

10.0 MANAGING THE WAITING LIST

10.1 OPENING AND CLOSING THE WAITING LIST

Opening of the waiting list will be announced with a public notice stating that applications for public housing will again be accepted. The public notice will state where, when, and how to apply. The notice will be published in a local newspaper of general circulation and also by any available minority media. The public notice will state any limitations to who may apply.

The notice will state that applicants already on waiting lists for other housing programs must apply separately for this program and such applicants will not lose their place on other waiting lists when they apply for public housing. The notice will include the Fair Housing logo and slogan and will be in compliance with Fair Housing requirements.

Closing of the waiting list will also be announced with a public notice. The public notice will state the date the waiting list will be closed and for what bedroom sizes. The public notice will be published in a local newspaper of general circulation and also by any available minority media.

10.2 ORGANIZATION OF THE WAITING LIST

The waiting list will be maintained in accordance with the following guidelines:

- A. The application will be a permanent file;
- B. All applications will be maintained in order of preference as determined by the Tenant Selection and Assignment Plan (Section 10) and dwelling unit size required.
- C. Any contacts initiated by the KCHA between the KCHA and the applicant will be documented in the applicant file.

10.3 FAMILIES NEARING THE TOP OF THE WAITING LIST

As families near the top of the waiting list they will be invited to an interview and the verification process will begin. It is at this point in time that the family's waiting list preference will be verified. Every effort will be made to conduct interviews when families are within three (3) months of being offered a unit. If the family is ineligible or no longer qualifies to be near the top of the list, the family's name will be removed from or returned to the appropriate spot on the waiting list. The KCHA must notify the family in writing of this determination and give the family the opportunity for an informal review.

Once the preference has been verified, the family will complete a full application, present Social Security number information, citizenship/eligible immigrant information, and sign the Consent for Release of Information forms.

10.4 PURGING THE WAITING LIST

The KCHA will update and purge its waiting list at periodically to ensure that the pool of applicants reasonably represents the interested families for whom the KCHA has current information, i.e. applicant's address, family composition, income category, and preferences.

10.5 REMOVAL OF APPLICANTS FROM THE WAITING LIST

The KCHA will not remove an applicant's name from the waiting list unless:

- A. The applicant requests in writing that the name be removed, or the Head of Household (HOH) removes applicant names (other adults and juveniles);
 - i. Provided the HOH certifies the removed member will not be permitted to reside in the unit
 - ii. After admission, the HOH must provide evidence of the removed member's current address upon request
- B. An active Order of Protection has been issued;
- C. The applicant fails to respond to a written request for information or a request to declare their continued interest in the program;
- D. The applicant does not meet either the eligibility or suitability criteria for the program.

10.6 MISSED APPOINTMENTS

All applicants who fail to keep a scheduled appointment with the KCHA will be sent a notice of termination of the process for eligibility.

The KCHA will allow the family to reschedule for good cause. Generally, no more than one opportunity will be given to reschedule without good cause, and no more than two opportunities will be given for good cause. When good cause exists for missing an appointment, the KCHA will work closely with the family to find a more suitable time. Applicants will be offered the right to an informal review before being removed from the waiting list.

10.7 NOTIFICATION OF NEGATIVE ACTIONS

Any applicant whose name is being removed from the waiting list will be notified by the KCHA, in writing, that they have ten (10) calendar days from the date of the written correspondence to present mitigating circumstances or request an informal review. The letter will also indicate that their name will be removed from the waiting list if they fail to respond within the timeframe specified. The KCHA system of removing applicant names from the waiting list will not violate the rights of persons with disabilities. If an applicant claims that their failure to respond to a request for information or updates was caused by a disability, the KCHA will verify that there is in fact a disability and the disability caused the failure to respond, and provide a reasonable accommodation. An example of a reasonable accommodation would be to reinstate the applicant on the waiting list based on the date and time of the original application.

