

Tenant File Review During The MOR

North Tampa Housing Development Corporation

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Owner/Agent Workshop

Orlando, FL



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Session Agenda

Tenant File Reviews During MORs

- Section E-19 of the Form HUD-9834
- Addendum A of the Form HUD-9834



Section E-19 of the Form HUD-9834

North Tampa Housing Development Corporation



Section E-19 of the Form HUD-9834

Section E-19 of the Form HUD-9834

- Form HUD-9834 is the form used to conduct MORs
- Section E is the Leasing and Occupancy section of the Form HUD-9834
- E-19 is the Summary of Tenant File Review part of Section E
- E-19 is completed after the file reviews are conducted using the Addendum A
- Form HUD-9834 is available at:

<http://www.hud.gov/offices/adm/hudclips/forms/hud9a.cfm#group4>



Section E-19 of the Form HUD-9834

Section E-19

- E-19 consists of 8 parts (a. – h.)
 - a. Tenant Files and Records
 - b. Application/Tenant Selection
 - c. Lease
 - d. Certification/Re-Certification Activities
 - e. Voucher Billing
 - f. Move-In Files
 - g. Move-Out Files
 - h. Application Rejection Files



Section E-19 of the Form HUD-9834

19. Summary of Tenant File Review	
<p>This section applies only to subsidized projects and should be completed after the tenant file reviews (See Addendum A.) The minimum file sample should include review of files for new move-ins, recertifications, at least one Reject Applicant file, and at least one Terminated/Move-out Tenant file. In order to review specific functions (utility reimbursement, pet rules/deposits, minimum rents, etc.) it may be necessary to target a portion of the files reviewed to specific tenant families. The reviewer should adjust the tenant file sample to meet the needs of the review.</p>	
<i>Number of Units</i>	<i>Minimum File Sample</i>
100 or fewer	5 files plus 1 for each 10 units over 50
101-600	10 files plus 1 for each 50 units or part of 50 over 100
601-2000	20 files plus 1 for each 100 units or part of 100 over 600
Over 2000	34 files plus 1 for each 200 units or part of 200 over 2,200
<p>For each question, only answer "Yes" if the files reviewed are acceptable. Answer "No" if the files are not acceptable and note the number of files with deficiencies utilizing the tenant file worksheet, Addendum A</p> <p>(Please note: There is no maximum number of files to be sampled)</p>	<p>Number of Files Reviewed = <input type="text"/></p>



Addendum A of the Form HUD-9834

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Addendum A of the Form HUD-9834

Addendum A

- Addendum A is a checklist attachment to the Form HUD-9834 that gives the specific details for each file reviewed as part of the MOR and is used when answering the E-19 questions.
- One (1) Addendum A is completed for each certification (MI, MO, AR, IR, IC) reviewed as well as for each application rejection reviewed.



Tenant File Review Worksheet

Instructions: Review the appropriate number of tenant files and complete this worksheet for each file reviewed. Indicate the initial move-in date in the appropriate box. Indicate by marking the appropriate box (Yes, No, or N/A) for each document available in the tenant file. For move-out and applicant rejections files, reviewer should only complete the pertinent sections.

Name of Reviewer: _____

Type of Review:
 Applicant Rejection Tenant Move-In Tenant Move-Out Certification/Recertification

Effective date of certification(s) reviewed: _____

If Certification/Recertification, indicate certification type:
 Certification Type: Initial Annual Interim Other

Family Name: _____	Unit Number: _____	Move-in Date: _____
Bedroom Size: <input type="checkbox"/> 0 Bedroom <input type="checkbox"/> 1 Bedroom <input type="checkbox"/> 2 Bedroom <input type="checkbox"/> 3 Bedroom <input type="checkbox"/> 4 Bedroom <input type="checkbox"/> 5 or more Bedrooms		

