



Madrone Terrace

Marketing and Resident Selection Plan

I. General Information

Madrone Terrace (“Madrone”) is a new construction, five-story, 79-unit affordable housing community with 36 one-bedroom, 21 two-bedroom, and 22 three-bedroom units serving households with incomes ranging from 20%-60% of Area Median Income (AMI), and one manager's unit. The property is located at 16060 E 14th Street in Ashland, Alameda County. There are twenty (20) apartments for households exiting homelessness with a serious mental disorder per the State’s No Place Like Home program (NPLH). The twenty (20) NPLH apartments are subsidized by a Capitalized Operating Subsidy Reserve (COSR). The application process detailed in this Plan applies to the 58 units that are not the NPLH units.

Beyond the 79 apartments, the building includes a spacious community room with a common kitchen, a secure bike storage room for 40 bikes, common laundry, and a landscaped terrace space on the second level. Resident services workers have offices directly on site. On the ground floor of the building, the Hayward Area Recreation & Parks District will operate a public community center and day care. Starting as soon as 2026, residents will have direct access to a large, brand new public park right next door. Tiburcio Vasquez Health Center is located just steps from Madrone Terrace and there are grocery stores serving a variety of communities in the surrounding area. E 14th Street is well-served by AC Transit and the Bay Fair BART Station is about a half-mile away.

Financing for Madrone Terrace comes from: the County of Alameda; California Department of Housing and Community Development’s Affordable Housing and Sustainable Communities (AHSC), Infill Infrastructure Grant (IIG), California Housing Accelerator, and No Place Like Home programs; the Federal Home Loan Bank of San Francisco; California Debt Limit Allocation Committee, and; JPMorgan Chase Bank.

II. Qualifying for Residency

Madrone Terrace is an affordable multifamily housing property regulated by various subsidy programs. Income-qualified applicants (individuals or families) must qualify based on the maximum allowable income limits, adjusted for household size. Applicants will be screened and processed by The John Stewart Company (JSCo), RCD’s Management Agent, to determine eligibility for housing (See Resident Selection Criteria, Attachment 1, and Grounds for Denial, Attachment 3, for more detailed information).

All income and asset information will require third-party verification as part of meeting the regulatory requirements of the housing programs involved. In relation to the NPLH apartments, all applicants must be homeless and have a qualifying disability of a serious mental disorder.

Units Set Aside for People with Special Needs:

Homeless with a serious mental disorder: per the State’s NPLH program, twenty (20) units provide permanent supportive housing for homeless persons with a serious mental disorder. Applicants for these apartments are referred by the Alameda County’s Coordinated Entry administrator and, therefore, will not be leased per the marketing, application, and lottery procedures detailed in this Plan.

Please see Attachment 1: Resident Selection Criteria for definitions and more information on qualifying criteria.

Accessible Units

Persons with disabilities are encouraged to apply.

Twelve (12) apartments are designed for residents with mobility impairments and nine (9) more apartments are for residents with auditory or visual impairments. All other apartments are adaptable to ADA standards.

Accessible features in the property include:

- 36” wide entries and doorways.
- Kitchens are built to the accessibility standards of the California Building Code, including appliance controls and switch outlets within reach, and work surfaces and storage at accessible heights.
- Bathrooms built to the accessibility standards of the California Building Code, including grab bars, flexible shower spray hose, switch outlets within reach, and in-tub seats.
- Closet rods and shelves at mobility height.
- Window blinds/shades able to be used without grasping or twisting.
- Units for the Hearing & Visually Impaired will have a horn & strobe for fire alarm and a flashing light doorbell.

Preferences

Per the funding from Alameda County, preference is given to eligible households in which at least one member lives or works in the County.

Preference is provided to applicants who require an accessible unit until all accessible units are filled.

