

# Preparing for your MOR

## Using the Addendum C to Your Advantage

North Tampa Housing Development Corporation

Rhanda Mckown– Local Contract Specialist

[Rhanda.Mckown@cgifederal.com](mailto:Rhanda.Mckown@cgifederal.com)

**July 7, 2020**



## Course Goal

We are going to discuss each item listed on the Addendum C and review best practices and ways your property can always be ready for an MOR for each item

NORTH TAMPA HOUSING DEVELOPMENT CORPORATION



## What is the Addendum C?

- This is sent with your schedule letters and gives you a list of information and documents you must have available and ready on the morning the MOR starts
- It looks like a long list....let's make it less intimidating by understanding the items on it



## What is the Addendum C?

The Addendum C looks like this .....

Management Review for Multifamily Housing Projects	U.S. Department of Housing and Urban Development Office of Housing - Federal Housing Commissioner	<b>ADDENDUM C</b> OMB Approval No. 2502-0178 Exp. 04/30/2018
DOCUMENTS TO BE MADE AVAILABLE BY OWNER/AGENT		
Project Name: School House Apartments	FHA/Project#	Section 8/PAC/PRAC# FL29M111111
<b>Instructions:</b> Reviewers should place a check mark next to those items that must be available for review. Included in this list are FHEO staff instructions to provide MFH staff a list of requests for documents and special observations each year.		
<b>General Documents</b>		
<input checked="" type="checkbox"/> All Tenant Files and records, including rejected, transfer and move-out files <input checked="" type="checkbox"/> Current waiting list <input checked="" type="checkbox"/> Last advertisement and/or copies of apartment brochures <input checked="" type="checkbox"/> HUD-approved Rent Schedule form HUD-92458 <input type="checkbox"/> Procurement Files <input type="checkbox"/> Work Order Journals and Logs <input type="checkbox"/> Cash Disbursement Journal <input type="checkbox"/> Fidelity Bond <input type="checkbox"/> Property and Liability Insurance <input checked="" type="checkbox"/> Copies of the form HUD-52670 for the last twelve months, for each subsidy contract <input type="checkbox"/> Current annual budget <input type="checkbox"/> Quarterly budget variance reports <input type="checkbox"/> Reserve for Replacement component analysis <input checked="" type="checkbox"/> Copy of Rent Roll <input checked="" type="checkbox"/> Copy of Application form <input checked="" type="checkbox"/> Copy of lease, lease addenda and house rules <input type="checkbox"/> Coov of Pet Policy		



## All Tenant Files and Records, including rejected, transfer and move out files

- BEFORE the MOR: File everything sitting in your “unicorn file” (stuff you’ve been too busy to file yet....it’s magical what you find in there)
- Do your own internal pre-audit before the MOR
- Have files organized, and in date order, so the Reviewer can easily determine if the required information is there
- Remember to provide any applicable archive files for selected tenants



## All Tenant Files and Records, including rejected, transfer and move out files

### Reminder:

**NTHDC has a new address as of 05/01/2020. Remember to update the appropriate box in the 9887 forms in all places/packets it is used, and any other relevant documents.**

**The new address is:**

**4300 West Cypress Street, Suite 300, Tampa, FL 33607**

<b>Notice and Consent for the Release of Information</b> to the U.S. Department of Housing and Urban Development (HUD) and to an Owner and Management Agent (O/A), and to a Public Housing Agency (PHA)		U.S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner
HUD Office requesting release of information (Owner should provide the full address of the HUD Field Office, Attention: Director, Multifamily Division.) US Dept. of HUD-Jacksonville Office Attn: Director-400 West Bay Street, Ste 1015 Jacksonville, FL 32202	O/A requesting release of information (Owner should provide the full name and address of the Owner.) The Best Property PO Box 12345 Anytown, FL 55555-0000	PHA requesting release of information (Owner should provide the full name and address of the PHA and the title of the director or administrator. If there is no PHA Owner or PHA contract administrator for this project, mark an X through this entire box.) Jerome Ryans, President/CEO-NTHDC 4300 West Cypress Street, Suite 300, Tampa, FL 33607
Notice To Tenant: Do not sign this form if the space above for organizations requesting release of information is left blank. You do not have to sign this form when it is given to you. You may take the form home with you to read or discuss with a third party of your choice and return to sign the consent on a date you have worked out with the housing owner/manager.		



