EAH HOUSING

Resident Selection Plan
The Rigby

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01 Resident Selection Plan

The Rigby, a 64-unit affordable apartment community in North Hills, provides quality homes for extremely low to low-income individuals and families.

Twenty-nine (29) units will be available through a public lottery for households earning 50%-60% of the area median income, and thirty-three (33) Permanent Supportive Housing (PSH) units will be leased by referral through the Los Angeles County Department of Homeless Services and Housing (HSH) in coordination with Los Angeles Homeless Services Authority (LAHSA) lease agency of the Coordinated Entry System (CES).
The thirty-three (33) PSH units will be subsidized by the Housing Authority of the City of Los Angeles (HACLA). All households that qualify for project-based vouchers (PBVs) will pay 30% of their gross household income as rent as determined by HACLA.

Income Limits Table

Income Level	0-BR	1-BR	2-BR	3-BR	Total Units	LACDA Assisted Units / CG Fund	Special Needs Unit Type*	GA
30%	6	3	0	0	9	9	CH	0
30%	1	5	2	0	8	0	CH	0
30%	5	5	2	0	12	12	TAY	0
30%	0	0	0	4	4	0	H-MI	0
50%	0	6	5	1	12	0		12
60%	0	0	11	6	17	0		17
Mgr's Unit	0	1	0	1	2	0		0
Total	**12**	**20**	**20**	**12**	**64**	**21**		**29**

*Special Needs Unit Type Legend

- H-MI = Homeless, Mental Illness
- CH = Chronically Homeless
- TAY = Transition Age Youth (Includes Homeless Youth)

Pennylane will provide onsite intensive case management and supportive services to PSH residents. Pennylane and The Rigby 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 identification, birth certificates and other applicable supportive documents needed to complete the application process.

02 Project Timeline

General Affordable Project Timeline

Twenty-nine (29) units are “general affordable” units for very low and low-income individuals and families who meet the regulatory restrictions for the community. Pennylane will be the lead service provider of resident supportive services to the general population and will provide residents with linkages to resources.

Marketing outreach will begin October 28, 2026, for the general affordable units. The application opens October 28, 2026, with a Zoom lottery on December 10, 2026, at 1:00 p.m. PST. The application acceptance cut-off date is November 30, 2026, at 11:59 p.m.

Applicants at the top of the general affordable lottery ranking list will receive a letter with instructions to either complete the certification process online or attend an in-person scheduled interview conducted by The Rigby’s property management staff. Interview notices for online or in-person certifications, and interviews will be scheduled December through January 31, 2027. Move-ins will be scheduled January through March 2027.

PSH Designated Units Project Timeline

Referral matches will occur sixty (60) days prior to The Rigby receiving the Temporary Certificate of Occupancy (TCO).

Referred applicants will be sent a letter with instructions to either complete the certification process online or attend an in-person scheduled interview conducted by The Rigby’s property management staff. Interview notices for online or in-person certifications, and interviews will be scheduled November – December 2026. Move-ins will be scheduled January 2027.

03 Lease-Up Roles (LAHSA, LAHD & HSH)

LAHSA and LAHD Lease-Up Roles

The City of Los Angeles Housing Department (LAHD) Accessible Housing Program (AcHP) and the Los Angeles Homeless Services Authority (LAHSA) have agreed to implement a “Hybrid System” wherein LAHD’s Affordable and Accessible Housing Registry (“Registry”) will complement LAHSA’s Coordinated Entry System (CES), and similar outreach efforts to provide supportive housing opportunities to persons with disabilities experiencing homelessness.

If LAHSA is unable to provide an eligible referral for a CES Accessible Unit, The Rigby management staff will work with the assigned LAHD assigned AcHP analyst to utilize the affordable and accessible housing registry to identify potential applicants for CES units from those who have identified themselves as homeless or chronically homeless and in need of accessibility features, and refer them to LAHSA’s CES Access Points.

The generated list identifies potential applicants that management staff can refer to LAHSA’s CES Access Points for intake into the CES system. With a generated list, management staff can conduct outreach to applicants and verify eligibility for available

CES accessible units. The Rigby's management staff will document the outreach efforts and provide documentation to AcHP.

LAHSA and HSH Lease-Up Roles

The Los Angeles County Department of Homeless Services and Housing (HSH) is partnering with Pennylane and LAHSA to provide support and to house medically complex and vulnerable populations in need of affordable housing.

In Los Angeles County, HSH and LAHSA have distinct but related roles in referring individuals to affordable housing communities such as The Rigby. HSH focuses on medical and mental health needs, while LAHSA manages the broader homeless services system, including housing navigation and coordination.

- HSH provides supportive services via contracted agencies to clients referred to PSH subsidies via the LAHSA Matching Team.
- LAHSA manages the Coordinated Entry System (CES), which is a centralized intake system for homeless individuals seeking services, including housing.
- HSH will provide support for up to 33 PSH units at The Rigby.

04 Marketing Accessible Units

The Rigby will take reasonable steps to maximize the utilization of accessible units by eligible individuals whose disability requires the accessibility features of the unit.

