



Carpenter Commons
 200 Merriam Hgts.
 Wellsville, NY 14895
 585-593- 3214



APPLICATION ASSISTANCE AND INFORMATION STATEMENT

If you are disabled, or have difficulty completing this application, please advise us of your needs when you receive this application, or call us to schedule assistance.

The Carpenter Commons Apartments phone number is (585) 593-6353. Call during these hours: _8:00 am- 4:30pm

If you have a hearing impairment, the TDD relay service number is # 711 during the same hours.

Appropriate assistance will be provided in a confidential manner and setting.

Answering questions on your application:

Please answer all questions truthfully. We will verify your answers. Any misrepresentation of information related to eligibility, preference for admission, allowances, rent, family composition or prior resident history *is grounds for rejection*. Additionally, you should be aware that Section 1001 of Title 18 of the U.S. Code makes it a criminal offense to make willful, false statements or misrepresentations of any material fact involving the use of or obtaining federal funds.

Answering questions relating to a disability:

Answers to questions on your application concerning disability status are *optional*, but please note that families with disabled members may be entitled to (1) certain deductions from income that affect rent or (2) units designed to be accessible for individuals with disabilities. So, without this information we may not be able to calculate your rent correctly or verify your eligibility to live in an accessible unit.

If you answer the questions relating to disability, we will need to verify that you or a household member is disabled. We do not need to know the nature, extent, or current condition of the disability, but we will need to know that you meet the federal definitions that apply to these terms and that you can abide by the terms of our lease.

Information you provide on a disability status will be treated as confidential by management. In accordance with program regulations, information may be released to appropriate federal, state or local agencies.

Housing Requirements Questionnaire:

Please complete the Housing Requirements Questionnaire that accompanies your application. This information is needed so that we may assign you a unit appropriate to any needs that exist for your household. Your answers will be verified. If, however, there are no household members with a disability, or if you do not wish to complete the document for any reason, simply indicate that choice in the space provided at the top of the document. The choice not to complete this document will not in any way affect the processing of your application for an apartment.

RETURN TO: ALFRED HOUSING
 14 Madison Street
 Wellsville, NY
 14895

**Notice to All Applicants: Options for
Applicants with Disabilities**

This property is managed by Two Plus Four Management Company, Inc., 6320 Fly Road, East Syracuse, New York 13057. We provide assisted housing to the general public under New York State. We are not permitted to discriminate against applicants on the basis of their race, color, religion, sex, national origin, familial status or disability. In addition, we have an obligation to provide "reasonable accommodations" to applicants if they or any household members have a disability. Compliance actions may include reasonable accommodations as well as structural modifications to the unit or premises.

A reasonable accommodation is some modification or change that we can make to the policies or procedures that will assist an otherwise eligible applicant with a disability to take advantage of the programs under which we operate. Examples of reasonable accommodations and structural modifications include, but are not limited to:

- Making reasonable alterations to a unit so it could be used by a household member with a wheelchair;
- Installing strobe type flashing-light smoke detectors in an apartment for a household with a hearing-impaired member;
- Permitting a household to have a seeing-eye dog to assist a vision-impaired household member where existing pet rules would not allow the dog;
- Making large type documents or a reader available to a vision-impaired applicant during the application process;

- Making a sign language interpreter available to a hearing-impaired applicant during the application process;

- Permitting an outside agency to assist an applicant with a disability to meet the property's applicant screening criteria.

An applicant household that has a member with a disability must still be able to meet essential obligations of tenancy--they must be able to pay rent, to maintain their apartment in a safe and sanitary condition, to report required information to the building manager, to avoid disturbing their neighbors, etc., but there is no requirement that they be able to do these things without assistance.

If you or a member of your household have a disability and think you might need or want a reasonable accommodation, you may request it at any time in the application process or after admission. This is up to you. If you would prefer not to discuss your situation with management, that is your right.

The next page of this application is a *Housing Requirements Questionnaire*. If you wish to complete the document and provide management with information regarding any household member with a disability, please do so. If no household member has a disability, or if you do not wish to complete the questionnaire for any reason, please indicate so, sign the form, and return to the manager.

