# Appendix F: Temporary Practice – COVID 19 Pandemic of 2020

*Note from RBD: This Appendix was added because of temporary procedure changes driven by the COVID 19 Pandemic of 2020. Modified Practices are based on the RBD TSP Template. This document should be modified to address your own TSP and changes incorporated during the pandemic.*

During the COVID-19 Pandemic of 2020, tenant selection procedures were temporarily modified in response to federal and local recommendations to self-quarantine and shelter in place.

Temporary changes to the tenant selection process started on March 1, 2020 and will continue through 90 calendar days after termination of the COVID-19 national emergency and after all recommendations to shelter-in-place have been lifted. This timeframe may be extended.

## Business Relationship

Applicants and their families must make an appointment to meet with property staff. Applicants and their families must wear a mask properly (covering nose and mouth). Applicants and their families will not be allowed access to the management office without masks. All parties must practice social distancing and remain at least six feet apart.

## Social Security Number Disclosure

Disclosure of a Social Security Number and providing adequate documentation to verify that the Social Security Number is correct is a condition of eligibility for all non-exempt applicants. If an applicant cannot provide a Social Security Number or provide adequate documentation to verify that the Social Security Number when the family reaches the top of the waiting list, then the applicant is provided 90 days to provide the required information/documentation. If such information is not provided the applicant must be removed from the waiting list.

Since Social Security offices were closed starting Tuesday, March 17, 2020, the owner/agent will not remove the applicant from the waiting list in cases described above.

The owner/agent may not house the family or provide subsidy, but the family will not be removed from the waiting list. The family should contact the owner/agent and provide adequate documentation as soon as such documentation is received.

## Maintaining the Waiting List

During the COVID-19 Pandemic, the owner/agent has chosen not to send notices to applicants intended to maintain the information on the waiting list. If waiting list maintenance is due, and recommendations to shelter-in-place still apply the owner/agent will not send requests for new information.

## Removing Applicants From the Waiting List

The owner/agent will suspend removal from the waiting list when the following occurs:

* Applicant cannot be contact by US Mail (letters are returned or undeliverable) (Note from RBD: Optional. Please delete this note before completing this plan.)
* Applicant cannot be contacted by phone (number disconnected or changed) (Note from RBD: Optional. Please delete this note before completing this plan.)
* Applicant fails to keep application information up to date based on the requirements described in this plan (Note from RBD: This is optional and based on your decision earlier in this plan regarding Waiting List Maintenance. Please delete if this is not in compliance with your own policies. Please delete this note before completing this plan.)
* Applicant was clearly advised, in writing, of the requirement to tell owner/agent of his/her continued interest in housing by a particular time and failed to do so
* Applicant refuses second offer of a unit (See Right to Refusal Policy for additional information.) (Note from RBD: This is optional and based on your decision earlier in this plan regarding Right to Refusal. Please delete if this is not in compliance with your own policies. Please delete this note before completing this plan.)

## Offering an Apartment

When a unit becomes available and eligibility is determined, available units will be offered using one or more of the following methods:

* In writing
* Over the phone
* By email
* Via the applicant portal

If the owner/agent is unable to contact the household (Head-of-Household (HOH) within five (5) business days from the date of the letter, the offer will be cancelled and the apartment will be offered to the next applicant based on the selection criteria described in this plan. Because many may not be living at home and may be sheltering with other family members away from home, failure to respond to the owner/agent will not be considered a refusal of the unit offer. (See Right to Refusal policies.)

## Right to Refusal

The Right to Refusal Policy applies to applicants and existing residents who have submitted a Unit Transfer Request. Residents requesting unit transfer and applicants will be offered available units based on the information included in this Tenant Selection Plan.

While normally, each household will be offered the opportunity to accept an offered apartment a maximum of two (2) times, the owner/agent is temporarily lifting the limit on the number of times an applicant may refuse a unit offer because many applicants feel it is not safe to move at this time.