RESIDENT SELECTION CRITERIA
ONE CHURCH STREET

One Church Street’s goal is to ensure that all applicants are screened using consistently applied, fair criteria, to provide a desirable, well-maintained and affordable place to live for an economically, racially, and ethnically integrated resident population, while complying with the provisions of any federal, state, or local law prohibiting discrimination in housing on the basis of race, religion, sex, color, family status, disability status, national origin, marital status, ancestry, gender identity or sexual orientation, source of income, or HIV/AIDS status.

Applicant Eligibility Requirements
All applicants must qualify based on the following:

A. Credit
Credit screening is a requirement for all applicants over the age of 18. Student loans and medical expenses are excluded from screening. Criteria include:

- Total unmet credit problems, including government tax liens, within the last three (3) years must not be in excess of $2,500.
- May not have bankruptcy discharged within the last three (3) years.
- May not have a total of seven (7) or more unmet credit problems of any value within the last three (3) years.
- Applicants without credit history will not be impacted negatively.

B. Rental History
Information regarding applicant rental history is required prior to approval of application. Criteria include:

- May not have a judgement against an applicant obtained by the current or previous landlord (no-fault evictions will not count against applicant) within the last three (3) years.
- May not have an unmet obligation owed to a previous landlord within the last three (3) years.
- Applicant must have made timely payments of the last year’s rental payments.

C. Personal History
An applicant may not have a history of violence or abuse (physical or verbal) in which the applicant was determined to be the antagonist. In addition, current abuse of alcohol or use of illegal drugs may result in denial of application, where use constitutes abuse of illegal drugs (unless required by doctor’s verification).

D. Criminal Background Check
Criminal screening is a requirement for all adult applicants to be completed in compliance with the Fair Chance Ordinance and Article 49 of the San Francisco
Police Code. Background checks will not be reviewed until all other requirements have been met, and all adult applicants of the unit will receive a check of criminal conviction records from local and state databases. In compliance with Article 49, convictions more than seven years old will not be considered. All notices and appeals regarding criminal background checks will be performed in accordance with Article 49.

Denial of application may result if a household member is:

- Subject to any state’s sex offender lifetime registration requirement
- Holding a felony conviction or an established pattern of criminal activity
- Manufacturing, selling, or possessing any drugs or illegal substances or has displayed an established pattern of manufacturing, selling, or possession of any drugs or illegal substances
- Engaged in the display of physical violence to persons or property, violent criminal activity, sexual abuse, illegal weapons possessions, any form of assault, breaking and entering, burglary or drug-related criminal activity, or any act that would threaten the health, safety, or right to peaceful enjoyment by other residents or employees and contractors working with the community

E. Minimum and Maximum Income Requirements

The applicant household’s annual income, including assets, must fall within the established restrictions for the property. At initial occupancy, the applicant household must meet a minimum income requirement of 2x rent to income (50% of their monthly income for rent). The applicant household must also have income that does not exceed the income limits set forth by property financing. The application cover letter will outline the most current minimum and maximum income limits for the property. **Applicants with Section 8 vouchers do not need to meet minimum income requirements.**

F. Documentation

Each potential occupant must provide all documentation required by the selection process. Failure to comply with any of the following may result in denial of application:

- Not attending an interview
- Not providing a completed and signed application, release of information, grounds for denial, and application fee (if required)
- Not providing landlord references covering the last five years of residency. Applicants who have not held a rental agreement for a minimum of a twelve month period within the last five years will be
required to provide references from a person not related to the applicant who has known the applicant for at least five years

- Not providing appropriate proof of all income sources and assets
- Not providing any other documents required to determine eligibility

G. Offer of an Apartment

If approved, applicants will be offered only one apartment. Declining the offer of an apartment is considered to be a withdrawal of the application by the applicant. Exceptions will be made in the case of reasonable accommodation.

Occupancy Preferences

A. Certificate of Preference Program (COP)

Certificate of Preference holders, individuals previously displaced by a former Redevelopment Agency in Redevelopment Project Areas, will receive first preference in the housing lottery.

