



EAH HOUSING

# Aloe Palm Canyon

1479 N. Palm Canyon Dr., Palm Springs, Ca 92262

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## OVERVIEW

Aloe Palm Canyon is a 71-unit affordable apartment community located on North Palm Canyon Drive in Palm Springs, offering quality homes for seniors aged 55 and older with extremely low to low incomes.

Thirty-seven (37) units will be available through a public lottery for households earning 50%, 60% and 80% of the area median income, and 25 units will be for homeless households earning up to 20% leased by referral through Riverside County Department of Behavioral Health's Coordinated Entry System (CES) and seven (7) units will be for at-risk of homelessness households earning up to 30% of the area median income leased by referral through Housing Authority of the County of Riverside's waitlist.

Two (2) units are reserved for onsite management and maintenance. The community consists of seventy-one (71) apartments with the unit breakdown as follows:

- HACR will subsidize the thirty-two (32) referral units. These units will come with project-based vouchers (PBVs), and residents will pay 30% of their gross household income as rent, as determined by HACR.
- PSH populations will receive special marketing outreach consideration. Riverside County Behavioral Health will provide intensive case management and supportive services to PSH residents on-site.

- WHCHC and Aloe Palm Canyon 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, criminal background reports, and other applicable supportive documents needed to complete the application process.
- Thirty-seven (37) units are "general affordable" for very low—and low-income individuals and families meeting the community's regulatory restrictions. DAP Health will be the lead provider of resident supportive services to the general population and provide residents with linkages to resources. Two (2) units are designated as market-rate managers' and maintenance techs' units.

Unit Type	Area Median Income/Program	Unit Amount
General Affordable	One-Bedroom 50% AMI	11
General Affordable	One-Bedroom 60% AMI	4
General Affordable	One-Bedroom 80% AMI	22
Housing Authority of the County of Riverside Waitlist Referral	One-Bedroom 30% AMI/HACR	7

Unit Type	Area Median Income/Program	Unit Amount
General Homeless Riverside County Dept. of Behavioral Health's Coordinated Entry System Referral	One-Bedroom 20% AMI/PBV	25
Manager & Maintenance	N/A	2

## 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 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.

Aloe Palm Canyon 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 rental agreement.

## REASONABLE ACCOMMODATION

Aloe Palm Canyon is an Equal-Opportunity Housing Facility, admitting people according to local, state, and federal Fair Housing laws and by the Department of Housing and Community Development (HCD) Multifamily Housing Program (MHP) program regulations.

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 can ask for and receive reasonable accommodation and request auxiliary aids.

Management staff operate and administer the property to enable persons with disabilities (physical and/or mental) to have equal access to participate in the program. Aloe Palm Canyon 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, Aloe Palm Canyon will provide for the requested accommodation at the household's expense.

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.
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. Reasonable Accommodation Request forms are available upon request from management but are not required to make a reasonable accommodation request.

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

**18801 VENTURA BLVD., STE 300  
TARZANA, CALIFORNIA 91446 RICHARD.  
KENNEMER@EAHHOUSING.ORG  
(213) 468-8261**

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

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.

Aloe Palm Canyon will conduct targeted

marketing to PSH populations, as described above. Aloe Palm Canyon will follow all applicable fair housing and non-discrimination legislation and regulations in targeted marketing.

## PRIVACY POLICY

It is the policy of Aloe Palm Canyon 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 Aloe Palm Canyon 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.

## Eligibility

Primary eligibility for Aloe Palm Canyon is based on income, age, and local preference. Eligibility for PSH units is further based on homeless status. Aloe Palm Canyon is a 71-unit 1-bedroom affordable housing community for extremely low-income, low-income,

and moderate-income seniors aged 55. Ineligible applicants may not be admitted to Aloe Palm Canyon. Additional factors are outlined below.

## Ability to Live in a Non-institutional Setting

Aloe Palm Canyon is a residential apartment building. All household members must be able to live in a non-institutional setting, have the mental capacity to sign a legal contract, and abide by the terms of a lease.