Housing Requirements Questionnaire

Please read the following regarding this questionnaire:

This questionnaire is administered to every applicant at _____ . It is used to determine whether your household needs special features in their housing unit. The need for special adaptations must be verified in order to assure that the limited number of units with special features go to families that actually need the features.

Completing this questionnaire is optional on your part. If you choose not to complete

this form, please check the box that indicates that choice, sign and date the form, and return it to the manager. The choice not to complete this questionnaire will not in any way affect the processing of your application for an apartment.

If you choose to complete this form, please check the box that indicates your choice to furnish this information, complete the information requested, sign and date the form and return it to the manager.

Applicant election to provide special needs information:

Name of Head of Household _____ SS#: _____
 I choose to complete this form. I choose NOT to complete this form.

Applicant's signature _____ Date _____
Manager's signature _____ Date _____

Information relative to the housing requirements of applicant's household:

- Do you, or does any member of you household, have a condition that requires:
 A separate bedroom Unit for vision-impaired
 One-level apartment Physical modifications to a typical apt.
 Unit for hearing-impaired Special parking space
 A barrier-free apartment Bedroom/Bath on first floor
 Other
- If you checked any of the above-listed categories of units, please explain exactly what you need to accommodate your situation: _____

- What is the name of the household member who needs the features identified above?

- Do you or any of your household members need special features to go up and down stairs other than traditional railings? Yes No
If "Yes", please indicate how we may accommodate your household. _____

- Will you or any of your household members require a live-in aide to assist you? Yes No
- Who should be contacted to verify your need for the features you have identified above (e.g. a doctor or social service agency)?
Name _____ Tel #: _____
Address _____
City, State, Zip _____



**Carpenter Commons
200 Merriam Heights
Wellsville NY 14895**



APPLICATION

PROJECT NAME: Carpenter Commons
ADDRESS: 200 Merriam Heights
Wellsville NY 14895

OFFICE USE ONLY

Date Received: _____
Time Received: _____
Estimated Income: _____
Income Category: _____

THIS FORM MUST BE COMPLETED IN YOUR OWN HANDWRITING. YOU MUST USE THE CORRECT LEGAL NAME FOR EACH MEMBER OF YOUR HOUSEHOLD AS IT APPEARS ON THE SOCIAL SECURITY CARD. LIST TENANT FIRST, CO-TENANT SECOND, OTHER MEMBERS OF HOUSEHOLD THIRD ETC. ALL INFORMATION IS KEPT CONFIDENTIAL.

(If you are unable to fill out this application someone will fill it out for you or you may choose someone to fill it out. That person must sign the last page as the person whose handwriting appears on the form.)

APPLICANT _____ **PHONE NO.** _____
PRESENT ADDRESS _____
APARTMENT SIZE REQUESTED _____

A. HOUSEHOLD COMPOSITION

List ALL persons who will live in the apartment. List the head of household first.

| | Name | Relationship to head | Marital Status M-married UM-unmarried D-Divorced L-legal separation E-estranged | Birth Date | Age | SS# | Student Y/N |
|------|------|----------------------|--|------------|-----|-----|-------------|
| Head | | | | | | | |
| Co-T | | | | | | | |
| 3. | | | | | | | |
| 4. | | | | | | | |
| 5. | | | | | | | |
| 6. | | | | | | | |
| 7. | | | | | | | |

| | | |
|---|------------------------------|-----------------------------|
| Do you anticipate any additions to the household in the next twelve months? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If yes, explain | | |
| | | |
| | | |

Does the tenant or co-tenant request a disability adjustment to income or a special disability accessible unit or both?
 Yes No

Will any of the persons in the household be or have been full-time students during five calendar months of this year or plan to be in the next calendar year at an educational institution (other than a correspondence school) with regular faculty and students? Yes No

