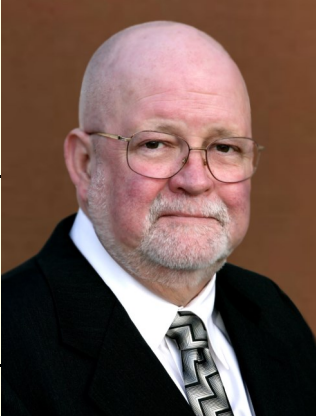




The CA Quarterly Review

North Tampa Housing Development Corporation

Fall 2018

Inside this Issue...		From the Desk of Don Shea, NTHDC Director and Contract Administrator	
From the Desk of Don Shea	1	 <p>It is our hope you have enjoyed a wonderful summer and we are now looking forward to an equally great Fall season. Your efforts, many unrecognized, to further affordable housing are positively impacting the families in your properties and their future generations. As Contract Administrator, it is our goal to assist you in those efforts.</p> <p>With the Fall season upon us, we want to take the opportunity to thank each of you for time and effort. It continues to be a pleasure partnering with you. We hope you find this Fall Newsletter informative and please continue to reach out to us whenever in need of assistance.</p> <p>Don Shea NTHDC Director and Contract Administrator</p> <p>REMINDER! Be sure to update NTHDC's address on form HUD-9887. The change of address must be listed on all 9887s going forward or a finding may be issued. New address: 1509 West Swann Ave., Suite 250, Tampa, FL 33606.</p>	
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Your property may be coming due for a Baseline Utility Allowance submission based on the triennial cycle. You are reminded to reference the [Winter 2017 Edition of the NTHDC Quarterly Newsletter](#) for an in-depth article on how to prepare and submit a Baseline. You may also reference [NTHDC's website](#) for additional guidance regarding Baseline submission requirements. We encourage Owner/Agents to use the 'sample Utility Analysis Workbook' link on NTHDC's website.



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The Social Security Administration Prepares to Announce the 2019 Cost-of-Living-Adjustment

As we enter the month of October, the Social Security Administration (SSA) is preparing to issue its official announcement of the 2019 cost-of-living adjustment (COLA) following the October 11th release of the consumer price index data for August.

The COLA is an annual increase in social security and supplemental security income to offset the effects of inflation on fixed incomes

Where Can I Find the Announcement?

Usually during mid-October, the SSA will issue a press release announcing the COLA increase for the upcoming year by means of the SSA's [Cost-of-Living Adjustment \(COLA\) Information](#) webpage.

The announcement will also be posted to the [NTHDC website](#) after the press release has been issued by the SSA.

How Does the COLA Effect How I Process Recertifications?

SSA updates to data in the EIV system are only made periodically. Social security benefits that include the COLA are not available from SSA for uploading into EIV until the end of the calendar year.

Therefore, when processing recertifications that include social security benefits with an effective date of January 1, February 1, March 1 and April 1, owners must define the manner in which the COLA will be factored into the calculation of the SSA benefit, and the method of verification that will used to support the calculation. In order to complete the recertification steps outlined in Chapter 7 of the HUD Handbook and provide the tenant with the required 30-day notice of any increase in rent, owners must use one of the methods below for determining the tenant's income:

1. Use the benefit information reported in EIV that does not include the COLA as third party verification as long as the tenant confirms that the income data in EIV is what he/she is receiving;
2. Use the SSA benefit, award letter or Proof of Income Letter provided by the tenant that includes the COLA adjustment if the date of the letter is within 120 days from the date of receipt by the owner;
3. Determine the tenant's income by applying the COLA increase percentage to the current verified benefit amount and document the tenant file with how the tenant's income was determined; or
4. Request third party verification directly from SSA* when the income in EIV does not agree with the income the tenant reports he/she is receiving.

All recertifications effective after April 1 must reflect the SSA benefit that includes the COLA.

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The Social Security Administration Prepares to Announce the 2019 Cost-of-Living-Adjustment (continued)

*Requesting Third Party Verification Directly from the SSA

When requesting verification from the SSA, owners must not send the tenant to the SSA office. Instead, the owner must ask the tenant to request benefit information from SSA using SSA’s website or toll-free number.

