

MANAGEMENT AND OCCUPANCY REVIEW

MANAGEMENT AND OCCUPANCY REVIEWS

A PHFA Housing Management Representative (HMR) is assigned to schedule and conduct an on-site Management and Occupancy Review (MOR) at all PHFA-funded properties on an annual basis. The MOR is conducted to ensure compliance with HUD regulations using form HUD-9834.

The HMR will send a notification letter to the owner, management agent, and site manager with the date and time of the visit. The letter will include a listing of the documents/information that will be needed in order to complete the review. The letter will also include form HUD-9834 Addendum B- Part A Sections I, II, and III that must be **signed by the owner**.

One of the primary focuses of the MOR is a review of resident files using form HUD-9834 Addendum A, Tenant File Review Worksheet. A sampling of not less than 10 percent of the files will be reviewed. The files to be reviewed include move-ins and move-outs, annual recertifications, and rejected applicant files. Calculations of rent and income will be tested.

The visit will also include a review of the property's compliance with applicable program rules and regulations, as well as the requirements of the property's legal documents.

Management and Occupancy Reviews may also include, but are not limited to, a review of the following:

- AFHMP/Marketing and Outreach
- Curb appeal, grounds, and common area maintenance
- Delinquency and rent collections
- Evictions
- Fair Housing/Equal Opportunity
- Lease/Addenda
- Management Plan and Resident Selection Criteria
- Occupancy
- 40% ELI Income Targeting
- Physical Observations, including follow-up of REAC inspections
- Reasonable accommodations
- Resident participation
- Staffing
- Security
- Supportive Services

CHAPTER 8 MANAGEMENT AND OCCUPANCY REVIEW

- Vacant Unit Turnover
- Waiting List Management
- Implementation of recent HUD regulations

The use of the Enterprise Income Verification (EIV) System by Owners and Management Agents (O/A) became mandatory effective January 31, 2010. During the MOR the HMR will examine the property's use of the EIV system. The review will also include:

- Required EIV Coordinator and EIV User approval documents
- O/A's policies and procedures for use of the EIV data
- Validity of tenant consent forms
- Security of EIV data and reports
- EIV Master File (including all required reports)
- Retaining and destroying the EIV data and reports

At the conclusion of the on-site review the HMR conducts a close-out review that gives a detailed summary of the findings. The HMR will send a detailed Management Review including a Summary Sheet, Findings, and Observations. If there are findings or corrections indicated in the review the Owner/Agent must submit a written response within thirty days from the date of the letter. The property will also be given an overall rating.

Contact the HMR assigned to your property for further information and guidance.

Links

HUD's Enterprise Income Verification (EIV) System for Multifamily Housing Program Users
<https://www.hud.gov/sites/documents/eivsystemmanual.pdf>
HUD's EIV Training and Outreach for Multifamily Housing Programs
https://www.hud.gov/program_offices/public_indian_housing/programs/ph/rhiip/training