If yes then please list all students: _____

IF YES, ANSWER THE FOLLOWING QUESTIONS:

| | | |
|--|------------------------------|-----------------------------|
| Are any full-time student(s) married and filing a joint tax return? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are any student(s) enrolled in a job-training program receiving assistance under the Job Training Partnership Act? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are any full-time student(s) a TANF or a title IV recipient? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are any full-time student(s) a single parent living with his/her minor child who is not a Dependant on another's tax return? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

| B. INCOME | | List ALL sources of income as requested below. If a section doesn't apply, cross out or write NA. |
|-----------------------|---|---|
| Household Member Name | Source of Income | Gross Monthly Amount |
| | Social Security Income Benefits | \$ |
| | Social Security Income Benefits | \$ |
| | SSI Benefits | \$ |
| | SSI Benefits | \$ |
| | Pension (list source) | \$ |
| | Pension (list source) | \$ |
| | Veteran's Benefits (list claim #) | \$ |
| | Unemployment Compensation | \$ |
| | Unemployment Compensation | \$ |
| | Disability | \$ |
| | Workman's Compensation | \$ |
| | Full-Time Student Income (18 & Over Only) | |
| | Interest Income form Assets (source) | \$ |
| | Interest Income form Assets (source) | \$ |
| | Interest Income form Assets (source) | \$ |
| | Employment amount | \$ |
| | Employer: | |
| | Position Held | |
| | | |
| | How long employed: | |
| | | |

| Household Member Name | Source of Income | Gross Monthly Amount |
|---|---|--|
| | Employment amount | \$ |
| | Employer: | |
| | Position Held | |
| | How long employed: | |
| | Alimony | |
| | Are you <i>entitled</i> to receive alimony? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | If yes, list the amount you are <i>entitled</i> to receive. | \$ |
| | Do you receive alimony? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | If yes list amount you receive. | \$ |
| | Child Support | |
| | Are you <i>entitled</i> to receive child support? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | If yes list the amount you are <i>entitled</i> to receive. | \$ |
| | Do you receive child support? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | If yes, list the amount you receive. | \$ |
| | Other Income | \$ |
| | Other Income | \$ |
| | Other Income | \$ |
| Do you anticipate any changes in this income in the next 12 months? | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| If yes, explain: | | |
| | | |
| | | |
| | | |

Does anyone in the household receive any regular contributions or gifts from non-household members?
Yes _____ No _____

Does anyone in the household receive any income from property?
Yes _____ No _____ Explain _____

What is the amount of your cash on hand? _____

| C. ASSETS | | | |
|--|---|------|------------|
| If your assets are too numerous to list here, please request an additional form. If a section doesn't apply, cross out or write NA. | | | |
| Checking Accounts | # | Bank | Balance \$ |
| | # | Bank | Balance \$ |
| | # | Bank | Balance \$ |
| Savings Accounts | # | Bank | Balance \$ |
| | # | Bank | Balance \$ |
| | # | Bank | Balance \$ |
| Trust Account | # | Bank | Balance \$ |

| | | | | |
|-----------------------|-------|---------------|-------------------------|--------------------|
| Certificates | # | Bank | Balance \$ | |
| | # | Bank | Balance \$ | |
| | # | Bank | Balance \$ | |
| | # | Bank | Balance \$ | |
| Credit Union | # | Bank | Balance \$ | |
| | # | Bank | Balance \$ | |
| Savings Bonds | # | Maturity Date | Value \$ | |
| | # | Maturity Date | Value \$ | |
| | # | Maturity Date | Value \$ | |
| Life Insurance Policy | # | | Cash Value \$ | |
| Life Insurance Policy | # | | Cash Value \$ | |
| Mutual Funds | Name: | #Shares: | Interest or Dividend \$ | Value \$ |
| | Name: | #Shares: | Interest or Dividend \$ | Value \$ |
| | Name: | #Shares: | Interest or Dividend \$ | Value \$ |
| Stocks | Name: | #Shares: | Dividend Paid \$ | Value \$ |
| | Name: | #Shares: | Dividend Paid \$ | Value \$ |
| | Name: | #Shares: | Dividend Paid \$ | Value \$ |
| Bonds | Name: | #Shares: | Interest or Dividend \$ | Value \$ |
| | Name: | #Shares: | Interest or Dividend \$ | Value \$ |
| Investment Property | | | | Appraised Value \$ |

| | |
|---|--|
| Real Estate Property: <i>Do you own any property?</i> | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>If yes</i> , Type of property | |
| Location of property | |
| Appraised Market Value | \$ |
| Mortgage or outstanding loans balance due | \$ |
| Amount of annual insurance premium | \$ |
| Amount of most recent tax bill | \$ |