## Current Waiting List

- It must contain ALL of the following information:
  - Head of Household Name
  - Date/time of receipt of application (or pre-application if one is used)
  - Annual Income Level (Low, Very Low, ELI)
  - Need for accessible unit or features
  - Preference Status (if there are preferences on the property)
  - Unit Size



## Current Waiting List

What do we want to see during the MOR?

- An **auditable** waiting list
  - Separated by bedroom size
  - Sorted by application date and time
  - Includes all required information for each applicant (don't leave columns blank)
  - Include all pass over notes and other dated comments to show a complete history of **ALL** actions taken for all applicants (Show: actives, rejections, removals, move ins, skips, notes, make sure every action/comment is dated)
  - Have the total number of active people for each bedroom size easy to find



## Current Waiting List

- Make sure staff (or you) know how to use the software and can print an auditable waiting list (frequently multiple waiting lists are printed before we are provided with an auditable waiting list)
- If the printed file is too large (more than 20-30 pages), ask your Reviewer if they are willing to review an electronic copy instead
- Do NOT rely on “memory” about actions taken with any applicants. The waiting list should be able to tell it’s own story without any commentary from staff. WRITE IT ALL DOWN!
- WORK IT!!! Work your waiting list to ensure that overall vacancy lengths are minimal



## Current Waiting List

QUESTION



**Is it ok if I don't keep all the notes on the waiting list itself?  
(For example: I keep notes on each individual applications  
but don't always take the time to transfer them to the  
waiting list.)**



# Current Waiting List

## Answer:

No. The waiting list should serve as a stand-alone document to show an auditable trail of all actions and contact with each applicant to make it easy to identify that applicants were moved in using the proper order or skipped for valid reasons when needed.



# Affirmative Fair Housing Marketing Plan (AFHMP)

The AFHMP form (Form HUD-935.2A) looks like this....

<b>Affirmative Fair Housing Marketing Plan (AFHMP) - Multifamily Housing</b>	U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity	OMB Approval No. 2529-0013 (exp. 1/31/2021)
1a. Project Name & Address (including City, County, State & Zip Code)	1b. Project Contract Number	1c. No. of Units
<input type="text"/>	<input type="text"/>	<input type="text"/>
	1d. Census Tract	<input type="text"/>
	1e. Housing/Expanded Housing Market Area	
	Housing Market Area:	<input type="text"/>
	Expanded Housing Market Area:	<input type="text"/>



# Affirmative Fair Housing Marketing Plan (AFHMP)

## What to have on site for your MORs:

- The last HUD / FHEO approved AFHMP must be on site
- If plan has been updated, have a copy of the updated plan on file and documentation it has been *submitted* to HUD for approval
- The worksheets must be attached to the copy provided
- If a source has been replaced, make sure there is documentation with the plan to show the reason why
- If the plan has been reviewed in the last 5 years, have documentation of the date it was reviewed, what was reviewed, and the review results
- Have documentation of advertising in ALL sources listed in plan, along with community contacts (unless waiting list is closed or advertising was not required in the last 12 months). **REMINDER:** If you advertise in one source, you have to advertise in all sources listed in the AFHMP



# Affirmative Fair Housing Marketing Plan (AFHMP)

QUESTION



*When does the AFHMP have to be revised?*



## Affirmative Fair Housing Marketing Plan (AFHMP)

### Answer:

#### From HUD Memo released September 22, 2014

Owner should only submit an updated AFHMP under certain circumstances:

- If O/A determines something needs to change in the plan during their mandatory 5 year review of the plan; **OR**
- The local jurisdiction's Consolidated Plan has been updated; **OR**
- Significant demographic changes have occurred in the housing market area.
- The owner adopts a residency preference for admission of persons who reside in a specified geographic area.



## Affirmative Fair Housing Marketing Plan (AFHMP)

*A new AFHMP is not required for these situations:*

- If advertising sources listed go out of business, O/A just needs to document that the source is out of business and replace it with a source that will reach the targeted demographic.
- If advertising source listed change names, O/A just needs to document the name change.
- O/A still needs to advertise in all sources listed in on the AFHMP when they advertise even if sources target different demographics and O/A thinks they have enough applicants from one demographic but not the other.
- A new plan is not required for a change in ownership or management as long as the new O/A agrees to follow the current, approved plan.





