. Supportive services will be available after move-in, and in some cases prior to move in, depending on County/designated service provider resources for each applicant/resident.
 - e. County/designated service provider will focus on engagement services with referred residents with the primary focus of avoiding homelessness.
 - f. Criminal history and suitability screening will be limited to criminal behavior and convictions related to tenancy as a basis for denial. The Resident Selection Plan will indicate for the PBV units the period it will look back at criminal history but will not exceed five years. Additionally the Resident Selection Plan will indicate for the PBV units which of the following items will be used as a basis for denial for criminal history, but will not include additional reasons beyond these unless in compliance with WIC Section 8255 and approved by HACA”
 - i. Drug sale or manufacturing on the premises
 - ii. Substance abuse that resulted in chronic disturbances to neighbors
 - iii. Threatening or violent engagement acts or behavior against Management staff, agents, or residents on the premises.
 - iv. Destruction or vandalism of the dwelling units or premises
 - v. Any household member is subject to a lifetime registration requirement under a state sex offender program in California, as well as in any other state where a household member is known to have resided.



APPLICATION PROCEDURES FOR SUPPORTIVE HOUSING

A sufficient number of applicants will be referred by HCSA during the lease-up to ensure that all units will be filled with qualified applicants and account for sufficient applicant loss for denial due to the screening criteria, the inability or choice not to move in when the building is completed, etc.

Interviews will be scheduled in the order of the date/time the referral is received from HCSA. Applicant interviews will be conducted by Mission Paradise leasing staff. The first applicants referred will be notified that an interview is needed for the qualification process. Mission Paradise will invite the referred applicant to apply online or schedule an in-person interview. The leasing staff will screen the household to determine eligibility. HCSA will provide verification of SMI, disability and homelessness. If the household is determined eligible by the leasing staff and accepts the offer of the unit, a separate meeting is scheduled to sign the completed Tenant Income Certification and Lease.

Applicants that do not satisfy the screening criteria will be sent a denial letter by Mission Paradise leasing staff, stating the reason for the denial, instructions for obtaining a copy of the consumer report used in making that decision, as well as information about where to send a letter to appeal the denial.

In referral order, those that pass the initial credit and background check will be qualified until all units have a qualified applicant. A select number of applicants may be

interviewed and prepared for a unit but may not receive a unit if applicants referred earlier qualify.

This is necessary to assure that sufficient applicants are ready to move in if another applicant changes their mind when it comes time to move into the units. Denial letters will be sent to those interviewed that did not meet the minimum screening criteria or did not qualify during any other phase of the qualification process.

Selection of Qualified Applicants

In selecting a household to occupy a particular unit, Mission Paradise and HCSA will collaborate on matching referred applicant's household characteristics with the type of unit available. Matching households to units according to household size, household characteristics, and number of bedrooms is not only acceptable, but necessary to comply with occupancy standards and local codes.

Household characteristics include, but are not limited to, the number of household members, accessibility needs, and income level. Units must be assigned according to referral date/time, household size, and household composition to maximize unit utilization. Occupancy standards are in place to prevent the over-or-underutilization of units. Mission Paradise will first offer units with special accessibility features to households with persons with disabilities requiring such features.



Housing First Principles in Supportive Housing:

Mission Paradise will screen applicants and support residents to maintain their tenancy using Housing First principles. As such, the following practices will apply:

- Applicants will be considered for tenancy regardless of their current sobriety or past use of substances, completion of treatment, or participation in services. Participation in services or program compliance is not a condition of application approval. The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for denial of tenancy or eviction once housed.
- Applicants will not be rejected on the basis of poor credit or financial history, poor, or lack of rental history, criminal convictions unrelated to tenancy, housekeeping ability, or behaviors that indicate a lack of "housing readiness."
- Once housed, residents are able to work with Case Managers and Service Coordinators who are trained in and actively employ evidence-based practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling.
- Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants' lives, where tenants are engaged in

nonjudgemental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant chooses.

Assistance from HCSA. HCSA and its provider network will provide assistance to potential applicants with the application process, by, among other activities, providing guidance to applicants in completing and organizing the application, gathering the information necessary to document applicant's income information or access to rental assistance, attending the lease-up interview, communicating with Mission Paradise regarding the application process, communicating with the leasing staff to discuss the status of the review and to address any questions an applicant may have related to Mission Paradise.

If applicable, HCSA and its provider network will also assist applicants in requesting and obtaining reasonable accommodation in the application and selection process. Mission Paradise will remind providers that the reasonable accommodation process is available and will take place during the initial application phase.



