

# The CA Quarterly Review



## Assisted Housing Services Corporation Winter 2017

Welcome to the **Winter 2017** edition of the Assisted Housing Services Corporation quarterly newsletter.

### VAWA Reminders

#### Emergency Transfer Plan

Beginning December 14, 2017, MOR staff will issue findings for the absence of or an inadequate Emergency Transfer Plan. Since the requirement became effective on June 14, 2017, MOR staff issued 'recommendations' when the O/A had not been in compliance.

Owners choosing to use the HUD Model Emergency Transfer Plan (form HUD-5381) must understand that the model plan does not contain all required elements of the VAWA Final Rule.

The model form contains only general provisions of an Emergency Transfer Plan that apply across HUD programs. Adoption of this model plan without further information will not be sufficient to meet an Owner's responsibility to adopt an emergency transfer plan. Owners must consult applicable regulations and program-specific HUD guidance when developing their own emergency transfer plans, to ensure their plans contain all required elements.

#### Notice of Occupancy Rights and Certification Forms

The VAWA Final Rule and [HUD Notice 2017-05](#) does not require applicants/tenants to sign acknowledgement of receipt of the forms. Nevertheless, it is recommended that Owners maintain a note or other documentation in each tenant file that indicates each applicant/tenant was provided the Notice of Occupancy Rights (form HUD-5380) and Certification Form (form HUD-5382) at each of the following times:

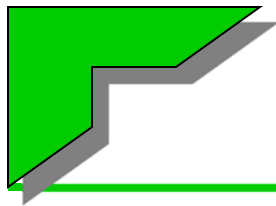
- Household annual recertification between December 16, 2016 and December 15, 2017;
- At the time an applicant is denied assistance or admission;
- At the time the household is provided assistance or admission (i.e. at move-in), and
- With notification of eviction or termination of assistance.

#### "Q & A's with Multifamily Staff: Violence Against Women Act - Final Rule"

HUD posted the following link that provides additional clarification of the requirements under the Final Rule. [https://www.hud.gov/sites/dfiles/Housing/documents/Revised\\_VAWA\\_QA.pdf](https://www.hud.gov/sites/dfiles/Housing/documents/Revised_VAWA_QA.pdf).

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## Vouchering Tips: 2.0.3.A Implementation and Other Updates

TRACS Release 2.0.3.A has a current “Go Live” date of 2/1/2018. While this date may be extended, no official announcement has been made. AHSC will be providing updates to timelines and processes throughout the transition. End of Transition will be 5/31/2018. During the 4 month transition period (March 2018 – June 2018 vouchers), TRACS will accept vouchers and tenant files in both 2.0.2.D and 2.0.3.A formats. While HUD will allow a four month transition period, Owner/Agents must be 2.0.3.A compliant no later than 6/1/2018 with the submission of the July 2018 voucher. **Effective 6/1/2018, TRACS Will Reject TRACS Release 2.0.2.D Transactions.** Failure to convert by 6/1/2018 may result in the inability to receive or process certifications and voucher files, which can lead to a delayed voucher payment.

The biggest change will be in Section 7 of the MAT30 record (Repayments & Escrows) where CAs ***may not*** add any records in this section with fields that have a monetary value other than the CA Paid Amount. This is due to the Calculation Rules & Record Consistency Checks that will be implemented with TRACS Release 2.0.3.A. Refer to the table in Chapter 6 (Section 7). *Please note: For a detailed listing of 2.0.3.A changes, please see the Summer 2017 edition of [The CA Quarterly Review](#).*

### **Calculation Rules & Record Consistency Checks**

Between Record Integrity Checks:

- Beginning Agreement Amount = Ending Agreement Amount from the prior record
- Beginning Balance = Ending Balance from the prior record

Amount/Balance Calculations:

- Ending Agreement Amount = Beginning Agreement Amount + Change Amount
- Ending Balance = Agreement Change Amount + Beginning Balance minus Payment

Requested Amount Calculations:

- Requested Amount = Agreement Change Amount – Payment + Retained Amount
- Retained Amount less than or equal to 20% of the Payment

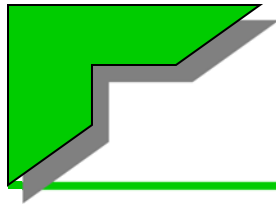
Keep in mind that the “between record integrity/consistency checks” require that the first instance of a record for an ID on the current voucher needs to tie to the last record for that ID submitted on a prior voucher. Due to this rule, if the CA inserts a line with the Agreement Change Amount, Total Payment, Amount Retained, or Requested Amount fields filled in, the data will be out of sync between the OA, CA, and HUD resulting in the following voucher submission to fail TRACS. To avoid fatal errors, check adherence to the rules before transmitting your voucher. **Fatal errors must be corrected** by the owner/agent before voucher can be paid. Please see link under “Helpful Links” below for the [203A Nightly Process Errors and Discrepancies PDF](#).