A. HOUSEHOLD INFORMATION		
1. Is the application complete, including the date and time received by the owner/agent?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
2. Are the household members identified correctly? (head, spouse, dependent, co-head, other adult(s), live-in aide)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
3. Is the unit size appropriate for household?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
4. Was household income eligible at move-in? (This question applies only to a tenant file move-in review.)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____ Over income? <input type="checkbox"/> Low income? <input type="checkbox"/> Very low income? <input type="checkbox"/> Extremely low income? <input type="checkbox"/>
5. If household was not income eligible at move-in, was an exception granted?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
6. Is the lead-based paint acknowledgement in the file?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments: _____
7. Does the file contain the ethnicity and racial Data Certification as provided to the owner/agent?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
8. Have the HUD-9887/9887-A Consent Forms been signed by head, spouse, co-head regardless of age and family members at least 18 years of age?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
9. Was the HUD-9887 Fact Sheet provided to the tenant?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____
10. Does the file contain the Resident Rights and Responsibilities acknowledgement?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments: _____



ADDENDUM A

OMB Approval No. 2502-0178

Exp. 11/30/2011

B. VERIFICATION		
Have the following items been properly verified and documented?		
1. Social security numbers for all family members at least 6 years of age and older or certification, if no SSN	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
2. Eligible immigrant status or citizenship	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
3. Criminal and drug screening; sex offender registration	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
4. Other screening as disclosed in Tenant Selection Plan	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
5. Disability	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
6. Student status	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
7. Age	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
8. Did the household certify whether or not they disposed of assets during the past two years?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
C. LEASE		
1. Is the correct HUD modal lease used?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
2. Is the original lease and subsequent leases or addendums signed by the owner/agent, head, spouse, co-head, and all other adult members of the household?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
3. Are applicable attachments attached to the lease, e.g., house rules, pet rules, unit inspection report?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
4. If security deposit is required, was it correct? If required, enter amount here:	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
5. If pet deposit required, was it correct? If required, enter amount here:	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
6. If pet deposit was paid in installments, was payment in accordance with the pet regulations?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
7. Is the move-in inspection dated and signed by tenant and owner/agent?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
8. Are Annual inspections documented in file?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
D. CERTIFICATION/RECERTIFICATION ACTIVITIES		
1. Were recertification notices provided within the required timeframes?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
2. Were recertifications completed on time?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
3. Is the certification signed and dated by the appropriate parties?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:



ADDENDUM A

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All reported income and deductions verified and calculated correctly?	3 rd Party Verification?	Amount Reported on 50059	Did income information on the 50059 agree with verified file information? If no, comment on discrepancies identified
4. Wages	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
5. Social Security Benefits	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
6. Welfare/Public Assistance/TANF	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
7. Other income	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
8. Actual Income from Assets	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
9. Imputed income when assets are greater than \$5,000	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
10. Dependent Allowance	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
11. Medical Expenses	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
12. Disability Expenses	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
13. Childcare Expenses	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
14. Elderly/disabled household allowance	Yes <input type="checkbox"/> No <input type="checkbox"/>	\$	
15. Are all expenses/allowances claimed eligible under the HUD Handbook 4350.3 REV-1?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:	
16. Was the correct unit rent used for rent determination?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:	
Enter the reviewer verified amounts for the following:	Amount Reported on the 50059	Did income information on the 50059 agree with verified file information? If no, comment on Discrepancies Identified.	
17. Total Tenant Payment \$	\$	Comments:	
18. Tenant Rent \$	\$	Comments:	
19. Utility Reimbursement \$	\$	Comments:	
20. Assistance Payment \$	\$	Comments:	
21. Is the tenant paying minimum rent?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:	
22. Has a hardship exception been granted for paying minimum rent?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:	
23. Was a 30-day rent increase notice provided to tenant?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:	
24. If applicable, has tenant entered into a written payment plan for monies due to the project?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:	



ADDENDUM A

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Exp. 11/30/2011

E. BILLING		
1. Does the assistance payment requested on the monthly billing (HUD-52670-A, Part 1) agree with the assistance payment on the 50059 data requirements?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
2. If required, have adjustments been made to the monthly billing?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
F. MOVE-OUT FILE REVIEW ONLY		
1. Was there a move-out notice from tenant?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
2. Was there a move-out inspection?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
3. If there is a move-out inspection, is it dated?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
4. Was the security deposit refunded to tenant within 30 days or in accordance with state/local laws whichever is shorter?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
5. Was an itemized list of the damages and charges provided to the tenant?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
6. Were any additional charges paid by tenant?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
7. Does the tenant move-out date on voucher match the date the tenant vacated unit?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
G. APPLICANT REJECTION REVIEW ONLY		
1. Was the reason the applicant was denied submission in accordance with the Tenant Selection Plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
2. Did the rejection letter provide the applicant the right to appeal?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Comments:
3. If the applicant appealed, was the appeal reviewed by someone other than the person who made the original decision?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:
4. Was the appeal processed and applicant notified of appeal decision within five days of the meeting?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Comments:



A. Household Information

North Tampa Housing Development Corporation



A: Household Information

1. Is the application complete, including the date and time received by the owner/agent?

- Application dated/times/initialed by mgmt?
- Are all of the items answered and completely filled in?
- Is the application dated/signed by the applicant and management?
- Does the application date, time, (and rejection/appeal, if applicable) notes, and MI info match the waiting list?
- Is the Supplement to Application Form attached, filled in (or box checked that applicant elected not to provide information), and signed?

A: Household Information

2. Are the household members identified correctly?
(head, spouse, dependent, co-head, other adult(s), live-in aide) (Review field #s 34-65 on 50059)
- Are names, birth dates, & social security numbers entered correctly?
 - Are the relationship, sex, race and ethnicity, student, and special status codes correct (including any joint custody codes)?
 - Are the Number of Family Members by type correct?
 - Are the expected family additions (adoption, pregnancy, foster) codes correct?



A: Household Information

3. Is the unit size appropriate for household?

- Is this household in compliance, based on family size and the established Occupancy Standards (and are appropriate verifications in place for households overhoused for an eligible reason)?

- *If not in compliance with the standards, has the tenant a) been properly notified that they will either be required to move to a more appropriate sized unit within 30 days of a unit becoming available, or that they can choose to remain in the larger unit and pay market rent, and b) if choosing to move, has the household been entered on the proper transfer/waiting list?



A: Household Information

4. Was household income eligible at move-in? (This question applies only at MI or IC.)
- Was tenant income eligible at MI in accordance with the established income limits for this property (pre-1981/post-1981 universe)?
 - Are the income limits correct on the 50059 for this family size and location/area?



A: Household Information

5. If household was not income eligible at move-in, was an exception granted?

- If tenant was not income eligible at MI, were the proper waivers in place and the proper exception codes entered/used?

- (Also to be noted - If not age eligible for an elderly property, are the waivers/codes in place?)



A: Household Information

6. Is the lead-based paint acknowledgement in the file?

- If required (property built before 1978 and has not obtained lead free status and certification), are all sections properly completed, initialed, and signed by both management and the tenants?



A: Household Information

7. Does the file contain the ethnicity and racial Data Certification as provided to the owner/agent?
- Is there a form for each family member (including new members added to the household after MI)?
 - Are the forms completed for both the race and the ethnicity section and signed by the tenants?
 - If the tenant refused, is the refusal noted in the file?
 - Is the form the most recent version available?



A: Household Information

8. Have the HUD-9887/9887-A Consent Forms been signed by head, spouse, co-head regardless of age and family members at least 18 years of age?
- Is there a 9887 signed/dated by ALL adult members of the household?
 - Is there a 9887A signed and dated for ALL adult members? Is each 9887A signed and dated by management?
 - Are the proper contact names and addresses listed in the top section of the 9887 (3 boxes at the top of the form)?



A: Household Information

8. continued...

- Are the forms the most recent versions available?

- Has any member that turned 18 **between** certifications come in to sign/date 9887/9887A forms when they turned 18? (refer to HUD Notice 10-10)

9. Was the HUD-9887 Fact Sheet provided to the tenant?

- Is there a copy (or a signed/dated acknowledgment) in the file to show the HUD 9887 Fact Sheet was given to the tenant?



A: Household Information

10. Does the file contain the Resident Rights and Responsibilities acknowledgement?

- Is there a signed/dated acknowledgment(s) in the file to show the following had been provided to the tenant at MI and at each AR:
 - a. Resident Rights and Responsibilities Brochure,
 - b. the HUD Fact Sheet “How Your Rent is Determined,”
 - c. the EIV & You brochure

- Are each of the forms being provided the most recent versions available?



B. Verification

North Tampa Housing Development Corporation



B. Verification

1. Social security numbers for all family members :

- Is the proper documentation in the file for the social security numbers of **all** household members (not just those at least 6 yrs of age)? (Note- If adding a child under 6, is there documentation in the file to show that 90 days notice was given to obtain the verification (and an additional 90 days if beyond tenant's control?)