## Local Community Housing Preference

The community preference will be available for the non-PSH units in the building, and the preference may be established in three ways: domicile, employment/taxpayer status, or family ties.

Unit Size/AMI	Community Preferences	Community Availability
One-Bedroom 50% AMI	4	7
One-Bedroom 60% AMI	2	2
One-Bedroom 80% AMI	9	19
One-Bedroom 20% AMI/ <b>PBV</b>	25	0
One-Bedroom 30% AMI/ <b>HACR</b>	7	0
One-Bedroom Manager's Unit	N/A	N/A



## Community Preference Options

1. An individual who has established Domicile within the City of Palm Springs, California, for a minimum of one year + one day (366 days) before applying for housing at Aloe Palm Canyon.
  - “Domicile” is where you voluntarily establish yourself and your family, not merely for a special or limited purpose but to make it your true, fixed, permanent home and principal establishment. It is the place where, whenever you are absent, you intend to return. (Reference: California Franchise Tax Board Publication # 1031.)
2. Employment or Taxpayer Status: Current or former employees or taxpayers within the City of Palm Springs, CA, include students who have been in Riverside County for a year, graduated, and secured a job.
  - This alternative for establishing community preference requires a minimum of one year of employment or taxpayer status within the county.
3. Family Ties: Applicants with Immediate family members living within the City of Palm Springs, CA, for at least one year before applying for housing at Aloe Palm Canyon.
  - “Immediate Family Member” is your parent, step-parent, spouse, registered domestic partner, child, child-in-law, step-child, sibling.

## 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 Aloe Palm Canyon include the Department of Housing and Community Development (HCD) 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.

## Preference Points

All applicants who apply will receive one point. Applicants employed or living in Palm Springs will receive an additional point. Management will calculate the total score for each applicant based on the points awarded.

- Lottery order by preference points (highest “2” per household to lowest).
- Remaining applicants by date and time of application.

## Verification of Preference Points

To verify that a prospective housing applicant who are either employed or lives in Palm Springs, management will request the following documentation during the interview:

1. Employment Verification Letter: A letter from the applicant’s employer confirming their job title, employment status, and duration of employment.
2. Pay Stubs: Recent pay stubs to verify ongoing employment and income.
3. Proof of Residency: Documents such as utility bills or lease agreements to confirm the applicant’s local residency.
4. Identification: Government-issued ID to verify the applicant’s identity and match it with other provided documents.

The income maximums are attached and will be posted in the Aloe Palm Canyon Office.

## HOMELESS CRITERIA

For the twenty-five (25) designated units for individuals experiencing homelessness.

## Homeless Definition

1. An individual who lacks a fixed, regular, and adequate nighttime residence.
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).

- b. An institution that provides a temporary residence for individuals intended to be institutionalized.
- c. A public or private place not designed for, or ordinarily used as, regular sleeping accommodation for human beings.

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 accommodations, or an institution that provides temporary residence for individuals intended to be hospitalized. If a homeless applicant is coming directly from the streets or another place not meant for human habitation, the verification may come from staff of an outreach, service, or other organization that has assisted the applicant recently.

## AT-RISK OF HOMELESSNESS

For the seven (7) designated units for individuals experiencing or at-risk of homelessness.

## At-Risk of Homelessness Definition

1. An individual or family who:

- a. Has an annual income below 30% of the Median Family Income (MFI) for the area, as determined by HUD.
- b. Does not have sufficient resources or support networks (e.g., family, friends, faith-based or other social networks), immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “homeless” definition in this section.
- c. Meets one of the following conditions:
  - i. Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance.
  - ii. Is living in the home of another because of economic hardship.
  - iii. Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance.
  - iv. They live in a hotel or motel, and charitable organizations or federal, state, or local government programs for low-income individuals do not pay for their stay.
  - v. According to the U.S. Census Bureau, they live in a single-room occupancy or efficiency apartment unit in which more than two persons reside or a larger housing unit in which more than 1.5 persons per room reside.
  - vi. It is exiting a publicly funded institution or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution).
  - vii. Otherwise, lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved consolidated plan.

