

Woodland Hearth

-OPENING INFORMATION-

We are now accepting pre-applications for Woodland Hearth, a new affordable community in Tigard, scheduled to open October 2026.

Pre-applications will be date/time stamped when received. Those applications will be electronically randomized after the initial pre-application phase. The remaining applications will be placed on a waitlist and processed in the order received for the next available units.

Location:

**7595 SW Torchwood St
Tigard, OR 97223**

*****Please note: The property is still in construction, so while you are welcome to drive by the address to see the location, please be aware entry to the building is not yet available*****

Pre-leasing contact information:

**Woodland Hearth C/O CRMG
(mail only)
11740 SW 68th Pkwy #100
Tigard, OR 97223**

Phone: (503) 686-2302

Fax: (503) 445-7154

Email: manager@woodlandhearthpts.com

NEW!!! AS OF [DATE]

Lease Up (in person by appointment only)

**Plambeck Gardens
23555 SW Plambeck Ter,
Tualatin, OR 97062**

The property has the following units available:

	# of Units	Rent
Studio	5	\$636-\$1085
One Bedroom	18	\$674-\$1396
Two Bedroom	17	\$805-\$1671
Three Bedroom	19	\$922-\$1923
Four Bedroom	4	\$1014-\$2131

Maximum income allowed is based on household size; below are the applicable limits by household size:

Household Size	30%	50%	60%
1	\$26,970	\$44,950	\$ 53,940.00
2	\$30,810	\$51,350	\$ 61,620.00
3	\$34,650	\$57,750	\$ 69,300.00
4	\$38,490	\$64,150	\$ 76,980.00
5	\$41,580	\$69,300	\$ 83,160.00
6	\$44,670	\$74,450	\$ 89,340.00
7	\$47,730	\$79,550	\$ 95,460.00
8	\$50,820	\$84,700	\$ 101,640.00

Pre-Application Process

Applicants will be chosen by a lottery system- we will accept pre apps vial the lottery pull 15 days from the date of our letter and pre-apps packet distribution. Once pre-apps are received, they will be randomized electronically, and applicants will be called based on the results. Once that pre-app waitlist is randomized and applicants are contacted, the waitlist order will be established, then waitlist applications received after the deadline will be added in order of receipt.

Application Process

When the leasing phase begins for the property, applicants on the Waitlist will be contacted as established during the Pre-Application Process and given the opportunity to apply for tenancy. Once screening is completed, the applicants will participate in the Income Certification process to verify eligibility with the program requirements. Once a household has passed screening and income certification, a move in date will be established with the household. Please note that move-in dates are tentative and could change based on construction.

WOODLAND HEARTH

7595 SW TORCHWOOD ST. TIGARD, OR 97223



We are now accepting pre-applications for Woodland Hearth,

a new affordable community in Tigard, scheduled to open October 2026.

Contact Us Today | manager@woodlandhearthapts.com | (503)-686-2302



- > ON-SITE PARKING
- > COMMUNITY ROOM
- > NEARBY SHOPPING
- > TRIMET ACCESS
- > COMMUNITY GARDEN

	STUDIO	ONE BDRM	TWO BDRM	THREE BDRM	FOUR BDRM
RENT	\$636 - \$1085	\$674 - \$1396	\$805 - \$1671	\$922 - \$1923	\$1014 - \$2131



CRMG

Professionally managed by CRMG, an Income Property Management Company. CRMG does not discriminate against any person on the basis of race, color, religion, sex, handicap, disability status, national origin or marital status in the admission or access to, or treatment or employment in its federally assisted programs and activities.

WOODLAND HEARTH

7595 SW TORCHWOOD ST. TIGARD, OR 97223

Contact Us Today | manager@woodlandhearthpts.com | (503)-686-2302

HOW THE PRE-APPLICATION PROCESS WORKS

1

SUBMIT

Submit pre-application during the application period.

2

LOTTERY

Applications received during the initial period (15 days from date of letter) will be entered into a randomized lottery.

3

CONTACT

Applications selected through the lottery will be contacted first.

4

WAITLIST

Remaining eligible applicants will be placed on the waiting list.

