



Summer 2025 Edition

The CA Quarterly Review

NORTH TAMPA HOUSING DEVELOPMENT CORPORATION

FROM THE DESK OF

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NTHDC Director and Contract Administrator

Dear Owners, Agents, and Industry Colleagues,

Welcome to the Summer Edition of the NTHDC CA Quarterly Review!

As we move into the peak of hurricane season, we encourage all Owners and Agents to prioritize hurricane preparedness across their communities. Ensuring your properties and residents are ready for potential storms is not just a precaution—it's an essential part of safeguarding lives and property. Now is the time to revisit emergency plans, inspect backup systems, and communicate clearly with staff and residents about safety protocols.

We're also excited to announce that NTHDC will be attending two key industry events this summer: **the LeadingAge Conference in July** and the **SAHMA Leadership Conference in August**. These gatherings offer valuable opportunities to connect, collaborate, and stay informed about evolving industry best practices.

Additionally, with HUD's regulatory landscape continuing to evolve, we urge all Owners and Agents to remain engaged and proactive in tracking updates and policy changes. Staying informed helps ensure compliance and strengthens the services we deliver together.

Thank you for your continued partnership and commitment to excellence. Let's make this a safe, informed, and impactful summer.

Layla Hayavi

NTHDC Director and Contract Administrator



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*"Live in the sunshine, swim in the sea, drink in the wild air."
-Ralph Waldo Emerson*

EXTENSION OF MANDATORY COMPLIANCE DATE: SECTION 102 AND 104 OF THE HOUSING OPPORTUNITY THROUGH MODERNIZATION ACT OF 2016 (HOTMA)

HUD has extended the HOTMA final rule compliance date to January 1, 2026 per HUD Notice H-2025-03 issued 5/29/2025.

To read the full notice click [here](#).

HUD HAS UPDATED THE VIOLENCE AGAINST WOMEN ACT (VAWA) FORMS

These forms are designed to handle transfers, certification of domestic violence, dating violence, sexual assault, and/or stalking. Additionally, these forms provide notice of rights and responsibilities to residents and housing providers. These forms now expire on January 31, 2028.

The forms that have been updated include:

- [HUD-5380 Notice of Occupancy Rights Under the Violence Against Women Act](#)
- [HUD-5381 Model Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking](#)
- [HUD-5382 Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation](#)
- [HUD-5383 Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking](#)
- [HUD 5384 VAWA Emergency Transfer Data Collection Form](#)

*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*

HURRICANE SEASON

As Hurricane Season begins (began June 1st and runs until November 1st), it is important to be as prepared as possible in order to minimize property damage and minimize potential hazards that may result in staff or resident injury or loss of life. To help agencies understand the functions of emergency and disaster management, FEMA developed five phases of emergency management. Beginning with these phases and following HUD guidelines, can help Owners and Management prepare for Hurricane Season and ensure they are providing decent, safe, and sanitary housing.

Awareness –

In order to prepare and respond effectively to an emergency situation, it is important to understand the potential risks and know the best responses to these conditions.

Here are some helpful websites that provide resources and tips:

HUD Handbook 4350.1: Chapter 38 [Multifamily Housing Guidance for Disasters | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

U.S. Department of Homeland Security website [Hurricanes | Ready.gov](#)

FEMA fact sheet [Hurricane Information Sheet \(ready.gov\)](#)

NOAA website [National Hurricane Preparedness | National Oceanic and Atmospheric Administration \(noaa.gov\)](#)

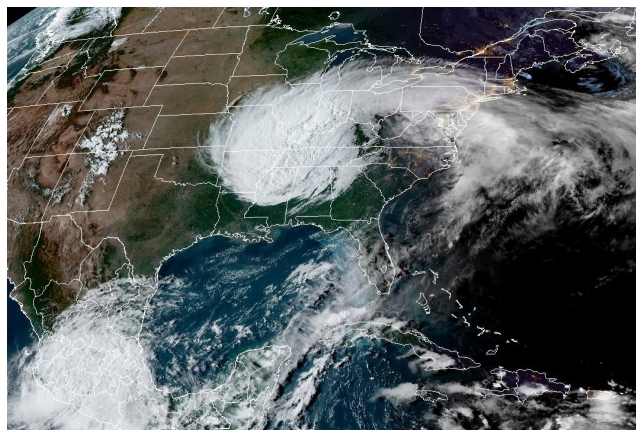
CDC website [Hurricanes and Other Tropical Storms|CDC](#)

Mitigation –

One goal of prevention is to avert loss of life and property from natural disasters. While every hurricane is different, there are measures Owners can take to mitigate property damage and ensure safety before, during, and after a hurricane. Stay informed of upcoming storms and follow all suggestions and mandates from local authorities and emergency management agencies.

