



The CA Quarterly Review

Winter 2010

December 21, 2010

North Tampa Housing Development Corporation

From the Desk of Shawn Steen, NTHDC State Program Director



2010 is quickly coming to a close and hopefully everyone is preparing to spend time with family and friends over the holidays. This is a good opportunity to relax and reflect on the past year. It is also the time we begin to look forward to the upcoming year and set goals for ourselves. NTHDC is no different and has a few “New Year’s resolutions” for 2011.

- **Remain the PBCA for Florida**

HUD is working on moving the PBCA re-bid initiative forward in early 2011. NTHDC is thankful for the great relationships we have developed with Owners, Agents, HUD staff and industry groups over the past six years. We are very optimistic that we will be selected by HUD to continue to serve as the PBCA for the state of Florida.

- **Enhance the NTHDC Training Program**

The NTHDC Training Department is looking to introduce some low cost web-based training opportunities in 2011. We will be able to provide timely training sessions following changes to HUD guidance and regulations. This will also reduce the costs for NTHDC and our industry partners to help everyone stay within budget and to stay current with HUD policies.

- **Lose 10 pounds**

No list of resolutions is complete without a goal of losing those extra holiday pounds after enjoying too many good meals and sweets. The entire NTHDC team wishes you and yours a very happy holiday season!

We also want to wish a very fond farewell to Jim Branson, Jacksonville HUB Director, and Diane Toney, HUD Jacksonville – Director of Operations, who are both retiring at the end of the year. They will both be greatly missed.

Inside this issue:

Local Dignitaries Attend Viridian Grand Opening	2
What’s New: EIV Edition	3-5
2011 OCAF Factor Published	5
How EIV Findings affect the MOR	6
Violence Against Women Conforming Amendments	7-8
Call Center Activities	9

Local Dignitaries Celebrate the Grand Opening of the Viridian Apartments



The Viridian is an Affordable Housing Community recently renovated by Sage Partners in partnership with HUD, Florida Housing Finance Corporation, PNC Real Estate, Bank of America-Merrill Lynch, Pinellas County Housing Finance Authority and the City of St. Petersburg.

The Viridian (formerly The Columbian), built in 1971, is a newly renovated affordable senior and disabled community located in the heart of Downtown St. Petersburg. Viridian is the name of a color, specifically a dark shade of spring green and takes its name from the Latin word “viridis”.

Common area amenities include a community room, media room, fitness center, computer lab, community garden and secure card entry to the building. All units include Energy Star appliances and lighting, cherry cabinetry and designer countertops with floor to ceiling glass windows in all residences. In keeping with their name, the “green” upgrades have already resulted in significant electric, water and sewer savings. The renovation of Viridian created 106 jobs for the economy of St. Petersburg.

In attendance were Debra Koehler, President of Sage Partners; Honorable Mayor Bill Foster; four members of the City of St. Petersburg Council: Karl Nurse – District 6, Jeff Danner – District 8, Bill Dudley – District 3 and Wengay “Newt” Newton – District 7, along with John Nunnery; PNC Real Estate, Maria Barry; Bank of America Merrill Lynch, Steve Auger; Florida Housing Finance Corporation, Robert Osterman, US Dept. of Housing and Urban Development and four members of North Tampa Housing Development Corporation: Dinard Vargas, Elvin Maldonado, Elizabeth Santos and Lorie Craft.

Residents were honored for their commitment to the community and to the City of St. Petersburg, including Dee Williams who was one of the 50 recipients of the 2010 Golden Choices Award presented by the Florida Department of Elder Affairs for honoring outstanding volunteers for their dedication in working with elders.

What's New: The EIV Edition

Requesting Proof of Income from SSA

Please do not advise tenants to obtain proof of their Social Security Income from the local SSA offices. With the Enterprise Income Verification system now providing this information, and as indicated in Housing Notice 10-10, O/As must not send tenants to local SSA offices to obtain proof of their Social Security income.

Alternatively, the O/A must ask the tenant to request benefit information from SSA using SSA's website or toll-free number.

To request a Proof of Income Letter from SSA's website, go to <http://www.socialsecurity.gov>. From the left side bar:



- Select “What you can do online”

Continued on Pg.4

What's New: The EIV Edition Cont'd.

Social Security Online
www.socialsecurity.gov

Home | Questions? | Contact Us | Search GO

Online Claims & Services

What You Can Do Online

Updated: December 06, 2010

Expand All | Collapse All

Click on the subject heading or the red arrow to expand or collapse an individual topic.