The owner may assist the tenant in requesting benefit information from SSA, if the tenant requests their assistance in accessing the SSA website or has questions on completing the request.

To obtain benefit information using the SSA’s website:



- Go to the [SSA’s website](#)
- Log in to [my Social Security](#) to obtain a benefit verification letter.
- A tenant who has not set up an account can easily create one.

To obtain benefit information using the SSA’s toll free number:



- Call the SSA at 1-800-772-1213
- Benefit verification letters may be requested 24 hours a day using the automated telephone service.
- TTY 1-800-325-0778 is available Monday through Friday between 7 a.m. and 7 p.m. for individuals who are deaf or hard of hearing.
- This information is free and the tenant should receive the letter in the mail within 10 days.

The tenant will provide the benefit verification letter to the owner for use in calculating their income. A copy of the letter will be retained in the tenant’s file and the original returned to the tenant for their records.

Changes to Medicare Premiums

The Centers for Medicare & Medicaid Services (CMS) usually publishes the Medicare Part A and Medicare Part B rates for the following plan year around the middle of October or November. Owners must also consider changes to Medicare premiums paid by elderly/disabled families when calculating medical expense deductions. For more information, visit the [CMS website](#).

The information contained in this article is found in the HUD Handbook 4350.3 REV-1, Change 4, Chapter 9, Paragraphs 9-6 B.1.e. and 9-15.





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A Quick Guide to Executing a Repayment Agreement

HUD expects owners to enforce program requirements in accordance with the HUD Handbook 4350.3 REV-1 CHG 4 and the HUD model lease. Likewise, HUD expects tenants to comply with the program requirements as established in the lease, such as timely reporting of changes in family income or other factors that affect the calculation of the family's annual income. When tenants fail to report these changes in a timely manner, HUD encourages owners to work with tenants by utilizing corrective actions, such as repayment agreements, to resolve program/lease issues when possible.

With this article, we will provide an overview of the repayment process, requirements of the repayment agreement, and tips to help owners reduce the number of repayment agreements at their properties.

Tenant's Obligation to Repay

Tenants are obligated to reimburse the owner if they are charged less rent than required by HUD's rent formula due to underreporting or unreported income. Tenants must repay the difference between the rent that should have been paid and the rent that was charged.



Tenants agree to make such reimbursements in Paragraph 18 of the HUD Model Lease for Subsidized Programs, Paragraph 14 of the Section 202/8 and 202/162 PAC lease, and Paragraph 12 of the Section 202/811 PRAC lease.

Tenants are not required to reimburse the owner for undercharges caused solely by the owner's failure to follow HUD's procedures for computing rent or assistance payments.



Notifying the Tenant

If the owner suspects that a tenant has provided inaccurate information that affects the tenant's rent or eligibility, the owner must investigate and document the tenant's statements and any conflicting information the owner has received.

After gathering the documentation, the owner must notify the tenant in writing of the error and identify what information is believed to be incorrect. The written notice must:

- Provide an explanation of the error.
- Identify what information is believed to be incorrect.
- Notify the tenant that they have the opportunity to meet with the owner to discuss the allegations within 10 days from the date of the letter.
- Inform the tenant that failure to meet with the owner to discuss the allegations may result in the tenant's termination of tenancy.
- For tenants with a disability, the notice must be in a form accessible to the tenant, and the meeting must be held in a location accessible to the tenant.

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A Quick Guide to Executing a Repayment Agreement (continued)

Meeting with the Tenant

When the owner meets with the tenant, the owner will discuss the result of their investigation with the tenant. A designated representative for the owner who has not been involved in any manner with the review of the allegedly false information will chair the meeting. The tenant may contest the findings in the same manner as applies to other information and findings relating to eligibility factors. Within 10 days of the meeting date, the owner must provide a written final decision to the tenant based solely on the facts presented and discussed at the meeting. The decision must state the basis for the determination.

