

DRAFT TENANT SELECTION PLAN & CONTINUED OCCUPANCY CRITERIA RIVER VILLAGE NORTH and SOUTH

I. APPLICABILITY

This document details the process that will be followed by the CHA or its designated management company in the screening and selection of households to occupy the CHA owned units at the private developments known as River Village North and River Village South.(herein referred collectively as River Village) **All rental applicants** will be required to meet the selection criteria listed in *Section IV.C.* of this tenant selection plan prior to their acceptance for occupancy at River Village.

This screening and selection procedure was developed based on standard screening and selection criteria of the CHA and conforms to HUD's Fair Housing regulations and other applicable CHA policies.

The "Working to Meet Criteria" listed in *Section IV.C.* of this tenant selection plan are only applicable to public housing residents covered by the Cabrini-Green Consent Decree, the CHA's Relocation Rights Contract (RRC) and the Post 10/1/99 RRC.

II. RIVER VILLAGE UNIT DESCRIPTIONS

A. Unit type designation

There are four (4) CHA owned (public housing assisted) one-bedroom units located in the River Village North Loft Condominium building. One of these four units is a wheelchair accessible unit. There are twenty-one (21) CHA owned (public housing assisted) two-bedroom units located within 3-flat buildings in the River Village North Development. The number of public housing assisted units at River Village South will be has not yet been determined.

B. Occupancy standards

The CHA and/or its designated management company will apply the occupancy standards contained in the CHA's Admissions and Continued Occupancy Policy (ACOP) and in any future Board approved versions of this policy to the CHA owned units at River Village. The CHA and/or its designated management company will also apply the current CHA residential lease and procedures to the CHA owned units at River Village.

III. LEASING PRIORITIES

A. Cabrini-Green Consent Decree Families and the Cabrini Lottery List

Pursuant to the terms of the Cabrini-Green Consent Decree, families listed on the Cabrini Lottery List (Cabrini Lottery Families) have first priority to apply for the public housing units at River Village. Such families may or may not be current CHA residents. The Cabrini Lottery List is a creation of the Cabrini-Green Consent Decree and is maintained separately from the CHA's Housing Offer Process (HOP) system. The CHA's Relocation department will provide referrals from the Cabrini Lottery List to the designated management company for processing and screening. The CHA also reserves the right to complete the application and screening processing through one of its own departments, as the CHA owns the public housing units at River Village.

“Cabrini Displaced Families”

The Cabrini-Green Consent Decree defines “Cabrini Displaced Families” as all families who resided in the Cabrini Extension North buildings (1015-1017 N. Larrabee, 1121 N. Larrabee, 1159-61 N. Larrabee, 500-502 W. Oak, 1117-1119 N. Cleveland, 1157-59 N. Cleveland, 1150-160 N. Sedgwick and 1158 N. Cleveland) on or after January 1, 1993, except for such leaseholders deemed ineligible under the provisions of the Cabrini Consent Decree (*see Consent Decree page 17, Section VI. B.*).

Deferrals

If a Cabrini Lottery Family applying for public housing at River Village under the Cabrini-Green Consent Decree is deferred and does not receive an offer of public housing unit at River Village, the CHA will provide written notice to the Cabrini LAC of such deferral. If the CHA and the Cabrini LAC are unable to reach an agreement as to whether a family should be approved for or denied housing at River Village, the parties can motion the federal district court to decide the matter. The motion will request an expedited schedule and hearing on the matter.

B. Housing Offer Process (HOP) and Relocation

Upon exhaustion of the Cabrini Lottery List, the CHA can begin referring CHA residents from the HOP database for public housing units at River Village. The CHA will follow the priorities set forth in the Relocation Rights Contract and house eligible families in the order of their priority, bedroom size need and assigned HOP number.

