Error Message	Translation	Resolution
A household Income record with a populated Annual Income amount is required for this event.	Household income is not populated	Create an income record complete with an income source and enter "0" as the income amount in your property management software. Generate a new XML file and upload into the Tenant Event Portal. In the event your property management software will not allow an income record for zero income, the correction must be made manually after tenant events are Validated using the links provided to each affected cert.
Property name in imported file does not match the property for this compliance review.	The property name in the XML file generated from the property management software does not match the property name as it exists in Procorem.	1. Amend the property name in the property management software to reflect the name of the site on the unit list in Procorem. Generate a new XML file and re-upload into the Tenant Event Portal. or 2. Provide proof that the property name listed in your property management software is more appropriate than the value currently in Procorem.
At least one Program must be selected for a Low Income Unit Type (Unit Type).	Procorem is looking at this unit as a low-income unit but it doesn't have a program tied to it (for example, LIHTC, HOME, etc.).	Identify the applicable affordable program layer(s) on the unit or change the Unit Type to Market as necessary in your property management software. Generate a new XML file and re-upload into the Tenant Event Portal. Sites incapable of generating an XML file: If you do not have the option to add or change the Unit Type, contact your Asset Manager.

Error Message	Translation	Resolution
No building found with an address of ...	The building address in your property management software does not match the building address in Procorem (see unit list in the property workcenter for how the information looks in Procorem).	1. Amend the affected address(es) in your property management software to reflect the addresses on the unit list in Procorem. Generate a new XML file and re-upload into the Tenant Event Portal. or 2. Provide proof that the address(es) listed in your property management software are more appropriate than the value currently in Procorem.
Unit # ... . HOME Unit Type is required when HOME is selected on the tenant event.	The certification itself indicates that the unit has HOME; however, the HOME designation is blank.	Select High HOME, Low HOME, or no HOME in your property management software. Regenerate the XML file. RE-upload into the Tenant Event portal. Do not use 60% as a High HOME Designation.
This unit has an invalid Move In or Transfer In event. Move In or Transfer In events can only follow a Move Out or Transfer Out event.	This MI or UT-I cert cannot be accepted by the system because it doesn't see a MO or UT-O	Create the necessary MO or UT-O preceding the rejected certification. Generate a new XML file and re-upload into the Tenant Event Portal. If the missing certification originated in a prior compliance year, contact your Asset Manager.
There is an error in XML document (...). Instance validation error: "NH" is not a valid value for EthnicityType.	The recent tenant event upload was unsuccessful. The specific error regarding ethnicity is a result of conflicting information in the XML file. In this example, the ethnicity is listed as "NH". In essence, we're telling the computer that the household is Not Hispanic (that's the N) and Hispanic (that's the H). The selection should be one or the other.	Correct the ethnicity selection in the property management software, regenerate a new XML file, and re-upload.
The required attribute "FederalIncomeDesignation" is missing. Line number: ..., Line Position.	The Federal Income Designation is not populated on the BIN record.	Update the BIN to reflect the correct Federal Income Designation in your property management software. Regenerate a new XML and re-upload into the Tenant Event Portal.
Object reference not set to an instance of an object.	Procorem does not recognize the file format of the data upload. This error may also appear if no file is selected prior to clicking the Upload button.	Resubmit the data into the Tenant Event Portal using an XML report.

Error Message	Translation	Resolution
Master XML File Needed	Property management software generates BIN files rather than a master file	Going forward, you should work with your property management software provider to generate a master XML file. The current files are submitted individually by BIN. Because Procorem replaces tenant event records rather than append them, each time a separate BIN's tenant data is input, it wipes out previous entries.
Validation Message: The 'AlienRegNbr' attribute is invalid	The Alien Registration Number is formatted incorrectly.	The Alien Registration Number is formatted incorrectly. The system is expecting a 9 digit number preceded by the letter A 1. The current format omits the "A" but contains the 9 numerical values. If these truly are Alien Registration Numbers, correct in your property management software to reflect as such. Otherwise, leave this field blank. If the values shown are SSN's they must instead be populated in the proper field. Generate a new report to upload. 2. The current format contains less than 9 numerical values following the prefix "A". Verify the correct Alient Registration Number, correct the data in your property management software and generate a new report to upload.
Transaction was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction.	This is a system error; Procorem was overloaded.	Re-upload the XML file.
The 'SqFt' attribute is invalid - The value '0' is invalid according to its datatype.	The square footage for at least one unit is "0".	Update your property management software to reflect the actual square footage for the unit(s). Generate a new XML file and re-upload.
Race type combination is invalid.	A household member is identified as "TDR", Tenant Declined to Report and another value; if the household member declined to report, the software will not also allow another value.	Correct each affected household by choosing either TDR or another value as documented in the tenant file.

