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OFFICE OF THE CITY MANAGER

November 3, 2009

Robert W. Healy, City Manager
Cambridge City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

Dear Mr. Healy:

Enclosed, please find a memorandum from Michael Haran and myself, which outlines the background, policies, and facts surrounding the 35-37 Lee Street Condominium bed bug situation.

Sincerely,

A handwritten signature in blue ink that reads 'Greg Russ'. The signature is fluid and cursive, with a long horizontal line extending to the right.

Greg Russ
Executive Director
Cambridge Housing Authority

MEMORANDUM

To: Robert Healy, City Manager

From: Michael Haran, Executive Director, CASCAP, and Gregory Russ, Executive Director of the Cambridge Housing Authority

RE: 35-37 Lee Street Condominium

Date: November 3, 2009

We have been asked to respond to a City Council order regarding procedures in place to screen applicants for tenancy in our housing portfolio initiated in response to the complaints from the condominium trust of the premises at 35-37 Lee Street. CASCAP manages a unit in the condominium that is owned by Essex Street Management, Inc. ("ESMI"), a controlled affiliate of the Cambridge Housing Authority ("the CHA"). In response to the Council's request, we offer the following.

Background of CASCAP and CHA

The Cambridge Housing Authority has over 2500 public housing units and operates a leased housing program covering more than 2000 units. Its affiliated non-profits own and operate 215 additional units. The CHA is an award-winning housing authority with a national reputation for high performance.

CASCAP has over 30 years of experience in the management and development of housing in Cambridge and more specifically, experience in dealing with "special needs" populations, chronically mentally ill and elderly. CASCAP has in place procedures to accept, screen and approve applications for its housing stock. Those policies and procedures comply with all U.S. Housing and Urban Development and Massachusetts State Regulations. Additionally, CASCAP employs industry best practices in both tenant selection and property management. Presently, CASCAP operates at over 20 locations and houses over 200 tenants. Over 90% of the units, under CASCAP management, are owned by CASCAP.

Policies for Tenant Screening and Property Management

CASCAP has an appropriate Tenant Selection Plan for all units which is attached as Exhibit A. It complies with all aspects of the Federal Fair Housing Act and The Americans with Disability Act. As part of the intake, outlined in the plan, an interview is conducted by CASCAP Property Management Department. At the interview the prospective tenant is given a chance to tour the property and CASCAP has the opportunity to review and verify all application information. During the interview a standard list of questions is asked of each applicant.

The questionnaire assures that each applicant is screened in a similar manner and avoids practices which may be inappropriate or discriminatory. Among the questions asked, that are germane to the Council order are; *“Please describe your housekeeping standards”*; *“Have you ever had problems with pest (roaches, mice, etc.?)”*; *“Do you have and concerns about accessibility of the building or policies?”*; *“Have you ever had difficulty getting along with your neighbors?”*; *“Have you had any difficulties with prior landlords?”* and *“Describe your rental history”* These questions are meant to elicit other follow up questions and all are verified with prior landlords, referrals, caregivers, etcetera.

An Applicant might be rejected, for among other reasons, if they had a history of severe and/or prolong conflicts with or disturbance to neighbors, extremely poor housekeeping, or tenant or guest purposefully damaged a unit

CASCAP has been charged by the condominium trust with failure to properly screen residents. Far from ignoring the bedbug issue, however, CASCAP's interview questionnaire does elicit information from the applicant regarding a history of "pests". Additionally, CASCAP, as an owner, operator, is very aware of the rising number of reported bed bug infestation here and nationwide. CASCAP takes additional measures before and after a tenant moves into a unit.

It is instructive that even in the handout provided by the condominium trust to the Council, entitled **"Guidelines for Prevention and Management of Bed Bugs..."** it indicates that a direct question regarding bedbugs on a application is not recommended. On page two it states (5th paragraph) of the handout *“Intake interviews may not include a category concerning bed bugs”*. CASCAP has done all that anyone could do to screen regarding bedbugs.

At move in and thereafter we will inform tenants about bed bugs and encourage them to contact us immediately at the first indication of a suspected problem. A typical reminder would include the following statements; ***“You are at increased risk of getting these bugs if you frequently have guests who spend time in shelters, or you acquire used clothing or furniture. Bedbugs are small...come out at night...people often don't know if they have them. If you suspect you have bedbugs please inform us right away so that we can treat your unit”***

CASCAP also completes Activities of Daily Living (ADL) assessments when called for or requested. But those assessments are not directly related to one's application for a particular housing unit. We can state that all intake procedures were followed and completed for these tenants as with all of our tenants.

