

Exhibit 2-3

Pulling the Unassisted Housing Waiting List

Applicants from the waiting list will be offered assistance in order of placement on the list. The waiting list will be pulled and applicants called in the following manner:

1. Each field office will pull their respective waiting list **every other month** between the 6th and 12th of the respective month.
2. The waiting list will be used until exhausted or until the next regularly scheduled time to pull a new waiting list (whichever comes first).

2-3.1 ANTICIPATING THE NUMBER OF APPLICATIONS

The Public Housing Division's department goal is to lease 100 percent of all Public Housing units. Staff can anticipate the number of applications needed to keep units leased by:

1. Reviewing the *Property Management Report* located in the Public Housing share file monthly to look for trends.
2. Considering the average number of applicants needed to lease a unit, including: no shows to appointments, the ability to of the applicant to give notice and pay required deposits.

To find the *Property Management Report*:

- Housing Department share file
- Choose Prop Mgmt Report
- Choose the Fy Year/ Month/Program code

2-3.2 SCHEDULING APPLICANT INTERVIEWS

Staff will schedule applicants in the order they are listed on the waiting list. Staff will fully utilize all available interview schedules as needed and may continue to send interview letters through the day before a new pull.

Example

1. Staff pulls a waiting list June 6 and begins sending interview notifications. The next scheduled "pull" is August 6.
2. Staff may continue to send appointment letters to applicants from the June 6 pull until the close of business August 5, depending on need.

3. Staff will pull a waiting list on August 6 to begin sending interview notifications.

2-3.3 COMPLETING FILES FROM THE WAITING LIST PULL

For tracking and audit purposes, staff must document which waiting list was used to pull applicant names to offer assistance and the result of the applicant's offer of assistance. Before housing an applicant:

1. Notate the status of each applicant beside their name on the waiting list being used.
2. Update the applicant status in the computer.
3. Before housing an applicant, complete the "waiting list dated" section on the *Client File Index* in the client file.

Staff will give applicants seven (7) calendar days from their appointment date to complete their file or the application will be withdrawn. Staff may grant an extension in extenuating circumstances.

2-3.4 ARCHIVING

Each respective field office will retain all pulled waiting lists in a file/binder/drawer with the most current list on top. Staff must retain the binders for a period of no less than one-sliding year, but no more than 24 calendar months.

Each respective field office will send the waiting lists to the Records Center after the retention period has expired, as described in Appendix 3 File Maintenance.