

*** *Practical Points* ***

March 2010

From

PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

PennDel AHMA Upcoming Live Trainings - Open to the Public

These classes are available to the public, as well as PennDel AHMA members. Please visit the web-links provided for more information. We hope to see YOU there!

PennDel AHMA Public Class

EIV and Final Rule

Thursday, April 8, 9:30 a.m. – 3:30 p.m. EST

Hilton Wilmington/Christiana

Newark, DE

Registration information: <http://www.penndelahma.org/4-8-2010-info.html>

PennDel AHMA Public Class

EIV and Final Rule

Friday, April 9, 9:30 a.m. – 3:30 p.m. EST

Radisson Penn Harris Hotel & Convention Center

Camp Hill, PA

Registration information: <http://www.penndelahma.org/4-9-2010-info.html>

Secure Systems Tips: Keeping your User ID and Password Current

It's that time of year again! Several thousand HUD properties must submit their Annual Financial Statements by March 31, 2010 using HUD's Secure Systems. Many users haven't accessed the system since submitting their 2008 financial statements. The REAC Technical Assistance Center (TAC) wants to remind everyone about a few points before logging onto Secure Systems to submit your financial statements.

Secure Systems User passwords must be changed every 90 days. M-IDs (User IDs) will become inactive if you do not log into Secure Systems at least every 90 days. **If this happens, you will need to contact TAC by phone or e-mail to reactivate your M-ID.** You will need to provide your M-ID, mother's maiden name, and the last 4 digits of your Social Security Number for verification purposes. **If you need to reset your password,** there are four ways to accomplish this task. 1) if you are asked to reset your password when you log on to Secure Systems, 2) under 'System Login, Forget Password?, Password Reset' at <http://www.hud.gov/offices/reac/online/reasyst.cfm>, 3) on the side menu after logging into Secure Systems, or 4) by contacting TAC by phone or email.

TAC contact information – Phone: 1-888-245-4860, Email: REAC_TAC@hud.gov.

Hours: 7:00 a.m. – 8:30 p.m. EST. Suggested calling times are from 7:00 a.m. to 8:30 a.m. EST and 6:30 p.m. to 8:30 p.m. EST.

Voucher Submission Changes

HUD's Financial Operations Division now requires Owners and Managing Agents to print vouchers that require manual reviews into a digital copy in .pdf format. The file should be saved as your contract number. Once in .pdf format, you should email the voucher to voucherprocessing@hud.gov. If you cannot email a .pdf voucher, a temporary fax has been set up. The fax number is 312-886-7941. Do not email and fax the same voucher.

What is .pdf?

.pdf is a software format that allows you to create, edit, and view documents electronically. It was created by Adobe, the makers of Flash Player and Acrobat. Visit: www.adobe.com for more information.

How do I scan a document to .pdf?

There are several avenues you can take to accomplish this task. **If you own a scanner**, but are unsure how to scan to .pdf, look for the instruction manual that came with your scanner or call the manufacturer. **If you do not own a scanner**, you can go to a local FedEx office, Staples, or somewhere that performs similar operations.

HUD Releases 2010 Grant Extension Procedures

Service Coordinator and Congregate Housing Services Program (CHSP) grants that will lose their funding by December 31, 2010 are eligible to apply for an extension. HUD has created a list of procedures that outline the steps that will need to be taken in order to receive an extension. This grant extension will enable programs to continue operating for an additional 1-year period. These funds can only be used when no other funding source is available or a critical need must be met.

You'll find everything you need to know, including the PDF document that lists the procedures for each program, here: <http://www.hud.gov/offices/hsg/mfh/scp/resources.cfm>

New HUD – New England Regional Director

HUD Secretary Shaun Donovan named Richard A. Walega as HUD's New England Regional Director, covering the states of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. As one of HUD's 10 Regional Directors, Mr. Walega will serve as the link between the federal, state and local governments. He will oversee the HUD programs that are provided in the New England region. For more information, visit: <http://portal.hud.gov/portal/page/portal/HUD/states/connecticut/news/HUDNo.2010-02-22>

Congratulations to Our 2009 Holiday Letter Contact Information Update Prize Winners!

This year's Holiday Letter included a printout for each contact of their information that we currently have on record in our database. Every person who responded to verify and/or update their contact information before January 15, 2010 had their name put into a drawing for one (1) of three (3) \$100.00 Visa Gift Cards.

\$100.00 Visa Gift Card Winners

Kim Wolff of Highlander Associates

Joanne Tschantre of Valley Village

Stacy Shinkle of the Area Agency on Aging of NW Arkansas

**Congratulations to our winners and thank you to all of our clients who responded and assisted us with updating our database so that we may serve you better.
We look forward to working with you all throughout 2010!**

Tips, Clips & Quips

Tips

Question: How do I use Enterprise Income Verification (EIV) for Move-Ins? **Jessica, NJ**

Answer: Jessica, income information isn't available for applicants, because you are only permitted to see that data for current tenants. HUD requires you to use the Existing Tenant Search report to see if any members of the applicant household are living in another HUD subsidized property. You must do this prior to offering the family a unit.