APPLICATION PROCESS

Applicants on the waitlist will be contacted to apply for tenancy. Applicants will complete screening and income certification to verify eligibility. Once a household has been approved, a move in date will be set. Please note that move-in dates are tentative and could change based on construction.

HOUSEHOLD SIZE	30%	50%	60%
1	\$26,970	\$44,950	\$53,940
2	\$30,810	\$51,350	\$61,620
3	\$34,650	\$57,750	\$69,300
4	\$38,490	\$64,150	\$76,980
5	\$41,580	\$69,300	\$83,160
6	\$44,670	\$74,450	\$89,340
7	\$47,730	\$79,550	\$95,460
8	\$50,820	\$84,700	\$101,640

Maximum income allowed is based on household size; above are the applicable limits by household size.



LEASING APPOINTMENTS

Leasing appointments will take place at:

Plambeck Gardens | *by appointment only*
23555 SW Plambeck Terrace #100 Tualatin, OR 97062

Woodland Hearth is under construction. The building is not open for tours or leasing appointments at the property. Please do not enter construction site.



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PRE-APPLICATION FOR HOUSING

Woodland Hearth | 11655 SW Pacific Highway | Tigard, OR 97223
 p. 503-686-2302 | f. 503-445-7154 | e. manager@woodlandhearthapts.com

For Office Use Only:

Received By: _____	BR Size(s): _____	Date/Time Received: _____
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1. List each household member who would be living in the unit, including yourself.

NAME (FIRST, LAST)	HOUSEHOLD MEMBER'S RELATION TO YOU
	SELF

2. Total Estimated Household Income: \$ _____ Monthly Annually (circle one)
 3. Unit Size Requested: ☐ Studio ☐ 1 Bedroom ☐ 2 Bedroom ☐ 3 Bedroom ☐ 4 Bedroom

4. Your Contact Information:

Street: _____ Apt # _____
 City/State/Zip Code: _____
 Phone: _____
 Email: _____

5. Please indicate any/all of the below that apply to you:

- ☐ Referred by Community Action or NARA (If yes, list name of caseworker): _____
☐ Client of other Social Service Agency (list name of agency): _____

6. Would you or a member of your household benefit from a reasonable accommodation (for example a wheelchair accessible or ground floor unit) based on a disability?

☐ Yes ☐ No If yes please describe: _____

By my signature below I acknowledge receipt of the Waitlist Policy, and confirm that all information provided above is true and complete to the best of my knowledge.

Signature _____ **Date** _____

Note: This Pre-Application is only to establish your place on the waiting list. Once your name comes up on the list, it will be necessary to process a full application and verify all the information required to determine your eligibility for tenancy.

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Woodland Hearth
11655 SW Pacific Highway
Tigard, OR 97223
Washington County
503-445-7154

manager@woodlandhearthpts.com

Property Specific Eligibility Requirements and Information

- A family property includes but is not limited to: 1) a family with or without children (the temporary absence of a child from the home due to placement in foster care shall not be considered in determining family composition and family size); 2) an elderly family; 3) a near-elderly family; 4) a disabled family; 5) a displaced family; 6) the remaining member of a tenant family; 7) a single person who is not an elderly or displaced person, or a person with disabilities, or the remaining member of a tenant family.
- The security deposit is due on move-in day. All units except the 22 designated PSH/PBV units must pay deposit equal to one month's rent. The 22 PSH/PBV units will be due a deposit of \$500.
- Pets are allowed subject to approval by management, however there is no pet deposit or pet rent

Bedroom Sizes

63 units, 1 building

5 – Studio, 18 – 1 bedroom, 17 – 2 bedrooms, 19 – 3 bedrooms, 5 – 4 bedrooms

Income Criteria

- For LIHTC, HTF, and HOME funding units, monthly household Income should be at least one and a half **(1.5 times)** the monthly stated rent (plus utility allowance, if utilities are tenant paid) and cannot exceed the applicable maximum income limit assigned to the unit. This criteria does not apply to PSH/PBV funded units.

