

<i>Application steps/units with Project Based Subsidy at Plymouth Housing Group</i>	<i>Rental Office staff</i>	<i>Applicant</i>	<i># of business days to complete</i>
Waitlist application	<p>Receives, time stamps, reviews, and enters waitlist pre-application into the database.</p> <p>Notifies applicant if the pre-application is incomplete.</p>	<p>Completes pre-application and provides photo ID and proof of social security #.</p> <p>Checks in by phone, email, fax, mail or in person 1x each calendar month.</p>	--
Vacancy Notification	<p>Phone calls to multiple waitlisted applicants for each vacancy notification. Priority is determined by waitlist-pre-application date. (Multiple applicants processed for each unit simultaneously. 1st file approved receives unit offer.)</p> <p>Staff communicates unit location and features, subsidy type, and eligibility requirements</p> <p>Receives applicant responses, schedules application appointment to occur w/in 5 business days</p>	<p>Receives vacancy notification by phone or voicemail.</p> <p>Responds to offer by making and completing an application appointment within 5 business days.</p>	Day 0
Initial Application Appointment	<p>Facilitates completion of application paperwork and provides copies upon request.</p> <p>Reviews application paperwork and eligibility requirements for the building, screening criteria for unit and subsidy applied for with the applicant.</p> <p>Enters request for criminal background screening with screening company for report completion within 24 hours. Reviews criminal background screening report for accuracy and completeness.</p> <p>Consults with manager and department director about incomplete or inaccurate information requiring correction by the screening company.</p> <p>Notifies applicant of convictions needing a review by directors on the Plymouth Application Review Committee (PARC). Informs applicant of timeframe and scope, gives copies of policy and paperwork.</p>	<p>Completes application paperwork, request for criminal background screening, and releases of information. Provides proof of income and assets.</p> <p>Reasonable accommodations for assistance with paperwork are available.</p> <p>Free translation for the appointment is available with prior notice for most language groups.</p>	>Day 5

<p>Eligibility Verification</p>	<p>Works with applicant and any of their designated service providers to gather necessary eligibility documentation to complete the application process.</p> <p>Sends subsidy application to subsidy provider as soon as it is complete.</p> <p>Submits PARC review materials to the directors as soon as it is received. Directors discuss and rationale is reviewed by the fair housing coordinator. RO communicates the decision verbally and in writing to the applicant. Grievance to executive leadership is available to the applicant.</p>	<p>Partners with rental office to obtain any additional information needed to clarify income, assets, homelessness.</p> <p>If applicable, completes PARC paperwork and identifies any 3rd parties who can support the criminal background review (i.e. parole officer, social worker, shelter program manager, etc.). Submits PARC paperwork to Rental Office for review by the directors.</p>	
<p>Completing/Processing the Full Application Packet for the unit</p>	<p>QA's full application file for review by Compliance. Submits file to Compliance.</p> <p>Notifies the applicant when the file is complete and communicates unit offer when eligibility is established.</p> <p>Coordinates move in with the applicant and the building team.</p>	<p>Responds to Rental Office unit offer. Gathers deposit and prorate. Makes and keeps lease signing appointment at the building.</p>	<p>15-18 days</p>