# Affirmative Fair Housing Marketing Plan (AFHMP)

## AFHMP TIPS AND NOTES

- If an updated plan has been submitted to HUD for approval, you can advertise in accordance with the updated plan (As soon as you have submitted it to HUD, you can start following it.)



# Last Advertisement and/or copies of apartment brochures

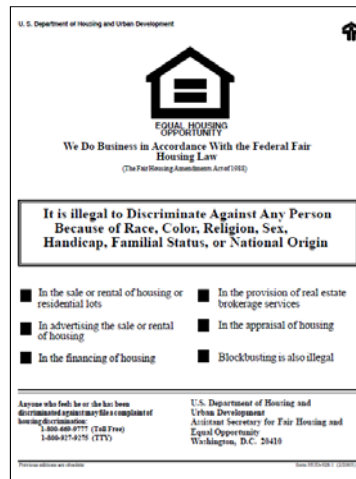
## What do we want to see during an MOR?

- Provide a copy of all advertising and marketing done in the last 12 months including copies of ads, brochures, flyers, and documentation of contact with the Community Contacts listed in the AFHMP
- Make sure the fair housing logo/statement are on ALL advertisements and brochures
- If a phone number is listed, make sure a TTY (or equivalent system) is also listed



# Fair Housing logo and Fair Housing Poster

- Must be posted in the rental office or somewhere easily visible to tenants and potential tenants



# HUD-approved Rent Schedule form HUD-92458

- Make sure the current rent schedule has been executed in accordance with HUD regulations
- Update Software, including any certs processed ahead of time for upcoming AR's due, but before rents were effective (you may have some that you need to correct)
- Post the current Rent Schedule in a conspicuous place for tenants to see
- If you have any rented commercial space, make sure it is listed on the rent schedule



## Work Order Journals and Logs

- BEFORE the MOR: Run a work order history report and see which ones are open for more than a couple of days; *Complete and close open work orders before the MOR*
- Make sure you can easily determine the date the work order was initiated, and the date it was closed, along with a description of work performed
- On a daily basis, the work order completion rate needs to be part of your checklist at the end of the day
- During the MOR, provide documentation and information on all open, and closed, work orders for the last 12 months



## Copies of the form HUD-52670 (your monthly vouchers) for the last twelve months, for each subsidy contract

- If the Reviewer has the capability to review vouchers electronically then hard copies are not necessarily needed
- Review your final vouchers each month and compare them to your rent roll to find possible errors



## Rent Roll

- Make sure it is current
- Every month, compare this to your monthly vouchers
- Make sure rent and fees are being collected, and tenants listed with large balances owed, can be explained



## Application

- Provide copies of pre-application (if you use one)
- Copies of full application packets, including all attachments (make sure they are all the most recent versions and have the most up-to-date information)
- Make sure the versions at corporate headquarters are the same versions being used at the property
- Make sure your application contains all required information (Per HUD Handbook 4350.3 Chapter 4, 4-14 B)
- Applications need to be signed/dated by applicants
- Application needs to be on file for each adult household members



# Application

- Make sure application has fair housing logo/statement and a TTY (or equivalent system) if a phone number is listed
- Make sure you have procedures in place to:
  - Date/time stamp when received
  - Review for full completion (make sure applicant left no blanks)
  - Verify all information listed
  - Get updated information if too much time has passed between application submission, and when they reach the top of the waiting list, and at move in



# Application

QUESTION



**Is it ok for me to use a partially filled out application to add someone to the waiting list as long as I have them fill out any missing information before their move in date?**



# Application

## Answer:

No. All information must be filled out on the application because this is used to determine eligibility prior to being added to the waiting list.



# Lease

- Have the right version of the lease for your program type (determined by your HAP contract; refer to 4350.3 Figure 6-2)
- Make sure initial, AND renewal lease terms are correct for your program type (refer to 4350.3 Figure 6-3)
- Ensure all blanks in the lease are filled out correctly (fees, charges, interest rate on security deposit, security deposit amount, etc.; refer to 4350.3 Appendix 4-E and 4-F)
- Make sure all leases are signed/dated by ALL adult household members
- Ensure ALL Adult household members are listed in Paragraph 1 (not just head of household)



