



RENTAL AND SCREENING CRITERIA FOR PROSPECTIVE APPLICANTS

Adopted 2/10/2025

Applications are screened on a “first qualified, first approved” basis. This means the first complete and qualified application (or application group) received for a rental unit **WILL** be the first application processed for screening. No other applications for tenancy will be processed for a rental unit that has already been applied for.

It is Goodwin Property Management’s (GPM) policy not to maintain a waiting list; this includes all properties and rental units. We do NOT accept any applications, documents, or fees from a potential applicant unless a rental unit is available and there are no other applications already in the screening process.

GENERAL EXPLANATION OF RENTAL APPLICATION & SCREENING CRITERIA

The purpose of this section is to discuss and explain GPM’s *general* rental application and screening process. For an in-depth explanation and instruction, please see the section titled, “Detailed Explanation of Rental Qualification and Screening Criteria”.

- Applications are processed in the order received, and the first qualified applicant will be approved.
 - Each adult applicant (18 years or older) must complete, sign, and pay a \$30.00 application fee. The GPM screening criteria will be provided to the applicant in writing together with the application form,
 - Applicant must show a current and valid, government-issued ID,
 - Verifiable household gross income of at least 2.5x the monthly rent,
 - Positive Credit History,
 - At *least* one year of verifiable rental history from a non-relative, and a
 - Positive background check.
- Applications received online or in person must be filled out completely, signed, and dated. Incomplete applications, applications missing required materials, or unsigned/dated applications, will **NOT** be accepted.
- Each adult applicant (18 years or older) must pay a \$30.00 application fee. Applicants are not charged an application screening fee unless or until their application is actually considered. Application fees are payable by cash, cashier’s check, money order, or personal check. If applying online, application fees may be paid electronically via the Applicant Portal. **If the bank returns an application fee, the application may be denied.**

NOTE: The landlord will provide the applicant with a receipt for the application fee paid by the applicant.

NOTE: If an application is completed online, income verification and verification of current government-issued photo ID must be provided before proceeding with screening. Applicants must submit requested proof of income and, if applicable, missing information from the online application, within twenty-four (24) hours of sending an email, requesting the additional and/or missing information, to proceed with application screening. If the requested information is not received within twenty-four (24) hours, the application will be considered incomplete and will be canceled. Once canceled, the next qualified application received will be processed for screening.

DETAILED EXPLANATION OF RENTAL QUALIFICATION AND SCREENING CRITERIA

Screening Co-Applicants

- The same application and screening criteria apply to all applicants, including co-applicants. This means that all applicants must individually satisfy the rental criteria discussed throughout this document. However, if applying as an applicant group, the group is **permitted** to combine their gross incomes to satisfy the income requirements and lengths of previous rental history to satisfy the rental history requirements discussed below.

Valid Government Issued Photo Identification (ID)

- Applicant(s) must provide a current (*i.e. not expired*) government-issued photo ID at the time of application.
- Common forms of government-issued photo ID are an Identification Card, Driver’s License, Passport, U.S. Military or Military dependent ID, etc.
- Landlord/Agent will review the application, to verify that the name written on the application matches the legal name listed on the government-issued ID.

Social Security (SSN) and Individual Tax Identification (ITIN) Numbers

- A Social Security Number (SSN) or Individual Tax Identification (ITIN) Number is required to process a credit screening report.
- If an applicant does not have an SSN or ITIN Number, the applicant will need to supply a Visa, coupled with other identifying information (e.g. passport, identification card, etc.)