11.0 TENANT SELECTION AND ASSIGNMENT PLAN

11.1 PREFERENCES, SELECTION FROM THE WAITING LIST

At the time of initial application, applicants need only to certify they are eligible for a preference. The KCHA will verify all information that is used to establish eligibility prior to placement on the waiting list. It shall be the responsibility of the applicant to report all changes to information provided on their application in regards to family composition, income, contact information, and preference status. Preference status will be determined based on current documentation prior to admission and admission priority will be adjusted accordingly. Applicants will be selected from the waiting list in preference points ranking order. Applicants with equal preference points will be selected according to date and time of the application.

Current applicant preferences and definitions are attached to this policy.

Notwithstanding the above, applicants who are elderly or disabled will be offered housing in developments primarily intended for the elderly and disabled before other single persons are housed in those developments. Where necessary to assure that the housing authority meets the federal requirement for 60% of its new admissions to have incomes below 30% of the area median, certain applicants on the waiting list may be moved ahead of others on the waiting list.

Buildings Designed for the Elderly and Disabled: Preference will be given to elderly and disabled families. If there are no elderly or disabled families on the list, preference will then be given to near-elderly families. If there are no near-elderly families on the waiting list, units will be offered to families who qualify for the appropriate bedroom size using these priorities. All such families will be selected from the waiting list using the preferences as outlined above.

Buildings Designated as Elderly Only Housing: In filling vacancies in developments designated primarily for elderly, first priority will be given to elderly families. If there are no elderly families on the list, next priority will be given to the near-elderly. If there are no near-elderly, units will be offered to families who qualify for the appropriate bedroom size. Using these priorities, families will be selected from the waiting list using the preferences as outlined above.

Buildings Designated for Disabled Only Housing: In filling vacancies in developments primarily designated for persons with disabilities. First priority will be given to disabled families. If there are no disabled families on the list, next priority will be given to families who qualify for the appropriate bedroom size. Using these priorities, families will be selected from the waiting list using the preferences as outlined above.

Accessible Units: Accessible units will be first offered to families who have a documented need for the accessible features of those dwelling units. Applicants for

these units will be selected utilizing the same preference system as outlined above. If there are no applicants who would benefit from the accessible features, the units will be offered to other applicants in the order that their names come to the top of the waiting list. Such applicants, however, must sign a release form stating they will accept a transfer (at their own expense) if, at a future time, a family requiring an accessible feature applies. Any family required to transfer will be given a 30-day notice.

BETWEEN THE DATE THEY APPLY AND WHEN THEY ARE OFFERED A DWELLING UNIT ALL APPLICANTS ARE RESPONSIBLE FOR REPORTING CHANGES WHICH RESULT IN THE INFORMATION THEY PROVIDED ON THEIR APPLICATIONS REGARDING THEIR COMPOSITION, INCOME, CONTACT INFORMATION OR PREFERENCE STATUS TO NO LONGER BE ACCURATE. APPLICANT PREFERENCE STATUS WILL BE RE-DETERMINED BASED ON CURRENT DOCUMENTATION IMMEDIATELY PRIOR TO ADMISSION AND ADMISSION PRIORITY ADJUSTED ACCORDINGLY

11.2 ASSIGNMENT OF BEDROOM SIZES

The following guidelines will determine each family’s unit size without overcrowding or over-housing:

Number of Bedrooms	Number of Persons	
	Minimum	Maximum
0	1	1
1	1	2
2	2	4
3	3	6
4	4	8
5	5	10

These standards are based on the assumption that each bedroom will accommodate no more than two (2) persons. Zero bedroom units will only be assigned to one-person families. Two adults will share a bedroom unless related by blood.

In determining bedroom size, the KCHA will include the presence of children to be born to a pregnant woman, children who are in the process of being adopted, children whose custody is being obtained, children who are temporarily away at school, or children who are temporarily in foster-care.

In addition, the following considerations may be taken in determining bedroom size:

- A. Children of the same sex will share a bedroom.
- B. Children of the opposite sex, both under the age of six will share a bedroom.
- C. Adults and children over five years of age will not be required to share a bedroom
- D. Foster – adults and/or foster - children will not be required to share a bedroom with family members.
- E. Live-in aides will get a separate bedroom.

