



Preparing for a Management & Occupancy Review (MOR)

PBRA

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Presenter



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Poll #1

- How many in the room have traditional PBRA properties that have never been Public Housing?
- How many have PBRA properties that were converted from Public Housing via RAD?
- How many have both?
- How many have neither?



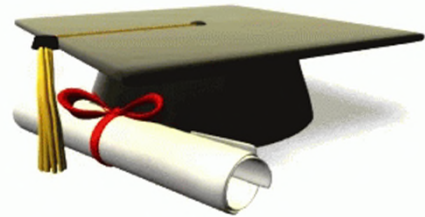
Poll #2

- How many in the room have directly participated in the MOR process before?
- How many have indirectly participated in the MOR process before (support or supervisory roles)?
- How many have properties that have not yet had their first MOR?



What will I learn during this training?

- What a Management and Occupancy Review (MOR) is;
- How to prepare for an MOR;
- The HUD-9834 Management Review for Multifamily Housing Projects form basics;
- Basics of Project-Based Rental Assistance (PBRA) policies, procedures, and required forms; and
- Common MOR findings to watch out for.



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What will I learn during this training?

- Tenant Rental Assistance Certification System (TRACS) basics;
- Housing Assistance Payment (HAP) Voucher basics;
- Repayment Agreements; and
- What are Special Claims and why you should care.

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MOR Background

- Review performed to verify a property's compliance with the HAP contract and applicable Regulatory Agreement(s).
- Review categories as outlined by HUD Handbooks 4350.1 and 4350.3:
 - General Appearance & Security (10%);
 - Follow Up & Monitoring of Physical Inspections (REAC or NSPIRE) (10%);
 - Maintenance & Standard Operating Procedures (10%);
 - **Financial Management/Procurement (25%) (RAD ONLY);**
 - Leasing & Occupancy (25%);
 - Tenant/Management Relations (10%); and
 - General Management Practices (10%).
- The weighted Section Scores are used to determine an Overall Rating: Superior, Above Average, Satisfactory, Below Average, or Unsatisfactory (from Highest to Lowest).

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Basics - PBRA

- **Be Aware of the differences between PH and PBRA requirements:**
 - It is important to become familiar with the HUD-9834 form, and specifically the Addendum-A to understand file requirements.
 - Enterprise Income Verification (EIV) is closely monitored as part of the MOR. If compliance is deficient, a 5% penalty on each voucher will be assessed until deficiencies have been rectified.
 - Sustained occupancy rates below 90% can result in a decrease in the number of contract units.
 - When deficiencies are identified and the owner/agent fails to correct the deficiencies, HUD's Departmental Enforcement Center (DEC) can take enforcement action.

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Basics - MOR

▪ Who Conducts the MOR:

- There are currently three different types of reviewers:
 - Traditional Contract Administrators (TCA) are housing authorities or housing finance agencies that have some type of interest in a property with project-based rental assistance (PBRA), such as tax credit monitoring.
 - Performance-based Contract Administrators (PBCA) are housing authorities or housing finance agencies that have won a contract to monitor a designated pool of PBRA properties.
 - HUD monitors any PBRA property that is not monitored by a TCA or PBCA.
- When a TCA-monitored property has a HAP-contract renewal, monitoring transitions to the area's PBCA.
- HUD currently monitors all RAD properties.



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Risk-Based MORs

In September of 2022, HUD implemented "Risk-Based MOR" scheduling, which means that the most recent MOR rating after September 26, 2022 (along with a separate HUD-determined Risk Rating) dictates the frequency with which MORs are conducted for a property:



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What to Expect

Before the MOR:

- A scheduling phone call or email at least two weeks before the proposed audit date;
- Written confirmation of the confirmed date approximately two weeks before the audit date;
- A copy of HUD-9834 Addendum C with a list of documents that must be provided to the reviewer in advance of the audit date; and
- A copy of HUD-9834 Addendum D that must be completed and provided to the reviewer in advance of the audit date.



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What to Expect

Day of Review:

- An entrance meeting to briefly discuss the plan for the day;
- A site visit to confirm the correction of REAC (or NSPIRE) findings. This may include the inspection of occupied and vacant units.
- Tenant file review (hint: file sample will almost certainly include households that appear on the property's monthly/quarterly EIV reports);
- EIV report review;
- A discussion (questions/answers) to review sections of the HUD-9834; and
- An exit meeting to discuss the identified findings.

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What to Expect

After the MOR:

- Possible follow-up calls or emails from the reviewer requesting additional information;
- A written report approximately 30 days following the date of the audit; and
- Written and substantiated follow-up until all findings are corrected to the reviewer's satisfaction.



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How to Prepare for Your MOR

Start now:

- Obtain training on the HUD-4350.3 handbook;
- Know what is in EIV;
- Know what is in TRACS;
- Know what is on your HAP voucher;
- Become familiar with all aspects of the HUD-9834 form;

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How to Prepare for Your MOR (continued)

- Review and correct your policies and procedures;
- Develop a tenant file checklist and use it (see Addendum A);
- Implement a quality control program and stick to it;
- Review and correct your tenant files; and
- Gather and maintain required documents (Addendum C).

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How to Prepare for Your MOR

We recommend that each property create an MOR Binder. This binder will have placeholders for all documents listed in Addendum C of the HUD-9834. Prior to the MOR date, management will update the binder with current information:

- Any Special HUD Permissions (Preferences, Charges, Special AR Dates, etc.);
- PBRA forms/letters (Application, Rejection Letter, Lease Addendums, etc.);
- Reports (Rent Roll, Wait List, Income Target Log, etc.);
- Policies (Tenant Selection Plan, Pet Policy, Emergency Transfer Plan, etc.); and
- Procedures (Grievance, Work Orders, Inspections, etc.).

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How to Prepare for Your MOR

EIV is a primary area of review during a Management and Occupancy Review.

BE READY to produce the following:

- EIV Policy / Procedures;
- EIV Master Binders for all monthly and quarterly reports for the past three (3) years; and
- EIV reports that belong in the tenant files selected.

NOTE: the reviewer will want to confirm that you are doing what your policy / procedures say you will do.

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How to Prepare for Your MOR

EIV User Access Documents – gather these, keep them current, and be able to produce them on demand:

- EIV Coordinator Access Agreement (signed multi-page document);
- EIV Coordinator Owner Approval Letter;
- EIV User Access Agreement (signed multi-page document);
- EIV Coordinator and User CURRENT Access print-outs;
- EIV Rules of Behavior;
- TRACS Rules of Behavior; and
- Cyber Security Awareness Certificates
(https://www.hud.gov/sites/dfiles/PIH/documents/EIV_Annual_Security_Awareness_Training.pdf).

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Management Review for Multifamily Housing Projects

- Summary;
- Summary Report – Findings:
 - Condition (Finding);
 - Criteria (Citation / Reference);
 - Cause and Effect; and
 - Required Corrective Action;
- Desk Review;
- On-Site Review; and
- Addendums.

