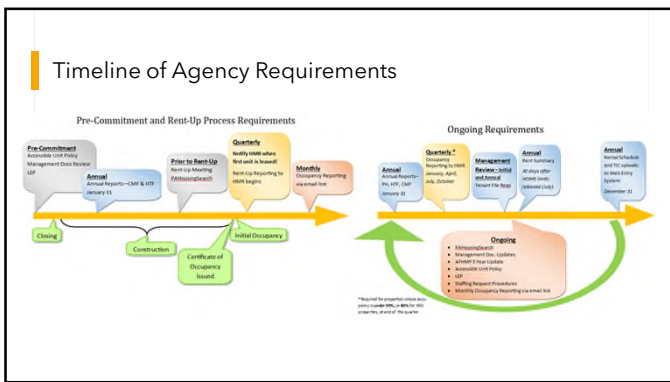
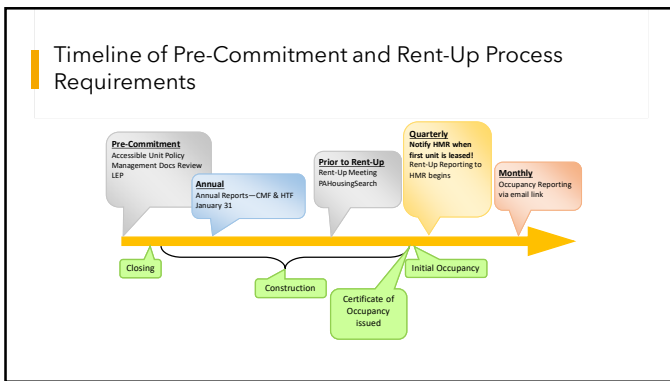




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Agency Requirements

Pre-Commitment

- Accessible Unit Policy
- Management Documents Review:
 - Affirmative Fair Housing Marketing Plan
 - Grievance Procedure
 - Language Access Plan (LAP) for HOME and HTF funded
 - Lease Agreement and addenda
 - Management Plan
 - VAWA Emergency Transfer Plan for HOME funded after 12/16/16 and HTF
 - Tenant Selection Plan
- Limited English Proficiency (LEP)

5

Accessible Unit Policy

Every effort must be made to place a household who requires the unit with accessible features.

All households must sign the *Lease Addendum Pertaining to the Occupancy of Accessible Units*.

The Addendum states that if a household occupying the MIU unit does not require the features, they will transfer once a qualified household comes onto the waiting list and there is a non-MIU unit where they may transfer.

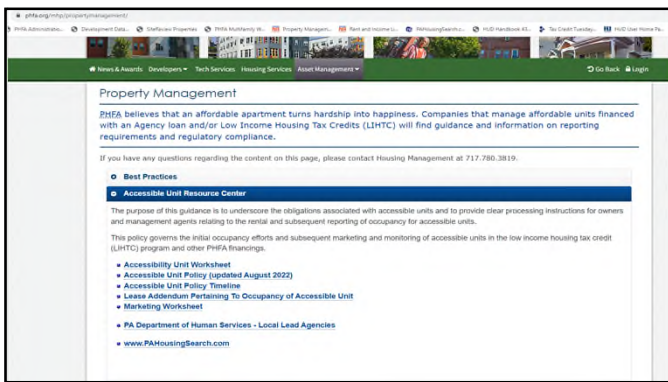
Contact Danielle Rudy at drudy@phfa.org to assist with marketing units, including accessible units to households that require the features. Use the Marketing Worksheet under Accessible Unit Resource Center on the website.

During the initial lease up, if a qualified household that requires the features of an MIU or H/V unit is not identified: the unit(s) must be left vacant for thirty (30) days during the initial lease up period. After this time, a household that does **not** require the features may lease the unit.

