

# York Area Housing Group Tenant Selection Plan

## Highland Manor Apartments

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**Revised 12/1/2010**

**York Area Development Corporation - Owner**

**Delphia Management Corporation – Managing Agent**

# Tenant Selection Plan

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## TENANT SELECTION PLAN AND CRITERIA

### Highland Manor Apartments

These tenant selection criteria shall be used for Highland Manor Apartments. The policy of the Management Agent is one of equal opportunity and non-discrimination in compliance with all Civil Rights legislation (1964, 1968, 1988), Section 504 of the Rehabilitation Act of 1973 and Affirmative Fair Housing Marketing requirements as set forth individually for each property. No applicant would be denied on the basis of race, color, religion, sex, national origin, disability and familial status. Applicants must meet all applicable U.S. Department of Housing and Urban Development (HUD) and U.S. Department of Agriculture (USDA), Rural Development guidelines, as well as Management Agent tenant selection requirements to gain admission to a property rented or managed by the Management Agent.

Tenant selection criteria for HUD and USDA Rural Development are used for this site.

#### A. APPLICATION

All properties are marketed at least once per year, if not more frequently, as required by HUD and/or USDA Rural Development- using all advertising and community contacts as set forth on the HUD 935.2 Affirmative Fair Housing Marketing Plan. All persons interested in any property rented or managed by the Management Agent may request an application either in person (or through a designated individual) at the site office or at the Agent's main office, 118 North George Street, York, Pennsylvania, during posted office hours. Applications may be requested to be mailed by calling the telephone number at either the site or main office. FAX requests for applications may be sent. Applications will also be available through the Management Agent's website – [www.yorkaeahg.org](http://www.yorkaeahg.org). TDD telecommunication is available by calling the TDD number (1-800-654-5984). Applications are available even if a sizeable waiting list exists.

#### Site Information:

- Highland Manor Apartments, 36 Highland Manor Drive, Stewartstown, PA 17363 – telephone: 717-993-6541, fax: 717-993-6541

An application must be completed in full by the applicant and submitted either in person or by mail to the site or main office. The application must be used; it contains requests for all information necessary for determining initial eligibility. Applicants may request assistance in completing the application if necessary. The Management Agent's policy is to assist applicants whenever possible, especially to accommodate requests by persons with disabilities. All applicants whose applications are not complete will be contacted within ten (10) days of receipt in writing with a written list of items necessary to complete the application. While the site office will track all applications and requests for additional information, no application will be placed on the waiting list until it is complete. When a completed application is received or the requested information received subsequently to make it complete, the application will then be logged by date and time received and placed on the waiting list. When a vacancy at the property exists, or is expected within the next ninety (90) days, the verification-selection process will begin immediately for the next applicant on the waiting list in regard to the income, assets, and eligible program allowances for certification and the Management Agent references for selection or rejection.

Notices will be mailed to the first three (3) to five (5) applicants on the list for the particular size unit to be available advising them that if they are still interested in a unit, they should contact the manager within fourteen (14) days from the date of the letter. For those contacted who respond on time, the manager shall arrange a meeting for the interested applicant highest on the waiting list to begin the selection and verification process. If they do not respond to telephone calls and/or letters in that fourteen (14) day period, their name shall be removed from the waiting list.

The application contains a release form which must be signed to authorize the Agent to verify all items inclusive of credit history and other references. Placement of an application on the waiting list does not denote final tenant selection; that can and will occur only after the process has been completed. Preliminary eligibility shall be determined by using the information on the application.

All applicants who submit a completed application (or when an application becomes complete) will be notified in writing of waiting list status or subsequent tenant selection or rejection. Any applicant who exceeds income limits for eligibility based upon application information, or if ineligible during later processing, shall be notified in writing that they are ineligible. Similarly, any applicant who is not eligible due to other eligibility requirements shall also receive a notice of ineligibility. However, should the property have permission or will be seeking such permission from HUD or USDA Rural Development to rent to ineligibles, the income ineligible applicant should be maintained on the waiting list.

**B. WAITING LIST**

1. All completed applications are listed on the waiting list by date and time received. The date/time is based on when the completed application or subsequent information is received to make the application complete. The waiting list contains all program requested data (HUD and USDA Rural Development) inclusive of date and time, name and telephone number of applicant, income, bedroom size requested, need for an accessible unit and final tracking status (i.e. selection, rejection, cancellation, etc.). Sub-lists to the master list are kept by accessible units with each sub-list kept by income levels (extremely low, very low, and low). An applicant on the waiting list will appear on as many sub-lists, cross referenced, as appropriate. Ineligibles will be kept on the waiting list and sub-lists if waivers to rent to ineligibles have been requested or received by HUD and/or USDA Rural Development. Any applicant may request information on current status by writing (mail or email) or calling the site or main office.
2. Applicants placed on the waiting list shall have their names removed from it for any of the following reasons:
  - a. The applicant no longer meets the eligibility requirements for the property or the program;
  - b. The applicant fails to respond to a written notice for an eligibility interview as detailed in Section A.
  - c. If an applicant on the waiting list is offered an apartment and refuses the offered apartment, he/she may remain on the waiting list if the refusal is for a verifiable medical reason. Any other refusal reasons are considered valid reasons for refusal at management's discretion. In any event, a second refusal, for any reason other than one due to a disability, will cause the application to be rejected and the applicant's name removed from the waiting list. This applicant may reapply in the future.
  - d. Mail sent to the applicant's address is returned as undeliverable, and other direct attempts that are sometimes used to contact Program participants are unsuccessful;
  - e. The unit that is needed based on family size changes and no appropriately sized unit exists;
  - f. It is discovered that the applicant provided false information;
  - g. The applicant requests voluntarily that his/her name be removed.
3. If an applicant is removed from the waiting list, and subsequently it is determined that an error was made in removing the applicant, the applicant shall be reinstated at his/her original place on the waiting list.

4. Since there are a limited number of potentially eligible applicants, the waiting list tends to be relatively small. It is the policy of the Management Agent not to close the waiting list for Highland Manor Apartments. However, at least once a year the persons on the waiting list shall be contacted, whenever practical, to determine their respective intentions to remain on the list or not.