Affordability Requirements and Programming

Area Median Income (AMI) affordability requirements and programming are as follows:

No. of Units	Unit Type	AMI	NPLH	NPLH COSR
16	1BR	20%	16	16
16	1BR	30%	4	4
4	1BR	50%		
16	2BR	50%		
4	2BR	60%		
1	2BR	Staff		
18	3BR	50%		
4	3BR	60%		
62	Total Units		20	20

Applicant Screening

Credit and rental history checks will be conducted but findings are not automatic grounds for denial. For the 20 NPLH apartments, Housing First principles will be applied and applicants will not be rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness". RCD and JSCo will evaluate the individual circumstances of each homeless applicant, consider alternative forms of verification and additional information submitted by the applicant, and provide reasonable accommodations when requested if verified and necessary.

Occupancy Standards

Household size must be appropriate for the apartment. The size of the apartment that an applicant qualifies for is dependent on their household size and any verifiable special needs. In general, maximum occupancy is calculated as two people per bedroom, plus one additional person. Furthermore, the occupancy standard is based on the family composition of the applicant (e.g. is the head of family a single person or is there a spouse/significant other).

Occupancy Requirements for the 48 non-subsidized units		
BR Size	Minimum Number of Persons in Household	Maximum Number of Persons in Household
1BR	1	3
2BR	2	5
3BR	4	7

Pets

Given the involvement of State financing, residents are authorized to own or otherwise maintain one or more common household pets within the resident's dwelling unit, subject to applicable state laws and local government ordinances related to public health, animal control, and animal anticruelty.

III. Fair Housing

To comply with Affirmative Fair Housing Marketing Guidelines, prospective renters will be recruited in a strategy designed to ensure equal access to units at Madrone Terrace for all persons in any category protected by federal, state, or local laws governing discrimination. This strategy includes the marketing of any available units by distributing flyers/announcements through numerous local social service agencies and organizations and by placing advertisements in local newspapers and on the internet. **All advertising will include the Equal Housing Opportunity logo and the ADA logo.**

The John Stewart Company, as Management Agent, shall be responsible for all marketing efforts in accordance with the Resident Selection Criteria (Attachment 1). Management staff receive Fair Housing training materials and refresher trainings are provided periodically. In consultation with the Sponsor (RCD), the Management Agent may amend these criteria and procedures for the selection of residents. These criteria will conform to requirements set forth by the lenders. With respect to the treatment of applicants, the Management Agent will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender, gender identity, gender expression, age, disability, genetic information, handicap, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), receipt of or eligibility for housing assistance under any government housing assistance program, or other status protected by state, federal, or local law or arbitrary basis, including Title VI of the Civil Rights Act of 1964 (Public Law 88-352) and the regulations issued pursuant thereto (24 CFR Part I), Executive Order 11063 and the regulations issued pursuant thereto (25 CFR 570.601), and Title VIII of the 1968 Civil Rights Act (Public Law 90-384), or the Fair Housing Amendments Act of 1988. No criteria will be applied, or information considered pertaining to attributes of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably, and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

IV. Marketing/Outreach

Outreach:

Informational flyers will be distributed throughout Alameda County. Recipients will include various Alameda County departments and offices, My Eden Voice, La Familia, BOSS, Operation Dignity, Center

for Independent Living, East Bay Community Recovery Project, Building Futures with Woman and Children, St. Mary's Center, BANANAS, Bay Area Community Resources, Bay Area Hispano Institute, Lifelong Family Resource Center, local disability organizations, and many others.

The informational & marketing materials will clearly state the method for the fifty-eight (58) non-supportive housing units to apply on-line. The marketing materials will comprise:

- A cover letter detailing the target populations and corresponding eligibility criteria, the ADA features of the property, and the application procedures.
- The income restrictions for the various unit types, the corresponding rents, and the occupancy limits for the various unit types.
- A flyer/announcement that includes all the above detailed information, though in a more abbreviated fashion, with web-address for the application materials and other contact information.
- Information posted on the Alameda County Housing Portal that communicates the above.