Social Security Office Locator
Use your ZIP code to locate the closest Social Security Office.
Available Weekdays 5 AM - 1 AM
Saturday 5 AM - 11 PM
Sunday 8 AM - 10 PM
Holidays 5 AM - 11 PM

BENEFIT ELIGIBILITY SCREENING TOOL
Use our Benefit Eligibility Screening Tool to find out if you may be eligible for benefits from a program Social Security administers.
(Available anytime.)

- ▶ Apply for benefits
- ▶ Appeal a decision
- ▶ Do you qualify for benefits?
- ▶ Estimate your future benefits
- ▶ **If you get Social Security benefits...**
- ▶ If you get Supplemental Security Income (SSI) benefits...
- ▶ Choose your password or block electronic access
- ▶ If you have a password...
- ▶ Services for businesses, governments, payees and third parties

Get email updates when this information changes.

BOOKMARK links to a 3rd party service that is not affiliated with the Social Security Administration.
[Disclaimer]

Online Services Hours of Operation:
(All times ET)
Weekdays 5 AM - 1 AM
Saturday 5 AM - 11 PM
Sunday 8 AM - 10 PM

5 AM - 11 PM on these holidays:
New Year's Day
Independence Day
Thanksgiving Day
Christmas Day

Hours for all other holidays are: 5 AM - 1 AM

*Note: Some online applications have additional

Select "If you get benefits"

Click on the subject heading or the red arrow to expand or collapse an individual topic.

Social Security Office Locator
Use your ZIP code to locate the closest Social Security Office.
Available Weekdays 5 AM - 1 AM
Saturday 5 AM - 11 PM
Sunday 8 AM - 10 PM
Holidays 5 AM - 11 PM

BENEFIT ELIGIBILITY SCREENING TOOL
Use our Benefit Eligibility Screening Tool to find out if you may be eligible for benefits from a program Social Security administers.
(Available anytime.)

You can:

- Change your address or telephone number.
Note: You cannot use this online service if you also receive SSI.
Extra hours (Eastern Time):
Weekdays and holidays - All day (except 2 AM - 3 AM),
Sunday 7 AM - 11 PM.
- Get a replacement Medicare Card.
- Request a Proof of Income letter.
Get a letter that verifies your Social Security benefit information.
(Includes Medicare and SSI.)
- Get a Form 1099/1042S -- Social Security Benefit Statement. Replace the lost, damaged, or missing tax summary of your Social Security benefits for 2009. (Not available for SSI).
- Select or change the way you receive information from Social Security if you are blind or visually impaired.
Extra hours (Eastern Time):
Weekdays and holidays - All day (except 2 AM - 3 AM),
Sunday 7 AM - 11 PM.
- Choose your password.
If you received a password request code (PRC) letter, you can choose your password.
Extra hours (Eastern Time):
This service is available on Sunday until 11:30 PM.
- Get a password when
 - You want password access to information about your benefits.
 - You lost, forgot, or do not have your password or password request code (PRC).

this information changes.

BOOKMARK links to a 3rd party service that is not affiliated with the Social Security Administration.
[Disclaimer]

Online Services Hours of Operation:
(All times ET)
Weekdays 5 AM - 1 AM
Saturday 5 AM - 11 PM
Sunday 8 AM - 10 PM

5 AM - 11 PM on these holidays:
New Year's Day
Independence Day
Thanksgiving Day
Christmas Day

Hours for all other holidays are: 5 AM - 1 AM

*Note: Some online applications have additional "Hours of Operation."

Select "Request a Proof of Income Letter"

Tenants should check the box "All Benefit Information Available" to make sure all benefits received are provided.

To request a Proof of Income Letter from SSA's toll-free number, call **1-800-772-1213**.

This information is free and the tenant should receive the letter in the mail within 10 days.

What's New: The EIV Edition Cont'd.

EIV System Fixes and Enhancements

The most current release of HUD's Enterprise Income Verification system was ready for use on September 27, 2010. This release cures all of the known issues experienced since the April release as well as the following enhanced features:

- The Income Report will be able to be printed by individual family member in addition to the entire family.
- The Income Discrepancy Report will include a pop-up feature to indicate what income sources are being captured.
- The User Certification Report will now include property names next to the contract/project number for HSC and CAC users.

HUD has been advised there is a problem with the Security Awareness Training Questionnaire having an incorrect date after completion. This issue will be corrected in the next EIV release; however, the issue has no effect on the system or its use and a printed questionnaire is not required by HUD.

HUD encourages anyone to recommend any changes or enhancements that would improve the use of the EIV system. If you have any such changes or enhancements, please submit them to Mf_EIV_Comments@hud.gov.

2011 Operating Cost Adjustment Factors (OCAFs) Published

The Operating Cost Adjustment Factors (OCAF) for 2011 were published in the November 8, 2010 Federal Register. These factors are used for adjusting or establishing Section 8 rents under the Multifamily Assisted Housing Reform and Affordability Act of 1997 (MAHRA), as amended, for projects assisted with Section 8 Housing Assistance Payments. The factors are effective February 11, 2011.