Credit Report Requirements

- The credit history criteria described herein work in conjunction with ScreeningWorks Policies (BZE6703, BZE6704, and BZE6705). Goodwin Property Management and its employees will review the full screening report provided by ScreeningWorks to verify the accuracy of the application decision.
- A credit report, which is considered a consumer report, will be generated for all adult applications (18 years old or older). Credit History and Risk Scores can not be combined with a co-applicant. **Credit screenings will not be processed if the applicant has not signed an application for tenancy.**
- Any ONE applicant declined due to one or more of the following factors will result in application denial for an entire applicant group:
 - o Prior eviction or judgments within the past seven (7) years (see rental history requirements for more details),
 - o Unresolved foreclosure,
 - o An open/undischarged bankruptcy,
 - o Bankruptcy discharged less than 12 months before application submission,
 - o More than two (2) late payments within the last six (6) months, and/or more than 6 late payments in the last twenty-four (24) months,
 - o Collection(s) with a current balance exceeding \$500.00,
 - o Balances charged to loss, and
 - o If credit screening results are declined through an “Executive Action”, “High” or “Severe” Credit Risk, the application will be declined. Applicant(s) may re-apply again in six (6) months *if* credit has improved.
- A satisfactory credit report is required for application approval.
 - o An applicant without an established credit history can provide utility bills (such as Gas, Electric, Water, Cell Phone, Telephone, Internet, and Trash Disposal) from the most recent three consecutive months. These bills must be in the applicant's name and in good standing. "Good standing" means that the bills have been paid on time and either in full or at least equal to the minimum amount due.
 - o Medical Collections and Student Loan Collections will be taken under advisement,
 - o All derogatory and collection accounts must have a zero (\$0.00) balance.
 - If an account is currently derogatory and the ScreeningWorks Credit Risk Result was **not** a denial, the applicant must provide proof of paying the minimum balance due.
 - The applicant may be provided an opportunity to pay a collection or balances charged to a loss that does not exceed \$500.00 **IF** the ScreeningWorks Credit Risk Result was not denied. Proof of payment in full or settlement is required.
 - o An applicant with a "Limited Established Credit" history may submit utility bills—such as gas, electric, water, cell phone, telephone, internet, and trash disposal—from the most recent three consecutive months. These bills must be in the applicant's name and in good standing to verify a timely payment history. "Good standing" means that the bills have been paid on time and in full or at least meet the minimum amount due.
 - o Positive rental payment history is not regarded as credit history unless it is “full-file reporting” on the applicant's credit report.
- **EXCEPTION:** In adherence to SB 267 – Qualified (*i.e. receiving government rent subsidy*) applicants who choose to submit alternative evidence instead of credit history may submit utility bills – such as gas, electric, water, cell phone, telephone, internet, and trash disposal – from the most recent three consecutive months. These bills must be in the applicant’s name and in good standing. “Good standing” means that the bills have been paid on time and in full or at least meet the minimum amount due.
- Credit reports are processed by ScreeningWorks, a third-party vendor, that delivers a unique scoring algorithm that analyzes and categorizes credit problems on an applicant’s credit report to effectively assess the level of credit risk. There are six “6” Credit Risk score categories which are explained below. Applicants with “Conditional” Screening Results may be denied through “Executive Action (performed by GPM Main Office) if the criteria described above are not satisfied.

CREDIT RISK	RESULT	NEXT STEPS
Limited Established Credit	Conditional (Pending Criteria Review)	Applicant must provide copies of the three most recent consecutive necessary utility bills in the applicant’s name to show they are in good standing.
No Established Credit	Conditional (Further Review Required)	No credit is considered not meeting the credit requirements; however, applicant(s) may supply copies of their three most recent consecutive utility bills in the applicant’s name to show they are in good standing.



Minor	Conditional (Pending Criteria Review)	Landlord/Agent to review screening criteria and contact Goodwin Property Management for decision.
Moderate	Conditional (Pending Criteria Review)	Landlord/Agent to review screening criteria and contact Goodwin Property Management for decision.
High	Reject	Applicant Denied & Applicant Notified
Severe	Reject	Application Denied & Applicant Notified

Consumer Report Alerts (Security Alerts, Social Security Warning, etc.)

- **Social Security Warnings** indicate when the Social Security Number that was entered does not match the name of the applicant entered. In these instances, it is still likely that a credit report will appear based on the other information entered. Even if a report is satisfactory, management must contact the applicant and verify the social security number listed on the application. It's possible that the applicant wrote/entered the number incorrectly or a clerical error was made when entering the applicant's SSN in Yardi. If the applicant verifies that the SSN listed on their application is correct, but a social security warning is present, Landlord/Agent will contact the main office of Goodwin Property Management.
- **Security Alerts** are placed on credit reports by the consumer (applicant) when there has been identity theft or similar problems. Landlord/Agent will take reasonable steps to verify the applicant's identity, and if the consumer has placed a number to call in the file, Landlord/Agent must call that number. If the applicant's consumer report is "frozen", Landlord/Agent must contact the applicant and ask them to unfreeze their credit report. Once the applicant confirms that the consumer report has been unfrozen, Landlord/Agent will have to process the credit screening report again.