The twenty (20) NPLH permanent supportive homeless housing units are referred directly through the Alameda County Coordinated Entry System. Households experiencing homelessness should call 2-1-1 or connect directly with a regional [Housing Resource Center](#) to learn more about Coordinated Entry resources that may be available.

Print Media

Print advertisement will list the RCD website and the Alameda County Housing Portal where cover letters in Spanish, Vietnamese, Traditional Chinese and English and applications in English can be obtained. Advertisements will be taken out in the following publications:

- East Bay Times
- The Pioneer
- El Avisador Magazine
- La Opinion (Spanish)
- Sing Tao Daily Newspaper (Chinese)
- Mo Magazine (Vietnamese)
- 2-1-1 Information and Referral Line

Internet advertisements

Craigslist and other webpages will have information similar to the flyer and will contain the website information for RCD and the Alameda County Housing Portal. Internet advertisements will be in English only.

- Craigslist
- RCD website
- Apartments.com
- AffordableHousing.com
- Alameda County Housing Portal

Marketing:

On August 19th, 2024 Madrone Terrace will be publicized by:

- A banner at the building with a link to the on-line application and a phone number to call with questions and to request Reasonable Accommodation.
- A project flyer and narrative that is emailed to the JSCo Marketing List that includes requirements for tenancy and information for accessing the on-line application.
- Marketing materials will be distributed to those agencies and locations listed above

Phone service

An answering service provider (Direct Line) will be set up by August 26, 2024, with a recording in Spanish, Vietnamese, Traditional Chinese, and English stating the nature of the program and a message for interested parties with information on how to access the on-line application. A TDD line is available at (415) 345-4470.

Cover Letter and Marketing Flyer

The project cover letter and marketing flyer will state that Madrone Terrace is an “Equal Housing Opportunity” and encourage those with disabilities and mitigating circumstances to apply. The marketing flyer will be distributed widely to individuals and organizations that provide services to clientele who may be eligible for occupancy.

The cover letter and flyer will have application information with a link to the RCD Website at madrone.rcdhousing.org and/or the Alameda County Housing Portal for the on-line application at <https://housingbayarea.mtc.ca.gov/>. Cover letters, marketing flyers and other project and application information will be available in Spanish, Vietnamese, Traditional Chinese, and English at RCD’s website. The application will only be made available on-line at the Doorway Housing Portal.

Persons with disabilities who are unable to access the on-line application or otherwise need assistance, such as with a paper application, may request a Reasonable Accommodation by (510) 380-5059 for assistance. An accommodation for assistance with the application must be requested no later than October 7, 2024. A TDD line is available at (415) 345-4470.

Applicants will have two weeks to submit the on-line application and participate in the lottery. The application will be available on the Alameda County Housing Portal starting September 23, 2024, at 9:00am, and the deadline to apply is October 7, 2024, by 5:00pm. All applications received by the application deadline will be placed in a computer-administered lottery conducted by John Stewart Company. Applicants will be placed on the waiting list in order of their lottery number and processed for eligibility in that order. (more details in Attachment 1: Resident Selection Criteria).

See below for marketing/outreach timeline:

August 2024

- Marketing and Resident Selection Plan submitted to lenders for review and approval.
- Planning meetings with the Homestretch, the Alameda County Coordinated Entry System Administrator.
- Initiate listing on the regional Doorway Housing Portal.
- Marketing and Resident Selection Plan and marketing materials finalized.

September 2024

- Marketing and outreach conducted. Advertisements posted.
 - Install banner at Madrone Terrace and initiate call intake from Direct Line
Script: “Thank you for calling Madrone Terrace, an affordable community located in the Ashland district, near San Leandro and Bay Fair BART Station. We are scheduled to open in January 2025. If you are interested in applying for housing, application information can be found online at madrone.rcdhousing.org. For applicants with a disability unable to participate in these options please press #5 to speak with an operator.”
- Pre-application period opens on Monday, September 23, 2024, at 9:00am.