The 2011 OCAF Factor for Florida is 2.7%

These factors can be found at <http://www.hud.gov/offices/hsg/mfh/mfhsec8.cfm>.

How EIV Findings Affect the Management and Occupancy Review

Until the form HUD-9834, Management Review for Multifamily Housing Projects, is revised to include the mandatory use of EIV, MOR Findings will fall into one of the following two categories; Category A - Findings that could affect the MOR overall score, and Category B - Findings that will not affect the MOR overall score.



Category A Findings

These Findings could affect the MOR overall score as they are Items relating to EIV which are included under existing occupancy requirements currently listed on the form HUD-9834. These items include the following:

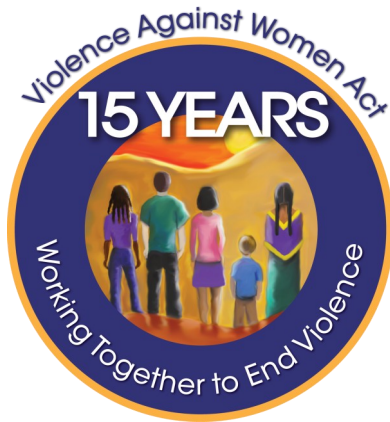
- O/A has not updated Policies and Procedures to include EIV use.
- O/A has not updated Tenant Selection Plan to include use of Existing Tenant Report
- O/A is not using Existing Tenant Search Report (which should be in TSP)
- Unresolved Failed Verification and Pre-screening discrepancies
- O/A is not following HUD's record retention requirements
- Missing/Incomplete form HUD-9887

Category B Findings

These Findings will not affect the MOR overall score as these items relate solely to EIV requirements. They will be listed as a Finding on the MOR Report and the O/A will need to mitigate each in order to close the MOR. Each Finding will need to contain a Condition, Criteria, Cause, Effect, Required Corrective Action, and a TCD (Target Completion Date). These are items that are currently not included on the form HUD-9834. These items include the following:

- O/A does not have access to EIV
- O/A is not using EIV for recertifications effective June 1, 2010
- Missing/incomplete EIV documents as listed on the Addendum C
- Rules of Behavior for non-system users missing where applicable missing
- EIV data being shared with other entities, e.g., state officials monitoring tax credit projects, Rural Housing staff monitoring Section 515 projects, or Service Coordinators
- EIV Income Reports are not in tenant files as third party verification
- Tenant files do not have documentation to support EIV income discrepancy resolution
- O/A is not reviewing New Hires Report
- Deceased Tenant Report has not been reviewed and errors corrected
- Multiple Subsidy Report has not been reviewed and errors corrected
- O/A is not providing tenants with the EIV & You brochure at move-in stage and recertification

Violence Against Women Act Conforming Amendments; Final Rule



HUD Programs: Violence Against Women Act Conforming Amendments; Final Rule, was published in the Federal Register on October 27, 2010. The final rule has been attached to this message and can also be found at <http://edocket.access.gpo.gov/2010/pdf/2010-26914.pdf>. The provisions in the final rule become effective November 26, 2010.

Housing notice, H09-15 *Implementation of the Violence Against Women and Justice Department Reauthorization Act of 2005 for the Multifamily Project-Based Section 8 Housing Assistance Payments Program*, is currently being revised to include the requirements found in the above mentioned final rule.

VAWA provides statutory protections for victims of domestic violence, dating violence, sexual assault, and stalking.

Such protections apply to families receiving rental assistance under HUD's public housing and tenant-based and project-based Section 8 programs.

This final rule adopts as final all provisions of the November 28, 2008 interim rule, along with clarifying changes made in response to public comment and restructuring of regulation to improve organization within the Code of Federal Regulations.

The final rule has been **reorganized** as follows in response to public comment:

- **Section 5.2005** of HUD's General provisions has been renamed "VAWA protections"
 - Added a new paragraph which addresses the VAWA statutory language and emphasizes that nothing in VAWA interferes with the right of the PHA or OA to evict or terminate assistance of any tenant that the OA can demonstrate an actual or imminent threat to other tenants or employees.
 - Eviction only in cases where no other actions to reduce or eliminate the threat can be taken
 - "Actual and imminent" threats are defined
- **Section 5.2007** Documenting the occurrence of domestic violence, dating violence, or stalking
 - Victim is required to submit written evidence, if requested by the PHA or OA that verifies that the domestic violence, dating violence or stalking has occurred.
 - Victims written statement on a HUD approved certification form
 - Police or court records
 - Written statement from an employee
 - Attorney
 - Medical professional
 - Includes the phrase "dating violence or stalking"
- Lease bifurcation and court orders are addressed in a new **section 5.2009** entitled "Remedies available to victims of domestic violence, dating violence or stalking in HUD-assisted housing"

Violence Against Women Act Conforming Amendments; Final Rule Cont'd.