[illegible]

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Addendum A

The Tenant File Review Worksheet is used as a guide to review each tenant file selected. The findings associated with this form are typically specific to an individual file, rather than the overall use of a form or general application of procedures. General forms and procedures are reviewed separately.

Management Review for Multifamily Housing Projects		U.S. Department of Housing and Urban Development Office of Housing – Federal Housing Commissioner		APPENDIX A <small>DOH Form No. 2002-07-01 Exp. 06/2010</small>			
Tenant File Review Worksheet				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right; padding: 2px;">Total Inquiries</td> </tr> <tr> <td style="text-align: right; padding: 2px;">Total Citations</td> </tr> <tr> <td style="text-align: right; padding: 2px;">Total Comments</td> </tr> </table>	Total Inquiries	Total Citations	Total Comments
Total Inquiries							
Total Citations							
Total Comments							
Tenant File Review Worksheet							
Instructions: Review the appropriate number of tenant files and complete a copy of this worksheet for each file reviewed. Indicate the most-to-date date in the appropriate box. Indicators by marking the appropriate box (Yes, No, or N/A) for each document available to the tenant file. For increased and sufficient information file, reviewer should only complete the pertinent sections.							
Name of Resident: <u>EMC</u>							
Type of Review: <input type="checkbox"/> Application Request <input type="checkbox"/> Tenant Move-In <input type="checkbox"/> Tenant Move-Out <input type="checkbox"/> Certification/Recertification							
Effective date of certification: <u> </u>							
Is there a Certification or Recertification Check the certification type:							
Certification Type: <input type="checkbox"/> Initial <input type="checkbox"/> Annual <input type="checkbox"/> Interim <input type="checkbox"/> Corrections <input type="checkbox"/> Other HAP 5							
Family Size: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 or more							
Bedroom Type: <input type="checkbox"/> Bedroom <input type="checkbox"/> 1 Bedroom <input type="checkbox"/> 2 Bedrooms <input type="checkbox"/> 3 Bedrooms <input type="checkbox"/> 4 Bedrooms <input type="checkbox"/> 5 or more Bedrooms							
1. Is the application complete, including the date and date received by the housing agency?				Comments			
1. Is there a form HUD-52066, "Application for Application for Federally Assisted Housing," in the file of tenancy who applied after 12/1/2009?							
Tenant completion of this form is required.							
1. Is the TV Testing Tenant Search results in the file along with contacts made as a result of the TV?							
Applicable to moves since April 30, 2010							
A. Are the household members identified correctly by last, spouse, dependent, adult, other adult(s), teen(s) ad(s), foster child and foster adult?							
B. Is the unit size appropriate for household?							
C. Was the household's income eligible as move-in?							
This question applies only to a tenant file move-in review.							
1. If household was not income eligible at move-in, was an exception or waiver granted?							
D. Does the file contain the efficiency and racial data Certification as provided to the owner/agent?							
E. Is there current HUD-9030.1002A Consent Form signed and dated by head, spouse, or head regardless of age, and family members under 18 years of age?							
Over income? <input type="checkbox"/> Yes <input type="checkbox"/> No Low income? <input type="checkbox"/> Yes <input type="checkbox"/> No Extremely low income? <input type="checkbox"/> Yes <input type="checkbox"/> No							

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Addendum A

Tenant File Review Worksheet - Household Information

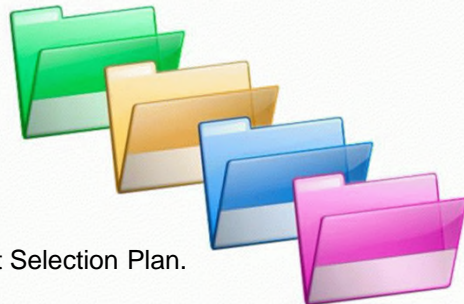
- This section of the tenant file review looks at:
 - The Application;
 - The EIV Existing Tenant Search report;
 - Unit size vs. household size;
 - Income Limits at move-in;
 - HUD's Race and Ethnicity form;
 - HUD's 9887/9887-A form; and
 - Required form distribution at move-in or annual recertification.

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Addendum A

Tenant File Review Worksheet - Verification

- This section of the tenant file review looks at the verification of:
 - Social Security Numbers;
 - Dates of birth;
 - Immigration status;
 - Disability status (if applicable);
 - Student status (if applicable); and
 - Screening according to the property's Tenant Selection Plan.



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Addendum A

Tenant File Review Worksheet - Lease

- This section of the tenant file review looks at:
 - Proper use of the Lease;
 - The House Rules;
 - The VAWA Addendum;
 - Proper use of any other addendums, if applicable;
 - The Security Deposit; and
 - Unit Inspections.

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Addendum A

Tenant File Review Worksheet – Certification / Recertification

- This section of the tenant file review looks at:
 - Recertification notices;
 - Timeliness of recertifications;
 - Verification and subsequent calculations:
 - Income;
 - Asset; and
 - Allowance/Expense;
 - Recertification-related EIV reports:
 - Income reports;
 - Income Discrepancy reports; and
 - New Hires reports

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Addendum A

Tenant File Review Worksheet - Billing

- This section of the tenant file review looks at:
 - Whether this specific household is billed for correctly on the HAP Voucher; and
 - Any adjustments associated with this household on the HAP Voucher.

Addendum A

Tenant File Review Worksheet – Move-out File Review

- This section of the tenant file review looks at:
 - The accuracy of the move-out 50059-A certification;
 - The move-out inspection;
 - The security deposit disposition letter;
 - Any refund due to the tenant; and
 - Any additional charges due to the property from the tenant.



Addendum A

Tenant File Review Worksheet – Applicant Rejection File Review

- This section of the tenant file review looks at:
 - The rejection notice sent to the Applicant;
 - The reason for rejection compared to the property's Tenant Selection Plan; and
 - The appeal, if applicable.



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Addendum C

List of documents property must provide to the reviewer, usually in advance of the review date:

- Policies and procedures related to all aspects of management;
- Specific required forms in use at the property;
- Property reports, such as the waiting list, rent roll, and financial reports; and
- HUD approval letters for preferences, maintenance charges, or any property-specific exceptions.

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Addendum D

Sex Offender Questionnaire:

Management is required to complete a brief questionnaire related to sex offenders and return it to the reviewer.



Category A: General Appearance

This section looks at:

- Property curb appeal;
- Appearance-related REAC (or NSPIRE) findings;
- Condition of Common Areas;
- Signage; and
- Security.



Common Findings

Category A: General Appearance

- Trash, graffiti, or damage visible in common areas or the exterior;
- Damaged or inadequate signage; or
- Security concerns.



Category B: Follow-up and Monitoring of Project Inspections

This section looks at:

- The most recent REAC (or NSPIRE) report;
- Whether the findings on that report have been corrected; and
- The property's compliance with lead-based paint requirements.

Common Findings

Category B: Project Inspections

Site inspection identifies open REAC (or NSPIRE) findings. Each open finding has the potential to result in points deducted from the category B score, thereby impacting the overall score.