October 2024

- Deadline to apply will be October 7, 2024, by 5:00pm.
- Electronic lottery performed.
- Applicants notified if they made the waiting list and, if so, their priority number on the waiting list.
- Interview and screening process commences.

V. Rent-Up Procedures

Each household applying for residency in the 58 non-supportive housing units must fill out an on-line application for rental via the Alameda County Housing Portal. Paper applications are also available on the Portal and need to be received by the application deadline. Paper applications should be mailed to: Madrone Terrace, c/o The John Stewart Company, 1388 Sutter Street 11th floor San Francisco, CA 94109.

Each application for the non-supportive housing units will be processed in order according to the initial waiting list created by a computer-administered lottery of all applicants; the County Live/Work preference is applied after the initial lottery. Qualified applicants are then scheduled for a personal interview until all units are leased. All adult household members are required to attend the interview. Management will complete the necessary authorization for release of income and asset information and have applicants sign the verification. Verifications are mailed to the respective sources along with self-addressed stamped envelopes. The leasing office is accessible to persons with disabilities.

Applicants will be considered no longer interested if they fail to appear for an interview two times and will be removed from the waiting list unless there are mitigating circumstances.

Credit checks will also be run on all adult applicants who are applying. Results for credit and tenancy background checks arrive during the applicants interview with the property manager; for the 20 NPLH units, only credit checks will be run as these are necessary for asset & income verification. Applicants with an eviction or poor credit history are not automatically denied if that background can be shown to not affect tenancy (for the 20 NPLH units, in accordance with Housing First, findings from tenancy or credit background checks will not be a grounds for denial). If an eviction or poor rental history was due to a disability or additional consideration, the applicant will be encouraged to submit a Request for Reasonable Accommodation, which they will provide during the interview. If the history was due to circumstances that no longer apply, additional consideration may be requested on the Request for Consideration form (see Attachment 2). The applicant can submit a Request for Consideration form then, during the interview, or has seven (7) days after receiving the form to submit it. If the background check findings result in a denial, and the applicant has failed to submit a Request for Consideration form, the applicant has fourteen (14) days to appeal (see Attachment 4, Grievance & Appeal Procedure).

Applicants are encouraged to present mitigating circumstances at the beginning of the application and/or interview/eligibility review process, rather than after a denial and subsequent appeal of the decision. In application of Housing First principles, RCD and JSCo will evaluate the individual circumstances of each applicant, consider alternative forms of verification and additional information submitted by the applicant, and provide reasonable accommodations when requested if verified and necessary.

Otherwise, applicants with certain negative credit histories, or other background check findings, will be sent a denial letter, with an opportunity for correction and/or appeal within 14 days of the denial letter. See Attachment 3, Grounds for Denial, for more information.

After applicants are interviewed, verifications returned from their source, and income and asset calculations completed, qualified applicants will be offered a unit based on eligibility and ability to move in. All other applicants will remain on the waiting list.

VI. Waiting List

After the initial lease-up, the waiting list for future vacancies will be limited to the next 500 applicants on the initial waiting list. All remaining applicants following initial occupancy will be notified of their place on the remaining waiting list or informed that they did not make the waiting list and will need to re-apply when the waiting is re-opened in the future. Applicants will be selected from the waiting list as vacancies occur. A preference will be provided to those applicants who require an accessible unit until all accessible units are filled.

The waiting list will be updated periodically by the Management Agent to ensure those applicants on the waiting list wish to remain on the list. Madrone Terrace will mail a postcard to or email each person on the waiting list at the time it is updated. People who wish to remain on the list should reply or otherwise notify the property. Each applicant will be instructed to report changes in family size or income as those changes may impact eligibility. The Madrone Terrace waiting list will be reopened as needed by unit type and/or income level. Applicants on the waiting list will be notified that it is their responsibility to advise the Project of any address changes and that if they cannot be contacted by mail, either for vacant units or in the course of a waiting list update, they will be dropped from the waiting list.