Error Message	Translation	Resolution
Ethnicity type combination is invalid.	The NAHMA standard follows these rules: a) If any of PR, C, MAC or O is reported, then H must also be reported. b) H, N, TDR and MISSING are mutually exclusive. c) Any one or more of PR, C, MAC and O may be reported.	Determine where the discrepancy lies by checking the unit where the error exists as identified by Procorem; make the necessary changes in your property management software to amend the ethnicity type options based on the rule. Regenerate the XML file and upload into the Tenant Event Portal.
The element '[Cert Type]' has invalid child element 'LIHTCStudentUseCode'. List of possible elements expected: 'AnnualAssetIncomeTotal, SocialSecTotal, StudentUseCode, EmploymentType, PublicAssistTotal, FederalMaxEligibleIncome, Members, ProgramType, HeadOfHousehold, AssetCashValueTotal, WagesTotal, AuxiliaryData, OtherTotal'	The "StudentUseCode" field is incorrectly identified as "LIHTCStudentUseCode", which is not an acceptable value in the NAHMA XML Standard.	Work with your software vendor to amend XML files going forward to correct the name of the field to "StudentUseCode".
The element 'HeadOfHousehold' has invalid child element 'EthnicityType'. List of possible elements expected: 'Races, AuxiliaryData, Incomes, Age, SpecialStatuss, isDisabled, DateOfBirth, Ethnicities, Assets, MaritalStatus, FullTimeStudent, Relationship'	The EthnicityType field is not mapped in the correct order according to the NAHMA standard.	Work with your software vendor to amend the XML files going forward to ensure that the fields are listed in the required order per the NAHMA standard.
The element 'ProgramType' has invalid child element 'OtherHud'. List of possible elements expected: 'OTHERHUD'	The NAHMA standard XML files rely on capitalization to get the data where it needs to go between systems.	Contact your software vendor to edit the output value from "OtherHud" to "OTHERHUD".
The required attribute 'NAHMAStandardVersion' is missing.	Procorem does not recognize this XML file as fitting the NAHMA standard; no data will be imported.	Generate a new XML that adheres to the NAHMA standard.

Error Message	Translation	Resolution
The required attribute 'FederalIncomeDesignation' is missing...The element '[Cert Type]' has invalid child element 'IncomeDesignation'. List of possible elements expected: 'HeadOfHousehold, SocialSecTotal, AssetCashValueTotal, MostRestrictiveMaxLIHTCIncome, SourceOfOtherNonFederalRentAssistance, UtilityAllowance,	The "FederalIncoemDesignation" field is incorrectly identified as "IncomeDesignation", which is not an acceptable value in the NAHMA XML Standard.	Work with your software vendor to amend XML files going forward to correct the name of the field to "IncomeDesignation".
Unit #_; Validation Message: The 'HouseholdSizeAtMostRecentQualificationDate' element is invalid - The value '0' is invalid according to its datatype 'http://www.w3.org/2001/XMLSchema:positiveInteger' - Value '0' was either too large or too small for PositiveInteger.	The XML standard does not allow for a zero (0) in the field named "HouseholdSizeAtMostRecentQualificationDate". Only positive integers may be used.	Edit the household record to reflect the household size at the most recent LIHTC qualification. Generate a new XML report that captures the correction(s) and re-upload into the Tenant Event Portal.
The element 'HeadOfHousehold' has incomplete content. List of possible elements expected: 'Gender'.	The Gender field has been left blank or omitted from the XML upload.	Correct the household in your property management software to include the Gender of all household members. Generate a new XML file after the corrections are made and upload the new file to the Tenant Event Portal.
Warning: LIHTC building (address of ...) has unmatched BIN RI-xx-xxxxx.	A data error on the back end of the system is not allowing cert data to upload from this BIN.	Notify RIHousing staff to investigate the discrepancy
The element 'HeadOfHousehold' has invalid child element 'Ethnicity'. List of possible elements expected: 'isDisabled, Races, Ethnicities, FullTimeStudent, Age, DateOfBirth, MaritalStatus, Incomes, Assets, Relationship, SpecialStatuss, AuxiliaryData'.	The Ethnicity portion of the XML file does not meet NAHMA standards. The current file exhibits one row entitled "Ethnicity" whereas the required element is "Ethnicities" with child rows to identify up to five (5) ethnicity selections per household member.	Contact your software vendor to correct the schema to adhere to the NAHMA standard.
The 'ProjectId' attribute is invalid - The value '' is invalid according to its datatype 'ProjectID' - The actual length is less than the MinLength value.	The ProjectID in the XML file is blank.	Work with your software vendor to amend the ProjectID export value. RIHousing does not have a requirement for the ProjectID; however, it cannot be blank.

