



Fall 2024 Edition

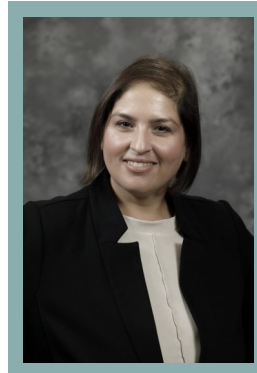
# The CA Quarterly Review

NORTH TAMPA HOUSING DEVELOPMENT CORPORATION

FROM THE DESK OF

LAYLA HAYAVI

NTHDC Director and Contract Administrator



Dear Owners, Agents, and Industry Colleagues,

This Fall marks the 20th year as your PBCA Partner in the state of Florida. We continue to value our partnerships with HUD, Owners and Agents and Industry Partners and we look forward to continuing to serve as your PBCA for the next twenty years (or longer!). Safrone Presley, Lorie Craft, Dorothy Swayze, and Jacqueline Reynolds have been integral to the success of the PBCA program and are valued members of the original NTHDC Team from 2004. All four women are PBCA industry experts, and we all benefit from their extensive HUD knowledge and working expertise.

We would also like to thank our owners and agents for their dedication to providing quality affordable housing to over 60,000 Floridians. Thanks to their dedication, we have been able to sustainably maintain 40,000 units of affordable housing from the panhandle to the Keys and nearly every town in between.

On behalf of the NTHDC team, we extend our sincere thanks to you.

**Layla Hayavi**

**NTHDC Director and Contract Administrator**

*"Tell me, and I forget. Teach me, and I remember. Involve me, and I learn." -Benjamin Franklin*

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# Change of Date

HUD has extended the date for Owners to be in full compliance with the HOTMA final rule. Per HUD Notice [H 2024-09](#), the full compliance date stated in the final rule is revised from January 1, 2025 to July 1, 2025.

## HOTMA HIGHLIGHTS

Full compliance with the HOTMA final rule is mandatory effective **July 1, 2025**. HUD provided a wealth of information in [Notice H 2023-10](#) to help MFH Owners prepare and subsequently implement the many program changes brought about by the Housing Opportunity Through Modernization Act of 2016 (HOTMA) sections 102 and 104 and detailed in the Final Rule published in the *Federal Register* on February 14, 2023.

### New HUD Resources

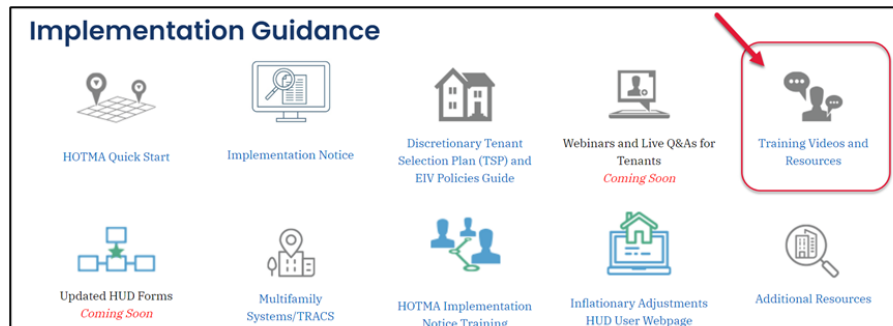
Most recently, HUD has released training videos covering the below topics which are posted on [HUD's Multifamily HOTMA Website](#):

1. Implementation Overview
2. Net Family Assets
3. Determining Income
4. Mandatory Deductions & Hardships
5. Annual Reexaminations
6. Verifications & Other Related Topics
7. Interim Reexaminations
8. Asset Limitation

*To submit an idea or suggestions for future publications or to register for the mailing list,  
Please visit the [NTHDC website](#) or send an email to [andrew.hill@cgifederal.com](mailto:andrew.hill@cgifederal.com)*

## HOTMA HIGHLIGHTS CONTINUED

These training videos can be accessed under the Implementation Guidance section on the website.



### Review of HOTMA Changes (from Notice H 2023-10)

**Asset Limitation** –If the family owns real property that is suitable for occupancy by the family as a residence or has assets in excess of \$100,000, they will not be eligible for assistance (Owners are given discretion at reexamination when enforcing the asset limitation).

