Vouchering & TRACS Best Practices

North Tampa Housing Development Corporation

NTHDC State Conference
July 20, 2010
Tampa, FL
Session Instructor
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North Tampa Housing Development Corporation

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Contract Administrator Obligations

As Contract Administrators we are obligated to:

• Verify the accuracy of monthly Section 8 vouchers submitted by owners.
• Verify that recertifications are completed by owner in a timely manner.
• Verify special claims are properly approved.
• Verify that owners are complying with current HUD rules and other requirements.
Owner/Agent Obligations

As an Owner/Agent you are obligated to:

• Submit your electronic HAP voucher and hard copy by the 10th day of each month
• Submit all tenant data processed since the last HAP voucher submission
• Recertify tenants in a timely manner
• Respond promptly to your draft reconciliation report
The O/A sends voucher/tenant files via their TRACS mailbox to CGI’s TRACS mailbox.

The O/A sends any tenant files that are needed for corrections back through TRACS mailbox system.

TRACS data is downloaded periodically into CGI’s vouchering software from CGI’s mailbox.

Once all appropriate data is received the CS may begin reconciling the voucher.

Once the voucher is approved it is sent for payment.

CS communicates with the site through email/phone to resolve discrepancies.

Site emails/faxes paper copy of voucher to CGI.

Once approved a final report is sent to O/A.
Contract Options

Site emails/faxes
paper copy of voucher to CGI

The O/A sends voucher/tenant files via their TRACS/IMAX mailbox to CGI’s TRACS/IMAX mailbox

TRACS/IMAX data is downloaded periodically into CGI’s vouchering software (CAVS) from CGI’s mailbox
# Reconciliation Report

## VOUCHER RECONCILIATION REPORT

**Contract #:** CAGOL000027  
**Property Name:** Whispering Pines Apartments  
**Voucher Month:** October 2000  
**Prepared By:** Linda Baker - 9/21/2009  
**Status:** Final Reconciliation Ready

### VOUCHER SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>CA Amount</th>
<th>SE Amount</th>
<th>Variance</th>
<th>CA Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Regular Payment</td>
<td>$47,382</td>
<td>$45,941</td>
<td>($1,441)</td>
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<tr>
<td>Total Manual Adjusted Payment</td>
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<td>($243)</td>
<td>$0</td>
<td></td>
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<tr>
<td>Total Special Claims Payment</td>
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<td>$0</td>
<td>$0</td>
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<tr>
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### VOUCHER BALANCE SUMMARY

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<td>Total Prior Month Outstanding Balance:</td>
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<tr>
<td>Total Current Month Voucher Variance:</td>
</tr>
<tr>
<td>Total Current Month CA Accounting Adjustment:</td>
</tr>
<tr>
<td>Total Current Month Payment Reductions:</td>
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<td>Outstanding Discrepancy Amount:</td>
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### VOUCHER DETAIL

#### Regular Payments

<table>
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<tr>
<th>No</th>
<th>Head of Household</th>
<th>Unit</th>
<th>CA Amount</th>
<th>SE Amount</th>
<th>Variance</th>
<th>CA Comments</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>AARON BEVER</td>
<td>7614-7</td>
<td>$351</td>
<td>$0</td>
<td>($351)</td>
<td>Tenant already in unit has not transferred out, transfer IN for tenant. Rental paid due to incorrect LE date. Please submit corrected transfer.</td>
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<tr>
<td>2</td>
<td>JOY ROBERTS</td>
<td>7614-7</td>
<td>$50</td>
<td>$5</td>
<td>($45)</td>
<td>Move Out tenant never actually in unit to ME tenant Roberts, Jr.</td>
</tr>
<tr>
<td>3</td>
<td>JOY ROBERTS</td>
<td>7610-3</td>
<td>$525</td>
<td>$0</td>
<td>($525)</td>
<td>Transfer IN effective date must be greater than the date the unit was vacated. Unit move-IN date has been entered as 1/1/1990. Please correct and resubmit.</td>
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**Total Regular Payment Discrepancies:** $0

### Adjustment Payments

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<tr>
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<td>$236</td>
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<td>4</td>
<td>$139</td>
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**Total Manual Adjustment Discrepancies:** $9

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[Page 1 of 3]
### Reconciliation Report-cont.