Office of Foreign Assets Control (OFAC) Alerts

Every United States citizen, permanent resident alien, entity organized under the laws of the United States, or any person in the United States, is prohibited from doing business with anyone or any entity on the Specially Designated Nationals (SDN) list. The list includes names of known terrorists or others who pose a threat to the national security of the United States and is maintained by the Office of Foreign Assets Control (OFAC). Since the potential for a mistaken identity exists, if an applicant has an OFAC alert, Landlord/Agent will contact the main office of Goodwin Property Management for further discussion and review.

Background Report Requirements

Our policy in evaluating a prospective tenant's criminal history is designed to protect our substantial, legitimate, nondiscriminatory business interests, such as the safety of our residents, employees, and property. With those interests in mind, our policy is to consider the nature, severity, and recency of the criminal conviction, along with other tenant criteria, in determining whether to approve or deny the applicant. The criminal history information will be considered only after the financial and other qualifications are considered.

The applicant may submit mitigating information regarding his/her/their criminal history in writing or in person at any time during the application process, up until we make a final decision whether to approve or deny the applicant. This mitigating information can include: whether the individual was a minor or young adult at the time of the conduct; the amount of time that has passed since the date of conviction; evidence that the individual has maintained a good tenant history before and/or after the conviction; evidence of rehabilitation efforts; whether the conduct arose from the individual's status as a survivor of domestic violence, sexual assault, dating violence, stalking, or comparable offenses against the individual; whether the conduct arose from the individual's disability, or any risks related to such conduct, which could be sufficiently mitigated or eliminated by a reasonable accommodation; or other relevant facts or circumstances surrounding the criminal conduct and/or conduct after the conviction.

If it appears that the applicant will be denied based on criminal history, before making the denial decision final, we will provide the applicant with the criminal record, indicate which specific part of the record may form the basis for the denial of the application, and give the applicant an opportunity to correct inaccurate information or explain extenuating circumstances related to that record.

Providing Copies of Consumer Report

- If the applicant requests a copy of their report (see ICRAA Notice in application) and/or pays a screening fee, California law ([AB 2493](#) codified in Civil Code section 1950.6(f)) requires the landlord/agent to provide a copy of the report to the applicant by personal delivery, mail, or e-mail within **three (3) business days** of the landlord/agent receiving the report (credit and background) completed by ScreeningWorks.
- **NOTE:** The consumer reports are confidential and will only be discussed and/or shared with the applicant.

Rental History Requirements

- The required *minimum* combined rental history required for an applicant group is 12 months (1 year) with a non-relative.
- All Rental history within the last 7 years must be positive and verifiable.
 - o **"Positive Rental History"** means that the Landlord/Agent or Homeowner verified that rent is paid on time (no more than 3 late payments within the past 24 months of tenancy) and compliance with the rental/lease agreement.
 - The length of tenancy at the current address will be considered if the previous landlord provides a rental verification that shows a negative payment history. For example, if the applicant has lived at their current address for five years but had three or more late payments with their previous landlord, the landlord *may* take into account any mitigation information provided by the applicant before making a decision on the application.



- **“Verifiable Rental History”** means that the Landlord/Agent or Homeowner fully completed the rental verification request (preferably in writing) or verbally.
- The Application to Rent provides current, previous, and next previous address fields that should be filled in by the applicant. The Applicant should provide mitigating information for gaps in rental history (i.e. illness, education, military deployment, etc).
- Addresses listed on the application will be cross-checked to ensure that they match those on the credit report. If filed within the last 7 years, Landlord/Agent will request additional information about these addresses from the applicant. Additional information may include clarification about whether this address was a rental, dates of tenancy, landlord contact information, etc. If applicable, an attempt to verify rental history with the Landlord/Agent or Homeowner will be made.
- If an applicant currently owns their own home and does not have rental tenancies within the last 7 years to verify, they may provide proof that the mortgage was paid regularly. The consumer credit report may also show whether mortgage payments were missed or paid late. If the mortgage is paid in full, the applicant may provide a copy of the Deed of Reconveyance that was recorded with the county recorder's office.
- In addition to not satisfying the above, an application does not satisfy the rental history requirements if:
 - An outstanding debt is due to a current/previous landlord,
 - The applicant was a defendant in an unlawful detainer action or eviction within the last seven (7) years. If an unlawful detainer action or eviction was filed within the last 8 – 10 years an applicant has the opportunity to provide mitigating information.

