



Celebrating Over 50 years of Integrity, Quality & Service

Prior to starting your application, take a moment to carefully read through the required items below. If your application is incomplete or any of these required items are missing, IT WILL NOT BE PROCESSED.

- Please write the specific property/properties you would like to apply for. Do not write “All”.
- You must include a copy of each household member’s Social Security card; or something legal with the full number on it.
- All household members over the age of 18 must report all asset and income information.
- Please provide verification of age. The acceptable forms of verification are as follows;
 - Birth Certificate (if your birth certificate reflects your maiden name, please provide proof of name-change)
 - Baptismal Certificate
 - Military Discharge papers
 - Valid passport
 - Census document showing age
 - Naturalization certificate
 - Social Security Administration Benefits printout with your DOB
- When completing the income portion, be sure to report all gross weekly or monthly income (before taxes or deductions).
- All household members over the age of 18 must sign and date the application and all forms with the application.
- You must provide complete landlord contact information (full name, mailing address, and phone number; email, and/or fax if available to expedite your application). If you do not have any rental history, please visit our website to print a Co-Signer Application.
www.hodgescompanies.com → Apartment Communities
→ Affordable Housing → scroll to the bottom of the page where you will find our Co-Signer Application. Anyone over the age of 18 can apply to be a co-signer unless they are already on a current lease with Hodges.





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MANAGEMENT PLAN – ATTACHMENT B

TENANT SELECTION CRITERIA- Dec 2010

1. Application / Eligibility

The policy of Canterbury Spruces, Inc. is one of equal housing opportunity for prospective applicants regardless of race, color, religion, age, sex, handicap, familial status, sexual orientation or national origin.

All persons interested in Canterbury Spruces must complete and submit an application for tenancy. Applications are logged by the date received, bedroom size requested, family and income information. All applicants receive a “Notice of Application Received”. Those applicants who do not meet USDA, Rural Development’s income or Canterbury Spruces occupancy requirements will receive a Notice of Ineligibility.

Canterbury Spruces is a 16 unit elderly development. Rent will not exceed the Market Rental rate. There are one and two bedroom units in Canterbury Spruces. Occupancy guidelines are as follows:

<u>Bedroom size</u>	<u>Minimum Occupants</u>	<u>Maximum Occupants</u>
1	1	3
2	2	5

Selection is based on meeting eligibility requirements by income limits with selection based on HUD/USDA 1930-C priorities. Any Applicants under age 62 applying for status, as an “elderly” household must have proof of a handicap or disability supported by a doctor’s certificate.





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2. Waiting List

All applicants, as mentioned above, are notified that the application has been received. All applications are placed on a master list by date received, name,

address, phone of the applicant, bedroom size requested, estimated income and any special comments. There are two lists, one for 1 bedroom units and one for 2 bedroom units. Income is reviewed when contacting the next eligible applicant for occupancy.

Residents are informed which list they have been placed on in the confirmation letter that is sent within 10 days after the application is received. Every application is tracked. Those rejected due to ineligibility by income or occupancy status are notified of rejection and the master list so noted. Applicants will be selected from among chronological files of applications. Each waiting list will have categories set up for one and two bedroom applicants. All applicants may inquire at any time as to their chronological place on the waiting list.

3. Selection / Rejection

Each application received by Canterbury Spruces, Inc. will be screened utilizing its resident screening criteria. Management will reject an applicant whose past or present is such as likely to interfere with other residents as to diminish their enjoyment of the premises by adversely affecting their health, safety, welfare, or comfort or by adversely affecting the physical environment or financial stability of the property if the applicant were admitted to the property. If, at any time during the tenant selection process, negative information is received from any source, the information will be researched and used as part of the screening process. If the information provided by or about any applicant or of household or household members at any time during the screening process reveals information that indicates the applicant's or household member's lack of ability to meet the terms of the lease, the applicant will be



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rejected as part of a uniformly applied policy applicable to all applicants. Relevant information regarding applicant history may include, but is not limited to the following:

- Canterbury Spruces, Inc. must prohibit admission of an applicant for three years from the date of eviction if any household member has been evicted from federally assisted housing for drug-related criminal activity; if it is determined that any household member is currently engaging in illegal use of a drug; or if it is determined that we have reasonable cause to believe that a household member's illegal use or a pattern of illegal use of a drug may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents.
- Canterbury Spruces, Inc. must prohibit admission if any member of the household is subject to a lifetime registration requirement under a State sex offender registration program.
- All household members who are 18 years or older are required to sign a New Hampshire Criminal Record Release Authorization. Canterbury Spruces, Inc. may prohibit admission of a household if it is determined that any household member is currently engaging in, or has engaged in over the last five years:
 1. Drug-related criminal activity;
 2. Violent criminal activity;
 3. Other criminal activity that would threaten the health, safety, security or right to peaceful enjoyment of the premises by other residents; or other criminal activity that would threaten the health or safety of Canterbury Spruces, Inc. or the owner or any employee, contractor, subcontractor or agent of Canterbury Spruces, Inc.

An Applicant's Capacity to comply with terms of the lease agreement – Management requires that an adult applicant should provide all previous landlord references in order to be considered for an apartment. (Please note: landlords who are related to the applicant head of household, spouse and co-tenant will not meet the definition of an acceptable current or previous landlord reference as described in this paragraph.) If an applicant cannot produce at least two previous landlord references, at least one of the following criteria will have to be met in order to be considered:





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- i. The applicant documents for management that they have rented or owned at their current address for no less than five years or that they have less than two previous landlords only due to previous home ownership which extended for a minimum of five years.
- ii. The applicant will be required to provide a minimum of two professional references* who provide information regarding their knowledge of the history of the applicant. The applicant will not be limited to only providing two professional references for the purpose of meeting the requirement.
- iii. Management shall reject an applicant whose prior landlord references produce the following:
 1. History of non-payment or late payment of rent;
 2. Serious or repeated (one or more) violations of prior lease agreements, as verified by prior landlords.
 3. Refusal of current or prior landlord to provide tenant reference. Attempts will be made to verify with the prior landlord by a telephone call from Canterbury Spruces, Inc.
 4. Applicant owes a balance to a previous landlord and has not stayed current with a payment plan or has no payment plan.

Management shall reject an applicant when a professional reference(s) (when required) discloses negative information (as described in the first paragraph of this document) about the head of household or household members. Management shall also reject an applicant who fails to provide a minimum of two professional references who would provide information regarding the applicant's history.

The above criteria will be waived for any previous Canterbury Spruces, Inc. tenant who reapplies for housing as long as the household composition is the same. If there are additional adult household members, those individuals will be required to meet the above selection criteria. The decision to accept or reject the application of a previous Canterbury





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Spruces, Inc. tenant will be based solely on Canterbury Spruces, Inc.'s direct experience with the tenant's ability to meet all lease obligations.

*Professional References will include but will not be limited to employers, police administrators, teachers who had had the applicant as a student in class, or physicians. **Professional references cannot be a relative or friend of the applicant.**

Applicants who meet the income/occupancy guidelines and in order to USDA, Rural Development priorities still need to meet management selection criteria for final approval as residents. Applicants must complete the Canterbury Spruces, Inc. application in full and supply references to be checked. Since Hodges management staff are available to answer any questions as applicant may have in regard to filling out the application for, incomplete applications will be returned to applicants and will only be accepted when completed in full. Hodges will not allow applicants and will only be accepted when completed in full. Hodges will not allow occupancy to any applicant without an interview and reference check. Should an applicant not come to two scheduled interviews, the application will be cancelled. The rejection may also occur should the current living circumstances to unsanitary due to applicant damage or neglect. Applicants should not be rejected on the basis or race, color, religion, sex, sexual orientation, handicap, familial status or national origin.

All applicants must be 18 years of age or older. All applicants must pay a security deposit for their apartment prior to occupancy. Once the deposit is given the unit will be taken from the market and reserved for the tenant. If the tenant decides not to take the unit then the deposit will be forfeited if the unit cannot be re-rented immediately. Handicap accessible units will be marketed to qualified handicap/disabled households who would benefit from the unit features. Handicap/disabled households who need special unit features can have reasonable modifications made to non-accessible units at the





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projects expense unless an undue financial administrative burden is shown by the owner to USDA, Rural Development. In this case the tenants will agree to transfer, per the signed lease agreement, to an

independent apartment unit later on, should an appropriate unit become available and there are households needing the benefit of the handicap accessible unit now on the waiting list.