**Calculating Income** –At Annual Reexaminations, Owners must first determine the family’s income for the previous 12-month period (with attention being paid to current income) and use this amount as the family income. New Admissions and Interim Reexaminations will remain consistent with the pre-HOTMA process.

-When calculating income, Owners will not be considered out of compliance solely due to de minimis errors in calculating family income (errors no more than \$30 per month in monthly adjusted income or \$360 in annual adjusted income). While de minimis errors will not result in a finding, Owners are required to correct the error retroactively.

### Deductions and Expenses –

-The elderly/disabled family deduction will increase from \$400 to \$525.

-The sum of unreimbursed health and medical care and reasonable attendant care and auxiliary expenses will change to what exceeds 10 percent of the family’s annual income can be deducted from annual income.

-Some financial hardship exemptions will be available for eligible families.

### DIRECT ELECTRONIC SUBMISSIONS AS FOLLOWS:

#### VOUCHERS

[voucher@cgifederal.com](mailto:voucher@cgifederal.com)

#### SPECIAL CLAIMS

[specialclaim@cgifederal.com](mailto:specialclaim@cgifederal.com)

#### MOR RESPONSES

[tampageneralmailbox@cgifederal.com](mailto:tampageneralmailbox@cgifederal.com)



## HOTMA HIGHLIGHTS CONTINUED

**Imputed Income** – Imputed income from assets is no longer determined based on the greater of actual or imputed income from the assets. Instead, imputed asset income must be calculated for specific assets when three conditions are met:

- The value of net family assets exceeds \$50,000 (as adjusted for inflation);
- The specific asset is included in net family assets; and
- Actual asset income cannot be calculated for the specific asset.

**Income Exclusions** – HUD is clarifying and adding some exclusions when it comes to a family's Net Family Assets. One example is the nonrecurring income exclusion which replaces the former exclusion for temporary, nonrecurring, and sporadic income (including gifts), but it provides a narrower definition of excluded income.

**Inflationary Adjustments** – HUD will annually publish the eight inflation-adjusted. Click [here](#) to view the most recent published list that will be effective January 1, 2025 – Or, when the property implements HOTMA rules.

**Interim Reexaminations** – The final rule changes the conditions under which interim reexaminations must be conducted, codifies when interim reexaminations should be processed and made effective, and requires related changes for annual reexaminations and streamlined income determinations.

-Owners must conduct an interim reexamination of family income when they become aware that a family's annual adjusted income has changed by an amount that the Owner estimates will result in a decrease of 10 percent or more in annual adjusted income or a lower threshold set by HUD or the Owner in their TSP.

-Owners must also conduct an interim reexamination of family income when the Owner becomes aware that the family's adjusted income has changed by an amount that the Owner estimates will result in an increase of 10 percent or more in annual adjusted income or another amount established through a HUD notice, with the following exceptions:

- Owners may not consider any increases in earned income when estimating or calculating whether the family's adjusted income has increased, unless the family has previously received an interim reduction during the same reexamination cycle; and
- Owners may choose not to conduct an interim reexamination during the last three months of a certification period if a family reports an increase in income within three months of the next annual reexamination effective date.

**Verification** – The final rule updated verification of income requirements. All applicants must sign the consent form at admission, and participants must sign the consent form no later than their next interim or regularly scheduled income reexamination. After an applicant or participant has signed and submitted a consent form either on or after January 1, 2024, they do not need to sign and submit subsequent consent forms at the next interim or regularly scheduled income examination except under the following circumstances:

- When any person 18 years or older becomes a member of the family;
- When a member of the family turns 18 years of age; and
- As required by HUD or the PHA in administrative instructions.

The regulation clarifies that Owners must use EIV to verify tenant employment and income information at annual and streamlined reexaminations of family composition and income. However, Owners are no longer required to use EIV to verify tenant employment and income information during an interim reexamination of family composition and income. Lastly, HUD is adjusting what the Department considers acceptable documentation of SSN to make it easier for applicants to access programs even if they do not have access to their Social Security card or other documentation acceptable to HUD.