## Lease Addenda

- **HUD Required: VAWA Lease Addendum (HUD-91067)**
  - Correct effective Date
  - Information filled out completely at top
  - All adult household members sign/date
- **Owner Adopted Addenda**
  - Have written HUD approval for each one for the specific property
  - If you have “Agreements” that have language changing information in the lease these are considered lease addendums and need HUD approval



## Lease Addenda

- **Pet Lease Addendum** (not the same as Pet Rules/Policy)
  - Required at properties serving elderly/disabled population, but are not using the 202/8 model lease
  - Requires written HUD approval; Have it available during the MOR for the specific property
  - Must contain the language that is in the 202/8 model lease regarding pet ownership



## Lease Addenda

### **Pet Rules/Policy**

- Not the same as the Pet Lease Addendum
- Does not require HUD approval
- Required to have specific information in them, per HUD Handbook 4350.3 Chapter 6, 6-10 and Exhibit 6-5
- Properties serving an elderly and/or disabled populations are required to have this
- Cannot be applied to assistance animals
- Must be given to ALL tenants whether they own a pet or not (HUD 4350.3 Chapter 6, 6-10.B.3.)



## House Rules

- Do not need HUD approval, but must be reasonable and in line with Section 8 guidelines
- All tenants need to be on the most recent version at the same time
- If fees or charges are listed, either have written HUD approval, or documentation showing actual cost, and have it ready at the MOR
- VAWA procedures must be addressed in House Rules and if there are other sections effected by VAWA regulations they need to be updated as well (for example if there is a section on unit transfers, make sure it is updated)





## House Rules

- Date the House Rules so it is easy to determine which version you are using
- All Adult members must sign/date them
- Live in Aides can be evicted for violating them so have procedures in place to show Live in Aides received a copy and are aware of what they are
- Make sure they do not contain outdated information (Like HUD-91066 which is obsolete and was replaced with HUD-5382)



## House Rules

QUESTION



**If House Rules are updated, is it ok to wait until each tenant's Annual Recertification to give them the updated version?**



## House Rules

**Answer:**

No. This leads to a situation where different tenants are held accountable for different rules on the property which can easily drift into fair housing violations. If House Rules are updated, send a 30-day notice to all tenants at the same time, and update the House Rules with all tenants at the same time.



## Application Rejection Letter

- Must be in writing
- Must contain specific reason for rejection
- Must be consistent with information outlined in the property's Tenant Selection Plan
- Must contain reasonable accommodation language (i.e. it must state that "Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process.")



# Application Rejection Letter

- Must contain appeal language and 14 day timeline (i.e. must state, “The applicant has a right to respond to the owner in writing or request a meeting within 14 days to dispute the rejection.”)
- Must contain TTY (or equivalent system) if a phone number is listed
- Must attach HUD 5380/5382 (VAWA Notice of Occupancy Rights and VAWA Certification Form)
- Update your waiting list with rejection information
- Must include the Fair Housing Logo



# Application Rejection Letter

QUESTION



**Do you still need to send a formal letter if an applicant requests to be removed?**



## Application Rejection Letter

### **Answer:**

Yes. A formal letter needs to be sent any time a formal action is taken on the status of an applicant, the waiting list updated, and a copy kept for 3 years.



## Application Rejection Letter

QUESTION



**What if an applicant did not respond to an update letter? Do you need to send a formal letter of application rejection?**



## Application Rejection Letter

### **Answer:**

Yes. A formal letter still needs to be sent, the waiting list updated, and a copy kept for 3 years.



## Annual Unit Inspections

- Ensure they are being done for all units and documented
- If not maintained in the tenant file, ensure you pull them for tenant files selected for review during the MOR and give them to the Reviewer
- Make sure they are filled out and dated
- There is no specific format required by HUD for these



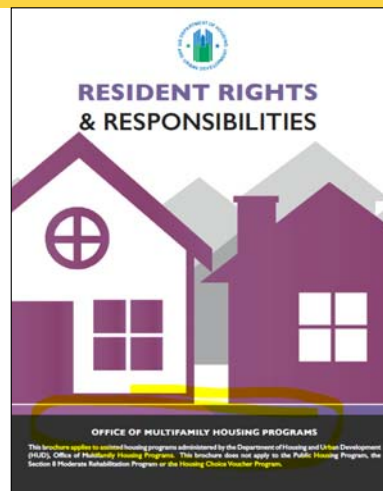
# HUD Rent Fact Sheet "How Your Rent is Determined"

