



Policy: Privacy of Applicants & Residents

Applicable to: All Velair Associates

Effective Date: 4/26/24

Background:

Velair is committed to protecting the privacy and accuracy of confidential information residents and applicants to the extent possible as outlined in subject to provisions of state and federal law.

Goals:

1. Delight residents and applicants by ensuring all applicable information is kept confidential.
2. Limit information shared throughout all applicable verifications throughout the application process.

Policy:

1. Personal information shall not be actively shared, unless dictated by program requirements or in response to subpoenas or other legal instruments that authorize access (see legal notices policy for further details).
2. **As a protection to our residents' and applicants' right to privacy, Associates shall abide by the following:**
 - a. Do NOT verify residency, or, complete a rental reference without a written release signed by the resident or applicant.
 - b. Do NOT release unit numbers, phone numbers or other identifying information about an applicant, current resident, or former resident, without a written release signed by the resident or applicant.
 - c. Do NOT share any information regarding the household without first obtaining written permission to do so from the resident or applicant.
3. **Rental History Verifications**
 - a. If Property Manager receives a request from another property to verify a current or previous resident's rental history with Velair, the following steps must be followed when completing the Rental History Verification to ensure complete objectivity and accuracy in the verification and limit legal liability:

- i. Confirm that the person listed on the verification was/is a current lease holder with your property. Velair cannot provide a Rental History Verification for a resident or other household member that was/is not a lease holder.
 - ii. Verify only the dates of occupancy at your property during which the named person was a lease holder. If a resident lived at the property for a time period where they were not the lease holder, this time period can not be included in the Rental History Verification.
 - iii. Do not reply verbally or in writing if the verification request asks for any further details (such as the number of late payments, the number of lease violations, whether the person is eligible to re-rent with your property).
- b. These steps are meant to protect Associates from inadvertently providing incorrect information that could preclude applicants from procuring new housing. (Misapplied payments, credits due for repayments after move-out, VAWA protections and more can possibly alter how details are reported). Velair's policy is to err on the side of limiting information and protecting our staff.
- 4. Velair Property Management fully adheres to the MN Safe at Home Program. As such, all applicable resident correspondence (circumstances of domestic violence, sexual assault, stalking, etc.) shall be directed to the designated PO Box.
- 5. If you have any questions about this policy or if you believe there has been a breach of private applicant or resident data, notify your Manager immediately.