2026
Targeting Program
&
Key Rental Assistance
Training

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Targeting Program and Key Rental Assistance
Table of Contents
October 29, 2026

	TOPIC:	Page:
1.	Welcome	
A.	Table of Contents	1
B.	NCHFA Contact List	2
C.	NCHFA: Updates and Reminders	6
D.	Reporting 8823's	6
E.	Report Cards	7
F.	Key Payment Standards	11
F.	NAHMA RCRS Update-Property Upload	12
G.	HOME Policy Released	12
2	Contruction Tracking - Pre Lease Up Calls	13
A.	Onboarding Documents	15
B.	Elderly Definition	18
C.	Property Profile Sheet	20
3	Targeting Program Overview	22
A.	Targeting Program Purpose	23
B.	Wait, What's the Difference	24
C.	Service Provider Roles and Responsibilities	25
D.	Tenant Roles and Responsibilities	25
E.	Property Management Roles and Responsibilities	26
4.	Targeting Program: DHHS Staff	27
A.	DHHS Staff Roles	28
B.	Targeting Program Eligibilty	29
C.	Letter of Referral	29
D.	Eligibility by Rental Assistance Type	30
5.	Reporting Systems: Vacancy and Referral	30
A.	Reporting Units	31
B.	Add Vacancy	32
C.	Receiving Referral	36
6.	Reporting Denials	48
A.	Reporting Denials	49
B.	Appeal process	50
7.	Key Rental Assistance Waivers	51
8.	Hold Fees	55
9.	Live-In Aides	59
10.	Targeting Program Reporting	62
A.	RCRS Data Entry	63
C.	Required Documents	64
D.	File Documentation	64
11.	Targeting Program and Average Income	69
12	Targeting Program "Tips for Compliance"	71
A.	HOME and NHTF	71
B.	HOME and NHTF Income/Assets	73
13.	Move-In Files - what do I do?	73
A.	Scenarios	74
B.	Case Study	79
C.	Returned files	82
14.	Key Rental Assistance	84
A.	Key Payments	86
B.	Loss of Key Payments	93
15.	Security Deposits	92
16.	Recertifications	94
A.	Recertification Process	95
B.	Increase in Household Income	97
C.	Transitioning from Key to Section 8	101
17	Transfers	102
18	Tenancy Issues	109
A.	Housing Stabilization Coordinator	109
19.	Special Claims Process	110
A.	Eligiblity	110
B.	DHHS Approval	111
C.	Required Forms/Documents	112
D.	Prorating Expenses	120
E.	Top 6 Mistakes on Special Claims	123
F.	Case Study	124
20.	Report Cards	130
A.	Reports - Timely entry V&R	131
21.	Additional Programs	133
	ISHP	133
	Section 811 PRA	135
22.	Quiz	137
23.	Resources	141
A.	Acronyms	142
B.	Links to Manual and DHHS Contacts	143
C.	Answers	145
D.	The Life of the Vacancy and Referral System	153

Physical Address:
3508 Bush Street
Raleigh, NC 27609-7509

Web Site:
www.nchfa.com

Community Living & Rental Assets Contact List

Main Agency Telephone Number	**(919) 877-5700**
Sandy Harris, Director Rental Programs, ssharris@nchfa.com	**(919) 877-5649**
Susan Westbrook, Manager of Rental Assets, sewestbrook@nchfa.com	**(919) 877-5647**
Thea Craft, Manager of Community Living Operations, tmcraft@nchfa.com	**(919)875-3762**
Gianna Hargrove-Fletcher, Support Specialist, gmhargrovefletcher@nchfa.com	**(919) 578-3529**

Community Living & Rental Assets Teams:

Louise Gardner, Team Leader	**rlgardner@nchfa.com**	**(919) 877-5663**
Amy Barnes	**aebarnes@nchfa.com**	**(919) 850-2869**
Heidi Holt	**htholt@nchfa.com**	**(919) 480-2877**
Dorian Minters	**dlminters@nchfa.com**	**(919) 981-4470**
Heather Dominique, Lead Prog. Admin. Spec.	**hcmdominique@nchfa.com**	**(919) 877-5661**
Mandi Gormas	**mhgormas@nchfa.com**	**(919) 877-5695**
Dixie Cristea, Program Admin. Specialist	**dlcristea@nchfa.com**	**(919) 578-3488**
Lamar Johnson, Sr. CL Prog. Op. Spec.	**lejohnson@nchfa.com**	**(919) 500-5245**
Fredrika Murrill, Sr. CL Prog. Op. Spec.	**fmurrill@nchfa.com**	**(919) 981-5022**

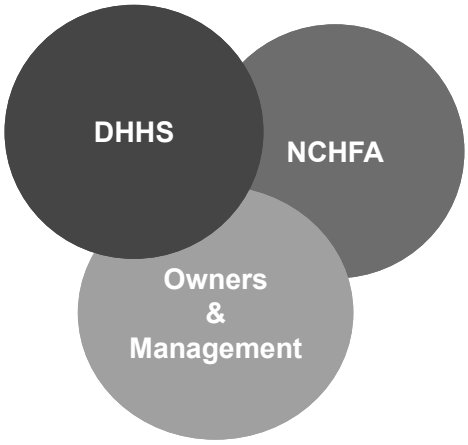
If you have a question about Fair Housing Trainings, contact:	Fredrika Murrill
If you have a questions about the Pilot Program contact:	Lamar Johnson
If you have questions about HUD 811PRA contact:	Dixie Cristea
If you have a question about the KEY Program payments, contact:	Louise Gardner
If you have questions about our training workshop registration, contact:	Gianna Fletcher
If you have a question about Supportive Housing Development Properties, contact:	Susan Caulder
If you have questions about Management Company Report Cards, contact	Chelsea Isaksen
If you have a question about the online reporting system (RCRS), contact:	Tanya Clark

Tanya Clark, Team Leader	**tbclark@nchfa.com**	**(919) 877-5665**
Lisa Alston	**lnalston@nchfa.com**	**(919) 877-5669**
Susan Caulder	**sccaulder@nchfa.com**	**(919) 981-2641**
Melissa Keller	**mdkeller@nchfa.com**	**(919) 480-8970**
Kim Scott	**kascott@nchfa.com**	**(919) 578-3492**
Chelsea Isaksen, Team Leader	**ckisaksen@nchfa.com**	**(919) 480-8786**
Chad Bixler	**cebixler@nchfa.com**	**(919) 500-5242**
Tammy Douglas	**tgdouglas@nchfa.com**	**(919) 877-5654**
Lisa Hernandez	**lahernandez@nchfa.com**	**(919) 578-3472**
Randa McCauley, Team Leader	**rjmccauley@nchfa.com**	**(919) 981-2691**
Steven James	**spjames@nchfa.com**	**(919) 981-2654**
Amber Payne	**alpayne@nchfa.com**	**(919) 578.3477**
Krista Zimmer	**klzimmer@nchfa.com**	**(919) 480-8947**

2026
Targeting Program
&
Key Rental Assistance
Training

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Targeting Program
&
Key Rental Assistance
Training



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Please be respectful of others…

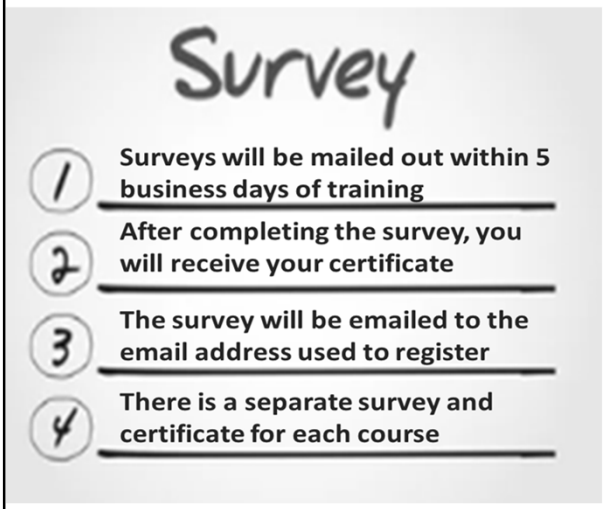
- Silence your cell phones
- To receive credit for the training computer devices may not be used during the training
- Please limit use to breaks and lunch

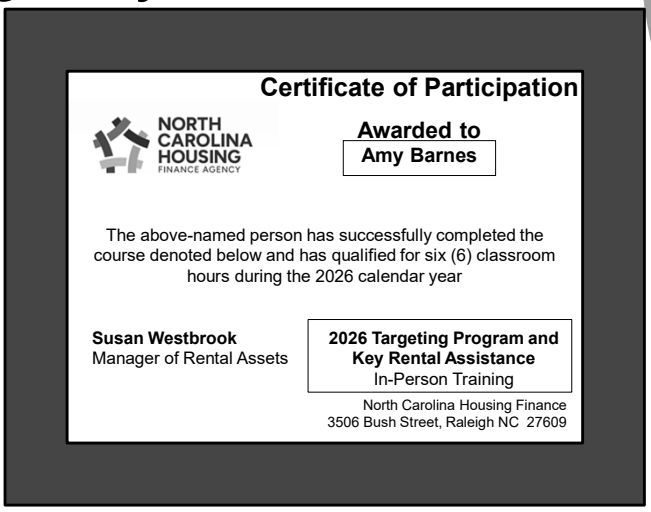




NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

When will I get my certificate?





NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Search the Targeting Program Manual



Whenever you see this location pin, search the exact title in the Targeting Program Manual for more information.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



2026 Reminders

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Reporting 8823s to the IRS

15-day grace period has ended.

Beginning 2026, a Final Report is final the moment it is published in RCRS

- The 15-day grace period for file reviews and physical inspections has ended
- Once a Final Report is released in RCRS, that review is closed
- Any outstanding items will have to be corrected using a Compliance Resolution Packet



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Updated & New Fees – Effective 10.1.2025

Fee Name	Description of Fee	Current Amount	Proposed Amount	Change
Utility Allowance Fee	Utility allowance processing fees for company estimate, Agency estimate, HUD utility schedule model, or energy consumption model	$150	$250	+$100
Ownership Change Fee	Ownership change fee (Tax Credit property only)	$250	$500	+$250
Ownership Change Fee	Ownership change fee (property with Agency loan)	$500	$1,500	+$1,000
Partnership Change Fee	Partnership Change Request	$0	$500	+$500
Management Company Change Fee	Management Company Change Request	$0	$500	+$500
MF Loan Modification Fee	MF Loan Modification Request	$0	$500	+$500


Best Apartments LLC April 24, 2024
PAY TO THE ORDER OF NCHFA $ 2,000,00
Two thousand DOLLARS
Best Apartments Best Apartments LLC
MEMO 120001234 5678 9012

Note: A fee is owed for EVERY request in a transaction. Requests will NOT be processed until fees are paid.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Cards

If you are currently on the Approved Management Company list, the 2025 report cards have been sent to the individual listed as the Operations Contact in RCRS.

What are you graded on?

- Tax Credit Experience
- Registered with the NC Secretary of the State
- KEY Assistance and V&R Compliance
- RCRS Reporting
- Training Requirements
- Tax Credit Designation
- Uncorrected Noncompliance Items
- Rent Increase Compliance



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card

Approved Management Company

Tax Credit Experience

- Management Company must have at least one similar project in their portfolio
  - Example: to management a new LIHTC property, they must be currently management a property in the IRS Compliance Period (does not have to be in NC)





Registered with the NC Secretary of the State

- NCHFA Staff monitor the NC Secretary of the State website annually (and when new management companies request to do business in NC)

Report Card
Approved Management Company

Targeting Program Compliance

- Requesting KEY Assistance timely and accurately (if applicable)
  - Timely Payments: Reviewed quarterly. Payment requests are anticipated monthly, and lapses between payments must be less than 90-days
  - Requesting Vacancies: Random sampling quarterly to compare RCRS and V&R. The vacancy must be reported within **8 calendar days** to V&R
  - Reporting to V&R Timely: Periodic random sampling of vacancies/referrals provided



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card
Approved Management Company

RCRS Reporting

- Allowable percentage: 85%
- Management must track – reports are available in RCRS
  - Only calculated based on information entered into RCRS. So if you are not reporting, it might show a false number

Training Requirements

- At least one staff person in a supervisory capacity must attend at least 3 Agency-sponsored trainings in the calendar year
  - Compliance 101
  - Advanced Compliance
  - Targeting and KEY Training



- Reminder emails are sent annually in August/September if they are not meeting the requirement

Report Card

Approved Management Company

Tax Credit Designation

- At least one staff person in a supervisory capacity has been certified with one of the tax credit compliance designations recognized in Appendix C of the current QAP
  - Grandfathered if already on the Approved Management Company List. However, if removed must obtain to be added back

Uncorrected Noncompliance Items

- No project in the portfolio with material or uncorrected noncompliance beyond the cure period, unless there is an approved plan of action
- Management must complete Compliance Resolution Packet (CRP) in RCRS to address uncorrected noncompliance
- Management must track!!

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card

Approved Management Company

Rent Increase Compliance

- Implementing a rent increase on an existing property without Agency approval, if required
  - There is NO correction for this issue
  - Rent increases implemented without approval as POST Approval via RCRS or findings on file reviews
  - Note: There is a change in the rent increase policy in 2024 and 2025 for different funding types
- Not adhering to the policy on how much and when to pass approved increase to tenants



PRIOR APPROVAL REQUIRED

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card

Approved Management Company



Category	Agency Staff Name	Agency Staff Email	Agency Staff Phone
Targeting Program Compliance	Louise Gardner	rlgardner@nchfa.com	(919) 877-5663
RCRS Reporting	Compliance Help	compliancehelp@nchfa.com	
Training Requirements	Steven James	spjames@nchfa.com	(919) 981-2654
Rent Increase Compliance	Krista Zimmer	klzimmer@nchfa.com	(919) 480-8947

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

2026 Key Payment Standards

New Key Payment Standards - Eff 1/1/26

TIER 1 (BASE)	TIER 2	TIER 3	TIER 4
$365	$430	$550	$695
$535	$600	$720	$865
$565	$630	$750	$895
$665	$760	$880	$1,025
$755	$850	$970	$1,115
$835	$930	$1,050	$1,195
All counties not assigned to Tiers 2-4.	Buncombe, Brunswick, Camden, Carteret, Dare, Granville, Henderson, Iredell, Lincoln , Madison, Pender, Watauga	Cabarrus, Chatham, Currituck, Durham, Gaston, Mecklenburg, Moore, New Hanover, Orange, Union	Johnston, Wake, Franklin



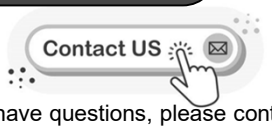
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

2027 KEY Payment Standards

- 2027 KEY payment standards to be released
- RCRS will automatically pick up the new payment amount for 2027, management does NOT need to make any changes in RCRS
- Worksheets will be available on the NCHFA website
- There will be changes to some counties for 2027

Forms Located: www.nchfa.com
Rental Housing Partners > Rental Owners & Managers > Policies, Resources & Forms > Resident Files > Targeting Program

Note: Make sure you are using the correct form for your county. If your county is not listed on a particular form, you will use Tier 1



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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

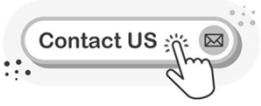


RCRS Update – Property Upload

NAHMA

- As of 12/31/2025 NAHMA 6.0 and 7.0 have been retired
- **ONLY NAHMA 8.0 is supported in RCRS**

- What is it?
  - NAHMA 8.0 is the latest technical data standard for the electronic transfer of LIHTC tenant data. This version was specifically updated to align with the requirements of HOTMA



If you have questions, please contact
compliancehelp@nchfa.com

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

HOME Policy Released

- NCHFA released the new HOME policy effective 1.1.2026
- BIG changes (covered in more detail in Compliance 101 & Advanced Compliance Training)
  - Income Determinations
  - Property Standards
  - Rent/Income Limits
  - Utility Allowances
  - Rent Increases



Policy Located: www.nchfa.com
Rental Housing Partners > Rental Owners & Managers >
Policies, Resources & Forms > Ownership/Management > HOME Policy 1.0

Forms Available @ nchfa.com

DID YOU KNOW?

- The agency has forms available for download on our public website
- https://www.nchfa.com/rental-housing-partners/rental-owners-managers/policies-resources-forms/resident-files
- *Download the form to your computer, Print to PDF, Save, and Edit as needed.*

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Resident Files

REQUIRED FORMS—AFFORDABLE HOUSING
Employment Verification
Tenant Income Certification (Income Restriction) PDF (updated 7/24/2024)
Asset Self-Certification
Safe Harbor Verification (effective 1/1/2026)

Tax Credit
Annual Student Certification
Tax Credit Lease Addendum (updated 12/2025)

HOME
HOME Lease Addendum
NHTF Lease Addendum

Supportive Housing Development (SHD)
SHD Participant Certification
SHARP Participant Certification
Tenant Affidavit
Tenant Income Certification

Targeting Program
Key Lease Addendum
Key Calculation Worksheet—Tier 1 (effective 1/1/26 for all counties not listed
Key Calculation Worksheet—Tier 2 (effective 1/1/26 for Buncombe, Brunswic
Henderson, Iredell, Lincoln, Madison, Pender and Watauga)
Key Calculation Worksheet—Tier 3 (effective 1/1/26 for Currituck, Cabarrus, (
Moore, New Hanover, Orange and Union)
Key Calculation Worksheet—Tier 4 (effective 1/1/26 for Franklin, Johnston ar

Do You See the Difference?

KEY RENTAL ASSISTANCE: BASE – TIER 1
RENT AND SUBSIDY CALCULATION WORKSHEET

Set-Asides Income & Rent Limits

Note: Standard form unless county is specifically listed on Tiers 2-4.

Date: 3/26/26

Development Name: 5th Avenue Luxury Apartments APN: 2006547

Applicant/Resident Name (Last, First (MI)): Wallbanger, Harvey

Last 4 digits of SS# for referred individual: 6 7 8 9 Unit No: 413B

Certification Type: ☒ Initial ☐ Recertification ☐ Interim

PART 1 – UNIT INFORMATION

1. Number of Bedrooms: 2 Monthly Payment Standard (from list below): $ 665

Monthly Payment Standard (total approved rent for unit): Base – Tier 1

Bedroom Size	Rent Amt	Bedroom Size	Rent Amt
SRO	$365	Two (2) Bedroom	$665
Efficiency	$535	Three (3) Bedroom	$755
One (1) Bedroom	$565	Four (4) Bedroom	$835

2. Household's Gross Annual Income (from Part 4 Line L of Tenant Income Certification): $ 11928

3. 50% Area Median Income Limit based on household size (found in RCRS): $ 22880

4. **At initial move-in only**, if income on line 2 is greater than line 3, **STOP HERE**.
Household may not be eligible for Key Rental Assistance. Contact Detra Purcell (NC DHHS) at detra.l.purcell@dhhs.nc.gov.

Properties with HUD SHP Capital or Operating Assistance or properties where all units are HOME should skip lines 5 & 6 and enter the tenant payment from the HUD calculation worksheet directly on line 7. All others should proceed to line 5.

5. Household's Gross Monthly Income (line 2 divided by 12): $ 994

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

PDF
Print to PDF

KEY RENTAL ASSISTANCE: BASE – TIER 1
RENT AND SUBSIDY CALCULATION WORKSHEET

Set-Asides Income & Rent Limits

Note: Standard form unless county is specifically listed on Tiers 2-4.

Date: 3/26/26

Development Name: 5th avenue Luxury Apartments APN: 2006547

Applicant/Resident Name (Last, First (MI)): Wallbanger, Harvey

Last 4 digits of SS# for referred individual: 6 7 8 9 Unit No: 413B

Certification Type: ☐ Initial ☐ Recertification ☐ Interim

PART 1 – UNIT INFORMATION

1. Number of Bedrooms: 2 Monthly Payment Standard (from list below): $ 665

Monthly Payment Standard (total approved rent for unit): Base – Tier 1

Bedroom Size	Rent Amt	Bedroom Size	Rent Amt
SRO	$365	Two (2) Bedroom	$665
Efficiency	$535	Three (3) Bedroom	$755
One (1) Bedroom	$565	Four (4) Bedroom	$835

2. Household's Gross Annual Income (from Part 4 Line L of Tenant Income Certification): $ 11928

3. 50% Area Median Income Limit based on household size (found in RCRS): $ 22880

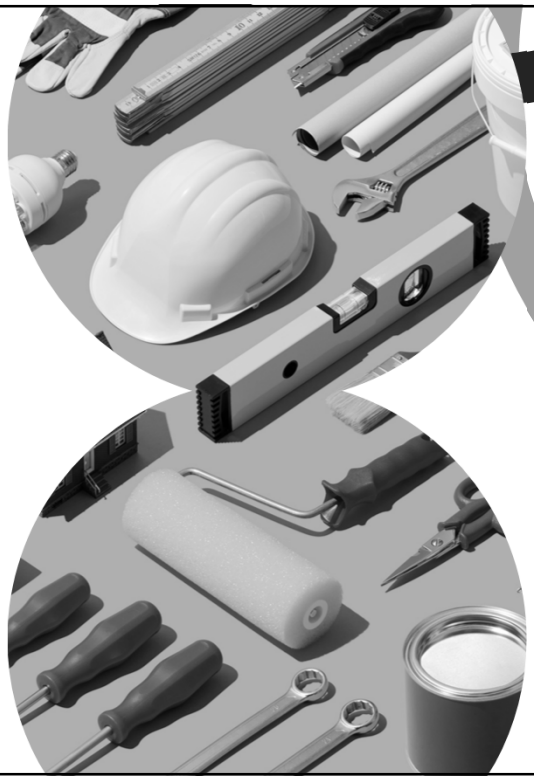
4. **At initial move-in only**, if income on line 2 is greater than line 3, **STOP HERE**.
Household may not be eligible for Key Rental Assistance. Contact Detra Purcell (NC DHHS) at detra.l.purcell@dhhs.nc.gov.

Properties with HUD SHP Capital or Operating Assistance or properties where all units are HOME should skip lines 5 & 6 and enter the tenant payment from the HUD calculation worksheet directly on line 7. All others should proceed to line 5.

5. Household's Gross Monthly Income (line 2 divided by 12): $ 994

DOWNLOAD

Construction Tracking



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Construction Tracking Process

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

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

If a new management company or management fails to meet the mark, NCHFA (Heidi Holt) will reach out within 120 day of expected CO's.

Construction Tracking

- Track Construction with NCHFA development team.
  - Monthly updates are required
- Owners Agreement to Participate (OAP) and Targeting Unit Agreement (TUA) sent to Management/Ownership entity for completion.
- Ultimately it is Owner/Management responsibility to comply with the OAP and TUA.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

DHHS Onboarding Documents

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

Must be completed <u>in order to</u> request payment

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Requesting Payments

This property could not request payments until 8/1/2022

DHHS Documents

Request Amended OAP

DHHS Onboarding Documents

		Type	Last Received	Last Approved	Date Canceled	Canceled By	Canceled Reason	Date Returned	Returned
		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							

Based on OAP/TUA approval Date

Property Rent Standard Type

Add Property Rent Standard

	Property Rent Standard	Effective Date	End Date
	Tier 1 (Base) Payment Standard	10/1/2021	Current

This date 10/1/2021

Construction Tracking Pre-Lease Up Calls



- 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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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		
LIHTC Funding Allocation Year			**Estimated Date Preleasing to Start**				
Estimated Month/Year of First Certificate of Occupancy			**Number of Buildings at the Property**				

	Total Units	Number of Type A Accessible Units with Bathtub(s) only	Number of Type A Accessible Units with Curbless Shower
Efficiency units			
1 BR units			
2 BR units			
3 BR units			
4 BR units			
Total number of 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 project-based assistance other than Key or HUD 811 PRA? (yes/no)	
	If yes: How many units have project-based assistance?	
	What is the source of project-based assistance?	
	What is the AMI limit for the 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.	

Targeted Units and Affordability			
Targeted Units (Required)		Section 811 PRA Units (1BRs)	
Targeted Units (Voluntary)		Section 811 PRA Units (2BRs)	
Targeted Units (Total)		**Section 811 PRA Units (Total)**	
Key Rental Assistance Units			

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

Elderly Definition History

	USDA funded	HUD funded	LIHTC or HUD	LIHTC HOPA	LIHTC HOPA Targeting
HoH or CoH	62/Disabled	62/Disabled	62	55 (80%+)	55 (80%+)
				Other age (20%-)	Other Age (20%-)
				*can opt up to 100% be 55+	*Must allow a % of units to be less than 55 for Target/disabled.
Other members	undefined	undefined	62	Must be defined	Must be defined
Minors	may or may not	May or may not	Not Allowed	Must be defined	Must be defined
	Regulatory Agreement	Regulatory Agreement	Regulatory Agreement if HUD	Deed Restrictions	Deed Restrictions
			Deed Restrictions		TUA

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Construction Tracking Elderly Definition

- **Options 1-3** (62+ communities)
  - Column A is the age limit for other household members other than the head of household. Please also provide the Regulatory Agreement or a similar document from either HUD, RD, City or County as backup documentation to support that selection being made. The document must be uploaded behind the Property profile.
- **Option 4** (55+ communities)
  - Column A-% of all units meets the age requirements listed in Column B, Column B-Age of Head of Household/Co-head (Targeting Program requires minimum 10% of units must allow households with members 45+yrs), Column C-Age of additional household members.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Construction Tracking Elderly Definition

- Housing for Older Persons Act (HOPA) allows up to 20% of units to not be age restricted, but NC requires at least 10% of the units to be available to disabled persons age 45. DHHS Targeting Program referrals are disabled. We suggest using this verbiage as opposed to the Targeting Program. It is acceptable to have a preference for disabled. Using the Targeting Program descriptor might prove problematic in a lawsuit.

- If children aren't allowed in the units, you must specify on this form and in the TSP that all occupants must be 45 (or an age that you set). This is in accordance with the Housing for Older Persons Act. Otherwise, it is illegal to discriminate on the basis of familial status. There is a carve out for elderly properties, but you have to carefully set the requirements to avoid discrimination.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Elderly Definition History

- **Elderly (55)**
- Housing for Older Persons Act (HOPA) allows up to 20% of units to not be age restricted.
- 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. If Management only allows 10% for disabled Target referrals and doesn't give an allowance for non-target referrals, management could potentially face a fair housing lawsuit.
- The referral counts in the age group of units that applies to their age.
- Management must define ages of other household members.

Example:

The owner indicates 80% of the units are for age 55 and older; and 20% of units defined by Management/Owner as age 45.

In this example, there is less risk of them facing a Fair Housing lawsuit. 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
80%	55	45
20%	45	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 .

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Profile Sheet (Elderly)

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			
LIHTC Funding Allocation Year			**Estimated Date Preleasing to Start**					
Estimated Month/Year of First Certificate of Occupancy			**Number of Buildings at the Property**					

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.					
	1☐	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
	2☐	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.			
	3☐	**All** household members must be **62** or older in **all** units.			
	4☐	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
				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. **And,**			
		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	Number of Type A Accessible Units with Bathtub(s) only	Number of Type A Accessible Units with Curbless Shower
Efficiency units			
1 BR units	30	4 (1 visual/audio)	2
2 BR units	10	2	1
3 BR units			
4 BR units			
Total number of units	40	6	3

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 project based assistance other than Key or HUD 811 PRA? (yes/no)
	If yes: How many units have project-based assistance?
	What is the source of project-based assistance?
	What is the AMI limit for the 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.

Property Profile Sheet (Elderly)

		Required	Voluntary	Total
Targeting and Key Unit Summary	Targeted Units			
	Key Units			

	Community Feature	Miles	Sidewalk	Community Feature	Miles	Sidewalk	Community Feature	Miles	Sidewalk
Access to Community Features	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.	

Property Profile Sheet (Elderly)

Property Characteristics							
On-Site Office Hours							
Are Applications available on-line? (yes/no)		If yes, at what web address?					
**Targeting Program policy prohibits management from charging application fees to Targeting Program applicants and their household members.*							
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)	
Unit Features Check all that apply	Dishwasher		Laundry hook ups in unit		Balcony/Patio			
	Ceiling Fans		On-site Laundry Room					
Community Features Check all that apply	Community Room		Fitness Center		Computer Lab			
	Business Center		Lounge with TV		Swimming Pool			
	Playground		Picnic Area		Sports Court			

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 (if different from day-to-day contact)		Phone #	
Title		Email	

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!

