

2025 TARGETING PROGRAM & KEY RENTAL ASSISTANCE TRAINING



**Targeting Program and Key Rental Assistance
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March 25, 2025**

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Asset Management Contact List

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Susan Westbrook, Manager of Rental Assets, sewestbrook@nchfa.com	(919) 877-5647

Asset Management and Compliance Teams:

If you have a general or specific question regarding tax credits or an RPP funded property, contact any of the following:

Tanya Burnett Clark, Team Leader	tbclark@nchfa.com	(919) 877-5665
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Chad Bixler	cebixler@nchfa.com	(919) 500-5242
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Deborah Simmons	dlsimmons@nchfa.com	(919) 981-4471

If you have a question about the online reporting system (RCRS), contact:
Tanya Clark tbclark@nchfa.com **(919) 877-5665**

If you have a question about Annual Owner Certifications (AOC), contact:
Tanya Clark tbclark@nchfa.com **(919) 877-5665**

If you have questions on RPP rent increases or reserve withdrawals, contact:
Randa McCauley rjmccauley@nchfa.com **(919) 981-2691**

If you have general questions about audited financial statements, contact:
Sandy Harris ssharris@nchfa.com **(919) 877-5649**

If you have a question about utility allowances, contact:
Tammy Douglas tgdouglas@nchfa.com **(919) 877-5654**

If you have a question about the KEY Program payments, contact:
Louise Gardner rlgardner@nchfa.com **(919) 877-5663**

If you have questions about our training requirements, training workshops or workshop schedules, contact:
Steven James spjames@nchfa.com **(919) 981-2654**

If you have questions about our training workshop registration, contact:
Gianna Hargrove-Fletcher gmhargrovefletcher@nchfa.com **(919) 578-3529**

If you have a general or specific question about a Supportive Housing property or shelter, contact:
Susan Caulder sccaulder@nchfa.com **(919) 981-2641**

If you have general questions about physical inspections, contact:
Sandy Harris ssharris@nchfa.com **(919) 877-5649**

2025 Targeting Program & Key Rental Assistance Virtual/In Person Training



If you have technical difficulties, you can use the chat box feature, or you can call (919) 515-2277



To submit questions for speaker, please use **Q&A** feature to ask questions at any time during the presentation. If after the presentation, you have questions, email rentaltrainings@nchfa.com and your question will be relayed to training staff



Our training will begin at 9am



2025 TARGETING PROGRAM & KEY RENTAL ASSISTANCE TRAINING



PLEASE SILENCE YOUR ELECTRONIC DEVICES



In order to receive credit for the training... computer devices may **NOT** be used during the training. Please limit use to breaks and lunch.

WHAT YOU NEED TO KNOW...



..to have a positive training experience today

**NCHFA :
UPDATES
AND
REMINDERS**



Don't Forget.....

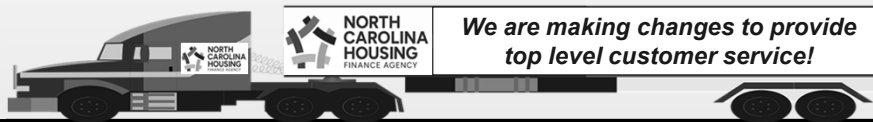


rentaltrainings@nchfa.com

used for both questions after trainings and general compliance questions

compliancehelp@nchfa.com

used for RCRS questions/issues only





JOINING US VIRTUALLY?

- Prior to the beginning of the training, technical difficulties, please call 919.515.2277
- **During the training, technical difficulties, please use the Chat Box**
- **If you have questions about the topic or in general, please use the Q&A feature**
- After training, if you have questions, you may email rentaltrainings@nchfa.com
- Be sure you accessed the training using the name and email that you were registered with to receive credit for attending
- You must attend the entire training in order to receive credit – virtual attendance is tracked
- Closed caption is available for those who need this service provided

DISCLAIMER

- The policy/information contained in this presentation was prepared and related handouts are accurate at the time of this presentation
- Upon further release of guidance from the Internal Revenue Service (IRS) and US Department of Housing and Development (HUD) or NCHFA Leadership, additional updates to our policies may be necessary and will be communicated by the North Carolina Housing Finance Agency

VISIT OUR WEBSITE

www.nchfa.com

Annual Owner Certification Due Annually on February 10th

- **Reminders:**
- Failure to submit timely may result in noncompliance
- Read/Understand each question on the certification
- Review Property Activity Report to ensure RCRS is up-to-date
- Have a plan to ensure the certification is completed timely
- Include in the upload any clarification that would prevent the submitted certification from not being approved

If you have any questions, please contact
Tanya Clark at 919-877-5665 or tbclark@nchfa.com



NCHFA HOTMA Delayed New Effective Date: 7/1/2025



- After careful consideration, the Agency has decided to delay implementing HOTMA for properties in our portfolio until **7/1/2025**
- This will correspond with the implementation date imposed by HUD and RD
- The Rental Compliance Reporting System (RCRS) will be updated in time to allow for 1/1/2025 implementation date, as discussed in training
- Therefore if you are ready to move forward in January, please do so
- Major difference triggered by the change: All income certifications with an EFFECTIVE date of 7/1/2025 will be required to be HOTMA-compliant. (If we had implemented in January, we would go by signature date instead of effective date.)
- We have updated our forms with the most recent guidance
- The updated policy and forms will be available on our website

An email blast was sent out and announcement posted in RCRS on the RCRS Home Screen under Announcements on 11/27/2024



2025 HUD Inflation-Adjusted Values (Table 1): Effective January 1, 2025

Imputed Asset Income Threshold

- 2025 - \$51,600 (2024 - \$50,000)

Non-Necessary Personal Property Inclusion Threshold

- 2025 - \$51,600 (2024 - \$50,000)

Asset Self-Certification Threshold (Under \$50k Form)

- (will require a form update)
- 2025 - \$51,600 (2024 - \$50,000)

Earned Income Exclusion for Deponent Adult Full-Time Students

- 2025 - \$480 (Unchanged)

Adoption Assistance Exclusion

- 2025 - \$480 (Unchanged)

HUD Passbook Rate

- 2025 - 0.45% (2024 - 0.4%)

NCHFA Policy
Effective 7/1/2025 when HOTMA is implemented



<https://www.huduser.gov/portal/datasets/inflationary-adjustments-notifications.html>

Home Property List Property Menu ▾

9000012 - Happy Gardens Apts.

Add Unit Event

Event Type*: Move In ▾ Use HOTMA Rules*: No Yes No

Event Date*: 3/27/2025

Tenant Type*: Low Income ▾

Housing Assistance Type*:

DHHS Targeting*: Yes ▾

Displaced by Major Disaster:

OK Cancel



Where did this come from?

Management should respond to question:

Are you **currently** using HOTMA rules?

Major Announcement: RCRS UPDATE

NAHMA versions 6, 7 and 8 are now supported in RCRS

As of 2/6/2025, companies may now transmit unit events from third-party software using NAHMA upload version 6, 7 or 8

Additional details will follow,
including when versions 6 and 7 will be retired

Please contact compliancehelp@nchfa.com
if you encounter glitches with RCRS or the upload process

Note: We have corrected the upload process to 'skip' unit events entered earlier

- Please go ahead and manually enter unit events with Key assistance as soon as they are complete, since these events require independent review and approval
- When you do the upload for the month, RCRS will skip any unit events that have been previously entered, and it will accept all unit events not previously entered, as well as those indicated as a "correction"

NCHFA Asset Management

Compliance Manual

- Updated April 2024
- Includes HOTMA Updates
- Includes NSPIRE/State Noncompliance Updates
- Includes forms updates and MORE
- Future updates may/will be necessary as regulations and policies changes

www.nchfa.com

Rental Housing Partners > Rental Owners & Managers >
Policies, Resources & Forms > Compliance Manual

Please be patient with our staff as we learn to use our new inspection software

Thank You!

Continuing with 2025 inspections, we are using tablets and with a updated inspection software to improve the inspection process

- Paperless inspections
- Inspections conducted with consistency with monitoring staff
- Ability to email a inspection report after completing the inspection
- And more!



Rent Increases Before the 8609s Are Issued

- All tax credit deals must have Agency approval until the 8609s have been issued
- When do we discover this has not been done?
 - When Development Staff is Reviewing the Final Cost Certification

consequence

Rents & Lease-Ups

- Ensure rents are updated in RCRS before you start a Lease-up
- If the property opens with rents that are too low, this will cause cash flow issues throughout the life of the property

IMPORTANT

Rent Increase Requirement 2025 Allocations and Going Forward

**Regardless of funding Type
Agency Approval Required**

Included in the 2025 QAP

**NEW
REQUIREMENTS**

NCHFA & USDA Effective Dates

Households in RD properties with an RD move-in effective date of January 1st will need to perform a recertification in the actual month of the move in

- For example: Tenant moves in December 26th, with an RD effective date of January 1. The RCRS effective date should be December 26th for the move-in, not January 1
 - The annual recertification should be effective on December 1st (or no later than December 26th) instead of January 1st
 - Future recerts for this household will be on December 1st because the full recert on December 1st changes the anniversary date
 - ✓ *Interim recerts for HUD properties do NOT change the anniversary date, because only the information that changed is verified*
 - ✓ *RD requires all data to be verified at any recert, so this starts the clock over*

Updating RCRS Contacts Requirements

- Each Management Company has a RCRS Administrator who can assign contacts, roles, tags and re-set user passwords
- Ensure that Management and Owner contacts in RCRS are current for each property in the portfolio
- Ensure that contact roles are updated for each property as staff changes occur
 - Physical Inspection Contact
 - File Review Contact
 - Key Contact
 - Primary Compliance Contact
 - Project Specific Contact
 - On-Site Contact – If not updated state noncompliance will be issued
 - Operations Contact
 - Financial Contact

If additional assistance is needed
Email: compliancehelp@nchfa.com

SUBMITTING DOCUMENTS




UPLOAD

**Upload In
RCRS Only**



Do Not

- **Email to Staff**
- **Use Drop Box**



File Audits
Utility Allowances
Tenant Selection Plans
File/Inspection Responses
Targeting Documents/Forms
Rent Increases/Reserve Request

ONLINE VIDEO CLIPS

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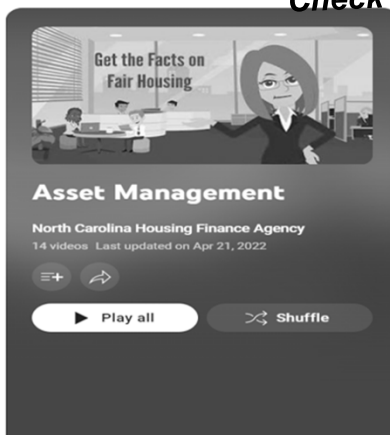
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Get the Facts on Fair Housing

Asset Management

North Carolina Housing Finance Agency
14 videos · Last updated on Apr 21, 2022

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- 1 **Get the Facts On Fair Housing**
North Carolina Housing Finance Agency 7:08
- 2 **Targeting Program and Key Rental Assistance 101**
North Carolina Housing Finance Agency 9:54
- 3 **LANDLORD TCLV Overview**
North Carolina Housing Finance Agency 3:07
- 4 **RCRS Manage User Account Instructions**
North Carolina Housing Finance Agency 10:03
- 5 **RCRS Annual Owner Certification Instructions**
North Carolina Housing Finance Agency 9:57
- 6 **RCRS Compliance Resolution Packet Instructions**
North Carolina Housing Finance Agency 5:00

Vacancy and Referral Training



Available on our YouTube Playlist

Fair Housing Training

Kathi Williams , The Fair Housing Institute
(770) 826-6573 – www.fairhousinginstitute.com



SAHMA

(800) 745-4088 – www.sahma.org



John Ritzu, Fair Housing FIRST

(312) 913-1717 – www.FairHousingFIRST.org



**NCHFA offers Fair Housing training
virtually at no cost**



**Local Apartment Associations
offer Fair Housing Courses as well**



Targeting Program and Key Assistance





INCREASED PAYMENT STANDARDS



New Key Payment Standards - Eff 1/1/25

Unit Size	TIER 1 (BASE)	TIER 2	TIER 3	TIER 4
SRO	\$345	\$410	\$500	\$615
Efficiency	\$515	\$580	\$670	\$785
1 BR	\$545	\$610	\$700	\$815
2 BR	\$645	\$740	\$830	\$945
3 BR	\$735	\$830	\$920	\$1,035
4 BR	\$815	\$910	\$1,000	\$1,115
Counties	All Counties not listed to the right in Tiers 2-4	Buncombe, Brunswick, Camden, Carteret, Dare, Granville, Henderson, Iredell, Lincoln, Madison, Pender Watauga	Currituck, Gaston, Mecklenburg, Cabarrus, Union, Durham, Orange, Chatham, New Hanover, Moore	Johnston, Wake & Franklin

*The blue counties under Tier 2 were Tier 1 counties prior to 1/1/25.
The blue counties under Tier 3 were Tier 2 counties prior to 1/1/25.*

Key Payment Standards Increase Effective January 1, 2025

- Following a thorough analysis of how to ensure equitable Key payment standards across the state, the Agency will assign properties to one of four tiers of Key payment standards
- The tiers were determined by grouping counties with similar rent limits
- Based on LIHTC income and rent limits effective April 1, 2024
 - The following counties will be moving from Tier 1 to Tier 2 (Buncombe, Camden, Carteret, Dare, Granville, Henderson, Iredell, Lincoln, Madison, Pender and Watauga)
 - The following counties will be moving from Tier 2 to Tier 3 (Moore and New Hanover).
- The worksheets are available on our website

www.nchfa.com

Rental Housing Partners > Rental Owners & Managers >
Policies, Resources & Forms > Resident Files > Targeting Program

UPDATED KEY CALCULATION WORKSHEETS

Targeting Program

[Key Calculation Worksheet—Tier 1](#) (expires after 12/31/24 for all counties not listed on any other worksheets)

[Key Calculation Worksheet—Tier 2](#) (expires after 12/31/24 for Brunswick, Moore and New Hanover)

[Key Calculation Worksheet—Tier 3](#) (expires after 12/31/24 for Currituck, Cabarrus, Chatham, Durham, Gaston, Mecklenburg, Orange and Union)

[Key Calculation Worksheet—Tier 4](#) (expires after 12/31/24 for Franklin, Johnston and Wake)

[Key Lease Addendum](#)

[Key Calculation Worksheet—Tier 1](#) (effective 1/1/2025 for all counties not listed on any other worksheets)

[Key Calculation Worksheet—Tier 2](#) (effective 1/1/25 for Buncombe, Brunswick, Camden, Carteret, Dare, Granville, Henderson, Iredell, Lincoln, Madison, Pender and Watauga)

[Key Calculation Worksheet—Tier 3](#) (effective 1/1/25 for Currituck, Cabarrus, Chatham, Durham, Gaston, Mecklenburg, Moore, New Hanover, Orange and Union)

[Key Calculation Worksheet—Tier 4](#) (effective 1/1/25 for Franklin, Johnston and Wake)

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Policies, Resources & Forms > Resident Files > Targeting Program

Key Payment Standards Increase Effective January 1, 2025 - Reminders

- The system will automatically pick up the new payment amount for January 1, 2025 when management submits the request on or after December 1, 2024. Management will not need to enter Updates or make changes in RCRS for this to occur
- For move-ins on or before January 1, 2025, management should be using the existing Key calculation worksheet
- For move-ins on or after January 1, 2025, management should be using the new worksheet based on the Tier assigned to the property
- For recerts or update events NOT submitted to NCHFA but signed on or after December 1, 2024, management should use the new calculation worksheets available on our website
- For any recert or update effective 3/1/2025 or later, there should be no exceptions to using the updated forms because the new calculation form will be published 120+ prior to this date

If you have any questions, please contact
Louise Gardner at 919-877-5663 or rlgardner@nchfa.com

2025 Recertification Reminder

- Full annual recertification must be completed for all targeted households, regardless of subsidy source.
- This includes uploading all supporting documentation associated with the certification.
- **Exception:** If property is full PBRA and no key assistance available, only initial move in documentation is required.

2025 Targeting Program And Key Assistance Training Dates

- **3/25/2025 – In Person and Virtual Training – Raleigh**
 - **5/6/2025 – In Person Training Only – Statesville**
 - **7/22/2025 – In Person Training Only – Wilkesboro**
 - **9/16/2025 – In Person Training Only – New Bern**
- **10/14/2025 – In Person and Virtual Training – Raleigh**

SURVEY = CERTIFICATE

Survey

- 1 Surveys will be mailed out within 5 business days of training
- 2 After completing the survey, you will receive your certificate
- 3 The survey will be emailed to the email address used to register
- 4 There is a separate survey and certificate for each course



“OPTING OUT”

- When you sign up for a class you have the option to “opt out” of emails
 - (DON'T DO IT)
- If you opt out, you will not receive notice of upcoming classes or receive the survey you have to complete to get your certificate....(BAD NEWS)



- If you accidentally opt out, please reach out and we can correct, so that you will receive your survey and then your “Certificate of Participation”

Construction Tracking



- 1. QAP (Qualified Allocation Plan) Projects Awarded
- 2. Construction Status gets to (Framing) Management must reach out to Amy Barnes
- 3. NCHFA emails Property Profile Sheet (PPS) Management completes and returns to NCHFA



- 4. Amy Barnes completes review of Property Profile Sheet and sends to DHHS/Louise Gardner
- 5. OAP/TUA is sent to management/owner from NCHFA (Sandy) when Property gets to Mechanical
- 6. Management reaches out to Louise Gardner to set up Pre Lease Up Call 120 days prior to expected CO's (If needed)

If a new management company or management failing to meet the mark, NCHFA (Louise Gardner) will reach out within 120 days of expected CO's

Construction Tracking



- Track construction with our development team
Monthly updates are required
- OAP and TUA sent to management/ownership entity for completion
- Ultimately it is owner/management responsibility to comply with OAP and TUA

DHHS Onboarding documents

-
- OAP/ TUA
 - Proof of EIN (Employer Identification Number)
 - W9 Form
 - Key Direct Deposit Authorization

Must be completed in order to request payment

Show me the money

This property could not request payments until.. 8/2/2022

DHHS Documents

Request Amended OAP

DHHS Onboarding Documents

Type	Last Received	Last Approved	Date Canceled	Canceled By	Canceled Reason	Date Returned	Return
DHHS Targeting Plan - (Not Applicable for 2015 and Beyond)							
Owner Agreement to Participate	09/20/2021	09/22/2021					
Key Direct Deposit Authorization	07/19/2022	08/02/2022					
W-9	09/20/2021	08/02/2022					
Proof of EIN	07/29/2022	08/02/2022					
Targeting Unit Agreement	09/20/2021	09/22/2021					
Targeting Unit Agreement Elderly							
Property Profile Sheet							

Property Rent Standard Type

Add Property Rent Standard

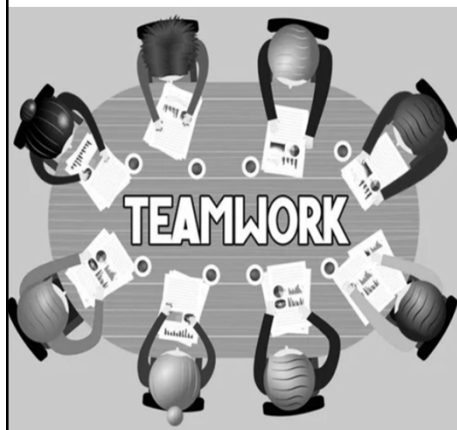
Property Rent Standard	Effective Date	Rate
<input checked="" type="checkbox"/> Tier 1 (Base) Payment Standard	10/1/2021	Current

Based on OAP/TUA approved date

This date 10/1/2021

CONSTRUCTION TRACKING – PRE-LEASE UP CALLS

IF NEEDED:



- NCHFA/DHHS/Management
- Conducted via phone call/Teams
- Get to know the partners and expectations of programs
- Management is encouraged to have site staff participate
- Opportunity to ask questions and make sure everyone is on the same page

CONSTRUCTION TRACKING – PRE-LEASE UP CALLS



- Targeting Program Requirements
- Required documents completed
 - TUA/OAP
 - ACH Forms
 - TSP
 - Utility Allowance
 - Units set up in RCRS
- Rent/Income Set Asides
 - Average Income, if applicable
- Reporting systems
 - RCRS
 - V&R

CONSTRUCTION TRACKING – PROPERTY PROFILE

Property Profile – Targeting Program

Property Description					
Property Type	Family				
Property Name					
Street Address					
City	County			Zip Code	
Property Funding Check all that apply	Tax Credit/Bond	Rural Development	HUD HOME	HUD Section 8	
Construction Type Choose 1	New Construction	Newly Rehabbed	Existing/In Operation		
Estimated Date of Certificate of Occupancy	Estimated Date Preleasing to Start				
Number of Buildings at the Property					
	Total Units	Total Accessible Units (Type A)	Accessible Units with Curbless Shower (Type A)		
Total number of units					
Efficiency units					
1 BR units					
2 BR units					
3 BR units					
4 BR units					
<small>*The number of accessible units with a curbless shower is a subset of the number of total accessible units.</small>					
<small>Describe the mix of units with required visual/audio accessibility features and describe any acceptability, accessibility or assistive technology features beyond required minimums, if any, if none, enter N/A.</small>					
Project Based Rent Assistance	Does the property have project based assistance other than Key? (y/n/w)				
	If yes: How many units have project based assistance?				
	What is the source of project based assistance?				
	Is the Rent Assistance controlled by a local PHA?				
	Who controls the property waiting list?				
Describe any restrictions or eligibility criteria that inhibit granting priority access to Targeting Program applicants.					
Targeting and Key Unit Summary		Required	Voluntary	Total	
Targeted Units					
Key Units					

- Property Specific
- Family/Elderly
 - Be sure you are familiar with the correct elderly definition
- Assistance Type
- Pet Policy
- Accessibility features of units
- Location characteristics
 - Nearest grocery store/public transportation

Construction tracking – elderly definition

**CHOOSE
ONE**

- Federal Housing Program
 - Head/Co-Head 62 and older or disabled of any age. Define other household members age
- Federal Housing Program
 - Head/Co-Head 62 and older. Define other household age
- All household members must be 62
- 80% of units 55 and older – 20% must be set aside at 45 for targeting program participants

Elderly Definition History



Rural Development



- **Only one option allowed in AMS/RCRS for HUD/RD properties:**
- **Elderly (HUD/RD)**

Elderly Definition History



- **Elderly (HUD/RD)**
- HUD originally defined elderly as
- HoH or Co-head must be 62 or older **OR disabled of any age.**
- The age of other adult household members was undefined
- Minors may or may not be allowed, depending on the regulatory agreement
- Examples of eligible households:
 - HoH or Co-head must be 62 and other household member any age (birth and up)
 - HoH or Co-Head 22 and disabled

Elderly Definition History



- **Some things do NOT marry well**
- Different age groups like different things
 - Sleep schedule
 - Noise level
 - Music
- It became apparent another option was needed

Elderly Definition History



- **Elderly (HUD/RD)**
- HUD allowed another option
- HoH or Co-head must be 62 or older in all units
- The age of other adult household members was undefined
- Minors may or may not be allowed, depending on the regulatory agreement
- Examples of eligible households:
 - HoH or Co-Head must be 62
 - Disabled households had to meet the age requirement – no longer allowed at any age

Elderly Definition History



- **HUD/RD Regulatory Agreement**
- Properties only use these elderly definitions if you have a regulatory agreement with HUD or RD in place.
- **Must provide a copy of the regulatory agreement with the TUA to use either of these**
- **Owner must have a copy of this agreement (no exceptions)**

Elderly Definition History



• Only two (2) options allowed for properties that are **NOT** funded by HUD/RD:

- Elderly (62)
- Elderly (55)

Elderly Definition History

- Elderly (62)
- HUD allowed another option
- **All** household members must be 62 and older
- No provision for younger spouse/co-head
- No provision for disabled
- Examples of eligible households:
 - HoH is 62 or older and spouse must be 62 or older
 - If spouse or co-head is younger than 62, you are not eligible to live at the property
 - Grandkids are **not** allowed



Elderly Definition History



- **Elderly (55)**
- According to the Housing for Older Persons Act (HOPA), the owner can set certain age parameters under the 55+ elderly definition:
 - In (___%) of the units (must be at least 80%), at least one household member must be 55 or older
 - In (___%) of the units (up to 20%), at least one household member must be (?) or older, or unrestrictive
 - All other household members in any unit be (?) or older, or unrestrictive

Elderly Definition History

Percentage of units	Head/Co-Head Age	Other HH member Age
80%	55	45
20%	55	45

Example:

- **Elderly (55)**
- What does this look like?
 - In 80% of the units, at least one household member must be 55 and older and other household members must be 45 or older
 - Owners must define the other 20%
 - Owners must define the age of other household members



In this example, 100% of the units require at least one person age 55+ and all other household members are age 45+.

****This would NOT be allowed under the Targeting Program.**

Elderly Definition History

- **Elderly (55)**
- NC requires referrals from Targeting Program to be allowed at age 45, so at least 10% of the units must be for age 45+, regardless of other restrictions imposed
- The referral counts in the age group of units that applies to their age
- We do not address the age of other applicants/residents under the Targeting Program requirements.

- **Example:**
 - The owner indicates 90% of the units are for age 55+ and 10% are for age 45+.

In this example, if you only allow DHHS referrals to be 45+, and all other applicants must be 55+, you may be facing a Fair Housing complaint. Contact your attorney before limiting the age of nonreferrals to 55+.

Elderly Definition History

Percentage of units	Head/Co-Head Age	Other HH member Age
90%	55	45
10%	45	45

Example:

- **Elderly (55)**
- What does this look like?
- In 90% of the units, at least one household member must be 55 and older and other household members must be 45 or older
- Owners must define the other 10%
- Owners must define the age of other household members

In this example, 90% of the units require at least one person age 55+ and all other household members are age 45+.