1. If a resident covered by the CHA Leaseholder Housing Choice and Relocation Rights Contract 10/1/99 (RRC) or the CHA Relocation Rights

Contract for Families with Occupancy after 10/1/99 (Post 10/1/99 RRC) does not initially meet the minimum screening criteria upon the initial unit offer, then he/she shall have an opportunity for admission to River Village by demonstrating that he/she is Working to Meet the property specific screening process.

2. If a resident covered by the RRC or Post 10/1/99 RRC is admitted into River Village demonstrating that he/she is in the Working to Meet category during the screening process, then the resident must meet the site specific screening criteria within a minimum of 12 months of admission into River Village.
3. If a resident covered by the RRC or Post 10/1/99 RRC is admitted into River Village because they meet the site specific criteria at initial occupancy but falls out of compliance with the site specific screening criteria, then he/she has a minimum of 12 months to work himself/herself back into compliance.

If the resident or household fails to reach compliance at the end of the 12 months in #2 or #3 above, the CHA may terminate the River Village Lease or choose not to renew the River Village Lease and shall transfer the resident and household to another CHA property at which the resident and household meet that site's property specific admission and continued occupancy requirement.

Rejection for Residency

A RRC applicant shall be rejected for residency to a unit if the applicant fails to meet the criteria set forth in *Section IV.C.* of this tenant selection plan. The CHA's designated management company will notify a rejected applicant in writing of its rejection, stating the reason thereof and advising the applicant that he/she may request a meeting with the designated management representative within fourteen (14) days. Within five (5) days of a rejected applicant's request for a meeting, the designated management representative shall schedule a meeting with the applicant to explain the reason for rejection. If the applicant appeals such rejection, the management representative will give the applicant a final decision, in writing, within five (5) days following the applicant's meeting with the Agent. If the CHA or management representative determines that the applicant is not an acceptable resident for the development, the CHA will temporarily remove the application, with justification for denial, from its active file for housing at River Village.

A RRC Applicant that is not satisfied with the CHA's or management's decision may appeal the decision formally through the CHA's Grievance Procedure. A formal grievance hearing, if granted, will be conducted before an independent hearing officer from the City of Chicago's Department of Administrative Hearings. If the independent hearing officer finds in favor of the applicant and against Management's decision to reject the applicant, the applicant will be placed back onto the list for a unit.

C. Individuals with Disabilities

Exceptions to the order in which public housing applicants are housed will be made in the event that the CHA and/or management needs to match families to ADA accessible or visual/hearing impaired ready units. With respect to the assignment of such units, the CHA will continue to house families who need the features of these units in order of their Cabrini Lottery priority, bedroom size need, assigned Lottery Number, HOP priority, bedroom size need and assigned HOP number.

IV. GENERAL LEASING AND APPLICATION PROCEDURES

A. Outreach to Families

1. CHA will refer 10 families from the Cabrini Lottery List per available unit for screening to the management company. Management staff will contact these families in order of their position on the list. When the Cabrini Lottery List is exhausted, the CHA will refer 3 families from the HOP List per available unit to the management company.
2. Management staff will make the first attempt at contacting eligible applicant households via regular mail. If no response is received within seven (7) business days, the second attempt at contact will be by placing three phone calls to the eligible applicant household. Each phone call will be made on a different day, and the dates and times of each phone call will be documented in the household's applicant file.
3. If, after 5 business days, the second attempt at contact is unsuccessful, management staff will make the third attempt at contact by registered mail to the address supplied by the CHA and/or the LAC.
4. If, after 5 business days, no response to third contact attempt is received, the family shall be referred back to CHA with an indication that the family has been unreachable.
5. If an applicant responds within the stipulated timeframe, the applicant will be scheduled to pickup an application package in order to initiate the application process.

B. Application Process

1. Applicants are provided with an application package, which includes the following: Lease Application, Tenant Release and Consent Form, Income Verification Form and all applicable Rules and Regulations.
2. At the time of receipt of the application package, each of the applicants will schedule an appointment to return the completed package within seven (7)

business days of attendance at their orientation session. Management staff will review the package at the time it is returned for completeness.