C. RESIDENT ELIGIBILITY FACTORS

1. Applicants shall be selected from the waiting list chronologically based on date and time of application, by income level, by occupancy standard for bedroom size available, and by preference, if applicable.
2. The applicant shall meet eligibility criteria for the specific project and unit as defined in the HUD Occupancy Handbook, USDA Rural Development guidelines, and Management policies.
3. Highland Manor Apartments is a Rural Housing Services 515 project under USDA Rural Development. Highland Manor tenants receive HUD Section 8 rental assistance. Households in which the head, co-head or spouse is 18 years of age or older are eligible.
4. Citizen/Immigration Requirements:  
Section 214 – Restriction on Assistance to Non-Citizens: By law, only U.S. Citizens and eligible non-citizens may benefit from federal rental assistance. Compliance with these rules ensures that only eligible families receive subsidy. These requirements apply to families making application to either property, families on the waiting list for either property, and existing tenants of both properties.
  - a. Applicants are required to declare U.S. Citizenship or submit evidence of eligible immigration status for each household member seeking assistance. The following documents are required:
    - 1) Family Summary Sheet (lists all household members who will reside in the assisted unit)
    - 2) Citizenship Declaration (Each household member listed must complete.)
    - 3) Forms and/or evidence of citizenship/immigration status.
  - b. Applicants must submit required documentation of citizenship/immigration status no later than the date verification of other eligibility factors are initiated. Citizen or non-citizen eligibility verification will be done first. The applicant's citizenship or immigration status must be determined during the initial eligibility determination, prior to adding that household to the waiting list or prior to move-in.
  - c. If the applicant cannot supply the documentation within the specified timeframe, the applicant may request an extension of not more than thirty (30) days, **but only if** the applicant certifies that the documentation is temporarily unavailable and additional time is needed to collect and submit the required documentation.
  - d. Applicants that are U.S. Citizens must sign a declaration of citizenship and provide documents as proof of citizenship. Verification of the declaration will be completed. Please refer to Attachment C of the Resident Selection Plan for a listing of documents that will be accepted as proof of citizenship.
  - e. Applicants that are non-citizens claiming eligible status must sign a declaration of eligible immigration status, consent form and provide a DHS-approved document. Please refer to Attachment C of the Resident Selection Plan for a listing of documents that will be accepted.
  - f. Non-citizens not claiming eligible immigration status may elect to sign a statement that they acknowledge their ineligibility for assistance.

- g. The validity of documentation provided by the applicant shall be verified with the Department of Homeland Security (DHS) through the use of the Multifamily Systematic Alien Verification for Entitlements (SAVE) and/or through the use of a Document Verification Request, Form G-845S.
- h. Households shall be notified in writing that they are (1) eligible for assistance, (2) eligible for partial assistance, as a mixed household or (3) ineligible based upon citizenship/immigration status.
- i. Rental assistance shall not be delayed for an otherwise eligible applicant if he/she has submitted the immigration information in a timely manner by the DHS verification or the appeals process has not been completed.
  - 1) If a unit is available, the applicant has come to the top of the waiting list, and at least one (1) member of the family has submitted the required documentation in a timely manner, the family shall be offered a unit and provided with prorated assistance to those family members whose documents were received on time.
  - 2) Prorated assistance shall continue to be provided to such families until information establishing the immigration status of any remaining non-citizen family members has been received and verified.
- j. If the citizenship/immigration status of a family assisted prior to completion of the verification or appeal process has been determined, the following shall occur:
  - 1) Full assistance to a family that has established the eligibility of all of its members shall be provided;
  - 2) Continued prorated assistance to a mixed family shall be offered, or temporary deferral of termination of assistance if the family does not accept the offer of prorated assistance; or
  - 3) Temporary deferral of termination of assistance to an eligible family shall be offered. At the end of the deferral period, the family must either pay market rent or vacate the unit.
  - 4) Currently assisted families that have no eligible members and those that qualify only for prorated assistance and choose not to accept the partial assistance are eligible for temporary deferral of termination of assistance. The deferral allows the family time to find other suitable housing before HUD rental assistance is terminated. During the deferral period, the family shall continue to receive its current level of assistance.
- k. The initial deferral period shall be for six (6) months and may be extended for an additional six (6) month period, not to exceed eighteen (18) months.
  - 1) At the beginning of each deferral period, the family shall be informed of its ineligibility for financial assistance and be offered information concerning, and referrals to assist in finding, other affordable housing.
  - 2) Before the end of each deferral period, the Owner shall determine whether affordable housing is available to the family and whether to extend the deferral of termination of assistance.
    - (a) To extend a deferral period, the Owner shall determine that no affordable housing is available. The family shall be informed of the Owner's determination at least sixty (60) days before the current deferral period expires. The Owner's determination should be based on the following:

- A vacancy rate of less than five percent (5%) for affordable housing of the appropriate unit size in the housing market for the area in which housing is located;
- The local jurisdiction's Consolidated Plan, if available;
- Availability of affordable housing in the market area; and
- Evidence of the family's efforts to obtain affordable housing in the area.

(b) To terminate assistance, the Owner shall determine that affordable housing is available, or that the maximum deferral period has been reached. Affordable housing in this case is housing that:

- Is not substandard;
- Is the appropriate size for the family;
- Can be rented by the family for an amount less than or equal to 125% of the family's current rent, including utilities.

(c) If eligible for prorated assistance, the family may request and begin to receive prorated assistance at the end of the deferral period.

5. Social Security Number Requirements – Effective 1/31/10, all household members receiving assistance or applying to receive assistance will be required to provide a Social Security Number and adequate documentation necessary to verify that number. This rule applies to all household members including live-in aides, foster children and foster adults. Adequate documentation means a Social Security card issued by the Social Security Administration (SSA) or other acceptable evidence of the SSN such as:

- Original Social Security card
- Driver's license with SSN
- Identification card issued by a federal, State, or local agency, a medical insurance provider, or an employer or trade union
- Earnings statement on payroll stubs
- Bank Statement
- Form 1099
- Benefit Award Letter
- Retirement benefit letter
- Life Insurance policy
- Court records

For eligibility purposes, applicants do not need to disclose or provide verification of a Social Security Number for household members to be placed on the waiting list. However, applicants must disclose a Social Security Number and provide adequate documentation to verify each Social Security Number for all non-exempt household members before they (1) can be screened, (2) can participate in the eligibility interview or (3) can be housed.

If all non-exempt household members have not disclosed and/or provided verification of their Social Security Numbers at the time a unit becomes available, the next eligible applicant must be offered the available unit.

- The applicant who has not provided required Social Security Number information for all non-exempt household members has ninety (90) days from the date they are first offered an available unit to disclose/verify the Social Security Numbers.
- During this ninety (90) day period, the applicant may retain its place on the waiting list.
- After ninety (90) days, if the applicant is unable to disclose/verify the Social Security Numbers of all non-exempt household members, the applicant should be determined ineligible and removed from the waiting list.