- Is there verification/documentation of exemption status if a member is exempt from this requirement?



B. Verification

1. continued...

- Is the EIV Summary Report printed and in the file to show information matches SSA records (names, birth dates, ssn) for all members with a status of “verified”?

- If there was no match to EIV, was it noted and documented as corrected?



B. Verification

2. Eligible immigrant status or citizenship:

- Is there a correctly completed Declaration of Citizenship form for each household member (with correct I-94#, Alien #, SAVE case #/verification, and supporting documents, if applicable) including for new members added to the household after MI?

- Is there a tenant completed Family Summary sheet that includes ALL household members and, if applicable, was it updated when the household composition changed (members added or removed)?



B. Verification

2. continued...

- Is there a correctly completed Owner Summary of Family sheet that includes ALL household members, the type of citizenship verified by the Owner/Agent (EC/EN, etc...), and the date the OA verified the citizenship type and, if applicable, was it updated when the household composition changed (members added or removed)?

- Are the correct eligibility codes (EC, EN, etc...) and if applicable, the correct Alien Registration #s, entered on the 50059?



B. Verification

3. Criminal and drug screening; sex offender registration:

- Is there documentation in the file that criminal background, drug activity/evictions, and national sex offender screening was completed in **all** states the applicant has lived, as well as in accordance with the Owner/Agent's Tenant Selection Criteria and HUD required guidelines?

- Do the screening results comply with the selection criteria?

- If any household members were added at a later date (including Live In aides, if applicable,) were the proper documents obtained/added to the file?



B. Verification

4. Other screening as disclosed in Tenant Selection Plan:

- Is there documentation of additional Owner/Agent and/or HUD required screenings in the file (credit, residential/landlord history, EIV Existing Tenant Search, references, home visits, etc...)

- Do the screening forms ask proper qualifying questions and do results comply with the selection criteria?

- If any household members were added at a later date (including Live In aides, if applicable,) were the proper documents obtained/added to the file?



B. Verification

5. Disability:

- Is the tenant given opportunity to report their disabled status (i.e. on the application, recertification questionnaire, etc...)
- If tenant reports disabled status, is there proper 3rd party verification for the specific definition of disability that is in place for the property type to support the eligibility for the \$400 allowance and medical expenses?



B. Verification

5. continued...

- ** Remember, a disability can exist even if the tenant does not receive SSI disability benefits- and some programs require additional 3rd party verification other than SSI award definitions.
- If disabled, was the tenant given the opportunity to report eligible medical expenses incurred- both at MI and Recertifications?



B. Verification

6. Student status:

- Is the tenant given the opportunity to report student status at **all** certifications (MIs, ICs, ARs, and IRs)- (are they instructed/asked to report any student status (part time or full time)?
- If tenant reports student status, is there proper documentation to show any applicable exceptions from the student rule or 3rd party verification of student status, student and/or parental income that is to be counted, financial aid over the amount of tuition etc...?
- If applicable, is the proper special status correct on the 50059?



B. Verification

7. Age:

- Is there proper verification of age in the file in accordance with the Owner/Agent or HUD policies?

- If any household members were added at a later date, were the proper documents added to the file?



B. Verification

8. Did the household certify whether or not they disposed of assets during the past two years?

- Is there a certification from the tenant that they did/did not dispose of any assets in the past 2 years for each MI, IC, and AR?

- If there were assets disposed of, were they disposed of for less than fair market value? If yes, is there documentation of cash value and amount actually received, was it properly calculated, and if applicable, was the difference entered as an imputed asset to be counted for the correct, specific amount of time?



C. Lease

North Tampa Housing Development Corporation



C. Lease

1. Is the correct HUD model Lease used?

- Is the correct and current version of the lease being used?
- Does the lease have the form number and date, and public reporting burden statement? *If using the HUDClips version of the lease, does it also have the proper OMB number/expiration date?
- Is the lease properly completed for ALL sections that require entry from the Owner/Agent (such as A-V for Model Lease, A-Q for 202/8 Lease)?



C. Lease

1. continued...

- Are the correct initial and renewal lease terms entered in accordance with the specific property type requirements (LMSA, PDSA, etc...)?

- Has any of the lease language been altered in any way? If yes, is there documentation of HUD approval?

