



Panel Presentation

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March 17, 2015

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Contact Us

Telephone: 512-474-5332

Call Center: 888-842-4484

TTY: 800-735-2988

Fax: 512-476-4238

Address:

1124 South IH 35

Austin, TX 78704

Also see staff c contacts by department:

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General SHCC Email: shcc@shccnet.org

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Enter Contract Number:

Select task... ▼

Contracts Department

Financial Analysts and Contracts Managers

- Contract Renewals
- Rent Adjustments
- Utility Allowance Analyses
- Taking Units Offline for Manager or Maintenance

Coming Soon!

Utility Allowance Policy

- 180-day implementation timeline

Section 8 Renewal Policy

- 90-day implementation timeline

10 Things to Remember

- 1) Budgets – remember to sign the budget and use the latest form.
- 2) Contract Renewal Form – at the bottom of the form, only check one box regarding debarment or suspension.

I hereby certify that: *(Check the following)*

- Neither I, nor any of my affiliates, are suspended or debarred, *or*
- I, or my affiliates, are suspended or debarred and are requesting a contract renewal subject to HUD approval; and
- This information is true and complete.

Project Name _____

Owner's Name _____

Owner's Signature _____ **Date** _____

Warning: Any person who knowingly presents a false, fictitious, or fraudulent statement or claim in a matter within the jurisdiction of the U.S. Department of Housing and Urban Development is subject to criminal penalties, civil liability, and administrative sanctions, including but not limited to: (i) fines and imprisonment under 18 U.S.C. §§ 287, 1001, 1010 and 1012; (ii) civil penalties and damages under 31 U.S.C. § 3729; and (iii) administrative sanctions, claims, and penalties under 24 C.F.R parts 24, 28 and 30.

10 Things to Remember

- 3) Make sure the individual signing the forms is an authorized owner representative.
- 4) Don't use SHCC's PO Box on Appendix 1 – Tenant Comment Notice. Use 1124 South IH 35, Austin, TX 78704.

10 Things to Remember

5) Always use the newest forms. Check

HUD Clips:

[http://portal.hud.gov/hudportal/HUD?src=/program_offices/administratio
n/hudclips](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administratio
n/hudclips)

6) Make sure principals are correct on
the back of the rent schedule.

- a. Does everyone have a title?
- b. Does the title of the signor match their title
in the list?

10 Things to Remember

- 7) Check the debt service on the Auto OCAF Letter.
- 8) Start UA Analysis early. Try to submit before Auto OCAF letter, approximately 6 months before anniversary.

10 Things to Remember

- 9) Do not send bills with your UA Analysis unless we request them.
- 10) Utility Allowance Owner Certification
 - a. Check the box at the bottom of the form regarding late fees, taxes, etc.
 - b. All the questions must be answered

QUESTIONS?

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Housing Assistance Payments Department

(aka Voucher Department)

- TRACS Data Analysts and HAP Managers
 - Process and approve monthly vouchers (MAT30s)
 - Process tenant data
- HAP Subsidy Coordinator and Senior HAP Subsidy Analyst
 - Pay monthly vouchers
 - Process and approve special claims

10 Things to Remember

- 1) Check your TRACS Mailbox regularly for messages. These will tell you if there are any issues with your voucher and tenant data submissions.
- 2) Check TRACS each month to make sure all of your tenant certifications are recorded correctly.

U.S. Department of Housing and Urban De

TRACS Certification List

Contract/Project Number: GA111111

Subsidy Contract Expiration Date: 08/31/2014

Active Tenant Count/Units: 141/139 (101.4%)

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Select a Tenant Name to view additional certification details. *Highlighted rows correspond to Active Tenant Count.*

Tenant Name	SSN	Unit Number	Effective Date	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent
ADAMS, A	XXXXX	01 2400 A	03/01/2011	AR	GR	09/01/2011	09/02/2011	\$374	\$198	\$8328	\$7928	\$572
BURGESS, B	XXXXX	01 2400 B	09/01/2011	MI			10/03/2011	\$624	\$47	\$2340	\$1860	\$671
CARVER, C	XXXXX	01 2400 B	08/01/2011	AR	MO	07/05/2011	07/21/2011	\$165	\$482	\$22880	\$19280	\$647
DANVERS, D	XXXXX	01 2400 C	11/01/2011	AR	CT		11/01/2011	\$646	\$25	\$0	\$0	\$671
ESTRADA, E	XXXXX	01 2400 D	11/01/2011	AR			10/03/2011	\$248	\$324	\$15145	\$12975	\$572
FARCY, F	XXXXX	01 2400 E	04/01/2011	AR	GR	09/01/2011	09/02/2011	\$431	\$240	\$11654	\$9614	\$671
GREGGS, G	XXXXX	01 2400 F	04/01/2011	MI	GR	09/01/2011	09/02/2011	\$579	\$92	\$4160	\$3680	\$671
HASIM, H	XXXXX	01 2400 F	12/01/2010	AR	MO	03/07/2011	04/05/2011	\$464	\$183	\$12480	\$7308	\$647
IGLACIOUS, I	XXXXX	02 2401 A	07/01/2011	AR	GR	09/01/2011	09/02/2011	\$374	\$198	\$8328	\$7928	\$572