3. During the application process, the leasing agent will respond to any questions received from applicants made by telephone within 24 hours and within three (3) working days to requests for appointments.
4. Applicant returns the application package and submits evidence of income and photo ID. Applicant must complete and sign authorization forms permitting CHA and management to conduct criminal background and credit checks.

C. Selection Criteria

All applicants, including heads of household and other family members, 18 years of age and older will be reviewed by CHA or management to determine whether the applicant meets the following criteria for tenant selection.

1. Maximum Income

- a. The maximum income limit for public housing rental units should not exceed the maximum permitted by law.
- b. If the mixed-income/mixed finance development's financing structure contains tax credits, or other financing programs, the tax credit or other program rules regarding maximum income and eligibility for public housing rental units apply.

2. Minimum Rent

- a. A minimum rent of \$25.00 will be applied to all public housing assisted rental units at River Village.
- b. Hardship exemption: A hardship exemption shall be granted to public housing residents who can document that they are unable to pay the minimum rent because of a verifiable long-term hardship (over 90 days). Exemption from minimum rent does not mean that the family doesn't pay rent. The family is required to pay the greater of 30% of adjusted monthly income or 10% of monthly income.

3. Minimum Age

An applicant must be a minimum age shall be 18 years-old to be head of household.

4. Rental/Residential History

- a. A credit report will be used to obtain additional information about an applicant's rental/residential history.
- b. Applicants are required to have at least two years of rental history in their name. Verification of rental history for the applicant will be requested from the property management company where the tenant resides at the time of the application, and must be completed by an individual who has either direct knowledge of the history of the family, or can base an opinion from reliable written tenant files. If an applicant has just come from college, a verifiable dorm history will be considered. Insufficient rental history may be considered on a case-by-case basis.
- c. CHA or management will verify the past two years of residential history, including any lease violations. If a resident is lease compliant at the time of application to the River Village development, any lease violation in the past two years shall not be a bar to admission.
- d. Applicants can be rejected if there are judgments in favor of a current or past landlord within the past two years. If an applicant has a landlord judgment in the past two years, the applicant must demonstrate one year without a landlord judgment. The first year of residency in the River Village development will be evaluated to satisfy the second year of the requirement.
- e. Applicants are rejected if an eviction appears on the credit reports which are less than 3 years old. However an applicant maybe excepted from this criterion if the applicant provides sufficient documentation that such judgment was the result of a landlord's or Section 8 program administrator's failure to comply with their respective obligations or the judgment was due to no fault of the applicant (e.g., a no fault 30-day notice to terminate) and the CHA or management is able to verify the applicant's claims. Mitigating circumstances will be considered on a case-by-case basis.

5. Credit And Financial Standing

a. Credit History

A credit report will be used to evaluate an applicant's ability to open utility accounts and to verify if the applicant has any outstanding rent payments to CHA or a private landlord.

b. Rent

Applicants for public housing assisted units at River Village must be current in rent and have no rent due to any public housing program.

Working to Meet: A public housing applicant under the Cabrini Consent Decree or the RRC will be considered as “working to meet” this criteria if he/she has a documented history of paying rent and of paying any repayment agreement, if applicable, for one year.

Exception: A public housing applicant covered by the Relocation Rights Contract and applying for housing under the Cabrini Consent Decree is excepted from this criteria if he/she entered into a repayment agreement and has been current with payments for the past three months.

c. Utilities

- 1) Outstanding or current delinquent debts owed to a utility provider must be made current prior to approval for admission or the applicant must be current on a payment plan.
- 2) Applicant must be able to obtain utilities in his or her name.

d. Bankruptcy

Applicants must have no bankruptcies within the past two years of the financial screening.

e. Delinquent Debts

- 1) Applicants must owe no debt to any public housing program.
- 2) Medical-related expenses and student loans must be exempt and will not be considered.