All units subsidized by HACR must have a valid Social Security Card/Number to receive the federal subsidy. The prorated subsidy may be provided if not all household members can provide a valid Social Security card/number.

## WAITLIST OPENING NOTICE

Aloe Palm Canyon property management staff will proactively inform prospective applicants of the wait list opening. 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 (760) 407-6953 to inquire about the application process for housing at Aloe Palm Canyon. Management staff will return all inquiries and inform prospective tenants that thirty-seven (37) of the seventy-one (71) 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 twenty-five (25) units are supportive housing apartments for persons with special needs who are referred through the Coordinated Entry System (CES) in Palm Springs and seven (7) with persons at-risk of homelessness who are referred through Riverside County Department of Behavioral Health Prospective tenants will also be informed of the application acceptance period and process to apply for housing at Aloe Palm Canyon.

Aloe Palm Canyon will announce the waitlist opening on the EAH Housing website. The announcement will be made in the form of a flyer. It 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 Property Management Plan Mandatory Affirmative Marketing & Outreach Resource List and to potential applicants via: [EAH Housing website](https://eahhousing.org)

Applications for participation in the lottery for the thirty-seven (37) general affordable units will be made available for applicants to obtain in an accessible format via U.S. Mail or other delivery carrier and [EAHousing.org/Aloe-Palm-Canyon](https://eahhousing.org/Aloe-Palm-Canyon).

Submissions of applications for participation in the lottery for the Thirty-seven (37) general affordable units will be accepted via:

U.S. Mail or other delivery carrier, or [EAHousing.org/Aloe-Palm-Canyon](https://eahhousing.org/Aloe-Palm-Canyon).

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

## APPLICATION PROCEDURES

### General Affordable Units

Aloe Palm Canyon management staff is available to assist with completing applications. Applications will not be available when the waitlist is closed. All applicants who submit a completed

and signed application via the online Rent Café portal or by mail will be placed on the initial waitlist and 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 the unit/number of bedrooms required. A preliminary calculation of income will be performed to determine the household's area median income (AMI) qualification status.

Applicants will be listed by assigned lottery number, followed by applicants received after the initial tenant selection, listed in order by date of application.

Aloe Palm Canyon will maintain three (3) waitlists:

1. The Conventional Unit Waitlist is for all applicants, including those who have requested an Accessible Unit and those who need accessible features. Management will include a position number for each applicant on the waitlist. 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, including physical changes to the unit, while remaining eligible on the Accessible Unit Transfer List.
2. This is an Accessible Unit (AU) Transfer List for existing tenants, including 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).
3. Accessible unit (AU) waitlist for applicants specifically requesting an Accessible Mobility Unit, Accessible Hearing/Vision Unit, or an Accessible Unit with both Mobility and Hearing/Vision features. The AU waitlist will identify the type of AU requested. The AU waitlist will be compiled of all applicants listed on the Conventional Unit waitlist who 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. Aloe Palm Canyon management staff will complete the eligibility verification (i.e., verify income, conduct background checks, etc.). During the interview, copies of the current picture ID and social security card will be made.

Aloe Palm Canyon management staff will inform the applicant of denial or approval in writing. Applicants will be offered only one apartment. If an applicant cannot accept an apartment during the building's initial lease-up, the applicant will remain on the waitlist. Applicants not receiving the third unit offer will be removed from the waitlist.

A reasonable accommodation request will be considered at the applicant's/household's request. In addition, with the applicant's/household's approval, the

referring case manager will be allowed to appeal against 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 the Waitlist After Initial Lease-Up

The property must maintain a waitlist of all eligible applicants for the general affordable units. The waitlist is maintained using Aloe Palm Canyon property management software. Applicants must be placed on the waitlist and selected from the waitlist even when 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.

Aloe Palm Canyon has three waitlists established and maintained in lottery order as assigned during the initial lease-up. When the waitlist is reopened, all applications received online or by mail will be added to the existing waitlist in the order they are received.