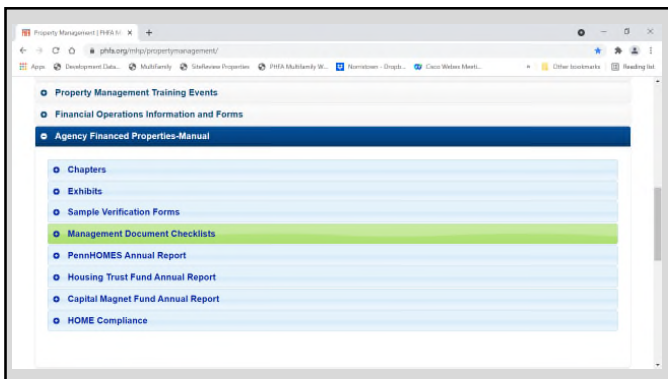
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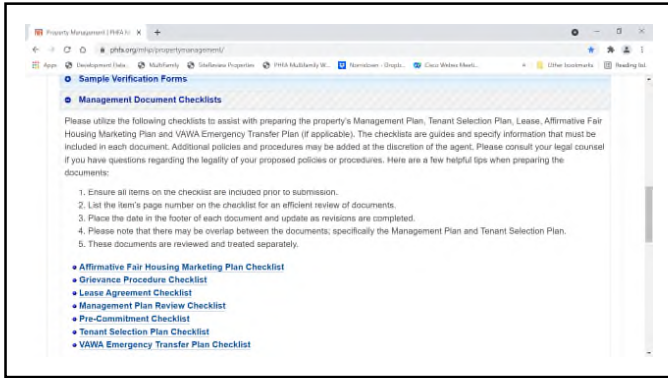
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LEP

- Provisions to accommodate individuals with Limited English Proficiency (LEP) requests must be established and incorporated in the Tenant Selection Plan.
- A description is required of how assistance will be available to help complete the application process for individuals with Limited English Proficiency.
- An explanation of how documents such as the rental application will be translated to meet LEP requirements also must be included.

An orange icon depicting a simple house with a chimney, a tree to the right, and a small flower to the left.

12

**Agency Requirements
During Construction Until Lease-up is Concluded**



RENT-UP MEETING



PA HOUSING SEARCH



REPORTING
ANNUAL REPORTS
RENT-UP REPORTING
OCCUPANCY REPORTING



DOCUMENTS
POSTED DOCUMENTS
AVAILABLE DOCUMENTS

13

Rent-Up Meeting

Who

- Applies to all Agency 1st, PennHOMES, HTF and CMF funded properties.
- All Management Agent staff members responsible for rent-up and operations should be included.

Why

- The PHFA staff assigned to the property-Financial Analyst, Housing Services Representative and the Housing Management Representative-provide crucial information regarding operations and requirements specific to the property.
- The meeting provides an opportunity to engage in discussion and answer questions that either party may have prior to lease-up.

What

- Powerpoint Presentation

How

- Microsoft Teams

14



15

PA Housing Search

- Maintain an active listing at all times- whether units are available, waiting list is open or closed. Use the free service to market units!
- Keep it active simply by clicking the link in the email from Social Serve.



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Reporting

Annual Reports

- Starting at Closing
- Due by January 31 for prior year
- HTF and CMF
- Owner's Certification of Continuing Compliance



Quarterly Rent-Up Report

- Starting at Initial Occupancy
- Due January, April, July, October
- Notify the HMR upon the first unit being leased
- HMR will contact the agent to obtain current status of lease-up:
 - Number of units occupied, broken down into occupancy designations
 - Marketing efforts being implemented.

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Monthly Occupancy Reporting During Rent-Up

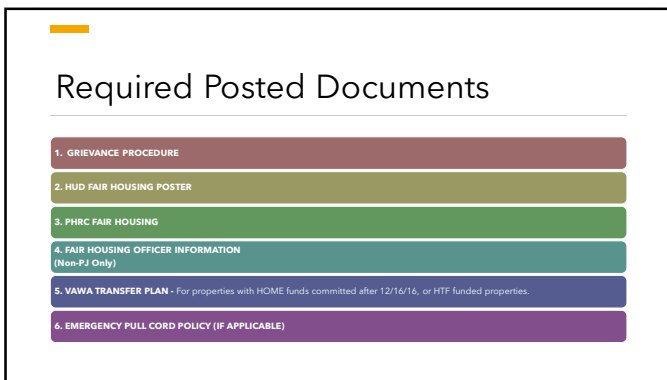
- During Rent-up and until the 8609 is processed, the occupancy report will only request:
 - The total occupied units as of the last day of the month.
 - How many applicants are requesting an accessible unit.