Calculating the Amount Owed

If it is determined that the unreported or underreporting of income is an unintentional program violation, the owner must go back to the time the unreported or underreporting of income started and calculate the difference between the amount of rent the tenant should have paid and the amount of rent the tenant was charged. However, **the time period cannot exceed the 5-year limitation that the tenant was receiving assistance described on forms HUD-9887 and HUD-9887-A.**

The owner must notify the tenant of any amount due and their obligation to reimburse the owner. A record of this calculation must be provided to the tenant and must be retained in the tenant's file.



The O/A must have the form HUD-50059(s) on file that was in effect during the period(s) that the tenant had unreported or underreported income, along with any supporting documentation, in order to calculate the amount the tenant must reimburse to the owner. The form HUD-50059 (s) is the document whereby the tenant(s) certifies to the accuracy of the income included on the form. If the owner does not have this historical information, the owner cannot go back to the tenant for unreported or underreported income.

The owner must correct certifications and/or retroactively process certifications that *should have been processed* if the tenant *would have reported the accurate information at the proper time(s)*. If the owner discovers prior certifications that involve unreported or underreported income, corrections to those certifications and/or retroactive certifications must be created to accurately reflect the income that was earned by the household during the prior certification time period. Income for this time period must be verified prior to creating corrections and/or retroactive certifications. The information contained within the third party verification must apply to the certification time period.

When processing a correction to a certification, the original certification must be in the tenant file along with the corrected certification. The corrected certification must be properly executed (signed and dated by both tenant and the owner/agent along with proper supporting documentation).

Tenant Repayment Options

Tenants may repay amounts due in a lump sum payment, by entering into a repayment agreement with the owner, or a combination of the two. The tenant and owner **must both agree** on the terms of the repayment agreement.

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A Quick Guide to Executing a Repayment Agreement (continued)

Tenants have the right to consult with HUD's Housing Counseling Agency in their area to assist them in working with the owner to reach agreeable terms for the repayment agreement. See the [Housing Counseling Agency](#) website for a listing of agencies for each state.

Monthly Payment

The tenant's monthly payment must be what the tenant can afford to pay based on the family's income. The monthly payment plus the amount of the tenant's total tenant payment (TTP) at the time the repayment agreement is executed should not exceed 40% of the family's monthly adjusted income. The monthly payment may exceed 40% of the family's monthly adjusted income **if** the family agrees to the amount stated in the repayment agreement.

There are no regulations that authorize owners to charge a minimum monthly amount. The monthly payment may change throughout the course of the repayment time period due to changes in the family's income.

Repayment Time Period

The repayment time period depends upon the amount owed by the tenant and the amount of the monthly payments. There are no regulations that authorize owners to limit the amount of time the tenant has to pay off the debt

Repayment Agreement

Although HUD has not produced a repayment agreement as an official HUD form, the information required to be contained within the agreement is outlined in Chapter 8, Paragraph 8-23 B. of the HUD Handbook 4350.3 REV-1, Change 4:

- The total retroactive rent amount owed, the amount of lump sum paid at time of execution of the agreement, if applicable, and the monthly payment amount.
- A reference to the paragraphs in the lease whereby the tenant is in noncompliance and may be subject to termination of their lease.
- A clause whereby the terms of the agreement will be renegotiated if there is a decrease or increase in the family's income of \$200 or more per month.
- A statement that the monthly retroactive rent repayment amount is in addition to the family's monthly rent payment and is payable to the owner.
- Late and missed payments constitute default of the repayment agreement and may result in termination of assistance and/or tenancy.
- Signed and dated by the tenant and the owner. HUD recommends that the owner have the head of household and, if applicable, the family member who had the unreported or underreported income sign the repayment agreement.

When entering the total amount due on repayment agreements, owners must not apply a tenant's monthly rent payment towards the repayment amount owed that would result in an accumulation of late rent payments. The monthly payment due on the repayment agreement is in addition to the tenant's monthly rent payment.

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A Quick Guide to Executing a Repayment Agreement (continued)

Allowable Amount Owners May Retain

Owners may retain a portion of the repayments they actually collect from the tenants who have improperly reported their income at the time of certification or recertification to help defray the cost of pursuing these cases.