The application will include a section to be filled out by applicants requiring accommodation with details on the applicant's special needs for accessible features or other accommodations. Special outreach efforts will be made to local organizations for people with disabilities through notices describing: the availability of all units, specific information regarding the availability and features of accessible units, eligibility criteria, and application procedures. Flyers will be mailed, and efforts will be made to contact the organizations listed in the marketing plan for people with disabilities.

05 Non-Smoking Policy

Smoking is prohibited on the entire property, including individual units, indoor areas, common areas and within twenty feet of the building.

"Smoke" or "smoking" means inhaling or exhaling smoke, aerosol, or vapor from any lighted or heated cigar, cigarette, pipe, electronic delivery device, or any other natural or synthetic tobacco or plant product. "Smoke" or "smoking" also includes burning or possessing any lighted or heated cigar, cigarette, cannabis, pipe, electronic delivery device, or any other natural or synthetic tobacco or plant produced product intended for inhalation.

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

06 Reasonable Accommodation

The Rigby is an Equal Opportunity Housing Facility, admitting people in accordance with local, state, and federal Fair Housing laws, and in accordance with the Housing Authority for the City of Los Angeles (HACLA), California Tax Credit Allocation Committee (CTCAC), the Los Angeles County Development Authority (LACDA) and the Department of Housing and Community Development (HCD) Infill Infrastructure Grant Funds as well as the Los Angeles Housing Department (LAHD) program regulations and Land Use Rental Covenant.

This housing is offered without regard to race, color, religion, sex, gender, gender identity and expression, familial status, national origin, citizenship status, immigrant status, primary language, marital status, ancestry, age, sexual orientation, disability, source of income (including receipt of Section 8 and other similar vouchers), genetic information, military or veteran status, arbitrary characteristics, or any other basis currently or subsequently prohibited by law. Individuals with a disability have the right to ask for and receive reasonable accommodation and to request auxiliary aids.

Management staff operates and administers the property to enable persons with disabilities (physical and/or mental) to have equal access to participate in the program. The Rigby will ensure effective communications with applicants, residents, and the public to ensure that policies regarding how the property is operated do not adversely affect applicants, residents, and the public.

In determining whether to deny admission because of action or failure to act by members of the household, management will consider mitigating circumstances relating to the disability of a household member and the effects of denial or termination of assistance on other household members who were not involved in the action or failure to act. If the household 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 household member requires an accessible feature(s), policy modification, or other reasonable accommodation to accommodate a disability, The Rigby will provide for the requested accommodation at the property's expense, 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 the 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 reasonable accommodation is always present throughout the tenancy of a person with disabilities, including during lease enforcement. The use of the property's Reasonable Accommodation form is not required. You may provide a letter or document from your third party profession certifying your disability and accommodation needs.

The Rigby management staff will follow LACDA guidelines regarding reasonable accommodation:

- Leasing documents will include a Notice of Consumer Rights noting the specific adaptability features available in each unit.
- These consumer rights will be posted within the residential dwelling units.
- The cost for modifying a unit identified as fully accessible will be borne by the property.
- Adaptable unit modifications will be borne by the property.

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).

Section 504 Coordinator

250 E. Olive Avenue, Suite 420, Burbank, CA 91502
Telephone: (213) 468-8261

You may contact the TTY line for those with hearing impairment by calling the California Relay Service at 711. The LA County Housing Resource Center website (http://housing.lacounty.gov/) is another resource for applicants/residents with mobility and/or audio or visual impairments.

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.

07 Privacy Policy

It is the policy of The Rigby 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 The Rigby or 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.

08 Eligibility

Primary eligibility for The Rigby is based on income. Eligibility for PSH units is further based on homeless status. Eligibility for TAY units, is further based on age. Ineligible applicants may not be admitted to The Rigby. Additional factors are outlined below. An applicant must meet the following eligibility requirements:

Ability to Live in a Non-Institutional Setting

The Rigby is a residential apartment building. All heads of household must be able to live in a non-institutional setting. All heads of household must have the mental capacity to sign a legal contract and be able to abide by the terms of a lease.

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 The Rigby include the California Tax Credit Allocation Committee, Housing Authority for the City of Los Angeles (HACLA), the Los Angeles Housing Department (LAHD), the Los Angeles County Development Authority (LACDA), the Department of Housing and Community Development (HCD) and the Land Use Rental Covenant.

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

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

Homeless

"Homeless" is defined as:

Homeless Definition:

1. An individual who lacks a fixed, regular and adequate nighttime residence; or
2. An individual who has a primary night-time residence that is:

a. 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): or
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, regular sleeping accommodation for human beings.

