



**CUMBERLAND HOUSING  
GROUP**

# WAITING LIST MANAGEMENT PROCEDURES

## **Purpose**

The Cumberland Housing Group has developed these Waiting List Management Procedures to describe the actions that will be taken in the management of the waiting lists as referenced in the Admissions and Continued Occupancy Policy.

## **Organization of the Waiting List**

The PHA's public housing waiting list must be organized in such a manner to allow the PHA to accurately identify and select families in the proper order, according to the admissions policies described in the ACOP.

The waiting list will contain the following information for each applicant listed:

- Name, date of birth and social security number of all household members
- Unit size required (number of family members)
- Amount and source of annual income
- Accessibility requirement, if any
- Date and time of application or application number
- Household type (family, elderly, disabled)
- Admission preference, if any
- Race and ethnicity of the head of household
- The specific site(s) selected (only if PHA offers site-based waiting lists)

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

1. All applications will be maintained by property in order of property, bedroom size, preference, and then in order of date and time of application; and
2. Any contacts between the Cumberland Housing Group and the applicant will be documented in the applicant paper file and electronic file.
3. The application will be kept on file for a period of three years from the date that the application is removed from the wait list;

## **Updating the Waiting List**

Once each year the Cumberland Housing Group will update each waiting list by contacting all applicants in writing or by the method designated at initial application by applicants with disabilities. If, after one attempt in writing sent by first class mail the notice is returned as undeliverable or after two attempts, no response is received, the Cumberland Housing Group will withdraw the name of an applicant from the waiting list. At the time of initial intake, the Cumberland Housing Group will advise families that they must notify the Cumberland Housing Group when their circumstances, mailing address or phone numbers change.

To update the waiting list, the PHA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program.

This update request will be sent to the last address that the PHA has on record for the family as well as any additional contact methods identified by the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant's name being removed from the waiting list.

When a family is removed from the waiting list during the update process for failure to respond, the PHA will contact an unresponsive applicant through all means available, which may include via mail, phone, email, and RentCafe portal. The PHA will give that family a reasonable period of time to respond with their interest so as to not inadvertently remove an applicant who remains interested but may have moved, changed their contact information, or otherwise are difficult to reach. No informal hearing will be offered in such cases. Such failures to act on the part of the applicant prevent the PHA from making an eligibility determination; therefore, no informal hearing is required.

If a family is removed from the waiting list for failure to respond, the PHA may reinstate the family if the lack of response was due to PHA error, to circumstances beyond the family's control, as a result of a family member's disability, or as a direct result of status as a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking, including an adverse factor resulting from such abuse.

## **Families Nearing the Top of the Waiting List**

When a family approaches the top of the wait list, the family will be required to update all applicant information by mail or personally attend an interview and the verification process will begin. It is at this point in time that the family's eligibility for a preference will be verified. If the family no longer qualifies, the family will be denied assistance. The Cumberland Housing Group 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 the full application process, present Social Security Number information, citizenship/eligible immigrant information, and sign the Consent for Release of Information Forms.

## **Removal of Applicants from the Waiting List**

The Cumberland Housing Group will remove an applicant's name from the waiting list only when one of the following situations occurs:

1. The applicant receives and accepts an offer of housing;
2. The applicant requests that his/her name be removed from the waiting list. This request must be in either writing or done verbally. If done verbally, it shall be documented in the file the date and time applicant made this request;
3. The application is withdrawn because the Cumberland Housing Group attempted to contact the applicant and was unable to do so. In attempting to contact an applicant, the following methods shall be undertaken before an application may be withdrawn:
  - The applicant will be sent a letter by first class mail to the applicant's last known address, asking the applicant to contact the Cumberland Housing Group either by returning the update form or in person, bringing proof of identity;
  - When ten calendar days have elapsed from the date when the Cumberland Housing Group mails the letter, if there is no response from the applicant, the applicant will be dropped from the waiting list; or
  - If an applicant contacts the Cumberland Housing Group as required within any of the deadlines stated above, he/she shall remain on the waiting list at their current position, unless they request to be taken off the waiting list

Persons who fail to respond to the Cumberland Housing Group attempts to contact them because of verified situations related to a disability shall be entitled to reasonable accommodation. In such circumstances, the Cumberland Housing Group shall reinstate these individuals to their former waiting list positions.

## **Ineligible for Placement on the Waiting List**

If the PHA determines from the information provided that a family is ineligible, the family will be withdrawn from the unverified waiting list. When a family is determined to be ineligible, the PHA will send written notification of the ineligibility determination within a reasonable amount of time of receipt of the completed application. The notice will specify the reasons for ineligibility and will inform the family of its right to request an informal hearing and explain the process for doing so (*Refer to Chapter 14 of ACOP*).

The PHA must provide the family a notice of VAWA rights (form HUD-5380) as well as the HUD VAWA self-certification form (form HUD-5382) in accordance with the Violence against Women Act, and as outlined in 16-VII.C, at the time the applicant the applicant is denied assistance.

## **Eligible for Placement on the Waiting List**

The PHA will send written notification of the preliminary eligibility determination within a reasonable amount of time of receiving a completed application. If applicable, the notice will also indicate the waiting list preference(s) for which the family appears to qualify.

Applicants will be placed on the waiting list according to PHA preference(s) and the date and time their complete application is received by the PHA.

## **Missed Appointments**

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