6. Criminal Background Screening

Five -year criminal background checks will be required for every family member 18 years of age and older seeking to rent a unit at the River Village development. All applicants will be advised at the time of orientation or at the start of the screening process that convictions for criminal behavior will jeopardize admission to the River Village Development. Sealed juvenile records will not be reviewed.

Before the CHA and/or management denies admission on the basis of a criminal record, the CHA and/or management must notify the household of the information that provided the grounds for the proposed denial and must provide the subject of the record and the applicant with a copy of the criminal record and an opportunity to dispute the accuracy and relevance of that record.

a. **Level One - Exclusions under the Cabrini-Consent Decree – Cabrini Families**

Pursuant to the Cabrini-Green Consent Decree (Section VI (B)(4)(a) and (b)), a Cabrini-Green Consent Decree family applicant for housing will be **ineligible** for a replacement public housing unit at the River Village Development who, prior to relocation to a newly developed unit, but after relocation to subsidized unit within the HOPE VI Planning Area or a temporary Section 8 placement or after entry of the Consent Decree (in the case of families residing in a CHA unit):

- 1) was **convicted of any criminal activity** that threatened the health, safety, or right to peaceful enjoyment of the premises by other residents or any drug related criminal activity on or off the premises; or
- 2) had a household member, guest, or visitor while under the leaseholder's control, **convicted of any criminal activity** that threatened the health, safety or right to peaceful enjoyment of the premises by other residents, or any drug-related criminal activity on or off the premises. This exclusion shall not apply where the leaseholder agrees to exclude the offending person from the household.

b. **Level Two - Exclusions under Federal Regulations & CHA's ACOP – Public Housing Families**

Pursuant to Federal Regulations, a family will also be **ineligible** for a public housing assisted unit at the River Village development if a three-year criminal background check of the applicant or any household member reveals any of the following:

- 1) Drug-related criminal activity that resulted in eviction from federally assisted housing within a three year period prior to application for housing at the River Village Development (24 CFR 960.204 (a)(1)); however, the household may be admitted if the it is determined that the evicted household member who engaged in drug-related criminal activity has successfully completed a supervised drug rehabilitation program (24 CFR 960.204(a)(1)(i)), or the circumstances leading to the eviction no longer exist (for example, the criminal household member has died or is imprisoned). (24 CFR 960.204(a)(1)(ii)).
- 2) Conviction for drug-related criminal activity for manufacture or production of methamphetamine on the premises of federally assisted housing (24 CFR 960.204 (a)(3)); or
- 3) Sexual offenses that resulted in a lifetime registration under a state sex offender registration program (24 CFR 960.204 (a)(4));

- 4) CHA and/or management determines that it has reasonable cause to believe that a household member's illegal use of a drug or pattern of illegal use of a drug may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents (24 CFR 960.204 (a)(2)(ii)); or
- 5) CHA and/or management determines that it has reasonable cause to believe that household member's abuse or pattern of abuse of alcohol may threaten the health, safety or right to peaceful enjoyment of the premises by other residents. (24 CFR 960.204 (b))

However, pursuant to Federal Regulations (24 CFR 960.203 (c)(3)(i)), CHA and/or management may require an applicant to exclude a household member who has participated in or been culpable for the above actions in order for the remaining household members to be admitted to the River Village development.

Pursuant to the CHA's Admissions and Continued Occupancy Policy (ACOP) (CHA Board Approved 10/21/2003) a family will also be **ineligible** for a public housing assisted unit at the River Village development if a criminal background check of the applicant or any household member reveals any of the following (See ACOP Section II.F.):

- 1) Any household member has ever been convicted of arson or child molestation;
- 2) Any household member has a criminal history in the past three years that involves crimes of violence to persons or property as documented by a police arrest and/or conviction documentation;

Crimes of violence to persons or property would include but not be limited to homicide or murder, destruction of property or vandalism, burglary, robbery or theft, drug trafficking, manufacture, use or possession, threats or harassment, assault or fighting, domestic violence, weapons offenses, criminal sexual assault, home invasion;

c. Level Three - Criminal Screening for Other Convictions and Arrests – All Renters