Chronically Homeless Definition:

1. Experiencing chronic homelessness as defined in 24 C.F.R. Part 578.3.
2. Residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project.
3. Residing in a place not meant for human habitation, an emergency shelter, or a safe haven, but where the individuals or families experiencing chronic homelessness as defined in 24 C.F.R. Part 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement.
4. Residing in transitional housing funded by a Joint Transitional Housing and Permanent Housing Rapid Re-Housing component project and who were experiencing chronic homelessness as defined in 24 C.F.R. Part 578.3 prior to entering the project.
5. Residing and having resided in place not meant for human habitation, a safe haven, or an emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
6. Receiving assistance through the Department of Veterans Affairs (VA) funded homeless assistance programs and met one of the above criteria at intake to the VA's homeless assistance system.

If residing in a unit designated for homeless households, the applicant must be able to demonstrate homeless status. To verify homeless status, the applicant's case or social worker will obtain written verification from the staff of an emergency shelter, another shelter designed to provide temporary living accommodation, or institution that provides temporary residence for individuals intended to be hospitalized. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification may come from staff of an outreach, service or other organization that has assisted the applicant in the recent past.

All units subsidized by HACLA must have a valid Social Security Card/Number to receive federal subsidy. Prorated subsidy may be provided if not all members of the household can provide a valid social security card/number.

09 Initial Waiting List Opening Announcement

The Rigby property management staff will take proactive steps to ensure prospective applications are informed of the opening of the waiting list. Marketing material will also include language that applicants will be selected in lottery order (through an Excel randomizer function) and preference order for accessible units.

Prospective tenants may call the management office at (747) 221-7617 to inquire about the application process for housing at The Rigby. Management staff will return all inquiries and will inform prospective tenants that twenty-nine (29) of the sixty-four (64) units are designated as general affordable units that will be leased in lottery order to applicants who apply and meet the eligibility requirements. The remaining thirty-three (33) units are supportive housing apartments for persons with special needs who are referred through the Coordinated Entry System (CES) in Los Angeles. Prospective tenants will also be informed of the application acceptance period and process to apply for housing at The Rigby.

The Rigby will announce the initial opening of the waiting list on EAH Housing website, LAHD Accessible Housing Registry at accesshousingla.org, AffordableHousing.com and the Housing Resource Listing website. The announcement will be made in the form of a flyer and will include the application acceptance period, lottery and anticipated occupancy date, information regarding all accessible services, activities and facilities offered on-site, methods for obtaining and accepting applications, income/rent/occupancy limits as well as the following statements:

> *"This housing is offered without regard to race, color, religion, sex, gender, gender identify and expression, familial status, national origin, citizenship status, immigrant status, primary language, marital status, ancestry, age, sexual orientation, disability, source of income (including receipt of Section 8 and other similar vouchers), genetic information, military or veteran status, arbitrary characteristics, or any other basis currently or subsequently prohibited by law."*
>
> *"Individuals with a disability have the right to ask for and receive reasonable accommodations and to request auxiliary aids."*

Flyers will be distributed electronically to local community organizations listed on the Los Angeles Housing Department's Property Management Plan Mandatory Affirmative Marketing & Outreach Resource List and to potential applicants via:

- EAH Housing website
- AccessHousingLA.org
- AffordableHousing.com
- Housing Resource Listing website

Applications for the participation in the lottery for the twenty-nine (29) general affordable units will be made available for applicants to obtain in an accessible format via U.S. Mail or other delivery carrier and online via AccessHousingLA.org and EAHhousing.org/apartments/The-Rigby.

Submissions of applications for participation in the lottery for the twenty-nine (29) general affordable units will be accepted via:

- U.S. Mail or other delivery carrier, online via EAHhousing.org/apartment/The-Rigby
- LAHD Accessible Housing Registry at accesshousingla.org

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

10 Application Procedures (General Affordable Units)

The Rigby management staff are available to assist with the completion of applications. Applications will not be available when the Waiting List is closed.

All applicants that submit a completed and signed application online via Rent Café online portal, by LAHD Accessible Housing Registry at accesshousingla.org or by mail will be placed on the initial waiting list and will participate in the lottery. Applications must be received by the published application due date. Applications received after the due date will not be accepted unless a valid reasonable accommodation request is received. Each applicant's application must indicate the size of unit/number of bedrooms required.

Application Fee

The application fee for the general affordable units is $30.00 per household member 18 years of age and older. The maximum charge per household is $90.00. The application fee is charged only if the applicant is approved and at the time of move-in.

Applicants are not charged an application fee until/unless the applicant is determined eligible and is considered for an available unit. A holding deposit of $200 will be collected once a unit is offered. These funds must be in the form of a cashier's check or money order. The holding deposit will be applied to your Security Deposit and or first month's rent if your application is approved and you move-in on your scheduled move-in day. If you rescind your application within three (3) days of the date the holding deposit was paid, your holding deposit will be reimbursed within 21 business days. If you cancel after the initial 3 days for any reason your holding deposit will be forfeited. The application fee is non-refundable.

Waiting Lists

Applicants will be listed in order by assigned lottery number, followed by applicants received after the initial tenant selection listed in order by date of application. Waiting lists will be used in conjunction with the guidelines of LAHD's Transfer Policy when filling vacant Accessible Units.