| | |
|---|--|
| Have you sold/disposed of any property in the last 2 years? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>If yes</i> , Type of property | |
| Market value when sold/disposed | \$ |
| Amount sold/disposed for | \$ |
| Date of transaction | |

| | | | |
|--|--|------------------------------|-----------------------------|
| Have you disposed of any other assets in the last 2 years (Example: Given away money to relatives, set up Irrevocable Trust Accounts)? | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>If yes, describe the asset</i> | | | |
| Date of disposition | | | |
| Amount disposed | | | \$ |

| | | | |
|--|--|------------------------------|-----------------------------|
| Do you have any other assets not listed above (excluding personal property)? | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>If yes, please list:</i> | | | |
| | | | |
| | | | |

| D. ADDITIONAL INFORMATION | | |
|--|------------------------------|-----------------------------|
| Have you or any member of your household ever been convicted of manufacture or distribution of a controlled substance? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Have you or any member of your family ever been convicted of a crime? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>If yes, describe</i> | | |
| | | |
| Have you or any member of your family ever been evicted from any housing? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>If yes, describe</i> | | |
| | | |

F. REFERENCE INFORMATION

| | | |
|----------------------|-------------|--|
| Current Landlord | Name: | |
| | Address: | |
| | Home Phone: | |
| | Bus. Phone: | |
| | How Long? | |
| Prior Landlord | Name: | |
| | Address: | |
| | Home Phone: | |
| | Bus. Phone: | |
| | How Long? | |
| Credit Reference #1: | | |

| | |
|---------------------------------------|----------|
| Address: | |
| Account #: | Phone #: |
| Credit Reference #2: | |
| Address: | |
| Account #: | Phone #: |
| Credit Reference #3: | |
| Address: | |
| Account #: | Phone #: |
| Personal Reference (No Relatives)#1: | |
| Address: | |
| Relationship: | Phone #: |
| Personal Reference (No Relatives) #2: | |
| Address: | |
| Relationship: | Phone #: |
| Personal Reference (No Relatives)#3: | |
| Address: | |
| In case of emergency notify: | |
| Address: | |
| Relationship: | Phone #: |

G. VEHICLE AND PET INFORMATION (if applicable)

List any cars, trucks, or other vehicles owned. Parking will be provided for one vehicle. Arrangements with Management will be necessary for more than one vehicle.

| | |
|--------------------------|--|
| Type of Vehicle: | License Plate #: |
| Year/Make: | Color: |
| Type of Vehicle: | License Plate #: |
| Year/Make: | Color: |
| Do you own any pets? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>If yes, describe:</i> | |

Acceptance of this application does not guarantee rental of an apartment. All applicants must meet screening criteria, including landlord and credit checks. Changes in family income, size and address and phone number must be reported promptly to management in order to properly process your application.

CERTIFICATION

I/We hereby certify that I/We Do/Will Not maintain a separate subsidized rental unit in another location. I/We further certify that this will be my/our permanent residence. I/We understand I/We must pay a security deposit for this apartment and sign a one year lease prior to occupancy. I/We understand that my eligibility for housing will be based on applicable income limits and by management's selection criteria. I/We certify that all information in this application is true to the best of my/our knowledge and I/We understand that false statements or information are punishable by law and will lead to cancellation of this application or termination of tenancy after occupancy. All adult applicants, 18 or older, must sign application.

SIGNATURE (S):

| | |
|--------------------------|------|
| (Signature of Tenant) | Date |
| (Signature of Co-Tenant) | Date |
| (Signature of Co-Tenant) | Date |
| (Signature of Co-Tenant) | Date |

The information regarding race, ethnicity, and sex designation solicited on this application is requested in order to assure the Federal Government, acting through the Rural Housing Service that the Federal laws prohibiting discrimination against tenant applications on the basis of race, color, national origin, religion, sex, familial status, age, and disability are complied with. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race, ethnicity, and sex of individual applicants on the basis of visual observation or surname.

