Error Message	Translation	Resolution
A household Income record with a populated Annual Income amount is required for this event.	Household income is not populated	Enter household income. If household income is zero, create an income source in your property management software and list the amount as "0". Generate a new XML file and re-upload into the Tenant Event Portal.
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.
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.

Error Message	Translation	Resolution
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.
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.

Error Message	Translation	Resolution
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.
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.

Error Message	Translation	Resolution
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.
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".