EAH HOUSING
A roof is just the beginning

Rayen Apartments

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North Hills, CA. 91343

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Dial 711 for CA voice relay service
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Tenant Selection Plan

Rayen Apartments is a 49-unit affordable residential community in North Hills, California, that provides housing for individuals and families, without regard to race, color, creed, sex, creed, religion, national or ethnic origin, physical or mental disability or handicap status, familial status (presence of children in a household), age, ancestry, marital status, military status, source of income, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), sexual orientation or preference, gender identity or any other arbitrary personal characteristics.

The community consists of forty-nine (49) supportive housing apartments for persons with special needs including twenty-five (25) units for Transitional Aged Youth (TAY) households who are homeless or at risk of homelessness.

The target population is low-income families, homeless households, and transitioned aged youth earning between 30% and 50% AMI. All units will include project-based vouchers and are set aside for individuals and families are homeless governed by the Housing Authority of the City of Los Angeles (HACLA) through the Project-Base Voucher (PBV) program; therefore, all households will pay 30% of their gross annual household income as rent as determined by HACLA. Penny Lane be the provider of tenant supportive services and will provide tenants with linkages to resources.

Special marketing outreach consideration will be given to special needs populations. Penny Lane will be the designated supportive service provider for Rayen Apartments.

Penny Lane and Rayen Apartments' management staff will be responsible for outreaching to community agencies serving special needs populations. As early as possible, before construction completion, comprehensive application materials will be made available to these agencies. Penny Lane and Rayen Apartments' management staff will coordinate with staff at these agencies who will be working with clients to apply for housing.

Penny Lane and Rayen Apartments management staff will provide information about all aspects of the application process to eliminate as many obstacles to applying as possible. This will enable clients of these agencies to anticipate and positively address issues such as providing identifications, birth certificates, criminal background reports and other applicable supportive documents needed to complete the application process.

NON-SMOKING POLICY

Smoking is permitted in designated outdoor smoking common areas only. Smoking is not permitted in individual units nor any indoor area.

Rayen Apartments does not provide or guarantee a smoke-free environment but shall take reasonable steps to enforce this policy. Tenants are responsible for the conduct of their guests and invitees while they are on the Property. Repeated violation of this policy may result in the termination of the Lease/Rental Agreement.

REASONABLE ACCOMMODATION

Rayen Apartments is an Equal Opportunity Housing Facility, admitting applicants in accordance with local, state and federal Fair Housing laws and in accordance with applicable program regulations of the State of California Tax Credit Allocation Committee (CTCAC) and the Los Angeles Housing Department of the City of Los Angeles (LAHD).

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. Rayen Apartments will ensure effective communications with applicants, tenants, and the public to ensure that policies regarding how the property is operated do not adversely affect applicants, tenants, and the public.

Management will apply the same screening criteria to all applicants. 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, Rayen Apartments 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 always present 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 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).

Catina Wilson, Compliance Director
22 Pelican Way, San Rafael, CA 94901
Telephone 415-258-1800 ext. 8839
TTY TO VOICE: (800) 735-2929
VOICE TO TTY: (800) 735-2922

You may contact the TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

In addition, you may request that a Case Manager (CM) be assigned to you to help you with the application process. Services offered by the CM include:

- Explaining and filling out the application form.
- Obtaining supportive documents need to complete your application.
- Attending the property management interview with you.
- Help with the appeal process.
- Help with a reasonable accommodation.

Rayen Apartments will conduct targeted marketing to special needs populations, as described above. In conducting targeted marketing, Rayen Apartment will follow all applicable fair housing and non-discrimination legislation and regulations.

PRIVACY POLICY

It is the policy of Rayen Apartments 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 Rayen Apartments 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.

The income limits are designed to be consistent with the requirements of the financing programs and regulatory agreements governing the property, which for Rayen Apartments include the California Tax Credit Allocation Committee (CTCAC), the Los Angeles Housing Department of the City of Los Angeles (LAHD) Housing Authority of the City of Los Angeles (HACLA) programs and regulations.

All applicants must meet certain underwriting guidelines. This project is subject to the requirements of several funding sources. The attached income maximums reflect 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.

APPLICATION PROCEDURES

Occupancy in the TAY designated units are restricted to homeless transition aged youths and emancipated foster youths with a mental disability that is diagnosed by a licensed professional in accordance with the US Department of Housing and Urban Development (HUD) standards.

1. Homeless means a person sleeping in a place not meant for human habitation (e.g. living on the street) or residing in an emergency shelter, transitional housing or other supportive housing program.

2. Applicants applying for units designated for Transitional Aged Youths must demonstrate that they are between 18 and 25 years of age upon initial occupancy.

All supportive housing applicants must be referred by a case manager or supportive service agency. Penny Lane, the designated service provider agency for Rayen Apartments is responsible for screening all supportive housing applicants for program eligibility. Once Penny Lane has determined that an applicant meets the program eligibility requirements for supportive housing, the applicant will then be screened by management staff for project eligibility.

Applicants for the Transitional Aged Youth (TAY) program must include a completed and approved Certification Application and Release of Information forms signed by the applicants authorizing the release and sharing of information, including Protected Health Information (PHI) Release forms.

Upon receipt of the completed Housing Intake Form and the approved housing certification form(s), Penny Lane will perform a preliminary review to determine whether, based on the unverified information, the applicant/household appears to meet the tenant eligibility criteria. If the applicant/household does not appear to meet the tenant eligibility criteria, a UTA (Unable to Accommodate) letter will be sent to applicant/household and/or referring case manager. If the applicant/household appears to meet the eligibility criteria an application package instruction sheet will be sent. The application package will include the following:

1. Instructions to access and complete the online Application for Admission. Penny Lane staff is available to assist with the completion of the online application.
2. Agency Certification of Homelessness
3. Certification of Residence in a Homeless facility
4. Certification of Disability
5. Consent to Release Information Form
6. HMIS consent form
7. Needs Assessment form

Completed application packages should be returned with copies of the following:

1. Current applicable verification of income:
    a. Most current tax return.
    b. The most recent 3 months of pay stubs for all employed household members.
    c. Most current: Award Letter (recipients of SSI); Notice of Action (General Relief, AFDC; Welfare or any other social services agencies.
    d. Six consecutive months of bank statements for checking accounts.
    e. Most current bank statements for savings account and all other asset accounts.
    f. The latest statement from any retirement / pension / IRA / 401k plan for those household members who participated in such a plan.

2. A letter on the referral agency letterhead supporting Certification of Homelessness information and detailing homelessness history.

All referred applicants/household who meet the above qualifications will be referred to Rayen Apartments for program eligibility verification. Upon receipt of applicant/household information, Rayen Apartment's management staff will complete the eligibility verification (i.e. verify income, conduct background check, etc.)

3. Applicants/households will be initially interviewed by the Resident Manager or a representative of the Management Agent. Copies of current picture ID and social security card will be made during the interview.

Employment Verification – The Work Number: At initial move-in into a tax credit unit, CTCAC 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. CTCAC 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).

All applicants/households that have completed income and meet program qualification will be referred to HACLA in order to determine eligibility to occupy a unit at Rayen Apartments per the subsidy requirements. HACLA staff will:

- Determine Section 8 Project Based Eligibility per HUD and HACLA regulations and policies.
- Process all applicants through their internal criminal background check program

Rayen Apartment's management staff will inform the applicant in writing of denial or approval.

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.
The security deposit is equal to one month's rent. A holding deposit of $200 will be collected once a unit is offered. The holding deposit will be applied to Security Deposit and/or first month's rent if the application is approved. Tenants may pay the security deposit in full at the time of move-in or pay at a mutually agreed graduated scale until the security deposit charged is paid in full.

PROGRAM ELIGIBILITY FOR SUBSIDY

All units will include project-based vouchers and are set aside for individuals and families are homeless governed through the Project-Base Voucher (PBV) program. All households that qualify for PBV will pay 30% of their gross annual household

income as rent as determined by HACLA. Penny Lane be the provider of tenant supportive services and will provide tenants with linkages to resources.

HACLA will verify citizenship or eligible immigration status. Rental subsidy benefits will be prorated based on the residency status of each household member.

HACLA requires provision of a complete and accurate social security number for each occupant.

HACLA requires proof of age for each occupant.
HACLA will verify that the applicant/household's income is less than required AMI for the unit in question.

HACLA will verify that the applicant is not a registered sex offender in any state.
The City may deny applicants/households with:

- Violent felony convictions.
- Drug-related criminal activity within the last two years.
- Child molestation and/or sexual misconduct convictions; or
- Prior evictions from a federally assisted housing project.

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

PREFERENCES

Every applicant must meet the Property's Tenant Selection Plan standards for acceptance as a tenant (see Grievance/Appeal Process section of this plan).

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.

ACCESSIBLE UNITS

Preference will be given to applicants who require a unit with specific design features offered in accessible units in the development. All reasonable efforts will be made to rent accessible units to applicants who require or who could benefit from such units. Outreach will be conducted with agencies whose clients require or could benefit from such units.

In the case of an accessible unit, when no qualified applicant/household has applied that requires the design features offered, then the unit will be offered to the next qualified household. This applicant/household will be required to complete a Lease Addendum form (This lease addendum will only be used with prior approval from AcHP management), whereby they agree to transfer to a non-accessible unit within the development should a tenant or applicant require an accessible unit. Failure to accept or move to the offered unit shall be deemed material non-compliance with the lease and would be cause for termination of tenancy.

If after occupying the accessible unit, the physical condition of a member of the household changes and a household member would then benefit from continued occupancy in the accessible unit, the household would not be required to move.

UNIT TRANSFER POLICY

A Unit Transfer List is maintained for those tenants who have been approved for transfer. Unit transfers are permitted for current tenants who need:

a. A new unit because of changes in family size.
b. A unit transfer for a reasonable accommodation for a disability, including mental health conditions.

OCCUPANCY STANDARDS

Occupancy standards are the criteria established for matching a household with the most appropriate size and type of apartment. The occupancy guidelines will be followed to avoid under or over utilization of the units as follows:

Bedroom	Household Minimum	Household Maximum
0	1	2
1	1	3
2	2	5
3	3	7

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. Minors in the process of adoption.

Every household occupant that will occupy the unit during the upcoming 12 months will be counted when determining unit size. This includes household members in the military or at school.

NOTE: Live-in attendants are subject to the criminal provisions of this plan with the exception of criteria that determines ability to pay rent. Exceptions to these Occupancy Standards may be made when required as a reasonable accommodation for a disabled household member.

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, including the Low-Income Housing Tax Credit program ("LIHTC"). 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 Rayen Apartments, 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 Rayen Apartments 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, Rayen Apartments 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.

DENIAL OF ADMISSION

Any of the following could be grounds for denial of admission:

1. Total family income exceeds the applicable income limits published by HUD and CTCAC or does not meet the minimum income limit except where there is subsidy or rental assistance.

2. Applicant's household size either exceeds or is below reasonable occupancy limits for the available unit or unit applied for: studio-bedroom units 1-2 persons; one-bedroom units 1-3 persons. (Notes: an unborn child will be considered a household member to determine family size); two-bedroom units 2-5 persons; three bedrooms 3-7 persons.

3. Household refuse to pay the full security deposit or if unable to pay in full, refuse to pay at a mutually agreed graduated payment scale until the security deposit charged is paid in full. Leasing staff will coordinate with case management staff to connect applicants with deposit assistance programs.

4. Household refuses to accept the third offer of an apartment after communicated to the applicant and their listed Alternate Contacts.

5. Household fails to respond to interview letters or otherwise fails to cooperate with the certification process. Failure to sign consent forms.

6. ALL adult household members fail to attend eligibility interview.

7. Blatant disrespect or disruptive behavior toward management, the property or other tenants exhibited by an applicant or family member any time prior to move-in (or a demonstrable history of such behavior).

8. Household is composed entirely of full-time students and does not meet the exception outlined in Section 42 of the IRC.

9. Applicant has failed to provide adequate verification of income or we are unable to adequately verify income and/or income sources.

10. Providing or submitting false or untrue information on your application or failure to cooperate in any way with the verification process.

11. 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. Tenants may not be absent from the unit for more than 60 consecutive days, or for longer than 180 continuous days for medical reasons.

12. Applicant is unable to provide identification that verified their identity.

13. Applicant submits an incomplete application and takes no steps to remedy.

14. Applicant provides false, inconsistent or inaccurate information on their application.

15. Applicant has three failures to attend an agreed-upon time for an application appointment or interview.

16. Applicant was abusive with management during the application process.

17. At least one person in the household must be of legal age to execute a lease (age 18). If the applicant is under legal age, proof of legal emancipation will be required in order to lease.

18. Any altered information and/or deliberate misinformation regarding income; current status or past history will disqualify an applicant.

LANDLORD REFERENCE

19. Tax Credit guidelines require applicants to disclose the most recent consecutive two-year housing history even if the household is homeless. All applicants must complete the rental history portion of the application. If you are currently homeless or were homeless within the past two years write on the application "homeless" and the City and State where you reside.

CRIMINAL

20. Applicant must meet HACLA's screening criteria.
    See Program Eligibility for Subsidy section of the TSP.

Households that do not meet the eligibility requirement of the Tenant Selection Plan will receive a letter of denial for housing.

Applicants that receive a denial letter have the right to appeal the decision.

At the request of an applicant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, 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.

GRIEVANCE/APPEAL PROCESS

Should the applicants fail to meet the screening criteria, the applicant and their listed service provider and alternate contact will receive a notice in writing indicating that they have the right to appeal the decision. This notice must indicate that the applicant has 21 days to dispute the decision.

An appeal meeting with the Property Supervisor 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.

ANNUAL RECERTIFICATION REQUIREMENTS

All tenants must recertify annually. An Annual Recertification Notice will be mailed to each tenant 120 days prior to their move-in anniversary date informing each tenant that we must begin the process for annual recertification of income and rent re-determination for the property. The letter will include the date/time of your scheduled interview and a list of documents to bring to the interview. The recertification process is similar to the move-in process. Tenants should save bank statements, award letters, paystubs and any other income and/or asset documentation that will assist in the annual recertification process.

Proposed changes of household composition and student status must be reported to Management immediately.

UNIT INSPECTION REQUIREMENT

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

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

Tenants will receive prior written notification for all unit inspections.

When a tenant moves out, a final inspection will be completed. Tenants are encouraged to attend the move-out inspection. However, if the tenant does not wish to participate in the final inspection, Rayen Apartments management may conduct the inspection alone.

PETS

No pets of any description are allowed on the property.
SERVICE or ASSISTANCE animals are not considered pets and are exempt from a pet deposit. 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

Rayen Apartments is an equal opportunity housing provider admitting applicants in accordance with local, state and Federal Fair Housing laws.

EAH HOUSING
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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.
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