Exceptions to normal bedroom size standards include the following:

- A. Units smaller than assigned through the above guidelines – A family may request a smaller unit size than the guidelines allow. The KCHA will allow the smaller size unit so long as generally no more than two (2) people for every living and / or sleeping room are assigned. In such situations, the family will sign a certification stating they understand they will be ineligible for a larger size unit for three years or until the family size changes, whichever may occur first.
- B. Units larger than assigned through the above guidelines – A family may request a larger unit size than the guidelines allow. The KCHA will allow the larger size unit if the family provides a verified medical need that the family be housed in a larger unit.
- C. If there are no families on the waiting list for a larger size, smaller families may be housed if they sign a release form stating they will transfer (at the family's own expense) to the appropriate size unit when an eligible family needing the larger unit applies. The family transferring will be given a 30-day notice before being required to move.
- D. Larger units may be offered in order to improve the marketing of a development suffering a high vacancy rate.

11.3 SELECTION FROM THE WAITING LIST

The KCHA shall follow the statutory requirement that at least 40% of newly admitted families in any fiscal year be families whose annual income is at or below 30% of the area median income. To insure this requirement is met we shall quarterly monitor the incomes of newly admitted families and the incomes of the families on the waiting list. If it appears that the requirement to house extremely low-income families will not be met,

we will skip higher income families on the waiting list to reach extremely low-income families.

If there are not enough extremely low-income families on the waiting list we will conduct outreach on a non-discriminatory basis to attract extremely low-income families to reach the statutory requirement.

Sections 11.4 through 11.7, dealing with deconcentration do not apply to KCHA and have been deleted.

11.4 OFFER OF A UNIT

When the KCHA discovers that a unit will become available, we will contact the first family on the waiting list who has the highest priority for this type of unit or development. If, at that time, a discrepancy exists between the desired balance of incomes in that development, that first family may be bypassed in favor of a family whose income category would help to meet the deconcentration goal and/or the income-targeting goal.

The KCHA will contact the family first by telephone to make the unit offer. If the family cannot be reached by telephone, the family will be notified of a unit offer via first class mail. The family will be given five (5) business days from the date the letter was mailed to contact the KCHA regarding the offer.

The family will be offered the opportunity to view the unit. After the opportunity to view the unit, the family will have two (2) business days to accept or reject the unit. This verbal offer and the family's decision must be documented in the tenant file. If the family rejects the offer of the unit, the KCHA will send the family a letter documenting the offer and the rejection.

11.5 DECONCENTRATION AND INCOME TARGETING

Sub-Title A, Section 513 of the Quality Housing and Work Responsibility Act of 1998 (QHWRA), establishes two interrelated requirements for implementation by Public Housing Authorities: (1) Economic De-concentration of public housing developments and (2) Income Targeting to assure that families in the "extremely low" income category are proportionately represented in public housing and that pockets of poverty are reduced or eliminated. In order to implement these new requirements, the PHA must promote these provisions as policies and revise their Admission and Occupancy policies and procedures to comply.

Therefore, the Knox County Housing Authority, (hereinafter referred to as PHA) hereby affirms its commitment to implementation of the two requirements by adopting the following policies:

Economic De-concentration: Admission and Continued Occupancy Policies are revised to include the PHA's policy of promoting economic de-concentration. Implementation of this program may require the PHA to determine the median income of residents in each development, determine the average income of residents in all developments, compute the Established Income Range (EIR), determine developments outside the EIR, and provide adequate explanations and/or policies as needed to promote economic de-concentration.

Implementation may include one or more of the following options:

- Skipping families on the waiting list based on income;
- Establishing preferences for working families;
- Establish preferences for families in job training programs;
- Establish preferences for families in education or training programs;
- Marketing campaign geared toward targeting income groups for specific developments;
- Additional supportive services;
- Additional amenities for all units;
- Flat rents for developments and unit sizes;
- Different tenant rent percentages per development;
- Different tenant rent percentages per bedroom size;
- Saturday and evening office hours;
- Security Deposit waivers;
- Revised transfer policies;
- Site-based waiting lists;
- Mass Media advertising/Public service announcements; and
- Giveaways.