****This IS allowed under the Targeting Program.**

PROPERTY PROFILE SHEET (ELDERLY)

Property Profile – Targeting Program

Property Description								
Property Type	ELDERLY							
Property Name								
Street Address								
City		County		Zip Code				
Property Funding Check all that apply	Tax Credit/Bond		Rural Development		HUD HOME	HUD Section 8		
Construction Type Choose 1	New Construction		Newly Rehabbed		Existing/In Operation			
Estimated Date of Certificate of Occupancy				Estimated Date Preleasing to Start				
Elderly Definition Check the box by the number to identify the applicable elderly definition and fill out columns A, B and C. For definition #4 determine if the intent is to allow or bar minor children from living at the property.	<input type="checkbox"/>	Federal Housing Program (HUD/RD): Head of Household or Co-head must be 62 or older OR disabled of any age , in all units. The other household members must be (A) or older, or if unrestricted, then enter N/A.				A		
	<input type="checkbox"/>	Federal Housing Program (HUD/RD): Head of Household or Co-head must be 62 or older, in all units. The other household members must be (A) or older, or if unrestricted, then enter N/A.						
	<input type="checkbox"/>	All household members must be 62 or older in all units.						
	<input type="checkbox"/>	In (A) % of the units (must be at least 80%), at least one household member must be 55 (B) or older and other household members must be at least (C) or older, or if unrestricted, then enter N/A. And ,				A	B	C
		In (A) % of units, at least one household member must be (B) or older. The other household members must be (C) or older, or if unrestricted, then enter N/A. And ,					55	
In (A) % of units, at least one household member must be (B) or older. The other household members must be (C) or older, or if unrestricted, then enter N/A.								
Targeting Program Requirement: 10% of units must allow households with members 45 years old or older.								

PROPERTY PROFILE SHEET (ELDERLY)

	Total Units	Total Accessible Units (Type A)	Accessible Units with Curbless Shower (Type A)	
Total number of units	40	6	3	
Efficiency units				
1 BR units	30	4 - (1 visual/audio)	2	
2 BR units	10	2	1	
3 BR units				
4 BR units				
*The number of accessible units with a <u>curbless shower</u> is a subset of the number of total accessible units.				
Describe the mix of units with required visual/audio accessibility features and describe any adaptability, accessibility or assistive technology features beyond required minimums, if any. If none, enter N/A.				
Project Based Rent Assistance	Does the property have <u>project based</u> assistance other than Key? (yes/no)			
	If yes: How many units have <u>project based</u> assistance?			
	What is the source of <u>project based</u> assistance?			
	Is the Rent Assistance controlled by a local PHA?			
	Who controls the property waiting list?			
Describe any restrictions or eligibility criteria that inhibit granting priority access to Targeting Program applicants.				
Targeting and Key Unit Summary		Required	Voluntary	Total
	Targeted Units			
	Key Units			

PROPERTY PROFILE SHEET (ELDERLY)

Access to Community Features	Community Feature	Miles	Sidewalk	Community Feature	Miles	Sidewalk	Community Feature	Miles	Sidewalk
	Public Trans. Stop			Community College			County DSS Office		
	Full-service Grocery			Hospital			County Health Dept.		
	Convenience Store			Pharmacy			Library		
	Elementary School			Medical Offices			Bank/Credit Union		
	Middle/Jr High School			EMS Station			Post Office		
	High School			Fire Station			Community Center		
	Day Care/After School			Police Station			Public Park/Athletic Field		
Describe the availability of Public Transportation to the site including transportation specifically for persons with disabilities. Call NCDOT/Public Transportation Div. at 919-707-4670 for local info.									

Contact Information			
Management Company			
Mailing Address			
Primary Senior Contact			Phone #
Title			Email
Primary Contact for day to day issues			Phone #
Title			Email
Primary On-site Contact <small>(if different from day to day contact)</small>			Phone #
Title			Email

PROPERTY PROFILE SHEET (ELDERLY)

Property Characteristics							
On-Site Office Hours							
Are Applications available on-line? (yes/no)				If yes, at what web address?			
<small>*Targeting Program policy prohibits management from charging application fees to Targeting Program applicants and their household members.</small>							
Are you aware that Targeting applicants will have their Security Deposit paid using Key Rental Assistance? (yes/no)							
Are Pets allowed? (yes/no)		If yes, any restrictions?		Service/Companion animals with doctor approval			
Property Smoking Policy		In the Unit (yes/no)		In Common Areas (yes/no)		On Grounds (yes/no)	
Tenant paid utilities		Electric (yes/no)		Gas (yes/no)		Water/Sewer (yes/no)	
Electric company				Gas Company			
Water/Sewer provider				Cable Provider			
Building Types		Single floor units (Garden style)		Are there stairs associated with single floor units?		2 story Townhome	
						Elevator Building(s)	
Number of Buildings at the Property							
Unit Features <small>Check all that apply</small>		Dishwasher		Laundry hook ups in unit		Balcony/Patio	
		Ceiling Fans		On-site Laundry Room			
Community Features <small>Check all that apply</small>		Community Room		Fitness Center		Computer Lab	
		Business Center		Lounge with TV		Swimming Pool	
		Playground		Picnic Area		Sports Court	

Revision Date: 6-8-22

Property Profile Sheet – Accuracy Matters



- Help ensure referral process is efficient
- Allows property to be leased up faster – reduces vacancy loss
- Most importantly – Provides a home to those we serve!

ACRONYMS

Acronym	Meaning
AMI	Area Median Income
DHHS	Department of Health and Human Services
DAAS	Division of Aging and Adult Services
HUD	U.S. Dept. of Housing and Urban
NCHFA	North Carolina Housing Finance Agency
OAP	Key Rental Assistance: Owner Agreement to Participate
PBRA	Project Based Rental Assistance
PLP	Preservation Loan Program
PLP400	Housing 400 Initiative Preservation Loan Program 400
QAP	Qualified Allocation Plan
RCRS	Rental Compliance Reporting System
RPP	Rental Production Program
SHDP400	Housing 400 Initiative Supportive Housing Development Program
SSA	Social Security Administration
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
USDA	U.S. Dept. of Agriculture
V&R	Vacancy and Referral System
VA	Veteran's Benefits



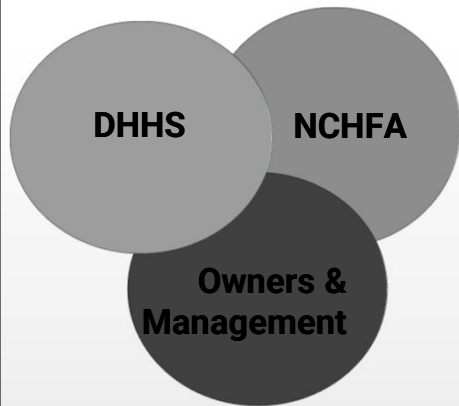
Questions?

To submit questions for speaker during presentation, please use **Q&A** feature



Targeting Program Overview

WHAT IS THE TARGETING PROGRAM?



- Annually, 10% of newly funded LIHC units targeted to individual with disabilities
- Effective 2016 - Bond properties are required to participate in Targeting Program
- Targeting Unit Agreement
- Individual must be referred by a service provider who has made a commitment to participate
- Housing with access to supports and services (on-site services not required)

TARGETING UNIT AGREEMENT

Agreement entered into by owners, property management and DHHS.
This document lists:

- Number of Targeted Units ✓
- Targeted Population ✓
- Rental Assistance (Key, PBRA, etc.) ✓
- Roles and Responsibilities - MOU ✓

Note:

Property Managers should have a copy of the Targeting Unit Agreement on site.

TARGETING HOUSING GOAL

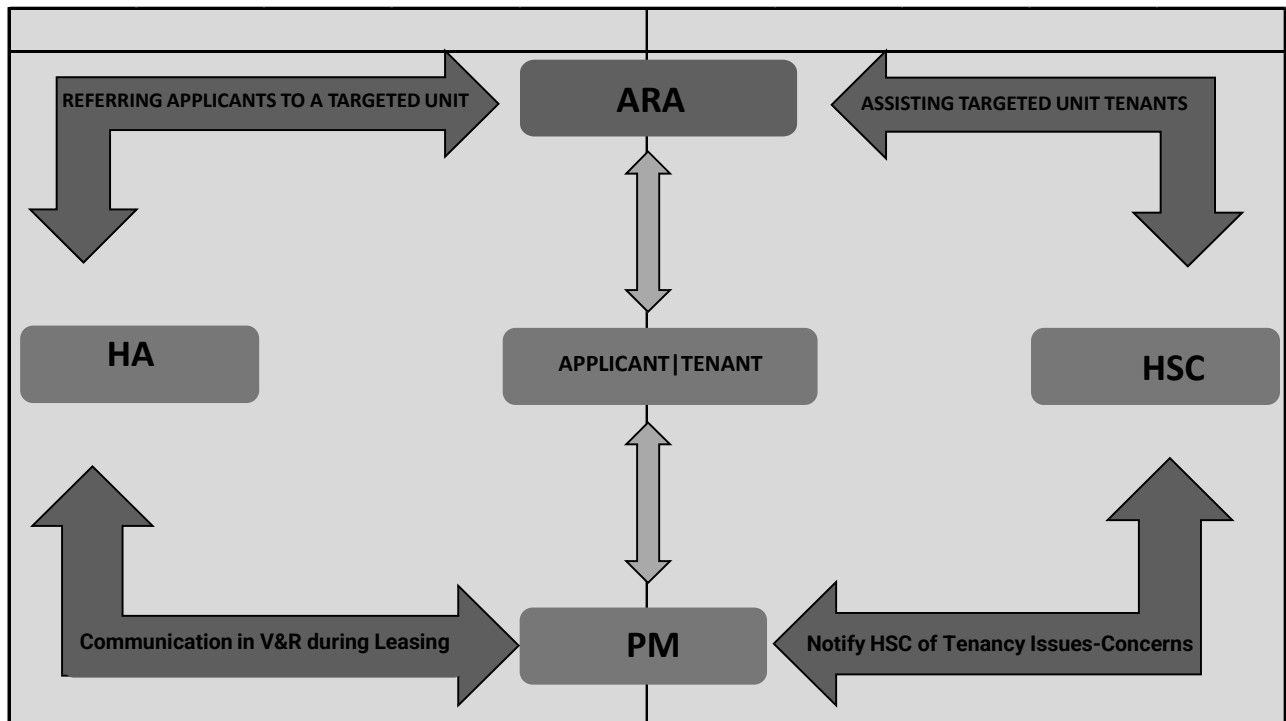
To assist eligible households in gaining access to housing that is:

Affordable

Permanent and Independent

Integrated in communities of choice

Accessible



SERVICE PROVIDER RESPONSIBILITIES

- Refer eligible program individuals
- Assist individuals in the application process including Reasonable Accommodations and Modifications
- Provide ongoing supportive services to referred household
- Coordinate reengagement or refer to supportive services

TENANT RESPONSIBILITIES

- Sign up for Section 8
- Pay utility deposits
- Pay tenant portion of rent
- Pay for damages during tenancy
- Comply with lease

This includes annual recertification

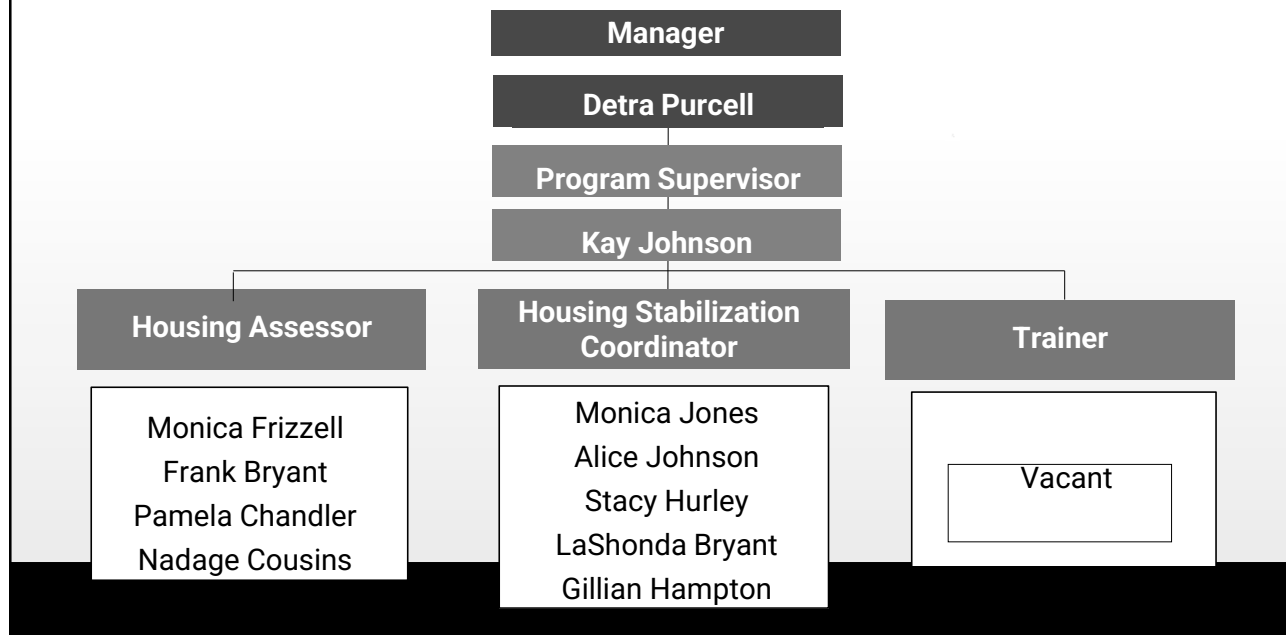
PROPERTY MANAGEMENT RESPONSIBILITIES

- Develop relationship with DHHS and NCHFA to ensure partnership is successful
- Screen applicants according to your tenant selection policy
- Ensure program eligibility and properly document files

PROPERTY MANAGEMENT

- Accurately and timely update of V&R
- Contact DHHS regarding tenancy issues or concerns
- Copy DHHS on correspondence to tenant
- Process request for reasonable accommodations timely and according to tenant selection policy
- Do not designate targeting units prior to receiving referral
- Do not congregate Targeting Program units to one building

DHHS Targeting Program Staff



HOUSING ASSESSOR

- Manages referral process
- Service provider liaison
- Review referral forms and create first in time waitlist using a statewide database
- Provide referrals to properties via Vacancy and Referral



HOUSING STABILIZATION COORDINATOR

- Single point of contact for property management
- Liaison between property management and referral agency
- Protects program participants confidentiality

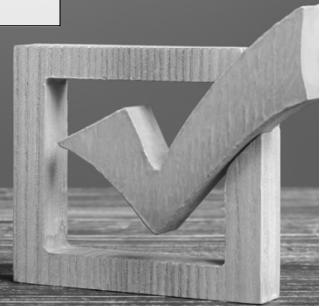


PROGRAM TRAINER

- Trains Property Manager's across the State
- Recruit and train Service Provider's across the State
- Point of contact to management for new properties
- Market/advertise targeting units to agencies for New Lease-up's to build program Waitlist
- Point of contact to provide supports to management regarding the Vacancy & Referral System



Targeting Program Eligibility



TARGETING UNIT ELIGIBILITY

- Must have a Targeting Program Letter of Referral

Most current version –

*includes eligible bedroom size

*includes accessibility needs

*includes assistance type

Other eligibility requirements are determined by the type of rental assistance

Document will be provided through Vacancy and Referral

TARGETING PROGRAM LETTER OF REFERRAL

SECTION 1 (Completed by the Referral Agency and Housing Assessor.)

The head of household must sign a Letter of Referral. Referral Agencies can only refer applicants to properties within the agency's service area.

Referral of _____ to _____
Head of Household Name To be completed by Housing Assessor

SECTION 2 (Completed by the Referral Agency and the Head of Household. Head of Household signature required.)

At lease application, I, Head of Household, authorize the North Carolina DHHS, Division of Aging and Adult Services (DAAS), Housing Unit and property management to communicate regarding my household demographics, income, and expenses for determining eligibility for rental assistance and/or referral. If my application results in tenancy, I authorize NC DHHS/DAAS, Housing Unit to communicate directly with property management regarding issues related to my tenancy and to relay this information to my referral support agency. In signing this form, I certify that the information provided accurately reflects my household's need for this assistance and that I understand that knowingly providing false information could result in losing my rental assistance. **By signing this form, you are authorizing the release of certain personal and financial information to third parties as indicated above.**

Head of Household Signature _____
Date

SECTION 3 (Leave this Section Blank-Must be Completed by DHHS/Housing Assessor for Referral Eligibility Information)

Type of Unit : KEY PBRA/RD ISHP

Type of Subsidy:

Key	Verified HOH has disability income	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No, will provide Key waiver.
PBRA	Verified HOH has a disability	<input type="checkbox"/>			Security Deposit Amount: _____
Section 8	Verified HOH has a disability	<input type="checkbox"/>			
TCLV	Verified HOH has a disability	<input type="checkbox"/>			
VASH	Verified HOH has a disability	<input type="checkbox"/>			
Other Federal Voucher	Verified HOH has a disability	<input type="checkbox"/>			

Accessibility Needs
 Fully accessible Handicap
 Ground None

Unit Size Information
 Properties Built w/o 1 BR Yes (Verified this property was built without one-bedroom units and household is eligible to rent 2 BR unit.)
 Household reports live-in aide Yes No

Number of Household Members _____ Authorized Unit Size _____
This signature certifies the information is true and accurate as of the date signed, the property manager must verify all income information, household size, live-in aide certification at time of application and provide any changed information to Assessor within 5 days of receipt to obtain further approval letters/documents from Assessor.

NC DHHS/DAAS Housing Assessor Staff Signature _____ _____
Date

Key Rental Assistance

- Must have Letter of Referral from DHHS
- Head of household must have income based on disability (SSI, SSDI, VA)
- Total household income cannot exceed State-mandated 50% AMI
- Minimum gross income of \$300/month
- Meets household size per bedroom size standard

Other Rental Assistance

- Must have Letter of Referral from DHHS
- Verification of disability or homeless status according to rent assistance program rules
- Household income requirements according to rent assistance program rules.

TARGETING PROGRAM POLICIES

- Decrease in household size – DHHS will determine if household would move to appropriate sized unit or provide waiver
- Death of Head of Household – DHHS may offer remaining household members 30-90 days assistance
- Unoccupied Unit - Failure to reside in a Targeted Unit for a period exceeding 90 consecutive days is a program policy violation that may lead to termination of Key Rental Assistance if there is no plan for the tenant to return to the unit in a reasonable amount of time. DHHS will terminate assistance after 90 days

	ARA	Approved Referral Agency
	CO	Certificate of Occupancy
	DAAS	Division of Aging and Adult Services
	DHHS	Department of Health and Human Services
	HA	Housing Assessor
	HSC	Housing Stabilization Coordinator
	LOR	Letter of Referral
	PM	Property Manager
	RCRS	Rental Compliance Reporting System
	SM	Site Manager
Commonly Used Acronyms	SSDI	Social Security Disability Income
	SSI	Supplemental Security Income
	LME/MCO	Local Management Entities/Managed Care Organization
	V&R	Vacancy and Referral
	VA	Veteran's Benefits



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature

Average Income and the Targeting Program



Average Income – Targeting Program

What Does Average Income look like and why is it important?

- Only allowed for allocations in 2019 and forward, first properties with income averaging will come online in 2021
- All requirements are spelled out in the Qualified Allocation Plan (QAP)
- No project can have more than four (4) income bands consisting of 20%, 30%, 40%, 50%, 60%, 70%, 80% area median income
- How income averaging will be monitored: Annually
- **Income Averaging is covered in detail in the NCHFA - Advanced Training**

AVERAGE INCOME AND KEY ASSISTANCE

Unit Size	Set Aside	Rent Limit	Key Payment Standard
1 Bedroom	30%	\$400	\$545
2 Bedroom	80%	\$1050	\$645

• If I have not met my targeting requirement and a 1 bdrm 30% unit comes open, how much rent can I charge?

• If I have not met my targeting requirement and a 2 bdrm. 80% unit comes open, how much rent can I charge?

Average Income And Targeting “Things to Remember”

- After initial lease up, any unit that becomes vacant must be listed in Vacancy and Referral regardless of it's set aside.
- If they have met their targeting requirement, management will ask for release of unit.
- If property has **HOME/NHTF**, targeted households cannot be used to meet requirements for those funds.
- Please make sure to sign up for Advanced Compliance to get complete training as it relates to average income

Vacancy and Referral



Vacancy And Referral Access



- Management provides access to V&R
- You can have access to both V&R and RCRS or just one.

Did You Check The Box??

Organization

User Name

Email Address

User ID

Property Access

The user will be able to access property data but will not be able to add and

Report Vacancies

Checking this box will allow this user to record vacancies for this property.

What happens now?

Management must enter vacancy in order to receive a referral.



All vacant units must be reported, including market units.



Enter vacancy as soon as you are notified.



New Properties

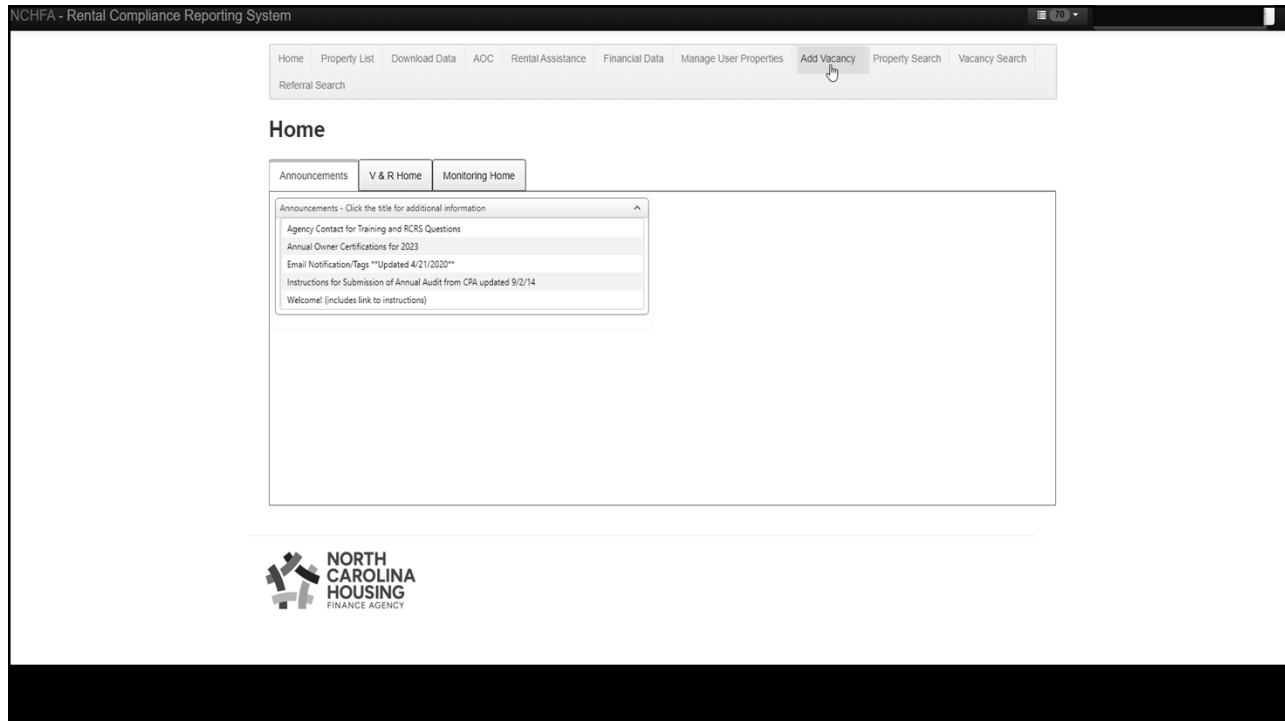


- Contact DHHS to determine types/number of units to enter
- All vacant units must be entered at turnover- even market rate units
- ISHP Properties- Communicate with LME/MCO and DHHS as it relates to which vacancies to enter in V&R

Rehab Properties



- On rehab properties, vacancy reporting should start in Vacancy and Referral once all in-place tenants have been permanently housed in a rehabbed unit, whether they return to their original unit or choose to remain in the new unit, **AND** a newly rehabbed unit will be available for rent to someone from the wait list



Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search


Referral Search

Vacancy Property List

10 records per page Search:

APN	Property Name	City	County	Type
				Family
				Family
				Elderly (HUD/RD)
				Family
				Elderly (55)
				Elderly (55)
				Family
				Family
				Family
				Family
		Asheville	Buncombe	Family

Showing 1 to 10 of 114 entries ← Previous | 1 | 2 | 3 | 4 | 5 | Next →



Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search

Referral Search

Add Vacancy

Property Information

Name:

Placed In Service Date: 5/4/2001

Buildings: [View](#)

Address:

County:

Property Type:

Rent Standard:

Total Units: 40

Required DHHS Targeting Units: 4

Reported DHHS Targeting Units: 4

Reported/Total Units %: 10.00 %

Bedrooms: 2 Bedrooms, 3 Bedrooms

Unit Information

Vacancy Number:

Date Available for Occupancy *: 6/1/2025

Bedroom Count *: 2 Bedroom

Smoking *: Smoking is not allowed upon the prope

Subsidy *:

Unit Number/Description *:

Unit Accessibility

Unit has a roll-in shower *:

Unit has wider doors and grab bars *:

Unit has assistive technology *:

Unit has more than one floor *:

Exterior Stairs *:

Elevator Access *:

Reason for Vacancy

Targeted Unit Tenant Moving Out *:

OK Cancel

UNIT ACCESSIBILITY

What makes a unit accessible?

- Unit has a roll-in shower = Fully Accessible
- Unit has wider doors and grab bars = Handicap Unit
- Unit has assistive technology = Visual/Audio Accessible Unit
- Unit has more than one floor= Interior Stairs
- Exterior Stairs
- Are there stairs to access the unit (can be only one or multiple)?
- Elevator Access
- Unit Floor (provide response if you note exterior stairs)



Does threshold have a step up? It's a step!

Exterior Stairs Question:

1. Hover over the asterisk *
2. Will the tenant need to navigate stairs in order to access the unit?
3. Choose applicable answer.

Unit Accessibility	
Unit has a roll-in shower*:	<input type="checkbox"/>
Unit has wider doors and grab bars*:	<input type="checkbox"/>
Unit has assistive technology*:	<input type="checkbox"/>
Unit has more than one floor*:	<input type="checkbox"/>
Exterior Stairs*:	<input type="checkbox"/>
Elevator Access*:	<input type="checkbox"/>

Home Property List Download Data AOC Rental Assistance Financial Data Manage User Properties Add Vacancy Property Search Vacancy Search Referral Search

Add Vacancy

Property Information		Unit Information	
Name:		Vacancy Number:	
Placed In Service Date:		Date Available for Occupancy *:	6/1/2025
Buildings:		Bedroom Count *:	2 Bedroom
Address:		Smoking *:	Smoking is not allowed upon the prope
County:	Buncombe	Subsidy *:	
Property Type:	Family	Unit Number/Description *:	
Rent Standard:	Moderate Cost Standard		
Total Units:	40		
Required DHHS Targeting Units:	4		
Reported DHHS Targeting Units:	4		
Reported/Total Units %:	10.00 %		
Bedrooms:	2 Bedrooms, 3 Bedrooms		
Management Company Information		Unit Accessibility	
Name:		Unit has a roll-in shower *:	
Agent Contact:		Unit has wider doors and g:	Fully Accessible
Phone:		Unit has assistive technology *:	
Fax:		Unit has more than one floor *:	
Email:		Exterior Stairs *:	
Site Manager:		Elevator Access *:	
Key Assistance Contact:			
		Reason for Vacancy	
		Targeted Unit Tenant Moving Out *:	

OK Cancel

DO YOU KNOW YOUR UNITS?