Owners may only retain an amount to cover their actual costs, which is the lesser of:

- their actual costs, or
- 20% of the amount received from the tenant.

Amounts retained by O/As must be deposited into the project's operating account to offset the expenses incurred for these cases. Owners must keep records of the receipt and disbursement of all amounts collected from the tenant for audit purposes. At a minimum, the owner must record:

- Date and amount(s) received from the tenant;
- Expenses incurred; *Examples of types of expenses incurred include staff time for verifying the unreported income; meeting with tenant; drafting repayment agreements; generating and sending monthly invoices to tenant; generating manual voucher adjustments; collection agency fees, if applicable; and, meeting state requirements.*
- Amount(s) retained; and
- Voucher date(s) and amount(s) of reimbursement made to HUD.

Tips to Reduce the Need for Repayment Agreements



Numerous repayment agreements may be an indicator of a weakness in policies and procedures. Reducing the need for repayment agreements may be as simple as reviewing and possibly revising some of the following documents:

- Policies and procedures that define timely notification of changes: If you have a policy that defines timely notification of changes, are tenants aware of the policy? Is the policy enforced? Does the policy provide tenants too much time to report a change? If you do not have a policy in place that specifies the number of days tenants are required to report changes, consider implementing one. Be sure to provide tenants with proper notice prior to implementing policies or changes to policies and procedures.
- Third-party verification forms: Do your verification forms require the source to provide sufficient information about the tenant's income? If you find that you are frequently calling the source for clarification, then you may consider revising your verification forms. Be sure that verification forms capture enough information to properly annualize income, account for anticipated changes in income, and other income earned such as bonuses, tips, overtime, etc. For fluctuating income, consider asking the source for a payroll history showing all fluctuations in pay during the last 12 months.

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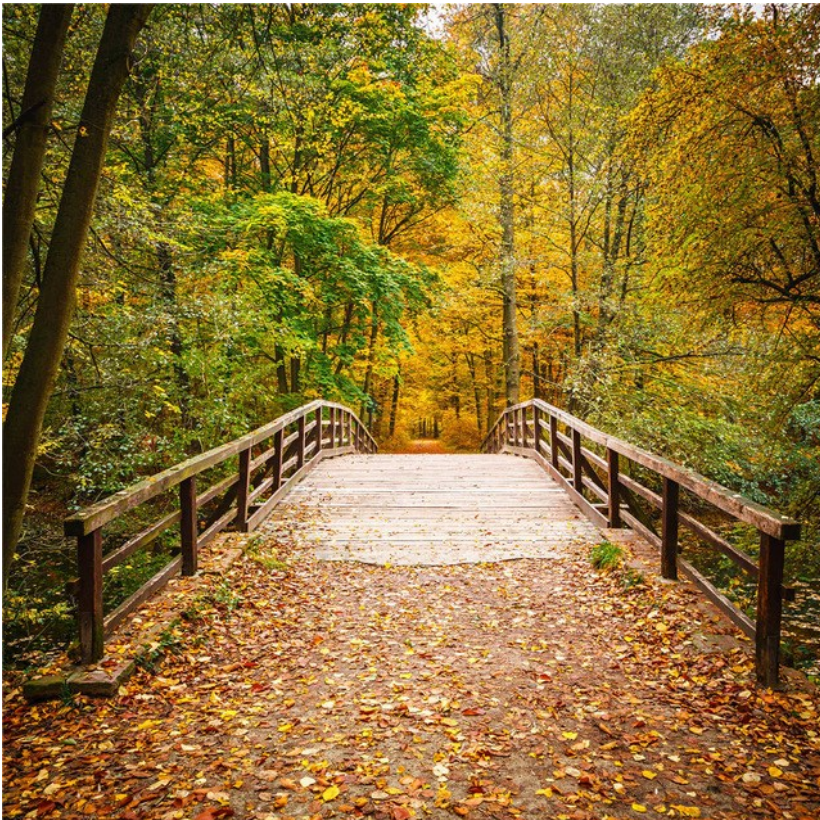
A Quick Guide to Executing a Repayment Agreement (continued)

