**Section 302.115 Accessibility and Transparency**

a) The Authority shall make publicly accessible by publishing on its website any important information, including, but not limited to, the following:

1) application forms;

2) the program eligibility requirements as set out in Section 302.201;

3) the Authority’s procedures and processes for administering the applicable program as set out in Section 302.204;

4) the Authority’s procedures and communication methods for notifying program applicants of defective or deficient applications due to incompletion, errors, missing information, or any other impediment as set out in Section 302.205; and

5) the Authority’s procedures and methods for applicants to remedy defective or deficient applications due to incompletion, errors, missing information, or any other impediment as set out in Section 302.205.

b) The Authority shall ensure that important program information, including the application and all marketing materials, is language accessible by publishing to its website the same in both English and Spanish. To the extent administratively feasible, the Authority will make efforts to provide certain program information, such as frequently asked questions and responses, in other languages.