Housing Assessor?

Acknowledges
Receipt of vacancy
within five (5)
business days

Provides property
with referral &
applicable waiver
letter (V&R upload)

DHHS Has unit
for thirty (30)
days unless
released

Home Reports Add Referral Property Search Vacancy Search Referral Search Unrelease Vacancy Property Menu

Add Referral

Property Information Active

Name:
Placed In Service Date:
Buildings:
Address:
County:
Property Type:
Rent Standard:
Total Units: 80
Required DHHS Targeting Units: 8
Reported DHHS Targeting Units: 3
Reported/Total Units %: 3.75 %
Bedrooms: 1 Bedroom, 2 Bedrooms, 3 Bedrooms

Warning:
DHHS targeting not met.

Referral Information

First Name *: Louise
Preferred Name: Weezie
Middle Name:
Last Name *: Gardner
Referral Letter *:
Reasonable Accommodation Letter Supplied *: No
DHHS Priority *:
Household Size *: 2-Person
Unit Size Eligibility *: 2 Bedrooms
Referring Organization *: DHHS
Referring Agency *:
Subsidy *:
Key
PBRA
Section 8

Management Company Information

Name:
Agent Contact:
Phone:
Fax:
Email:
Site Manager:
Key Assistance Contact:

Targeting Requirement Met

Targeting requirement is met.

Management requests release in V&R after Vacancy is entered.

Housing Assessor Releases unit within 5 days.



Home Add Vacancy Vacancy Search Actions

Request Release

Vacancy Detail

Property Information		Unit Information	
Name:	<input type="text"/>	Vacancy Number:	V-00051540
Placed In Service Date:	8/21/2008	Date Available for Occupancy:	06/16/2025
Buildings:	View	Bedroom Count:	1 Bedroom
Address:	<input type="text"/>	Smoking:	Smoking is allowed in designated areas only
County:	Buncombe	Subsidy:	Key Program
Property Type:	Family	PBRA Minimum Household Size:	N/A
Rent Standard:	Tier 2 Payment Standard	PBRA Maximum Household Income:	N/A
Total Units:	63	Unit Number/Description:	123
Required DHHS Targeting Units:	13	Unit Accessibility	
Reported DHHS Targeting Units:	6	Unit has a roll-in shower:	No
Reported/Total Units %:	9.52 %	Unit has wider doors and grab bars:	Yes
Bedrooms:	1 Bedroom, 2 Bedrooms, 3 Bedrooms	Unit has assistive technology:	No
Warning: DHHS targeting not met.		Unit has more than one floor:	No
Management Company Information		Exterior Stairs:	No
		Elevator Access:	No
		Unit Floor:	Ground Floor

Home Vacancy Search Add Referral **Actions**

Vacancy Detail

Release Vacancy
Deny Release Request

Property Information Active

Name:
 Placed In Service Date:
 Buildings: View
 Address:
 County:
 Property Type:
 Rent Standard:
 Total Units:
 Required DHHS Targeting Units:
 Reported DHHS Targeting Units:
 Reported/Total Units %:
 Bedrooms:
 Warning: DHHS targeting not met.

Unit Information

Date Available for Occupancy:
 Bedroom Count:
 Smoking: Smoking is not allowed upon the property
 Subsidy: Key Program
 PBRA Minimum Household Size: N/A
 PBRA Maximum Household Income: N/A
 Unit Number/Description:

Unit Accessibility

Unit has a roll-in shower: No
 Unit has wider doors and grab bars: No
 Unit has assistive technology: No
 Unit has more than one floor: No
 Exterior Stairs: No
 Elevator Access: No
 Unit Floor: Ground Floor

Management Company Information

Name:
 Agent Contact:
 Phone:

Reason for Vacancy

Expected Unit Tenure Moving Out: No

Add Referral

Property Information Active

Name:
 Buildings: View
 Address:
 County:
 Property Type:
 Rent Standard:
 Total Units:
 Required DHHS Targeting Units:
 Reported DHHS Targeting Units:
 Reported/Total Units %:
 Bedrooms:
 Warning: DHHS targeting not met.

Management Company Information

Name:
 Agent Contact:
 Phone:

Referral Information

First Name *:
 Preferred Name:
 Middle Name:
 Last Name *:
 Referral Letter *: Select
 DHHS Priority *: ▼
 Household Size *: ▼
 Unit Size Eligibility *: ▼
 Referring Agency *:
 Subsidy *: ▼

Home Reports Add Referral Property Search Vacancy Search Referral Search Unrelease Vacancy Property Menu ▾

Add Referral

Property Information Active

Name:

Placed In Service Date:

Buildings:

Address:

County:

Property Type:

Rent Standard:

Total Units: 80

Required DHHS Targeting Units: 8

Reported DHHS Targeting Units: 3

Reported/Total Units %: 3.75 %

Bedrooms: 1 Bedroom, 2 Bedrooms, 3 Bedrooms

Warning:
DHHS targeting not met.

Management Company Information

Name:

Agent Contact:

Phone:

Fax:

Email:

Site Manager:

Key Assistance Contact:

Referral Information

First Name *: Louise

Preferred Name: Weezie

Middle Name:

Last Name *: Gardner

Referral Letter *:

Reasonable Accommodation Letter Supplied *: No

DHHS Priority *:

Household Size *: 2-Person

Unit Size Eligibility *: 2 Bedrooms

Referring Organization *: DHHS

Referring Agency *:

Subsidy *:

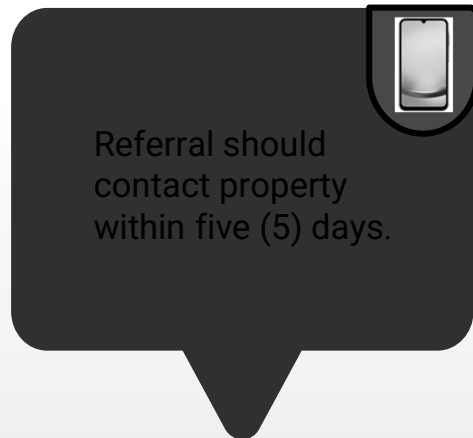
Key

PBRA

Section 8



PENDING CONTACT




DHHS still has access to the unit even if the referral does not respond.

NO-SHOWS

- Management notifies Housing Assessor
- Be sure to update V&R
- DHHS still has access to the unit



Home	Referral Search	Actions 
------	-----------------	---

Submitted: Current Step: Pending Contact

Referral Detail

Referral Dates	Referral Information
Date Submitted: <input type="text" value="4/10/2025"/>	Name: <input type="text"/>
	Household Size: 1-Person
	Unit Size Eligibility: 1 Bedroom
	Subsidy: Key
Property Information	Referral Status
Name: <input type="text"/>	
Placed In Service Date: <input type="text" value="11/15/2006"/>	
Building: <input type="text"/>	

REVIVE OR CLOSE?

Housing Assessor will contact referral agency to determine if referral is still interested.

**If so, they
"revive" the
referral (tells
property referral
is still interested
in unit).**



**If not, they close
the referral (tells
property no
longer interested,
but does not
release unit).**



Home Referral Search Actions

Submitted: 08/15/2024 **Revive** **Close** **Current Step:** Pending No Contact Review **DHHS**

Referral Detail

Referral Dates

Date Submitted: 08/15/2024

Property Information Active

Name:

Placed In Service Date:

Buildings:

Address:

County:

Property Type:

Rent Standard:

Total Units:

Required DHHS Targeting Units: 9

Reported DHHS Targeting Units: 2

Reported/Total Units %: 2.38 %

Bedrooms: 1 Bedroom, 2 Bedrooms

Warning:
DHHS targeting not met.

Management Company Information

Name:

Agent Contact:

Phone:

Fax:

Email:

Site Manager:

Key Assistance Contact:

Referral Information Edit Referral

Name:

DHHS Priority:

Housing Slot Number: 28740

Household Size: 1-Person

Unit Size Eligibility: 2 Bedrooms

Referring Organization:

Subsidy: Key

Referral Status

Current Step: Pending No Contact Review

Contact Status: No Contact

Application Status: (not entered)

Appeal Contact Followup Status: (not entered)

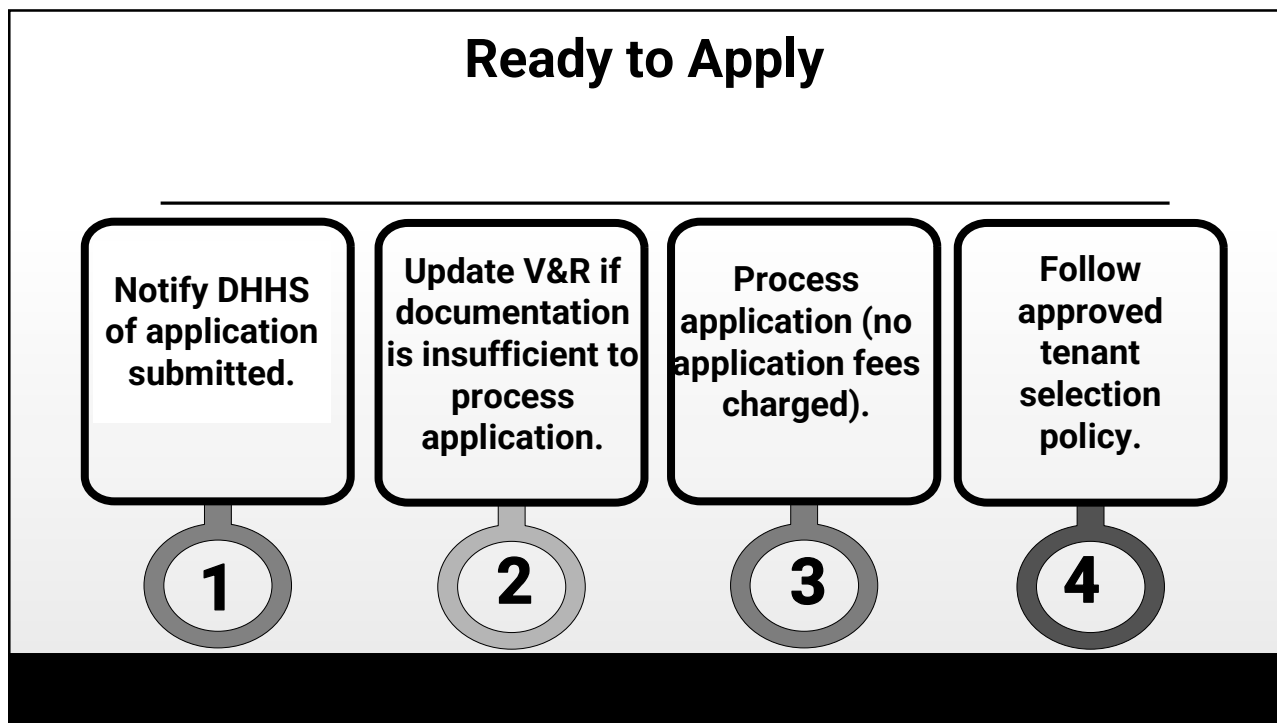
Reasonable Accommodation Requested: No

Documents Add Document

Type	Description	Added	Added By
No documents were found for this referral.			

Comments

Comment	Created By	Date Created
No comments to display		



WHAT'S MISSING

- If missing documentation is preventing you from processing the application, notify the applicant and DHHS
- Update V&R with comment on referral of missing information, (but also follow up, with email to Housing Assessor)
- Housing Assessor receives notice of a comment added and will review and follow up as needed



WHAT'S MISSING?

Comments		
Comment	Created By	Date Created ▾
Missing SS/SSI verification and applicant signature on under \$50,000 form.	Louise Gardner	01/03/2025

WHAT'S MISSING?

Referral Comments			
Referral Comments			More...
Name	Referral Name	Status	Date Created
Wakefield Commons		Pending Application Result	12/27/23 09:57 AM
Wakefield Commons		Pending Application Result	12/27/23 09:54 AM
Walnut Trace		Pending Application Result	12/20/23 01:32 PM
Walnut Trace		Pending Application Result	12/19/23 02:49 PM
Amaranth		Pending Application Result	12/06/23 10:43 AM

APPROVED

- Management updates V&R with approval status
- Arranges move-in date



Home Referral Search **Actions**

Submitted: 4/10/2025 **Current Step:** Pending Application Result

Approve Application
Deny Application
Withdraw Application

Referral Detail

Referral Dates
Date Submitted: 4/10/2025
Date Application Submitted: 4/20/2025

Referral Information
Name:
Household Size: 1-Person
Unit Size Eligibility: 1 Bedroom
Subsidy:
Tenant Company:
Current Step: Pending Application Result
Contact Status: Applied
Application Status: {not entered}
Appeal Contact Followup Status: {not entered}
Reasonable Accommodation Requested: No

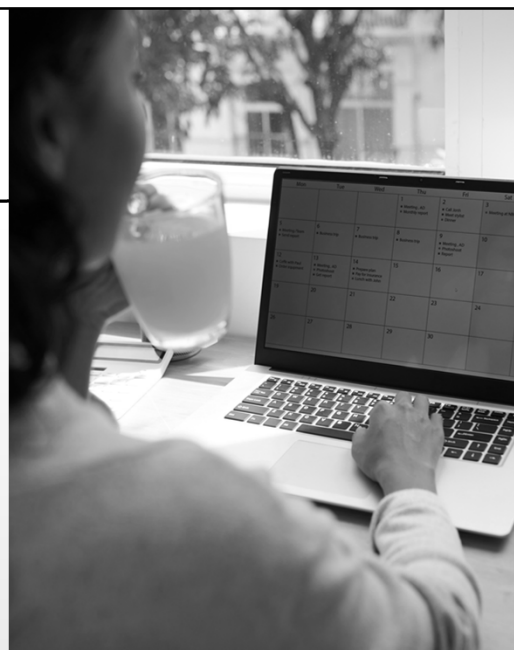
Property Information
Name:
Placed In Service Date: 12/16/2019
Buildings: View
Address:
County:
Property Type: Elderly (55)
Rent Standard: {not entered}
Total Units: 60
Required ISHP Set-Aside Units: 9
Reported ISHP Set-Aside Units: 4
Required DHHS Targeting Units: 6
Reported DHHS Targeting Units: 0
Reported/Total Units %: 6.67 %
Bedrooms: 1 Bedroom, 2 Bedrooms

Documents
Type Description Added Added By
No documents were found for this referral.

Comments
Date Created

VACANCY RESERVATION

- Management reserves vacancy (unit applicant will move-in)
- Enter expected move-in date



Home Referral Search **Actions**

Submitted: 4/10/2025

Reserve Vacancy
Withdraw Application

Referral Detail

Referral Dates		Referral Information	
Date Submitted:	4/10/2025	Name:	
Date Application Submitted:	4/20/2025	Household Size:	
Date Approved:	5/08/2025	Unit Size Eligibility:	
		Subsidy:	

Property Information		Referral Status	
Name:			

Home Referral Search **Actions**

Reserve Vacancy
Withdraw Application

Current Step: Pending Vacancy Reservation

Vacancy Reservation Confirmation for []
Select an expected move-in date and vacancy to associate with this referral.

Expected Move-In Date * : []

Property	Management Co	Unit Desc	Br	Smoking	Reported	Ready	Acc	Hand	Vis/Aud
<input type="checkbox"/>	[]	100-306	2 Bedrooms	Smoking is allowed in designated areas only	10/18/2023	10/31/2023	No	No	No
<input type="checkbox"/>	[]	[]	[]	Smoking is allowed in designated areas only	10/18/2023	10/31/2023	No	No	No
<input type="checkbox"/>	[]	[]	[]	Smoking is allowed in designated areas only	11/09/2023	01/01/2024	No	No	No
<input type="checkbox"/>	[]	[]	[]	Smoking is allowed in designated areas only	10/18/2023	10/31/2023	No	No	No

OK Cancel

THEY CHANGED THEIR MIND

- Management updates V&R (undo reservation)



Choose another vacant unit

OR



Withdraw application

Home Referral Search **Actions**

Submitted: 4/10/2025 Current Step: Pending Move-In

Referral Detail

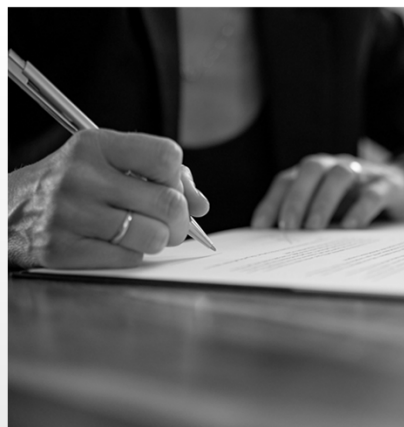
Referral Dates		Referral Information	
Date Submitted:	4/10/2025	Name:	<input type="text"/>
Date Application Submitted:	4/15/2025	Household Size:	1-Person
Date Approved:	5/08/2025	Unit Size Eligibility:	2 Bedrooms
		Subsidy:	Key
Property Information		Referral Status	
Name:	<input type="text"/>	Current Step:	Pending Move-In
Placed In Service Date:	10/27/2017	Contact Status:	Applied
Buildings:	View	Application Status:	Approved 5/08/2025
Address:	<input type="text"/>	Appeal Contact Followup Status:	{not entered}
County:	Wake	Reasonable Accommodation Requested:	No
Property Type:	Family	Expected Move-In Date:	5/15/2025
Rent Standard:	Tier 4 Payment Standard	Referral Reserved To:	100-306
Total Units:	80	Documents	
Required DHHS Targeting Units:	8		
Proposed DHHS Targeting Units:	6		

MOVE-IN DAY

- Applicant signs lease and other documents
- Management confirms move in date in V&R

Note:

Move-in must also be reported in RCRS.



Home Referral Search Actions

Property: Management Company: Current Step: Pending Move-In

Move-in Confirmation for
Please enter a Move in date for the unit that the tenant has moved into and click Ok.

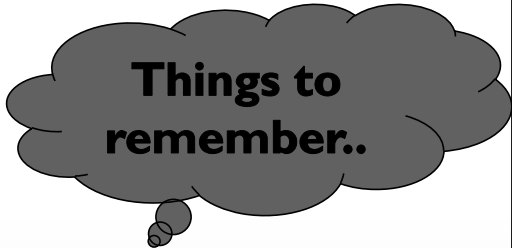
Move-In Date : 5/15/2025

	Building	Building Address	Unit Number	Unit Type	Bedroom Count
<input type="checkbox"/>	NC-			Garden Apartment	3 Bedrooms
<input checked="" type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	3 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	3 Bedrooms
<input type="checkbox"/>	NC-			Garden Apartment	2 Bedrooms

Page size: 10 80 items in 8 pages

OK Cancel

- Referral letter shows bedroom size household is eligible to lease.
- Update V&R as activity takes place – do not wait until the end to do everything.
- Notify Housing Assessor/NCHFA with any questions **BEFORE** you sign the lease.
- Complete move in event in RCRS within 30 days



Denied Applications/Appeal



WHEN APPLICATION IS DENIED, MANAGERS MUST...

Update denial status in V&R.

1

Upload denial letter in V&R.

2

Continue to hold the unit.

3

Home Referral Search Actions

Submitted: 4/15/2025

Denial Company: [input]

Referral Detail

Referral Dates

Date Submitted:	4/15/2025
Date Application Submitted:	4/25/2025

Referral Information

Name: [input]
Household Size: [input]
Unit Size Eligibility: [input]
Subsidy: [input]

Property Information

Name: [input]
Placed In Service Date: 10/27/2017
Buildings: View

Referral Status

Current Step: [input]

Approve Application
Deny Application
Withdraw Application

Home Referral Search Actions

Submitted: 4/15/2025 Property: Management Company:

Denial Confirmation for
Are you sure you want to mark this referral as having a denied application?

Credit Denial *: Yes

Criminal Denial *: Yes


Landlord Reference Denial *: Yes

Program Eligibility Denial: (over-income, full time student household, etc)* No

Date Denied *: 5/01/2025

Denial Letter (PDF only) *: BLANK.pdf x Remove

OK Cancel



- V&R records the date denial letter is uploaded, regardless of date you complete letter
- The clock starts “ticking” on the **date of upload** – not the date of denial



- Housing Assessor contacts referral agency to determine if an appeal will be made
- Housing Assessor updates V&R with appeal notice if applicable
- Applicant must still make reasonable accommodation request directly to management
- If applicant chooses not to appeal, Housing Assessor closes the referral



- Applicant has no less than eight (8) business days to appeal
- Management will “revive” application in V&R
- Management must follow process outlined in TSP to process appeal
- Management holds unit while appeal is reviewed



APPLICATION DENIALS - CREDIT

- Denials should not be based on economic reasons if the household participates in a program or receives assistance which provides the landlord with the ability to recover any economic losses related to the tenancy
 - Example – Tenant owes previous landlord money would not be an acceptable reason to deny since the owner/management would have access to risk mitigation at move-out
- NOTE – If the household receives a bad landlord reference due to lease violations, this would be an acceptable reason to deny based on credit since this is not economic in nature

APPLICATION DENIALS – CRIMINAL

- If the applicant has an arrest with pending charges, the housing provider should consider this as part of the individualized assessment. If the housing provider is not able to determine the specifics of the pending charges, the housing provider may deny admission until the charges are resolved.
- If the housing provider can identify the specifics of the pending charges, they should house the person if the resulting conviction would not change the decision to house.
 - Pending charge for misdemeanor larceny within the last five years with no other charges/convictions should result in individualized assessment.

APPLICATION DENIALS – CRIMINAL

- If the applicant has a disability and requests a reasonable accommodation, the provider should determine whether the request is appropriate while criminal charges are pending.
- If applicant requests a reasonable accommodation, unit must be held until a decision is rendered.

INDIVIDUALIZED ASSESSMENT

Individualized assessment should include consideration for the following factors:

- The seriousness of the criminal offense
- The relationship between the criminal offense and the safety and security for residents, staff, or property
- The length of time since the offense, with particular weight being given to significant periods of good behavior
- The age of the household member at the time of the offense

INDIVIDUALIZED ASSESSMENT

- The number and nature of any other criminal convictions
- Evidence of rehabilitation, such as employment, participation in job training program, education, participation in a drug and alcohol treatment program, or recommendations from a parole or probation officer, employer, teacher, social worker, or community leader
- Tenant supports or other risk mitigation services where the applicant will be receiving or have access to during tenancy

Be sure to document your individualized assessment

V&R UPDATE - DENIALS

- Vacancy & Referral must be updated to show status of the application being denied
- Reason for denials
 - Landlord reference
 - Credit
 - Criminal
- NCHFA tracks all denials in V&R
- NCHFA **must** review all reasonable accommodation denials and report to Department of Justice



V&R MOVE-IN CONFIRMATION

- Management must update RCRS within thirty (30) days of move in to avoid noncompliance
- Updating move-in information for V&R does NOT update RCRS
- Once entered in V&R, management has Awaiting RCRS move in Verification worklist
- This worklist confirms the referred household moved into the unit noted in V&R

WORKLIST – MOVE-IN CONFIRMATION (V&R)

Work List: Awaiting Move-In Confirmation

1 referral

Referral Name	Property	Management Company	City	County	Date Approved	Date Expected Move-In
 <input type="text"/>	<input type="text"/>	<input type="text"/>	Raleigh	Wake	12/10/2023	01/02/2024

WORKLIST—MOVE-IN CONFIRMATION (V&R)

Home
Referral Search
➔ Actions

Submitted:

Confirm Move-In

Undo Vacancy Reservation

Withdraw Application

Company:

Current Step: Pending Move-In

Referral Detail

Referral Dates

Date Submitted:

Date Application Submitted:

Date Approved:

Referral Information

Name:

Household Size: 1-Person

Unit Size Eligibility: 2 Bedrooms

Subsidy: Key

Property Information

Name:

Placed In Service Date: 10/27/2017

Buildings: [View](#)

Address:

County: Wake

Property Type: Family

Rent Standard: Tier 4 Payment Standard

Referral Status

Current Step: Pending Move-In

Contact Status: Applied

Application Status:

Appeal Contact Followup Status: {not entered}

Reasonable Accommodation Requested: No

Expected Move-In Date:

Referral Reserved To: 100-306

Home Referral Search Actions

Submitted: 12/12/2024 Property: Management Company Current Step: Pending Move-In

Move-in Confirmation for
Please enter a Move in date and select the actual unit that the tenant has moved into and click Ok.

Move-In Date : 5/20/2025

	Building	Building Address	Unit Number	Unit Type	Bedroom Count
<input type="checkbox"/>	N		304	Garden Apartment	2 Bedrooms
<input type="checkbox"/>	N		305	Garden Apartment	1 Bedroom
<input checked="" type="checkbox"/>	N		306	Garden Apartment	1 Bedroom
<input type="checkbox"/>	N		307	Garden Apartment	3 Bedrooms
<input type="checkbox"/>	N		308	Garden Apartment	2 Bedrooms
<input type="checkbox"/>	N		309	Garden Apartment	2 Bedrooms
<input type="checkbox"/>	N		400	Garden Apartment	1 Bedroom
<input type="checkbox"/>	N		401	Garden Apartment	1 Bedroom
<input type="checkbox"/>	N		402	Garden Apartment	1 Bedroom
<input type="checkbox"/>	N		403	Garden Apartment	1 Bedroom

Page size: 10 62 items in 7 pages

OK Cancel

RCRS MOVE-IN VERIFICATION



- If tenant name and referral name do not match, reach out to DHHS to resolve discrepancy
 - The wrong unit has been confirmed as the move-in unit
 - Vacancy reserved was incorrect and/or changed and V&R not updated
- NCHFA will return to management if not correct when submitted

TOP FINDINGS IN V&R

- Not reporting vacancies
- Reporting unit features incorrectly (accessibility)
- Not following action steps as they occur
- Asking for release of vacancy prior to meeting requirement
- Not checking V & R for additional documents prior to completing move in
- Not completing the move-in in V & R
- Not uploading denial letters timely
- Reserving one unit, but move resident in another without correcting

NEED ADDITIONAL HELP WITH VACANCY & REFERRAL?