The Rigby will maintain three (3) waiting lists:

a. **Conventional Unit Waiting List** for all applicants, including those who have requested an Accessible Unit and for those applicants that need accessible features. Management will include a position number for each applicant on the

Conventional Unit waiting list. Applicants who require an accessible unit will be offered a Conventional Unit when Accessible Units are not available with the option to request reasonable accommodation, which can include physical changes to the unit, while still remaining eligible on the Accessible Unit Transfer List.

b. **Accessible Unit (AU) Transfer List** for existing tenants that includes any tenants in the building, including tenants of CES units, who have requested an accessible unit. The AU Transfer List will identify the type of AU requested (mobility, hearing/vision, or both). The AU Transfer List will be maintained via the AcHP Quarterly Report.
c. **Accessible Unit (AU) Waiting List** for Applicants, who have specifically requested an Accessible Mobility Unit, Accessible Hearing/Vision Unit, or requested an Accessible Unit with both Mobility and Hearing/Vision features. The AU Waiting List will identify the type of AU requested. The AU Wait List will be in order of the lottery. Anyone who applies after the lottery will be listed in chronological order.

Applicant households at the top of the Waiting List for each designated unit type may complete the applicant questionnaire online or attend an in-person interview conducted by The Rigby management staff to determine eligibility. The Rigby management staff will complete the eligibility verification (i.e., verify income, conduct background checks, etc.). The Rigby will not impose a stricter standard than HACLA. Copies of the current picture ID and social security card will be made during the interview.

The Rigby management staff will inform the applicant in writing of denial or approval. Applicants will be offered only one apartment. If an applicant cannot accept an apartment during the initial lease-up of the building, the applicant will remain on the waiting list. Applicants who do not accept the third offer of a unit will be removed from the waiting list.

11 Applicant Interview, Income Verification & Data Collection

At the interview, The Rigby Management staff will:

1. Confirm and update all information provided on the application for residency.
2. Explain applicable city, county, state, or federal program requirements, verification procedures, and penalties for false information.
3. Obtain household information, asset and composition information, and other data needed to verify eligibility. Each eligible applicant will be provided with third-party verification forms which are to be filled out by the income provider or the applicant if the applicant is self-employed (whereupon a signed affidavit with a tax return, if any, must be provided).
4. Verify in writing all income from all sources, including but not limited to:
    a. Employment

   b. Saving and checking interest accounts, income, pension, and/or public assistance
   c. Disability
   d. Asset verification: property, home, stocks, bonds etc.
   e. Social security
5. Inform the applicant that income is calculated based upon the applicant's annual gross income and that annual income includes income from assets.
6. Inform the applicant of the screening requirements used by management. Consent to obtain background screening will also be obtained.
7. Require the head of household, spouse, or co-head to give a written certification as to whether any household member did/did not dispose of any assets for less than fair market value during the two years preceding the effective date of the certification/recertification.
8. The certification must include a list of all assets disposed of, the amount received, and the asset's market value at the time of disposition.
9. Tell the applicant(s) that a final decision on eligibility cannot be made until all verifications are complete.
10. Inform the applicant(s) that federal laws prohibit management from discriminating against individuals with disabilities.
11. **Notification of Selection:** Upon successful completion of the interview process, management will send a Welcome Letter to the household.

12 Administration of the Waiting List After Initial Lease-Up

The property is required to maintain a Waiting List of all eligible applicants for the general affordable units. The waiting list is maintained in The Rigby property management software as well as LAHD's accessible housing portal. Applicants must be placed on and selected from the Waiting List even in situations where there are vacancies, and the applications are processed upon receipt. This procedure is necessary to ensure the complete and accurate processing of all documentation for all applicants.

The Rigby has **three** Waiting Lists that are established and maintained in lottery order as assigned during the initial lease-up. When the Waiting List is reopened, all applications received online or by mail will be added to the existing waiting list in the order they are received.

To ensure that applicants are appropriately and fairly selected for the next available unit, The Rigby will maintain the waiting lists with appropriate information taken from the application for tenancy. The Waiting List contains the following information for each applicant:

1. Date and time the applicant submitted an application for tenancy.

2. Name of head of household.
3. Annual income level (i.e., extremely low income, very low income, low income).
4. Identification of the need for an accessible unit including the need for accessible features.
5. Unit Size.

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

For the designated Permanent Supportive Housing designated units, The Rigby will follow the same initial lease-up procedures when designated units are vacated and ready for re-occupancy.

Updating the Waiting List

Keeping the waiting list as up to date as possible will help reduce errors and minimize the administrative resources expended on processing information regarding applicants who are ineligible or no longer interested in residing in the property. The Waiting List will be updated annually. Each applicant will receive a letter from the property, which will request updated information and ask about their continued interest. A copy of the letter will also be sent to the applicant's service provider and alternate contact listed on the application. This letter must be returned within the specified time, or their application will be removed from the Waiting List. It is the responsibility of the applicant, applicant's service provider or applicant's alternate contact to maintain a current address with the office to receive waitlist correspondence. Any correspondence returned undeliverable will result in application being removed from the waitlist.