ESMI oversees the operation of the units it owns that are managed by CASCAP. CHA has two full-time employees with many years of property management experience assigned to oversee operation of its affiliated non-profit units. When problems are

brought to its attention. as in the present situation, it takes an active and responsive role in resolving any issues quickly.

Specific Response to 35-37 Lee Street

As to the specifics of the case which generated the Council order we would offer the following;

The statement made by the Trustees of 35-37 Lee Street Condominium that "CHA/CASCAP had NO PROCEDURES IN PLACE and DID NO SCREENING for bed bugs when placing two previously homeless people, who had been living in the rough, directly into #15 of 35-37 Lee Street Condominium" is factually untrue, as the record below will establish.

The facts are as follows:

The two individuals occupying the unit had continuously resided for 12-plus years in a housing unit. They resided there until their move to Lee Street. The individuals moved because they were losing their housing due to a "no fault eviction". The eviction was due to a bank foreclosure on their rental unit based on the landlord's default. The auction was held in June of 2008. Greater Boston Legal Services requested an emergency placement in a CASCAP unit due to the foreclosure.

On March 23, 2009 CASCAP was informed about bedbugs in the condo unit near unit 15 (CASCAP's unit) and CASCAP staff confirmed the presence of bedbugs in unit 15. CASCAP immediately scheduled a treatment with an exterminator. The unit was prepared and then on March 27, 2009, an initial treatment was performed, with additional treatments scheduled to occur once a month thereafter until eradication was complete.

CASCAP also strongly recommended to the condo management that all adjacent units, above, below, and beside be treated by an exterminator to prevent the bugs from traveling while unit 15 was treated. (Good management practices with respect to extermination also suggest this). Nevertheless, the treatment of other units, adjacent to unit 15, did not occur until weeks after CASCAP's initial treatment. On September 22, 2009 the building was cleared of all bedbugs. Subsequently, it has been determined that another owner in a different unit has brought bedbugs into the building from their purchase of a couch from a listing on Craig's List. As well, based on information from Phil Renzi, the property manager, the owner of a unit near CASCAP's maintained it in a cluttered condition.

During this time, (in May 2009), after consultation with the CHA, CASCAP submitted an "Action Plan for 35 Lee Street- Unit 15" to the Condo Association and Manager of the Units. It is attached as Exhibit B. Management acknowledged that it was not possible to ascertain where the bedbugs originated. Nevertheless, CASCAP outlined all steps it would take to address the issues, including tenant relocation, monitoring and insuring tenants cleaned the apartment, hiring a professional cleaning company, and insuring that

the tenants properly prepared all property for the move to insure that no bedbugs would be allowed to contaminate the building.

CASCAP submitted the plan in good faith and had the indication from the Management Company that if we were successful in carrying it out that it would be appreciated by the Association and would be a successful resolution acceptable to all parties.

CASCAP and the tenants fulfilled all parts of the plan, including insuring that the tenants kept the unit clean. CASCAP staff provided appropriate cleaning products and tools and observed the tenants cleaning the unit on many occasions. CASCAP inspected the unit daily. The tenants were observed doing 21 loads of laundry to prepare for bedbug treatment and regular loads subsequently. CASCAP provided air fresheners in response to concerns from other unit owners about a "chemical smell". CASCAP had the unit cleaned professionally. The tenants were relocated in May of 2009. They have been model tenants at their new residence.

After CASCAP completed all that was outlined in the plan the Association refused to sign or agree to the contents: rather it took its complaint to the Council, and claimed they were ignored and that no action was taken by CASCAP and CHA. The version of events presented to the Council was not accurate in any way.

CASCAP and CHA demonstrated due diligence in the selection of these tenants, appropriate follow-up and completed an expedited resolution to a situation that no one would want to ignore or live with. Bedbugs are a growing problem, at Four-star hotels, luxury condos and single family units.

We respectfully submit that all appropriate screening and follow up was undertaken with this tenancy and that the unfortunate situation was not ignored. By no means could one state that the parties were unresponsive or negligent. The tenants were transferred to a CASCAP unit and have been ideal tenants with no issues or problems. This highlights a question about the true nature of the origination of the bedbug infestation.