Contact DHHS with Questions

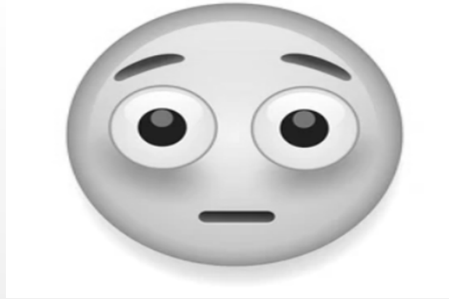


**Check out our video on YouTube with
step by step instructions**



NEW POLICY – EFFECTIVE JANUARY 1, 2024

Failure to update Vacancy & Referral timely will result in the management company being removed from the approved management company list and noncompliance for the project



2024 (What Happened?)

CONTACTS FOR QUESTIONS

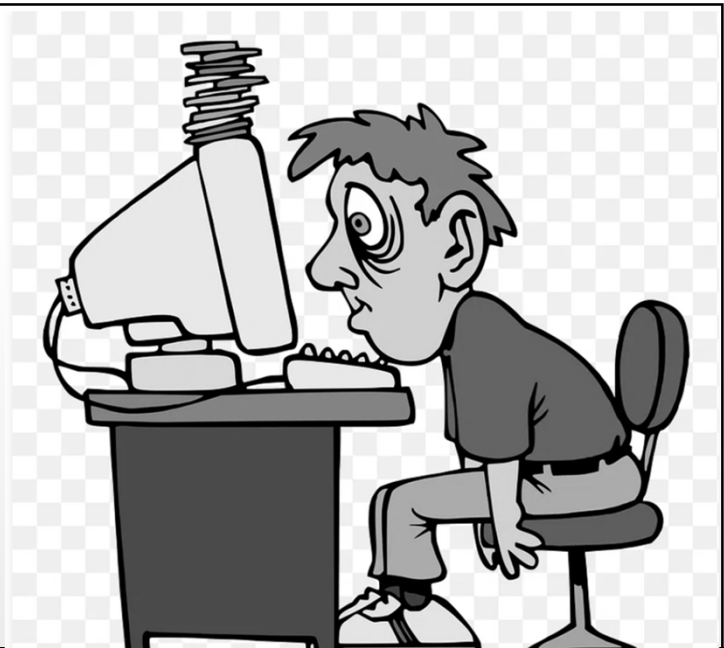
Need help with...	Contact
Payment/File issues	Louise Gardner at rlgardner@nchfa.com
How to use V&R	DHHS
Technical Issue with V&R	Sandy Harris at ssharris@nchfa.com



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature

Waivers



Targeting Unit Waivers



- Unit Size Waiver
- Income Waiver
- Disability Waiver
- NC Transitions Program Waiver

Note:

Management is responsible to verify program eligibility for purposes of LIHC or other loan requirements.

NC Transitions Program Waiver (2 Events Created)

- Amount used on TIC at move in (only one TIC is completed)
- Letter indicates amount used to calculate subsidy/tenant portion for first 120 days
 - Move-in unit event entered in RCRS using this information
 - Income override (\$1) required in RCRS
 - Upload all documents as you would any other move-in unit event, including NC Transitions Waiver letter

Note:

All documents are completed at move in and entered in RCRS at move in.

NC Transitions Program Waiver

- Letter indicates amount used to calculate subsidy/tenant portion after first 120 days (**update unit event entered in RCRS using this information**)
 - Upload Key Lease Addendum, Key Calculation Worksheet, NC Transitions Waiver
- The amounts on these forms should reflect the amounts referenced in the Waiver letter and will be entered in RCRS
- No income override required

Tip

All documents are completed at move in and entered in RCRS at move in.

Program Waivers

- If a household received a waiver from DHHS, the waiver, or an updated waiver **must** be included in the uploads for recertification
- The letter that you initially receive, indicates either you will/or will not have to reach out for a new waiver
- Most bedroom waiver letters indicate you will not have to request a new waiver at recertification, but, the letter **must** be uploaded at ****each recertification****

Example

Dear [redacted]:

The Housing Unit in the NC Dept. of Health and Human Services (NCDHHS), Division of Aging and Adult Services (DAAS), has approved a Key Waiver for the applicant below. This applicant is a participant in a NC Transition Program within the Targeting Program. The specific instructions for this program are outlined in this letter.

Targeted Unit Applicant: [redacted]
Property: Sienna Heights
Waiver Type: NC Transition Program Waiver
Effective Date: Lease Date

For purposes of Tax Credit Compliance, NC HFA instructions for processing this waiver are as follows:

- \$14,736 as annual income (\$1228 x 12 months) from the NC Transition Program should be used to complete the Tenant Income Certification for the entire first year of tenancy. Only one TIC for the first year of tenancy is needed.

For purposes of calculation of Key Assistance, the DHHS/DAAS instructions are as follows:

- Key assistance for this applicant will be based on \$0 monthly income for the first 3 full months of tenancy. If move in occurs mid-month, Key assistance will pay 100% of the prorated rent and the 3 months will start on the first day of the following month.

When first entering data into RCRS for this tenant, management must enter two-unit events. The move-in event will reflect this income Waiver approving \$0 income for Key Program tenant rent share and subsidy calculation for the first full 3 months of tenancy, and any prorated period of tenancy. **For this move in, an Income Override of \$1 is required to be completed in RCRS.**

The second unit event will be an "Update". You will use a set amount of \$900.00 monthly income (\$10,800.00/year) for rent and subsidy calculation to be effective the first day of the 4th full month of tenancy.

It is required to complete two separate Key Rent Calculation Worksheets and two Key Lease Addendums: one each to reflect the period when income is \$0.00, and one each to reflect the remainder of the year, when income is \$900.00 a month. All of these documents must be uploaded into RCRS. Ensure these are uploaded with applicable "Unit Event".

Please review the attached letter from NCHFA for detailed information on entering this waiver into RCRS.

At the time of the annual income recertification, this tenant **will need** to reapply for a Key Waiver. Please contact NCDHHS/DAAS during the recertification process to see if another waiver is needed.

Please keep a copy of this letter on file and upload a copy in RCRS when you upload all other required documentation to request Key Program rental assistance for this household. If you have questions, I can be reached at 919-616-3051.

Sincerely, *Kay Johnson*

Example



HUMAN SERVICES

JUDY MASSEY-SMITH • Director
Division of Aging and Adult Services

Date: June 11, 2024

RE: Unit Size Exception Letter

Please be advised that the applicant referenced below whose Letter of Referral is accompanying this letter has been granted an exception to the Key Program bedroom size rules. If no one bedroom unit is available at the property this applicant is authorized to apply for a two bedroom unit at your property. **If this individual leases a two bedroom unit their rental share will be calculated at 25% of their income and the Key Program will pay the two bedroom payment standard.**

It is important that you save this letter with the Targeting Program Letter of Referral and upload it with your initial Key Program requisition to NCHFA through the Rental Compliance Reporting System.

Please note that at time of annual income recertification next year, this household **will not** need another Unit Size Exception Letter from DHHS. Please keep this letter on file as **you will need** to submit a copy to NCHFA with each subsequent annual income recertification packet.

Please call me if you have any questions.

Sincerely,

Kay Johnson

Targeting Program Supervisor

Unit Size Exception for: [redacted]

cc: Key Program Files, DHHS

Example

- What if household size decreases?
-

- If a three person targeted household moves into a 3 bedroom unit (with a waiver) and the household size decreases leaving only 2 persons, you will need to reach out to DHHS
- DHHS will then make the determination whether to provide an additional waiver, request the household be moved to a smaller unit, or provide a waiver if no 2 bedroom available, but request they be moved when one is vacated. DHHS will indicate the percentage to be paid by household on the waiver

Example

- What if household size decreases again, leaving only 1 person?
-

- You will need to reach out to DHHS again
- DHHS will make the determination whether to provide an additional waiver, request the household be moved to a smaller unit, or provide a waiver if no 1 bedroom is available, and may request they be moved when a 1 bedroom is vacant. DHHS will also indicate the percentage household will be paying on the waiver

Documents Found In Vacancy And Referral

Documents				
	Type	Description	Added	Added By
View	DHHS Waiver Letter	NC Transitions Waiver Letter	06/04/2024	Kay Johnson
View	DHHS Waiver Letter	2 BR Unit Size Exception Letter	06/04/2024	Kay Johnson
View	Targeting Referral Letter	Referral letter for <input type="text"/>	02/07/2024	Monica Jones

LOR provided 2/7/24. Based on dates above, management did not get notified regarding the waiver until 6/4/24 -- 4 months later. The household moved in 6/7/2024...So 2 days prior to move in.

****This is why we encourage you to look in V and R the day BEFORE you move them in****



HOLD FEES

- Hold fees are available for units held by DHHS longer than 30 days.
- If DHHS sends a referral during initial 30 days and processing of application extends past the 30 days, hold fees are not applicable.
- Hold fees allowed only on approved applicants.



HOLD FEES

- Processed through RCRS – DHHS provides requisition (in V & R) to management to upload for payment.
- Management and DHHS negotiate applicable hold fees for units.
- Management should be doing timely request to release units.



Hold Fees

NCHFA - Rental Compliance Reporting System

Home Property List Property Menu

Summary
Buildings
Rent / Income Limits
Compliance Resolution
Property Activity Report
Physical Inspections
File Reviews
Property Upload
Additional Info
Management Company Contacts
Documents
Financial Data
Rent Structure
Reserve Requests
Set-Asides
Special Claims
Hold Fees

General
Project Type: Family
Construction Type:
Building Type
954 {none}
944 {none}
950 {none}

Supportive
Service Required: No
Certification
Waiver Granted: No
Project Based Subsidy: No
Affordable Housing
Products received from HOME Investment Partnerships
NCHFA: Disaster
Other Non-Agency
Funded Sources: {none}
Utility Paid By Resident: {none}

Management
Name:
Address:
Phone:
Agent Contact:
Email:
Site Manager:

Owner Information
Name: M
Address: 1
R
Phone: (9
Contact: S
Email: s
Tax ID:

Market Rate Units	32
Employee Units	30
Low Income Units	
Total Units	
DHHS Targeting Units	
Key Program Units	
Home Units	

Hold Fees

NCHFA - Rental Compliance Reporting System

Home Property List Property Menu

Add Hold Fee

Add Hold Fee

Building: NC-06-03501

Unit: 1301

Hold Start Date: 2/1/2024

Hold End Date: 2/29/2024

Hold Fee: 600

Applicant Name: Gardner, Weezie

OK Cancel

HOLD FEES

Home Property List Property Menu

9000667 -> Crowell Park -> Holds

Hold Fees Add Hold Fee

[Submit](#) [Delete](#) [Edit Hold](#) [Documents](#)

Hold Fee Information	
Building:	NC-06-03501
Unit:	1301
Hold Fee:	\$600.00
Start Date:	02/01/2024
End Date:	02/29/2024
Applicant Name:	Gardner,Weezie

Documentation		
	Document Type	Description
View	DHHS Hold Fee Requisition	Hold Fee documentation



Hold Fees

Home Property List Property Menu

Hold Fees Add Hold Fee

[Submit](#) [Delete](#) [Edit Hold](#) [Documents](#)

Hold Fee Information	
Building:	NC-06-03501
Unit:	1301
Hold Fee:	\$600.00
Start Date:	02/01/2024
End Date:	02/29/2024
Applicant Name:	Gardner,Weezie

Documentation		
	Document Type	Description
View	DHHS Hold Fee Requisition	Hold Fee documentation





LIVE-IN AIDES

- Management will screen for criminal history
- Verification of need will be obtained by management
- A spouse can never be your live-in-aide
- Additional live-in-aide family members are not allowed to reside in the unit (without prior approval from DHHS)
- Anytime after move in if request for live in aide is requested, please reach out to your HSC
- Household member is not allowed to become the live-in-aide

LIVE-IN AIDES

- Live in aide no longer qualifies as a live in aide:
-

- Brings other family members to reside in the unit without DHHS prior approval
- When there is no longer a need for live in aide, the are no longer entitled to live in the unit
- Marries the household member
- Moves Out

Questions?



To submit questions for speaker during presentation, please use **Q&A** feature



Targeting Program NCHFA Reporting

ENTERING NEW MOVE-INS INTO RCRS

On a daily basis:

- Log into RCRS
- Go to the Property List, Select the Property, Click on “Buildings” in the menu.
- Select the appropriate building/unit.
- Click “Add Unit Event”.
- Enter Tenants, Income and Assets.
- Key Assistance and Tenant Rent will calculate automatically.
- Before marking “complete”, upload tenant file documents by clicking on “Documents inside the unit event.

MOVE-IN REQUIRED DOCUMENTS

- ✓ Targeting Program Letter of Referral
- ✓ Waiver letter (if applicable)
- ✓ Rental Application
- ✓ All verification forms and file documentation
- ✓ Tenant Income Certification
- ✓ Rent and Subsidy Calculation Worksheet

- ✓ HOME Calculation Worksheet (if applicable)
- ✓ All pages of lease
- ✓ Key Lease Addendum
- ✓ Supplemental Information Form
- ✓ Tax Credit Lease Addendum
- ✓ HOME/NHTF Lease Addendum (if applicable)

Verification Forms And File Documentation

- Verification of income such as SS/SSI, employment.
- Verification of income from DSS such as TANF (temporary assistance for needy families), Work First, etc.,
- Verification of Special Assistance/In Home (SA/IH) - This is excluded income
- If applicant/resident indicates CLA funds in addition to SS/SSI, you must reach out to DHHS for further guidance
- Verification of assets, such as property, home, checking account, savings accounts, retirement accounts, etc.,

FILE DOCUMENTATION

- Social Security Verification – Is this acceptable?

The screenshot shows the 'my Social Security' portal. At the top right, there is a 'Sign Out' button. Below the header, there are navigation links for 'Home', 'Messages', and 'My Profile'. The main content area is titled 'Welcome, [redacted]' and includes the text 'You last signed in on January 5, 2024 at 1:09 PM ET.'. A list of services is provided, including 'Your Social Security Statement', 'Your Benefit Verification Letter', 'Replace Your Social Security Card', and 'Replace Your Tax Form SSA-1099/SSA-10425'. A 'Wage Reporting' section is also visible. Below this, a 'Benefits and Payments' section is shown, featuring a 'Benefit Summary' with a monthly benefit of '\$1,103' and a 'Social Security (Disability)' section with a next payment of '\$1,103' due on February 2, 2024. The status 'Active' is indicated on the right side of the disability section.

FILE DOCUMENTATION

- Social Security Verification – Is this acceptable? Maybe....

The screenshot shows the 'my Social Security' portal. At the top left, the date and time '1/18/24, 4:41 PM' are displayed, and at the top right, it says 'Manage Workspace - Social Security'. The header includes the 'my Social Security' logo and a 'Sign Out' button. The main content area is titled 'Welcome, [redacted]!' and includes the text 'You last signed in on January 13, 2024 at 6:27 PM ET.'. Below this, there are two download links: 'Your Social Security Statement' and 'Your Benefit Verification Letter'. The 'Benefit Verification Letter' link is highlighted with a grey background.


FILE DOCUMENTATION

Benefits and Payments

Benefit Summary

total monthly benefit before deductions

 View your payment history and overpayment details

Need to update your **contact** or **direct deposit** information? Go to  My Pro

 [Get Help](#)

<https://secure.ssa.gov/myssa/bec-manage-ui/home>

1/3

1/18/24, 4:41 PM

Manage Workspace - Social Security

Social Security (Disability)

Active

next payment before deductions

Next Payment Date: **January 24, 2024**

Payments are made on the **4th Wednesday** of every month

Payments are made by **Direct Deposit**

Last payment: December 27, 2023

Monthly Benefit Amount:

Medicare Premium(s):

Last Payment Total:

FILE DOCUMENTATION

1/18/24, 4:41 PM

Manage Workspace - Social Security



my Social Security

Sign Out

Welcome, [REDACTED]!

You last signed in on **January 13, 2024 at 6:27 PM ET.**



Your Social Security Statement

You can download your statement as a PDF or an XML file.



Your Benefit Verification Letter

This is your proof of income letter.



Social Security Administration Benefit Verification Letter

Date:
BNC#
REF:

001878V91A5381 * COLA12Z878V91A538100

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Supplemental Security Income Payments

Beginning November 2023, the current Supplemental Security Income payment is \$914.00.

This payment amount may change from month to month if income or living situation changes.

Supplemental Security Income Payments are paid the month they are due.


(For example, Supplemental Security Income Payments for March are paid in March.)

We found that you became disabled under our rules on March 29, 2004.

Type of Supplemental Security Income Payment Information

You are entitled to monthly payments as a disabled individual.

Date of Birth Information



HOME/NHTF INCOME/ASSETS

- Required to collect a minimum of 2 months of source documentation for income.
- Assets must be third party verified at move in
- A disposed of asset form **must** be used at move in (even if question is asked on questionnaire)
- Under \$51,600 form can **only** be used at recertification(s)



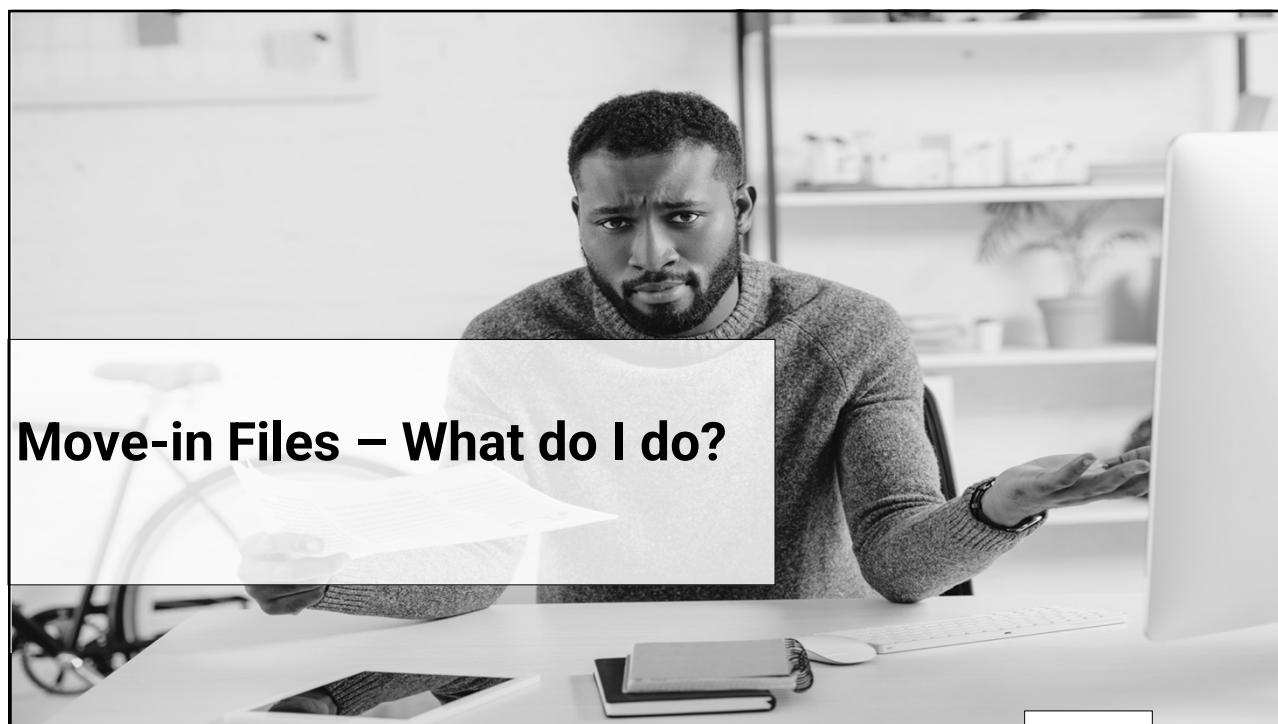
HOME/NHTF

- Targeted households **cannot** be used to meet requirements for HOME/NHTF
- HUD will publish the HOME/NHTF rent limits annually based on number of bedrooms
- Maximum rent limits include the tenant paid rent with all tenant paid utilities



HOME/NHTF

- Maximum rent for **NHTF** units is 30% AMI
- Maximum rent for **HOME** units is 80% AMI
- Unit designations **must** float.
- Annual re-certifications will apply



Move-in Files – What do I do?

Scenario 1

A targeted applicant, eligible for key assistance (1 person) is moving into a 2 bedroom unit, per letter of referral. The property has 1, 2, and 3 bedrooms....

Unit Size	Minimum Household Size	% of Income Paid Toward Rent (Tenant pays any utilities)	% of Income Paid Toward Rent (Owner pays all utilities)
SRO, Efficiency or 1 Bedroom	1 Person	25%	30%
2 Bedroom	2 persons*	20%	30%
3 Bedroom	4 persons	15%	30%
4 Bedroom	6 persons	10%	30%

*Single person households may rent two-bedroom units only at properties built without one-bedroom units. In these cases, the tenant rent share is 25% of income when the tenant pays utilities.

Do you need a bedroom size waiver for this event?

What does it look like in V & R?

TARGETING PROGRAM LETTER OF REFERRAL

SECTION 1 (Completed by the Referral Agency and Housing Assessor.)
The head of household must sign a Letter of Referral. Referral Agencies can only refer applicants to properties within the agency's service area.

Referral of Weezie Gardner to Sunshine Place
Head of Household Name To be completed by Housing Assessor

SECTION 2 (Completed by the Referral Agency and the Head of Household. Head of Household signature required.)
 At lease application, I, Head of Household, authorize the North Carolina DHHS, Division of Aging and Adult Services (DAAS), Housing Unit and property management to communicate regarding my household demographics, income, and expenses for determining eligibility for rental assistance and/or rent share. If my application results in tenancy, I authorize NC DHHS/DAAS, Housing Unit to communicate directly with property management regarding issues related to my tenancy and to relay this information to my referral/support agency. In signing this form, I certify that the information provided accurately reflects my household's need for this assistance and that I understand that knowingly providing false information could result in termination of rental assistance. **By signing this form, you are authorizing the release of certain personal and financial information to third parties as indicated above.**

Weezie Gardner 12/10/2024
Head of Household Signature Date

SECTION 3 (Leave this Section Blank-Must be Completed by DHHS/Housing Assessor for Referral Eligibility Information)

Type of Unit: KEY PBRA/RD ISHP

Type of Subsidy:
 Key Verified HOH has disability income Yes No, will provide Key waiver.
 PBRA Verified HOH has a disability Security Deposit Amount: _____
 Section 8 Verified HOH has a disability
 TCLV Verified HOH has a disability
 VASH Verified HOH has a disability
 Other Federal Voucher Verified HOH has a disability

Accessibility Needs
 Fully accessible _____ Handicap _____
 Ground _____ None

Unit Size Information
 Properties Built w/o 1 BR Yes (Verified this property was built without one-bedroom units and household is eligible to rent 2 BR unit.)
 Household reports live-in aide Yes No

1 Person _____ 2 BR _____
Number of Household Members Authorized Unit Size

This signature certifies the information is true and accurate as of the date signed, the property manager must verify all income information, household size, live-in aide certification at time of application and provide any changed information to Assessor within 5 days of receipt to obtain further approval letters/documents from Assessor.

Kay Johnson December 18, 2024
NC DHHS/DAAS Housing Assessor Staff Signature Date

What else should we have in V and R with the Letter of Referral?

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
 KODY H. KINSLEY • Secretary
 JOYCE MASSEY-SMITH • Director
 Division of Aging and Adult Services

Mary Ann Smith
 Sunshine Place
 Raleigh, State

Date: December 18, 2024

RE: Unit Size Exception Letter

Please be advised that the applicant referenced below whose Letter of Referral is accompanying this letter has been granted an exception to the Key Program bedroom size rules. If no one bedroom unit is available at the property this applicant is authorized to apply for a two-bedroom unit at your property. **If this individual lease a two bedroom unit their rental share will be calculated at 25% of their income and the Key Program will pay the two bedroom payment standard.**

It is important that you save this letter with the Targeting Program Letter of Referral and upload it with your initial Key Program requisition to NCHFA through the Rental Compliance Reporting System.

Please note that at time of annual income recertification next year, this household will not need another Unit Size Exception Letter from DHHS. Please keep this letter on file as you will need to submit a copy to NCHFA with each subsequent annual income recertification packet.

Please call me if you have any questions.

Sincerely,
Kay Johnson
 Kay Johnson
 Targeting Program Supervisor

Unit Size Exception for: Weezie Gardner

cc: Key Program Files, DHHS

YES....A Bedroom Size Waiver Letter

Home Property List Property Menu

Add Unit Event

Event Type*: Move In

Event Date*: 3/1/2025

Tenant Type*: Low Income Gross Income is \$0: Cannot calculate assistance amount

Housing Assistance Type*: Key Assistance Program

Has Income, Bedroom Size or Payment Standard Waiver

Income Override Amount:

Payment Standard Type:

Number of Bedrooms Override: 1 Bedroom

Payment Standard Override Amount:

DHHS Targeting*: Yes

Housing Assistance*: Details

Tenant Requirements:

Tenant Rent:

Edit Unit Event

Event Type*: Move In

Event Date*: 03/01/2025

Tenant Type*: Low Income

Housing Assistance Type*: Key Assistance Program

Has Income, Bedroom Size or Payment Standard Waiver

Income Override Amount:

Payment Standard Type: Tier 2 Payment Standard

Number of Bedrooms Override: 1 Bedroom

Payment Standard Override Amount:

DHHS Targeting*: Yes

Housing Assistance*: Details

Line 1 - Monthly Payment Standard:	\$610	
Gross Annual Income:	\$11,556	241
Median Income:	\$32,700	
Gross Monthly Income:	\$963	
Tenant Rent Percentage:	25%	73

Mandatory Fees:

Tenant Total: \$314

Tenant Requirements:

Tenant Rent:

Utility Allowance:

Mandatory Fees:

Tenant Total: \$314

Programs Unit Participates In*: Home Program Housing Trust Fund Federal Tax Credit Tax Exempt Bond Program State Tax Credits NHTF

Other Program:


Meets Income Restrictions at*:

Meets Rent Restrictions at*:

Student Use*:

Displaced by Major Disaster:

Unit Event Complete:



Scenario 2

A targeted applicant, eligible for key assistance (2-person household) is moving into A 2-bedroom unit (per LOR) - (property has 1, 2 and 3 bedrooms).