Due to these changes, it is crucial to work with your assigned specialist ***prior*** to 2.0.3.A TRACS Release to resolve all Repayment Agreement amount and balance issues.



The time is  
**NOW**

Working with the Central Contract Specialist assigned to reconcile all Repayment Agreements records with a balance ***prior*** to 2.0.3.A implementation, will allow for a smoother 2.0.3.A transition.



## Vouchering Tips: 2.0.3.A Implementation and Other Updates (cont.)

### **Full Certification (AR, IR, IC, MI) with UTs**

Changes in household composition and/or household income drive interim certifications (IRs). If the change in household composition and/or household income happens on the UT date, include the new household composition and financial information on the AR, IC or IR and mark the full cert as a UT. Sometimes, the household composition change will include a change in the HOH (Head of Household), either changing the HOH entirely or changing HOH identifying information (SSN, Name, DOB, etc.). HUD has clarified that when the Unit Transfer Effective Date is the same as the Effective Date for the household's AR, IR, IC or MI, changes in "household composition" does not include HOH changes but only the members in the household. This is because TRACS cannot handle UTs along with a change in HOH due to the previous head fields tying the unit to the SSN of the current HOH. In other words, if the change includes a change in the SSN of the HOH, an IR/AR/IC marked as UT with the Previous Head of Household fields filled will not process in TRACS.

For the cases where the change of HOH occurs on the same date as a UT, submit:

1. A full cert (IR/AR/IC) marked as a UT transferring the household to the new unit **only**.
2. Once TRACS accepts the transfer,
  - a. resubmit the full cert marking it as correction, **dropping the UT, and**
  - b. complete the Previous HOH fields to change the HOH.

For example,

- Ray (HOH), Rachel (spouse), and Ryan (son) live in unit 1-A
- Ray has moved out and Rachel will now have to be the new HOH.
- At the same time Unit 2-B becomes available for transfer.
- Rachel and Ryan move in to unit 2-B on June 14 after Ray moved out.
- Rachel and Ryan execute a new lease for the new unit with a lease start date of June 14.
- An IR is created with the Unit Transfer Flag set to yes for the entire household leaving Ray as the HOH to process the transfer.
- Once the transfer to unit 2-B is successful in TRACS, the IR effective June 14 is resubmitted as a correction.
- The Unit Transfer Flag is set to no. (Transfer was previously processed in TRACS.)
- The Previous Head of Household fields (MAT10, Section 2, MAT Fields 4-9) are filled to now remove Ray from the household and make Rachel the new HOH.

***Please note that this is not something new with TRACS Release 2.0.3.A but a clarification to the existing guidance under Chapter 4.1 of the 2.0.2.D MAT User Guide.***

### **Helpful Links**

203A Nightly Process Errors and Discrepancies PDF:

<https://www.hud.gov/sites/documents/203ANIGHTPROCERRDISC.PDF>

HUD Memo - DUNS Number Required:

[https://portal.hud.gov/hudportal/documents/huddoc?id=DUNS\\_TRACS\\_MEMO.PDF](https://portal.hud.gov/hudportal/documents/huddoc?id=DUNS_TRACS_MEMO.PDF)

2.0.3.A Industry Specifications Docs:

[https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/housing/mfh/trx/trxsum](https://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/trx/trxsum)

TRACS helpdesk:

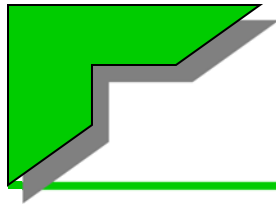
Email - [tracs\\_hotline@hud.gov](mailto:tracs_hotline@hud.gov); Phone: (888) 297-8689, option 5

Multifamily Help Desk:

[RealEstateMGMT@hud.gov](mailto:RealEstateMGMT@hud.gov)

WASS ID User Registration:

[https://hudapps.hud.gov/public/wass/public/participant/partreg\\_page.jsp](https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp)



## MOR Quick Tips

### **Do you have tenants residing in or applying to your project whose primary language is a language other than English?**

HUD requires Owner/Agents to extend reasonable efforts to afford persons with limited English proficiency meaningful access to its programs and services.

If you believe that English is not the tenant's primary language or that the tenant has difficulty communicating effectively in English, Owners should provide the tenant with a translated HUD-Model Lease that will allow the tenant to read and understand the lease provisions.

HUD recommends that when LEP households are provided with a translated lease, the translated lease provided to the tenant be marked "for information only." The site manager must have the tenant sign the English version of the lease and the English version be maintained in the tenant file.

