



Rental Subsidy Program

PROGRAM GUIDE

CHICAGO LOW-INCOME HOUSING TRUST FUND

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Resources Available on the Web:

- Rental Subsidy Program Application
- Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement)
- Lease Rider – Tenant Share of Rent (Exhibit K-1 to Rental Subsidy Program Agreement)
- Lease Rider – Tenant Bill of Rights (Exhibit K-2 to Rental Subsidy Program Agreement)
- Calendar for Participating Properties
- Tenant Selection and Outreach Plan (Exhibit F to Rental Subsidy Program Agreement)
- Plan for Services (Exhibit G to Rental Subsidy Program Agreement)

CHICAGO LOW-INCOME HOUSING TRUST FUND

Mission: To meet the permanent housing needs of Chicago’s very low-income residents.

The Chicago Low-Income Housing Trust Fund (the “Trust Fund”) works to bridge the gap between the market cost of rental housing and the monthly rent a low-income family can afford.

Since its creation by the Chicago City Council in 1989, the Trust Fund has worked to help Chicagoans, including low-income working families, veterans, the disabled and the elderly, avoid homelessness. With approximately 3,000 participating households, the Trust Fund works by bridging the financial gap between the cost of rental housing and what a family living at or below thirty percent (30%) of the area median income (the “AMI”) can afford. With the maximum income for a family of four set at \$27,300 per year for 2020, the Trust Fund plays an essential role in keeping Chicago affordable for all its citizens.

The Trust Fund offers two programs within the City of Chicago:

- **Rental Subsidy Program (the “RSP”)**
The Rental Subsidy Program provides rental assistance through an annual agreement with property owners and managers within the City of Chicago to assist households living at or below thirty percent (30%) of the AMI.
- **Multi-Year Affordability through Upfront Investment (“MAUI”)**
MAUI provides a grant to property developers and owners that offer affordable rental housing to households living at or below fifteen percent (15%) and thirty percent (30%) of the AMI. The Property commits to the affordability for fifteen to thirty years through a Regulatory Agreement. (Investments made before 2007 were funded under the program name Affordable Rents for Chicago, or “ARC”, utilizing federal HOME funding).

This guide provides information on the Rental Subsidy Program.

RENTAL SUBSIDY PROGRAM

The Chicago Low-Income Housing Trust Fund (the “Trust Fund”) was created in 1989 to provide rental assistance to help very low-income residents and, specifically, households with a gross income at or below thirty percent (30%) of the metropolitan area median income (the “AMI”). The Trust Fund provides housing resources throughout the City of Chicago to assist low-income households in obtaining affordable housing. Households assisted include the working poor, veterans, the disabled, seniors and others living at or below thirty percent (30%) of the AMI. By design, at least half of the households benefitting from a Trust Fund rent subsidy earn less than fifteen percent (15%) of the AMI (e.g., \$13,650 for a family of four in 2020). Individuals and families are better able to develop and achieve goals and children have better educational outcomes when they have a place to call home.

According to recent estimates, the current supply of rental housing is too expensive for many low-income renters, and more than three-quarters of the households earning less than \$35,000 per year pay more than thirty percent (30%) of their monthly income towards rent. For many, market gross rent cost is higher than the household’s gross income. Without the benefit of a rent subsidy, these families would likely be homeless.

The Trust Fund offers the Rental Subsidy Program (the “RSP”), which provides rental assistance to owners of qualified buildings or developments (“Properties”) located in the City of Chicago. The Rental Subsidy Program is Property-based, meaning a subsidy is approved for a given Property unit and is not committed to any one specific tenant. The subsidy granted to a Property unit is not transferable or portable in most cases. The permanency of the Trust Fund subsidy provides an opportunity for a Property to maintain a stable rent base. It also provides stability for each tenant benefitting from a subsidy by allowing the tenant the opportunity to maintain the unit and become a part of the surrounding community. The Trust Fund is a housing program committed to good housing, stable households and strong communities.

Both non-profit and for-profit owners of Properties located within the City of Chicago (“Property Owners”) are eligible to participate in the Rental Subsidy Program. The Trust Fund seeks to offer a variety of housing types that include single-family homes, two flats, and multi-unit apartment buildings, as well as special needs housing and single room occupancy developments.

Generally, no more than thirty percent (30%) of the units within a Property will be subsidized by the Trust Fund. This model encourages diversity of income sources within a Property. As part of the Rental Subsidy Program Agreement entered into between the Trust Fund and the Property Owner, the Trust Fund encourages Property Owners to pay all utilities in Trust Fund subsidized units (which costs Property Owners may be compensated for at approved utility rates) and requires that Property Owners provide heat to the subsidized Property units, the cost of which may be included in the rent for the units. (Note: There are some units currently participating in the Rental Subsidy Program that were approved prior to this requirement, but all newly created units are subject to this requirement.) The Rental Subsidy Program Agreement is annual and renewable with prior approval by the Trust Fund, subject to the availability of funding.

The Trust Fund does not approve or review tenant applications for rental units. The Rental Subsidy Program Agreement is entered into between the Trust Fund and the Property Owner, and it provides the specific subsidy amount that has been approved for units within the Property. It is important to note that the subsidies are approved for units – not tenants – within a Property. The Property Owner is

responsible for screening tenants and leasing the unit(s) with the benefit of the rental subsidy. Tenants must submit an Income Certification (with proof of income) to the Property Owner, and the Property Owner must determine if a tenant meets the income requirements of the Rental Subsidy Program. If the prospective tenant meets the income requirements, the Property Owner will enter into a written lease with the tenant with a term of no less than one (1) year (with heat, at minimum, to be included in the rent).

Many of the units that benefit from a Trust Fund rental subsidy are connected to a special initiative. The Trust Fund, in collaboration with the City of Chicago, has developed special initiatives with social service partners that work with targeted special needs populations. This includes assistance for homeless individuals and families, Puerto Rican hurricane evacuees, female headed households working with an employment readiness program, people living with HIV/AIDS, and veterans. Through the Trust Fund's special initiatives, the applicable social service provider identifies a household that meets the eligibility criteria and refers them to a Property Owner to apply to lease a subsidized unit. The Property Owner may then lease the unit to an income-qualified household that meets the goals of the special initiative.

Types of Subsidized Units

- **Low Income Rental Subsidy Unit:** Approximately fifty percent (50%) of the units benefitting from the Rental Subsidy Program are targeted to those living at or below thirty percent (30%) of the AMI. These units do not have a social service provider directly connected to the household.