#### Manual Adjustment Payments

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<thead>
<tr>
<th>#</th>
<th>Tenant</th>
<th>#</th>
<th>Amount</th>
<th>Amount</th>
<th>Amount</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>SAL DAMICO</td>
<td>317</td>
<td>$(100)</td>
<td>$(100)</td>
<td>0</td>
<td>site repayment agreement for tenant Damico</td>
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</table>

**Total Manual Adjustment Discrepancies:**

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<th>Amount</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
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<td>$(100)</td>
<td>$(100)</td>
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#### Special Claim Payments

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<th>Amount</th>
<th>Amount</th>
<th>Details</th>
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**Total Special Claim Payment:**

<table>
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<tr>
<td></td>
<td>4,076</td>
<td>4,076</td>
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</tbody>
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---

**Past Due Certifications by Current Voucher Month**

**Date:** 09/22/2009  
**Project Name:** Whispering Pines Apartments  
**Contract Number:** CA30L000027

**Voucher Month:** Oct-09

<table>
<thead>
<tr>
<th>Unit</th>
<th>Tenant</th>
<th>Next Recert Date</th>
<th>Status</th>
<th>Household on Hold?</th>
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<tbody>
<tr>
<td>7608-1</td>
<td>ZANG</td>
<td>HER</td>
<td>9/1/2009</td>
<td>Past Due</td>
</tr>
<tr>
<td>7620-3</td>
<td>JOY</td>
<td>ROBERTS</td>
<td>9/1/2009</td>
<td>Past Due</td>
</tr>
</tbody>
</table>
Vouchering Resources

HUD Handbook 4350.3, Change 3
Monthly Activity Transmission (MAT) User Guide
Annual Contributions Contract (ACC) Guidebook
• Outlines occupancy requirements and procedures to ensure that only eligible applicants are selected for occupancy in HUD housing.

• Can be located at http://www.hud.gov/offices/adm/hudclips/index.cfm

• Library

• Handbooks/Housing

• Search for 4350.3
Monthly Activity Transmission (MAT) User Guide

• The MAT User's Guide is a technical resource that governs the electronic transmission of certifications and vouchers.

• Defines MAT files and the edits performed by TRACS

• Should be used in conjunction with the 4350.3 Handbook

• The MAT guide can be located at: http://www.hud.gov/offices/hsg/mfh/trx/trxmatg.cfm
Annual Contributions Contract (ACC)

- The Annual Contributions Contract (ACC) is the contract between HUD and the Public Housing Authority (PHA).
- Can be located at [http://170.97.67.13/offices/hsg/mfh/rfp/docs/samp_acc.pdf](http://170.97.67.13/offices/hsg/mfh/rfp/docs/samp_acc.pdf)
  - Exhibit A – Page 15 (Section that applies to vouchers)
  - Section 3.5 Monthly Vouchers (Section that applies to vouchers)
- Outlines the Contract Administrators (CA) Obligation.
What is TRACS?

• Tenant
• Rental
• Assistance
• Certification
• Systems

HUD web-based system that provides authorized users; status, summary and detailed updates on vouchers and tenant data submitted.
What is TRACS Compliance?

• TRACS Compliance is the ratio of Active certification to the Regular units billed each month on a voucher.

• Active certifications are based on the most rent MAT 10 certification for a unit.

• The TRACS Compliance query does not include units where tenants have either moved out, or had their assistance terminated.
Why is TRACS Compliance Important?

• To ensure timely payment of the monthly voucher
• Accurate reporting of tenants who are a part of the Sec 8 program
• EIV information
Calculating TRACS Compliance

• TRACS calculates the compliance percentage using the following formula:

\[ \text{TRACS Compliance} = \left( \frac{\text{Active certifications regular units billed on the last voucher}}{\text{Active Certs Regular Billed Units}} \right) \times 100 \]

• The goal is to have 100% TRACS Compliance.