There are exceptions to the disclosure of social security number requirements. The SSN requirements do not apply to:

- Individuals who do not content eligible immigration status.
  - When applicants and residents are required to declare their citizenship status, the existing regulations pertaining to proration of assistance or screening for mixed families must continue to be followed. In these instances, the Owner will have each resident's Citizenship Declaration on file – where the individual did not contend eligible immigration status – to support exception to the requirements to disclose and provide verification of a SSN.
- Individuals age 62 or older as of 1/31/10, whose initial determination of eligibility was begun before 1/31/10.
  - The eligibility date is based on the initial effective date of the form HUD-50059.
  - Documentation that verifies the applicant's exemption status must be obtained from the Owner of the property where the initial determination of eligibility was determined prior to 1/31/10. This documentation must be retained in the resident file. An Owner/Agent cannot accept a certification from the applicant stating they qualify for the exemption.
  - The exemption status for these individuals is retained if the individual moves to a new assisted unit under any HUD assisted program or if there is a break in his or her participation in a HUD assisted program.

The SSN provided will be compared to the information recorded in the Social Security Administration database (through HUD's Enterprise Income Verification System) to ensure that the Social Security Number, birth date and last name match. If EIV returns an error that cannot be explained or resolved, assistance and/or tenancy may be terminated and any assistance paid in error must be returned to HUD. If the applicant/resident deliberately provides an inaccurate SSN, the Owner/Agent and/or HUD may pursue additional penalties due to attempted fraud.

6. All units have rental assistance. As such, the applicant household's annual income may not exceed the applicable income limits, as established by HUD for Section 8 projects and USDA Rural Development for RHS projects, for the area in which the project is located. For Highland Manor Apartments, applicant household's income may not exceed the Very Low category.

Prospective tenants shall be requested to provide information regarding estimated annual income and assets. Tenants and applicants will sign an agreement consenting to provide the Agent with information about their family's income and assets as derived from any source. The Agent will verify all income and assets.

7. Tenants shall not be selected in order different from that of the waiting list for the purpose of selecting higher-income households for residence. However, higher-income applicants may be skipped over in order to achieve the forty percent (40%) extremely low-income requirement.
  - a. At least forty percent (40%) of the assisted units that become available in each year of the project's fiscal year shall be made available for leasing to families whose incomes do not exceed thirty percent (30%) of the area median income ("extremely low-income") at the time of admission.
  - b. To comply with HUD's forty percent (40%) extremely low target requirement, each fiscal year the Agent will make all efforts to ensure the first two (2) of every five (5) admissions are applicants in the extremely low income category.
  - c. If an applicant is skipped over in favor of housing for an extremely low-income household, he/she will not lose his/her place on the waiting list and shall be considered for the next available unit.

8. The resident shall agree to pay the rent calculated using rules established by HUD.
9. The unit must be the family's only residence. Assistance may not be provided to families who will maintain another residence in addition to the assisted unit.
10. The Agent and resident shall attempt to comply with the unit size standards established by the Owner in relation to the occupancy standards. The resident may select the unit size he/she deems appropriate to his/her needs insofar as overcrowding by the household does not happen and under-utilization of the unit does not occur. The tenant shall pay any moving costs if he/she is required to transfer to an available proper size unit.
11. At the time of admission, the applicant may not be receiving assistance on any unit. (This does not prevent a person from applying for assistance in another project).
12. The applicant must meet the economic criteria established for the program in question.
13. The applicant must meet any preference requirements, where applicable, and any tenant selection criteria.
14. The applicant must have the legal capacity to enter into a lease agreement and all adults in each applicant family must sign an Authorization for Release of Information form prior to entering into the lease agreement.
15. Eligibility of Students for HUD Section 8 Assistance
  - a. The Owner must determine a student's eligibility for Section 8 assistance at move-in, annual recertification, initial certification (when an in-place tenant begins receiving Section 8), and at the time of an interim recertification if one (1) of the family composition changes reported is that a household member is enrolled as a student.
  - b. Section 8 assistance shall not be provided to any individual who:
    - Is enrolled as either a part-time or full-time student at an institution of higher education for the purpose of obtaining a degree, certificate, or other program leading to a recognized educational credential;
    - Is under the age of twenty-four (24);
    - Is not married;
    - Is not a veteran of the United States Military;
    - Does not have a dependent child;
    - Is not a person with disabilities, as such term is defined in 3(b)(3)(E) of the United States Housing Act of 1937 (42 U.S.C. 1437a(b)(3)(E)) and was not receiving section 8 assistance as of November 30, 2005);
    - Is not living with his or her parents who are receiving Section 8 assistance; and
    - Is not individually eligible to receive Section 8 assistance **and** has parents (the parents individually or jointly) who are not income eligible to receive Section 8 assistance.
  - c. For a student to be eligible independent of his or her parents (where the income of the parents is not relevant), the student must demonstrate the absence of, or his or her independence from, parents. While the Owner may use additional criteria for determining the student's independence from parents, the Owner must use, and the student must meet, at a minimum **all** of the following criteria to be eligible for Section 8 assistance. The student must:

- 1) Be of legal contract age under State law;
  - 2) Have established a household separate from parents or legal guardians for at least one (1) year prior to application for occupancy, or meet the U.S. Department of Education's definition of an independent student.
  - 3) Not be claimed as a dependent by parents or legal guardians, pursuant to IRS regulations; and
  - 4) Obtain a certification of the amount of financial assistance that will be provided by parents, signed by the individual providing the support. This certification is required even if no assistance will be provided.
- d. Any financial assistance a student receives (1) under the Higher Education Act of 1965, (2) from private sources, or (3) from an institution of higher education that is in excess of amounts received for tuition is included in annual income, except if the student is over the age of twenty-three (23) with dependent children or if the student is living with his or her parents who are receiving Section 8 assistance.
- e. If an ineligible student is a member of an applicant household or an existing household receiving Section 8 assistance, the assistance for the household will not be prorated but will be terminated in accordance with the guidance in paragraph 8-6 A of HUD Handbook 4350.3 REV-1.

NOTE: The Owner cannot evict or require an ineligible student to move from a unit as long as the student is in compliance with the terms of the lease.

#### **D. PRIORITIES AND PREFERENCES**

Preference is given to applicants in accordance with tenant selection policies governed by HUD and USDA Rural Development.