- **Special Initiative Subsidy Unit:** Approximately fifty percent (50%) of the units participating in the Rental Subsidy Program are tied to a special initiative. The households benefitting from the rent subsidy are also living at or below thirty percent (30%) of the AMI and are working with a partner social service provider, meeting the criteria of the one of the following Special Initiatives:
 - Homeless Dedicated Initiative
 - Homeless Dedicated Prevention Initiative
 - Veterans Initiative
 - Homeward Bound (formerly known as the Street-to-Home Initiative)
 - Living with HIV/AIDS Initiative
 - Families First Initiative
 - Puerto Rico Evacuees
 - Families in Transition
 - Chronic Homeless Initiative

Partner agencies are listed on the Trust Fund's web site, www.clihtf.org

Funding Sources

- **City of Chicago:** The Trust Fund is the largest City-funded rental assistance program in the nation. The City of Chicago allocates 50% of the fees generated by the Affordable Requirements Ordinance and Downtown Density Bonus through the Chicago Affordable Housing Opportunity Fund to the Trust Fund.

- Illinois Rental Housing Support Program (“RHSP”)**: RHSP is a state-wide program that derives funding from a fee collected by county recorders upon the recordation of real estate related documents. The Illinois Housing Development Authority is responsible for allocating the funding to Local Administering Agencies (“LAA”) to provide subsidies to eligible Property Owners that will help to make housing affordable for qualified low-income tenants.

MAXIMUM HOUSEHOLD INCOMES

The rental subsidies administered by the Trust Fund through the Rental Subsidy Program are to benefit those living at or below thirty percent (30%) of the AMI. The Trust Fund is committed to allocating at least fifty percent (50%) of its resources to households earning less than fifteen percent (15%) of the AMI.

Income limits for the City of Chicago are based on the Chicago-Naperville-Joliet, IL Housing & Urban Development (HUD) Metro Area (as published and updated by HUD, from time to time). Income limits are published annually by the Chicago Department of Planning and Development and are available on the Trust Fund’s website.

The Rental Subsidy Program guidelines are adjusted each year upon publication. The maximum income allowance is effective until superseded.

Maximum Income Limits

Household Size	Maximum Income 0-15% Area Median Income	Maximum Income 16-20% Area Median Income	Maximum Income 21-30% Area Median Income
1	\$9,555	\$12,740	\$19,150
2	\$10,920	\$14,560	\$21,850
3	\$12,285	\$16,380	\$24,600
4	\$13,650	\$18,200	\$27,300
5	\$14,745	\$19,660	\$29,500
6	\$15,840	\$21,120	\$31,700
7	\$16,935	\$22,580	\$33,900
8	\$18,030	\$24,040	\$36,050
9	\$19,110	\$25,480	\$38,220
10	\$20,205	\$26,940	\$40,404

Income limits are based on the Chicago-Naperville-Joliet, IL HUD Metro Area (as published and updated by HUD, from time to time). Effective until superseded. Published April 1, 2020.

APPLICATION

An application to participate in the Rental Subsidy Program must be submitted to the Trust Fund by the Property Owner. The Property Owner applies to the Trust Fund for a given number of rental subsidies in the Property to reduce the rent that must be paid by tenants in a specified number of units.

The Trust Fund does not approve tenants or maintain a waiting list for tenants. Households seeking the benefit of a rental subsidy provided by the Trust Fund through the Rental Subsidy Program must apply to an approved Property Owner to lease a subsidized unit.

The goal of the Rental Subsidy Program is to create a unit rent rate that is affordable for very low-income individuals and families. The subsidy is intended to bridge the difference between what qualified low-income tenants can afford to pay and the cost of market-rate rent. Property Owners accepted into the Rental Subsidy Program enter into a renewable one (1) year Rental Subsidy Program Agreement, and receive a grant from the Trust Fund, which is paid in advance on a quarterly basis. Renewals with Property Owners are based on successful performance and funding availability. Households that exceed the income limits established above are not eligible for the Rental Subsidy Program.

There are four ways in which a Property Owner's application is considered for the Rental Subsidy Program:

- 1. Open Enrollment.** When funding is available, the Trust Fund will announce open enrollment opportunities. Announcements will be posted on the following web sites:
 - www.clihtf.org
 - www.chicago.gov/city/en/depts/doh/provdrs/renters/svcs/chicago-low-income-housing-trust-fund.html
- 2. Social Service Partner.** Many of the subsidies that the Trust Fund approves through the Rental Subsidy Program are tied to a social service partner. For those units, the social service partner identifies a prospective tenant that is eligible for a rental subsidy and then works to identify a Property Owner that will lease to that tenant.
- 3. Change in Rental Subsidy Program Agreement.** On rare occasions, the Property Owner and the Trust Fund may terminate or elect not to renew the Rental Subsidy Program Agreement. Reasons include, but are not limited to, the sale of the Property, the gut rehabilitation of the Property, the Property Owner's desire to place the unit in the private market, or termination or non-renewal due to cause. Under these circumstances, the existing tenant(s) in subsidized Property unit(s) will be provided the opportunity to identify a new Property unit, which usually must be done within thirty (30) to sixty (60) days. The newly identified Property Owner must complete the same application and documentation process as any other Property Owner. The application is reviewed using the same criteria for unit affordability and housing maintenance as is used for all other applications.
- 4. Special Initiatives.** When funding is available, and when circumstances warrant, the Trust Fund Board of Directors may allocate funding to a special initiative. For example, in 2018, the Trust Fund Board of Directors allocated funding to the development of Families in Transition to assist homeless households with children who attend Chicago public schools.