Unit Size	Minimum Household Size	% of Income Paid Toward Rent (Tenant pays any utilities)	% of Income Paid Toward Rent (Owner pays all utilities)
SRO, Efficiency or 1 Bedroom	1 Person	25%	30%
2 Bedroom	2 persons*	20%	30%
3 Bedroom	4 persons	15%	30%
4 Bedroom	6 persons	10%	30%

*Single person households may rent two-bedroom units only at properties built without one-bedroom units. In these cases, the tenant rent share is 25% of income when the tenant pays utilities.

During application process, the targeted applicant indicates on application they want a 3 bedroom unit and has additional family members listed



Reach out to DHHS:
Do not move them in until DHHS provides guidance!!

TARGETING PROGRAM LETTER OF REFERRAL

SECTION 1 (Completed by the Referral Agency and Housing Assessor.)
The head of household must sign a Letter of Referral. Referral Agencies can only refer applicants to properties within the agency's service area.

Referral of Weezie Gardner to Sunshine Place
Head of Household Name To be completed by Housing Assessor

SECTION 2 (Completed by the Referral Agency and the Head of Household. Head of Household signature required.)
At lease application, I, Head of Household, authorize the North Carolina DHHS, Division of Aging and Adult Services (DAAS), Housing Unit and property management to communicate regarding my household demographics, income, and expenses for determining eligibility for rental assistance and/or rent share. If my application results in tenancy, I authorize NC DHHS/DAAS, Housing Unit to communicate directly with property management regarding issues related to my tenancy and to relay this information to my referral/support agency. In signing this form, I certify that the information provided accurately reflects my household's need for this assistance and that I understand that knowingly providing false information could result in termination of rental assistance. **By signing this form, you are authorizing the release of certain personal and financial information to third parties as indicated above.**

Weezie Gardner 12/10/2024
Head of Household Signature Date

SECTION 3 (Leave this Section Blank-Must be Completed by DHHS/Housing Assessor for Referral Eligibility Information)

Type of Unit: KEY PBRA/RD ISHP

Type of Subsidy:

Key	Verified HOH has disability income	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No, will provide Key waiver.
PBRA	Verified HOH has a disability	<input type="checkbox"/>	Security Deposit Amount: _____
Section 8	Verified HOH has a disability	<input type="checkbox"/>	Accessibility Needs Fully accessible _____ Handicap _____ Ground _____ None <input checked="" type="checkbox"/>
TCLV	Verified HOH has a disability	<input type="checkbox"/>	
WASH	Verified HOH has a disability	<input type="checkbox"/>	
Other Federal Voucher	Verified HOH has a disability	<input type="checkbox"/>	

Unit Size Information
 Properties Built w/ 1 BR Yes (Verified this property was built without one-bedroom units and household is eligible to rent 2 BR unit.)
 Household reports live-in aide Yes No

2 Person 2 BR

Number of Household Members Authorized Unit Size
 This signature certifies the information is true and accurate as of the date signed, the property manager must verify all income information, household size, live-in aide verification at time of application and provide any changed information to Assessor within 5 days of receipt to obtain further approval letters/documents from Assessor.

Kay Johnson December 18, 2024
NC DHHS/DAAS Housing Assessor/Staff Signature Date

Has Income, Bedroom Size or Payment Standard Waiver

DHHS Targeting*: Yes

Housing Assistance*: 752

Details

Line 1 - Monthly Payment Standard:	\$945	
Gross Annual Income:	\$11,556	193
Median Income:	\$42,850	
Gross Monthly Income:	\$963	
Tenant Rent Percentage:	20%	87

Mandatory Fees: 0

Tenant Total: \$280

Programs Unit Participates In*: Home Program Housing Trust Fund Federal Tax Credit Tax Exempt Bond Program State Tax Credits NHTF

Other Program:

Meets Income Restrictions at*: 50

Meets Rent Restrictions at*: 50

TC Student Use*: Not a household comprised entirely of full-time students

Displaced by Major Disaster:

Unit Event Complete:

OK Cancel

MOVE IN FILE

- Once you have entered the households information for your move in look at the calculations
- Does the information in RCRS match what you have on your calculation worksheet?
- If not, determine if a bedroom size override is needed
- Is the utility allowance information showing in RCRS
- If all the information is correct and you are still not showing same rent/subsidy – Reach out



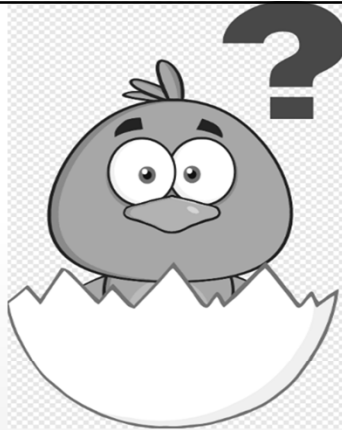
Returned Files

Top 10 Reasons Files are Returned

1. Calculation errors- Mgmt. calculations incorrect.
2. Data incorrect in RCRS.
3. No documents Uploaded into RCRS for the unit event.
4. Missing bdrm./income override information in RCRS.
5. Pages missing from a verification (Social Security, employment pay stubs).

Top 10 Reasons Files are Returned

6. Security deposit amounts incorrect on lease at move-in/recertification.
7. Missing documents/Failed to upload proper documents. (ex., listed employment, but no document uploaded)
8. Utility allowance- Mgmt. not using correct amount (old amounts) /not approved yet in RCRS.
9. Missing/wrong effective dates on documentation or in RCRS.
10. Wrong household/unit information uploaded.



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature



Verifying Key Rental Assistance Eligibility

- Target Referral Letter – Is it signed and completed?
- Minimum of \$300 income per month.
- Disability Source of Income (minimum \$1 per month).
 - Must be state or federal (SSI, SSDI, VA).
- Household income cannot exceed State Mandated 50% AMI.
- Household size meets required bedroom size standard which is now noted on referral letter.

Key Rental Assistance

State-funded rental assistance to subsidize rent of tenants referred by DHHS through the Targeting Program

- Limited to households headed by persons with disabilities, verified by income based upon disability (SSI, SSDI, etc.)
- Payment TIERS set by NCHFA and DHHS
- Owner must sign Agreement of Participation
- Property Management responsible for:
 - Verifying eligibility (LIHC, HOME, etc.)
 - Sending NCHFA monthly Key requisitions
 - Transition to Housing Choice Voucher (Section 8), if applicable
- **NCHFA rent increase approval process does not increase the Key Payment Standard**

Key Assistance Payment Standard

Key Program Subsidy Pays The Difference Between The Tenant Rent Share And The Payment Standard.




Unit Size	Household Size	Percent of Income	
		Resident pays <u>any</u> utilities	Owner pays <u>all</u> utilities
SRO, Efficiency, One (1) Bedroom	1 person minimum	25%	30%
Two (2) Bedroom	2 people minimum*	20%	30%
Three (3) Bedroom	4 people minimum	15%	30%
Four (4) Bedroom	6 people minimum	10%	30%

**Single person households may rent two-bedroom units only at properties built without one-bedroom units. In these cases, the tenant rent share is 25% of income when the tenant pays utilities.*



Key Payments

KEY PAYMENTS

<p>All files receiving Key Assistance must be submitted within 30 days of unit event.</p> 	<p>Returned files delay process and starts the clock over.</p> 	<p>Files will be processed within 30 days of receipt.</p> 
---	--	---

REQUESTING KEY RENTAL ASSISTANCE

On a monthly basis:

1. Log into RCRS
2. Click on "Rental Assistance" beside the property name in the Property List
3. Review for accuracy before clicking "Submit"
4. Requests will be approved and submitted for payment every Weds. for payment the following Tues. but no later than thirty (30) days from request

KEY PAYMENTS

NCHFA - Rental Compliance Reporting System

Home Property List Download Data AOC Rental Assistance Financial Data Manage User Properties Add Vacancy Property Search Vacancy Search Referral Search

Property List

10 records per page Search:

APN	Property Name	City	County	Type	Utility Allowance Eff. Date	Utility Allowance History
Rental Assistance			Brunswick	Family	01/01/2025	Show History
Rental Assistance			Catawba	Elderly (55)	12/06/2024	Show History
Rental Assistance			Carteret	Elderly (55)	01/01/2024	Show History
Rental Assistance			Onslow	Elderly (55)	10/01/2024	Show History
			Carteret	Elderly (55)	01/01/2025	Show History
			Carteret	Elderly (55)	01/01/2025	Show History
Rental Assistance			Onslow	Family	10/01/2024	Show History
Rental Assistance			Carteret	Family	01/01/2024	Show History
Rental Assistance			Onslow	Family	10/01/2024	Show History
Rental Assistance			Onslow	Elderly (55)	10/01/2024	Show History

Showing 1 to 10 of entries

← Previous 1 2 3 4 5 Next

KEY PAYMENTS

NCHFA - Rental Compliance Reporting System

Home Property List Download Data AOC Rental Assistance Financial Data Manage User Properties Add Vacancy Property Search Vacancy Search Referral Search

Payment History

View Payment Details Create New Payment

		Request Number	Date Requested	Property	Housing Assistance Type	Date Approved	Amount
Delete	View		01/09/2025		Key Assistance Program	01/13/2025	\$149.00
Delete	View		12/30/2024		Key Assistance Program	12/31/2024	\$1,253.00
Delete	View		11/19/2024		Key Assistance Program	11/19/2024	
Delete	View		07/29/2024		Key Assistance Program	07/30/2024	
Delete	View		10/04/2023		Key Assistance Program	10/10/2023	
Delete	View		09/27/2023		Key Assistance Program	10/02/2023	
Delete	View		08/07/2023		Key Assistance Program	08/08/2023	
Delete	View		07/07/2023		Key Assistance Program	07/11/2023	
Delete	View		06/06/2023		Key Assistance Program	06/06/2023	
Delete	View		05/24/2023		Key Assistance Program	05/30/2023	

KEY PAYMENTS

NCHFA - Rental Compliance Reporting System

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Home Property List Download Data AOC Rental Assistance Financial Data Manage User Properties Add Vacancy Property Search Vacancy Search Referral Search

Payment Request

Recertification Due for Apts - Building NC- Due 04/01/2025.

Pause checked payments

	Building Name	Request Number	Date Requested	Tenant Name	Unit Number	From Date	To Date	Amount	Requisition Number	Requisition Date	Check Detail
Property Name: Rent Assistance Approved: No; Payment Type: Rent; Type: Key											
<input type="checkbox"/>	NC-					8/1/2024	8/31/2024	\$431.00			
<input type="checkbox"/>	NC-					9/1/2024	9/30/2024	\$431.00			
<input type="checkbox"/>	NC-					10/1/2024	10/31/2024	\$431.00			
<input type="checkbox"/>	NC-					11/1/2024	11/30/2024	\$431.00			
<input type="checkbox"/>	NC-					12/1/2024	12/31/2024	\$431.00			
<input type="checkbox"/>	NC-					1/1/2025	1/31/2025	\$431.00			
<input type="checkbox"/>	NC-					2/1/2025	2/28/2025	\$431.00			
								\$3,017.00			
Property Name: Rent Assistance Approved: Yes; Payment Type: Rent; Type: Key											
<input type="checkbox"/>	NC-					8/1/2024	8/31/2024	(\$440.00)			
<input type="checkbox"/>	NC-					9/1/2024	9/30/2024	(\$440.00)			
<input type="checkbox"/>	NC-					10/1/2024	10/31/2024	(\$440.00)			
								(\$1,320.00)			

Submit Cancel

KEY PAYMENTS

NCHFA - Rental Compliance Reporting System

Payment Request

- Recertification Overdue for [redacted] Building [redacted] Unit [redacted] Due 01/16/2023 -- 1 Payment(s) worth \$127 skipped
- Recertification Overdue for [redacted] Building [redacted] Unit [redacted] Due 07/11/2023 -- 1 Payment(s) worth \$61 skipped
- Recertification Overdue for [redacted] Building [redacted] Unit [redacted] Due 07/12/2021 -- 9 Payment(s) worth \$1,845 skipped
- Recertification Overdue for [redacted] Building [redacted] Unit [redacted] Due 05/11/2014 -- 18 Payment(s) worth \$8,370 skipped
- Recertification Overdue for [redacted] Building [redacted] Unit [redacted] Due 10/28/2024 -- 2 Payment(s) worth \$800 skipped
- Recertification Overdue for [redacted] Building [redacted] Unit [redacted] Due 10/28/2021 -- 10 Payment(s) worth \$2,719 skipped

Recertification Due for [redacted] Building [redacted] Unit [redacted] Due 01/01/2025.

Pause checked payments:

Property Name	Request Number	Date Requested	Tenant Name	Unit Number	From Date	To Date	Amount	Requisition Number	Requisition Date	Check
Rent Assistance Approved: Yes; Payment Type: Rent; Type: Key										
<input type="checkbox"/>					1/1/2024	1/31/2024	\$332.00			
<input type="checkbox"/>					2/1/2024	2/29/2024	\$332.00			
<input type="checkbox"/>					3/1/2024	3/31/2024	\$332.00			
<input type="checkbox"/>					4/1/2024	4/30/2024	\$332.00			
<input type="checkbox"/>					5/1/2024	5/31/2024	\$332.00			
<input type="checkbox"/>					6/1/2024	6/30/2024	\$332.00			
<input type="checkbox"/>					7/1/2024	7/31/2024	\$332.00			
<input type="checkbox"/>					8/1/2024	8/31/2024	\$332.00			
<input type="checkbox"/>					9/1/2024	9/30/2024	\$332.00			
<input type="checkbox"/>					10/1/2024	10/31/2024	\$332.00			
<input type="checkbox"/>					11/1/2024	11/30/2024	\$332.00			
<input type="checkbox"/>					12/1/2024	12/31/2024	\$332.00			
<input type="checkbox"/>					1/1/2025	1/31/2025	\$397.00			
<input type="checkbox"/>					2/1/2025	2/28/2025	\$397.00			
							\$4,778.00			

Submit Cancel

KEY PAYMENTS

<input type="checkbox"/>	NC-1	[redacted]	falcyd xotin	[redacted]	3/3/2023	3/31/2023	\$263.00			
<input type="checkbox"/>	NC-1	[redacted]	falcyd xotin	[redacted]	4/1/2023	4/30/2023	\$281.00			
<input type="checkbox"/>	NC-1	[redacted]	kei cewiig	[redacted]	3/3/2023	3/31/2023	\$375.00			
<input type="checkbox"/>	NC-1	[redacted]	kei cewiig	[redacted]	4/1/2023	4/30/2023	\$401.00			
<input type="checkbox"/>	NC-1	[redacted]	evvyc gyahy	[redacted]	2/8/2023	2/28/2023	\$287.00			
<input type="checkbox"/>	NC-1	[redacted]	evvyc gyahy	[redacted]	3/1/2023	3/31/2023	\$382.00			
<input type="checkbox"/>	NC-1	[redacted]	evvyc gyahy	[redacted]	4/1/2023	4/30/2023	\$382.00			
							\$3,469.00			
Property Name: [redacted] Rent Assistance Approved: No; Payment Type: SecurityDeposit; Type: Key										
<input type="checkbox"/>	NC-1	[redacted]	qywn sovjushja	[redacted]	Security Deposit	Security Deposit	\$535.00			
							\$535.00			
Property Name: [redacted] Rent Assistance Approved: Yes; Payment Type: SecurityDeposit; Type: Key										
<input type="checkbox"/>	NC-15	[redacted]	shambue crixpoqr	[redacted]	Security Deposit	Security Deposit	\$635.00			
<input type="checkbox"/>	NC-15	[redacted]	ybtuh noyef	[redacted]	Security Deposit	Security Deposit	\$535.00			
<input type="checkbox"/>	NC-15	[redacted]	falcyd xotin	[redacted]	Security Deposit	Security Deposit	\$535.00			
<input type="checkbox"/>	NC-15	[redacted]	kei cewiig	[redacted]	Security Deposit	Security Deposit	\$635.00			
<input type="checkbox"/>	NC-15	[redacted]	evvyc gyahy	[redacted]	Security Deposit	Security Deposit	\$635.00			
							\$2,975.00			

Submit Cancel

LOSS OF KEY PAYMENT – TIMELY SUBMISSIONS

TENANT: _____ LANDLORD: _____
 KEY LEASE ADDENDUM
 This lease addendum adds the following above-referenced unit: _____
 Key Program FIRA: Rent and Subsidy Calculation Worksheet
 for use with 2018 State-Mandated Set-Aside Income & Rent Limits
 12/23/17 Unit Number: 7 Property Name: Lovely Lakes Agency #: 900A175
 Name (Last, First (MI): Astey, Luana
 Digits of SSN for tenant with Letter of Referral: 7 9 2 44
 Number of Bedrooms in Unit: 1 Monthly Payment Standard (from list below): \$ 590
 Monthly Payment Standard (approved rent for unit)
 SRO: \$320 Two (2) Bedroom: \$620
 Efficiency: \$490 Three (3) Bedroom: \$710
 One (1) Bedroom: \$520 Four (4) Bedroom: \$790
 Tenant's Gross Annual Income (from tenant income cert): \$ 9852
 Annual Median Income Limit based on household size: \$ 21,400
 If income on line 2 is greater than line 3, STOP HERE.
 Household may not be eligible for Key Assistance. (Contact LaShonda Bryant, NC DHHS, at 919-817-3075.)
 Properties with HUD SHP Capital or Operating Assistance or properties where all units are HOME.
 If skip #5 & #6 and enter the tenant payment from the HUD calculation worksheet directly on #7.
 Tenants should proceed to #8.
 Gross Monthly Income (line 2 divided by 12): \$ 821
 Number of Household Members: 1
 number of household members above include a Live-In Aide? yes no

Household Size	Percent of Income (Resident pays any utilities)	Percent of Income (Owner pays all utilities)
One (1) Bedroom	25%	30%
minimum of 1 persons	25%	30%
minimum of 2 persons **	20%	30%
minimum of 4 persons	15%	30%
minimum of 6 persons	10%	30%

- Policy Effective January 1, 2019
- DHHS will no longer pay Key Subsidy for unit events that exceed 12 months
- Example: If the requisition is submitted January 2024 for 14 months of Key Payments (from November 2022 – December 2023), the Management Company will not receive payment for November or December 2022 because these months are outside of the 12 month payment window

12-Month Window to Request Key Rental Assistance Payment

Key Rental Assistance payments must be submitted and approved within 12 months of the payment due month. Key Rental Assistance payment requests submitted more than 12 months after the payment due month will not be paid (e.g., if a requisition is submitted in January 2021 for 14 months of Key Rental Assistance payment [November 2019 through December 2020], the management company will not receive payment for November or December 2019 because these months are outside of the 12-month payment window for submittal and approval). Property managers should contact NCHFA and DHHS if property management would like to request reconsideration due to extenuating circumstances.

Viewing Key Rental Assistance Payment Requests in RCRS

Key Rental Assistance requests and payment history can be viewed in RCRS. RCRS will indicate if Key Rental Assistance payment requests have been approved or not approved. If not approved, the household will remain in the cue and assistance will not be paid until complete and accurate information has been submitted or a decision to deny payment is made.

After NCHFA approves a Key Rental Assistance payment request, the household will be added to the next payment request and all unpaid subsidy will be paid.

NCHFA Payment Suspension or Denial

NCHFA will suspend or deny payment requests for reasons other than the reasons listed in [the Key Rental Assistance termination section](#). Reasons include the following:

- Key Owner's Agreement to Participate documentation not executed and uploaded in RCRS prior to first Key Rental Assistance tenant move in.
- Inaccurate file documentation.
- Late or Incomplete annual income **recertifications** (due to management oversight).
- Request for payment outside of the allowed 12-month window.
- Steps in V&R are not completed.

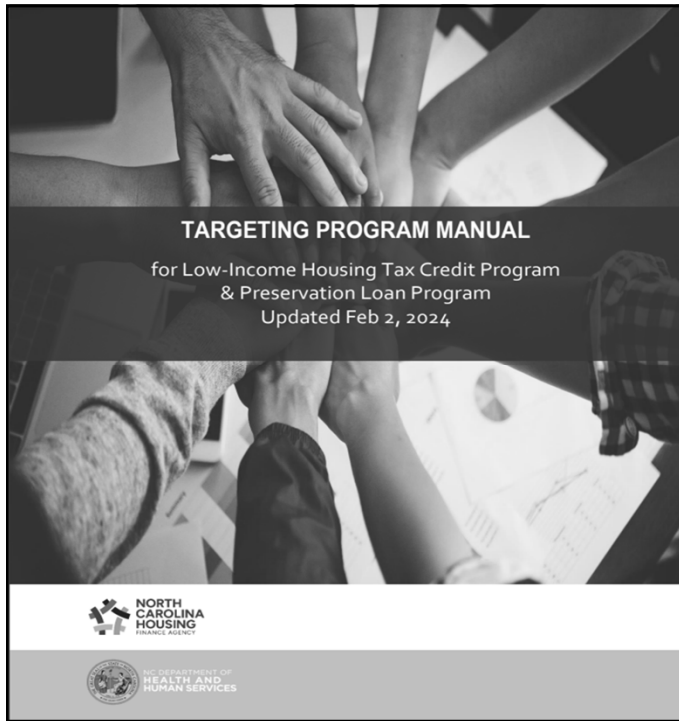
Annual Tenant Income Re-certification

Property managers must recertify **ALL** Targeted-Unit households annually to determine assistance level. This includes Targeted-Unit households receiving Key Rental

38

Undercharged or Overcharged Tenant Rent Share

If the property manager has undercharged the tenant for tenant rent share, property management must give the tenant a 30-day notice prior to increasing the tenant rent share going forward. Property managers cannot charge tenants retroactive payments. If the property manager has overcharged the tenant for tenant rent share, the property manager must adjust the tenant rent share and **credit the tenant's account** for any amount overpaid. The tenant should never pay "0" towards tenant rent share. The overage should be prorated in equal parts.



Where do I find this wonderful manual?

Go to www.nchfa.com

<ul style="list-style-type: none"> NC <input type="text"/> 18 19 20 21 Move Out - 07/12/2024 Recertification - 07/01/2022 Recertification - 07/01/2021 Recertification - 07/01/2020 Recertification - 07/01/2019 Recertification - 07/01/2018 Recertification - 07/01/2017 Recertification - 07/01/2016 Move In - 07/08/2015 	<p>tenant type: Low income</p> <p>Housing Assistance Type: Key Assistance Program</p> <p>DHHS Targeting: Yes</p> <p>DHHS Targeting Verified: Yes</p> <p>DHHS Verified By: ITConversion</p> <p>DHHS Verified On: 7/15/2015</p> <p>Unit Event Documents Approved By: Simmons, Deborah</p> <p>Unit Event Documents Last Approved On: 8/12/2022</p> <p>Housing Assistance: \$325</p> <p>Tenant Requirements:</p> <table style="margin-left: 20px;"> <tr> <td>Tenant Rent:</td> <td>\$210</td> </tr> <tr> <td>Utility Allowance:</td> <td>\$105</td> </tr> <tr> <td>Mandatory Fees:</td> <td>\$0</td> </tr> <tr> <td>Total:</td> <td>\$315</td> </tr> </table> <p>Student Use: Not a household comprised entirely of full-time students</p> <p>Programs Unit Participates In: State Tax Credits, Federal Tax Credit</p> <p>Other (Specify): Key</p> <p>Meets Income Restriction At: 60%</p>	Tenant Rent:	\$210	Utility Allowance:	\$105	Mandatory Fees:	\$0	Total:	\$315
Tenant Rent:	\$210								
Utility Allowance:	\$105								
Mandatory Fees:	\$0								
Total:	\$315								

Request Submitted February 2025

Rental Assistance Payment Request Detail							
Included Payments							
	Unit Number	Event Date	Tenant Name	DateRentAppliedStart	DateRentAppliedEnd	Verified By	Amount
▼	Property Name:		Type: Rent; Type: Key				
Pause		07/01/2022		10/01/2023	10/31/2023	ITConversion	\$325.00
Pause		07/01/2022		11/01/2023	11/30/2023	ITConversion	\$325.00
Pause		07/01/2022		12/01/2023	12/31/2023	ITConversion	\$325.00
Pause		07/01/2022		01/01/2024	01/31/2024	ITConversion	\$325.00
Pause		07/01/2022		02/01/2024	02/29/2024	ITConversion	\$325.00
Pause		07/01/2022		03/01/2024	03/31/2024	ITConversion	\$325.00
Pause		07/01/2022		04/01/2024	04/30/2024	ITConversion	\$325.00
Pause		07/01/2022		05/01/2024	05/31/2024	ITConversion	\$325.00
Pause		07/01/2022		06/01/2024	06/30/2024	ITConversion	\$325.00
Pause		07/01/2022		07/01/2024	07/12/2024	ITConversion	\$126.00
Pause		09/01/2022		09/01/2023	09/30/2023	Gardner, Louise	(\$344.00)

Key Payments

- Timeline Example –

-
- Move ins must be uploaded within 30 days of event.
 - Example - Move in Occurs 11/1/23 must be entered/uploaded by 12/1/23.
 - Recertification must be started 120 prior to effective date.
 - Example – Recertification due 8/1/24, paperwork should be started 4/1/24.



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature



Security Deposits

SECURITY DEPOSITS

- DHHS will pay security deposits for all Target/Key households effective 5/1/2014.
- The system will issue the security deposit automatically with all new move ins when you request payment.
- Security deposits are sent to the same account all other payments are deposited. Management must ensure that they are transferred to the applicable escrow accounts as required by NC Real Estate Law.
- Security deposits are equal to one months' payment standard regardless of your typical security deposit.

SECURITY DEPOSITS

- At move out, security deposits are applied to balance owed by resident, if applicable, and remaining amount refunded to the resident.
- Amount of security deposit on lease must be amount of payment standard or we will return for correction.
- If a household transfers units, contact NCHFA prior to transfer to ensure deposit is handled correctly.
- Wait, what about the old unit.....

SECURITY DEPOSITS

- Management should do a walkthrough with resident notating any damages and list any items on the m/o inspection form.
- Both management and resident should sign the move out inspection form
- Resident should be provided with a list of charges for previous unit and a payment plan agreement (must be signed by mgmt./resident)
- Please be mindful when setting up payment plans of households monthly income

SECURITY DEPOSITS FOR NON-KEY HOUSEHOLDS

- DHHS will pay the security deposit for non-Key households effective 12/1/2016.
- Deposit amount is amount charged by management or current payment standard, whichever is lower.
- Documentation must be uploaded.
- Processed through RCRS.
- If a household transfers units, contact NCHFA prior to transfer to ensure deposit is handled correctly.

RECERTIFICATIONS



RECERTIFICATION

- Management is required to annually recertify targeted households regardless of any other requirements for the property - with or without subsidy
- In order to follow the requirements set up for this program management should be providing notices to household, but also to DHHS



Recertification

Start your recertifications 120 days prior to effective date.