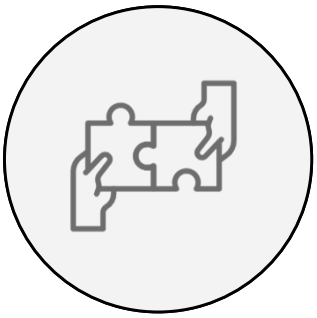
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Targeting Program DHHS Overview



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Targeting Program Purpose



The program aims to connect eligible people to housing that is:

- Affordable
- Decent
- Permanent
- Integrated
- Accessible
- Independent

Targeting Program Overview



- LIHTC and Bond Properties must set aside 10% of units for individuals with disabilities.
- Additionally, projects with federal project-based rental assistance must target at least five (5) units regardless of size.
- To lease Targeted Units, individuals must be referred by approved service providers through the DHHS referral process.

Targeting Unit Agreements



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.

Wait, What's The Difference?

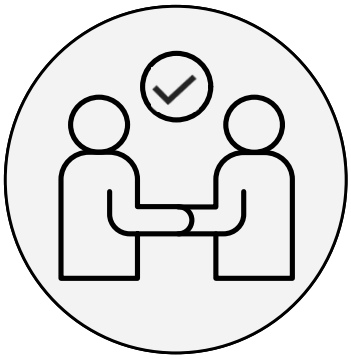


Targeting Program is the Unit



Key Rental Assistance is the most used subsidy

Service Provider's Roles and 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's Roles and Responsibilities



- Sign up for Section 8
- Pay utility deposits
- Pay tenant portion of rent
- Pay for damages during tenancy
- Comply with lease (**includes annual recertification)**

Property Management Roles and 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.
- Accurately and timely update of V&R.

Property Management Roles and Responsibilities



- 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.

The Referral Process

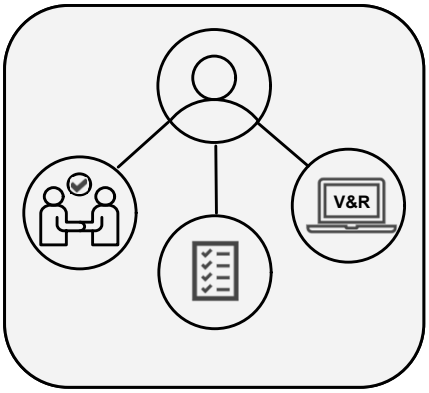
1
DHHS
Units
Service Providers
2
Service Providers
Service Providers
Referral Packet
3
Service Providers & Applicant
4
Property Management
V&R → DHHS → Service Provider

Targeting Program DHHS Staff



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

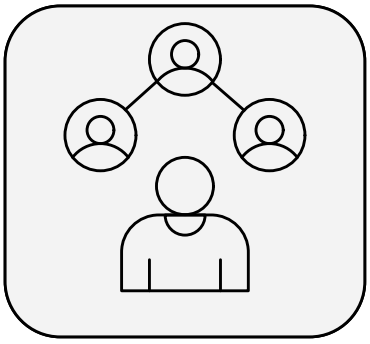
Housing Assessor



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

Note:
Resources & Contacts section at the back of this book shows where to find up-to-date contacts on NCHFA's website.

Housing Stabilization Coordinator



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

Note:
Resources & Contacts section at the back of this bookhas where to find up-to-date contacts on NCHFA's website.

Targeting Program Eligibility

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES



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 rental [illegible]. 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.**

SAMPLE

_____ _____
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	**Accessibility Needs**
VASH	Verified HOH has a disability	Fully accessible ___ Handicap ___
Other Federal Voucher	Verified HOH has a disability	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**

Eligibility

Targeting Program Letter of Referral

- Includes:
  - ✓eligible bedroom size
  - ✓Accessibility needs
  - ✓assistance type

Eligibility by Rental Assistance Type

Key Rental Assistance	Other 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	• 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

Reporting Systems

Vacancy and Referral
V&R

Rental Compliance Reporting System
RCRS

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Reporting Units

- All Vacancies must be reported-even if the property targeting requirement has been met.
- Management must report the unit as soon as they are aware a vacancy will be occurring.
- The property manager must hold the vacancy open for referrals for a period of 30 days starting from the date the unit was reported.
- If no referral is received by day 30, management should request release and proceed to the waitlist.
- *Lease Up: report unit prior to Certificate of Occupancy and hold unit 90 day from date of CO*

Management cannot rent the unit until the HA has released the unit.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Reporting Units

- The vacant unit is assigned the status of “New” and can be edited until the Housing Assessor (HA) reviews the vacancy.
- Can immediately request release if Targeting has been met OR if unit is needed for in-house transfer.

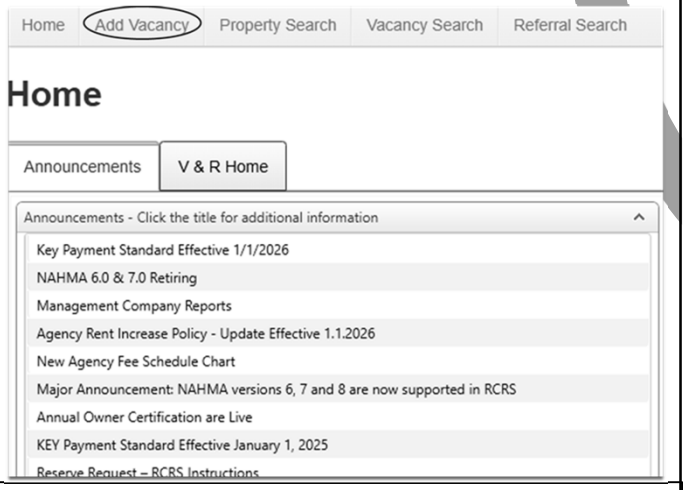
- **In house transfer**:
  - For approved in-house transfers, the transfer-out unit must be entered in V&R at the same time as the vacancy; otherwise, DHHS will not release the initial unit.

Management cannot rent the unit until the HA has released the unit.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Add Vacancy

- The RCRS Management Company Account Administrator must provide the person who is working in V&R access as an RCRS Vacancy Reporter.
- This individual needs to report the unit as soon as it is known there will be a vacancy.
- Click “Add Vacancy” along the top ribbon of the page.
- If the person has multiple properties, they must select the property for which they are entering the vacancy.



- The “Add Vacancy” screen will open.

V&R: Unit Information

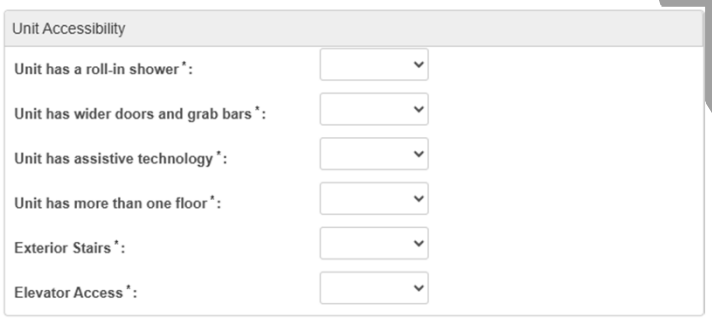
- The “Date Available for Occupancy” is the date management thinks the unit will be ready for move in.
- “Bedroom Count” is how many bedrooms are in the unit.
- “Smoking” describes the smoking policy in place at the property.
- “Subsidy” is the kind of subsidy the referral will need to use.
  - If using PBRA, additional questions will appear



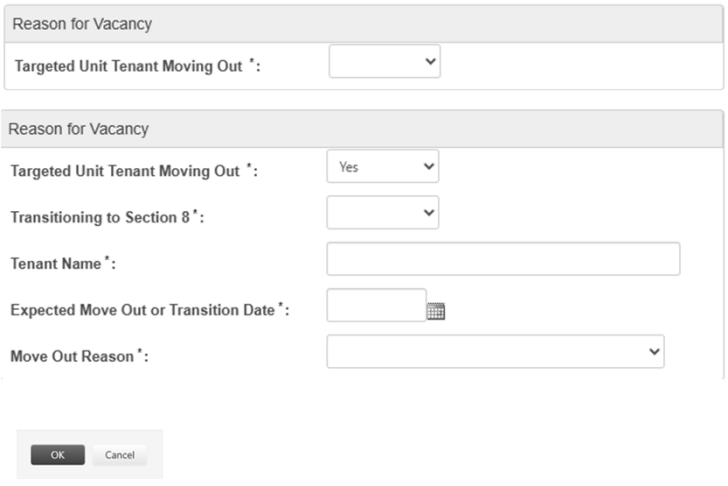
- “Unit Number/Description” is the actual unit number that is available, OR for Lease up describes the unit style that was agreed upon for initial unit reservations.

V&R: Unit Accessibility

- Unit has a roll-in shower:
  - “Fully Accessible”- Yes
  - Step in shower- No
  - Step in bathtub- No
- Unit has wider doors and grab bars:
  - “Handicap unit”- Yes
  - Not adaptive unit- No
- Unit has Assistive technology:
  - Visual/Audio Accessible unit- Yes
  - Not adaptive unit- No
- Unit has more than one floor:
  - Stairs INSIDE unit- Yes
  - No stairs inside unit- No
- Exterior Stairs:
  - Stairs OUTSIDE to get in unit- Yes
  - No stairs outside unit- No
- Elevator Access:
  - Building has elevator- Yes
  - Building doesn’t have elevator- No



V&R: Add Vacancy



- Targeted Unit Tenant Moving Out:
  - If the current tenant IS NOT a target referral-No
  - If the current tenant IS a target referral-Yes
    - Transitioning to Section 8**:
      - If they are- Yes
      - If they are not –No
    - Tenant Name:
    - Expected Move Out or Transition Date:
    - Move Out Reason:
      - Select reason from Drop down

Double check data entry and click the blue **OK** button at the bottom left of the screen to save.

**This question is specific to properties with unit-based PBRA i.e. RAD, etc.

V&R: Vacancy Comments

- Sometimes it is necessary to communicate additional information about a unit:
  - Unit reported is Eviction that might be cancelled.
  - Unit has substantial damage and might not be ready as planned.
  - Unit is needed for in-house transfer.
  - Property has HUD/RD Funding; minimum household standards must be met.
  - Other:

- Making a comment in V&R is not a substitute for direct communication with the Housing Assessor; it is meant to be a reference tool. **Email the Housing Assessor** and then document with a comment. To make a comment, click the green Add button, add the notation, click the green Save button.



V&R: Vacancy Status

- Pending Vacancy Review: The vacant unit is assigned the status of “New” and can be edited until the HA reviews the vacancy.
- When the HA Completes Vacancy Review the status will change to “Open”.
- If management requests release because of Targeting being met OR unit is needed for an in-house transfer, when the HA releases the unit, the status will change to “Released”. *Note: Management cannot otherwise rent the unit until the HA has released the unit.*
- If the property receives a referral the status will change to "Reserved", and once the move-in process is fully completed the unit status will change to “Closed”.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Vacancy Search

Results: 41 Vacancies found

	Subsidy	Property	Unit Description	Br	Status	Smoking	Reported	Ready	Referral Agent	City	County	Acc	Hand	Vis/Aud
View	Key Program	[redacted]	03D	1 Bedroom	New	Smoking is not allowed upon the property	01/16/2026	01/31/2026	DHHS	Greensboro	Guilford	No	No	No
View	Project Based Rental Assistance		416-101	3 Bedrooms	New	Smoking is allowed in designated areas only	01/07/2026	01/07/2026	DHHS	Greensboro	Guilford	Yes	Yes	Yes
View	Project Based Rental Assistance		422-202	3 Bedrooms	Released	Smoking is allowed in designated areas only	01/02/2026	01/02/2026	DHHS	Greensboro	Guilford	No	No	No
View	Project Based Rental Assistance		418-203	2 Bedrooms	Reserved	Smoking is allowed in designated areas only	01/02/2026	01/02/2026	DHHS	Greensboro	Guilford	No	No	No

Vacancy Comments

DHHS Vacancy Comments

Name	Vacancy Unit	Status	Date Created
The Lofts at Elmsley Crossing	418-203	Reserved	01/07/26 02:48 PM
Jakes Ridge	213	Open	01/06/26 09:11 AM
The Griffin Apts	110	Released	12/15/25 03:34 PM
Kensington Gardens	KEN 151 1 BR 1Bath	Open	12/15/25 08:46 AM
The Lofts at Elmsley Crossing	422-203	Released	12/15/25 08:19 AM

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Vacancy Status-Pop Quiz

1. Failure to report units, or failure to report timely can negatively impact _____
2. Once a unit is reported, the HA has access to the unit for _____ _____
3. If a referral is made, the vacancy must continue to be held open _____ _____.
4. If a referral is denied, the unit must continue to be held open _____ _____ .
5. If a referral is denied, but does not appeal, and the vacancy status is still within the initial 30-day timeline, the unit _____ .

Note:
Management CANNOT rent a unit to any outside applicants until the HA has released the unit.

Targeting Program Referrals



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Referral Reminders

Referred Applicants and their household members at time of initial application cannot be charged an application fee.

Approved Referrals do not pay their Security Deposit at Lease Signing.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

RCRS (Vacancies/Referrals) Action Required

A Referral Requires Your Attention

From: donotreply@nchfa.com <donotreply@nchfa.com>
Sent: Thursday, October 9, 2025 8:45 AM
To: Heidi Holt <Hholt@thebestmanagement.com>
Subject: RCRS (Vacancies/Referrals) Action Required

Heidi Holt,

This automated message was generated to notify you that a referral requires attention for the following property:

Agency Project Number:
Property Name: [redacted]

Please log into your RCRS account to review your new worklist items (www.nchfa.org/MySystems). You can view your worklist items by clicking the notification badge in the top right-hand corner of the screen and selecting Awaiting Referral Contact from the list of options.

If you have any questions about this referral please contact Frank II Bryant at frank.bryant@dhhs.nc.gov or (919) 604-7643.

If you have any technical difficulties logging into the vacancies and referrals section of RCRS or viewing the referenced documents, please contact compliancehelp@nchfa.com.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Comments

- Throughout the referral process, management should make notations in the Comments section, **in addition to** communicating directly with the applicant and emailing the HA. This will serve as a timeline and reference point for everyone who might review what occurred.
- To make a comment, click the green Add button, add the notation, click the green Save button.

Comments

Comment	Created By	Date Created
Hi. This is the same denial letter for the original denial in July. Can you give more details on why the RA was denied? You can make a comment or email me. Thanks	monica.frizzell@dhhs.nc.gov	10/27/2025
10.27.25 Appeal denied by 504 team [redacted]	[redacted]	10/27/2025
Is there a final decision on the RA outcome? Thanks	monica.frizzell@dhhs.nc.gov	10/06/2025
Hi Landlord Reference sent to Corporate on 9/18/25 and again today.	kay.r.johnson@dhhs.nc.gov	09/26/2025
[redacted] department is requesting additional paper work, sent to Kay and contacting applicant. AA	[redacted]	09/02/2025
8.20 appeal submitted to 504 department and waiting on decision.- AA	[redacted]	08/20/2025
Is there an update on this RA request? Thanks	monica.frizzell@dhhs.nc.gov	08/11/2025
7.17 [redacted] application denied for criminal- veriscreen has mailed a letter-FInal notice will be sent and uplaoded today	[redacted]	07/23/2025
7.17.25 VeriScreen report pending criminal background check.	[redacted]	07/17/2025
Pending criminal screening.	[redacted]	07/10/2025

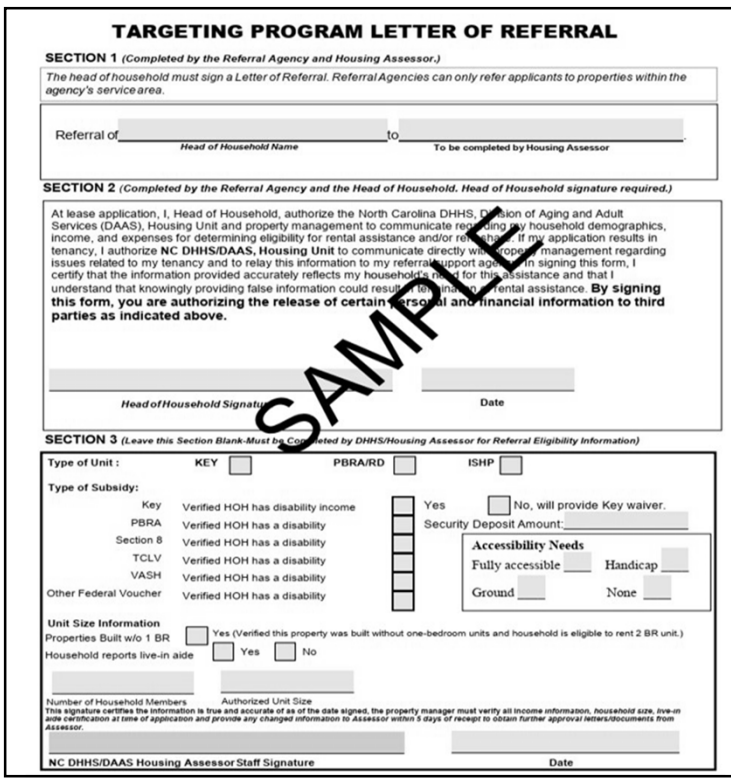
V&R: Referral Pending Contact

1. When the HA has entered a referral into V&R, management will get an email notification telling them to log in to the system. The HA will upload the Targeting Program Letter of Referral.
2. Management should log in, review the letter for pertinent details and ensure the unit meets the needs of the referred household.
3. The referral should contact the property within 5 business days.

Documents

	Type	Description	Added	Added By
View	DHHS Waiver Letter	2 BR Unit Size Exception Letter	11/17/2025	Frank Bryant
View	Targeting Referral Letter	Referral letter for [redacted]	11/17/2025	Frank Bryant

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



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 _____ (Head of Household Name) to _____ (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 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.**

SAMPLE

_____ 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

_____ Number of Household Members _____ Authorized Unit Size

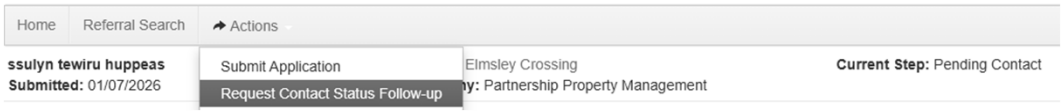
This signature certifies the information is true and accurate of as of the date signed, the property manager must verify all income information, household size, live-in aide certification at time of application and provide any changed information to Assessor within 5 days of receipt to obtain further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

_____ NC DHHS/DAAS Housing Assessor Staff Signature _____ Date

Review this letter carefully to see what subsidy the referral applicant will use; might not be the subsidy listed on vacancy.

Referral Pending Contact: No Contact

If the referral makes no contact within 5 days OR is a no call/no show, management needs to Request Contact Status Follow-up.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Revive or Close

The HA will follow up with the referral to see if they are still interested and either Revive or Close.

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

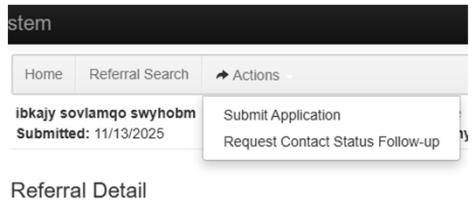
If not, they close the referral (tells property no longer interested but does not release unit).

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

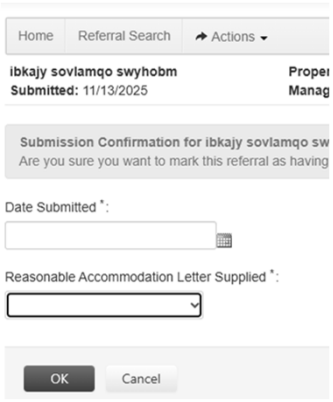
Submit Application

- The day the applicant comes in to apply, management needs to complete the Submit Application steps in V&R.
- Management should contact the Housing Assessor by email and provide comments outlining any needed documentation or relevant concerns.

1.



2.



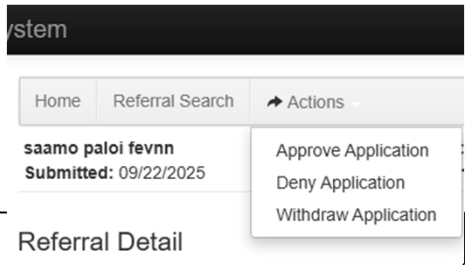
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Approve Application

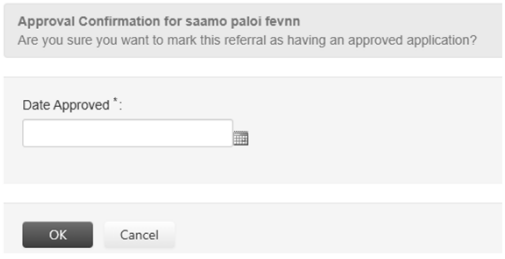
Once the verifications are obtained and the application is fully approved by management, the status needs to be updated in V&R.

- Income Qualifies (if using Key, meets those requirements)
- Income Qualifies (under the property set aside)
- Student Qualifies
- Background Screening Accepted

1.



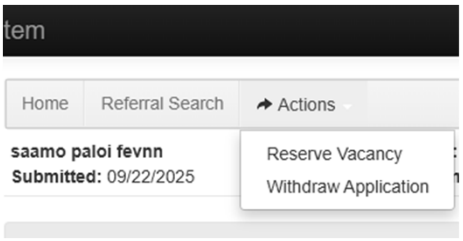
2.



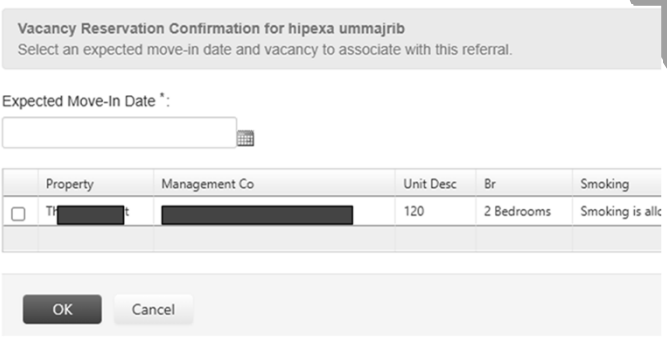
Reserve Vacancy

Once the applicant receives final approval, they must be assigned to the vacant unit along with the expected move-in date. Click the blue OK to save.

1.



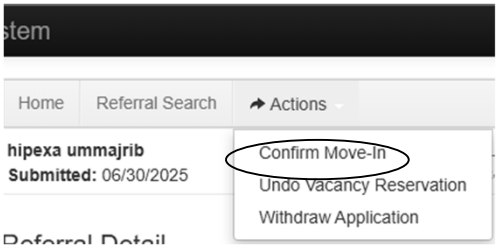
2.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Confirm Move-In

1. The day the household moves in, management needs to log into V&R and Confirm Move-In.
2. Be careful to accurately note the Move-In date, and extra careful to select the correct unit number.
3. Click the blue OK to save.
4. Completion of this step does not complete the move-in process in RCRS. Please ensure that a move in event has been created in RCRS for this unit.

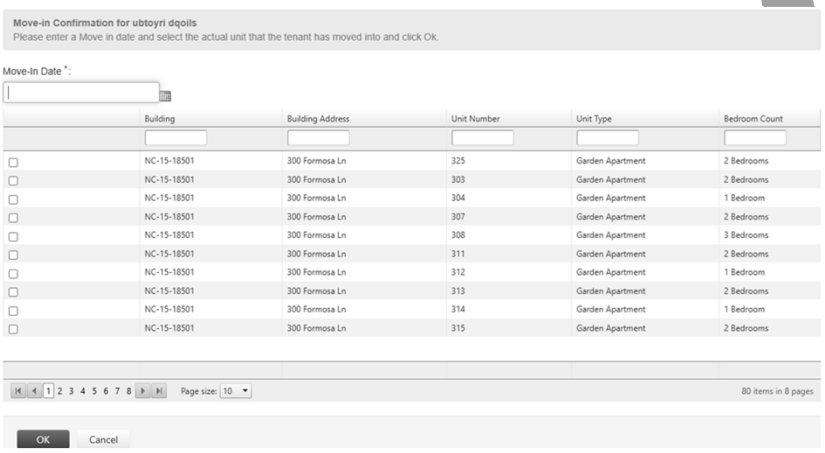


NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Confirm Move-In

After this step, the Referral Status will change to “Pending Move-in Review”.

The Move-In needs to be reported in RCRS.



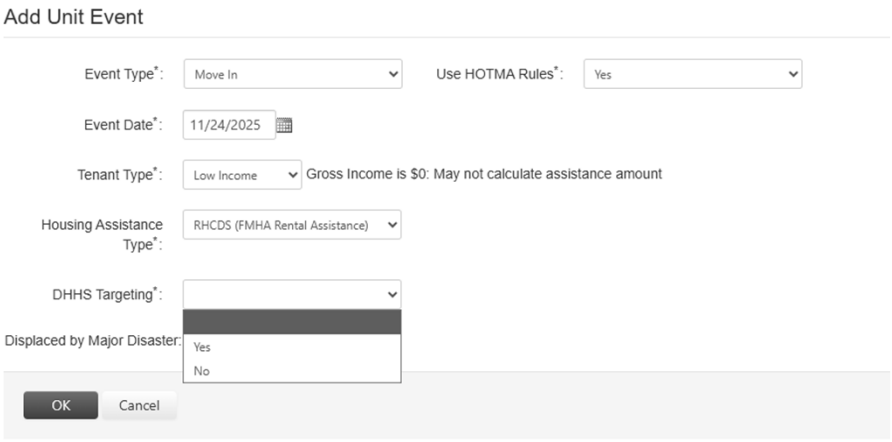
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

RCRS: Move-In Data Entry

- Management is required to report the move in event in RCRS within 30 days of effective date.
- Management must upload the documents during that same timeline.
- The sooner the event is reported, the sooner management will get paid.
- Management must designate the tenant’s subsidy type in RCRS.
  - By selecting “Key Rental Assistance”, RCRS automatically designates the household as a “DHHS Targeting” Unit.
  - If the household has a subsidy other than Key Rental Assistance, management must designate the unit as a “DHHS Targeting” Unit.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

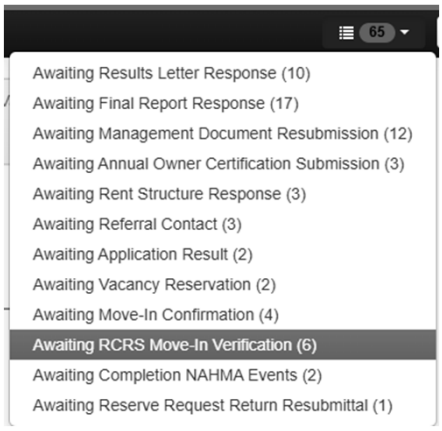
RCRS: Add Unit Event



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

RCRS: Pending RCRS Move-In Verification

Once the referral is at “Pending Move-in Review” status in V&R , and after the Move-In event is reported in RCRS and submitted for NCHFA review, management can complete the Pending RCRS Move-In Verification from the red- dot worklist in RCRS.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Work List: Awaiting RCRS Move-In Verification

6 Referral Move-in's

	Referral Name	Property	Management Company	City	County	Move-In Date
	uvezibugt ibs suidnyc	[redacted]	[redacted]	Wilmington	New Hanover	11/04/2025
	qolm sadnyj			Wilmington	New Hanover	11/04/2025
	gtekila dubfuj siefcew			Wilmington	New Hanover	11/14/2025
	wybukoi cewfabr			Charlotte	Mecklenburg	10/31/2025
	sosima s pihf			Raleigh	Wake	11/04/2025
	saamo paloi fevnn			Winston Salem	Forsyth	11/24/2025

Move-in Verification

Please verify the confirmed Move-In event below. The list contains both completed and not completed events.
If the event is not showing, you can add it by clicking button to the right.