APPLICATION AND APPROVAL PROCESS

Acceptance into the Rental Subsidy Program requires approval by the Trust Fund Board of Directors. Each Property Owner is required to submit a completed application and the required attachments. The timeline in the approval process is outlined below:

1. The Property Owner submits the completed application for consideration by the Trust Fund.
2. The application is reviewed for the following:
 - Completeness of application. The application must be completed in full. Where there are incomplete responses, the Trust Fund will request the missing information/document(s).
 - Rent Rates. Rent rates will reflect fair market value for the unit and amenities provided. The Trust Fund determines the fair market value based on rental rates for units of a similar size, in similar condition, and with similar amenities which are located either within the Property (if such units are open to the market) or within the surrounding market area. Rental rates must include the cost of heat.
 - Property is well maintained. The Trust Fund reviews the City of Chicago's records for violations and housing court actions related to the Property. If there are outstanding items, the Trust Fund will forward the list of items to the Property Owner and seek documentation of compliance within thirty (30) days.
 - Property is financially viable. Any Property Owner applying for Trust Fund subsidies must ensure that their respective Property is compliant with city building codes, is financially stable, provides essential services including water and gas service, and meets housing quality standards. The Trust Fund reviews title and Cook County tax records to determine whether any outstanding debts, including those to the City of Chicago or Cook County, are related to the Property. This includes water and property tax bills, as well as any outstanding liens. The Property Owner will be required to submit proof of resolution prior to issuing or renewing a Rental Subsidy Program Agreement.
3. A Housing Quality Standard inspection of the Property and the unit(s) for which the Property Owner is seeking a subsidy is completed. If deficiencies are noted, the Property Owner is advised and given thirty (30) days to remedy.
4. The application is submitted to the Trust Fund's Allocations Committee for consideration. The Allocations Committee meets monthly and reports its funding recommendation to the Trust Fund Board of Directors. A listing of committee meetings are posted on the Trust Fund's website.
5. The Trust Fund requires that each new funding action receive both preliminary and final approval by the Trust Fund Board of Directors. These actions will occur at two separate meetings of the Trust Fund Board of Directors.
6. Upon final approval by the Trust Fund Board of Directors, the Trust Fund will issue a formal award letter and the Rental Subsidy Program Agreement for the Property Owner's signature.
7. The Property Owner must sign the Rental Subsidy Program Agreement and return it to the Trust Fund staff with the required attachments, including proof of insurance. A Property Owner's failure to submit a signed agreement or attachments may result in the delay of the Trust Fund's rental payments and/or the termination of the Rental Subsidy Program Agreement.

8. No changes may be made to Rental Subsidy Program Agreement, including changes to unit size, gross rent rates, the subsidized portion of the rent, or the tenant’s share of the rent (the “Tenant Contribution”), without approval by the Trust Fund Board of Directors. On average, the Rental Subsidy Program application process takes a minimum of sixty (60) days to complete from a Property Owner’s submission of the Rental Subsidy Program Agreement to the execution of the Rental Subsidy Program Agreement. During the application process, Property Owners are encouraged to keep all Property units on the private market until the Rental Subsidy Program Agreement has been fully executed and eligible tenants have been identified.

The Trust Fund will not pay rent subsidy on vacant units and cannot pay subsidies where a valid and approved Rental Subsidy Program Agreement is not fully executed. The Trust Fund recommends that a Property Owner wait to sign leases until the Rental Subsidy Program Agreement is approved, finalized, and fully executed.

Please Note: Submission of an application does not mean acceptance into the Rental Subsidy Program.
Property Owners should keep Property unit(s) in the private market until a Rental Subsidy Program Agreement has been approved, finalized and fully executed, and eligible tenants have been identified.

Resources Available on the Web:

- Rental Support Program Application
- Tenant Selection and Outreach Plan (Exhibit F to Rental Subsidy Program Agreement)
- Plan for Services (Exhibit G to Rental Subsidy Program Agreement)
- Ownership Disclosure Affidavit
- Self-Inspection Listing for Housing Quality Standards

APPROVAL and RENEWAL CONSIDERATIONS

1. The Property must be well maintained, comply with all applicable local, state and federal laws, contain no conditions that would endanger the health and safety of its residents, and meet Housing Quality Standards. A site inspection will be conducted on behalf of the Trust Fund prior to acceptance into the Rental Subsidy Program. Re-inspection of the Property will be completed annually, and in Properties with more than six (6) subsidized units, each unit will be inspected at least every other year.
2. Properties must be financially viable, and Property Owners must show evidence of such financial viability upon application and at renewal. The Trust Fund will verify that property taxes are current and the title is clear of outstanding debts.
3. A maximum of thirty percent (30%) of the Property's total units may be subsidized through any Trust Fund program, including the Rental Subsidy Program, MAUI and any future Trust Fund programs. Exceptions to this policy may be considered on a case by case basis and when good cause is shown.
4. The gross rent amount (i.e., the Tenant Contribution plus the Trust Fund subsidy) must be consistent with fair market rent, market conditions, comparable to other neighborhood rents, and **must include heat**.
5. Property Owners are expected to market the available subsidized unit(s) in a manner that allows broad access to qualified low-income tenants and are expected to comply with all laws concerning non-discrimination and fair housing. (See Tenant Selection and Outreach Plan.)
6. Subsidies cannot be used to assist the Property Owner's family or the Property Manager's family.
7. Low-income individuals or households that receive rental assistance under other programs are not eligible for the Rental Subsidy Program.
8. Property Owners are required to submit annual income verifications for households to be assisted by the Rental Subsidy Program. All households are required to be within the income limits outlined in Maximum Income Limits chart (see page 6).
9. Property Owners are expected to enter into written leases with qualified tenants with terms of no less than one (1) year.
10. The Trust Fund establishes a flat rent rate for the Tenant Contribution that is based on income tiers targeted by the Trust Fund. If the current amount of a tenant's Tenant Contribution is not the maximum amount the tenant could be required to pay based on such tenant's income, and the Trust Fund Board of Directors approves a budget revision which may include an increase in the rent rate for such tenant's subsidized unit, the Tenant Contribution may be increased.
11. Properties shall provide basic referral information for social services that could be beneficial to low income households. (See example of Plan for Services.)
12. All Rental Subsidy Program payments will be made in advance on a quarterly basis after submission by the Property Owner of all required documents. Should a correction in the payment be needed, an adjustment will be made retroactively. Corrections may include a vacancy that occurred during the quarter. Subsidies will not be paid for vacant units.

Resources Available on the Web:

- Tenant Selection Plan (Exhibit F to Rental Subsidy Program Agreement)
- Plan for Services (Exhibit G to Rental Subsidy Program Agreement)

APPLICATION SELECTION CRITERIA

The Trust Fund will evaluate applications based on, among other items, how such application:

1. Maximizes the use of Trust Fund resources;
2. Addresses the Trust Fund's goal to dedicate at least half of its resources to households earning less than fifteen percent (15%) of the AMI;
3. Positively contributes to the surrounding neighborhood;
4. Positively contributes to goals of ethnic and geographic dispersion;
5. Addresses priority tenant populations outlined by the Trust Fund Board of Directors that are not currently well served by the housing market; and
6. Takes advantage of publicly financed housing developments in order to make rents affordable to a lower income tier.