Question: Under 8-20, A:1(a) in the HUD 4350.3 Rev-1 Chg-3 Handbook, it says "The tenant must reimburse the owner for the difference between the rent the tenant should have paid and the rent he/she was actually charged." I know that it has to be repaid to HUD, but this sentence doesn't seem accurate. Am I reading that line incorrectly? **Ryan, FL**

Answer: Enterprise Income Verification (EIV) has clarified this further. The tenants owe HUD, not the site. But, there's no way for tenants to pay HUD directly, so the site will collect the money from the tenant and pay HUD via a negative voucher adjustment. When you do a retroactive cert(s) showing that the tenant received too much assistance, your voucher will automatically repay HUD the full amount. But the site is not required to pay HUD until the tenant pays the site. So, reverse the big voucher adjustment. Then, pay HUD as the tenant pays the site by doing an OARQ voucher adjustment. This will be a negative number (a credit for HUD). So, Ryan, you're not reading it wrong; it's just been clarified further since the HUD 4350.3 Rev-1 Chg-3 Handbook was revised.

Have a question that you'd like answered? Please contact PMCS for consulting via email at Solutions@pmcs-icap.com or fax to 315-451-2456.

Clips

EIV: Instructional Course for Multifamily Housing Programs – Q & A

Webcast: <http://link.onlinevideosevice.com/hud/2010/0225/EIVQA20100225.wmv>

Date: February 25, 2010

Presenter: U.S. Department of Housing and Urban Development

Additional EIV Webcasts: <http://portal.hud.gov/portal/page/portal/HUD/webcasts/archives/multifamily>

Quips

"Spring is when you feel like whistling even with a shoe full of slush."

-- Doug Larson

Featured Service: Tenant File Compliance Package

Are you comfortable with the status of your tenant files?

If not, PMCS can help!

PMCS offers a partial tenant file review service that gives you detailed feedback on the organization and content of your tenant files *without* performing a full file review. You'll find this service helpful if you have an

upcoming Management and Occupancy Review (MOR) and need some verification that your files are in good shape.

Our Tenant File Compliance Package includes:

- (1) Custom HUD Compliance Forms Package on CD – this is an electronic list of documents needed at Move-In, Move-Out, and for all types of recertification. Every document contains *your* property name and contact information. If you're missing a 9887 or need a third party verification form, you can use this CD to print a copy of the document you need! We'll also include a bonus list of useful management tools.
- (2) 6-part model tenant file – this is a sample, organized tenant file that lists and contains the documents you need to be compliant.
- (3) 1 hour of tenant file consulting via telephone
- (4) Most importantly, we'll audit any four tenant files you choose – Move-In, Move-Out, or current recertifications – and we'll provide an audit worksheet with findings. The audit worksheet is a spreadsheet we have compiled and use to determine if your tenant file contains all of the correct documentation.

Our goal is to keep you compliant by providing high quality, custom services at reasonable prices! If you're interested in our Tenant File Compliance Package or just want some more information regarding this and any of our other services, check us out on the web at www.pmcs-icap.com. You can also email us at Solutions@pmcs-icap.com or call 1-800-245-7627.

Upcoming Trainings

Partial Listing of Our Upcoming 2010 Telephone Seminars

REGISTRATION FORM ATTACHED

Enterprise Income Verification (EIV)

NEW DATE

You've heard all about it – now learn to use it!
Income verification, applicant checking, and more!

Tuesday, March 30, 3:00 - 4:30 PM EST

Advanced EIV

NEW SEMINAR

You know the basics – now, how do you handle difficult situations?
We're including case studies, *your* questions & situations, and practical uses of EIV reports!

Thursday, May 20, 11:00 - 12:30 PM EST

Wednesday, July 7, 3:00 - 4:30 PM EST

Better Tenant Interviews

NEW DATES

What is HUD's C.A.V.E. system for interviewing tenants?
This class aims to show you how to get more information from applicants and tenants.

Tuesday, April 27, 11:00 AM - 12:30 PM EST

Wednesday, June 9, 3:00 - 4:30 PM EST

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

Where you can find us:

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 welcome 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 trainings with others that were on the wrong level - not basic enough, or not advanced enough? Send your suggestions to Matt Simon at 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.

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 phone 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.

For Further Information, Please Contact Us:

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

Fax: 315-451-2456

Web: www.pmcs-icap.com

E-mail: Solutions@pmcs-icap.com

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