

*** *Practical Points* ***

May 2011

From

PMCS-ICAP

& PAWA House Service Bureau

Services and Solutions for Properties of All Sizes

Disaster - Be Prepared!

With the devastation that we have seen in the six states that were ravaged by the tornadoes, we must be prepared. In your minds, you will always say, not here! We do not have disasters like this in our area! But it can happen. Will you be prepared? What if the President announced a Declared Disaster for your area? You may have a flurry of tenants from a neighboring state needing housing in your area. In the 4350.1, Chapter 38, you will find the detailed plans that HUD will carry out in these situations. And there will be responses that you will have to make to them. How you respond in an emergency crisis is crucial. The following are some highlights:

HUD will ask the following questions:

- Are you a resident or owner/agent? Concerned citizen?
- What is your property's name and address?
- How severe was the damage at the affected property, neighborhood and/or roads?
- Have any of your residents been displaced? If so, how many and to where?
- Do any displaced residents have special needs/disabilities that you know of?
- What is your temporary phone number? You may need to obtain an alternate cell number.
- What is your email address?

If your property has been damaged, you should have a disaster plan and a recovery strategy. Your recovery plan should be able to:

- Protect residents from displacement and mitigate health and safety concerns;
- Ensure that displaced residents' property is secure and protected;
- Ensure that displaced residents are returned to their apartments as rapidly as possible;
- Protect HUD's assets;
- Ensure ongoing management operations while reducing disruption; and,
- Provide key personnel contacts.

The residents are a key factor in any disaster (even one that is not Presidentially Declared) - they are your major concern. We suggest that you maintain communication with all residents, which means having their emergency contacts and knowing where they are temporarily staying. If you have compiled a list of information prior to any occurrence, this will provide a resource immediately and can be updated easily. Your staff will also be a major concern. Communication will be vital for recovery.

EIV System Updated on May 1

EIV Version 9.2 appeared on May 1, 2011. Most of the changes are cosmetic (like including the Head of Household's name on the "No Income Discrepancy" Report) Here are the two major changes:

Multiple Subsidy Report: This Report can be run once now, instead of twice! It automatically searches both Public & Indian Housing and Multi Family Housing databases at the same time. And, the screen defaults to a

search for All Family Members, which is what we want. HUD requires that this Report be run at least quarterly for All Tenants (though your property's EIV Policies and Procedures may require it to be printed more often).

Certification Page: This new tab in the household's Income Reports record is a "courtesy document", and is not required to be printed or used. You can use it if you like (if you do, be sure to update your EIV Policies and Procedures to include it). The intent is to let the tenant know where income information came from, and provide a document that can be used for tenants to note agreement or dispute of the information listed.

If you are a Housing Authority using EIV, you'll want to watch for the archived Updated Enterprise Income Verification (EIV) System 9.2 training. The 4-hour webcast (for all PIH EIV system users) was aired on May 2, 2011. Note: This is NOT a training for project-based, multi-family sites.

New Affirmative Fair Housing Form

Any new form causes headaches for most of us. This form is no different... and you will long for the shorter one! However, do it once - then it will be under your belt and you can help others after you wade through the demographics.

At a recent Fair Housing Seminar, HUD representatives urged attendees to make their best guess as to the nationality of a resident if the family refused to sign the Race and Ethnicity Form 27061-H. Once you have your own property's and waiting list's demographics, then move forward to get the demographics for your area or county. You can find these in a variety of places. The US census will be of some help for your state or county. but is difficult to use if you're looking for demographics for your zip code. Look at the larger area for statistics. Once you have your statistics then you'll be ready to proceed to your outreach program (advertising).

HUD encourages you to reach out to a larger area to make sure you are giving equal opportunity to all. Think "outside the box" when planning your advertising - look beyond your local newspaper (although that's a good place to start). If you have a weekly local newspaper, or one that targets a particular group, you may want to reach out to them in a targeted way. For example, use key words such as "Senior News", or "Handicapped-Accessible Units Now Available".

Consider contacting county agencies - especially those that deal with disabilities. The County Agency on Aging is a good resource for senior properties. Don't forget to reach out to people with hearing and vision impairments. With permission, (check first with your Fair Housing Office) you might want to create an incentive program for your residents who refer a qualified applicant who moves in. Worksheet 4: Proposed Marketing Activities - Methods of Advertising will help you organize your overall plan.

You may have a long waiting list; however HUD wants to know how you intend to reach out when the need arises.