## COMING SOON: TRACS 203A UPDATE

While HUD has not published any new updates to the timetable for the release of TRACS 203A, the deadline for MFH Owners to be in full HOTMA Compliance is **July 1, 2025**. Here is a reminder of what the update will entail:

The current TRACS Version 202D, is being upgraded to 203A in order for HUD to accept data from Multifamily Housing (MFH) business partners that complies with updated policies and procedures. This upgrade will also encompass all requirements and changes under the ***Housing Opportunity Through Modernization Act of 2016*** (HOTMA) ***Final Rule*** published in their Federal Register on February 14, 2023 [Federal Register Volume 88, Issue 30](#).

### TRACS Version 203A Rollout—

#### TRACS 203A MAT User Guide – Specifications and Edits to the MAT Guide:

When completed, will be posted to TRACS Documents page: [Multifamily Housing - TRACS Documents - HUD](#).

OMB has to approve all Voucher forms (50059, 50059-A, 52670, and Special Claim forms).

#### 203A Testing – TRACS Database made available for both CA and OA software testing.

Test phases will be rolled out in Sprints to encompass all 203A changes and HOTMA requirements.

#### 203A Go Live Transition

- Go Live date is tentative as it is dependent on OMB forms approval.
- TRACS and CA software begins accepting both 202D and 203A Voucher and Certification transmissions.
- OA transition period will be determined and announced later.

All certifications entered after 203A is fully up and running **must** follow HOTMA rules.



## HUD EXPANDS HOUSING COUNSELING SERVICES TO MORE AMERICANS

*The Department celebrates Housing Counseling by introducing new initiatives, including a partnership with Zillow, and the use of virtual methods to broaden access and reach more Americans seeking housing assistance.*

HUD announced a series of new actions to expand housing counseling services and strengthen pathways to homeownership for Americans. HUD is also launching a new partnership with Zillow to help attract the next generation of homebuyers. HUD also published a final rule to allow additional flexibilities to housing counseling agencies when delivering critical housing counseling services to potential homebuyers, homeowners, and renters. Today's announcements reflect the Biden-Harris Administration and HUD's commitment to expanding access to homeownership, particularly for disadvantaged communities and first-time homebuyers, and communities who have typically been shut out of homeownership opportunities.

"Every day, HUD's counselors provide thousands of Americans with trusted advice about buying a home, avoiding foreclosure, and locating and sustaining affordable housing. But we know we can help even more people" **said HUD Acting Secretary Adrienne Todman**. "Today's announcements will help us do just that. Together, we will reach a new generation of homeowners, help more families build generational wealth, and continue our work to help Americans historically left out of the homebuying process."

"We're excited to raise awareness about the availability and benefits of housing counseling," **said Federal Housing Commissioner Julia Gordon**. "These initiatives make it easier for households to access the assistance they need to navigate the homebuying process or to secure safe, affordable and stable housing."

### **Partnership with Zillow to Broaden Reach of HUD's Let's Make Home the Goal campaign**

Zillow—which reaches 217 million visitors a month—will display "Let's Make Home the Goal" advertisements on its digital platforms. The multi-year "Let's Make Home the Goal" campaign generates awareness of the availability and benefits of pre-purchase housing counseling provided by HUD-certified housing counselors and is designed to reach communities of color that have historically faced more difficulties with the homebuying process due to systemic barriers. Access to quality housing counseling services helps bridge the racial homeownership and knowledge gap for first-time homebuyers and communities of color seeking to buy a home and build generational wealth.

Originally launched in June 2023, the "Let's Make Home the Goal" campaign has reached nearly 5 million diverse, prospective homebuyers in 15 media markets. This year's initiative, with the support of Zillow, intends to reach more than 8 million potential homeowners across 42 media markets.

"We are thrilled to partner with Zillow to expand our reach and tout the importance of comprehensive housing counseling services," **said Deputy Assistant Secretary of Housing Counseling David Berenbaum**. "This collaboration allows us to use Zillow's innovative platform, ensuring that more individuals and families receive the support they need to achieve their housing goals."

"At Zillow, we are committed to getting more people home. We were founded with a focus on transparency and providing access to the data and information needed to find housing. We're expanding on that foundation by helping consumers get connected to the right resources, helping to reduce the barriers they face to securing affordable housing," **said Jennifer Butler, Vice President of Government Affairs at Zillow**. "Partnering with HUD on their 'Let's Make Home the Goal' campaign and increasing access to quality credit counseling services is an important step to help bridge the homeownership gap and build generational wealth for more families."

