Management Company Instructions

**Daily Processing:**

1. **Log into RCRS and look for Announcements and Monitoring Activity on the Home Screen.** [www.nchfa.org/rcrs]
2. **Respond to any documentation or actions requested by NCHFA.** [If we are waiting for information from you, there will be an alert in a red circle at the top of your screen in the black bar. Click on the red number and the response type needed to be taken to a list of properties. Select the property to be taken to the screen to provide the necessary information.]
3. **Enter move-ins, move-outs, recertifications and updates.** [Click on Property List. Select the property from the list. Click on Property Menu and select Buildings to be taken to the screen to enter activity. See next page for more detailed instructions.]

**Manage User Accounts:**

1. **Add New Users.** [Click on Manage User Accounts. Click Add New User. Enter all requested data. Click Create. Find User in list of Active Users. Click on Create Login. Assign as User Administrator to give rights to all properties or select individual properties from list. Click Create Login at bottom of page. An email with a user ID and temporary password will be sent to new user.]
2. **Add Tags to users to indicate their roles within each property.** [Click on Property List. Select property to begin. Click on Property Menu, Management Company Contacts. Click Add Tags to indicate to NCHFA what the person’s role is for that property. For example is this person the onsite manager, person to contact for file reviews or physical inspections, etc. You can select as many or as few tags as you would like for an individual.]
3. **Edit or Remove Users.** [Click on Manage User Accounts. Find User in list of Active Users. Click magnifying glass beside name. Correct phone numbers, address and/or email as appropriate. If removing a user, click to remove the check mark beside Active. Click Save at the bottom of the page.]
4. **Change property assignments or Reset Password.** [Click on Manage User Accounts. Find User in list of Active Users. Click on the user name under Login. Change property assignments by clicking to add or remove. Click Save Changes at the bottom of the page. Click Reset Password if user can’t remember their password or they get locked out of the system.]

**Entering Move-ins, Recertifications, Updates, Transfers and Move-outs:**

1. **Enter move-ins and recerts as they occur.** [Click on Property List. Select property to begin. Click on Property Menu, Buildings. Click on the appropriate building on the left side of the screen and click on the unit number. Click Add Unit Event on the right hand side of the screen. Select Event Type, Event Date, and enter any other requested info. Click OK when ready to enter additional info. Incomplete event will appear in red. ]
2. **Enter/Edit Household Members.** [Scroll down to the Household member section, if not visible on your screen. If this is a move-in, click Add Tenant to enter each household member. If it is a recert, click edit to verify household members, delete to remove someone or Add Tenant to add someone.]
3. **Enter/Edit Income Information.** [Scroll down to the Income section, if not visible on your screen. If this is a move-in, click Add Income to enter each household member’s income. If it is a recert, click edit to provide the correct income for the year, delete to remove income source or Add Income to add income.]
4. **Enter/Edit Asset Information.** [Scroll down to the Asset section, if not visible on your screen. If this is a move-in, click Add Asset to enter each household member’s assets. If it is a recert, click edit to provide the correct asset values and income for the year, delete to remove an asset or Add Asset to add assets.]
5. **Verify that information is complete.** [Click Edit Unit Event. Click to check the box beside Unit Event Complete. Click OK.]

**Entering Move-ins, Recertifications, Updates, Transfers and Move-outs for households with Key Assistance:**

1. **Follow steps 1- 4 above to put these events into RCRS.** [You will not be allowed to enter tenant rent or assistance amount. This amount will calculate after you enter the household members, income and assets.]
2. **Prior to marking the Unit Event as Complete, upload the documents necessary for NCHFA to approve the event for Key assistance: Targeting Referral Letter, rental application, verifications, Tenant Income Certification, Rent and Subsidy Calculation Worksheet, Lease, Key Lease Addendum etc*. Note: You no longer have to redact (remove personal information such as Social Security numbers) from these forms.*** [Click on Documents at the top of the Unit Event page. Select the Document Type. Each document must be uploaded individually. Search to find the document on your computer. Type in a description if you want one. Click Upload.]
3. **Verify that information is complete.** [Click Edit Unit Event. Click to check the box beside Unit Event Complete. Click OK.]