• Must have at least a 90% compliance ratio to ensure voucher payment

• Active Certs Regular Billed Units = TRACS Compliance
Calculating TRACS Compliance

Active Certification

• Is a MAT 10 (Move-in certification, Initial certification, Interim certification, Annual certification) that was effective within the last 15 months –to the day.

• This number can change on a day to day basis with the sending of certifications to TRACS.

Regular Billed Units

• The number of units billed is the same as the number of units receiving subsidy on the most current voucher.

• This number changes once a month when the voucher is submitted to TRACS.
Example # 1:

Joseph Estates has active certifications totaling 43 in TRACS and 43 regular units that are billed.

\[ 43 \times 43 = 1 \]

\[ 1 \times 100 = 100\% \text{ Compliant} \]
Example #2:

Villa Arms has active certifications totaling 37 in TRACS and regular units billed totaling 43.

\[
37 \times 43 = 86\%
\]

86% Non-Compliant

This is below the 90% minimum compliance standard, therefore the property does not have sufficient tenant data in TRACS to support the monthly voucher submitted for 43 tenants.
Monitoring TRACS Compliance

• Owner/agents are responsible for monitoring the compliance percentage of their properties.

• Secured Systems gives access to the TRACS system

• Various TRACS queries allow you to retrieve information on a property’s- Voucher, tenants, address, and certification information.
How to Monitor TRACS Compliance

• Secured Systems access
• Voucher Tenant Compliance Query
• Certification Query
• To access Secured Systems use the following link:

https://hudapps.hud.gov/HUD_Systems/

Enter your user name and password issues by TRACS
The Main Menu will appear for you to select the TRACS option.
The TRACS Menu below will appear
Reviewing Certifications

- Tenants certifications can be reviewed by accessing the Tenant Certification Query.
NORTHTAMPAHOUSINGDEVELOPMENTCORPORATION

Reviewing Certifications

Voucher
- Contract/Project Based Voucher Summary Query
- Over/Under Payment Resolution
- Voucher Detail/Summary Reports
- Voucher Tenant Compliance Query
- Voucher Query

Tenant
- Assistance Payment Query
- Certification Query
- Certification with Discrepancy Query
- Late Recertification Query
- Move-In/Move-Out Query
- Multiple Occupancy Query
- Project Evaluation Query
- Tenant Unit Address Query
- Verification Query
TRACS
Certification Query

Option 1 displays per household the most current certification effective within the past 15 months. Option 2 displays the tenant’s most current certification regardless of its age. All futures are displayed too.

Enter one of the following options:
1. Contract or Project Number
2. Contract or Project Number and Tenant SSN

Contract Number: FL12R123456 or Project Number:  
Tenant SSN:  
SORT BY:  ◯ Unit  ◯ Name
REPORT BY:  ◯ Browser  ◯ Download

Submit  Reset
Tenants highlighted in blue are considered active and being counted towards the TRACS Compliance percentage.

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<thead>
<tr>
<th>Tenant Name</th>
<th>SSN</th>
<th>Unit Number</th>
<th>Effective Date</th>
<th>Cert Type</th>
<th>Action Code</th>
<th>Action Effect Date</th>
<th>TRACS Process Date</th>
<th>AP</th>
<th>TTP</th>
<th>Annual Income</th>
<th>Adjusted Income</th>
<th>Gross Rent</th>
<th>Assist Status Code</th>
<th>Project or Contract Number</th>
<th>Subsidy Type</th>
<th>Previous Contract Number</th>
<th>Next Recert Date</th>
<th>Bedroom Count</th>
<th>Over/Under Housed</th>
<th>Move In Date</th>
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<td>$18539</td>
<td>$464</td>
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<td>064640030</td>
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<td></td>
<td>10/1/10</td>
<td>1</td>
<td>U</td>
<td>1/30/07</td>
</tr>
</tbody>
</table>

Interpreting and printing this page.
Click on the tenant in which you would like to view the certification history