Category C: Maintenance and Standard Operating Procedures

This section looks at:

- Work order procedures, completion times, and the number and age of open work orders;
- The property's inventory system;
- Inspection procedures;
- Energy Conservation efforts;
- Preventive Maintenance schedule; and
- Vacancy rates and turn times.



Common Findings

Category C: Maintenance

- Average total vacancy time exceeds 30 days;
- Average vacancy prep time exceeds 15 days;
- Occupancy rate below 90%; and
- Backlog of work orders.



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Category D: Financial Management / Procurement

This category is specific to PBRA properties that are **monitored by HUD** and not a Contract Administrator.

This section looks at:

- Budget management;
- Cash controls;
- Procurement procedures;
- Accounts Receivables;
- Accounts Payables;
- Accounting / Bookkeeping; and
- Financial reporting.



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Common Findings (properties monitored by HUD only)

Category D:

Finance/Procurement

- Combined Financials (not property/contract specific);
- Receivables exceed 10% of the monthly gross rent potential;
- Payables are excessive when compared to the monthly gross rent potential;
- Bank or Petty Cash reconciliations are not done timely;
- Management is unable to provide requested reports;

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Common Findings

Category D:

Finance/Procurement (continued)

- Bad Debts;
- Receivables on the ledger don't match the financial statements;
- Audited financials statements are not submitted timely;
- Reserve account is inadequate to meet future needs;
- Operating expenses are too high; and
- Lack of separation of duties.

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Category E: Leasing and Occupancy

This section looks at:

- Application processing / Tenant Selection;
- Leasing / Deposits;
- Terminations (Tenancy and Subsidy);
- EIV System use;
- TRACS use and monitoring;
- Tenant file security; and
- Tenant file compliance.



Common Findings

Category E: Leasing and Occupancy

Tenant Files:

- Missing or unsigned tenant file documents;
- Rent / subsidy calculation errors;
- Inadequate verifications;
- EIV Existing Tenant Search is missing or not documented;
- Lease / VAWA Addendum are not completed correctly; and
- Security deposit collected, in paragraph 8 of the lease, or on the 50059 are incorrect.

Common Findings

Category E (continued)

Tenant Selection Plan:

- Missing or incorrect Social Security Number requirements for applicants;
- Missing, outdated, or inadequate VAWA provisions;
- Missing or incorrect student rules;
- Incorrect or inadequate Preference information; and
- Missing or incorrect screening criteria.

A full description of TSP requirements can be found in HUD 4350.3, Chapter 4.

Common Findings

Category E (continued)

Affirmative Fair Housing Marketing Plan:

- The HUD-approved Affirmative Fair Housing Marketing Plan (AFHMP) is not available for the reviewer or is not on display at the property office; or
- The previously approved plan has not been reviewed (and updated if necessary) within the last five years. The reviewer will request evidence that the plan has been reviewed within the last five years.



Common Findings

Category E (continued)

Application:

The property's application does not include:

- The date and time the application was received;
- Questions that enable management to do the following:
 - Determine which waitlist a household should be placed on;
 - Determine preliminary income level;
 - Determine if the household is eligible for preferences; and
 - Identify specific screening needs.

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Common Findings

Category E (continued)

Waiting List:

The property-specific waiting list does not include:

- Applicant's name;
- Date and time of application;
- Unit size;
- Preferences;
- Income Level; and
- Need for an accessible unit.

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Common Findings

Category E (continued)

House Rules:

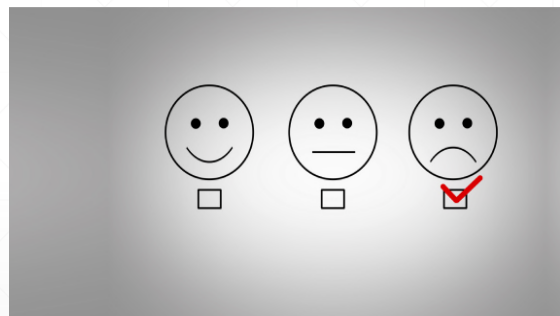
- Unreasonable rules;
- Rules not related to the safety, care, and cleanliness of the building or the safety and comfort of the tenants;
- Missing, outdated, or inadequate VAWA protections; and
- Rules that are not consistent with HUD rules and regulations as described in HUD 4350.3, Chapter 6.

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Category F: Tenant/Management Relations

This section looks at:

- Grievance procedures;
- Tenant complaints/concerns;
- Tenant services;
- Service Coordinators; and
- Neighborhood Network Centers.



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Common Findings

Category F: Tenant/Management Relations

- This category typically only results in findings if management is not responsive to tenant complaints.
- Complaints made to HUD or other reporting entities must be resolved in a timely manner.

Category G: General Management Practices

This section looks at:

- Management practices;
- Staff qualifications and training;
- Management's monitoring of on-site operations;
- Procedures for implementation of HUD requirements; and
- Required postings.



Common Findings

Category G: General Management Practices

- This section's findings are directly tied to findings in other sections, when:
 - Staff does not have adequate training to meet the needs of the property or carry out the owner's/agent's obligations under the HAP contract; or
 - Management has not implemented corrective actions from previous MORs.

Score Calculation - Categories

Each category has a score. Each score range has an assigned point value. The ratings are:

- **Superior, which is worth 90-100 points** (Very few errors, no major adverse findings, highly effective policies and procedures; no EH&S deficiencies);
- **Above Average, 80-89 points** (Few errors, no major adverse findings, effective policies and procedures; no EH&S deficiencies but minor deficiencies may be present);
- **Satisfactory, 70-79 points** (Errors are present, policies and procedures are not always adequate; EH&S deficiencies may be present);
- **Below Average, 60-69 points** (Numerous errors, repeat major adverse findings, policies and procedures are ineffective; EH&S deficiencies are present); and
- **Unsatisfactory, 59 points or less** (Numerous serious errors, repeat major adverse findings, possible open findings from previous reviews, policies and procedures are not in compliance with HUD requirements; many EH&S deficiencies are present).

Score Calculation - Overall

Example of overall score calculation for RAD MOR:

	Rating	Point Value	Percentage of Overall Rating	Calculated Points
General Appearance / Security	Above Average	82	10%	8.2
Follow-up / Monitoring of Inspections	Superior	96	10%	9.6
Maintenance / SOPs	Above Average	84	10%	8.4
Financial Management / Procurement	Satisfactory	75	25%	18.75
Leasing / Occupancy	Satisfactory	77	25%	19.25
Tenant / Management Relations	Above Average	84	10%	8.4
General Management	Satisfactory	76	10%	7.6
Totals			100%	80.2
Overall Rating	Above Average			80

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Score Calculation - Overall

Example of overall score calculation for traditional PBRA MOR:

	Rating	Point Value	Percentage of Overall Rating	Calculated Points
General Appearance / Security	Above Average	82	10%	8.2
Follow-up / Monitoring of Inspections	Superior	96	10%	9.6
Maintenance / SOPs	Above Average	84	10%	8.4
Financial Management / Procurement	Satisfactory	9	0%	9
Leasing / Occupancy	Satisfactory	77	25%	19.25
Tenant / Management Relations	Above Average	84	10%	8.4
General Management	Satisfactory	76	10%	7.6
Totals			75%	61.45
Overall Rating	Above Average			82

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HUD Monitoring - HOTMA

Prior to January 1, 2025:

- Prior to January 1, 2025, PHAs/MFH Owners will not be penalized for HOTMA-related tenant file errors during HUD reviews, including Management and Occupancy Reviews (MORs). Instead, the reviewer will issue observations with corrective actions.

