



THE AZALEA

4507 S. MAIN STREET, LOS ANGELES, CA 90037

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EMAIL AZ-MANAGEMENT@EAHHOUSING.ORG

WEBSITE: Eahhousing.org/apartments/the-azalea

The AcHP Registry at accesshousingla.org

**THE LOS ANGELES HOUSING RESOURCE CENTER AT
HOUSING.LACOUNTY.GOV**

RESIDENT SELECTION PLAN

The Azalea, a 61-unit housing community in Los Angeles, CA, provides housing for individuals and families, 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.

Save one market-rate manager’s unit, thirty-one (31) of the apartments are reserved for formerly unhoused persons earning at or below 30 percent of the area median income, two units are set-aside for homeless, former tenants displaced due

to the sale of the property, while the remaining twenty-seven (27) units are reserved for families and individuals earning at or below 30 percent or 60 percent of the area median income. The Azalea will accept applicants regardless of sobriety or use of substances, completion of treatment, or participation in services. There is not an application fee for the PSH units or the general affordable units.

The community consists of sixty-one (61) apartments with the unit breakdown as follows:

INCOME LIMITS TABLE

Household Income Level (% of Area Median Income)	0-BR units	1-BR units	2-BR units	TOTAL UNITS	NPLH <u>ASSISTED</u> Units	NPLH Assisted Unit Type *
					Total	
Thirty Percent Income (30%)	10	21	2	33	23	H2
Sixty Percent Income (60%)	10	13	4	27	n/a	
Manager’s Unit		1		1	n/a	
TOTAL	20	35	6	61	23	

H2 = Chronically Homeless



NPLH Assisted Unit Type: As defined under NPLH Regulations, adults or older adults with a Serious Mental Disorder or Seriously Emotionally Disturbed Children or Adolescents who are Chronically Homeless.

SUPPORTIVE HOUSING UNITS:

Thirty-one (31) of the sixty-one (61) units are set aside for homeless individuals and families. Twenty-three (23) units are designated for chronically homeless individuals living with mental illness supported by the Los Angeles County Department of Mental Health (“DMH”) through the No Place Like Home program (“NPLH”) and eight (8) units for homeless households.

These special needs units are subsidized and only applicants referred from the Department of Health Services (DHS) and DMH, in coordination with Continuum of Care Coordinated Entry System (CES) will be considered for tenancy in the thirty-one designated units.

The use of the coordinated entry system will prioritize homeless individuals and families based on a **highest need** criterion instead of a “first- come-first-served” criteria. EAH is working with St. Joseph Center as service coordinator for this development. St. Joseph Center will coordinate with DHS and DMH to determine eligibility of referred applicants. Referrals will be accepted from shelters, street outreach, drop-in centers, and other parts of the crisis response systems frequented by vulnerable people experiencing homelessness. Housing First practices will guide the lease up and management.

St. Joseph Center and The Azalea management staff will be responsible for outreaching to community agencies serving PSH populations. As early as possible, before construction completion, comprehensive application materials will be made available to these agencies. St. Joseph Center and The Azalea management staff will coordinate with staff at these agencies who will be working with clients to apply for housing.

St. Joseph Center and The Azalea management staff will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible. This will enable clients of these agencies to anticipate and positively address issues such as providing identifications, birth certificates or other eligible legal residency status, criminal background reports and other applicable supportive documents needed to complete the application process.

St. Joseph Center will be the provider of resident supportive services and will provide residents with linkages to resources.

GENERAL AFFORDABLE UNITS:

No. of Units	Unit Size	30% AMI	60% AMI
10	Studio	0	10
15	1 Bedroom	2	13
4	2 Bedrooms	0	4
29	Totals	2	27

For the remaining twenty-nine (29) non-special needs designated units, households are selected in **lottery and preference-order** for each designated unit type (set-aside).



The lottery will be conducted via Zoom through an Excel randomizer function, on March 7, 2024, at 2:00 pm.

Received applications are processed in order of lottery number, with priority given to **former Main Street** residents displaced by the sale of the property. Applicants who applied through the AHP Registry – AccessHousingLA.org – by the submission deadline will be included in the lottery.

Applicants will be required to indicate on their application if they were displaced by the sale/rehab of the property at the time they apply and must submit documented proof along with their application. Acceptable proof will be as follows: a copy of their notice to vacate (if available) with the address from which they were displaced. Applicant households at the top of the Waitlist for each designated unit type are interviewed to determine eligibility.

NON-SMOKING POLICY

Smoking is permitted in designated smoking common areas only. Smoking is prohibited in individual units, indoor areas, common areas and within twenty feet from the building.