LIHTC (Low-Income Housing Tax Credit Program – Section 42)

- All 63 units meet this program's set-aside requirements at 60% income/rent

Metro Bond

- 63 units 30-60% income/rent

HOME (WA County)

- 8 units (floating) at 50% income/rent (Low HOME)

HTF (Housing Trust Fund)

- 19 (floating) units at 30% income/rent linked with PSH/PBV

PSH (Permanent Supporting Housing provided through Washington County)

- 22 units among the 30% chronically homeless (4-1 bedrooms, 5-2 bedrooms, 10-3 bedrooms, 3-4 bedrooms)

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PBV (provided through OHCS Project-Based Section 8)

- 16 units among the 30% chronically homeless – Services provided by CPAH, Native American Rehabilitation Association NW (NARA), Community Action, and Humanity Assistance Kindness Interculturalism Community Services (HAKI). Referrals will be made by Community Action and NARA with HAKI members encouraged to connect with Community Action and NARA.

The number of units to be income and rent restricted, with the unit size/type a mix, are as follows:

Number of units	Maximum Tenant Income (as a percentage of AMI)
26	60%
11	50%
26	30%

Washington County Income and Rent Limits are published annually and can be found on OHCS's website at <https://www.oregon.gov/ohcs/compliance-monitoring/Pages/rent-income-limits.aspx>

PSH and PBV Waitlist/Application Processing

- PSH units will be prioritized for households who have been referred through NARA, Community Action, and meet the criteria of chronically homeless as defined by Washington County Continuum of Care- applicants for these units meeting this criteria will have a preference on the waitlist
- Applicants are all screened by the same criteria, however in the case of potential denials of PSH unit applicants, management and supportive services will review on a case-by-case basis to ensure that denials are considered reasonably and equitably

OCCUPANCY POLICY

1. Occupancy is based on the number of bedrooms in a unit. (A bedroom is defined as a habitable room that is intended to be used primarily for sleeping purposes, contains at least 70 square feet and is configured to take the need for a fire exit into account.)
2. Minimum of one person per bedroom, maximum of two persons per bedroom, plus one additional per unit. Maximum of two persons per studio, maximum of one person per SRO.

GENERAL STATEMENTS

1. The process to determine eligibility at affordable properties is two phases: first to determine property Eligibility using the Screening Criteria (Income, Rental, Eviction, And Criminal History) and, upon approval, Program Eligibility during which income, assets, and any other program specific criteria are verified.
2. Current, positive, government-issued photo identification that allows Owner/Agent to adequately screen for criminal and or credit history will be required.
3. Each applicant will be required to qualify individually or as per specific criteria areas. Denial of one household member will result in denial of all household members.
4. Inaccurate, incomplete, or falsified information will be grounds for denial of the application.
5. Any applicant currently using illegal drugs will be denied. If approved for tenancy and later illegal drug use is confirmed, termination shall result.
6. Any individual whose tenancy may constitute a direct threat to the health and safety of any individual, the premises, or the property of others will be denied tenancy.
7. Per IRS Section 42 regulations, with limited exceptions, households which are comprised entirely of full-time students may not be eligible for housing. NOTE: If after taking occupancy, the household becomes comprised entirely of full-time students and does not meet any of the exceptions, that household will no longer qualify and will be required to vacate the premises.
 - a. If a household contains all students, but at least one occupant is part-time, then they may qualify to live in unit. Verification of part-time student status (form OHCS.6) is required for at least one household member.
 - b. If a household contains all full-time students for any part of 5 months or more of the current and/or upcoming calendar year (months need not be consecutive), then the following questions are asked:
 - i. Is at least one student receiving assistance under Title IV or the Social Security Act (i.e. AFDC, TANF, etc.)?
 - ii. Was at least one student previously under the care and placement responsibility of the state agency responsible for administering foster care? If yes, documentation of previous participation needs to be included.
 - iii. Does at least one student participate in a program receiving assistance under the Job Training Partnership Act, Workforce Enforcement Act, or under other similar federal, state, or local laws? If yes, documentation of current participation needs to be included.
 - iv. Is at least one student a single parent with child(ren) *and* is not a dependent of another individual *and* the child(ren) is/are not dependent(s) of someone other than the other (or absent) parent? If yes, attach third party documentation (i.e. tax return or a court order establishing custody).
 - v. Are the students married and file a joint tax return? If yes, attach a copy of marriage license or the most recently filed tax return.

