



ASSET MANAGEMENT

File Organization

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July 18, 2023

- ❖ It is a primary duty of the Property Manager to ensure that all tenant applications and occupancy files are maintained in accordance with the owner's/Management Firm standard operating procedures.
- ❖ Tenant files are subject to inspection by funders and government monitors, i.e., Investors, Financial Auditors and the State Agency.
- ❖ To assure compliance with funding requirements and Fair Housing Regulations, resident files must be compliant.
- ❖ To assist, Property Managers should use multi-sectioned tenant files. Each section has a distinct purpose and includes a set of documents that relate to tenant qualifications, lease terms, property condition, management notice and tenant correspondence.
- ❖ While Maintaining resident files in an organized, standardized manner is a must. **It is also Best Practice!!**

Objectives

- ❖ Benefits of File Organization
- ❖ Best Practices that assist with positive Review outcomes
- ❖ Standardization within the Management Portfolio
- ❖ Reduces the risk of Non-Compliance

Benefits of file order:

- ❖ Standardization of Processes - Consistency
 - ❖ Each file is set up the same amongst the management portfolio
 - ❖ Ensures all necessary documentation is in the file - Easy to identify missing information
 - ❖ Eliminate unnecessary items from being placed in the file
- ❖ Streamlines external reviews
 - ❖ State Agency Desk Reviews
 - ❖ Investor audits
 - ❖ Financial audits
 - ❖ Management Occupancy Reviews (MORS)

Streamline Internal Reviews

- ❖ Internal Compliance audits - NDC Asset Management

Preferred File Set-up

- ❖ Either 2-part, 4-part or 6-part file folder
- ❖ 2-part Folder Sections:
 - ❖ Left Side - Contains Lease Documentation, move-in Inspection, client age documents, credit and criminal, HAP Agreement/Rent Change Notice
 - ❖ Right Side - Contains the Tenant Income Certification, move-in acknowledgement, calculations sheet, all income and asset third-party (initials/full certification years) and application.
- ❖ 4-part Folder Sections:
 - ❖ Section One - Tenant Contact Information
 - ❖ Section Two - Left Side Information as above
 - ❖ Section Three - Right Side Information as above
 - ❖ Section Four - Tenant/Management correspondence



Preferred File Continued

- ❖ 6-Part File Folder

- ❖ Section One: Tenant Information i.e., Phone, Email, Emergency Contacts, etc.
- ❖ Section Two: Newly added addendums
- ❖ Section Three: Left Side Information
- ❖ Section Four: Right Side Information
- ❖ Section Five: Move Out information
- ❖ Section Six: Resident and Management Correspondence



Move In Checklist



☒ Tab 1

- Key Receipt
- Tenant Information Sheet
- Removal & Refund Authorization

☒ Tab 2

- Consent for Release of Information
- Emergency Pull Cord System Information Sheet
- Emergency Pull Cord System (for monitored systems)
- Resident Assistance Agreement
- Smoking Addendum - Breezeways & Common Areas

☒ Tab 3

- Cover Page
- Lease
- PHFA Letter
- PHFA Addendum
- VAWA
- Acknowledgement of Receipt
- Consumer Notice
- Rules & Regulations
- Crime Free Lease Addendum
- No Smoking Lease Addendum
- Smoke Detector Addendum
- Centre Region Code Acknowledgement
- Fire Safety Certification
- Lease Addendum Fire Safety
- PA Bed Bug Addendum
- Abandoned Items Addendum
- Tenant Handbook
- Damage Charge Sheet
- Cleaning Charge Sheet
- Move In Inspection Form

☒ Tab 4

- Cover Page
- TIC
- Move In Acknowledgement Form



Certification Cover Sheets

- ❖ Recommend using colored paper for each individual certification activity
 - ❖ Keep consistent with the colors for each cover sheet
- ❖ Certification Cover Sheets to create:
 - ❖ Initial Move In
 - ❖ Annual Recertification - Full Certification
 - ❖ Alternate Recertification
 - ❖ Match HAP Voucher
 - ❖ Interim - Addition of adult household members
 - ❖ Same Building Transfer
 - ❖ Building Transfer - Different building if the 8609 states that the property is a yes multibuilding project.



Initial Move-In File

_____/_____/_____

Do Not Remove

Compliance Review Initial & Date: _____



Annual Recertification

_____/_____/_____

FULL RECERTIFICATION

Compliance Review Initial & Date: _____



Alternate Certification

_____/_____/_____

Compliance Review Initial & Date: _____



New Annual Recertification
to
Match HAP

____/____/____

Compliance Review Initial & Date: _____



Interim Certification

_____/_____/_____

Addition of Adult Household Member

Compliance Review Initial & Date: _____



Same Building Transfer

From Unit # to Unit #

/ /

Compliance Review Initial & Date: _____

Supplemental Files

- ❖ All current residents
 - ❖ Files are kept separate from the tenant file
 - ❖ Stores extra paperwork that is not part of the resident file i.e., bank statements, tax returns not used to support self-employment income, or other documentation
 - ❖ Retains record of fax numbers and emails to third parties for future use
 - ❖ All purged file information
 - ❖ Initial Move-in certification file **NEVER** leaves the Resident File
 - ❖ Retain current certification plus past two years certification

Best Practices to ensure positive management reviews:

- ❖ File folder should be in good condition - do not use folders that are torn or that have damaged folder dividers
- ❖ Unit Number and name should be on each folder tab
- ❖ All files should be organized per the file order forms/colored dividers
- ❖ Verify all signatures have been obtained prior to review
- ❖ Recommend no loose paperwork in the file or post it notes throughout file
- ❖ Supplemental file information stored separate from file
- ❖ Uploading files to software and/or share drive to assist with external review and desk audits to avoid removing paperwork from files

PHFA Website Links

- https://www.phfa.org/forms/housing_management/agency_financed/manuals_and_documents/exhibits/tenant-file-mi.pdf
- https://www.phfa.org/forms/housing_management/agency_financed/manuals_and_documents/exhibits/tenant-file-annual.pdf
- https://www.phfa.org/forms/housing_management/agency_financed/manuals_and_documents/exhibits/tenant-file-alternate.pdf

The screenshot shows a web interface with a dark blue header containing the text "Agency Financed Properties-Manual". Below the header, there are two main menu items: "Chapters" and "Exhibits". The "Exhibits" menu is expanded, showing a list of 23 items, each with a small blue circle icon to its left. The items are listed as follows:

- [Affirmative Action and Equal Opportunity Plan](#)
- [Annual Certification of a Residential Rental Project \(8703\)](#)
- [Certification of Management Experience](#)
- [Contact Change Form](#)
- [Fair Housing Brochure](#)
- [Fair Housing Poster](#)
- [HUD AFHMP](#)
- [HUD AFHMP - Census Navigation Tool - NEW 11/2022](#)
- [HUD AFHMP - Draft Community Letter](#)
- [HUD AFHMP - Federal Regulations](#)
- [HUD AFHMP - Form HUD 935.2 Supplemental Instructions](#)
- [HUD AFHMP - PHFA Addendum to HUD AFHMP](#)
- [HUD AFHMP - Sample Advertisement](#)
- [HUD AFHMP 5 yr update](#)
- [Inclusions & Exclusions](#)
- [Income/Rent Limit Charts](#)
- [PA Human Relations Commission - Employment Provisions](#)
- [PA Human Relations Commission - Fair Housing Practices](#)
- [PA Human Relations Commission - Public Accomodation Provisions](#)
- [Recertification of Annual Income](#)
- [Sample Rental Application \(updated 04/2019\)](#)
- [Service Organizations and Housing Resources](#)
- [Tenant File Checklist - Alternate Recertification](#)
- [Tenant File Checklist - Annual Recertification](#)
- [Tenant File Checklist - Move-In](#)

PHFA New Move In Checklist



Tenant File Checklist - Move In

Property Name	
Head of Household	Unit Number

- Tenant Income Certification (TIC)
- Income Verification and calculation worksheet and/or tapes
 - Verification of employment
 - Verification of unearned income (SS, SSI, TANF, pension, etc.)
 - Self-employment documentation
 - Child Support
 - [Recurring cash contribution\(s\)](#)
 - Other _____
 - [Zero Income Questionnaire](#), if applicable
- Verification of Assets and calculation worksheet and/or tapes
- [Disposal of Assets Certification](#)
- Certification of Student Status ([LIHTC](#) and [HOME](#), if applicable)
 - Verification of Student Status, if applicable
- Lease Agreement
 - [PHFA LIHTC Lease Addendum](#)
 - [PHFA LIHTC Lease Addendum Pertaining to Accessible Units](#), if applicable
 - VAWA Lease Addendum ([HUD-91067](#))
 - Lead-Based Paint Addendum, if applicable
 - Section 8 HAP Contract, if applicable
- Acknowledgment of Receipt of Documents
 - [PHFA Resident Notification Letter](#)
 - [Fair Housing Brochure](#)
 - Property Grievance Procedure
 - VAWA Documents:
 - Notice of Occupancy Requirements ([HUD-5380](#))
 - Certification of Domestic Violence Form ([HUD-5382](#))
- Application (date and time stamped)
- Race and Ethnicity Information
- [Proof of Age](#)
- Proof of Social Security Number (if required)
- Screening Documentation
 - Credit Screening
 - Criminal Background/Sex Offender Check
 - Landlord Verification
- Move in Inspection

PHFA Annual Certification Checklist



TENANT FILE CHECKLIST

ANNUAL RECERTIFICATION

Property Name	
Head of Household	Unit Number

- Tenant Income Certification (TIC)
- Income Verification and calculation worksheet and/or tapes
 - Verification of employment
 - Verification of unearned income (SS, SSI, TANF, pension, etc.)
 - Self-employment documentation
 - Child Support
 - [Recurring cash contribution\(s\)](#)
 - Other
 - [Zero Income Questionnaire](#), if applicable
- Verification of Assets and calculation worksheet and/or tapes
- [Disposal of Assets Certification](#)
- Certification of Student Status ([LIHTC](#) and [HOME](#), if applicable)
 - Verification of Student Status, if applicable

PHFA Alternate Certification Checklist



TENANT FILE CHECKLIST

ALTERNATE RECERTIFICATION

Property Name	
Head of Household	Unit Number

- Tenant Income Certification (TIC)
- [Zero Income Questionnaire](#), if applicable
- Certification of Student Status ([LIITC](#) and [HOME](#), if applicable)
 - Verification of Student Status