Tips to Reduce the Need for Repayment Agreements (continued)

- Tenant interview procedures: Are you asking the 'right' questions during tenant interviews? Are you asking enough questions? Consider revising the process in which your staff conducts tenant interviews to ensure tenant responses capture information needed to properly verify and calculate the household's annual income.
- EIV policies and procedures: Review the frequency in which you are processing your EIV reports. Do your policies require that you process EIV reports using the minimum requirements established by HUD? Processing EIV reports more frequently may allow staff to identify and resolve discrepancies prior to a repayment agreement is necessary.
- Educate tenants: Lastly, continue to educate tenants to ensure that they understand the income reporting requirements.

The information contained in this article is found in the HUD Handbook 4350.3 REV-1, Change 4, Chapter 8, Paragraphs 8-18, 8-20 through 8-23, and Housing Notice [H 2013-06](#).

Owners are required to review and understand all requirements relating to repayment agreements as detailed in the HUD Handbook 4350.3 REV-1, Change 4, Chapter 8; Chapter 5, Paragraph 5-26 D.3.b.(2) and (3); Chapter 9, Paragraph 9-13; and Exhibit 9-5. Additional information may be found in Housing Notice [H 2013-06](#).



Helpful Links for REAC Inspections

[Preparing for REAC Inspections: Guidance for Public Housing and Multifamily Properties](#)

[Top 25 Most Cited Deficiencies for Multifamily Housing](#)

[Top 25 Most Cited Deficiencies for Public Housing](#)



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Member Spotlight Introducing Jasmin Coke

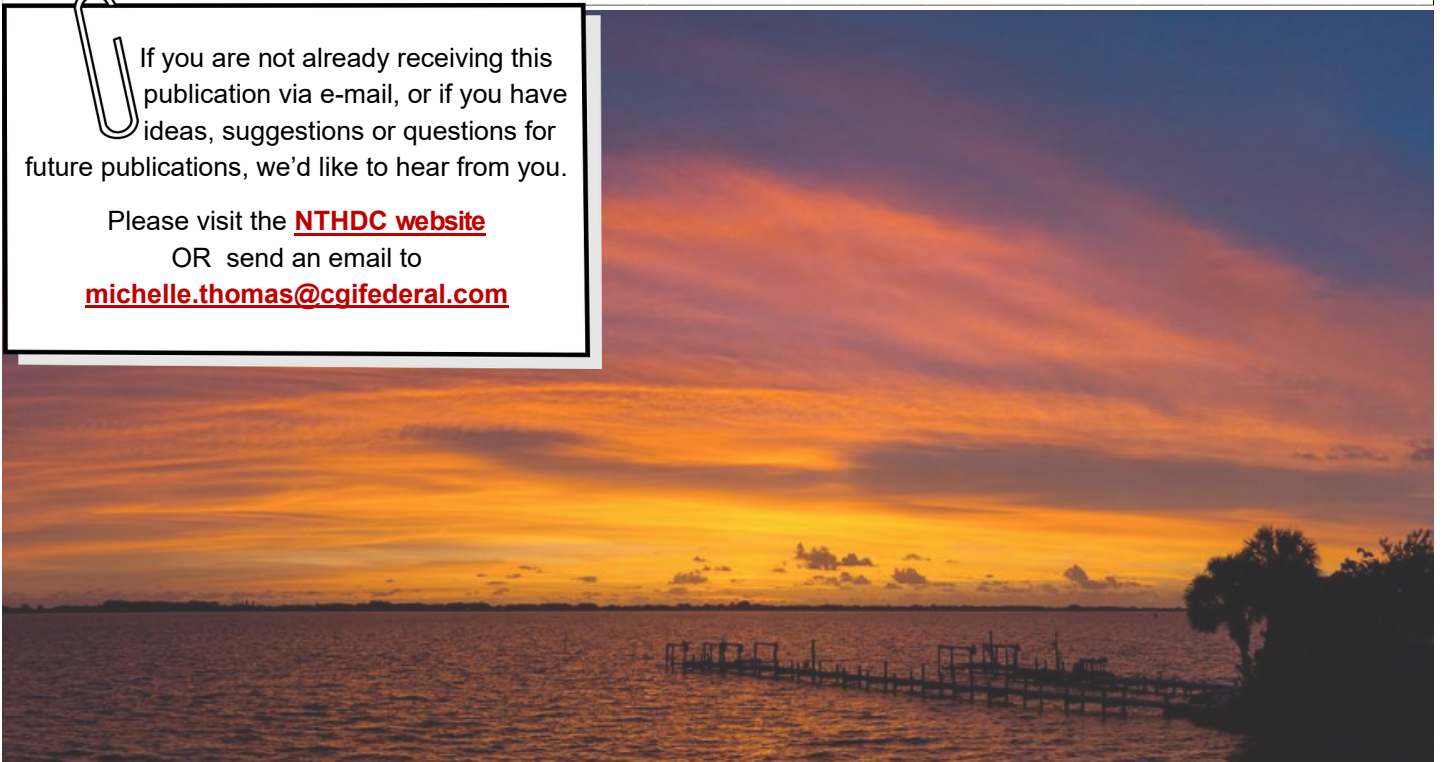
Jasmin Coke joined North Tampa Housing Development Corporation in July 2018. As Program Assistant, Jasmin is responsible for administrative duties within the Tampa office while also supporting the Central Contract Specialist. Jasmin enjoys helping others and in her role assists owners, agents and residents in finding the information they need. Prior to NTHDC, she gained an extensive background in Sales, Travel planning and hospitality management for major hotel chains.