Applicants rejected due to ineligibility by USDA, Rural Development income or occupancy regulations will receive a written notice detailing the reasons for rejections. This notice will be sent first class, certified mail, return receipt requested. Applicants rejected for any other reason will also receive a written notice of rejection along with the USDA, Rural Development form 1560 Grievance Procedures Notification along with a list of procedures for continuing with this process. Should an applicant be selected and refuse occupancy for reasons other than a medical or emergency situation, the applicant's name will be removed from the waiting list. Those applicants may reapply and will be placed on the list chronologically by the new date of application. Applicants will be placed on the waiting list with applications categorized by the sub-lists for priority and non-priority applicants. A waiting list update will occur at least once every twelve months. Applicants who do not respond to the waiting list update will be removed from the waiting list with appropriate written notice and a copy of form 1560 Grievance Procedures issued.

All selected tenants must pay rent as determined in the Tenant Certification form, along with Canterbury Spruces, Inc. Section 515 lease and attachments.

This tenant selection criteria is an attachment to the management plan and shall be revised should USDA, Rural Development regulations or management policies change.





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HODGES USE ONLY: DATE SENT:

DATE RECEIVED: TIME RECEIVED: INITIALS: ID #:

APPLICATION FOR ASSISTED HOUSING (USDA, Rural Development)

- If the information provided by or about any applicant from any source at any time during the screening process reveals negative information relating to the applicant's ability to meet the obligations of tenancy, the information will be researched as part of the tenant selection screening process and that applicant will be asked to explain this information as part of a uniformly applied policy applicable to all applicants.
- All applicants must be able to meet essential obligations of tenancy -- they must be able to pay rent, to care for their apartment, to report required information to Hodges Development to avoid disturbing their neighbors, etc., but there is no requirement that they be able to do these things without assistance.
- Hodges Development is a management company that provides low rent housing to eligible households, elderly households and single people. Hodges Development is not permitted to discriminate against applicants on the basis of their race, color, religion, sex, national origin, sexual orientation, age, marital status, disability handicap or familial status. In addition, Hodges Development has a legal obligation to provide "reasonable accommodations" to applicants if they, or any household member, have a disability or handicap.
- A reasonable accommodation is some modification or change Hodges Development can make to its apartments or procedures that will assist an otherwise eligible applicant with a disability to take advantage of government programs.
- If you, or a member of your household, have a disability or handicap and think you might need or want a reasonable accommodation, or qualify for a handicap adjustment to income under the USDA, Rural Development program, or any other adjustment you are eligible for, you may request it at any time in the application process or after admission. This is up to you. If you would prefer not to discuss your situation with the management company, that is your right.
- The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, sexual orientation, or marital or family status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).
- To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

A. **FAMILY SUMMARY** -List all persons, including yourself, who will be living in the apartment. List head of household first.

Name	Relationship	Gender	Soc Sec #	Birth Date	Place of Birth
1	Head				
2					
3					
4					
5					
6					

Mailing Address: City: State: Zip:

Physical Address: City: State: Zip:
(if different than mailing address)

Telephone No. E-Mail Address

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Applying to Property(s): _____ Requested Unit Size: _____ Bedrooms

How did you hear about the apartment for which you are applying? _____

If you require a handicap-accessible unit, check here ☐

If you require any modifications to an apartment, check here and explain in a note to us ☐

