

IN-HOUSE PREFERENCES

Form RS-23ut “Unit Transfer Waiting List” will be used to record information regarding residents who have requested to be transferred to a different unit at the property. All residents who are added to or removed from the Unit Transfer Waiting List will be notified of their placement and priority rating via form RS-30ut “Notice of Status of Unit Transfer”.

The Regional Property Supervisor must approve **all** unit transfers *before* any residents are transferred into new units at a Market property. NO EXCEPTIONS!!

Vacant Units: As vacancies occur, in-house residents (***upon their request***) are given preference over new applicants for unit transfers based on Company Occupancy Standards, Policies and Priority Codes. A household may be added to the Unit Transfer Waiting list for any of the below listed reasons:

1. **Medical Transfers Priority Code #1:** A current resident household that has a member in need of a downstairs unit, an accessible unit or a live-in aide or attendant due to medical reasons may request to be put on the “Unit Transfer Waiting List” at any time after occupancy begins. Transfers with priority Code #1 shall be granted according to the date of the request and the degree of medical necessity for the transfer. There must be documentation to support the medical transfer. (Usually a Reasonable Accommodation Request and approval: Forms RS-9, RS-10 and RS-8.)
2. ****Transfers During the “Initial Term” of the Lease Priority Code #2:** A unit transfer **during** the initial term of the lease (Rental Agreement) may take place with the approval of the Regional Property Supervisor. However, a \$100 unit transfer fee will be charged to the resident household. (*****Requests for a larger or smaller unit based on household size will be a Priority Code #2, as well.***)
3. **Transfers at the End of the “Initial Term” of the Lease Priority Code #3:** A unit transfer at the **end** of the initial term of the lease (Rental Agreement) may take place with the approval of the Regional Property Supervisor. No transfer fee will be charged.

Before a unit transfer takes place, the Property Manager must:

1. Notify the resident via form RS-30ut about the new unit availability.
2. Inspect the “old” unit for damages.
3. Make sure that the rent and damages are paid in full on the “old” unit.
4. Make sure that the resident does not have any lease violations.
5. Make sure that the reason for the transfer is documented and **approved** by the Regional Property Supervisor. NO EXCEPTIONS!

When the above has been completed the granting of the unit transfer shall be based *first* upon the *priority code* assigned, and *secondly* by the date the household is placed on the Unit Transfer Waiting List.

Rent Proration: In ***all*** cases for all properties, a rent proration should be completed for both the “old” unit and the “new” unit. The “to” and “from” dates cannot be the same date. The resident will be given 3 days in order to complete his/her move after the lease is signed, keys are given, etc. for the new unit. If the resident exceeds 3 days, he/she will be charged “rent” (holdover damages) based upon the market rent for the “old” unit.

Removal from the Unit Transfer Waiting List: Once the resident household is placed on the Unit Transfer Waiting List he/she can only be removed under the below circumstances. An **RS-30ut** must also be sent to the resident household to confirm their status:

1. Voluntary withdrawal by the resident.
2. Resident refusal of a unit; or resident has moved out of the property.
3. Management decision “not” to move the resident. i.e. due to lease violations, etc.
4. Resident’s acceptance of the new unit.

Property Managers must indicate the resident status on the Unit Transfer Waiting List by highlighting the entire row on the form that pertains to the resident. The following color code should be used:

- Green: Resident transferred to new unit.
- Yellow: Resident voluntarily withdrew transfer request or moved out.
- Orange: Resident refused transfer offer or was denied by the Regional Property Supervisor.

Resident Refusal or Withdrawal: If the resident “voluntarily” withdraws or refuses the unit transfer for any reason other than the below listed reasons, the resident will be *removed* from the Unit Transfer Waiting List and notified by form RS-30ut.

However, if any of the below requirement are met, the resident will remain at the top of the Unit Transfer Waiting list for the next available unit and notified of their status via form RS-30ut:

- An extreme personal emergency; or,
- Any documented medical reason; or,
- In the event that a household member is physically disabled and the unit being offered is non-accessible.

After unit transfers are addressed, the remaining units will be filled by current applicants for housing as required by Company policy.