The waiting list will be developed in compliance with the fair housing laws of the United States, State and Local governments. The Agent will process applications from persons using the following preferences:

1. For applicants needing barrier free units, preference will be given to those persons requiring such units. Any applicant who requests modifications or accommodations to non-adapted units will have consideration of those requests when selected, but with no priority for selection. In order to be eligible for selection, an applicant must meet income eligibility, based on per-person income limits. Applicants who meet the income eligibility must meet also occupancy standards set for the property and bedroom size.
2. As described above, higher income applicants (above 30% of median income) may be skipped in order to achieve the 40% extremely low-income requirement.

The Agent informs all applicants, including those on the waiting list, of the availability of the preferences. At the time of application, the applicant certifies if he or she is eligible for a preference. Verification of preference eligibility is done prior to providing housing assistance to the applicant. If upon verification it is determined that the family does not qualify for the preference, the family is returned to the waiting list in the place it would have been given if the family had not certified that it qualified for the preference.

The system for applying the preference provides that an applicant who qualifies for any of the preferences receives assistance before any applicant who does not qualify for a preference, regardless of place on the waiting list at the time of application.

If the Agent determines the applicant does not qualify for a preference, the applicant must be notified in writing and given the opportunity to meet with the Agent.

**E. PROCESSING STEPS**

The project is to be rented up and occupancy maintained on a first-come, first-served basis with the initial applications date-stamped when received and a single, chronological list of all applicants to be maintained at the rental office by the Agent.

Applicants must meet application, interview and reference criteria in addition to program (HUD and USDA Rural Development) and occupancy policy requirements. In completing the application, all applicants must sign the release form allowing the Agent to verify all income, assets and allowances along with credit, personal, criminal (including sexual offender registration status) and landlord references. In addition, the Agent may check with other agencies necessary to verify eligibility and with police departments and wage matching as well. All applicants shall have a personal interview. After processing and the interview have been completed, an eligible applicant shall receive a notice of tenant selection. Applicants who wish to be a tenant or co-tenant must possess the legal capacity to sign all documents (unless an accommodation determination for the disabled to allow guardian signature if otherwise eligible is made), and shall have to agree to complete the tenant certification process, enter into a one (1) year lease agreement, pay a security deposit and participate in a unit inspection prior to occupancy of the unit.

All units have Section 8 rental assistance. The security deposit equals the greater of one (1) month's Total Tenant Payment.

Highland Manor does not allow pets. Assistance animals with proof of need are permitted and no security deposit is required.

All marketing and intake must be in compliance with the Affirmative Fair Housing Marketing Plan. This plan is intended to promote equal housing choices for all prospective tenants in the market regardless of race, color, religion, sex, national origin, disability or familial status. This plan outlines the marketing outreach strategies including special efforts to the least likely to apply. It does specify racial, ethnic and economic mix targets and marketing strategies to attract that mix but it does not specify mandatory racial or ethnic quotas. **APPLICANTS ARE SELECTED BASED ON THE TENANT SELECTION PLAN.** Marketing efforts are monitored and strategies adjusted if desired mixes of applicants do not respond. The plan can be altered or amended with approval from HUD and USDA Rural Development.

Applicants must be admitted, placed on the waiting list or rejected. Potentially eligible and acceptable applicants for whom the appropriate size unit is not available should be placed on the waiting list and informed: (1) that they will be contacted when an appropriate unit becomes available, and (2) approximately how long it will take for a unit to become available.

The Property Manager is responsible for accepting and rejecting applicants.

The processing sheet/waiting list will be reviewed to identify the applicants who meet the criteria for priority needs listed in the priority section. Upon identification, those applicants will be processed first and, if eligible, must meet all eligibility criteria and will have first priority for occupancy. The processing sheet/waiting list will then be maintained on a first-come, first-served basis.

**F. RESIDENT SELECTION**

The resident selection procedure applies to all applicants, including all adult members of the applicant's family who are expected to reside in his or her household. The resident selection procedure shall be in compliance with Fair Housing and Equal Opportunity requirements. The Agent shall secure information related to the screening criteria. The screening criteria to be used shall include: demonstrated ability to pay rent and make timely payments; history as a good resident; credit history; use of illegal drugs; alcohol abuse; sexual offender status; other criminal behavior, and housekeeping habits.

The screening of live-in aides at initial occupancy and the screening of persons or live-in aides to be added to the tenant household after initial occupancy involve similar screening activities. Both live-in aides and new additions to the tenant household will be screened for drug abuse and other criminal activity by applying the same criteria established for screening other applicants. In addition, the Owner/Agent may apply any other Owner established applicant screening criteria to new household members in order to establish suitability for tenancy. Owner established screening criteria will also be applied to live-in aides, except for the criterion regarding the ability to pay rent on time because live-in aides are not responsible for rental payments.

Police officers and other security or management personnel that reside in subsidized units are subject to the same screening criteria as other applicants. Criminal screening, including screening for sexual offender registration status, will be conducted annually at recertification and prior to any eligible unit transfer.

1. Credit Report

Credit reports shall be ordered. Information shall be requested on the form provided by the area credit bureau. The absence of a credit file shall not adversely affect the applicant. Each applicant's report shall be reviewed to determine the history of his/her payment practices including utilities, outstanding loans, judgment, repossessions, foreclosures, etc. The uniform review and objective determination of credit history are not always possible; however, the following specifications will be used as a benchmark in reviewing credit reports – addresses will be checked with application; place of employment will be checked with application; and credit history will be reviewed.

Procedure for Evaluation of Credit Report

For a credit history, the number and amount of outstanding balances shall be checked. After checking balances and to whom the applicant owes money, the Agent shall examine the manner of payment and historical status. The credit bureau classifies accounts from 0-9, 0 representing a newly approved account too new to rate, and 9 representing a bad debt in collection status. For purposes of evaluating payment histories of prospective residents, acceptable payment ratings of 0, 1, 2 and 3 will generally be considered acceptable. Ratings of 4 through 9 will not be acceptable. A rating of 3 represents that the person pays in more than 60 days but no more than 90 days or two (2) payments past due. A rating of 4 represents payments overdue 90 days but not longer than 120 days.

In areas where the credit bureau does not use the standardized 0-9 rating, a payment record of 60-90 days will be the maximum acceptable.

Four (4) accounts in excess of the 90-120 days period or two (2) charge-off accounts or any combination of these two (2) will constitute a basis for rejection.

