



**APPLICATION TO RENT PROPERTY AT
THE OPPORTUNITY CENTER OF THE MIDPENINSULA
33 ENCINA AVE. PALO ALTO, CA 94301**



Equal Opportunity Housing

CHARITIES HOUSING

A completed application to rent is required for ALL occupants 18 years of age or over (*copy page 2 if additional applicants*).

What is your preferred size of unit? Choose only one: 1 bed (1 to 3 persons) 2 bed (2 to 5 persons) 3 bed (4 to 7 persons)
 If your preferred unit size is not available, would you like to be considered for other sized units? Yes No
 I / We understand that Charities Housing cannot guarantee a smoke free environment. Yes No

APPLICANT 1

Full name _____ Preference Cities: Palo Alto, East Palo Alto & Menlo Park
 Special Needs: McKinney-Homeless and disabled
 Phone numbers: Cell:(_____) _____ Work: (_____) _____ Home: (_____) _____
 Soc. Sec. / or ITIN Number. _____/_____/_____ Date of Birth____/____/____ email: _____
 Driver's license or government issued Identification Number: _____ Expires____/____/____ State _____
 Current address: _____ City: _____ State _____ Zip _____

List 2 years of residential history below. Use additional sheet, if needed.

Name of current landlord / manager or management company _____
 Landlord/Manager's phone (____) _____ From (date): ____/____/____ To (date): ____/____/____
 Reason for leaving _____
Previous landlord/manager _____ Previous Address _____
 Landlord/Manager's phone (____) _____ From (date): ____/____/____ To (date): ____/____/____
 Reason for leaving _____

Present employer _____ Supervisor _____ How long with this employer _____
 Employer's address _____ City _____ State _____ Zip _____ Phone (____) _____
 Position or title _____ Gross income \$ _____ Circle one: Hourly / Weekly / Every two weeks / Monthly

Other Income: List all other sources of income (TANF, child support, General Assistance, Alimony, other family support, self employment, VA benefits, etc.)
 Source _____ \$ _____ Circle one: Hourly / Weekly / Every two weeks / Monthly
 Source _____ \$ _____ Circle one: Hourly / Weekly / Every two weeks / Monthly

What do you estimate your total gross annual income to be? \$ _____
 Do you own an automobile? Yes No Auto make _____ Model _____ Year _____ Color _____

Bank Account Information. Do you have a bank account: Yes No If you checked Yes, please provide information below.

Name of Bank	Address/branch	Account number	Type of account

Instruments of Savings (Certificates of Deposit, Retirement Plans that you can access, etc.).

Do you have Instruments of Savings: Yes No If you checked Yes, please provide information below.

Name of account / location	Account number	Balance	Interest rate

Do you own any Real Estate (such as a house), either alone or with someone else? Yes No
 If yes, do you receive any income from the Real Estate? Yes No. If yes, how much? \$ _____
 Have you sold or disposed of any assets in the last two years? Yes No

ADDITIONAL APPLICANT

Please copy if additional applicants

ARE YOU AN ADDITIONAL CO-APPLICANT? YES NO

IF YOU CHECKED NO: PLEASE WRTE N/A NEXT TO Full name LINE (BELOW) AND DRAW A LONG LINE ACROSS THIS PAGE AND GO TO NEXT PAGE.

IF YOU ARE AN ADDITIONAL APPLICANT, PLEASE FILL OUT THIS PAGE.

Full name _____ Special Needs: Homeless and disabled
 Phone numbers: Cell:(_____) _____ Work: (_____) _____ Home: (_____) _____
 Soc. Sec. / or ITIN Number. _____ / _____ / _____ Date of Birth ____/____/____ email: _____
 Driver's license or government issued Identification Number: _____ Expires ____/____/____ State _____
 Current address: _____ City: _____ State _____ Zip _____

List 2 years of residential history below. Use additional sheet, if needed.

Name of current landlord / manager or management company _____
 Landlord/Manager's phone (____) _____ From (date): ____/____/____ To (date): ____/____/____
 Reason for leaving _____

Previous landlord/manager _____ Previous Address _____
 Landlord/Manager's phone (____) _____ From (date): ____/____/____ To (date): ____/____/____
 Reason for leaving _____

Present employer _____ Supervisor _____ How long with this employer _____
 Employer's address _____ City _____ State _____ Zip _____ Phone (____) _____
 Position or title _____ Gross income \$ _____ Circle one: Hourly / Weekly / Every two weeks / Monthly

Other Income: List all other sources of income (TANF, child support, General Assistance, Alimony, other family support, self employment, VA benefits, etc.)
 Source _____ \$ _____ Circle one: Hourly / Weekly / Every two weeks / Monthly
 Source _____ \$ _____ Circle one: Hourly / Weekly / Every two weeks / Monthly

What do you estimate your total gross annual income to be? \$ _____
 Do you own an automobile? Yes No Auto make _____ Model _____ Year _____ Color _____

Bank Account Information. Do you have a bank account: Yes No If you checked Yes, please provide information below.

Name of Bank	Address/branch	Account number	Type of account

Instruments of Savings (Certificates of Deposit, Retirement Plans that you can access, etc.).

Do you have Instruments of Savings: Yes No If you checked Yes, please provide information below.