Ethnicity:

Hispanic or Latino _____
Not Hispanic or Latino _____

Race: (Mark One or More)

- 1 American Indian/Alaska Native _____
- 2 Asian _____
- 3 Black or African American _____
- 4 Native Hawaiian or Other Pacific Islander _____
- 5 White _____

Gender : Male _____ Female _____

In accordance with Federal law and the US department of Agriculture policy, this institution is prohibited from discriminating against tenants applications on the basis of race, color, national origin, religion, sex, familial status age, or disability.
(Not all prohibited bases to all programs)

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C., 20250-9410, or call (800) 795-3272 (Voice) or (202) 720-6382 (TDD)

AUTHORIZATION

I/WE DO HEREBY AUTHORIZE TWO PLUS FOUR MANAGEMENT COMPANY AND ITS STAFF OR AUTHORIZED REPRESENTATIVES TO CONTACT ANY AGENCIES, LOCAL POLICE DEPARTMENTS, OFFICES, GROUPS OR ORGANIZATIONS TO OBTAIN AND VERIFY ANY INFORMATION OR MATERIALS WHICH ARE DEEMED NECESSARY TO COMPLETE MY/OUR APPLICATION FOR HOUSING IN PROGRAMS MANAGED BY TWO PLUS FOUR MANAGEMENT COMPANY. I FURTHER AUTHORIZE TWO PLUS FOUR MANAGEMENT COMPANY TO VERIFY ALL INFORMATION ON THIS APPLICATION.

SIGNATURES:

Applicant

Co-Applicant

Date Signed

Date Signed

Signature of Person Filling Out Form for Tenant

The Fair Housing Act prohibits discrimination in the sale, rental, or financing of housing on the basis of race, color, religion, sex, disability, familial status, or national origin. This is an Equal Opportunity Program. Federal laws prohibit discrimination. Complaints of discrimination may be filed with the USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C., 20250-9410, or call (800) 795-3272 (Voice) or (202) 720-6382 (TDD). Two Plus Four Management Co., Inc. and this apartment community do not discriminate on the basis of disability status. Susan Kimmel, President, coordinates Two Plus Four Management Co., Inc., compliance with the nondiscrimination requirements contained in HUD's regulations implementing Section 504 (24 CFR Part 8 dated June 2, 1988). Telephone: 315-437-2178 / TDD: # 711



Rural Housing and Community Programs

Things You Should Know About USDA Rural Rental Housing

Don't risk losing your chances for federally assisted housing by providing false, incomplete, or inaccurate information on your application or recertification

Penalties for Committing Fraud

You must provide information about your household status and income when you apply for assisted housing in apartments financed by the U.S. Department of Agriculture (USDA). USDA places a high priority on preventing fraud. If you deliberately omit information or give false information to the management company on your application or recertification forms, you may be:

- Evicted from your apartment;
- Required to repay all the extra rental assistance you received based on faulty information;
- Fined;
- Put in prison and/or barred from receiving future assistance.

Your State and local governments also may have laws that allow them to impose other penalties for fraud in addition to the ones listed here.

How To Complete Your Application

When you meet with the landlord to complete your application, you must provide information about:

- **All Household Income.** List all sources of money that you receive. If any other adults will be living with you in the apartment, you must also list all of their income. Sources of money include:
 - Wages, unemployment and disability compensation, welfare payments, alimony, Social Security benefits, pensions, etc.;
 - Any money you receive on behalf of your children, such as child support, children's Social Security, etc.;
 - Income from assets such as interest from a savings account, credit union, certificate of deposit, stock dividends, etc.;
 - Any income you expect to receive, such as a pay raise or bonus.
- **All Household Assets.** List all assets that you have. If any other adults will be living with you, you must also list all of their assets. Assets include:
 - Bank accounts, savings bonds, certificates of deposit, stocks, real estate, etc.;
 - Any business or asset you sold in the last 2 years for less than its full value, such as selling your home to your children.

- **All Household Members.** List the names of all the people, including adults and children, who will actually live with you in the apartment, whether or not they are related to you.

Ask for Help if You Need It

If you are having problems understanding any part of the application, let the landlord know and ask for help with any questions you may have. The landlord is trained to help you with the application process.

Before You Sign the Application

- Make sure that you read the entire application and understand everything it says;
- Check it carefully to ensure that all the questions have been answered completely and accurately;
- Don't sign it unless you are sure that there aren't any errors or missing information.

