NEAHMA
Rhode Island Agency Forum

March 30, 2023

AGENCY UPDATES

- *Promotions*
  - *Michael DiChiaro, Director of Leased Housing*
  - *Hope Lanphear, Assistant Director of Leased Housing*
  - *Karen Slavin, Multifamily Compliance Manager*

- *New staff*
  - *Leslie Silva*
  - *Luis Matos*
  - *Vanessa Teodovich*
  - *Amanda O'Brien*

Housing Assistance Payments Contract Support Services (HAPSS)

- **Contract support services update**

- *HUD issued draft solicitation on PBCA program at end of July 2022*

- *Reintroduced a regional approach*

- *It has been tabled for the time being*

  - *Thanks to anyone that submitted comments in support of RIHousing!*

PBCA – New OCAF Process

- *Starting August 1, 2022, asset managers will begin the process by emailing OCAF letters to management*

- *Sites will sign and return the included letter*

- *Corrections*
  - *Different Debt Service amount: send documentation such as mortgage statement*
  - *Different Market Rate rent amount: send documentation such as rent/roll*
  - *Cross out the figures on the letter and write the correct amounts with your signature*

- *Revised letters will not be sent*

- *Notifications will be sent to ensure correct rents are provided on the rent schedule*

PBCA – Utility Allowances

- *Complete a baseline every third year, year two and three you can use the HUD issued factor (multiplier)*
  - *Baseline – Factor – Factor – Baseline*

- *Obtain correct sampling of bills from utility provider for analysis*

- *May include bills from tenants who have moved out*

- *Omit units unoccupied for over 2 months*

- *Obtain releases or access to bills as early as possible*

- *Begin the process from move-in to annual recertification*

- *Failure to obtain the proper sample size may result in a late adjustment and/or repeating the process the following year*

Management and Occupancy Review (MOR) Process

Notification
- Typically, 30 days ahead of time
- Upload to SharePoint
- Access SharePoint to start early

Closer to the date
Check in to schedule day-of appointments

Tenant File Notification
2 business days before the MOR for electronic reviews
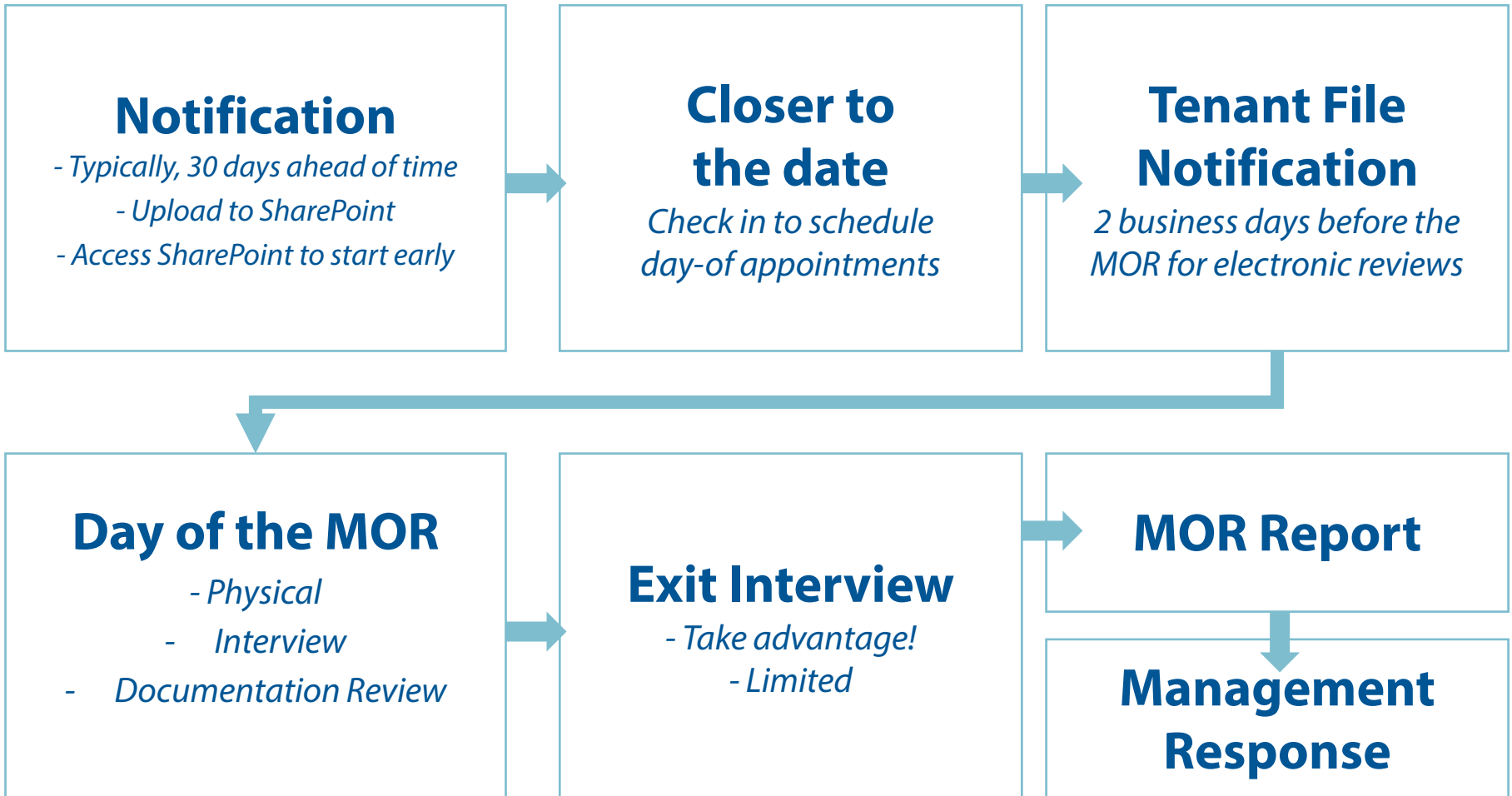
Day of the MOR
- Physical
- Interview
- Documentation Review