### **New Final Rule to Expand Critical Offerings at Housing Counseling Agencies**

The [Modernizing the Delivery of Housing Counseling Services final rule](#) now allows HUD-approved housing counseling agencies to use alternative communication methods, including meeting virtually and by phone, to engage and educate homebuyers and renters seeking support with their housing needs. Implementing the rule will increase accessibility for people who have difficulty obtaining in-person services due to linguistic, physical, geographic or other barriers such as transportation and childcare costs. Expanding these options is also a more cost-effective and efficient way for housing counseling agencies to meet with their clients, as they no longer need to maintain multiple facilities for in-person engagements. Participating agencies that are unable to provide virtual and/or remote meeting flexibilities or in person counseling to clients who need them are required to refer those in need of services to other agencies. Industry and public feedback on the rule indicated an overwhelming preference to be able to provide online education and counseling virtually or by telephone.

The effective date of the rule is October 16, 2024.

## HUD PROVIDES NEW RESOURCES FOR OWNERS INTERESTED IN SOLAR PROJECTS TAX CREDITS

In order to assist Owners of HUD-assisted multifamily housing properties, HUD has launched a new [video](#) as part of its series of recordings that aim to provide a better understanding of the new tax credit program that can help fund 50% of solar project costs at Federally-assisted residential properties.

The video provides a twenty-minute overview of the basic requirements of the program and explains the benefits of this unique and new opportunity. HUD plans to release more videos in the coming months to add to their playlist. Read below a summary of the program:

[The Low-Income Communities Bonus Credit Program](#), administered by the Department of Energy (DOE), promotes cost-saving solar or wind investments in low-income communities, on Indian land, as part of affordable housing developments, and benefitting low-income households. The Low-Income Communities Bonus Credit supplements the existing Clean Electricity Investment Tax Credit (ITC) (sometimes referred to as “48E”). The standard 48E credit provides owners with a base credit of up to 30% of the cost of a renewable energy project. In particular, the Low-Income Communities Bonus Credit (also referred to as the “Low-Income or EJ Adder”) can add 20 percentage points to the base credit for solar or wind installations at low-income residential buildings considered [eligible covered housing](#) under Category 3 (Qualified Low-Income Residential Project), which includes most HUD-assisted multifamily housing properties. Therefore, the base ITC, when combined with this bonus, can fund 50% of a residential solar project. If a project qualifies for additional ITC bonuses, an owner can potentially fund up to 70% of the costs of a solar facility.

HUD has also provided a [Section 48\(e\) Overview Slide Deck](#).





## MEMBERS HIGHLIGHT: 2024 SAHMA LEADERSHIP CONFERENCE



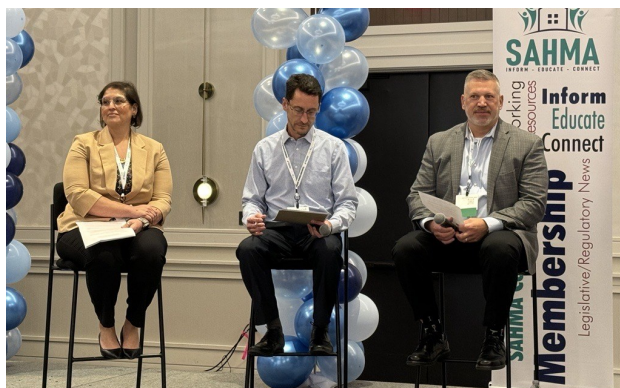
Zona Lambert, Angela Tabakian, Safrone Presley, Carrie Starling  
(left to right)



Jasmin Coke, Cedric Hernandez, Rebecca Kuntz, Zona  
Lambert, Safrone Presley (left to right)



PBCA Roundtable Session  
Layla Hayavi (2nd from left) and Tony Gorris (3rd from right)



## HUD PUBLISHES SEVERAL UPDATED FORMS

HUD has made updates to and released several forms over the past few months. Be sure to ensure you are using the most up-to-date-forms with the OMB exp. date of 04/30/2027. Here is a comprehensive list of those newly released forms:

[HUD – 52522a](#): *Housing Assistance Payments Contract Section 8 Housing Assistance Payments Program (Part I)*