The Azalea does not provide or 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 may result in the termination of the Lease/Rental Agreement. For any offense that leads to the

eviction of any resident from the NPLH, DMH and services provided units, NPLH and DMH will be notified.

REASONABLE ACCOMMODATION

The Azalea 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 Housing Department (LAHD) of the City of Los Angeles AHP and Prop HHH Permanent Supportive Housing Program, the Los Angeles County of Mental Health through the No Place Like Home program, the Department of Health Services, the Los Angeles County Development Authority (LACDA) and the Los Angeles County Resource Center.

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

In determining whether to deny admission because of action or failure to act by members of the family, management will consider mitigating circumstances relating to the disability of a family member and the effects of denial or termination of



assistance on other family members who were not involved in the action or failure to act. If the family includes a person with a disability, management's decision concerning termination or denial is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

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

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

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

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

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

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

18801 VENTURA BLVD., STE 300

TARZANA, CALIFORNIA 91356

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

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

The Azalea will conduct targeted marketing to PSH populations, as described above. In conducting targeted



marketing, The Azalea will follow all applicable fair housing and non-discrimination legislation and regulations.

PRIVACY POLICY

It is the policy of The Azalea 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 Azalea 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.

Eligibility

Eligibility for The Azalea is based on income, student, and homelessness status. Ineligible applicants may not be admitted to The Azalea. An applicant must meet the following eligibility requirements:

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 Azalea include the Housing Authority for the City of Los Angeles (HACLA), California Tax Credit Allocation Committee (CTCAC), the Los Angeles Housing Department (LAHD) of the City of Los Angeles Prop HHH Permanent Supportive Housing Program, the Los Angeles County of Mental Health through the No Place Like Home program, and the Los Angeles County Development Authority (LACDA).

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

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

HOMELESS STATUS

For the eight (8) units designated as homeless, "Homeless" is defined as:

1. an individual who lacks a fixed, regular, and adequate nighttime residence; or
2. an individual who has a primary nighttime 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 place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

CHRONICALLY HOMELESS

For the twenty-three (23) designated units for chronically homeless persons, "chronically homeless" is defined as:

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 or chronically 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 accommodations, 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 received federal subsidy. Prorated subsidy may be provided if not all members of the household can provide a valid social security card/number.

GENERAL OVERVIEW OF INITIAL WAITING LIST OPENING ANNOUNCEMENT

The Azalea 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 (323) 499-4183 to inquire about the application process for housing at The Azalea. Management staff will return all inquiries and will inform prospective tenants that twenty-nine (29) of the sixty-one (61) 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-one (31) units are supportive housing apartments for persons with special needs who are referred through the DMH and DHS. Prospective tenants will also be informed the application

acceptance period and process to apply for housing at The Azalea.

The Azalea 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 at Housing.LACounty.gov. 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, and
Housing.LACounty.gov.

Applications for the participation in the lottery for the 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-Azalea.

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

Methods for Obtaining and Accepting Applications:

- Applications accepted online or by mail.
- 29 non-PSH units are filled via lottery.
- Accepting Applications online at:
Eahhousing.org/apartments/the-azalea, the ACHP Registry at accesshousingla.org and Housing.LACounty.gov.
- By mail at:

The Azalea
4507 S. Main Street, Los Angeles, CA 90037
Attention: Kelly Hanson, Regional Manager
Office: (323) 499-4183 Hours: 8 AM—5PM
AZ-Management@eahhousing.org

TDD: (800) 735-2929 or CA Relay Service: 711

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

APPLICATION PROCEDURES FOR NON-PERMANENT SUPPORTIVE HOUSING UNITS (GENERAL AFFORDABLE UNITS)

The Azalea management staff is available to assist with the completion of hardcopy and online 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. A preliminary calculation of income will be performed to determine the households Area Median Income (AMI) qualification status.

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 Azalea will maintain three (3) wait 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 accommodations, 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:

- i. Any tenant in the building, including tenants of CES units, who has requested an accessible unit; and
- ii. Any tenant in a "Common Control"¹ building who has requested an accessible unit.

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

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 Waiting List will be 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.

Applicant households at the top of the Waitlist for each designated unit type will be interviewed to determine eligibility. The Azalea management staff will complete the eligibility verification (i.e., verify income, conduct background check, etc.) Copies of current picture ID and social security card will be made during the interview.

The Azalea 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 in their current position. Applicants who do not accept the third offer of a unit will be removed from the waiting list.

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

ADMINISTRATION OF 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 Azalea property management software as well as LAHD's accessible housing portal. Applicants must be placed on the Waiting List 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 assure the complete and accurate processing of all documentation for all applicants.

