



# The CA Quarterly Review

Spring 2009

March 20, 2009

## North Tampa Housing Development Corporation



### From the Desk of Shawn Steen NTHDC State Program Manager

"This time, like all times, is a very good one, if we but know what to do with it." - Ralph Waldo Emerson

Considering the current time a good one given the numerous challenges we face in the affordable housing industry is difficult. While the need for decent, safe, and sanitary affordable housing has never been greater, the resources to meet that need are ever shrinking. Organizations, companies, families and individuals must stretch every dollar, spend funds wisely and get the best value for their investments. This has forced all of us to look at our spending to ensure we are efficient in our operations.

To help stakeholders, NTHDC will be offering a series of free classes throughout the upcoming year. Our goal is to ensure all of our industry partners can attend our training sessions with minimal project expense. Sessions will be held at affordable housing properties, provided by NTHDC staff and will be free of charge and open to all.

We will also be hosting the first NTHDC Florida Conference in Tampa this September for our Owners and Management Agents. Final details of this conference will be forthcoming, but we plan on making this an annual event.

Another of NTHDC's initiatives is updating our website. The improved website will be available later this spring and will provide more ways to help our industry partners stay current with HUD policy changes and initiatives. New to the site will be a forum section where ideas can be exchanged with other property staff or questions can be submitted to NTHDC. We will also post conference presentation materials for review, so those unable to attend a particular conference will have access to those resources.

We hope these efforts will assist you in operating your property. We encourage you to send as many staff members as you can to the upcoming sessions. We appreciate the hard work that you do at your sites every day and we want to be a resource to help you.

Shawn D. Steen  
State Manager

#### NTHDC 2009 Training Schedule – Locations to be announced

Miami – May 19<sup>th</sup>

Tallahassee – June 25<sup>th</sup>

Tampa – NTHDC Florida Conference – September 2009

Jacksonville – October 2009

Orlando – November 2009

#### Inside this issue:

<b>NTHDC Announces a New Vouchering</b>	<b>2</b>
<b>The Latest on EIV</b>	<b>3</b>
<b>EIV Cont'd.</b>	<b>4</b>
<b>HUD's Energy Efficiency Initiative</b>	<b>5</b>
<b>Member Profile: Delen Martinez</b>	<b>6</b>
<b>New Owner/Agent Information Resource</b>	<b>6</b>

## NTHDC Announces the Release of a new Vouchering Software



NTHDC/CGI is pleased to announce the development of a new vouchering software called CAVS-Contract Administrator Vouchering Software. By developing our own software we will become more efficient with the vouchering process. There is one major change that has come out of this new development: the Reconciliation Report will no longer be in an Excel format, it will now be released as a PDF file. Below are some Frequently Asked Questions (FAQ's) that may give you a better understanding of some of these changes. As always please feel free to contact us directly with additional inquires.

**Question:** What impact will this software change have on the way we currently do business?

**Answer:** There will be no impact to the current business process. The electronic voucher (MAT 30) will still be transmitted to us via TRACS mail/ IMAX and the paper copy of the voucher will still need to be sent to the assigned Contract Specialist.

**Question:** Why is the Reconciliation Report now in a PDF format and not Excel?

**Answer:** The Reconciliation Report is now located in the vouchering software. The PDF format allows for a fresher look and it appears more like an invoice. The Reconciliation Report will also include the Past Due certification report and a Balance Break-down sheet which will give detailed information regarding all outstanding balances. By programming the Reconciliation Report directly into the software this will greatly reduce processing time.

**Question:** Will there be a loss of vouchering history or tenant data information?

**Answer: No.** We will integrate all data from the prior software instead of doing a baseline. This will help preserve the integrity of the vouchering process going forward.