Prior to opening the waiting list, the Marketing Plan will be reviewed and updated if and as necessary. Part of that process will be reviewing the current demographics for the market area to determine if revision to advertising and marketing are needed to reach underrepresented demographic population groups.

Madrone Terrace will announce a re-opening of the waiting list at least 10 business days prior to the date applications will first be accepted. The announcement will specify where, when, and how applications are to be received and when the waiting list will be closed, and if the list is being re-opened only for a certain set-aside, unit type and/or income level.

Preference is provided to applicants who require an accessible unit until all accessible units are filled.

VIII. Record Keeping

- An Affirmative Marketing file will be created to hold advertisements, flyers, community outreach efforts and other marketing documents in order to document efforts made for compliance with applicable regulatory requirements.
- Marketing documentation as well as documentation of the tenant selection process will be maintained for five years following such activities.
- Such records will be presented to regulatory agencies upon request.
- Up-to-date records will be kept regarding the characteristics of persons applying for vacant units, persons selected to occupy units and residents of the project (including race, ethnicity, presence of children under the age of 18 in the household, requests for reasonable accommodation for a disability, income, and household size) and records about tenant selection or rejection.
- Each household member will be offered the opportunity to complete HUD Form 27061-h or a substantially equivalent form and the completed documents will be placed in the household's file.
- Records will be maintained of all complaints, investigations, and corrective actions taken in relation to marketing efforts and the tenant selection process.
- Records will be kept of the location, description, and number of vacant and occupied accessible units in the properties.
- The Management Agent will track and keep records of accessible and non-accessible units that are occupied by tenants requesting reasonable accommodation for a disability.

- The Management Agent will document any reasonable accommodation given to, or requested by, tenants during the reporting year. Under no circumstance will an applicant be required to disclose a disability unless requesting accommodation for that disability.

IX. Attachments

Attachment 1: Resident Selection Criteria

Attachment 2: Request for Consideration

Attachment 3: Grounds for Denial

Attachment 4: Appeal and Grievance Procedure



Attachment 1 Madrone Terrace Resident Selection Criteria



The purpose of this document is to establish fair, equitable, and easily understood practices for accepting and rejecting applicants for occupancy in Madrone Terrace Apartments. These criteria are in compliance with requirements of the California Department of Housing and Community Development and the County of Alameda.

POLICY ON NON-DISCRIMINATION

With respect to the treatment of applicants, the John Stewart Company (Management “Agent”) will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attributes of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

APPLICATION PROCESSING PROCEDURES

A waiting list will be established for the Property by a lottery process in accordance with the Marketing Plan. The waiting list will track applicant name and contact information, household size, household income or AMI (Area Median Income), status of application, the County preference, and any other information deemed necessary for the property or specified in regulatory agency requirements.

Applicants will be invited for an interview in the order of the waiting list. Eligible applicants will be offered an apartment in the order in which their applications have been approved by Agent’s Compliance Department and applicant’s readiness to move-in. In other words, on a first-qualified, first-offered basis (exceptions to this are the NPLH referrals from the Homestretch, Alameda County CES).

If an applicant is eligible for tenancy, but no appropriately sized apartment or AMI designation is available, they will be kept on the waiting list in their original position.

Agent will respect the bedroom size option chosen by the applicant unless such choice is contrary to the property’s occupancy standards. Persons with a disability that require an adaptable or accessible unit may select a standard unit or an accessible unit, at their discretion.

Periodically, letters may be sent to applicants to update their information and confirm they remain interested in applying for a unit. Failure to respond to the Agent’s notice to contact the project will result in removal from the waiting list. It is the obligation of the applicant to notify management of any changes to their address or phone number.

OCCUPANCY GUIDELINES

The following guidelines dictate the number of occupants per dwelling unit and are set to avoid overcrowding or underutilization of limited affordable housing opportunities. Section 8305 (b) of the Uniform Multifamily Regulations states that the minimum number of persons in household per the chart below. However, it also states that a Sponsor may assign tenant households to units of sizes other than

those indicated as appropriate if the Sponsor reasonably determines that special circumstances warrant such an assignment and the reasons are documented in the tenant's file.