B. INCOME - All sources of regularly received monies must be listed regardless of recipient's age.

Family Member Name	Sources of Income	Gross Amount
	Social Security Gross Monthly Amount	\$
	Social Security Gross Monthly Amount	\$
	Pension Gross Monthly Amount	\$
	Source:	
	Address:	
	Pension Gross Monthly Amount	\$
	Source:	
	Address:	
	Regular Pay from Military or Armed Forces	\$
	Source Address:	
	VA Benefits (Claim #)	\$
	SSI/SSD/SSA Benefits Gross Monthly Amount	\$
	Unemployment Compensation Gross Monthly Amount	\$
	Disability/Worker's Comp Benefits Gross Monthly Amount	\$
	TANF, OAA, APTD Gross Monthly Amount	\$
	Wages Gross Monthly Amount	\$
	Employer:	\$
	Address:	
	Wages Gross Monthly Amount	\$
	Employer:	
	Address:	
	Alimony Gross Monthly Amount	\$
	Child Support Gross Monthly Amount	\$
	Other Income Gross Monthly Amount (for example, Business income, rental income, annuities, resident services stipend over \$200/mo, severance pay, etc.)	\$
	Self-Employment Income	\$
	Education scholarships, grants	\$





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C. **ASSETS:** Have you sold or disposed of any asset(s) valued over \$1,000 in the last two years? Yes _____ No _____

If yes, type of asset (e.g., money/land/house) _____

Market value when sold/disposed \$ _____ Amount sold/disposed for \$ _____ Date of transaction _____

Provide the following information for all members of the household (use another sheet of paper if necessary).

Checking/Savings Accounts/Debit Card

Bank	Bank
Address	Address
Account No.	Account No.
Int. Rate Balance \$	Int. Rate Balance \$

Life Insurance (Whole or Universal Life)

Name	Name
Address	Address
Policy No.	Policy No.
Cash Value \$	Cash Value \$

Certificates of Deposit, Money Market

Bank	Bank
Address	Address
Acct.# Int Rate Amt. \$	Acct.# Int Rate Amt. \$
Penalty for Early Withdrawal Maturity Date	Penalty for Early Withdrawal Maturity Date

Stocks

IRA's, 401-K, Annuities

Name	Bank
Address	Address
Value \$ Div. Rate	Value \$ Div. Rate

Savings Bonds, T-Bills

Trust Accounts

Bank	Bank
Address	Address
Present Value \$	Account No.
Maturity Date	Int. Rate Balance \$

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C. **ASSETS** (continued)

Real Estate

Do you own any property? Yes _____ No _____ If yes, type & location of property _____

Appraised market value \$ _____ Mortgage or outstanding loan due \$ _____

Name & address of broker/realtor who would provide verification of market value:

Broker/Realtor	Address	City	State	Zip
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D. **MEDICAL AND CHILD CARE EXPENSES (FOR ELDERLY, DISABLED, HANDICAPPED APPLICANTS ONLY)**

Medical Costs - Complete only if head or spouse is 62 or older, handicapped, or disabled AND ONLY if these medical expenses are paid for out of your own pocket and not reimbursed by medical insurance.

Medicare

Monthly Amount \$	Monthly Amount \$
-------------------	-------------------

Medical Insurance

Name	Name
Address	Address
Claim No.	Claim No.
Monthly Amt. \$	Monthly Amt. \$

Pharmacy

Name	Name
Address	Address
Anticipated prescription costs not covered by insurance - Monthly Amount \$	Anticipated prescription costs not covered by insurance - Monthly Amount \$

Physician

Are you seeing a physician REGULARLY ? Yes _____ No _____	
Name	Name
Address	Address
Anticipated costs not covered by insurance - Monthly Amount \$	Anticipated costs not covered by insurance - Monthly Amount \$

Outstanding Medical Bills for which You are Making Monthly Payments

Name	Name
Address	Address
Anticipated costs not covered by insurance - Balance Due \$ Monthly Amount \$	Anticipated costs not covered by insurance - Balance Due \$ Monthly Amount \$

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Child Care Expenses - Complete for children 12 and younger - Weekly cost for Child Care \$_____

Name & Address of Person/Agency caring for children: _____

E. PROGRAM INFORMATION

Are you currently living in subsidized housing? Yes____ No____ Subsidy Type? HUD USDA SEC 8

F. APPLICANT INFORMATION-Please place a checkmark in the box if any of the following statements apply to you.

Do you have a Section 8 Voucher or any other type of voucher? Yes____ No____

1. Have you been served a Notice to Quit or been asked to leave by a previous landlord Yes____ No____

2. Have you been served with lease violations from a previous landlord Yes____ No____

3. Have you been evicted Yes____ No____ Name of Landlord and date

4. Have you or any household member have been evicted from federally assisted housing for drug-related criminal activity? Yes____ No____ Name of Landlord and Date

5. Have you or a household member have been convicted of a sex related crime or are subject to a lifetime registration in a State sex offender registration program? Yes____ No____

List all states in which all adult members have ever lived in during their lifetime?