It is significant that the condominium trust has taken no action against any other condo owner, despite the fact the unit near the CASCAP unit was identified as a source of the bedbugs, and despite the fact that another condo owner had purchased an infested couch off of Craig's List. One has to postulate that there have been decisions made based upon invidious and baseless assumptions about the background and characteristics of the CASCAP tenants. The vitriol directed at CASCAP and the CHA, despite the true history of their responsiveness and cooperation, betrays that the motivation of the condo association is not in good faith, as similarly situated occupants have been treated disparately based only on their status.

The condo trust took belated action to address the bedbug problem, treating other units and common areas. Rather than assess all owners for the common expenses of the condominium, and/or requiring individual unit owners to pay for work performed within their units, as would be the norm under such circumstances, the trust has turned to

CASCAP and the CHA to absorb all common expense and expense for work inside other units. CASCAP and the CHA have at all times been diligent in addressing the concerns of the trust. To hold only the agencies, and no others, liable for this problem ignores the reality of the situation and baselessly scapegoats the agencies.

Our only recommendation is that the City Inspectional Service Department in conjunction with the Public Health Department issue guidance and recommendations about treatment of bedbug problems, and reporting of this growing problem.



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EXHIBIT A

C A S C A P I N C

678 Massachusetts Avenue 10th Floor Cambridge, MA. 02139
Phone: (617) 492-5559 Fax: (617) 492-6928 TTY: (617) 234-2992

Tenant Selection Plan for Sites Managed by Cascap, Inc.

This document represents Cascap's Tenant Selection Plan for all sites. Some sites will also have a Tenant Selection Plan that is specific to the property. When available, please refer to the Tenant Selection Plan for the specific property for more detail.

Cascap Standards

Cascap does not discriminate against applicants or residents on the basis of race, color, creed, religion, political affiliation, sex, national origin, age, familial status, handicap, veteran status, sexual preference, or socioeconomic class. Per the Violence Against Women Act of 2005, Cascap also does not discriminate against victims of domestic violence in Section 8 units if they are otherwise eligible for a unit. Certain Cascap sites are built with funds intended for a specific population. As a result, the eligibility criteria for some sites may not allow Cascap to admit applicants who do not fall within a given population. Whenever possible, it is Cascap's intent to treat all people equally.

Cascap's unit size standard is one person per studio or SRO, and no less than one and no more than two people per bedroom (for units of one or more bedrooms).

Applicants are given priority if they are currently living in another Cascap managed site and if property management or program service staff from the originating site feels the transfer is appropriate. Program staff are encouraged to document if there is a need for the transfer. In order, transfers are prioritized by the following criteria:

1. Request made due to reasonable accommodation
2. Household is too small or large for current unit. New minor household members will only be counted in current unit if they were added via legal means (birth, adoption, permanent custody). New adult household members will be counted if the new household member applied to Cascap and was accepted before moving in. If adding a new adult household member will make the household too large, the request will be denied but they will be considered for a transfer to accommodate that request.



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Eligibility

Anyone requesting information about housing will be told about the structure and nature of eligibility for Cascap's housing stock. In short, Cascap has different categories of housing. They are as follows:

1. Sites for people who are direct referrals from the Department of Mental Health (additional eligibility criteria may apply).
2. Sites for people who are direct referrals from the Cambridge Housing Authority's Section 8 list
3. Sites for people who are direct referrals from the Cambridge Housing Authority's Section 8 Disabled lists.
4. Sites for people who are 62 years of age and older and who are direct referrals from the Metropolitan Boston Housing Partnership Section 8 list.
5. Sites for people who are 62 and older, US citizens or legal residents and who can afford a "High Home" rent.
6. Sites for people who are 62 years of age and older and are US citizens or legal residents, and who are low income (less than 30% of AMI).
7. Sites for people who have a mobile, or tenant based voucher. People with a tenant based voucher can also be considered for other sites, including those that have "High Home" or "moderate income" sites. Those with a tenant based voucher can be considered for units with a project based subsidy if the tenant based voucher and the project based subsidy are both provided by the Cambridge Housing Authority and if they are willing to give up the portability of their voucher.
8. Sites for people who are earn a "moderate income" (more than 50% and less than 80% of area median income) and can afford a reasonable, but unsubsidized rent.

The following table delineates the specific site and eligibility criteria. Under "subsidy type" the first number refers to the category above and the number that follows in parentheses refers to the number of units in the building that fit into that category. If there is no number in parentheses, all units fall into that category. For moderate income units, the number in parentheses is the maximum number of units reserved for moderate income households. Cascap often chooses to rent solely to people with mobile vouchers instead for fiscal reasons.