Translated versions of the HUD Model Lease may be obtained at HUDCLIPS: [https://www.hud.gov/program\\_offices/administration/hudclips/forms/hud9](https://www.hud.gov/program_offices/administration/hudclips/forms/hud9)

### **Executing a New Lease After the Initial Term Ends**

Unless specifically required by Chapter 6 of the 4350.3, Owner/Agents are not required to execute a new lease with the assisted household each year. However, we realize that some Owner/Agents will require tenants to sign a new lease annually in accordance with their management policies and procedures. Because the household already completed the initial one year term, it is important to record the correct lease term on the "extra" lease. Projects with a maximum renewal term of one month can only reissue a month-to-month lease.

HUD Model Lease for Subsidized Programs, Form HUD-90105-a: Paragraph 1 should be completed by inserting the beginning and ending day of the month the lease is issued to the tenant. The "initial" term in this case is for one month. The successive term would be for one "month".

HUD Model Leases for Section 202/8 HUD Form 90105-b: The one-year initial lease term is written in the lease therefore a lease addendum is required that modifies paragraph 1 of the lease to a month-to-month term. If the addendum only includes modification to paragraph 1, the addendum does not require HUD approval.

Additional guidance may be found at the following link: [https://www.hud.gov/sites/documents/DOC\\_20479.PDF](https://www.hud.gov/sites/documents/DOC_20479.PDF)

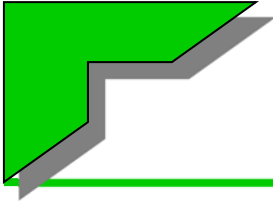
### **Lease Terms with Expiring HAP Contracts**

Section 8 PDSA and LMSA (with HUD insured or HUD-held mortgages) Programs may have an initial lease term of less than one year if the HAP contract expires in less than 12 months from the effective date of the lease. Owners of these programs must be familiar with the HAP Contract expiration date.

Reviewers must ensure the initial and renewal dates are properly recorded on the lease.

### **Quick Tip!**

Appendices 4-E and 4-F of the HUD Handbook provide detailed guidance on how to complete the blank spaces in the model lease and how to edit the lease to comply with differences in the various types of multifamily programs.



## MOR Quick Tips (cont.)

### Direct Deposit Accounts

Recipients of state benefits such as Social Security, unemployment, welfare, and child support receive benefit payments electronically. Funds are directly deposited to an account. If the recipient does not have a checking or savings account, they are given a Direct Express Debit Card or a Prepaid Debit MasterCard to access their funds. These accounts are similar to a checking or savings account but generally, the holder cannot deposit money or write checks from the account.

Often tenants do not recognize their Direct Deposit Account as the “traditional savings account.” Tenants use the account to access their benefit payments but since they cannot write checks and the account does not earn interest, it may not occur to them that they have to disclose the account as an asset. Regardless if the asset is disclosed, or not, the Owner should ask the applicant/tenant how they receive benefit payments.

Direct Deposit only accounts are verified in a manner consistent with a savings account. The tenant will provide the Owner with an account balance no more than 120 days old at the time of certification. The Owner will use the current balance of the account and verify that this is a non-interest bearing accounts.

Tenant provided verification may include a printed current balance using an ATM receipt, online account statement, or paper statement. The verification document must identify the account and the account holder.

RHIIP ListServ 296 issued February 27, 2013 provides detailed guidance on how to verify direct deposit accounts.

## HUD Posted a New Rent Schedule

\*\*This new Rent Schedule can be found [here](#) \*\*

### ATTENTION Owner/Agents!

On 12/1/2017, HUD published a new rent schedule (HUD-92458) with the only change being a new expiration date of 11/30/2020. Owners should begin using this new rent schedule immediately.

#### Rent Schedule Low Rent Housing

U.S. Department of Housing  
and Urban Development  
Office of Housing  
Federal Housing Commissioner

OMB Approval No. 2502-0012  
(exp. 11/30/2020)

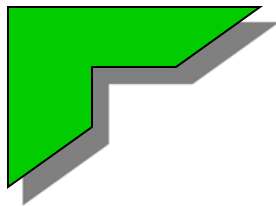
See page 3 for Instructions, Public Burden Statement and Privacy Act requirements.

| Project Name | FHA Project Number | Date Rents Will Be Effective (mm/dd/yyyy) |
|--------------|--------------------|---|
|              |                    |   |

#### Part A – Apartment Rents

Show the actual rents you intend to charge, even if the total of these rents is less than the Maximum Allowable Monthly Rent Potential.