NOTE: “COVID-19 Rental Debt,” which is unpaid rent or any other unpaid financial obligation of the resident under a tenancy that came due between March 1, 2020, and September 30, 2021, can not be considered in evaluating an applicant’s positive rental history.

Income Requirements

- If an applicant is employed, they must have at least one year (12 months) of active employment. If they have recently completed an educational or vocational program and have started a career in their field, or if a work visa was issued in the last year, they may have the opportunity to provide mitigating information.
 - The gross (i.e. before tax) combined household minimum income criteria is 2.5x the monthly rent.
Example: \$1,795.00 (mo. rent) x 2.5 = \$4,487.50
- Income must be verifiable (i.e. verified by the employer). If the employer uses the work number, the Landlord/Agent may rely on earning statements and previous W2 (if applicable).
- Along with a completed Application to Rent, applicant shall provide copies of their current three most recent earning statements, new employment offer letter, government assistance award letter (SSN/SSI, Disability, Veteran’s Benefits, etc.), pension statement, retirement disbursement summary or most recent student financial aid award letter.
 - Statements/documents provided should identify the applicant as the payee, gross payment amount, and payment frequency.
- Income can be coupled with liquid assets if needed to satisfy minimum income criteria. In addition to income documentation, the Applicant will need to provide copies of their three most recent asset statements (Savings, Money Market, etc.) to verify the average balance.
 - Example:

Income Criteria	Monthly Employment Income	Average Assets Needed
\$1,795.00 x 2.5 = \$4,487.50	\$3,500.00	\$23,700
		\$4,487.50 - \$3,500.00 = \$987.50 \$987.50 x 24 months = \$23,700

- If currently unemployed, the applicant may provide copies of asset accounts (savings, money market, stocks, investments, etc.) from the three most recent months showing an average balance equal to two years (24 months) of rent.
 - \$1,795.00 (mo. rent) x 24 = \$43,080.00
- **EXCEPTION:** If an applicant receives ongoing (not temporary) rental subsidy assistance (i.e. Section 8) from a federal, state, or local public assistance, the applicant is considered income-qualified. Applicants should provide a copy of their Housing Voucher and the Landlord/Agent should verify the applicant’s eligibility with their case worker.

No Guarantor (co-signer) Policy

It is Goodwin Property Management’s policy not to accept co-signers/guarantors.

Occupancy Guidelines

The following occupancy standards, based on square footage, facilities, sewer system limitations, and open space, apply to all properties:

- Studio No more than two (2) people.
- One Bedroom No more than three (3) people.
- Two Bedroom No more than five (5) people.
- Three Bedroom No more than seven (7) people.



Minor occupants under the age of one (1) are excluded from the above guidelines. If the household exceeds the maximum occupancy during tenancy because of minor occupants over the age of one, the household may be allowed to remain in the unit for a reasonable period (*ie 6 months*) of time after, before being transferred (*if qualified*) to a larger unit (*if available*) or moving from the property.

Pet and Assistance Animal Policy

- **Pets:** One (1) indoor cat **or** one (1) dog under 25 lbs with a signed pet addendum, verification of spay/neuter, current vaccinations, and City/County Animal License (if applicable) are permitted at Bridgit Townhomes. There is **no** additional monthly rent or security deposit charge for a pet. Los Robles Apartments and Morningside Apartments have a no-pet policy.
- **Assistance Animals:** The term “assistance animals” is an umbrella term that encompasses both support animals and service animals. Goodwin Property Management’s reasonable accommodation policy for assistance animals is described below. An individual with an assistance animal may be required to cover the costs of repairs for damage the animal causes to the premises.