- 120 day notice - Make sure you are sending copy of notice to resident/DHHS.
- What is your management companies process/policy for recertification?
- Does management provide the recertification package at the same time they provided notice? Do you indicate when package should be returned by?
- Provide a date/time to meet the resident to complete?

RECERTIFICATION

- At 90 days - Have you received everything you need to process this recertification? If not, you are notifying resident/DHHS with the 90 day notice.
- At 60 days – Do you have all documentation completed? Are you able to complete the recertification process? If not, provide 60 day notice to resident/DHHS.
- At 30 days - 30 day Notice to Vacate unit. You will send this to both resident and DHHS.

RECERTIFICATION/TENANCY ISSUES

- If a targeted household does not comply with your lease, management must proceed with their companies policy.
- Management must take 1 additional step while following policies:
 - Send copy of notices/violations provided to resident to DHHS
- Notices must be sent to DHHS in order for management to be eligible for Special Claims



INCREASE IN HOUSEHOLD INCOME

Targeting Program Guidelines:

- Tenant income and rent share must be calculated annually. The resulting amount will be included in the lease or Key Lease Addendum. Income increases above 50% AMI does not impact Eligibility. Tenants rent share simply increases proportionate to the increase in income.

EXCEEDING KEY PAYMENT STANDARDS

- If increase results in tenant share exceeding Key payment standards, property management will continue to calculate tenant rent share using the Key formula (Key Calculation Worksheet) until household is at the standard rent associated with the Housing Credit income targeting level for the particular unit.

Note:

Adhere to any additional funding rules as it pertains to Housing Credit income limits

EXAMPLE

- Key Payment Standard for 1 bedroom is \$600
- Property rent for 1 bedroom is \$800
- Using the Key Calculation Worksheet (as households income increases) you will continue to take rents up until the households income brings their rent payment to the properties rent at \$800.
- Is this household still considered Targeted Household?

EXAMPLE CONTINUED

- Yes, The household is still considered a targeted household
- If the households income exceeds the payment standard, you will change the assistance type to **no assistance**, enter rent amount, upload documents and submit the file
- The household is still targeted and you will continue to report any issues to DHHS, including late rents and lease violations
- Failure to report household issues to DHHS will result in loss of ability to make a Special Claim request

Edit Unit Event

Event Type:

Event Date:

Tenant Type:

Housing Assistance Type:

Has Income, Bedroom Size or Payment Standard Waiver

DHHS Targeting:

Housing Assistance:
Details

Tenant Requirements:

Tenant Rent:

Utility Allowance:

Mandatory Fees:

Tenant Total: \$690

Programs Unit Participates In: Home Program Housing Trust Fund Federal Tax Credit Tax Exempt Bond Program State Tax Credits NHTF

Other Program:

Meets Income Restrictions at:

Meets Rent Restrictions at:

Student Use:

Unit Event Complete:

• Housing Assistance Amount is required if an Housing Assistance Type is selected, Unit: 1102

Edit Unit Event

Event Type*: Recertification

Event Date*: 4/1/2024

Tenant Type*: Low Income

Housing Assistance Type*: Key Assistance Program

Has Income, Bedroom Size or Payment Standard Waiver

DHHS Targeting*: Yes

Housing Assistance*: 0
Details

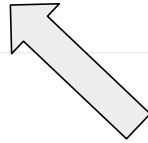
Tenant Requirements:

Tenant Rent: 600

Utility Allowance: 90

Mandatory Fees: 0

Tenant Total: \$690



Edit Unit Event

Event Type*: Recertification

Event Date*: 04/01/2024

Tenant Type*: Low Income

Housing Assistance Type*: No Assistance

DHHS Targeting*: Yes

Tenant Requirements:

Tenant Rent: 600

Utility Allowance: 90

Mandatory Fees: 0

Tenant Total: \$690

Programs Unit Participates In*: Home Program Housing Trust Fund Federal Tax Credit Tax Exempt Bond Program State Tax Credits NHTF

Other Program:

Meets Income Restrictions at*: 40

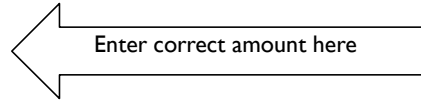
Meets Rent Restrictions at*: 40

Student Use*: Not a household comprised entirely of full-time students

Move Out Reason*: Key Assistance Terminated

Unit Event Complete:

OK Cancel



EXAMPLE CONTINUED

- If the households circumstances change (decrease/loss of employment) you will complete a new update/recertification event
- If the head of household is still receiving disability, they are eligible to return to Key Assistance. If no longer receiving, reach out to DHHS for further guidance
- DHHS will make the determination whether the household is still eligible for Key Assistance or not and will provide additional guidance

TRANSITIONING FROM KEY TO SECTION 8

- If a targeted household, during tenancy receives a Section 8 Voucher, or other assistance becomes available on the property, management will enter an event in RCRS based on HAP/other agreement **start date**.
- An update event must be entered in RCRS changing assistance type to Section 8 Voucher (or other assistance type). Management will enter rent/subsidy amounts, upload HAP in documents, and check unit event complete in RCRS.

[Redacted] Housing Authority

Housing Choice Voucher Program - Notice of Change to Lease and Contract

04/24/2023
 Tenant Code: [Redacted]

[Redacted]

The contract dated 03/02/2023, entered into between the Owner, [Redacted] and the PHA [Redacted] Metro Housing Authority and the LESSEE ("FAMILY") [Redacted] for the following described unit [Redacted] located [Redacted] 4 is amended as follows:

The reason for this change is due to:

REEXAMINATION
Annual Review of family income and/or composition.

INTERIM ADJUSTMENT
Interim change in family income and/or composition.

RENT ADJUSTMENT
The owner/agent request for a rent adjustment.

CHANGE IN FAMILY COMPOSITION

Adjustment in Payment	From	TO
HAP Payment	\$ 0	\$ 536
Tenant Rent	\$ 0	\$ 114
Total Rent to Owner	\$ 0	\$ 650

Effective Date
 This change to the Housing Voucher Contract and/or Lease Agreement will be effective from 03/02/2023. The next reexamination is due on 03/01/2024.

This change is presented to you in accordance with the terms and conditions of the Housing Voucher Contract and/or Lease Agreement and shall be attached to and made a part of your Housing Voucher Contract and/or Lease Agreement. All other covenants, terms and conditions of the original Housing Voucher Contract and/or Lease Agreement remain the same.

Edit Unit Event

Event Type: Update

Event Date: 3/2/2023

Tenant Type: Low Income

Housing Assistance Type: Section 8 Voucher

DHHS Targeting: Yes

Housing Assistance: 536
Details

Tenant Requirements:

Tenant Rent: 114

Utility Allowance: 79

Mandatory Fees: 0

Tenant Total: \$193

Programs Unit Participates In: Home Program Housing Trust Fund Federal Tax Credit Tax Exempt Bond Program State Tax Credits NHTF

Other Program: [Redacted]

Meets Income Restrictions at: 40

Meets Rent Restrictions at: 40

Student Use: Not a household comprised entirely of full-time students

Move Out Reason: Key Assistance Terminated

Unit Event Complete:

OK Cancel



Questions?

To submit questions for speaker during presentation, please use **Q&A**



Transfers

UNIT TRANSFER

- Transfer out/Transfer in - is now processed/approved
- The system does not recognize the transfer as an actual event
 Another event must be created
- Depending on management/property requirements, you can continue to use the old date of recertification from previous unit (may cause issues)
- If management intends to treat this as move in, or full recertification, a recertification event will have to be completed for the same day in RCRS.

Building Browser

Buildings

Transfer Out - 11/27/2024

Unit Summary Edit Unit

Unit Number:

Unit Status: Vacant

Unit Type: Garden Apartment

Square Feet: 690

Bedroom Count: 1 Bedroom

Handicap Accessible: No

Unit Events Add Unit Event

			Type	Date	Tenant	
>	Delete	Edit	Income Cert ▼	Transfer Out	11/27/2024	
>	Delete	Edit	Income Cert ▼	Recertification	03/01/2024	papo bobtyray
>	Delete	Edit	Income Cert ▼	Recertification	03/01/2023	papo bobtyray
>	Delete	Edit	Income Cert ▼	Move In	03/10/2022	papo bobtyray
>	Delete	Edit	Income Cert ▼	Move Out	01/28/2022	iiru sujyenit
>	Delete	Edit	Income Cert ▼	Recertification	04/01/2021	iiru sujyenit
>	Delete	Edit	Income Cert ▼	Recertification	04/01/2020	iiru sujyenit
>	Delete	Edit	Income Cert ▼	Move In	04/15/2019	iiru sujyenit
>	Delete	Edit	Income Cert ▼	Move Out	04/10/2019	detos k swinvr
>	Delete	Edit	Income Cert ▼	Recertification	07/01/2018	detos k swinvr
>	Delete	Edit	Income Cert ▼	Move In	07/12/2017	detos k swinvr
>	Delete	Edit	Income Cert ▼	Move Out	07/03/2017	
>	Delete	Edit	Income Cert ▼	Recertification	10/08/2016	kudolu ojvalhek

TRANSFER OUT

Building Browser

- Buildings
- NC
- NC
- NC
- NC
- NC
- NC
- 227

Transfer Out - 11/20/2024

Recertification - 03/01/2024

Unit Event Summary

Event Type: Transfer Out
 Event Date: 11/20/2024
 Tenant Type: Low Income
 Student Use: (none)
 Transferred to: 217
 Is Data entry for the Unit Event Complete: No
 Reason For Unit Payment Stop: (not specified)
 Stop Payment Dates: (not specified)

Documents

Type: Description: Add

Type	Description	Last Received
No records to display.		

TRANSFER IN

Building Browser

- Buildings
- NC
- NC
- NC
- NC
- NC
- 217

Recertification - 11/20/2024

Transfer In - 11/20/2024

Move Out - 10/03/2024

Move In - 08/10/2024

Move Out - 06/04/2024

Move In - 03/31/2023

Move Out - 02/28/2023

Recertification - 08/01/2022

Recertification - 08/01/2021

Recertification - 07/01/2020

Recertification - 08/01/2019

Recertification - 08/09/2018

Update - 08/08/2018

Recertification - 08/08/2017

Recertification - 08/08/2016

Unit Event Return History

Return Date	Return Reason
12/27/2024	Please resubmit with recertification file that need corrections. --Deborah at dsimmons@nchfa.com

Unit Event Summary

Event Type: Transfer In
 Event Date: 11/20/2024
 Tenant Type: Low Income
 Housing Assistance Type: Key Assistance Program
 Number of Bedrooms Override: 1 Bedroom
 Payment Standard Type Override: Tier 4 Payment Standard

Unit Event Documents Last Approved On:

Housing Assistance: \$553

Tenant Requirements:

Tenant Rent:	\$272
Utility Allowance:	\$151
Mandatory Fees:	\$0
Total:	\$423

Student Use: Not a household comprised entirely of full-time students
 Programs Unit Participates In: Federal Tax Credit
 Other (Specify):
 Meets Income Restriction At: 60%
 Meets Rent Restriction At: 60%
 Transferred from: 227
 Is Data entry for the Unit Event Complete: No

Must create 2 events in RCRS

UNIT TRANSFER

- If management is going to still use the original (initial) move in date for recertifications, they will complete the transfer event, create an **update** event, on the same day as transfer event. Upload documentation in the **update event only**. Make sure income, etc., is correct in RCRS and submit both events.
- If management is going to treat this as a new move in or a full recertification, they will complete transfer event, create **recertification** event on the same day as transfer event. Upload documentation into the **recertification event only** and submit both events.

UNIT TRANSFER

-
- Scenario 1 : If management is treating this as only a transfer event, the key lease addendum will end when the previous recertification was due to end. The Key Lease Addendum **must** reflect this.
 - Scenario 2: If management is treating as full recertification/new move in, the Key Lease Addendums end date should reflect ending based on transfer date.

UNIT TRANSFER EXAMPLE SCENARIO 1

- **Treating as transfer only: - (no changes to household composition)**
-
- Household moved in **6/01/2021**
 - Transfer was done on **12/13/2024**
 - **Update event created** for 12/13/2024 (only time system will allow 2 events with same date) **Documents uploaded in 2nd event only**
 - ****Key Lease addendum provided with this transfer should reflect ending on 5/31/2025 (matching the previous addendum done with the 6/1/24 recert)**

The screenshot shows a 'Unit Event Summary' form with the following details:

- Event Type: Transfer In
- Event Date: 12/13/2024
- Targeting Type: Low Income
- Targeting Program: Targeting Program
- Payment Standard: Payment Standard
- DHS Targeting: Yes
- DHHS Targeting Verified: Yes
- DHHS Verified By: Gardner, Louise
- DHHS Verified On: 3/1/2017
- Unit Event Documents Approved By:
- Unit Event Documents Last Approved On:
- Housing Assistance: \$352
- Tenant Requirements:
 - Tenant Rent: \$283
 - Utility Allowance: \$91
 - Mandatory Fees: \$0
 - Total: \$374
- TC Student Use: Not a household comprised entirely of full-time students
- Programs Unit Participates In: Federal Tax Credit

A callout box with a white background and black border points to the 'Event Date' field. The text inside the box reads: **Must create 2 events in RCRS**.

To the right of the form, there is explanatory text:

If management chooses this method there may be issues.....

Why you ask – the system will not track next recertification due based on old unit.

So in this scenario – you Will track, as system will notify you September 2025 is due...very late for the June 2025 that was due

KEY PAYMENTS

NCHFA - Rental Compliance Reporting System

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

Payment Request

Recertification Due for Due 04/01/2025.

Pause checked payments

Building Name	Request Number	Date Requested	Tenant Name	Unit Number	From Date	To Date	Amount	Requisition Number	Requisition Date	Check Details	
Property Name: <input type="text"/> Rent Assistance Approved: No; Payment Type: Rent; Type: Key											
<input type="checkbox"/>	NC-				8/1/2024	8/31/2024	\$431.00				
<input type="checkbox"/>	NC-				9/1/2024	9/30/2024	\$431.00				
<input type="checkbox"/>	NC-				10/1/2024	10/31/2024	\$431.00				
<input type="checkbox"/>	NC-				11/1/2024	11/30/2024	\$431.00				
<input type="checkbox"/>	NC-				12/1/2024	12/31/2024	\$431.00				
<input type="checkbox"/>	NC-				1/1/2025	1/31/2025	\$431.00				
<input type="checkbox"/>	NC-				2/1/2025	2/28/2025	\$431.00				
							\$3,017.00				
Property Name: <input type="text"/> Rent Assistance Approved: Yes; Payment Type: Rent; Type: Key											
<input type="checkbox"/>	NC-				8/1/2024	8/31/2024	(\$440.00)				
<input type="checkbox"/>	NC-				9/1/2024	9/30/2024	(\$440.00)				
<input type="checkbox"/>	NC-				10/1/2024	10/31/2024	(\$440.00)				
							(\$1,320.00)				

Submit Cancel

UNIT TRANSFER EXAMPLE SCENARIO 2

- **Treating as recertification/move in:**

- Household Moved in **1/01/2021**
- Transfer completed as of **6/1/2024**
- A **second event must be created** listed as a recertification, for the same day as the transfer (only time system will allow 2 events with same date) **Documents uploaded in 2nd event only**
- ****Key Lease Addendum should reflect new ending date of 5/31/2025**

TRANSFER IN

Building Browser

- Buildings
 - NC-99-00246
 - NC-99-00247
 - NC-99-00248
 - NC-99-00249
 - NC-99-00250
 - NC-99-00251
 - 211
 - 213
 - 215
 - 217
 - Recertification - 11/20/2024
 - Transfer In - 11/20/2024
 - Move Out - 10/03/2024
 - Move In - 08/10/2024
 - Move Out - 06/04/2024
 - Move In - 03/31/2023
 - Move Out - 02/28/2023
 - Recertification - 08/01/2022
 - Recertification - 08/01/2021
 - Recertification - 07/01/2020
 - Recertification - 08/01/2019
 - Recertification - 08/09/2018
 - Update - 08/08/2018
 - Recertification - 08/08/2017
 - Recertification - 08/08/2016

Unit Event Return History

Return Date	Return Reason
12/27/2024	Please resubmit with recertification file that need corrections. ~Deborah at dlsimmons@nchfa.com

Unit Event Summary

Event Type: Transfer In
 Event Date: 11/20/2024
 Tenant Type: Low Income
 Housing Assistance Type: Key Assistance Program
 Number of Bedrooms Override: 1 Bedroom
 Payment Type Override: Tenant Payment Standard
 Disposition: Transfer In
 Documents Approved by: [Name]
 Unit Event Documents Last Approved On: [Date]
 Housing Assistance: \$553
 Tenant Requirements: Tenant Rent: \$272
 Utility Allowance: \$151
 Mandatory Fees: \$0
 Total: \$423
 Student Use: Not a household comprised entirely of full-time students
 Programs Unit Participates In: Federal Tax Credit
 Other (Specify):
 Meets Income Restriction At: 60%
 Meets Rent Restriction At: 60%
 Transferred from: 227
 Is Data entry for the Unit Event Complete: No

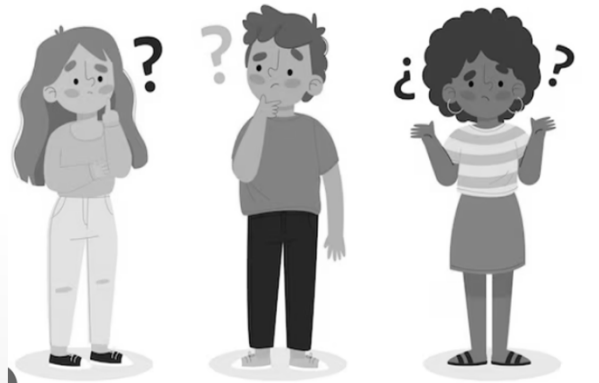
Must create 2 events in RCRS

TIPS FOR SUCCESS

- Print your Property Activity Report Monthly
- Update Vacancy and Referral in real time (per guidelines)
- Entering events timely – Move ins, recertifications, updates, etc., in RCRS per requirement
- Use your Resources:
 - Targeting Program Manual
 - Asset Management Compliance Manual
 - Property Activity Reports
- **REMEMBER** = When in doubt....**REACH OUT!**



rlgardner@nchfa.com
 919-877-5663 (Louise Gardner)



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature

C, O, M, M, U, N, I, C, A, T, E,

Tenancy Issues

TENANCY ISSUES

- HSC will contact service provider to assist tenant
- HIPPA laws prevent HSC from discussing plan of action
- HSC will communicate with management the issue has been reported
- Considering request for reasonable accommodations

Note:

Call the Housing Stabilization Coordinator at first sign of any tenancy issue.

PROPERTY MANAGEMENT (WHAT DO I DO NOW?)

- Ensure tenancy issues are addressed timely and according to the lease:
 - Notify resident in writing of violation(s)
 - Provide a copy to you Housing Stabilization Coordinator
 - Notice requirements per lease, do you know
 - Termination (how many notices are required before you lease allows termination)
 - Follow your company policies consistently



SPECIAL CLAIMS ELIGIBILITY

-
- ❓ Did I notify Housing Stabilization Coordinator regarding issues during tenancy?
 - ❓ Did I provide recertification notices, violations, and any correspondence related to this household to the Housing Stabilization Coordinator?
 - ❓ Did I give DHHS the opportunity to salvage this tenancy?

DHHS Approval (1/1/24)

- Management will complete the Special Claims Worksheet and email the completed form to DHHS. (only worksheet)
- DHHS will then verify if management gave them the opportunity to salvage tenancy (if applicable)
- DHHS will sign Special Claims worksheet and return to management.
- Management will then upload signed approved Worksheet and supporting documentation into RCRS

Special Claims

- Damage reimbursement minus security deposit - maximum of -\$3,500
- Reimbursement of any uncollected tenant portion of rent during the period of occupancy, less security deposit, not to exceed - 3 months of tenant portion of rent

Special Claims

- Reimbursement of full Key payment standard for the rent obligation during the remaining lease period after tenant abandonment, or until the unit is re-rented, whichever is sooner, not to exceed 2 months rent, minus paid security deposit
- Reimbursement for Successful Eviction Cost when following guidelines from Risk Mitigation Tools. Claims for eviction cost may not exceed \$1000.

Special Claims

Required Forms / Documents:

- Completed Special Claims Worksheet
- Supporting Documentation (e.g. invoices, eviction papers)
- Security Deposit Disposition
- Tenant Ledger
- Tenant Lease

Special Claims

unpaid tenant damages
 + unpaid tenant portion of rent
 =total deductions from the security deposit

Check your calculations!

Note:

If the numbers don't equal, your claim will be returned.

Special Claims

NCHFA - Rental Compliance Reporting System

Home Property List Property Menu

9002105 -> [REDACTED]

Property Information

County: [REDACTED]
 Address: [REDACTED]
 Program(s): [REDACTED]
 Allocation Year: [REDACTED]
 Monitoring Type: [REDACTED]
 Tax Monitoring Status: [REDACTED]
 Is Non-Profit Set Aside: [REDACTED]

Unit Mix

Market Rate Units		
Employee Units		
Low Income Units		
Total Units		
DHHS Targeting Units		
Key Program Units	15	10
Home Units	23	24

Property Menu

- Summary
- Buildings
- Rent / Income Limits
- Compliance Resolution
- Property Activity Report
- Physical Inspections
- File Reviews
- Property Upload
- Additional Info
- Management Company Contacts
- Documents
- Utility Allowance
- Financial Data
- Rent Structure
- Reserve Requests
- Set-Asides
- Special Claims**
- Hold Fees

General

Project Type: Family

Construction Type:	Building	Type
1		{none}
2		{none}
3		{none}
4		{none}

Supportive Service Required: No
 Certification: [REDACTED]
 Subsidy Granted: No
 Project Based Subsidy: No
 Affordable Housing Products received from NCHFA: HOME
 Other Non-Agency Funded Sources: {none}
 Utility Paid By Resident: Electricity

Tax Credit Allocation

Number Of Extended Use Years: 15 (for applications after 1989)

Special Claims

NCHFA - Rental Compliance Reporting System

Home Property List Property Menu

Special Claims

Special Claims

Download Worksheet

Claim Information

Building: 3
Unit: 322
Move Out: Move Out - 08/04/2020 - nembij nudupk
Unpaid Damages: \$973.00
Unpaid Tenant Rent: \$32.00
Abandonment Amount:
Eviction Cost:
Date Submitted: 09/18/2020
Date Approved: 10/05/2020

Documentation

No documents found

Special Claim Return Reasons

TARGETING PROGRAM SPECIAL CLAIMS WORKSHEET

Property Name _____ Property Email _____

Resident Name _____ Resident Address _____

Move Out Date _____

Instructions and notes:

- RCRS must be up to date prior to special claims submission including move out of the household above **and** move in of the next household except when the unit remains unrented for more than 2 months. (Early claim submission will limit the vacancy claim.)
- Start with Line 1 and complete each section in order regardless of what type of claim you are filing.
- Request NC Dept. of Health and Human Services (DHHS) certify and sign this form prior to claim submission. Claim approval is subject to certification by DHHS that property management gave DHHS opportunity (as specified for each type of claim) to mitigate tenancy issues to preserve housing for the resident/household **and** that the property is eligible for reimbursement.
- Upload in RCRS this completed form, a copy of the completed security deposit disposition form and all required supporting documentation referenced in this worksheet for each type of claim.
- Final approved amounts are subject to maximum amounts allowable under program guidelines.
- For questions regarding this form or claim submission, contact Louise Gardner at lgardner@nchfa.com or Sandy Harris at ssharris@nchfa.com.
- Send forms to Detra Purcell at Detra.l.purcell@dhhs.nc.gov for DHHS certification.

1) **Security Deposit Collected** \$ _____

2) **Reimbursement for Unpaid Tenant Damages** minus the paid security deposit and/or payments made by tenant, not to exceed \$3,500. Eligible only if owner has policy of inspecting units at least annually and DHHS notified of damages identified during unit inspection. Include invoices and unit inspection reports.

Itemized Claim – Enter items included in the claim and upload required supporting documentation

Description	Cost
Total Cost	

- a) Total Cost from above \$ _____
- b) Security Deposit from line 1 - \$ _____
- c) Payments made by tenant - \$ _____
- d) **Remaining Unpaid Damages** *(If the amount is negative, you are not eligible for any unpaid damages.)* = \$ _____
- e) **Enter the lesser of line 1d or \$3,500 here and in RCRS on the Unpaid Damages line (not less than \$0)** \$ _____

3) **Reimbursement of Unpaid Tenant Portion of Rent and Late Fees** minus remaining paid security deposit, not to exceed 3 months of the tenant portion of rent. Eligible only if DHHS notified of the balance due within 10 days of delinquency notice being served to the tenant. Include a copy of the tenant ledger as supporting documentation.

- a) Unpaid Tenant Rent (up to 3 months) \$ _____
- b) Enter line 2d if negative amount - \$ _____
- c) **Unpaid Tenant Portion of Rent and Late Fees** *(If the amount is negative, you are not eligible for any unpaid damages.)* = \$ _____
- d) **Enter line 3c (not less than \$0) in RCRS on the Unpaid Tenant Rent line**

4) **Reimbursement for Vacancy due to Tenant Abandonment of Unit** in the amount of the Key Payment Standard during the remaining lease term, minus remaining paid security deposit, not to exceed 2 months' rent. Eligible only if tenant vacates unit prior to end of lease term, DHHS notified of abandonment within 2 days of management learning of abandonment, and unit remains unrented.

- a) Enter the Key Payment Standard or total rent collected for the unit if Key is not used (up to 2 months) \$ _____
- b) Enter line 3c if negative amount - \$ _____
- c) **Eligible Abandonment Claim** (*If the amount is negative, you are not eligible for an abandonment claim.*) = \$ _____
- d) **Enter line 4c (not less than \$0) in RCRS on the Abandonment line** \$ _____

5) **Reimbursement for Successful Eviction Costs**, not to exceed \$1,000. Eligible only if the owner prevails in the eviction action and DHHS given *three* opportunities to intervene prior to eviction filing. Include invoices for eviction related costs (e.g., court filing costs, sheriff's office fees, attorney's fees) and a copy of the summary ejection.