No More Paper Checks from Social Security

As of May 1, 2011, paper Social Security checks will no longer be an option. There is a choice of two electronic payment options: direct deposit or a Direct Express "Debit MasterCard" card. Residents without bank accounts will need to notify their Social Security office.

Do you know how much money this will save us? According to the Treasurer of the United States, Rosie Rios, this change will save taxpayers \$1 billion over the next 10 years.

Please note: people who already receive SS benefits by check must switch by March 1, 2013. Encourage your tenants to do this now and not wait until the last minute. Make the switch at www.GoDirect.org or by calling the U.S. Treasury Electronic Payment Solution Center at (800) 333-1795.

Tenant Discounts for Phone Service

How many times do you get a request for help in these economic times? Here's one way to help your residents meet rising costs. The Universal Service Administration Company's Lifeline Support program helps lower the cost of basic, monthly local telephone service. Eligible residents may receive a discount of up to \$10 a month for either a wired or wireless connection. This discount is available for one telephone connection per household, and does not apply to taxes or surcharges.

Approximately 1700 telephone companies are eligible to provide these discounts. Residents apply for the discounts through their local phone service company, and those companies are then reimbursed through the Low Income Program of the Universal Service Fund for the revenue they forgo.

The goal of this organization is to provide discounts that make basic, local telephone service more affordable for more than 7 million Americans. Do not confuse this program with the Lifeline Alert system for older adults, which is a different program. Find out more at: <http://www.usac.org/li/>

Update on FY2011 Income Limits

We are still waiting. Peter Kahn, Director of Economic and Market Analysis Division has informed us that "the estimates of median family income and their associated income limits are expected to be published in the next several weeks." According to Mr. Kahn, new information from the Census Bureau is being incorporated into the estimates and that they are working as hard as possible to ensure the best possible estimates. Hopefully, we will have that information sometime in May.

NOFA Deadline Date: June 1, 2011

This is a reminder to those of you who are applying or want to apply for the FY2010 Section 202 NOFA. It is important to note that funding of up to approximately \$371 million has been set aside for HUD's Section 202 Program for FY2010. The allocations for units and amounts are listed by the HUB on page 6 of the NOFA. Applications must be received by www.grants.gov no later than 11:59:59pm. eastern time on the application deadline date. If you have questions, please contact the Office of Departmental Grants Management and Oversight at 202-708-0667 (this is not a toll-free number) or the NOFA Information Center at 1-800-HUD-8929 (toll-free). The NOFA Information Center is open from 10:00 - 6:30 EST, Monday through Friday.

You can download the application and instructions from the Grants.gov website at http://www07.grants.gov/applicants/apply_for_grants.jsp.

The Maze of Acronyms

PDD: Presidentially Declared Disaster is defined as a "major disaster or emergency declared under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (43 U.S.C. 5121 et seq.). FEMA recommends that the President declare a major disaster or emergency and coordinates all relief efforts."

4350.1: HUD Administrative Handbook is the primary handbook used by the Field Office Loan Management multifamily staff in carrying out their asset management and loan servicing responsibilities in monitoring and assisting owners/managing agents to maintain projects in good physical and financial condition.

4381.5: Management Agent Handbook provides comprehensive guidance with respect to approval of management agents, allowable management fees from project funds, and programming responsibilities. This handbook also provides guidance with respect to resident relations, and encouraging training and employment opportunities for residents.

TRACS: Tenant Rental Assistance Certification System. Sites and CAs send certification data to TRACS via iMAX, and TRACS stores that data so it can be viewed by Owner/Agents and CAs.

UAAF: User Access Authorization Form grants EIV access to Users when approved by the EIV Coordinator. The initial and current UAAFs are required to be in your on-site EIV file.

Compliance Q & A

Question: Can Owner/Agents implement a policy that states rejected applicants cannot reapply for a period of 12 months unless the circumstances regarding the rejection have changed? Anonymous, SC

Answer: The 4350.3 lists three options when a site receives an application: (1) Accept the application and move the person in, (2) Accept the application and put the person on the waiting list, or (3) Reject the application. Your Tenant Selection Plan can state that an application will be rejected if the family had a previous application within the last 12 months that was rejected. Sites can also specify that the resident cannot apply again for 12 months after a rejection for certain circumstances – for example, failing to pass criminal, credit or prior landlord screening; eviction within the past xxx years, or documented misrepresentation of items on the previous application.