- If lease is updated at AR, are the term and renewal dates (and all other Owner/Agent completed sections) completed correctly?



C. Lease

2. Is the original lease and subsequent leases or addendums signed by the owner/agent, head, spouse, co-head, and all other adult members of the household?
- Is the lease (and any HUD approved addendums) in the file and properly signed/dated by ALL adult members of the household and management?
3. Are applicable attachments attached to the lease, e.g., house rules, pet rules, unit inspection report?
- Are all attachments included & signed/dated by the tenant (House Rules, Pet Rules, etc...)?



C. Lease

4. If security deposit is required, was it correct?

- Was the security deposit amount collected in accordance with the property type requirements?
- If a payment agreement was established, was/is it enforced and properly collected?
- Does the amount of the security deposit match on the lease, 50059, and security deposit agreement/policy, if applicable?



C. Lease

5. If pet deposit required, was it correct?

- If applicable, was the correct pet deposit collected in accordance with established pet rules and policies?
- If there is a pet, are the proper required documents in the file (registration, inoculation, emergency caretaker, etc...?)

6. If pet deposit was paid in installments, was payment in accordance with the pet regulations?

- If applicable, was payment plan (and subsequent payments) made in accordance with the pet rules (tenants permitted to pay \$50 down and \$10 per month)?



C. Lease

7. Is the move-in inspection dated and signed by tenant and owner/agent?

- Does the MI inspection form have all of the correct information entered (name, date, unit #, condition of the unit, etc...) and does it have the proper required “decent, safe, and sanitary” statement?



C. Lease

7. continued...

- Was MI inspection conducted jointly on or before the MI date?

- Is the inspection form signed and dated by both the tenant and management?



C. Lease

8. Are Annual inspections documented in file?

- Was an annual inspection documented in the file (within 1 year from date of MI and at least annually after) and does the form have all of the correct information entered (name, date, unit #, unit's condition, inspector, etc...)?



D. Certification/ Recertification Activities

North Tampa Housing Development Corporation



D. Certification/Recertification Activities

1. Were recertification notices provided within the required timeframes?

- Was the Initial Notice provided at MI and each AR, signed and dated by tenant and management, and the original maintained in the file?
- Were the recertification reminder notices provided timely as required (120, 90, and 60 days) and dated copies maintained in the file?



D. Certification/Recertification Activities

1. continued...

- Do all of the notices reference the correct paragraph/section of the lease regarding recertification, have the correct contact info, appointment date range, cutoff date, next recert date, items to bring, and/or contract rent, etc... as required for each notice in the HUD Handbook 4350.3, Chapter 7?



D. Certification/Recertification Activities

2. Were recertifications completed on time?

- Was the recertification processed in a timely manner with regard to when the tenant reported for the recert, obtaining verifications (3rd party, tenant certification, etc...)?

- If for AR, does the recert month match the MI month (or month of IC, if applicable)?

- If for IR, was the effective date correct?



D. Certification/Recertification Activities

3. Is the certification signed and dated by the appropriate parties?

Is the 50059 properly signed and dated by ALL adult household members and management?



D. Certification/Recertification Activities

4. Wages

- *Make sure ALL types of verification forms being used have the proper HUD required language and clauses.

- Were proper verifications obtained and processed timely and correctly, as well as calculated and entered correctly on the 50059 (including documentation of why 3rd party not available when applicable)?

- Are the EIV Income Report and EIV Income Discrepancy Reports printed at IR/AR and 90 days after MI submission, and are they in the file along with any additional verifications/ discrepancy notes/ resolutions/follow-up documentation, if applicable?



D. Certification/Recertification Activities

5. Social Security Benefits

- Were proper verifications obtained and processed timely and correctly, as well as calculated and entered correctly on the 50059?

- Are the required EIV reports at IR/AR and 90 days after MI submission in the file along with any discrepancy notes/resolutions/follow-up, if applicable?



D. Certification/Recertification Activities

6. Welfare/Public Assistance/TANF

- Were proper verifications obtained and processed timely and correctly, as well as calculated and entered correctly on the 50059 (including documentation of why 3rd party not available when applicable)?



