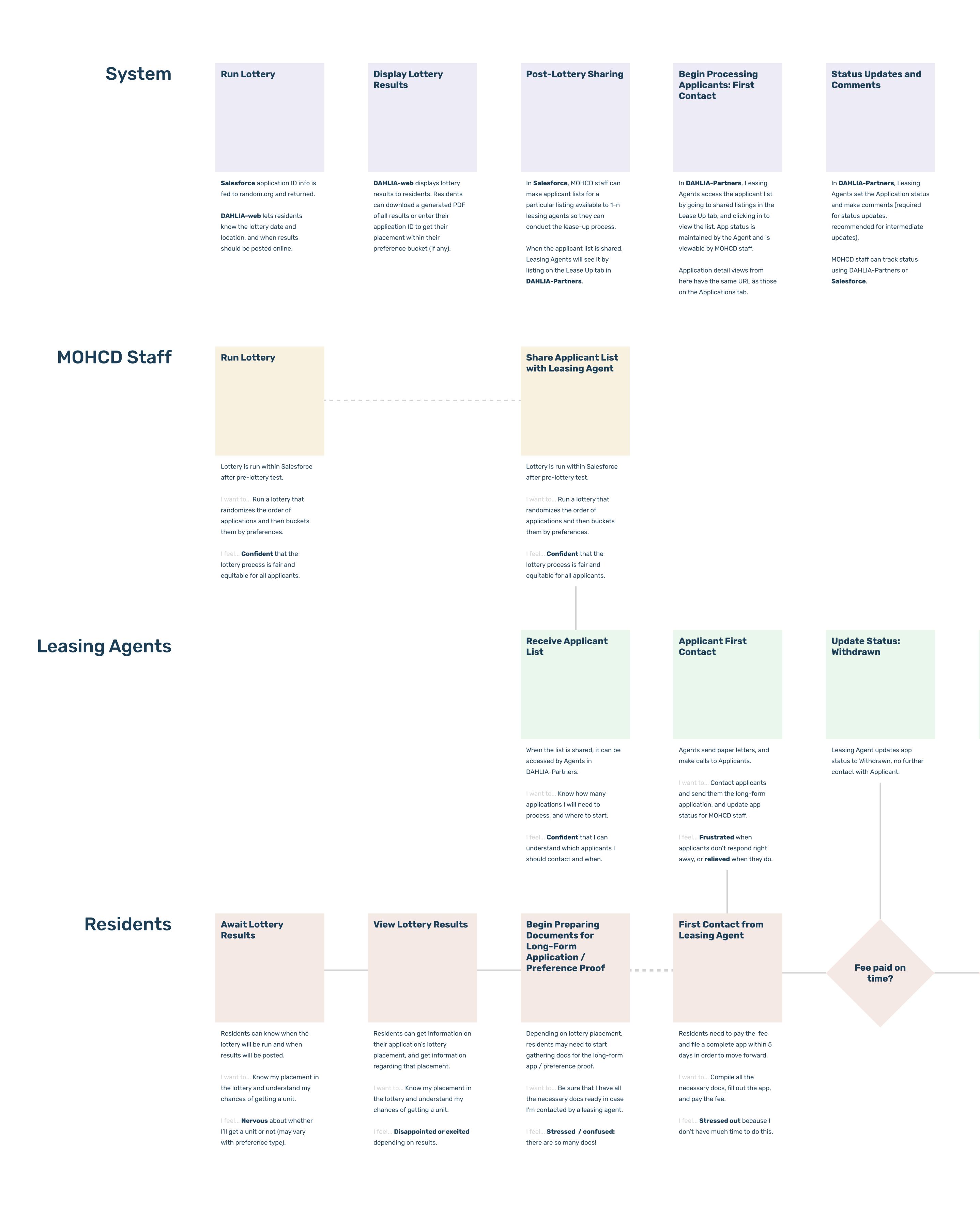