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## Reminder On Utility Allowance Requirements

On June 22, 2015, HUD released [Notice H-2015-04](#): Methodology for Completing a Multifamily Housing Utility Allowance. The notice provided instruction to owners and agents (O/As) for completing the utility allowance analysis required at the time of the annual or special adjustment of contract rents and when a utility rate change results in a cumulative increase of 10 percent or more from the most recently approved UA.

This article revisits the baseline requirements, as well as the tenant notification requirements when implementing a decrease to the utilities or a change in the tenants rent.

### Baseline Submission Requirements

HUD Notice 2015-04 instructs O/As to establish a baseline for each bedroom size once every three years. For two years after the baseline submission, utility allowances for each bedroom size and each utility type at the property can be adjusted by a state-specific increase factor called a Utility Adjustment Factor (UAF). Owners may elect to resubmit a baseline analysis in what would have been the 2<sup>nd</sup> or 3<sup>rd</sup> year of the triennial cycle. In this case, the UAF can be used for the two subsequent years. In other words, a new baseline utility analysis does reset the 3-year cycle.

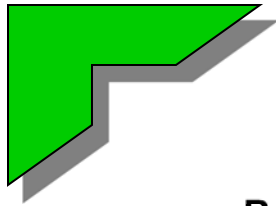
To perform a baseline analysis, the O/A must perform the following steps:

1. Request utility data from either the utility company or the tenant household for at least the number of units determined by the sample size methodology detailed below.
  - a. This must be done for each bedroom size at the property;
  - b. If the property consists of multiple identical buildings (or buildings that are substantially similar, then the sampling may be performed at the property level, encompassing all buildings on a site. If buildings are not identical, the sampling must be done for each bedroom size);
  - c. The data collected must be for the same time frame to the greatest extent possible;
  - d. The data used should not be more than eighteen (18) months from the contract anniversary date;
  - e. Samples submitted must be from units receiving Section 8 assistance;
  - f. A unit should be excluded from the sample if it:
    - i. Is receiving an increased UA as a reasonable accommodation;
    - ii. Has been vacant for 2 or more months. Units included in the sample should have at least 10 months of occupancy; or
    - iii. Is receiving a flat utility rate as part of a low-income rate assistance utility program. Subsequent HUD FAQs clarified that if a majority of the residents are part of the flat rate utility program, including them in the sampling will give you a sample more representative of the whole population. If you do include these units, document your reasoning to help the CA determine if your approach was sensible.

RHS/USDA Properties must comply with the requirements outlined in HUD Notice 2015-04

2. Determine the average utility cost for each bedroom size without removing any units from the sample size beyond those excluded as indicated in (f.) above. Do **not** remove the highest and/or lowest utility cost household when determining the average. The monthly cost of consumption is the NET COST *after* the application of discounts (e.g. surcharges, transmission fees, etc.). Do **not** include late fees in the monthly cost of consumption.
  - a. A sample format for utility allowance submissions, which includes built-in formulas to average utility costs for each unit size, can be found [here](#).
  - b. A sample tenant release form can be found [here](#).
3. Provide an explanation for any sample sizes that do not meet the required criteria established in [Notice 2015-04](#).

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## Reminder On Utility Allowance Requirements (cont.)

4. Submit backup information to the CA that demonstrates how the new utility allowances were calculated. HUD/CA has the discretion to determine the documentation needed to support utility allowances. Some examples include:
  - a. Copies of tenant data received from utility providers, this is typically in summary format; or
  - b. Copies of the printouts indicating a summary of monthly data if the tenant was able to obtain data online from their utility provider for the previous 12 months, or 10 months if the case may be; or
  - c. If actual monthly utility bills were obtained from the tenant, the O/A may submit a spreadsheet summarizing the average of the monthly bills. Actual utility bills may be requested at the discretion of HUD/CA. These bills, regardless of whether they are provided to HUD/CA, must be retained by the owner for three years;
  - d. At the discretion of HUD/CA, there may be cases where a combination of the above will need to be performed.

### Decrease Phase-in

The HUD Notice also outlined that the initial baseline submitted for a property would be subject to being phased-in if the decrease that resulted from the methodology would exceed 15 percent of the most recent utility allowance and that decrease is equal to or greater than \$10. The initial decrease of 15 percent occurred in the first year, and the remainder of the calculated decrease will be implemented the following year, so that no decrease in any one year is greater than 15 percent. In the case of a phase-in during the factor adjusted years, the UAF factor is first applied to what the previous year's utility allowance would have been if there were not a cap put on the decrease.

The HUD FAQs further clarified that this phase-in requirement only applies to the initial implementation of the new methodology. Once a subsequent baseline is submitted, phase-in requirements no longer apply.

### Tenant Notification Requirements

HUD Notice 2015-04 requires that whenever an adjustment to the utility allowance results in a decrease, the owner/agent must follow the requirements of 24 CFR Part 245.405(a) and §245.410 regarding notice to tenants.

