

Special Claims

Submissions

Special Claims Submission Requirements

- The move-out or unit transfer-out must be transmitted to TRACS.
- The unit is eligible for Special Claims submission
 - If former tenant was receiving rental assistance at move-out.
 - If assistance was terminated for **tenant's** failure to comply.

Special Claims Submission Requirements

- The move-in or unit transfer-in must be submitted to TRACS.
- If the move-in or unit transfer-in occurs within 60 days after the unit is ready for occupancy, the date the unit was re-rented must be entered on the claim form.
- Claims can only be submitted for units that are in decent, safe, and sanitary condition. Vacancy loss will not be paid for the days in which unit repairs are being made. The owner must take feasible action to fill the vacancy.

Special Claims Submission Requirements

- A Special Claim must be submitted within 180 days of the date the unit was available for occupancy.
- Each unit submitted for a special claim must have a copy of the checklist for Regular Vacancy and/or Unpaid Rent and Tenant Damages attached.
- The checklist is a list of required documentation for special claim submission.

Vacancy Losses After Rent-Up (Regular Vacancy)

- **Claims for Regular Vacancy**
 - Compensation to the property owner for the loss of rental income of a unit that was previously occupied by a subsidized tenant.
 - HUD's maximum liability for a Regular Vacancy Claim is 80% of the contract rent for up to 60 days.

Required Documentation for Regular Vacancy Claims

- The form **HUD-52670-A Part 2** must be completed for each claim submitted. **(Special Claims Schedule)**
- For each unit submitted for Special Claim processing the form **HUD-52671-C** must be completed and included with each claim submitted. **(Claim Form)**
- For each unit submitted for Special Claim processing a **Regular Vacancy Checklist** must be completed and included with each claim submitted.
- **All Claim forms must be signed and dated.**

Required Documentation for Regular Vacancy Claims

- A copy of the former tenant's signed move-in 50059 completed at move-in, which shows the required amount for security deposit.
 - All pages of the move-in 50059 must be included.
 - The move-in 50059 must be signed by the tenant and the owner/agent.

Required Documentation for Regular Vacancy Claims

- Documentation that verifies the appropriate security deposit was collected:
 - Copy of the signed original move-in lease
 - Tenant's ledger card (must show the required security deposit amount collected)
 - Receipt(s) for security deposit collected

Required Documentation for Regular Vacancy Claims

- A copy of the Security Deposit Disposition notice provided to the former tenant which indicates:
 - Move-out date
 - Amount of security deposit collected
 - Amount of security deposit returned and any charge withheld from the deposit
 - If the security deposit was kept for vacancy reasons, the amount must be included on the form HUD-52671-C.
 - If the tenant failed to give proper notice to vacate as required under the lease, the claim must be reduced by the amount the security deposit amount collected and entered on the claim form in **amounts paid by other sources.**

Required Documentation for Regular Vacancy Claims

- If the move-out tenant transferred to another unit, documentation of the security deposit disposition is still needed:
 - Documentation stating the reason for the transfer
 - Evidence the security deposit was transferred to another unit or documentation a new deposit was collected
 - Security Deposit Disposition
 - New Lease
 - New Unit Transfer 50059
 - Statement from the Owner/Agent
 - The statement must include: **date transfer occurred, reason for transfer to and from another unit, security deposit amount, security deposit amount transferred and/or new security deposit amount collected.**

Required Documentation for Regular Vacancy Claims

- Copies of voucher adjustment pages verifying the move-out date of the former tenant and move-in date for the new tenant (if applicable). Voucher adjustment pages are also required for unit transfers.
- Confirm that the move-out or unit transfer-out is viewable in TRACS.
- If the unit was rented within the claim period, the move-in or unit transfer-in must be viewable in TRACS.
- If the unit is not reoccupied by a subsidized tenant, the move-in will not be viewable in TRACS, therefore a hard copy of the form HUD-50059 for the market rent tenant must be submitted. Provide a signed copy of the move-in 50059 or the Initial 50059 of the tenant where subsidy was transferred.

