Journey Through Agency Requirements

Presented by Valerie Fishel and Lisa Santiago
Contributions by Barbara Huntsinger
Timeline of Events

Pre-Commitment
Management Docs Review
Accessible Unit Policy

Rent-Up
Rent-Up Meeting
PAHousingSearch
LEP

Quarterly
Notify HMR when first unit is leased!
Rent-Up Reporting

Annual
Annual Reports January 31

Quarterly
Occupancy Reporting
January, April, July, October

Annual
Annual Reports January 31

Management Review- Initial and Annual
Tenant File Reqs

Annual
Rent Summary
30 days after HOME limits released

Annual
Rental Schedule and TIC uploads to Web Entry System
December 31

Ongoing
PAHousingSearch
Management Doc. Updates
AFHMP 5 Year Update
Accessible Unit Policy
LEP
Staffing Request Procedures
Agency Requirements

Pre-Commitment

Accessible Unit Policy

Management Documents Review:

- Affirmative Fair Housing Marketing Plan
- Grievance Procedure
- Language Access Plan (LAP) for HOME funded
- Lease Agreement and addenda
- Management Plan
- VAWA Emergency Transfer Plan for HOME funded after 12/16/16 and HTF
- Tenant Selection Plan
Every effort must be made to place a household who requires the unit with accessible features.

All households must sign the *Lease Addendum Pertaining to the Occupancy of Accessible Units*.

The Addendum states that if a household occupying the MIU unit does not require the features, they will transfer once a qualified household comes onto the waiting list and there is a non-MIU unit where they may transfer.

Contact Danielle Rudy at drudy@phfa.org to assist with marketing units, including accessible units to households that require the features. Use the Marketing Worksheet under Accessible Unit Resource Center on the website.

During the initial lease up, if a qualified household that requires the features of an MIU or H/V unit is not identified: the unit(s) must be left vacant for thirty (30) days during the initial lease up period. After this time, a household that does **not** require the features may lease the unit.
PHFA believes that an affordable apartment to create a comfortable home is the foundation of happiness. Companies that manage affordable units financed with an Agency loan and/or Low Income Housing Tax Credits (LIHTC) will find guidance and information on tenant relocation, tenant turnover, and regulatory compliance.
Property Management

PHFA believes that an affordable apartment turns hardship into happiness. Companies that manage affordable units financed with an Agency loan and/or Low Income Housing Tax Credits (LIHTC) will find guidance and information on reporting requirements and regulatory compliance.

If you have any questions regarding the content on this page, please contact Housing Management at 717.780.3819.

- **Best Practices**

  - **Accessible Unit Resource Center**

    The purpose of this guidance is to underscore the obligations associated with accessible units and to provide clear processing instructions for owners and management agents relating to the rental and subsequent reporting of occupancy for accessible units.

    This policy governs the initial occupancy efforts and subsequent marketing and monitoring of accessible units in the low income housing tax credit (LIHTC) program and other PHFA financings.

    - Accessibility Unit Worksheet
    - Accessible Unit Policy (updated March 2017)
    - Accessible Unit Policy Timeline
    - Lease Addendum Pertaining To Occupancy of Accessible Unit
    - Marketing Worksheet

    - PA Department of Human Services - Local Lead Agencies

    - www.PAHousingSearch.com

  - **Violence Against Women Act (VAWA) Resource Center**
Sample Verification Forms

Management Document Checklists

Please utilize the following checklists to assist with preparing the property’s Management Plan, Tenant Selection Plan, Lease, Affirmative Fair Housing Marketing Plan and VAWA Emergency Transfer Plan (if applicable). The checklists are guides and specify information that must be included in each document. Additional policies and procedures may be added at the discretion of the agent. Please consult your legal counsel if you have questions regarding the legality of your proposed policies or procedures. Here are a few helpful tips when preparing the documents:

1. Ensure all items on the checklist are included prior to submission.
2. List the item’s page number on the checklist for an efficient review of documents.
3. Place the date in the footer of each document and update as revisions are completed.
4. Please note that there may be overlap between the documents; specifically the Management Plan and Tenant Selection Plan.
5. These documents are reviewed and treated separately.

- Affirmative Fair Housing Marketing Plan Checklist
- Grievance Procedure Checklist
- Lease Agreement Checklist
- Management Plan Review Checklist
- Pre-Commitment Checklist
- Tenant Selection Plan Checklist
- VAWA Emergency Transfer Plan Checklist
Agency Requirements-After Closing

- RENT-UP MEETING
- PA HOUSING SEARCH
- LEP (LIMITED ENGLISH PROFICIENCY)
- REPORTING ANNUAL REPORTS AND RENT-UP REPORTING
Rent-Up Meeting

**Who**
- Applies to all Agency 1st, PennHOMES, HTF and CMF funded properties.
- All Management Agent staff members responsible for rent-up and operations should be included.