**Key Assistance Initial Setup:**

1. **Request Owner Agreement to Participate prior to property opening.** [Click on Property List. Select property to begin. Click on Property Menu, Documents. Click Request OAP.]
2. **Provide Key Onboarding Documents: executed OAP, Key Direct Deposit Authorization, IRS form W-9 and the Employer Identification Letter.** [Click on Property List. Select property to begin. Click on Property Menu, Documents. Click Upload to upload completed forms requested in box. Once an approval date displays, the property may begin leasing to Key-eligible referrals from DHHS.]

**Request Key Assistance and Review Prior Requests:**

**IMPORTANT: On the initial request made for a property using the new system, you will need to verify that the Key amount being requested for each household is accurate. We have found that the income entered into RCRS is frequently different from the income documentation submitted to us for approval. Since the system calculates the amount of assistance based on the income entered into RCRS, you will not receive the correct payment unless you correct your data entry.**

1. **Request Key Assistance once per month.** [Click on Rental Assistance. Click Create New Payment. All properties the user has access will display. All households with Key assistance will display and the system will indicate whether they have been approved or not. If not approved, the household will remain in the cue and assistance will not be paid. After approval is granted, the household will be added to the next payment request and all subsidy not previously paid will be paid at that point. You can Pause assistance for any household that is approved. Click Submit at the bottom of the page to submit requests for all properties you have access to. ]
2. **Check the Status of Payments.** [Click on Rental Assistance. Payment requests can be deleted until we approve the request for payment. You can see the approval date and date paid. You can view the request detail by clicking View. Provide the Request Number if you have questions about a particular payment.]

**Upload Data from Third Party Software:**

1. **Upload data on a regular basis.** [Click on Property List. Select property to begin. Click on Property Menu, Property Upload. Click Browse to find XML file created by software. Enter your email address to get the upload report. Click Upload and Validate.]

**Utility Allowance Updates:**

1. **To get the correct utility allowance into RCRS, it must be submitted to NCHFA.** [Click on Property List. Select property to begin. Click on Property Menu, Documents. Click Upload beside Utility Allowance Documentation. Click Select to find file saved on your computer. Click OK. A received date will appear to confirm when you have uploaded the documentation. An approved date will appear once we have updated the property file. UA will not be approved until we have received payment, if payment is required. See our Utility Allowance Policy for details.]

**Management Company Documents:**

1. **For properties with a loan from NCHFA, certain management company documents must be submitted to NCHFA for approval prior to implementation. The include: Affirmative Fair Housing Marketing Plan, Lease, Tenant Selection Policy and the Management Plan. It may also include a Tenant Participation Plan.** [Click on Property List. Select property to begin. Click on Property Menu, Documents. Click Upload beside the document type. Click Select to find file saved on your computer. Click OK. A received date will appear to confirm when you have uploaded the documentation. An approved date will appear once we have approved the document submitted.]

Annual Owner Certification (AOC) Instructions

**Management:**

1. **Log into the Rental Compliance Reporting System (RCRS) and click on the AOC tab on the top menu bar.** [www.nchfa.org/rcrs]
2. **Click View beside the Property Name.**
3. **Answer the questions correctly.** If any questions require additional information or supporting documentation, provide when prompted to do so.
4. **Click Save.** You will be taken back to the AOC list.
5. **Click Print under AOC Print.** Review the answers for accuracy and obtain the Owner’s signature.
6. **Once you have a signed original AOC, go back into RCRS.** Click on AOC; then click on Upload & Submit beside the appropriate property.
7. **Click to check the box beside the “I certify” statement.**
8. **Click Browse and select the scanned original AOC on your computer.** Click Add to upload the file.
9. **Click Submit. T**he property name will fall off of the AOC list. You can view/print the uploaded document under the Documents menu for the property. If you should determine that a question was answered incorrectly, you can ask NCHFA to set the AOC for resubmission and it will reappear in the list. Likewise, if we have any questions once we review the submitted documents, we may set the AOC for you to resubmit.

**Owners:**

1. **Verify that management has answered the questions correctly. Provide a signed original AOC back to the management company so they can complete the process. AOCs are due February 10th of each year.** Owner access into RCRS will be provided in the future.