After January 1, 2025:

- Full compliance with the HOTMA final rule is mandatory effective January 1, 2025. HUD will monitor owner compliance on or after January 1, 2025:
 - HUD and Contractor Administrators will issue HOTMA-related findings during reviews.
 - PHAs/MFH Owners must correct all HOTMA-related observations that were issued during 2024.
 - PHAs/MFH Owners who fail to implement HOTMA may be found in default of their business agreements with HUD.

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Knowledge Check

1. Which sections of the MOR have the greatest impact on your score?
2. Which areas reviewed have the greatest impact on residents?
3. True or False: Category D only applies to MORs conducted by HUD.
4. What type of finding can temporarily result in a reduction to your Housing Assistance Payment?
5. When should you start to prepare for your first/next MOR?



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Questions?



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TRACS

What is TRACS?

- TRACS is the Multifamily equivalent to PIC (soon-to-be HIP).
- It is the HUD Database for Multifamily monthly invoices (vouchers) and certifications.



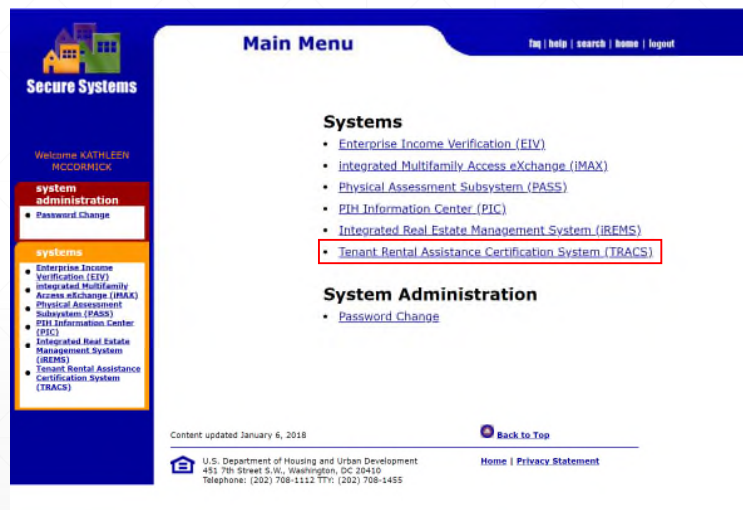
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TRACS

TRACS is accessed through the Multifamily Secure Systems website.



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TRACS

- TRACS Current Version is 2.0.2.D.
- TRACS version that will implement HOTMA changes will be 203.A (coming soon).
- A TRACS File is referred to as a Monthly Activity Transmission (MAT) file.
- There are numerous types of MAT files.
- The MAT User Guide can be found at https://www.hud.gov/sites/dfiles/Housing/documents/202D_MAT_GUIDE.ZIP.
- Look for an updated MAT Guide when TRACS 203.A is released.

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TRACS

Who should have access to the property's TRACS Information?

- Staff responsible for submitting the property's voucher (monthly invoice)
- Staff responsible for submitting tenant certifications
- This may be the same person or persons

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TRACS

Why do we look at TRACS?


- To confirm that each certification submitted has been received by TRACS;
- To confirm that each voucher submitted has been received by TRACS; and
- To determine when vouchers will be paid (approximately).


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Voucher ID	Voucher Date	Correction Ind	TRACS Processed Date	Status Code	Status Date	Discrepancy Ind	Approved Voucher Amount	Offset Amount	Amount Paid	Est Pay Date	Payee TIN	LOCCS Payee Name	Action ID	Contract Administrator ID	Compliance Percent
2202001582	02/01/2022	N	01/04/2022	P10	01/05/2022		\$50494	\$0	\$0						100
2201001537	01/01/2022	N	12/02/2021	P00	12/30/2021		\$47702	\$0	\$47702	01/03/2022			LOCCS		100
2112004801	12/01/2021	N	11/04/2021	P00	11/30/2021		\$64726	\$0	\$64726	12/01/2021			LOCCS		101
2111003810	11/01/2021	N	10/05/2021	P00	10/29/2021		\$48842	\$0	\$48842	11/01/2021			LOCCS		100
2110006980	10/01/2021	N	09/08/2021	P00	09/30/2021		\$50518	\$0	\$50518	10/01/2021			LOCCS		100
2109005021	09/01/2021	N	08/05/2021	P00	08/31/2021		\$51993	\$0	\$51993	09/01/2021			LOCCS		100
2108003278	08/01/2021	N	07/06/2021	P00	07/30/2021		\$49161	\$0	\$49161	08/02/2021			LOCCS		100
2107007080	07/01/2021	N	06/08/2021	P00	06/30/2021		\$48566	\$0	\$48566	07/01/2021			LOCCS		100
2106000295	06/01/2021	N	05/03/2021	P00	05/28/2021		\$48901	\$0	\$48901	06/01/2021			LOCCS		101

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TRACS Menu


TRACS Queries

U.S. Department of Housing and Urban Development
TRACS Voucher Discrepancies

Contract/Project Number: NC
Voucher Id: 2202001582

Project Name: COURT APARTMENTS
Voucher Date: 02/01/2022

[Back to Query](#)

Discrepancy Code	Description	Recommendation	Action Required	Discrepancy Detail Indicator
VSP10	VOUCHER HAS BEEN ACCEPTED FOR PAYMENT	N/A INFORMATION ONLY	3	N

[Back to Query](#)
[Back to Voucher Query Detail Options](#)

[HUD Home](#)
[TRACS Home](#)
[Secure Systems](#)
[Contact Us](#)
[User Guide](#)


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TRACS

Compliance Percentage

- A property's Compliance Percentage is the number of active certs in TRACS compared to the number of households billed for on the last voucher accepted in TRACS.
- If there are 95 active households in TRACS and the last accepted voucher billed for 100 households, the Compliance Percentage is 95%.
- If the Compliance Percentage is below 90% on the date a voucher is submitted, the voucher will fail and the property will not be paid until the issue is resolved.




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TRACS

Compliance Percentage (continued)

Why would a Compliance Percentage fall below 90%?

- Certifications submitted to TRACS contain a fatal error.
Example: move-in certifications are rejected due to errors.
- When annual recertifications are not submitted within 15 months of the move-in, initial, or last annual certification, HUD will automatically terminate subsidy.

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TRACS

Reconcile Compliance Percentage

- Compare the active certifications in TRACS to the last accepted voucher.
- Identify households that are missing from TRACS but are on the voucher.
- Import and review TRACS errors. Your software should be able to import the errors.
- Resolve certification discrepancies causing the errors and resubmit the certification to TRACS.