**Why**
- The PHFA staff assigned to the property—Financial Analyst, Housing Services Representative and the Housing Management Representative—provide crucial information regarding operations and requirements specific to the property.
- The meeting provides an opportunity to engage in discussion and answer questions that either party may have prior to lease-up.

**What**
- Powerpoint Presentation

**How**
- WebEx or at the Regional Office
PA Housing Search

• Maintain an active listing at all times - whether units are available, waiting list is open or closed. Use the free service to market units!

• Keep it active simply by clicking the link in the email from Social Serve.
LEP

• Provisions to accommodate individuals with Limited English Proficiency (LEP) requests must be established and incorporated in the Tenant Selection Plan.

• A description is required of how assistance will be available to help complete the application process for individuals with Limited English Proficiency.

• An explanation of how documents such as the rental application will be translated to meet LEP requirements also must be included.
# Reporting Prior to Lease-Up

## Annual Reports
- Due by January 31 for prior year
- HTF and CMF
- Owner’s Certification of Continuing Compliance

## Quarterly Rent-Up Report
- Due January, April, July, October
- Notify the HMR upon the first unit being leased
- HMR will contact the agent to obtain current status of lease-up:
  - Number of units occupied, broken down into occupancy designations
  - Marketing efforts being implemented.
First Year of Occupancy and Continuing

Annual Reports-January 31

Occupancy Reporting-25th of each Month

Rent Summary-30 days after HOME limits released

Management Review-Varies

Rental Schedule-December 31

TIC Entry-As the event occurs, no later than December 31
An Annual Report with an owner’s certification of compliance for the prior year are due by January 31st. For example, the responses on the report submitted in January 2022 would encompass activities from January 1, 2021 to December 31, 2021.

Properties that have been added to the PHFA Web Entry System (Multifamily Login) can access and upload the PennHOMES reports online. Properties with HTF and CMF must retrieve the report for the applicable year on the PHFA Website under Agency Financed-Manual. The report must be emailed to the property’s HMR.
On the 25th of each month, an email is sent with a link to enter the property’s occupancy information. A late notice email is sent on the 2nd of each month to properties that have not reported in a timely manner.

Failure to provide the information in a timely manner may result in a lowered management review score. Please note the number is for the total number of occupied units, not only accessible units and not vacant units.

If the property’s contact for reporting needs to be updated, please contact Nicole Timbers at ntimbers@phfa.org and include the property’s PHFA#. At this time, the reporting link may only be sent to one email address. If you have any questions regarding the completion of the report, contact Nicole.
Requesting January Occupancy Information for YOUR PROPERTY O-0001

On Jan 25, 2022, at 6:23 AM, ntimbers@phfa.org wrote:

PROPERTY: YOUR PROPERTY

Please click on the property name above to report the property’s occupancy information.

The occupancy must be reported within five (5) days of receiving this email.

If you need assistance please contact Nicole Timbers at 717.780.3954.

Thank-you.

Pennsylvania Housing Finance Agency

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Occupancy Reporting Due Monthly
Rent Summary

30 Days after HOME limits release—Typically June/July

- Properties with certain types of funding must submit a Rent Summary with the proposed rents for the coming year to their Housing Management Representative (HMR).
- The Current rent is the highest rent that is being charged to a tenant for each unit size and set-aside percentage, excluding subsidy.
- The proposed increases may not exceed 5% without an explanation provided and Agency approval.
- If the Proposed amount puts the increase over 5%, the % chg (change) column will turn red.
- Notes regarding subsidy or explanation of an increase requested over 5% can be placed in the Comments section at the bottom of the form.
In "Current", provide the highest Total Tenant Paid Rent (Tenant Rent + Utility Allowance) currently being charged for each bedroom size. Do NOT include any subsidy the resident receives. The "Proposed" rent increase may not exceed 5% without agency approval. If the property receives subsidy, indicate in the Comments section below.

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Rent Summary
30 Days after HOME limits - Typically June/July

• The HMR reviews the proposed rents and sends an approval letter when the rents have been determined to be within the allowable limits and increase percentage. If the HMR is unable to approve the Rent Summary as submitted, a letter will be sent detailing the reason.

• A revised Rent Summary correcting the issue(s) must be submitted until one is approved.