Preparedness –

Being prepared consists of planning, training, and educating. First, having a written plan in place that staff is trained on and tenants are aware of, is the first step to being prepared for a hurricane. All staff and residents should understand safety precautions and evacuation procedures in the event of a hurricane watch or warning.



HURRICANE SEASON CONTINUED

Response —

There are certain responsibilities that an Owner/Agent should be aware and cognizant of:

- * Applying for assistance with FEMA, SBA, HFA's, etc.;
- * Knowledge of HUD's Occupancy requirements and policies;
- * Contacting the local HUD office following a disaster;
- * Providing a status report for the residents and property condition;
- * Developing an emergency relocation plan to relocate residents prior to the storm especially at 202/811 Elderly or Disabled Properties and nursing homes;
- * Ensuring that residents provide EMERGENCY contact numbers;
- * Developing tracking mechanisms to contact residents and determine the intent to return to the unit;
- * Develop a pre-disaster checklist that is shared with tenants in case of a disaster;
- * Self-reporting to the National Housing Locator (Owners can go to this site to list unit availability);
- * Determine the extent of damage, security needs, resident property protection needs, etc.
- * Maintaining prompt communication with HUD field staff when providing preliminary and final assessment surveys to assist with recovery planning;
- * Contacting the property's insurance provider to apply for property and business interruption claims;
- * Contacting the mortgagee to inquire about forbearance options;
- * Contacting the assigned Section 8 Contract Administrator or PBCA;
- * Maintaining inventory of all residents, property, phone numbers, mailing address, and emails;
- * Determining which residents have been displaced due to unit damage or a failure of a major building system such as the electrical system, etc.;
- * Tracking each displaced resident's temporary location and maintain contact information for each displaced resident, particularly if the property will likely have units off-line for more than 30 days; and,
- * Contacting the Federal Emergency Management Agency (FEMA) for on-going guidance and instruct residents to register with FEMA through 1-800-621-FEMA (3362), or www.fema.gov.

Recovery —

A comprehensive disaster recovery plan should include measures to:

- * Protect residents from displacement and mitigate health and safety concerns;
- * Ensure that displaced residents' property is secure and protected;
- * Ensure that displaced residents are returned to their apartments as rapidly as possible;
- * Protect HUD's assets;
- * Ensure ongoing management operations while reducing disruption; and,
- * Provide key personnel contacts.

Stay safe!

HUD INCOME LIMITS 2025

HUD published the 2025 income limits effective 4/01/2025. Owner/Agents must ensure that they utilize these income limits for files with certifications dated 4/01/2025 and after.

Click [here](#) to see new limits.

UTILIZE EXISTING MAILBOXES FOR WORKLOAD REQUESTS

On 5/13/2025, HUD's Office of Multifamily Housing sent out the following information:

To Our Valued HUD Owners, Agents, and Business Partners,

It is critical that all asset management workload requests for HUD be submitted to the existing incoming mailboxes previously established for our Multifamily regional and satellite offices. Use of the mailboxes will help us ensure that your request is received, assigned, and tracked through completion. A list of portfolio assignments and contacts will be provided in the coming weeks.

Thank you for your cooperation and patience.

To view the message, click [here](#).

For your convenience, please see below the required email:

FL - Jax.incoming@hud.gov

DIRECT ELECTRONIC SUBMISSIONS AS FOLLOWS:

VOUCHERS

voucher@cgifederal.com

SPECIAL CLAIMS

specialclaim@cgifederal.com

MOR RESPONSES

tampageneralmailbox@cgifederal.com

UPDATING OWNER/AGENT CONTACT INFORMATION IN IREMS

Your current contact information is essential for the PBCA and HUD to be able to provide you with improved customer service. Let this newsletter serve as a reminder to verify that your contact information is accurate in iREMS.

To update this information completely and accurately you must do so in APPS. The responsible person for APPS data management at your organization can update APPS.

To access APPS, begin with the Active Partners Performance System option on the FHA Connection's Multifamily FHA menu. This takes you to the PIH-REAC Online Systems page on the HUD.GOV website. This is a Single Sign On gateway to multiple systems, allowing you to log in (registered users), use the online registration form link, and/or request password reset. [Click here](#) to go to the HUD.GOV website for additional information on APPS, including registration, system login, and user guides.

If you have problems logging into APPS, contact the Help Desk at (888) 297-8689, option 5. If you need to register for access with any of HUD's other secured systems, please click on this link for additional information: [Multifamily Online Systems](#)

NOTES:

- * Owner contact should not be anyone in the Management Agent's office unless the Management Agent also owns the project.
- * HUD cannot accept a P.O. Box as an address. If you have submitted a P.O. Box as the address in the past, please update this information with a different address.

You can find more information about managing data in APPS at these links:

- * [Active Partners Performance System \(APPS\)](#)
- * Click here for the [APPS Industry User Guide](#) (see page 9 for information about entering contact details)
- * Click [here](#) for the Secure Systems External Login to APPS.