+ Add Unit Event

	Building - Unit Number	Move-In Date	Name	Housing Assistance Type	Completed Event
☐	NC-19-06501 - 810-104	11/24/2025	saamo fevnn	RHCDS (FMHA Rental Assistance)	True
☐	NC-19-06501 - 810-104	10/14/2021	jlyha qaxssis	Key Assistance Program	True

OK Cancel

Click the blue **OK** to save.

That Was Easy!



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Issues

Just because management gets a referral for the property, it doesn't mean that the person is going to be eligible to reside at the property. There are times that a person gets denied for tenancy.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Issues: Subsidy

- For a household to be eligible for Key Assistance there are certain requirements they must meet:

1. Head of household must have a federal disability income (SSI, SSDA, VA). If the disability benefit is pending or the source is workers compensation, the household is not eligible for Key Rental Assistance.
2. The total gross income of a household cannot exceed the 50% AMI of the North Carolina State-mandated Income Limits at move-in.
3. The household must have a monthly income of at least $300, of which at least $1 is the disability income.

- For other forms of Rental Assistance (HUD/RD), the head of household must meet the rental assistance program definition of disabled.

The Housing Assessor will ensure the referral meets the Target definition of disabled, but management must verify they otherwise qualify.

V&R: Referral Issues: Credit

The Tenant Selection Plan sets the standard for credit criteria; however, exceptions must be made for Target referrals:

1. The TSP must state that the credit screening criteria will be waived for applicants including additional household members who are participating in a program or receiving assistance which provides the landlord with the ability to recover any economic losses related to tenancy.
2. If good standing with the local utility company is a requirement, this must be stated in the TSP. This requirement must be waived if the applicant is participating in a program that pays the utility deposit. Additionally, applicants need to be re-considered if they can provide evidence the debt has been paid, and the utility company will provide service.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Issues: Landlord

The Tenant Selection Plan sets the standard for landlord criteria; however, exceptions must be made for Targeting referrals:

- To the extent that the landlord reference is negative due to unpaid rent or money owed, the TSP must state that this screening criteria will not be held against applicants including additional household members who are participating in a program or receiving assistance which provides the landlord with the ability to recover any economic losses related to tenancy.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Issues: Criminal

When the management company conducts an individualized assessment of the criminal record and its impact on the household's suitability for admission, the assessment should include consideration of the following factors in determining whether to admit or deny the individual:

1. The seriousness of the criminal offense.
2. The relationship between the criminal offense and the safety and security of residents, staff, or property.
3. The length of time since the offense, with particular weight being given to significant periods of good behavior.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Issues: Criminal

4. The age of the household member at the time of the offense.
5. The number and nature of any other criminal convictions.
6. Evidence of rehabilitation, such as employment, participation in a job training program, education, participation in a drug or alcohol treatment program or recommendations from a parole or probation officer, employer, teacher, social worker or community leader.
7. Tenancy supports or other risk mitigation services the applicant will be receiving or have access to during tenancy.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Referral Issues: Other

Sometimes households aren't eligible for tenancy because of other programming requirements:

- Student
- Age (Elderly properties with age requirements with no exception for disability)
- Household size
- Other:

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

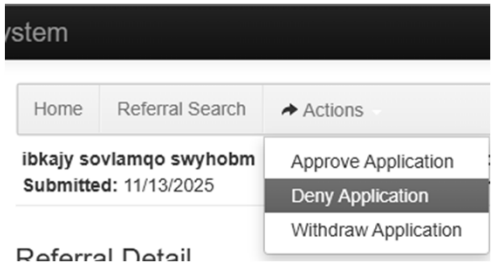
V&R: Referral Issue: Reporting Application Denials

- When a Target Referral gets denied for tenancy, management needs to promptly notify the applicant in writing of the denial, the denial reason, and the right to appeal the decision or request a reasonable accommodation.
- Management must update V&R with denial and upload a copy of the denial letter.
- Management should **email the** HA of the denial and make a comment.

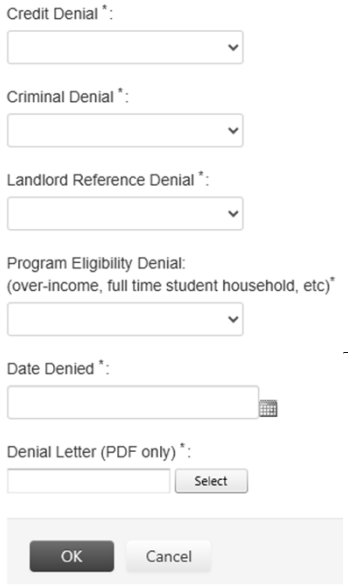
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R Referral Issue: Reporting Application Denials

1.



2.



From the date management reports the denial and uploads the documentation in V&R , the applicant has at least 8 business days to request a reasonable accommodation.

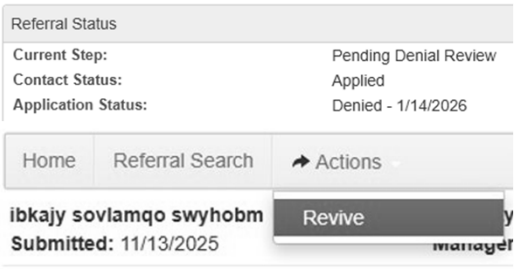
V&R: Referral Issue: Appealing Application Denials with Reasonable Accommodation Request

1. The applicant may submit a reasonable accommodation, or the HA may upload their request in V&R directly.
2. When management receives the request, they must log into V&R and perform the steps necessary based upon the denial status: Pending Denial or Pending Appeal Contact.
3. Management should then forward this packet of information up their chain of command to the person responsible for reviewing the reasonable accommodations and making decisions.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

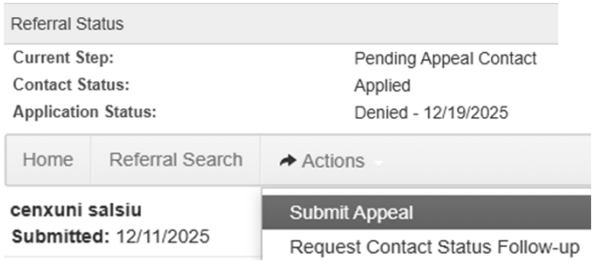
V&R: Referral Issue: Appealing Application Denials with Reasonable Accommodation Request

Pending Denial



If in this status, HA has not yet reviewed the denial.
<Revive and Comment>
There is no place to upload the RA in V&R;
management must email it to the HA.

Pending Appeal Contact



If in this status, the HA has reviewed the denial.
<Submit Appeal>
Upload the RA, and Comment>
Notify the HA.

V&R: Referral Issue: Reporting RA Denials

- If the reasonable accommodation is approved, management should proceed with the application process.
- If the reasonable accommodation is denied, management needs to promptly notify the applicant in writing of the denial, the denial reason, and the right to appeal the decision.
- Management must update V&R with the denial and upload a copy of the denial letter.
- Management should notify the HA of the RA denial and make a comment.

IS THIS THE END OF THE PROCESS?

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

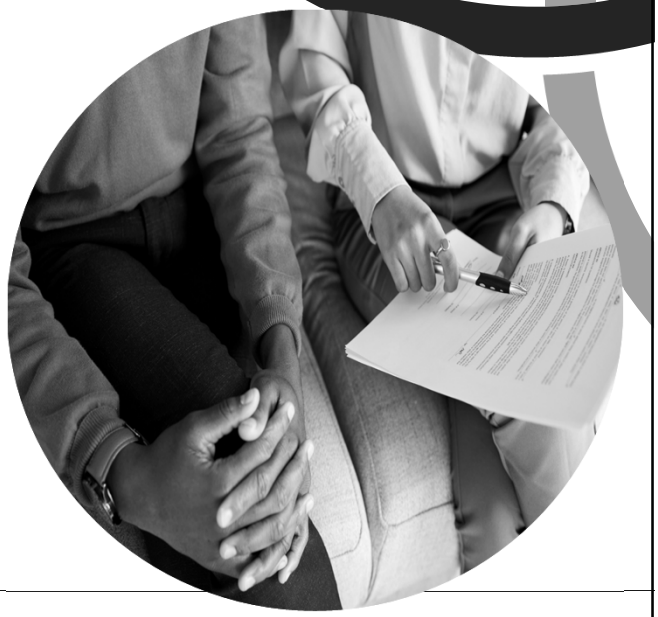
V&R: Referral Issue: Reporting RA Denials

No...

- From the date management reports the RA denial and uploads the documentation in V&R , the applicant has at least 8 more business days to appeal the RA denial.
- If the RA appeal is approved, management will proceed with the application process.
- If the RA appeal is denied, then the Denial process is fully completed. The unit is now released.
- NCHFA reviews all reasonable accommodation denials and reports to Department of Justice.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Targeting Program Waivers



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Key Rental Assistance Waivers



- Bedroom Unit Size Waiver
- Disability Income Waiver
- Income Adjustment Waiver
- Older Person's Waiver
- NC Transitions Program Waiver

Note:
Management is responsible to verify program eligibility for purposes of LIHTC or other loan requirements.

Waiver Reminder

If a household receives a waiver from DHHS,
the waiver, or an updated waiver, must be included in the uploads for recertification.

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

First 90 Days

NC Transitions Program Waiver
(Usually) Two 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 90 days.

  1. Move-in unit event entered in RCRS using this information.

  2. Income override ($1) required in RCRS.

  Upload all documents as you would any other move-in unit event, including NC Transitions Waiver letter.

Note:
At move in, all documents are completed and entered into RCRS.

After First 90 Days

NC Transitions Program Waiver

- Letter indicates amount used to calculate subsidy/tenant portion after first 90 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.

Note:
At move in, all documents are completed and entered into RCRS.

Example

Dear [___]:

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: _____
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

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: _____

Documents Found In V&R

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 [redacted]	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&R the day <u>BEFORE</u> you move them in.

Targeting Program Hold Fees



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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 do not get paid during rent up.

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

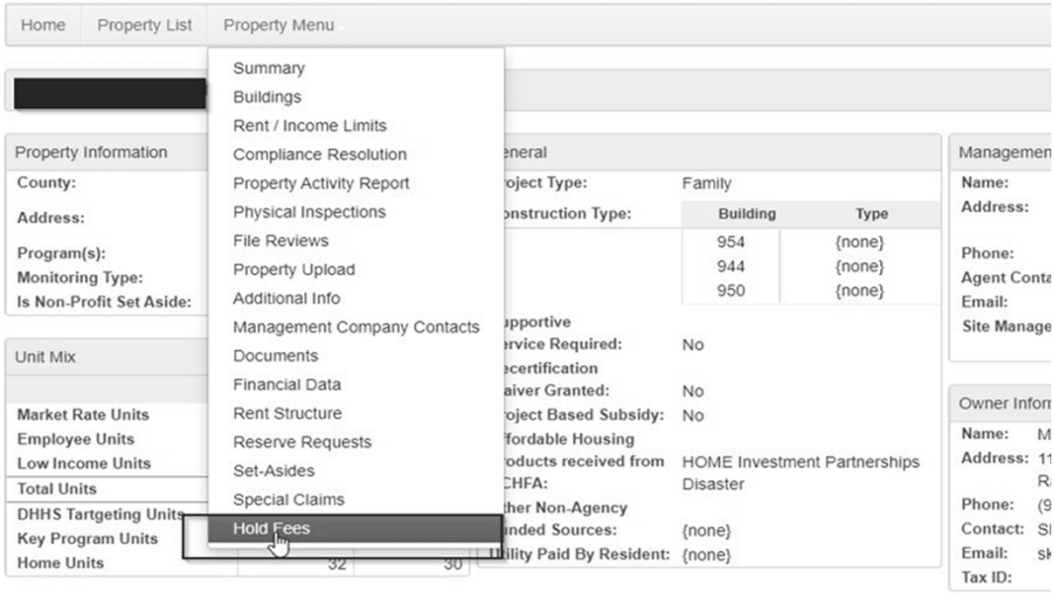
Hold Fees



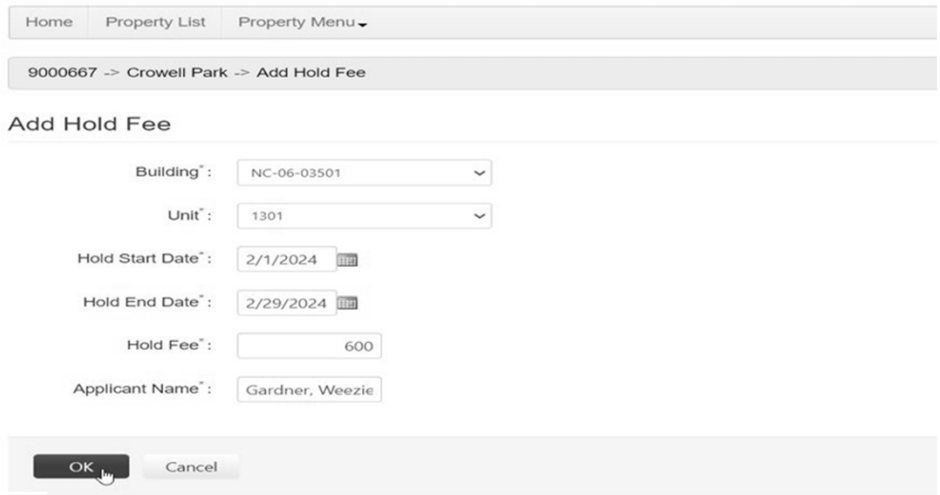
- Processed through RCRS – DHHS provides requisition (in V & R) to management to upload for payment.
- Management and DHHS negotiate applicable hold fees for units.
- Management should be doing timely request to release units.
- Hold fees will not be paid during periods of appeal and/or request for a reasonable accommodation.

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Hold Fees in RCRS

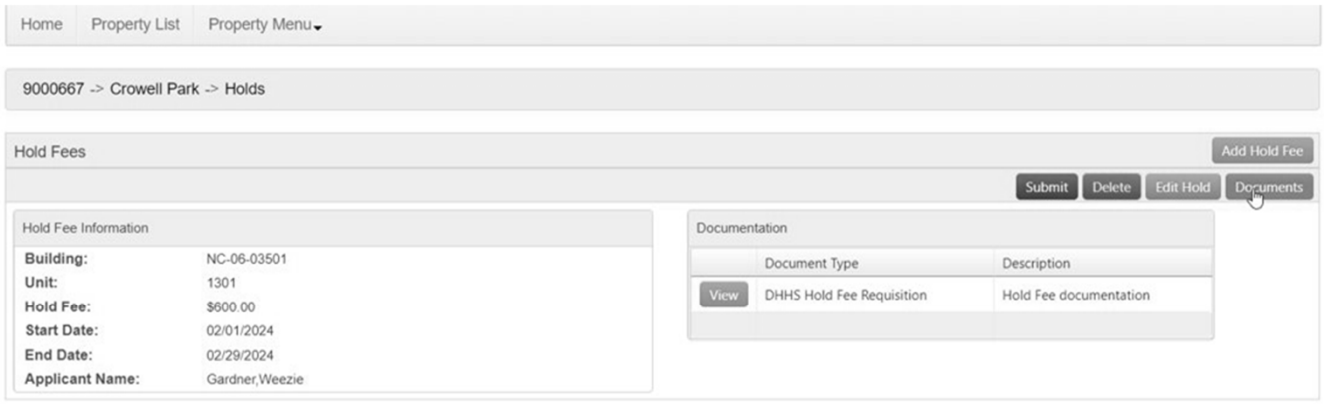


Hold Fees in RCRS



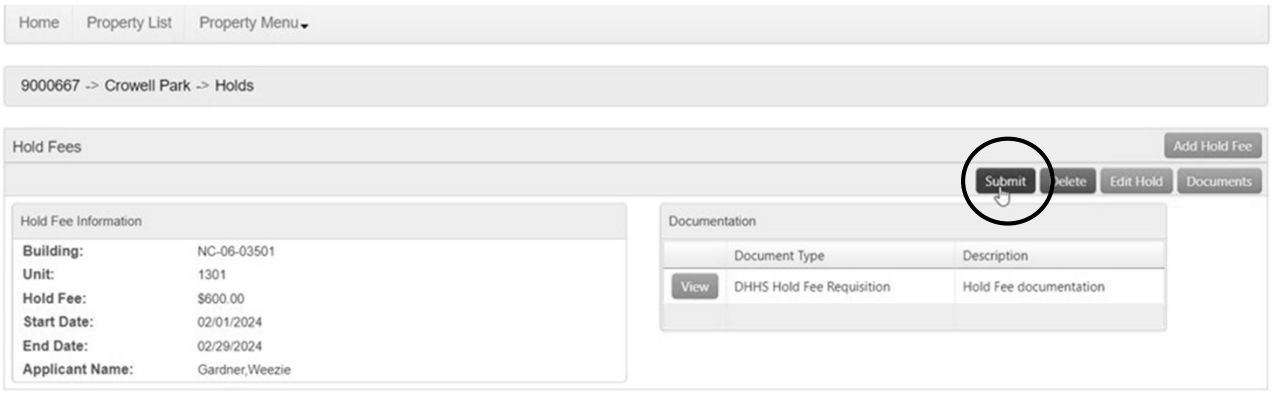
NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Hold Fees in RCRS



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Hold Fees in RCRS



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Targeting Program Live-in Aide



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

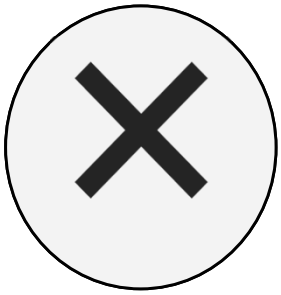
Live-in Aides



- 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 submitted, please reach out to your HSC.
- Household member is not allowed to become the live-in aide.

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

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, they are no longer entitled to live in the unit
- Marries the household member
- Moves Out

NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES



NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES

Uncommon Situations

Household Size Changed

Decrease in household size – DHHS will determine if household would move to appropriately-sized unit or provide waiver.

Tenant Out of the Targeted Unit for 90+ Days with No Plan for Return

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.

Deceased Head of Household During Tenancy

DHHS may offer remaining household members 30-90 days assistance.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Household Size Decrease Example

What if a three person Targeted household moves into a three bedroom unit (with a waiver) and the household size decreases leaving only two persons?

Property must contact DHHS.

DHHS will then make the determination whether to:

- provide an additional waiver
- request the household be moved to a smaller unit
- 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.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Household Size Decrease Example

What if household size decreases again, leaving only one person?

Property must contact DHHS.

DHHS will then make the determination whether to:

- provide an additional waiver
- request the household be moved to a smaller unit
- 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.

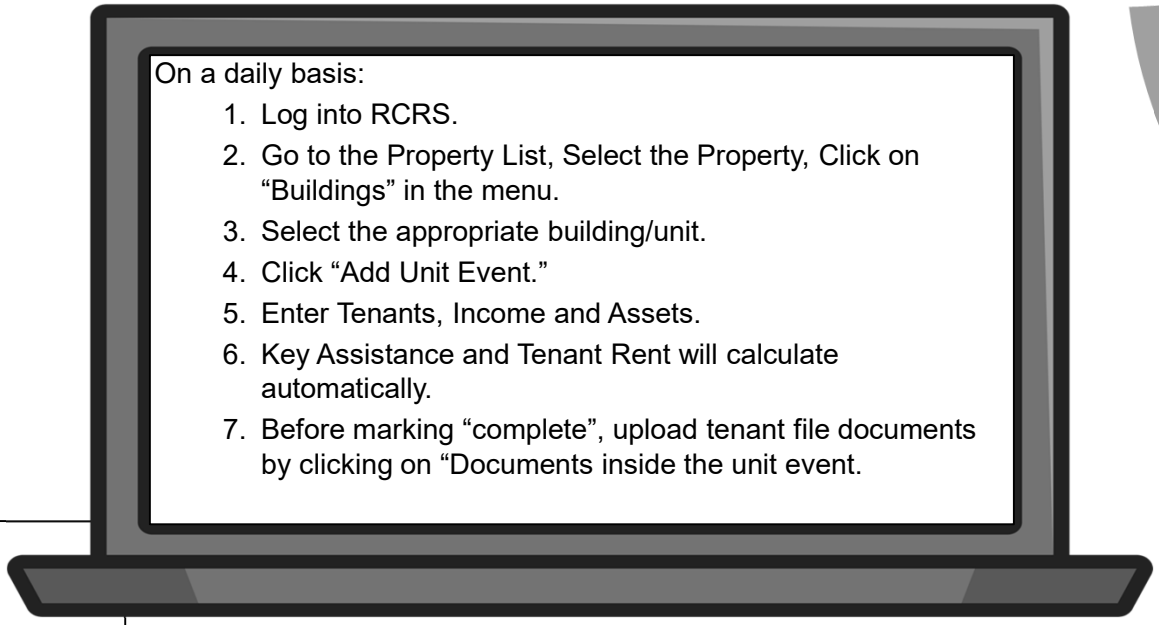
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Targeting Program NCHFA Reporting



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

How to Enter a Move-in into RCRS



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)

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

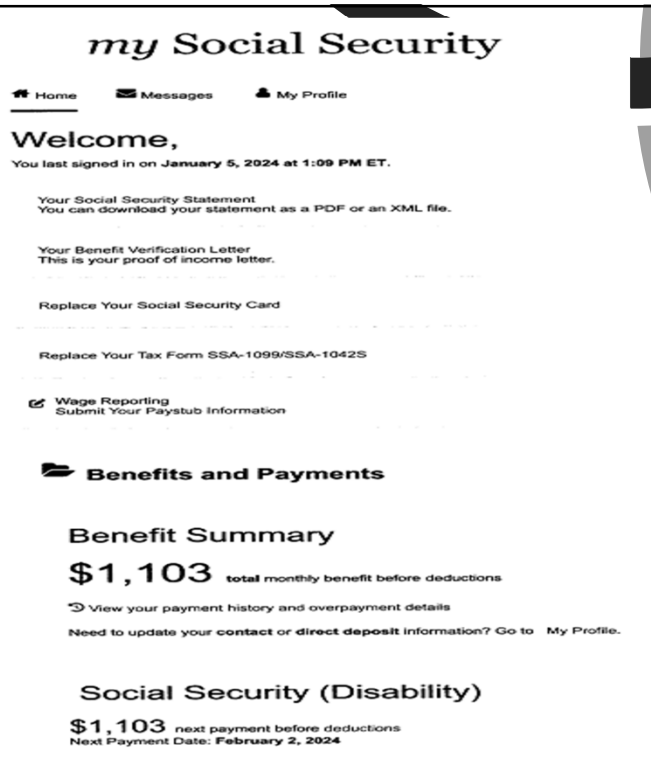
Verification Forms & File Documentation

- ✓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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

File Documentation
Social Security Verification

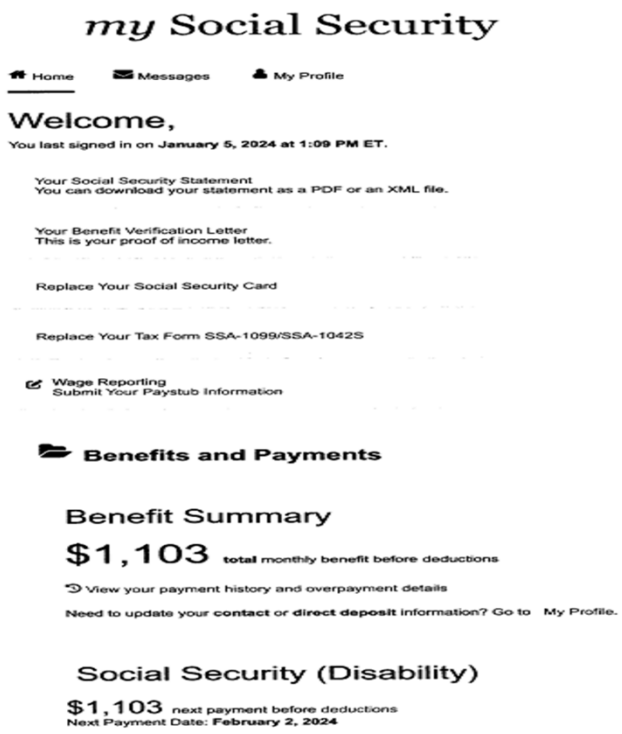
Is this acceptable?



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

File Documentation
Social Security Verification

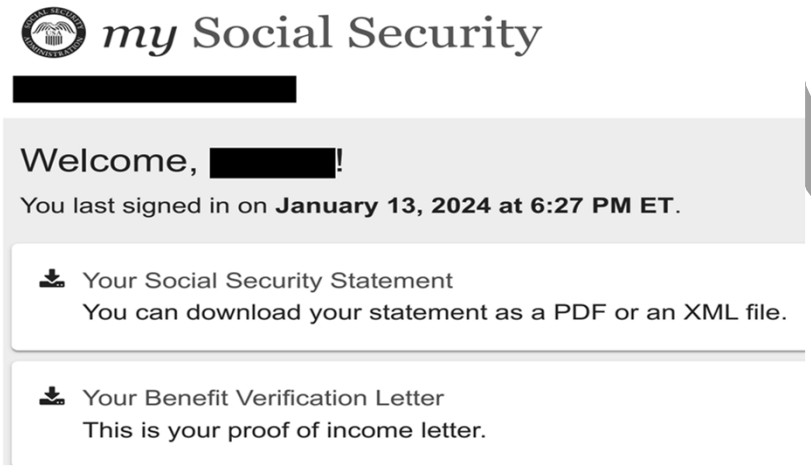
Is this acceptable?
NO



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

File Documentation
Social Security Verification

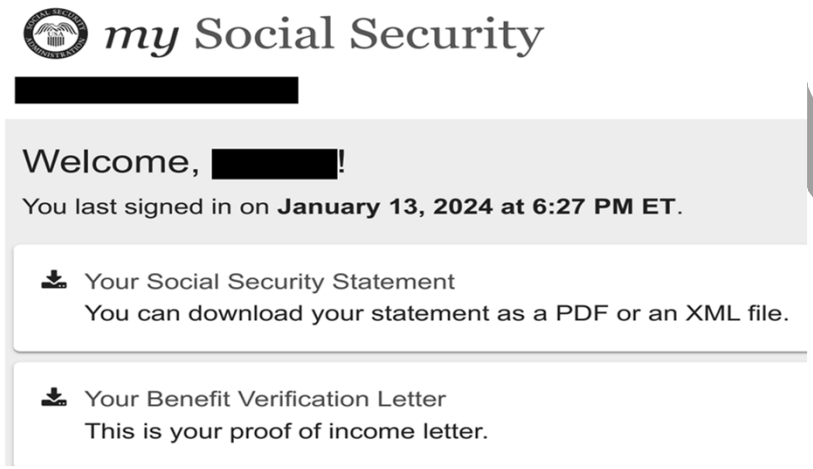
Is this acceptable?