- Ensure you have the right one for your program type (Project-Based Section 8 dated September 2010)
- Found in Appendix 7-B in HUD Handbook 4350.3
- Make sure acknowledgements are signed/dated in the file for move in, and each AR



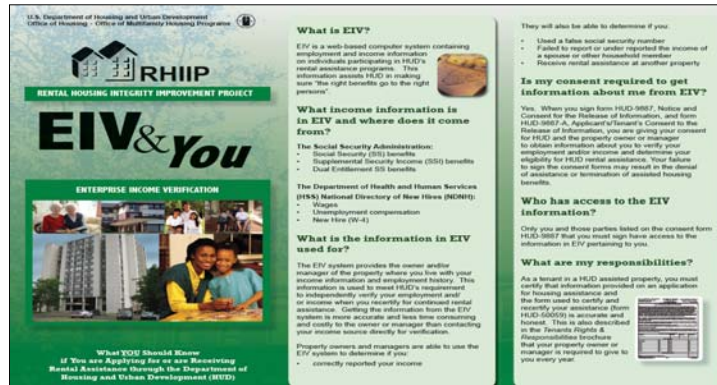
# Resident Rights and Responsibilities Brochure

- Ensure you have the most up-to-date version (has "Office of Multifamily Housing at the bottom of the cover page"), released March 2018
- Make sure acknowledgements are signed/dated in the file for move in, and each AR



# EIV and You Brochure

- Ensure you have the most up-to-date version and is the one designated for Project Based Multifamily Housing (not the one for Public Housing Authorities)
- Make sure acknowledgements are signed/dated in the file for move in, and each AR



# Lead Based Paint Certifications (Applies to properties built prior to January 1, 1978)

What do we want to see during an MOR?

- Have copies of any inspections, reports, and certifications available
- Any inspections must be conducted by certified inspector and must be done to meet HUD identified standards for lead
- Documentation of being lead free must be provided during each MOR, even if you have provided it at a previous one
- If your property has been certified as “lead free” you do not have to provide the Lead Paint Disclosure form to tenants, but need to have copies of information in office to provide upon request



## Lead Based Paint Certifications

If your property has NOT been certified as “lead free” you must provide documentation of ALL of the following:

- Copies of inspections and reports
- Lead Hazard Control Plan (LHCP)
- Documentation of on-going maintenance and interim controls, in accordance with the LHCP
- Documentation that a visual assessment of all affected areas is being done at least annually AND at every unit turnover by property staff
- Documentation of re-inspection by certified inspector every 2 years, as needed



## Lead Based Paint Certifications

**NOTE:** There are scenarios where every 2 years is not required

1. If you have two inspections in a row with no hazards identified (but visual inspections are still required).
2. If the Lead Hazard Control Plan states something different (i.e. If it states “every 2 years, or every 2 years until 2 consecutive without hazards found”, AND you are following it and maintaining the documentation)





## Exigent Health and Safety (EH&S) Certifications

- Have copies of certifications sent to HUD for EH&S items
- Be prepared to have them inspected by Reviewer on a walk through if the REAC inspection is within 12 months of the MOR
- Have ALL EH&S items corrected within 72 hours of REAC inspection date, regardless of when the MOR is
- If you notice a repeat item (like missing or inoperable smoke detectors), add this item to your walk through list to be checked anytime staff is in the unit for things like unit inspections or maintenance items (changing AC filters, work orders, etc)
- Also, we do a sampling of Non-EH&S REAC items as well, if most recent REAC is within 12 months prior to the MOR, so it is good practice to make sure all items on the REAC inspection have been corrected prior to the MOR



## All Operating Procedure Manuals

- Written procedures for:
  - Conducting unit inspections
  - Completing work orders
  - Calculating income
  - Processing different types of certifications
  - Conducting Verifications
  - Preventive Maintenance procedures and checklist
  - Application procedures
  - etc.....



## Documentation for Elderly Preferences Under Sections 651 and 658

- This applies to elderly and elderly/disabled properties who have implemented the elderly preference requirements or implemented an elderly restriction
- If it applies to you, have the documents available during the MOR
- Your program type will dictate which part applies, if needed



## Income Targeting and Tracking Log

- Pull Income Targeting for TWO timeframes
  - Last complete FISCAL (not calendar) year
  - Current FISCAL year
  - Your fiscal year is determined by HUD and is different for each property
- Must show you met the 40% target last fiscal year and Reviewers want to see you are on target to meet it during the current fiscal year



## Income Targeting and Tracking Log

QUESTION



What if my company changed software and we cannot access income targeting information for all of the required timeframes?