All applicants and family members who are 18 years of age and older will be subject to a five-year criminal background check. In addition to the exclusions outlined by the Consent Decree, the CHA's ACOP and federal regulations applicable to public housing families, a family will be **ineligible** for rental housing at the River Village development if any member of the

household is found to have any of the following types of criminal conviction history:

- 1) Felony convictions;
- 2) Convictions for murder;
- 3) Convictions for and related to physical violence to another person or property, assault, aggravated assault, or activity which would adversely affect the health, safety, or peaceful enjoyment of the premises by other residents, a management company or its employees;
- 4) Convictions for and related to drug-related criminal activity, including but not limited to the illegal manufacture, sale, distribution, possession during the review period;
- 5) Convictions for criminal activity involving a weapon; or
- 6) Convictions for criminal activity that involved arson.

d. Mitigating Circumstances

With the exception of the criminal activities listed in Subsection b above “Level Two – Exclusions Under the Federal Regulations & CHA’s ACOP – Public Housing Families” and convictions for murder; arson; and assault with a deadly weapon CHA and/or management may consider mitigating circumstances for criminal activities as provided by federal law and regulations.

The Property Manager may give consideration to factors which may indicate a reasonable probability of favorable future conduct, such as:

- 1) Evidence of rehabilitation, and
- 2) Evidence of the applicant family's participation in social service or other appropriate counseling services programs and the availability of such programs.

7. Employment And Economic Self-Sufficiency

a. Cabrini Consent Decree – “Displaced Cabrini Families”

Exempt from Work Requirement

Displaced Cabrini families as defined by the Cabrini-Green Consent Decree are exempt from the Employment requirement set forth in this Tenant Selection Plan. The Cabrini-Green Consent Decree states that any displaced Cabrini family as defined in the Consent Decree shall be eligible for one of the 700 replacement public housing units built pursuant to the Consent Decree even if they are not employed.

“**Displaced Cabrini Families**” are defined as all families who resided in the Cabrini Extension North buildings (1015-1017 N. Larrabee, 1121 N. Larrabee, 1159-61 N. Larrabee, 500-502 W. Oak, 1117-1119 N. Cleveland, 1157-59 N. Cleveland, 1150-160 N. Sedgwick and 1158 N. Cleveland) on or after January 1, 1993, except for such leaseholders deemed ineligible under the provisions of the Cabrini Consent Decree (see *Consent Decree page 17, Section VI. B.*).

Other Cabrini families that did not reside in the Cabrini Extension North buildings and do not fit the definition of “displaced Cabrini families” are not eligible for an exemption from the work requirement and must meet the work requirement/criteria per this tenant selection plan.

Must Comply with CHA’s Economic Independence Policy (EIP)

Although “displaced Cabrini families” are exempt from the work requirement, these households and family members must comply with the provisions of the CHA’s Economic Independence Policy in order to remain lease compliant and residents of River Village.

b. Non Displaced Cabrini Families & Other Public Housing Families

Other Cabrini and public housing families that do not fit the definition of a “displaced Cabrini family” under the Cabrini Consent Decree must meet the following Economic and Self-Sufficient Criteria in order to receive an offer of public housing at River Village.

- 1) Head or co-head of household must work 30 hours a week and all other household members age 18 or older must be engaged in one or a combination of the following activities to meet the 30 hours per week work criterion:
 1. Employment;
 2. Enrollment and regular attendance in an economic self-sufficiency program;
 3. Verified job search and/or employment counseling;
 4. Basic skills training;
 5. Enrollment and consistent attendance in a regular program of education, including GED classes, secondary or post-secondary education, or English proficiency or literacy classes.