[HUD – 52522b](#): *Housing Assistance Payments Contract Section 8 Housing Assistance Payments Program (Part II)*

[HUD – 5988](#): *Assignment, Assumption, and Amendment of Section 8 Housing Assistance Payments Contract*

[HUD – 90055](#): *Use Agreement Section 8 Use Agreement*

[HUD – 92273-S8](#): *RCS Rent Grid*

[HUD – 93181](#): *Project-Based Section 8 Housing Assistance Payments Addendum to Renewal Contract under Option One or Option Two for Capital Repairs and/or Acquisition Costs*

[HUD – 93182](#): *Project-Based Section 8 Housing Assistance Payments Addendum to Renewal Contract under Option One or Option Two for Capital Repairs and/or Acquisition: Post-Rehabilitation Rents at Closing*

[HUD – 93184](#): *Rider to Original Section 8 Housing Assistance Payments Contract*

[HUD – 93185a](#): *Amendment to Project-Based Section 8 Housing Assistance Payments Contract Pursuant to Section 8 (bb)(1) of the United States Housing Act of 1937*

[HUD – 93185b](#): *Amendment to Project-Based Section 8 Housing Assistance Payments Contract Pursuant to Section 8 (bb)(1) of the United States Housing Act of 1937*

[HUD – 9624](#): *Contract Renewal Request Form Multifamily Section 8 Contracts*

[HUD – 9625](#): *OCAF Rent Adjustment Worksheet Multifamily Section 8 Contracts*

[HUD – 9626](#): *Letter to Owners/Agents Options 1 and 3*

[HUD – 9627](#): *Letter to Owners/Agents Options 2 and 4*

[HUD – 9629](#): *Request to Renew Using Non–Section 8 Units in the Section 8 Project as a Market Rent Ceiling*

[HUD – 9630](#): *Request to Renew Using Fair Market Rents (FMRs) as Market Ceiling*

[HUD – 9634](#): *Sample Use Agreement Mark-up-to-Market Where a For-Profit Owner is Transferring the Property to a Non-Profit Owner or Budget-Based Rent Increase for Capital Repairs for a Nonprofit Owner*

[HUD – 9635](#): *Projects Preparing a Budget-Based Rent Increase*

[HUD – 9636](#): *Project-Based Section 8 Housing Assistance Payments Basic Renewal Contract One-Year Term*

[HUD – 9637](#): *Project-Based Section 8 Housing Assistance Payments Basic Renewal Contract Multi-Year Term*

[HUD – 9638](#): *Project-Based Section 8 Housing Assistance Payments Renewal Contract for Mark-Up-to-Market Project*

[HUD – 9639](#): *Project-Based Section 8 Housing Assistance Payments Preservation Renewal Contract*

[HUD – 9640](#): *Project-Based Section 8 Housing Assistance Payments Interim (Full) Mark-to-Market Renewal Contract*

[HUD – 9641](#): *Project-Based Section 8 Housing Assistance Payments Interim (Lite) Mark-to-Market Renewal Contract*



## HUD PUBLISHES SEVERAL UPDATED FORMS CONTINUED

[HUD – 9642](#): *Project-Based Section 8 Housing Assistance Payments Full Mark-to-Market Renewal Contract*

[HUD – 9643](#): *Project-Based Section 8 Housing Assistance Payments Watch List Renewal Contract*

[HUD – 9644](#): *Project-Based Section 8 Housing Assistance Payments Contract for Previous Mod Rehab Projects*

[HUD – 9647](#): *Housing Assistance Payments Program Housing Finance & Development Agencies Extension Amendment to Old Regulation State Agency Housing Assistance Payments Contract HAP Contract Extension to Original Maturity of Permanent Financing*

[HUD – 9648a](#): *Consent to Assignment of HAP Contract as a Security for Freddie Mac Financing*

[HUD – 9648d](#): *Consent to Assignment of HAP Contract to FNMA as Security for FNMA Credit Enhancement*

[HUD – 9649](#): *Consent to Assignment of HAP Contract as Security for Financing*

[HUD – 9649a](#): *Consent to Assignment of Senior Preservation Rental Assistance Contract (SPRAC) as Security for Financing*

[HUD – 9651](#): *Consent to Assignment of HAP Contract as Security for FNMA Financing*

If there are any questions regarding these forms, the updates or anything related, please contact Jennifer Lavorel at: [Jennifer.C.Lavorel@hud.gov](mailto:Jennifer.C.Lavorel@hud.gov) or [AssetManagementPolicy@hud.gov](mailto:AssetManagementPolicy@hud.gov).