Name of account / location	Account number	Balance	Interest rate

Do you own any Real Estate (such as a house), either alone or with someone else? Yes No

If yes, do you receive any income from the Real Estate? Yes No. If yes, how much? \$ _____

Have you sold or disposed of any assets in the last two years? Yes No

ALL occupants(s) under 18 and relationship to applicant(s)

Name _____ Relationship _____ Birth date ____/____/____ Soc: No: or ITIN ____/____/____
 Name _____ Relationship _____ Birth date ____/____/____ Soc: No: or ITIN ____/____/____
 Name _____ Relationship _____ Birth date ____/____/____ Soc: No: or ITIN ____/____/____
 Name _____ Relationship _____ Birth date ____/____/____ Soc: No: or ITIN ____/____/____
 Name _____ Relationship _____ Birth date ____/____/____ Soc: No: or ITIN ____/____/____

ALL APPLICANTS

Has any applicant been convicted of a felony? Yes No If yes, type of felony _____

Has any applicant been a party to an unlawful detainer action or filed bankruptcy within the last seven years? Yes No

If yes, please explain _____

Emergency Information - Person to Notify: _____ Phone (____) _____ Relationship _____

Address _____

Emergency Information - Person to Notify: _____ Phone (____) _____ Relationship _____

Address _____

The property shall be occupied only by the person(s) named in this application. Applicant(s) represent(s) the above information to be true, correct, and complete and hereby authorize(s) verification of the information provided, including obtaining credit report(s), UD report(s), and criminal background report(s) at the cost of \$ 25.00 to be paid by applicant(s). Applicant(s) understand(s) and agree(s) that the landlord may disqualify applicant and/or terminate any rental agreement entered into for any misrepresentation made above.

_____	_____	_____	_____	_____
Date	Time	Applicant 1 Signature	Phone (day)	Phone (eve)
_____	_____	_____	_____	_____
Date	Time	Applicant 2 (if any) Signature	Phone (day)	Phone (eve)
_____	_____	_____	_____	_____
Date	Time	Applicant 3 (if any) Signature	Phone (day)	Phone (eve)
_____	_____	_____	_____	_____
Date	Time	Applicant 4 (if any) Signature	Phone (day)	Phone (eve)
_____	_____	_____	_____	_____
Date	Time	Applicant 5 (if any) Signature	Phone (day)	Phone (eve)

OPPORTUNITY CENTER

TENANT SELECTION CRITERIA

The Opportunity Center is a unique, mix used facility comprised of eighty-eight (88) affordable housing units and one (1) manager's unit. The property is located at 33 Encina Avenue, Palo Alto, CA 94301. It was built with development funds from the California Department of Housing and Community Development's (HCD) Multi-Family Housing Program (MHP); the California State Tax Credit Program (CTCAC), City and County funds, contributions from private donors, and funds from the U.S. Department of Housing and Urban Development (HUD) under its McKinney Grant Program. The units are funded and designated as follows:

- Twenty-two units (22) are set aside as Section 8 Project-Based Assistance (PBA) units (occupants receive monthly rental assistance);
- Thirty-two (32) units are set aside as supportive housing units funded under MHP's Supportive Housing program (SHP) (occupants receive needs assessment and access to comprehensive services)
 - ⇒ Of these SHP units, six (6) SRO units are also funded under HUD's McKinney Grant Supportive Housing Program (SHP) for the homeless.
- Remaining thirty-four (34) units are only funded by MHP, CTCAC, City and County funds and contributions from private donors.

The target population for the entire property is for households that are homeless or at risk of homelessness. Additionally, thirty-two (32) of the eighty-eight units will be for households that include a disabled adult as defined in MHP Regulations Sections 7341.

The property is managed by Property Management, Incorporated, a wholly owned subsidiary of the Housing Authority of the County of Santa Clara. Property Management, Incorporated does business in accordance with Fair Housing Amendment Acts (FHAA). The company does not discriminate against applicants or residents on the basis of race, color, creed, religion, sexual orientation, gender identity, national origin, age, familial status, handicap or socioeconomic class or any other protected classification.

Each type of funding source above mandates certain criteria for tenant eligibility and selection which varies depending on the applicable program. To ensure that all prospective residents are provided an equal opportunity to reside at the Opportunity Center of the Midpeninsula all applicants undergo an evaluation process to meet our tenant selection criteria that includes a credit/eviction report, background criminal check, and five (5) years acceptable landlord references, if available. Applicants must also meet established occupancy standards, and have income that does not exceed the applicable maximum area income limits.

SECTION I: APPLYING FOR AN APARTMENT:

1. **Marketing/Outreach:** Applications will be accepted from all eligible applicants seeking admission to the Opportunity Center of the Midpeninsula when the waiting list is open. Eligibility will be assessed based on the information provided on the rental application. The property management agent, Property Management Inc. (PMI) and the supportive services provider, InnVision, will collaborate to conduct all Marketing and Outreach activities for the Opportunity Center.

Marketing and Outreach will be designed to inform qualified applicants about the availability of units under the programs available at the Opportunity Center and may include one or more of the following activities:

- Submitting press releases to local newspapers, including minority newspapers - a 2" x 2" display ad will be placed in the local Palo Alto, East Palo Alto and Menlo Park newspaper(s).