VERIFICATION (ALL CATEGORIES)

Applicant interviews will be completed through the property management online portal or held in person to obtain signed verification forms for all income and asset information. During the interview process, applicants will complete a Tenant Income Certification Questionnaire listing income and asset sources and amounts. All adult household members may be asked to sign forms that will be sent out to a 3rd party to verify information provided on the application (e.g., income and asset information) prior to any offer to rent a unit.

All applicants will be required to comply and cooperate with third party verification requirements. It is the applicant's responsibility to provide the information that will enable management to complete and receive the necessary verification in a reasonable time.

All income and assets will be verified via third-party confirmation, i.e., verification form completed by employer, verification form completed by a financial institution, etc. In addition to the third-party verification, applicants must submit certain second-party verification documentation, such as three (3) months consecutive paystubs, current bank statements, etc.

Applicants will receive an approval and offer letter if the applicant meets the eligibility criteria detailed in the Resident Selection Plan. The approval and offer letter will include a scheduled appointment date and time to sign the completed Tenant Income Certification (TIC) and sign a rental lease

agreement. Move-in costs will be included in the approval/offer letter.

Employment Verification – The Work Number: At **initial move-in** into a tax credit unit, HCD policy **requires** that all tenant files contain 3rd party verification for all wage earners in the form of a Verification of Employment (VOE) along with **3 months of recent consecutive paystubs**. HCD requires a Verification of Employment (VOE) for all initial applicants including those wage earners that can only be verified via the Work Number.

During Annual Recertification we are no longer required to supply a VOE from the Work Number, **as long as 3 months of recent consecutive paystubs are included** in the file.

Income calculations are based on the household's annual gross (anticipated) income for the twelve (12) months following the anticipated move-in date. Annual gross income also includes income from all assets.

Upon initial occupancy, tenant's income cannot exceed the area median income limit for household size as published annually by the U.S. Department of Housing and Urban Development (HUD) and California Tax Credit Allocation Committee (TCAC).

Households that do not meet the eligibility requirement of the Resident Selection Plan will receive a letter of denial for housing. Applicants that receive a denial letter have the right



to appeal the decision. All other applicants will remain on the list until a unit is available and the household reaches the top of the list. For exceptions to this, please also refer to section regarding periodic Purging the Waiting list.

Each applicant must complete an application and be willing to submit a credit history, and criminal background inquiry, as well as income and asset verifications. A copy of the applicant's credit report will be sent to applicants who request a copy of the report.

UNIT TRANSFER POLICY

A Unit Transfer List is maintained for those residents who have been approved for transfer. Assignments of apartments will alternate between residents on the unit transfer list and applicants from the waiting list. With the exception that transfers for medical reasons will take priority over transfers changes in household size. Accessible units will be offered first to those that need these features.

OCCUPANCY STANDARDS

Occupancy standards are the criteria established for matching a household with the most appropriate size and type of apartment. Except for the project-based voucher units, which follow HACA's subsidy standards, HCD's occupancy guidelines will be followed to avoid under or over utilization of the units as follows:

General Affordable Housing Standards

| Bedroom | Household Minimum |
|---------|-------------------|
| 1 | 1 |
| 2 | 2 |

Supportive Housing Occupancy Standards

| Bedroom | Household Minimum | Household Maximum |
|---------|-------------------|-------------------|
| 1 | 1 | 3 |
| 2 | 2 | 5 |

HACA's Occupancy Standards

| Bedroom | Household Minimum | Household Maximum |
|---------|-------------------|-------------------|
| 1 | 1 | 2 |
| 2 | 2 | 4 |

To determine the proper bedroom size for which a household may qualify, the following household members are to be included:

1. All full-time members of the household, and
2. Live-in attendants.
3. Foster children
4. Unborn children
5. Children in the process of adoption.



Management will annually recertify household size for all units. If at the time of recertification, a resident's household size has changed and no longer meets the occupancy standards pursuant to HCD's occupancy standards, management may require the resident household to move to the next available appropriately sized unit.

Households that no longer meet the occupancy standards for the unit will be placed on an in-house transfer list and moved to the next available appropriately sized unit in chronological order.

VIOLENCE AGAINST WOMEN ACT OF 2013

The Violence Against Women Act ("VAWA") protects victims **against eviction or denial of housing based on domestic violence, dating violence, sexual assault and stalking.** In 2013, Congress expanded VAWA's housing protections by covering additional federal housing programs. VAWA offers the following protections:

1. An applicant's or program participant's status as a victim of domestic violence, dating violence, sexual assault and stalking is not a basis for denial of admission, if the applicant otherwise qualifies for admission.
2. This must support or assist victims of domestic violence, dating violence, sexual assault and stalking. It must

protect victims, as well as members of their family, from being denied housing or from losing their HUD assisted housing.