Certificate of Preference language will be included on a flier submitted to the Mayor’s Office of Housing and Community Development (MOHCD) for distribution to COP holders as well as in all fliers, advertisements, and application packets. Failure to provide proof may result in the preference not being granted. MOHCD will confirm all Certificate of Preference holders. Only one form of documented proof is required, and only one adult household member must be eligible for a preference.

Any preference claim found to be false may result in the reordering of the application as if it had never requested or received a preference, or in the case of proven fraud as determined by MOHCD, mandatory withdrawal of the application.

Applicants will be required to indicate on their application if they believe they qualify for the COP preference at the time that they apply and must submit documented proof along with their application. Acceptable proof will be as follows: a copy of their Certificate of Preference (if available) and the address from which they were displaced.

B. Displaced Tenant Housing Preference (DTHP)

Households in which one member holds a DTHP certificate from MOHCD will receive second preference behind COP for up to 20% of the units in the project. DTHP holders will be included in the Live/Work preference regardless of the current location of home or work.
C. **Live/Work Preference**

The San Francisco Live/Work preference will be the third preference. To be eligible for the Live/Work preference, at least one household member must live or work at least 75% of his or her working hours in San Francisco. The applicant must provide proof of residency or employment along with the application so that the project sponsor may pass this documentation to MOHCD to determine eligibility.

D. **Accessible and Sensory Unit Preference**

Available units that include special accessibility features will be held for applicants requiring these features before being leased to applicants who do not indicate a need. The pool of applicants who have disclosed their need will be processed in order of lottery and the above preferences, ahead of those who have indicated no need for such a unit, should an accessible or sensory unit come available. Need for accessible units should be indicated on applications and may be subject to verification.

### Housing Size Requirements/Occupancy Standard

The occupancy standards for determination of a household's unit size are as follows:

<table>
<thead>
<tr>
<th>Unit Type</th>
<th>Minimum No. of Persons in Household</th>
<th>Maximum No. of Persons in Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Bedroom</td>
<td>1 person</td>
<td>3 persons</td>
</tr>
<tr>
<td>Two Bedroom</td>
<td>2 persons</td>
<td>5 persons</td>
</tr>
<tr>
<td>Three Bedroom</td>
<td>3 persons</td>
<td>7 persons</td>
</tr>
</tbody>
</table>

As per San Francisco Housing Code, children under the age of 6 shall not be counted towards the maximum occupancy standard.

The Project Based Section 8 and HOPWA units may have more strict occupancy standards, as per the Housing Authority’s Administrative Plan. In the event that the standards conflict, the most restrictive regulations will be followed. BPMC will allow for the certain exceptions to the occupancy standards above, such as, but not limited to:

a. Any household member requiring special accommodation due to handicap or disability will be given the appropriate unit size according to their needs.
In the event that an exception must be made, the nature of the exception shall be documented by BPMC in the tenant file.

**Application and Interview Process**

Short-form applications will be received electronically through the DAHLIA system, or in paper form. An electronic, public lottery will be held, and applicants will be notified of their lottery number and any relevant preferences.

The first pre-applications will be processed in order of lottery number, with preference given in the order listed above. As required by the Tax Credit Allocation Committee (TCAC), the property will give priority processing to residents and applicants in need of ADA and/or hearing/visual features when such units are available. The property may use a lease addendum requiring residents residing in a unit with special features who does not need those features, to move to another unit when available.

Each prospective resident (whether from the waiting list or from the Housing Authority referral pool) will be asked to set up an interview appointment with an employee to complete a full application and pay an application fee, ensuring all the required paperwork is complete. Application fees will only be collected at the time of application processing. Applicants will sign the TCAC Tenant Income Certification Questionnaire at this appointment and submit required income and asset documentation. After the personal interview with staff, the household's income, assets, credit, criminal background, and landlord references will be verified through written third-party verifications. The application process will normally be comprised of two personal interviews. This process will follow Tax Credit regulations and Article 49, and will also include an internal audit at the corporate office.

Unit selection will occur in lottery rank order. All applicants must qualify based upon eligibility requirements outlined in this document.