## Income Targeting and Tracking Log

**Answer:**

Then you will need to develop a tracking log to determine what percentage of all move ins have met the Extremely Low Income requirement for your property's fiscal years. Short answer is – if your software changeover restricts the access to all information, then you will have to do it by hand until software issues are resolved.



## EIV Information for Staff

- Make sure staff who no longer need access have been “unassigned” timely and not allowed to just passively “expire”
- EIV Coordinators:
  - Provide Owner’s letter of approval (\*If the owner is also the EIV Coordinator...write yourself a letter giving yourself permission to be EIV Coordinator)
  - Initial CAAF (the full document) signed by HUD Helpdesk
  - Current CAAF printed from EIV system
  - Copy of Cyber-Awareness Training Certificate dated within the last 12 months; must be repeated annually



## EIV Information for Staff

- EIV Coordinators:
  - **Note:** If initial HUD approved/signed CAAF is missing you must request a copy from the EIV helpdesk or request a Replacement CAAF



## EIV Information for Staff

- EIV Users:
  - Initial UAAF (the full document) signed by EIV Coordinator on the last page
  - Current UAAF printed from EIV system
  - Copy of Cyber-Awareness Training Certificate dated within the last 12 months; must be repeated annually



## EIV Information for Staff

- Staff who need access to the EIV reports, but not necessarily the EIV system itself:
  - EIV Rules of Behavior signed/dated (these only need to be signed once)
  - Copy of Cyber-Awareness Training Certificate dated within the last 12 months; must be repeated annually



## Staff who have access to TRACS for the property

- Copy of TRACS Rules of Behavior, dated within the last 12 months (remember this is different from the EIV Rules of Behavior)
- Copy of Cyber-Awareness Training Certificate dated within the last 12 months; must be repeated annually; if staff was hired within the last 12 months then this training must be dated within 30 days of signing the TRACS Rules of Behavior form



## EIV Policies and Procedures

- Make sure narrative section matches any timeframes listed in charts that may be in other sections of the P&P
- Make sure timeframes outlined are in accordance with HUD Policy
- It must contain ALL required information that HUD has outlined (see Chapters 7, 9, and Exhibit 9-5 in 4350.3), including use of EIV data and reports, maintaining security of EIV Data, and reporting breaches to the HUD Helpdesk, and collecting 9887/9887A when members turn 18 between annual recertifications



## EIV Policies and Procedures

NORTH TAMPA HOUSING DEVELOPMENT CORPORATION

QUESTION



Is it acceptable for me to run reports more frequently than what is listed in my company EIV P&P as long as I don't run them less frequently than what is listed?



## EIV Policies and Procedures

NORTH TAMPA HOUSING DEVELOPMENT CORPORATION

**Answer:**

No. The EIV P&P's must be followed. Onsite practices **MUST** match what is outlined in the EIV P&P. HUD identifies minimum frequencies for some reports but if your property chooses to run them more frequently, then the EIV P&P must be updated to reflect the onsite practices.



## EIV Master Files

- Organize and label them for easy review of the information
- Make sure notes are sufficient for all tenants listed on each report
  - Example: “reported” is not a sufficient note if a tenant is listed on the New Hire report; you need more information (did they report timely, was it already included in AR income, was an IR needed, was a repayment agreement needed)
- Make sure they are being run in accordance with EIV Policies and Procedures and maintained according to HUD guidelines



## EIV Master Files

- Do NOT maintain ANY tenant detail reports in the Master File
- Only Summaries of master reports go in the Master File
- Tenant detail reports belong in the tenant file along with any copies of documents, verifications, resulting certifications, repayment agreements, etc.





## "Other" items

- Each state may have different information listed in the "Other" section of the Addendum C. This session will cover Florida only.



## "Other" items

- List of all security incidents/police calls/arrests for past 12 months and documentation of follow up with tenants involved or whose guests are involved
- It is also helpful to have a summary of the number of incidents occurring on the property grouped by categories (especially if you have a daily security log that has a narrative each day), such as:
  - Break-ins (vehicle and residential), Vandalism, Auto Theft, Personal Assaults, Arrests, Drug Activity, Trespassing, Child Abuse/Neglect, General Disturbance, Domestic Disturbance, Sex offenses, etc.