3. An incident or incidents of actual or threatened domestic violence, dating violence, sexual assault and stalking will not be construed as serious or repeated violations of the lease or other "good cause" for terminating the assistance, tenancy, or occupancy rights of a victim of abuse.
4. Criminal activity directly related to domestic violence, dating violence, sexual assault and stalking, engaged in by a member of a tenant's household or any guest or other person under the tenant's control, shall not be cause for termination of assistance, tenancy, or occupancy rights of the victim of the criminal acts.
5. Assistance may be terminated or a lease "bifurcated" in order to remove an offending household member from the home. Whether or not the individual is a signatory to the lease and lawful tenant, if he/she engages in a criminal act of physical violence against family members or others, he/she stands to be evicted, removed, or have his/her occupancy rights terminated. This action is taken while allowing the victim, who is a tenant or a lawful occupant, to remain.



6. The provisions protecting victims of domestic violence, dating violence, sexual assault and stalking engaged in by a member of the household, may not be construed to limit Mission Paradise, when notified, from honoring various court orders issued to either protect the victim or address the distribution of property in case a family breaks up.
7. The authority to evict or terminate assistance is not limited with respect to a victim that commits unrelated criminal activity. Furthermore, if Mission Paradise can show an actual and imminent threat to other tenants or those employed at or providing service to the property if an unlawful tenant's residency is not terminated, then evicting a victim is an option, the VAWA notwithstanding. Ultimately, Mission Paradise will not subject victims to more demanding standards than other tenants.

The VAWA protections shall not supersede any provision of any federal, state, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault and stalking. The laws offering greater protection are applied in instances of domestic violence, dating violence, sexual assault and stalking.

The Notice of Occupancy Rights and Certification form will be provided to applicants when assistance is being denied or at the time of move-in.

GROUND FOR DENIAL

1. The household does not meet the age requirements of the property as outlined above in the age requirement section of this plan.
2. Total family income exceeds the applicable income limits published by HUD or does not meet the minimum income limit. (not applicable for subsidized units or voucher holders)
3. Household cannot pay the full security deposit at move-in. Payment plans are permitted for PSH designated units.
4. Household refuses to accept the second offer of an apartment.
5. Household fails to respond to interview letters or otherwise fails to cooperate with the certification process. Failure to sign consent forms.
6. ANY adult household member fails to attend eligibility interview.
7. Blatant disrespect or disruptive behavior toward management, the property or other residents exhibited by an applicant or family member any time prior to move-in.



8. Applicant has failed to provide adequate verification of income or we are unable to adequately verify income and/or income sources.
9. Providing or submitting false or untrue information on your application or failure to cooperate in any way with the verification process.
10. Unit assignment will NOT be the family's sole place of residency. **Qualification for a unit includes occupying the unit on a continuous basis and as a primary residence. Residents may not be absent from the unit for more than 60 consecutive days, or for longer than 180 continuous days for medical reasons.**

CREDIT

1. Permanent supportive housing units will be leased in accordance with Housing First principles. The screening and eligibility determinations will be designed to "screen-in" applicants to the project. Residents will be selected in compliance with Housing First requirements. Low barriers to admission will include:
 - a. Though credit checks will be performed, results will be interpreted in accordance with WIC Section 8255, which includes provisions that poor credit or financial history and/or lack of rental history will not be disqualifying.

2. Credit checks will not be performed for HACA designated units or tenant-based voucher holders.
3. For the general affordable units, an applicant whose credit report contains more negative than positive history may be approved subject to an additional deposit. Lack of credit history will not be considered grounds to deny an applicant household.
 - a. Bankruptcy (regardless of discharge) within the last two (2) years may be grounds for denial of the application or may require additional deposit.
 - b. Rental housing debt, evictions, or collections within the last 3 years will result in automatic denial of the applicant.

CRIMINAL

1. For the Permanent supportive housing units, a single felony conviction for murder, manslaughter, arson, rape, kidnapping and child sex crimes will be grounds for denial of the rental application.

The lookback period for criminal felony convictions is three years.

2. Applicants with an eviction or criminal record are not automatically denied. If your criminal record or poor



rental history was due to a disability, then you are encouraged to submit a Request for Reasonable Accommodation along with this application. If your history was due to circumstances that no longer apply, additional consideration may be requested.