- o **Support Animals:** An individual with a support animal will not be required to pay any pet fee, additional rent, or other additional fee, including additional security deposit or liability insurance, in connection with the support animal. Support animals are animals that provide emotional, cognitive, or other similar support to an individual with a disability. A support animal does not need to be trained or certified. Support animals are also known as companion animals, comfort animals, or emotional support animals. Under no circumstances may Landlord/Agent ask about the Nature or Severity of the Disability or any other details about the disability. This includes asking what the individual’s disability is. Goodwin Property Management and its employees are only entitled to information sufficient to verify that there is a disability and a disability-related need for the requested documentation.

Verification of the need for a reasonable accommodation is required when an applicant or resident requests such an accommodation, and their disability or the related need for the animal is not already known or evident. Acceptable forms of verification include a letter from a healthcare professional, disability benefits documentation, and similar evidence.

(1) Request for Reasonable Accommodation:

If the disability is not already known or obvious, how can an applicant or resident request reasonable accommodation for a support animal? Applicants or residents may submit their request in writing, complete the “Support Animal Request and Documentation” form, or make a verbal request. If the request is made verbally, it’s best practice for the landlord/agent to document the applicant file with the date, time, and nature of the request and proceed to the next step of having the applicant or resident provide verification of disability and disability-related need for the Support Animal.

OR

An applicant or resident provided a letter from their health care professional or other documentation (for example disability benefits) that verifies the disability. What does Landlord/Agent do next? If an applicant or resident submits a letter (*ex-letter from health care professional*) or documentation (*ex-disability benefits*) that verifies their disability and the necessity of the animal due to that disability, it will be considered a written request for reasonable accommodation. Upon receiving the request, efforts should be made to verify it with the issuer of the letter.

(2) Verify Need for Reasonable Accommodation:

How does Landlord/Agent verify an applicant's or resident's need for a support animal? Goodwin Property Management and its employees may use the "Support Animal Documentation Confirmation" form to verify that the third party provided the attached verification letter. If the verifier fails to confirm after three attempts, it cannot be a reason for denial, as the law only requires the applicant or resident to supply verification. If the verifier is a healthcare professional and does not return the "Support Animal Documentation Confirmation" form verifying the need for reasonable accommodation after three attempts, Goodwin Property Management and its employees may check the status of the healthcare professional's license using the DCA License Search (<https://search.dca.ca.gov>). If the verifier states they did not issue the accommodation letter, Landlord/Agent will contact the main office of Goodwin Property Management.

(3) Approving Reasonable Accommodation:

What should Landlord/Agent do after confirming the need for a support animal? If the request is reasonable, landlord/agent should request documentation that the animal is licensed and vaccinated in accordance with the laws applicable in the jurisdiction where the property is located, and all adult occupants should sign and date the Support Animal Policy Addendum. If any adult occupant refuses to sign, Landlord/Agent will contact the main office of Goodwin Property Management for advisement.

Goodwin Property Management and its employees must engage in an "interactive process" to reach a resolution after addressing any concerns with the applicant or resident before denying a request for a support animal due to any of the three reasons (1) undue financial and administrative burden, (2) fundamental alteration of the services of operations of the landlord, and (3) direct threat to the health and safety of others.

Inherently dangerous animals, such as rattlesnakes or tigers, would not be reasonable, nor would animals that are illegal to own in California, such as ferrets.

- o **Service Animals:** An individual with a service animal will not be required to pay any pet fee, additional rent, or other additional fee, including additional security deposit or liability insurance, in connection with the service animal. Service animals are animals that are trained to perform specific tasks to assist individuals with disabilities, including individuals with mental health disabilities. Examples of service animals include guide dogs, signal dogs, and service dogs, and service



animals in training. Service animals are permitted at all properties as a matter of right, as opposed to as a reasonable accommodation.

In accordance with regulations approved by the California Fair Employment and Housing Council that took effect on January 1, 2020, when a resident or applicant informs Goodwin Property Management and its employees that they have or need a service animal, the **only** inquiries that can be made of the person are the following:

- Are you an individual with a disability?
- What is the disability-related task the animal has been trained to perform?