- a) Eviction Costs \$ _____
- b) Enter line 4c if negative amount - \$ _____
- c) **Remaining Eviction Costs** (*If the amount is negative, you are not eligible for any unpaid damages.*) = \$ _____
- d) **Enter the lesser of line 5c or \$1,000 here and in RCRS on the Eviction Cost line** \$ _____

Property Certification

By signing the form below, the property certifies the following:

- The household participates in the Targeting Program administered by the DHHS.
- The household has vacated the unit; thus, the property is entitled to request reimbursement of allowable costs.
- DHHS was given the opportunity to mitigate any tenancy issues in order to preserve housing for the household.
- The property has not and will not request permission from NCHFA to use funds from any operating or replacement reserve accounts associated with the property for reimbursed costs, AND
- The property will not seek or continue seeking collection of money from the household for reimbursed costs.

Signature

Date

Printed Name

Phone Contact

DHHS Certification

By signing the form below, DHHS certifies that they were given opportunity to mitigate any tenancy issues in order to preserve housing for the household as specified by each claim type and the property is eligible for reimbursement.

Signature

Date

Printed Name

Phone Contact

Special Claims

NCHFA - Rental Compliance Reporting System

25 WebD

Home Property List Property Menu ▾

Special Claims

Special Claims

No special claims exist

Download Worksheet

Add Special Claim

Special Claims

NCHFA - Rental Compliance Reporting System

Home Property List Property Menu

██████████ -> Add Special Claim

Add Special Claim

Building*: 944

Unit*: 944-K

Move Out*: Move Out - 06/11/2021 - facmo mas

Unpaid Damages: 200

Unpaid Tenant Rent: 20

Abandonment Amount: 1,040

Eviction Cost: 1

OK

Cancel

Special Claims

Home Property List Property Menu

██████████ - Special Claims

Special Claims

Download Worksheet Add Special Claim

Submit Delete Edit Claim Documents

Claim Information

Building: 944
Unit: 944-K
Move Out: Move Out - 06/11/2021 - facmo mas
Unpaid Damages: \$200.00
Unpaid Tenant Rent: \$20.00
Abandonment Amount: \$1,040.00
Eviction Cost:

Documentation

No documents found

Special Claim Return Reasons

No Returns exist

Special Claims

NCHFA - Rental Compliance Reporting System

20

Home Property List Property Menu

Special Claim -> Move Out - 06/11/2021 - facmo mas -> Documents

Document Type: Special Claims Documentation

Description:

File: Choose File No file chosen Add

File	Document Type	File
Delete TEST.pdf	Special Claims Documentation	special claims

Done

Special Claims

NCHFA - Rental Compliance Reporting System

20

Home Property List Property Menu

Special Claims

Special Claims Download Worksheet Add Special Claim

Submit Delete Edit Claim Documents

Document Type	Description
View Special Claims Documentation	special claims

Claim Information

Building: 944
Unit: 944-K
Move Out: Move Out - 06/11/2021 - facmo mas
Unpaid Damages: \$200.00
Unpaid Tenant Rent: \$20.00
Abandonment Amount: \$1,040.00
Eviction Cost: \$125.00

Special Claim Return Reasons
No Returns exist

Special Claims Processing

- Once your request has been approved, you will generate the request the same way you request monthly subsidy.
- Payment will be deposited in one lump sum - not broken down by damages, unpaid rent, etc.

Special Claims – Prorating Expenses

- Many major items in a unit have a predictable life span. Management should have policies and procedures in place to define life expectancy of major items such as carpet and vinyl. If these items were new/in good condition at the time of move-in, and it can be shown the damage, above normal wear and tear has been sustained, then you may charge against the resident's security deposit.

Special Claims – Prorating Expenses Example

- Examples of normal wear and tear:
 - Carpet faded or worn thin from walking
 - Nail holes or pin holes in walls
 - Fading, peeling, or cracked paint

- Examples of tenant damage:
 - Crayon markings on walls
 - Missing fixtures
 - Holes, stains or burns in carpet
 - Gaping holes in walls or plaster

Special Claims – Prorating Expenses Example (HUD Sample Chart)

Many major items have a predictable life span. A list of items and their life expectancy are listed below:

Hot Water Heaters	10 years	All units
Plush Carpeting	5 years	Family
	7 years	Elderly
Air Conditioning Units	10 years	All units
Ranges	20 years	All units
Refrigerators	10 years	All units
Interior Painting - Enamel	5 years	Family
	7 years	Elderly

Special Claims – Prorating Expenses Example (HUD Chart) Cont'd

Interior Painting – Flat	3 years	Family
	5 years	Elderly
Tiles/Linoleum	5 years	Family
	7 years	Elderly
Window shades, screens, blinds	3 years	Family, Elderly

* If these items were in good condition at the time of move in, and it can be shown that damage, above the normal wear and tear has been sustained, then a damage claim can be submitted.

Prorated Example

- At the time resident moved in carpets were new
- Resident lived on the property for 3 years
- Based on life expectancy chart, carpet should last 5 years (what's your policy?)
- Carpet replacement is \$2500
 - \$2500 divided by 5 years = \$500
 - \$500 times 2 years remaining = \$1000
- Resident can be charged \$1000 toward carpet replacement (management must document actual replacement and actual cost)

Special Claims



Happy Gardens Apartments (new property)



Louisa Gardner (Targeted Program Participant) moved into your property on 11/30/2024. She moved into a 2 bedroom unit. A \$635 Security Deposit was paid. During the first year of tenancy she abandoned her unit. Using the documents provided complete the Special Claims form for this household.

- *Management prorated paint/carpet based on life expectancy policy:
- 3 year paint/ 7 year carpet

* This unit re-rented on 8/9/2025*



TARGETING PROGRAM SPECIAL CLAIMS WORKSHEET

Property Name _____ Property Email _____
 Resident Name _____ Resident Address _____
 Move Out Date _____

Instructions and notes:

- RCRS must be up to date prior to special claims submission including move out of the household above **and** move in of the next household except when the unit remains unrented for more than 2 months. (Early claim submission will limit the vacancy claim.)
- Start with Line 1 and complete each section in order regardless of what type of claim you are filing.
- Request NC Dept. of Health and Human Services (DHHS) certify and sign this form prior to claim submission. Claim approval is subject to certification by DHHS that property management gave DHHS opportunity (as specified for each type of claim) to mitigate tenancy issues to preserve housing for the resident/household **and** that the property is eligible for reimbursement.
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1) **Security Deposit Collected** \$ _____

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Itemized Claim – Enter items included in the claim and upload required supporting documentation

Description	Cost
Total Cost	

- a) Total Cost from above \$ _____
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- c) Payments made by tenant - \$ _____
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- b) Enter line 2d if negative amount - \$ _____
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- d) **Enter line 3c (not less than \$0) here and in RCRS on the Unpaid Tenant Rent line** \$ _____

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By signing the form below, the property certifies the following:

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- DHHS was given the opportunity to mitigate any tenancy issues in order to preserve housing for the household.
- The property has not and will not request permission from NCHFA to use funds from any operating or replacement reserve accounts associated with the property for reimbursed costs, AND
- The property will not seek or continue seeking collection of money from the household for reimbursed costs.

Signature

Date

Printed Name

Phone Contact

DHHS Certification

By signing the form below, DHHS certifies that they were given opportunity to mitigate any tenancy issues in order to preserve housing for the household as specified by each claim type and the property is eligible for reimbursement.

Signature

Date

Printed Name

Phone Contact

Form effective 1/1/24

INVOICE

Tools R US

PO Box 1234 • Happytown, NC 27000

Page 1

Please Pay From Invoice

Terms: Net 30 Days

A minimum late charge of \$2.00 or 1.5% per month (18% per year)

Invoice Date Invoice Number

11/02/2024 34

Customer Number	Ordered By	-*	Authorized By	Order Number	Purchase Order Number
3	Sandy Harris		Scott Farmer	73	

Ship To:

Happy Garden APTS
229 Happy LN, OFC
Happytown, NC 27000

Crisper Cover

Stock Number	Description	GL Account	Ordered	Shipped	Unit Price	Unit	Extension
304543	GE Refrig Fxd Shelf Bar 7.25" Wht	3520	5	5	24.72	EA	123.60
203022	GE Refrigerator Cover Pan WR32X10398	3520	5	5	81.42	EA	407.10
408754	A19 60w 4100k Dim Gu24 LED 8/Pkg	it	8	8	64.76	PK	518.08
128122	10-year Photo Smoke Detector/ /	4505	8	8	70.19	EA	561.52

*Unit 200 - 1 cover pan for refrigerator

Ship Date	Sub Total	
11/02/2022		1,610.30
Pkg Count	Sales Tax	
7		108.70
Weight	Freight	
42.65 LB		0.00
		1,719.00

Continued

Invoice Number: 34
Amount Due: 1,719.00
Date Due: 12/02/2024

Amount Paid:

INVOICE

INV0003

Happy Day Painting

30 Lazy Circle,
Happytown, NC, 27217
800) 001-0005

happydaypainting@gmail.com

DATE June 8, 2025

DUE DATE

June 30, 2025

USD \$375.00

BILL TO

Happy Garden Apts.

229 Happy Lane , Happytown , NC 27000

DESCRIPTION

RATE

QTY

AMOUNT

2908-200 2 bed

\$275.00

1

\$275.00

Sheetrock repair

\$50.00

2

\$100.00

Payment Info

SUBTOTAL

\$375.00

PAYMENT INSTRUCTIONS

Payments due 30 calendar days after invoice date. Invoices more than 14 days past payment due date will accrue a *15% late fee, monthly, until payment is received.

TAX (0%)

\$0.00

TOTAL

\$375.00

BALANCE DUE

USD \$375.00

* 15% of the value of the original invoice

Carpets R US
 PO BOX 9
 Happytown, NC 27000
 Telephone: 888-555-2100 Fax:

INVOICE

Sold To	Ship To
Happy Garden APTS. 229 Happy Lane Happytown, NC 27000	200 Happy Lane Happytown, NC 27215

CARPET

Invoice Date	PO Number	Order Number
06/15/25		22

Inventory	Style/Item	Color/Description	Quantity Units	Price	Extension
32586543	RAVE REVIEW	TEA	41.33 SY	7.25	299.64
	11.50 ---B2				
	19.50 ---FILL CLOSET, LR, B2, HALL				
DFSPECVI38	SPEC VI 3/8 30YDS	BLUE	78.67 SY	2.25	177.01
LCAPT	INSTALL APARTMENT CARPET		78.67 SY	2.50	196.68
FUTWMB12-	9/16" X 1-7/16" STANDARD PIN	SILVER	1.00 EA	15.00	15.00
2114HMF	CLAMPDOWN				
32586541	RAVE REVIEW	TEA	37.33 SY	7.25	270.64
	14.50 ---FR				
	13.50 ---B1				

9:37AM

Material:	762.29
Service:	196.68
Mise. Charges:	0.00
Sales Tax:	64.73
Mise. Tax:	0.00

INVOICE TOTAL:	\$1,023.70
Less Payment(s):	0.00
BALANCE DUE:	\$1,023.70

• Happy Wax

Work Order

11

Work Address: Happy Garden Apts
200 Happy Lane



200- strip/wax floors (heavy duty)

225.00

WORK COMPLETED

I have inspected the finished work and It is complete as agreed upon and to my satisfaction.

Signature:

FALL RISK NOTICE

Waking from damp carpet to smooth surfaces can lead to slips and falls. Please do not walk on damp carpet until completely dry to avoid slips and falls.

Please initial

HAPPY Cleaning, LLC
 2 Cleaning AVE,
 Happytown, NC 27000
 888 777 5555 Office & Fax

Invoice

CLEANING

Bill To
 Happy Garden Apts.
 229 Happy Lane
 HappytownNC 27000

Date	Invoice No.	P.O. Number	Terms	Project
06/10/25	00006		30 DAYS	

Item		Description	Quantity	Rate	Amount
Vacant Apt. Cleaning	(200)	2 Bedroom Apt. Cleaning		110.00	110.00
TRASH-OUT	(200)	TRASH-OUT		130.00	130.00
Extra Cleaning	(200)	We did extra cleaning, all unit		130.00	130.00
Extra Cleaning	(200)	We did extra cleaning, stove and refrigerator	2	25.00	50.00

DONE: 06-10-25

Subtotal	\$420.00
Sales Tax	\$0.00
Total	\$420.00

	RENT CARD: Louisa Gardner		Unit: 200		
		summary			
DATE	Rent/charges	Resident/Subsidy	Payment received	Balance	
5/31/2025					*keys in dropbox
5/6/2025	15	subsidy / Late fee	424	452	eviction proc. notice
5/1/2025	635	0	0	861	
4/15/2025			0	226	2nd not./Ten/dhhs
4/10/2025		subsidy	424	226	
4/6/2025	15	Late fees	0	650	Notice Ten./DHHS
4/1/2025	635		0	635	
3/15/2025		subsidy	424	0	
3/1/2025	635	Res. Portion	211	424	
2/9/2025		sub.	424	0	
2/1/2025	635	Res. Portion	211	424	
1/10/2025		sub.	424	0	
1/1/2025	635	Res. Portion	211	424	
12/6/2024		sub.	424	0	
12/1/2024	635	Res. Portion	211	424	
12/6/2024	-	subsidy	14	0	
12/6/2024	-	Security Dep.	635	14	
11/30/2024	635sd/21 R	Res. Portion	7	649	

Top 6 Mistakes On Special Claims

1. All required documents not uploaded in RCRS
2. Calculation errors
3. Failure to prorate costs based on life expectancy
4. Providing Quote instead of actual invoice.
5. Missing Management/DHHS signatures on submitted form
6. Request submitted prior to end of two months vacancy, resulting in loss of eligible abandonment amount reimbursement



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature



A N D
**The Targeting Program/Key Rental Assistance
 Vacancy and Referral System**

NCHFA Management Company Report Card 2023

Valid through 12/31/2024

Management Company Name: Harris Management, LLC

Prepared: 12/31/2023

Metric:	Pass:	Fail:	Comments, if applicable
<p>3. Requesting Key assistance timely and accurately (if applicable)</p> <ul style="list-style-type: none"> - Timely Payments: Reviewed quarterly. Payment requests are anticipated monthly, and the lapse between payments must be less than 90 days to be considered timely. - For 2023, we are disqualifying any companies with 50% or above noncompliance. - For 2024, allowable delinquency rate drops to 15%. - Reporting Vacancies: To be evaluated in 2024. The vacancy must be reported within 8 calendar days to be considered timely. - Reporting in V&R Timely: Work step progression to be evaluated in 2024. 	X		<p>Percentage of late Key assistance payment requests for 2023 is 16%.</p> <p style="text-align: center;">\$7</p>

NCHFA Management Company Report Card 2023

Valid through 12/31/2024

Management Company Name: Harris Management, LLC

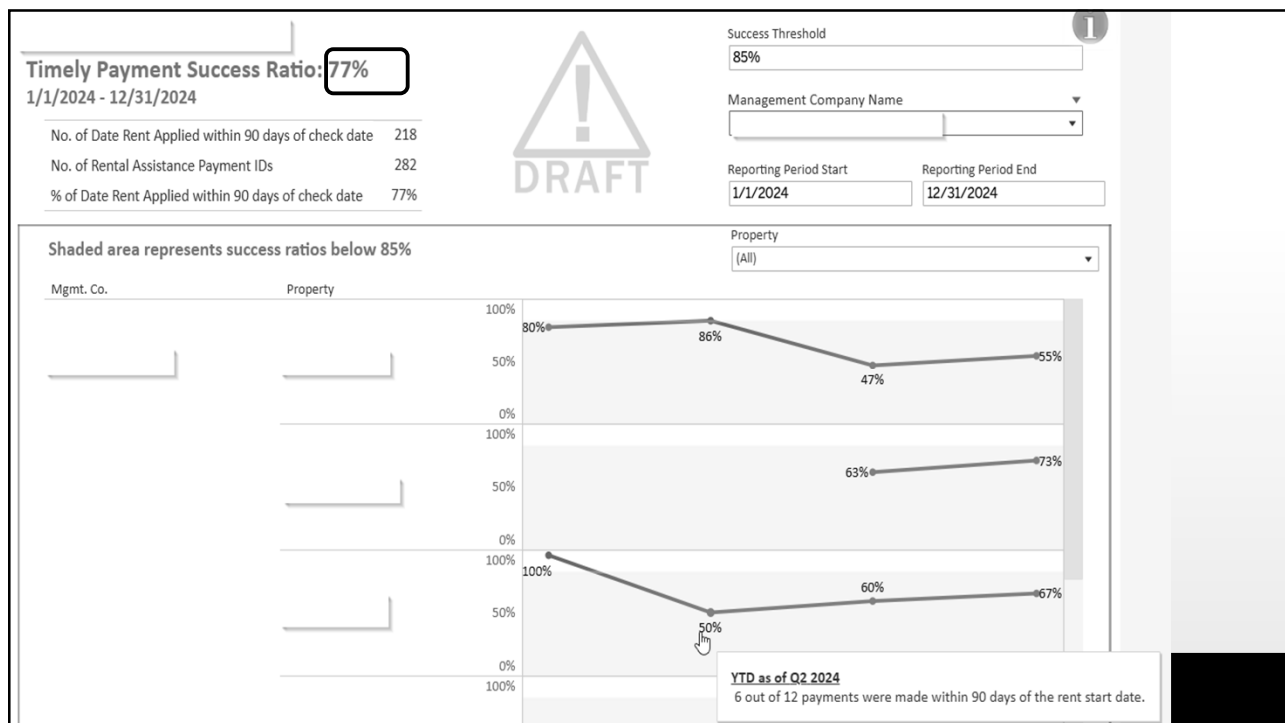
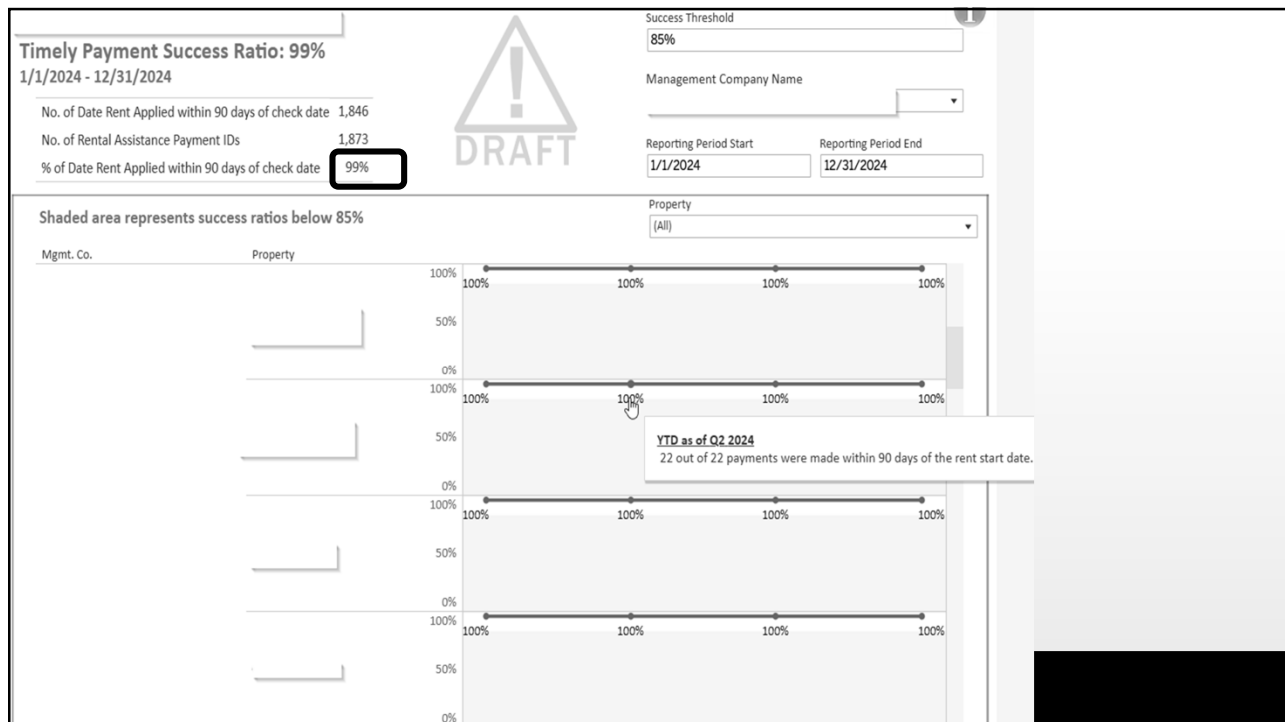
Prepared: 12/31/2023

Metric:	Pass:	Fail:	Comments, if applicable
<p>3. Requesting Key assistance timely and accurately (if applicable)</p> <ul style="list-style-type: none">- Timely Payments: Reviewed quarterly. Payment requests are anticipated monthly, and the lapse between payments must be less than 90 days to be considered timely.- Reporting Vacancies: Random sampling quarterly to compare move-out date in RCRS to date of vacancy report in V&R. The vacancy must be reported within 8 calendar days to be considered timely.- Reporting in V&R Timely: Periodic random sampling of vacancies/referrals provided.			<p>Management was emailed on 7/1/2023 regarding noncompliance with metrics specified on the left. For further details on how to on how to avoid noncompliance in this area for 2024, please contact Louise Gardener at rlgardner@nchfa.com</p>

Targeting Program related emails are sent out quarterly for those with issues

Quarterly Reports

- During the calendar year, management will receive reports quarterly.
- 3 quarterly reports are sent out, with the 4th (final) quarterly report being included in Report Card information at year end.
- The first report is sent out by April 15th, second report sent out by July 15th, third report sent out by October 15th.
- The reports should be used to identify **issues**, giving management time to address issues prior to year end.



TARGETING REQUIREMENTS

- What to do after receiving report:
 - Review information related to properties. (Ask Questions)
 - Did you have late recertifications due to resident not cooperating
 - Late submission due to Eviction
 - Change in management company
 - Reach out with any related follow up questions/ information.

- Do **not** wait until year end to respond to these reports

NEW POLICY – EFFECTIVE JANUARY 1, 2024

Failure to update Vacancy & Referral timely will result in the management company being removed from the approved management company list and noncompliance for the project

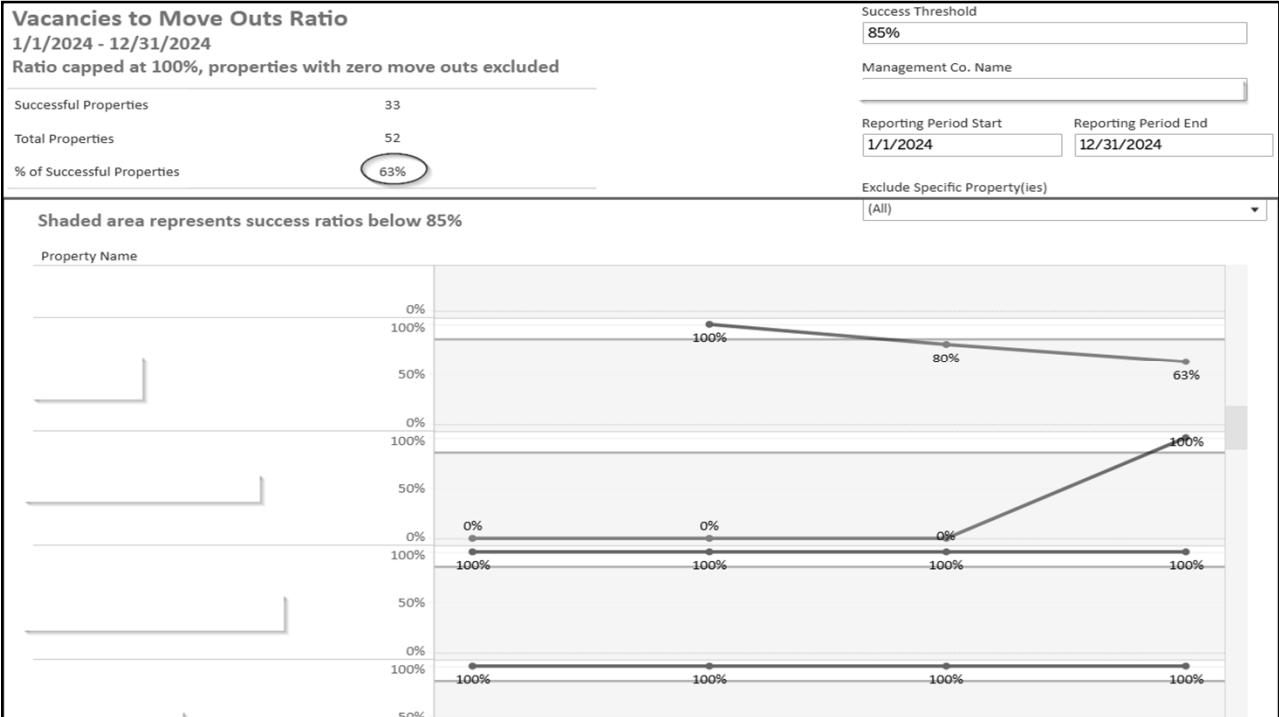


2024 (What Happened?)

VACANCY AND REFERRAL ENTRIES

- Management has 8 calendar days to report Vacancies
- **All** units that become vacant must be reported into V and R





TARGETING REQUIREMENTS FOR VACANCY AND REFERRAL

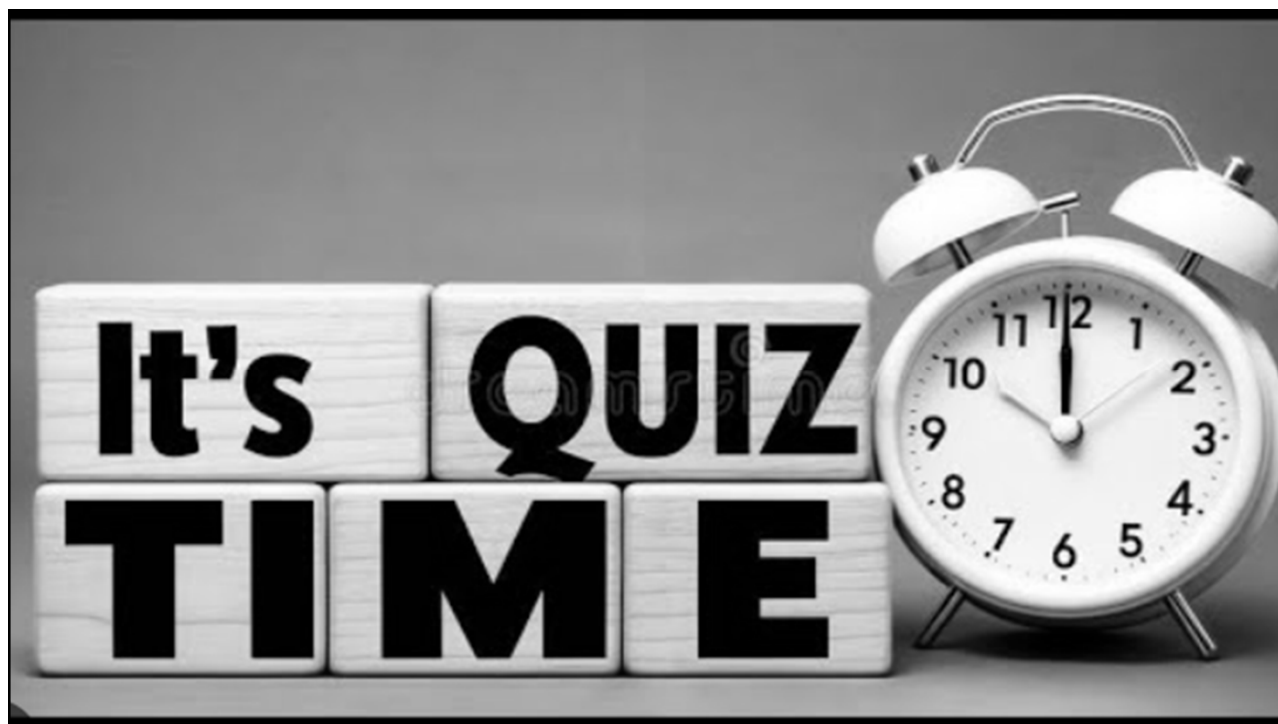
- What to do after receiving report:
 - Review information related to properties. (Ask Questions)
 - Change in management company
 - Who is responsible for entering these events
 - Make a plan if property is not meeting mark
 - Adding this to part of the move out process checklist?