Exit Interview
- Take advantage!
- Limited

MOR Report

Management Response

Resources On Our Website

SECTION 8 CONTRACT ADMINISTRATION

The Project-Based Section 8 program is one of the largest housing resources for low-income individuals and families in Rhode Island. RIHousing serves as the Contract Administrator on behalf of HUD for project-based Section 8 in Rhode Island. Under the program, a Housing Assistance Payment (HAP) contract is entered between HUD and the project's owner for a specific period of time. Eligible tenants generally pay 30% of adjusted income toward rent and HUD provides the HAP subsidy for the remaining portion of the rent to the owner.

As Contract Administrator, RIHousing:

- Processes monthly tenant vouchers
- Processes Housing Assistance Payments
- Processes rent and utility adjustments
- Performs Management and Occupancy Review, that includes a physical inspection

Management and Occupancy Reviews ⌄

Annual Rent Adjustments (OCAFs and RCSs) ⌄

Contract Renewals ⌄

Vouchers and Special Claims ⌄

MOR Streamlining

- *Previously we have been performing MORs in waves, at a rate of about once every 18 months.*

- *In July of 2022 HUD issued a final rule on risk-based management and occupancy reviews*

- *Any MOR performed after 9/26/2022 will have it's next MOR determined by a combination of it's score and risk-rating*

- *It will likely take our team another year to complete the initial grading to get our full portfolio on our schedule.*

- *Most MORs are falling under the 3-year schedule.*

Previous MOR:	Unsatisfactory	Below Average	Satisfactory	Above Average	Superior
	Next MOR must be conducted within...				
Risk Classification: Troubled	12 months of previous MOR	12 months of previous MOR	12 months of previous MOR	12 months of previous MOR	12 months of previous MOR
Risk Classification: Potentially Troubled	12 months of previous MOR	12 months of previous MOR	12 months of previous MOR	12 months of previous MOR	12 months of previous MOR
Risk Classification: Not Troubled	12 months of previous MOR	12 months of previous MOR	24 months of previous MOR	36 months of previous MOR	36 months of previous MOR

Streamlining *(cont.)*

- *An MOR must be conducted within six months of a management or ownership change*

- *CA staff must review all documentation in the tenant file going back to the date of the last MOR.*

- *The Final Rule also clarifies that even though HUD is publishing this schedule, HUD or a CA retains the right to schedule a MOR at any time if:*
  - *HUD publishes a new MOR schedule after public comment;*
  - *Documented concerns at the project warrant an assessment; or*
  - *The project's condition or risk rating worsens.*

Pop Quiz!