Unit Events with Key Waivers

**Data Entry in RCRS:**

1. Click on Buildings from the Property’s drop down menu. Select the bldg where the unit is located. Select the correct unit number. On the right hand side, click Add Unit Event on the right hand side.
2. Select Event Type: Move In, Recert, etc. Enter the Effective Date.
3. Select Tenant Type: Low Income
4. Select Housing Assistance Type: Key Assistance Program
5. Skip down to Programs Unit Participates In and click to check appropriate boxes.
6. Set Income & Rent Restrictions as 30%
7. Click OK.
8. Click on Event Effective Date.
9. Click to Add/Edit Tenant as necessary.
10. Click to Add/Edit Income to enter correct actual income.
11. Click to Add/Edit Assets, if necessary.
12. Click Documents and upload all tenant file documents, including appropriate Waiver Letter as issued by DHHS.
13. Click Edit Unit Event after all documents have been uploaded.
14. Click check box beside Has Income, Bedroom Size or Payment Standard Waiver.
    1. For Income Waivers, enter the amount designated by DHHS in the Waiver Approval Letter.
    2. To select a different percentage to calculate by (such as when 1 person is approved to occupy a 2 BR unit), click the drop down to select the bedroom size that typically uses that percentage (in this case 1 BR). This only affects the percentage to calculate the tenant share of rent.
    3. Payment Standard Override Amount: **(Rarely Used)** Provide hard number of payment override as provided by DHHS.
    4. Payment Standard Type Override: **(Rarely Used)** Switch to different set of payment standards as approved by DHHS.
15. When you make the selection above, the screen should automatically recalculate the tenant portion and the Key subsidy. You may have to hit the Tab key to force the recalculation.
16. If the subsidy agrees with your calculation, click Unit Event Complete, then click OK. If there is a discrepancy, click Details to try & figure out the reason. Contact Linda Summa or Sandy Harris for assistance.

Instructions for Rent Increase Submission in RCRS

\*\*If this is your first request via RCRS, you will need to enter your current approved rents (without entering the Budget items) and submit via RCRS.  We will approve and then you can submit your Rent Increase Request.

* Login to RCRS
* From Property List, choose appropriate property
* Click APN(Agency Property Number)
* Click Rent Structure
* Click Add Proposed Rent Structure
* Enter Effective Date
* Enter applicable Vacancy Rate (defaults to 7%)
* Enter Rents for each bedroom size/set aside **(If you have HOME units, you must designate them or your request will be returned without approval).**Also, if no fees you must enter “0”.
* Enter utility allowance
* Click update
* After all rents have been entered, click “OK”
* Click “Add Budget”.  This is the information that you have previously entered on the “Rent Change Worksheet”.
* Complete fields under “Income Statement”
* Complete fields under “Additional Financial Data”
* Click “OK”
* Click Submit Proposed Rent Structure

 Our staff will review and approve.  Notice of approval will be via RCRS.  There will not be an approval letter sent.  You will only receive the “Approved Rents” notification in RCRS.

Email Notification/Tags \*\*Updated 4/21/2020\*\*  
  
In order to ensure that the correct staff members are receiving the Agency’s correspondence, please go under the management company contacts tab for each individual property you manage.  From this screen, you will indicate which management company employees are connected to a property and what their specific role is in relation to that property by Adding Tags.

***Instructions:***  
**Select the property from the Property List.  Go down to Management on the property specific menu.  Click on Add Tags beside the individual names to give us information about that person’s role with the property**.

**On-site, Key, File Review, Physical Inspection**:  There should be one contact per property, but there can be multiple contacts within a mgmt co.  For example, properties A, B & C can have one person as the Key Contact, and properties D, E & F can have a different person.  This is to allow for division of duties within a mgmt co, and provide us with a single initial point of contact for each property and issue.

**Primary Compliance**:  This person should typically be someone different from the above, and would be an alternate point of contact should we have issues we can’t resolve by contacting the above person.  From what I can tell by looking at other companies, we do allow more than one person to be assigned in this role.

**Project Specific Contact**:  This is intended to be the regional or area manager, and only one is allowed per property.  This person should typically be someone different from either of the above contacts.  Depending on the issue, we would contact either the Primary Compliance contact or the Project Specific Contact only if we did not get our issue resolved by talking to the Key, FR or PI contact.

