

## Frequently Asked Questions:

1. Where can I find the online application?
  - When visiting the [www.livedowntowngrandrapids.com](http://www.livedowntowngrandrapids.com) website, click on the tab titled “Our Properties”, and individually select one of our communities, and there will be an “Apply” tab; the online application is available along with a PDF version to print out.
2. How much is the application fee?
  - The application fee is \$50 per applicant over the age of 18. The application will ask for a credit/debit card and will submit directly to our office once processed. If an applicant prefers to submit an application in the office the fee is \$60.
3. Can I stop into the office if I have questions about availability or submit my application?
  - The office does require appointments so that prospective applicants and applicants have the undivided attention of a leasing consultant. Please call our office at 616.643.8500 or email [info@livedowntowngrandrapids.com](mailto:info@livedowntowngrandrapids.com) to schedule an appointment!
4. I have called the office multiple times and have not received a call back yet. How do I get in touch with the office?
  - Please make sure you leave a message if you are calling! The office has no way to know that you are calling if a voicemail is not left. If you require a quicker response please send an email to any property email located on our [www.livedowntowngrandrapids.com](http://www.livedowntowngrandrapids.com) website or [info@livedowntowngrandrapids.com](mailto:info@livedowntowngrandrapids.com).
5. Do my roommate and I need to submit individual applications?
  - Yes; everyone 18 and older living in the apartment is required to complete an individual application. Each member must pass the credit/background check in order to qualify for housing.
6. How will management know if I apply online with a roommate?
  - Each applicant needs to disclose each roommate moving. There will be a question that asks: “Do you have a spouse/significant other who will be moving with you?” Please identify the name of the other individual moving or your applications will not be processed together.
7. Will the application qualify me for all 9 communities?

- The online application provided is a general application for all 9 of our communities! The application the household submits will be processed for all 9 communities. The leasing team will take into account that there might be a preference on building or location; however, this cannot be guaranteed and the available apartments will be offered as they become available.
8. How will I know if my online application is approved or denied?
- The application process can take 3-5 business days to process receive follow up. If your household is approved, each member will receive a phone call or email with more information. If the household is denied, each member will receive an email with information as to why the household was denied.
9. Can I have a cosigner?
- The Tax Credit program does not allow cosigners.
10. If I am the only applicant applying for the apartment, why can't I be a full time student?
- The LIHTC program states that household compromised of entirely full time students are not eligible to reside in a Tax Credit community unless one of the following exceptions are met:
    - All members of the household are married (they do not need to be married to each other) and file a joint tax return
    - The household is comprised of single parents and their minor children and no one in the household is a depended of a third party
    - One member of the household receives assistance under the Title IV of the Social Security Act (TANIF Assistance)
    - One member of the household is participating in an officially sanctioned job training program
    - One member of the household was formerly in foster care to be verified by contacting the agency who administered the foster care program
  - If another household member is a part time student, or not a student at all, the household can still potentially qualify
11. How do you know if I am considered a full time student?
- You can contact your education institution directly to confirm with your school what is considered to be full time student within their guidelines.

12. Who can I contact to discuss the denial of my application?
- Applicants will receive an email with the letter providing move information about the denied application; reply to the email in order to dispute the denial. You can also email [info@livedowntowngrandrapids.com](mailto:info@livedowntowngrandrapids.com). Once this is reviewed, management will respond via email.
13. What if my income exceeds the maximum? Will my application fee be refunded?
- The application fee is a non-refundable fee, as it covers the credit/background check.
14. I am currently on the waitlist, what is the next step to take in order to secure an apartment home?
- Once a household is on the combined waiting list, the leasing team will be verifying additional household information in order to determine upcoming availability along with rental rates. A leasing consultant will contact each household member based on eligibility as apartments come available both via phone and email. Households will then have a 24-hour window to decide to secure an apartment with a holding fee or pass the offer until the next available apartment may arise. If the household decides to move forward, there is a \$500 holding fee required to reserve the apartment.
15. What if I pass on an apartment? I am removed from the waiting list?
- Your application will remain on the waitlist for 3 apartment offers. If a household decides to pass on an apartment, you will remain in the same spot on the waiting list and will be notified of the next available apartment.
16. How long is the average wait time on the waiting list?
- Leasing cannot provide a wait time for the waiting list as our availability changes daily! The team does their best to accommodate everyone's' move date, however availability is not guaranteed. We recommend keeping all options open when looking for your new home!
17. Can I be on the 1 and 2 bedroom waiting list?
- For the online application, you can only choose either a 1 or a 2 bedroom, however once the household is approved through credit/background, you can notify a consultant of the desire to be on

both waiting lists and the leasing team will keep you apprised of whichever comes available first.

18. Will I get my hold fee refunded if the 72 hours passes and I don't income qualify for the housing?
- Yes your holding fee will be refunded if it is determined the household is over income for a specific apartment for the Tax Credit program entirely. It will be issued in the form of a paper check sent to an address determined by the applicant within 30 days.
19. I have a hold fee on an apartment but I have been told I am still not approved. Why is that?
- Student status and exceeding the maximum income for tax credit housing are the most common causes of households not qualifying. The leasing team will contact the household to explain why a household cannot move in. Any questions or concerns can be sent via email to [compliance@livedowntowngrandrapids.com](mailto:compliance@livedowntowngrandrapids.com).
20. How can my household be over income if I provided the information on my application?
- The official household income will not be final until all the verifications have been received directly from the employer. Overtime, shift differentials, child support, and tips earned do count towards the household gross annual income are a few of the most common errors when filling out the online application. Income is verified before taxes are deducted.
21. When will I receive my move in letter?
- Households move in letters will be sent via email once the household has been verified and approved. The move in letter will have information regarding the final move in costs and how to set up your utilities.