**Denials and Mitigating Circumstances**

Any denial will include a process for making sure the applicants understands the circumstances leading to the denial and his or her options for appeal. Denial notifications will describe the area in which the applicant criteria were not met and will specify which applicant did not meet the criteria. Management will provide the applicant with the information used to make the denial decision, such as a credit report or tenant history report, and all denial notes will include instructions on how to file the appeal.

Prospective denials in relation to criminal screening will follow Article 49 requirements, which are as follows:
a. BPMC will not automatically bar applicants who have a criminal record in recognition of the fact that past offenses do not necessarily predict future behavior, and many applicants with a criminal record are unlikely to re-offend.
b. BPMC will not consider:
   - arrests that did not result in convictions, except for an open warrant;
   - convictions that have been expunged or dismissed under Cal. Penal Code § 1203.4 or 1203.4a;
   - juvenile adjudications.
c. BPMC will consider:
   - the individual circumstances of each applicant; and
   - the relationship between the offense, and
     i. the safety and security of other tenants, staff and/or the property; and
     ii. mitigating circumstances such as those listed below.
   - only those offenses that occurred in the prior 5 years, except in exceptional situations, which must be documented and justified, such as where the housing provider staff is aware that the applicant engaged in violent criminal activity against staff, residents or community members and/or that the applicant intentionally submitted an application with materially false information regarding criminal activity.
   - mitigating factors, including, but not limited to:
     i. the seriousness of the offense;
     ii. the age and/or circumstances of the applicant at the time of the offense;
     iii. evidence of rehabilitation, such as employment, participation in a job training program, or letters of support from a parole or probation officer, employer, teacher, social worker, medical professional, or community leader;
     iv. if the offense is related to acts of domestic violence committed against the applicant;
     v. if the offense was related to a person’s disability.

Reasonable Accommodation
BPMC is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, policies, practices, services and structural alterations if it will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. BPMC is not required to make an accommodation or physical modification if the accommodation or modification creates undue financial or administrative burden, as determined by the Owner, to the building or if it requires BPMC to fundamentally alter or change the nature of the housing program. BPMC will require reliable (i.e. licensed medical provider) third-party verification of the disability and the accommodation required. BPMC makes all efforts to comply with a requested accommodation, and BPMC finds that the accommodation requested is not reasonable, all efforts will be made to find an accommodation
that is both effective and reasonable. Reasonable accommodations will be made to meet the needs of all applicants with disabilities.

**Grievance Policy**
Every resident has the right to file a grievance against the management or another resident. The resident manager of the property will meet and discuss the grievance with the resident in order to determine the policy, and whether or not a mutually satisfactory solution can be agreed upon. If the resident feels that the grievance cannot be resolved, the resident manager will submit the resident’s grievance to the Property Supervisor along with a written response as to the facts, conclusions, and recommendations. The Property Supervisor and the resident will then meet and attempt to reach a mutually satisfactory resolution to the grievance. If the Property Supervisor is unable to resolve the issue the grievance will then be forwarded to the Director of Property Management and finally to the Vice President for a final determination.

**Limited English Proficiency (LEP)**
Feasible steps will be taken to assist persons with Limited English Proficiency (LEP) in gaining access and having equal opportunity to our programs, benefits, and services. Staff will utilize “I Speak” cards and oral translation services will be offered to LEP programs.

**Waitlist**
The waitlist will be maintained electronically. A numbering system corresponding to application date and lottery number will be used to track all applications, along with preferences and need for accessible or sensory unit. Procedures will be followed to assure that the wait list is current and has an adequate number of applicants, and it will be updated annually. The waiting list will include income, household size, request for accessible unit, lottery number, preferences, and contact information.

A letter will go out to all applicants periodically asking them to advise BRIDGE of their continued interest, and to update any contact information, income, or household size.

Upon receipt of notice to vacate, the first five names from the waiting list who appear to qualify for the available unit type will be notified to set up a processing interview. Applicants who are in process but do not move into the unit may be returned to the waiting list.

The Project Based Section 8 units will not have a waitlist and will be filled by referrals from the Housing Authority of San Francisco.