The Trust Fund will evaluate applications individually and within the context of its entire portfolio. The Trust Fund strives to have a diverse portfolio that will provide housing for a variety of different household types including a range of household sizes, age ranges and neighborhoods.

One source of funding for the Rental Subsidy Program is the Illinois Rental Housing Support Program. (the "RHSP"), which seeks local administering agencies to target subsidies to benefit "Special Needs" households. "Special Needs" households are defined as households that (i) are homeless or imminently at-risk of becoming homeless, (ii) that are now or imminently at risk of living in institutional settings because of the unavailability of suitable housing, or (iii) have one or more members with disabilities including but not limited to physical, developmental and mental health disabilities or HIV/AIDS.

The Trust Fund Board of Directors has developed several innovative partnerships to assist "Special Needs" populations. These include the Homeless Dedicated Initiative, Homeless Dedicated Prevention, and assisting those living with HIV/AIDS. Social Service partners are approved to partner with housing providers to assist individuals meeting the criteria of the initiative so that they can remain stably housed.

ELIGIBLE PROPERTIES

Eligible Properties must meet all of the following requirements:

- Properties eligible to participate in the Rental Subsidy Program include: single family, efficiency / studio, one, two, three and four bedroom units. Single room occupancy (SRO) units are also eligible for participation.
- Properties in which Property Owners offer leases with a term of no less than one (1) year.
- Properties in which Property Owners include heat as part of a tenant's monthly gross rent expense.
- Properties which meet Housing Quality Standards.
- Properties where all units meet lead-based paint certification requirements.
- Properties owned by Property Owners that prepare an outreach plan for vacancies and a social service plan for tenants who need additional support services to assist in housing retention.

Additionally:

- No more than thirty percent (30%) of the units in a single Property may be assisted by the Trust Fund (including the Rental Subsidy and MAUI Programs). An exception to this limit may be considered for Properties that contain six (6) units or less or where the Trust Fund Board of Directors has approved the additional units based on an application for a waiver.
- Existing, non-qualifying tenants in any unit for which a Property Owner wishes to receive the benefit of a subsidy cannot be displaced by approval of the Trust Fund's approval of the Property Owner's application for participation in the Rental Subsidy Program, and the Trust Fund will not provide relocation assistance to such existing, non-qualifying tenants under any circumstance.
- The Trust Fund does not fund security deposits, move-in fees, late fees, eviction costs, moving costs, or unit repairs, if needed. Funding is strictly available for approved subsidy payments towards the rental costs of the unit.

MAXIMUM RENT ALLOWED

The Trust Fund Board of Directors reviews each application for the Rental Subsidy Program and approves an agreed amount for the annual Rental Subsidy Program Agreement. The Agreement will specify:

- type of unit (number of bedrooms);
- that rent will include heat to be provided by the Property Owner as part of the rent expense; and
- the monthly rent cost, including the gross rent, the Tenant Contribution, and the rental subsidy amount.

Two indicators to determine the maximum rent for each unit are considered. To be eligible, the proposed rents must satisfy both requirements.

1. Rents must be comparable to rents of other unsubsidized rental units in the immediate community. To be considered comparable, the unit must be of a similar size and condition and with similar amenities. The Trust Fund will consider comparable units in the Trust Fund's portfolio, the cost for rental units in the surrounding community, and the rent rates of other non-subsidized units in the Property.
2. Rents cannot exceed one hundred twenty percent (120%) of the established Fair Market Rent for Chicago as developed by the US Department of Housing & Urban Development and published by the City of Chicago.

The Property Owner will submit a copy of the rent roll for the Property in consideration of the approved gross rent rate and for any budget revisions.

If the rent requested for a unit proposed by the Property Owner exceeds the Fair Market Rent for Chicago or comparable rents for the immediate area, the Property Owner must submit a proposal for the increased rent rate.

Proposed unit rent rates must be approved in advance by the Trust Fund Board of Directors.

Considerations for approval of rent rates may include costs related to amenities such as accessibility features.

HOUSING QUALITY STANDARDS

Pursuant to the Trust Fund's Rental Subsidy Program Agreement, all Properties and subsidized units must meet Housing Quality Standards. The Trust Fund has contracted the services of Globetrotters International, Inc. to complete annual inspections of the Properties and units assisted through the Rental Subsidy Program in order to meet the needs of the Trust Fund's growing portfolio. Founded in 1974, Globetrotters is an experienced provider of facility condition assessments.

Inspection steps:

- The Trust Fund staff orders a Housing Quality Standards ("HQS") inspection from the inspection team.
- The inspection team contacts the Property Owner and schedules an inspection of the Property, units participating in the Rental Subsidy Program, and the Property systems within thirty (30) days of the request. Should there be a need for an emergency inspection, the inspection team will be asked to assess the unit within five (5) business days. An email or letter is sent confirming the inspection with the self-check inspection list (see below).
- The Property Owner notifies tenant(s) with a minimum of 48 hours' advance notice of the need to access the unit(s) to complete the inspection.
- The inspection team issues an Inspection Results Letter to the Property Owner which identifies deficiencies, if noted.
- If necessary, the Property Owner will be given thirty (30) days to comply with any deficiencies noted in the Housing Quality Standards assessment. Documentation of repairs and responses to the inspection report are submitted to Globetrotters with pictures and/or receipts. Property Owners can seek an extension with a plan for repairs.

For serious health and safety issues, the Property Owner must bring the unit into compliance within seventy-two (72) hours. Failure to meet these standards will cause the Rental Subsidy Program rental subsidy to be removed from the unit and if applicable, the Property. In this instance, the tenant will be notified of the opportunity to relocate with the benefit of the subsidy.

- A Letter of Compliance (also known as "Thank You Letter") will be issued to the Property Owner when all Housing Quality Standards have been met.

Self-Inspection Checklist for Housing Quality Standards (HQS) The items listed below are included in the Housing Quality Standards inspection. The Property Owner is strongly encouraged to complete a walk-through of the unit(s) and common areas before the inspection and re-inspection to identify any items that require attention and/or repair.