O/As should allow the required 30 day tenant comment period to expire prior to sending the submission to the CA. Any tenant comments received should be sent to the CA along with the submission, including the signed and dated Tenant Notice and the corresponding "Owners Certification as to Compliance with Tenant Comment Procedures in 24 CFR 245." The owner's certification should be dated *after* the 30 day notice was provided to the tenants.

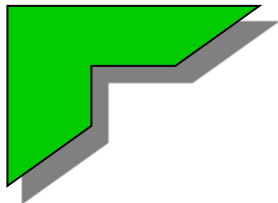
Owners are encouraged to read and understand the tenant notice requirements [Located at 24 CFR 245.410](#).

If a 'material change' is made during the 30 day tenant comment period, the owner is required to make the revised materials available to the tenants at the project for the longer of: 15 days from the date of the change or the remainder of the applicable comment period, as per 24 CFR 245.420 (c).

If the CA's figures are different from the O/A proposed figures, the O/A is not required to repost the notice as this is not considered a material change.

If the utilities are decreasing for the property, once the owner/agent receives the approved rent schedule from Contract Administrator, they must then provide their tenants with a 30 day notice as per §245.15.

Should you have any property specific questions or general questions about the Utility Allowance Requirements, please contact your [contract specialist](#).



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## Cold Weather Tips and Reminders

**Buy Winter Essentials:** The snow and ice will be here before you know it, and you don't want to wait until the first storm of the year to buy your snow removal gear and salt. Be sure to watch weather reports and have salt and shovels handy to keep walkways clear.

**Arrange for snow removal services now:** Whether you will be doing snow removal, or you are working with a professional company, work out the details about snow removal right now. It's better to have everything arranged in advance rather than try to negotiate as the first flakes fall.

**Schedule a HVAC/Furnace Maintenance Tune up:** Inspect your heating system, turn it on and change the filter. Hire a professional to perform a winterizing tune up on the furnace to ensure all is in proper working order.

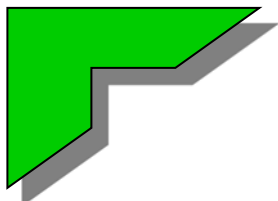
**Have Contact Info Posted:** Ensure that tenants know who to call in the event of a heating emergency. Have all necessary contact info posted.

**Check on Tenants:** In severe weather conditions, be sure to have someone check on frail/elderly tenants. Remind tenants to dress for the weather and make sure no one is heating with their ovens.

**Property Inspection & Routine Maintenance:** Be sure to inspect the property inside and out to stay on top of preventative maintenance. Keep vacant units to a minimum 55 degrees to ensure the pipes don't freeze.







## Recent RHIP Listserv Postings

RHIP Listserv Posting #401

December 13, 2017

### **New Policy: Interim Final Rule on Streamlining Administrative Regulations and Implementing Family Income Reviews Under the FAST Act**

On December 12, 2017, HUD published an [interim final rule](#) in the Federal Register that amends the regulatory language for PIH and Multifamily Housing rental assistance programs. This rule aligns the current regulatory flexibilities with those provided in the Fixing America's Surface Transportation (FAST) Act. In addition, the interim final rule extends two of the administrative streamlining changes that were adopted in 2016 for the Housing Choice Voucher and Public Housing programs to Multifamily programs.

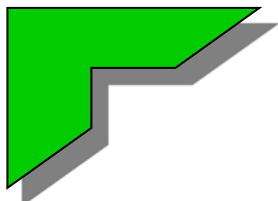
The interim final rule implements FAST Act provisions that allow public housing agencies (PHAs) and multifamily housing owners to conduct full income recertification for families with 90 percent or more of their income from fixed-income every three years instead of annually. This interim final rule also aligns the current regulatory flexibilities with those provided in the FAST Act by modifying the earlier streamlining regulations. This would make the procedures for families meeting the fixed-income threshold as similar as possible to families who do not have 90 percent or more of their income from fixed sources, but still have *some* fixed income.

In addition to streamlining fixed income stipulations, the [interim final rule](#) also indicates that an owner may:

- o Make utility reimbursements of \$45 or less per quarter (\$15 a month) on a quarterly basis.
- o Accept family declaration of assets under \$5,000. Third-party verification of all family assets will be required every 3 years.

Although HUD is issuing these changes as an [interim final rule](#), the Department has delayed the effective date for a period of 90 days (March 12, 2018). This allows participants in Multifamily housing programs and other interested parties to submit comments during the first 30-day period following publication of the interim rule. HUD will take any comments received by January 11, 2018 into consideration and determine whether any further changes should be made before publication of a final rule. Directions on the submission of comments may be found in the Federal Register.