U.S. Department of Housing and Urban Development TRACS Certification History List

Head Tenant Name: ADAMS, A

Head Tenant SSN: XXXXX

Project/Contract Number: GA111111

Sorted By: Effective Date

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Select a Head Tenant Name to view additional certification details.

Head Tenant Name	Head SSN	Unit Number	Effective Date	Seq Num	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project/Contract Number
ADAMS, A	XXXXX8929		09/01/2011	2	*AR*	CT	09/01/2011	09/02/2011	\$581	\$198	\$8328	\$7928	\$779	E	
ADAMS, A	XXXXX8929		09/01/2011	1	*AR*			08/02/2011	\$554	\$198	\$8328	\$7928	\$752	E	
ADAMS, A	XXXXX8929		09/01/2010	2	*AR*	CT	09/01/2010	09/17/2010	\$554	\$198	\$8328	\$7928	\$752	E	
ADAMS, A	XXXXX8929		09/01/2010	1	*AR*			08/18/2010	\$529	\$198	\$8328	\$7928	\$727	E	
ADAMS, A	XXXXX8929		09/01/2009	4	*AR*	CT	09/01/2009	05/19/2010	\$523	\$204	\$8544	\$8144	\$727	E	
ADAMS, A	XXXXX8929		09/01/2009	3	*AR*	CT	09/01/2009	09/02/2009	\$523	\$204	\$8544	\$8144	\$727	E	
ADAMS, A	XXXXX8929		09/01/2009	2	*AR*	CT	09/01/2009	09/02/2009	\$523	\$204	\$8544	\$8144	\$727	E	
ADAMS, A	XXXXX8929		09/01/2009	1	*AR*			08/17/2009	\$494	\$204	\$8544	\$8144	\$698	E	
ADAMS, A	XXXXX8929		09/01/2000	3	*AR*			04/26/2001	\$264	\$298	\$12528	\$11901	\$562	E	
ADAMS, A	XXXXX8929		09/01/1994	1	AR			09/01/1994	\$172	\$264	\$10944	\$10544	\$436		

[Interpreting and printing this page](#)

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10 Things to Remember

- 3) Pay careful attention when entering repayment agreements into your software in 202D. Instead of being added as a miscellaneous request, repayment agreements must be entered as a Section 7 record (a new section of the voucher).

10 Things to Remember

- 4) Whenever possible, apply Gross Rents on the voucher month they are effective.
- In 202D this is allowed again.
 - Before you submit, make sure the Gross Rent change has been applied to all units (there are a few exceptions).
 - For UA decreases, make sure you issue the 30-day notice of rent increase before you implement the increase with the tenant.

10 Things to Remember

5) Use the EIV Existing Tenant Search and follow-up before you move a household in.

- Run the search on all household members.
- Whenever possible, get something in writing to confirm the move-out date from the current property.

10 Things to Remember

- 6) All tenants receiving subsidy must have a Social Security Number (SSN) unless they qualify for an exception. For ineligible noncitizens with all 9's entered for their SSN, update this to the TRACS ID, or T-ID, on the next MAT10.

10 Things to Remember

- 7) If you are planning a rehab that will result in tenants moving, either within the property or off property, please notify us as soon as possible so we can coordinate with you and HUD.

10 Things to Remember

- 8) Update your forms, in particular your application, so that you collect all of the data you are required to report in 202D.
- 9) Make sure that the unit numbers reported on your MAT30 match the actual unit numbers you have submitted certifications for. If they don't, you will need to submit MAT15s to update the addresses.

10 Things to Remember

- 10) Visit www.shccnet.org to find your current TRACS Data Analyst.

Resident Concerns & Inquiries

Update Contact Info

SHCC Updates

Contact Us



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Search Contacts

Enter Contract Number:



Vouchers ▼

GO

QUESTIONS?

