

## PHFA and HUD Section 811 PRA Units *Property Manager FAQ*

A special service offered through Socialserve.com has been activated to list your HUD 811 units and match them with eligible tenants. These units will be listed by a Socialserve.com representative and updates will be completed by responding to a monthly email poll.

### How do I make sure my HUD Section 811 units are viewable to the agencies working with eligible tenants?

List your properties in the secured portal of Socialserve.com in two easy steps:

1. When a RAC on your property is fully executed, a Socialserve.com representative will contact you by phone. Be prepared to provide full details about all of your 811 units, including property features, neighborhood amenities and accessibility offerings. All units regardless of availability need to be listed.
2. Respond to monthly polls, which will be sent via email to update vacancy information, request assistance and update contact information. **If you have an available unit or submitted questions through the poll, you will be contacted by Socialserve.com**

### What happens if my 811 units turn over in between the monthly poll cycles and I need to immediately change unit status?

Call or email the Socialserve.com 811 support line at 1-877-496-4954 if vacancies fluctuate between email polling cycles or any other time you have questions or concerns about your listings.

### If a new property manager comes on board, how do I make sure they receive the monthly email polls so units can be updated?

Call or email the Socialserve.com 811 support line (1-877-496-4954 or support@socialserve.com) if a property manager or contact information changes. You can also provide this information through your monthly poll response in the comment box.

### How do monthly poll emails work?

On the first of the month, you will receive an email from support@socialserve.com with a link to a form with questions regarding unit availability that you must complete. A comment box is provided for you to convey questions or other important information. If you indicate that you have an available unit or ask for assistance through the comment box, **you will be contacted by Socialserve.com.**

**Note:** Please answer unit availability questions carefully! If you report available units, then your listings will be viewable to agency staff and tenants will be referred to you.

### Who do I contact if I have a problem with a tenant?

Contact the service provider working with your resident. Consider asking residents to complete the HUD Form 92006, which lists contact person(s). While the form is optional, it is a good practice to consider. If you are unable to contact the service provider, the LLA (Local Lead Agency) for your county would be the next contact.

### Who do I contact if I have questions about the HUD 811 PRA program?

Please contact Kristen Nagel at knagel@phfa.org or Beth Ellis at c-beellis@pa.gov

**Socialserve.com HUD 811 Support: call 1-877-496-4954 (toll free)  
or email support@socialserve.com**