

**CITY OF NEWTON HOUSING PROJECT REQUEST FOR CPA AND CDBG FUNDS
Myrtle Village LLC and 12 and 18-20 Curve Street, West Newton, MA 02465**

**ATTACHMENTS CHECKLIST
TABLE OF CONTENTS**

Sections struck out are
posted separately on
Newton CPC website.

1. FINANCIAL	PAGES
▪ Development budget	1-3
▪ Mortgage Deed and Security Agreement	4-18
▪ Financial Statement (deficit) 12 Curve Street	19
▪ The Village Bank, letter of finance interest	20
2. QUALIFICATIONS	
▪ Angelo A. Kyriakides, Architect (resume)	1-4
3. COMMUNITY NEED	
▪ Walk Score map	1
4. COMMUNITY OUTREACH & SUPPORT	
▪ Letter to abutters dated June 24, 2011	1
▪ Letters of support from neighbors	2-5
▪ Notice of Non-Displacement to current residents dated January 11, 2012	6-12
▪ Newton Historical Commission vote to approve dated December 12, 2012	13
5. EVIDENCE OF SITE CONTROL	
▪ Property Deeds	
○ Quitclaim deed of record for 12 Curve Street	1-2
○ Recorded deed for 18-20 Curve Street	3-5
▪ Property Appraisals	
○ Appraisal by P.G. Stewart & Associates dated March 25, 2011 12 Curve Street	6-25
○ Appraisal by P.G. Stewart & Associates dated March 22, 2011 18-20 Curve Street	26-47
6. SITE PLANS & ZONING/PERMITTING	
▪ Site Plans	1-3
▪ Plot Plan	4
▪ Phase I Environmental Site Assessment dated December 9, 2011	5-10
▪ Limited Subsurface Investigation dated January 31, 2012	11-14
7. DESIGN & CONSTRUCTION	
▪ Preliminary schematics	1-2
▪ Proposed floor plans	3-4
8. FAIR HOUSING & EQUAL OPPORTUNITY	
▪ Sample Affirmative Fair Housing Marketing Plan	1-12
▪ Sample Notice of Right to a Reasonable Accommodation	13-14

8. FAIR HOUSING & EQUAL OPPORTUNITY

SAMPLE

Affirmative Fair Housing Marketing (AFHM) Plan – Multifamily Housing

U.S. Department of Housing and Urban Development
Office of Fair Housing and Equal Opportunity

OMB Approval No. 2529-0013
(exp. 8/31/2013)

1a Project Name & Address (including County, City, State & Zip Code) Warren House 1600 Washington Street West Newton, MA 02465 (Middlesex County)	1b. Project Contract Number 90-006	1c. Number of Units 59
	1d. Census Tract 3744	
	1e. Housing/Expanded Housing Market Area Boston SMSA	

1f Managing Agent Name, Address (including City, State & Zip Code), Telephone Number & Email Address
 Newton Community Development Foundation, Inc., 425 Watertown Street, Suite 205,
 Newton, MA 02458 617-244-4035 Jeanne.ncdf@verizon.net

1g Applicant/Owner/Developer Name, Address (including City, State & Zip Code), Telephone Number & Email Address
 Same

1h Entity Responsible for Marketing (check all that apply)
 Owner Agent Other (specify)
 Position, Name (if known), Address (including City, State & Zip Code), Telephone Number & Email Address
 Sue Tresca, Property Manager

1i To whom should approval and other correspondence concerning this AFHM Plan be sent? Indicate Address (including City, State & Zip Code), Telephone Number & Email Address in addition to Name.
 Jeanne Strickland, Executive Director

2a Affirmative Fair Housing Marketing Plan (check all that apply)
 Initial Plan / Date: _____ Updated Plan / Date: 01/25/2011
 Reason(s) for current update: _____

2b HUD-Approved Occupancy of the Project (check all that apply)
 Elderly Family Mixed (Elderly/Disabled) Disabled

2c Date of Initial Occupancy October 1992	2d Advertising Start Date Advertising should begin at least 90 days prior to initial occupancy. Prior to Initial Occupancy: _____ To add to waiting list _____ (which currently has _____ individuals) _____ To reopen closed waiting list _____ (which currently has _____ individuals) _____
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3a Demographics of Project and Marketing Area

Complete and submit Worksheet 1.