Particular attention will be given to the applicant's credit history involving utilities, previous rental situations and regular but not particularly unusual loans and credit lines. Where there are credit problems associated with unpaid or late medical and pharmaceutical bills, the Agent shall not necessarily apply the same criteria of evaluation, since non-payment or problems paying these types of bills are not considered to be representative and reliable basis for evaluating an applicant's bill-paying habits.

The person evaluating the report shall review the report with some subjectivity, taking into consideration the overall payment record as an indication of the probable expectation regarding rent payments. For prospective tenants that will be receiving Section 8 or other rental assistance, the evaluation of the applicant's tenant history shall also take that assistance into consideration.

**2. Illegal Drugs**

Inquiries shall be made of each applicant to determine whether the applicant or member of the household is currently an illegal drug user of a controlled substance; has been convicted of the illegal manufacturing or distributing of a controlled substance, convicted of the illegal use of a controlled substance, engaged in other drug-related criminal activity, or had been evicted from Federally-assisted housing for drug-related criminal activity.

A criminal background information report shall be conducted by the Agent. In addition to currently engaging in illegal drug use, if it is determined that there is reasonable cause to believe that a household member's illegal use or a pattern of illegal use of a drug may interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents, an applicant shall be rejected.

Any household member that has been evicted from housing, whether Federally-assisted or non Federally-assisted, for drug-related criminal activity within three (3) years from the date of the admission decision shall be rejected. If the household member who engaged in drug-related criminal activity has successfully completed a supervised drug rehabilitation program and circumstances leading to the eviction no longer exist, the applicant may be considered for admission.

Any drug-related criminal activity that occurred within the five (5) years immediate to the date of the admission decision shall constitute grounds for rejection. If the household member who engaged in drug-related criminal activity has successfully completed a supervised drug rehabilitation program and circumstances leading to the criminal activity no longer exist, the applicant may be considered for admission. However, if there is a long-term pattern of drug-related criminal activity that exceeds five (5) years and is strongly indicative of continuing threats to the health, safety and peaceful enjoyment of the premises, an applicant shall be rejected.

**3. Sexual Offender**

Any member of a household applying for a unit who is subject to a lifetime registration requirement under a state sex offender registration program shall be rejected.

During the admissions screening process, the Agent shall perform the necessary history background checks in Pennsylvania and in any other state where the household members are known to have resided.

**4. Alcohol Abuse**

If it is determined in the resident selection process that there is reasonable cause to believe that a household member's abuse or pattern of abuse of alcohol would interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents, the applicant shall be rejected.

**5. Criminal Activity**

Any applicant or household members who are currently engaging or has engaged in any violent criminal or other criminal activity that would threaten the health, safety, or right to peaceful enjoyment of the premises by other residents or that would threaten the health or safety of the Owner, its Agent or any employee, contractor or subcontractor involved in the housing operations, shall be rejected. Ordinarily, any criminal activity that occurred within five (5) years immediate to the date of admission decision shall be considered. However, if there is a long-term pattern of criminal behaviors that exceeds five (5) years and is strongly indicative of continuing threats, an applicant shall be rejected.

For all residents at time of annual recertification and/or eligible unit transfers, verification of criminal and sexual offender registration status will be completed.

6. Landlord Report

Reference from present and previous landlords for a minimum of three (3) years prior to application will be considered. An applicant may be rejected if this report documents failure to make rental payments; responsibility for disturbing the safety, security and right to peaceful enjoyment of other tenants; instances of gambling, prostitution, drug dealing, drug manufacturing or illegal drug activity; damage to the property beyond normal wear; threats of violence to the landlord or neighbors, allowing persons not on the lease to reside on the premises, or a serious lease violation.

7. Home Visits

Home visit reports on housekeeping will be completed on all applicants residing within a fifty (50) mile radius of the site's location. Any five (5) negative responses on the report are grounds for rejection, unless undesirable conditions or damages exist due to circumstances beyond the applicant's control. In such instances, the burden of proof will rest with the applicant.

It is important that the Agent consider the circumstances of the applicant. For any applicant that is considered homeless or has temporary housing (i.e. living with friends/relatives and/or a shelter), a home visit will not be conducted. The inability of the Agent to perform a home visit because of homelessness or extreme distance situations will not necessarily result in rejection of an applicant.

G. OCCUPANCY STANDARDS

Generally, in order to prevent overcrowding and conflicts with local building and occupancy codes, the following general occupancy standards shall apply for Highland Manor Apartments.

1. No more than two (2) persons shall be required to share a bedroom/sleeping area. Every room occupied for sleeping purposes by more than one (1) occupant should contain at least fifty (50) square feet of floor area for each occupant.
2. Children of the opposite sex may share a bedroom/sleeping area at the discretion of the parents.
3. Children of the same sex may share a bedroom/sleeping area.
4. Unrelated adults and persons of the opposite sex (other than spouses) shall not be required to share a bedroom/sleeping area.
5. A child may share a bedroom/sleeping area with a parent if the parent so wishes.
6. For specifically designed (barrier-free) units, applicants needing those features will be given priority. Should no one apply who would benefit from special unit features, another applicant base on income level and occupancy policy should occupy this unit with a written lease agreement to transfer to a different unit when available and should an applicant now exist on the waiting list for the special unit.
7. Occupancy Guidelines (The resident may select a unit size he/she deems appropriate to his/her needs unless it constitutes overcrowding, there is a State or Local law restricting occupancy, or underutilization of the unit would occur):

<u>Bedroom/Sleeping Area</u>	<u>Minimum Occupancy</u>	<u>Maximum Occupancy</u>
1	1	2
2	2	4
3	3	6

The number of occupants listed above must be in accordance with occupancy standards based upon local codes and ordinances and/or HUD/USDA Rural Development program guidelines, which may change from time to time. Occupancy is based on the number of persons in the household, and is based on counting all full-time members of a household: dependent minors who are away at school but live with the applicant at recess, unborn children or children in the process of being adopted or secured by custody action, foster children and live-in attendants. Children who live in a household fifty percent (50%) of the year or more are also counted toward the total household number. However, visitors, permanently confined/institutionalized household members and children on active military duty are not counted in this determination for occupancy eligibility.

Single persons are eligible families (if they meet all eligibility criteria for the property). However, single persons may not be placed on the two (2) bedroom waiting list or occupy a unit with two (2) bedrooms (exception: a person with a disability who needs the larger unit as a reasonable accommodation or an elderly person who has a verifiable need for a larger unit).