## HUD PUBLISHES TECHNICAL REVIEW GUIDANCE AND STEP-BY-STEP INSTRUCTIONS ON HOW TO SUBMIT APPEALS IN THE NSPIRE IT SYSTEM

After receiving feedback from Owners about issues they were experiencing when submitting appeals in the NSPIRE IT system, HUD responds with publishing [Technical Review Guidance](#). This guidance provides detailed instructions for how to submit an appeal in the system.

As a reminder, if a Property Owner/Agent believes that a property's inspection results and score should be reviewed due to verifiable reasons, they may request a technical review. They should submit the request electronically through the NSPIRE system within 45 calendar days following the day HUD provides the inspection report.

A request for a technical review must be accompanied by evidence supporting the claim. HUD recommends seeking a technical review only if the correction will result in a significant improvement in the overall score of the property, such as an increase to 60 or above or a change in the inspection frequency.

Please email HUD at [NSPIRE@hud.gov](mailto:NSPIRE@hud.gov), or call the Technical Assistance Center (TAC) at 1-888-245-4860, with any questions.

## BE PROACTIVE IN YOUR PEST CONTROL

Being proactive when it comes to pest control can not only ensure a pest-free living environment for residents but also minimizes the need for extensive pest control interventions throughout the year. Here are some preventative measures to consider, especially as the weather outside begins to change:

### Exterior of Property—

Maintaining the exterior of your property is crucial in preventing pest entry. Seal up any cracks or crevices, clear any debris (such as leaves) away, and ensure doors and windows (including screens) are properly in place and sealed.

### Yard Maintenance—

Regular yard and grounds maintenance can also play a role in pest control. Keeping grass cut and vegetation trimmed as well as ensuring no standing water exists on the property can make a big difference.

### Indoor Cleanliness—

A great practice, if not already done on a regular basis, is to perform monthly pest/housekeeping inspections of units as indoor cleanliness is paramount in pest prevention (especially as temperatures go down outside). Inspections can also facilitate prompt intervention to prevent any infestations from spreading if pests are already present in a unit.

### Tenant Education and Communication—

Educating tenants and keeping lines of communication open can play crucial roles in maintaining a pest-free environment. Ensuring tenants understand basic pest-control preventive measures and know how to contact the office if evidence of pests is observed can enhance overall pest management efficiency.

The goal is early pest detection, prevention, and swift resolution of any issues in order to uphold a decent, safe, and sanitary living environment for all residents. So be sure to be proactive!





# FY2025

## Fair Market Rents (FMR)

HUD released the FMR for FY25 to be effective **October 1, 2024**.

## Small Area Fair Market Rents (SAFMR)

HUD released the SAFMR for FY25 to be effective **October 1, 2024**.



Click [here](#) for FY25 FMR

Click [here](#) for FY25 SAFMR



## DOCUSIGN PROCESS


Effective October 1, 2024, HUD will require DocuSign for signatures in the Contract Renewal. This will eliminate manual tasks, provide greater control and visibility, and standardize the digital signature process. All documents for contract renewals **will be sent and signed** via DocuSign.

At the initial reminder of the contract renewal, NTHDC will provide a HUD DocuSign Routing Slip (pictured below). This must be completed to ensure contact information is correct for management agent and owner that will be responsible for reviewing and signing contract documents.

When completing the HUD DocuSign Routing Slip, provide the Management Agent and Owner contact information as follows:

- **Management Agent – Responsible to Review and Accept ONLY.** This section is to be completed only if Management Agent will be reviewing or signing renewal documents. This would be at the owner's discretion. When an Attorney review is necessary, the Management Agent section of the routing slip should be completed with the attorney information.
- **Owner – Authorized Signer.** Once the Owner has signed, the documents will then be transmitted to the PBCA for review and signature.

The only change to the contract renewal process you will notice is receiving the contract for signature directly from HUD through DocuSign. Contracts will no longer be sent to you by NTHDC for signature.