## "Other" items

- List of all vacancies for the past 12 months including:
  - Move-out date
  - Date ready for occupancy, and
  - Move-in date for each vacated unit
  - With average number of days from move-out to ready date AND move out to move-in
  - Also all vacant unit preparation logs for the past 12 months
  - Average from Move out to Move in needs to be 30 days or less



## "Other" items

- Inventory listing for tools, supplies and keys
- Appliances log with model and serial number by unit number, including date of purchase
- List of all employees including hire dates, title, annual salaries; and, if they live on site, bedroom size and whether or not they receive subsidy or are in a non-revenue producing unit
- Utility reimbursement log/documentation that checks are distributed within 5 business days from date the HAP money was received including date checks are available on-site, and date checks were distributed



## "Other" items

- VAWA documents:
  - Form HUD-5380 Notice of Occupancy Rights under VAWA
  - Form HUD-5382 Certification Form
  - Form HUD-5383 Emergency Transfer Request Form
  - Emergency Transfer PLAN (can use HUD-5381 as a guide)



## "Other" items

- HUD-5380 (Notice of Occupancy Rights) AND HUD-5382 (Certification form) must both be given to:
  - ALL new move ins/IC's as of 12/16/2016
  - ALL existing tenants should have received a copy as of 12/16/2017
  - At each application rejection
  - With Termination of Tenancy/Eviction, and
  - With Termination of Assistance notices



## "Other" items

- VAWA documents:
  - Emergency Transfer Plan
    - If you use the HUD Model Plan (HUD-5381) it MUST be modified to include certain information that is required, but was not covered sufficiently (or at all) by the Model Plan released by HUD
    - Make sure you have filled out each area that required information about the specific property and/or owner
    - Attach a list of LOCAL agencies relevant to VAWA situations



## "Other" items

QUESTION



**If someone is claiming to need benefits related to being a victim of a VAWA related incident, is it okay to take just their verbal notification?**



## "Other" items

### Answer:

It depends what the O/A written VAWA policies and procedures state. The policies should indicate whether a statement or other evidence will be accepted, and define under what circumstances they are not required. (Refer to HUD Notice 2017-05 for details)



## "Other" items

- Copy of Termination of Tenancy letters, and Pay or Vacate Notices:

**MUST** include the following (HUD 4350.3 Ch. 8, 8-13.B.2&3):

- Reasonable accommodation verbiage ("Persons with disabilities have the right to request reasonable accommodations to participate in the informal hearing process.")
- 10 days to discuss
- Date of termination
- Reason with detail, and...
- State that remaining in unit after date may result in court action
- Served on tenant by first class mail AND in person or under door
- VAWA Certification form and Notice of Occupancy Rights (HUD 5380/5382) attached to 1st notice for terminations



## "Other" items

- Copy of Termination of Assistance letters
  - Should include the following (HUD 4350.3 Ch. 8, 8-6.A.3):
    - Date assistance will end
    - Reason
    - Amount rent will increase to
    - State if increased rent not paid will terminate tenancy
    - 10 days to request meeting to discuss
    - VAWA Certification form and Notice of Occupancy Rights (HUD 5380/5382) attached to 1st notice for terminations
    - Reasonable accommodation language is encouraged



## "Other" items

- List of all evictions in the last 12 months and the reason for eviction
- Grievance procedures for tenants, including appeal information (both for standard grievances and fair housing violations)
- List of Fair Housing Complaints, if any
- Written procedures for resolving tenant complaints or concerns



## Tenant Selection Plan

**MUST** Include ALL required topics and accurately describe them from all of the following sources:

- HUD Handbook 4350.3
  - Chapter 4, 4-4 C. (Contents of TSP)
  - HUD Handbook 4350.3 Figure 4-2 (Provides a sample outline of a tenant selection plan)
  - Specific sections of the HUD Handbook 4350.3 for the individual topics included in the TSP (i.e. 3-12 for citizenship requirements; 3-13 for students etc.)
- Documents not yet incorporated into the HUD Handbook 4350.3
  - HUD Notice 2017-05 (Including VAWA in TSP)
  - Final Rule 5743-F-03 (revises 24 CFR 5.216 (h) (3) - SSN for child under 6 years added to the household within 6 months prior to MI)
  - Final Rule 5969-N-01 (revises the Independent Student definition)