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

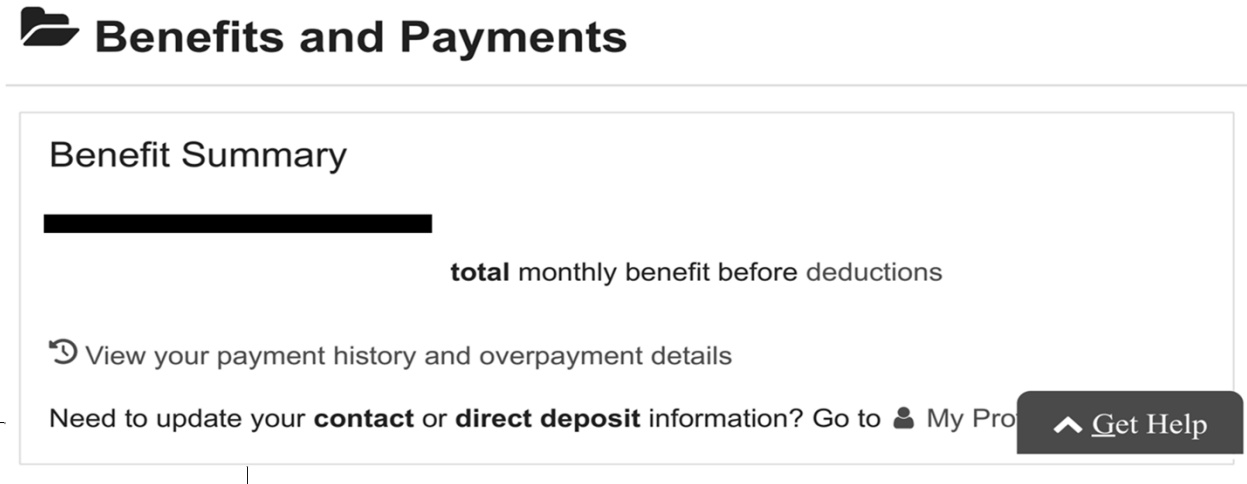
File Documentation
Social Security Verification

Is this acceptable?
Getting closer…



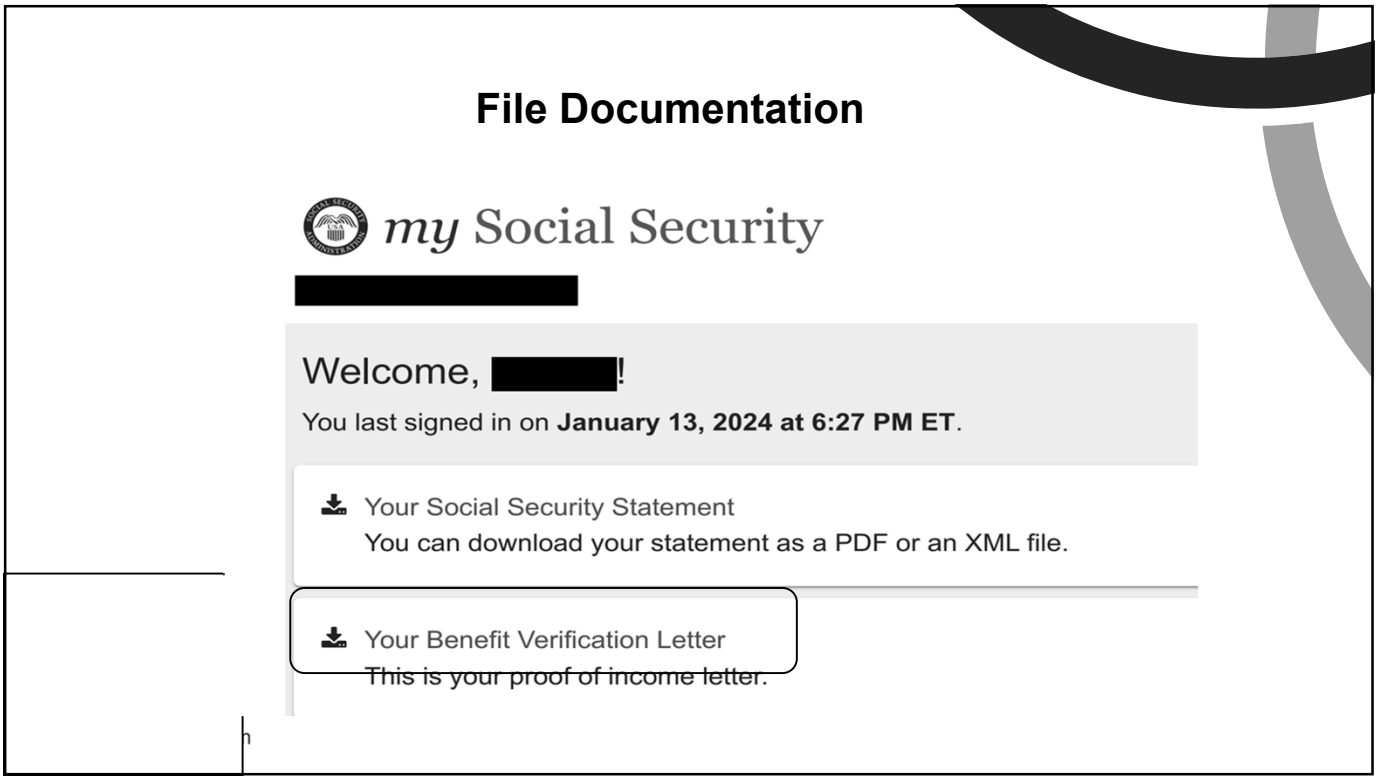
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

File Documentation

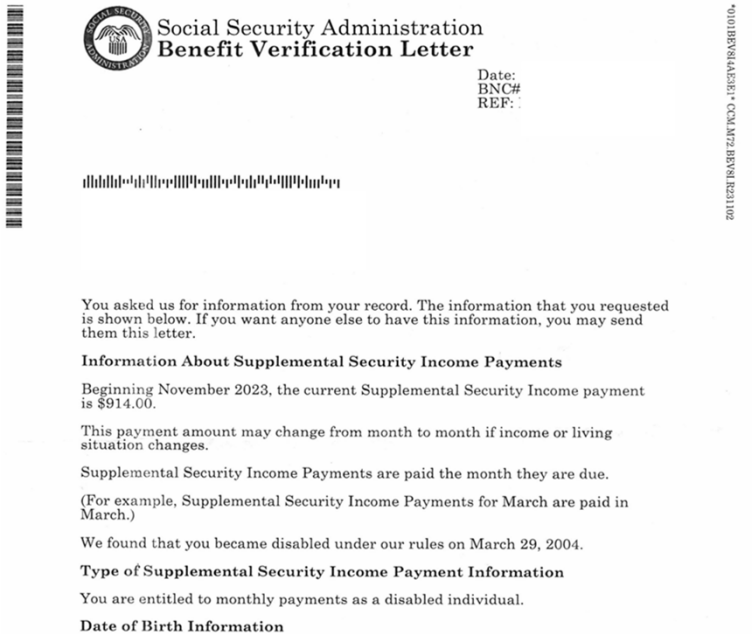




File Documentation



File Documentation



Social Security Administration
Benefit Verification Letter

Date:
BNC#
REF:

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

File Documentation: Group Discussion

Amy Barnes, a Target Referral with Key subsidy has applied to live at Cat's Haven Acres. She receives SSI. Her verification letter indicates that she is only receiving $894.60 because there is an overpayment occurring; $99.40 is being withheld. What steps must management take in order to determine her anticipated income?

Information About Supplemental Security Income Payments

Beginning January 2026, the current Supplemental Security Income payment is $894.60.

This is after we have withheld $99.40 to recover an overpayment.

What should we do?

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Group Discussion Follow Up

Option A	Option B
Take the amount received of $894.60 x 12 = $10735.20	Add the overpayment of $99.40 to the amount received of $894.60 x 12 = $11928.00



SSI overpayment is the only time management will use “net” over “gross” rates.
In all other cases, always use the amount before deductions.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Targeting Program Average Income



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Average Income

- First properties with income averaging came online in 2021
- Requirements are found in the Qualified Allocation Plan (QAP)
- Projects cannot have more than four (4) income bands consisting of 20%, 30%, 40%, 50%, 60%, 70%, 80% area median income
- Monitored annually

Average Income
Scenario

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

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

Answer:

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

Answer:

Targeting Program Tips for Compliance



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

HOME/NHTF Basics

- Maximum rent for NHTF units is 30% AMI.
- Maximum rent for HOME units is 80% AMI.
- Unit designations must float.
- Annual recertifications must be completed.
- HUD will publish the HOME/NHTF rent limits annually based on number of bedrooms.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

HOME
Key Subsidy Basics

If property is 100% HOME, you must use HOME calculation worksheet when calculating AGI (adjusted gross Income).

If property is not 100% HOME, you cannot use targeting referrals to meet HOME requirements.

Float the designation to another unit.

After initial lease up, any unit that becomes vacant must be listed in Vacancy and Referral regardless of the set aside/designation.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

HOME
Final Rule 2026

NCHFA Compliance 101 and Advanced Compliance classes provides detailed training regarding HOME/NHTF.

If a property that has HOME/NHTF is layered with LIHTC, HOTMA can be followed.

If a property that has HOME/NHTF is NOT layered with LIHTC, then HOME/NHTF Income and Asset verification standards must be followed.

If property has NHTF, it will follow the new HOME guidance.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

HOME/NHTF
Income/Assets Example

100% HOME no additional funding on property=2 months of source documentation for employment income.

100% HOME with no additional funding on property=Assets must be third-party verified at move in. Disposed of assets must be addressed.

HOME layered with LIHC= 2 current consecutive paystubs and YTD

HOME layered with LIHC= Asset Self-Certification form can used at move-in and recertifications as long as household is under the threshold.

If property has NHTF, it will follow the new HOME guidance.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Move-in Files
What do I do?



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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.

1. Do you need a bedroom size waiver for this event?

2. 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 servicearea.

Referral of Weezie Gardner (*Head of Household Name*) to Sunshine Place (*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 (*Head of Household Signature*) 12/10/2024 (*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 X

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 (Number of Household Members) 2 BR (Authorized Unit Size)

This signature certifies the information is true and accurate of 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 (NC DHHS/DAAS Housing Assessor Staff Signature) December 18, 2024 (Date)

Revised November 20, 2024

What else should we have in V&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.

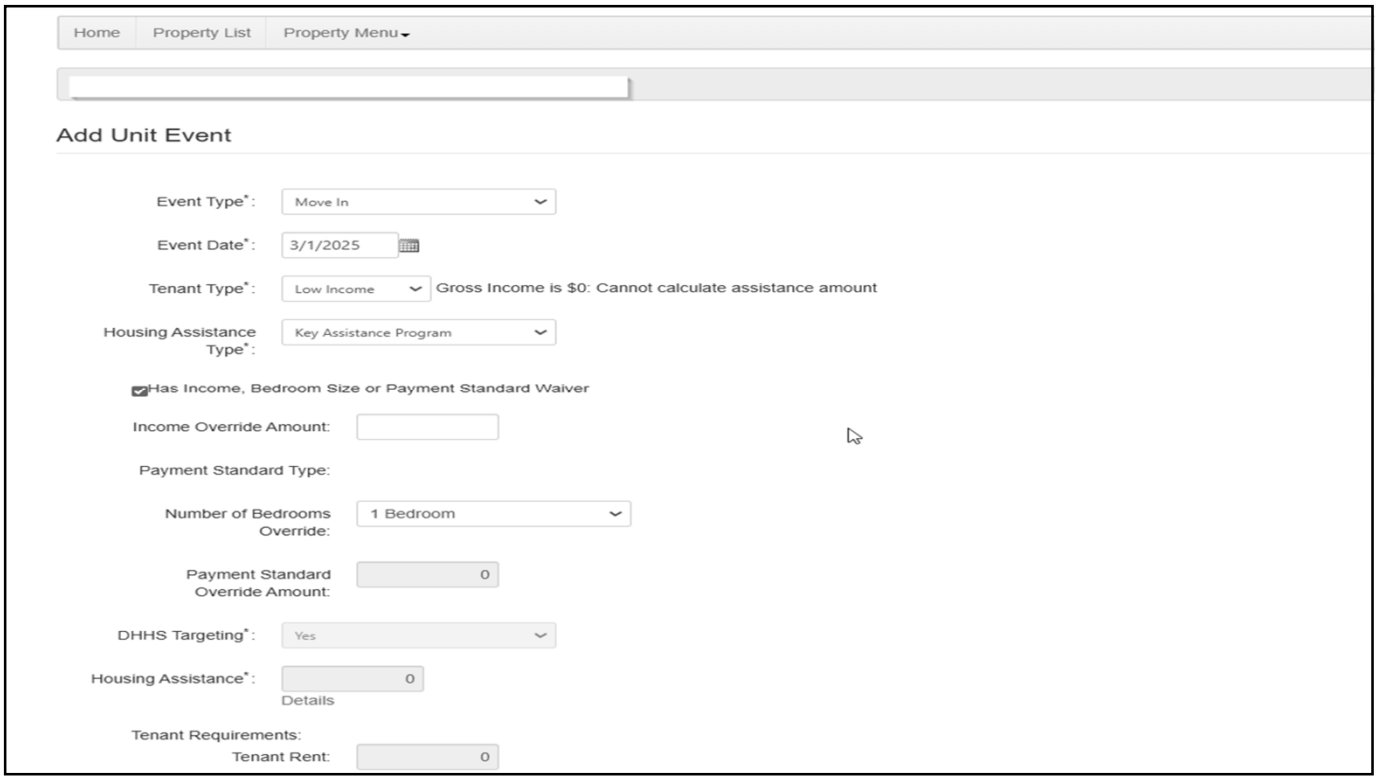
Please call me if you have any questions.

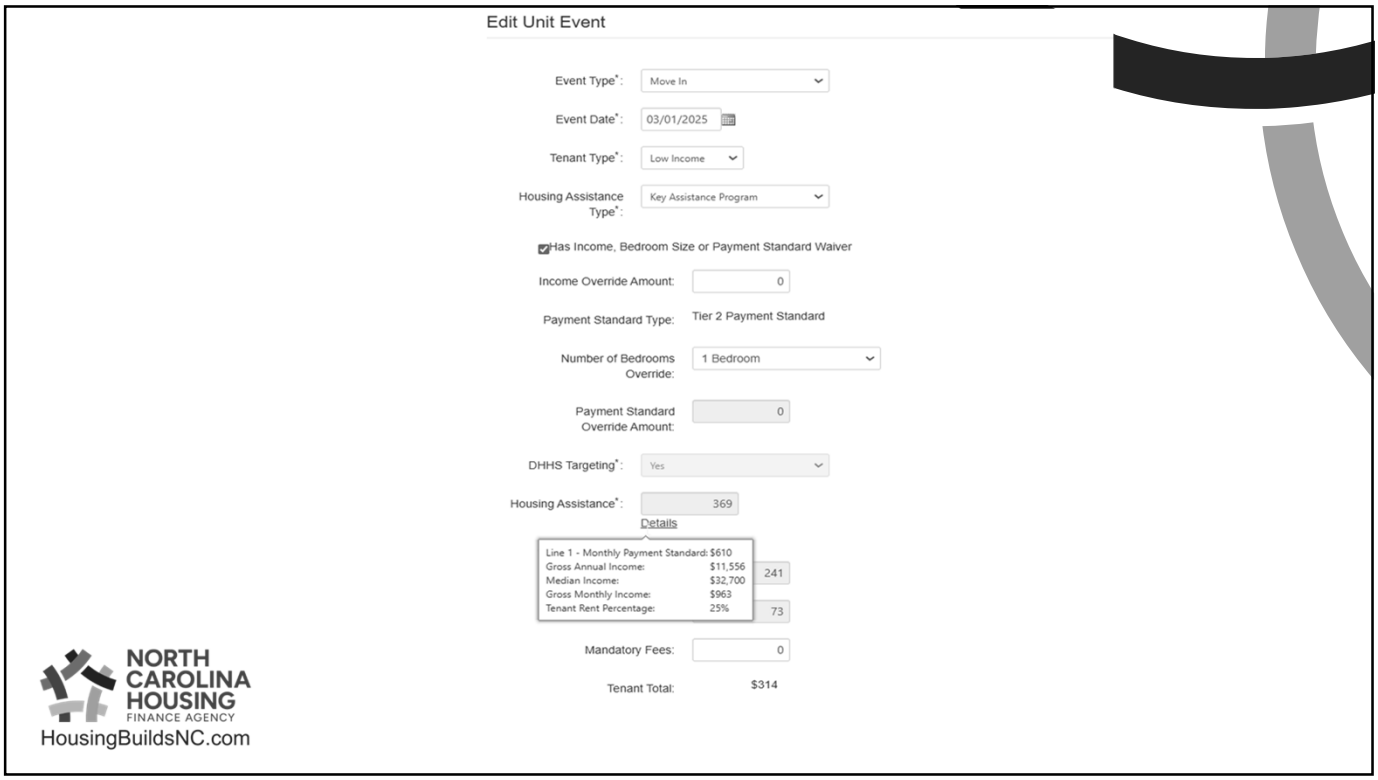
Sincerely,
Kay Johnson
Kay Johnson
Targeting Program Supervisor

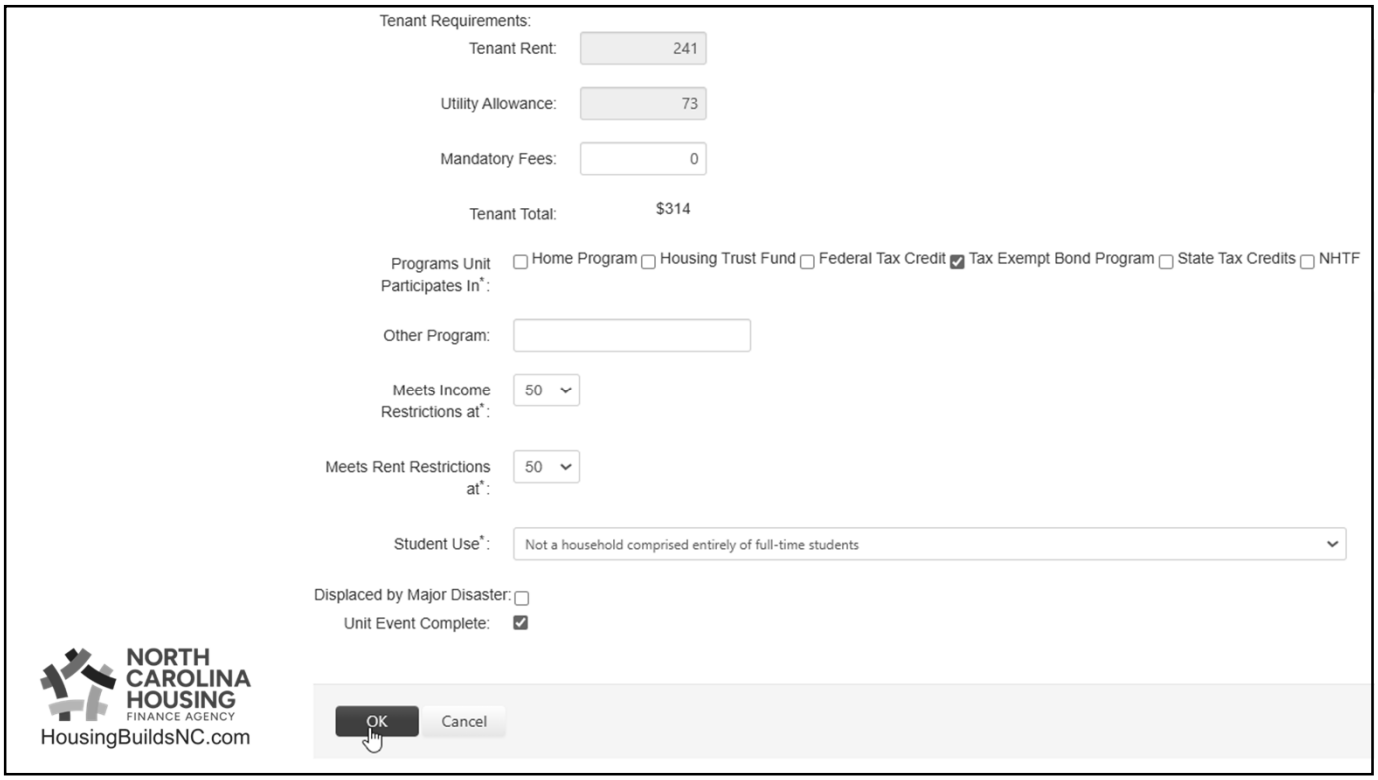
Unit Size Exception for: Weezie Gardner

cc: Key Program Files, DHHS

Yes!
A Unit Size Waiver letter




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: 0
Payment Standard Type: Tier 2 Payment Standard
Number of Bedrooms Override: 1 Bedroom
Payment Standard Override Amount: 0
DHHS Targeting*: Yes
Housing Assistance*: 369
Details
Line 1 - Monthly Payment Standard: $610
Gross Annual Income: $11,556
Median Income: $32,700
Gross Monthly Income: $963
Tenant Rent Percentage: 25%
241
73
Mandatory Fees: 0
Tenant Total: $314
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com


Tenant Requirements:
Tenant Rent: 241
Utility Allowance: 73
Mandatory Fees: 0
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*: 50
Meets Rent Restrictions at*: 50
Student Use*: Not a household comprised entirely of full-time students
Displaced by Major Disaster:
Unit Event Complete:
OK
Cancel
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Scenario 2

A Targeting 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 the application process, the Targeting applicant indicates on the application that they want a three-bedroom unit and lists additional family members.

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 servicearea.

Referral of Weezie Gardner (*Head of Household Name*) to Sunshine Place (*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 — *Head of Household Signature*

12/10/2024 — *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 X

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

2 Person — Number of Household Members
2 BR — Authorized Unit Size

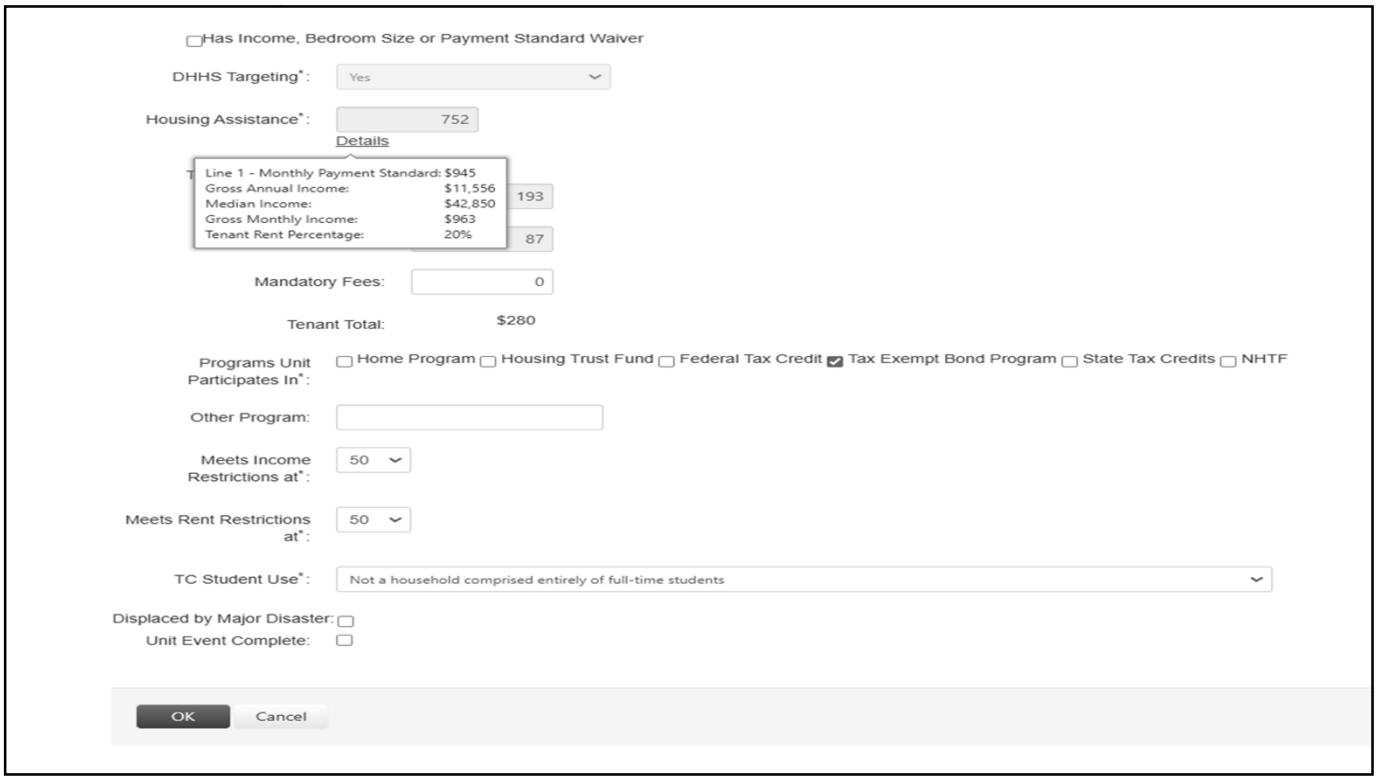
This signature certifies the information is true and accurate of as of the date signed, the property manager must verify all income information, household size, live-in aide certification at time of application and provide any changed information to Assessor within 5 days of receipt to obtain further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

Kay Johnson — NC DHHS/DAAS Housing Assessor Staff Signature

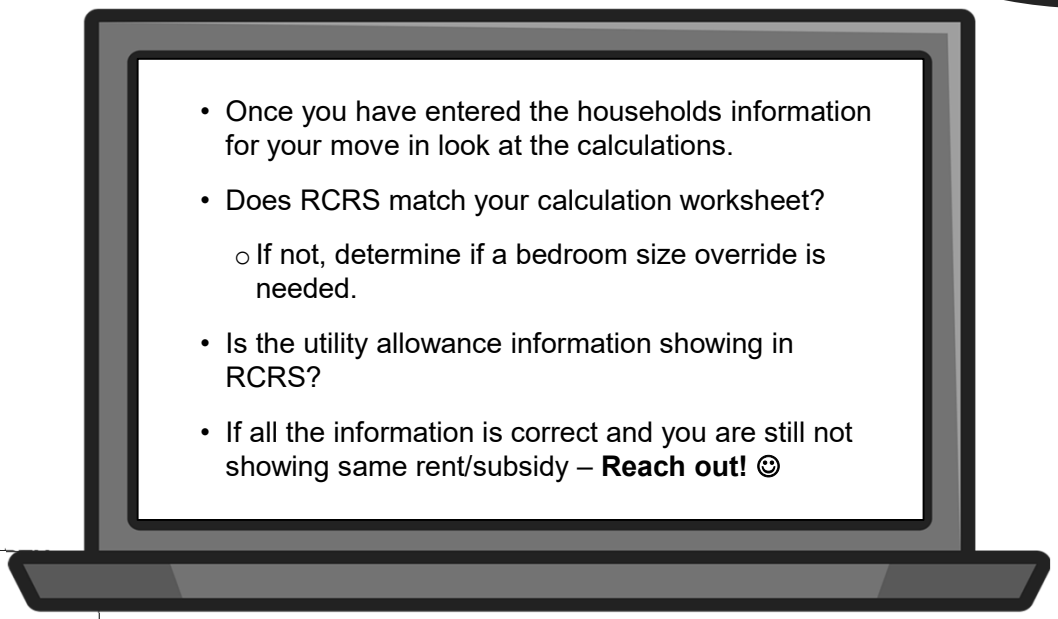
December 18, 2024 — Date

Revised November 20, 2024

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



Move-in File



- Once you have entered the households information for your move in look at the calculations.
- Does RCRS match 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!** ☺

Are We Matchy-Matchy? A Case Study

The purpose of this assignment is to show the relationship between the required forms of documentation when using Key subsidy

Dorian, a Target referral using Key subsidy, has disability based income of $994 a month. She resides by herself in a Tier 1 property, in a 2 bedroom unit (property was built with no 1 bedroom units). She moved in on 5/1/2026.

Fill in the Key Calculation Worksheet on the next slide.
What is her annualized income?
What is her unit Rent Standard?
What is her portion of the rent?
What is the unit subsidy?
What is the effective date?

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

PART 1 – UNIT INFORMATION

1. Number of Bedrooms: _____ Monthly Payment Standard (from list below): $_____

Monthly Payment Standard (total approved rent for unit): Base – Tier 1

BEDROOM SIZE	RENT AMT	BEDROOM SIZE	RENT AMT
SRO	$365	Two (2) Bedroom	$665
Efficiency	$535	Three (3) Bedroom	$755
One (1) Bedroom	$565	Four (4) Bedroom	$835

2. Household's Gross Annual Income (from Part 4 Line L of Tenant Income Certification): $_____
3. 50% Area Median Income Limit based on household size (found in RCRS): $_____
4. **At initial move-in only**, if income on line 2 is greater than line 3, **STOP HERE**.
   Household may not be eligible for Key Rental Assistance. Contact Detra Purcell (NC DHHS) at detra.l.purcell@dhhs.nc.gov.