8. Completed Applications may be submitted to the property management office in person, mail, fax, email, etc. If no units are available and the waiting list is open, applicants will be placed on the list in accordance with the policy below.
9. An application fee is only required at the time of screening, not when being placed on a wait list. The application screening fee is listed on the Screening Application.
10. If an applicant is denied through the screening process and is not deemed to qualify to live at the property based on criteria, an adverse action letter is sent to the applicant. The adverse action letter details the process to appeal the decision. See Appeal Process.
11. Applicants will have five business days from the date of the original application to provide management with all verifications, signatures, and documentation necessary to determine qualification.
12. The amount of security deposit (if applicable) is listed on the Screening Application.
13. After moving into a unit, should the tenant's annual income rise above 140% of the current year's applicable income limit, management may exchange rent limits with another unit in the project of a higher set aside. This may increase tenant's rent over the limit associated with the unit at move-in, but not over the newly assigned limit or market rate, whichever is applicable. The next available vacant unit will be rented to a qualifying household.
 - a. HOME/HTF units (see p1)
 - i. Floating units are changed to maintain conformity with the requirements of 24 CFR 92.252 during the period of affordability so that the total number of housing units meeting the requirements remains the same. When a unit is over-income, the next comparable, non-assisted unit that becomes available will be re-designated as HOME/HTF assisted and rented to an income eligible tenant and the unit occupied by the over-income tenant is re-designated as a non-assisted unit. The over-income household may pay a rent amount no greater than the fair market rent for comparable, unassisted units in the neighborhood

SCREENING CRITERIA

INCOME CRITERIA

1. Monthly household Income multiplier that applicant must meet can be found on cover sheet. Household income cannot exceed the applicable maximum income limit assigned to the unit. The income limits are a percentage of the area median income, published annually by HUD, and adjusted for household size. Exceptions will be made to income/rent ratios for those with a minimum of six months of documented, guaranteed rental assistance and/or for those with verified assets on hand sufficient to pay rent and utilities for a minimum of six months.
*If applicant will be using local, state or federal housing assistance as a source of Income, "monthly stated rent" as used in this section means that portion of the rent that will be payable by applicant and excludes any portion of the rent that will be paid through the assistance program.
2. Monthly income must be from a verifiable, legal source. Unverifiable income will result in denial.
3. Minimum monthly income must be consistent with project guidelines.
4. Income and assets of all household members will be verified per methods approved by HUD and/or IRS Section 42 regulations of obtaining third-party verifications which include sending verification requests (mailed, e-mailed, or faxed) by management, directly to the verifying institution/agency or employer and not hand-carried by applicant in most situations.
5. In addition to the initial certification of program eligibility, an annual recertification is required every year during tenancy in an affordable unit

RENTAL HISTORY CRITERIA

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1. Lack of rental history will not in itself be cause for denial.
2. Rental history reflecting past due and unpaid balances to a landlord in excess of \$1000 will result in denial of the application. Rental history including three or more noise disturbances or any other material non-compliance with the rental agreement or rules within the past two years will result in denial.

EVICTON HISTORY CRITERIA

Three years of eviction-free history is required. Eviction actions that were dismissed or resulted in a judgment for the applicant will not be considered.

CRIMINAL CONVICTION CRITERIA

Upon receipt of the Rental Application and screening fee, Owner/ Agent will conduct a search of public records to determine whether applicant or any proposed resident or occupant has a "Conviction" (which means: a conviction; a guilty plea; or no contest plea), for any of the following crimes as provided in ORS 90.303(3): drug-related crime; person crime; sex offense; crime involving applicant or any proposed resident or occupant has a "Conviction" (which means: financial fraud, including identity theft and forgery; or any other crime if the conduct for which applicant was convicted or is charged is of a nature that would adversely affect property of the landlord or a tenant or the health, safety or right to peaceful enjoyment of the premises of residents, the landlord or the landlord's agent. Charges pending as of the date of the application will result in a denial. Owner/Agent will not consider a previous arrest that did not result in a Conviction or expunged records.