The Azalea has three Waiting List that is 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 Azalea will main 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. Preference status; and
6. 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 Azalea 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 in order 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 are excluded from the waiting list as it is not directly relevant to tenant selection.

APPLICANT PRESENCE ON MULTIPLE WAITING LIST

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.

APPLICATION PROCEDURES FOR PERMANENT SUPPORTIVE HOUSING UNITS

Referrals for the thirty-one (31) Permanent Supportive Housing units must meet any/all CES baseline requirements that they are chronically homeless or homeless individuals or families. 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.

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

All potential PSH residents for The Azalea 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 Azalea 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 SPADAT 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.



REFERRAL AND INTAKE PROCESS FOR 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 Azalea 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 returns.
 - 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. Current bank statement for checking accounts.
 - e. Most current bank statements for savings account and all other asset accounts.
 - f. The latest statement from any retirement / pension / IRA / 401k plan for those household members who participated in such a plan.
2. A letter on the referral agency letterhead supporting Certification of Homelessness information and detailing homelessness history.

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

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

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 Azalea 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 Azalea 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.

PROGRAM ELIGIBILITY FOR SUBSIDY

Thirty-one (31) 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 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 AML for the unit in question.

HACLA will verify that the applicant is not a registered sex offender in any state.

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., 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, most current bank statements, etc.

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).

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

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 for the PSH units must complete an application and be willing to submit to a criminal background inquiry, as well as income and asset verifications. Each applicant for the general affordable units 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

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 St. Joseph Center, DMH and DHS when an accessible unit is available to lease. The Agencies will ensure to search and select eligible applicants that require the accessible features of the unit.

ACCESSIBLE UNITS

All units are adaptable, as defined by the California Building Code. Eleven units are designed with specific features for persons with mobility impairments, three of which are equipped for persons with hearing impairments and sight related impairments.

Ten units are ADA ready and meet all Federal, State, and local ADA requirements. Seven are for blind or low vision and deaf or hard of hearing residents.

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 Azalea will follow the requirements of Section 504 and its implementing regulations at 24 C.F.R. Part 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 Azalea 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 Azalea will take the following steps when an accessible unit becomes vacant:

First, offer the accessible unit to a current occupant of The Azalea who needs the features of an accessible unit.

Second, offer the accessible unit to a current occupant of a housing development under common control who needs the features of an accessible unit.

Third, 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.

Fourth, offer the accessible unit to a current resident of a covered housing development who needs the accessible features of the accessible unit and are registered with LAHD's website.

Fifth, offer the unit to qualified applicants who need the accessible features of the accessible unit and are registered with LAHD's website.

If there are no eligible current residents or applicants in need of accessible features, then The Azalea management staff will conduct targeted outreach and marketing to advertise the unit to qualified individuals who need the accessible features, including listing it as available to individuals who need the accessible features at <https://lahousing.lacity.org/aahr> and <http://housing.lacounty.gov/>.

In the event more than one household has requested an accessible unit, The Azalea 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 ACP 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 Azalea 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 Azalea 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.

UNIT TRANSFER POLICY

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. The following transfer guidelines will be followed when filling vacant Accessible Units:

Accessible Unit (AU) Transfer List for existing tenants that includes:

- i. Any tenant in the building, including tenants of CES units, who has requested an accessible unit; and
- ii. Any tenant in a "Common Control" building who has requested an accessible unit.

"Common Control" means housing developments with the same owner or managing general partner; or

housing developments operated by the same property management companies when the property management agents have full authority (e.g., leasing, policies/procedures, evictions, marketing units), regardless of the property ownership.

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.

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:



Determination of Voucher Size for the (31) PSH units:

In accordance with HUD regulations, the unit size designated on the voucher will be assigned using the following LACDA subsidy standards, which are based on two persons per bedroom.

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

Determination of Household Size for the (29) general affordable units:

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

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 and 4. Unborn children and children in the process of adoption.

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 Azalea, 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 Azalea 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 Azalea 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.

GROUNDS FOR DENIAL

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. Please see above Occupancy Standards.
3. Household cannot pay the full security deposit at move-in. DMH will pay the security deposit of all DMH/NPLH approved applicants. Leasing staff will coordinate with case management staff to connect applicants with deposit assistance programs. Applicant will be given two weeks from the date an offer is made to obtain security deposit assistance. Security Deposit amount for the PSH units is \$500 and can be paid in monthly installments. Security Deposit for the general affordable units is equal to one month's rent.