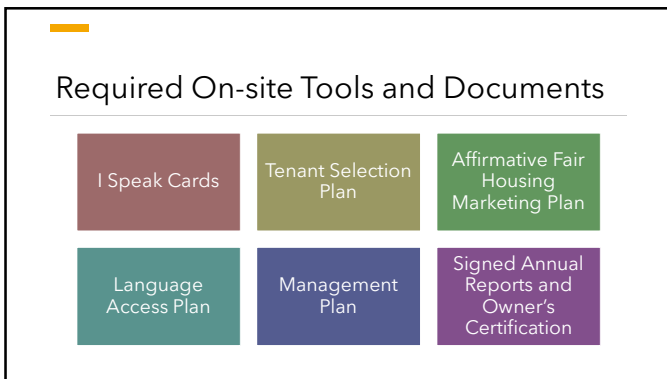
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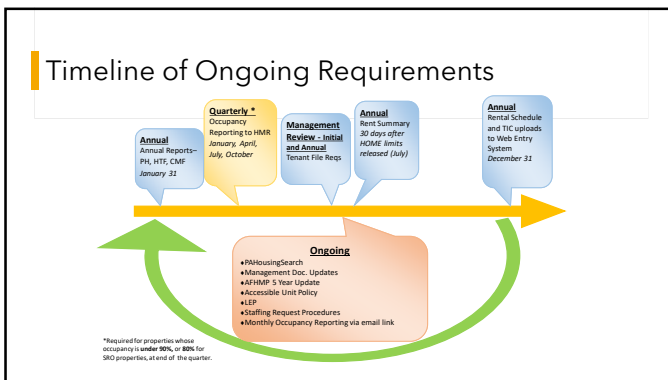
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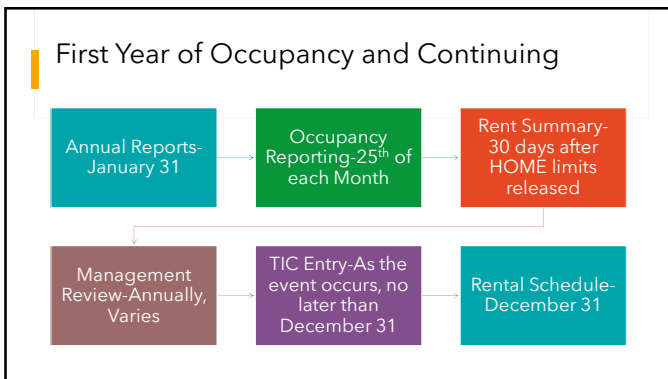
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Annual Reports

Due January 31

An Annual Report with an Owner's Certification of Compliance for the prior year are due by January 31st. For example, the responses on the report submitted in January 2023 would encompass activities from January 1, 2022, to December 31, 2022.

Properties that have been added to the PHFA Web Entry System (Multifamily Login) can access and upload the PennHOMES reports online. Properties with HTF and CMF must retrieve the report for the applicable year on the PHFA Website under Agency Financed-Manual. The report must be emailed to the property's HMR.

25

Occupancy Reporting Due Monthly
Check out our How to Video!

 On the **25th of each month**, an email is sent with a link to enter the property's occupancy information. A late notice email is sent on the 2nd of each month to properties that have not reported in a timely manner.

 Failure to provide the information in a timely manner may result in a lowered management review score. Please note the number is for the **total number of occupied units**, not only accessible units and not vacant units.

 If the property's contact for reporting needs to be updated, please contact the Housing Management Coordinator at HousingManagementCoordinator@phfa.org and include the property's PHFA#. At this time, the reporting link may only be sent to one email address. If you have any questions regarding the completion of the report, contact [Jennifer Wright](#).

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Occupancy Reporting Due Monthly

Requesting January Occupancy Information for YOUR PROPERTY O-0001

On Jan 25, 2022, at 6:23 AM [redacted]@phfa.org wrote:

PROPERTY: [YOUR PROPERTY](#)

Please click on the property name above to report the property's occupancy information.

The occupancy must be reported within five (5) days of receiving this email.

If you need assistance please contact: [redacted] at [redacted].

Thank-you,
Pennsylvania Housing Finance Agency

***** Confidentiality Notice: This email may contain legally privileged and confidential information intended solely for the use of the addressee. If you are not the intended recipient, you are hereby notified that any use, reproducing or distributing of this email (or its attachments) is strictly prohibited. If you believe you have received this email in error, please notify the sender immediately and delete this email without retaining any copies. Thank you.

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Occupancy Reporting

Due Monthly

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Occupancy Reporting *Due Quarterly*

Due in January, April, July and October.

Properties reporting under 90% at the end of each quarter, or under 80% for SROs or properties with 11 units or less; are required to also complete a quarterly occupancy report provided by the HMR.

