



A S S E T M A N A G E M E N T , I N C .

## **Applicant Denial Notification Policy**

Effective June 2019, please ensure that the following items are done for each applicant denied for occupancy at your property.

- Within **seven (7)** days of determining an applicant household does not qualify, complete the attached form in Adobe Acrobat, print the completed form and sign it. (Note: Applicants must be sent a denial letter within seven (7) days of determining they were not qualified.)
  - With the attached letter, please include a copy of the Texas Department of Housing and Community Affairs (TDHCA) form based on HUD form 5380 "Notice of Occupancy Rights under the Violence Against Women Act" and HUD form 5382 "Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation." These forms can be found on the Quest forms website under the **Leasing Forms** tab.
- Make a copy of the fully executed form.
- Send the original form to the denied applicant either via postal mail, e-mail (per rental application), fax or provide in-person, then document (at the bottom of the form) how the form was provided to the applicant.
- Clip a copy of the denial form to the **top** of the applicant packet.
- File the denied application paperwork [with the denial letter coversheet] in date order with other denied applicants.
- Add the denied applicant's name to the "Applicant Denial Log" maintained by your property. On the Applicant Denial Log, the "Denial Notice Sent Date" and the "Denial Date" cannot be more than 7 days apart. (Note: The Applicant Denial Log can be found on the Quest forms website under the Leasing Forms section.)

***Important Notes:*** The attached applicant denial letter and policies are not relevant for those who apply for a unit and then "Cancel". Only applicants that complete a rental application and are denied by management should be sent a letter and logged.

Please contact your compliance supervisor if you have any questions regarding the above applicant denial notification policy.

Date: \_\_\_\_\_

Unit #: \_\_\_\_\_

Dear Applicant(s):

\_\_\_\_\_  
\_\_\_\_\_

We regret to inform you that your application for tenancy at \_\_\_\_\_ has been denied. Your application has been denied based on:

- At least one member of the household was convicted of a crime against persons or property. (Vandalism, armed robbery, manslaughter, rape, burglary, arson, assault, disorderly conduct, child molestation, battery, murder, receiving stolen merchandise.)  
\_\_\_\_\_
- At least one member has a weapons related charge that resulted in a felony conviction within the past 3 years.  
\_\_\_\_\_
- Within the last 20 years a member of the household was a current user of illegal drugs, there was a discovery of controlled substance or drug paraphernalia in a residence occupied by any member of the household, conviction of any household member for any drug-related crime, arrest of any household member for any drug-related crime.  
\_\_\_\_\_
- Within the last 5 years a member of the household was evicted (for cause) from rental housing, a household member moved out of rental housing owing money, a prior landlord report shows evidence that a household member did not comply with the terms of their lease.  
\_\_\_\_\_
- Total household income exceeds the maximum allowable income limit. \$ \_\_\_\_\_
- Total household monthly income is not \_\_\_\_\_ times the monthly tenant portion. \$ \_\_\_\_\_
- Other: \_\_\_\_\_  
\_\_\_\_\_

Credit and criminal history screening was provided by Tenant Tracker, our third party screening service. For more information or to resolve discrepancies on your credit or criminal history, please contact **Tenant Tracker directly at (800) 658-9396**. Your tracking number is: \_\_\_\_\_.

General appeals to the above denial should be directed to [appeals@questami.com](mailto:appeals@questami.com). All applicants that were denied, yet seeking special protection under VAWA (Violence Against Women Act) or requests for reasonable accommodation due to a disability may contact [appeals@questami.com](mailto:appeals@questami.com), for supervisory review.

Thank you for your application,

Property Manager  
Encs: TDHCAs form Based on HUD Form 5380 and HUD for 5382

Applicant notice was delivered via:	
<input type="checkbox"/>	Postal Mail
<input type="checkbox"/>	Fax
<input type="checkbox"/>	In-Person
<input type="checkbox"/>	E-mail (per rental application)