Question: I have a 100% Section 8 property with Tax Credit. If a Section 8 tenant's income has increased, and they don't qualify for subsidy any more, I terminate them to Market. But what rent do they pay? If my Tax Credit maximum rent is higher than the Section 8 contract rent, can I charge them the Tax Credit amount? Or can the tenant only pay a maximum of the Section 8 contract rent? Harriet in Virginia

Answer: This isn't addressed in the 4350.3 or in the HAP Contract. But according to HUD Policy, the following rule applies for a 100% Section 8 property with tax credits: When a tenant goes to Market for the Section 8 program, the property can charge the higher Tax Credit allowable rent. Later on, if the tenant becomes income-eligible for Section 8, the rent would drop to the Section 8 rent and the tenant would receive subsidy based on his/her income.

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

2011 PMCS Telephone Classes

TELEPHONE CLASS "3-Pack" SPECIAL

Have you:

Worked with HUD properties for 18 months or less?

Had little or no formal HUD compliance training?

Always wished you could get a better handle on compliance basics?

Had Management and Occupancy Review (MOR) findings for incorrect certifications or tenant file issues?

*If you answered yes to any of these questions, our **BASIC TELEPHONE CLASSES** are just what you need!*

Each series is ***ONLY \$267.00*** for **ALL 3 CLASSES** in the pack!

BASIC PACKAGE ONE

1] **CERTS & VOUCHERS** – Learn about all types of 50059s, when and how to do them, and how they affect TRACS and EIV. Find out how to read and understand all the parts of a voucher, including adjustments – and how to do manual adjustments for repayment agreements!
Wednesday, June 15, 2011 **11:00 AM – 12:30 PM EST**

2] **VERIFYING INCOME ASSETS & EXPENSES** - Feel confident about what counts and what doesn't, when calculating tenant rent. We'll discuss challenges like irregular income and retirement accounts, as well as how verification has changed due to EIV.
Thursday, June 16, 2011 **11:00 AM – 12:30 PM EST**

3] **TENANT FILES** - What's the best way to prepare your files for an MOR? We'll provide recommendations for file organization and outline general requirements. You'll also learn which EIV reports should be in the tenant files and where to put them.
Tuesday, June 28, 2011 **11:00 AM – 12:30 PM EST**

BASIC PACKAGE TWO

1] **SECURE SYSTEMS [WASS]** - Learn how to use systems other than EIV. Focus will be on the Cert and Voucher information you and your CA can see in HUD's Secure Systems. We'll also take a look at some important security aspects of WASS such as the TRACS Rules of Behavior (ROB) and the security test required to transmit TRACS files.
Thursday, August 4, 2011 **11:00 AM – 12:30 PM EST**

2] **TRACS/iMAX** - New to TRACS/iMAX or need to know more? Learn how TRACS transmissions work and how to prioritize and fix discrepancies. We'll also explore the required security exam and TRACS Rules of Behavior (ROB).
Thursday, August 11, 2011 **3:00 PM – 4:30 PM EST**

3] **WAITING LISTS** - Make sure your waiting list is compliant with HUD regulations and learn about preference options. Discover how to check eligibility for Move-In, and what to keep on file – whether the applicant moves in or not.
Friday, August 19, 2011 **11:00 AM – 12:30 PM EST**

Go Green!

Save the handouts in your computer, and add your notes electronically during class!
Materials are emailed in Word – no need to print!

TO REGISTER:

Fill out and scan the attached Telephone Class “3-Pack” Special Registration Form. Then email registration to solutions@pmcs-icap.com. Can't scan/email? Call PMCS at 315-451-2423 extension 1520.

Tell Us What You'd Like to See!

We welcome your ideas for new class topics (or topics you'd like to see again)! Have you looked for training on a topic and didn't find it? Send suggestions to solutions@pmcs-icap.com or call 315-451-2423 , Ext. 0

Industry Organizations: Where We'll Be...

May 5-6: **JAHMA (New Jersey) Spring Management Conference:** Jeanette Claus, EIV Training
May 10: **PennDel AHMA:** Jeanette Claus, EIV Training
May 10-12: **North Carolina SAHMA:** Bonnie Wilpon, EIV
May 18-19: **Tennessee SAHMA:** Bonnie Wilpon, EIV, MOR, Income/Assets/Expenses Training
May 23-24: **Kentucky SAHMA:** Bonnie Wilpon, EIV/CAVE, Income/Assets/Expenses Training
June 7: **Puerto Rico SAHMA:** Bonnie Wilpon, EIV, TRACS, MOR Preparation

For Further Information, Please Contact Us:

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