HMR will contact the agent to obtain:

- Number of vacant units, by bedroom size,
- Number of applications on the waiting list,
- Reasons for vacancies, and
- Actions to resolve the vacancy issues, including marketing efforts being implemented.

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How I see math word problems:

If you have 4 pencils and I have 7 apples, how many pancakes will fit on the roof? Purple, because aliens don't wear hats.

30

Rent Summary *Due Annually*

- 30 Days after HOME limits release- Typically June/July
- Review of the tenant rent and proposed increase for the upcoming year.
- Required based on property funding type.
- Submitted to the property's Housing Management Representative (HMR).
- Increases may not exceed 5% without an explanation provided and Agency approval.
- Notes regarding subsidy or explanation of an increase over 5% must be placed in the Comments.

31

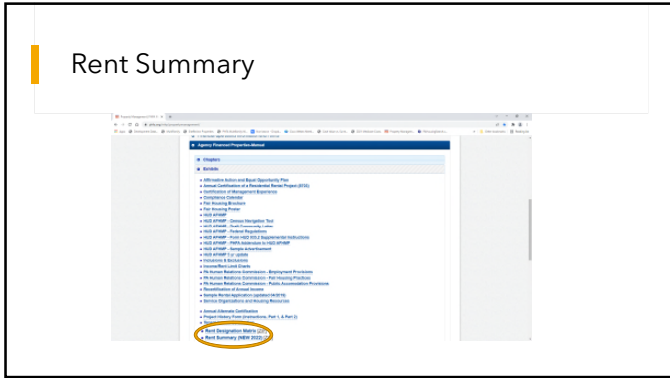
Rent Summary

32

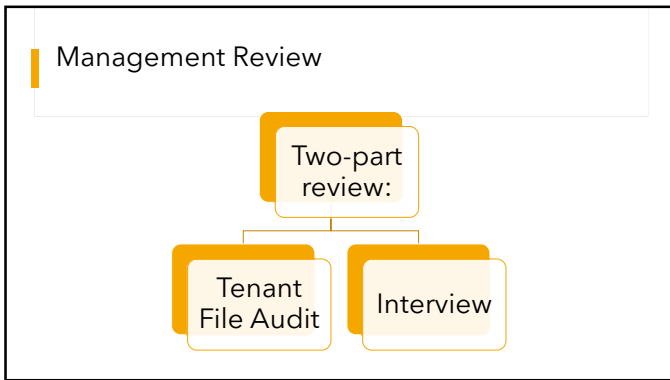
Rent Summary *Due Annually*

- The HMR reviews the proposed rents and sends an approval letter when the rents have been determined to be within the allowable limits and increase percentage. If the HMR is unable to approve the Rent Summary as submitted, a letter will be sent detailing the reason.
- A revised Rent Summary correcting the issue(s) must be submitted until one is approved.
- Failure to submit a Rent Summary by the required deadline could be a violation of the terms and conditions of mortgage financing. See the [PHFA Rent Approval Policy](#) for more information.

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- ### Management Review
- Tenant File Audit
 - Tenant Income Certification (TIC) with verification of income and assets
 - Certification of Student Status
 - Disposal of Assets: Move ins and full recerts
 - Lease and addenda: PHFA's LIHTC, VAWA Addendum, Accessible Unit if applicable
 - Acknowledgements of forms: Resident Notification Letter, Grievance Procedure, Fair Housing Brochure, and VAWA HUD-5380/5382.
 - Move-ins: Application, screening documentation and move-in inspection
 - Move-outs: Notice to vacate, disposition of security deposit completed timely
 - Applicant Rejection: Enclosure of HUD 5380/5382, letter detailing right to appeal

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Helpful Tip-Use File Checklists

- Tenant File Checklists with PHFA requirements are available on our website:
 - [Move In](#)
 - [Annual](#) (Full recertification)
 - [Alternate](#) (Self-certification)



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Documents to Provide at Move In

GRIEVANCE PROCEDURE	FAIR HOUSING BROCHURE	VAWA 5380 & 5382
EMERGENCY PULL CORD POLICY (IF APPLICABLE)	VAWA EMERGENCY TRANSFER PLAN (IF APPLICABLE)	RESIDENT NOTIFICATION LETTER <small>Plain language for the PHFA addendum</small>

Tenant acknowledgement of receipt must be included in the file.