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- Developing informational materials and flyers to distribute to other referral agencies
- Providing application forms to other public and private agencies that serve the low income population; and
- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for the homeless or at-risk of homelessness and persons with disabilities.

Referral Agencies:

The following is a list of tenant referral agencies/organizations that will be specifically contacted to refer potential tenants to the Opportunity Center of the Midpeninsula:

- InnVision
- Alliance for Community Care
- City of Palo Alto Department of Human Services
- City of Menlo Park
- City of East Palo Alto
- Emergency Housing Consortium
- Catholic Charities Navigator Project
- Downtown Streets Team
- Shelter Network
- Housing Choices Coalition
- San Mateo County Mental Health
- Other appropriate agencies serving the area

- Rental Application:** Rental Applications must be completed in its entirety to be considered, including, a copy of a government issued picture identification for each applicant and a copy of the Social Security card or ITIN for each applicant, and any other documents that may be required by the applicable program for the unit.
- What is Collected with Rental Application when being processed for Vacancy:**
 - Applicants sign and date authorization to Release Information form for each adult applicant.
 - Provide Three (3) current consecutive months worth of pay stubs for each applicant employed. Social Security award letter or any other source of income verification.
 - Provide most current bank statement for each bank account for each applicant.
 - And any other documents that may be required by the applicable program for the unit.
- Waiting List:** The Community Manager will process applicant's information by using the tenant selection criteria described herein. In instances where the vacant unit is an accessible modified unit, disabled residents requiring the modified unit features will be given preference. The Community Manager will process the first three (3) applicants for every one vacancy. Applicants will be given seven (7) calendar days to respond from the date Community Manager contacts applicant. Those who do not respond within the seven (7) calendar days will be removed from the waiting list. Applicants will be allowed to decline a unit two times. The third time the applicant declines a unit, the applicant will be removed from the waiting list.

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Filling vacancies at the Opportunity Center of the Midpeninsula are as follows:

- a) Opportunity Center's property waiting list: This list is used to fill all vacancies **except** project based section 8 unit vacancies. The list will contain at least thirty (30) applicants per unit/income type. The list is maintained and processed in chronological order, by date and time of when the completed application was received. Upon notification of an impending vacancy, the Community Manager will contact the three households on the top of the list from the specific program unit type. All three applicants will be processed to determine eligibility. The first applicant finished and first applicant available to move in will be offered the unit. The remaining applicants who are approved will remain on the list for the next available unit.
 - b) Project Based Section 8 Waiting List: This list is used to fill twenty (22) project based section 8 units. This list is managed by the Housing Programs Department of the Housing Authority of the County of Santa Clara. It is administered according to HUD regulations and the Housing Assistance Payments (HAP) Contract signed by the owner and the Housing Authority. Names from this list are drawn in the following manner:
 - Upon notification of an impending vacancy, the Housing Programs Department staff will run a query of the next eligible applicants on their Project-Based Voucher waiting list and refer the applicants to the Community Manager by letter.
 - The Community Manager will contact the individuals referred by the Housing Programs Department who are interested in renting at the Opportunity Center and will be processed by date and time stamped on the application.
 - If the Community Manager has no qualified applicants after 30 days from the applicants referred by the Housing Authority, Property Management, Inc. will have the right to self refer and select applicants using the property's own waiting list kept by unit size.
5. **Transfer List**: Apartment transfers are only approved under a reasonable accommodation to accommodate resident's disability or when a household's size changes and they no longer meet the occupancy standards; either under or over housed. Persons with disabilities who require a modified apartment will be given preference for the modified apartment when it becomes available. All apartment transfers must be approved by the Regional Property Manager. See Transfer Policy, Chapter 10 of Policies and Procedures Manual.

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SECTION II: TENANT SELECTION CRITERIA:

The following table indicates special requirement criteria for each program.

Program Type	# of Units	Special Requirements
SHP Units	26	a) Homeless or at Risk of homelessness- MHP Definition b) One adult has disability c) Local Residency/Employment Preference
TCAC Units	34	a) Homeless or at Risk of homelessness- MHP Definition b) Local Residency/Employment Preference
SHP McKinney Units	6	a) Homeless or at Risk of homelessness – HUD McKinney-Vento Definition b) One adult has a disability c) Local Residency/Employment Preference d) Transitional Housing Verification
PBA Units	22	a) Homeless or at Risk of homelessness- HUD Definition b) One Adult is a citizen of the USA or an eligible non-citizen

1. **Special Requirements:**

Homeless or at-risk of Homelessness

Homelessness must be certified for 100% of tenants.

a) MHP Definition: Households that are homeless or at risk of becoming homeless as defined in MHP Regulation Sections 7341 (b). The following are examples of documentation verifying a household's homeless or at-risk of homelessness status:

Persons coming from living on the street: Written verification from a referring outreach worker or social service agency regarding where the applicant has been residing. This verification may be the HUD Self-Certification form or the referring agency.

Persons coming from an emergency shelter for homeless persons: Written verification from emergency shelter staff that the applicant has been residing at the emergency shelter for homeless persons. The verification may be the HUD Self-Certification form or the referring agency.

Persons coming from transitional housing for homeless persons: Written verification from transitional housing facility staff that the applicant has been residing in the transitional housing. The verification may be the HUD Self-Certification form or the referring agency. In addition, written verification that the applicant was living on the streets or in an emergency shelter prior to living in the transitional housing facility (see above for required documentation) or was discharged from an institution or evicted prior to living in the transitional housing facility and would have been homeless if not for the transitional housing (see required information below).