D. Certification/Recertification Activities

7. Other income

- Were proper verifications obtained and processed timely and correctly, as well as calculated and entered correctly on the 50059 (including documentation of why 3rd party not available when applicable)?
- If applicable, are the proper zero-income certifications in the file for household members with no source of income?



D. Certification/Recertification Activities

8. Actual Income from Assets

- Were proper verifications obtained and processed timely and correctly, as well as calculated and entered correctly on the 50059 (including documentation why 3rd party not available when applicable)?
- Do verifications obtained contain all needed information to properly calculate both the income from each of the assets as well as the cash value (i.e. interest rates, dividends, withdrawal penalties, broker fees, current savings value, 6 month average checking value etc...)?



D. Certification/Recertification Activities

9. Imputed income when assets are greater than \$5,000

- Were proper verifications obtained and processed timely and correctly, as well as calculated and entered correctly on the 50059 (including documentation why 3rd party not available when applicable)?

10. Dependent Allowance

- Were proper allowances given for dependents (including for dependent students or dependent disabled over the age of 18)?



D. Certification/Recertification Activities

11. Medical Expenses

- Were proper verifications obtained and processed timely and correctly for eligible expenses, as well as calculated and entered correctly on the 50059?

12. Disability Expenses

- Were proper verifications obtained and processed timely and correctly for eligible expenses, as well as calculated and entered correctly on the 50059?



D. Certification/Recertification Activities

13. Childcare Expenses

- Were proper verifications obtained and processed timely and correctly for eligible expenses, as well as calculated and entered correctly on the 50059?

- Is there proper verification to determine if the household qualifies for childcare expenses and that it does not exceed the income generated from this care?

- It the proper work code entered on the 50059?



D. Certification/Recertification Activities

14. Elderly/disabled household allowance

- Was the proper allowance given for households where the HOH, Spouse, or Co-Head is over the age of 62 or verified as disabled?

15. Are all expenses/allowances claimed eligible under the HUD Handbook 4350.3 REV-1?

- Were households eligible for all of the expenses and/or allowances claimed?



D. Certification/Recertification Activities

16. Was the correct unit rent used for rent determination?

- Does the contract rent and utility allowance match the rent schedule in effect at the time of the 50059 effective date?
- If applicable, is the GR 50059 printed in the file and signed/dated by management (and the tenant if the tenant's portion changed or there is a change in the utility reimbursement)?
- If applicable; if the GRC was entered after a certification was already processed, and it changed that 50059's Contract Rent, Utility Allowance, TTP, Tenant Rent, Subsidy, etc... was a new, corrected 50059 printed for the file and signed/dated as necessary?



D. Certification/Recertification Activities

17. Total Tenant Payment

- Is the TTP correct and does it agree with the verified information in the file?

18. Tenant Rent

- Is the Tenant Rent correct?



D. Certification/Recertification Activities

19. Utility Reimbursement

- Is the Utility Reimbursement correct?

- Was the correct amount (including the partial month's pro-rated portion from MI, if applicable) paid to the tenant within 5 business days of receiving the funds on a voucher from the HUD HAP?

- Is there documentation available that shows when the HAP payment was received and when the reimbursement was actually paid/disbursed to the resident for every month?



D. Certification/Recertification Activities

20. Assistance Payment

- Is the subsidy payment correct?

- Was the 50059 signed and dated by the tenant prior to being reported on a voucher?



D. Certification/Recertification Activities

21. Is the tenant paying minimum rent?

Is the tenant paying the minimum TTP of \$25?

22. Has a hardship exception been granted for paying minimum rent?

If the tenant was at the minimum TTP level of \$25, did they request (and were they granted) a hardship waiver to avoid paying the minimum rent? If so, is the proper documentation in the file and proper processes being followed?



D. Certification/Recertification Activities

23. Was a 30-day rent increase notice provided to tenant?

- Was the tenant given proper 30 day notice of any increase in rent?
- If 30 day notice was not given, was there documentation or notation in the file to document why the notice was not required?



D. Certification/Recertification Activities

24. If applicable, has tenant entered into a written payment plan for monies due to the project?
- Is the tenant on any written payment plan for monies owed? If yes, is management following up to ensure the plan is adhered to, proper payments are noted, and enforcing the agreement?
 - If the tenant is paying a repayment agreement for unreported income (and the Owner/Agent did a manual adjustment adding the full amount back onto the voucher agreeing to pay back HUD as the tenant pays,) are these monies being reported and confirmed as paid back to HUD on the voucher as they are received from the tenant?