Scan the QR Code above or use the URL below to access the online quiz.

https://forms.office.com/g/HDmC7y9PmV

Pop Quiz! Review

If your OCAF letter had the wrong debt service, should you still sign it?

Yes

Who is the new director of Leased Housing?

Mike DiChiaro

Pop Quiz! Review

How much time do you have to upload files for an MOR?

2 days

When will you be given access to SharePoint to start your MOR documentation upload?

I have access at any time.

Overview of Asset Manager Tasks

**Asset Managers have an average portfolio of
<u>30</u> Section 8, LIHTC & HOME Properties**

- *Process and Approve Monthly HAP Vouchers.*
    - *Includes assisting sites with voucher errors and resubmissions.*

- *Process and Approve Annual Rent and Utility Adjustments and Rent Comparison Studies.*

- *Perform Management and Occupancy Reviews (MORs).*

Overview of Asset Manager Tasks *(cont.)*

- *Process Special Claim Requests*

- *Respond to Tenant Concerns and Issues*

- *Process Replacement Reserve Requests*

- *Perform LIHTC Inspections and File Reviews*

Asset Manager contact info can be found on RIHousing's website:

www.rihousing.com/section-8-contract-administration/

Common Reasons for Special Claim Denials

- *Documents checklist or required documents are missing.*

- *Forms are missing signatures and dates.*

- *"Ready for Occupancy Date" is on or before the date the work is completed on the unit (according to reconditioning log).*

- *The contract rent listed on the Special Claims form is different than the contract rent on the move out cert.*

- *The deposit/move out statement is missing.*

- *Claim is not received within 180 calendar days from the date the unit is first available for occupancy.*

- *Relevant certifications (move-outs and move-ins) haven't been submitted to TRACS prior to submitting the claim.*

To Appeal a Denied or Reduced:

The O/A is allowed one original submission, one resubmission and one appeal.

Within 30 days from the date of the denial letter, send a brief explanation as to why the claim should be paid, along with any supporting documents to Karen Slavin kslavin@rihousing.com.

Tenant Concerns & Issues

Common ways RIHousing receives tenant concerns:

- *Phone calls or emails from tenants or tenant representatives.*

- *Anonymous reports.*

- *Reports or inquiries received from constituent services (including municipal, state or federal delegations).*

- *Media coverage – TV, newspaper, online, etc.*

RIHousing's Responsibility

- *RIHousing is responsible to report all tenant concerns and incidents to the owner and/or the managing agent.*

- *RIHousing acts as the liaison between tenant and management.*

- *RIHousing will request any police/fire and insurance information from owner/agent.*

- *In PBCA properties, RIHousing is required to report ALL incidents to HUD.*

Tenant Complaints & Incident Reports

An Owner or Managing Agent is <u>required</u> to immediately report all incidents to RIHousing that are related to the Development, whether it's inside the property or on the grounds.

Tenant Concerns & Incident Reports

(in the last 12 months)

858

Total concerns/incidents received

➢ **312** *Physical conditions of the property and maintenance issues*

➢ **103** *Certifications and rent calculation*

➢ **45** *Wait list issues/inquiries*

➢ **46** *Neighbor conflicts*

➢ **15** *Life-threatening health and safety issues*

Pop Quiz!

Scan the QR Code above or use the UR below to access the online quiz.

https://forms.office.com/g/T1dEm4i0QF

Pop Quiz! Review

Where can you update your Site Contact Information?

- *RIHousing's Property Managers and Owners page*
  www.rihousing.com/property-managers-owners/

- *Notify your Asset Manager in writing*

- *Annual Update Requests*

Pop Quiz! Review

Where can you find your Asset Manager's contact info?