**U.S. Department of Housing and Urban Development**

**TRACS Certification List**

Contract/Project Number: OH10L000303
Subsidy Contract Expiration Date: 9/30/10
Active Tenant Count/Units: 16/16 (100%)

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

<table>
<thead>
<tr>
<th>Tenant Name</th>
<th>SSN</th>
<th>Unit Number</th>
<th>Effective Date</th>
<th>Cert Type</th>
<th>Action Code</th>
<th>Action Effect Date</th>
<th>TRACS Process Date</th>
<th>AP</th>
<th>TTP</th>
<th>Annual Income</th>
<th>Adjusted Income</th>
<th>Gross Rent</th>
<th>Assistance Type</th>
<th>Project Contract Number</th>
<th>Subsidy Type</th>
<th>Previous Contract Number</th>
<th>Next Recent Date</th>
<th>Bedroom Count</th>
<th>Over/Under Housed</th>
<th>Move In Date</th>
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<tbody>
<tr>
<td>BABINEAUX M. D</td>
<td>XXXXX8423</td>
<td>00 KA-01</td>
<td>11/1/09</td>
<td>IR</td>
<td>CT</td>
<td>11/23/09</td>
<td>$365</td>
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<td>$464</td>
<td>E</td>
<td>04644030</td>
<td>1</td>
<td>10/1/10</td>
<td></td>
<td>1</td>
<td></td>
<td>9/22/04</td>
</tr>
<tr>
<td>HOWARD M. L</td>
<td>XXXXX2411</td>
<td>00 KA-02</td>
<td>10/1/09</td>
<td>AR</td>
<td>CT</td>
<td>1/11/10</td>
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<td>$45</td>
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<td>10/1/10</td>
<td></td>
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<td>2/18/05</td>
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<tr>
<td>SATCHER T.</td>
<td>XXXXXX3573</td>
<td>00 KA-03</td>
<td>10/29/09</td>
<td>MI</td>
<td>CT</td>
<td>11/18/09</td>
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<td>10/1/10</td>
<td></td>
<td>1</td>
<td></td>
<td>10/29/09</td>
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</tbody>
</table>
Certification History List

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

Head Tenant Name: BABINEAUX, M. D.
Head Tenant SSN: XXXXX8423

Project/Contract Number: OH10L000303
Sorted By: Effective Date

Select a Head Tenant Name to view additional certification details.

<table>
<thead>
<tr>
<th>Head Tenant Name</th>
<th>Head SSN</th>
<th>Unit Number</th>
<th>Effective Date</th>
<th>Seq Num</th>
<th>Cert Type</th>
<th>Action Code</th>
<th>Action Effective Date</th>
<th>TRACS Process Date</th>
<th>AP</th>
<th>TTP</th>
<th>Annual Income</th>
<th>Adjusted Income</th>
<th>Gross Rent</th>
<th>Assist Status Code</th>
<th>Project/Contract Number</th>
<th>Subsidy Type</th>
<th>Previous Contract Number</th>
<th>Next Recert Date</th>
<th>Bedrm Count</th>
<th>Over/Under housed</th>
<th>Move In Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>BABINEAUX, M. D</td>
<td>XXXXXX8423</td>
<td>00 KA-01</td>
<td>11/1/09</td>
<td>2</td>
<td>&quot;IR&quot;</td>
<td>CT</td>
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<td>10/1/09</td>
<td>9/22/04</td>
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<td>&quot;AR&quot;</td>
<td>CT</td>
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<td>10/1/06</td>
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<td>10/1/09</td>
<td>9/22/04</td>
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</tr>
</tbody>
</table>