Unless the person answers the first question with a “no,” or the animal has not been trained to perform a disability-related task, the person is entitled to have their service animal at the premises unless the animal in question poses a “direct threat.” Landlord/Agent may **NOT** ask the individual to demonstrate the task the animal is trained to perform. If an applicant or resident answers yes to both above questions landlord/agent should request documentation that the animal is licensed and vaccinated in accordance with the laws applicable in the jurisdiction where the property is located, and all adult occupants should sign and date the Service Animal Policy Addendum. If any adult occupant refuses to sign, Landlord/Agent will contact the main office of Goodwin Property Management for advisement.

- Please note that trained service animals are not required to wear a special vest or have any documentation. Breed, size, and weight restrictions do not apply to Service Animals unless the animal poses a “direct threat”. **Service Animals in Training:** Individuals with disabilities and authorized trainers may bring animals onto the property to train them to be service animals. The animals must have the proper tags and identification as required by the current California Civil Code. If a government-issued tag is not available, permission to keep a service animal in training should be requested and considered as a reasonable accommodation.

Denial and Conditional Acceptance of Applications

- The three possible rental application outcomes are:
 - (1) **Denied:** The applicant or applicant group did not meet the minimum screening criteria. Applicants denied due to derogatory credit may apply again in 6 months.
 - (2) **Conditionally Approved:** The applicant or applicant group did not initially meet the minimum screening criteria but later submitted the necessary information and documents to qualify. For example, they provided copies of utility bills when their credit history was limited or nonexistent, or they submitted proof of collection payment if their credit history was otherwise positive.
 - (3) **Approved:** The applicant or applicant group has met the minimum screening criteria. For the next steps, please refer to the section titled “When an Application is Accepted.”
- If an application is denied a notice of denial, adverse action notice and a copy of the screening report must be mailed to the current address listed on the applicant’s application.
- If an applicant or applicant group cancels their application and wants to reapply for an available unit, their applications are valid for thirty (30) days from the original application date.
- Any misrepresentation by the applicant may be grounds for immediate denial of the application.

When an Application is Accepted

- After approving an application and notifying the applicant group, the next step is to schedule an appointment to sign a Holding Deposit Agreement and pay the minimum holding deposit of \$500.00. This holding deposit will be applied toward the security deposit amount advertised for the unit.
 - o The Holding Deposit Agreement should be signed and paid within three (3) days of application approval unless the applicant group is scheduled to take possession of the unit within five (5) days of application approval.
 - o Holding deposits must be paid by cashier’s check, money order, or personal check, provided there is sufficient time for the check to clear before the move-in date. If available, application fees may be paid electronically via the Applicant/Resident Portal. **If the bank returns a holding deposit paid via check, the application approval may be rescinded.**
- If the unit that the applicant group applied for was advertised as available for move-in upon application approval, or if the approved unit is move-in ready, the move-in will ideally take place within fourteen (14) days from the date the application is approved.

Signing the Rental/Lease Agreement

The final stage of the screening process is signing a rental agreement with the approved applicant(s).

- Ideally, move-in (i.e. signing the rental agreement) will take place within fourteen (14) days from the date the application was approved.
- All move-in payments, including prorated rent and the security deposit, must be made using secure payment methods, such as cashier’s checks or money orders. No other payment methods will be accepted, except for applicants who are current residents of a property managed by Goodwin Property Management. Cash will not be accepted under any circumstances.
- Possession of the unit is delivered to the applicant(s) once they have paid the rent and security deposit balance due, signed the rental agreement and applicable addendums, and completed and signed the Move-in Itemized Statement.



- Copies of the rental agreement should be given to all residents on the day the agreement is signed. If this is not possible, copies must be provided within 15 days of signing. Resident may receive a physical copy of the rental agreement or a digital copy can be emailed to their preferred email address for their electronic records.

Renter's Insurance

Goodwin Property Management does not mandate renters insurance. However, applicants and residents are strongly encouraged to obtain a renters insurance policy to protect their personal belongings.