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TRACS

Compliance Percentage

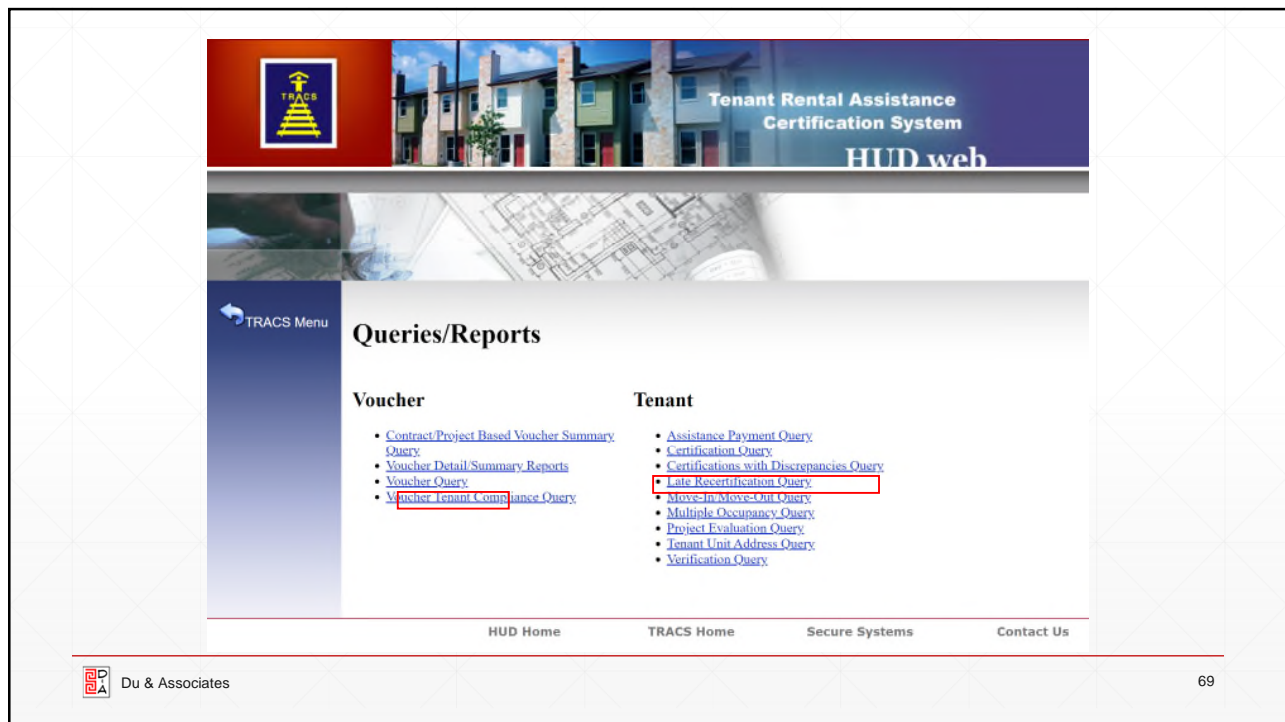
As of today's date, there is no maximum Compliance Percentage. This means that you could have 105 active households in TRACS, but only bill for 100 households on your voucher. This would result in a Compliance Percentage of 105%.

- There is currently no penalty for this, but HUD has the right to implement one in the future.
- This occurs when move-outs or terminations contain errors and are rejected by TRACS.

TRACS

TRACS Queries that you may find useful:

- Voucher – shows the status of each voucher submitted to TRACS;
- Certification – shows each household in TRACS, the unit, subsidy, contract rent, and active status;
- Late Recertification – self-explanatory;
- Move-in/Move-out – shows all move-ins and move-outs within a specified time frame;
- Multiple Occupancy – shows units occupied by multiple households, OR households occupying multiple units; and
- Verification – shows unit and household sizes, which can be used to help identify over/under-housed families.



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HAP Voucher

The HAP Voucher is the Project-Based Section 8 property's invoice to HUD for:

- Regular Assistance Payments;
- Special Claims;
- Miscellaneous Accounting Requests;
- Repayment Agreements; and
- Other miscellaneous payments to HUD.

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HAP Vouchers are submitted to HUD electronically a month in advance, between the 1st and 10th of the month. For example, the 02/2024 voucher must be submitted between 01/01/2024 and 01/10/2024.

Voucher Month	Deadline for Timely Submission
01/01/24	12/10/23
02/01/24	01/10/24
03/01/24	02/10/24
04/01/24	03/10/24
05/01/24	04/10/24
06/01/24	05/10/24
07/01/24	06/10/24
08/01/24	07/10/24
09/01/24	08/10/24
10/01/24	09/10/24
11/01/24	10/10/24
12/01/24	11/10/24

The basic HAP Voucher
Consists of several parts:

- HUD-52670 is the summary of the monthly invoice
- HUD-52670-A Part 1 is the detail for the current month's Regular Assistance Payments for the property
- HUD-52670-A Part 3 is the detail for adjustments made to the voucher to correct payments due to retroactive certifications

Housing Owner's Certification and Assurance of Compliance Assistance Payments		U.S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner		GRHS Approval No. 2502-0187 (Enc. 60300216)	
Part I - General Information		2. PHA/Eligible Insured No.		HUDICA Use Only Voucher Number	
1. Point Name _____		3. Sec. 8/AFDC/Other Insured No.			
4. Type of Subsidy		As: Management Agency's Name 1. Sec. 8 _____		Date Received _____	
		Housing Authority 2b. EIN _____		Date Paid _____	
Part II - Eligibility & Income Eligibility Information					
a. General Documentary Information (continued specified)					
a. Total Units in Contract		102		7. Exceptions to Limitations on Admission of Low-Income Families (only for Sec 8 contracts effective after 10/1/81) (b)	
b. Number of Units housing subsidy under this contract		87		a. Project-based expenses (see line c)	
c. Number of units allocated under this contract		0		b. Tenant-based expenses allocated	
d. Number of units vacant under this contract		13		c. Tenant-based expenses (see line c)	
e. Number of units vacant under this contract		4		d. Total exceptions (line a + line c)	
f. Number occupied by Market Rate Tenants				e. Date of First Paid net charged allocations for project-based expenses (month/year)	
Part III - Breakdown of Assistance Payment Requested		5. Number of Units of Billing		HUDICA Use Only Amount Approved	
B. Type of Assistance		62/2022		87 \$48,136.10	
a. Regular Tenant Assistance Payments (see pg. 3)				44 \$2,358.00	
1. Adjustments to Regular Tenant Assistance Payments				0 \$0.00	
a. Section 8 Special Claims for Unpaid Rent				0 \$0.00	
b. Section 8 Special Claims for Tenant Damages				0 \$0.00	
c. Section 8 Special Claims for Vacancies				0 \$0.00	
d. Section 8 Special Claims for Debt Service				0 \$0.00	
c. Miscellaneous Accounting Requests				0 \$0.00	
d. Repayment Agreements				0 \$0.00	
e. Total Subsidy Authorized under instructions in Handbook 4302.3 Sec. 1				\$50,494.10	
Part IV - Distribution of Budgetary Transfer (HUDICA Use Only)					
12. Applied to Housing Subsidy				Amount Approved	
13. Applied to other budget transfer by manager					
14. Paid to Project:					
a. of the amount in line 12, part II					
b. released from the Tenant's Recapture Account					
Approval Date, Date & Place No. Includes area subject to Signature: Author: M.C. Connors, Special Consultant, D.H. & Associates (201-453-4773, X-2116)					
Previous editions are obsolete (19 U.S.C. Sections 1901, 1016, 1017, 31 U.S.C. Sections 3789, 3802)					

Schedule of Tenant Assistance Payments Due

Before completing this form, read and follow the instructions in the Monthly Activity Transmission (MAT) User's Guide. See the statements on the form HUD-52670 for information on public burden.