Inspection Category		Self-Inspection Category
Electrical & HVAC	Electricity	1. Do all fixtures and outlets work (at least 2 outlets / room or one outlet and one light fixture/room)?
		2. Is there lighting in the common hallways and porches?
		3. Are all outlets, light switches and fuse boxes properly covered with no cracks or breaks in the cover plates/doors?
		4. Are light/electrical fixtures securely fastened without any hanging or exposed wires (anywhere the tenant has access)?
		5. Have you arranged for all utilities to be on the day of the inspection?
	HVAC	6. Is there adequate heat in all living spaces?
Plumbing	Bathroom	7. Is toilet securely fastened with no leaks or gaps? Does it flush properly?
		8. Sink – Is there hot and cold running water, proper drainage and no leaks?
		9. Bathtub/shower – Is there hot and cold running water, proper drainage and no leaks?
		10. Is bathroom vented with either an exterior window or exhaust fan?
		11. Are there paper holders and a shower rod installed?
	Kitchen	12. Sink – Is there hot and cold running water, proper drainage and no leaks?
		13. Stove – Is there a hand-operated gas shut-off valve? Stainless steel flexible gas line?
	Other	14. Does hot water tank work?
		15. Does hot water tank have an extension pipe?
		16. Do radiators function with no leaks?
		17. Is bathroom free of any sewer odor or drainage problem?
Interior of Unit	Wall Condition	18. Are walls free of air and moisture leaks? Large holes and cracks?
	Ceiling Condition	19. Are ceilings free of air and moisture leaks? Large holes and cracks?
	Floor Condition	20. Are floors free of weak spots or missing floorboards?
	Cabinetry/Interior Doors	21. Are floors free of tripping hazards from loose flooring or covering? Do closets have hanging rods and shelves?
		22. Are cabinets securely fastened to the wall?
	Security	23. Is there space for food preparation and storage?
		24. Are all doors securely hung?
		25. Is there free and clear access to all exits?
		26. Are there deadbolt locks on entry doors to the unit? Do they open with a key from the outside and a knob/latch from the inside?
		27. Is there working intercom system? Mailboxes with proper locks?
28. Are entrance and exit solid core doors?		
29. Do first floor windows and those opening to a stairway, fire escape or landing have locks?		

Interior of Unit	Health and Safety	30. Is there at least one battery-operated CO detector present and functioning within 15 feet of every room used for sleeping and every source of carbon monoxide, including furnaces and boilers?
		31. Is there a working smoke detector on each level of the unit?
		32. Are smoke detectors installed on walls at least 4" and not more than 12" from ceiling? Are smoke detectors installed on ceilings at least 4" from the wall? Are smoke detectors installed within 15 ft. of each sleeping area?
		33. Is unit free of any evidence of insect or rodent infestation?
		34. Is unit free of any evidence of mold or mildew?
	Appliances	35. Do all burners on the stovetop ignite, does the oven work and are all knobs present?
		36. Does refrigerator/freezer cool properly?
		37. Is refrigerator/freezer large enough for the family occupying the unit?
Exterior of Unit	Windows	38. Is there at least one exterior window in each bedroom and in the living room?
		39. Do windows open, close and lock properly?
		40. Is unit free of any cracked, broken or leaky windows?
	Other	41. Is roof free of leaks?
		42. Are gutters firmly attached?
		43. Are exterior surfaces in a condition to prevent moisture leakage and rodent infestation?
		44. Is chimney secure? Is flue tightly sealed with no gaps?
		45. Is foundation sound?
		46. Are openings around doors and windows weather-tight?
		47. Are sidewalks free of tripping hazards?
Common Areas	Stairways: Interior and Exterior	48. Are all handrails properly secured?
		49. Is a handrail present when there are 4 or more consecutive steps?
		50. Are stairs free of any loose, broken or missing steps?
		51. Are stairways free of any tripping hazards?
		52. Are there proper exit signs?
		53. Are there secure railings on porches, balconies and landings 30" high or higher?
General		54. Is unit free of debris inside and outside of unit?
		55. INTERIOR AND EXTERIOR of units rented to families with children under the age of six: is unit free of any chipping, peeling, flaking, chalking or cracking painted surfaces, including windows, window wells, door frames, walls, ceilings, porches, garages, fences or play equipment?
		56. Are there covered receptacles for disposal of waste?
		57. Is unit clean and ready for move in?

RENTAL SUBSIDY PROGRAM ANNUAL AGREEMENT

The Rental Subsidy Program Agreement is issued when final approval by the Trust Fund Board of Directors is granted and the Property Owner has submitted all application documents, including compliance with Housing Quality Standards, to the Trust Fund.

The Rental Subsidy Program Agreement is an annual agreement starting on January 1st and expiring on December 31st of the operating year.

The Rental Subsidy Program Agreement is renewable with approval by the Trust Fund Board of Directors and is based on the Property Owner's compliance with the terms of the agreement as well as funding availability. Each fall, the Trust Fund Board of Directors will consider each Property Owner's request for renewal and, if applicable, will approve the issuance of the new Rental Subsidy Program Agreement.

The Rental Subsidy Program will only pay for rental subsidies and cannot fund security deposits, move-in/move-out fees, damages, late fees, moving costs, or other miscellaneous costs. Some Property Owners waive some security deposit and/or move-in fees for participants of the Rental Subsidy Program, while others develop payment plans. The Trust Fund does not mandate any lease consideration of these fees. These considerations are a decision of the Property Owner.

Payments & Reconciliation Reporting

Rental Subsidy Program payments will be made quarterly, in advance, based on satisfactory submission of all required reporting.

Property Owners must submit the Payment Request Form (Exhibits L-1 and L-2 B to Rental Subsidy Program Agreement). This form should be submitted thirty (30) days in advance of the quarter to assure payment by the 1st day of the quarter.

Property Owners must report to the Trust Fund whenever a change is to occur with a subsidized unit, including move-ins, move-outs and other activities that change the subsidy provided.

PARTICIPATING PROPERTY OWNER RESPONSIBILITY

A Property Owner is required to submit the Rental Subsidy Program Agreement, including the following required documents:

- Annual Rental Subsidy Program Agreement signed by the Property Owner and to be signed by the Trust Fund.
- Grant Information (Exhibit B to Rental Subsidy Program Agreement).
- Ownership Disclosure Affidavit (notarized Exhibits C-1, and if the Property Owner is a legal entity, C-2, to Rental Subsidy Program Agreement) to verify that the Property Owner has clear title for the Property and is current with utilities, taxes and debt.
- Designation of Authorized Agent (Exhibit E to Rental Subsidy Program Agreement).
- Tenant Selection and Outreach Plan (Exhibit F to Rental Subsidy Program Agreement).
- Plan for Services (Exhibit G to Rental Subsidy Program Agreement).
- Lead Safe Housing Certification (Exhibit H to Rental Subsidy Program Agreement).
- IRS W-9 for tax purposes. The Trust Fund will issue an IRS 1099 and report income paid for rental subsidies.
- Provide evidence of proper insurance, as required by the Rental Subsidy Program Agreement.