To ensure that applicants are appropriately and fairly selected for the next available unit, Aloe Palm Canyon will maintain the waitlists with appropriate information taken from the application for tenancy. The waitlist contains the following information for each applicant:

1. Date and time the applicant applied 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 accessible features.
5. Preference status.
6. Unit Size.

Applicants can decline the first apartment offered and remain on the wait list. They will be removed from the waitlist if they decline the offer of the following two available units.

Aloe Palm Canyon will follow the same initial lease-up procedures for the designated permanent supportive housing (PSH) units when designated units are vacated and ready for re-occupancy.

## Updating the Waitlist

Keeping the waitlist 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 waitlist will be updated annually. Each applicant will receive a letter from the property requesting updated information and asking about their continued interest. A copy of the letter will also be sent to the applicant's service provider and alternate contact on the application. This letter must be returned within the specified time, or their application will be removed from the waitlist. The applicant, the applicant's service provider, or the applicant's alternate contact must maintain a current



address with the office to receive waitlist correspondence. Any correspondence returned undeliverable will result in the application being removed from the waitlist.

## Excluding Data from the Waitlist

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

## Applicant Presence on Multiple Waitlists

An applicant may be on multiple waitlists (or wait for more than one unit size). Based on the lottery selection dates and preference qualification, placement on these various lists may vary.

## Permanent Supportive Housing (PSH)

The Housing Authority of the County of Riverside will refer applicants for the thirty-two (32) permanent supportive housing units through the Coordinated Entry System for Riverside County (CES). Referrals must meet any/all CES baseline requirements that they are chronically homeless or homeless youth. Applicants eligible for this housing opportunity must go through the Housing Authority for the County of Riverside (HACR) eligibility screening process, including a criminal background check, to qualify for the participating program. Occupancy in the permanent supportive housing units is restricted to individuals experiencing homelessness.

The CES will refer all potential PSH residents to Aloe Palm Canyon. As approved by HUD, CES will be used as the waitlist 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 Aloe Palm Canyon management staff and screened for program eligibility criteria. Applicants will be informed in writing of the denial or approval.

If the applicant fails to meet the eligibility criteria or requests to discontinue the screening process because they are no longer interested, the matcher will be notified, and another applicant will be referred. All persons interested 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. Denied applicants will be informed of their option to appeal the decision. The referring case manager will also be notified of the applicant's approval. If the CES Agency cannot provide eligible applicants promptly, What would be the next process?).

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

## Referral and Intake Process for Permanent Supportive Housing

The referral process begins with the completion of HACR's Housing Intake form. The applicant's referring case manager or licensed practitioner may complete the form.

Upon receipt of the completed HACR's Housing Intake Form, HACR 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 meet the tenant eligibility criteria, a UTA (Unable to Accommodate) letter will be sent to the applicant/household and/or the referring case manager. If the applicant/household meets the eligibility criteria, an application package instruction sheet will be sent. The application package will include the following:

1. Here are instructions on accessing and completing the online Application for Admission. Aloe Palm Canyon management staff is available to assist with completing the online application.
2. Agency Certification of Homelessness.
3. Certification of Residence in a Homeless facility.
4. Certification of 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 are for savings accounts and all other asset accounts.
  - f. This is the latest statement from any retirement/pension / IRA / 401 (k) 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 VI-SPDAT scores of or lower.

All referred applicants/households who meet the above qualifications will be referred to Aloe Palm Canyon for program eligibility verification. Upon receipt of applicant/household information, Aloe Palm Canyon management staff will complete the eligibility verification (i.e., verify income, conduct background checks, etc.). Applicants/households will be initially interviewed by the Resident Manager or a representative of the

Management Agent. Copies of the current picture ID and social security card will be made during the interview.

All applicants/households that have completed the income and meet program qualifications will be referred to HACR to determine eligibility to occupy a unit at Aloe Palm Canyon per the subsidy requirements. HACR staff will:

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

Aloe Palm Canyon management staff will inform the applicant of denial or approval in writing.