If applicant, or any proposed occupant, has a Conviction In their past which would disqualify them under these criminal conviction criteria, and desires to submit additional information to Owner/Agent along with the application so Owner/Agent can engage in an individualized assessment (described below) upon receipt of the results of the public records search and prior to a denial applicant should do so. Otherwise, applicant may request the review process after denial as set forth below, however, see item (3) under "Owner/Agent Will:" below regarding holding the unit. A single Conviction for any of the following, subject to the results of any review process, shall be grounds for denial of the Rental Application.

1. Felonies involving: murder, manslaughter, arson, rape, kidnapping, child sex crimes, or manufacturing or distribution of a controlled substance.
2. Felonies not listed above involving: drug-related crime; person crime; sex offense; crime Involving financial fraud, including Identity theft and forgery; or any other crime. If the conduct for which applicant was convicted or is charged is of a nature that would adversely affect property of the landlord or a tenant or the health, safety or right of peaceful enjoyment of the premises of the residents, the landlord or the landlord's agent, where the date of disposition has occurred in the last 5 years.
3. Misdemeanors involving: drug related crimes, person crimes, sex offenses, domestic violence, violation of a restraining order, stalking, weapons, criminal impersonation, possession of burglary tools, financial fraud crimes, where the date of disposition has occurred in the last 3 years.
4. Misdemeanors not listed above involving: theft, criminal trespass, criminal mischief, property crimes or any other crime if the conduct for which applicant was convicted or is charged is of a nature that would adversely affect property of the landlord or a tenant or the health, safety or right of peaceful enjoyment of the premises of the residents, the landlord or the landlord's agent, where the date of disposition has occurred in the last 1 years.
5. Conviction of any crime that requires lifetime registration as a sex offender will result in denial.

APPEAL PROCESS

Owner/Agent will engage in an individualized assessment of the application if it is denied for failing to meet rental history, eviction history, or criminal conviction criteria and:

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1. Applicant has submitted supporting documentation prior to the background screening; or
2. Applicant is denied based on failure to satisfy these criteria and has submitted a written request along with supporting documentation. Supporting documentation may include:
 - a. Proof of rental payments to a prior landlord
 - b. Proof of job or income stability
 - c. Proof of payment toward outstanding debt
 - d. Completion of Rent Well Program
 - e. Demonstrated or formal relationship with a service provider for rent assistance or other support services
 - f. Participation in a rehabilitation program
 - g. Evidence of work to address outstanding debt, or
 - h. Explanation for changed circumstances or reform that would decrease the likelihood that tenant would repeat historical adverse behavior (e.g., crime, property damage, etc.), or
 - i. Any other information, whether written or oral, that the applicant believes to be relevant to the applicant's performance as a tenant.

All information regarding appeals should be directed to the site within 30 days of recommendation.

Owner/Agent will:

1. Consider relevant individualized evidence of mitigating factors, which may include: the facts or circumstances surrounding the criminal conduct; the age of the convicted person at the time of the conduct; time since the criminal conduct; time since release from incarceration or completion of parole; evidence that the individual has maintained a good tenant history before and/or after the conviction or conduct; and evidence of rehabilitation efforts. Owner/Agent may request additional information and may consider whether there have been multiple Convictions as part of this process.
2. Notify applicant of the results of Owner/Agent's review within a reasonable time after receipt of all required information.
3. Hold the unit for which the application was received for a reasonable time under all circumstances to complete the review unless prior to receipt of applicant's written request (if made after denial) the unit was committed to another applicant.

ADDITIONAL POLICIES AND INFORMATION

WAITLIST POLICY – Subsidized (PBV) and Non-Subsidized units

1. Separate waitlists are kept for subsidized and non-subsidized units. Preliminary Applications are to be completed by the head of household and submitted to the Management Agent. Applications are date & time stamped, placed on the list(s) for the requested program(s) and bedroom size(s), and processed in the chronological order received.
2. For non-PBV units, preference is given to referrals by specified services providers on cover sheet. Providers have five business days to provide an applicant, and after five business days, the waitlist will be worked in chronological order based on when application was received.
3. For PBV units, preference is given for applicants referred by the property's service providers detailed on cover sheet. Referred applicants for whom the provider later withdraws their referral will retain their original chronological place on the waitlist(s), but with the provider referral preference removed. Please reference the cover sheet for specific PBV Waitlist Preferences
4. When units with accessible features become available, persons with disabilities requiring the accessible features will be given priority over others on the list. Otherwise, applications will be processed in the order received, and in consideration of other preferences.