   Properties with HUD SHP Capital or Operating Assistance or properties where all units are HOME should skip lines 5 & 6 and enter the tenant payment from the HUD calculation worksheet directly on line 7. All others should proceed to line 5.
5. Household's Gross Monthly Income (line 2 divided by 12): $ 28,800

   Number of Household Members: _____ *Does the # of HH members above include a Live-In Aide?* ❑ Yes ❑ No

UNIT SIZE	HOUSEHOLD SIZE	PERCENT OF INCOME	
		RESIDENT PAYS ANY UTILITIES	OWNER PAYS ALL 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.*

   If the household size is less than the minimum listed in the table above for the unit size on line 1, **STOP HERE**.
   Household may not be eligible for Key Rental Assistance. Contact Detra Purcell (NC DHHS) at detra.l.purcell@dhhs.nc.gov.
6. Insert Appropriate Percentage (from table above): _____%
7. **Tenant's Monthly Portion of Payment Standard** (line 5 x line 6): $_____
   This amount is the tenant rent inserted on the Key lease addendum. Round to nearest dollar.
8. **Monthly Unit Subsidy** (line 1– line 7): $_____
   List this amount on the monthly Payment Requisition.

KEY ASSISTANCE EFFECTIVE DATE:	

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

2. The Tenant is responsible for paying the Landlord an amount based upon a percentage of the household's gross monthly income, as calculated according to standard Program rules without consideration of utilities (depending on funding sources). The percentage varies by unit size. Management must give thirty (30) day written notice of increase if calculated incorrectly.

Unit Size	Household Size	Percent of Income	
		Resident pays ANY utilities	Owner pays ALL 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.

Beginning on_____ (effective date), total rent is $_____. Tenant shall pay $_____ monthly and $_____ of subsidy will be paid on behalf of the Tenant. The subsidy will end effective _____, unless household completes the recertification process to support continued eligibility, as required by the program.

3. Each month, the Agency will make a Key subsidy payment to the Landlord on behalf of the Tenant in accordance with the Contract. Such amount is expected to be the difference between the rent and Tenant Share as calculated in Section 2 above.
4. The monthly Key subsidy payment shall be credited against the monthly rent to Landlord for the contract unit.

For the **Key Lease Addendum**, using the Data from the prior slides:

- What is the Beginning Date?
- What is the Total Rent?
- What is the Tenant Portion?
- What is the Subsidy Portion?
- What is the End Date of the subsidy?

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Tenant Income Certification Page 2

Part VII. Rent

Tenant Rent:	$_____	Unit Meets Rent Restriction at:
Utility Allowance:	$ 95	☐ 80% ☐ 70%
Rental Assistance:	$_____	☒ 60% ☐ 50%
Other non-optional / mandatory fees:	$ 0	☐ 40% ☐ 30%
Gross Rent for Unit (See Instructions):	$_____	☐ 20% ☐ _____%

Is the source of Rental Assistance Federal? ☐ Yes ☐ No *If No, what is the source of the assistance?* _____

Using the information from the prior slides:

- What is the Tenant Rent?
- What is the Rental Assistance?
- What is the Gross Rent?
- Is the source of Rental Assistance Federal?
- If no, what is the source?

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Rental Lease:

What is the Rent Rate?

What is the Security Deposit Rate?

What is the Lease Start Date?

What is the Lease End date?



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Do you see a problem?

Unit Event Summary

Documents | Income Cert | Edit Unit Event

Event Type:	Move In	Use HOTMA Rules:	No
Event Date:	03/01/2026		
Tenant Type:	Low Income		
Housing Assistance Type:	Key Assistance Program		
DHHS Targeting:	Yes		
DHHS Targeting Verified:	No		
Housing Assistance:	$367		
Tenant Requirements:	Tenant Rent: $298 Utility Allowance: $0 Mandatory Fees: $0 Total: $298		
TC 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%		
Is data entry for the Unit Event complete:	No		
Displaced by Major Disaster:	No		

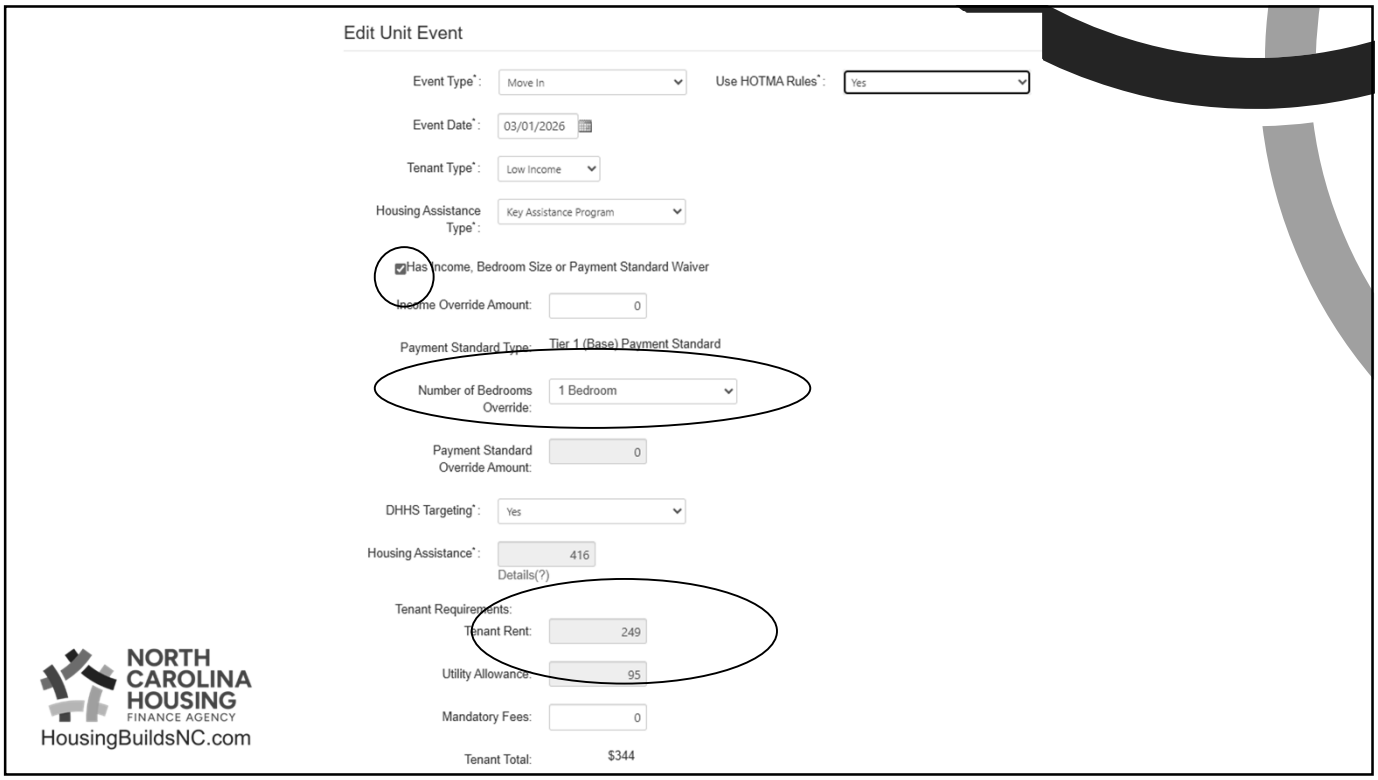
Tenants — Add Tenant

		Name	Household Relationship	SSN	DOB
Delete	Edit	Dorian Minters	Head of household	1234	01/01/1980

Income — Add Income

		Tenant	Type	Verification Source	Annual Amount	Details
Delete	Edit	Dorian Minters	Social Security Pensions		$11,928	$994 Monthly
					$11,928	

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



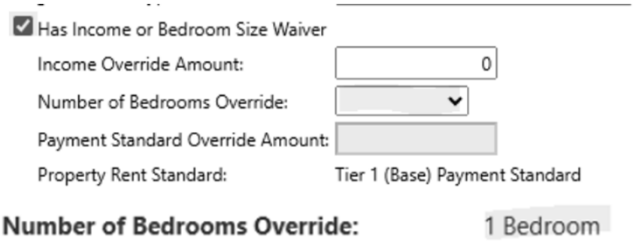
Returned Files



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Top 12 Reasons Files Get Returned

1. Bedroom Override missing in RCRS or wrong override was selected.

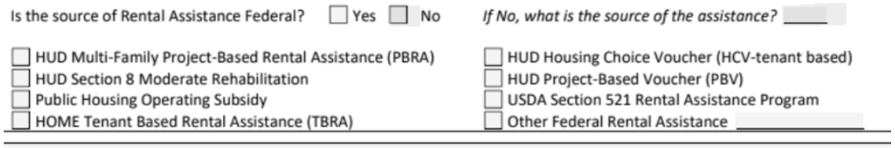


2. Security deposit is not correct on lease (1 month of payment standard) should not be a different amount at the time of Recertification than the amount listed on the MI lease.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Top 12 Reasons Files Get Returned

3. TIC pg. 2 the Question Is Rental Assistance Federal? Check NO and write Key Assistance on the line next to the question. Do Not check any of the boxes below the question.



4. Using two methods for Asset Verification: 3rd party verification and Asset Self-certification. Only one method of verification **must** be submitted.

5. Forms not signed by either residents or landlord.

6. Missing documents.

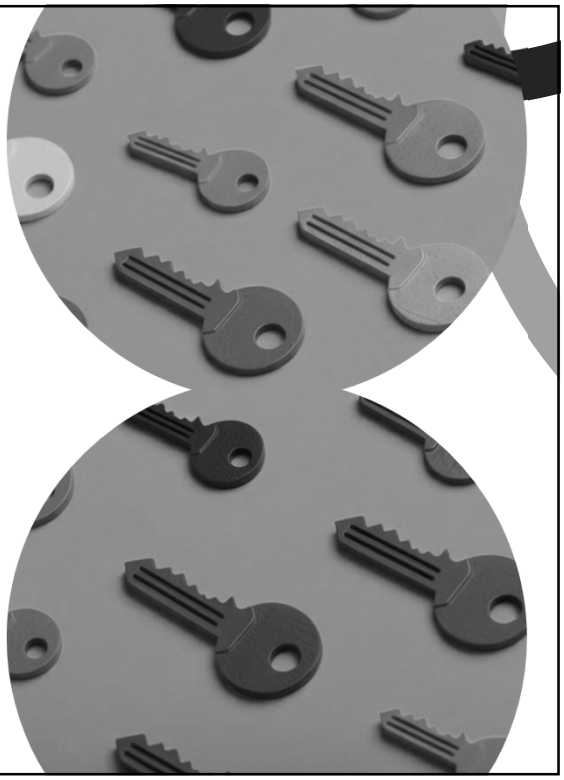
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Top 12 Reasons Files Get Returned

7. Utility allowance not updated.
8. Not getting the appropriate waiver at recertification if a new one is needed. (Income or Bedroom size waiver)
9. Income Transition Waiver: steps were not followed per waiver (usually 2 events must be entered).
10. Transfer In missing the second unit event (update or recertification) once the Transfer In was entered
11. Files not submitted/resubmitted timely.
12. Using the wrong Tier Key Calculation worksheet.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Key Rental Assistance



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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
- **NCHFA rent increase approval process does not increase the Key Payment Standard.**
- Owner must sign Agreement of Participation
- Property Management responsible for:
  - Verifying Key Subsidy eligibility (Target Referral Letter, $300 minimum income, $1 disability source income, < 50% AMI, unit size)
  - Verifying Property and Program eligibility (Age, Student, LIHC, HOME, etc.)
  - Sending NCHFA monthly Key requisitions
  - Reporting Transition to Housing Choice Voucher (Section 8) or PBRA, if applicable

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Key Assistance Payment Standard

Key Rental Assistance pays the difference between the tenant rent share and the payment standard.

Unit Size	Household Size	Percent of Income	
		Resident pays any utilities	Owner pays all 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.*

RCRS Payments



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

RCRS Payment Reminders

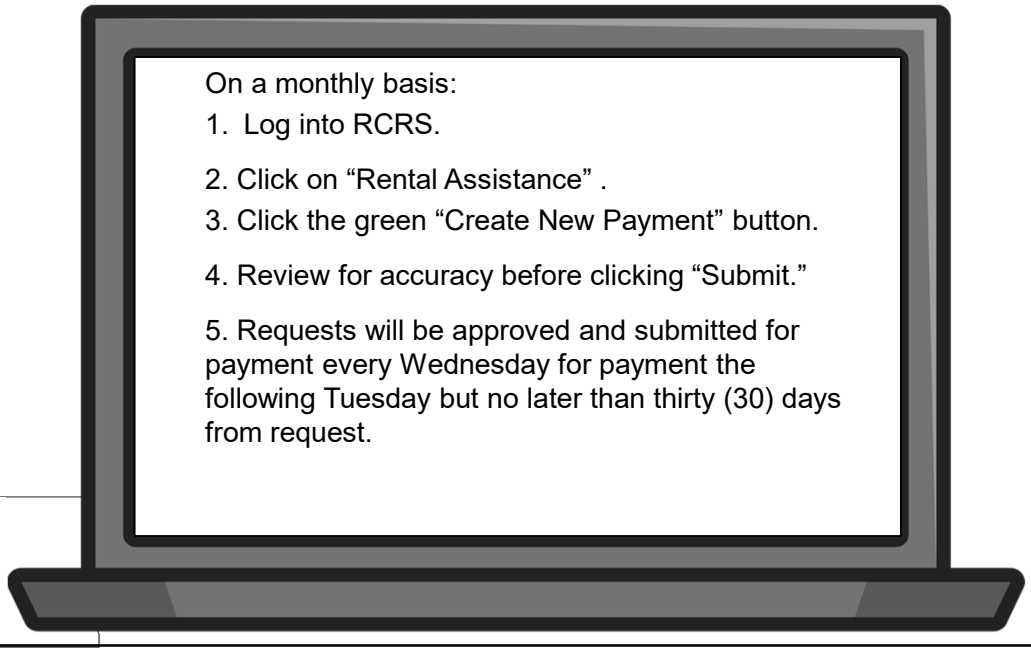
All files receiving Key Assistance must be submitted within 30 days of unit event.

Returned files delay process and starts the clock over.

Files will be processed within 30 days of receipt.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

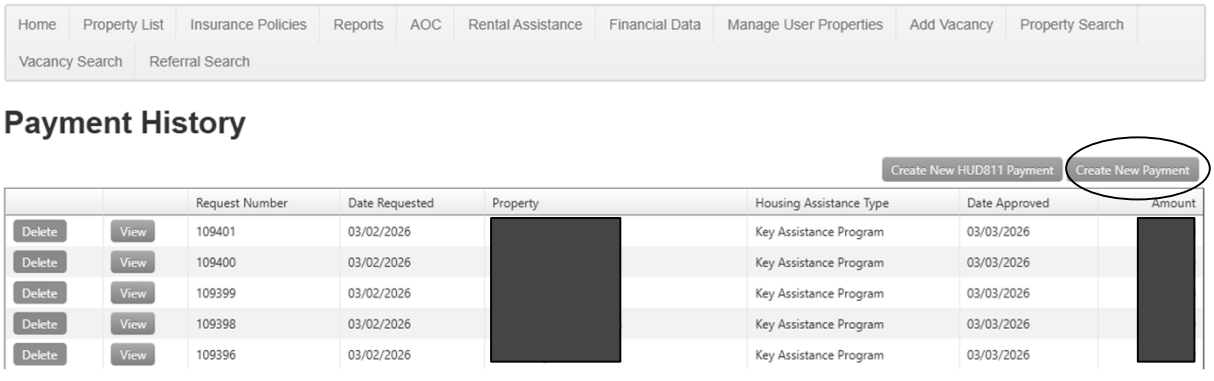
Requesting Payments in RCRS



On a monthly basis:

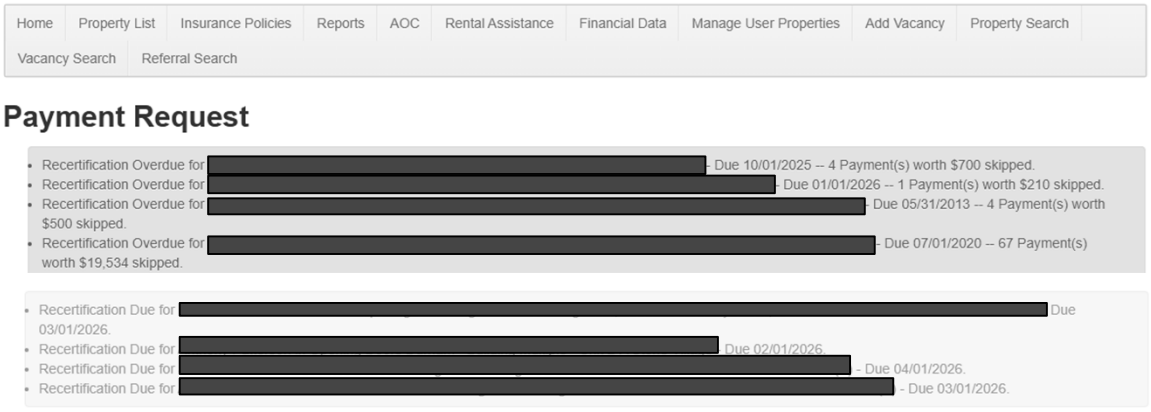
1. Log into RCRS.
2. Click on “Rental Assistance” .
3. Click the green “Create New Payment” button.
4. Review for accuracy before clicking “Submit.”
5. Requests will be approved and submitted for payment every Wednesday for payment the following Tuesday but no later than thirty (30) days from request.

Requesting Payments



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

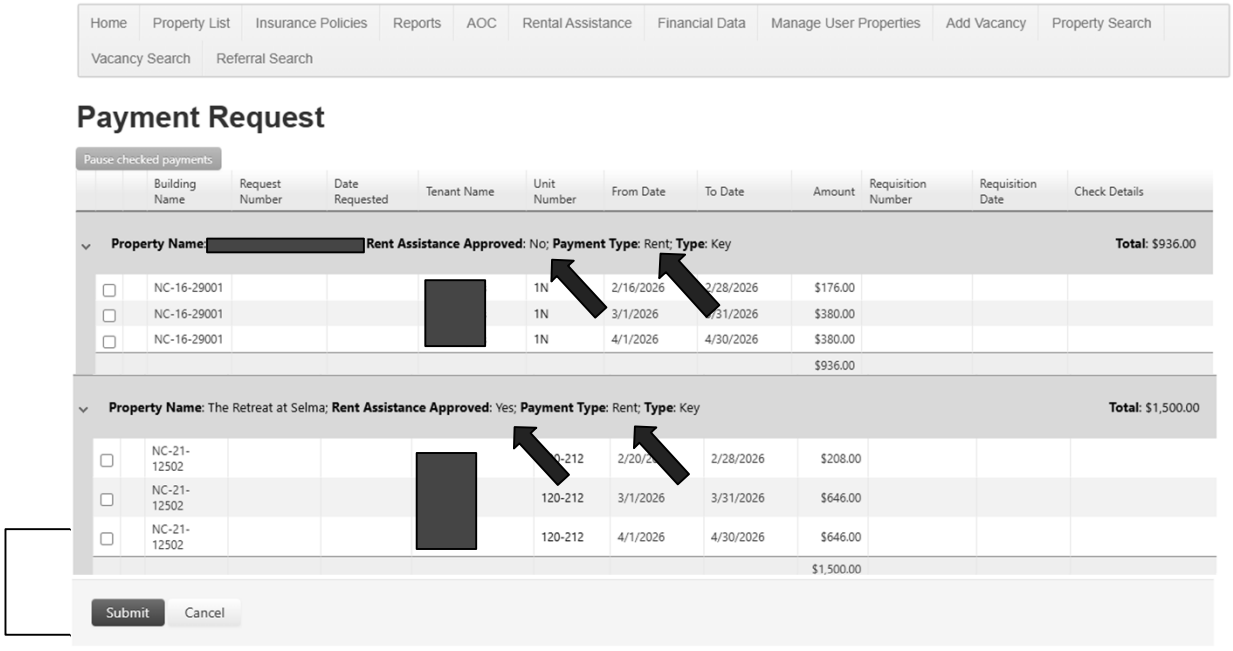
Key Subsidy Reminders



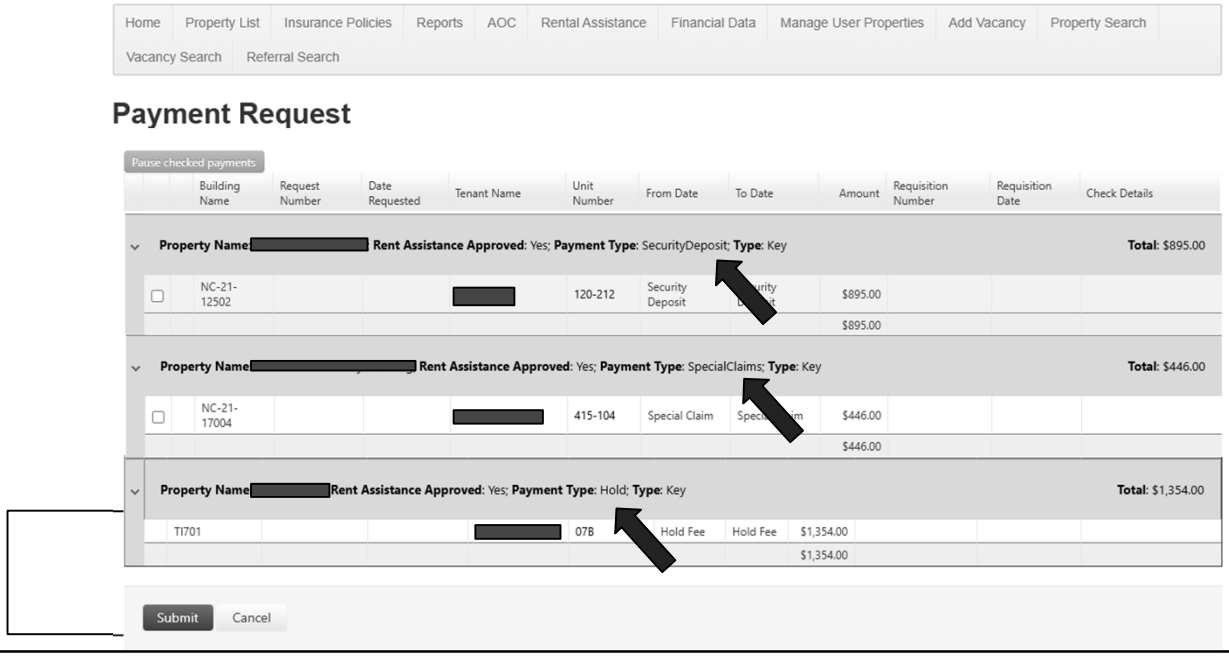
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Pay attention to the red (overdue) and yellow (due soon) tenants listed at the top of the screen

RCRS Payments: Key Subsidy



RCRS Payments: Other



12-Month Window to Request Key Rental Assistance Payment



Example:

If the requisition is submitted January 2026 for 14 months of Key Payments (from November 2024 – December 2025), the Management Company will not receive payment for November and December 2024 because these months are outside of the 12 month payment window.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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.

33

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

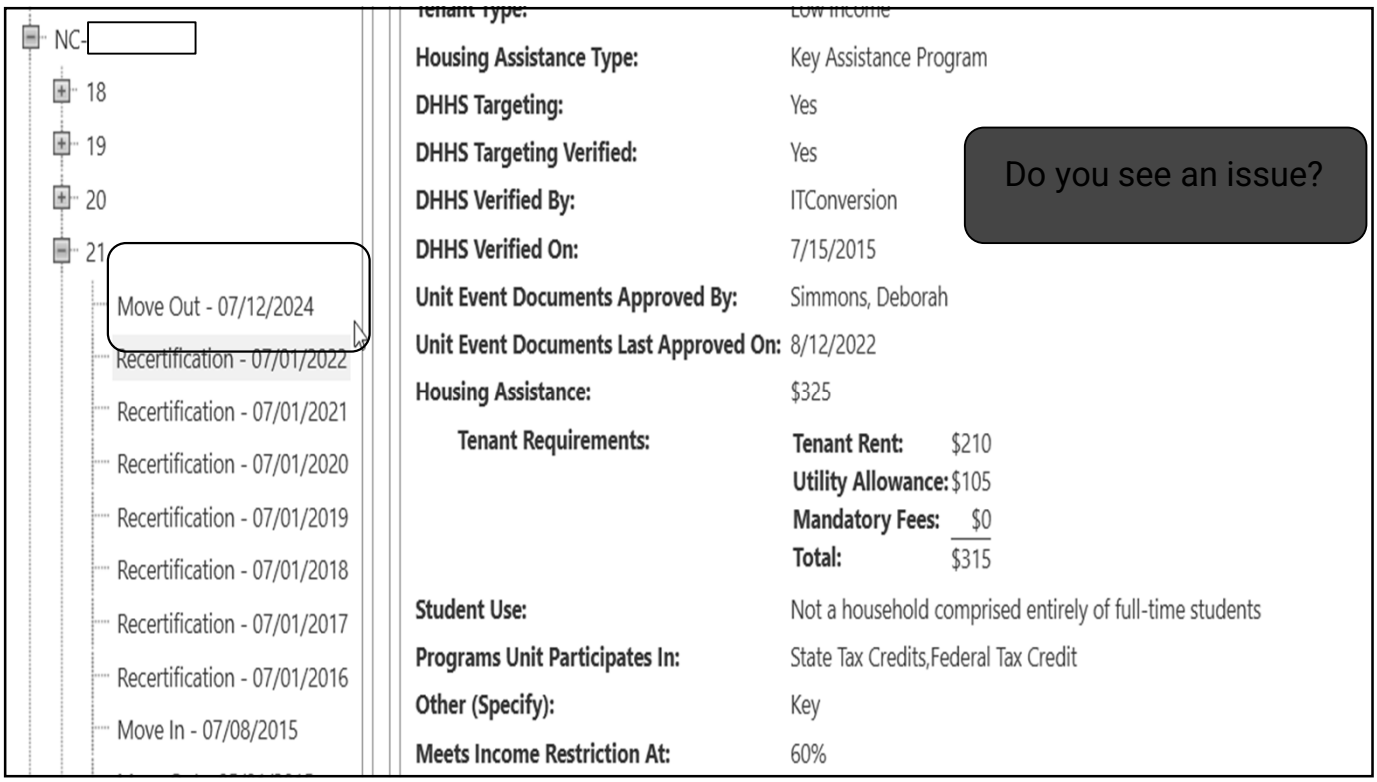
Property managers must recertify **ALL** Targeted-Unit households annually to determine assistance level. This includes Targeted-Unit households receiving Key Rental

38

Undercharged or Overcharged Tenant Rent Share

If the property has undercharged the tenant for tenants rent share, management must give 30 day notice prior to increasing the tenant rent share going forward. Management companies cannot charge tenants retroactive payments. If management has overcharged the tenant for tenant rent share, management must adjust the tenant rent share and **credit the tenants account** for any amount overpaid. The tenant should never pay $0 toward tenant rent share. The overage should be prorated in equal parts.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



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)

Security Deposits



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Security Deposit Payment

- DHHS will pay security deposits for all Target 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.
- Key Subsidy: Security deposits are equal to one months' payment standard regardless of your typical security deposit.
- Other Subsidy: Lesser of key payment standard or typical security deposit

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Security Deposit Payment

- At move out, security deposits must be 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?



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Security Deposit Payment

- Management should do a walkthrough with resident notating any damages on the move out 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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Recertifications



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Recertification

- Management must annually recertify Targeting households regardless of any other requirements for the property (with or without subsidy).
- Management must provide notices to household **AND** DHHS.



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Recertification

Start your recertifications 120 days prior to effective date

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Recertification



Have you received everything you need to process this recertification? If not, provide resident/DHHS with the 90-day notice.



Have you received everything you need to process this recertification? If not, provide resident/DHHS with the 60-day notice.



Provide 30 day Notice to Vacate unit. You will send this to both resident and DHHS.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Recertification/Tenancy Issues

- If a Targeted household does not comply with your lease, management must proceed with their company's policy.
- Management must take an additional step while following their 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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Household Income Increased



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 at recert does not impact eligibility. Tenants rent share simply increases proportionate to the increase in income.

Note:
See **Household Income Has Changed** in the Targeting Policy and Procedure Manual for other scenarios.