A reasonable accommodation request will be considered at the applicant's/household's request. In addition, with the applicant's/household's approval, the referring case manager will be allowed 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-two (32) units will be subsidized (25 for homeless CES referrals earning 20% AMI and an additional seven (7) units for other referrals through the HACR waitlist) by the Section 8 program, which the Housing Authority administers for the County of Riverside (HACR).

HACR will verify citizenship or eligible immigration status. Rental subsidy benefits will be prorated based on each household member's residency status.

Applicants for the PSH-designated units will be selected separately from the general affordable waitlist.

HACR requires providing a complete and accurate Social Security number for each occupant. HACR requires proof of age for each occupant.

HACR will verify that the applicant/household's income is less than the required AMI for the unit in question. HACR will verify that the applicant is not a registered sex offender in any state. HACR may deny applicants/households with:

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

## 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, applicants will complete a Tenant Income Certification Questionnaire listing income, asset sources, and amounts. All adult

household members may be asked to sign forms sent out to a 3rd party to verify information provided on the application (e.g., income and asset information) before any offer to rent a unit.

All applicants will be required to comply with and cooperate with third-party verification requirements. The applicant is responsible for providing the information enabling 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 an employer, a verification form completed by a financial institution, etc. In addition to the third-party verification, applicants must submit specific second-party verification documentation, such as three (3) consecutive months' pay stubs, six (6) successive months' bank statements, etc.

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

This will include, but not be limited to, bringing three months' most recent consecutive payroll stubs, six months' 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:

1. Employment, unemployment, self-employment, social security, supplemental security, disability, government assistance, TANF, AFDC, pension funds, alimony or child support, educational status, financial aid, etc.
2. 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 who can only be verified via the Work Number.

During Annual Recertification, we are no longer required to supply a VOE from the Work Number, as long as 3 months of recent consecutive pay stubs are included in the file.

Income calculations are based on the household's annual gross (anticipated) income for the twelve (12) months following the anticipated move-in date. Gross yearly income also includes income



from all assets.

Upon initial occupancy, a 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 the California Department of Housing and Community Development (HCD). Households that do not meet the eligibility requirements of the Resident Selection Plan will receive a letter of denial for housing. Applicants who 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, please also refer to the section regarding periodic purging of the waitlist. Each applicant must complete an application and be willing to submit to a credit history, rental history, criminal background inquiry, and income and asset verification. Applicants who request a copy of their credit report will be sent a copy.

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 it is received once fully completed will be the date the application is 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 disabilities, such as those who are blind or have low vision or who are 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 it searches for and selects eligible applicants requiring the unit's accessible features.

## 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 and sight-related impairments.

Sixty-two percent (62%) are ADA ready and meet all Federal, State, and local ADA requirements. Eleven percent (11%) are for blind or low-vision and deaf or hard-of-hearing residents. The remaining 36 units are ADA adaptable, meaning they are fully equipped and ready to make any

necessary accommodation.

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 need or could benefit from them. 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 the initial lease-up, all accessible units must be leased to qualified households that require the design features of the units. Aloe Palm Canyon 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 ensure that information regarding accessible units reaches eligible individuals with disabilities. Aloe Palm Canyon 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, Aloe Palm Canyon will take the following steps when an accessible unit becomes vacant:

1. The accessible unit should be offered to a current occupant of Aloe Palm Canyon who needs its features.
2. The accessible unit should be offered to an eligible, qualified applicant on the waitlist for accessible housing

units who need the features of an accessible unit.

If more than one household requests an accessible unit, Aloe Palm Canyon management staff will offer the unit to households in order on the appropriate waitlist within each category.

If, after using the process identified above, no households need the features of that accessible unit, then management staff will offer the accessible unit to the next household on the conventional waitlist. This will only occur after ACHP approval. Should the household choose not to occupy the accessible unit, they will remain at the same position on the conventional waitlist. If the household decides 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 Aloe Palm Canyon 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 an individual with a disability needs it, Aloe Palm Canyon will pay the transfer costs 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 residents approved for transfer based on a medical reason certified by a third-party professional. Residents on the Unit Transfer List will be prioritized over the waitlist applicants. The following transfer guidelines will be followed when filling vacant Accessible Units:

Accessible Unit (AU) Transfer List for existing tenants: This list 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) Waitlist for Applicants who have specifically requested an Accessible Mobility Unit.
- Accessible Hearing/Vision Unit, or requested.
- Accessible Unit with both Mobility and Hearing/Vision features.