Her hobbies include listening to music, art, reading and travelling. Two of her favorite places visited were New Orleans and Jamaica. She lives in Tampa, FL.



If you are not already receiving this publication via e-mail, or if you have ideas, suggestions or questions for future publications, we'd like to hear from you.

Please visit the [NTHDC website](#)
OR send an email to
michelle.thomas@cgifederal.com





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Special Claims Highlight: Vacancy Reconditioning Log

Submitting special claims is a beneficial way in which a Section 8 project can help supplement rent loss due to vacancy issues. While many multifamily project owners and agents submit special claims consistently, the task can seem overwhelming for those who are not as familiar with this process. The [HUD Special Claims Processing Guide](#) as well as the [HUD Special Claims Processing Guide FAQs](#) are both invaluable resources to utilize when preparing your claim submission to be reviewed by your Contract Administrator. Your [Contract Specialist](#) can also help to answer any questions that you may have when it comes to submission requirements.

Through our experience in processing thousands of claims from hundreds of managing companies, one issue remains a constant: the accuracy of the Vacancy Reconditioning Log and the unit ready for occupancy date. A requirement when submitting a special claim is verification of this date. This date is crucial to the proper calculation of special claims because the claim period begins the day the unit is available for occupancy. Vacancy loss claims cannot be paid for the days a unit was being prepared or made ready for occupancy.



Some owner/agents may have a hard time determining what date to use as the 'unit ready for occupancy date.' This date should be the date following the last day that work was done to rehab the unit. In other words, the unit must be fully ready for a new tenant to move in the first full day following the last day that an action to rehab the unit was completed. Owners must also take into consideration that the unit must be move in ready.

- As an example: a unit was vacated September 12, cleaned/painted/repared September 12 through September 18, and available for occupancy on September 19. The claim period in this scenario would begin on September 19th. In this scenario, the tenant would have full access to the unit beginning September 19.

HUD has provided a sample reconditioning log as part of [Appendix 3](#) of the Special Claims Processing Guide. Owners are encouraged, but not required, to use HUD's sample. A sufficient reconditioning log identifies the work that was done on the unit to get it ready for occupancy, including start and completion dates for painting, cleaning, maintenance activities, etc. To assist and expedite your claim approval process, it is recommended that you ensure the MO date is on the reconditioning log and that it is correct. The purpose of the reconditioning log is to provide "documentation that verifies the date the unit was ready for occupancy" (HUD Special Claims Processing Guide, Chapter 3, Section 3-3 C. 5.)

