

HUD Publishes Housing Notice Easing Emergency Call System Requirements

Office of Housing sent [this bulletin](#) at 09/16/2026 11:00 AM EDT

Owners and Agents:

HUD's Office of Multifamily Housing Programs is eliminating the requirement for emergency call systems located on page 7 of the Minimum Property Standards for Housing Handbook 4910.1 (MPS Handbook). Through a [Housing Notice](#), HUD has made these call systems optional.

As an owner or agent, you can exercise the option to remove emergency call systems and NOT replace them. Owners who choose to remove an **operable** system must notify tenants in advance and consider comments received. In the absence of a functioning emergency-call system, HUD encourages owners to conduct regular welfare checks, especially for those living alone or who have limited mobility.

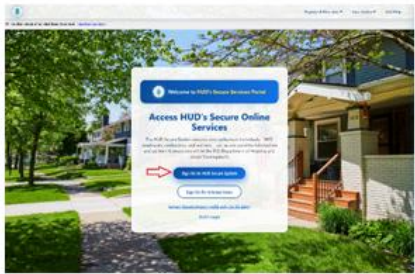
Questions should be directed to AssetManagementPolicy@hud.gov.

Step-by-Step Desktop Guide

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For the strongest safety, install this directly onto the Windows or Mac computer you use for work. Doing this, blocks phone-based phishing scams completely.

- **Step 1:** Open your internet browser, navigate to **hudapps.hud.gov/hud/**, and select "Sign on to HUD Secure System".



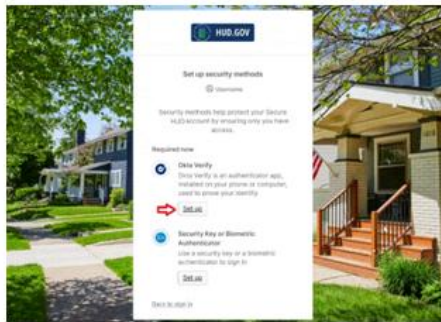
- **Step 2:** Enter your HUD Username in the "Username" field and select the "Next" button.



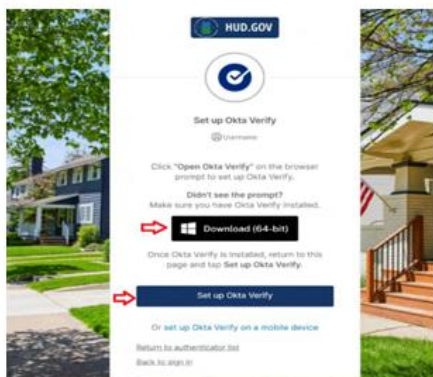
- **Step 3:** Enter your user password in the "Password" field and select the "Verify" button.



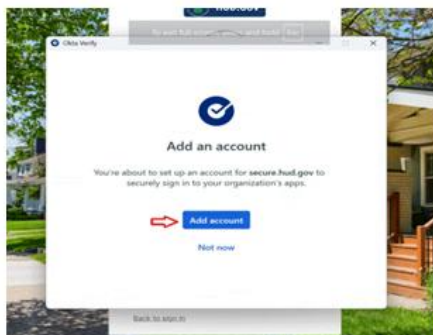
- **Step 4:** Select "Setup" under Okta Verify.



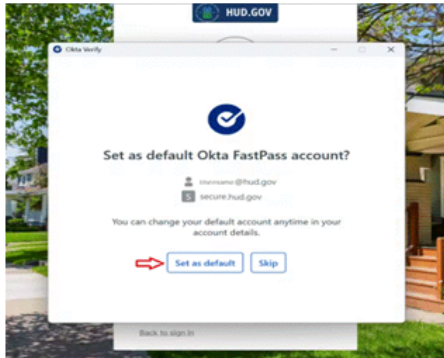
- **Step 5:** Select "Download" on the screen to install the software, then click "Launch Okta Verify". Once the software is installed and running, select "Set up Okta Verify".



- **Step 6:** Select "Add Account".



- **Step 7:** Select "Set as default".



- **Step 8:** A new browser tab will open. Type in your HUD User ID, click Next, enter your password, and click Verify.
- **Step 9:** Your computer might ask you to use your face, fingerprint, or a quick PIN. To keep things simple, we recommend clicking "Not now" (HUD cannot fix your computer's scanner if it stops working).
- **Step 10:** You are done! You will see a green checkmark saying Account added. Leave the app installed on your machine.

If you need help, please contact HUD Secure Systems Support Services:

- **Phone:** 1-888-245-4860
- **Email:** REAC_TAC@hud.gov