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## Recent RHIP Listserv Postings (cont.)

**RHIP Listserv Posting #400**

**December 7, 2017**

### **Reminder - Mandatory Use of the EIV System and Multifamily EIV Help Desk**

This is a reminder to all owners and management agents (O/As) about required use of the Enterprise Income Verification System (EIV), consequences of failing to meet this requirement, and available resources to assist you in using the system. Effective January 31, 2010, use of HUD's EIV system became a mandatory part of the tenant admission and recertification process for Multifamily assisted properties. O/As that participate in the programs identified in the *HUD Handbook 4350.3: Occupancy Requirements of Subsidized Multifamily Housing Programs* are required to have continuous access to and utilize the EIV System in its entirety.

OA's who do not have access to or are not utilizing the EIV System in its entirety, will receive a finding and incur a penalty of a five percent of their monthly rental subsidy payment from HUD. A decrease in the voucher payment will be levied for the month following the date the violation was found and each subsequent voucher payment, until the violation is cured. Obtaining EIV access can be achieved by visiting the **EIV Application and Online Access for Multifamily Housing Programs** web page [https://www.hud.gov/program\\_offices/housing/mfh/rhiip/eiv/eivapps](https://www.hud.gov/program_offices/housing/mfh/rhiip/eiv/eivapps).

If additional assistance is needed in obtaining EIV access, user recertification or any other issues associated with the Multifamily EIV system, please contact the Multifamily EIV Help Desk at 1-800-767-7588 (fax 202-401-7984) or e-mail them at [MF\\_eiv@hud.gov](mailto:MF_eiv@hud.gov).

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**RHIP Listserv Posting #398**

**November 29, 2017**

### **Multifamily Launches New Section 8(bb) Preservation Tool Web Page on HUD.gov**

The Office of Multifamily Housing has launched a new webpage for the Section 8(bb) Preservation Tool. Here is the [link to the webpage](#).

The webpage provides a brief explanation of the Section 8(bb) Preservation Tool, which allows for the transfer of Section 8 project based rental assistance (PBRA) budget authority from one multifamily project (Project A) to another multifamily project (Project B).

The webpage features a list of potential Property Bs, which will be useful to owners who are interested in transferring their PBRA budget authority. The list is downloadable in Excel, can be sorted or filtered by state or county, and is updated every two weeks.

It also provides instructions for owners of multifamily properties who are interested in receiving Section 8 budget authority via the 8(bb) transfer process on how to request that their properties be added to the list.

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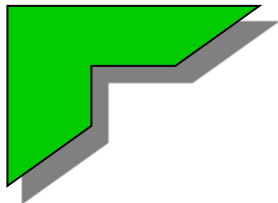
**RHIP Listserv Posting #397**

**November 29, 2017**

### **Final Reminder - DUNS Number Required on All Voucher Submissions**

This is the final reminder that effective December 1, 2017, vouchers that do not contain an active Dun & Bradstreet's (DB) Data Numbering System (DUNS) Number will generate a Tenant Rental Assistance Certification System (TRACS) fatal error and will not receive payment until corrected. [Here](#) is the memorandum, dated June 2, 2017, that implements the requirement to include the DUNS numbers on all vouchers submitted to TRACS.

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## Recent RHIP Listserv Postings (cont.)

Information on obtaining a DUNS number and registering with System for Award Management (SAM) is found [here](#). After registering with SAM, the DUNS number must be entered into the TRACS Voucher Header (VCHHR). Refer to chapter six of the [MAT User Guide](#) for information on entering the DUNS number into the VCHHR. Once entered, the DUNS number should appear on the voucher query. If a fatal error is received although the DUNS has been entered, you may need to contact your software provider to check for glitches. Following the resolution of any vendor software glitches, the voucher must be resubmitted to TRACS. Refer to the [iMAX IMAT FRD Appendix C iMAT Processing](#) for information regarding specific error codes.

For technical support questions regarding a DUNS number, contact the SAM Federal Service Desk at 1-866-606-8220. For other questions regarding the DUNS number memorandum, contact Annecia Durr at [Annecia.Durr@hud.gov](mailto:Annecia.Durr@hud.gov).

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### RHIP Listserv Posting #396

November 22, 2017

#### **Violence Against Women Act (VAWA) Resources for Multifamily Assisted Housing**

HUD has created a [VAWA web page](#) for assisted housing owners, agents, industry professionals, and residents. The web page contains links to the following:

- Violence Against Women Reauthorization Act of 2013;
- HUD's final VAWA rule;
- Press release announcing the rule's publication;
- Multifamily Housing program notice H 2017-05, "Violence Against Women Act (VAWA) Reauthorization Act of 2013 – Additional Guidance for Multifamily Owners and Management Agents";
- July 26 and August 1, 2017 training webcasts on YouTube and associated PowerPoint slides;
- A summary of industry Questions & Answers;
- HUD VAWA Forms, and
- Additional survivor resources.