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Special Claims Highlight: Vacancy Reconditioning Log (continued)

While reviewing the claim, your Contract Specialist will use the reconditioning log to verify the last date that work was done on the unit. Further, they will evaluate the start and end dates of each task that was completed to make ready the unit. This information helps to expedite the claim process and to validate that the unit ready for occupancy date is the day following the last date work was completed. This document will then be compared to the information certified to by the owner/agent on the HUD 52671-C as well as the MO 50059 and TRACS. This will help the CS to determine the validity of the claim and confirm the calculations for the reimbursable amount. The CS may determine that additional information is needed to process the claim if there is conflicting, missing, or questionable information on your vacancy reconditioning log. If this is the case, the CS will notify the owner/agent of the needed incomplete items and will allow 30 days for resubmission. If the owner/agent has incorrect information on the reconditioning log, as an example they have the unit ready date as the same day that the unit was cleaned, the CS may be able to verify the owner/agent error and can make the appropriate adjustment to the claim start date assuming all required documentation is available. If this is the case, an explanation will be provided with the claim approval documentation.

As mentioned, submissions of vacancy claims help to compensate the property owner for the loss of rental income of a unit that was previously occupied by an assisted tenant but that has been vacant for circumstances beyond the owner's control. The HUD special claim resources that were mentioned earlier are instrumental to a property owner's understanding of the claim submission process and requirements. It is recommended that if you have not already done so that you become familiar with these requirements and determine if submitting special claims could be beneficial to the financial well-being of your property.





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Utility Assistance Programs

This article aims to explore how utility assistance programs affect both the Utility Allowance Analysis performed as an integral portion of the annual rent adjustment process and if the utility assistance provided to the household will need to be counted towards annual household income.

In today's economy, tenants have many avenues in which they can request assistance in paying for utility bills. Financial help is provided to pay utility bills by numerous federal and state government organizations as well as charities and utility companies. There are also non-profits that may offer grants for paying a portion of a utility bill and there are solutions, such as payment plans, that are offered directly by utility companies. Many states offer their own energy assistance programs. They go by different names, but seem to be similar to each other. Each will provide assistance to those in need to help them with paying their utility bills. In addition, many states will take a pro-active approach to provide families with ways to save energy.

Most Owners and Agents are likely familiar with the assistance program under the Department of Health and Human Services Low-Income Home Energy Assistance Program (LIHEAP). This is a federal sponsored program where tenants receive a determined amount of assistance based on their income.

A question often asked is how does the program impact the utility allowance analysis and should this assistance be counted as household income? Answers to both of these questions have been addressed in HUD's FAQ to HUD notice 2015-04.

- When calculating a Utility Allowance that includes a HEAP credit, the credit amount should be added back into the utility bill so that the calculated bill is the actual usage amount before the HEAP credit had been applied. For example, if the usage is \$50 and a heap credit of \$40 was applied, the total bill would be \$10. However, since the FAQ requires one to remove the HEAP credit, the correct calculation for UA purpose is total bill of \$10 plus the heap credit of \$40 for a \$50 total usage to be applied in the UA analysis.
- Per the Federal Register's current list of federally mandated exclusions from income, assistance under this specific program, LIHEAP, is excluded from income. Therefore, an owner/agent does not count the HEAP assistance when calculating income.

In addition to state/federal funded programs, many utility companies provide assistance to low income households experiencing financial difficulties.

Owner/Agents must be aware of specific programs whether provided by the state or a local utility company to ensure that the Utility Analysis is reported accurately and that income is calculated in the appropriate situations.

For the purpose of this article, we will explore two different examples of utility assistance programs provided to tenants.

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Utility Assistance Programs (continued)

Utility Provider Assistance Program

In the first example, a utility company provides a program called the “Energy Affordability Program (EAP)”. While this program is specific to this utility company, other provider sponsored utility assistance programs may function in a similar manner.