RIHousing's Section 8 Contract Administration Page
https://www.rihousing.com/section-8-contract-administration/

Who do you send Special Claim appeals to?

Karen Slavin kslavin@rihousing.com

Which tenant incidents is RIHousing required to follow up on?

All of them

- *Software Conversion is complete*

- *RIHousing Asset Management staff will be using ProLink going forward*

  - *LIHTC Compliance*

  - *Ancillary Compliance*

  - *Financial activities*

Do you have a favorite picture of your property? *Submit it and give us something to look forward to visiting. This is what we see. Imagine your photo instead:*
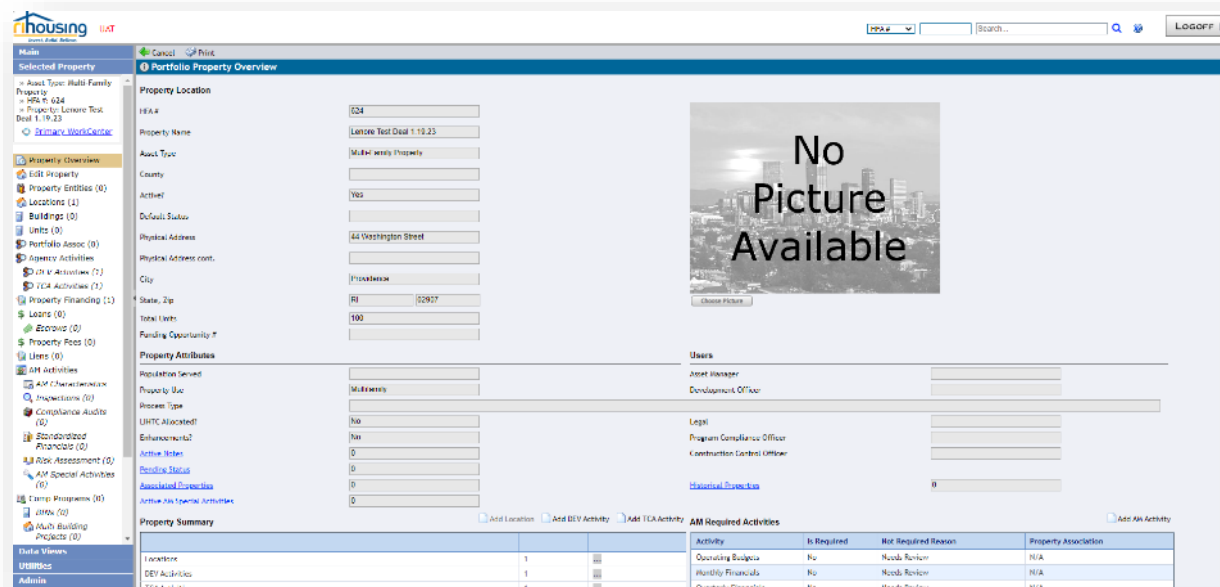
Software Testing has begun - **Thank you to our volunteers!**

- *Testing began in March*

- *All Owner/Agents will be invited into Procorem in April*

- *User Authorization Form Required*

  - *Submit to your Asset Manager during this initial setup period*

  - *One form per user*

  - *Login information must not be shared*

  - *Subsequent forms may be submitted in Procorem*

procorem

Each property will be assigned at least one Work Center

- *Full Transparency*
  - *Storage of property specific documents for your convenience and ours*
    - *Regulatory Agreement*
    - *LURA*
    - *8609's*
    - *8823's*
    - *And more!*

- *Collaborate with your Asset Manager and Financial Officers*

- *Notifications and reminders will be system-generated*
  - *Task lists will guide you through the system and compliance requirements*

![Procorem logo]

XML Uploads

- *Each property with LIHTC, HOME, and other ancillary funding will be required to upload Tenant Events into Procorem*

- *Due on the 10th of each month*
  - *Includes PBCA properties whose information is currently submitted through TRACS*
  - *ProLink and Procorem are not compatible with TRACS…yet*
  - *Units must be appropriately identified (LIHTC, Market, HOME, etc.)*
  - *Market unit certifications must be reported*

More information coming soon!