The AU Waitlist identifies the type of AU requested. It is compiled of all applicants listed on the Conventional Unit Waitlist who 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:

Bedroom	Household Minimum	Household Maximum
0	1	3

To determine the proper bedroom size for which a household may qualify, the following household members are to be included:

1. All full-time members of the household.
2. Live-in attendants.
3. Foster children.
4. Unborn children and children in the process of adoption.

## VIOLENCE AGAINST WOMEN ACT

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 they engages in a criminal act of physical violence against family members or others, they 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 Aloe Palm Canyon, 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 Aloe Palm Canyon 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, Aloe Palm Canyon 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.

## Screening

Screening is used to help ensure that households approved for residency will



abide by the lease terms, pay rent on time, take care of the property and unit, and allow all residents to enjoy their homes peacefully. Information collected during the screening process enables management to make informed and objective decisions to admit applicants most likely to comply with the lease terms. 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 non-discriminately and by all applicable fair housing and civil rights laws.

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

The applicant may contact Aloe Palm Canyon management staff to discuss the reason(s) for the denial and will be offered opportunities to appeal. The appeal documentation must be mailed, emailed, faxed, or hand-delivered to Aloe Palm Canyon'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 reinstatement within fourteen (14) days of receiving the denial letter will only be assigned a unit based on availability when they complete their qualification

process. Persons with disabilities can request reasonable accommodations to participate in the appeal process.

## GROUNDS FOR DENIAL

1. Total family income exceeds the applicable income limits published by HUD and HCD, or does not meet the minimum income limit, except where there is subsidy or rental assistance.
2. Applicants' household size either exceeds or is below reasonable occupancy limits for the available unit.
3. The household cannot pay the full security deposit at move-in. Leasing staff will coordinate with case management to connect applicants with deposit assistance programs. Applicants will have two weeks from the date an offer is made to obtain security deposit assistance. The deposit amount is stated in the leasing packet.
4. After communicating with the applicant and their listed Alternate Contacts, the household refuses to accept the third offer of an apartment.
5. The household fails to respond to interview letters, cooperate with the certification process, or sign consent forms.
6. ALL adult household members fail to attend eligibility interviews.
7. Blatant disrespect or disruptive behavior toward management, the property, or other residents exhibited by an applicant or family member before move-in (or a demonstrable

history of such behavior).

8. Applicants have failed to provide adequate income verification, or we cannot verify income and/or income sources adequately.
9. Providing or submitting false or untrue information on your application, or failing to cooperate with the verification process.
10. Unit assignments will NOT be the family's sole place of residency. Qualification for a unit includes occupying it continuously and as a primary residence. Residents may not be absent from the unit for more than 60 consecutive days or longer than 180 continuous days for medical reasons.
11. Applicants were abusive to Aloe Palm Canyon management during the application process.
12. A household member poses a direct threat to the health or safety of others.
13. The household's VI-SPDAT acuity score is 13 or higher.
14. The household does not have at least one person with the mental capacity to execute a lease agreement.

## LANDLORD REFERENCE

Tax Credit guidelines require all applicants to complete the rental history section of the application and disclose their most recent consecutive two-year housing history, even if currently or recently homeless. If applicable, write "homeless" along with the City and State of residence. Any evictions reported within the past three years must also be disclosed.

## CREDIT CHECK

1. Collections exceed \$2,000. An applicant whose credit report contains more negative than positive history may be approved, subject to an additional deposit. A lack of credit history will not be grounds to deny an applicant for a 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.

## BACKGROUND CHECK

1. Convictions do not result in automatic denial of application; consideration will be given to the conviction's nature, date, and circumstances.
2. Serious felony offenses within the 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 illegal drugs or controlled substances, possession of an unlawful weapon, breaking, burglary, or arson.
3. The applicant's reasonable accommodation request will be considered. In addition, with the applicant's approval, the referring case manager will be allowed 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.

