

Threshold Reference Guide



| | Process Step | Instructions & Tips | Find it at: | Submit or Reach Out to: |
|--------------------------|-------------------------------------|---|--|--|
| List | | | | |
| | List Vacancies on Padmission | Build and keep your properties updated with the most recent vacancies | ThresholdAZ.com/Padmission | Padmission@hominc.com |
| | Approve a tenancy | Use your company's standard application and approval process. | | |
| Approve | | | | |
| | Request for Tenancy Approval (RFTA) | Completed RFTA includes lease and payment info: <ul style="list-style-type: none"> - Lease Details & Rent Reasonableness - Request for Taxpayer ID - Direct Deposit (ACH) Authorization - Lead Warning Statement Don't forget to include a <u>Voided Check</u> | /RFTA /TaxID /DirectDeposit /Lead | RFTA@hominc.com OwnershipChange@hominc.com |
| | HQS Inspection | - Scheduled by the Housing Specialist Expedite this by using the checklist | /HQS-Checklist | InspectionDepartment@hominc.com |
| Move In | | | | |
| | Incentive Payment | Threshold takes care of incentive processing to make sure you get paid! | /HowItWorks | Threshold@hominc.com |
| | Rental Assistance | - Paid on the 1 st of the month via ACH - Tenant Portion dependent on income & program | | |
| Supported Tenancy | | | | |
| | Tenant Support | Housing Specialist works with Service Providers, Case Managers, and Clinics to support the tenant | Staff Directory: hominc.com/team | Not sure who to contact? hominc.com/find |
| | Owner/Operator Support Team | A team dedicated to: <ul style="list-style-type: none"> ♦ Lease Renewals ♦ Damage Claims ♦ Rent Reasonableness ♦ Ownership/Management & Payment Changes | /Team | LeaseRenewals@hominc.com LandlordSupport@hominc.com |
| Move Out | | | | |
| | Risk Mitigation Funds | Fill out the Damage Claim Worksheet within 30 days of move-out inspection | /DamageClaims | DamageClaims@hominc.com |