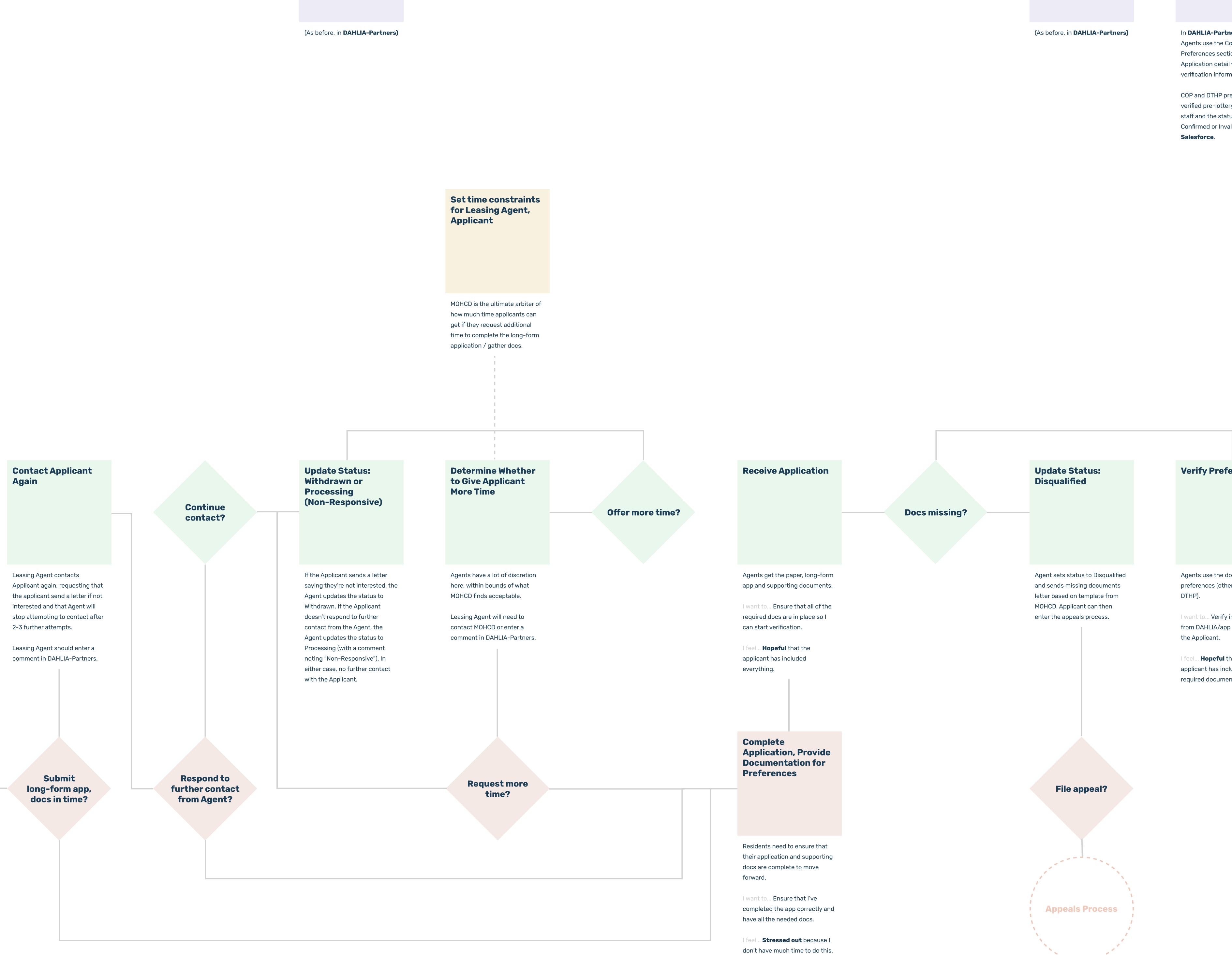
## DAHLIA Lease-Up Process