Tenant Event Portal

Training

We're all learning together

- *Be patient with yourselves and with us*

- *We expect errors and will work with you to identify and correct them*

- *Reach out to RIHousing staff for help with error resolution*

- *Get to know your Work Center(s)*
  - *Check out the file structure*
  - *Look over the task lists*
  - *Get familiar with agreements*
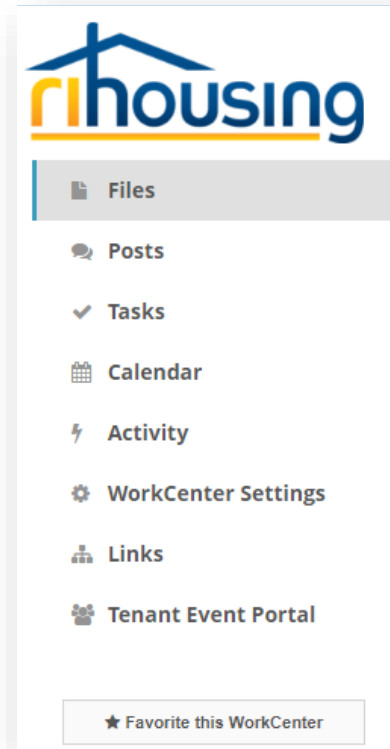
Folder Structure

- *Tailored to your property*
  - *Procorem Authorization Forms*
  - *Site Documents*
  - *Asset Management*
    - *Fiscal Year*
  - *Compliance*
    - *Calendar Year*

Task Lists

- *Property-specific*

- *Permanent Record*

- *Built for the convenience of our staff and yours*

- *Accountability and transparency*

- *Automatic notifications*
  - *Reminders when deadlines are approaching and/or missed*

