

# \*\*\* *Practical Points* \*\*\*

February 2010

From

## PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

**Enterprise Income Verification (EIV)  
Read All About It!**

## **All 9 EIV Reports are Mandatory as of January 31, 2010**

You've heard all about it –“Enterprise Income Verification (EIV) is going to be mandatory on January 31, 2010.” Well, that day has come and passed, so how compliant are you? Are you registered? Do you have your EIV Policies and Procedures in place? Have all EIV Users and Coordinators completed EIV training and feel comfortable using it?

### **What resources does PMCS offer for EIV?**

#### EIV Telephone Seminars

Register for one of our Telephone Training Seminars. They're an inexpensive way for you to train your staff – there are no travel costs, they last only 90 minutes, and we provide the materials via email! Basic EIV classes are being offered now; Advanced EIV will be offered this Spring.

Our knowledgeable trainers condense all the "HUD-speak" into understandable, practical information. Learn all the ins and outs of what's required, how to accomplish it, and discuss any questions with our trainers.

Need custom training and consulting to tailor this information specifically to your company's needs? We can help - from answering a few questions by phone, all the way to providing phone or on-site training or consulting for your site, company or organization.

Please give Matt Simon a call at 1-800-245-7627 x1535 to discuss your needs.

#### EIV Policies and Procedures - **Order Form Attached**

HUD requires that you have written EIV Policies and Procedures before using the system. This is one of the items your MOR reviewer is required to check. You can write them yourself, or PMCS can help!

PMCS' EIV Policies and Procedures meet all HUD requirements, whether you choose our template or our customized version (which includes consulting to develop procedures just for you). As HUD requires, the procedures will list how you will use EIV, and how you will meet technical, administrative and physical security requirements.

If you're interested in this service from PMCS, call Matt Simon at [solutions@pmcs-icap.com](mailto:solutions@pmcs-icap.com) or call 800-245-7627 x1535.

## What resources does HUD offer for EIV?

### December 2009 EIV Instructional Course Webcast

On December 29, 2009, HUD held an Enterprise Income Verification (EIV) 8.1.2/9.0 Instructional Course webcast. This no-cost 5 hour training update outlines the new requirements and it has been posted to HUD's webcasts page at <http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/multifamily>. The webcast includes a PowerPoint slide presentation, which includes instructions on access, security and use of the system. Find the slides in PDF format as well as the Webcast at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivtraining.cfm>.

**\*Before you print the slides, you should know that there are 333 slides - You may not want to print one slide to a page!\***

### LIVE EIV Question and Answer Session

On February 25, 2010, 11:00 - 1:00 EST, HUD will have a live webcast to provide Final Rule guidance and to answer questions from the 12/29/09 EIV training. Watch for a RHIIP Tips announcement with instructions about how to participate in the live webcast, or go to <http://portal.hud.gov/portal/page/portal/HUD/webcasts/schedule> to view the webcast schedule.

### HUD Notice H 09-20 Regarding EIV

On December 7, 2009, HUD issued Notice 09-20, providing updated instructions for O/As (Owners and Agents) using Enterprise Income Verification (EIV). The Notice explains when and how management companies and site staff should use the EIV system. It is 49 pages long, and contains written instructions as well as sample reports and a flow chart at the end. This is an excellent document to keep on site to help as you implement the new EIV requirements.

Download the notice through this link:

<http://www.hud.gov/offices/adm/hudclips/notices/hsg/files/09-20hsgn.doc>.

### EIV and You brochure

On January 11, 2010, HUD issued Notice 10-02, requiring that owner/agents give tenants the *EIV & You* brochure at each Annual Recertification, along with the "How Your Rent is Determined" HUD Fact Sheet. Owner/agents must also give the brochure to applicant households during their final application processing.

Download the notice through this link:

[http://portal.hud.gov/portal/page/portal/HUD/program\\_offices/administration/hudclips/notices/hsg/files/10-02hsgn.doc](http://portal.hud.gov/portal/page/portal/HUD/program_offices/administration/hudclips/notices/hsg/files/10-02hsgn.doc).

You can order the *EIV & You* brochure in English from the online HUD Direct Distribution Center at <http://www.hud.gov/offices/adm/dd/index.cfm>, or by telephone at (800) 767-7468. Order enough for residents and applicants who may participate in the final eligibility interview over the next twelve months. **The brochures are free and so is the shipping – you just need to enter your phone number, email address and shipping destination!** You can also download the brochure from the Multifamily RHIIP website at <http://www.hud.gov/offices/hsg/mfh/rhiip/mfhrhiip.cfm>.

## EPA's New Lead-Based Paint Regulation

Was your multifamily housing property constructed before 1978? Has it been certified free of lead-based paint? If you answered "Yes" to the first question and "No" to the second, then you need follow the U.S. Environmental Protection Agency's regulatory changes to be in compliance.

Since April 2008, new lead laws have modified certain sections of the Toxic Substances Control Act. These new laws specify what must be done when Lead Based Paint has been disturbed in a housing unit. The effective date of these laws will take place in April 2010.

Get all of the details here: <http://www.rbdnow.com/documents/2010-01-25%20CRIO%20LBP%20RRP%20White%20Paper%20for%20Mary%20Ross%20of%20RBD.pdf>.

## Smoking Policy

As of January 1, 2010, in the state of Oregon, landlords are being required to disclose their smoking policy to tenants as part of the lease agreement. The website provided below is an *excellent* resource for landlords to reference regarding this policy. If you are not in the state of Oregon, but are considering a no-smoking policy on your property, the website will be useful for you.