Journey Map v1.0, January 2020





Status Updates and Comments

# Comments

## (As before, in **DAHLIA-Partne**

Preference Verification

In **DAHLIA-Partners**, Agents use the Confirm Preferences section of the Application detail view to enter verification information.

COP and DTHP preferences are verified pre-lottery by MOHCD staff and the status is set to Confirmed or Invalid in Salesforce.



### In **DAHLIA-Partners**, Leasing Agents use the Confirmed Household Income subsection of the Confirmed Household section. This follows the use of the MOHCD worksheets (R&A for Inclusionary, TIC for Multi-family) to calculate the values to be entered.

**Income Verification** Review

For inclusionary listings, MOHCD staff review the income worksheets and verification documentation provided by the Applicant



## **Update Stat** Disqualified

Agent sets status to Disqualifie and sends missing documents letter based on template from

MOHCD. Applicant can then enter the appeals process.

**File appea** 

**Appeals Process** 



DTHP). I want to... Verify information from DAHLIA/app via docs from

preferences (other than COP and

**Verify Preference** 

eel... **Hopeful** that the applicant has included all required documentation.

the Applicant.

## Verify Household Information

Agents verify HH info, including priorities (senior, veteran, etc), income, completing MOHCD

worksheets.

I want to... Verify information from DAHLIA/app via docs from the Applicant.

feel... That the extensive verification **work is tedious**!

Additional docs required?

Comment

(As before, in **DAHLIA-Partners)** 

Agent adds a comment to the app indicating that the Applican now has 5 days to respond to the request for documentation.

# Update Status: Processing (Non-Responsive,

Status Updates and Comments

(As before, in **DAHLIA-Partners)** 

Agent adds a comment to the app indicating that the Applicant is non-repsonsive, and moves on

Respond to

**Provide Addition** Verification

further contact from Agent?

Residents must provide additional docs in a timely fashion in order to move forward.

I want to... Compile the additional docs so that my application keeps moving.

eel... Worried, if I felt like I had already gotten all of my docs in order and sent them along.



to the next Applicant / batch.

Agent initiates credit check

**Credit Check** 

based on criteria set by the developer.

# Finalize Lease Up, Removal of Listing

In **DAHLIA-Partners**, Agen have to add the final supplemental information on the

Application detail view.

Once all units for a listing are leased, MOHCD un-shares the listing from the Leasing Agent using **Salesforce**.

## Receive Copy of Lease from Agen

For MOHCD's records, Agents send copies of the leases for both inclusionary and multi-family lease-ups.

Update DAHLIA-Partner with lease information

Agents must fill in the chosen unit and leasing information and send the lease to MOHCD.

I want to... Finish the process and move on (to next batch of Applications or to the next lease-up).

eel... **Ready to be done** wi this process!



Once an approved unit is chosen, the Applicant signs a lease (w/in 7 days of approval) and pays the deposit and first month's rent.

I want to... Sign that lease!

l feel... Both **excited and relieved** to have made it through the whole process.

## Notify Applica<sup>,</sup> Background check passed Agents must both call and send a paper letter to Applicants who qualify. I want to... Contact the Applicar and give them good news! eel... **Relieved** that the verification and approval proc is complete. **Anxious** to g lease signed.

**File appea** 

Appeals Process

from the Leasing Agent tellin them their Application is approved.

I want to... Move forward with choosing a unit.

I feel... Excited that I've been approved. Potentailly **nervous** 

**Receive Approval** 

Applicants get a call and a letter

about signing a lease.

set by MOHCD and are subject to

File appeal?

Credit check passed?

Appeals Process

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Agent initiates criminal background check. Criteria are second-chance regulations.

**Criminal Background** 

Chec

Agents must show the Applic available).

make a choice and get the lease

**Show Units to** 

proved Applie

el... Even more **anxious** to g a lease signed, since we're very close to finalizing the process.

Applicants can select up to 3 units for which they've qualified.

I want to... Find a unit that works for me and my household.

eel... Very excited—things are getting real! Still potentailly **nervous** about signing a lease, since it feels like a "point of no return."

Select Units

their selected units (if st t to... Help the Applicant

Sign Lease, Pay Deposit