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Persons from a short-term stay (up to 30 consecutive days) in an institution: Written verification from the institution's staff that the applicant has been residing in the institution for 30 days or less. The verification should be signed and dated. In addition, written verification that the applicant was residing on the street or in an emergency shelter prior to the short-term stay in the institution. See above for guidance.

Persons being evicted from a private dwelling: Evidence of the formal eviction proceedings indicating that the applicant was being evicted within the week before receiving SHP assistance. If the person's family is evicting him/her, a statement describing the reason for eviction should be signed by the family member and dated. In other cases where there is no formal eviction process, persons are considered evicted when they are forced out of the dwelling unit by circumstances beyond their control. In those instances, a signed and dated statement from the applicant describing the situation should be submitted. Efforts will be taken to confirm that these circumstances are true and have written verification describing the efforts and attesting to their validity. The verification should be signed and dated. Applicants in this category also must provide information on their income and what efforts were made to obtain housing and why, without the housing assistance, the applicant would be living on the street or in an emergency shelter.

Persons being discharged from an institution: Evidence from the institution's staff that the applicant was being discharged within the week before receiving SHP assistance. In addition, the applicant must provide income information and the efforts made to obtain housing and why, without the SHP assistance, the applicant would be living on the street or in an emergency shelter.

Fleeing domestic violence: Written verification from the applicant that he/she is fleeing a domestic violence situation. If the applicant is unable to prepare the verification, the referring agency will assist in preparing a written statement about the applicant's previous living situation which the applicant will sign and date.

SHP McKinney Units: All residents of the 6 SHP McKinney units must be homeless according to HUD definition, which can be found in section 103 of the McKinney-Vento Act and also referenced in the regulations at 24 CFR 583.5. A homeless person is someone who is living on the street or in an emergency shelter, or who would be living on the street or in an emergency shelter without SHP assistance. A person is considered homeless only when he/she resides in one of the three places described below and can provide verification:

1. Places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings;
2. An emergency shelter – (30 days or less) OR
3. Transitional housing for homeless persons

If a person is in one of these three places, but most recently spent less than 30 days in jail or an institution, he/she qualifies as coming from one of these three categories.

Project-Based Section 8 units (PBA) (22 units): All residents must be homeless according to the HUD definition, which states (as of the time this criteria was finalized) that homeless is defined as:

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1. an individual who lacks a fixed, regular, and adequate nighttime residence; and
2. an individual who has a primary nighttime residence that is:
 - a) supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
 - b) An institution that provides a temporary residence for individuals intended to be institutionalized; or
 - c) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

In addition, the following apply to all twenty two (22) project based section eight units:

- a. Per HUD, only households with at least one citizen/eligible non-citizen may occupy Section 8 PBA units.
- b. The local preference **does not** apply as these units must be occupied by persons from the Housing Authority's PBA waiting list.
- c. Owner referrals will be accepted and placed on the Housing Authority's Project-Based waiting list.
- d. All applicants for PBA units must complete a Section 8 subsidy application. The application will be processed by the Housing Programs Department of the Housing Authority and must be approved by the Housing Authority prior to moving into a PBA unit at the Opportunity Center.
- e. Each PBA unit must pass a Housing Quality Standards inspection before the tenant moves in.

b) One Adult must have Disability (Mckinney and MHP only): Residents must also include an adult with a physical disability, mental illness, a diagnosable chronic substance abuse disorder, a developmental disability or HIV/AIDS. Written verification of a qualifying disability or special needs from one of the following agencies is considered sufficient documentation:

InnVision, Opportunity Health Partners, Shelter Network, Interfaith Hospitality Network, Alliance for Community Care, Gardner Family Health Services, Health Connections, Silicon Valley Independent Living Center, Community Services Agency of Mountain View and Los Altos, Next Door Solutions for Domestic Violence, Housing Choices Coalition, or San Andreas Regional Center.

In lieu of a written referral from the above agencies, an original signed letter, on letterhead, from a qualified professional in the appropriate area of expertise may be submitted.

c) Local Residency/Employment Preference: Subject to availability of units, preference for those on the Waiting List will be given to applicants with at least six (6) months of verifiable local residency or employment to include those who live, are working or who have been notified that they are hired to work in the Cities of Palo Alto, East Palo Alto and Menlo Park ("City").

Verifiable Local Residency Preference: (if applicable). Applicant must provide one of any of the following items showing their name and a Palo Alto, East Palo Alto or Menlo Park address:

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- Lease agreement verifying residency;
- Copies of utility bills (electric, water, or gas);
- Federal tax return; or
- Driver's license or California ID
- Written verification from a referring outreach worker or social service agency regarding where the applicant has been residing. This verification should be on agency letterhead, signed and dated.

Verifiable Local Employment Preference: (if applicable) Applicant must provide any one of the following:

- A letter from an employer stating the past or anticipated starting date of employment, the position title and whether the position is full-time, part-time, temporary, contract or other, and the number of hours or expected hours of employment; or
- Copies of check stubs for the past six (6) months.
- If employment is a contract position, provide a copy of the employment contract.