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

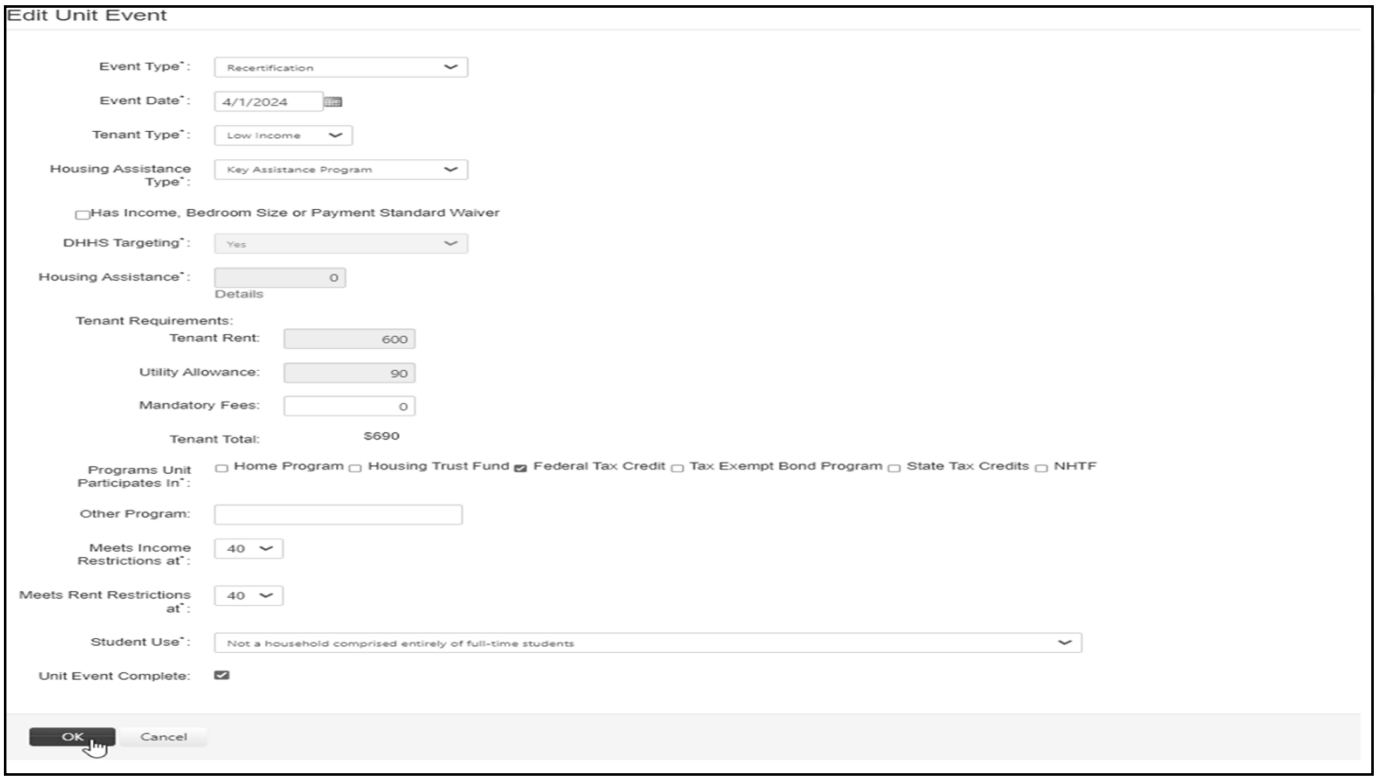
- Key Payment Standard for 1 bedroom is $600.
- Property rent for 1 bedroom is $800.
- Using the Key Calculation Worksheet (as households income increases) you will continue to take rents up until the households income brings their rent payment to the properties rent at $800.
- Is this household still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

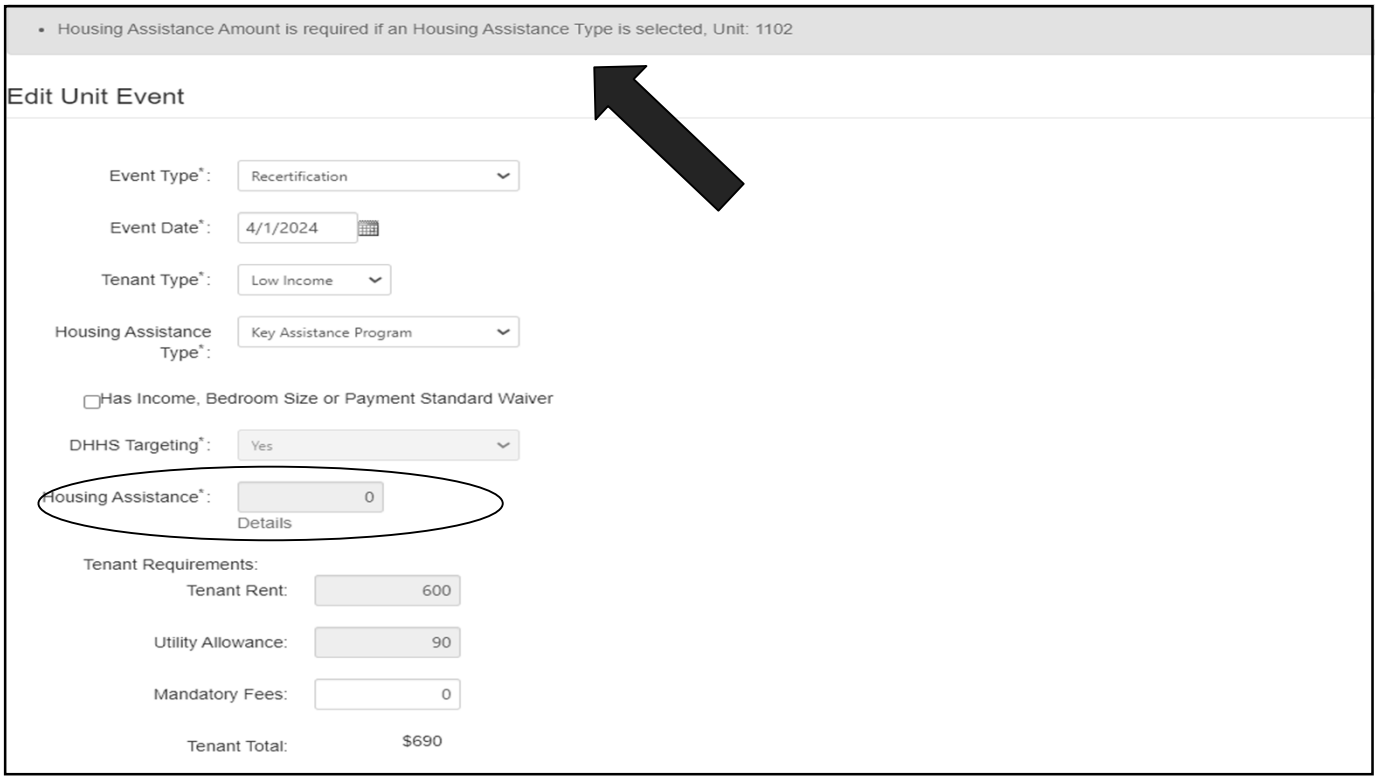
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

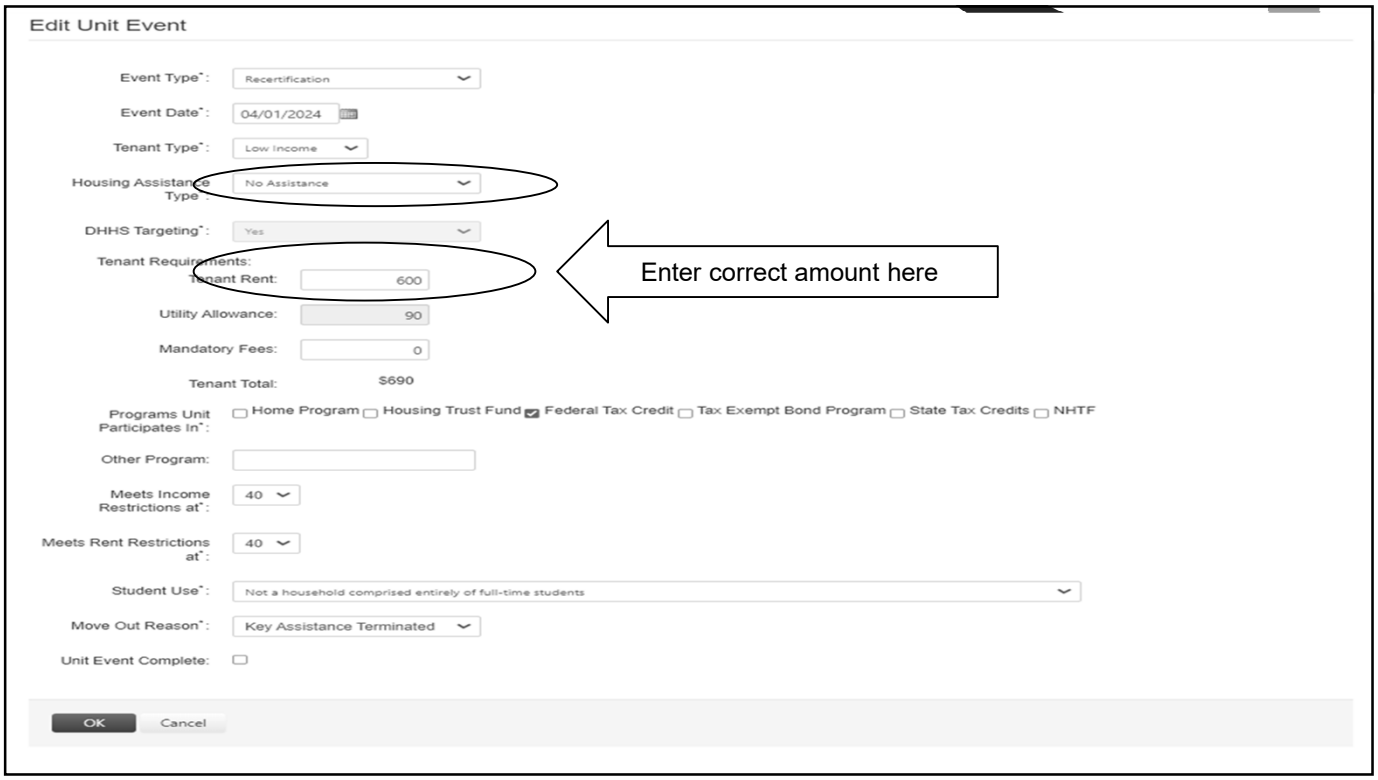
Example Continued

- 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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com


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
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
Unit Event Complete:
OK
Cancel


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



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 Rental 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 Rental Assistance or not and will provide additional guidance.
- Management will continue to annually recertify all targeted households.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Transitioning from Key Rental Assistance 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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

[redacted]

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]e Metro Housing Authority and the LESSEE ('FAMILY') [redacted] for the following described unit [redacted]Y located [redacted].4 is amended as follows:

The reason for this change is due to:

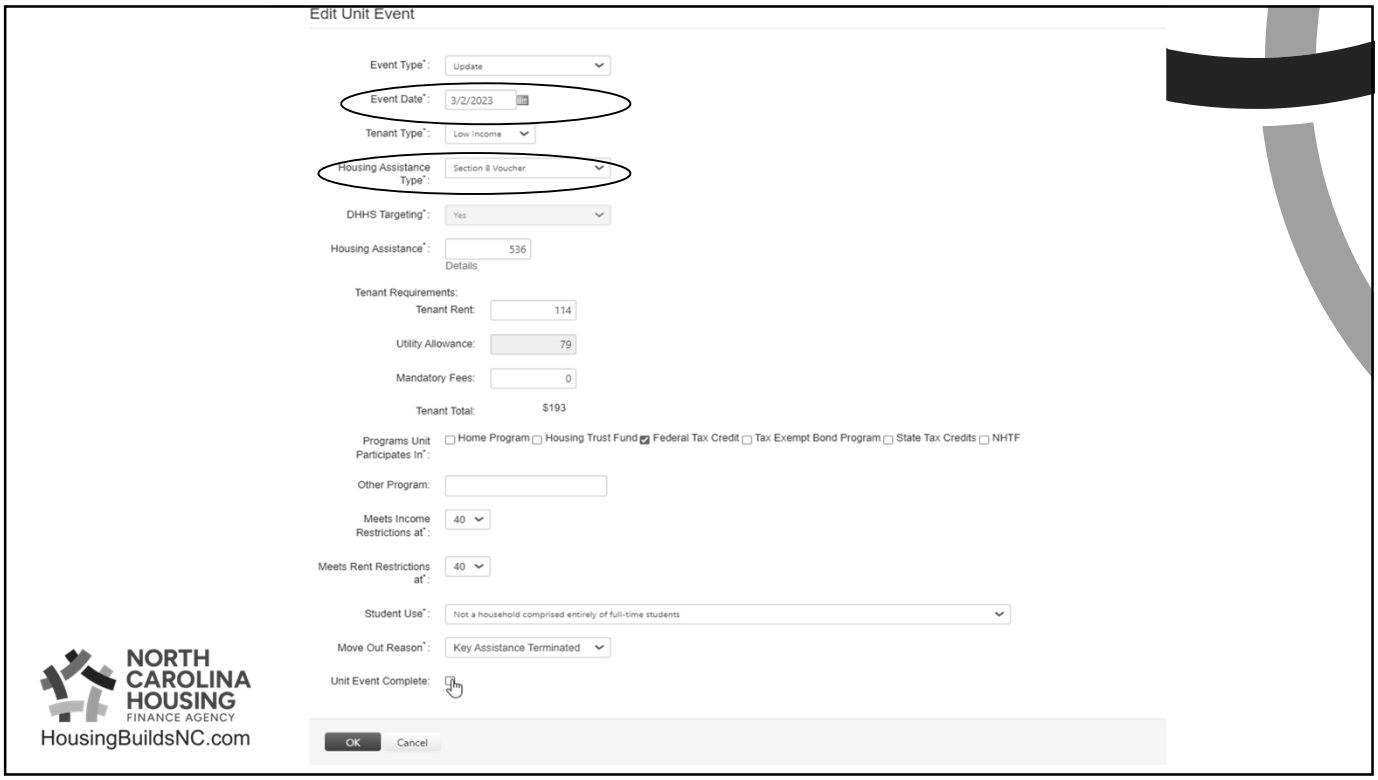
- [ ] **REEXAMINATION**
  Annual Review of family income and/or composition.
- [ ] **INTERIM ADJUSTMENT**
  Interim change in family income and/or composition.
- [x] **RENT ADJUSTMENT**
  The owner/agent request for a rent adjustment.
- [ ] **CHANGE IN FAMILY COMPOSITION**

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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Tenant Transfers

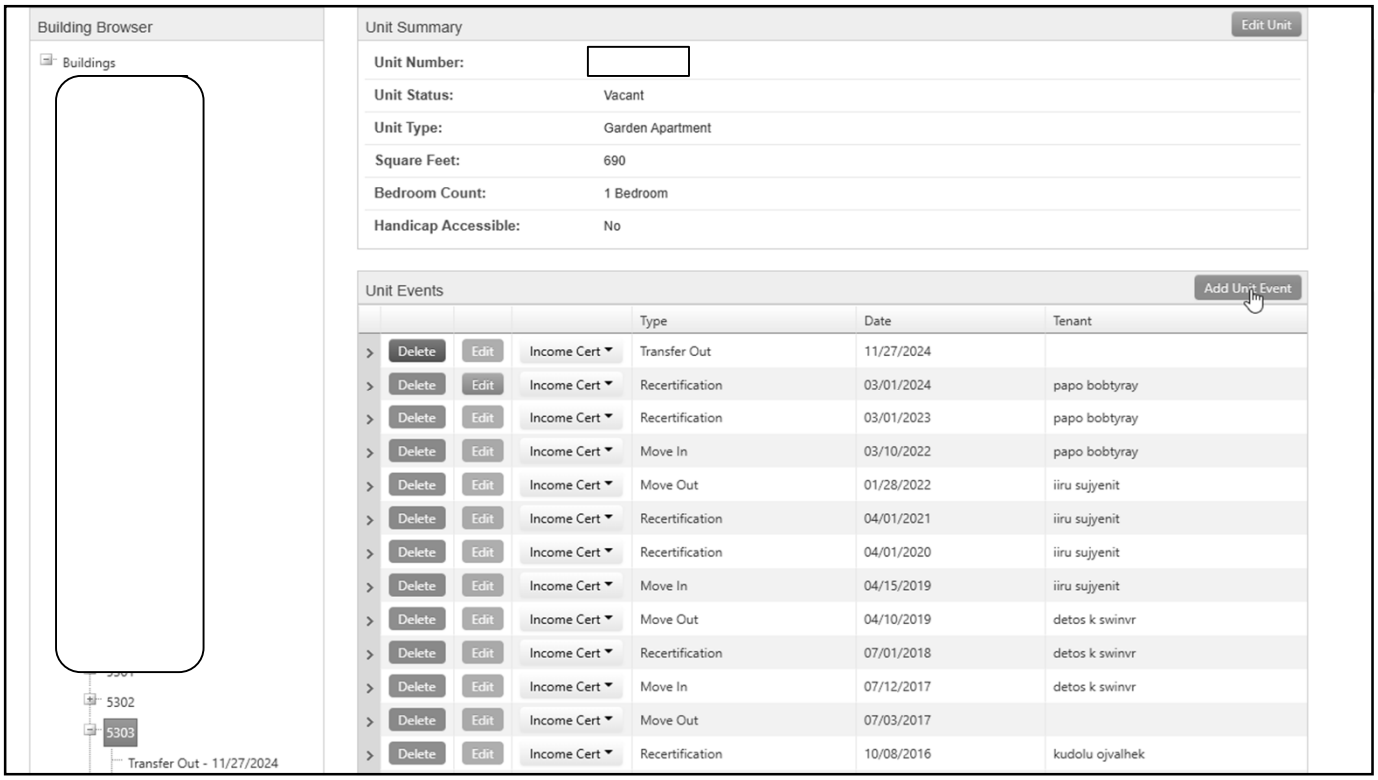


NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

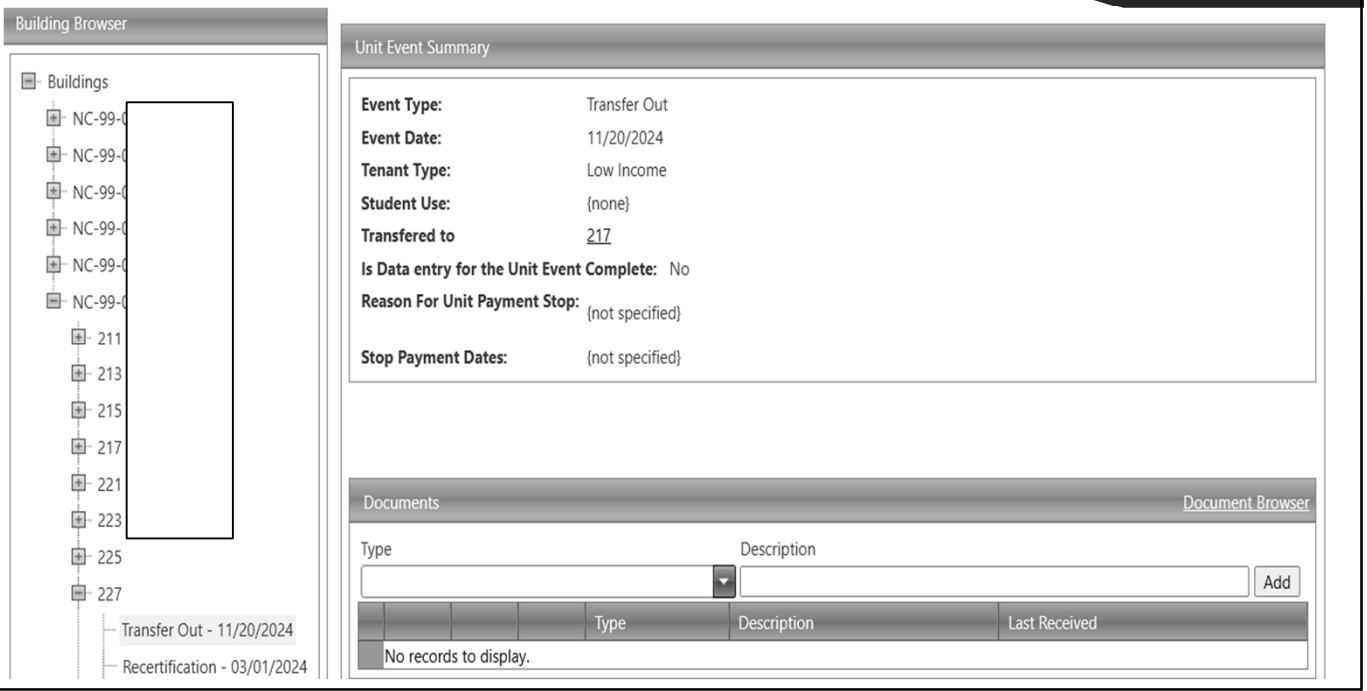
Tenant Transfers

- 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.

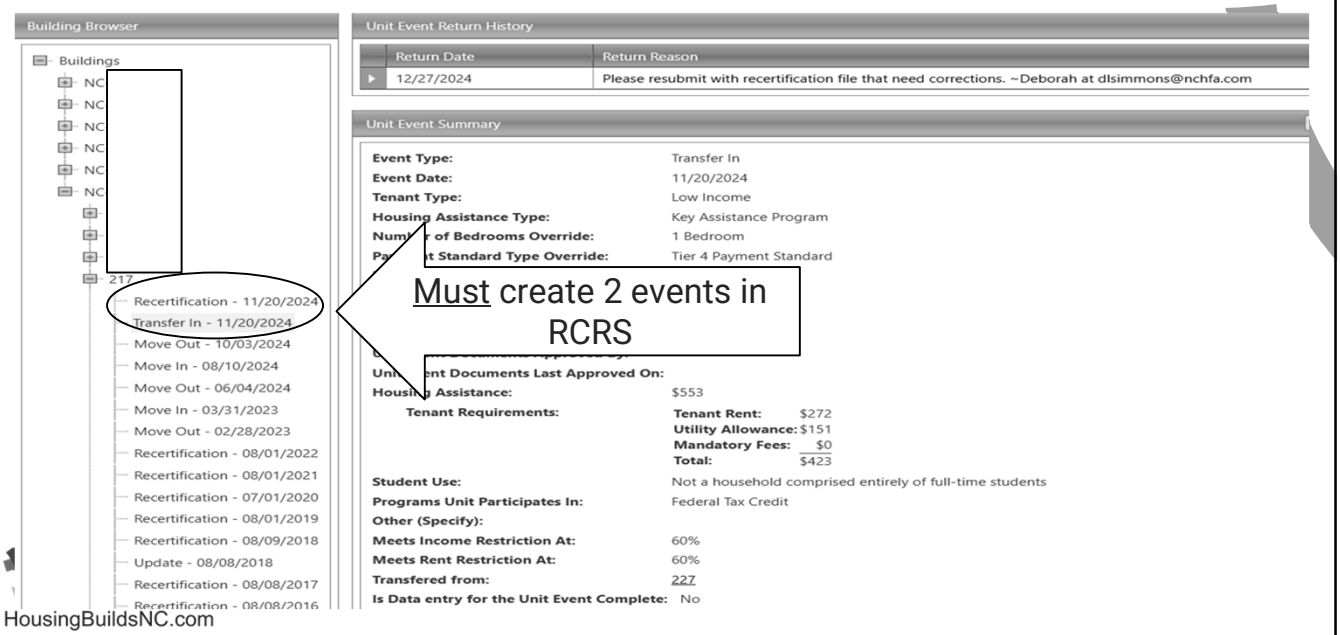
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



Transfer Out



Transfer In



HousingBuildsNC.com

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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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 original end date.

- 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.

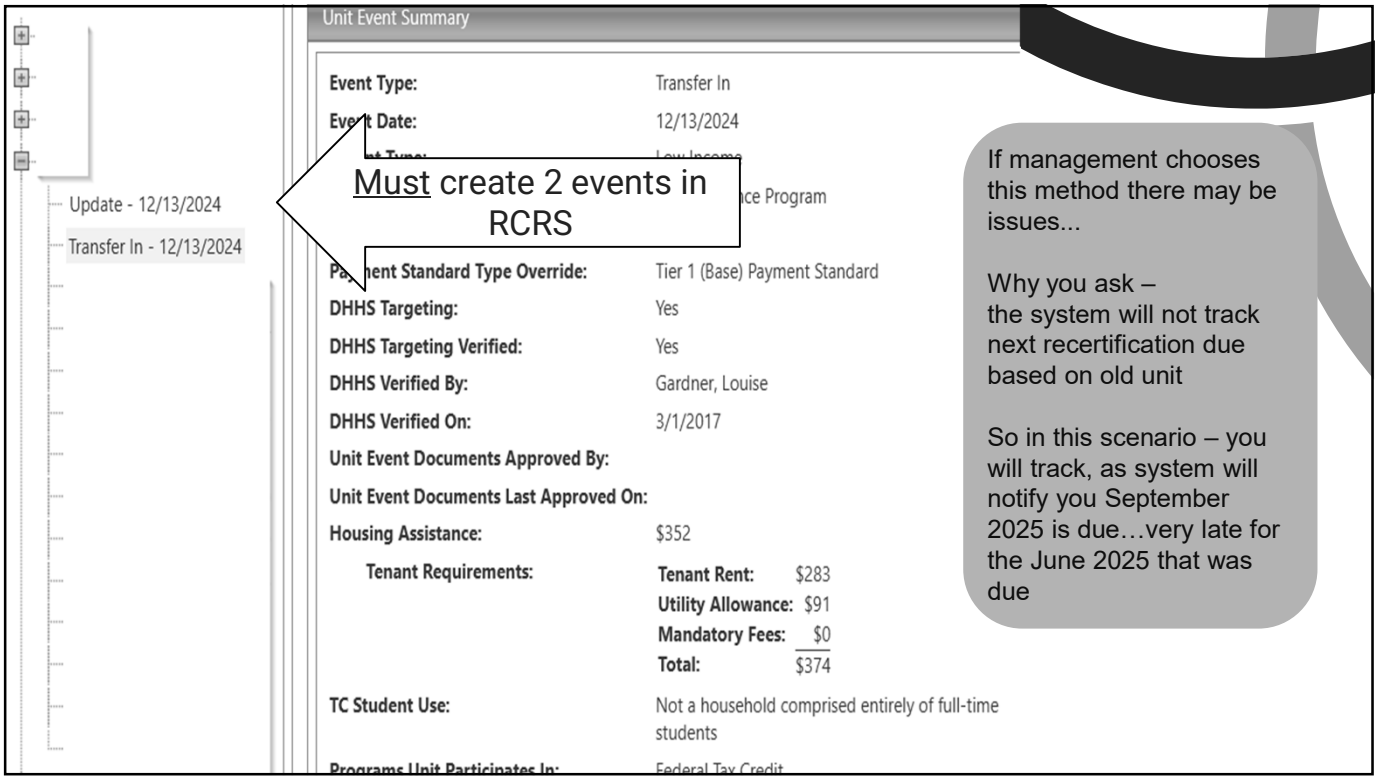


NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

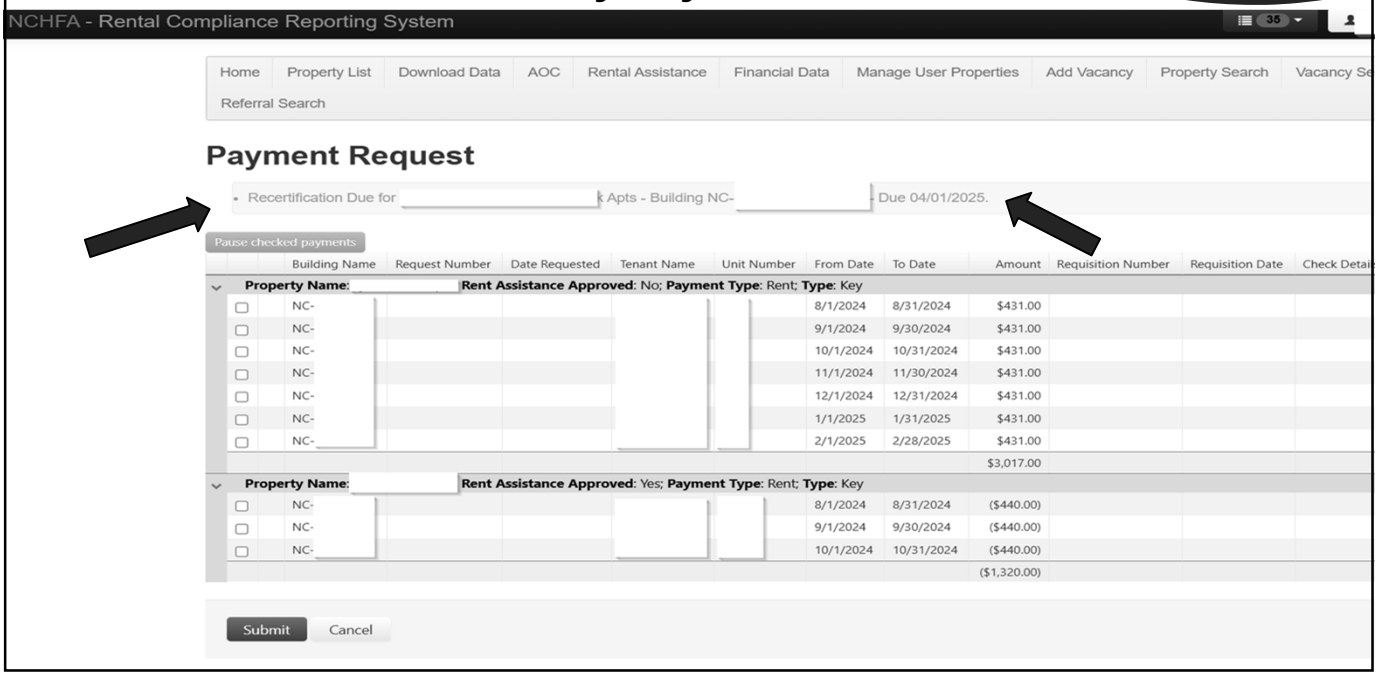
Unit Transfer Example Scenario 1

- 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).