- **Section 5. 2011 Effect on other laws**
- Due to comments received, the final rule has had the following clarifications added:
 - HUD has added a definition of VAWA -
 - HUD has clarified language that the standard for eviction, termination of tenancy or termination of assistance is ***both the actual and imminent threat of violence***. – This is a change from the interim rule which included language “actual **or** imminent threat”
 - HUD believes this provides greater protection to the victim.
 - Adds a definition of “actual and imminent threat” -
 - **2005 Interim rule:** gestures, actions, or other indicators are considered an imminent threat “*if a reasonable person, considering all of the relevant circumstances would have a well – grounded fear of death or bodily harm as a result*”
 - **Final Rule:** “*Emphasize the need for objective evidence that the actual and imminent threat of physical danger is real, not hypothetical or presumed; should occur within an immediate timeframe and thus not be remote or speculative; could result in serious bodily harm; and could not be reduced or eliminated by reasonable actions.*”
 - **Factors to be considered:** duration of the risk, the nature and severity of the potential harm, likelihood it will occur, length of time before it would occur.
- Statute makes it clear that the protections are not exclusively applicable to women
- Clarifies what “certification by the victim is”....upon request, the victim will provide evidence, which can be in the form of a written statement on a HUD approved form (HUD 91066) OR a police or court record OR the written statement of an employee, agent or volunteer of a victim service provider, an attorney or medical professional.
 - As long as the victim provides a HUD approved certification form, third party documentation, a verbal statement or other corroborating evidence, the victim is statutorily entitled to VAWA 2005 protections.
- Owner/Agent requests for documentation of stalking/violence must be made to the tenant in writing.
- Victims cannot be required to provide 3rd party verification of their victimization.
 - HUD developed certification HUD – 91066
 - HUD has determined that an individual requesting protection cannot be required to provide third party documentation.
 - 3rd party documentation should be accepted in lieu of the HUD standard certification form if such documentation is produced by the individual requesting relief.
 - OA may, but is not required to, request that the individual complete HUD approved certification
 - Victim may also provide 3rd party documentation to support
 - In order to deny relief for protection under VAWA the OA must request documentation in writing
 - If victim fails to provide within 14 days of RECEIPT of the letter the relief may be denied.
 - An extension may be provided at the discretion of the OA

Call Center Activities: Resident and Community Concerns

The NTHDC Contact Center is responsible for receiving and responding to health and safety issues and resident and community inquiries in a timely manner. In addition the Contact Center is responsible for following up on Exigent Health and Safety items cited during a REAC physical inspection. The Contact Center is dedicated to resolving issues while providing excellent customer service.

Inquiries include complaints, requested information, and documents that are reported by residents, non-residents, Media, HUD, and Government Officials. When an inquiry is received the Customer Relations Specialist (CRS) will report issues/concerns to the Managing Agent or the Owner and request a plan of action. The CRS will log the concern(s) maintain communication with the Owner/Agent and complainant until concern(s) are resolved.

For example a resident will report a leaky sink. The Customer Relations Specialist (CRS) will immediately report the concern to the Owner/Agent and request for a corrective action to be completed within a reasonable timeframe. A compliant Owner/Agent will repair the leak and the CRS will close the inquiry. If the Owner/Agent fails to respond or is slow to resolve the issues the CRS may deem them as non-compliant and possibly be forward the information to HUD for follow-up.

Exigent Health and Safety (EH&S) items are serious deficiencies that must be corrected within 3 business days after a physical inspection of the property occurs. The Customer Relations Specialist will notify the Owner/Agent of the citations, mitigation process, and Appeal process. when EH&S deficiencies are posted in HUD's iREMS system. The PBCA will monitor the Owner/Agent's response to EH&S issues to ensure that corrective actions are implemented and all issues are mitigated.

The Contact Center is located in Columbus at 2000 Polaris Parkway, Suite 110, Columbus, Ohio 43229, where inquiries and complaints can be submitted via mail, phone, fax or email. If you need assistance you may contact a live person from 8:00 am to 5:00 pm, Monday through Friday, toll free at (800) 982-5232 or fax (614) 985-1502 or email at PBCA@NTHDC.org.



Contact Center

800.982.5232
PBCA@NTHDC.org

2000 Polaris Pkwy
 Suite 110
 Columbus, OH 43240

English TTY: 800.955.8771
 Spanish TTY: 877.955.8773
 FAX: 614.985.1502