

## PAHousingSearch.com and HUD Section 811 PRA Units HUD Section 811 Property Manager FAQ

A special service offered through the PAIR-Emphasys software has been activated to list your HUD 811 units and match them with eligible tenants. These units will be listed by a PAIR and Polling 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 PAHousingSearch.com in two easy steps:

1. When a RAC on your property is fully executed, you will be contacted by a Socialserve.com representative by phone. Be prepared to provide full details about all of your 811 units, including property features, neighborhood amenities and accessibility offerings.

2. Respond to monthly polls via email to update vacancy information, request assistance and update contact information. **If you have an available unit or submitted questions, you will be contacted by 811 PAIR support team.**

*Note: if you have other rentals listed through PAHousingSearch.com that are not 811-specific, please continue to update those through your established login so the general public can see them.*

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

Email the 811 PAIR and Polling team at [pair@emphasys-software.com](mailto:pair@emphasys-software.com) 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?

Email the 811 PAIR and Polling team at [pair@emphasys-software.com](mailto:pair@emphasys-software.com) if a property manager contact changes or needs to be added to the polling recipient list for your property. 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 [pair@emphasys-software.com](mailto:pair@emphasys-software.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 the 811 PAIR and Polling team.**

*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. Refer to the HUD Form 92006, which lists contact person(s). While the form is mandatory to request, it is optional for applicants to complete. If you are unable to contact the service provider, the property's 811 waitlist administrator would be the next step.

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

Please contact Kristen Nagel at [knagel@phfa.com](mailto:knagel@phfa.com) or Samantha Vollrath at [samantha.vollrath@inglis.org](mailto:samantha.vollrath@inglis.org).

**EmphasysHls.com HUD 811 Support: call 1-877-496-4954 (toll free)  
or email [pair@emphasys-software.com](mailto:pair@emphasys-software.com)**