

Waitlist and Notification Procedures for 811 PRA Units

- 1) Individual Owners/Property Managers will notify SDHDA when an 811 unit becomes available to lease.
- 2) SDHDA will contact the Case Manager named on the referral form to let them know that a unit is available. Contacts will be made in the order in which the referral was received. If Case Managers change from what was listed on the initial referral forms, please notify SDHDA immediately so we have current and correct contact information.
- 3) The potential tenant will need to contact the specific Property Management within 3 business days of being notified by SDHDA, to request and complete an Application Packet (it is assumed the applicant's Case Manager will assist in this process).
- 4) The application will need to be returned to the specific Property Management, along with any additional documents requested in the Application Packet.
- 5) Individual Owners/Property Managers will conduct the required background checks and other verifications to ensure the applicant meets all of the program requirements. Please be aware that this process can take several days or even weeks. You can help by making sure the applicant signs all of the consent and verification forms promptly when asked, and if you have bank statements, check stubs, SSA benefit letters, etc. readily available, this can be very helpful in speeding up the process.
- 6) The Owner/Property Manager will provide written notification to the Service Provider named on the referral form to let the individual know whether they have been approved for a unit, or denied. SDHDA will receive a copy of this notification as well.
 - a) If an applicant is denied, the reason will be clearly stated in the letter, and they will have 14 days to appeal that decision by writing a letter to the specific Owner/Property Manager. If an appeal is made, the management company will schedule a meeting with the applicant and their Case Manager to discuss any possible extenuating circumstances that might exist. If there is any documentation to support a reconsideration of the decision, please be prepared to provide it at this time. A final decision will be issued in writing within 5 days of this meeting. The final decision will be made by an Owner or Management representative who did not have anything to do with the initial decision to deny the application.
 - b) If an applicant is approved, the letter will request the applicant to respond within a specific timeframe to indicate whether or not they will accept the unit. Please make sure to respond by the date stated in the letter.
 - i. If they accept the unit, they will need to schedule a time with the specific Owner/Property Manager to conduct the Move-In inspection and to sign all required forms.
 - ii. If the applicant does not want the first or the second units they are offered, they will retain their place on the waitlist and wait for a different unit to become available. If an applicant chooses not to accept a third offer, they will be moved to the bottom of the waitlist.
- 7) Tenants will be required to participate in an Annual Recertification every year, where their income, assets and any deductions, as well as their rent will be recalculated. The tenant (and Case Manager) will receive four written reminder notifications (1 year in advance, 120 days in advance, 90 days in advance and 60 days in advance). It is very important that the tenant is recertified before their Anniversary date, as their subsidy must be terminated if this is not done.
- 8) The tenant (and Case Manager) will also be required to notify the Owner/Property Manager if the tenant's income increases by more than \$200/month at any time throughout the year. Reporting a decrease in income, or an increase in any medical expense is optional, but since the rent is based on Adjusted Income, it can be very advantageous to report these things as well.
- 9) SDHDA is happy to answer any questions regarding this process! Please contact Beth Todd at 605-773-2463, or by email at beth@sdhda.org.