Additionally, the Property Owner must:

- Verify annual income of the household and submit a completed Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement) with proof of income. Income verifications shall be completed annually prior to renewal of the lease agreement. Tenant Contributions cannot be paid by the Rental Subsidy Program.
- Maintain confidentiality of tenant income and eligibility information.
- Submit to the Trust Fund copies of all leases with Income Qualified Tenants for subsidized units (Exhibit J to Rental Subsidy Program Agreement).
- Provide the tenant with a standard minimum twelve (12) month lease including an attached Rental Assistance lease rider (Exhibit K-1 to Rental Subsidy Program Agreement) and Tenant Bill of Rights lease rider (Exhibit K-2 to Rental Subsidy Program Agreement).
- Adhere to federal and state fair housing and affirmative marketing practices and other applicable federal, state and City of Chicago regulations, including Chicago Building Codes.
- Maintain housing quality for all units and Properties participating in the Rental Subsidy Program.
- Report to the Trust Fund whenever a change occurs with the unit. This includes move-outs, move-ins, and other activities that change or affect the Rental Subsidy Program Agreement.
- Notify the Trust Fund whenever there is a change in the Property's compliance within thirty (30) days of occurrence. This includes notices of mortgage default, non-payment of property taxes, and non-payment of essential services including water, gas and electric service to the Property.
- Notify the Trust Fund when the Property Owner receives notice from the Chicago Department of Buildings for Administrative Hearings and/or Housing Court within thirty (30) days and include documentation of compliance.
- Notify the Trust Fund of any impending change in ownership (new owners may apply to the Trust Fund for Assignment of the Rental Subsidy Program Agreement).

Property Owners can submit requests for payment of rental subsidies thirty (30) days prior to the quarter to be paid on the first day of the quarter. Documentation required for the Rental Subsidy Program Agreement must be current for payment to occur. Any changes in the occupancy of the unit that results in an overpayment shall be corrected in the next quarter payment through submission of the Reconciliation report.

Quarterly Submissions. Properties that have an executed Rental Subsidy Program Agreement shall forward the following documents to the Trust Fund on a quarterly basis:

- Payment Request form (Exhibits L-1 and L-2 to Rental Subsidy Program Agreement).
- Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement) with proof of income and supporting documents for each subsidized unit leased since the date the Rental Subsidy Program Agreement was executed, such as when a tenant moves in to the unit during the quarter or a lease is renewed.
- Executed leases for units where there was a move-in during the quarter or where the lease was renewed during the quarter. Leases must include Tenant Rent Share Rider (Exhibit K-1 to Rental Subsidy Program Agreement) and Tenant Bill of Rights (Exhibit K-2 to Rental Subsidy Program Agreement).
- Evidence of insurance if the policy is renewed mid-year, as applicable.

The recommended quarterly submission dates are:

<u>Submission Date</u>	<u>Quarterly Period Covered</u>
December 1	January through March
March 1	April through June
June 1	July through September
September 1	October through December

Resource Available on the Web:

- Rental Subsidy Program Calendar

LEASE AGREEMENT

The lease agreement is between the Property Owner and the tenant. The Trust Fund is not a party in the lease agreement. The lease agreement shall:

- Be no less than one (1) year in length (except in the cases of SRO units and special housing initiatives / programs with a waiver of the one (1) year term requirement, as approved by the Trust Fund);
- Prohibit assignments or subleases for subsidized units;
- Reflect the Maximum Total Rent amount approved by the Trust Fund (Exhibit B to Rental Subsidy Program Agreement);
- Include the Rental Assistance lease rider (Exhibit K-1 to Rental Subsidy Program Agreement) completed with the “Maximum Tenant Portion of Rent” amount, signed by the tenant; and
- Include the Tenant Bill of Rights (Exhibit K-2 to Rental Subsidy Program Agreement).

The Property Owner shall submit annually to the Trust Fund the newly executed lease agreement during the quarter of the renewal. Should there be a change in the tenant income, the Property Owner shall notify the Trust Fund and, if applicable, an adjustment will be made in the Tenant Contribution during the next budget revision and at lease renewal.

The Property Owner manages the lease agreement with the tenant. The Trust Fund is not a party in the lease agreement and therefore has no right to involve itself on either side should there be a dispute between the Property Owner and the tenant.

Resources Available on the Web:

- Tenant Share of Rent (Exhibit K-1 to Rental Subsidy Program Agreement)
- Tenant Bill of Rights (Exhibit K-2 to Rental Subsidy Program Agreement)

OCCUPANCY OF SUBSIDIZED UNITS

After the Trust Fund Board of Directors has approved the subsidy and the Property Owner has submitted all of the necessary paperwork, including a fully executed Rental Subsidy Program Agreement, the Property Owner shall begin to lease the subsidized unit(s) to income eligible tenants.

When the Property Owner has a vacant subsidized unit, the Property Owner is permitted to rent the unit to another income-eligible household in accordance with the terms outlined in the Rental Subsidy Program Agreement. The rent rates in the Rental Subsidy Program Agreement are not altered. The Property Owner must identify a tenant or household in the approved income tier (0-15% AMI or 16-30% AMI) and lease to that eligible tenant or household based on the approved rent rate. For example, a Rental Subsidy Program Agreement might provide that a 2-bedroom unit for a 16-30% AMI household requires a Tenant Contribution of \$340 per month. The Property Owner screens households with an income in the 16-30% AMI tier and leases to a qualifying household, requiring a Tenant Contribution of \$340 per month.

For units attached to a special initiative, the Rental Subsidy Program Agreement requires the Property Owner to notify the social service provider if there is a need for social services or a vacancy in a subsidized unit. The social service provider shall refer eligible households that meet the criteria of the special initiative to the Property Owner to fill any vacancies. Eligible households will have been pre-certified by the lead agency in accordance with the household eligibility criteria.

The Trust Fund will not reimburse the Property Owner for periods when the unit is vacant for more than thirty (30) days.

Income limits are based on the Chicago-Naperville-Joliet, IL HUD Metro Area (as published and updated by HUD, from time to time). Income limits are published annually by the Chicago Department of Planning and Development, and the Rental Subsidy Program guidelines are correspondingly adjusted each year upon publication. The maximum income allowance is effective until superseded.