Excluding Data from the Waiting List

While additional information, such as race/ethnicity, gender, and family size are collected on applications and retained in property files, this data is excluded from the waiting list as it is not directly relevant to tenant selection.

Applicant Presence on Multiple Waiting Lists

An applicant may be on multiple waiting list (or waiting for more than one unit size). Based on the lottery selection dates and qualification for preferences, placement on these multiple lists may vary. Placement on multiple waiting list is different than applying more than once. Duplicate applications will be removed.

13 Application Procedures (Permanent Supportive Housing Units)

Referrals for the thirty-three (33) Permanent Supportive Housing units will come from the Housing Authority of the City of Los Angeles (HACLA) through the Service Plan Area (SPA) 2 of the Coordinated Entry System for Los Angeles (CES). Referrals must meet any/all CES baseline requirements that they are chronically homeless or homeless youth. Applicants who are eligible for this housing opportunity must go through the

Housing Authority for the City of Los Angeles (HACLA) eligibility screening process including criminal background check in order to qualify for the participating program. An application fee will not be charged for the PSH designated units.

Occupancy in the Permanent Supportive Housing unit is restricted to homeless individuals and families or homeless youths.

All potential PSH residents for The Rigby will be referred from the CES. As approved by HUD, CES will be used as the waiting list and referral process for all new applicants. Vacancy forms will be submitted through the Clarity system for each vacant apartment listing the eligibility criteria dependent upon lender requirements. Referrals that meet the eligibility criteria will be provided back to the manager by a CES Matcher. At this point, the applicant is interviewed by The Rigby management staff and screened for program and screening criteria eligibility. Applicants will be informed in writing of denial or approval.

If the applicant fails to meet the eligibility criteria or request to discontinue the screening process because they are no longer interested, the Matcher will be notified, and another applicant will be referred. All persons with an interest in housing will be directed to the local Service Plan Area (SPA) CES agency to be assessed via the VI-SPDAT for placement within the CES database. Applicants who are denied will be informed of their option to appeal the decision. With the approval of the applicant, the referring case manager will also be notified. If the CES Agency is unable to provide eligible applicants in a timely manner, management must receive written permission from LAHSA to select applicants outside of the CES system.

Approved applicants will be offered only one apartment. Mitigating circumstances may be considered, such as an emergency or hospitalization. In such case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant would be referred to CES.

14 Referral and Intake Process (Permanent Supportive Housing Units)

The referral process begins with the completion of HACLA's Housing Intake form. The form may be completed by the applicant's referring case manager or licensed practitioner.

Upon receipt of the completed HACLA's Housing Intake Form, HACLA 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. **The Rigby management 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 Chronic Homelessness (2 pages)
5. Certification of Disability
6. Consent to Release Information Form
7. HMIS consent form
8. 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. Applicants must have a VI-SPDAT score of 12 or below unless inconsistent with the CES policies in place at the time of the project's lease-up.

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

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.

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 The Rigby 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

The Rigby 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.

15 Program Eligibility for Subsidy

Thirty-three (33) units will be subsidized by the Section 8 program which is administered by the Housing Authority for the City of Los Angeles (HACLA).

- HACLA will verify citizenship or eligible immigration status. Rental subsidy benefits will be prorated based on the residency status of each household member.
- Applicants for the PSH designated units will be selected separate from the general affordable waiting list.
- HACLA requires the 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 screening standards will align with the HACLA Section 8 Administrative Plan. The current Section 8 Administrative Plans for PHAs for the City and County of Los Angeles do not include any criminal background screening beyond the HUD-mandated exclusions for registered sex offenders and methamphetamine production.

16 Verification

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

All applicants will be required to comply and cooperate with third party verification requirements. It is the applicant's responsibility to provide the information that will

enable management to complete and receive the necessary verification in a reasonable time.

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

Applicants will receive an approval and offer letter if the applicant meet the eligibility criteria detailed in the Tenant Selection Plan. The approval and offer letter will include a scheduled appointment date and time to sign the completed Tenant Income Certification (TIC) and sign a rental lease agreement. Move-in costs will be included in the letter of approval/offer.

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 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).

Households that do not meet the eligibility requirement of the Resident Selection Plan will receive a letter of denial for housing. Applicants that receive a denial letter have the right to appeal the decision. All other applicants will remain on the list until a unit is available and the household reaches the top of the list. For exceptions to this, please also refer to section regarding periodic Purging the Waiting list.

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

The application must be completed and signed by the head of household and all household members 18 years of age. If an application is not completely answered, the date of it being received once fully completed will be the date that the application is considered accepted for rental purposes.

Prospective (PSH) residents may request assistance from supportive services with the application process. Assistance will include:

- Explaining and filling out the application form
- Obtaining supportive documents needed to complete the application
- Attending the intake interview meeting
- Assistance during the appeal process
- Assistance with Reasonable Accommodation requests

17 Preferences

Every applicant must meet the Property's Resident Selection Plan standards for acceptance as a resident.

Persons with disability, blind or low vision and deaf or hard of hearing, will have priority for accessible units.