5. As vacancies occur, the first household on the waitlist will be contacted and scheduled for intake. If the first household on the list does not respond immediately to email or phone outreach, the top five applicants (including the first household) on the waitlist will be notified in writing that they have 14 days to respond that they wish to go forward with the application process, or else to notify the manager if they do not wish to go forward with the application process for the currently available unit, but do wish to remain on the waitlist. At the end of 14 days, or as soon as the first person on the list expresses interest, management will schedule intake with the respondent who has the earliest application date. Those who do not respond within 14 days will be removed from the waitlist. Those who do respond with a later application date will retain their place on the list for the next available unit. The applicant with the earliest application date may decline a unit once and retain their position on the list. If an applicant declines to apply a second time, they will be removed from the waitlist.
6. Upon approval, non-PBV applicants will be notified and a move-in date scheduled. Denied Applicants will be notified regarding the reason for the denial. Applicants on the PBV list will be notified of preliminary (property) qualification and referred to the Housing Authority for PBV intake and screening. PBV applicants must be approved through both the property and Housing Authority prior to moving in.
7. Manager will update the waitlist as changes occur. Non-PBV waitlists are kept in the property's tenant software program. The PBV waitlist should be kept on the approved Housing Authority waitlist sheet and emailed to the site's Compliance Specialist by the fifth of each month. All activity on the list must be clearly documented so that auditors can readily see the timeline through which each application progressed.
8. To allow for referrals from partnering agencies, Management Agent will not close the list but will purge the waitlist minimally once per year and may do so as often as every six months. When the waitlist is purged, Applicants will be given fourteen days written notice to confirm their continued interest in the property or be removed from the list.
9. Current residents approved for in-house transfers will be given preference over other applicants on the list. Current residents who come to top of the requested transfer list will be re-qualified as for a new move-in and will need to meet current income guidelines, screening criteria, and occupancy standards. While all residents have a right to submit a pre-application and be considered for transfer, residents must be in good standing (i.e. no lease violation notices in last six months, no balances owing, and no damages and/or housekeeping issues) to be considered eligible for transfer. If approved for transfer, the security deposit for the original unit will be closed and a new deposit paid for the new unit.

Violence Against Women Act (VAWA) POLICY

VAWA housing protections that were passed in 2005 helped prevent discrimination against, and unjust evictions of, survivors of domestic violence in public and assisted housing. Incidents related to domestic violence may sometimes result in background screening denials. If an applicant believes this is the case, they may request an appeal to overturn the denial. To process the appeal management may require:

1. *Third party verification that the abuse occurred.* Such documentation may include but not be limited to: Court records (e.g. restraining orders or orders protecting from harassment or stalking), police reports, documentation signed by an employee, agent, or volunteer of a victim service provider, an attorney, or a medical professional from whom the victim has sought assistance in addressing the abuse or the effects of the abuse.
2. *Documentation linking the reason for the denial to the abuse.* This may include a written statement from the Applicant or from his or her advocate, explaining how the domestic violence contributed directly to the issues that triggered the screening denial, and showing that the timelines for both issues coincide.
3. If occurrence of domestic violence is confirmed and all reasons for the screening denial are shown to be a result of circumstances related to the abuse, the denial may be overturned.

Regarding the Fair Housing Act and Section 504 of Rehabilitation Act of 1973, CRMG/Income Property Management:

- Affirmatively furthers fair housing and does not discriminate against any person on the basis of race, color, religion, sex, handicap, disability status, national origin, or marital status in the admission or access to, or treatment or employment in its federally funded assisted programs and activities.
- Prohibits discrimination based upon disability in all programs or activities operated by recipients of federal financial assistance.
- Adheres to affirmative accessibility requirements for newly constructed or rehabilitated housing, including providing a minimum percentage of accessible units.
- Does not discriminate in employment based on disability.