3b Targeted Marketing Activity

Based on your completed Worksheet 1, indicate which demographic group(s) in the housing market area is/are *least* likely to apply for the housing without special outreach efforts

- White American Indian or Alaska Native Asian Black or African American
 Native Hawaiian or Other Pacific Islander Hispanic or Latino Persons with Disabilities
 Families with Children Other ethnic group, religion, etc (specify) _____

4a. Residency Preference

Is the owner requesting a residency preference? Yes No (If yes, continue. If no, proceed to Block 4b.)

(1) New Revised Continuation of existing preference

(2) Is the residency preference area

The same as the AFHM Plan housing/expanded housing market area (as determined in Block 1d)? Yes No

The same as the residency preference area of the local PHA in whose jurisdiction the project is located? Yes No

(3) What is the geographic area for the residency preference?

(4) What is the reason for having a residency preference?

(5) How do you plan to periodically evaluate your residency preference to ensure that it is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a)?

Complete and submit Worksheet 2 when requesting a residency preference (see also 24 CFR 5.655(c)(1) for residency preference requirements for Section 8 Project-Based Assisted Housing Programs). The requirements in 24 CFR 5.655(c)(1) will be used by HUD as guidelines for evaluating residency preference requirements in other assisted housing programs, consistent with the applicable HUD program requirements. See also HUD Occupancy Handbook (4350.3) Chapter 4, Section 4.6 for additional guidance on preferences.

4b Proposed Marketing Activities: Community Contacts

Complete and submit Worksheet 3 to describe your use of community contacts to market the project to those least likely to apply.

4c Proposed Marketing Activities: Methods of Advertising

Complete and submit Worksheet 4 to describe your proposed methods of advertising that will be used to market to those least likely to apply. Attach samples of advertisements, radio and television scripts, internet advertisements and websites, brochures, etc.

SAMPLE

5a. Fair Housing Poster

The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)) Check below all locations when the AFHM Plan will be displayed.

Rental Office Real Estate Office Model Unit Other (specify)

5b Affirmative Fair Housing Marketing Plan (AFHM Plan)

The AFHM Plan must be available for public inspection at the sales or rental office (24 CFR 200.625). Check below all locations where the AFHM Plan will be made available.

(Check all that apply)

Rental Office Real Estate Office Model Unit Other (specify) Management Office

5c Project Site Sign

All Project Site Signs should include the Equal Housing Opportunity logo, slogan, or statement (24 CFR 200.620(f)). Check below all locations where the Project Site Sign will be displayed (Check all that apply)

Rental Office Real Estate Office Model Unit Entrance to Project Other (specify)

Mgmt office

The size of the Project Site Sign will be 24 x 40

The Equal Housing Opportunity logo or slogan or statement will be 11 x 17

6. Evaluation of Marketing Activities

Explain the evaluation process you will use to determine whether your marketing activities have been successful in attracting the group(s) least likely to apply, how often you will make this determination, and how you will make decisions about future marketing based on the evaluation process.

All rental applications inquire as to how the applicant heard about Warren House. This information is reviewed annually and marketing continues where response is strong and is increased as the needed when there is a need to attract more applicants from groups least likely to apply. In 2009 NCDF created a Change of Occupancy Report which is updated monthly and reflects current demographics at all of our sites and enables NCDF to accurately report affirmative fair housing marketing status and prepare reports for internal use as well as for MassHousing compliance. This report enables us to analyze the data and outreach to the appropriate agencies, community contacts and advertising when necessary to attract those groups who are least likely to apply. The NCDF web site also provides up to date information about rental opportunities and encourages return visits the site for updates on wait list status.

SAMPLE

7a. Marketing Staff

What staff positions are/will be responsible for affirmative marketing?

Property Manager and Assistant Property Manager

7b Staff Training and Assessment: AFHM Plan

(1) Has staff been trained on the AFHM Plan? Yes No

(2) Is there ongoing training on the AFHM Plan and Fair Housing Act issues in general? Yes No

(3) If yes, who provides it? TAP/City Newton/NEAHMA

(4) Do you periodically assess staff skills, including their understanding of the AFHM Plan and their responsibilities to use it? Yes No

(5) If yes, how and how often? Videotapes at hire; annual staff trainings; role play.