Error Message	Translation	Resolution
The element 'ProgramType' has invalid child element 'TaxExemptBond'. List of possible elements expected: 'TaxExempt'.	The "TaxExempt" field is incorrectly identified as "TaxExemptBond", which is not an acceptable value in the NAHMA XML Standard.	Work with your software vendor to amend XML files going forward to correct the name of the field to "TaxExempt".
The element 'ProgramType' has invalid child element 'CDBG'. List of possible elements expected: 'OtherPrograms'	"CDBG" is not an acceptable value.The current file reflects one row called "OtherProgram" whereas the NAHMA standard requires an element called "OtherPrograms" with child rows to identify up to ten (10) programs including the "NameOfTheProgram" and "IncomeStatus".	Contact your software vendor to correct the schema to adhere to the NAHMA standard.
The element 'HeadOfHousehold' has incomplete content. List of possible elements expected: 'Gender'.	The gender for at least one household was omitted from the XML file.	Update your property management software with the gender value, generate a new XML file, and re-upload into the Tenant Event Portal.
The required attribute 'AssetType' is missing.	The household has an asset but the type of account is missing.	Update your property management software with the asset type, generate a new XML file, and re-upload into the Tenant Event Portal.
The Full-Time Student field is required for this event.	The The Full-Time Student field is incomplete.	Enter the student status into your property management software. Generate a corrected XML and re-upload into the Tenant Event Portal.
Validation Message: The element 'Project' has incomplete content. List of possible elements expected: 'Buildings'.	There are is no building information in the XML file because there are no tenant events in the XML file.	Verify that the Reporting Start Date January 1st and the Reporting End Date is within 10 days of the current date. If those values are correct, there are no tenant events to be reported. If you know otherwise, your system is providing an incorrect export and you should contact your software vendor.
Unit #_; Validation Message: The 'HouseholdSizeAtMostRecentQualificationDate' element is invalid - The value '0' is invalid according to its datatype 'http://www.w3.org/2001/XMLSchema:positiveInteger' - Value '0' was either too large or too small for PositiveInteger.	The XML standard does not allow for a zero (0) in the field named "HouseholdSizeAtMostRecentQualificationDate". Only positive integers may be used.	Edit the household record to reflect the household size at the most recent LIHTC qualification. Generate a new XML report that captures the correction(s) and re-upload into the Tenant Event Portal.

Error Message	Translation	Resolution
The element 'HeadOfHousehold' has incomplete content. List of possible elements expected: 'Gender'.	The Gender field has been left blank or omitted from the XML upload.	Correct the household in your property management software to include the Gender of all household members. Generate a new XML file after the corrections are made and upload the new file to the Tenant Event Portal.
Warning: LIHTC building (address of ...) has unmatched BIN RI-xx-xxxxx.	A data error on the back end of the system is not allowing cert data to upload from this BIN.	Notify RIHousing staff to investigate the discrepancy
The element 'HeadOfHousehold' has invalid child element 'Ethnicity'. List of possible elements expected: 'isDisabled, Races, Ethnicities, FullTimeStudent, Age, DateOfBirth, MaritalStatus, Incomes, Assets, Relationship, SpecialStatuss, AuxiliaryData'.	The Ethnicity portion of the XML file does not meet NAHMA standards. The current file exhibits one row entitled "Ethnicity" whereas the required element is "Ethnicities" with child rows to identify up to five (5) ethnicity selections per household member.	Contact your software vendor to correct the schema to adhere to the NAHMA standard.
The 'ProjectId' attribute is invalid - The value '' is invalid according to its datatype 'ProjectID' - The actual length is less than the MinLength value.	The ProjectID in the XML file is blank.	Work with your software vendor to amend the ProjectID export value. RIHousing does not have a requirement for the ProjectID; however, it cannot be blank.
The element 'ProgramType' has invalid child element 'TaxExemptBond'. List of possible elements expected: 'TaxExempt'.	The "TaxExempt" field is incorrectly identified as "TaxExemptBond", which is not an acceptable value in the NAHMA XML Standard.	Work with your software vendor to amend XML files going forward to correct the name of the field to "TaxExempt".
The element 'ProgramType' has invalid child element 'CDBG'. List of possible elements expected: 'OtherPrograms'	"CDBG" is not an acceptable value.The current file reflects one row called "OtherProgram" whereas the NAHMA standard requires an element called "OtherPrograms" with child rows to identify up to ten (10) programs including the "NameOfTheProgram" and "IncomeStatus".	Contact your software vendor to correct the schema to adhere to the NAHMA standard.
The element 'HeadOfHousehold' has incomplete content. List of possible elements expected: 'Gender'.	The gender for at least one household was omitted from the XML file.	Update your property management software with the gender value, generate a new XML file, and re-upload into the Tenant Event Portal.
The required attribute 'AssetType' is missing.	The household has an asset but the type of account is missing.	Update your property management software with the asset type, generate a new XML file, and re-upload into the Tenant Event Portal.
The Full-Time Student field is required for this event.	The The Full-Time Student field is incomplete.	Enter the student status into your property management software. Generate a corrected XML and re-upload into the Tenant Event Portal.