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Management Review

- Interview-Review of current status of property operations
 - Current staff and hours per week scheduled
 - Occupancy and waiting list
 - Vacant Units-Unit numbers, dates vacated and turnover status
 - Accessible unit utilization
 - Marketing and outreach
 - Delinquency and evictions
 - Changes in Management Documents
 - Physical state of the property, security and energy conservation
 - Staff training
 - Review of any tenant file deficiencies and Web Entry System errors

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TIC Entry

Due December 31st

TIC entry into the PHFA Web Entry System is required for each household's income certification in LHTC properties.

TICs can be entered manually or uploaded through your software program.

They are requested to be entered as the event occurs, but no later than **December 31st** of each year. Submissions on a weekly or monthly basis are preferred.

For manual entry or revision instructions, visit the [PHFA Housing Management How-to Video Training Series](#) on YouTube!

If an error comes up when submitting TICs, the TIC must be submitted manually or contact the PHFA Programs Support Associate to assist with troubleshooting.

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Rental Schedule

Due December 31st

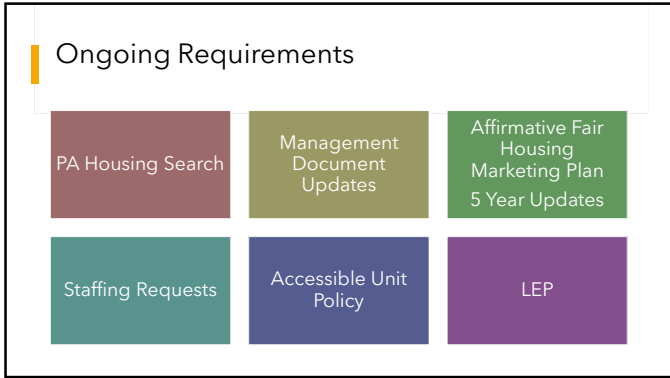
The Rental Schedule demonstrates that all units have had a completed certification-Move-in, Annual or Alternate.

Once all TICs have been uploaded to the Web Entry System, the Rental Schedule must be generated and submitted.

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Management Documents Updates

Revisions need approval from the HMR

- Affirmative Fair Housing Marketing Plan
 - The AFHMP must be reviewed annually, and an updated plan must be submitted to the HMR if changes are needed.
 - If no changes are needed over a 5-year period, the 5 Year Acknowledgment must be signed and submitted to the property's HMR.
- Grievance Procedure
- Lease
- Management Plan
- Tenant Selection Plan
- VAWA Emergency Transfer Plan

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Affirmative Fair Housing Marketing Plan

The screenshot shows a document management system with a list of files. A yellow circle highlights the following items:

- Affirmative Fair Housing Marketing Plan
- Affirmative Fair Housing Marketing Plan - 2023
- Affirmative Fair Housing Marketing Plan - 2022
- Affirmative Fair Housing Marketing Plan - 2021
- Affirmative Fair Housing Marketing Plan - 2020
- Affirmative Fair Housing Marketing Plan - 2019
- Affirmative Fair Housing Marketing Plan - 2018
- Affirmative Fair Housing Marketing Plan - 2017
- Affirmative Fair Housing Marketing Plan - 2016
- Affirmative Fair Housing Marketing Plan - 2015
- Affirmative Fair Housing Marketing Plan - 2014
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- Affirmative Fair Housing Marketing Plan - 2002
- Affirmative Fair Housing Marketing Plan - 2001
- Affirmative Fair Housing Marketing Plan - 2000

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Staffing Requests

- When changes to the property staff are deemed necessary, written approval must be obtained prior to implementation. Requests may occur throughout the year or at the time of budget submission.
- Written requests must be submitted to the HMR with a copy to the Financial Analyst. Include: job description(s), payroll amount(s), hours, requested implementation date, and justification for the new position(s).
- Requests will be reviewed by the HMR and the Financial Analyst. An approval or a disapproval letter will be issued by the HMR.

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HOTMA

- HUD finalized HOTMA rulemaking in 2023 to put Sections 102, 103, and 104 into effect through revisions to HUD's regulations found in 24 CFR Part 5 and 24 CFR Part 891.
- The effective date of the HOTMA provisions will be **January 1, 2024**.
- [PHFA HOTMA Policies](#)
- [HUD EXCHANGE Training Series](#)
- [HUD HOTMA Resources](#)

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Questions?

Thank you for attending!

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