By signing the application and certification forms, you are stating that they are complete to the best of your knowledge and belief. Signing a form when you know it contains misinformation is considered fraud.

- The management company will verify your information. USDA may conduct computer matches with other Federal, State or private agencies to verify that the income you reported is correct;
- Ask for a copy of your signed application and keep a copy of it for your records.

Tenant Recertification

Residents in USDA-financed assisted housing must provide updated information to the management company at least once a year. Ask your landlord when you must recertify your income.

You must **immediately** report:

- Any changes in income of \$100 or more per month;
- Any changes in the number of household members.

For your annual recertification, you must report:

- All income changes, such as increases in pay or benefits, job change or job loss, loss of benefits, etc., for any adult household member;

- Any household member who has moved in or out;
- All assets that you or your adult housemates own, or any assets that were sold in the last 2 years for less than their full value.

Avoid Fraud, Report Abuse

Prevent fraudulent schemes through these steps:

- Don't pay any money to file your application;
- Don't pay any money to move up on the waiting list;
- Don't pay for anything not covered by your lease;
- Get receipts for any money you do pay;
- Get a written explanation for any money you are required to pay besides rent, such as maintenance charges.

Report Abuse: If you know anyone who has falsified an application, or who tries to persuade you to make false statements, report him or her to the manager. If you cannot report to your manager, call your local or state USDA office at 1 (800) 670-6553, or write: USDA, STOP 0782, 1400 Independence Ave., SW, Washington, DC 20250.

If You Disagree With a Decision

Tenants may file a grievance in writing with the complex owner in response to the owner's actions, or failure to act, that result in a denial, significant reduction, or termination of benefits. Grievances may also be filed when a tenant disputes the owner's notice of proposed adverse action.

Notice of Adverse Action

The complex owner must notify tenants in writing about any proposed actions that may have adverse consequences, such as denial of occupancy and changes in the occupancy rules or lease. The written notice must give specific reasons for the proposed action, and must also advise tenants of the "right to respond to the notice within 10 calendar days after the date of the notice" and of "the right to a hearing." Housing complexes in areas with a concentration of non-English-speaking people must send notices in English and in the majority non-English language.

Grievance Process Overview

USDA believes that the best way to resolve grievances is through an informal meeting between tenants and the landlord or owner. Once the owner learns about a tenant grievance, the process should begin with an informal meeting between the two parties. Owners must offer to meet with tenants to discuss the grievance within 10 calendar days of receipt of the complaint. USDA encourages owners and tenants to try to reach a mutually satisfactory resolution to the problem at the meeting.

If the grievance is not resolved, the tenant must request a hearing within 10 days of receipt of the meeting findings. The parties will then select a hearing panel or hearing officer to govern the hearing. All parties are notified of the decision 10 days after the hearing.

When a Grievance Is Legitimate

The landlord must determine if a grievance is within the established rules for the program. For example, "I want to file a complaint because the manager doesn't speak to me" is not a legitimate complaint. However, "I want to file a complaint because the manager isn't maintaining the property according to USDA guidelines" is a legitimate complaint. Below are examples of cases in which tenants may and may not file a complaint.

| A complaint may not be filed with the owner/management if: | A complaint may be filed with the owner/management if: |
|---|--|
| USDA has authorized a proposed rent change. | There is a modification of the lease, or changes in the rules or rent that are not authorized by USDA. |
| A tenant believes that he/she has been discriminated against because of race, color, religion, national origin, sex, age, familial status, or disability. Discrimination complaints should be filed with USDA and/or the Department of U.S. Housing and Urban Development (HUD), not with the owner/management. | The owner or management fails to maintain the property in a decent, safe, and sanitary manner. |
| The complex has formed a tenant's association and all parties have agreed to use the association to settle grievances. | The owner violates a lease provision or occupancy rule. |
| USDA has required a change in the rules and proper notices have been given. | A tenant is denied admission to the complex. |
| The tenant is in violation of the lease and the result is termination of tenancy. | |
| There are disputes between tenants that do not involve the owner/management. | |
| Tenants are displaced or other adverse effects occur as a result of loan prepayment. | |

PA 1998
December 2008

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.