



Cumberland County Redevelopment Authority

Community Development Waiting List Administration Policy

I. Purpose

The purpose of this policy is to establish a consistent, fair, and documented process for administering waiting lists maintained by the Community Development Department. The policy ensures applicants receive multiple opportunities to respond before being removed from a waiting list while allowing Community Development programs to operate efficiently and maintain current applicant information.

II. Applicability

This policy applies to all waiting lists administered by the Community Development Department, including but not limited to:

- Affordable Housing Trust Fund (AHTF) Programs
- Community Development Block Grant (CDBG) Programs
- HOME Investment Partnerships Program
- Down Payment and Closing Cost Assistance Programs
- Owner-Occupied Housing Rehabilitation Programs
- Emergency Home Repair Programs
- Housing Accessibility Modification Programs
- Demolition Assistance Programs
- Housing Preservation Programs
- Any other Community Development program administered by the Cumberland County Housing and Redevelopment Authorities that utilizes a waiting list, unless superseded by applicable federal, state, or program-specific regulations.

III. Applicant Responsibility

Applicants are responsible for maintaining current and accurate contact information with the Authority throughout the time they remain on a waiting list.

Applicants shall promptly notify the Authority of any changes to:

- Mailing address
- Email address
- Telephone number

Failure to maintain current contact information may result in missed notifications and removal from the applicable waiting list in accordance with this policy.

IV. Waiting List Contact Procedure

When an applicant reaches the top of a waiting list, staff shall make reasonable efforts to contact the applicant using the most current contact information provided.

For applicants without an email address, any required email notification described below shall instead be sent by regular First-Class Mail.

Step 1 – Initial Notification

Staff shall notify the applicant that they have reached the top of the waiting list.

- Applicants with an email address shall receive an initial email.
- Applicants without an email address shall receive an initial notice by regular First-Class Mail.

Step 2 – Second Notification

If no response is received within **five (5) business days** following the initial notification, staff shall issue a second notification.

- Applicants with an email address shall receive a second email.
- Applicants without an email address shall receive a second notice by regular First-Class Mail.

Step 3 – Telephone Contact

If no response is received within **five (5) business days** following the second notification, staff shall attempt to contact the applicant by telephone using the most recent telephone number on file.

If voicemail is available, staff should leave a message requesting the applicant contact the Authority.

Staff shall document the date, time, and outcome of the telephone attempt.

If no telephone number is available, staff may proceed directly to Step 4.

Step 4 – Final Notice

If no response is received within **five (5) business days** following the telephone attempt, or if no telephone number is available, staff shall send a Final Notice by:

- Regular First-Class Mail; and
- Certified Mail or another mailing or delivery service that provides proof of mailing and/or delivery, as determined appropriate by the Authority.

The Final Notice shall:

- Clearly state that it is the applicant's final opportunity to remain on the waiting list;
- Identify any required documentation or action;
- Provide a final response deadline of **ten (10) business days** from the date of the notice; and
- State that failure to respond by the deadline will result in removal from the waiting list.

V. Returned Mail

If correspondence is returned as undeliverable, staff shall document the returned mail in the applicant's file.

If no alternate contact information is available, or all reasonable contact attempts have been exhausted, the Authority may proceed with removal from the waiting list in accordance with this policy.

VI. Removal from the Waiting List

Applicants who fail to respond by the deadline identified in the Final Notice shall be removed from the applicable waiting list.

Removal from the waiting list does not prohibit an applicant from submitting a new application during a future application period, provided the applicable program is accepting applications.

Applicants removed under this policy shall not be restored to their previous position on the waiting list except in cases involving:

- Documented administrative error by the Authority;
- Documented postal or delivery service error that prevented proper notice; or
- Other extraordinary circumstances approved by the Executive Director or their designee.

VII. Documentation Requirements

Staff shall document all contact attempts and maintain records within the applicant file, including:

- Copies of all emails sent;
- Copies of all mailed correspondence;
- Dates and outcomes of telephone calls;
- Voicemail messages left, when applicable;
- Mailing receipts, certified mail receipts, tracking information, or other proof of mailing or delivery, as applicable;
- Returned mail; and
- Any correspondence or responses received from the applicant.

Documentation shall be retained in accordance with the Authority's records retention policies and applicable federal and state requirements.

VIII. Exceptions

The Executive Director or their designee may authorize reasonable exceptions to this policy when necessary due to documented administrative error, program-specific requirements, or extraordinary circumstances that prevented an applicant from receiving proper notice.

IX. Program Requirements

Nothing in this policy shall supersede notification or waiting list requirements established by HUD, DCED, the Commonwealth of Pennsylvania, or any other funding agency. Where program-specific regulations require a different procedure, those regulations shall govern.