Site	Subsidy Type(s)	# Units
Bigelow	7 (8), 8 (2)	10
Harvard Place+*	6	21
Nonantum Village Place+*	6	34
Auburn	3 (7)	7
Marshall Place*	4 (8), 5 (2)	10
Western	2, 3, 8 (1)	9
Putnam	3, 7, 8	8
803 Cambridge St.	2 (6), 3 (3), 8 (5)	14



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411 Cambridge St.	2 (6)	6
Aberdeen	1	8
Hammond	1	8
Woodbridge	1	9
Broadway+	1	8
Cambridge House	1	10
Somerville/Center House+	1	9
Condos	1	3
Green	1	10
Hope VI *	1	14
Magazine+	1	10
Merriam	1	8
Norfolk	1	9
Pearl+	1	10
Somerville Place+	1	8
Three Gems+	1	8
Harvey	8	16

*Sites marked with an asterisk have a separate tenant selection plan, separate application and separate waiting list. When there is a discrepancy between this general plan and the site specific plan, the site specific plan takes priority.

Only units covered by tenant selection plan and/or funder loan covenants are counted in total.

+ These sites are also HUD funded. Eligibility for these sites includes that applicants must be very low income (be earning 30% or less of area median income (AMI) and US citizens or legal residents. In addition, federal legislation currently requires that 40% of the projected annual vacancies at the site be targeted toward applicant households whose income is below the extremely low limit of 30% of median. Cascap intends to insure compliance with this requirement by assessing the income breakdown of each site whenever a vacancy occurs. In order by application date, Cascap will fill units with people whose incomes are at or below the extremely low income limit until 40% of vacancies are filled. Subsequent vacancies will be filled in order by application date.

When applicants are told about the different categories of housing, they will then ask which type of housing best matches their situation. Applicants will be given application materials for the appropriate category or categories. All applicants will be offered descriptions of each site and information will be provided about the current vacancies and waiting lists as appropriate. A standardized description of categories and application materials is also available on the Cascap web site at www.cascap.org under "housing opportunities."



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Cascap will allow anyone to fill out an application if they request to. If a site has specific eligibility criteria (age, psychiatric disability, income level), staff can tell an applicant up front about these criteria, but if someone still wants to submit an application, they must be allowed to do so.

McKinney Units

Five of the Hope VI units, and three units at 803 Cambridge St. are considered "McKinney units." Eligibility factors for these units include that the applicant must be homeless and disabled.

Homeless – A person is considered homeless if he or she is an individual who lacks a fixed, regular, and adequate nighttime residence, or an individual who has a primary nighttime residence that is: (a) a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); (b) a public or private place that provides a temporary residence for individuals intended to be institutionalized; or (c) a public or private place not designed for, or ordinarily used as, regular sleeping accommodations for human beings.

Disabled – A person is considered disabled if he or she

1. has a physical or mental impairment that substantially limits one or more major life activities.
2. has a record of having such an impairment.
3. is regarded as having such an impairment.

Due to reporting requirements, we can only select people for these units if they are receiving services from the Department of Mental Health. In order to ensure that this is taking place, we recruit from the DMH for these units.

Preference

Unless prohibited by a funding source, Cascap will give preference for local town residency (for instance, Cambridge residency if the site is in Cambridge).

Residency is defined as

1. living in a home in same town.
2. working in or about to be working in same town
3. for homeless people, staying in a shelter in same town.

Marketing

For categories 2, 3, and 4, Cascap sends out information to people on the list given to us by the appropriate authority. For categories 5-8, we utilize the following media: on-line listings, primarily www.craigslist.org, local newsprint, primarily the Tab for the local area and surrounding areas, and postings at agencies that serve the target population – the CHA Section 8 list for those with tenant based vouchers, local home care agencies and senior centers for elder housing units, and agencies like Homestart that specialize in helping people find



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housing. All units will be listed on the Boston Metrolist and Chapa's Accessibility database. For cost reasons, generally only the Tab and other free resources are used for marketing. However, if there are a large number of units that are vacant, a large number of spaces on the waiting list, and especially if a review of the site's population reveals an absence of minorities, efforts are also made to advertise in areas and/or publications that target minorities. Some such publications include The Banner (which targets the African-American population), El Mundo (the Hispanic population) and other publications and the tenant or applicant pool suggests.

