

Appendix 2C

SUGGESTED WAITING LIST GUIDELINES

A. Updating Waiting lists.

1. Waiting lists must be kept current, and should be updated at least annually.
2. Owners are required to develop a written “Waiting List Policy” outlining the following as required by Handbook 4350.3 REV-1:
 - How often an applicant must contact management to stay active on the list.
 - Method for contacting management (telephone, mail, etc.).
 - A recording process to be used by management.
 - How often an applicant will be offered a unit before they are either removed or dropped to the bottom of the waiting list.
3. Send a letter to each applicant stating your “Waiting List Policy” and asking him or her to respond. The letter should cover the following:
 - Request a response from the applicant that includes applicant’s name, level of interest in remaining on the waiting list, any change in eligibility status, family size, unit size needed and need for Section 8 assistance (if project has both market and affordable units).
 - The letter should also indicate a date by which a response is needed, and notify the applicant that he/she may be removed from the waiting list if there is no response. If the applicant does not respond by the deadline date, make one attempt to contact.
 - Remind the applicant of the necessity to report any changes in address or telephone number.
4. Document all actions taken with copies of letters sent, those returned undeliverable, follow-up responses, and action taken. Retain applications and documents for three years after placing in the inactive file. Document waiting list status.

B. Pre-Certify the top applicants for each unit size.

1. Owners/agents should determine the project’s average annual turnover rate, and at all times have the top 2 or 3 applicants from the waiting list, for each bedroom size, verified and ready to move at the earliest time possible after being notified.

2. In most instances, an incoming tenant will have to give his or her current landlord proper notice. However, the tenant should be certified in advance to shorten the process.
3. Applicants that have been certified for occupancy should be placed in a file marked "Ready for Move-In". The file should be updated on a regular basis to ensure the verifications are valid as outlined in HUD Handbook 4350.3 REV-1.