

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

October 2010

From

## PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

### Don't Let Your M-ID Become Deactivated!

**Did you notice the new warning at the top of your Secure Systems Legal Warning page?**

Your User ID will be automatically deactivated if you don't log in before (date 90 days from current login date). Please ensure that you log in before this date to avoid deactivation.

There is no need to panic! HUD just wants to remind all Secure Systems users that they need to log in at least every 90 days. If your M-ID remains inactive for more than 90 days, your user account will be deactivated. For security purposes, remember to change your password every 60 days as well!

If you do experience issues with Secure Systems logins, contact REAC at (888) 245-4860.

### EIV Has Been Updated!

**The September 27, 2010 release includes:**

- Fixes to documented issues from the April release
- Ability to print income reports for individual household members
- An explanation of what income sources have been included on the Income Discrepancy Report
- Property names are listed next to the contract/project number on the User Certification Report
- A printable document indicating no Income Discrepancy Report (when applicable) when searching by SSN

**Glitches with the new release:**

- Regardless of a household's next recertification date, the Income Discrepancy Report Detail will show 09/26/2010 as the next recertification date.
- On the Income Discrepancy Report Detail, the percent of monthly income ends in ".00%" even if it is not accurate.

**Experiencing some issues? Have suggestions?**

Please email all issues and recommendations to [Mf\\_EIV\\_Comments@hud.gov](mailto:Mf_EIV_Comments@hud.gov). If you have an issue, HUD asks that you include a screen shot of the problem, if possible. (This can be accomplished by selecting the Ctrl + Print Scrn buttons at the same time on your keyboard. Open a blank document and select Ctrl + V to paste the screen shot).

**Quick Reminder:**

We notified you in our last issue that EIV users were unable to view their *current* Security Exam results. The issue will be cured with the next EIV release (scheduled for April, 2011). As long as you have passed the exam, you will have access to EIV and everything should work properly. A printed copy of your Security Exam is no longer required.

## Are You Ready to Implement Smoke-Free Housing?

Last month, HUD published Notice H 2010-21 regarding smoke-free housing. The goal of the Notice is to bring awareness to smoke-free housing and encourage you to implement smoke-free policies at your property(ies). Highlighted in the Notice are several reasons and statistics detailing why smoke-free housing is better for everyone living at your property(ies). If you're considering smoke-free housing, then you'll want to follow the requirements listed below:

### What programs does this apply to?

All HUD project-based housing.

### What steps do you have to take?

First, you'll want to determine the type of smoke-free facility you want. You can permit tenants to smoke in their units, while also establishing non-smoking common areas. Be sure to address where you will have specific smoking areas around the property, including appropriate signage at these locations, or if you want to make the property entirely smoke-free. You are also allowed to establish smoke-free buildings, floors, and units. Though not required, you can insert a grandfather clause into your House Rules for your current tenants that are smokers.

Next, you're going to need to update your House Rules to include the smoke-free housing requirements. You must also comply with the following:

- All applicable fair housing and civil rights requirements
- Chapter 6 of the HUD Handbook 4350.3 Rev-1, Chg-3
- State and local laws

Your policies cannot deny occupancy to all eligible applicants, whether s/he smokes or not. During the initial interview, you cannot ask if an applicant is a smoker; however, you are required to inform the applicant that your facility is smoke-free. Existing tenants who smoke cannot be required to move out of the property or transferred to another unit. Your Waiting List cannot be divided into smokers and non-smokers; you must follow the Waiting list requirements found in HUD Handbook 4350.3 Rev-1, Chg-3.

### When can it be implemented?

Before you fully implement your new smoke-free policies, you must inform all of your tenants. Tenants who have completed their initial lease term need to be given a notice at least 30 days prior to full implementation. Those tenants who have not reached their initial lease term must be given at least a 60 day notice prior to their upcoming lease term. All new tenants must be given the new set of House Rules upon move-in.

The Notice can be found here:

[http://portal.hud.gov/portal/page/portal/HUD/program\\_offices/administration/hudclips/notices/hsg/files/10-21hsgn.pdf](http://portal.hud.gov/portal/page/portal/HUD/program_offices/administration/hudclips/notices/hsg/files/10-21hsgn.pdf). We strongly encourage you to read HUD Notice H 2010-21 thoroughly. If you have any questions or comments, HUD asks that you contact your local HUD Field Office.

## October Has Arrived and So Have the 2011 Fair Market Rents!

Fair Market Rents are released by HUD, effective October 1 of every year. The 2011 Fair Market Rents were published in the Federal Register October 4, 2010. You can find the rents and supporting documents here: <http://www.huduser.org/portal/datasets/fmr.html>.

### What are FMRs used for?

Typically, Fair Market Rents are used to calculate the maximum monthly subsidy for families assisted through the *Housing Choice Voucher Program*. This normally doesn't affect Project-Based Section 8, PRAC, and Section 236 properties; however, if a project is opting out of its contract or a contract has expired, FMRs are used to determine initial renewal rents.

## TRACS Industry Meeting Cancelled

HUD's Multifamily Office has cancelled the TRACS meeting that was supposed to take place at their headquarters in Washington, D.C. The original meeting was scheduled for Wednesday, October 27 and Thursday, October 28. According to the notice, there is a lack of hotel and conference rooms that week in Washington. They intend to reschedule the TRACS meeting and will release complete details when they become available.