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Leasing & Occupancy Updates

- Memo- Occupancy protections for HUD-assisted properties with tax credits
- Memo- Marijuana
- Housing Notice- Waiting List policies
- New passbook rate
- Housing Notice- Equal access regardless of sexual orientation, gender identity or marital status (LGBT Rule)
- 2015 Income Limits released
- Federal Register- Proposed rule changes
- Other odds and ends

Occupancy Protections

- Memo issued January 12, 2015
- Discusses tenancy protections for households when the property has both Section 8 subsidy and tax credits.
- Reiterates a tenant may only be terminated for reasons outlined in the lease. Reasons do not include failing to meet tax credit eligibility.
- Owners may offer incentives to HUD-eligible residents that don't meet tax credit rules to move voluntarily. In this scenario, the owner must inform the resident in writing that they have the choice to not move.

Use of Marijuana



- Memo issued December 29, 2014
- The use of marijuana and “medical marijuana” is a federal crime under the Controlled Substances Act (CSA)
- You must deny admission to any household with a member that is illegally using a controlled substance.
- You must establish policies or procedures that allow you to terminate tenancy or assistance if a currently assisted household member is illegally using a controlled substance. In other words, owners have discretion to determine, on a case-by-case basis, when households should be terminated for drug use.

Waiting List Administration

- Housing Notice 2014-16 issued November 28, 2014
- No new requirements, but offers additional options for owners to further ensure compliance with fair housing requirements and to accommodate persons with disabilities.
- Cautions against opening the Waiting List for single-day or short-term periods.
- Advocates making applications available ahead of time as well as online applications.
- For high population areas, recommends consideration of the use of a lottery or other random choice technique to select which applicants to place on the Waiting List and in what order.

New Passbook Rate

- Housing Notice 2014-15 issued October 31, 2014
- Effective February 1, 2015
- Passbook Savings Rate adjusted down from 2.0% to 0.06% (6/10 of 1%)
- A tenant can request an Interim Recertification to adjust their imputed income if they have assets over \$5000
- Will now be set annually based on FDIC data



LGBT Rule

- Housing Notice 2015-01 issued February 6, 2015
- Owners must make housing available regardless of actual or perceived sexual orientation, gender identity or marital status
- Rule guarantees lesbian, gay, bisexual, or transgender (LGBT) persons equal access to housing
- You must not ask an applicant about their sexual orientation or gender identity in the context of determining eligibility or making housing available.

2015 Income Limits

- HUD published the FY2015 Income Limits on March 6, 2015 and they are effective immediately.
- Due to the change in the definition of Extremely Low Income (ELI) to the higher of 30% of area median income or the poverty level, HUD cannot issue their income limits until the department of Health and Human Services (HHS) issues the new poverty level numbers for the year.
- HHS announces the new poverty levels in February or March, so going forward HUD will publish their Income Limits at this time each year.

Proposed Rule Changes

- Published in the Federal Register January 14, 2015
 - Limit special claims for vacancy to 30 days for new and renewal contracts
 - Change MOR schedule to a risk-based schedule
- SHCC's special claims for vacancies breakdown for 2014: We processed 1,289 vacancy claims. **75%** (970 claims) had **0-30 days of vacancy**. The remaining **25%** (319) had **31-60 days of vacancy**.

Proposed MOR Schedule

The proposed schedule ties the project's annual MOR rating with HUD's new risk-based asset management model rating to determine the frequency of a project's MOR.

	Last MOR: Unsatisfactory	Last MOR: Below average	Last MOR: Satisfactory	Last MOR: Above average	Last MOR: Superior
Risk Classification: Troubled	Within 12 months	Within 12 months	Within 24 months	Within 24 months	Within 24 months.
Risk Classification: Potentially Troubled	Within 12 months	Within 12 months	Within 24 months	Within 36 months	Within 36 months.
Risk Classification: Not Troubled	Within 12 months	Within 12 months	Within 36 months	Within 36 months	Within 36 months.

Proposed Rule Changes

- Published in the Federal Register January 6, 2015
 - Extend the SSN exception for children under age 6 with no assigned SSN to new admissions that have added a child under age 6 to the household within 6 months of the move-in date (would have to document/disclose the SSN within 90 days of move-in with ability to extend an additional 90 days)
 - Ability to either: 1) use “actual past income” for determining annual income (if chosen must be used for all households) or 2) not verify income for households that have 100% “fixed income” (simply apply published COLA to calculate income)
 - Include fees in the definition of tuition when determining education assistance income for student households

Other Odds and Ends

- Race and Ethnicity Data Reporting Form, form HUD 27061-H, has been updated with an OMB expiration date of 6/30/2017
- Hot topics discussed at the TRACS conference held in Washington D.C.
March 11-12, 2015

QUESTIONS?