7c. Tenant Selection Training/Staff

(1) Has staff been trained on tenant selection in accordance with the project's occupancy policy, including any residency preferences? Yes No

(2) What staff positions are/will be responsible for tenant selection?

Property Manager, Assistant Property Manager, Director of Resident Services

7d Staff Instruction/Training: Samples and Dates

Please provide samples of AFHM/Fair Housing training, if any, provided/to be provided, to whom it was/will be provided, and dates of past and anticipated training

2/22/2010 - Assistant Property Manager and Maintenance Superintendent attended Fair Housing Training for Human Service Providers and Housing Counselors program presented by the Newton Fair Housing Committee.

3/11/2010 - Assistant Property Manager attended Calculating Rent for Low Income Housing Tax Credit Program sponsored by NEAHMA.

3/25/2010 - Assistant participated in the City of Newton Family Resource Fair.

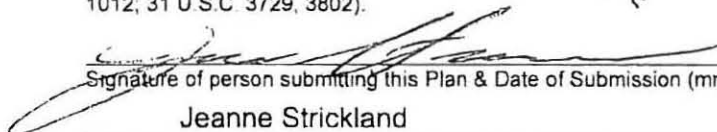
4/9/2010 - Property Manager, Assistant Property Manager, Director of Resident Services and Maintenance Superintendent attended the MassHousing Annual Conference, Challenging Issues in Tenancy: Tools for Lease Education and Compliance.

4/29/2010- Assistant Property Manager attended the City of Newton Senior Housing Fair.

8 Additional Considerations Is there anything else you would like to tell us about your AFHM Plan in order to ensure that your program is marketed to those least likely to apply for the units and/or to be housed in them? Please attach additional sheets, as needed.

9 Review and Update

By signing this form, the applicant/respondent agrees to review its AFHM Plan at least once every 5 years throughout the life of the mortgage and to update it as needed in order to ensure continued compliance with HUD's Affirmative Fair Housing Marketing Regulations (see 24 CFR Part 200, Subpart M). I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012, 31 U.S.C. 3729, 3802).

 02/11/2011
 Signature of person submitting this Plan & Date of Submission (mm/dd/yyyy)
Jeanne Strickland
 Name (type or print)

Title & Name of Company **Executive Director, Newton Community Development Foundation**

For HUD-Office of Housing Use Only	For HUD-Office of Fair Housing and Equal Opportunity Use Only (check one)
Reviewing Official: <input type="checkbox"/> Approved <input type="checkbox"/> Disapproved	<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved
Signature & Date (mm/dd/yyyy)	Signature & Date (mm/dd/yyyy)
Name (type or print)	Name (type or print)
Title	Title

SAMPLE

Public reporting burden for this collection of information is estimated to average six (6) hours per initial response, and four (4) hours for updated plans, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget (OMB) control number.

Purpose of Form: All applicants for participation in FHA subsidized and unsubsidized multifamily housing programs with five or more units (see 24 CFR 200.615) must complete this Affirmative Fair Housing Marketing Plan (AFHMP) Form as specified in 24 CFR 200.625, and in accordance with the requirements in (24 CFR 200.620). The purpose of the AFHMP is to help applicants in developing an AFHM program to achieve a condition in which individuals of similar income levels in the same housing market area have a like range of housing choices available to them regardless of their race, color, national origin, religion, sex, disability, or familial status. The AFHMP helps owners/agents (respondents) effectively market the availability of housing opportunities to individuals of both minority and non-minority groups that are least likely to apply for occupancy in the housing project (See AFHMP, Block 3b).

An AFHM program, as specified in this Plan, shall be in effect for each multifamily project throughout the life of the mortgage (24 CFR 200.620(a)). The AFHMP, once approved by HUD, must be available for public inspection at the sales or rental offices of the respondent (24 CFR 200.625) and may not be revised without HUD approval. This form contains no questions of a confidential nature.

Applicability: The form and worksheets must be completed and submitted by all FHA subsidized and unsubsidized multifamily housing projects.

INSTRUCTIONS

Send completed form and worksheets to: your local HUD Office. Attention: Director, Office of Housing.

Part 1- Applicant/Respondent and Project Identification.

Blocks 1a, 1b, 1c, 1g, 1h, and 1i are self-explanatory.

Block 1d – Respondents may obtain the Census tract number from a local planning office, Community Development Block Grant Consolidated Plan, or another official source such as the U.S. Census Bureau (www.census.gov).