The Application

The questions on the application are designed to help us determine identity, eligibility, and priority or preferences (like residency). The authorization for background checks allow us to determine the tenant's ability to fully meet the requirements of tenancy. The same questions will be asked of all applicants.

The background checks will consist of a credit check, a criminal check (CORI), a sex offender registry check (SORI) and a landlord reference check. For the landlord check, Cascap's policy is to request documentation for the last five years. We will consider a three year history for reasonable accommodations, but at a minimum, at very least 2 references should be provided. Cascap will do a landlord reference for the most recent address plus one other (local if possible). If the applicant brings in a completed landlord reference, it is Cascap's policy to call that landlord to verify that he or she completed the document. Also, it is Cascap's policy to get a reference from the building owner and the lease holder in the event that someone is subletting a unit. For homeless individuals, shelters will be contacted to determine the person's potential to be a good tenant given their behavior in the shelter. It is preferred to have the landlord respond in writing to Cascap when requesting a reference. When this is not possible, the landlord can be contacted via telephone but the conversation will be documented.

Application Processing

Complete applications for housing will be dated and logged in by the Property Management Department (PMD) as they are received. Applicants will be ranked by application date and any additional preferences that apply for that site. All communications to and from the applicants will be in writing via mail. If an applicant does not have a mailing address, arrangements can be made for the applicant to pick up communications at the Cascap main office.

All applications will be reviewed for completeness and eligibility first. If the applicant's household is not eligible, they will be informed of that determination within 14 days and they will be informed of their right to appeal that decision. The appeals process is also defined in this plan.



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For most sites including those that are HUD funded, reviewing eligibility will mean reviewing and obtaining documentation of all information contained in the application. This includes assets, income from all sources, proof of citizenship and social security number. Some sites also require proof of age, disabled status and homeless status. Eligibility will be determined for all household members.

Upon receipt of a completed application from an eligible household, applications will be added to appropriate waiting lists until a vacancy occurs. When a vacancy occurs, Cascap will verify identification and begin performing background checks on the first five to ten people on the appropriate waiting list. Within 14 days of receipt of reference checks from 3rd party sources, Cascap will inform a prospective tenant if their application is considered acceptable or unsatisfactory.

Incomplete applications are generally mailed back to the client and not considered further until we have all the information needed to run the background checks. Cascap is willing to hear reasonable accommodation requests, but if the application remains incomplete after one month, the application will be withdrawn.

If Cascap is unable to complete any background check in a reasonable amount of time to be considered for a current vacancy, Cascap has the right to move on to the next applicant on the list until the check can be completed. The stalled application can then be considered for a subsequent vacancy. If Cascap is unable to obtain a completed landlord verification after several attempts, Cascap will proceed with the application.

Cascap will try to keep to the order in which we received names from the source or by preference level and application date if the person applied directly to us. Some circumstances, however, will make this impossible. These circumstances include stalled background checks, applications that are denied/rejected but accepted upon appeal, and applications that come in after screening has started that jump to the top of the preference structure. As the situation allows, Cascap will attempt to consider people in the correct order, but Cascap must balance the cost of a longer term vacancy against this policy, and will sometimes skip people on the list but consider them for subsequent vacancies. If someone is skipped for reasons beyond their control or ours, this will be documented in the application file. As a general rule of thumb, someone will be skipped if it is expected that waiting will extend the vacancy by more than three weeks.

Acceptable Applications

If there are vacancies, acceptable applicants will be offered an interview. If there are no vacancies, acceptable applicants will be put on a waiting list. If the waiting list is closed, no more applications will be accepted until the waiting list



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has been reduced significantly or exhausted. For sites where a waiting list is kept, the waiting list will be the greater of the following: either one and a half times the number of units in the building or the number of units of that subsidy structure expected to come vacant in the whole Cascap portfolio over the next two years.

Waiting lists are kept for the following categories and sites:

- Harvard Place
- Nonantum Village Place
- Marshall Place Apartments (High Home units only)
- Moderate income units (throughout portfolio)
- Tenant based subsidies (throughout portfolio)

For categories 1-4 (direct referrals from DMH, CHA or MBHP) Cascap does not maintain the waiting list but the referring agency does.