Parking

Goodwin Property Management does not charge a monthly parking fee. Each unit is allowed to park at least one operable, currently registered vehicle on the property. Parking restrictions may vary by property and are outlined in the respective rental agreement. Each unit is assigned one designated parking space. If permitted, a second vehicle may be parked in any uncovered open parking space on a first-come, first-served basis. However, parking trailers, boats, work vehicles, or any large vehicles on the premises is not allowed.

Smoking

Smoking is prohibited in all areas of the premises, including rental units, exclusive use areas, and common areas, in accordance with local city ordinances.

Condition of Premises at Time of Move-in/out

In accordance with [AB 2801](#), which amended Civil Code section 1950.5, Goodwin Property Management has implemented a policy to document the condition of a unit at the inception and end of a tenancy.

1. Photographs and a video will be taken immediately before or at the inception of the tenancy.

- o At the inception of the tenancy, a move-in inspection will be conducted, documented on a Move-In/Out Itemized Statement, and signed by the landlord/agent, and the residents. Photos will be printed and attached to the Move-In/Out Itemized Statement. The video will be uploaded and digitally saved.

2. Photos and a video will be taken within five (5) business days after we take possession of a unit, but before any repairs or cleaning are completed.

- o Photos, especially for items that will be deducted from the security deposit, will be uploaded to the corresponding make-ready work order, printed, and attached with the Move-Out Itemized Statement. The video will be uploaded and digitally saved.

3. Photos and a video will also be taken within five (5) business days after all repairs or cleaning have been completed.

- o Photos, especially for items that will be deducted from the security deposit, will be uploaded to the corresponding make-ready work order, printed, and attached with the Move-out Itemized Statement. The video will be uploaded and digitally saved.

After the termination of tenancy, photos will be digitally saved for at least four (4) years.

Changes to Household Composition

If a resident wishes to vacate before the other residents, the remaining resident(s) must provide copies of their earning statements from the three most recent earning periods. If the remaining household resident(s) qualify based on their income, the resident wishing to vacate may sign a notice of release. This policy is in place because all residents applied and were approved as a group.

If the remaining resident(s) do not meet the income qualifications, they have two options: they can either submit a 30-day notice to vacate or allow a prospective applicant to submit an application. If they choose to submit a 30-day notice to vacate, do not accept the notice of release. If a prospective roommate submits an application and application fee, the application may be approved if it meets the specified criteria. Before the resident wishing to move in is added to the rental agreement, the resident wishing to vacate must first sign the Notice of Release.

Once the vacating resident moves out, a superseding Rental Agreement with the new household members must be signed.

Landlord/Agent will contact the main office of Goodwin Property Management if this change in household composition is requested by victims of domestic violence, human trafficking, sexual assault, elder or dependent adult abuse, stalking, or a victim of a crime that (i) caused bodily injury or death, (ii) included the exhibition, drawing, brandishing, or use of a firearm or other deadly weapon or instrument, or (iii) included the use of force or threat of force against the victim.

Transfer Requests

To transfer units within their current community or to a different community managed by Goodwin Property Management, households must complete the following steps.

- Return a Transfer Request Form,
- Have a positive rental history with Goodwin Property Management,
- Have their current unit inspected by Goodwin Property Management and its employees,
- Submit applications and satisfy the criteria described above,
- Application fees for existing residents will be waived.

Unit transfers for applicants who have lived in their rental unit for less than 6 months will not be approved, unless there are mitigating factors such as reasonable accommodation or to resolve a nuisance.



Landlord/Agent will contact the main office of Goodwin Property Management if this change in household composition is requested by victims of domestic violence, human trafficking, sexual assault, elder or dependent adult abuse, stalking, or a victim of a crime that (i) caused bodily injury or death, (ii) included the exhibition, drawing, brandishing, or use of a firearm or other deadly weapon or instrument, or (iii) included the use of force or threat of force against the victim.

Reasonable Requests for Reasonable Accommodations or Modifications

A **reasonable accommodation** is a change, exception, or adjustment to a rule, policy, practice, or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common-use spaces. Except in limited circumstances, a landlord generally cannot refuse to make reasonable accommodations.

A **reasonable modification** is a structural change made to existing premises, occupied or to be occupied by a person with a disability, in order to afford such person full enjoyment of the premises.