Below you will find screenshots from the APPS Industry User Guide in how to edit Principals:

5.4 Editing Principal

Step 1. On the 2530 Submission Edit Organization Structure screen, select the principal to be edited.

Step 2. Click “Edit Principal”.

Active Partners Performance System

2530 Submission
Edit Organization Structure

Submission ID: 105888 Reason: Organization Change (Major)
Applicant: XYZ LLC (99999999)
Current Status: In Process, 01/22/2013

Select	Name	Type	Role	Ownership Percent	Begin Date in Organization	Change
<input type="radio"/>	Doe, Jane (XXX-XX-7062)	Individual	Passive Investor	0	01/01/2013	Add
<input checked="" type="radio"/>	Doe, John (XXX-XX-2934)	Individual	Key Principal	0	03/01/2009	
<input type="radio"/>	LMNOP Hills, LLC (XXX-XX-7429)	Organization	General Partner	0.01	08/10/2007	

Buttons: Add Principal, Edit Principal, Remove Principal, Previous Step, Next Step, Save & Exit, Cancel Submission

Step 3. The Edit Principal within Organization screen displays.

Step 4. Make the necessary edits to the principal. A coordinator/authorized user can edit all fields except SSN for individuals and TIN, legal structure and type of ownership for entities.

Step 5. Click “Save”.



[Feedback](#)

[Secure Systems](#)

[Housing](#)

[HUD Home](#)

[HUD LDPs](#)

[GSA EPLS](#)

[2530 Contacts](#)

User ID:

MXXXXX

[What's New](#)

[Online Help](#)

[Glossary](#)

Active Partners Performance System

Edit Principal within Organization

Prefix:	<input type="text" value="Mr."/>
* First Name:	<input type="text" value="John"/>
Middle:	<input type="text"/>
* Last Name:	<input type="text" value="Doe"/>
Suffix:	<input type="text"/>
* SSN:	<input type="text" value="XXXXXXXXXX"/>
Physical delivery address	
* Address:	<input type="text" value="123 Anywhere Street"/>
	<input type="text" value="Suite 123"/>
* City:	<input type="text" value="Fairfax"/>
* State:	<input type="text" value="VIRGINIA"/>
* Zip Code:	<input type="text" value="22031"/> - <input type="text"/>
* Country:	<input type="text" value="USA"/>
If country not United States	
Territory:	<input type="text"/>
* Postal Code:	<input type="text"/>
* Phone:	<input type="text" value="999-999-9999"/>
Fax:	<input type="text" value="999-999-9999"/>
* E-mail:	<input type="text" value="john.doe@contoso.com"/>
Cell Phone:	<input type="text"/>

Parent Participant:	<input type="text" value="XYZ LLC"/>
* Role in Entity:	<input type="text" value="Key Principal"/>
Role Comment:	<input type="text"/>
* Percent Ownership in Entity:	<input type="text" value="0"/> % (100.00)
* Starting Date in Entity:	<input type="text" value="3"/> - <input type="text" value="1"/> - <input type="text" value="2009"/> (mm-dd-yyyy)

[Save](#)

[Parent Organization Structure](#)

[2530 Submission](#)

[\[APPS Home Page\]](#)

Last Updated: August 23, 2012

Step 6. The screen refreshes with the message “Save was successful.”

Step 7. Click “**Parent Organization Structure**”.

Parent Organization Structure

Step 8. The 2530 Submission Edit Organization Structure screen displays.

Select	Name	Type	Role	Ownership Percent	Begin Date in Organization	Change
<input type="radio"/>	Doe, Jane (XXX-XX-7062)	Individual	Passive Investor	0	01/01/2013	Add
<input type="radio"/>	Doe, John (XXX-XX-2934)	Individual	Key Principal	50	03/01/2009	Change
<input type="radio"/>	LMNOP Hills, LLC (XXX-XX-7429)	Organization	General Partner	0.01	08/10/2007	

Buttons: Add Principal, Edit Principal, Remove Principal, Previous Step, Next Step, Save & Exit, Cancel Submission

Step 9. Repeat the process to edit other principals.

Step 10. Click “**Next Step**”.

Step 11. The 2530 Submission Edit Contact Information screen will display.

Submission ID: 105888 Reason: Organization Change (Major)
Applicant: XYZ LLC (99999999) Current Status: In Process, 01/22/2013

Contact Information

* Name: Sam Doe
* Phone: 999-999-9999
Fax: 999-999-9999
* Email: sam.doe@contoso.com
Pager:

Buttons: Previous Step, Next Step, Save & Exit, Cancel Submission

Step 12. Edit contact information as necessary and click “Save & Exit”.

We appreciate your cooperation in keeping your owner/agent contact information up to date!



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
- ◆ Website: 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 |