- *Optional approvals*
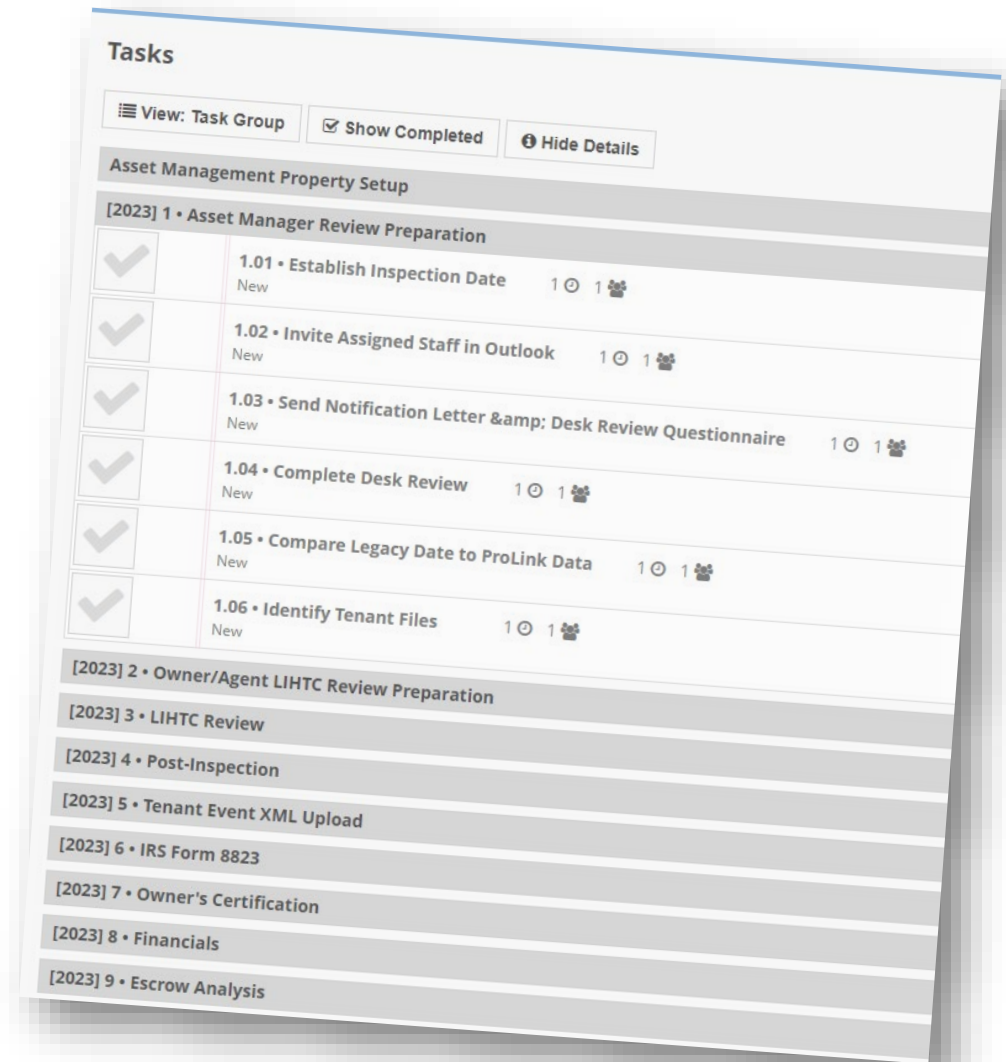
Best Practices

- *Task Location will guide you to the file path of that document.*

- *Communicate through Task item using Comments*

- *The Files button only works to pull previously-stored documents into the task*

Edit Task

✓ Main   💬 (0) Comments   🕐 (1) Reminders   📄 (0) Files   ⚡ Activities

Task Title	2.01 • Upload Completed Owner/Agent Desk Review Questionnaire
Status	New
	Task is unassigned
	☐ Mark as Completed
Task Group	[2023] 2 • Owner/Agent LIHTC Review Preparation
Description	
Location	2023 LIHTC Compliance > LIHTC Review > Desk Review Questionnaire and Suppo
Start Date	
Due Date	
	ⓘ Using (UTC-05:00) Eastern Time (US & Canada). Click here to change your time zone.
Assigned To	Assignees ▾
	🛡 Owner/Agent ✕

Let's Take a Tour!

Pop Quiz!

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https://forms.office.com/g/npktxw6dUs
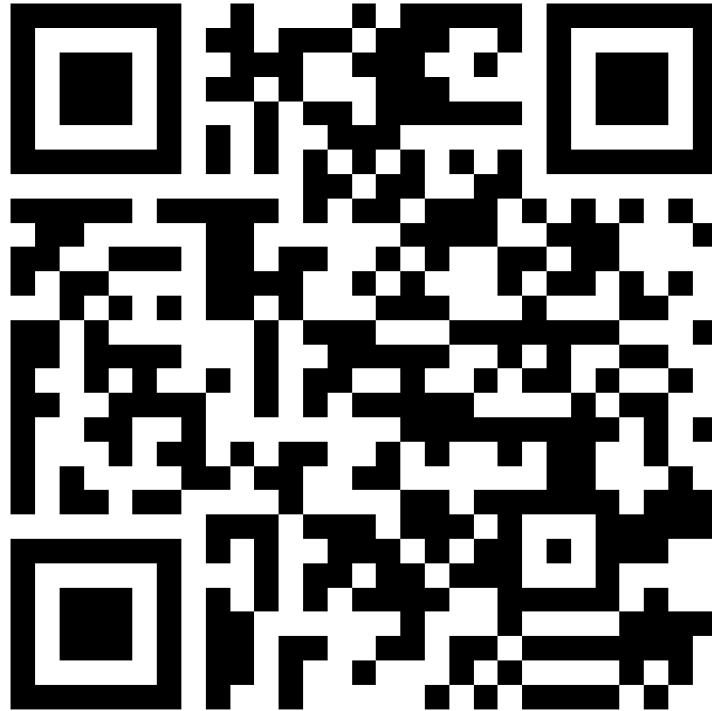
Pop Quiz! Review

Which software will our owner/agents be using to submit Tenant Events, Asset Management documents, and all things LIHTC ?

Procorem

How do you get access to Procorem?

Submit a User Authorization form to your Asset Manager

Pop Quiz! Review

What kind of site(s) are required to submit tenant events in Procorem?

LIHTC, LIHTC + PBCA, HOME

What is the deadline for submitting tenant events?

The 10th day of the month

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