



CASA SHALOM

1308 S. NEW HAMPSHIRE, LOS ANGELES, CA 90006

PHONE (213) 385-8357 TDD (800) 735-2929

CAS-MANAGEMENT@EAHHOUSING.ORG

RESIDENT SELECTION PLAN

Casa Shalom, a 30-unit housing community in the Westlake McArthur Park neighborhood 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. Individuals with a disability have the right to ask for and receive reasonable accommodations and to request auxiliary aids.

The community consists of thirty (30) apartments with the unit breakdown as follows:

Number of Two Bedroom Units: 18

Number of Three Bedroom Units: 12

NON-SMOKING POLICY

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

Casa Shalom 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.

REASONABLE ACCOMMODATION

Casa Shalom 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), Department of Housing and Community Development (HCD) program regulations as well as the Los Angeles Housing Department (LAHD) program regulations.

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. Casa Shalom 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, Casa Shalom 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
RICHARD.KENNEMER@EAHHOUSING.ORG
(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.

PRIVACY POLICY

It is the policy of Casa Shalom 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 Casa Shalom 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 Casa Shalom is based on income, student status and credit/criminal screening. Ineligible applicants may not be admitted to Casa Shalom. 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 Casa Shalom

include the California Tax Credit Allocation Committee, and the Department of Housing and Community Development (HCD).

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 Casa Shalom Office.

APPLICATION PROCEDURES

Casa Shalom 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.

Casa Shalom 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 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. Casa Shalom

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.

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

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

The property is required to maintain a Waiting List of all eligible applicants for the general affordable units. The waiting list is maintained in Casa Shalom 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.

Casa Shalom 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, Casa Shalom 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, Casa Shalom 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 is 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.

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, six (6) months consecutive bank statements, etc.

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

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

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

- a. Employment, unemployment, self-employment, social security, supplemental security, disability, government

assistance, TANF, AFDC, pension funds, alimony or child support, educational status and financial aid, etc.

- b. Savings and checking accounts, real estate, money market funds, trusts, certificates of deposit, stocks/bonds, annuities, IRA/Keogh or other retirement/investment accounts, etc.

Employment Verification – The Work Number: At **initial move-in** into a tax credit unit, CTCAC policy **requires** that all tenant files contain 3rd party verification for all wage earners in the form of a Verification of Employment (VOE) along with **3 months of recent consecutive paystubs**. CTCAC requires a Verification of Employment (VOE) for all initial applicants including those wage earners that can only be verified via the Work Number.

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

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

Upon initial occupancy, tenant's income cannot exceed the area median income limit for household size as published annually by the U.S. Department of Housing and Urban Development (HUD) and California Tax Credit Allocation Committee (TCAC).



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

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

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

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.

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:

Bedroom	Household Minimum	Household Maximum
2	2	5
3	4	7

To determine the proper bedroom size for which a household may qualify, the following household members are to be included: 1. All full-time members of the household, and 2. Live-in attendants 3. Foster children 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 Casa Shalom, 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 Casa Shalom 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, Casa Shalom 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.

GROUND S 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: two-bedroom units 2-5 persons; three-bedroom units 4-7 persons.
3. Household cannot pay the full security deposit at move-in. Deposit amount is stated in the leasing packet.
4. Household refuses to accept the second 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 abusive with Casa Shalom 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.

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.
16. History of late payment of rent that demonstrates more than 3 late payments of rent for the past two years. More than 2 NSF in a two-year period.

CREDIT

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

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 lookback period of seven (7) years are 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.

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.

An appeal meeting with the Property Supervisor, 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, Casa Shalom and the resident must jointly inspect the unit. The resident has five days to report any additional deficiencies to Casa Shalom to be noted on the move-in inspection form.

Annual unit inspections are performed by Casa Shalom. 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, Casa Shalom management may conduct the inspection alone.

PETS

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

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

EQUAL HOUSING OPPORTUNITY

Casa Shalom. 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.



Casa Shalom

Violence, Dating Violence, Sexual Assault, or Stalking

Emergency Transfers

Casa Shalom 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), Casa Shalom 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 Casa Shalom 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 Casa Shalom 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 Casa Shalom' management office and submit a written request for a transfer to **Casa Shalom, 1308 S. New Hampshire, Los Angeles, CA 90006** 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. Casa Shalom 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 Casa Shalom' 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 Casa Shalom, a statement or other evidence provided by the resident.

If Casa Shalom 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), Casa Shalom 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, Casa Shalom does not have to provide you with the protections in this notice.

Confidentiality

Casa Shalom will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives Casa Shalom 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 Casa Shalom' 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.

Casa Shalom cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. Casa Shalom 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. Casa Shalom 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 Casa Shalom, as external transfers. In most circumstances, Casa Shalom is unable to give priority for such external transfers even if Casa Shalom 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 Casa Shalom has no safe and available units for which a tenant who needs an emergency is eligible, Casa Shalom 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, Casa Shalom 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.

Casa Shalom is an equal opportunity housing provider.

