

GUIDELINES FOR SECURE DOCUMENT SUBMISSION

Pennsylvania Housing Finance Agency (PHFA) is moving toward a more secure method for outside entities, such as owners and management agents, to submit documents. Using a document submission method other than email will improve our ability to safely share documents that may contain sensitive information, such as social security numbers, birth dates, etc. With a few exceptions, after the introduction of Secure Folders, Contract Administration at PHFA will no longer accept documents submitted via email.

The following provides instructions to submit a document using Secure Folders:

1. If you own or manage a Section 8 contract assigned to PHFA as a Performance Based Contract Administrator or a Section 811 PRA Rental Assistance Contract, the Secure Folders instructions that follow apply to you.
2. Open the web browser of your choice and enter <https://mft.phfa.org/form/contractadmindocumentsubmission>. You should bookmark or save this link as a Favorite for easy recall.
3. The PHFA Contract Admin Document Submission page will open.

PHFA Contract Admin Document Submission

4. The webpage provides some helpful tips for submitting your document.
5. To successfully submit your document, follow these document requirements:
 - a. All documents must be in PDF format. All other file formats will not be accepted.
 - b. All documents must be 40MB or smaller. Larger document sizes will not be accepted. If your document is over 40MB, break your submission down to two or more documents.
 - c. Submit one document per file upload.
6. With the exception of 811 move-in files, redact the social security number, birthdates and all other personally identifiable information **with white tape before scanning** the documents. This will ensure the privacy of personally identifiable information. Be advised that using a black marker to redact information does not always properly conceal the data.
7. Item #6 does not apply to Section 811 move-in files since PII must be verified as part of the file review process.
8. Do not highlight any information on the documents as it comes through illegible.
9. Do not insert blank pages between pages of your document.

10. When the submission form is completed and your document is attached, you should click the Submit button. If your submission was sent, a message “Form submitted successfully” will appear.
11. If you are submitting a special claim, please refer to the Guidelines for Paperless Claim Submission located at https://www.phfa.org/forms/section8/special_claims/ca-guidelines-submitting-paperless-claims.pdf for additional submission instructions.
12. The special claims mailbox previously used to submit special claim requests will be closed on 02/15/2023.