Required Documentation for Regular Vacancy Claims

- Provide a copy of the Reconditioning/Maintenance Log that contains the following:
 - Move-out date
 - Start and finish date of **each** process for turning over the vacant unit
 - Date the unit was ready for occupancy after all work/repairs are completed
 - Date unit was re-rented
 - All dates must match the dates reported on the 52671-C

Required Documentation for Regular Vacancy Claims

- Provide a copy of the waiting list that contains:
 - Head of Household name of the new move-in
 - Date and time of the application
 - Unit size
 - Contact dates and comments showing the waiting list was being maintained and applicants are being processed in a timely manner
 - Move-in date
 - It's critical to have complete wait list notes to show that every effort was made to occupy the vacant unit

Required Documentation for Regular Vacancy Claims

- If the move-in tenant was transferred from another unit, documentation of the unit transfer-in should be submitted.
 - Documentation stating the reason for the transfer
 - Evidence the security deposit was transferred to another unit or a new deposit was collected
 - Security deposit disposition
 - New lease
 - New unit transfer 50059
 - Statement from the Owner/Agent
 - The statement must include: **date transfer occurred, reason for transfer to and from another unit, security deposit amount, security deposit amount transferred and/or new security deposit amount collected.**

Required Documentation for Regular Vacancy Claims

- If property is partially assisted, a copy of the Rent Roll for the entire claim period must be submitted to verify that a vacant Section 8 unit existed during the claim period.
- If subsidy was transferred to another unit effective the day after termination or move-out, the claim is ineligible.
- If subsidy was transferred later, documentation is required to verify:
 - date subsidy transferred
 - units subsidy transferred from and to
 - tenant subsidy was given

Required Documentation for Regular Vacancy Claims

- If the unit is not filled from the waiting list, submit copies of advertisements or invoices for advertising expenses that substantiate the date marketing occurred in accordance with AFHMP.
 - Advertising must be within vacancy period.

Submission Requirements for Vacancy (Property Disposition) Claim

- The form **HUD-52670-A Part 2** must be completed for each claim submitted. (**Special Claims Schedule**)
- For each unit submitted for Special Claim processing the form **HUD-52671-C (Part B on the claim form)** must be completed and included with each claim submitted. (**Claim Form**)
- For each unit submitted for Special Claim processing a **Regular Vacancy Checklist** must be completed and included with each claim submitted.
- **All Claim forms must be signed and dated.**

Submission Requirements for Vacancy (Property Disposition) Claim

- The claim submission requirements and documentation are the same as a Regular Vacancy Claim, but the calculation is not the same as a Regular Vacancy Claim.
- Claims may not exceed the housing assistance payment for the number of days elapsed between the date the tenant vacated the unit and the last day of the month in which the vacancy occurred, plus 80% of the contract rent for any days the unit remains vacant in the following month.

Vacancy (Property Disposition) Claim

- This claim type is calculated differently than a regular vacancy claim.
- **Daily Assistance Amount:** The assistance amount at the time of move-out, divided by the number of days in move-out month, multiplied by the number of days remaining in the move-out month after unit ready for occupancy date, minus any amounts paid by other sources. The unit must be in decent, safe, and sanitary condition to be eligible for a claim.

Vacancy (Property Disposition) Claim

- **Daily Contract Rent:** The contract rent amount at the time of move-out, divided by the number of days in month after the move-out month, multiplied by the number of days remaining in the month after the move-out, minus any amounts paid by other sources. The unit must be in decent, safe, and sanitary condition to be eligible for a claim.

Vacancy (Property Disposition) Claim

- If the unit was not ready for occupancy in the month the move-out occurred or the month after the move-out occurred, the unit is ineligible for a claim.

Unpaid Rent and Damage Claim

- **Claims for Unpaid Rent and Tenant Damages**
 - Reimbursement to a property owner for a former tenant's failure to pay monthly rent, other charges, and/or for damages caused by the negligence or abuse by the former tenant.

Submission Requirements for Unpaid Rent and Damage Claim

- The move-out or unit transfer-out must be transmitted to TRACS.
- The unit is eligible for Special Claims submission
 - If former tenant was receiving rental assistance at move-out
 - If assistance was terminated for tenant's failure to comply

Submission Requirements for Unpaid Rent and Damage Claim

- An unpaid rent and tenant damage claim must be submitted within 180 days of the date the unit was available for occupancy.
- Each unit submitted for a special claim must have a copy of the check list attached.
 - The check list is a list of required documentation for claim submission.

Submission Requirements for Unpaid Rent and Damage Claim

- The Owner/Agent must have collected from the tenant the maximum allowable security deposit. If the Owner/Agent did not collect the appropriate security deposit amount from the tenant, the unit is ineligible for claims submission. If the security deposit was partially collected, the claim will be reduced by the difference.
- Damages must be due to tenant negligence or abuse. The owner/agent may not request a special claim for routine maintenance and normal wear and tear.