Aloe Palm Canyon 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 based on poor credit or financial history, inadequate 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 can work with Case Managers and Resource Service Coordinators who are trained in and actively employ evidence-based practices for client engagement, including 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 or make a negative situation more understandable. Negative criminal or other history may be waived during the appeal process. However, a person with a conviction for a violent felony or manufacturing illegal substances during the past three years is considered a "direct threat" and will be denied housing. Requests for a waiver of standards will be considered on a case-by-case basis.

## GRIEVANCE/APPEAL PROCESS

A grievance is a complaint to management that a resident or prospective resident may submit to resolve an issue. Grievances are confidential. If a grievance is filed, management staff will not retaliate or act negatively towards a resident or prospective resident. Applicants who 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.

## RESIDENT SELECTION PLAN

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

## 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, Aloe Palm Canyon and the resident must jointly inspect the unit. The resident has five

days to report any additional deficiencies to Aloe Palm Canyon to be noted on the move-in inspection form.

Annual unit inspections are performed by Aloe Palm Canyon. 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, Aloe Palm Canyon management may conduct the inspection alone.

## PETS

Residents can keep common household pets in the dwelling apartment (subject to 24 CFR Part 243 provisions and the pet policy promulgated under 24 CFR Section 243.20). Service or Assistance animals are not considered pets and are not required to comply with the provisions of the Pet Policy. Service or Assistance animals are specifically required to assist individuals with documented disabilities. Please notify Management if you need a Service or Assistance animal.

## EQUAL HOUSING OPPORTUNITY

Aloe Palm Canyon. 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.

## EMERGENCY TRANSFERS

Aloe Palm Canyon 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.

Following the Violence Against Women Act (VAWA), Aloe Palm Canyon allows residents who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from their current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.<sup>1</sup> The ability of Aloe Palm Canyon 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 Aloe Palm Canyon has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies eligible tenants 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 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 using the procedures described in this plan.

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

### Emergency Transfer Request

To request an emergency transfer, the

tenant shall notify Aloe Palm Canyon's management office and submit a written request for a transfer to Aloe Palm Canyon, 1479 N. Plam Canyon Drive, Palm Springs, CA. 92262. If the tenant has not previously provided such documentation, the tenant must include documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Aloe Palm Canyon 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 Miramar Gold's program.
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 the 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.
  4. At the discretion of Aloe Palm Canyon, a statement or other evidence provided by the resident.

If Aloe Palm Canyon 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), Aloe Palm Canyon has the right to request that you provide third-party documentation within

thirty (30) calendar days to resolve the conflict. If you fail or refuse to provide third-party documentation with conflicting evidence, Aloe Palm Canyon does not have to provide you with the protections in this notice.

## Confidentiality

Aloe Palm Canyon will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives Aloe Palm Canyon 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) who 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 Aloe Palm Canyon'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 undergoing an application process. Internal emergency transfers are generally only available within the community in which the tenant is living.

Aloe Palm Canyon cannot guarantee that a transfer request will be approved or how long it will take to process it. Aloe Palm Canyon 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 assigned. Aloe Palm Canyon 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 is (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 waitlist, and (3) is subject to its regulatory agreements. As such, Aloe Palm Canyon cannot prioritize such external transfers even if Aloe Palm Canyon manages the property or EAH Housing manages the property for the other Owner. As such, external transfers generally 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 Aloe Palm Canyon does not have safe and available units for which a tenant who needs emergency housing is eligible, it 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, Aloe Palm Canyon 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

The transfer and the actual transfer are pending processing, and the tenant is urged to take all reasonable precautions to be safe if it is approved and occurs. Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence

Hotline at (800) 799-7233 or a local domestic violence shelter for assistance in creating a safety plan. That hotline can be accessed for persons with hearing impairments by calling (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 [ohl.rainn.org/online](http://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 aiding victims of domestic violence, dating violence, sexual assault, or stalking.