Block 1e – A **housing market area** is the area from which a multifamily housing project owner/agent may reasonably expect to draw a substantial number of its tenants.

If a housing market area is not demographically diverse in terms of race, color, national origin, religion, sex, disability, or familial status, an **expanded housing market area** may be used. An expanded housing market area is a larger geographic area that may provide additional diversity. Respondents should indicate the housing or expanded housing market area in which the housing is/will be located, e.g., "City of _____" for housing market area, or "City of _____" and "County of _____" for expanded housing market area.

Block 1f – The applicant should complete this Block only if a Managing Agent (the agent cannot be the applicant) is implementing the AFHMP.

Part 2-Type of AFHMP

Block 2a – Respondents should indicate the status of the AFHMP, e.g., initial or updated, as well as the date of the AFHMP. Respondents should also provide the reason(s) for the current update, if applicable, whether the update is based on the five-year review or mid-term revisions due to changes in local demographics or other conditions.

Block 2b – Respondents should identify all groups HUD has approved for occupancy in the subject project, in accordance with the contract, grant, etc.

Block 2c – Respondents should specify the date the project was/will be first occupied.

Block 2d – Respondents should indicate when this revised advertising began or will begin and whether the advertising will be used to add to and/or reopen the waiting list. (**NOTE: Advertising should begin at least 90 days prior to initial occupancy**). In the case of existing projects, respondents should also specify how many individuals were or are on the waiting list at the time the advertising began or will begin.

Part 3-Demographics and Marketing Area.

"Least likely to apply" means that there is an identifiable presence of a specific demographic group in the housing market area, but members of that group are not likely to apply for the housing without targeted outreach, including marketing materials in other languages for limited English proficient individuals, and alternative formats for persons with disabilities. Reasons for not applying can include, but are not limited to, insufficient information about housing opportunities, language barriers, or transportation impediments.

Block 3a – Using Worksheet 1, the respondent should indicate the demographic composition of the project, waiting list, census tract, and housing market area. The respondent compares the demographics of its existing project, waiting list (or any maintained list of interested housing applicants), with the demographics of the census tract and the larger housing market area to determine if there needs to be affirmative marketing to those least likely to apply. If the housing market area is not demographically diverse in terms of race, color, national origin, religion, sex, disability, or familial status, an expanded housing market area should be designated to enhance the diversity of individuals applying for housing opportunities. The applicable housing market area or expanded marketing area should be shown in Block 1e. Wherever possible, demographic statistics should be obtained from a local planning office, Community Development Block Grant Consolidated Plan, or another official source such as the U.S. Census Bureau (www.census.gov).

Compare groups within rows/across columns on Worksheet 1 to identify any under-represented group(s) relative to the surrounding housing market area, i.e., those group(s) "least likely to apply" for the housing without targeted outreach and marketing. If there is a particular group or subgroup with members of a protected class that has an identifiable presence in the housing market area, but is not included in Worksheet 1, please specify under "Other."

Block 3b – Using the information from the completed Worksheet 1, respondents should identify the demographic group(s) least likely to apply for the housing without special outreach efforts.

Part 4 - Marketing Program and Residency Preference (if any).

Block 4a – A residency preference is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). Respondents should indicate whether a residency preference is being requested, and if so, respondents should specify if it is new, revised, or continuing. If a respondent wishes to implement a residency preference, it should state the preference area (and provide a map delineating the precise area) and state the reason for having such a preference. The respondent must ensure that the preference is in accordance with the non-discrimination and equal opportunity requirements in 24 CFR 5.105(a) (see 24 CFR 5.655(c)(1)).

Respondents should use Worksheet 2 to show how the percentage of the eligible population living or working in the residency preference area conforms to that of the occupancy of the project, waiting list, and housing market area. The latter percentages would be the same as those shown on completed Worksheet 1.

Block 4b – Using Worksheet 3, respondents should describe their use of community contacts to market the project to those least likely to apply. This table should include the name of a contact person, his/her address, phone number, previous experience working with the target population(s), the approximate date contact was/will be initiated, and the specific role the community contact will play in implementing the AFHMP.