For questions on the web page or Multifamily VAWA requirements, please contact Carissa Janis in the HUD Multifamily Office of Asset Management and Portfolio Oversight at [Carissa.I.janis@hud.gov](mailto:Carissa.I.janis@hud.gov).

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### RHIP Listserv Posting #395

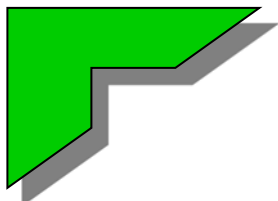
November 2, 2017

#### **2018 Operating Cost Adjustment Factors (OCAFs) and Utility Allowance Factors Now Available**

The Operating Cost Adjustment Factors (OCAF) for 2018 were published today in the Federal Register. These factors are used for adjusting or establishing Section 8 rents under the Multifamily Assisted Housing Reform and Affordability Act of 1997 (MAHRA), as amended, for projects assisted with Section 8 Housing Assistance Payments. The factors are effective February 11, 2018 and can be found at <https://www.gpo.gov/fdsys/pkg/FR-2017-11-02/pdf/2017-23901.pdf>.

Utility Allowance Factors for 2018, which may be used to adjust baseline utility allowances prepared in accordance with Housing Notice 2015-04, are also now available on HUDUser at <https://www.huduser.gov/portal/datasets/muaf.html>.

**Note to PBCAs and HUD staff processing rents adjustments using Auto OCAF:** As of today, the 2018 Factors are updated in iREMS. Please delete any Amend Rents records effective 02/11/2018 and beyond that were created either automatically or manually with the old 2017 Factors. A new record will automatically generate with the new 2018 Factor. Neither PBCAs, nor submitting owners, should be penalized by HUD for delays related to the late release of 2018 factors.



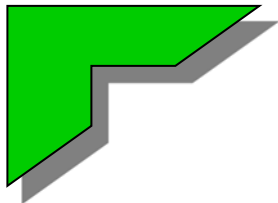
# The CA Quarterly Review



## Special Claims Highlight

### Top Reasons a Claim is Denied:

- 1) **The Claim is received after 180 days from the unit ready date.** The unit ready date is the day after all work is complete in the unit and it is ready to be rented.
- 2) **Security Deposit Disposition Letter:**
  - Calculations on the Security Deposit Disposition letter are incorrect and the incorrect amount is being returned/charged to the tenant.
  - MO date on the letter does not match the MO date of the certifications received.
  - The security deposit should first be applied towards unpaid rent, tenant damages and other charges and then to the vacancy claim for the remaining amount to be forfeited. Charging the tenant for the security deposit on the Security Deposit Disposition Notice and not applying the deposit collected toward any charges is overcharging the tenant and will result in a denial.
- 3) **MO/MI Certifications not viewable in TRACS:**
  - When a tenant is terminated, a MO certification must be transmitted to TRACS. If the MO effective date is not within 15 months from the effective date of the last AR processed, a TRACS Multi-Family Move Out Request Form is needed.
- 4) **Security Deposit Collected:**
  - The Security Deposit collected does not match the TTP of the signed MI certification received and no explanation was provided to justify the discrepancy.
  - For transfer out tenants, evidence that the security deposit was returned to the tenant (Security Deposit Disposition Letter) or was transferred to the new unit must be submitted.
- 5) **Issues with the MI HUD 50059:**
  - The MI 50059 for the MO tenant was not submitted and an adequate explanation was not provided as to why it could not be provided.
  - MI 50059 was not signed by tenant/OA.
- 6) **Waiting Lists/Marketing efforts:**
  - Skipped tenants must have a comment to support why they have been skipped over.
  - The waiting list does not list applicant status or contact dates for applicants supporting that wait list was being worked for claims over 60 days.
  - MI tenant was not listed on the waiting list provided.
  - Advertisements provided do not:
    - List the date in which they were published;
    - Support that marketing took place during the vacancy period;
    - List the Fair Housing Logo/Motto/Slogan.
- 7) **HUD forms 52671-C, 52670-A Part 2, 52671-A:**
  - Not signed and/or dated.
- 8) **Unpaid Rent/Damages:**
  - Missing documentation to support that the matter was turned over to collections.
  - Missing evidence that the security deposit was sent certified mail.
- 9) **SC Checklist:**
  - Must be provided for each tenant for each claim type requested. Owner/Agents are allowed to create and submit their own Special Claims Checklists so long as all items from the HUD Special Claims checklist must be listed and included.