All additional report card requirements are covered in Compliance 101 and Advanced Compliance



To submit questions for speaker during presentation, please use **Q&A** feature



- Can Management charge a targeted applicants household an application fee?

- If a targeted resident requests to add additional family member, can management charge an application fee?

When Completing A Transfer Event In RCRS, An Additional Event Must Be Created? T/F

• If resident doesn't pay their rent timely management should

- A. Send late rent notice to resident.
- B. Sell off some of residents items and get your money.
- C. Send late rent notice to resident and HSC

- A 12/1/2024 recertification should be started when?
- Management received the LOR (Letter of Referral) indicating 1 person/1 bedroom household but the applicant asks for a 2 bedroom, due to live in aide....what should you do?
- If management fails to recertify targeted household timely, this will not impact your quarterly report. T/F

- If you have questions about TUA, OAP or Key Assistance set up, who do you call?
- If you have questions about Vacancy and Referral who should you call?
- If you have questions related to payments who should you call?

NCHFA & DHHS TARGETING & KEY ASSISTANCE TRAINING REQUIREMENT

- Effective January 1, 2022, properties with Targeted Units must have at least one staff member in a supervisory position attend DHHS Targeting and Key Assistance training annually

SURVEYS AND TRAINING CERTIFICATE

- Within the next seven days you will receive your survey by email
- Surveys will sent to the email address you registered with
- You will receive your training certificate by email after completing the survey
- Virtual participants must meet time requirements to receive certificate
- Questions should be emailed to Sandy at ssharris@nchfa.com

RESOURCES

1. Go to www.nchfa.com
2. Click Rental Housing Partners
3. Click Rental Owners & Managers
4. Click Policies, Resources and Forms

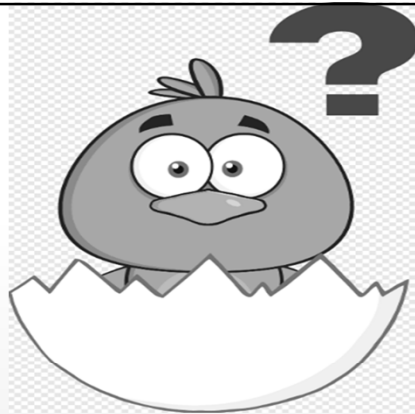
Note:

The Targeting Program Manual can be found here.

KEY RENTAL ASSISTANCE CONTACTS

Need help with...	Contact
Key Rental Assistance set up	Sandy Harris at ssharris@nchfa.com
File process, Key Rental Assistance billing or payment	Louise Gardner at rlgardner@nchfa.com
Targeting Unit Agreements	Sandy Harris at ssharris@nchfa.com

Find Key Rental Assistance policies, forms, etc. at www.nchfa.com/rental/mforms.aspx.



Questions?

To submit questions for speaker during presentation, please use **Q&A** feature – or after the training email questions to

rentaltrainings@nchfa.com



Resources

Targeting Program Housing Assessor Coverage Area

Monica Frizzell	Nadage Cousins	Frank Bryant	Pamela Chandler
monica.frizzell@dhhs.nc.gov	nadage.cousins@dhhs.nc.gov	frank.bryant@dhhs.nc.gov	pamela.chandler@dhhs.nc.gov
919-605-2959	984-800-3245	919-604-7643	919-614-9105
888-331-8455 (fax)	888-426-9964 (fax)	888-419-7783 (fax)	888-510-4487 (fax)
Ashe	Alexander	Alamance	Beaufort
Avery	Burke	Anson	Bladen
Buncombe	Cabarrus	Cleveland	Brunswick
Cherokee	Caldwell	Durham	Carteret
Haywood	Caswell	Forsyth	Chowan
Henderson	Catawba	Gaston	Columbus
Jackson	Chatham	Rutherford	Craven
Lincoln	Davidson	Wake (Raleigh)	Cumberland
Macon	Davie		Dare
Madison	Guilford		Duplin
Mecklenburg	Halifax		Edgecombe
Stanly	Harnett		Franklin
Stokes	Iredell		Granville
Surry	Lee		Greene
Transylvania	Lenior		Hertford
Watauga	McDowell		Hoke
Wilkes	Montgomery		Johnston
Yadkin	Orange		Jones
Yancey	Person		Martin
	Polk		Moore
	Randolph		Nash
	Richmond		New Hanover
MFP Referrals	Rockingham		Northampton
Kay Johnson	Rowan		Onslow
kay.r.johnson@dhhs.nc.gov	Union		Pamlico
919-616-3051	Vance		Pasquotank
888-524-7121 (fax)	Warren		Pender
	Wayne		Pitt
	Wilson		Robeson
			Sampson
			Scotland
			Washington

Revised November 20, 2024

Targeting Program Housing Stabilization Coverage Area

Gillian Hampton	Lashonda Bryant	Monica Jones	Stacy Hurley	Alice Johnson
gillian.hampton@dhhs.nc.gov	lashonda.bryant@dhhs.nc.gov	monica.jones@dhhs.nc.gov	stacy.hurley@dhhs.nc.gov	alice.johnson@dhhs.nc.gov
919-817-6845	919-817-3075	919-618-8149	919-609-3771	919-631-9899
Alexander	Cabarrus	Alamance	Beaufort	Anson
Ashle	Gaston	Caswell	Chowan	Bladen
Avery	Mecklenburg	Chatham	Craven	Brunswick
Buncombe	Polk	Davidson	Dare	Carteret
Burke	Stanly	Davie	Duplin	Columbus
Caldwell		Durham	Franklin	Cumberland
Catawba		Edgecombe	Granville	Halifax
Cherokee		Guilford	Greene	Jones
Cleveland		Harnett	Hertford	Lee
Forsyth		Hoke	Martin	Lenoir
Haywood		Johnston	Nash	New Hanover
Henderson		Montgomery	Northampton	Onslow
Iredell		Moore	Pamlico	Pitt
Jackson		Orange	Pasquotank	Sampson
Lincoln		Person	Pender	Scotland
Macon		Randolph	Raleigh	Wayne
Madison		Richmond	Robeson	
McDowell		Union	Wake	
Rockingham		Vance	Washington	
Rowan		Warren	Wilson	
Rutherford				
Stokes				
Surry				
Transylvania				
Watauga				
Wilkes				
Yadkin				
Yancey				

TARGETING PROGRAM SPECIAL CLAIMS WORKSHEET

Property Name Happy Gardens Property Email propertymgr@happygardens.com
 Resident Name Louisa Gardner Resident Address 200 Happy Lane
 Move Out Date 5/31/2025

Instructions and notes:

- RCRS must be up to date prior to special claims submission including move out of the household above **and** move in of the next household except when the unit remains unrented for more than 2 months. (Early claim submission will limit the vacancy claim.)
- Start with Line 1 and complete each section in order regardless of what type of claim you are filing.
- Request NC Dept. of Health and Human Services (DHHS) certify and sign this form prior to claim submission. Claim approval is subject to certification by DHHS that property management gave DHHS opportunity (as specified for each type of claim) to mitigate tenancy issues to preserve housing for the resident/household **and** that the property is eligible for reimbursement.
- Upload in RCRS this completed form, a copy of the completed security deposit disposition form and all required supporting documentation referenced in this worksheet for each type of claim.
- Final approved amounts are subject to maximum amounts allowable under program guidelines.
- For questions regarding this form or claim submission, contact Louise Gardner at rlgardner@nchfa.com or Sandy Harris at ssharris@nchfa.com.
- Send forms to Detra Purcell at Detra.I.purcell@dhhs.nc.gov for DHHS certification.

1) **Security Deposit Collected** \$ 635

2) **Reimbursement for Unpaid Tenant Damages** minus the paid security deposit and/or payments made by tenant, not to exceed \$3,500. Eligible only if owner has policy of inspecting units at least annually and DHHS notified of damages identified during unit inspection. Include invoices and unit inspection reports.

Itemized Claim – Enter items included in the claim and upload required supporting documentation

Description	Cost
Clean Unit	420.00
replace crisper cover	81.42
strip/wax floors	225.00
Sheetrock repair and (paint unit prorated 2/3)	283.34
Replace carpet (prorated 6/7 years)	877.45
Total Cost	1887.21

a) Total Cost from above \$ 1887.21
 b) Security Deposit from line 1 - \$ 635.00
 c) Payments made by tenant - \$ -
 d) **Remaining Unpaid Damages** *(If the amount is negative, you are not eligible for any unpaid damages.)* = \$ 1252.21
 e) **Enter the lesser of line 1d or \$3,500 here and in RCRS on the Unpaid Damages line (not less than \$0)** \$ 1252.21

3) **Reimbursement of Unpaid Tenant Portion of Rent and Late Fees** minus remaining paid security deposit, not to exceed 3 months of the tenant portion of rent. Eligible only if DHHS notified of the balance due within 10 days of delinquency notice being served to the tenant. Include a copy of the tenant ledger as supporting documentation.

a) Unpaid Tenant Rent (up to 3 months) Rent \$422 (2 mths), late fees \$30 \$ 452.00
 b) Enter line 2d if negative amount - \$
 c) **Unpaid Tenant Portion of Rent and Late Fees** *(If the amount is negative, you are not eligible for any unpaid damages.)* = \$
 d) **Enter line 3c (not less than \$0) here and in RCRS on the Unpaid Tenant Rent line** \$ 452.00

4) **Reimbursement for Vacancy due to Tenant Abandonment of Unit** in the amount of the Key Payment Standard during the remaining lease term, minus remaining paid security deposit, not to exceed 2 months' rent. Eligible only if tenant vacates unit prior to end of lease term, DHHS notified of abandonment within 2 days of management learning of abandonment, and unit remains unrented.

a) Enter the Key Payment Standard or total rent collected for the unit if Key is not used (up to 2 months) \$ 1270.00
 b) Enter line 3c if negative amount - \$ _____
 c) **Eligible Abandonment Claim** (If the amount is negative, you are not eligible for an abandonment claim). = \$ _____
 d) **Enter line 4c (not less than \$0) here and in RCRS on the Abandonment line** \$ 1270.00

5) **Reimbursement for Successful Eviction Costs**, not to exceed \$1,000. Eligible only if the owner prevails in the eviction action and DHHS given **three** opportunities to intervene prior to eviction filing. Include invoices for eviction related costs (e.g., court filing costs, sheriff's office fees, attorney's fees) and a copy of the summary ejection.

a) Eviction Costs \$ _____
 b) Enter line 4c if negative amount - \$ _____
 c) **Remaining Eviction Costs** (If the amount is negative, you are not eligible for any unpaid damages.) = \$ _____
 d) **Enter the lesser of line 5c or \$1,000 here and in RCRS on the Eviction Cost line** \$ _____

Property Certification

By signing the form below, the property certifies the following:

- The household participates in the Targeting Program administered by the DHHS.
- The household has vacated the unit; thus, the property is entitled to request reimbursement of allowable costs.
- DHHS was given the opportunity to mitigate any tenancy issues in order to preserve housing for the household.
- The property has not and will not request permission from NCHFA to use funds from any operating or replacement reserve accounts associated with the property for reimbursed costs, AND
- The property will not seek or continue seeking collection of money from the household for reimbursed costs.

Sandy Harris
 Signature
Sandy Harris
 Printed Name

8/01/2025
 Date
919-877-5649
 Phone Contact

DHHS Certification

By signing the form below, DHHS certifies that they were given opportunity to mitigate any tenancy issues in order to preserve housing for the household as specified by each claim type and the property is eligible for reimbursement.

Detra Purcell
 Signature
Detra Purcell
 Printed Name

08/06/2025
 Date
919-855-3439
 Phone Contact

Prorating Items (Paint)

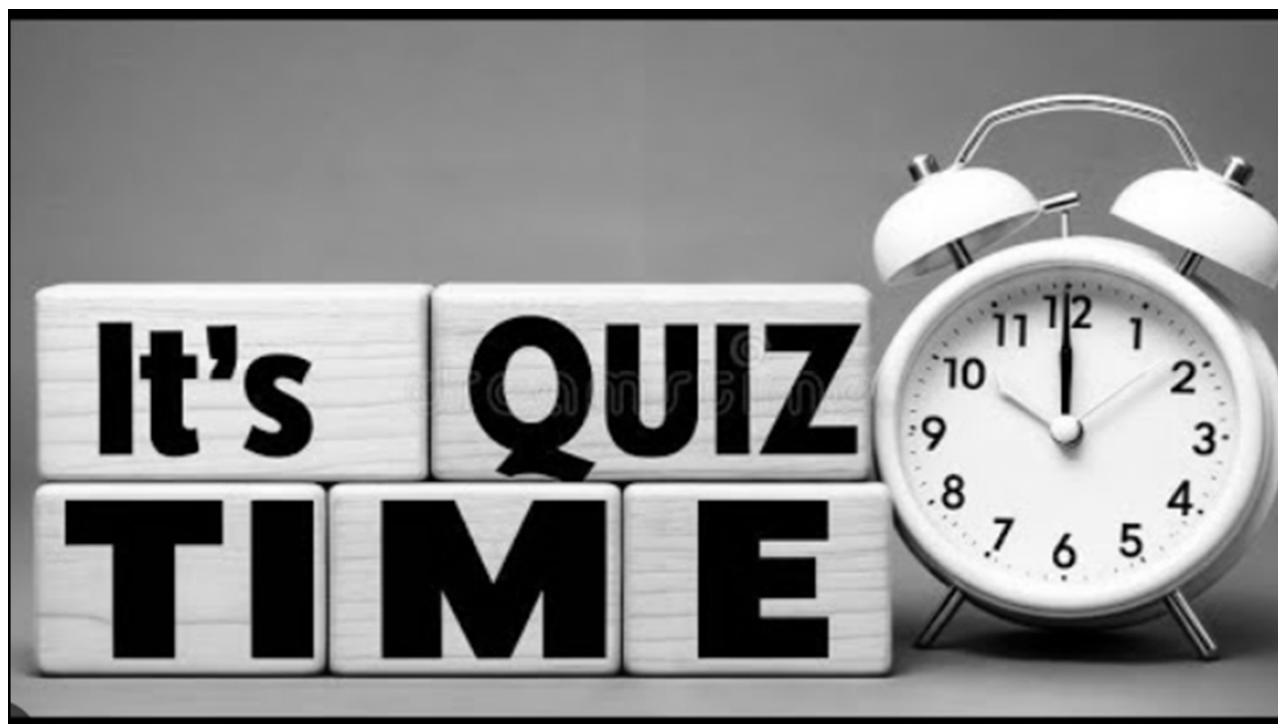
DESCRIPTION	RATE	QTY	AMOUNT
2908-200 2 bed	\$275.00	1	\$275.00
Sheetrock repair	\$50.00	2	\$100.00
Payment Info			SUBTOTAL \$375.00
PAYMENT INSTRUCTIONS			TAX (0%) \$0.00
Payments due 30 calendar days after invoice date. Invoices more than 14 days past payment due date will accrue a *15% late fee, monthly, until payment is received.			TOTAL \$375.00
			BALANCE DUE USD \$375.00

- Painting \$275 divided by 3 (yrs)= \$91.67
- \$91.67 x 2 (yrs)= \$183.34 for paint
- \$183.34 + \$100.00= \$283.34
- Amount listed on Special Claim Worksheet = \$283.34

Prorating Items (Carpet)

Invoice Date	PO Number	Order Number				
09/15/25		22				
Inventory	Style/Item	Color/Description	Quantity	Units	Price	Extension
3258543	RAVE REVIEW	TEA	41.33	SY	7.25	299.64
11.50	---B2					
19.50	---FILL CLOSET, LR, B2, HALL					
DFSPECV38	SPEC V38 30YDS	BLUE	78.67	SY	2.25	177.01
LCAPT	INSTALL APARTMENT CARPET		78.67	SY	2.50	196.68
FUTWMB12-	9/16" X 1-7/16" STANDARD PH	SILVER	1.00	EA	15.00	15.00
21148MF	CLAMPDOWN					
3258541	RAVE REVIEW	TEA	37.33	SY	7.25	270.64
14.50	---FR					
13.50	---B1					
9:37AM -						
Material: 762.29						
Service: 196.68						
Misc. Charges: 0.00						
Sales Tax: 64.73						
Misc. Tax: 0.00						
INVOICE TOTAL: \$1,023.70						

- Carpet \$1023.70 divided by 7 (yrs)= \$146.242
- \$146.242 x 6 (yrs)= \$877.45 for carpet
- Amount listed on Special Claim Worksheet = \$877.45



- Can Management charge a targeted applicants household an application fee?
 - **NO**

- If a targeted resident requests to add additional family member, can management charge an application fee?
 - **YES**

When Completing A Transfer Event In RCRS, An Additional Event Must Be Created? T/F

- **TRUE**

- If a transfer out/transfer in occurs, management must create a second event (same day as transfer in), upload documents into the second event and submit both for approval.

- If resident doesn't pay their rent timely management should
-

- A. Send late rent notice to resident.
- B. Sell off some of residents items and get your money.
- C. Send late rent notice to resident and HSC.

- **C. Send late rent notice to resident and HSC**



Don't ever do this!!

- A 12/1/2024 recertification should be started when?
 - **8/1/2024 – 120 days prior to recert. date**
- Management received the LOR (Letter of Referral) indicating 1 person/1 bedroom household but the applicant asks for a 2 bedroom, due to live in aide....what should you do?
 - **Reach out to your Housing Assessor immediately**
- If management fails to recertify targeted household timely, this will not impact your quarterly report. T/F
 - **False**

- If you have questions about TUA, OAP or Key Assistance set up, who do you call?
 - **Sandy Harris– NCHFA**
- If you have questions about Vacancy and Referral who should you call?
 - **DHHS**
- If you have questions related to payments who should you call?
 - **Louise Gardner – NCHFA**

- If you get locked out of RCRS, who should you contact?
 - **Your management companies Administrator**
- The day before a targeted applicant moves in...what should you do?
 - **Check in Vacancy and Referral to ensure no additional documents were added.**
- A Training Survey must be completed to receive your certificate of attendance for this training. T/F
 - **True**

The Life of the Vacancy and Referral System

Things to know before you begin

- Property must be assigned in RCRS by company RCRS administrator to view
 - **Management** always works on the Vacancy Detail page **UNTIL** RHC provides a referral. From that point forward, all updates are entered on the Referral Detail page.
 - **Regional Housing Coordinator (RHC)** always works on the Referral Detail page **UNTIL** management has updated the referral with the move-in date, etc. From that point forward, the RHC would then release the vacancy on the Vacancy Detail page. ****RHC should NEVER** release a vacancy when status is “Pending Move-In”. Move-in information must be entered **PRIOR** to release by RHC. If the household changes their mind, etc. management should “Withdraw Application” and RHC will proceed accordingly.
1. **Management** must enter a vacancy in RCRS to begin the process (All vacant units must be entered – even if property targeting requirement has been met)
 - a. Management completed the information requested in RCRS (bedroom size, smoking affordability, etc.
 - b. Management immediately has the option to request vacancy release if targeting requirement has been met. If targeting requirement has not been met, they will not have the drop-down option until 15 days after vacancy entered. RHC will review vacancy notification in the system within 5 business days of receipt.
 - c. NOTE: Regardless of when unit is available for occupancy, the thirty (30) day clock starts the day the vacancy is entered.
 - d. The vacant unit is assigned the status of “New” and can be edited until the RHC reviews the vacancy.
 2. **Regional Housing Coordinator (RHC)** – Awaiting Vacancy Review
 - a. RHC acknowledges they have received the vacancy (Complete Vacancy Review or Release Vacancy)
****RHC should monitor this worklist throughout the day**
 - b. Once RHC completes vacancy review, status changes to “Open” and Management can no longer edit the vacancy. RHC should ask Management to resolve any obvious issues with the unit prior to completing this step.
 - c. RHC now has the option to Add Referral
 - a. RHC enters information about the referral, assigns priority, etc. Management unable to see name of referring agency entered and is not told how priority level is determined.
 - b. Targeting Referral Letter is uploaded by RHC.
 - c. RHC has the option to enter multiple referrals for same vacancy.
 - d. RHC can withdraw referral at any time but this does not remove the requirement to hold unit for thirty (30) days.
 - d. RHC immediately has the option to Release Vacancy. Unit status of released unit is “Released”.
 - a. If Vacancy is released, RHC provides reason for release. If Vacancy released is denied, no reason is required.
 - b. No vacancy should be released until targeting requirement is met unless DHHS determines no viable referrals available
 - c. RHC is no longer able to release a unit that has been ‘reserved’ for a referral.
 3. **Management** receives Vacancy Notification in V&R system (red flag and email notification)
 - a. RHC anticipates referral will contact/visit/apply within five (5) days.
 - b. Management provides RHC an update on referral no later than five (5) days of referral receipt.
 1. If referral does not show up or contact property, Management Requests Follow Up from RHC via V&R system. This notifies RHC the referral has not made contact. RHC will reach out to referral agency for an update. ****Management does not receive a reminder to do this and**

must continue to check V&R to ensure timely reporting to RHC. Property is required to continue to hold the unit for the original thirty (30) day period.

2. If referral submits application, management indicates via V&R system and provides date. If reasonable accommodation is provided at time of application, this is also noted in V&R.
3. Management has the option to Approve, Deny, or Withdraw Application in V&R once application has been submitted and is being processed.
 - a. Withdraw Application – Applicant/RHC has notified site they wish to withdraw application. Site enters this in V&R and RHC receives Awaiting Withdrawal Review and either “closes” or “revives” the application.
 - b. Deny Application – Management enters reason for denial and uploads a copy of the denial letter provided to applicant. **Management continues to hold unit if within original thirty (30) days from date of vacancy notification. If thirty (30) days has passed, management must provide minimum of eight (8) business days from date of denial letter for appeal, during which time the unit is held. Denial letter must be uploaded in RCRS on same day denial issued. RHC can notify management, via V&R system, of intent to appeal if applicable. RHC notification of intent to appeal is not sufficient notification for requesting a reasonable accommodation. If applicant requests a reasonable accommodation, management must update V&R system of reasonable accommodation request on the date received and must hold unit until decision is made on the reasonable accommodation request. Hold fees will not be paid during periods of appeal and/or request for reasonable accommodation.
 - c. RHC receives Awaiting Application Denial Review. RHC reaches out to referral agency and determines if appeal/reasonable accommodation request will be requested. If so, RHC sends “appeal notice” to site via RCRS. RHC notification of intent to appeal is not sufficient notification for requesting a reasonable accommodation request. Applicant should make request directly to management. If applicant decides not to appeal, RHC closes the referral and it is removed from the list.
4. When **management** receives Notice of Appeal or Reasonable Accommodation Request RHC, they wait to hear from applicant or their representative for actual basis of appeal. RHC notification of intent to appeal is not sufficient notification for requesting a reasonable accommodation. Applicant should make request directly to management. Management will “Revive” application in V&R. Process outlined in TSP is followed and appeal/RA decision is noted in V&R.
5. **Management** will then “Approve” or “Deny” the application. If denied, applicant has no less than eight (8) business days to appeal. If the applicant appeals within the eight (8) day timeframe management must continue to hold the unit until management renders a decision for the appeal even if unit hold extends beyond the 30-day hold period. After the eight business (8) days, RHC must close out the referral.
6. If **management** “Approves” the application (under the actual referral and not the vacancy), V&R is updated with date approved. Once approved, RHC has no action to take – only sees as “Pending Vacancy Reservation”.
7. **Management** completes Vacancy Reservation. Once they have notified applicant of approval and they are still interested, they enter the expected move-in date and choose unit based on discussion with applicant. RHC still has no action to take. Once the unit is reserved, unit status changes to “Reserved”. **Note: RHC indicates which unit size the person is eligible for when sending the referral to the property. If the applicant wishes to rent a different unit size, they will not be eligible for subsidy unless RHC agrees to change the unit size the applicant can rent. The system will not allow you to reserve the wrong unit size.**

8. Referral is at “Pending Move-In” step. **Management** will Confirm Move-In date or Undo the Vacancy Reservation.
 - a. Vacancy Reservation can be “Undone” if another unit needs to be chosen because they change their mind, etc.
 - b. Management still has the option to “Withdraw Application”.

9. Once applicant has signed the documents and moves in the unit, **management** will enter move-in date. Management cannot enter future date. When confirming the move-in, the system will bring up the units from RCRS instead of the vacancy reserved in V&R. Management can ‘filter’ to find the appropriate unit by entering data in the appropriate column, such as the unit number or building address.

Reminder: Completing the move-in in V&R does not complete the process in RCRS. Likewise, completing the move-in in RCRS, does not complete the process in V&R. If the person completing this step in V&R also has access to RCRS, they will be able to click on the Unit link to go to RCRS and enter the move-in there. If the person does not have access to RCRS, no link will be available.

Action status in V&R continues to be “Pending Move-In Review” until move-in date has been entered. However, the unit status changes to “Filled”.

10. **RHC** has Awaiting Acknowledge Move-in worklist and will “acknowledge move-in”. This changes the unit status to “Closed” and takes both referral and unit out of the active lists.