U. S. Department of Housing and Urban Development  
Multifamily Southeast Region  
Serving Alabama, Florida, Georgia, Kentucky, Mississippi,  
North Carolina, Puerto Rico, South Carolina, Tennessee, and the  
U.S. Virgin Islands  
[www.hud.gov/sites/shared/workarea/multifamily](http://www.hud.gov/sites/shared/workarea/multifamily)

CONTRACT NUMBER:

PROPERTY NAME:

Route contract for review and/or signature:

Management Agent:

Name 1:

Email:

To Review/Accept: ☐ Update iREMS with contact info: ☐

Name 2:

Email:

To Review/Accept: ☐ Update iREMS with contact info: ☐

Create a Signing Group within DocuSign? Yes ☐ No ☐

If Yes, provide name of Signing Group:

Owner:

Name 1:

Email:

To Review/Accept: ☐ For Signature: ☐ Update iREMS with contact info: ☐

Name 2:

Email:

To Review/Accept: ☐ For Signature: ☐ Update iREMS with contact info: ☐

Atlanta Regional Center  
M. L. King Federal Office Building  
77 Forsyth Street S.W.  
Atlanta, GA 30303

Jacksonville Satellite Office  
Charles E. Bennett Federal Building  
400 West Bay Street, Suite 1015  
Jacksonville, Florida 32202-4439

Create a Signing Group within DocuSign? Yes ☐ No ☐

If Yes, provide name of Signing Group:

PBCA:

Name 1:

Email:

To Review/Accept: ☐ For Signature: ☐ Notify when contract is sent via DS: ☐

Name 2:

Email:

To Review/Accept: ☐ For Signature: ☐ Notify when contract is sent via DS: ☐

Name 3:

Email:

To Review/Accept: ☐ For Signature: ☐ Notify when contract is sent via DS: ☐

Name 4:

Email:

To Review/Accept: ☐ For Signature: ☐ Notify when contract is sent via DS: ☐

Create a Signing Group within DocuSign? Yes ☐ No ☐

If Yes, provide name of Signing Group:

Additional Information:



## **ALL RESIDENTS OF H.U.D. SUBSIDIZED PROPERTIES**

North Tampa Housing Development Corporation (NTHDC) is the HUD Contract Administrator and is responsible for responding to resident concerns. NTHDC Call Center has a team of Customer Relation Specialist (CRS) that will receive, investigate, and document concerns such as, but not limited to the following:

- ◆ Questions or concerns regarding work order follow-up.
- ◆ Questions regarding the calculation of your rent.
- ◆ Address health & safety and HUD Handbook 4350.3 concerns.

### **Call Center Purpose:**

- ◆ Call Center aids in ensuring HUDs mission of providing Decent, Safe and Sanitary Housing.
- ◆ Serve as a neutral third party to residents, owners and the public.
- ◆ Assist with clarifying HUD Occupancy Handbook 4350.3 requirements.

### **Call Center Contact Information and Business Hours:**

- ◆ Hours of Operation: Monday – Friday, 8:30am to 5:30pm
- ◆ Contact Numbers: 800-982-5232 fax: 614-985-1502
- ◆ Written Summaries: 107 South High Street, 2nd Floor, Columbus, Ohio 43215
- ◆ Email: [PBCAContactCenter@cgifederal.com](mailto:PBCAContactCenter@cgifederal.com)
- ◆ Website: [www.nthdc.org](http://www.nthdc.org)



### **Concerns can be submitted by the following:**

- ◆ Phone
- ◆ Fax
- ◆ Mail
- ◆ Email
- ◆ Voicemail
- ◆ FOIA- Freedom of Information Act request must be submitted directly to HUD

### **Required Information to open an inquiry:**

- ◆ Property name
- ◆ Caller's name (anonymous calls accepted)
- ◆ Caller's telephone number with area code
- ◆ Caller's address including apartment number
- ◆ A brief, detailed description of the caller's concern(s)

## **EQUAL HOUSING OPPORTUNITY**

4300 West Cypress Street, Suite 300, Tampa, Florida 33607

Contact Center (800) 982-5232

Fax: (614) 985-1502 | TTY English: (800) 955-8771 | TTY Español: (877) 955-8773 |