Block 4c – Using Worksheet 4, respondents should describe their proposed method(s) of advertising to market to those least likely to apply. This table should identify each media option, percentage of the readers/listeners/users/ members/etc. who are members of the targeted population(s), language(s) into which the material(s) will be translated, alternative format(s) that will be used to reach persons with disabilities, and logo(s) that will appear on the various materials (as well as their size).

Part 5- Availability of the Fair Housing Poster, AFHMP, and Project Site Sign.

Block 5a - The Fair Housing Poster must be prominently displayed in all offices in which sale or rental activity takes place (24 CFR 200.620(e)). Respondents should indicate all locations where the Fair Housing Poster will be displayed.

Block 5b – The AFHMP must be available for public inspection at the sales or rental office (24 CFR 200.625). Respondents should indicate all locations where the AFHMP will be available.

Block 5c – The Project Site Sign should display the Equal Housing Opportunity logo or slogan or statement (24 CFR 200.620(f)). Respondents should indicate where the Project Site Sign will be displayed, as well as the size of the Sign and the size of the logo, slogan or statement.

Part 6 -Evaluation of Marketing Activities.

Respondents should explain the evaluation process to be used to determine if they have been successful in attracting those groups identified as least likely to apply. Respondents should also explain how they will make decisions about future marketing activities based on the evaluations.

Part 7-Marketing Staff and Training.

Block 7a - Respondents should identify staff positions that are/will be responsible for affirmative marketing

Block 7b - Respondents should indicate whether staff has been trained on the use of the AFHMP and specify whether there is ongoing training on the AFHMP and Fair Housing Act issues in general. Show who provides the training. In addition, respondents should specify whether they periodically assess staff members' skills in relation to the AFHMP and staff responsibilities to use the Plan. They should state how often they assess employee skills and how they conduct the assessment.

Block 7c - Respondents should indicate whether staff has been trained on tenant selection in accordance with the project's occupancy policy, including residency preferences (if any). Respondents should also identify those staff positions that are/will be responsible for tenant selection.

Block 7d - Respondents should include copies of any written materials related to staff training, and identify the dates of past and anticipated training.

Part 8-Additional Considerations.

Respondents should describe their efforts not previously mentioned that were/are planned to attract those groups least likely to apply for the subject housing without special outreach efforts.

Part 9-Review and Update.

By signing, the respondent assumes responsibility for implementing the AFHMP, and for reviewing and updating the Plan at least once every 5 years, and more frequently if local conditions or project demographics significantly change. HUD may monitor the implementation of this AFHMP at any time, and may also request modification in its format and/or content, when deemed necessary. Respondents should notify their local HUD Office of Housing if they plan revisions to the AFHMP marketing strategy after HUD approval has occurred.

Notification of Intent to Begin Marketing for Initial Occupancy. No later than 90 days prior to the initiation of rental marketing activities, the respondent with an approved AFHMP must submit notification of intent to begin marketing. The notification is required by the AFHMP Compliance Regulations (24 CFR 108.15). The Notification is submitted to the Office of Housing in the HUD Office servicing the locality in which the proposed housing will be located. Upon receipt of the Notification of Intent to Begin Marketing from the applicant, the monitoring office will review any previously approved plan and may schedule a pre-occupancy conference. Such pre-occupancy will be held prior to initiation of sales/rental marketing activities. At this conference, the previously approved AFHM plan will be reviewed with the applicant to determine if the plan, and/or its proposed implementation, requires modification prior to initiation of marketing in order to achieve the objectives of the AFHM regulation and the plan.

OMB approval of the Affirmative Fair Housing Marketing Plan includes approval of this notification procedure as part of the AFHMP. The burden hours for such notification are included in the total designated for this AFHMP form.

Worksheet 1 Determining Demographic Groups Least Likely to Apply for Housing Opportunities
(See AFHM Plan, Block 3b)

In the respective columns below indicate the percentage of each demographic group for the project (if occupied), waiting list (for existing projects), census tract, housing market area, and expanded housing market area (if the latter is needed to create a more diverse housing market area in terms of race, color, national origin, religion, sex, disability, or familial status)

Wherever possible, statistics should be obtained from a local planning office, Community Development Block Grant Consolidated Plan, or another official source such as the U.S. Census Bureau (please see <http://factfinder.census.gov>. Under Decennial Census, click "Get Data". Choose SF3, then detailed tables)