6. Have you or a household member been convicted of a misdemeanor or felony? Yes____ No____

List the type, nature and date of criminal action. _____

7. Will all of the persons in the household be or have been full-time students during five calendar months of this year or plan to be in the next calendar year at an education institution (other than correspondence school) with regular faculty and students? Yes____ No____

If **YES**, please answer the following questions:

a) Are any full-time students married and filing a joint tax return? Yes____ No____

b) Are any students enrolled in job-training program receiving instance under the Job Training partnership Act? Yes____ No____

c) Are any full-time students a TANF or Title IV recipient? Yes____ No____

d) Are any full-time students a single parent living with his/her minor child who is not a dependent or another's tax return? Yes____ No____

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G. **REFERENCE INFORMATION-Please list at least 3 years (If you don't have three years, you may provide a letter of recommendation from your current LL or request a Co-signer application from us.**

Current Landlord (Name, Address,& Phone No.)

How long have you lived there? _____ Is this landlord related to you? Yes____ No____

Are you required to give a 30-day notice? Yes____ No____ What is the current amount of your rent? _____

List all Previous Landlords for ALL Adults in Household (Attach a sheet of paper if more space is needed.) (Name, Address & Phone No.)

1.	2.
Address of Apt.	Address of Apt.
How long did you live there?	How long did you live there?
Is this landlord related to you? Yes____ No____	Is this landlord related to you? Yes____ No____

List two Professional Personal References for ALL Adults in Household (Attach a sheet of paper if more space is needed.) (Name, Address, Phone No. & Relationship)

(Example: teachers, principals, past/present employers, physicians, etc.) Please do not list relatives or friends.

1.	2.
Phone No. Relationship	Phone No. Relationship

All information received by Hodges Development during the application process regarding the applicant or applicant's household will be taken into consideration as part of the application.

Other Information

Please provide us with the name, address, & phone number of an emergency contact and relationship to you:

Vehicles - List any vehicle owned

Type _____ Year/Make _____

Color _____ License Plate No. _____

Do you own a pet? Yes____ No____ If yes, describe _____

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CERTIFICATION

I/we hereby certify that I/we do not and will not maintain a separate, subsidized rental unit in another location. I/we understand I/we must pay a security deposit for this apartment prior to occupancy. I/we certify that the housing I/we will occupy is/will be my/our permanent residence.

I/we understand that eligibility for housing will be based on either the USDA, Rural Development or the Department of Housing and Urban Development's eligibility criteria and Hodges Development's resident selection criteria. I/we understand that this application in no way ensures occupancy and that my/our application can be rejected based on, but not limited to (1) a history of unjustified and/or chronic nonpayment of rent and/or financial obligations; (2) a history of living or housekeeping habits that would pose a direct threat to the health and safety of other individuals or whose tenancy would result in substantial physical damage to the property of others; (3) a history of disturbance of neighbors; (4) a history of violations of the terms of previous rental agreements, especially those resulting in eviction from housing or termination from residential programs; (5) police records indicating any type of criminal activity or convictions; and (6) any records which show the applicant's behavior to be unacceptable, even if it is a manifestation of an applicant's disability.

I/we certify that the information given in this application is true to the best of my/our knowledge. I/we understand that any false information or any omission of any significant information is punishable by law, and could be grounds for cancellation of this application or termination of residency after occupancy.

Head of Household ☒ _____ Date ☒ _____

Spouse/Co-Head ☒ _____ Date ☒ _____

For The Hodges Companies _____ Date _____

The information regarding race, national origin, and sex designation solicited on this application is requested in order to assure the Federal Government, acting through the USDA, Rural Development/HUD, that Federal Laws prohibiting discrimination against tenant applicants on the basis of race, color, national origin, religion, sex, familial status, age, and handicap are complied with. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way.