Interpreting and printing this page

RETURN TO QUERY
# Certification Discrepancy

**U.S. Department of Housing and Urban Development**  
**TRACS Certification Discrepancies**

**Head Tenant Name:** JENKINS, J.  
**Head Tenant SSN:** XXXXX5427

**Certification Effective Date:** 10/1/09  
**Project/Contract Number:** OH10L000303

<table>
<thead>
<tr>
<th>Discrepancy Code</th>
<th>Description</th>
<th>Recommendation</th>
<th>Action Required</th>
<th>Member Number</th>
<th>Reported Value</th>
<th>Calculated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE151</td>
<td>NO MATCHING CERTIFICATION FOUND FOR CORRECTION SUBMITTED</td>
<td>TRACS STORED THE CORRECTION. NO ACTION REQUIRED.</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CE131</td>
<td>SECURITY DEPOSIT IS NOW BEING COLLECTED BY TRACS.</td>
<td>ENTER THE SECURITY DEPOSIT AMT. AND RESUBMIT THE TRANSACTION AS A CORRECTION</td>
<td>3</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

[RETURN TO QUERY]
 Trouble Shooting Discrepancies

• Working with your Contract Administrator (CA)
• TRACS User Guide
• MAT User Guide
• TRACS Discussion Forum
Working with your CA

• Partnership

The common goal is to achieve 100% TRACS Compliance. It’s imperative that all information transmitted to the CA is accurate and correctly formatted. The CA is responsible for sending all certifications received to TRACS.

• Time Saver

Your CA may already be working to resolve any discrepancy or fatal error messages related to the certification submitted. If not, they may be able to instruct you on exactly what is needed to get a successful certification transmitted to TRACS.
Working with your CA

• Proper Resolutions

Communication is key when errors occur. Working with your CA will help achieve this goal. Researching the HUD published manual and handbooks (4350.3, TRACS User Guide, MAT User Guide) can assist with the best way to resolve an issue as well.
MAT USER GUIDE

• The MAT user guide can be accessed:

http://www.hud.gov/offices/hsg/mfh/trx/trxmatg.cfm

• Key Chapters- 4, 5, 6 and Appendix E
MAT USER GUIDE

Summary of the Monthly Activity Transmission (Mat) User's Guide

The Monthly Activity Transmission (MAT) User's Guide contains technical submission instructions for owners, management agents, and PHAs/State Housing Agencies acting as contract administrators transmitting HUD-30039 data electronically to the Tenant Rental Assistance Certification System (TRACS). This technical guide is written for computer programmers.

The MAT User's Guide is published to assist you in complying with the TRACS Automation Rule mandated by HUD in 1994. The Rule requires electronic submission of tenant and financial data by owners of certain subsidized multifamily projects and by the public agencies that administer the assistance contracts for HUD.

The MAT User's Guide is a technical user's guide describing the prescribed format MAT record layouts, field characteristics, and HUD-form data locations for all Tenant Rental Assistance Certification System (TRACS) data transmitted to and from HUD.

The MAT is a front-end subsystem to TRACS. It accepts data transmitted from the Industry sites to HUD Headquarters in an electronic format and returns messages from HUD Headquarters to sender sites. Limited edits are performed on the data format before passing the pre-validated data to the TRACS system for further validation and processing. Data which fail the MAT edits cannot be processed and a last chance to be sent to the sender. The Industry members are responsible for formatting their automated data to be accepted by the MAT.

The Industry transmits MAT data to TRACS through an electronic mailbox. Transmissions not received—or received garbled—will be resolved by the document provides the information necessary to respond to error messages received in the transmitted data, and respond to error messages received in the transmitted data.

Chapter 4 - TRACS Operating Tips

- Chapter 5 - MAT Tenant System Record Formats and Definitions
- Chapter 6 - TRACS' MAT Voucher/Payment System Record Formats and Definitions
- Appendix A - Multifamily Housing Hub and Program Center Structure in TRACS
- Appendix B - TRACS Message Formats
- Appendix C - MAT Tenant and Voucher System Error Messages and Codes
- Appendix D - TRACS Discrepancy Code Tables
- Appendix E - TRACS Fatal Error Messages and Codes
- Appendix F - TRACS Tenant Informational Message Codes
- Appendix G - TRACS Voucher Acknowledgment & Status Messages and Codes
- Appendix H - Calculation Guidance
- Appendix I - MAT5 Address Record Specification
Questions?

NORTH TAMPA HOUSING DEVELOPMENT CORPORATION

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