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



Key Payments

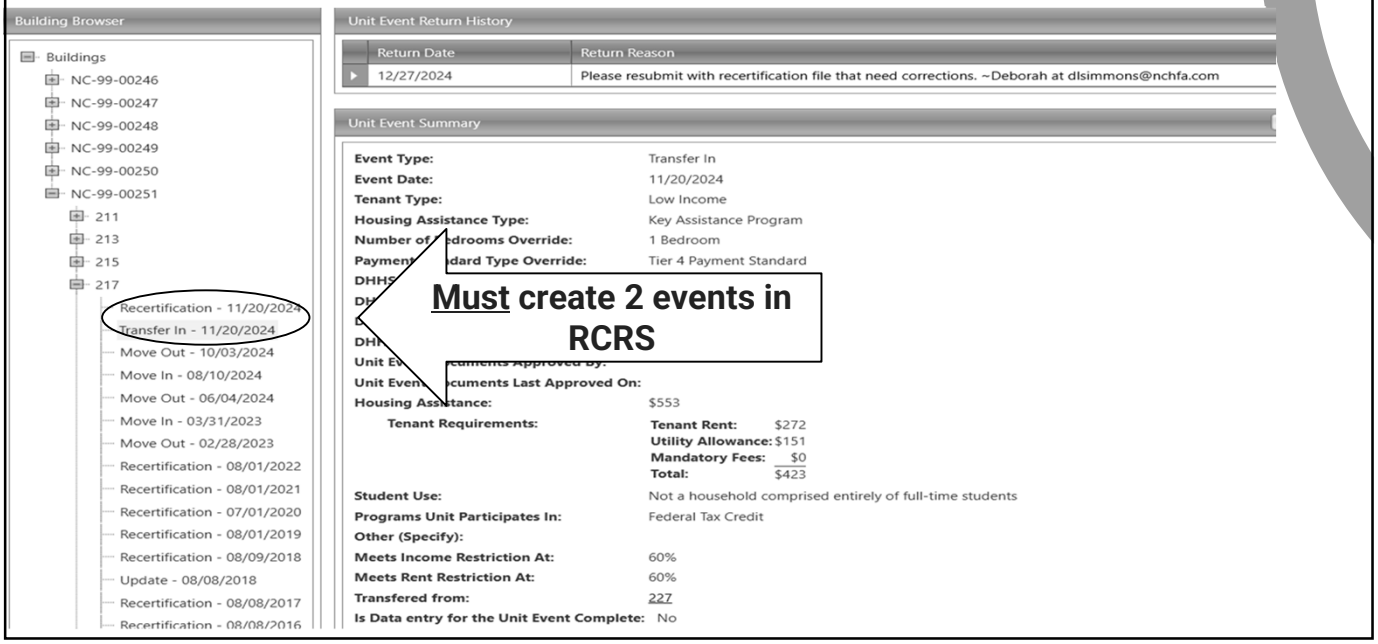


Unit Transfer Example Scenario 2

- **Treating as recertification/move in:**
- Household Moved in **1/01/2021.**
- Transfer completed as of **6/1/2025.**
- 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 **5/31/2026.**

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Transfer In



Transfers Reminders

Print your Property Activity Report Monthly.

Update Vacancy and Referral in real time (per guidelines)

Entering events timely – Move ins, recerts, updates, etc., in RCRS per requirement.

Use your Resources:

- Targeting Program Manual
- Asset Management Compliance Manual
- Property Activity Reports

When in doubt….REACH OUT!

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Tenancy Issues



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Tenancy Issues

- Housing Stabilization Coordinator 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.
- Consider request for reasonable accommodations.
- Create payment plan to address household damages during tenancy.

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

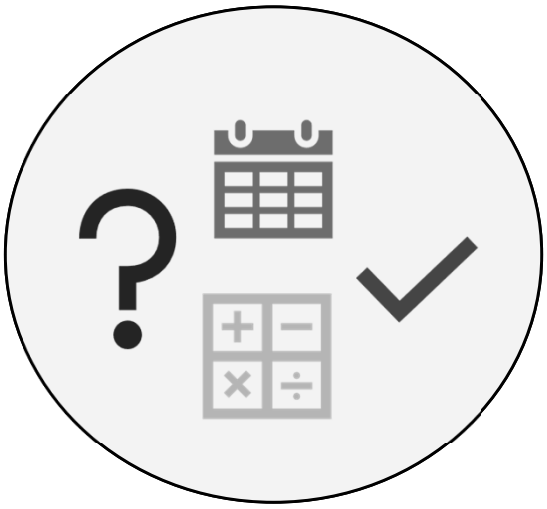
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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 your Housing Stabilization Coordinator.
  - Notice requirements per lease.
  - Termination (how many notices are required before your lease allows termination).
  - Follow your company policies consistently.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Special Claims



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Special Claims Eligibility

Risk Mitigation Claims

- 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?

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

DHHS Approval Process

Management emails the completed Special Worksheet to DHHS (only the worksheet).

DHHS verifies if management gave tenant the opportunity to salvage tenancy (if applicable).

DHHS signs Special Claims Worksheet and returns it management.

Management uploads signed approved Worksheet and supporting documentation into RCRS.

New & Improved! Special Claims worksheet is now fillable and will auto-calculate

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Special Claims

- Damage reimbursement minus security deposit (maximum of $3,500).
  - Damage for replacements is prorated based on life-expectancy of item and date of prior installation.
- 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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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.
  - Death, eviction, or fulfilled Notice of Intent to Vacate is not abandonment.
- Reimbursement for Successful Eviction Cost when following guidelines from Risk Mitigation Tools.
  - Claims for eviction cost may not exceed $1000.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Special Claims

Required Forms / Documents:

- Completed Special Claims Worksheet
- Security Deposit Disposition
- Damages:
  - Invoices, life-expectancy detail
- Rent & Fees:
  - Tenant Rent Ledger (minus subsidy ledger if possible)
- Abandonment:
  - Current Tenant Lease
- Eviction:
  - Bills/Receipts for fees paid (court, sheriff, legal), Judgement for Possession/Writ.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

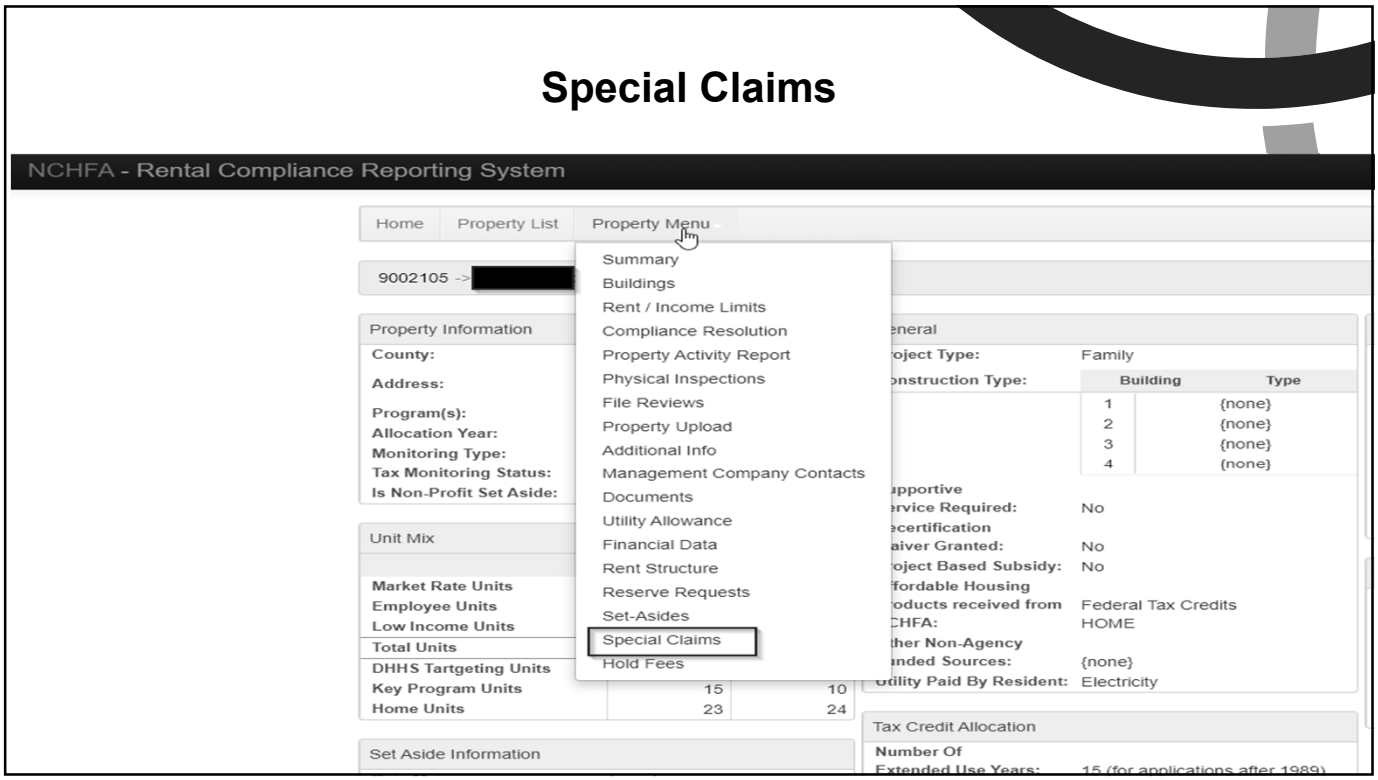
Special Claims

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

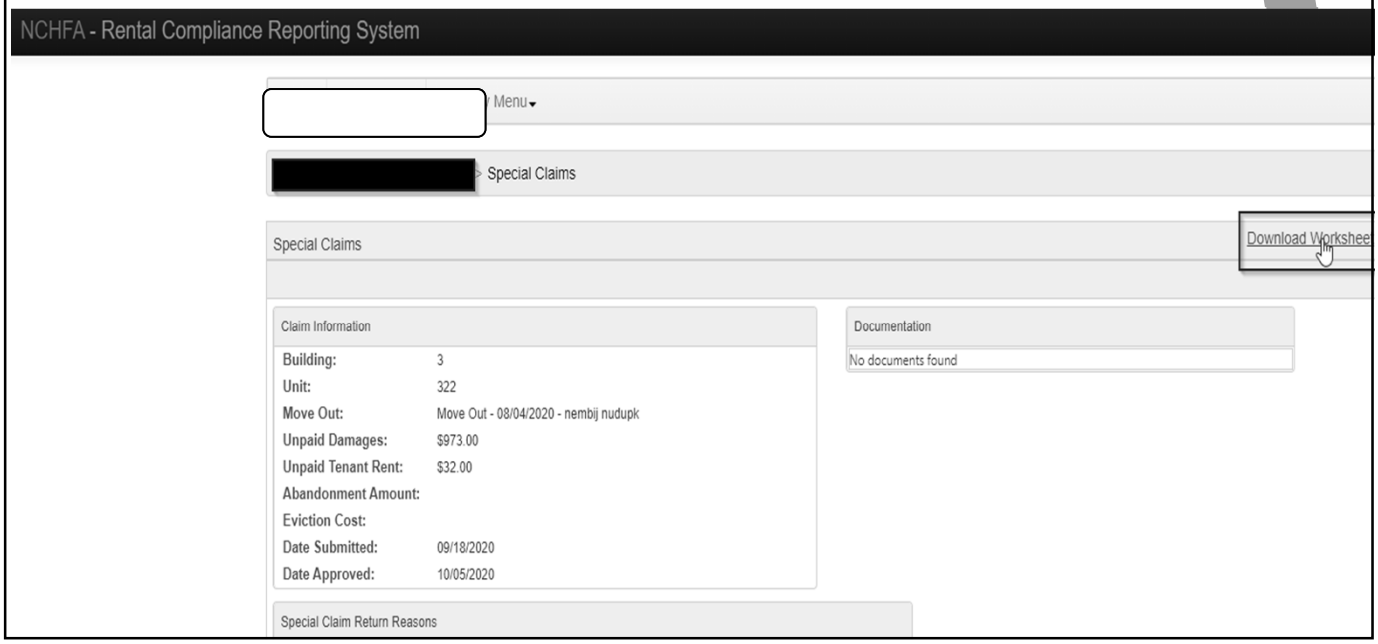
Check your calculations!

Note: If the numbers entered in RCRS don't match the claim, your claim will be returned.

Special Claims



Special Claims



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 and all required supporting documentation referenced below 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 Heidi Holt at htholt@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 ejectment.

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

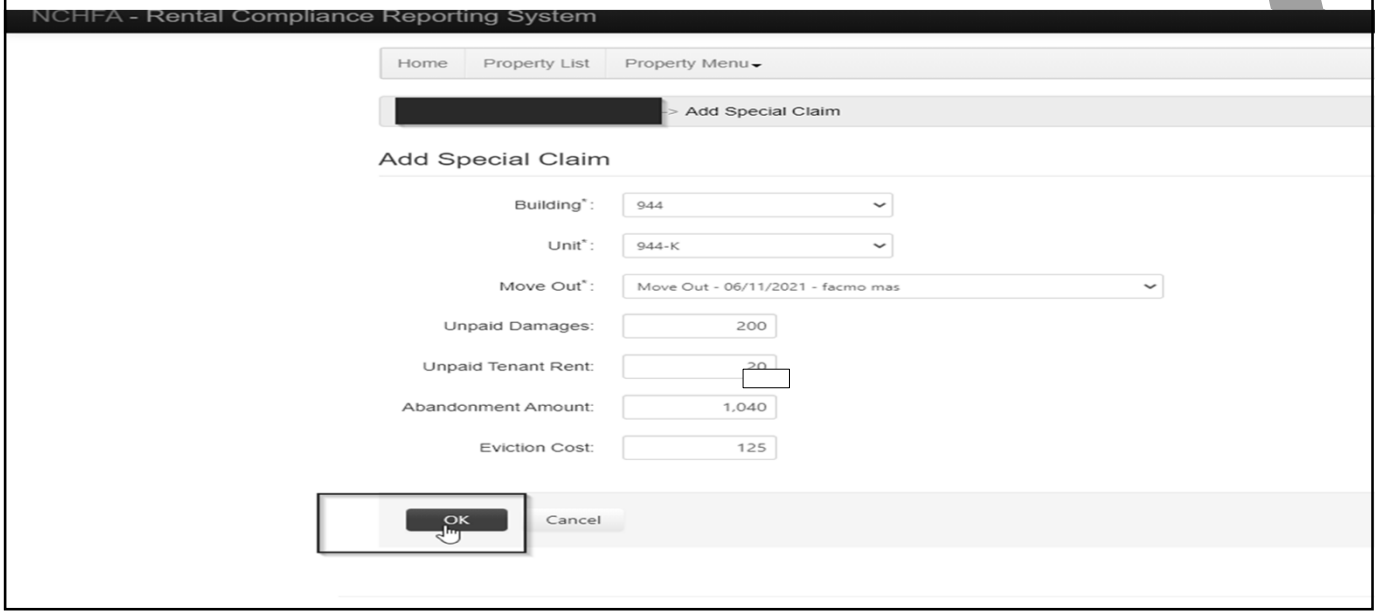
_____ _____

Printed Name Phone Contact

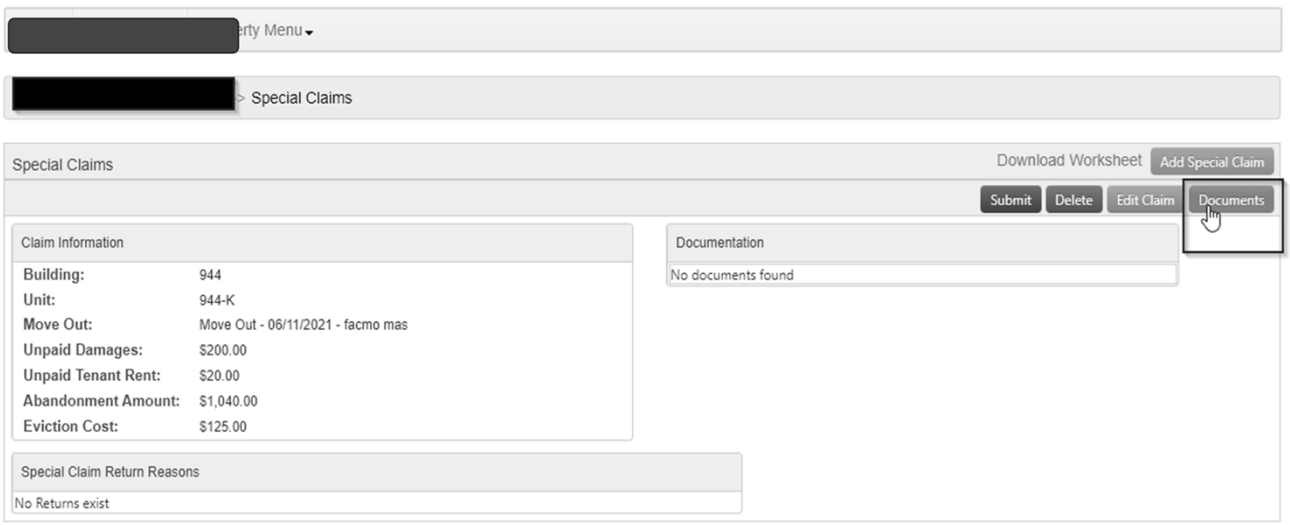
Special Claims



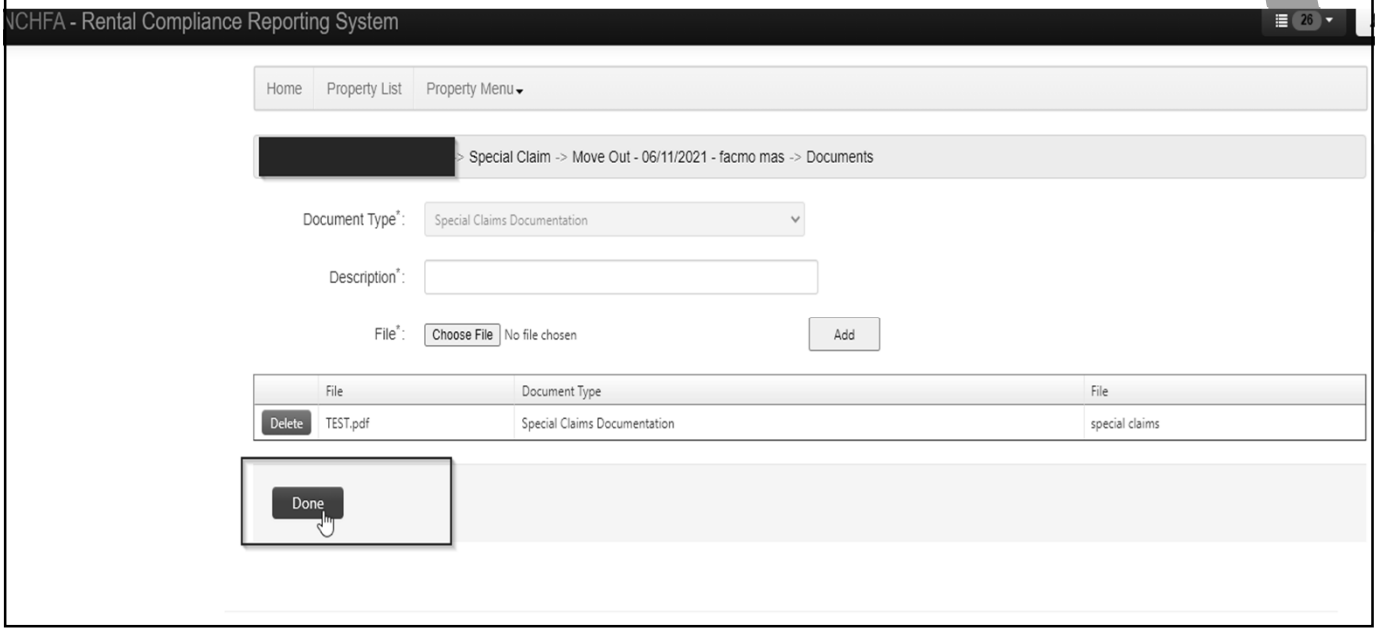
Special Claims



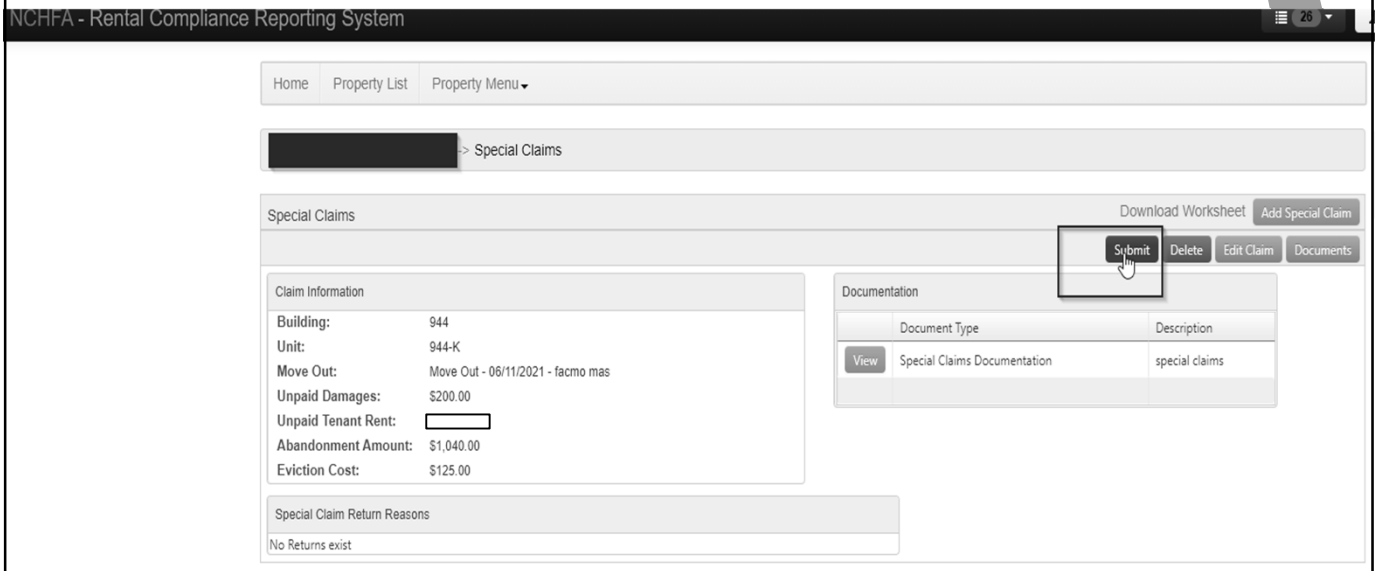
Special Claims



Special Claims



Special Claims



Special Claims Processing

- Once the Special Claim has been approved, the payment will be requested through the same method as Subsidy, Hold Fees, and Security Deposits

- Payment will be deposited in one lump sum - not broken down by damages, unpaid rent, etc.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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).

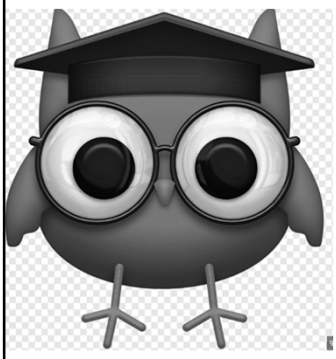
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Special Claims Case Study







NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Happy Gardens Apartments (new property)

Heidi Holt (Targeted Program Participant) moved into your new property on 6/1/2024. She moved into a 2-bedroom unit. A $645 Security Deposit was paid. During her tenancy she failed to make rent payments and was evicted on 6/30/2026 . Using the documents provided complete the Special Claims form for this household.

*Management prorated paint based on life expectancy policy:

- 5-year paint

* This unit re-rented on 8/9/2026*

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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 rlgardner@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) here and 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) here and 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 ejectment.

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

Rent Card		Heidi Holt	Unit: 200		
Date	**Rent/Charges**	**Summary**	**Pymt. Received**	**Balance**	**Notices**
6/30/2026	**key returned**	**0**	**0**	**658**	**see final bill/mo costs**
6/6/2026	10	late fee	0	658	
6/1/2026	645	Rent/Subsidy	404	648	eviction - Resident/DHHS
5/15/2026	156	eviction cost	0	407	NTV-RES./DHHS
5/6/2026	10	late fee	0	251	LR/LF - Resident/DHHS
5/1/2026	645	subsidy	404	241	
4/1/2026	645	Rent/Subsidy	241/404	0	
3/1/2026	645	Rent/Subsidy	241/404	0	
2/1/2026	645	Rent/Subsidy	241/404	0	
1/1/2026	645	Rent/Subsidy	241/404	0	
12/1/2025	645	Rent/Subsidy	241/404	0	
11/8/2025	645	Rent/Subsidy	241/404	0	
11/1/2025	645	Rent/Subsidy	241/404	0	
10/1/2025	645	Rent/Subsidy	241/404	0	
9/1/2025	645	Rent/Subsidy	241/404	0	
8/1/2025	645	Rent/Subsidy	241/404	0	
7/1/2025	645	Rent/Subsidy	241/404	0	
6/2/2025	645	Rent/Subsidy	241/404	0	
5/1/2025	645	Rent/Subsidy	241/404	0	
4/5/2025		Rent/Subsidy	241/404	0	
4/1/2025	645		0	645	
3/1/2025	645	Rent/Subsidy	241/404	0	
2/1/2025	645	Rent/Subsidy	241/404	0	
1/5/2025			241	0	
1-Jan	645	subsidy	404	241	
12/5/2024			241/404	0	
12/1/2024	645	-	-	645	
11/8/2024	-	-	404	0	
11/1/2024	645		241	404	
10/1/2024	645		404/241	0	
9/12/2024		subsidy	404	0	
9/1/2024	645	Res. Portion	241	404	
8/1/2024	645	Res. Portion/subs.	241/404	0	
7/8/2024		subsidy	404	0	
7/1/2024	645	Res. Portion	241	404	
6/10/2024	-	subsidy	404	0	
6/10/2024	-	Security Deposit	645	404	
6/1/2024	645sd/645 R	Resident Portion	241	1049	

Happy Town Court Systems: Eviction Procedures Receipt for Heidi Holt – Unit 200

(FAKE RECEIPT)

Filing fee	$96
Service of court summons	$30
Service of writ of possessions	$30

Invoice

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

CLEANING

Bill To
Happy Garden Apts.
229 Happy Lane
HappytownNC 27000

Date	Invoice No.	P.O. Number	Terms	Project
08/10/26	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: 07-10-26

Subtotal	$420.00
Sales Tax	$0.00
Total	$420.00

INVOICE

INV0003

Happy Day Painting

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

happydaypainting@gmail.com

DATE July 8, 2026

DUE DATE

July 30, 2026

USD $675.00

BILL TO

Happy Garden Apts.