Submission Requirements for Unpaid Rent and Damage Claim

- The owner/agent must provide evidence that the tenant was billed for unpaid rent and/or damages and that all reasonable steps were taken to collect the debt.
- The total claim for unpaid rent and tenant damages may not exceed the contract rent in effect when the tenant vacated the unit minus the security deposit plus any interest earned and any amounts collected from the tenant or other sources to cover unpaid rent and damages.

Required Documentation for Unpaid Rent and Damage Claim

- The form **HUD-52670-A Part 2** must be completed for each claim submitted. **(Special Claims Schedule)**
- For each unit submitted for Special Claim processing the form **HUD-52671-A** must be completed and included with each claim submitted. **(Claim Form)**
- For each unit submitted for Special Claim processing a **Unpaid Rent and Damage Claim Checklist** must be completed and included with each claim submitted.
- **All Claim forms must be signed and dated.**

Required Documentation for Unpaid Rent and Damage Claim

- A copy of the former tenant's signed move-in 50059 completed at move-in, which shows the required amount for security deposit.
 - All pages of the move-in 50059 must be included.
 - The move-in 50059 must be signed by the tenant and the owner/agent.

Required Documentation for Unpaid Rent and Damage Claim

- Documentation that verifies the appropriate security deposit was collected:
 - Copy of the signed original move-in lease
 - Tenant's ledger card (must show the required security deposit amount collected)
 - Receipt(s) for security deposit collected

Required Documentation for Unpaid Rent and Damage Claim

- Copies of voucher adjustment pages verifying the move-out date of the former tenant. Voucher adjustment page is also required for unit transfer-out.
- Confirm that the move-out or unit transfer-out is viewable in TRACS.

Required Documentation for Unpaid Rent and Damage Claim

- Certified letter to the former tenant that includes all required items:
 - Unpaid rent and other charges
 - Disposition of the security deposit
 - Demand for payment
 - Advise the tenant that failure to pay will result in the owner/agent hiring a collection agency to collect the debt
 - The tenant's right to discuss the charges

Required Documentation for Unpaid Rent and Damage Claim

- Documentation the matter was turned over to a collection agency and that the collection agency attempted to collect the debt
- Notification from the collection agency that tenant has been placed in collections

Required Documentation for Unpaid Rent and Damage Claim

- Provide a copy of the Reconditioning/Maintenance Log that contains the following:
 - Move-out date
 - Start and finish date of each process for turning over the vacant unit
 - Date the unit was ready for occupancy after all work/repairs are completed
 - Date unit was re-rented
 - All dates must match the dates reported on the 52671-A

Required Documentation for Unpaid Rent and Damage Claim

- Provide documentation of unpaid rent and other charges.
 - Tenant ledger, showing rent charged and remaining unpaid at move-out
 - Other charges due under the lease
 - Allowable “other charges”
 - Failure to return keys
 - Late fees, if allowable under lease and state and local law
 - Any charges for damages during tenancy that the tenant was previously billed for and remained unpaid at move-out

Required Documentation for Unpaid Rent and Damage Claim

- Utility Reimbursements cannot be claimed as unpaid rent.
 - If the utility reimbursement is not disbursed to the tenant or utility provider (e.g. tenant never picks up the check, tenant never cashes the check or tenant moves-out), the funds must be returned to HUD. The check should be voided and the funds returned to HUD as a Miscellaneous Accounting Request (Code: UUTL) adjustment on the voucher.

Required Documentation for Unpaid Rent and Damage Claim

- Documentation of HUD approved other charges due under the lease
- Provide a copy of property's Maintenance Charge List to verify cost of charges to tenant

Required Documentation for Unpaid Rent and Damage Claim

- In addition to the documentation of unpaid rent and other charges, provide the following:
- A copy of the Security Deposit Disposition notice provided to the former tenant which indicates:
 - Move-out date
 - Amount of security deposit collected
 - Amount of security deposit returned and any charge withheld from the deposit

Required Documentation for Unpaid Rent and Damage Claim

- Move-in and move-out inspection forms
 - Move-in inspection must be signed by the owner/agent and the tenant
 - Move-out inspection must be signed by owner/agent
 - Document as much detail regarding damages on inspection form

Required Documentation for Unpaid Rent and Damage Claim

- Move-out Inspection

UNIT INSPECTION REPORT

PROPERTY: ADCAPS DATE: _____ CHECK ONE: MOVE-IN _____ MOVE-OUT PERIODIC _____

UNIT #: 123
NAME: Mary Smith of BEDROOMS-2

ACCEPTABLE			ACCEPTABLE		
KITCHEN	Y/N	Comments	LIVING & DINING ROOM	Y/N	Comments
Walls/Ceiling			Patio Door		(new or original)
Floor			Walls/Ceiling		
Stove		(year installed)	Floor		
Refrigerator		(year installed)	Lighting		
Counter Top			Window		
Sink			Monoxide Det.		
Lighting			Screens		
Cabinets					
GFI					
Fire Step or Safety Elements					
Exhaust Vent					
Monoxide Det.					