**Question:** What is the benefit of changing the vouchering system?

**Answer:** Since NTHDC/CGI both designed and operates the new software any enhancements or updates that are needed will be handled instantly. Also, Draft and Final version Reconciliation Reports are sent to the Owner/Agent directly from the software via an email. This should allow for a faster turn around of the voucher once it is transmitted. The system is also designed to track all points of the vouchering process to ensure internal processing guidelines are met. These and other enhancements will make the overall process more efficient

**“The Reconciliation Report will no longer be in an Excel format, it will not be released as a PDF file.”**

## The Latest on EIV: What Owners Need to Know Now

Recently HUD published for comment their final rule on EIV implementation and rent determinations. The final rule was originally released but then pulled back for a 60-day comment period at the request of the new administration in Washington. Most important to owners is the change in the implementation date. **Effective November 30, 2009 use of the EIV system by owners for recertification activities becomes mandatory.** To use the system, two different types of access must be granted. The first is Coordinator Access Authorization and the other is User Access Authorization. **EIV Coordinators and Users should read the updated External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs for complete guidance on application submission and processing requirements. This document can be accessed at the website listed at the end of this article.**

Owners who have not already gained access to the program must complete the following activities between now and **November 30, 2009**:

### For Coordinator Access Authorization

Staff in this role manage access to the system for the properties in the owner's portfolio. The person(s) in this role is responsible for giving access to staff who will be running reports from the system as well as terminating staff access to the EIV system when it is no longer needed. The steps to get Coordinator Access Authorization are:

1. Apply for access to the EIV system. In order to do so, the Owner/Agent must have a WASS User ID. If the Owner/Agent does not have a WASS User ID, going to <http://www.hud.gov/offices/reac/online/reasyst.cfm> provides instructions.
2. EIV Coordinator access must be established first. In order to do so, **owner authorization is required.** This authorization will be checked at every Management and Occupancy Review conducted by your PBCA. An Owner/Agent failing to produce this authorization will be issued a finding on the report. To get EIV Coordinator access, the individual must complete and submit a hardcopy by:
  - Emailing the form in a PDF format or in a compressed picture format such as GIF or JPG to [mf\\_eiv@hud.gov](mailto:mf_eiv@hud.gov) OR
  - Faxing the form to 202-401-7984
3. These forms can be downloaded from the EIV website at <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivapps.cfm>. The property owner must complete, sign and submit the Coordinator Access Authorization Form (CAAF). A validation process will be completed by EIV and the applicant will be notified via email of application approval and assigned role.
4. The approved Coordinator must assign an appropriate EIV role to the properties/contracts listed on the approved CAAF then complete and submit an electronic CAAF request to HUD's MF Helpdesk for certification to complete the process.

**“EIV Coordinators and Users should read the updated External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs for complete guidance on application submission and processing requirements.”**

## The Latest on EIV: What Owners Need to Know Now Continued...

5. The approved CAAF will be signed and returned to the EIV Coordinator who must keep the approved CAAF, along with the written owner approval letters on file and make them available to HUD or the CA at the annual Management and Occupancy Review.

### For User Access Authorization

Staff with this role enter the EIV system and search, find and run SS/SSI benefit, wage, unemployment compensation and new hire reports on individuals as part of the certification process for tenants.

To apply for an EIV user role:

1. A completed **User Access Authorization Form (UAAF)** in hardcopy must be submitted to a **Coordinator**.
2. The **Coordinator** will review and approve the EIV User access and follow the same process for validating the WASS ID and name before granting access.
3. The **Coordinator** will then assign access rights to EIV and the properties/contracts the user needs access to.
4. The **Coordinator** will sign and retain the original UAAF and return a copy to the EIV User who must keep the form on file and produce it for review during an annual Management and Occupancy Review.

**For those who already have access to EIV, it is important to note the following:**

Once staff members have been given access to the system, Coordinators must perform ongoing activities related to security. User Access must be recertified **quarterly**. EIV Coordinators are required to certify the contracts/properties for all the users that they manage every quarter. Failure to do so within a 30-day grace period will result in **Users losing their EIV access** to uncertified properties/contracts. Whereas Users are recertified quarterly, Coordinators are recertified **annually**.

**See the chart below for required recertification timeframes for those filling the USER role in the system:**

Quarter 1: Jan. 1 - Mar.31	(30-day grace period 04/01 thru <b>04/29</b> )
Quarter 2: Apr. 1 - Jun. 30	(30-day grace period 07/01 thru <b>07/30</b> )
Quarter 3: Jul. 1 - Sept. 30	(30-day grace period 10/01 thru <b>10/30</b> )
Quarter 4: Oct. 1 - Dec. 31	(30-day grace period 01/01 thru <b>01/30</b> )

Detailed information regarding this process as well as required forms and training material is available at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.cfm>.