Error Message	Translation	Resolution
Validation Message: The element 'Project' has incomplete content. List of possible elements expected: 'Buildings'.	There are is no building information in the XML file because there are no tenant events in the XML file.	Verify that the Reporting Start Date January 1st and the Reporting End Date is within 10 days of the current date. If those values are correct, there are no tenant events to be reported. If you know otherwise, your system is providing an incorrect export and you should contact your software vendor.
Unit #___. You cannot create a Tenant Event with an Event Date of 12/31/2023, that falls outside of an existing Compliance Period.	Procorem will allow only one compliance year at a time to be uploaded in an XML file. Unit transfers that fall between two compliance periods will not be uploaded.	RIHousing allows management to choose from the following options: 1.) Change both unit transfer dates so that the entire transfer process happens in the prior compliance year. If the previous compliance year has been Submitted, please contact your Asset Manager to unlock that compliance year. The prior year's XML file must be uploaded, validated, and submitted. The current year's XML file must also be uploaded and validated. 2.) Change both unit transfer dates so that the entire transfer process happens in the current compliance year. The revised XML must be uploaded and validated.
Error: Exception - There is an error in XML document (..., ...). Input string was not in a correct format.	The XML file was generated with an error in the way it was writen.	Contact your IT department or property management software vendor for a resolution.
The element 'Buildings' has incomplete content. List of possible elements expected: 'Building'.	There is no building information in the XML file; therefore there are no tenant events reported.	Verify that the Reporting Start Date January 1st and the Reporting End Date is within 10 days of the current date. If those values are correct, there are no tenant events to be reported. If you know otherwise, your system is providing an incorrect export and you should contact your software vendor.
Reporting End Date is not valid	The Reporting End Date falls outside of the compliance year.	Regenerate the XML file using an end date within the compliance year being reported.

Error Message	Translation	Resolution
Unit xxx; Validation Message: The 'TransferBin' element is invalid - The value '' is invalid according to its datatype 'BIN' - The actual length is less than the MinLength value	There's a unit transfer in the XML file where the BIN is not populated.	Complete the unit transfer in your property management software by adding the BIN to the certification record. For a Unit Transfer Out, enter the BIN that the tenant transferred to. For a Unit Transfer In, enter the BIN that the tenant transferred from.
Birth date is required on a Tenant Event Household Member record.	There is a household member without a Date of Birth listed. This finding is often associated with an unborn child.	RIHousing has no requirements for this field; however, industry best practices indicate listing the due date and adjusting after the birth. Management may use discretion when entering a DOB for an unborn child.
The 'HOMEAnnualIncomeType' element is invalid - The value '' is invalid according to its datatype 'HOMEAnnualIncomeType' - The Enumeration constraint failed.	The HOMEAnnualIncomeType field is blank.	Enter the missing data into your tenant event software.
Validation Message: The element 'HOMEDetail' has invalid child element 'HOMEDependentDeduction'. List of possible elements expected: 'HOMEDependentDecuction, HOMEChildCareDeduction, HOMEMedicalDeduction, HOMEDisabilityDeduction, HOMEAdjustedIncome, HOMEAssistance'.	HOMEDependentDeduction does not exist as a field.	HOMEDependentDeduction does not exist, but HOMEDependentDecuction does. There is a permanent typo in the schema that will likely never be fixed. We have to spell it wrong for this to work.
Validation Message: The 'IncomeVerificationSource' element is invalid - The value '' is invalid according to its datatype 'IncomeVerificationSource' - The Enumeration constraint failed	The Income Verification Source is blank.	Update the income verifications source in your property management software. Generate a new XML file and upload into the Tenant Event Portal.

Error Message	Translation	Resolution
Validation Message: The 'FederalIncomeAveragingDesignation' element is invalid - The value '' is invalid according to its datatype 'OwnerDesignation' - The string '' is not a valid Decimal value.	The required field FederalIncomeAveragingDesignation is blank.	Confirm the Income Average Designation is populated in your cert and/or unit page(s), if applicable. Contact your property management software for a resolution if your property does not have the Average Income set-aside or if the fields seem to be populated in your software.