On Jan. 1, 2018, a new program called the Energy Affordability Program (EAP) was launched to help income eligible customers manage their home energy bills. EAP replaced the Income Basic Service Charge Credit. EAP is automatic for customers that maintain enrollment in the Home Energy Assistance Program (HEAP). Our Utility Company and the State Office of Temporary Disability Assistance, HEAP Bureau, are using a file match to identify customers in our service territory whose HEAP grant has been applied to another utility or fuel vendor account. Customers identified by this file match will be enrolled in the new program.

EAP bill credits are based on the customer’s HEAP benefit. Benefits are structured in a way that gives households with the lowest incomes and the highest energy costs the highest benefit. Income, energy costs, family size and the presence of a vulnerable household member, are all taken into account.

How do I calculate the Utility Allowance?

The HUD notice 2015-04 states “Households receiving utility assistance from sources other than HUD continue to receive the baseline HUD utility allowance as determined by the most recent utility analysis.” Therefore, one must consider if the program in question can be defined as an assistance program available to low-income households. Since EAP is defined as a form of “assistance to low income families”, an O/A should consider this as “assistance” as discussed in the HUD notice and tenants would receive the full benefit of both types of assistance: HUD’s utility allowance and the vendor -sponsored EAP credit. Owner/Agents must remove the credit of EAP when calculating the UA amount. For example: tenants usage is \$50 – 47 credit for EAP = a bill total due of \$3. The O/A should add back the \$47 credit and calculate usage of \$50 for the tenant’s bill that month.

Do I count this as income?

Households are required to disclose if they are receiving utility assistance from other sources – and this must be counted as income unless excluded by federal mandate (this is not HEAP and it’s not listed as a federal exclusion). [Click here](#) for a list of federal exclusions.

EAP is not listed as a federal income exclusion; therefore, this amount must be counted as income during a recertification interview (the utility bills are the 3rd party verification of the amount). Keep in mind, this question should be a part of the determining income portion of a tenant interview.

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Utility Assistance Programs (continued)

Solar Energy Grant Assistance

In a second example of utility assistance, we will consider a Solar Energy Grant called 'Solar for All.' This program had been defined as a program that expands solar capacity to increase the amount of solar energy generated to provide the benefits of locally-generated solar energy to low-income households, small businesses, nonprofits, and seniors. Participation in the program is voluntary.

Upon further exploration, this service had been made available via a grant provided to the multi-family property. The funding was made to the property to install solar panels on the roof of the building which will then reduce the electric bill for all households who chose to participate.

How do I calculate the Utility Allowance?

As this is not a subsidized program for low-income families but rather grant funds provided as a means to reduce the cost of utilities, the consumption amount after the credit should be considered when calculating the UA analysis. For example: usage amount \$50 – participation credit of \$25 = total bill due \$25. The amount used to calculate the UA for this unit should be \$25.

Do I count this as income?

This solar credit is not a form of assistance to assist low-income households. Therefore, this amount made available to the tenant must not be counted as income. The credit is removed from the UA bill and UA is calculated after the credit is applied and the credit is not considered income.

SUMMARY

As mentioned, each state and utility company may have a similar utility assistance program. Each of these programs may need to be considered individually and Owner/Agents must be aware when conducting the Utility Analysis and reviewing tenant bills. When a credit is reported on a tenants UA bill, Owner/Agents must research what the credit is and act in accordance with the HUD notice and FAQ. A main question to contemplate is the assistance provided to the household considered a subsidized program for Low Income Housing (example #1) or is it a method to reduce utility costs (example #2).

When in doubt, reach out to your Central Contract Specialist for assistance. Additional resources can be found here:

- [HUD Notice 2015-04](#)
- [FAQ \(July 2016\)](#)

All Residents of HUD 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: 8:30 a.m. to 5:30 p.m.
- ◆ Contact Numbers: 800-982-5232 | TTY English: 800- 955-8771 | TTY Español: 877-955-8773
- ◆ Fax Number: 614-985-1502
- ◆ Written Summaries: 2000 Polaris Parkway, Suite 110, Columbus, Ohio 43240
- ◆ 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)

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Contact Center (800) 982-5232