The Resident Manager will communicate with the CES Agency when an accessible unit is available to lease. The CES Agency will ensure to search and select eligible applicants that require the accessible features of the unit.

Accessible Units

Eleven (11) units are designed with specific features for people with mobility impairments. Nine (9) units are equipped for people with 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.

The accessible units are prioritized for persons with disabilities who have a disability-related need for the accessibility features of the accessible unit. At initial lease-up, all accessible units must be leased to qualified households who requires the design feature of the units.

The Rigby will follow the requirements of Section 504 and its implementing regulations at 24 C.F.R. Park 8, as well as the City's Fair Housing Policy related to disability to assure that information regarding the availability of accessible units reaches eligible individuals with disabilities. The Rigby will take reasonable, nondiscriminatory steps to maximize the utilization of such units by eligible individuals who require the accessibility features of the particular unit.

After lease-up, The Rigby will take the following steps when an accessible unit becomes vacant:

1. **First,** offer the accessible unit to a current occupant of The Rigby who needs the features of an accessible unit.
2. **Second,** offer the accessible unit to an eligible, qualified applicant on the waiting list for accessible housing units who needs the features of an accessible unit.

In the event more than one household has requested an accessible unit, The Rigby management staff will offer the accessible unit to households in order on the appropriate waiting list within each category.

If, after using the process identified above, there are no households who need the features of that accessible unit, then management staff will offer the accessible unit to the next household on the conventional waiting list. This will only occur only after AcHP approval. Should the household choose not to occupy the accessible unit, they will remain at the same position on the conventional waiting list. If the household chooses to occupy the accessible unit, the resident must sign a lease addendum in the form approved by the City. The lease addendum requires the household to move to the next available, comparable, conventional unit, when given appropriate notice by The Rigby management staff that there is an eligible applicant or existing resident with a disability who requires the accessibility features of that accessible unit.

For individuals who are required to vacate an accessible unit because it is needed by an individual with a disability, The Rigby will pay the costs of the transfer to a comparable conventional unit, including new utility deposit(s), if required, and reasonable moving expenses.

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.

18 Unit Transfer Policy

Management will consider requests from residents to transfer from one unit to another for the following reasons:

1) There is a need for a unit transfer because of a change in household size and/or composition
2) There is a verified medical need for a different unit
3) If two or more adult household members reside in one unit and one or more adults choose to apply for a separate unit, the new household will be required to submit a complete application and will be placed on the property's external wait list. The household must meet the eligibility rules and the resident screening policies provided in the most current resident selection plan. Those within the household requesting the transfer will be processed in the order specified in the resident screening policies. They will not have preference over the other applicants on the waiting list.

Existing residents must complete a Unit Transfer request. The Unit Transfer Request must be completed and signed by the head of household and all adult household members who wish to transfer. The unit transfer request may be submitted in an equally effective manner as a reasonable accommodation if there is the presence of a disability.

Unit Transfer Request

If you would like the owner/agent to consider a unit transfer, please submit the Unit Transfer Request. If you would like a reasonable accommodation to request a unit transfer, because of the presence of a disability, please feel free to contact the management office.

Unit Transfer Requests will be reviewed as quickly as possible. The resident will receive a response within 30 calendar days from the date the complete, signed request is submitted. The response may be:

1) Approval of the Request
2) Request for additional information
3) Denial of the Request

If your request is approved, but no appropriate units are available, your name will be added to the property internal waiting list and you will be provided preference based on your status as an existing resident.

When an appropriate unit is available, you will have a maximum of 30 days to complete the transfer. If you are unable to transfer within 30 days, the unit will be offered to the next person on the waiting list in compliance with the waiting list management policy.

You have the right to refuse two offered units. The first time a unit offer is refused, the next household on the waiting list will be offered the unit (in accordance with our resident selection plan), and your name will remain at the top of the list. The second time a unit offer is refused, your name will be removed from the waiting list, and a new unit transfer request will not be considered for at least six months. (The owner/agent will consider reasonable accommodation in this case, if there is the presence of a disability).

If your request for a unit transfer is denied, you may appeal the decision within 14 calendar days from the date of the denial letter. Someone who was not involved in the original decision to deny will review your appeal.

A Unit Transfer List is maintained for those residents who have been approved for transfer on the basis of a medical reason certified by a third- party professional. Residents on the Unit Transfer List will have priority over the applicants on the Waiting List.

Accessible Unit Transfer

A Unit Transfer List is maintained in chronological order for those residents who request a unit transfer. Verification of disability will not be sought until such time as an accessible unit is available and only if the disability-related need for the accessible unit is not otherwise obvious or already known. Residents on the Unit Transfer List will have priority over the applicants on the Waiting List. The following transfer guidelines will be followed when filling vacant Accessible Units:

Accessible Unit (AU) Transfer List for existing tenants that includes any tenant in the building, including tenants of CES units, who has requested an accessible unit.

The AU Transfer List identifies the type of AU requested (mobility, hearing/vision, or both).