Here are some valuable items you can find on the Smoke Free Housing website:

- A question and answer page
- Sample language for creating your own form
- No-Smoking signs
- Additional tools for implementing a no-smoking policy
- Additional website and resources regarding no-smoking policies

For more information, please visit [www.smokefreehousinginfo.org](http://www.smokefreehousinginfo.org).

## Industry Notes

- **Mid-Atlantic Snowstorm Closes Federal Agencies**

The recent snowstorms on the east coast closed down the offices of several federal agencies. Due to the situation, the Multifamily Help Desk voicemail box is full. They ask for your patience as they try to take care of everyone.

- **Edward Jennings, Jr. is HUD's New Southeast Regional Director**

President Obama has appointed Edward Jennings, Jr. as the new HUD Southeast Regional Director. His territory covers Tennessee, Kentucky, North Carolina, South Carolina, Georgia, Alabama, Mississippi, Florida, Puerto Rico and the Virgin Islands. As the Southeast Regional Director, Mr. Jennings will represent state and local officials, elected representatives, and citizens while delivering HUD programs and services to communities in his region.

## Featured Service: Service Bureau for Rural Development Properties

What if you didn't have to transmit to MINC, fix transmissions that didn't go through correctly, or verify your Worksheets with RDs? What would you do with all that time? Could you handle the reduced stress level? If you're a Rural Development property, let us be the part of your team that does all that (and more) for you!

**What types of services do we provide?** If it has anything to do with Tenant Certifications, Worksheets, or MINC, we're here to help! We'll handle your monthly processing - affordably, professionally and in a way that will reduce your time commitment and stress level.

With our Service Bureau for Rural Development, monthly transmissions of Tenant Certifications will be made through the MINC system, your Worksheets will be reconciled, mortgage payments/Assistance deposits will be

authorized, Recertification Reminder Letters will be provided, and we'll let you know whose Recertifications are coming up.

Have a quick question on how to handle an unusual income item? Want an extra set of eyes looking over your certs? Just call your Service Bureau Specialist - we're here for you.

Check us out on the web at [www.pmcs-icap.com](http://www.pmcs-icap.com), then email us at [Solutions@pmcs-icap.com](mailto:Solutions@pmcs-icap.com) or call 1-800-245-7627 for a [customized](#) quote.

## Upcoming Trainings

### Some of Our Upcoming 2010 Telephone Seminars

#### Basics – Certs and Vouchers

50059s, vouchers and adjustments – you think it would all be easy to understand...it's not!  
Learn the different types of certs, get your timing down, and let us discuss those vouchers and adjustments!

Thursday, March 4, 11:00 AM - 12:30 PM EST

#### **\*JUST ADDED\*** Enterprise Income Verification (EIV)

EIV is officially mandatory – are you in compliance?

Wednesday, February 24, 11 - 12:30 PM EST

Tuesday, March 30, 3 - 4:30 PM EST

#### Waiting Lists

When was the last time you updated your Waiting List?  
Find out how you can ensure your Waiting List is in compliance.

Tuesday, March 23, 11:00 AM - 12:30 PM EST

#### Basics – Verification, Income/Assets/Expenses

Having trouble figuring out what counts and what doesn't?  
Let us help you get comfortable with verification requirements, including EIV.

Tuesday, April 6, 3:00 - 4:30 PM EST

### Save Money – Save Time – Go **Green** with our Audio Seminars

#### Where you can find us:

##### **NAHMA Winter Meeting**

Sunday, March 14 – Tuesday, March 16

**Washington, D.C.**

##### **TRACS Industry Meeting**

Wednesday, March 17 – Thursday, March 18

**Washington, D.C.**

##### **NYAHSAs Annual Conference**

Tuesday, April 26 – Wednesday, April 27

**Syracuse, NY**

## **JAHMA Spring Management Conference**

Thursday, May 6 – Friday, May 7

**Absecon, NJ**

## **NC SAHMA State Meeting**

Tuesday, May 25 – Thursday, May 27

**Greensboro, NC**

## **NAHMA Summer Meeting**

Tuesday, June 22 – Saturday, June 26

**New Orleans, LA**

### **Tell us what you'd like to see!**

We'd like your ideas for new class topics or old topics you'd like to see again! Have you looked for training on a topic... and didn't find it? Have you taken training with others that was on the wrong level - not basic enough, or not advanced enough? Send your suggestions to Matt Simon at [solutions@pmcs-icap.com](mailto:solutions@pmcs-icap.com) or call 1-800-245-7627 x1535. Our Winter/Spring 2010 Telephone Seminar schedule is available online at [www.pmcs-icap.com/pmcs-icap-events.html](http://www.pmcs-icap.com/pmcs-icap-events.html).

### **Private Classes for Associations, Managing Agents and Contract Administrators**

We provide high-quality training for your members and staff. Any of our live and/or telephone classes may be customized to meet your specific needs. If you have a Conference or Educational Series coming up within the next year, consider bringing us in to conduct a full-day, half-day or 1-2 hour workshop session.

### **Questions about trainings?**

Contact: Michelle Cimino at 800-245-7627 x1520 to request a schedule and registration form for Telephone Seminars or email [solutions@pmcs-icap.com](mailto:solutions@pmcs-icap.com).

### **At the End of the Day...**

"Every mile is two in winter."

--George Herbert

## **For Further Information, Please Contact Us:**

**Telephone:** 1-800-245-PMCS (7627)

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