Income Targeting: As public housing dwelling units become available for occupancy, responsible PHA employees will offer units to applicants on the waiting list. In accordance with the Quality Housing and Work Responsibility Act of 1998, the PHA encourages occupancy of its developments by a broad range of families with incomes up to eighty percent (80%) of the median income for the jurisdiction in which the PHA operates. Depending on the availability of applicants with proper demographics, at a minimum, 40% of all new admissions to public housing on an annual basis may be families with incomes at or below thirty percent (30%)(extremely low-income) of the area median income. The offer of assistance will be made without discrimination based on of race, color, religion, sex, national origin, age, handicap or familial status.

In order to implement the income targeting program, the following policy is adopted:

- The PHA may select, based on date and time of application and preferences, two (2) families in the extremely low-income category and two (2) families from the lower/very low-income category alternately until the forty percent (40%)

admission requirement of extremely low-income families is achieved (2 plus 2 policy).

- After the minimum level is reached, all selections may be made based solely on date, time and preferences. Any applicants passed over as a result of implementing this 2-plus-2 policy will retain their place on the waiting list and will be offered a unit in order of their placement on the waiting list.
- To the maximum extent possible, the offers will also be made to affect the PHA's policy of economic de-concentration.
- The PHA reserves the option, at any time, to reduce the targeting requirement for public housing by no more than ten percent (10%), if it increases the target figure for its Section 8 program from the required level of seventy-five percent (75%) of annual new admissions to no more than eighty-five percent (85%) of its annual new admissions. (Optional for PHAs with both Section 8 and Public Housing programs)

11.6 REJECTION OF UNIT

If, in making the offer to the family, the KCHA skipped over a family on the waiting list in order to meet their deconcentration goal or offered the family any other deconcentration incentive and the family rejects the unit, the family will not lose their place on the waiting list and will not be otherwise penalized.

If the KCHA did not skip over other families on the waiting list to reach this family, did not offer any other deconcentration incentive, and the family rejects the unit without good cause, the family will forfeit their application's date and time. The family will keep their preferences, but the date and time of application will be changed to the date and time the unit was rejected.

If the family rejects with good cause any unit offered, they will not lose their place on the waiting list. Good cause includes reasons related to health, proximity to work, school, and childcare (for those working or going to school). The family will be offered the right to an informal review of the decision to alter their application status.

11.7 ACCEPTANCE OF UNIT

The family will be required to sign a lease that will become effective no later than three (3) business days after the date of acceptance or the business day after the day the unit becomes available, whichever is later.

Prior to signing the lease all families (head of household) and other adult family members will be required to attend the Lease and Occupancy Orientation. The family will not be housed if they have not attended the orientation. Applicants who provide prior notice of an inability to attend the orientation will be rescheduled. Failure of an applicant to attend the orientation, without good cause, may result in the cancellation of the occupancy process.

The applicant will be provided a copy of the lease, the grievance procedure, utility allowances, utility charges, the current schedule of routine maintenance charges, and a request for reasonable accommodation form. These documents will be explained in detail. The applicant will sign a certification that they have received these documents and that they have reviewed them with Housing Authority personnel. The certification will be filed in the tenant's file.

The signing of the lease and the review of financial information are to be privately handled. The head of household and all adult family members will be required to execute the lease prior to admission. One executed copy of the lease will be furnished to the head of household and the KCHA will retain the original executed lease in the tenant's file. A copy of the grievance procedure will be attached to the resident's copy of the lease.

The family will pay a security deposit at the time of lease signing. The security deposit will be:

Efficiency (0-bedroom) apartment	\$100.00
One-bedroom apartment	\$125.00
Two-bedroom apartment	\$150.00
Three-bedroom apartment	\$175.00
Four-bedroom apartment	\$200.00
Five-bedroom apartment	\$225.00

In exceptional situations, the KCHA reserves the right to allow a new resident to pay their security deposit in up to three (3) payments. One third shall be paid in advance, one third with their second rent payment, and one-third with their third rent payment. This installment payment arrangement shall be made at the sole discretion of the Housing Authority.

In the case of a move within public housing, the security deposit for the first unit will be transferred to the second unit. Additionally, if the security deposit for the second unit is greater than that for the first, the difference will be collected from the family. Conversely, if the security deposit is less, the difference will be refunded to the family.

In the event there are costs attributable to the family for bringing the first unit into condition for re-renting, the family shall be billed for these charges.