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Property Standards Department

Department Coordinator and (3) Resident Relation Specialists

- Resident Complaints
- Congressionals & Executive Inquiries
- FHEO Inquiries
- Media Inquires

SHCC Call Center

Our role is to resolve resident concerns / inquiries and to remain objective and neutral during the process...




We look out for the property's best interest (i.e., Evictions, Congressional's, Resident Relations)



Our Call Center Posters

Are SHCC's Call Center Posters posted on-site and visible by the residents?

Communication BUILDS a STRONG Foundation



Your concerns regarding the condition and safety of your property are very important to us. The management staff is here to help you with any issues you may have. Please contact:

Manager: _____

Phone: _____

Property Manager Supervisor: _____




Phone: _____

If an issue remains unresolved, contact the Southwest Housing Compliance Corporation Call Center at:

1-888-842-4484

For the hearing impaired, call TDD at 1-800-735-2908 and provide the SHCC toll free number.

You may also write and send your concerns to:
Southwest Housing Compliance Corporation
Attention: Call Center
P.O. Box 6430
Austin, TX 78762



La Comunicacion CONSTRUYE una BASE mas Fuerte



Para nosotros sus dudas o preguntas son muy importantes acerca de la condicion y seguridad de su propiedad. El personal de la administracion esta aqui para ayudarle con cualquier asunto que pueda tener. Favor de comunicarse:

Encargado: _____

Telefono: _____

Supervisor del Encargado: _____

Telefono: _____

Favor de comunicarse a Southwest Housing Compliance Corporation Call Center si algun asunto no esta resuelto al:

1-888-842-4484

Para l' personas con problemas auditivos, llamar a TDD al 1-800-735-2908 y proporcionar el numero de llamada gratuita de SHCC

Usted tambien puede escribir y mandar su dudas o preguntas a:
Southwest Housing Compliance Corporation
Attention: Call Center
P.O. Box 6430
Austin, TX 78762



REAC Follow-Up & Transition to HUD

Reminder: Due to reduction of tasks under SHCC's interim PBCA Contract with HUD, SHCC's Call Center is currently not handling REAC follow-up on Exigent Health and Safety (EH&S) items.

Send all REAC certifications and back up documentation to your HUD Account Executive.

HUD Notice H2015-02

New rules and procedures for properties that receive a score of less than 60 on a REAC inspection

- Failing a REAC Inspection is not something you plan for, can be stressful, and have a huge administrative burden.
- Previous guidance was lacking, or grey in areas and this new Notice creates a more defined process for getting out of non-compliance and back in good standing with HUD.
- The guidance appears to be relatively easy to follow.

HUD Notice H2015-02

- The New Notice establishes a “first fail date” of **January 17, 2014**. Enforcement actions will take place on properties that have two or more fails *after* this date.
- Properties need to notify their HUD Account Executive of their intent to file an appeal. This technically puts the enforcement actions on hold until a decision is made.
 - Favorable Decision = No further action
 - Non Favorable Decision = 60 day enforcement action is taken
- HUD will notify the property of a required response period and explain the failed REAC inspection protocol.

HUD Notice H2015-02

- A CDE plan will be created with a timetable for correcting all deficiencies. Included will be:
 - 100% inspection of entire property.
 - Repair of all identified deficiencies or submit an action plan.
 - Property will execute a certification that the project is fully compliant with UPCS standards.

- Property must notify all tenants of the Owner's non-compliance.
 - Specific form is included in the Notice: "Notice of Compliance, Disposition, and Enforcement (CDE) Plan".

HUD Notice H2015-02

- For a first time below 60, re-inspection will occur within one year. This is assuming that the NOV / NOD has been completed within the 60 day period.
 - If not, inspection will be sooner and the property will remain flagged in APPS.

- A property that scores 30 or below, or two fails after January 17, 2014, will be referred to the Departmental Enforcement Center (DEC). The DEC will then decide upon the type of enforcement to be applied, including:
 - Civil money penalties
 - Abatement or partial abatement of the HAP contract
 - Reassignment of management or ownership.
 - Seek a judicial appointment of a receiver or judicial order to cure all project deficiencies.

QUESTIONS?

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