



## Wait List Policy

Effective 10/01/2018

**WAIT LIST POLICY:** Arbor Terrace maintains a Wait List for the 30% and 50% rent designations - the Wait List shall not exceed 60 participants. The income limits are shown on the chart on page 1 of the Tenant Selection Criteria. Applicants and/or residents are placed in chronological order on the Wait List which corresponds to their stated income, with consideration to accessibility features requested, if any.

**INQUIRIES:** Persons interested in getting on the Wait List may inquire in person at the Leasing Office located at 2501 S. I-35, Austin, Texas 78741 during regular business hours. Inquiries can also be made via email, US Mail, by phoning the Leasing Office at (512) 610-0817 or by fax to (512) 610-0599. Names will only be added if the Wait List is currently OPEN and accepting names. Staff will inform any interested party if the Wait List is currently OPEN or CLOSED at the time of the inquiry.

**REQUIRED INFORMATION:** The following information will need to be provided to be added to an OPEN Wait List:

- Name of the head of household
- Contact Information - phone number, email or other preferred contact method
- Estimated anticipated annual income
- Need for an accessible unit or eligible preference

**Please Note:** This property cannot promise a possible length of waiting time as turn-over cannot be predicted. Disability status is **only** required if the applicant is requesting an accessible unit or reasonable accommodation; no specific medical information or documentation is required when being added to the Wait List.

**OPENING THE WAITLIST:** When there are less than 60 participants on a Wait List, Property Management will OPEN the Wait List and accept names of potential applicants or current residents who request to be added to the Wait List. If the Wait List has less than 15 participants, Affirmative Marketing will be implemented per the Texas Administrative Code Sec.10.617.

**PRIORITIES / PREFERENCES:** It is our policy that preference will be given, under certain circumstances and with non-accessible units, to existing/current residents over any applicant on our Wait List for the following reasons:

- Residents requiring an accessible unit, or
- Residents requesting a reasonable accommodation, or
- Resident protected under VAWA, or
- Emergency situations arise such as fire or flood and unit has been determined to be uninhabitable by management.

In accordance with 24 CFR 8.27 titled Occupancy of Accessible Dwelling Units and Chapter 1, Subchapter B of the Texas Administrative Code, if an accessible unit becomes available, we will first offer the unit to a current resident, having a disability requiring the accessibility features of the vacant unit and occupying a unit not having such features, and secondly we will offer the unit to an eligible qualified applicant on the Wait List having a disability requiring the accessibility features of the vacant unit. Otherwise, the selection process will be based on a first come, first served basis.

Current residents wishing to transfer from one unit to another within the community or who wish to apply for a lower rent restricted unit may be placed on the Wait List, as long as it is OPEN. Priority will be given to existing households requesting a unit transfer or designation change over prospective applicants on the Wait List.

**SELECTING APPLICANTS:** When Management has been notified of a planned or actual vacancy applicants are selected from the Wait List in the date order the name was added using the maximum income limits and household size as guidelines along with any priorities/preferences, disability/accessibility requirements and reasonable accommodations, if any.

**NOTIFICATION OF AN OPENING:** Staff will contact a sufficient number of applicants to fill the vacancy by phone, email, or U.S. mail if that information is given. Management will also call or email a case manager or other contacts listed in order to ensure the applicant is aware of the vacancy and their opportunity to apply for residency. It is the prospect's responsibility to update contact information as it changes. Documentation of the attempted contacts will be noted.

**APPLICATION/INTERVIEW:** Once an applicant is notified of a vacancy, an appointment will be set to complete the leasing application. The required Application Fee must be submitted along with proof of current income. The Application fee is non-refundable and will be applied to the credit and initial criminal background screening to determine eligibility. Applicants who are denied may not reapply for one (1) year.

**ELIMINATION FROM THE WAIT LIST:** Applicants who have been contacted and fail to respond to a notification of a vacancy within 48 hours twice, or who have turned down an offer for a unit twice, or who fail to meet the requirements as outlined in the Tenant Selection Criteria, will be eliminated from the Wait List. Applicants may also be dropped from the Wait List if they fail to appear at a scheduled appointment time or they cancel more than one (1) appointment. Any participant who has been removed from the Wait List and wishes to be put back on will be placed at the bottom, provided the Wait List is OPEN.

**CLOSED WAITLIST PROCEDURES:** If the Wait List is CLOSED (due to having the maximum participants) no additional names will be added to the Wait List until there is an opening. Openings will be created either by elimination from the Wait List or through the fulfillment of vacancies.

### **Here are a few things you need to know about applying for a unit:**

- Once a unit has given us a notice to vacate, management will contact up to 5 names from the Wait List in chronological order. The selection process will be based on first come, first serve.
  - At the time of application, you must bring the following:
    - \$25 non-refundable Application Fee (Money Order or Cashier's Check)
    - Income Verifications which may include: Most recent two (2) months of consecutive paycheck stubs, Tax Return/Bookkeeping Records with supporting documentation (if self-employed), Social Security Award Letter, VA Benefits, etc.
    - Asset Verification which may include: 6 months of checking account statements, most recent statements for any savings account or pre-paid debit cards, current statements for any investment accounts including a 401K, IRA, Money Market, etc.
- It is your responsibility to notify our office of any changes or updates to your contact information, household income, and desired move in date.

**Thank you for your interest in living at Arbor Terrace Apartments.**