## Tips, Clips & Quips

### TIPS

**Question:** **1)** I have a resident who moved here with her sister, then she passed away; when the current resident became the HOH the SS# was wrong. **2)** Now with EIV I fixed everything but EIV is still wrong, it's not updating the info. The resident and I called SSA and the info on their end is correct. I don't know how to solve the problem. **3)** Also, another tenant passed away I did everything right, but the deceased report still showing her. She passed away 1 year ago. **Lucy, NJ**

**Answer:** **1)** First, check the 50059 that shows the living sister as the Head of Household. If her SS# is wrong, you'll need to change it with an Interim or a Correction Cert. If her SS# is correct, then the cert may not have had all the fields filled in correctly when it was submitted. When the Head of Household leaves or dies, and someone else becomes the Head, the Interim or Annual with the change of Head must have the Previous Head Fields completed. If you don't know how to do that, check with your software vendor.

**2)** EIV doesn't "update information". EIV information comes from the 50059 that's in TRACS, so that's where the correction needs to come from. Following the instructions above should solve the problem. If it does not, the problem may be that the 50059 that your Contract Administrator sent to HUD TRACS is wrong. So, if the above doesn't work, and you have a CA, contact them and see which SS# they sent along to HUD TRACS on the 50059.

**3)** It is likely that the Move-Out cert you transmitted did not get into TRACS successfully. You can check the Tenant Certification Query in Secure Systems/TRACS to be sure. However, it doesn't really matter, since the active tenant certification will drop off the system automatically after 15 months, and her name should stop appearing on the Deceased Tenant Report then. Just document, on the Deceased Tenant Report, that you transmitted the Move-Out to TRACS on xxx date, and put the Summary in your Master Deceased Tenant Report file.

**Question:** I have 3 small properties and I recertify all of my tenants in July. So I get Income Reports from EIV in March and I put July in the drop-down box. That's where the New Hires Report is. But I have to print a New Hires Report quarterly. So I went in around June to get one, and I put October in the box since it's 120 days later. Nothing came up. What am I doing wrong? **Muriel, SC**

**Answer:** HUD requires that the New Hires report be pulled for All Tenants at least quarterly – you can do it monthly or every other month if you choose to (Be sure that your EIV Policies & Procedures note how often you've chosen to print it). When pulling the New Hires Report, no month should be put in. Instead, select "All", which is located under December in the drop-down box. That way, EIV will check all of your tenants each time you print the report.

Have a question that you'd like answered in this column? Email us at [Solutions@pmcs-icap.com](mailto:Solutions@pmcs-icap.com) with Practical Points Question on the subject line, or fax to 315-451-2456.

## CLIPS

All archived HUD webcasts can now be found here:

<http://portal.hud.gov/portal/page/portal/HUD/press/multimedia/videos>.

**Please note:** The EIV videos located on the page are for PIH EIV users, *not* MF EIV users.

## QUIPS

“Knowledge comes, but wisdom lingers.”

-- Alfred Lord Tennyson

### Featured Service: Private Training

Are you set on having an EIV training during your next Managers Meeting, but aren't sure where to turn? Look no further! PMCS' Successfully Using EIV class will bring your staff up to speed with the latest EIV changes and requirements. Our EIV class is perfect for Manager's Meetings because it's interactive and your managers can bring their own questions and examples to be discussed. It's an advanced class, designed for site managers and staff who have been using EIV reports for a solid period of time. This interactive class uses case studies and class-generated examples to give managers the tools they need to analyze Discrepancy Reports, integrate EIV into tenant interviews, and use EIV as a system to reduce unreported and under-reported income. It also includes an update on all the latest HUD changes. Classes can be full day or half day.

Need something quick but want to keep travel costs to a minimum? Set up a private EIV phone seminar training for your staff by calling Matt Simon at 315-451-2423 x1535 or Ricci Rathburn at x1555.

A current schedule of our Fall phone seminars can be found on our website here:

<http://www.pmcs-icap.com/pdf/PMCS%20Phone%20Seminar%20Flyer%20Fall%202010.pdf>.

Call or email us to receive your customized quote. We can be reached at 315-451-2423 or [solutions@pmcs-icap.com](mailto:solutions@pmcs-icap.com). **PMCS: providing solutions you can count on for over 21 years.**

## Upcoming Trainings & Conferences

### Ongoing Telephone Seminars

#### Featured Class:

#### Successfully Using EIV

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

Tuesday, November 9, 11:00 AM - 12:30 PM EST

**\*The Fall 2010 Phone Seminar schedule is attached to this newsletter\***

**Save Money – Save Time – Go Green  
with PMCS Telephone Seminars**

## **Conferences, Meetings & Trade Shows**

### **NAHMA Fall Meeting - Regulatory Issues Forum**

Sunday, October 24 – Tuesday, October 26, 2010  
Washington, DC

### **NEAHMA Conference & Trade Show**

Thursday, October 28  
Norwood, MA

### **PennDel AHMA**

#### **Successfully Using EIV**

Wednesday, November 10, 2010  
Malvern, PA

<http://www.penndelahma.org/11-10-2010-EIV-info.html>

### **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](mailto:solutions@pmcs-icap.com) or call 1-800-245-7627 x1535. Our Fall 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, Management Companies and Contract Administrators**

We provide high-quality training for your members and staff. Any of our live or telephone classes can 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](mailto:solutions@pmcs-icap.com).

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

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**Main Office:** 829 West Genesee Street, Syracuse, New York 13204

**Solutions You Can Count On**