## Tenant Selection Plan

- Recommend you create a checklist of the required contents to be addressed in the TSP to ensure you cover each of them in accordance with applicable regulations
- Make sure you know what your TSP says so you can apply policies correctly and consistently to all applicants/tenants
- TSP are not approved by HUD unless an O/A adopts a local or residency preference but they are always reviewed during the MOR for contents, accuracy of information, and consistent application of policies in it
- When requested, the owner must make the tenant selection plan available to the public
- Make sure all sections match each other, and other documents in place, (i.e. Make sure preference section and unit transfer sections are updated for any changes as a result of VAWA - for example if your VAWA Emergency Transfer Plan says you will provide preference for VAWA victims - make sure this is addressed in your Preference Section of the TSP)



## Tenant Selection Plan

- Review your TSP at least annually to ensure it reflects current operating practices, program priorities and HUD requirements
- Keep in mind regulations change from time to time and therefore, the TSP often needs revising as a result
- If TSP is found to be non-compliant during an MOR, it must be modified accordingly
- If TSP needs to be modified, you **MUST** notify all applicants on the waiting list, as well as potential applicants, and tenants of the modifications (good practice to outline notification methods in the TSP itself so that when it is modified, all applicants and tenants are properly notified of how the change in policy may affect them)



## Tenant Selection Plan

### *QUESTIONS TO ASK YOURSELF.....*

- Does screening documented in the tenant files match what is listed in the TSP?
- Does application/waiting list procedures in TSP match what property is doing?
- Does other TSP criteria match what is being done at the property?





# Items to Display

What do we look for during an MOR in an area that is easily accessible to the tenants?

- Current Rent Schedule
- Current AFHMP
- Current Section 8 Income Limits for the property
- Tenant Selection Plan
- Fair Housing Sign
- Emergency contact numbers
- Rent Collection Policy
- NTHDC Contact Center

**\*\*This is NOT an all inclusive list of things that can be displayed\*\***



# NTHDC Contact Center Flier



**ALL RESIDENTS OF HUD, SUBSIDIZED PROPERTIES**

North Tampa Housing Development Corporation (NTHDC) is the HUD Contract Administrator and is responsible for responding to resident concerns. NTHDC 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 HUD's 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: Monday – Friday, 8:30am to 5:30pm
- Contact Numbers: 800-982-6232 fax: 614-985-1502
- Written Summaries: 8750 Orion Place, Suite 119, Columbus, Ohio 43249
- Email: [PTC@contractcenter@hud.gov](mailto:PTC@contractcenter@hud.gov)
- Website: [www.nthdc.org](http://www.nthdc.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



## The MOR Environment is Changing

As the world adapts to changes needed due to the COVID-19 pandemic, we must adapt our procedures as well. As such, please keep the following in mind for future MORs:

1. If there have been any confirmed COVID-19 cases on the property within 21 days of the start of the MOR, notify your MOR contact person immediately
2. Staff will arrive prepared with PPE (Personal Protective Equipment) such as face masks and antibacterial wipes and hand sanitizer



## The MOR Environment is Changing

3. As of this presentation, in lieu of entering tenant residences to conduct a REAC inspection follow-up, any units selected for the sample will contact the tenants via phone or email with the assistance of property staff in obtaining contact information to confirm items were completed
4. Limited common areas, exterior areas, and vacant units will still be visually inspected
5. A private area with proper ventilation for the Reviewer to review files, conduct entrance/exit meetings, is needed to maintain proper social distancing



## The MOR Environment is Changing

6. If normal work hours or face-to-face interaction procedures have been altered due to COVID-19, please notify the Reviewer prior to the MOR so proper arrangements can be made
7. If you are willing to send any items from the Addendum C for review electronically either prior to, or during, the MOR to limit face-to-face time onsite it would be appreciated, but is not required. (Never send tenant files, EIV Master Files, or anything containing Social Security Numbers or Dates of Birth via email. These must be secured.)



## Synopsis

**The Addendum C can be a powerful tool to use in getting your property prepared on a daily basis to make the MOR process easier to prepare for, and perform well on.**



Questions???



Course Completed

*Thank you for attending!*