U.S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Expt. 6/30/2016)

1. Asst. Pymts Due For (mm/yy): 02/2022		2. Project Name: D Court Apartments		3. FHS/EH/Non-Insured Proj No: [REDACTED]		4. Section 8/PAC/PRAC Contract No: NC [REDACTED]		5. Type of Subsidy: 1: Sec 8			
6. Head of Household Name Last, First, Initial	7. Unit Number	8. Unit Size	9. Contract Rent	10. Unit Allow.	11. Gross Rent	12. Income Code	Turnover Data 13a. Code 13b. Mo./Day	Recertification Data 14a. Effective Date 14b. First Reminder Notice Date	15. Change Code	16a. Requested	16b. Approved (HUD/CA use only)
WILLIAMS, [REDACTED] H	1113	2	\$28.00	.00	\$28.00			7/1/2022		602.00	0.0000
DAVE, [REDACTED] C	1114	2	\$28.00	.00	\$28.00			12/1/2021		775.00	0.0000
JACKSON, [REDACTED] D	1115	2	\$28.00	.00	\$28.00			11/1/2022		263.00	0.0000
KEYS, [REDACTED]	1116	2	\$28.00	.00	\$28.00			7/1/2022		571.00	0.0000
JOHNSON, [REDACTED]	1117	2	\$28.00	.00	\$28.00			11/1/2022		585.00	0.0000
ELLIS, [REDACTED]	1118	2	\$28.00	.00	\$28.00			12/1/2022		747.00	0.0000
CHAPPELL, [REDACTED] L	1119	2	\$28.00	.00	\$28.00			12/1/2022		304.00	0.0000
COMPTON, [REDACTED] D	1120	2	\$28.00	.00	\$28.00			12/1/2021		803.00	0.0000
WEARING, [REDACTED] D	1121	2	\$28.00	.00	\$28.00			12/1/2021		506.00	0.0000
GREEN, [REDACTED] K	1122	2	\$28.00	.00	\$28.00			12/1/2021		735.00	0.0000
ROCHELLE, [REDACTED] D	1123	2	\$28.00	.00	\$28.00			12/1/2021		594.00	0.0000
DANIELS, [REDACTED] W	1124	2	\$28.00	.00	\$28.00			12/1/2021		603.00	0.0000
LENNON, [REDACTED] M	1125	2	\$28.00	.00	\$28.00			12/1/2022		461.00	0.0000
JOHNSON, [REDACTED] N	1126	2	\$28.00	.00	\$28.00			7/1/2022		343.00	0.0000
WALKER, [REDACTED] B	1127	2	\$28.00	.00	\$28.00			12/1/2021		100.00	0.0000
PARRISH, [REDACTED] N	1128	2	\$28.00	.00	\$28.00			12/1/2022		803.00	0.0000
CLEMONS, [REDACTED] S	1129	2	\$28.00	.00	\$28.00			12/1/2022		803.00	0.0000
PETTFORD, [REDACTED] M	1131	2	\$28.00	.00	\$28.00			9/1/2022		803.00	0.0000
WALTERS, [REDACTED]	1132	2	\$28.00	.00	\$28.00			10/1/2022		803.00	0.0000
BRAILEY, [REDACTED] L	1133	2	\$28.00	.00	\$28.00			12/1/2022	AR	505.00	0.0000
BAEZ, [REDACTED] M	1136	2	\$28.00	.00	\$28.00			12/1/2021		687.00	0.0000
BERGERON, [REDACTED] D	1137	2	\$28.00	.00	\$28.00			1/1/2022		368.00	0.0000
JAMES, [REDACTED] J	1138	2	\$28.00	.00	\$28.00			12/1/2022		500.00	0.0000
WINSTON, [REDACTED] N	1139	2	\$28.00	.00	\$28.00			12/1/2022		614.00	0.0000
LAWSON, [REDACTED] S	1140	2	\$28.00	.00	\$28.00			12/1/2021		787.00	0.0000
17. Totals for this page										14665.00	.00

Previous editions are obsolete.
Submit an Original and two copies.

Page 4 of 6

Form HUD-52670-A Part 1 (09/2008)
ref: 108-4350-3 Rev. 1

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Adjustments to Schedule of Tenant Assistance Payments Due

Before completing this form, read and follow the instructions in the Monthly Activity Transmission (MAT) User's Guide. See the statements on the form HUD-52670 for information on public burden.

U.S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Expt. 6/30/2016)

1. Asst. Pymts Due For (mm/yy): 02/2022		2. Project Name: D Court Apartments		3. FHS/EH/Non-Insured Proj No: [REDACTED]		4. Section 8/PAC/PRAC Contract No: NC [REDACTED]		5. Type of Subsidy: 1: Sec 8								
6. Head of Household Name Last, First, Initial	7. Unit Number	8. Adjusting Certification			9. Adjustment Period		10. Calculation Detail						11 a. Requested	11 b. Approved (HUD/CA use only)		
		Prior or New Billing?	New Cert ?	Cert Type	Effective Date	Asst. Pmt.	Beginning Date	Ending Date	Beginning Partial Month		Full Months				Ending Partial Month	
								No. of Days	Daily Rate	No. of Months	Monthly Rate	No. of Days	Daily Rate			
BRAILEY, [REDACTED]	1133	P	<input type="checkbox"/>	GR	1/1/2021	456.00	12/1/2021	1/31/2022	0	.00	2	456.00	0	.00	-912.00	0.0000
BRAILEY, [REDACTED]	1133	N	<input checked="" type="checkbox"/>	AR	12/1/2021	505.00	12/1/2021	1/31/2022	0	.00	2	505.00	0	.00	1010.00	98.00 0.0000
LEE, [REDACTED]	1143	P	<input type="checkbox"/>	GR	1/1/2021	351.00	9/1/2021	1/31/2022	0	.00	5	351.00	0	.00	-1755.00	.00 0.0000
LEE, [REDACTED]	1143	N	<input checked="" type="checkbox"/>	IR	9/1/2021	803.00	9/1/2021	1/31/2022	0	.00	5	803.00	0	.00	4015.00	2260.00 0.0000
12. Totals for this page														2358.00	2358.00	.00

Previous editions are obsolete.
Submit an Original and two copies.