**Operations Contact**:  There should only be one Operations Contact per company, and this would be the CEO or other such person in charge of operations.  This person will be a contact of last resort, someone with the ability to make sure an issue gets handled if we can’t get it resolved otherwise.

We are trying to establish a chain of contact that will allow us alternative points of contact, without confusing the primary person responsible for this role.   We will send auto-email notifications to multiple people, not just the person in that role.  However, when we have specific issues, we need to be able to contact one person, and work our way up until we get the issue resolved.   
  
Thank you for your assistance!

Reserve Request – RCRS Instructions

**RCRS Instructions**   
• From the home screen click on the “Property List” tab along the top  
• Click on the APN of the property you wish to work with (it will be a blue number along the left of the screen)  
• Along the top of the screen, click the blue “Property Menu” tab  
• Scroll down and click “Reserve Requests”  
• For your initial request, if the screen has this message: , then please contact Randa McCauley at [rjmccauley@nchfa.com](mailto:rjmccauley@nchfa.com) or 919-981-2691 to get the initial reserve requirements entered so you can submit a request.  
• Once initial reserve requirements are set up, to add a new request – click the green “Add Reserve Request” button  
• Enter the amount of the request  
• Select the type of request (Replacement or Operating)  
• In the comments section, enter details/information regarding the request being submitted  
• Click the blue “Save” button (Note: You will not be able to upload documents until you click the save button)  
• Upload required documents (Note: You will not be able to submit until each document type is uploaded)  
o Bank Statement & Trail Balance needs to be the most recent versions  
o Invoices. You will only be able to upload ONE file. All invoices and/or other supporting documentation will need to be included in that ONE file  
• Click the “Select” button to search your computer for the correct document to upload  
• Once selected and upload is complete, click the “ok” button  
• Once all documents have been uploaded click the blue “OK” button  
• Once you have checked to ensure all information is correct, click the green “Submit” button (Note: If edits are needed, click the “Edit Reserve Request” button)  
• Last step, a confirmation, click the blue “Ok” button to finalize the submission  
• Click the blue “Ok” button to go back to the main reserve request page where you will be able to see all past/current submissions.  
• Once approved, RCRS will show an approval date and an approval amount. (Note: if approval amount differs from requested amount comments will be included)  
• Reminder: Please allow 30-days for approvals to be processed. If additional information is needed, request will be sent back to management asking for needed information/clarification.

**Attention new properties with Targeting and/or Key: Help us to help you!**  
*Posted: 03/29/2019 12:00:00 AM*

When a property receives a new allocation of tax credits, management companies are often being proactive in their efforts by notifying DHHS of unit availability in Vacancy & Referral (V&R) when they start pre-leasing about 90 – 120 days out from receiving the Certificate of Occupancy (CO).  We appreciate this early notification.  However, DHHS is working with vulnerable populations who need housing immediately.  If DHHS sends referrals 90 days before CO, and there are construction delays, the referral very likely can’t wait the additional time for the unit.  Therefore, while we welcome early notification, please understand that referrals will not be sent any earlier than 45 days prior to the expected CO date.  DHHS will make every effort to get referrals to the property timely so that the lease-up process is not hindered.  Knowing about the expected CO date at least 90 days prior helps them to get their marketing ready.  It is helpful to make DHHS aware of the impending construction delays as soon as you become aware of them.  You will be expected to hold units for referrals in accordance with the Owner Agreement to Participate.

When listing the units in V&R for a new construction property, we have tried different approaches, all of which seem to have drawbacks.  Going forward, DHHS would like for you to list the number of units that are required under the Targeting Unit Agreement.  The units must be dispersed across the property and you are not allowed to ‘designate’ or pre-assign specific units for referrals.  Therefore, please do not enter a unit number for these pre-lease units.  The primary need is for 1 and 2 bedroom units.  If there are larger units available, please contact DHHS to see how many, if any, of the larger size units should be listed during lease-up.  This doesn’t change the process for properties following lease up.  Once the property is fully leased, we want to see the unit number when you are reporting the vacancy of a specific unit.  Also, you are expected to enter all vacancies in V&R, regardless of unit size, once the property is fully leased.    
  
Thank You,  
Susan Westbrook