Working to Meet: A head or co-head of household who is not employed for 30 hours a week, must be engaged in one or a combination of the following activities to meet the 30 hours per week work criterion:

- a. Employment;
 - b. Enrollment and regular attendance in an economic self-sufficiency program;
 - c. Verified job search and/or employment counseling;
 - d. Basic skills training; and/or
 - e. Enrollment and consistent attendance in a regular program of education, including GED classes, secondary or post-secondary education, or English proficiency or literacy classes.
- 2) All other household members age 18 or older must be engaged in one or a combination of the following activities to meet the 30 hours per week criterion:
- a. Employment;
 - b. Enrollment and regular attendance in an economic self-sufficiency program;
 - c. Verified job search and/or employment counseling;
 - d. Basic skills training;
 - e. Enrollment and consistent attendance in a regular program of education, including GED classes, secondary or post-secondary education, or English proficiency or literacy classes; and/or
- 3) **Exemptions:** The following applicants and household members are exempt from the work requirement:
- a. Those enrolled and attending high school, college, trade school, or other institution of higher learning as full time students;
 - b. Those age 62 or older;
 - c. Disabled with verification that disability precludes working;
 - d. The primary caregiver of a disabled individual with verification of disability and the status as a caregiver;
 - e. One adult household member who elects to stay home to care for young children, provided there are at least two adults in the household, and at least one of those adults meets the work requirements; or
 - f. Retired and receiving a pension.

8. School Enrollment and Child Care

- a. Applicant must provide documentation that family members over age six (6) and through age seventeen (17) who live in the household attend school regularly.

- b. Adequate day care or supervision must be provided for children under 13 years old.

Working to Meet: Children must be enrolled in school and demonstrate an improved attendance record and children under 13 years old must have adequate day care or supervision.

- c. If a child between the ages of 17 and 18 drops out of school, that child must be engaged in one or a combination of the following activities at least 30 hours per week:
 - 1) Enrollment and regular attendance in a regular program of education, including GED classes, secondary or post-secondary education, or English proficiency or literacy classes;
 - 2) Employment;
 - 3) Enrollment and regular attendance in an economic self-sufficiency program;
 - 4) Verified job search and/or employment counseling; and
 - 5) Basic skills training.

9. Home Visit

All applicants who have successfully completed all previous stages of the application review process will be required to submit to a maximum of two home visits by management staff and possibly additional parties involved in the review process who will be trained to ensure that home visits are completed fully and correctly. The purpose of the home visit is to determine if applicants are currently living in conditions where they have caused health or safety hazards, or have housekeeping habits that contribute to infestation or damage to the property, other members of the household, or other residents of the building. Conditions beyond the control of the applicant will be noted as such and will not be used as a basis for determination of eligibility.

Those applicants who do not pass the home visit will be deferred until they can successfully demonstrate that they have remedied the situation that caused their deferral. They will then receive priority for the next available unit of the size and type that they qualify for according to their position in the lottery.

In addition to passing the home visit inspections, management must have received written confirmation from the CHA that the applicant has successfully completed CHA's Good Neighbor Program or is in the process of completing such program.

10. Compliant Leaseholder Status – Applicable to public housing families

- a. Applicants must be lease compliant in their current and/or last place of residency. Lease compliance is defined below:
- b. Current on all rent and utility payments or is current on a repayment agreement
- c. Compliant with the CHA's ACOP, which prohibits unauthorized occupants, as defined in subparagraphs 6(c) and (d) of the Lease, or requires the household to add such occupants in accordance with the Lease.
- d. Leaseholder has a good housekeeping record (Leaseholder has maintained a clean and safe unit) as indicated by the housekeeping inspection reports in the Leaseholder's file.
- e. Leaseholder has not destroyed, defaced, damaged or removed any part of a dwelling unit or development as indicated by the housekeeping inspection reports in the Leaseholder's file, or work orders reflecting a pattern of Leaseholder damage or abuse.
- f. Lease compliance as defined above shall include the period during which the family lives in CHA housing and any period of Section 8 assistance.
- g. Noncompliance with respect to the Lease obligations must be demonstrated by notices of Lease violations and evidence of serious or repeated violations of material terms of the Lease.

