

**Renaissance Commons  
Leasing Update  
Prepared by REACH CDC  
November 6, 2020**

Renaissance Commons team began contacting households on the preference list in May 2020. So far, 1,253 households have received the initial letter about the housing opportunity. We have completed follow up with at least three phone calls and emails with 800 of these households. We are continuing to work through the list to do direct phone/email outreach to each household on the list. We expect to receive additional applicants through our outreach to the preference list.

The temporary leasing office was opened in June 2020 in a storefront in Vanport Plaza on MLK Blvd. Once construction was complete and the permanent office available, the leasing office moved to its permanent location at Renaissance Commons during the week of September 7<sup>th</sup>. The building includes 189 homes total.

Application & Move-In Status:

179 total applications received to date

62 households have moved in, and 10 households with move-in scheduled.

Most occupancy is in 1-bedrooms, along with some 2 and 3 bedrooms.

Studios are not attracting applicants.

5 applicants currently active in the eligibility/certification process

59 applications denied for eligibility/screening reasons

12 denials subsequently approved upon review of additional information

REACH team is currently in process of conducting a review of all denials to date to check for accuracy and to confirm that all applicants understood their opportunity to appeal. This review process includes phone/email outreach to each denied applicant.

REACH team is monitoring for customer service problems and complaints and working to resolve issues that arise. Some examples of applicant/resident concerns:

- Application process concerns – slow pace of application processing, confusion & concerns about screening process & lack of clarity about denial appeal process.
- Not enough units at lower rent level (only 10 units affordable at 30% of median income level & no units with project based subsidy except for 4 PSH units).
- Building wiring issues that delayed TV/Internet set up in at least one instance.
- Delay with programming the door entry intercom system to get some resident names programmed into the intercom system.

REACH made adjustments within the past two months related to the application screening process and the denial appeal process with the goal of improving clarity of communication and responsiveness to applicant questions.