D. Certification/Recertification Activities

24. continued...

- For EIV discrepancy/unreported income, does the repayment agreement include all required language/information, has the Owner/Agent adhered to the EIV Policies and Procedures and the 40% of income payment rule, if applicable, and made revisions to the payback agreement if income decreased or increased? (remember, you the Owner/Agent cannot require the tenant to pay more than 40% of income including the payback, unless both agree to pay a higher amount.)



E. Billing

North Tampa Housing Development Corporation



E: Billing

1. Does the assistance payment requested on the monthly billing (HUD-52670-A, Part 1) agree with the assistance payment on the 50059 data requirements?
 - Does the voucher show the correct monthly subsidy was requested as listed on the 50059?
2. If required, have adjustments been made to the monthly billing?
 - Does the voucher adjustment section show the correct requested pro-rated rent (and any additional months, if applicable) amount as well as any refunds to HUD for overpaid subsidies?



F. Move-Out File Review

North Tampa Housing Development Corporation



F: Move-Out File Review

1. Was there a move-out notice from tenant?

- Did the tenant provide notice to vacate in accordance with established policies and guidelines?

2. Was there a move-out inspection?

- Was there a MO inspection conducted at the time of MO?
- If there were damages above normal wear and tear, were they noted on the MO inspection form?



F: Move-Out File Review

3. If there is a move-out inspection, is it dated?

- Was the MO inspection signed and dated by management (and tenant, if applicable)?



F: Move-Out File Review

4. Was the security deposit refunded to tenant within 30 days or in accordance with state/local laws whichever is shorter?
- Was the security deposit (or balance thereof) refunded to the tenant within 30 days of move-out?
 - Was interest properly calculated and paid on the security deposit as required, if applicable?
 - Is the file documented with a copy of the check/check #, amount refunded, and date sent to the tenant?



F: Move-Out File Review

5. Was an itemized list of the damages and charges provided to the tenant?
- Does the security deposit disposition letter itemize the charges to the tenant and was it sent within 30 days of move-out?
 - Do the charges correspond to the move-out inspection and other documentation (accounting statements, etc...) in the file?
 - Is there sufficient documentation in the file to show that all charges were actual costs (receipts, invoices, work orders, etc...)?



F: Move-Out File Review

6. Were any additional charges paid by tenant?

- Were there additional charges paid by the tenant?
- If there were additional charges/payments made by the tenant, and there was a special claim processed, were those payments documented as returned/refunded to HUD?



F: Move-Out File Review

7. Does the tenant move-out date on voucher match the date the tenant vacated unit?
- Does the actual move-out date match the voucher?
 - Were the proper adjustments made on the voucher to reimburse HUD for the overpaid subsidy?
 - If tenant was deceased and was the only family member, was the move out date 14 days or less from the date of death, and is there documentation in the file for the date of death?

G. Applicant Rejection Review

North Tampa Housing Development Corporation



G: Applicant Rejection Review

1. Was the reason the applicant was denied admittance in accordance with the Tenant Selection Plan?
 - Does the reason for rejection comply with the Tenant Selection Criteria and HUD guidelines?
 - Was the rejection information and date/time correctly entered on the waiting list?



G: Applicant Rejection Review

2. Did the rejection letter provide the applicant the right to appeal?

- Did the written rejection letter state the specific reason for rejection; provide the right to respond in writing or request a meeting within 14 days, and advise that person with disabilities have the right to request reasonable accommodations to participate in the informal hearing process, and include a TTY number?

- Was a rejection letter sent to all applicants who have been removed from the waiting list (including applicants who asked to be removed so a paper trail has been created to document the request)?

G: Applicant Rejection Review

3. If the applicant appealed, was the appeal reviewed by someone other than the person who made the original decision?

If appealed, did someone other than the original person review the appeal?

G: Applicant Rejection Review

4. Was the appeal processed and applicant notified of appeal decision within five days of the meeting?

- If appealed, was the applicant notified in writing of the appeal decision within 5 days of the meeting/hearing?
- If the appeal was overturned and the applicant reinstated, were they reinstated and re-entered on the waiting list in accordance with established policies and procedures?

Questions???