You are not required to furnish this information, but are encourage to do so. This information will not be used in evaluating your application or to discriminate against you in any way.

Ethnicity: () Hispanic or Latino () Not Hispanic or Latino

Race: () American Indian or Alaskan Native () Black () Hispanic

() Asian or Pacific Islander () White () Other

Gender: () Male () Female

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TENANT RELEASE AND CONSENT

I/We _____ the undersigned hereby authorize all persons or companies in the categories listed below to release information regarding employment, income and/or assets for purposes of verifying information on my/our apartment rental application. I/We authorized release of information without liability to the owner/manager of the apartment community listed below, and/or the state housing development agency or it's service provider.

INFORMATION COVERED

I/We understand that the previous or current information regarding we/us may be needed. Verifications and inquires that may be requested include but are not limited to: personal identity, student status, employment income, assets, and medical or child care allowances. I/We understand that this authorization cannot be used to obtain information about me/us that is not pertinent to my eligibility for and continued participation as a Qualified Tenant.

GROUPS OR INDIVIDUALS THAT MAY BE ASKED

The groups or individuals that may be asked to release the above information include, but are not limited to:

Past and Present Employers
Support and Alimony Providers
Educational Institutions
Banks/Financial Institutions
Public Housing Agencies

Criminal Checks
State Unemployment Agencies
Social Security Administration
Curent and Previous Landlords
State and Federal Agencies

Veterans Administration
Retirement Systems
Medical Providers
Child Care Providers
Credit Agencies

CONDITIONS

I/We agree that a photocopy of the authorization may be used for the purposes stated above. The original of this authorization is on file and will stay in effect for 15 months from the date signed. I/We understand that I/We have a right to review this file and correct any information that is incorrect.

SIGNATURES

(✓) _____
Head of Household

(✓) _____
(Print Name)

(✓) _____
Date

(✓) _____
Co-Head/Spouse

(✓) _____
(Print Name)

(✓) _____
Date

(✓) _____
Other Adult

(✓) _____
(Print Name)

(✓) _____
Date

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Rural Housing and Community Programs

Things You Should Know About USDA Rural Rental Housing

Don't risk losing your chances for federally assisted housing by providing false, incomplete, or inaccurate information on your application or recertification

Penalties for Committing Fraud

You must provide information about your household status and income when you apply for assisted housing in apartments financed by the U.S. Department of Agriculture (USDA). USDA places a high priority on preventing fraud. If you deliberately omit information or give false information to the management company on your application or recertification forms, you may be:

- Evicted from your apartment;
- Required to repay all the extra rental assistance you received based on faulty information;
- Fined;
- Put in prison and/or barred from receiving future assistance.

Your State and local governments also may have laws that allow them to impose other penalties for fraud in addition to the ones listed here.

How To Complete Your Application

When you meet with the landlord to complete your application, you must provide information about:

- **All Household Income.** List all sources of money that you receive. If any other adults will be living with you in the apartment, you must also list all of their income. Sources of money include:
 - Wages, unemployment and disability compensation, welfare payments, alimony, Social Security benefits, pensions, etc.;
 - Any money you receive on behalf of your children, such as child support, children's Social Security, etc.;
 - Income from assets such as interest from a savings account, credit union, certificate of deposit, stock dividends, etc.;
 - Any income you expect to receive, such as a pay raise or bonus.
- **All Household Assets.** List all assets that you have. If any other adults will be living with you, you must also list all of their assets. Assets include:
 - Bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc.;
 - Any business or asset you sold in the last 2 years for less than its full value, such as selling your home to your children.

- **All Household Members.** List the names of all the people, including adults and children, who will actually live with you in the apartment, whether or not they are related to you.

Ask for Help if You Need It

If you are having problems understanding any part of the application, let the landlord know and ask for help with any questions you may have. The landlord is trained to help you with the application process.

Before You Sign the Application

- Make sure that you read the entire application and understand everything it says;
- Check it carefully to ensure that all the questions have been answered completely and accurately;
- Don't sign it unless you are sure that there aren't any errors or missing information.

By signing the application and certification forms, you are stating that they are complete to the best of your knowledge and belief. Signing a form when you know it contains misinformation is considered fraud.