Entire apt. checked

BATHROOM	Y/N	Comments	BEDROOM #1	Y/N	Comments
Doors/Locks			Doors/Locks		
Walls/Ceiling			Walls/Ceiling		
Floor			Floor		
Toilet/ADA?			Closet/Shelves		
Sink			Window		
Tub/Shower			Screens		
Lighting			Night Light		
Medicine Cab			Pull Cord		
GFI			Smoke Detector		
Pull Cord			Other		
Exhaust Vent					
Monoxide Det.					

BATHROOM	Y/N	Comments	BEDROOM #2	Y/N	Comments
Doors/Locks			Doors/Locks		
Walls/Ceiling			Walls/Ceiling		
Floor			Floor		
Toilet/ADA?			Closet/Shelves		
Sink			Window		
Lighting			Screens		
Medicine Cab			Night Light		
GFI			Pull Cord		
Exhaust Vent			Smoke Detector		
			Other		

BEDROOM #3	Y/N	Comments
Doors/Locks		
Walls/Ceiling		
Floor		
Closet/Shelves		
Window		
Screens		
Night Light		
Pull Cord		
Smoke Detector		
Other		

BEDROOM #4	Y/N	Comments
Doors/Locks		
Walls/Ceiling		
Floor		
Closet/Shelves		
Window		
Screens		
Night Light		
Pull Cord		
Smoke Detector		
Other		

HVAC EQUIP.	Y/N	Comments
Furnace		(year installed)
Filter		
Thermostat		
Water Heater		(year installed)
GFI		
Monoxide Det.		

MISC.	Y/N	Comments
Screens		
Blinds/Sheets		
Stairs/Railing		
Porch		
Other		
Cycle paint needed?		

EXTERIOR	Y/N	Comments
Front Yard		
Side Yard		
Back Yard		
Retaining Wall		
Siding/brick		
Roof/gutters		
Railing		
Other		

OTHER	Y/N	Comments
Per? Type?		
Carpeting		(year installed) <u>2014</u>
Smoke Detector		<u>good</u>
Pull Cords		
Housekeeping		
Vermin		
Alterations		
Other		

USE REVERSE SIDE FOR ADDITIONAL NOTES.

<p>FAMILY CERTIFICATION: I/we certify that the above unit is in decent, safe and sanitary condition. Any deficiencies noted above represents the condition of the identified unit.</p>	<p>OWNER CERTIFICATION: I certify that the above unit is in decent, safe and sanitary condition. Any deficiencies noted above represents the condition of the identified unit. If this report discloses any deficiencies, I certify that they will be remedied within 30 days of the date this tenant moves into this unit.</p>
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Not available
FAMILY MEMBER DATE

M. Conner Snyder 1/10/14
MANAGER DATE

This institution is an equal opportunity provider and employer.

Required Documentation for Unpaid Rent and Damage Claim

- Copy of the itemized list of charges provided to the tenant with a breakdown of cost to repair damages which may include the following:
 - Invoices
 - Receipts
 - Maintenance work orders or maintenance logs/records supporting dates work was completed
 - Failure to provide an itemized listing of damages will result in denial of the claim

Required Documentation for Unpaid Rent and Damage Claim

- The owner/agent must certify that the claim submitted is not the result of normal wear and tear or routine maintenance.

Special Claims Submission Timelines

- **Claim Period:** The claim period begins the date the unit is available for occupancy by another tenant and ends on the date the unit is re-rented or **60 calendar days** after the date unit was available for occupancy, whichever occurs first.
- **Claim Submission:** A claim must be submitted within **180 days** from the date the unit is available for occupancy. If a claim is not received within the **180 day processing period** the claim will be ineligible for approval and will be denied.

Special Claims Submission Timelines

- **Claim Resubmission:** An adjusted, denied or incomplete claim may be resubmitted by the owner/agent. The resubmission of the claim must be within **30 calendar days** of the date of the adjustment or denial letter. Resubmission of the entire claim packet is required.
- **Payment Request:** The owner/agent must request payment of an approved or adjusted claim within **90 calendar days** of the date of the approval or adjustment letter to the owner/agent.