While it is best practice to have the request in writing, a request can be made at any time either written or orally. The request does not need to use the words “reasonable accommodation” or “reasonable modification.” Once a request has been made, the landlord has a duty to respond to the request in a reasonable period.

The two threshold questions that must be answered any time a request for reasonable accommodation or reasonable modification is requested are (1) Is the requestor, or person on whose behalf the request is made, a person with a disability? (2) Is there a disability-related need for the requested accommodation or modification?

Goodwin Property Management and its employees cannot ask for information about the disability, the disability’s nature, or the extent of the disability. Verification of the disability can be provided by any reliable third party who is in a position to know about the individual’s disability or disability-related need for the requested accommodation, including, but not limited to, a medical professional, health care provider, person from a peer support group, non-medical service agency representative, or a family member who cares for that individual. If the disability is known or apparent, verification cannot be required.

If the reasonable accommodation being requested is a live-in caregiver, provide the resident with a Live-In Aide Request and Documentation paperwork to complete and return with the caregiver’s government-issued identification. Verification is ideally provided by a doctor or medical professional but verifications provided by the individual, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual’s disability will be taken into consideration.

Once documentation is confirmed, the resident and caregiver must sign the Live-In Aide Policy Addendum & Live-In Aide Affidavit.

Once Landlord/Agent receives a request for reasonable accommodations or modifications, they will contact the main office of Goodwin Property Management before denying, approving, or approving with conditions.

- A request **may** be denied for the following reasons: (1) undue financial and administrative burden, (2) a fundamental alteration of the services or operations, and/or (3) a direct threat to the health and safety of others.
- Conditions **may** be placed on the approval of a request depending on the facts and circumstances of a particular situation. Please discuss this with the main office of Goodwin Property Management.

Before denying or putting conditions on any request for reasonable accommodation or reasonable modification, the landlord must engage in an “**interactive process**” in which the landlord and resident/prospective resident discuss the landlord’s concerns and attempt to come to a resolution. **This process is mandatory.**

Any information received must be kept confidential and may not be shared with any other person unless they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law.

Non-Discrimination Policy:

Goodwin Property Management, its employees, and its owners are committed to the compliance of the spirit and intent of all local, state, and federal fair housing laws for all residents, and therefore are committed to the prevention of discrimination based upon color, race, creed, religion, genetic information, gender, gender expression, gender identity, sex, marital status, mental or physical disability, age, familial status, sexual orientation, source of income, national origin, ancestry, immigration status, veteran or military status, citizenship and primary language.

Federal and state fair housing laws are designed to create equal housing opportunities and a safe, comfortable living environment for all residents through equal and consistent services throughout our residents’ tenancies. If applicants or residents have any questions or concerns about any type of discrimination, by their housing provider, its agent, or another resident at the premises, or require a reasonable accommodation or modification, they should contact their resident manager. If an applicant or resident feels that they have been or are being discriminated against, they should be encouraged to submit a written* description of the incident, and management will review their submission and take appropriate steps to address it, including but not limited to interviewing the individual(s) involved. Management will respond in writing to advise the applicant or resident of the results of its investigation and provide an opportunity for them to respond with additional information or evidence supporting their allegations.

*If due to a disability, the applicant or resident is unable to provide a written description of the incident and requires the ability to do so orally they may notify management and request a reasonable accommodation.

Conduct Policy

Goodwin Property Management and its employees are committed to fostering positive, productive, and professional relationships with prospects, residents, their guests, visitors, and vendors. We expect the same courtesy in return. We reserve the right to deny an application if the behavior exhibited during the tour or application process violates any provisions of the rental agreement.



Record Keeping

- It is Goodwin Property Management's policy to retain all applications, notes, or information received in the screening process, including those from applications not accepted as residents and former resident files for at least ten (10) years before being properly shredded.
- Detailed records should be documented in a timely manner following interactions with applicants, residents, visitors, staff, and vendors that are important to note. If a response is required for any interaction, it must be provided in writing.
- All original documents, including letters and notices, are kept at the main office of Goodwin Property Management.
- Except for credit and background reports, on-site Resident files should contain copies of all forms, notices, letters, etc.

Files of past residents from the previous year are sent to the main office of Goodwin Property Management for storage.