2. **Income and Asset verification** - Employment and/or other income will be verified to ensure that the applicants' income falls within the targeted income levels designated for the property. These requirements are set forth in the applicable regulatory agreements, interpreting regulations and other documents reflecting the requirements of various funding sources for the property. A lack of employment or other income will not be an automatic cause for rejection of an application. A Reasonable Accommodation may be considered and granted to applicants requesting such an accommodation for their lack of income provided other sources are available to help them meet the requirement of paying the rent.

3. **Credit and Unlawful Detainer Action Reports:**

- A credit and an Unlawful Detainer Action report will be requested on all adults listed on the application (although applicants for SHP/McKinney Unit applicants will not be denied based on credit history).
- A hard copy of the report will be requested and kept with the application on file. A copy of the credit and Unlawful Detainer Action report will be made available to the applicant upon request.
- The lack of credit history will **not** be a basis for denial.
- If a household pays all bills in cash, and can demonstrate this fact, then "no credit" may be classified as good credit.
- The Credit report will be obtained through Trans Union featuring Credit Retriever. An unsatisfactory credit history will disqualify an applicant from renting an apartment at the Opportunity Center. An unsatisfactory credit history is one that reflects past or current bad debts, late payments or unpaid bills, liens, judgments or bankruptcies (within the last 7 years). If an applicant is rejected for poor credit history, the applicant will be given the name, address and telephone number of the credit reporting agency that provided the credit information, as required by the FCRA.

When scoring credit, the Credit Retriever model will take into consideration several variables to determine an applicant's willingness and ability to pay their rent. The Credit Retriever model has been specifically developed to assess credit worthiness of applicants. Below are a few examples of the variables Credit Retriever will take into consideration. A combination of all the variables is what determines the Credit Retriever score.

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- Income to Rent Ratio - measures the ability to handle rent payments (set per property).
- Income to Payment Ratio - measures the ability to handle indebtedness and ability to pay average monthly bills.
- Number of Recent Credit Inquires - measures desire for new credit & potential over-extension.
- Average Age of Trade Lines – measures performance since establishment of credit.
- Revolving Debt to Limit – measures the ability to absorb cash flow difficulties.
- Percent of Bankcard Trades Relation to Total Trades – measures applicants' previous credit behavior.
- Total Trade Lines – measures responsible use of credit.
- Percent Never Delinquent – indicator of negative credit performance.
- Bureau Scores – measures general credit risk.
- Number of Major Derogatories – flags serious credit issues.

Property Management, Incorporated Managed properties uses the following point system:

Accept: If no negative credit and/or credit rating score is 545 points & above, application will be approved if all other program eligibility requirements are met.

Deny: Applicants for units other than SHP/McKinney units with a credit rating score is 544 points & below will be determined to be ineligible based on credit history.

Applicants with a credit score of 544 points or below may be admitted if there are mitigating circumstances regarding the poor credit history and approval to accept an applicant with this rating is given by the Director of Real Estate Services and/or Property Management Operations Manager. For example an exception may be considered if the applicant is attending Credit Counseling and has verification of Credit Counseling participation.

Applicants who are denied will be mailed a Rental Application Determination letter. Applicants may appeal the rejection, in writing, within seven (7) days from the date the notice was mailed to the applicant. The written request must be mailed to: Property Management, Inc. c/o The Opportunity Center at 100 Great Oaks Blvd. 2nd Floor, San Jose, CA 95119, attention: Regional Property Manager.

The Unlawful Detainer Action Report will be processed through Trans Union featuring Credit Retriever. Applicants may be disqualified if they have been served an unlawful detainer action from any prior residence.

4. **Criminal Background Check:** A criminal background check will be conducted on all adults in the household through Trans Union featuring Credit Retriever. Credit Retriever looks at criminal activity for the last 10 years. Anyone who has a felony conviction, history of violence or conviction of other criminal activity, to include, drug related activity, and/or misdemeanors considered a threat to the property or the residents will be denied tenancy. The applicant may be considered and accepted with past drug-related convictions related to personal use of illegal substances if the applicant has completed drug rehabilitation and can provide verification of completion of rehabilitation from a qualified agency. The applicant would be considered if a request is made under a Reasonable Accommodation.

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Applicants who are denied will be mailed a Rental Application Determination letter. Applicants may appeal the rejection, in writing, within seven (7) days from the date the notice was mailed to the applicant. The written request must be mailed to: Property Management, Inc. c/o The Opportunity Center at 100 Great Oaks Blvd. 2nd Floor, San Jose, CA 95119, attention: Regional Property Manager.

Credit Retriever also performs a National Sex Offender, Terrorist, and Most Wanted search with every criminal state processed. Applicants will be disqualified if they have any of these categories on their record.

SECTION III. OCCUPANCY and INCOME/PROGRAM REQUIREMENTS:

1. **Occupancy standards:** The various unit types in the project are as follows:

Unit Type	Minimum # of persons	Maximum # of persons
Efficiency/SRO	1	2
One-bedroom	1	3
Two-bedroom	2	5

2. **Bedroom Size:** When assigning an apartment, every household member, is to be counted for determining bedroom size. If a household indicates a bedroom size for which they are not eligible because of their household size, the bedroom size for which they are eligible for will be offered, if available.

