

## **Conventional PHA Applications:**

- 1. Client picks up application**
- 2. Client returns completed application**
- 3. Front desk staff time & date stamps the application**
- 4. Front desk staff checks application for completeness**
- 5. Staff inputs application into CCS computer system.**
- 6. Applicant is placed on the waiting list.**
- 7. Applicant is sent a letter within 5-10 days acknowledging receipt of application.**
- 8. Wait List is pulled**
- 9. Applicant is sent an appointment letter**
- 10. Applicant is interviewed for eligibility.**
- 11. Income, assets, deductions, citizenship, criminal background, rental history & family composition is verified via 3<sup>rd</sup> party verifications (mailed)**
- 12. File is completed**
- 13. Applicant is sent eligibility letter**
- 14. File is quality controlled for accuracy and adherence to Federal guidelines.**
- 15. Applicant is offered an appropriate size unit after advancing to the top of the wait list**
- 16. Applicant accepts unit**
- 17. File is picked up from Admissions Department by the Property Manager**
- 18. Applicant signs lease and all appropriate documents and is given keys to the unit.**

## **Section 8 Applications:**

- 1. Client picks up application**
- 2. Client returns completed application**
- 3. Front desk staff time & date stamps the application**
- 4. Front desk staff checks application for completeness**
- 5. Staff inputs application into CCS computer system.**
- 6. Applicant is placed on the waiting list.**
- 7. Applicant is sent a letter within 5-10 days acknowledging receipt of application.**
- 8. Wait List is pulled**
- 9. Applicant is sent an appointment letter**
- 10. Applicant is interviewed for eligibility.**
- 11. Income, assets, deductions, citizenship, criminal background & family composition is verified via 3<sup>rd</sup> Party verifications (mailed)**
- 12. File is completed**
- 13. Applicant is sent eligibility letter**
- 14. File is quality controlled for accuracy and adherence to Federal guidelines.**
- 15. File is referred to the Section 8 Department**
- 16. Applicant is scheduled for briefing**
- 17. At the briefing, applicant is given the voucher, program explained. Questions answered, given literature & forms**
- 18. Section 8 Caseworker assigned**

## **Juan Garcia Applications: (Tax Credit Property)**

- 1. Client picks up application**
- 2. Client returns completed application**
- 3. Front desk staff time & date stamps the application**
- 4. Front desk staff checks application for completeness**
- 5. Staff inputs application into CCS computer system.**
- 6. Applicant is placed on the waiting list.**
- 7. Applicant is sent a letter within 5-10 days acknowledging receipt of application.**
- 8. Wait List is pulled**
- 9. Applicant is sent an appointment letter**
- 10. Applicant is interviewed for eligibility.**
- 11. Income, assets, deductions, citizenship, criminal background & family composition is verified through 3<sup>rd</sup> party verifications (mailed)**
- 12. File is completed & duplicated**
- 13. Applicant is sent eligibility letter**
- 14. File is quality controlled for accuracy and adherence to Federal guidelines.**
- 15. Duplicate file is referred to Juan Garcia**
- 16. Duplicate file is picked up by Juan Garcia management**
- 17. Juan Garcia management begins their screening process**

## **Affordable Housing (Robert Gordon Plaza) Applications:**

- 1. Client picks up application**
- 2. Client returns completed application**
- 3. Front desk staff time & date stamps the application**
- 4. Front desk staff checks application for completeness**
- 5. Staff inputs application into CCS computer system.**
- 6. Applicant is placed on the waiting list.**
- 7. Applicant is sent a letter within 5-10 days acknowledging receipt of application.**
- 8. Wait List is pulled**
- 9. Applicant is sent an appointment letter**
- 10. Applicant is interviewed for eligibility.**
- 11. Income, assets, deductions, citizenship, criminal background, rental history & family composition is verified via 3<sup>rd</sup> party verifications (mailed)**
- 12. File is completed**
- 13. Applicant is sent eligibility letter**
- 14. File is quality controlled for accuracy and adherence to Federal guidelines.**
- 15. File is referred to Robert Gordon Plaza Management .**
- 16. RGP Management begins their process.**