3. For the PBV units, the following will be used as a basis for denial:
 - a. Any household member is subject to a lifetime registration requirement under a state sex offender program in California, as well as in any other state where a household member is known to have resided.
4. For the general affordable units, the lookback period for criminal felony convictions is three years. The following will be used as a basis for denial:
 - a. Serious felony convictions involving murder, manslaughter, arson, rape, kidnapping, child sex crimes in the past three years.
 - b. Threatening or violent engagement acts or behavior against management staff, agents, or residents on the premises.
 - c. Destruction or vandalism of the dwelling units or premises.

considered as a whole and the above-factors are considered as part of a weighted formula. Should the applicants fail to meet the screening criteria, they will receive a notice in writing indicating that they have the right to appeal the decision. This notice must indicate that the applicant has 14 days to dispute the decision.

An appeal meeting with the Property Supervisor or the Compliance staff will be held within 10 business days of receipt of the applicant's request.

Within five days of the appeal meeting, the property will advise the applicant in writing of the final decision regarding eligibility.

Apartments will not be held for those applicants in the appeal process.

ADMINISTRATION OF WAITING LIST

The property is required to maintain a Waiting List of all eligible applicants. Applicants must be placed on the Waiting List and selected from the Waiting List even in situations where there are vacancies and the application is processed upon receipt. This procedure is necessary to assure the complete and accurate processing of all documentation for all applicants.

The property has one Waiting List that is established and maintained in lottery ranking order, then based on the date and time of receipt of the Application when the waiting list is

GRIEVANCE/APPEAL PROCESS

Failure to meet one or more of the foregoing screening criteria may be grounds for denial, however, each application is



re-opened. The Waiting List contains the following information for each applicant:

1. Applicant Name
2. Address and/or Contact Information
3. Phone Number(s)
4. Unit Type/Size
5. Household Composition
6. Preference/Accessibility requirements
7. Preference/City and County
8. Income level
9. Date/ Time of Application (re-open)

Applicants must report changes in writing to any of the information immediately.

Applicants will have the opportunity to decline the first apartment offered and retain their place on the waiting list. Should the applicant decline the offer of the next available unit, they will be removed from the waiting list.

PURGING THE WAITING LIST

The Waiting List will be purged annually. Each applicant will receive a letter from the property, which will request updated information and ask about their continued interest. This letter must be returned within the specified time or their application will be removed from the Waiting List. It is the responsibility of the applicant to maintain a current address with the office in order to receive waitlist correspondence. Any correspondence

returned undeliverable will result in application being removed from the waitlist.

OPENING/CLOSING OF WAITING LIST

The methods of advertising used to announce opening and closing of the Waiting List is contained in our Marketing Plan.

AVAILABILITY OF RESIDENT SELECTION PLAN

The Resident Selection Plan shall be posted in a conspicuous and public area at the site. Changes to the Plan will be sent via U.S. mail to all persons on the active Waiting List. When the Waiting List opens, the Resident Selection Plan will be distributed with applications and are available by request from management.

ANNUAL RECERTIFICATION REQUIREMENTS

All residents must recertify annually. Proposed changes of household composition and student status must be reported to Management immediately.

UNIT INSPECTION REQUIREMENT

Before signing the lease, Mission Paradise and the resident must jointly inspect the unit. The resident has five days to report any additional deficiencies to Mission Paradise to be noted on the move-in inspection form.



Annual unit inspections are performed by Mission Paradise. Agencies providing funding have the right to inspect the unit to ensure the property is physically well maintained and that the residents are provided with decent, safe and sanitary housing.

Residents will receive prior written notification for all unit inspections.

When a resident moves out, a final inspection will be completed. Residents are encouraged to attend the move-out inspection. However, if the resident does not wish to participate in the final inspection, Mission Paradise management may conduct the inspection alone.

PETS

The Pet Friendly Housing Act of 2017 (Health and Safety Code, div. 31, pt. 2, Ch 2, Section 50466) requires each housing development, it is financed on or after January 1, 2018 pursuant to Division 31 of the Health and Safety Code, to authorize a resident of the housing development to own or otherwise maintain one or more common household pets within the resident's dwelling unit, subject to applicable state laws and local government ordinances related to public health, animal control, and animal anticruelty.

SERVICE or ASSISTANCE animals are not considered pets and are not required to comply with the provisions of the Pet Policy. Service or Assistance animals are those animals

specifically required to assist individuals with documented disabilities. Please notify Management if you require a Service or Assistance animal.

EQUAL HOUSING OPPORTUNITY

Mission Paradise Apartments does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally-assisted programs and activities.

EAH HOUSING
A NON-PROFIT HOUSING CORPORATION

Expanding the range of opportunities for all by developing, managing, and promoting quality affordable housing and diverse communities since 1968.

Mission Paradise Apartments is an equal opportunity housing provider.



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