229 Happy Lane , Happytown , NC 27000

DESCRIPTION	RATE	QTY	AMOUNT
2908-200 2 bed	$575.00	1	575.00
Sheetrock repair	$50.00	2	$100.00

Payment Info

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.

* 15% of the value of the original invoice

SUBTOTAL	$675.00
TAX (0%)	$0.00
TOTAL	$675.00
BALANCE DUE	USD $675.00

TARGETING PROGRAM SPECIAL CLAIMS WORKSHEET

Property Name Happy Gardens **Property Email** Happygardensmgr@gmail.com

Resident Name Heidi Holt **Resident Address** 200 Happy Lane

Move Out Date 6/30/2026

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 n household except when the unit remains unrented for more than 2 months. (Early claim submission will limit the vacancy cla
- 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 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.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)** $ _____

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Prorating Items (Paint)

DESCRIPTION	RATE	QTY	AMOUNT
2908-200 2 bed	$575.00	1	575.00
Sheetrock repair	$50.00	2	$100.00

Payment Info		
PAYMENT INSTRUCTIONS	SUBTOTAL	$675.00
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.	TAX (0%)	$0.00
	TOTAL	$675.00
	BALANCE DUE	USD $675.00

- Painting $575 divided by 5(yrs)= $115.00
- 115.00 x 3(yrs)= $345.00 for paint
- $345.00 + $100.00= $445.00
- Amount listed on Special Claim Worksheet = $445.00

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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) here and in RCRS on the Unpaid Tenant Rent line** $_____

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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) here and in RCRS on the Abandonment line** $ _____

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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 ejectment.

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** $ _____

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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.

Louise Gardner — Signature

9/5/2026 — Date

Louise Gardner — Printed Name

919-877-5663 — 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.

Dedra Purcell — Signature

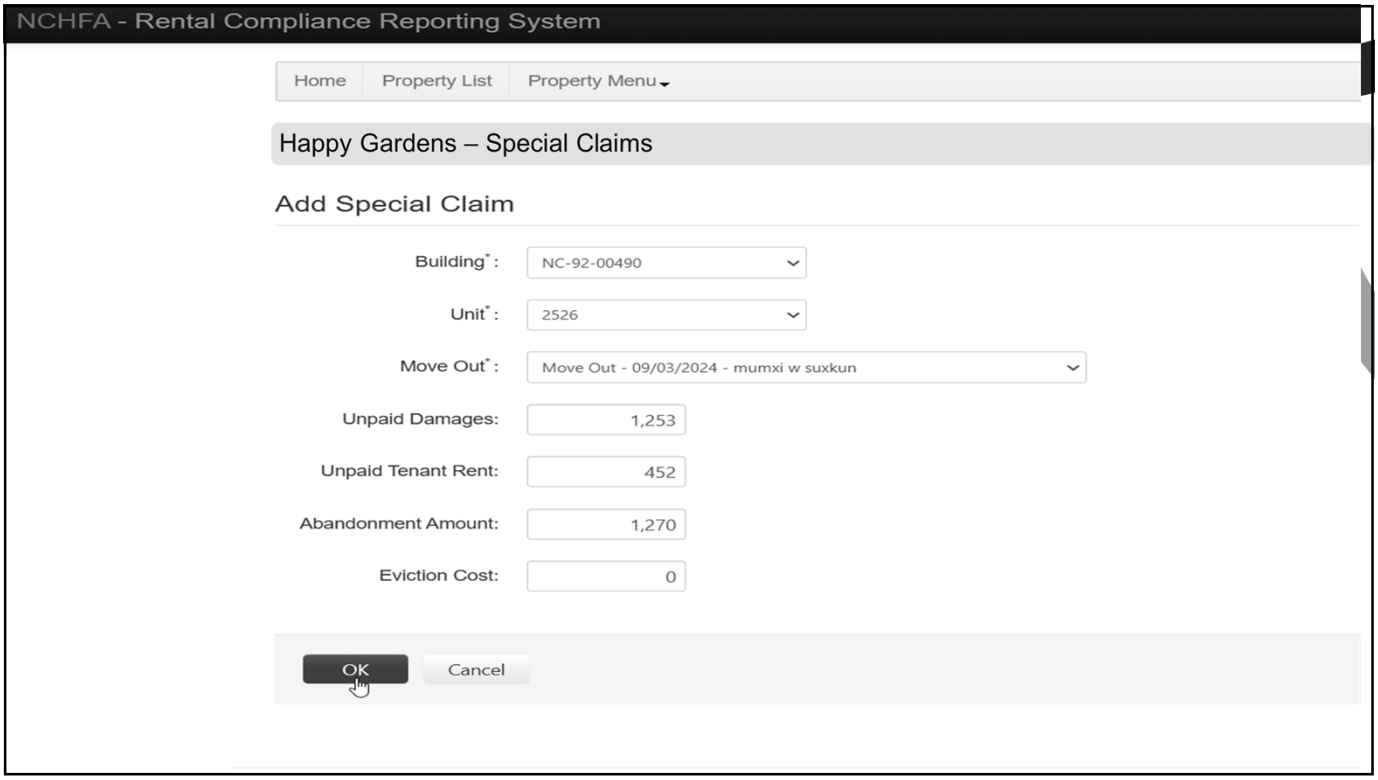
9/5/2026 — Date

Dedra Purcell — Printed Name

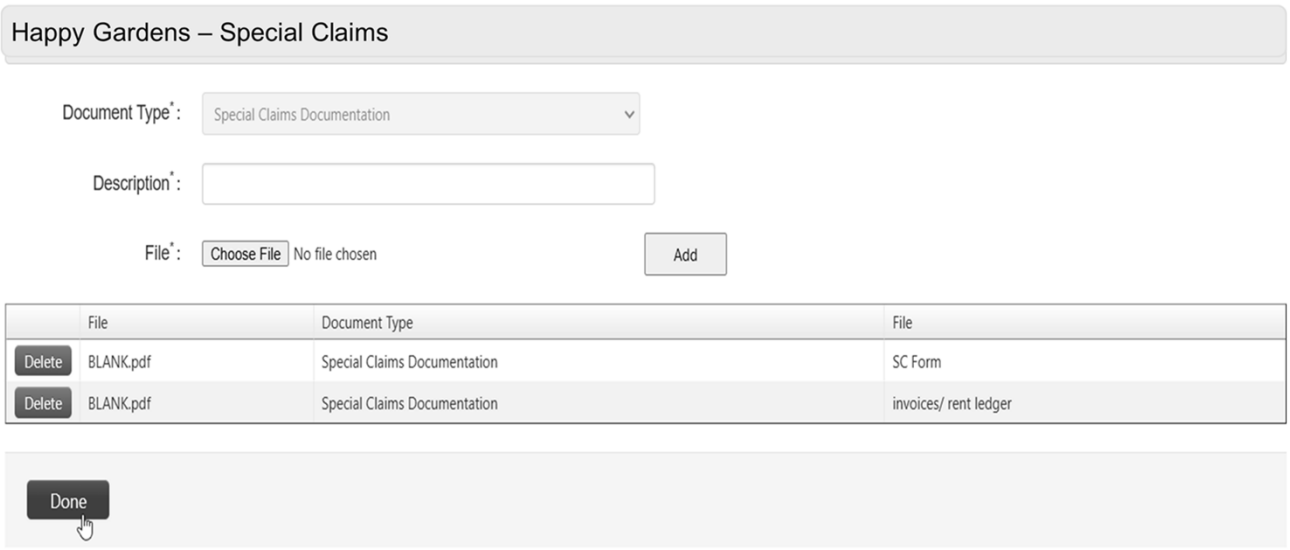
919-002-0101 — Phone Contact

NORTH CAROLINA HOUSING FINANCE AGENCY

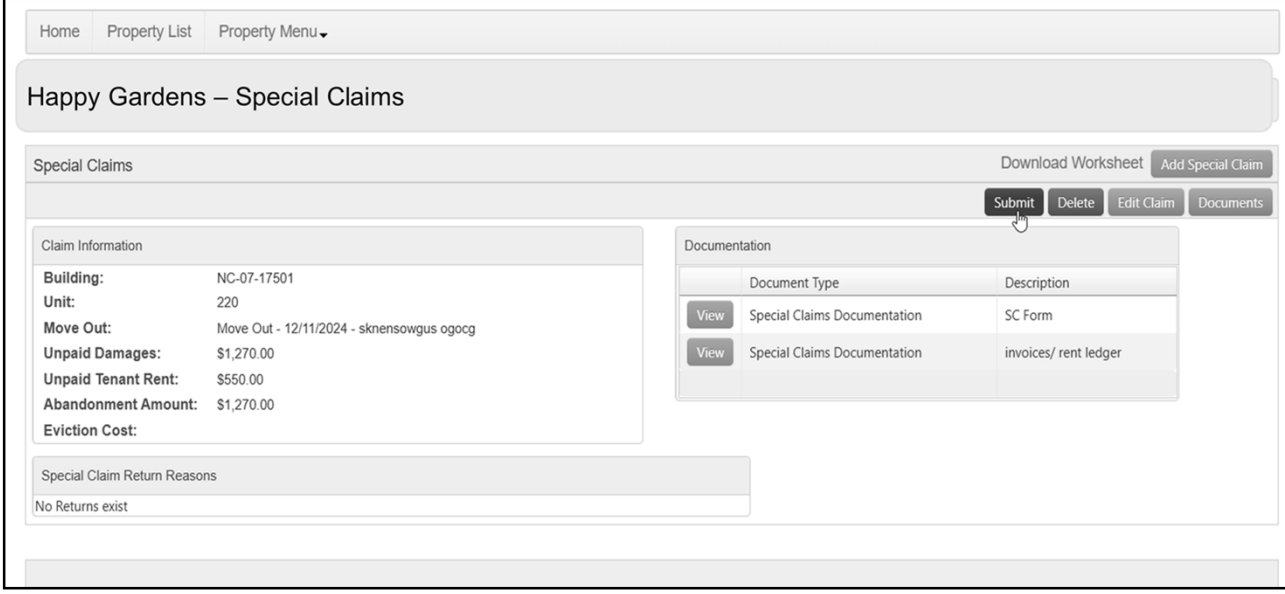
HousingBuildsNC.com



Case Study



Case Study





NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Cards
Key Rental Assistance
Timely Payments and V&R

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card: 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 run and or respond to these reports.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card: Failure to Update V&R

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card: V&R Vacancy Reporting

- Management has up to 8 calendar days to report units that have been vacated
  - Avoid missing that deadline; report early!
- **All** units that become vacant must be reported into V&R, regardless of other property obligations.
  - If unit has another obligation, report and then request release.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Report Card: Targeting Program Requirements for V&R

- What to do after reviewing 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.
    - Consider adding this to the move out process checklist.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

ISHP Integrated Supportive Housing Program

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

ISHP: Transitions to Community Living Voucher

- ISHP was an alternative program to Targeting, made available during certain year allocations.
- Although ISHP is no longer available to new allocations, existing properties must continue to participate.
- TCLV funds are used as the subsidy for the ISHP referrals.
  - Be aware, non-referral tenants may also use TCLV funds.

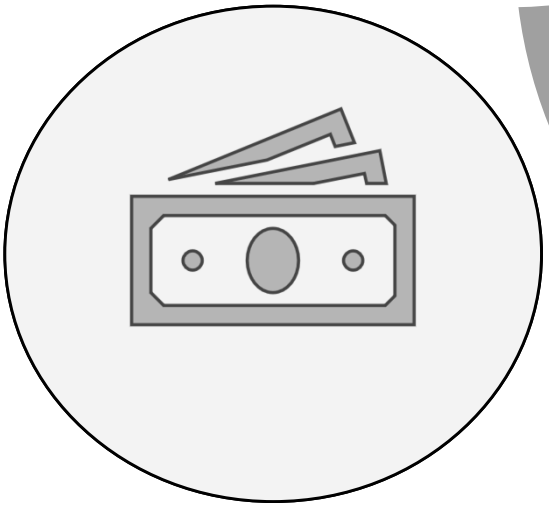
NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

ISHP: Transitions to Community Living Voucher

- ISHP follows same reporting and application requirements as Targeting.
- SD will be paid via the TCLV Provider
- Provide a copy of the contract at move in along with move in documents.
- Annual recertifications are required.
- Communication with DHHS for tenancy issues is required.
- ISHP has its own special claims process.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Section 811 PRA



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

NCHFA & Section 811 PRA

- The Agency has been awarded FY19 and FY23 grant funding from HUD under its Section 811 Supportive Housing for Persons with Disabilities program.
- 811 PRA is project-based rental assistance that will subsidize Targeting Program units in select LIHTC developments.
    - FY19 Award = 210 units
    - FY23 Award = 195 units

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

What is Section 811 PRA?

- Federal program providing project-based rental assistance for persons with disabilities.
- Authorized under the Frank Melville Supportive Housing Investment Act of 2010.
- Targets non-elderly adults (aged 18–61) with disabilities and extremely low income at or below 30% AMI of HUD Section 8 Income Limits.
- Offers permanent, integrated supportive housing with no more than 25% of total units set aside for people with disabilities.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

811 PRA Partnerships & Structure

- Administered by NCHFA in partnership with NCDHHS.
- 811 PRA units are Targeted Units set aside in:
  - New construction project with LIHTC award from NCHFA
  - Family development - no age restrictions
  - Located in high demand counties as defined by DHHS
  - Developments with one-bedroom units
- 811 PRA applicants are referred to the property by NCDHHS under a formal Interagency Partnership Agreement.
- 811 PRA provides rental operating subsidy only—no construction or development funding.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

811 PRA Basic Eligibility Rules

- At the time of move in, household income must not exceed the Extremely Low Income (ELI) limit as established by HUD.
- At least one person must be an individual with a disability and between 18 and 61 years of age at the time of admission into the property. The person with the disability must be eligible for community-based, long-term services. Once admitted, the qualifying member cannot “age out” of the program.
- Tenants pay 30% of adjusted income for rent plus utilities.
- There is no minimum rent requirement (e.g., no minimum $25 TTP).

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

If a targeting program participant living on your property does not pay their rent by the 5th of the month or when rent is due by should you

A. Send notice to DHHS and resident
B. Send notice to resident
C. Send notice to DHHS

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

During the lease up of a new property, how long does DHHS have units for in each building that gets it's CO (Certificate of Occupancy)?

A. 365 days
B. 90 days
C. 30 days

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact regarding targeting application/verification questions?

A. DHHS - HSC (Housing Stabilization Coordinator)
B. NCHFA (North Carolina Housing Finance Agency)
C. DHHS - HA (Housing Assessor)

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact regarding in house residents issues?

A. DHHS - HSC (Housing Stabilization Coordinator)
B. NCHFA (North Carolina Housing Finance Agency)
C. DHHS - HA (Housing Assessor)

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact if they have questions about Vacancy and Referral System?

A. Co-workers
B. NCHFA
C. DHHS

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact about Key Payment issues or questions?

A. Susan Westbrook
B. Marco Polo
C. Heidi Holt

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management call if they have questions about returned files?

A. Co-workers
B. The person who returned the file
C. Ghostbusters

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

& Resources Contacts

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Acronyms

ARA	Approved Referral Agency
CO	Certificate of Occupancy
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
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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Manuals



Targeting Program Manual

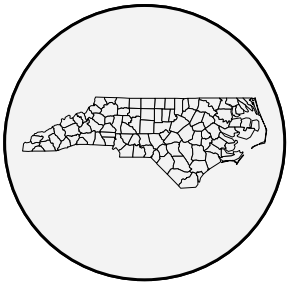
1. Go to www.nchfa.com
2. Click Rental Housing Partners
3. Click Rental Owners & Managers
4. Click Policies, Resources and Forms



Compliance Manual

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

DHHS Targeting Program Contacts



Find the following documents:

- ✓ Housing Assessor County Coverage List & Map
- ✓ Housing Stabilization Coverage Area List & Map
- ✓ Statewide Targeting Program Contact Information

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

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

"Goodbye"

Amy



Louise



Dorian



Heidi



And a special "Thank You" to
Susan and Wanda
for presenting today!





NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Answers

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

V&R: Vacancy Status-Pop Quiz

1. Failure to report units, or failure to report timely can negatively impact the property report card.
2. Once a unit is reported, the HA has access to the unit for 30 days to provide the property with a referral.
3. If a referral is made, the vacancy must continue to be held open until the referral process is complete.
4. If a referral is denied, the unit must continue to be held open until the grievance and appeal process is complete.
5. If a referral is denied, but does not appeal, and the vacancy status is still within the initial 30-day timeline, the unit must continue to be held in case the HA sends a new referral.

Note:
Management CANNOT rent a unit to any outside applicants until the HA has released the unit.

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

Average Income Scenario

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

Answer:
$545 Gain $145 monthly YAY!
145x 12 months = $1740 yearly gain

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

Answer:
$645 Lose $405 monthly…uh oh!
$405 x 12 months = $4860 yearly loss

Note:
Dive deeper into income averaging with NCHFA's Advanced Training!

PART 1 – UNIT INFORMATION

1. Number of Bedrooms: 2 Monthly Payment Standard (from list below): $665

Monthly Payment Standard (total approved rent for unit): Base – Tier 1

Bedroom Size	Rent Amt
SRO	$365
Efficiency	$535
One (1) Bedroom	$565

Bedroom Size	Rent Amt
Two (2) Bedroom	$665
Three (3) Bedroom	$755
Four (4) Bedroom	$835

2. Household's Gross Annual Income (from Part 4 Line L of Tenant Income Certification): $ 11928

3. 50% Area Median Income Limit based on household size (found in RCRS): $ 22880

4. **At initial move-in only**, if income on line 2 is greater than line 3, **STOP HERE**.
Household may not be eligible for Key Rental Assistance. Contact Detra Purcell (NC DHHS) at detra.l.purcell@dhhs.nc.gov.

Properties with HUD SHP Capital or Operating Assistance or properties where all units are HOME should skip lines 5 & 6 and enter the tenant payment from the HUD calculation worksheet directly on line 7. All others should proceed to line 5.

5. Household's Gross Monthly Income (line 2 divided by 12): $ 994

Number of Household Members: 1 *Does the # of HH members above include a Live-In Aide?* ☐ Yes ☒ No

Unit Size	Household Size	Percent of Income	
		Resident pays ANY utilities	Owner pays ALL 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.*

If the household size is less than the minimum listed in the table above for the unit size on line 1, **STOP HERE**.
Household may not be eligible for Key Rental Assistance. Contact Detra Purcell (NC DHHS) at detra.l.purcell@dhhs.nc.gov.

6. Insert Appropriate Percentage (from table above): 25 %

7. **Tenant's Monthly Portion of Payment Standard** (line 5 x line 6): $ 249
This amount is the tenant rent inserted on the Key lease addendum. Round to nearest dollar.

8. **Monthly Unit Subsidy** (line 1– line 7): $ 416
List this amount on the monthly Payment Requisition.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

2. The Tenant is responsible for paying the Landlord an amount based upon a percentage of the household's gross monthly income, as calculated according to standard Program rules without consideration of utilities (depending on funding sources). The percentage varies by unit size. Management must give thirty (30) day written notice of increase if calculated incorrectly.

Unit Size	Household Size	Percent of Income	
		Resident pays ANY utilities	Owner pays ALL 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.*

Beginning on 5/1/2026 (effective date), total rent is $ 665, Tenant shall pay $ 249 monthly and $ 416 of subsidy will be paid on behalf of the Tenant. The subsidy will end effective 4/30/2027 unless household completes the recertification process to support continued eligibility, as required by the program.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

PART VII. RENT

Tenant Rent:	$ 249	Unit Meets Rent Restriction at:
Utility Allowance:	$ 95	☐ 80% ☐ 70%
Rental Assistance:	$ 416	☐ 60% ☐ 50%
Other non-optional / mandatory fees:	$ ____	☐ 40% ☐ 30%
Gross Rent for Unit (See Instructions):	$ 344	☐ 20% ☐ ____%

Is the source of Rental Assistance Federal? ☐ Yes ☑ No *If No, what is the source of the assistance?* Key

- ☐ HUD Multi-Family Project-Based Rental Assistance (PBRA)
- ☐ HUD Section 8 Moderate Rehabilitation
- ☐ Public Housing Operating Subsidy
- ☐ HOME Tenant Based Rental Assistance (TBRA)
- ☐ HUD Housing Choice Voucher (HCV-tenant based)
- ☐ HUD Project-Based Voucher (PBV)
- ☐ USDA Section 521 Rental Assistance Program
- ☐ Other Federal Rental Assistance _____

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com



What is the Rent Rate? 665

What is the Security Deposit Rate? 665

What is the Lease Start Date? 5/1/2026

What is the Lease End date? 4/30/2027

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

TARGETING PROGRAM SPECIAL CLAIMS WORKSHEET

Property Name Happy Gardens **Property Email** Happygardensmgr@gmail.com

Resident Name Heidi Holt **Resident Address** 200 Happy Lane

Move Out Date 6/30/2026

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.l.purcell@dhhs.nc.gov for DHHS certification.

1) **Security Deposit Collected** $ 645

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
Paint/sheetrock work	$445.00
Total Cost	$865.00

a) Total Cost from above $ 865.00

b) Security Deposit from line 1 - $ 645.00

c) Payments made by tenant - $

d) **Remaining Unpaid Damages** *(If the amount is negative, you are not eligible for any unpaid damages.)* = $ 220.00

e) **Enter the lesser of line 1d or $3,500 here and in RCRS on the Unpaid Damages line (not less than $0)** $ 220.00

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) May & June 2026 $241 + $241 + 2mths LF $20 $ 482. R+20. LF

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** $ 502.00

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) $ N/A

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** $ _____

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 ejectment.

a) Eviction Costs $ 156.00

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** $ 156.00

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.

Louise Gardner — Signature

9/5/2026 — Date

Louise Gardner — Printed Name

919-877-5663 — 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

9/5/2026 — Date

Detra Purcell — Printed Name

919-002-0101 — Phone Contact

Form effective 1/1/24

1) **Security Deposit Collected** $ 645

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
Paint/sheetrock work	$445.00
Total Cost	$865.00

a) Total Cost from above $ 865.00

b) Security Deposit from line 1 - $ 645.00

c) Payments made by tenant - $

d) **Remaining Unpaid Damages** *(If the amount is negative, you are not eligible for any unpaid damages.)* = $ 220.00

e) **Enter the lesser of line 1d or $3,500 here and in RCRS on the Unpaid Damages line (not less than $0)** $ 220.00

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) May & June 2026 $241 + $241 + 2mths LF $20 $ 482. R+20. LF

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** $ 502.00

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

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 ejectment.

a) Eviction Costs	$ 156.00
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**	$ 156.00

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

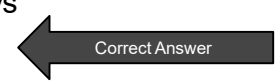
If a targeting program participant living on your property does not pay their rent by the 5th of the month or when rent is due by should you

A. Send notice to DHHS and resident
B. Send notice to resident
C. Send notice to DHHS

Always Include Both

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

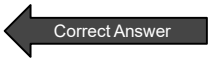
During the lease up of a new property, how long does DHHS have units for in each building that gets it's CO (Certificate of Occupancy)?

A. 365 days
B. 90 days 

C. 30 days

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact regarding targeting application/verification questions?

A. DHHS - HSC (Housing Stabilization Coordinator)
B. NCHFA (North Carolina Housing Finance Agency)
C. DHHS - HA (Housing Assessor) 

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact regarding in house targeting resident issues?

A. DHHS - HSC (Housing Stabilization Coordinator) ✓
B. NCHFA (North Carolina Housing Finance Agency)
C. DHHS - HA (Housing Assessor)

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact if they have questions about Vacancy and Referral System?

A. Co-workers
B. NCHFA
C. DHHS ✓

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management contact about Key Payment issues or questions?

A. Susan Westbrook
B. Marco Polo
C. Heidi Holt ✓

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Who should management call if they have questions about returned files?

A. Co-workers
B. The person who returned the file ✓
C. Ghostbusters

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

The Life of the Vacancy and Referral System

Things to know before you begin

• RCRS **Management** Company Account Administrator must provide their staff with "RCRS Vacancy Reporter" access to the property.

• **Management** always works on the Vacancy Detail page **until** the **Housing Assessor** provides a referral. From that point forward, all updates are entered on the Referral Detail page.

• The **Housing Assessor** always works on the Referral Detail page UNTIL management has updated the referral with the move-in date, etc. From that point forward, the Housing Assessor would then release the vacancy on the Vacancy Detail page. ** Housing Assessor should **NEVER** release a vacancy when status is "Pending Move-In". Move-in information must be entered PRIOR to release by Housing Assessor. If the household changes their mind, etc. management should "Withdraw Application" and Housing Assessor 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 completes 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. Housing Assessor 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 Housing Assessor reviews the vacancy.
2. **Housing Assessor** – Awaiting Vacancy Review
    a. Housing Assessor acknowledges they have received the vacancy (Complete Vacancy Review or Release Vacancy) **Housing Assessor should monitor this worklist throughout the day
    b. Once Housing Assessor completes vacancy review, status changes to "Open" and Management can no longer edit the vacancy. Housing Assessor should ask Management to resolve any obvious issues with the unit prior to completing this step.
    c. Housing Assessor now has the option to Add Referral
        i. Housing Assessor 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.
        ii. Targeting Referral Letter is uploaded by Housing Assessor.
        iii. Housing Assessor has the option to enter multiple referrals for same vacancy.
        iv. Housing Assessor can withdraw referral at any time, but this does not remove the requirement to hold unit for thirty (30) days.
    d. Housing Assessor immediately has the option to Release Vacancy. Unit status of released unit is "Released".
        i. If Vacancy is released, Housing Assessor provides reason for release. If Vacancy released is denied, no reason is required.

ii. No vacancy should be released until targeting requirement is met unless DHHS determines no viable referrals available
iii. Housing Assessor is no longer able to release a unit that has been 'reserved' for a referral.

3. **Management** receives Referral Notification in V&R system (red flag and email notification)
    a. Housing Assessor anticipates referral will contact/visit/apply within five (5) business days.
    b. Management provides Housing Assessor an update on referral no later than five (5) business days of referral receipt.
        i. If referral does not show up or contact property, Management Requests Follow Up from Housing Assessor via V&R system. This notifies Housing Assessor the referral has not made contact. Housing Assessor 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 Housing Assessor. Property is required to continue to hold the unit for the original thirty (30) day period.
        ii. 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.
        iii. Management has the option to Approve, Deny, or Withdraw Application in V&R once application has been submitted and is being processed.
            1. Withdraw Application – Applicant/ Housing Assessor has notified site they wish to withdraw application. Site enters this in V&R and Housing Assessor receives Awaiting Withdrawal Review and either "closes" or "revives" the application.
            2. 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. Housing Assessor can notify management, via V&R system, of intent to appeal if applicable. Housing Assessor 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.
            3. Housing Assessor receives Awaiting Application Denial Review. Housing Assessor reaches out to referral agency and determines if appeal/reasonable accommodation request will be requested. If so, Housing Assessor sends "appeal notice" to site via RCRS. Housing Assessor 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, Housing Assessor closes the referral and it is removed from the list.

4. When **management** receives Notice of Appeal or Reasonable Accommodation Request Housing Assessor, they wait to hear from applicant or their representative for actual basis of appeal. Housing Assessor 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, Housing Assessor 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, Housing Assessor 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. Housing Assessor still has no action to take. Once the unit is reserved, unit status changes to "Reserved". Note: Housing Assessor 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 Housing Assessor 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 is 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. **Housing Assessor** 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.