Owner/Manager may change the occupancy limit during the lease term if changes in laws, ordinances or regulations make such change necessary. The minimum occupancy limit will correspond to the number of bedrooms/sleeping areas. The maximum occupancy limit will depend on local ordinances and regulations and the square footage of useable sleeping areas as defined by code and suggested program regulations. Notwithstanding the above, Owner/Manager shall have the right to make reasonable accommodations for individuals with disabilities and may adjust occupancy limits to further the goal of reasonable accommodation.

All households must provide positive identification of all persons who will be part of the entire household. Adoption or the custody in process must have written documentation. Pregnant women will not be required to undergo medical testing to determine whether she is pregnant in order to assign a unit with the appropriate number of bedrooms/sleeping areas.

An eligible household may elect to be on a specific project waiting list for more than one (1) unit size. Once applicant is housed in a unit, the applicant will be removed from the waiting list for other sized units for the particular project.

If the head of household (who has no spouse or additional adult member of the household residing with him/her) is confined to a nursing home or hospital on a temporary basis, the Owner/Manager will not file for eviction of the tenant. A temporary basis is considered six (6) months or less.

#### **H. STANDARDS FOR REJECTION**

Failure of any one (1) category is sufficient reason for rejection of the applicant. The following standards shall be used to evaluate whether or not an applicant shall be accepted for occupancy:

- History of evictions.
- Substantial risk that the applicant shall be unable or unwilling to pay rent, including a chronic history of late payment or non-payment of rent or non-payment of other financial obligations.
- Substantial risk that the applicant or those under the applicant's control shall interfere with the health, safety, security and the right to peaceful enjoyment of the resident community, including violation of the terms of current or previous lease agreements, failure to maintain a unit in sanitary condition, current use of illegal drugs, conviction for drug manufacture, sale, distribution or other drug-related criminal activity, violent criminal activity and other criminal activity.
- Substantial risk of intentional damage or destruction to the unit and surrounding premises by the applicant or those under the applicant's control.

- Any misrepresentation of any information on the application or at the interview. If misrepresentations are found after a lease agreement has been executed, management reserves the right to use all administrative remedies at its disposal.
- Eviction from Federally-assisted housing for drug-related criminal activity.
- A life-time registration requirement under a state sex offender registration program.
- Substantial risk that there is reasonable cause to believe that there is abuse or a pattern of abuse of alcohol that would interfere with the health, safety, or right to peaceful enjoyment of the premises by other residents.
- Applicant's household does not comply with the occupancy standards for the project based on the size of the unit, the size of the bedroom/sleeping area and the number of bedrooms/sleeping areas.
- Applicants who do not possess legal capacity to sign documents cannot become tenants or co-tenants.
- Any application which is incomplete will not be processed.
- Refusal to sign release to allow verification of information related to eligibility, references, etc., shall be grounds for rejection.
- Applicants who do not meet HUD and/or USDA Rural Development income limits for a property shall be rejected unless permission to rent to income ineligible is in process or has been received from HUD and/or USDA Rural Development.
- Applicants with negative credit, personal, landlord or criminal references shall be rejected.

In making determination relative to rejecting an application, the following considerations will be made:

1. The possible biases, attitudes and motives of all references and sources of information will be considered.
2. All information used in consideration of an applicant will be current. The possibility of mitigating factors and the possibility of changes in the applicant's behavior will be considered in every case.
3. Consideration will be given to the applicant's present shelter cost-income ratio and whether the rent level for the unit for which the applicant is applying would help eliminate present financial hardship when judging an applicant's payment record or credit report.
4. In all cases where potential applicants are rejected for selection, the Property Manager shall issue a written notice of decision which specifies the reason for rejection.
5. If the rejection is based on a report from a credit reporting agency, the applicant may request the name of the agency providing the credit information. The Agent will provide the name of the agency but not the actual report itself.

6. All eligibility factors shall be verified in writing and documented in the file.
  - a. If an Agent determines that an applicant is ineligible because of family composition, because his or her income exceeds the appropriate income limits, because the applicant's family composition is not suitable for the size of units available, or because the applicant does not meet the Agent's resident selection criteria (e.g. poor rent-paying history, negative evaluations from prior landlords, poor credit, etc.) the Agent shall promptly notify the applicant in writing of that determination. The notice shall explain why the applicant is not being admitted to the project and advise the applicant that he or she may (within 14 days receipt of the notice) respond in writing to request to meet to discuss the notice. The notice shall also inform the applicant that responding to the Agent's notice does not preclude the applicant from exercising other avenues available if he or she believes that he or she is being discriminated against on the basis of race, color, religion, sex, national origin, disability and/or familial status. The meeting or the review of the applicant's written response will be conducted by the Executive Director of the management agent.
  - b. If the applicant responds in writing, and after a meeting is held, the Agent shall advise the applicant in writing whether or not the Agent's position has changed. The Agent shall do so within five (5) days of the date the meeting was held.
  - c. The Agent is required to maintain the application, the Agent's notice of non-acceptance, any applicant's reply and the Agent's final response for a period of not less than three (3) years. The file shall also contain all interview and verified information on which the determination of eligibility/non-acceptance was based. The file shall be maintained in a manner which respects the applicant's right to privacy.
8. Any applicant who is selected but does not accept tenancy for reasons other than medical, emergency, or need for subsidy that is currently not available shall be removed from the waiting list. The waiting list is updated, at the minimum, on a yearly basis to establish continued eligibility, to remove those determined ineligible, and/or to reclassify those with changed status.
9. The Agent will not lease to anyone who cannot pay in advance the required rents, fees and deposits (except as noted in Section E) for the required monthly period. Vouchers from agencies with approved prior arrangements with the Agent will be accepted in lieu of payment from the applicant and/or tenant.

Current or potential income sources need not be steady. A prospective tenant who has a known history of supporting him or herself through casual labor, for example, will be considered.

Primary responsibility for screening applications shall rest with the Property Manager. The Property Manager will accept applications and obtain income documentation, credit reports, previous landlord verifications and criminal reports, etc.

The Property Manager will inform all applicants of the availability of pre-rental workshops offered by the Housing Alliance of York. This four-part workshop series covers topics including landlord/tenants' rights and responsibilities, budgeting, fair housing law and utilizing community resources (i.e. entitlement programs, fuel and rental assistance, employment and job training, free or low-cost food, clothing and household furnishings).