Accessible Units

On the application, people are asked to indicate if they have a need for a wheelchair accessible unit. If an accessible unit comes available, Cascap will first review current tenants, then the applicant pool for anyone needing the features of that unit, regardless of their place on the waiting list. Similarly, if an accessible unit is available, we will inform referring agencies of that availability so that they can refer someone who needs those features. If more than one applicant household needs those features, the applications will be considered in order by preference structure and/or application date.

Interviews

Interviews will be conducted by Cascap's Property Management Department (PMD) unless the site has clinical staffing in which case Program Staff will interview the applicant. At the interview the prospective tenants will have a chance to see the property and Cascap will have the opportunity to review and verify their application information. When the interview is conducted by the Property Management Department, a standard list of questions will be asked of the applicant (for each site, see the document called *Interview Questions*). If the applicant is still interested in the unit, they will be asked to provide proof of eligibility (proof of income and assets for all family members if the units are for low-income households and any other eligibility criteria for the site).

Cascap reserves the right to conduct home visits and will do so for all applicants when PMD is staffed adequately. These home visits will help determine if the housekeeping standards of the applicant meet with Cascap's expectations.

Unsatisfactory Applications



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While *The Housing Applicant Scoring System* provides an objective way to measure the suitability of an applicant for housing, it is not meant to usurp the judgment of Cascap staff. No cutoff criteria will be designated for acceptance or denial of an application, as the severity of a problem is difficult to quantify. As a general guideline, however, unless the applicant is applying for housing at a site where services are available and these services can mediate these concerns, the following problems will drive rejections of applicants if they are recent (within the past five years):

- poor credit, especially poor credit related to housing (including utilities)
- landlord history indicating an inability to pay rent on time and in full or failure to comply with rent recertifications
- landlord history indicating applicant or guest conflicts with or disturbance to neighbors and/or building staff
- landlord history indicating extremely poor housekeeping
- landlord history indicating applicant or guest damage to unit or building
- landlord history indicating other lease violations or evictions
- open criminal complaints
- criminal record of poor money management (bounced checks, welfare fraud, etc.)
- criminal record of drug use or trafficking by applicant, household member, or guests
- any criminal offense that could jeopardize the safety of other tenants or the building (including, but not limited to arson, violence, and drug trafficking)
- any criminal offense for which the applicant is required to register as a sex offender. Applicants will be rejected during the time that they are required to be registered. After that period has expired, and if their criminal record is otherwise reasonable, they will be considered for housing
- evidence of current illegal drug use
- evidence of a pattern of abuse of alcohol that may negatively impact the project. Such evidence may consist of smelling like alcohol or acting intoxicated during the application process (slurring, stumbling etc while filling out applications or viewing the unit).
- No proof of ability to live independently
- Providing incomplete/false or misleading information on applications.

Applicants who are known to us as problems (former tenants) have a higher burden to prove that their problems have been resolved or that their behavior has changed.

Appeals Process

Applicants may be denied if they are not eligible given the criteria for the site. Applicants may also be denied if their background checks were deemed unsatisfactory. Efforts will be made, however, to consider mitigating circumstances and applicants will be informed of their right to appeal.



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Applicants will be allowed to appeal the decision to deny the application if there is erroneous information or extenuating circumstances. Applicants must submit an intent to appeal in writing to Cascap's main office within 14 days of the date on the denial. Once this intent has been received, Cascap will wait up to 14 more days for additional documentation pertinent to the appeal. Appeals received after these deadlines will need to resubmit the application. When a request for an appeal is received, it will be reviewed by the Director of Property Management. She will review the appeal and respond to the applicant within 5 business days.

Accepting an Applicant

Once the applicant has had an interview and been shown a unit, he or she is expected to indicate if they are interested within 3 business days. If they are not interested, if they do not get back to us within this time period, or if during the interview they responded inappropriately, Cascap will move on to the next person on the list. The applicant can choose to remain on the waiting list for the next vacancy or to be withdrawn from consideration unless the applicant was inappropriate during the interview in which case they will be rejected.

Once a tenant is accepted, Cascap will negotiate a move in date within a month and a half or as soon as possible. If there are extenuating circumstances, Cascap will allow a tenant to move in up to 2 months after acceptance or unit availability. If the tenant can not move within a reasonable period of time, Cascap has the right to skip the applicant and consider them for the next vacancy. Applicants will sign a one-year lease.

As occupancy standards allow for up to two people per one bedroom, some tenants may choose to add a friend or family member to the lease. This is permitted if the person being added on passes through our screening process. The original occupant retains rights to the unit if there is a break up or the two decide not to live together. Moreover, in units where service is provided by DMH, the add on must agree to move out if the original tenant dies or moves out.