Page 4 of 6

Form HUD-52670-A Part 1 (09/2008)
ref: 108-4350-3 Rev. 1

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HAP Voucher

Additional parts of the HAP Voucher:

- HUD-52670-A Part 4 is for Miscellaneous Accounting Requests
- HUD-52670-A Parts 2 and 5 are for Special Claims; and
- HUD-52670-A Part 6 is for Repayment Agreements.

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HAP Voucher

Find more information about Vouchers / TRACS:

- 2.0.2.D Monthly Activity Transmission (MAT) User Guide
https://www.hud.gov/sites/dfiles/Housing/documents/202D_MAT_GUIDE.ZIP
- Look for an updated MAT Guide when TRACS 203.A is released.
- Sample HUD 52670 and 52670-A forms, along with instruction documents
https://www.hud.gov/program_offices/administration/hudclips/forms/hud5a

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Repayment Agreements

PBRA subsidy is paid in advance based on the information provided by the owner/agent. The owner/agent determines subsidy from information on verifications received during the certification process. If a tenant fails to report information in a timely manner, the tenant may be required to repay subsidy that the owner/agent received in error.

Repayment Agreements give tenants the ability to repay subsidy that they were unentitled to over time in monthly increments. When the tenant repays subsidy, the owner/agent must forward the repayment to HUD. This is accomplished via Part 6 of the HAP Voucher.

When the owner/agent collects subsidy from a tenant via Repayment Agreement, HUD shows their appreciation by allowing the owner/agent to retain the lesser of the expenses associated with collecting the over-paid subsidy or 20% of the payment.



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Repayment Agreements (continued)

Repayment Agreements for Schedule of
Tenant Assistance Payments Due

U.S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Exp. 06/30/2016)

Before completing this form, read and follow the instructions in the Monthly Activity Transmission (MAT) User's Guide. See the statements on the form HUD-52870 information on public burden.

1. Asst. Pymts Due For (mm/yyyy): 02/2022	2. Project Name: XXXXXX Court Apartments	3. FHA / EH / Non-Insured Prog. No. XXXXXXXX	4. Section 8 / PAC / PRAC Contract No. NC18RD00XXX	5. Type of Subsidy: Sec 8							
6. Head of Household Name (Last, First)	7. Unit Number	8. Agreement ID	9. Agreement Date	10. Agreement Type	11. Agreement Amount	12. Agreement Change Amount	13. Total Payment	14. Ending Balance	15. Amount Retained	16a. Amount Requested	16b. Approved (HUD/CA use only)
Smith, Sue Jones, John	102 203	SSmh11012021 JJos04032021	11/01/2021 04/03/2021	T	1100 860	1100 0	0 32	1100 508	0 6	1100 -26	
17. Totals for this page										1074	

Previous editions are obsolete

Page 1 of 1

form HUD-52870-A Part 6 (05/2014)
ref. H6 4350.3 Rev. 1



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Special Claims

HUD provides Special Claims as a method for owners of Project-Based Section 8 properties to recoup costs associated with unit turnover.

There are several types of Special Claims. The types that apply to most occupied Project-Based Section 8 properties are:

- Vacancies after rent-up; and
- Unpaid rent and/or damages.

Special Claims (continued)

Basic special claims process:

- Gather required supporting documents;
- Generate required HUD forms;
- All claims forms and supporting documents must be received by HUD within 180 calendar days from the date the unit becomes ready to be re-rented;
- Include approved claims on the property's HAP voucher within 90 calendar days of the approval date; and
- Appeal any denied or reduced claim within 30 calendar days from the date of denial/reduction.

OMB Approval No. 2562-0116
(Exp. 06/30/2016)

Special Claims Schedule

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

Instructions:
Please guidelines in HUD Handbook 4360.3, Rev. 1 Chapter 9.

Project Name XXXXX COURT APARTMENTS File # Project No. 12345678 Section B - FPC / PFAC (Control No.) NC19RD00XXXX

Name Head of Household Name Last, First, Initial

(1) INGRAM, CHEYANE A	(2) 69	(3) 24	(4) 823	(5) 	(6) 	(7)
INGRAM, CHEYANE A	69					
INGRAM, SHARON B	72					
MOSES, SHONTA C	72		249			
MOSES, SHONTA C	72					
Total:			1,672			2,669

I certify: (a) the above amounts have been computed in accordance with all instructions and notices prescribed by HUD and the applicable Sections B/FAC/PFAC; (b) I am certain that (c) all requested documentation will be returned in the project's file for 5 years;

HUD Contract Administrator Review
☐ Claim approved.
☒ Claim adjusted. Reason:
Claim denied. Reason:
Official's name, signature, and date

Owner's printed name, signature, date and phone no.

Kristen M... 1/14/2021

XXXXXXXXX COURT APARTMENTS 202-555-1234
HUD will prescribe false claims and statements. Conviction may result in criminal and/or civil penalties (18 U.S.C. Sections 1001, 1010, 1012, 31 U.S.C. Sections 3729, 3720).

Previous versions obsolete

form HUD-526T-A-Part 2 (05/2014)
ref. ref. 4360.3 Rev.

Special Claims (continued)

A special claim for **vacancy loss after rent-up** allows the owner/agent to recoup a portion of the loss of rental income of a unit that was previously occupied by an assisted tenant but has been vacant for circumstances beyond the owner's/agent's control.

Owners/agents can only collect Vacancy Loss Claims once the unit is restored to decent, safe, and sanitary condition. Vacancy claims do not apply to periods of time when the unit is being prepared for re-occupancy.

The amount the owner/agent may be eligible to collect is based on 80% of the HUD-approved contract rent and may not exceed 60 calendar days. The eligible period begins on the date that the unit is ready for occupancy and ends on the earlier of the date before the lease-up date, or 60 days.

The owner/agent must demonstrate through submission of supporting documents that it has made all reasonable efforts to fill the vacancy. The owner/agent will use a HUD-provided checklist (Special Claims Processing Guide Appendix 3B) to submit required information.

Special Claims (continued)

Special Claims for Regular Vacancies

U.S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2550-0192
(Exp. 06/30/2016)

Instructions: Follow guidelines in HUD Handbook 4350.2, Rev. 1, Chapter 3.