3. **Income/Program & Rent Requirements:** Matrix of Restrictions for Opportunity Center is as follows and is subject to change:

#/Type of Units	Monthly Rent	Security Deposit	<u>Maximum Income</u>					% Area Median Income (AMI)
			1 pers	2 pers	3 pers	4 pers	5 pers	
16 Efficiencies - 7 TCAC-MHP - 6 SHP-McKinney - 3 SH-MHP	\$393 (30% of adj.income)	\$350 (30% of adj.income)	\$15,720	\$17,960	/	/	/	20% of AMI
11 Efficiencies - 5 TCAC-MHP - 6 SH-MHP	\$491	\$350	\$19,650	\$22,450	/	/	/	25% of AMI
24 Efficiencies - 12 TCAC-MHP - 12 SH-MHP	\$687	\$350	\$27,510	\$31,430	/	/	/	35% of AMI
19 Efficiencies - All PBA	(30% of adj. income)	\$350	\$35,370	\$40,410	/	/	/	45% of AMI
3 one-bedrooms - 2 TCAC/MHHP - 1 SH/MHP	\$421	\$350	\$15,720	\$17,960	\$20,200	/	/	20% of AMI

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3 one-bedrooms - 2 TCAC/MHP - 1 SH MHP	\$526	\$350	\$19,650	\$22,450	\$25,275			25% of AMI
5 one-bedrooms - 4 TCAC/MHP - 1 SH MHP	\$736	\$350	\$27,510	\$31,430	\$35,385			35% of AMI
1 one-bedroom - PBA	(30% of adj. income)	\$350	\$35,370	\$40,410	\$47,750			45% of AMI
1 two-bedroom - SH/MHP	\$505	\$350	n/a	\$17,960	\$20,220	\$22,460	\$24,260	20% of AMI
1 two-bedroom - TCAC/MHP	\$631	\$350	n/a	\$22,450	\$25,275	\$28,075	\$30,325	25% of AMI
2 two-bedrooms - 1 TCAC/MHP - 1 SH/MHP	\$884	\$350	n/a	\$31,430	\$35,385	\$39,305	\$42,455	35% of AMI
2 two-bedrooms - PBA	(30% of adj. income)	\$350	n/a	\$40,410	\$45,495	\$50,535	\$54,585	45% of AMI

Since all units are funded by MHP and TCAC, all must comply with TCAC and MHP regulations. Those units also funded under the MHP SH and McKinney SHP funds have additional regulations to follow.

Minimum Income Limits: Minimum income is that the aggregate monthly income of all persons residing in the household must be at least twice as much as the monthly rent to be paid by the tenant. Income may include in-kind goods and services provided by a service agency. This does not apply for SHP McKinney or PBA units where residents pay 30% of their income.

SECTION IV. OPENING AND CLOSING THE WAITING LIST:

The Opportunity Center maintains an open waiting list at all times and accepts names for its waiting list on a continuous basis in order to maintain a current pool of eligible applicants at all times. PMI will draw from this waiting list to supply every unit/income type.

In the unlikely event it is necessary to close the waiting list and reopen it at a future date the following steps will be taken:

Closing Waiting List: If the Waiting List is closed a notice closing the list will be posted on the entry door of the rental office and a copy of the notice will be provided to the referral agencies. All applicants on the waiting list will be required to check in (by phone, mail or walk-in) to update PMI staff with a change of address or telephone number, if applicable. PMI will update the waiting list twice a year.

Opening the Waiting List: The Opportunity Center will advertise by placing a display ad in the local newspapers and sending a notice to the referral agencies listed in Section I -1. Applicants must complete the Rental Application in its entirety to be considered as described in Section I – 2. When a unit becomes available, persons from the Waiting List will then be contacted by PMI staff for an eligibility interview. Once determined eligible, they will be offered a unit and a move in date will be scheduled.

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Applications will be processed in chronological order, according to the date/time the application was received and subject to the local employment/residency preference. Incomplete applications will cause delay in processing and when a unit becomes available other applicants whose applications are complete may move ahead of those with incomplete applications.

Following the determination of occupancy eligibility, the applicants will be informed of the Supportive Services programs available at the Opportunity Center, and if elected by the applicant, will be referred to InnVision for an assessment interview. The Assessment Interview is not obligatory. Units will not be held open during the assessment interview process, and successful assessment interviews are not dependant on approval for housing at the Opportunity Center.

SECTION V: SOCIAL SERVICES INTERVIEW

Applicants will be offered a Social Services interview that will be conducted by Inn Vision Staff. The interview will take place at Inn Vision's offices at the Opportunity Center. The social services interview is confidential and optional to the applicant and not a requirement for residing at the Opportunity Center. During this interview, Inn Vision staff will provide applicants with education and assistance on multiple resources to support their self sufficiency goals (i.e. Food, Clothing, Income, Health Care, Completing Applications, etc.).