Units will be occupied in accordance with the following standards:

BR Size	Minimum Number of Persons in Household	Maximum Number of Persons in Household
1BR	1	3
2BR	2	5
3BR	4	7

A household whose composition no longer meets the above guidelines may be required to move to the next available unit of the appropriate size.

These guidelines may also be waived to:

- Conform to Local, State and Federal law regarding Fair Housing and Equal Opportunity.
- Accommodate a household member with a disabling or medical condition.

Every household member regardless of age is to be counted as a person. This includes household members in the military or in school and anyone that will occupy the unit during the upcoming 12 months.

Twelve (12) apartments are designed for residents with mobility impairments and nine (9) more apartments are for residents with auditory or visual impairments. All other apartments are adaptable to ADA standards.

Wherever possible, an accessible apartment will be offered to an eligible individual whose disability requires the accessibility features of the particular unit; when offering an accessible rental apartment to applicants without disabilities, such applicants are required to agree to move to a non-accessible apartment when the accessible apartment is needed by a disabled household and this is documented in the tenant file.

UNIT MIX:

Number of Units	Maximum Tenant Income (Expressed as AMI)	Rents*
One Bedroom (16 units) NPLH	20%	30% of income
One Bedroom (4 units) NPLH	30%	30% of income
One Bedroom (12 units)	30%	\$876
One Bedroom (4 units)	50%	\$1,460
Two Bedrooms (16 units)	50%	\$1,752
Two Bedrooms (4 units)	60%	\$2,103
Three Bedrooms (18 units)	50%	\$2,024
Three Bedrooms (4 units)	60%	\$2,429

*Approximate rental rates based upon current income and rent limits published by the U. S. Dept. of Housing & Urban Development. Rental rates subject to change.

ELIGIBILITY CRITERIA

Twenty (20) apartments are set aside for homeless households with a serious mental disability are referred by Homestretch, the Alameda County Coordinated Entry System (CES) administrator; each of these

apartments is supported by a Capitalized Operating Subsidy Reserve per State's the No Place Like Home program. The remaining 58 apartments are filled through the property waiting list via application and lottery.

All applicants must meet the minimum income requirement (and demonstrate rent paying ability) and not to exceed the maximum income limits (as published and determined by the applicable funding source).

MINIMUM INCOME for this property is set at 2 times the monthly rent. If appealed, the household must demonstrate the ability to pay rent, which shall be reviewed and considered by the Management Agent. Minimum income limits are not applicable to the NPLH units.

MAXIMUM INCOME limits will be adjusted as published by HUD yearly to reflect changes in the Area Median Income. Applicant households whose annual income exceeds the limits published at the time of move in will not be eligible for occupancy. Gross annual income as defined by HUD includes the gross amount (before deductions for taxes, insurance, etc.) of income, including income from assets and all anticipated income being received by all household members in accordance with the Low-Income Housing Tax Credit Program. Below are the 2024 published, which are subject to change annually.

Apartments	Number of Units	Rents	Income Limits based on the number of people in your family (Subject to change)							
			1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people
One Bedroom (30% AMI)	12	\$876	\$32,700	\$37,380	\$42,060					
One Bedroom (50% AMI)	4	\$1,460	\$54,500	\$62,300	\$70,100					
Two Bedroom (50% AMI)	16	\$1,752		\$62,300	\$70,100	\$77,850	\$84,100			
Two Bedroom (60% AMI)	4	\$2,103		\$74,650	\$84,120	\$93,420	\$100,920			
Three Bedroom (50% AMI)	18	\$2,024			\$70,100	\$77,850	\$84,100	\$90,350	\$96,550	
Three Bedroom (60% AMI)	4	\$2,429			\$84,120	\$93,420	\$100,920	\$108,420	\$115,860	

The applicant and all household members 18 and older must supply a valid photo I.D., birth certificates for all minors, and sufficient information to enable the housing provider to request and receive written third-party verification from all income sources including, but not limited to: a) Employment; b) Public Assistance programs; c) Savings and Checking accounts; d) Pensions; e) Disability income; f) All assets including property, stocks, bonds, annuities, retirement accounts, etc.