Project name: XXXXX COURT APARTMENTS
File number: 12345678
Vacant Tenant name: INGRAM, CHEYANE A.
Unit No.: 09

Part A (applies to the following):
880 Section 8 New Construction
881 Substantial Renovation
884 Rural Housing
886 LHA/Support A
891 Elderly Housing

1. Tenant's move-out date (No. days after move-out date)	2. Date unit ready for tenant's move-in	3. Date unit ready for tenant's move-in	4. Date unit ready for tenant's move-in	5. Date unit ready for tenant's move-in	6. No. of days vacant (Include day in line 4, exclude day in line 2)
09/16/2021	12	09/29/2021	11/27/2021	11/17/2021	49
7. Contract rent/operating rent at move-out			958.00		
8. Enter daily contract rent/operating rent (Divide contract rent by number of days in month)			31.93		
9. Multiply lines 8 and 6 (Contract rent/operating rent for days vacant)			1,564.57		
10. Multiply line 9 by 0.80 for Section 8/901 units or 0.60 for Section 8/901 units (This is the most HUD will pay)			1,251.66		
11. Enter amounts paid by other sources (Security deposit, Title I, etc.)			0.00		
12. Subtract line 11 from line 9			1,564.57		
13. Complete line 10 with line 12 & enter the lesser amount			1,252.00		
14. Enter daily assistance payment (Divide assistance payment by actual no. days in month)			0.00		
15. Multiply lines 13 by line 14			0.00		
16. This is the most HUD will pay for the first month. If vacancy period is for a second month, compare with line 21. However, if a new tenant moved in for the same month as the previous tenant moved out, skip to line 26.			0.00		
21. Day of second month the unit was rented			0.00		
22. Subtract line 11 from line 21 (09 enter actual no. days vacant if the unit was not re-rented)			0.00		
23. Enter daily contract rent/operating rent (Divide contract rent by number of days in month)			0.00		
24. Multiply line 23 by line 22			0.00		
25. Multiply line 24 by 0.80			0.00		
26. Add lines 20 & 25			0.00		
27. Enter amounts paid by other sources (Security deposit, Title I, etc.)			0.00		
28. Subtract line 27 from line 26			0.00		

I certify: (a) Units are in decent, safe, and sanitary condition, and are available for occupancy during the vacancy period in which the payments are claimed; (b) The Owner/Agent did not cause the vacancy by violating the lease, the contract, or any applicable law; (c) I notified HUD of the contract administrator immediately upon learning of the vacancy or prospective vacancy, and the reasons for it; (d) I complied with all HUD requirements on verification of vacancy (Chapter 3, Section 3 of Handbook 4350.2 Rev. 1); (e) If the vacancy was caused by an eviction, (a) All documentation will be retained in the project file for 3 years; (b) Owner's printed name, signature, & date.

HUD/Contract Administrator Review
☐ Claim approved.
☐ Claim adjusted. Reason: _____
☐ Claim denied. Reason: _____
 Official's name, signature, & date: _____

Owner's printed name, signature, & date: _____
XXXXX COURT APARTMENTS
 HUD will provide false claims & statements. Conviction may result in criminal and/or civil penalties (18 U.S.C. Sections 1001, 1010; 42 U.S.C. Section 1360c-3(a)(2)).
 Revisions versions obsolete. Submit an Original and two copies.

Form HUD-50871-C (09/2007)
rel. HB 4350.2 Rev. 1

Special Claims (continued)

A special claim for **unpaid rent and/or damages** allows the owner/agent to recoup charges associated with a previous tenant's failure to pay for rent due during occupancy, or for damages beyond normal wear and tear to the unit. These are defined as damages due to abuse or neglect by the tenant.

The maximum amount that HUD will pay for combined unpaid rent and tenant-caused damages is the contract rent amount at move-out less the greater of either the security deposit due from the tenant or the security deposit collected from the tenant. If the contract rent at move-out is \$958 and management correctly collected a security deposit of \$111 from the tenant at move-in, the maximum HUD will pay for a combined claim is \$847 (\$958 - \$111 = \$847).

The owner/agent must demonstrate through submission of supporting documents that it has made all reasonable efforts to collect the balance due from the previous tenant. The owner/agent will use a HUD-provided checklist (Special Claims Processing Guide Appendix 5B) to submit required information.

Special Claims (continued)

Special Claims for Unpaid Rent / Damages

U. S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Exp. 06/30/2016)

Instructions: Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 1

Project Name: XXXXX COURT APARTMENTS
File Project No: 12345678
Section 8/HAC/PHAC Contract No: NC-19R0000000
Unit No: 69
Tenant Report Date: 9/16/21
INGRAM, CHEYANNE A

Total amount collected from tenant	1. Enter the security deposit amount required	111.00
	2. Enter the security deposit amount collected	111.00
	3. Enter the greater of lines 1 and 2.	111.00
	4. Enter the interest earned on the security deposit.	0.00
	5. Enter the money collected for unpaid rents and damages (from tenant, insurance, etc.)	0.00
	6. Total amount collected. Add lines 3 through 5.	111.00
HUD's maximum liability	7. Enter the monthly contract rent at move-out for Section 8 or PAC units, or the monthly operating rent for Section 202(B)11 PHAC.	958.00
	8. Subtract line 6 from line 7 (security maximum HUD liability). If this amount is 0 or negative, stop! This exceeds HUD's maximum and no claim is allowed.	847.00
Unpaid rent claim	9. Enter the rent and any other allowable charges due under the lease that were charged but unpaid at move-out.	136.00
	10. Subtract line 6 from line 9 (not less than 0).	24.00
	11. Enter the lesser of lines 8 and 10. Round to the whole dollar. Also, enter in column 3 on HUD 52670-A Part 2.	24
HUD's remaining liability applicable to damages	12. Subtract line 11 from line 8. If this amount is 0 or negative, stop! This exceeds HUD's maximum and no claim for damages is allowed.	823.00
	13. Enter cost to repair damage.	1,306.00
	14. Enter the remaining amount of the security deposit (line 6 minus line 9). This cannot be less than 0.	0.00
	15. Amount of damage exceeding the remaining security deposit (line 13 minus line 14). This cannot be less than 0.	1,306.00
	16. Enter the lesser of lines 12 and 15. Round to the whole dollar. Also, enter in column 4 on HUD 52670-A Part 2.	823

I certify: (a) I collect tenants for unpaid rent or damages and took all reasonable steps to collect the debt; (b) I determined the damage claim was due to the tenant's negligence or abuse; (c) All documentation will be retained in the project's file for 3 years.

Owner's printed name, signature, and date
S. McNamee 11/4/2021

XXXXX COURT APARTMENTS 202-555-1234
HUD will process these claims and statements. Completion may result in criminal and/or civil penalties (18 U.S.C. Sections 1001, 1010, 1012, 31 U.S.C. Sections 3729, 3802.)
Previous versions obsolete

HUD/Contract Administration Review
☐ Claim approved
☐ Claim adjusted. Reason:
☐ Claim denied. Reason:
Officer's name, signature, and date

Claim ID: _____
Form HUD-52671-A (05/2014)
ref. HB 4350.3 Rev. 1

Special Claims (continued)

Once a special claim is approved by HUD:

- The owner/agent must submit HUD-52670-A Part 2 with the property's monthly HAP Voucher; and
- Keep all documentation related to your approved claim for three (3) years from the date of payment.

Find more information about Special Claims:

- HUD Special Claims Processing Guide
<https://www.hud.gov/sites/documents/HSG-06-01GHBGUID.PDF>
- HUD Special Claims Processing Guide FAQs
https://www.hud.gov/sites/documents/DOC_14970.PDF

Knowledge Check

1. True or False: TRACS can tell you what your REAC score is.
2. A PBRA property's monthly invoice to HUD is most commonly call the HAP _____.
3. _____ Agreements for unreported income are required to be reported to HUD.
4. What can a property submit to HUD to recoup expenses related to vacated unit turns?



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Questions?



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