New Tenant Workflow

1. Prospective tenant is identified by VOA.
   1. VOA verifies Veteran and Homeless status
   2. Helps prospect fill out PBV Application
2. VOA caseworker sends PBV application to Freedom Springs Manager
   1. Packet must include
      1. Application
      2. Copy of Valid Photo ID
      3. Copies of income verification (social security, AND, VA benefits)
      4. Copy of Birth Certificate and Social Security Card for PBV purposes
3. Freedom Springs Manager enters PBV application into computer for background check
   1. If application is denied from background check
      1. Send letter to prospect and VOA case manager
      2. Prospect may submit an appeal
         1. If appealed, forward to regional manager for approval/denial of appeal
         2. If approved proceed to b. below
         3. If denied inform prospect and caseworker
   2. If application is approved set up in person appointment with prospect to complete additional paperwork.
4. Meeting with Freedom Springs Manager to complete additional paperwork
   1. Complete tax credit packet
      1. Tenant Income Certification with demographics and income/rent limits
      2. PBV Application
      3. Certification of Student Status
      4. Income Verifications (if applicable)
         1. Unemployed Resident Affidavit
         2. Verification of Employment
         3. Pension or other benefit letters
         4. Social security benefits letter
         5. Zero income questionnaire
         6. Child support affidavit
      5. Asset Verifications
      6. ID
      7. Background Screening Disclosure
   2. Complete CSHA paperwork for Section 8
      1. Request for Tenancy Approval
      2. CSHA Rent Certification
      3. CSHA Landlord Responsibilities
      4. Lead Based Paint Disclosure
      5. Annual Family Information and income declaration
      6. Certification of HQS or HQS inspection appointment
      7. HUD 9886
      8. CSHA ROI
      9. CSHA Citizenship Declaration
      10. EIV brochure
      11. HUD 92006
      12. Debts Owed…HUD 52675
      13. Family Obligations
      14. Copy of ID
      15. Copy of SS Card
      16. Copy of Birth Certificate
      17. Copy of Income Verifications
      18. Copy of most recent bank statement if applicable
5. Send Tax Credit packet to Ross Compliance for Approval
6. Send CSHA packet to Angel Patterson for Approval
7. Complete any corrections necessary
8. Complete CSHA pre-orientation
9. When application is approved, and tenant portions are determined schedule move in date.
10. Conduct move-in orientation and lease signing