Housing First principles will be applied for the CES referred applicants. In practice, this means that CES-referred households can be subject to checks of rental history, credit, and background comparable to all other households, however the outcomes of these checks will not be used as grounds for denial.

Current landlord references will be requested along with a third-party unlawful detainer search. All previous landlords during the past two years will also be contacted (inability to provide landlord references is not, alone an obstacle to applying). Landlord references will help to determine whether or not there have been any disturbing behavior patterns including repeated lease violations, destruction of property, etc. Any documented behavior which would constitute a material violation of the standard lease to be used at this location may be considered grounds for ineligibility.

A credit check will be required for all household members 18 years or older, except for the 20 NPLH apartments in the application of Housing First principles.

Any applicant may be deemed ineligible for the following reasons:

- Failure to present all members of the applicants’ household at the scheduled interview(s).
- Failure of any household member to behave in an *orderly, non-violent, non-combative* manner during an interview or while on the property.
- Falsification of any information provided on an application.
- Household income exceeds the set Income Limits.
- Household income does not meet the Minimum Income required to ensure ability to pay rent.
- Household size does not fit the Occupancy Standard
- Failure to provide requested information and proof of income and assets.

Reasonable Accommodations will be made to meet the needs of disabled applicants.

APPEALS PROCEDURES

If an applicant household is deemed ineligible for occupancy, they will be notified in writing of the determination, and the notification will include the reasons for the determination. All applicants who are determined to be ineligible will also be notified of their right to appeal the determination. This appeal is preferred in writing, but verbal appeals will also be accepted. The written appeal must be received within 14 days of the date that the determination letter was mailed. If the applicant(s) does not exercise their appeal right in writing and within the required period, the applicant(s) will be ineligible for housing and their application removed from the processing list as well as from the waiting list.

Applicants who appeal the initial decision of ineligibility will meet with the Property Representative. The applicant may bring to this meeting any documentation, evidence, or additional information. The Property Representative will also confer with staff and review the applicant’s file in its entirety. If the appeal fails, a Regional Manager who had no involvement in making the original decision of ineligibility will review. The Owner’s Representative will make a decision based on the merits of all information reviewed. A written decision will be placed in the applicant’s file. All decisions on appeals will be made within 20 days from the appeals meeting date. The application may also request a formal appeal to be conducted by an impartial third party per the property Grievance policy.

SECURITY DEPOSITS (subject to change):

	Security Deposits
1 Bedroom	Equal to One Month’s Rent
2 Bedroom	Equal to One Month’s Rent
3 Bedroom	Equal to One Month’s Rent

RESIDENT ACCEPTANCE

Applicants will be offered only one apartment based upon the time of their approval and readiness to move in. They will be offered the first appropriately sized unit for the household’s income (AMI). All offers of units will be made in writing.

The applicant may turn down the first unit he/she is offered and retain his/her spot on the waiting list. The second time an applicant declines to move into a unit will result in the person being removed from the waiting list and the applicant will have to re-apply when the waiting list is reopened at a later date.

If an applicant has been unable to accept a unit due to a disability or mitigating circumstances (i.e. medical reasons), the applicant shall retain his/her position on the waiting list and will be referred to JSCo’s “Reasonable Accommodation Policy – Notice to All Applicants and Residents”.

Detailed records of all units offered and refused will be kept by the Management Agent.

REASONABLE ACCOMMODATION

The application and interview process will take place at Madrone Terrace or a temporary leasing office which is easily accessible to people with special needs. Accommodation will be made for individuals with disabilities including hearing and/or sight impairment to ensure full access to the application process.