- The management company will verify your information. USDA may conduct computer matches with other Federal, State or private agencies to verify that the income you reported is correct;
- Ask for a copy of your signed application and keep a copy of it for your records.

Tenant Recertification

Residents in USDA-financed assisted housing must provide updated information to the management company at least once a year. Ask your landlord when you must recertify your income.

You must **immediately** report:

- Any changes in income of \$100 or more per month;
- Any changes in the number of household members.

For your annual recertification, you must report:

- All income changes, such as increases in pay or benefits, job change or job loss, loss of benefits, etc., for any adult household member;

- Any household member who has moved in or out;
- All assets that you or your adult housemates own, or any assets that were sold in the last 2 years for less than their full value.

Avoid Fraud, Report Abuse

Prevent fraudulent schemes through these steps:

- Don't pay any money to file your application;
- Don't pay any money to move up on the waiting list;
- Don't pay for anything not covered by your lease;
- Get receipts for any money you do pay;
- Get a written explanation for any money you are required to pay besides rent, such as maintenance charges.

Report Abuse: If you know anyone who has falsified an application, or who tries to persuade you to make false statements, report him or her to the manager. If you cannot report to your manager, call your local or state USDA office at 1 (800) 670-6553, or write: USDA, STOP 0782, 1400 Independence Ave., SW, Washington, DC 20250.

If You Disagree With a Decision

Tenants may file a grievance in writing with the complex owner in response to the owner's actions, or failure to act, that result in a denial, significant reduction, or termination of benefits. Grievances may also be filed when a tenant disputes the owner's notice of proposed adverse action.

Notice of Adverse Action

The complex owner must notify tenants in writing about any proposed actions that may have adverse consequences, such as denial of occupancy and changes in the occupancy rules or lease. The written notice must give specific reasons for the proposed action, and must also advise tenants of the "right to respond to the notice within 10 calendar days after the date of the notice" and of "the right to a hearing." Housing complexes in areas with a concentration of non-English-speaking people must send notices in English and in the majority non-English language.

Grievance Process Overview

USDA believes that the best way to resolve grievances is through an informal meeting between tenants and the landlord or owner. Once the owner learns about a tenant grievance, the process should begin with an informal meeting between the two parties. Owners must offer to meet with tenants to discuss the grievance within 10 calendar days of receipt of the complaint. USDA encourages owners and tenants to try to reach a mutually satisfactory resolution to the problem at the meeting.

If the grievance is not resolved, the tenant must request a hearing within 10 days of receipt of the meeting findings. The parties will then select a hearing panel or hearing officer to govern the hearing. All parties are notified of the decision 10 days after the hearing.

When a Grievance Is Legitimate

The landlord must determine if a grievance is within the established rules for the program. For example, "I want to file a complaint because the manager doesn't speak to me" is not a legitimate complaint. However, "I want to file a complaint because the manager isn't maintaining the property according to USDA guidelines" is a legitimate complaint. Below are examples of cases in which tenants may and may not file a complaint.

A complaint may not be filed with the owner/management if:	A complaint may be filed with the owner/management if:
USDA has authorized a proposed rent change.	There is a modification of the lease, or changes in the rules or rent that are not authorized by USDA.
A tenant believes that he/she has been discriminated against because of race, color, religion, national origin, sex, age, familial status, or disability. Discrimination complaints should be filed with USDA and/or the Department of U.S. Housing and Urban Development (HUD), not with the owner/management.	The owner or management fails to maintain the property in a decent, safe, and sanitary manner.
The complex has formed a tenant's association and all parties have agreed to use the association to settle grievances.	The owner violates a lease provision or occupancy rule.
USDA has required a change in the rules and proper notices have been given.	A tenant is denied admission to the complex.
The tenant is in violation of the lease and the result is termination of tenancy.	
There are disputes between tenants that do not involve the owner/management.	
Tenants are displaced or other adverse effects occur as a result of loan prepayment.	

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To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.



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I/We _____, acknowledge

Receipt of a copy of the USDA published "Things You Should Know" Notice

on this _____ day of _____, 20_____.

Signature

Property

Unit #

Signature