REASONABLE ACCOMMODATION

1. In certain circumstances management will make reasonable adjustments to rules policies, practices, services, or physical structures in order to serve the needs of a person with a disability. To show that an accommodation is necessary, there must be a proven relationship between the requested accommodation and the person's disability.
2. A resident or applicant, or someone acting on behalf of the resident or applicant, may make a request for reasonable accommodation at any time. While it is preferable to submit the request in writing on the form available in the Property Manager's Office, the request may also be made verbally to any member of the Management staff.

UNIT TRANSFER POLICIES

When a resident requests to move to a new unit within the same community it is commonly referred to as a "transfer". If a resident requests a transfer to another unit, there is a set of criteria that needs to be met **before** the transfer request can be submitted to your PM for approval. NOTE: Same size unit transfers are not allowed unless under certain circumstances.

An in-house transfer waitlist will be used to accommodate transfers. Following a request, the site will place tenant on transfer waitlist in chronological order based on the date the transfer was requested, in writing, by the Head of Household, or the date Management recognized that the unit is over or under-utilized, whichever is earlier. In-house transfers for reasonable accommodations and for utilization in relation to household size will take precedence over other waitlists.

Emergency transfers related to issues covered under VAWA will take precedence over other transfers.

Any family member(s) of an existing household who would like to be considered for their own apartment must submit a pre-application and be processed through the waitlist as an outside applicant.

Pre-Transfer Qualifications:

1. The resident must have been a resident in their current unit for at least 6 months
2. The resident cannot be in a current lease, or their lease term must expire on or before the actual transfer date
3. The resident must currently have a zero-balance owing the property
4. The residents have not had lease violations of any type in the last 6 months
5. If all the above criteria have been met, the manager must complete an inspection of the unit using an annual inspection form. If there are any damages or repairs needed beyond the basic cleaning, painting, and carpet cleaning charges, the transfer will not be approved.

If the resident meets all of the above, the manager will submit an approval for transfer request to their PM. Once the PM has approved the request you may move onto the next step in the transfer process.

Final Transfer Qualifications:

1. The rent on the new unit will be appropriate to the new unit size, set asides, etc.
2. The resident(s) must be screened for criminal only at cost to the resident (s)
3. The resident(s) must re-qualify for the new unit and is to be treated like a new move-in, including a new certification, verifications, etc. to determine eligibility for all layers and programs.
4. The resident(s) must give a 30-day notice on the old unit and is responsible for rent during that period.
 - a. Once a 30-day notice is given, the resident cannot cancel it. They can request the notice to be cancelled, but it is up to the PM whether to allow it.
5. Once they are approved on the new unit and prior to move in, they will be required to pay at least one third of their new deposit and sign an Agreement to Execute a Rental Agreement
 - a. We will hold the new unit for a maximum of 7 days if it is vacant or up to 7 days after it is vacated if the unit is currently occupied.
6. The day the resident takes possession of the new unit they are required to pay all rents as any new resident would, paying a full first month and pro-rating the second month, security deposit can either be paid in full or an Installment Payment Agreement can be entered into breaking the remaining security deposit into two payments due on subsequent months immediately following the month move in occurs
 - a. The resident is responsible for paying rent on both the old and new units while moving
 - b. The resident must be completely moved out of, and turned in the keys to, their old unit by the expiration date on their notice to vacate.
7. We will send their final accounting on the old unit within 31 days of move-out. If any balances are owed, the resident will have 30 days to pay in full or management will issue a violation notice.

LIVE IN CAREGIVER POLICY AND PROCEDURE

1. Resident must complete a reasonable accommodation request for a caregiver to be reviewed by compliance to ensure that the resident requesting the caregiver meets HUD definition:
 - a. A person who resides with one of more elderly persons, near-elderly persons, or persons with disabilities, and who:
 - i. Is determined to be essential to the care and well-being of the person(s);
 - ii. Is not obligated for the support of the person(s); and
 - iii. Would not be living in the unit except to provide the necessary supportive services.
2. Following approval, caregiver must complete a screening for criminal and rental history for any previous behavior related issues. This screening will be at no cost to household or caregiver.
3. After an approved screening, household completes Live-In Caregiver Affidavit and caregiver would be added to household TIC using the caregiver code. Caregivers are reflected as living in unit for purposes of meeting occupancy standards, but their income/asset/expenses are not considered towards the overall household.