Special Claims Submission Timelines

- **Appealed Claims:** An appealed claim must be submitted within **30 calendar days** after the date of the adjusted or denial letter. When an appealed claim is submitted, the owner/agent must include a brief explanation as to why the claim should be paid, along with any new or additional supporting documentation. The reason for the adjustment or denial must be corrected and the documentation supporting the correction must be included.

Paperless Special Claims Submission:

1. Email your special claim request to scsubmission@phfa.org.
2. If you have emailed your special claim request, you do NOT have to also send hard copies of your special claim.
3. The special claims file should be submitted in pdf format AND should not be password protected.

Paperless Special Claims Submission:

4. Please follow these **File Name** and **Email Subject Line** requirements:
 - The **File Name** must be **CONTRACT NUMBER, UNIT NUMBER, and CLAIMTYPE (V-vacancy, UR-unpaid rent, D-damages)**.
 - The **Email Subject Line** must be **PROPERTY NAME and SECTION 8 CONTRACT NUMBER.**

Paperless Special Claims Submission:

5. Prepare the special claims submission packet using your normal processing procedures.
6. The special claims must be submitted by unit. Meaning a separate pdf file must be created for each unit and claim type requested. Please scan the applicable documents following the order of appropriate Special Claims Checklist (vacancy loss and/or unpaid rent and damages) and include each item on the checklist in each unit file created (for example, waiting list, move-in /move-out adjustment pages and reconditioning log).

Paperless Special Claims Submission:

7. PHFA will be unable to index your special claims submission into our system if the special claim submission packet is not submitted as required in item #6. If the special claims submission packet includes multiple units in the file, you will be notified by phone to resubmit your claim submission packet according to these guidelines. The owner/management agent will have 3 days to resubmit the special claims according to the instruction provided. If the special claim packet is not resubmitted within 3 days, the special claim will be denied.

Paperless Special Claims Submission:

8. Multiple units may be submitted in one email with multiple files attached.
9. If multiple units are included on one Special Claims Schedule (HUD-52670-A Part 2), the Special Claims Schedule should be scanned and included with each unit requested.
10. Do not highlight any information on the documents as it comes through illegible.

Paperless Special Claims Submission:

11. Do not insert blank pages between your documents.
12. To ensure the privacy of personally identifiable information, redact the social security number, birthdates and all other personally identifiable information with **white tape before scanning** the special claim forms and documents. Be advised that using a black marker to redact information does not always properly conceal the data.
13. Be sure you are using the most current version of all special claim forms.

Paperless Special Claims Submission:

14. Multiple emails may be necessary if the file size is too large or there are too many files attached to an email.
15. Ensure all applicable special claim forms are signed prior to scanning the document.
16. DO NOT email the special claim packet to your Special Claim Analyst. Doing so will delay getting the submission logged in into our tracking system. Also, if your Special Claims Analyst is out of the office, your special claim cannot be retrieved from their email.

Paperless Special Claims Submission:

17. If the Special Claims Analyst requests additional documentation, only the additional documents may be emailed directly to the Special Claims Analyst following the instructions in items #4 and #6.

18. If you are submitting special claims for multiple Section 8 contracts, please send each contract's special claims individually in a separate email following the naming instructions in item #4.

Paperless Special Claims Submission:

19. Do not include a message to the Special Claims Analyst in the body of the email as the email does not go the Special Claims Analyst. Instead, if you have information to share, email the Special Claims Analyst directly, separate from the special claim email.
20. PHFA will be returning processed special claims to the Special Claims Contact by email not US Mail.
21. Do not email your special claim request to cavouchersubmission@phfa.org. This email box is only for use in submitting your monthly HAP voucher request.

Paperless Special Claims Submissions:

- If you have any questions about electronically submitting special claims, please contact Judy Chilcote at 717-780-4036 or jchilcote@phfa.org.

Resources:

❖ Special Claims Processing Guide

❖ Special Claims Processing Guide FAQ's

Resources:

❖ PHFA.org >

>Partners

>Multifamily Housing Professionals (Drop Down Menu)

>Asset Management

>Contract Admin (Drop Down Menu)

>Forms and Instructions

* Select Special Claims

Contacts:

- Special Claims Analysts:

- Monique Snyder:

Phone: 717-780-4040

E-mail: msnyder@phfa.org

- Stephanie McCauslin:

Phone: 717-780-3822

E-mail: smccauslin@phfa.org

- Cheryl Boyanowski:

Phone: 717-780-3925

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Mail claims to:

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