If there is a significant under-representation of any demographic group in the project and/or on its waiting list relative to the surrounding housing market area, then those groups(s) that are under-represented will be considered "least likely to apply" without targeted outreach and marketing, and will be so identified in Block 3b of the AFHM Plan. See Part 3 of the Form HUD-935.2A Instructions for further guidance. **Maps showing both the Housing Market Area and Expanded Housing Market Area should also be attached.**

Demographic Characteristics	Project %	Waiting List %	Census Tract %	Housing Market Area %	Expanded Housing Market Area% (if used)
White	75%	72%	85%	81%	
American Indian or Alaskan Native			.2%	.2%	
Asian	4%		8.8%	6%	
Black or African American	15%	25%	4.4%	7%	
Native Hawaiian or Other Pacific Islander			.1%	0	
Hispanic or Latino	6%		6%	8%	
Persons with Disabilities	12%		15%	13%	
Families with Children	27%	64%	21%	30%	
Other					

Worksheet 2 Establishing a Residency Preference Area (See AFHM Plan, Block 4a)

Complete this Worksheet if you wish to continue, revise, or add a residency preference, which is a preference for admission of persons who reside or work in a specified geographic area (see 24 CFR 5.655(c)(1)(ii)). If a residency preference is requested, the preference must be in accordance with the non-discrimination and equal opportunity requirements contained in 24 CFR 5.105(a). This Worksheet will help show how the percentage of the population in the residency preference area conforms to that of the occupancy of the project, waiting list, and housing market area. See 24 CFR 5.655 (c)(1) for residency preference requirements for Section 8 Project-Based Assistance Programs. **Attach a map specifying the area for which the residency preference is requested.**

Demographic Characteristics	Project % (as determined in Worksheet 1)	Waiting List % (as determined in Worksheet 1)	Census Tract % (as determined in Worksheet 1)	Housing Market Area % (as determined in Worksheet 1)	Expanded Housing Market Area % (if needed and as determined in Worksheet 1)	Residency Preference Area % (if applicable)
White						
American Indian or Alaskan Native						
Asian						
Black or African American						
Native Hawaiian or Other Pacific Islander						
Hispanic or Latino						
Persons with Disabilities						
Families with Children						
Other (specify)						

Worksheet 3: Proposed Marketing Activities – Community Contacts (See AFHM Plan, Block 4b)

For each targeted marketing population designated as least likely to apply in Block 3b, identify at least one community contact organization you will use to facilitate outreach to the group. This could be a social service agency, religious body, advocacy group, community center, etc. State the names of contact persons, their addresses and phone numbers, their previous experience working with the target population, the approximate date contact was/will be initiated, and the specific role they will play in assisting with the affirmative fair housing marketing program.

Targeted Population(s)	Community Contact(s), including required information
Hispanic or Latino	<p>Suzan Salan Newton Community Service Center 492 Walnut Street Newton, MA 02465 617-969-5506 x123</p> <p>Ana Gonzalez, Community Social Worker Newton City Hall 100 Commonwealth Avenue Newton Centre, MA 02459 617-296-3382</p>
Black or African American	<p>Reverend Howard Hylton Mymie Rachel Church 21 Curlew Street West Newton, MA 02465 617-332-5870</p> <p>Lisa Reed, Director Newton METCO program 100 Walnut Street Newtonville, MA 02460 617-558-6132</p>
Asian	<p>Wendy Lou, President Greater Boston Chinese Cultural Association (GBCCA) 437 Cherry Street West Newton, MA 02465 617-332-0377</p> <p>Asian-American Civic Association 87 Tyler Street, 5th Floor Boston, MA 02111 617-426-9492</p>
American Indian or Alaskan Native	<p>North American Indian Center of Boston, Inc. 105 South Huntington Avenue Jamaica Plain, MA 02130 617-232-0343/617-277-4804</p>
Native Hawaiian/ other Pacific Islander	<p>Massachusetts Asian and Pacific Islanders for Health 59 Temple Place, Suite 300 Boston, MA 02111 617-426-8755</p> <p>Coalition for Asian Pacific American Youth 100 Morrissey Blvd Dorchester, MA 02125 617-287-5638</p>

Worksheet 4: Proposed Marketing Activities – Methods of Advertising (See AFHM Plan, Block 4c)

Complete the following table by identifying your targeted marketing population(s), as indicated in Block 3b, as well as the methods of advertising that will be used to market to that population. For each targeted population, state the means of advertising that you will use, as applicable to that group. In each block, in addition to specifying the media that will be used (e.g., name of newspaper, television station, website, location of bulletin board, etc.), state any language(s) in which the material will be provided, identify any alternative format(s) to be used (e.g., Braille, large print, etc.), and specify the logo(s) (as well as size) that will appear on the various materials. Attach additional pages, if necessary.