V. DEFERRALS UNDER CABRINI CONSENT DECREE

CHA and/or management reserves the right to defer any applicant household who is found to have poor housekeeping, a criminal background, rent arrearages, inability to establish utility service, or other good cause, as indicated by tenant selection criteria.

The CHA and/or management will notify the Cabrini-Green Local Advisory Council (LAC) of such deferral. The Cabrini LAC will be afforded the opportunity to agree with or rebut the deferral with additional documentation.

If the CHA determines that the reason for such deferral can be remedied, such an applicant will be offered the ability to remedy the circumstances. Once the issue that caused a family to be deferred is remedied, the family's application will be reviewed in accordance with its position on the Cabrini Lottery.

If the CHA determines that the reason for such deferral is unfounded and there are no other impediments to final approval, such an applicant will be approved for occupancy at River Village and receive priority for the next available unit of the size

and type qualified for according to their position on the Cabrini Lottery.

If the CHA determines that mitigating circumstances exist justifying an approval of an applicant despite the initial deferral reason, such an applicant:

- 1) may be approved for occupancy at River Village and offered the next available unit; or
- 2) may be approved for occupancy at River Village (with or without a probation period) contingent on terms and conditions not included in the standard lease. Any such terms and conditions will be documented in writing.

Upon approval for occupancy at River Village, such an applicant will receive priority for the next available unit of the size and type qualified for according to their position on the Cabrini Lottery.

If the CHA determines that the deferral or an opportunity to remedy the reason(s) for the deferral is justified and supports the deferral or an opportunity to remedy, written notice will be provided to the LAC of this decision, including all appropriate documentation supporting the deferral or opportunity to remedy pursuant to the Cabrini-Green Consent Decree.

If all parties cannot agree on eligibility or deferral of a household, they can petition the federal district court. In the case of such a dispute at the time of initial occupancy, CHA and/or management will hold a specific unit for a period not to exceed two (2) months. However, regardless of time, if the court favors the applicant, they will receive priority for the next available like unit.

VI. GRIEVANCE PROCEDURE

Public housing residents at River Village North shall use the CHA Residents' Grievance Procedure. With respect to grievance's related to replacement housing under the RRC, public housing will use the CHA Residents' Grievance Procedure.

A RRC applicant shall be rejected for residency to a unit if the applicant fails to meet the criteria set forth in *Section IV.C.* of this tenant selection plan. The CHA's designated management company will notify a rejected applicant in writing of its rejection, stating the reason thereof and advising the applicant that he/she may request a meeting with the designated management representative within fourteen (14) days. Within five (5) days of a rejected applicant's request for a meeting, the designated management representative shall schedule a meeting with the applicant to explain the reason for rejection. If the applicant appeals such rejection, the management representative will give the applicant a final decision, in writing, within five (5) days following the applicant's meeting with the Agent. If the CHA or management representative determines that the applicant is not an acceptable resident for the development, the CHA will temporarily remove the application, with justification for denial, from its active file for housing at River Village.

A RRC Applicant that is not satisfied with the CHA's or management's decision may appeal the decision formally through the CHA's Grievance Procedure. A formal grievance hearing, if granted, will be conducted before an independent hearing officer from the City of Chicago's Department of Administrative Hearings. If the independent hearing officer finds in favor of the applicant and against Management's decision to reject the applicant, the applicant will be placed back onto the list for a unit.

VII. WAITING LISTS – AFTER INITIAL OCCUPANCY OF UNITS

The establishment and management of the waiting lists are subject to the provisions of the Cabrini Consent Decree and Relocation Rights Contract. As units become available, after initial occupancy of the units, the CHA will provide management with the appropriate list of individuals eligible to apply for the public housing assisted units at River Village. Management will then process such individuals and determine whether they meet the requirements for occupancy at River Village.