

KEEP FOR YOUR RECORDS

How will I be contacted for an apartment at Addison Housing Works (AHW)?

1. If you have a phone number listed & no e-mail, AHW will contact you via phone.
If the phone number listed is no longer working or no longer yours, you will be removed from all AHW waitlists.
2. If you have an email listed but no phone number, AHW will contact you via email.
If the email listed is not valid/not working, you will be removed from all AHW waitlists.
3. If you have a phone number & email, AHW will contact you by phone & email.
4. AHW will make **one** attempt to contact you.

If AHW attempts to contact you on any waitlist but is unsuccessful in reaching you because your phone number or email address are no longer current, you will be removed from all waitlists managed by AHW.

5. It is your responsibility to contact AHW to update your contact information: phone number, email address, and mailing address.

What happens if I am interested in the apartment offered to me?

1. You will have 3 calendar days to return a phone call or email from AHW.
If you fail to respond to AHW in the time frame above, you will be removed from all waitlists managed by AHW.
2. An AHW Leasing & Occupancy Specialist will arrange to have paperwork provided to you, usually at a showing of the apartment.
3. Viewing the apartment is optional but strongly encouraged.
4. You will have 14 days from the date of AHW contacting you to submit a completed Full Application & Applicant Questionnaire.
5. Full application processing will include sex offender background checks, criminal background checks, credit checks, housing references, & character references. It is recommended that applicants contact all housing & character references to inform them they will be contacted by AHW staff.
6. Multiple applicants will be selected from the waitlist for processing.

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What happens if I refuse an apartment offered to me?

You will be granted one 'free pass' per calendar year to turn down an apartment offered to you. If you refuse another offer that meets your desired needs within the same calendar year, you will be removed from all waitlists at AHW.

Exceptions:

- You need an apartment with no stairs.
- You need the features of an ADA apartment.
- You have a desire to live in a specific town.