## Multi-Family Energy Efficiency Initiative

President Obama has made clear his objective to increase energy efficiency within federally assisted programs including HUD subsidized multi family section 8. In addition, under the American Recovery and Reinvestment Act of 2009, Congress and the President has set aside \$5 billion for weatherization assistance for low income households and another \$2 billion for federally assisted housing (section 8) efficiency efforts. Under the direction of the President, HUD has five primary Energy Efficiency objectives:

- To strengthen partnerships with federal agencies and local communities to promote the adoption of the Energy Star label for products, appliances, and new homes.
- To strengthen incentives and implement statutory requirements for energy efficiency.
- To promote training, technical assistance and information to homeowners, renters, and property owners.
- To establish measures to track progress in reducing energy consumption and to ensure accountability.

To support further policy analysis, research and technology development.

HUD's energy goals for Multi-Family Project based section 8 include:

- Assisted multifamily properties are operated and maintained in an energy efficient manner.
- Section 202 and 811 projects meet or exceed Energy Star building energy performance standards.
- Newly insured multifamily properties achieve energy efficiency performance levels equivalent to the 2003 International Energy Conservation Code or to Energy Star.

According to data compiled from HUD's Online Property Integrated Information Suite, the average owner paid, per- unit utility costs in the Jacksonville area have increased over 22 percent between FY 2000 and FY 2005. In 2005, HUD paid out over \$350 million for Utility Allowances. A study conducted by Lawrence Berkley National Laboratory, showed that retrofitting multifamily units can net energy savings of about 15%, that's a savings of approximately \$52.5 million in the Jacksonville area alone. HUD encourages all requests for appliance and other disbursement requests from Reserve for Replacement to utilize energy saving devices including Energy Star construction standards and appliances. Please consider the use of such energy saving methods at your project.

To find a list of manufacturers and retailers of Energy Star approved appliances, please visit [energystar.gov](http://energystar.gov) and visit [Quantityquotes.net](http://Quantityquotes.net) to purchase Energy Star products in bulk at a reduced cost.

### Energy Saving Tips:

- Purchase appliances and lighting with the Energy Star seal of approval.
- Insulate your hot water heater and hot water pipes to prevent heat loss.
- Insulate heating ducts in unheated areas such as attics and crawlspaces and keep them in good repair to prevent heat loss of up to 60 percent at the registers
- Place heat-resistant radiator reflectors between exterior walls and the radiators.
- Bleed trapped air from hot-water radiators once or twice a season.
- Clean or replace filters on furnaces once a month or as needed.

Continued on page 6...

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## Multi-Family Energy Efficiency Initiative Continued...

- Apply sun-control or other reflective films on south-facing windows to reduce solar gain.
- Install awnings on south- and west-facing windows.
- Install adequate insulation in your attic, ceilings, exterior and basement walls, floors, and crawlspaces, as recommended for your geographical area, can save you up to 30 percent on home energy bills.
- Plant trees to shade your home, reducing your cooling costs in the summer months. Typically, newly planted trees will begin shading windows in their first year and will reach your roof in years 5-10.
- If your air conditioner is old, consider purchasing a new, energy-efficient model. You could save up to 50% on your utility bill for cooling. Look for the [ENERGY STAR®](#) and [EnergyGuide labels](#).

## Member Profile: Delen Martinez

Delen E. Martinez moved to Tampa from Massachusetts in 2002. Delen has been a Central Contract Specialist at NTHDC since May 2006. Prior to joining NTHDC, Delen was in Real Estate Property Management. Delen attended Quinsigamond Community College in Massachusetts where she studied Human Services. Delen works well with others and excels in working independently to accomplish a common goal in a team work environment. Delen continually strives to provide the best customer service to her owners and agents.



Pictured Above: Delen Martinez, CCS

## New Resource for Owners and Agents

NTHDC is currently in the process of creating a new website for our Owners and Agents. The website is scheduled to be available on April 1, 2009. The new website will feature a Question and Answer section for Owners and Agents, as well as a Discussion Forum for Owners and Agents to pose questions, or simply discuss specific topics. There is also valuable information regarding Management and Occupancy Reviews, Contract Renewals, Rent Adjustments and Special Claims. Please look for the new website in the coming weeks.

[www.NTHDC.org](http://www.NTHDC.org)