The Property Manager may also confer with agencies or organizations that have referred applicants for consideration, including the Housing Alliance of York. These contacts would be initiated in cases where preliminary credit reports, landlord verifications or other indicators used for screening applicants may include negative information. In many cases, potential residents may have experienced problems or crises in their life which led them to avoid their credit obligations or responsibilities as tenants, i.e. substance abuse, mental illness, incarceration. However, referring agencies may be able to document that these applicants have successfully participated in treatment programs or have established recent credit/tenant histories which might qualify them for residency.

I. MINIMUM RENT

All tenant households shall be charged a minimum monthly rent of no less than \$25.

1. The Agent shall waive the minimum monthly rent requirement to any tenant household unable to pay due to financial hardships. The financial hardship exemption constitutes the only statutory exemption and includes these hardship situations:
  - a. The tenant household has lost Federal, State or Local government assistance or is waiting for eligibility determination (including legal immigrants);
  - b. The tenant household would be evicted if the minimum rent requirement was imposed;
  - c. The tenant household's income had decreased due to a change in circumstances, including, but not limited to, loss of employment;
  - d. A death in the immediate family;
  - e. Other situations as may be determined by the Agent or HUD.
2. Upon a tenant's request for hardship exception, the Agent should waive the minimum rent charge beginning the month that immediately follows the date that the tenant made the request. The Agent may request reasonable documentation of hardship in order to determine whether there is a hardship and whether it is of a temporary or long-term nature. This determination shall be done in a prompt and timely manner. It is expected that this determination should be done in one (1) week.
  - a. If the Agent determines that there is no hardship covered by statute, the Agent shall immediately reinstate the minimum rent requirements.

The tenant is responsible for any minimum rent that was not paid from the date the minimum rent was suspended. The Agent shall not evict the tenant for non-payment of rent during the time in which it takes the Owner to make the hardship determination. A reasonable payment agreement shall be offered for any minimum rent back-payment by the tenant.
  - b. If it is determined that the hardship is of a temporary nature, the minimum rent shall not be imposed for a ninety (90) day period from the date of the suspension. At the end of the ninety (90) day period, the tenant shall be responsible for the minimum rent which shall be imposed retroactively to the initial date of suspension. The tenant cannot be evicted for non-payment of rent during the time in which it takes to make the hardship determination or during the ninety (90) day grace period. A reasonable repayment agreement must be offered for any back-payment by the tenant.
  - c. If the nature of the hardship is determined to be long-term, the Agent shall exempt the tenant from the minimum rent required from the date the suspension was granted until such a time that the hardship no longer exists.

- d. The Agent shall maintain documentation of all determinations regarding requests for hardship exceptions.
3. Implementation of a long-term suspension of minimum rent requirement shall be treated as an interim recertification. The tenant must complete the appropriate recertification documents.

**J. ADDITIONS TO THE HOUSEHOLD**

Existing tenants cannot move additional members into their household without the written permission of Management. Management may add additional members to the Lease, but reserves the right to refuse admission.

Management will use the screening procedures stated in section F when considering a request for an addition to the tenant's household.

This provision does not apply to additions to the household as a result of birth of a child, adoption of a child, placement of a child through foster care, or a formal written child custody agreement. However, the occupancy standards listed herein will continue to apply.

**K. UNIT TRANSFERS**

Ordinarily, tenants are not permitted to transfer from one unit to another, except to comply with occupancy standards or to accommodate tenants who may need a transfer for a medical reason or need an accessible unit. If a tenant household is being moved to a different unit as a reasonable accommodation to a household member's disability, then the Owner must pay for the move unless doing so would constitute an undue financial and administrative burden; otherwise any costs associated with the transfer shall be the responsibility of the tenant.

Whenever there is a change in the size of a resident family or a change in the family's composition, and a new unit is needed to comply with the recommended occupancy standards, the resident will be required to transfer to the next available unit that is suitable in size. If the family refuses to transfer after a suitably sized unit has been offered to them, they will be required to pay the full market rent as approved by HUD for the unit in which they reside. The vacant, available unit will then be offered to the next eligible household on the project waiting list.

If a tenant provides appropriate and adequate documentation requesting a transfer for medical reasons or for an accessible unit, Management shall advise the tenant accordingly. When Management has an approved tenant transfer request on record, the first opportunity to lease an appropriate, vacant unit shall be given to the tenant. If the tenant refuses the unit transfer, a new tenant shall be processed from the waiting list.

**L. DRUG-FREE HOUSING**

The following points shall be reviewed with each applicant:

1. Applicant, any member of a tenant's household, or a guest or other person under the tenant's control shall not engage in criminal activity, including drug-related criminal activity, on or near housing premises. "Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with the intent to manufacture, sell, distribute, or use of a controlled substance (as defined in section 102 of the Controlled Substances Act [21 U.S.C. 802]).
2. Applicant, any member of the applicant's household, or a guest or other person under the tenant's control shall not engage in any act intended to facilitate criminal activity, including drug-related criminal activity, on or near housing premises.

3. Applicant or members of the household will not permit the dwelling unit to be used for, or to facilitate, criminal activity, including drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest.
4. Applicant or member of the household will not engage in the manufacture, sale or distribution of illegal drugs at any location, whether on or near housing premises or otherwise.
5. Applicant, any member of the tenant's household, or a guest or other person under the tenant's control shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms, on or near housing premises.
6. Criminal activity, including the manufacture, sale or use of illegal drugs by applicant or by members of the household is grounds for rejection of the application. Such criminal activity may violate the lease provision and demonstrate adequate cause for termination of the process.
7. An apartment in any housing project managed by the Agent shall be used as a private dwelling for the individual(s) listed on the program certification form or other occupants approved in advance by the landlord. Use of said unit by the tenant or members of that household for drug use/sale violates the lease provision against use of the unit for purposes other than as a private dwelling.

**M. DEPLOYMENT OF MILITARY PERSONEL TO ACTIVE DUTY**

The Owner/Agent supports affected households in situations where persons are called to active duty in the Armed Forces.

1. The Owner/Agent will allow a guardian to move into the assisted unit on a temporary basis to provide care for any dependents the military person leaves in the unit. Income of the guardian temporarily living in the unit for this purpose is not counted as income.
2. The tenant living in the assisted unit will be allowed to provide care for any dependents of persons called to active duty in the Armed Forces on a temporary basis, as long as the head and/or co-head of the household continues to serve in active duty. Income of the child (e.g., SSI benefits, military benefits) is not counted as income of the person providing the care.
3. Special pay received by a household member serving in the Armed Services who is exposed to hostile fire will be excluded from annual income.
4. Consideration for any case involving delayed payment of tenant rent will be given consideration.
5. The assistance payment and the lease will remain in effect for a reasonable period of time (depending on the length of deployment) beyond that required by the Soldiers' and Sailors' Civil Relief Act of 1940, 50 U.S.C. §§ 501-591, even though the adult members of the military family are temporarily absent from the assisted unit.