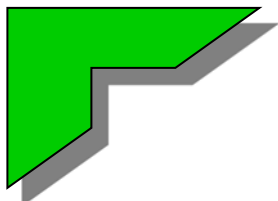
# The CA Quarterly Review



## What's New on HUDClips

| <i>Posted Date</i> |  |   |
|--------------------|--|---|
| 11/27/2017         | <a href="#">HUD-1000</a>   | Accommodation Request For Persons With Disabilities   |
| 11/21/2017         | <a href="#">FR-5998-N-10</a>   | 60-Day Notice of Proposed Information Collection: Implementation Phase Evaluation of LGBTQ Youth Homelessness Prevention Initiative |
| 11/17/2017         | <a href="#">FR-6067-N-01</a>   | Revocation of Orders of Succession for the Office of the Deputy Secretary   |
| 11/8/2017          | <a href="#">FR-6059-N-01</a>   | Section 8 Housing Assistance Payments Program-Annual Adjustment Factors, Fiscal Year 2018   |
| 11/7/2017          | <a href="#">FR-6045-N-01</a>   | Annual Indexing of Basic Statutory Mortgage Limits for Multifamily Housing Programs   |
| 11/2/2017          | <a href="#">HUD-93480</a>  | Schedule B Schedule of Disbursements - Multifamily  |
| 11/2/2017          | <a href="#">FR-6044-N-01</a>   | Notice of Certain Operating Cost Adjustment Factors for 2018  |
| 10/31/2017         | <a href="#">FR-6062-N-01</a>   | Notice of HUD-Held Multifamily Loan Sale (MLS 2018-1)   |
| 10/24/2017         | <a href="#">FR-6049-N-01</a>   | Drafting a New Federal Strategy To Reduce Childhood Lead Exposures and Impacts: Request for Information                             |
| 10/4/2017          | <a href="#">FR-6000-FA-05;</a><br><a href="#">FR-6000-FA- 04;</a><br><a href="#">FR-6000-FA-14;</a><br><a href="#">FR-6000-FA-29;</a><br><a href="#">FR- 6100-FA-12;</a><br><a href="#">FR-6100-FA-13;</a><br><a href="#">FR-6100- FA-33</a> | Announcement of Funding Awards  |
| 10/2/2017          | <a href="#">FR-6035-N-02</a>   | Notice of Regulatory Waiver Requests Granted for the Second Quarter of Calendar Year 2017   |



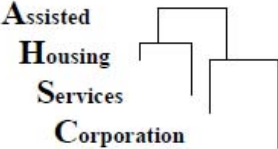


# The CA Quarterly Review



## AHSC Call Center Poster

AHSC has created a call center poster that our owners and agents can post in their rental office providing their residents with useful information, such as our business hours, contact information, and general issues that we can assist with. A [downloadable version](#) of the AHSC Call Center Poster can be found under the Owner/Agent Knowledge Center on the AHSC website, under the Management and Occupancy tab.



**ALL RESIDENTS OF H.U.D. SUBSIDIZED PROPERTIES**

Assisted Housing Services Corporation (AHSC) is the HUD Contract Administrator and is responsible for responding to resident concerns. AHSC Call Center has a team of Customer Relation Specialist (CRS) that will receive, investigate and document concerns such as, but not limited to the following:

- Questions or concerns regarding work order follow-up.
- Questions regarding the calculation of your rent.
- Address health & safety and HUD Handbook 4350.3 concerns.

**Call Center Purpose:**

- Call Center aids in ensuring HUDs mission of providing Decent, Safe and Sanitary Housing.
- Serve as a neutral third party to residents, owners and the public.
- Assist with clarifying HUD Occupancy Handbook 4350.3 requirements.

**Call Center Contact Information and Business Hours:**

- Hours of Operation: 8:30am to 5:30pm
- Contact Numbers: 877-506-3552 fax: 614-985-1502
- Written Summaries: 2000 Polaris Parkway, Suite 110, Columbus, Ohio 43211
- Email: [PBCAContactCenter@cgifederal.com](mailto:PBCAContactCenter@cgifederal.com)
- Website: <http://www.ahscoho.org/>

**Concerns can be submitted by the following:**

- Phone
- Fax
- Mail
- Email
- Voicemail
- FOIA- Freedom of Information Act request must be submitted directly to HUD+

**Required Information to open an inquiry:**

- Property name
- Caller's name (anonymous calls accepted)
- Caller's telephone number with area code
- Caller's address including apartment number
- A brief, detailed description of the caller's concern(s)

**EQUAL HOUSING OPPORTUNITY**

2000 Polaris Parkway, Suite 110, Columbus, Ohio 43240-2007, Phone 1-877-506-3552, TDD 1-800-750-0750