Targeted Population(s)→ Methods of Advertising ↓	Targeted Population:	Targeted Population:	Targeted Population:
Newspaper	Asian - Tsing Tao	Hispanic or Latino - El Mundo	American Indian or Alaskan Native -Eagle Whistle
Radio Stations			
TV Stations			
Electronic Media (e.g., internet advertisements, websites, etc.)	All - NCDF web site and Craigslist		
Bulletin Boards			
Brochures, Notices, Flyers	All - Metropolitan Boston Housing Partnership and Mass Access	All - Newton Housing Authority and The Second Step	All - local houses of worship and various local realtors
Other (specify)			

may contact your designated emergency contact name, family member or applicable community resource.

1.28 Notice of Right to A Reasonable Accommodation

NCDF has established the following policy in accordance with the Americans with Disabilities Act/Section 504 Regulations. You may request a reasonable accommodation if you have a disability and you need:

- A change in the rules or policies of management procedures to make it easier for you to live at The Hamlet Townhouses and use the facilities or take part in programs on site
- A change or repair in your unit or a special type of unit that would make it easier for you to live at The Hamlet Townhouses and use the facilities or take part in the programs on site
- A change or repair to some other part of the development that would make it easier for you to live at The Hamlet Townhouses and use the facilities or take part in programs on site
- A change in the way management communicates with you or provides information to you

If you can demonstrate that you have a disability and, if your request is reasonable, we will try to make the changes that you request. This request is known as a Reasonable Accommodation. Request for Reasonable Accommodation forms are available in the management office. If you need assistance in completing the request form or if you require another method in order to submit your request, we will help you. Please notify the property manager if you need any assistance.

All information that you submit will be kept confidential and will only be used to assist in making it easier to live in your unit or enjoy other parts of The Hamlet Townhouses.

The request will be considered under the following conditions:

- The requested accommodation does not result in an undue administrative burden
- The requested accommodation does not result in an undue financial burden to the owner
- The requested accommodation does not change the essential nature of the housing

Upon receipt of a reasonable accommodation request, management will give you an answer in writing within thirty (30) days. If there are delays in obtaining or verifying the information we may need or, if you ask for additional time to process your request, we will notify you. If your request is denied, we will provide you an explanation in writing. If you feel that

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providing additional information may help to grant the request, you may submit this additional information.

For further information or if you have questions with regard to your right to a reasonable accommodation or other fair housing issues, please speak with the property manager. You may also contact NCDF's 504 Coordinator, Ruth Apfelbaum, at :

Casselmann House
195 Summer Street
Newton Centre, MA 02459
(617) 964-8650 TDD (800) 439-2370

1.29 Emergency Procedures

An emergency is considered to be one that endangers the safety and well being of our residents or may pose damage to the property. Management staff will work promptly to contain or eliminate a safety or property damage threat.

Because it is impossible to anticipate every emergency situation and the needs of each resident and development vary, residents should use their best judgment and use precaution during any emergency.

We recommend every resident have a flashlight with fresh batteries, non-perishable foods, foods that do not require cooking, bottled water and extra blankets on hand at all times in case of a prolonged power outage. You may want to have a portable radio which runs on batteries as well.

While cordless telephones are wonderful in providing mobility, they do not operate if there is a power failure. If you have cordless telephones throughout your home, we strongly recommend that you have at least one telephone that is a standard plug-in type in case of a power outage. It will ensure your ability to communicate with family, friends or management staff.

To reduce the risk of a potential fire, use of candles during a power outage is not recommended. Please use extreme precaution when burning candles and make sure they are placed in a safe, protective candle holder. **Never leave a burning candle unattended.**

1.30 Emergency Evacuation Procedures

In the event of a fire in your unit, leave immediately. Go to a neighbor's home and call 911 to report the fire. Give the fire department your name, address and apartment number. The fire department recommends that you leave your door closed but unlocked.