Changes

This document is subject to change by funders and changes to the Section 8 programs, as well as applicable regulation and law.

updated 8/28/06



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EXHIBIT B

Action Plan for 35 Lee Street - Unit 15

This Action Plan dated May _____, 2009 pertains to Mr. Lima and Mr. Hanley (Tenants), is between Cascap, Inc., Cambridge Housing Authority (CHA), Essex Street Management, Inc. (Owner) and 35 Lee Street Condo Association involves the ongoing smell of urine permeating outside of Unit 15 at 35 Lee Street, as well as issues with cockroaches and bed bugs that were initially documented Feb. 2009 in Unit ____, just above Unit 15 and just after the Tenants moved into Unit 15. This action plan is the result of several meetings between the parties and/or their representatives and outlines the agreed upon steps to remedy the situation.

The following actions have been and are being taken:

- Tenants are and will continue to receive services from Cascap, Inc's Community Living Program.
- Cascap's staff have worked and will continue to work with the Tenants to clean the apartment on a daily basis.
- Tenants have also been referred to and now receive services from Elder Services in the form of a Home Health Aid that works with the Tenants two hours a week.
- A professional cleaning service cleaned the unit on May 5, 2009.
- WATCH ALL pest control was contracted to treat the unit in coordination with Unit ____ upstairs to combat the bed bug issue.
- Cascap staff will work with the Tenants and WATCH ALL for all follow-up visits and will coordinate these with the owner of Unit ____.
- Tenants were shown another unit in Cascap's portfolio on May 7, 2009.
- Cascap is currently negotiating with the Tenants to arrange acceptable terms for a move out on or about May 19th, 2009, but in no event later than May 30th, 2009.
- Owner, CHA and Cascap will agree to follow the move out requirements of the Condo Association and will work to ensure that the move out does not allow the bed bugs further contaminate the building. Specifically, the Condo Association has required:

"...all furniture, small, medium, large, etc. gets wrapped with plastic. He recommended those large mattress bags you can buy at moving stores or hardware stores. The furniture should be wrapped tightly with duct tape. Then upon moving out ALL items need to be carried through the common areas, not dragged. He was very adamant about this point. Dragging will cause the bugs to fall off and they can crawl from there to units.

All items if being disposed of, should be disposed at an off site facility, not left in the basement. This goes for clothes and any other small items as well.

Once everything is out, Watch All should be immediately in that unit. He said the same day. He said once a unit gets vacant the bugs no longer have a host and go dormant. If left unchecked, they will travel and/or come back when someone else moves in. the key is to exterminator immediately after the unit is empty (as in hours after the move out)."

Therefore, the Owner, CHA and CASCAP will assure that:

- WATCH ALL will be in to treat the unit on the day of the move-out.
- WATCH ALL will return on the day of the other exterminations as requested.
- Cascap will have the unit professional cleaned after exterminations.
- The Owner and CHA will develop a scope of services to deal with the issues in fixing the bathroom to make the unit ready for the next tenant.

In return for the completion of the Action Plan, the 35 Lee Street Condo Association agrees to fully refund the Owner in relation to fines, legal costs, extermination and all other charges that have been previously put onto the owner's account in relation to this unit.

The 35 Lee Street Condo Association also agrees not to levy any additional fines, legal fees or any other fees regarding this matter, assuming that the terms of this action plan are followed and completed as promised.

The 35 Lee Street Condo Association, for good and valuable consideration, hereby agrees to remise, release and forever discharge the Owner, CHA, Cascap, their agents, servants, employees, successors, or predecessors, of and from all debts, demands, actions, causes of actions, suits, accounts, damages, claims, liabilities, costs, loss of services, expenses, and compensation of any nature whatsoever, in tort, contract, or otherwise, which said association may now have or which may hereafter accrue against the Owner, CHA or Cascap, their agents, servants, employees, successors, or predecessors, including without limitation, any and all known or unknown claims on account of or in any way growing out of, or which is related to the Tenant's residency in Unit 15 or any other action or occurrence involving the Owner, CHA and Cascap taking steps appropriate and necessary to completing the terms of this action plan.

Essex Street Management Inc. (Owner).

Date

Cambridge Housing Authority

Date

Michael Haran, Cascap, Inc.

Date

President of the Board of 35 Lee Street
Condo Association

Date