The Trust Fund Board of Directors approves units for participation in the Rental Subsidy Program for households at a given income tier (0-15% AMI or 16-30% AMI). The Property Owner leases those units to households in those income tiers. The Tenant Contribution is based on the approved budget.

The Property Owner sets its leasing criteria which may include a rental application, a background check, and screening criteria. The Property Owner elects whether or not to lease to a particular tenant, and the Trust Fund will not advise a Property Owner to lease or refuse to lease to any tenant or household. That decision is strictly a decision of the Property Owner and is governed by the laws of fair housing and the Chicago Residential Landlord and Tenant Ordinance.

BUDGET CHANGES

Changes to the approved budget during the term of the Rental Subsidy Program Agreement are not allowed except in cases where a documented reason is presented to the Trust Fund for consideration. The Property Owner may request approval by the Trust Fund to increase rent for the unit, but the rent may not exceed 120% Fair Market Rent, as published by the US Department of Housing and Urban Development. Rental rates shall not exceed the market in which the building is located.

Requests for a budget change must be submitted to the Trust Fund in writing with supporting documentation regarding the need for the increase and evidence of extraordinary increased costs incurred by the Property Owner in the operation of the unit. Standard increases to rents for housing units in the market place are not replicated in the Rental Subsidy Program.

Approval of changes in approved budget (including the gross rent amount, Tenant Contribution, and/or subsidy amount) is at the discretion of the Trust Fund and will be contingent upon funding availability.

Approved budget changes where rent increases shall take effect at the time the lease is renewed.

Budget changes, including rent increases, will be evaluated as to the Tenant Contribution and the share for the subsidy.

Resource:

- Budget Revision Form

TENANT ELIGIBILITY FOR RENTAL SUBSIDY PROGRAM

Rental subsidies will only be approved for units in the City of Chicago, and only for Extremely Low-Income Households with gross incomes at or below thirty percent (30%) of the AMI. At least fifty percent (50%) of the units allocated will benefit Severely Low-Income households living below fifteen percent (15%) of the area median income (see Income Eligibility).

Household members cannot be a member of the Property Owner's family or the Property Manager's family by blood or marriage.

The household size must fully utilize the unit. The number of persons in the household must be equal-to or greater-than the number of bedrooms in the unit. For example, a household consisting of two persons would not be eligible for occupancy in a 3-bedroom unit. Each individual Property Owner may have additional occupancy requirements applicable to the Property, such as those stated in the Property Owner's financing application for a federal tax credit program. The Rental Subsidy Program Agreement requires that Properties meet Fair Housing guidelines.

The Rental Subsidy Program is property-based. The subsidy is connected to a unit and is not transferable to any other Property or unit in the event that a tenant moves.

The Rental Subsidy Program requires that the tenant household pay its Tenant Contribution. Household income should be adequate to support the amount of the Tenant Contribution that has been approved for the unit. The Property Owner shall determine through the lease application whether the income is reasonable to meet the requirements of the Tenant Contribution for the unit. The Trust Fund shall not approve or disallow any income or source of income for occupancy, with the exception that Tenants receiving rental assistance under another federal, state, local or private program or organization are not eligible to be assisted under the Rental Subsidy Program.

The household must be income eligible for the Rental Subsidy Program based on the Maximum Income Guidelines (see page 6). Income eligibility for participation in the Rental Subsidy Program will be determined prior to the initial occupancy. The household shall provide to the Property Owner a complete Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement) with proof of income for all persons living in the unit and for all persons who are included in the lease agreement.

Households determined to be eligible under the Rental Subsidy Program will be required to submit updated income information annually, prior to lease renewal, to confirm continuing eligibility under the Rental Subsidy Program. Increases in household income may result in an increase in the Tenant Contribution. Decreases in the tenant annual income will not result in a decrease in the Tenant Contribution.

Housing income qualification standards for the Rental Subsidy Program are based on the annual gross income of all adult persons in the household. No adjustments will be made to the annual gross income for items such as children, seniors, or other dependents, medical expenses, schooling expenses, etc.

Annual gross income includes actual income earned from assets of the household. The household income calculation does not include the requirement to "impute" a minimum income on assets of the households.

If at the time of recertification of income at the lease renewal the tenant's household income is above thirty percent (30%) of the AMI but below fifty percent (50%) of the AMI as published by the Chicago Department of Planning & Development, the tenant may be eligible for "Transitional Assistance" for a period of one (1) year following the current lease expiration. During Transitional Assistance, the tenant receives one-half (1/2) the benefit of the rental subsidy and pays the Tenant Contribution plus one-half (1/2) of the difference between the full rent on the unit and the Tenant Contribution.

Tenants receiving rental assistance from another federal, state, local or private program or organization are not eligible to be assisted under the Rental Subsidy Program.

Existing, non-qualifying tenants in any unit for which a Property Owner wishes to receive the benefit of a subsidy cannot be displaced by approval of the Property Owner's application for participation in the Rental Subsidy Program, and the Trust Fund will not provide relocation assistance to such existing, non-qualifying tenants under any circumstance. If an existing tenant is eligible for the Rental Subsidy Program and is accepted by the Property Owner as a tenant for a subsidized unit, such tenant will need to terminate the old lease and sign a new lease with a term of no less than one (1) year.

Resource Available on the Web:

- Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement)

TENANT RESPONSIBILITIES & TENANT CONTRIBUTION

The lease agreement is a contractual relationship between the Property Owner and the tenant. The Trust Fund does not prescribe a specific lease agreement and it may vary from Property to Property. The lease agreement shall include the Tenant Contribution (Exhibit K-1 to Rental Subsidy Program Agreement), which the tenant signs as understanding of the tenant's share of rent. The lease agreement shall be for a term of no less than one (1) year, and must prohibit subleases and assignments. The Trust Fund is not a party to the lease agreement.

Although the lease agreement is between the Property Owner and the tenant, it is understood that the household contributes to the peaceful enjoyment of the housing unit and neighborhood. Criminal behavior in the unit is not permitted under the Rental Subsidy Program.

The tenant is responsible for paying the Tenant Contribution monthly and on time. The Tenant Contribution is solely the responsibility of the tenant. The lease agreement may include notice of late fees related to the Tenant Contribution, which are the tenant's responsibility.