• Failure to submit a Rent Summary by the required deadline could be a violation of the terms and conditions of mortgage financing. See the PHFA Rent Approval Policy for more information.
Management Review

Two-part review:

- Tenant File Audit
- Interview
Management Review

• Tenant File Audit
  • Tenant Income Certification (TIC) with verification of income and assets
  • Certification of Student Status
  • Disposal of Assets-Move ins and full recerts
  • Lease and addenda-PHFA’s LIHTC, VAWA, Accessible Unit if applicable

• PennHOMES, HTF and CMF:
  • Acknowledgements of forms: VAWA HUD-5380/5382, Grievance Procedure and Fair Housing Brochure
  • Move-ins: Application, screening documentation and move-in inspection
  • Move-outs: Notice to vacate, disposition of security deposit completed timely
  • Applicant Rejection: Enclosure of HUD 5380/5382, letter detailing right to appeal
Management Review

• Interview-Review of current status of property operations
  • Current staff and hours per week scheduled
  • Occupancy and waiting list
  • Vacant unit turnover status
  • Accessible unit utilization
  • Marketing and outreach
  • Delinquency and evictions
  • Changes in Management Documents
  • Physical state of the property, security and energy conservation
  • Staff training
  • Review of any issues in files and Web Entry System
PHFA Web Entry System/Multifamily Login
Welcome to PHFA Multifamily Housing.

2021 Annual Reporting Reminder

In response to the COVID-19 virus outbreak, PHFA’s physical offices are currently closed until further notice. We are, however, still conducting business as usual to the extent possible, with employees working remotely from their homes. It is possible we may be delayed in responding to inquiries. If you can’t reach your normal contact, please leave a message and we will get back to you as soon as possible.

PHFA is searching for a Tax Credit Compliance Officer to be based out the Harrisburg office.

If interested, please e-mail resume to: kesimadu@pa.gov

Effective March 10, 2021, for TIC Import users, PHFA is now accepting XML submissions in NAHMA version 5.0.

When uploading TICs via the TIC Import screen, please use NAHMA version 5.0.

The Agency has posted the 2021 MTSP Income/Rent Limits to its website. If your property is not placed-in-service, you will need to calculate the correct limit with the assistance of the appropriate chart. If, however, your property is placed-in-service, you can look to the Agency’s Automated Web Entry System for the appropriate limits. Remember, limits are determined on a project/building basis and project/building charts can be obtained through the Web Entry System.

As in years past, we feel confident in the numbers provided by our system, but suggest you proof them.

Compliance Automation Website Procedure
Supportive Services Reporting Procedures

A Revised Pennsylvania Low Income Housing Tax Credit Program Lease Addendum is available for immediate use when signing a Lease Agreement with a LIHTC tenant.

The addendum specifically notes that no termination of tenancy (including

PHFA Web Entry System/Multifamily Login
TIC Entry

Due December 31

TIC entry into the PHFA Web Entry System is required for each household’s income certification in LIHTC properties.

TICs can be entered manually or uploaded through your software program.

They are requested to be entered as the event occurs, but no later than December 31st of each year.

For manual entry or revision instructions, visit the PHFA Housing Management How-to Video Training Series on YouTube!

If an error comes up when submitting TICs, the TIC must be submitted manually or contact the PHFA Programs Support Associate contact, Jesse Murphy at jmurphy@phfa.org, to assist with troubleshooting.
The Rental Schedule demonstrates that all units have had a completed certification-Move-in, Annual or Alternate.

Once all TICs have been uploaded to the Web Entry System, the Rental Schedule must be generated and submitted.
Ongoing Requirements

- PA Housing Search
- Management Document Updates
- Affirmative Fair Housing Marketing Plan 5 Year Updates
- Staffing Requests
- Accessible Unit Policy
- LEP
Management Documents Updates

Revisions need approval from the HMR

- Affirmative Fair Housing Marketing Plan
  - An AFHMP Update must be addressed every 5 years with an updated Plan, or a 5 Year Acknowledgment signed. Either document must be submitted to the property’s HMR.
- Grievance Procedure
- Lease
- Management Plan
- Tenant Selection Plan
- VAWA Emergency Transfer Plan
Affirmative Fair Housing Marketing Plan
5 Year Update
Staffing Request

Staffing Request procedures must be followed when changes to the property staff are deemed necessary. Requests may occur throughout the year or at the time of budget submission.

Requests for a change in staffing must be submitted to the Agency in writing and must be sent to the Housing Management Representative (HMR) with a copy to the Financial Analyst. Included must be job description(s), payroll amount(s), hours, requested implementation date, and justification for the new position(s).

The HMR will review the request with the Financial Analyst and issue an approval follow up letter confirming the position, or a disapproval follow up letter denying the position to the Agent, copying the Financial Analyst.
Questions?

Thank you for attending!