**N. SECTION 504 AND FAIR HOUSING COMPLIANCE**

Section 504 prohibits discrimination based upon disability in all programs or activities operated by recipients of federal financial assistance.

A Reasonable Accommodation as defined by the Fair Housing Act is any accommodation by management in rules, policies (including acceptance of assistance animals as an exception to a “no pets” rule) and practices of services to give a person with a disability an equal opportunity to use and enjoy a dwelling unit or common space. It is the applicant’s/tenant’s responsibility to inform management of any situation where a Reasonable Accommodation is needed.

Reasonable Accommodations should be submitted in writing. If unable to provide the request in writing, please notify management. Reasonable structural modifications to units and/or common areas that are needed by applicants and tenants with disabilities may be approved and funded by the project, unless the modifications would change the fundamental nature of the project or result in undue financial and administrative burdens.

**O. IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**  
Executive Order (E.O.) 13166 requires Federal agencies and grantees to take affirmative steps to communicate with persons who need services or information in a language other than English.

The Owner/Manager will take reasonable steps to ensure meaningful access to the information and services we provide for persons with LEP. This may include interpreter services and/or written materials translated into other languages.

HUD specific LEP Guidance, “Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons” was published in the Federal Register on January 22, 2007.”

**P. ENTERPRISE INCOME VERIFICATION (EIV) SYSTEM**

All applicants must disclose if they are currently receiving HUD housing assistance. The Owner/Agent will not knowingly assist applicants who will maintain a residence in addition to the HUD-assisted unit.

HUD provides the Owner/Agent with information about an applicant’s current status as a HUD housing assistance recipient. The Owner/Agent will use EIV to determine if the applicant or any member of the applicant household is currently receiving HUD assistance. Nothing prohibits a HUD housing assistance recipient from applying to this property. However, the applicant must move out of the current property and/or forfeit any voucher before HUD assistance on this property will begin. Special consideration applies to:

- Minor children where both parents share 50% custody;
- Recipients of HUD assistance in another unit who are moving to establish a new household when other family/household members will remain in the original unit.

If the applicant or any member of the applicant household fails to fully and accurately disclose rental history, the application may be denied based on the applicant’s “misrepresentation” of information.

This information will be reviewed on an annual basis, at each annual certification. If any household member receives or attempts to receive assistance in another HUD assisted unit while receiving assistance on this property, the household member will be required to reimburse HUD for assistance paid in error. This is considered a material lease violation and may result in penalties up to and including eviction and pursuit of fraud charges.

**Q. VIOLENCE AGAINST WOMEN ACT (VAWA)**

1. The Owner/Agent may not consider incidents of domestic violence, dating violence, or stalking as serious or repeated violations of the lease or other “good cause” for termination of assistance, tenancy or occupancy rights of the victim of abuse.
2. The Owner/Agent may not consider criminal activity directly relating to abuse, engaged in by a member of a tenant’s household or any guest or other person under the tenant’s control, cause for termination of assistance, tenancy, or occupancy rights if the tenant or an immediate member of the tenant’s family is the victim or threatened victim of that abuse.
3. The Owner/agent may request in writing that the victim, or a family member on the victim’s behalf, certify that the individual is a victim of abuse and that the Certification of Domestic Violence, Dating Violence or Stalking form (Form HUD-91066), or other documentation as noted on the certification form, be completed and submitted within fourteen (14) days, or an agreed upon extension date, to receive protection under the VAWA. Failure to provide the certification or other supporting documentation within the specified timeframe may result in denial of the application/eviction of the tenant.

**The Tenant Selection Plan will be reviewed at least annually to ensure that current operating practices, program priorities and program requirements (as stipulated by HUD and USDA Rural Development) are included. Any changes to the Tenant Selection Plan will be summarized and provided in written form to all tenants. The Owner will provide copies to applicants. All applicants will be notified during the screening process, and tenants annually at recertification, that the Tenant Selection Plan exists and is available to them. The Tenant Selection Plan, when requested, is also available to the public.**

## Attachment A

### Tenant Selection Plan Properties Managed by Delphia Management Corporation

Listed below are properties managed by Delphia Management Corporation. Please refer to the Tenant Selection Plan for each site for additional information.

Site	Location	Mailing Address	Telephone Number
Cloverfield Apartments	1500 Rodney Road, York, PA	1500 Rodney Road, York, PA 17408	717-764-5464 717-848-8977 Fax
The Delphia House Apartments	350 East Philadelphia Street, York, PA	350 East Philadelphia Street, York, PA 17403	717-843-1064 717-854-0971 Fax
Dutch Kitchen	381 West Market Street, York, PA	381 West Market Street, York, PA 17401	717-848-5281 717-854-0343 Fax
George Street Apartments	118 North George Street, York, PA	118 North George Street, York, PA 17401	717-846-5139 717-854-9494 Fax
Green Meadow Apartments	20 Beaver Street, Dillsburg, PA	20 Beaver Street, Dillsburg, PA 17019	717-432-2556 717-502-1586 Fax
Highland Manor Apartments	36 Highland Manor Drive, Stewartstown, PA	36 Highland Manor Drive, Stewartstown, PA 17363	717-993-6541 717-993-6541 Fax
King Street Apartments	312, 314 and 334 East King Street, York, PA	118 North George Street, York, PA 17401	717-846-5139 717-854-9494 Fax
Kingston House Apartments	1243 West King Street, York, PA	1243 West King Street, York, PA 17404	717-848-2927 717-848-2716 Fax
Liberty Apartments	37 East Philadelphia Street, York, PA	118 North George Street, York, PA 17401	717-846-5139 717-854-9494 Fax
Mount Rose Avenue Apartments	1627, 1629, 1631 and 1633 Mount Rose Avenue, York, PA	118 North George Street, York, PA 17401	717-846-5139 717-854-9494 Fax

The TDD number for all locations is 1-800-654-5984.

The offices for York Area Housing Group/Delphia Management Corporation are located at 118 North George Street, York, PA 17401 (717-846-5139). Additional information for the organization and all sites managed can be found at [www.yorkareahg.org](http://www.yorkareahg.org)