- Accessible Unit (AU) Waiting List for Applicants, who have specifically requested an Accessible Mobility Unit
- Accessible Hearing/Vision Unit, or requested an
- Accessible Unit with both Mobility and Hearing/Vision features.

The AU Waiting List identifies the type of AU requested. The AU Waiting List is compiled of all applicants listed on the Conventional Unit Waiting List that have requested an Accessible Unit, followed by applicants received through Affirmative Marketing and Outreach. The AU waitlist and the AU transfer list are both maintained in the Quarterly Report.

19 Occupancy Standards

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

LACDA and HACLA (Table 2) Occupancy Standards

Bedroom	Household Minimum	Household Maximum
0	1	2
1	1	4
2	3	6
3	5	8

General Affordable HCD IIG Occupancy Standards

Bedroom	Household Minimum	Household Maximum
0	1	1
1	1	4
2	2	6
3	4	8

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,
2. Live-in attendants
3. Foster children and
4. Unborn children and children in the process of adoption.

20 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. 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 The Rigby, 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 The Rigby 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, The Rigby will not subject victims to more demanding standards than other residents.

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.

21 Screening

CES policies in place at the time of the project's lease-up will be followed.

Screening is used to help ensure that households approved for residency will abide by the terms of the lease, pay rent on time, take care of the property and unit, and allow all residents to peacefully enjoy their homes. Information collected during the screening process enables management to make informed and objective decisions to admit applicants who are most likely to comply with the terms of the lease. An effective screening policy will also ensure fair, consistent, and equal treatment of applicants. All screening criteria adopted by management are described herein and will be consistently applied to all applicants in a non-discriminatory fashion and in accordance with all applicable fair housing and civil rights laws.

In the case of denial, a denial letter will be sent to the applicant; the applicant will have fourteen (14) days to respond and continue with the qualification process. The applicant has this opportunity to provide additional, clarifying, or corrected information to support their application for residency.

The applicant may contact The Rigby management staff to go over the reason(s) for the denial and will be offered opportunities to appeal the denial. The appeal documentation must be mailed, emailed, faxed, or hand delivered to The Rigby's leasing office. Please refer to the attached Appeal and Grievance documents regarding the formal and informal hearing process regarding denials.

Applicants who are not responsive and request to be reinstated within fourteen (14) days of receiving the denial letter will only be assigned a unit based on availability at the time they complete their qualification process. Persons with disabilities have the right to request reasonable accommodations to participate in the appeal process.

22 Grounds for Denial

- 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.
- Applicants' household size either exceeds or is below reasonable occupancy limits for the available unit.
- Household cannot pay the full security deposit at move-in. Leasing staff will coordinate with case management staff to connect applicants with deposit assistance programs. Applicants will be given two weeks from the date an offer is made to obtain security deposit assistance. Deposit amount is stated in the leasing packet.
- Household refuses to accept the third offer of an apartment after communicating to the applicant and their listed Alternate Contacts.
- The household fails to respond to interview letters or otherwise fails to cooperate with the certification process. Failure to sign consent forms.
- ALL adult household members fail to attend eligibility interviews.
- Blatant disrespect or disruptive behavior toward management, the property or other residents exhibited by an applicant or family member any time prior to move-in (or a demonstrable history of such behavior).
- The household is composed entirely of full-time students and does not meet the exception outlined in CTCAC regulations.
- Applicants have failed to provide adequate verification of income, or we are unable to adequately verify income and/or income sources.
- Providing or submitting false or untrue information on your application or failure to cooperate in any way with the verification process.
- Unit assignments will NOT be the family's sole place of residency. **Qualification for a unit includes occupying the unit on a continuous basis and as a**

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

- Applicants were abusive with The Rigby management during the application process.
- A household member poses a direct threat to the health or safety of others.
- The household's VI-SPDAT acuity score is 13 or higher unless it is inconsistent with the CES policies in place at the time of the project's lease-up.
- The household does not have at least one person who is of legal age (age 18) or with proof of legal emancipation who has the mental capacity to execute a lease agreement.

23 Landlord Reference

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.

- Evictions reported in the last 3 years. Not applicable to PSH designated units.

24 Credit (Not Applicable to PSH Designated Units)

- The Rigby will neither charge a credit screening fee nor process credit screening for tenant-based voucher holders or prospective applicants who are applying for the project-based subsidized unit.
- Rental housing debt of $2,500 or more.

25 Criminal Background Check

- Convictions do not result in automatic denial of application; consideration will be given to the nature, date and circumstances of conviction.
- Serious felony offenses within the two-year lookback period MAY be grounds for denial if such offenses involve physical violence to persons or property, domestic violence, sexual abuse, the manufacture or sale of illegal drugs or controlled substances, possession of an illegal weapon, breaking and entering, burglary, or arson.
- 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.

Housing First

The Rigby will screen applicants and potential residents of the PSH designated units to maintain their tenancy using Housing First principles. As such, the following practices will apply:

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

The Rigby will automatically grant considerations of mitigating circumstances related to negative criminal or other history verified during the application process for prospective PSH applicants. Mitigating circumstances are conditions or occasions that partially explain a negative situation or make it more understandable. Negative criminal or other history **will** be waived during the appeal process.