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 residents 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 CTCAC regulations.
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. Residents 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 was physically abusive with The Azalea management during the application process.
13. At least one person in the household must be of legal age to execute a lease (age 18) or provide proof of legal emancipation.

The Azalea 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.

“PSH” referred applicants or the referred applicant’s representative may request consideration of mitigating circumstances related to negative criminal or other history verified during the application process. Mitigating circumstances are conditions or occasions that partially explain a negative situation or make it more understandable. Negative criminal or other history may be waived during the appeal process.

LANDLORD REFERENCE

14. 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.**

15. Evictions reported in the last 3 years. ***Not applicable for prospective PSH applicants.***

16. History of late payment of rent that demonstrates more than 2 late payments of rent in a six-month period for the past two years. More than 1 NSF in a one-year period. ***Not applicable for prospective PSH applicants.***

CREDIT

Not applicable for prospective PSH applicants.

1. An applicant whose credit report contains more negative than positive history may be approved subject to an additional deposit. Lack of credit history will not be considered grounds to deny an applicant household.
2. Bankruptcy (regardless of discharge) within the last two (2) years may be grounds for denial of the application or may require additional deposit.
3. Rental housing debt, evictions, or collections within the last 3 years will result in automatic denial of the applicant.

CRIMINAL

PSH Criminal Screening

HACLA’s criminal screening criteria apply for the PSH designated units. HACLA will verify that the applicant is not a registered sex offender in any state.



General Affordable Criminal Screening

1. Convictions do not result in automatic denial of application; consideration will be given to the nature, date and circumstances of conviction.
2. Serious felony offenses within the two years lookback period MAY be grounds for rejection if such offenses involve physical violence to persons or property, domestic violence, sexual abuse, the manufacture or sale of narcotics, possession of an illegal weapon, breaking and entering, burglary, or arson.
3. 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.

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

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

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

AVAILABILITY OF RESIDENT SELECTION PLAN

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

ANNUAL RECERTIFICATION REQUIREMENTS

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

UNIT INSPECTION REQUIREMENT

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

GRIEVANCE/APPEAL PROCESS

Failure to meet one or more of the foregoing screening criteria may be grounds for denial, however, each application is considered as a whole and the above factors are considered as part of a weighted formula. Should the applicants fail to meet the screening criteria, they will receive a notice in writing indicating that they have the right to appeal the decision. This notice must indicate that the applicant has 14 days to dispute the decision.



Annual unit inspections are performed by The Azalea. 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 Azalea management may conduct the inspection alone.

PETS

The Azalea complies with the Pet Ownership in Publicly Financed Housing Developments Ordinance No. 2020-0001, 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).

The Pet Friendly Housing Ordinance, defines a "Pet" as a common household domesticated: animal (such as a dog, cat, rabbit, or bird); rodent (such as a mouse, hamster, guinea pig, or rat); and animal kept in an aquarium or appropriate enclosure (such as a fish, frog, or non-venomous reptiles less than six feet in length). A Pet is kept in the home for pleasure rather than for

commercial purposes and does not include any equine, bird of prey, swine, sheep, goat, cattle, poultry, or other similar livestock.

Please notify Management if you wish to have a pet in your rental unit. The Pet Friendly Housing Ordinance requires The Azalea to maintain and provide a copy of pet policies to residents. The Azalea's pet policy will include all mandatory and some allowable discretionary policies outline in the Mandatory and Discretionary Pet Policy guidelines.

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.

EQUAL HOUSING OPPORTUNITY

The Azalea 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 Azalea Violence, Dating Violence, Sexual Assault, or Stalking Emergency Transfers

The Azalea 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 Azalea 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.¹ The ability of The Azalea 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 Azalea 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 Azalea’ management office and submit a written request for a transfer to **The Azalea, 4507 S. Main Street, Los Angeles, CA 90037** 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 Azalea 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 Azalea' 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 Azalea, a statement or other evidence provided by the resident.

If The Azalea 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 Azalea 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 Azalea does not have to provide you with the protections in this notice.

Confidentiality

The Azalea 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 Azalea 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 Azalea' 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 Azalea cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. The Azalea 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 Azalea 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 in order 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, except in rare circumstances where the Owner also owns another community, EAH Housing must process transfers to other communities, even those managed by The Azalea, as external transfers. In most circumstances, The Azalea is unable to give priority for such external transfers even if The Azalea 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 Azalea has no safe and available units for which a tenant who needs an emergency is eligible, The Azalea 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 Azalea 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.

EAH HOUSING A NONPROFIT HOUSING CORPORATION

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

The Azalea is an equal opportunity housing provider.