SECTION VI: APPLICATION/INTERVIEW PROCESS

1. **Procedures Governing Receipt of Application:** The rental application constitutes the basic record of each household applying for admission to the Opportunity Center. Each applicant will be required to sign and date the rental application attesting to the accuracy of the data provided and provide documentation as needed to verify the information supplied on the rental application. The Rental Application should be completed in ink, indelible pencil, or typed. Corrections and/or changes are to be made by lining through the original entry and entering the correct information. Any corrections and/or changes must be initialed and dated by the applicant.
2. **Processing Applications:** For every one vacancy available, three applications will be processed. Names will be drawn from the waiting list and processed using the criteria as described in Section II.
3. **Application Interview:** Applicants will be interviewed in person at the Opportunity Center. During the interview the Community Manager and/or other designee will do the following:
 - Review, confirm and update all information provided on the Rental Application.
 - Collect the required signatures on third party verification forms, authorization to release information forms, and collect all other necessary documents as specified for the program.
 - Explain to the applicant the program requirements, verification process, and the consequences for submitting false information, which include denial of tenancy, fines, and possible imprisonment.
 - If the applicant declines the unit anytime after the interview the applicant will be removed from the waiting list.
4. **Approved Applicants:** The first applicant to be determined eligible will be offered a unit and subsequently scheduled a move in date. PMI will prepare a move-in letter advising the applicant of the date and time of the move-in orientation and lease signing appointment. The letter will also indicate the amount of rent and security deposit which will be due at the move-in appointment. If the applicant will be participating in Supportive Services and/or has given PMI authorization, PMI will also provide a copy of the move-in letter to InnVision's supportive services staff so that services staff can outreach to the incoming tenant and offer assistance the applicant may need to secure any funds or items necessary for move-in, (e.g., the security deposit; the first month's full or prorated rent; personal toiletry items). Applicants will be given seven (7) days to accept the apartment from the date of offer.

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5. **Rental Application Determination Notice:** Applicants who are disqualified from renting a dwelling unit at the Opportunity Center will be mailed a letter identifying the reason (s) for disqualification. Applicants may appeal, in writing, within seven (7) calendar days from the date the notice was mailed to the applicant. The appeal written request must be mailed to the Opportunity Center c/o Property Management, Inc. at 100 Great Oaks Blvd. 2nd Floor, San Jose, CA 95119, attention: Regional Property Manager.

Appeal Process: The Regional Property Manager will respond in writing within seven (7) calendar days of receiving the written appeal or meeting with the applicant. In the interest of minimizing vacancies, no unit will be held for an applicant once the "Rental Application Determination Notice" has been mailed. However, should the Regional Property Manager determine that the applicant is qualified for tenancy, or if another applicant has already been accepted for tenancy for the available unit before the review process has been completed, the applicant's name will be replaced in its original position on the Waiting List, without prejudice. See attached Appeal Form.

6. **Additional Factors that may disqualify an applicant:**

- Management reserves the right of disqualification to ensure that management meets its obligations to maintain the rules and regulations for the property for all residents. An applicant can be disqualified if they display, or have displayed behaviors that would contravene the rules and regulations of the property if they were a tenant.
- An applicant must complete/provide and return all the paperwork requested within the stated deadlines. Normally, three (3) full business days, from the time the information is requested, will be given to the applicant to submit the information. If information is not timely received, the applicant will be automatically passed over unless the applicant has requested and obtained an extension of time. Applicants should request extensions in writing or through a third party case manager in writing. The Regional Property Manager will review the request for an extension and, if an extension is granted, the authorization will be given to the applicant in writing.

Three rental applications are processed for each vacancy. The first application completed will be accepted. When the remaining applications are completed they will be considered for the next unit for which the applicant is qualified. If during this time the applicant is passed over due to delay in submitting paperwork they will remain the next household in chronological order until they provide the information as agreed within the extension period granted. NOTE: If applicant is applying to rent a Project Based Assisted unit, applicant must also meet and complete/provide and return all the paperwork requested by the Housing Authority Staff within their stated deadlines.

EXCEPTIONS:

- a) All exceptions to these policies and procedures must be approved by the Regional Property Manager, in writing, in order to be honored. Where errors are made by the On Site Manager administering these policies and procedures, the applicant's file will be submitted to the Regional Property Manager for disposition.
- b) The On Site Manager will submit all requests for exceptions to the Regional Property Manager, by facsimile, and a return response will be within seven (7) days.
- c) Any written response from the Regional Property Manager may be copied for the applicant.

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- d) The most commonly approved exceptions are listed below:
 - i) Any household or person with a bankruptcy
 - ii) No credit may not be declared bad credit. If a household pays all bills in cash, and can demonstrate this fact, then no credit, may be classified as good credit.
- e) Additional exceptions may be made as regulatory agreements allow.

7. **Grievance and Appeals Procedure:** Management has adopted a procedure in accordance with applicable state or federal Program Regulations for the resolution of disputes arising out of the Rental Agreement or Resident's occupancy of the premises. The procedure establishes Resident's right to a hearing on grievances related to Resident's occupancy and appeal of Management's decisions regarding Resident's occupancy, including notices of termination and eviction.

Management has elected to determine that this grievance procedure shall not be applicable to any termination of tenancy or eviction that involves convictions for criminal or drug related activities, unless there is an extenuating circumstance under a Reasonable Accommodation due to a disability and it is approved by the Regional Property Manager.

A copy of the Grievance and Appeals Procedure is given to residents at their move-in appointment. Applicants may request a copy from the Community Manager.