26 Grievance / Appeal Process

The Rigby adopted the AcHP Grievance Policy and the policy will be posted on the property's community board in public view. A grievance is a complaint to management that a resident or prospective resident may submit to resolve an issue. Grievances are confidential. Management staff will not retaliate or take negative actions towards a resident or prospective resident if a grievance is filed.

Applicants that have been denied and wish to appeal the denial are encouraged to provide all relevant information with their letter of appeal so that the appeal can be reviewed quickly and accurately. All appeals must be in writing. Please see the attached Appeal and Grievance for the informal and formal appeals process.

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

- Within five (5) days of the appeal meeting, the property will advise the applicant in writing of the final decision regarding eligibility.
- Apartments will not be held for those applicants in the appeal process.

27 Availability of the Resident Selection Plan

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

28 Annual Recertification Requirements

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

29 Unit Inspection Requirement

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

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

Residents will receive prior written notification for all unit inspections.

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

30 Pets

The Rigby complies with the Pet Ownership in Publicly Financed Housing Developments Ordinance, LAMC Section 51.20, et seq., as amended from time to time. Pets shall be allowed on the premises in accordance with City ordinance(s). Please notify Management if you wish to have a pet in your rental unit.

Service or Assistance animals are not considered pets and are not required to comply with the provisions of the Animal Policy. Service or Assistance animals are those animals specifically required to assist individuals with documented disabilities. Please notify Management if you require a Service or Assistance animal.

31 Equal Housing Opportunity

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

The Rigby is an equal opportunity housing provider.

32 Emergency Transfers (Domestic Violence, Dating Violence, Sexual Assault, or Stalking)

The Rigby is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking.

In accordance with the Violence Against Women Act (VAWA), The Rigby allows residents who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation. The ability of The Rigby to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether The Rigby has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD). The California Tax Credit Allocation Committee (CTCAC) requires compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency transfer, if:

1. The tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit.
2. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify The Rigby's management office and submit a written request for a transfer to **The Rigby, 15314 Rayen Street, North Hills, CA 91343** and include documentation of the occurrence of domestic violence, dating violence, sexual assault or stalking if tenant has not previously provided such documentation of the occurrence. The Rigby will provide reasonable accommodations to this policy for individuals with disabilities.

The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under The Rigby's program; or
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Acceptable documentation of the occurrence of domestic violence, dating violence, sexual assault or stalking must be provided if tenant has not provided such documentation. Acceptable documentation includes any one of the following forms of verification:

1. A complete HUD-approved certification Form 5-382;
2. A document:
    a. Signed by the resident and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, "professional") from whom the victim has sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse;
    b. That specifies, under penalty of perjury, that the professional believes in the occurrence of the incident of domestic violence, dating violence, sexual assault, or stalking that is the ground for protection and remedies under this subpart, and that the incident meets the applicable definition of domestic violence, dating violence, sexual assault, or stalking under 24 C.F.R. § 5.2003;
3. A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
4. At the discretion of The Rigby, a statement or other evidence provided by the resident.

If The Rigby receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms from two or more members of a household each claiming to be a victim and naming one or more of the other petitioning household members as the abuser or perpetrator), The

Rigby has the right to request that you provide third-party documentation within thirty (30) calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, The Rigby does not have to provide you with the protections in this notice.

Confidentiality

The Rigby will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives The Rigby written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act for All Tenants for more information about The Rigby's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Internal Emergency Transfer Timing and Availability

Internal emergency transfers refer to an emergency relocation of a resident to another unit where the resident would not be categorized as a new applicant. The resident may reside in the new unit without having to undergo an application process. Internal emergency transfers generally are only available within the community in which the tenant is residing.

The Rigby cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. The Rigby will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. Transfers for these reasons will take priority over all other transfer requests including those made to accommodate a disability and to address over- or under- utilization of a unit.

If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The Rigby may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

External Emergency Transfers

External emergency transfers refer to an emergency relocation of a resident to another unit where the tenant would be categorized as a new applicant. The tenant must undergo an application process to reside in the new unit.

While EAH Housing may manage other communities within the area, each are (1) owned by different entities which are the actual housing providers at those communities for whom EAH Housing is acting as agent, (2) has its own wait lists and (3) is subject to its own regulatory agreements. As such, The Rigby is unable to give priority for such

external transfers even if The Rigby manages the property or EAH Housing manages the property for the other Owner. As such, external transfers generally will require the transferring tenant to go on any pending waitlist in the same position as any other new applicant at the other property.

Additional Assistance

If The Rigby has no safe and available units for which a tenant who needs an emergency is eligible, The Rigby will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move.

At the tenant's request, The Rigby will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

- Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).
- Tenants who have been victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at https://ohl.rainn.org/online.
- Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at https://www.victimsofcrime.org/our-programs/stalking-resource-center.

Attachment: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.