

RESIDENT FILE POLICY

Resident folders will be maintained by the Property Manager/Management Aide for each housed resident.

Housed Resident Files

Each resident file shall not exceed 3" in depth. When the file becomes greater than 3" a second (2nd) file shall be created. Files shall be numbered in black marker on the outside front cover beginning with #1.

Each file shall have a typed or computer generated label identifying head of household name, unit address, number of unit bedrooms, move in date and tenant account number.

All documents in the file shall be secured and placed on the proper side of the file. All documents received by LMHA from the resident or any other third (3rd) party shall be date stamped prior to being placed in the folder. All original documents received by the LMHA shall be kept in the resident file. Original documents shall not be defaced in any manner. Any notes or comments shall be documented on the supplemental sheet in the back of the file, not on an original document or on a separate piece of paper.

Each document in the folder is to be kept secured with file fasteners and in chronological order with the most recent documents placed on top of the older, dated documents.

At the end of each year but prior to January 1st, a colored, legal-size piece of paper shall be placed in each file to divide the years. The number of the year expired shall be written on the colored paper's bottom right corner.

Documents to be secured on the left side (management section) of the file are:

- Supplemental sheet
- All inspection forms
- Colored legal paper separating year
- Move in & out papers
- All 3rd party inquiries
- Payment plans
- Letters received from resident
- Parking violation stickers
- All conference forms
- Copy of work order charges
- Photographs
- Form #125 Resident Emergency Info
- Landlord references
- Security deposit letter
- Vehicle registration data
- Letters, correspondence to resident
- Door tags
- Security notices and police reports
- Mediation requests and follow-up info
- All legal notices issued and writs
- All letters from staff attorney to resident (as well as other staff persons)

Documents to be secured on the right side (occupancy section) of the file are:

- Rental application & verifications
- All signed documents from lease up
- Interim documentation & verifications
- Annual review documentation & verifications
- Utility allowance changes
- 50058's
- Lease(s)
- Resident reported info on income
- Handwritten ACO from annual review
- Resident reported changes in family composition
- Approved transfer request and 3rd party documentation regarding transfer reason, such as Drs. statements or letters from employers

All resident files are subject to periodic review by the Regional Asset Manager or Property Manager for adherence to this policy.

Vacated Resident Files

When a resident vacates from the unit, a black marker shall be used to indicate on the outside of the file folder the vacate date. If the resident vacated due to illegal activities, was evicted, or was in process of being evicted, this shall also be marked on the outside file folder. The move-out paperwork including the final statement, vacate notice, and move-out inspection shall be placed on top of the left hand side at the conclusion of the resident's tenancy.

All files will be retained for one (1) year in the management office after vacate. In January of each year, files will be boxed by management group and forwarded for retention for an additional three (3) year period. Boxes are to be clearly marked with date of destruction.

Files will be discarded (shredded) four (4) years after vacate.