SECTION VII: ADDITIONAL INFORMATION

1. **New Tenant Orientation:** New Tenant Orientation carried by PMI and InnVision Staff includes:
- A tour of the building, indicating where various facilities are located, including on-site support services staff offices, laundry room, community rooms and other common areas.
 - The move in packet will consist of the rental agreement, community rules, any lease addendum informational notices (e.g., notice of right to reasonable accommodation, service requests, etc.) and information about the local resources in the area, such as shopping stores and recreational facilities.
 - Introduction of new tenants to support services staff. The Supportive Services Staff will provide an overview and an explanation of the supportive housing programs' goals and objectives.
 - Introduce the resident to the opportunity for tenant involvement with the Resident Association, Resident Council or similar organization.
 - This orientation will also serve as an opportunity for support services staff to help the tenant(s) prepare a self-sufficiency and/or case management plan as needed. The self-sufficiency plan(s) should help the tenant(s) comply with the terms of the rental agreement, access the support services and resources the tenant household may need/want to manage a disability or life issue, and/or to gain or enhance independence and self-sufficiency.
2. **Pet Policy:** The Opportunity Center has a NO pet policy; however, service animals that provide assistance to the disabled are not considered pets and, therefore, not subject to this pet policy. If a member of resident's household requires the services of an assistive animal to provide them with equal access to housing, then they should contact Management to discuss the accommodation request, but the service animal may not move into the unit until it has been approved by Management. A service animal policy is available to applicants from the Property Manager.

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- 3. Reasonable Accommodation/Fair Housing:** Applicable laws prohibit discrimination in all housing programs on the basis of disability. This prohibition applies to all persons associated with the programs including applicants, vendors, tenants, employees and prospective employees. Please inform our office should you require a Reasonable Accommodation so we may engage in an interactive process with you to determine what reasonable accommodations can be made to provide you with equal access to housing.

Property Management, Inc., an affiliate of the Housing Authority of the County of Santa Clara (HACSC) does not discriminate in the provision of housing on the basis of race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, familial status, disability, medical condition, age or any other protected classification. It is the policy and commitment of HACSC to provide assurance that persons with disabilities will be given reasonable accommodation, upon request, so they may fully access and utilize all housing programs and related services. For additional information, contact the Section 504 Coordinator at 408-993-4251; TDD 408-993-3041.

PMI will inform all applicants of its reasonable accommodation policy and respond appropriately to the applicant's request for reasonable accommodation during the interview process. InnVision's Supportive Services staff will be responsible for assisting supportive housing applicants with the application process.

The following are reasonable accommodation policy guidelines for the Opportunity Center:

- Any initial evaluation of an applicant must be disability neutral, not seeking any information beyond the minimum required to clarify specific eligibility and screening issues, and not based on any disability-related presumptions about the applicant's ability to meet the essential obligations of the lease.
 - If any applicant with a disability or handicap indicates he or she cannot satisfy the requirements of tenancy because of his or her disability, the Community Manager will notify the applicant of the reasonable accommodation procedures, and, engage in an interactive process to determine whether a reasonable accommodation will enable an otherwise eligible applicant to have equal access to housing despite the Applicant's disability.
 - Accommodations requiring fundamental alterations to the nature of the program or imposing undue financial and administrative burdens on the owner are not reasonable and, therefore, will not be granted. In such circumstances, however, other accommodations should be explored, especially if equally effective alternatives are available that permit full program participation.
- 4. Live In Care Attendant:** Medical conditions that require assistance provided by Home Healthcare Provider(s) or other personal care attendants on a part-time or full-time basis will require prior approval from Management. The tenant must request written approval from the Community Manager **before** allowing the live-in personal care attendant to reside in the apartment. The potential care attendant must complete the Application for a Personal Care Attendant and provide a copy of photo identification or driver's license and original Social Security card or ITIN to PMI. PMI will run a criminal background check on the Personal Care Attendant. More information is available in the Personal Care Assistant Policy from PMI.
 - 5. Accessibility:** The common areas of the Opportunity Center building are fully accessible. All 89 units have front door entrance accessibility, and 5 units are fully modified wheelchair accessible units. Prospective and current residents who require a reasonable modification due to a disability should contact the Community Manager.

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6. **Disclaimer:** The processing and acceptance of the Rental Application and its application fee does not constitute a guarantee of acceptance for housing at the Opportunity Center. All applicants must undergo and pass the tenant selection, program, and income selection criteria as described herein prior to acceptance. Acceptance or denial of tenancy will be communicated in writing.
7. **Non Smoking Policy:** The Opportunity Center of the Midpeninsula endeavors to maintain a safe and healthful environment for its residents, staff and others visiting the property. Therefore, we have developed a non-smoking policy which prohibits smoking within 25 feet of the building entrances, exits, and operable windows. Smoking is also prohibited in all common areas such as lobbies, elevators hallways, stairs, community rooms, waiting areas, or restrooms of the building, and parking garage. Smoking will ONLY be permitted inside a resident's unit. Resident acknowledges that Management's promotion of this non-smoking policy and the efforts to contain smoking to only inside the dwelling units do not make the Management or any of its managing agents the guarantor of Resident's health or of a non smoking condition of the Resident's apartment and common areas.

I have read and received a copy of the Opportunity Center of the Midpeninsula's Tenant Selection Criteria.

Applicant's Signature

Date

Applicant's Signature

Date

Applicant's Signature

Date

Applicant's Signature

Date