



**CUMBERLAND HOUSING
GROUP**

APPLICATION PROCESSING PROCEDURES

Purpose

The Cumberland Housing Group has developed these Application Processing Procedures to describe the procedures to be followed in the distribution, collection and processing of applications for Public Housing as referenced in the Admissions and Continued Occupancy Policy (ACOP) or Section 8 PBRA as referenced in the Tenant Selection Plan.

Obtaining an application

Families wishing to apply for Housing administered by the Cumberland Housing Group will be required to complete the Personal Declaration & Application for Rental Assistance Benefits (Form 101).

Applications are to be available from:

1. One of the business offices listed below, Monday through Friday from 8:00 a.m. to 4:00 p.m. (excluding holidays, training or lunch periods); or
2. Our web site www.cumberlandhousing.org, where an applicant can apply through Yardi RentCafe online portal.

Applications will not be mailed to interested families residing within a fifteen-mile radius of the above facilities. However, if an applicant does not have transportation, has no computer access, has health problems or requests a Reasonable Accommodation which preclude them from visiting our offices, then an application will be mailed.

Business Office Locations

The Cumberland Housing Group

635 E. First Street

Cumberland, MD 21502

(This location is the Rental Office for Jane Frazier Village, and Banneker Gardens and the Central HACC Administrative and Maintenance Office)

JFK Apartments

135 N. Mechanic Street

Cumberland, MD 21502

Queen City Tower

235 Paca Street

Cumberland, MD 21502

Willow Valley Apartments

701 Furnace Street

Cumberland, MD 21502

River Bend Court LP

50 Lamont Street

Cumberland, MD 21502

Grande View Apts.

701 Furnace Street

Cumberland, MD 21502

Submitting an application

Completed applications and supporting documents may be returned to any of the office locations listed above by the following methods:

1. Presenting them in person during regular business hours at the desired site office location or the central office above;
2. Mailing them to our central office at 635 East First Street, Cumberland MD 21502;
3. Scanning and emailing them to housing@cumberlandhousing.org; or
4. Sending by facsimile to 301-724-8731; or
5. The online RentCafe portal.

Persons with disabilities who require a reasonable accommodation in completing or returning an application may call the Cumberland Housing Group to make special arrangements.

Application Processing - Phase One

The information provided with the application is used to determine eligibility and to award any preferences to which the applicant family may be entitled. This first phase results in the family's placement on the waiting list.

Receiving an Application - One component that determines placement on the Waiting List is the date and time that the application was received. Applications submitted by mail, email, facsimile or in person will be immediately date/time stamped by the staff member receiving it.

Distribution of Application - Application and supporting documents are then forwarded to the Property Manager of the applicants primary preferred development for entry onto the Pending Waiting List and further processing.

Screening of Applicants – The Property Manager will follow the steps outlined in the Applicant Screening Procedures and the Criminal History Screening Procedures prior to proceeding with further qualification procedures.

Initial Determination of Eligibility – The Property Manager will utilize the Verification Procedures to provide verification of all preferences, eligibility, suitability income, deduction and selection factors in order to determine the family's final eligibility and qualification per HUD regulations for admission into the selected housing program.

Notification - The Property Manager will notify the family by way of written or verbal notice of the outcome of their eligibility determined through the steps above with documentation of the notification noted in the file. If determined to be eligible, the applicant will be advised of the approximate date of admission as far as that date can be determined and the applicant advised that the estimate is no guarantee that they will be housed by that date.

If the Property Manager determines the family to be ineligible, the Notice of Ineligibility for Housing (Form 159) will be sent to the applicant. After the ten-day period to file a Grievance, the applicant file will be filed in its permanent location.

Application Processing - Phase Two

Waiting Period –

Public Housing - If the applicant was determined eligible for housing, they are then moved from the **Unverified Waiting List** to the **Verified Waiting List** where they are placed in order according to the development, unit size needed for the family, preferences, and the date and time the application was received. Applicants are to be advised of the online portal to check their placement on the Waiting List and how to access it. Applicants are also to be advised of how their application priority may increase or decrease based upon other applications received and their preference status.

Affordable properties will be on a waiting list after preapplication is completed.

Changes - The applicant must inform the PHA, within 10 business days to report of any changes in their applicant status including changes in family composition, income, or preference factors. The Property Manager processing the application will make the changes within the applicant's file and will update their place on the waiting list. Confirmation of the changes will be confirmed with the family in writing if the change was reported in writing; otherwise, the change will be confirmed verbally with the family at the time the change is reported. Changes can also be initiated through the RentCafe portal by the applicant.

Split of family on application

An adult on the application wanting removed must do so in writing. A new head of household would then be determined for the original application. The remaining adult would keep the original application date and time.

Application Processing - Phase Three

Selection and Assignment – When a vacancy occurs at a development, the Property Manager of that development will consult the waiting list for the next applicant to be selected. The Tenant Selection and Assignment Plan outlined in the ACOP will be followed for this process.

Final Determination – The Property Manager will contact the applicant to ensure that the verification of all preferences, eligibility, suitability and selection factors are current and in order to determine the family's final eligibility and qualification per HUD regulations for admission into the housing program.

Notification – notify the applicant to establish and provide the following:

1. Move-In Inspection - Set date, time and location with applicant for a move-in inspection of the unit in which the tenant will be occupying. A pre inspection is to be conducted prior to this by Cumberland Housing Group staff to assure readiness after the Maintenance Department has turned it over.
2. Lease Signing - Set date, time and location for the Lease Signing which should be the same date following the move-in inspection.
3. Provide applicant with rent and security deposit amounts due at Lease Signing
4. Update the Vacancy Board entering the name of the new Tenant and projected date of occupancy

Preparing for Move In – the Property Manager will move the applicant from the Waiting List and complete the Move In process. The necessary documents required for execution at the Lease Signing are to be completed. All documents are to be signed by the Property Manager in the presence of the applicant/tenant.

Lease Signing – the following is a nonexclusive list of items to be performed during the lease signing with the new tenant:

1. Final review of preferences, unit size needs, sources of income
2. Explain how rent was determined and signature on HUD Form 50058/50059
3. Review of the Residential Lease, Addendums, Attachments, etc.
4. Execution of the Lease documents with one copy to the tenant
5. Explain Rental Payment dates, special charges, payment locations and methods
6. Take a picture of ALL family development residents of the Household individually to be stored electronically on file.

Completing the Process

1. Remove the Vacant Unit from the Vacancy Board
2. Assure the Tenant file is complete, in correct order and is filed in the correct location.
3. 30 Days after the move-in date, the Property Manager or Resident Service Coordinator is to conduct an inspection of the unit to determine compliance with the lease and file the report in the tenant file or housekeeping file.