Leases must include that heat is provided as part of the rent expense, unless there is a waiver approved by the Trust Fund Board of Directors. Waivers are typically only granted when the Property began participating in the Rental Subsidy Program early in the Rental Subsidy Program history. Since 2007, heat has been required as part of the application process.

Other utilities are the responsibility of the tenant, unless the lease agreement states otherwise. The Trust Fund does not mandate inclusion of electricity, cooking gas, or cable costs as part of a lease agreement, although some Property Owner may elect to include these expenses in rent.

The rental subsidy share of the rent will be paid to the Property Owner by the Trust Fund on a quarterly basis, in advance, when all documentation requirements are met.

The Tenant is responsible for completing the Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement) and providing documentation of income sources. This will include payroll stubs, notices of government benefits, and income from assets. If there is a social service provider that assisted in the completion of the income verification, the social service provider must sign in addition to the Tenant. The tenant will sign the Tenant Income Verification Form and submit it to the Property Owner. The Property Owner must then also sign the Tenant Income Verification Form and submit it to the Trust Fund with the Property Owner's request for payment of rental subsidy.

The Tenant is responsible for complying with the conditions established in the lease and any riders to the lease.

Additional charges or fees, such as pet fees, damages, moving fees, key fees, etc. are not allowable under the Rental Subsidy Program.

Resources Available on the Web:

- Tenant Share of Rent (Exhibit K-1 to Rental Subsidy Program Agreement)
- Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement)

TENANT INCOME PROCEDURES

Tenants shall submit verification of their eligibility for the Rental Subsidy Program by completing the Tenant Income Verification Form annually. The household must submit proof of income for all working adults (over the age of 18) and for all government benefits received from all household members. Household income includes gross earned income, income from assets, and monetary government benefits for all household members at or above the age of 18. Note: Government monetary assistance is the monies granted prior to any deductions including medical benefits.

The information collected will be used to assess tenant eligibility for the Rental Subsidy Program and may impact the Tenant Contribution required for the unit.

Documentation requirements:

The Tenant Income Verification Form (Exhibits I-1 and I-2 to Rental Subsidy Program Agreement) must be completed in its entirety for all Trust Fund assisted households. The head of the household must sign the form and submit it to the Property Owner along with proof of income. The proof of income must be provided annually prior to renewing the lease agreement.

The household is responsible for completing Parts II and III of the Tenant Income Verification Form and providing all accompanying documentation. These Parts include the names and demographic information for all adults and children who will be on the lease agreement and who will be residing in the unit. The household will report all earned income, income from assets, and monetary government benefits for all household members and will include documentary proof of income.

Documentation for each income source must be included. The following are examples of appropriate, acceptable forms of documentation:

- Employment pay stub
- Interest or other asset earnings statement
- Government benefits notice, such as Social Security Income statement
- If a Tenant is paid by his or her employer in cash, a notarized letter from the payer / employer must be included. The letter must include the name, address, and phone number of the employer, and must be dated, signed by employer, and include specifics as to the terms of the payments (number of months / weeks / hours). The letter must be notarized.

The Property Owner will review the documentation submitted to determine if the household exceeds the maximum income allowed under the Rental Subsidy Program guidelines and as stated on the Tenant Income Verification Form. The Property Owner will sign the Tenant Income Verification Form and submit it to the Trust Fund for review.

In cases where income fluctuates from month to month, the tenant shall provide documentation of income for the last two months and the IRS 1099 for the preceding year. Tenant income will be based on an average of these amounts.

Where there is a social service provider assisting the tenant, the social service provider may work with the tenant to submit the required documentation. It is the tenant's responsibility to provide accurate information to the Property Owner, and it is the Property Owner's responsibility to review and submit the forms to the Trust Fund as documentation of the tenant's eligibility for the Rental Subsidy Program.

SOCIAL SERVICE PROVIDER PARTNERSHIPS

For Trust Fund subsidized units that partner with a Social Service Provider, the Property Owner:

- responds promptly to all communications received from the Service Provider;
- investigates, and promptly corrects, unsafe conditions brought to its attention by the Tenant or the Service Provider;
- notifies the Service Provider promptly if any of their clients falls behind on rent payments, or if any other situation occurs that threatens tenant occupancy;
- communicates immediately to the Trust Fund and Service Provider partner any decision to stop participating in the Special Initiative and/or not to renew the Agreement with the Trust Fund; and
- notifies the Trust Fund and Service Provider partner at least 30 days in advance of any sale, foreclosure, or other transfer of ownership.

When the Property Owner becomes aware that a subsidized unit is about to become vacant (or is already vacant), it is the Trust Fund's understanding that the Property Owner and the Service Provider will work together to fill that unit in the following ways:

- the Service Provider will be given immediate notification of any anticipated or current vacancy;
- the Property Owner will advise the Service Provider of any tenant selection criteria (such as household income, financial background considerations, tenant rental/legal history);
- the Service Provider will work to identify households that meet the tenant selection plan;
- the Service Provider will have 30 days to find a household meeting the tenant selection criteria;
- the Property Owner will have the unit rent-ready within 30 days of becoming vacant;
- all applications from prospective tenants will be reviewed fairly by the Property Owner; and
- the Property Owner will immediately notify the Service Provider if the tenant application is not accepted, and in general terms, let them know why the household was not eligible for the unit.

The Service Provider acts as a resource for the tenant and works toward the goal of achieving economic stability by providing affordable housing. The Service Provider will:

- identify households which meet the requirements of the Special Initiative for application to any vacant Special Initiative unit;
- stay in contact with, and act as a resource for, each tenant in the Special Initiative;
- complete an annual home visit with each of their tenants;
- identify issues faced by the tenant which may impact housing stability;
- connect the household with financial management or other life skills programs;
- respond promptly to all communications from the Property Owner, including requests for assistance with the tenant;
- mediate any disputes between the Property Owner and the tenant;
- explain to the Property Owner the range of services available from the Service Provider for each household;
- answer any questions the Property Owner has about the range of services available;

- check in with the Property Owner in-person, by phone or by email at least once every three months;
- contact the Property Owner 90 days before each tenant's lease is to expire, to discuss renewal; and
- assist the tenant prepare the Tenant Income Verification Form (Exhibits I-1 and I-2) for the lease renewal and ensure those documents are delivered to the Property Owner no later than 45 days before the lease expires.

The Service Provider is not responsible for:

- screening or selecting tenants;
- negotiating any lease terms;
- managing the lease agreement with the tenant; or
- paying any portion of the tenant's rent.