Resources for Community Development (RCD) and John Stewart Company (JSCo) will follow all reasonable accommodation laws and regulations as provided for in the Federal Fair Housing Act and the State Fair Employment and Housing Act in its tenant selection process and throughout its property management operations.

RCD and JSCo will provide a notice to all applicants that they may be entitled to a Reasonable Accommodation in the tenant selection and admission process. The notice will encourage those whose negative history was caused by a disability or was due to a circumstance that no longer exists to provide a request for Reasonable Accommodation or Request for Consideration along with an application.

For applicants with special needs whose applications are initially rejected because they do not meet the Resident Selection Criteria, an accommodation may be made on the basis that the applicant's commitment to work with service providers to address the reasons for the applicant's initial rejection makes such an accommodation reasonable.

VIOLENCE AGAINST WOMEN ACT

The Violence Against Women and Justice Department Reauthorization Act of 2013 protects residents who are victims of domestic violence, dating violence, sexual assault, or stalking from being evicted or terminated from housing assistance based on acts of such violence against them. In accordance with the Violence Against Women Act (VAWA) Management will not penalize victims of domestic violence, stalking, dating violence, or rape.

Some key protections provided by the Act include:

- A potential resident who certifies they were the victim of domestic violence may be allowed to be admitted even with poor credit and poor landlord evaluations if he/she can show those negative factors were caused by domestic violence.
- It assures that victims of domestic violence, sexual assault, etc., can have access to the criminal justice system without facing eviction.
- Where someone is abusive to other members of the household, only the abuser may be evicted. Furthermore, the standards for eviction due to imminent threat have been strengthened.
- Residents in assisted housing who face violence may be allowed early lease termination for a matter of safety.

Victims must certify their status as victims and that the incident in question was a bona fide incident of domestic violence by presenting appropriate documentation to the Property Manager. Nothing prevents a victim who has committed a crime or violated a lease from being denied, evicted or terminated.



Attachment 2 Madrone Terrace Request for Consideration



TDD #(415) 345-4470
or California Relay
Service (711)

Date: _____

Dear Applicant,

As a part of our Housing First approach at Madrone Terrace, we want to discuss with you some items that were discovered on your initial background check. These items are: _____

In order to continue the application process, please provide further information regarding your circumstances within 7 days from the date of this letter. In order for Management to evaluate your application, you must provide an explanation and supporting documentation as to why the adverse history listed above is not an indicator of your ability to pay your rent in full and on-time, maintain your apartment according to the lease, and be a good neighbor (adhering to the community rules and avoiding disturbances).

Types of documentation that may assist Management in the review of your application may include, but are not limited to:

- A written explanation regarding past poor credit and why it's not relevant now;
- A written explanation regarding a prior eviction and proof of remedies in place, such as a protective payee for past nonpayment issues;
- Third-party documentation that shows an adverse record did not belong to you;
- Documentation showing a criminal conviction was overturned, reduced, expunged or dismissed;
- Documentation showing you complied with all court requirements related to a conviction and that you have support in place to ensure your future success.

Please complete this form, provide a detailed description of the mitigating circumstances, and attach all documentation that you would like us to consider. We ask that this Request for Consideration be submitted to our office in writing, either by mail or by personally delivering it. However, if you are unable to submit the appeal in writing, you may contact the Madrone Terrace Property Manager at (925)-xxx-xxx.

If you feel you have been discriminated against based on a disability you may contact our 504 Coordinator, Jennifer Wood at 415-345-4400. **Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process. If the applicant is a person with disabilities, we will consider extenuating circumstances where this would be required as a matter of reasonable accommodation.**

(continued on next page)

**PLEASE SEND YOUR COMPLETED FORM TO:
Madrone Terrace Leasing Office
c/o The John Stewart Company
16385 East 14th Street
San Leandro, CA 94578
REQUEST FOR CONSIDERATION**

Name of Head of Household (Please PRINT)

Address

City/State/Zip Code

Telephone Number

Alternate Telephone Number

Today's Date

Please explain mitigating circumstances and a detailed description of any attached documentation:
