EAH HOUSING
A roof is just the beginning

Silver Star Apartments

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Tenant Selection Plan

Silver Star Apartments (Property) is a 49-unit permanent supportive housing development located in Los Angeles, California. Forty-eight (48) one-bedroom units are designated for homeless and chronically homeless mentally disabled veterans and one two-bedroom unit is designated for the property manager. All units are targeted to households who are earning less than or equal to 30% of the AMI. Rents are subsidized by the Housing Authority of the City of Los Angeles (HACLA); therefore, all households' rent will be 30% of their adjusted household gross income as determined by HACLA.

Silver Star Apartments offers affordable housing to qualified applicants meeting program requirements, 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.

NON-SMOKING POLICY

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

Silver Star 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

Silver Star Apartments is an Equal Opportunity Housing Facility, admitting applicants in accordance with local, state and federal Fair Housing laws, the Affirmative Marketing Plan and in accordance with applicable program regulations of the State of California Tax Credit Allocation Committee (CTCAC).

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. Silver Star 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, Silver Star 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).

Richard Kennemer, Compliance Program Analyst
Section 504 Coordinator
18801 Ventura Blvd., Suite 300, Tarzana CA 91356
Telephone 213-468-8261 x8119
TDD 800-735-2929

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.

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

PRIVACY POLICY

It is the policy of Silver Star 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 Silver Star 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 Silver Star Apartments include the California Tax Credit Allocation Committee (CTCAC), 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.

REFERRAL PROCESS

Many of the potential residents of Silver Star Apartments are expected to be referred from the US Department of Veterans Affairs, LA County DMH, US VETS, Shelter Partnership, Volunteers of America, PATH Outreach Team and New Directions for Vets. US VETS and ACOF staff will meet with social service agencies and groups to increase referrals and facilitate the application process. Additionally, US VETS has committed staff to ensure compliance with HUD programmatic policies and funding grant requirements.

US VETS will interview the applicants to ensure that the applicant meets the qualifications of the program.

All applicants will be initially interviewed by a representative of the Management Agent (EAH). It will be the responsibility Silver Star management staff to inform the applicant in writing of rejection or approval. Management staff will notify applicants who are denied, in writing, and the applicants will be informed of their option to appeal this decision. With the approval of the applicant, the referring case manager will also be notified.

The referral process for the special needs units begins with the assessment through the Coordinated Entry System (CES) to determine level of acuity as determine by HACLA. All households applying for housing at Silver Star Apartments will be initially interviewed by the Property Manager or a representative of the Management Agent (EAH). Applicants will be asked to complete an Application for Housing. All adults 18

years and older in the household will be interview and will need to provide copies of the following documents:

1. Social Security card and birth certificate (if applicable)
2. Driver's License or Identification Card (with picture)
3. Current Verification of income:
    a. Most current tax return (last two years if self-employed).
    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 bank statements for checking accounts.
    e. Most current bank statement for savings accounts.
    f. The latest statement from any retirement / pension / IRA / 401k plan for those household members who participate in such a plan.

Originals of provided copies may be requested during the interview. Applicants will be also sign the Consent for Releasing Information, which will allow Management Agent to do proper third party verifications of income and assets.

After income eligibility, applicants will be referred to US VETS for program eligibility verification. US VETS, in conjunction with ACOF Residential Services Department will review necessary documentation to determine if household meets the special needs eligibility requirement. Applicants approved by BMI and US VETS must be referred to the HACLA in order to determine eligibility to occupy a unit at Silver Star Apartments per the PBV requirements. HACLA staff will:

- Determine PBV Assistance per HUD and HACLA regulations and policies.
- Process all applicants through their internal criminal background check program, as required.

It will be the responsibility of the Property Manager or Management Agent to inform the applicant in writing of rejection or approval. 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 requirement.

APPLICATION PROCEDURES

All 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. The primary applicant must be 18 years of age or older, unless he or she is an emancipated minor. All household members age 18 years or older must sign the appropriate consent forms and comply with the verification process. 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.

Occupancy in the Permanent Supportive Housing unit is restricted to homeless or chronically homeless veterans. Each unit must include a disabled adult (18 years of age or older) diagnosed with a qualifying disability by a licensed practitioner in accordance with the US Department of Housing and Urban Development (HUD) standards.

Homeless means an individual or family who lacks a fixed, regular, and adequate nighttime residence; and 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);an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Chronically homeless means an unaccompanied homeless individual with a disabling condition or a family with at least one adult member who has a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years.

VERIFICATION

All units will be subsidized by the Section 8 PBV program which is administered by the Housing Authority of the City of Los Angeles (HACLA).

HACLA will verify that applicants had been previously assessed through a coordinated assessment system.

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 the 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.

Each applicant must complete an application and be willing to submit to a criminal background inquiry, as well as income and asset verifications. Silver Star Apartments is available to assist any applicant household with completing applications.

Applicant interviews will be held to obtain signed verification forms for all income and asset information. All income will be verified in writing by the income source indicated on the income certification form. All assets, including bank accounts, will be verified in writing.

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. This will include but not limited to, bringing three months most current consecutive payroll stubs, six months of most recent consecutive checking account bank statements, most recent bank statements for all other asset accounts and current Social Security and Pension Award letters.

Third-party income verification will be required from all sources, including but not limited to:

a. Employment, unemployment, self-employment, social security, supplemental security, disability, government assistance, TANF, AFDC, pension funds, alimony or child support, educational status and financial aid, etc.
b. Savings and checking accounts, real estate, money market funds, trusts, certificates of deposit, stocks/bonds, annuities, IRA/Keogh or other retirement/investment accounts, etc.

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 pay-stubs. 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 pay-stubs are included in the file.

Income calculations are based on the household's annual gross (anticipated) income for the twelves (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 Tenant 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 Waitlist.

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

All units are adaptable, as defined by the California Building Code. Seven units are designed with specific features for persons with mobility impairments as well as hearing impairments and sight related impairments. 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, 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 unit transfer for a reasonable accommodation for a disability, including mental health conditions.

Assignments of apartments will alternate between tenants on the unit transfer list and applicants from the waiting list. With exception that transfers as reasonable accommodations for medical or mental health reasons will take priority over applicants from the Waiting List, and units with features for persons with a disability 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. The occupancy guidelines will be followed to avoid under or over utilization of the units as follows:

Bedroom	Household Minimum	Household Maximum
1	1	3

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 Silver Star 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 Silver Star 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, Silver Star 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. Please see attached criminal background criteria.

    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.

OPENING/CLOSING OF WAITING LIST

Vacancies at Silver Star Apartments and the Waiting List will be monitored regularly to ensure that there are enough applicants to fill vacancies. Furthermore, the Waiting List will be monitored to ensure that the list does not become so long that the wait for a unit becomes excessive.

The Waiting List may be closed for one or more unit sizes when the average wait is excessive (e.g. two years or more).

When the Waiting List is closed, we will advise potential applicants that the Waiting List is closed and refuse to take additional applications. When Silver Star Apartments decides to no longer accept applications, we will publish a notice to that effect in publications likely to be read by potential applicants. The notice will state the reasons for refusal to accept additional applications.

When Silver Star Apartments agrees to accept applications again, the notice of this action will be announced in publications likely to be read by potential applicants in the same manner (same publications listed on the AFHMP) as the notification that the waiting list was closed. The notifications will be extensive, and the rules for applying and the order in which applications will be processed will be stated.

Advertisements will include where and when to apply and will conform to the advertising and outreach activities described in the AFHMP.

AVAILABILITY OF TENANT SELECTION PLAN

The TENANT 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 TENANT SELECTION PLAN will be distributed with applications and are available by request from management.

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

Annual unit inspections are performed by Silver Star 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, Silver Star 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

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

EAH HOUSING
A roof is just the beginning

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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