



811 PRA Compliance and File Quick Tips

The 811 PRA Rental Assistance Contract is signed, now what?

- Make sure that the on-site Property Manager/Rental Agent is familiar with the 811 PRA Program. That person can go to the following link to get the current copy of the Owner's Manual which outlines the program and rental process:
<http://www.nhhfa.org/811-project-rental-assistance>
- HUD Secure Systems: The HUD 811 program requires owners to get connected with HUD Secure Systems to be able to access TRACS and other HUD systems involved in tenant data collection and accounting and billing functions.
- TRACS: HUD requires that all 811 tenant data be transmitted to HUD on a monthly basis through the TRACS system
- Update the property's Resident Selection Plan to include the following requirements:
 - Must state that there is an occupancy preference for 811 PRA eligible residents.
 - Describe what the EIV Existing Tenant Search is and that it will be used prior to move in.
 - Include policies and procedures to abide by the Violence Against Women Act (VAWA) protections.
 - Include Social Security Number Disclosure Requirements.
 - Include Student Eligibility for Assistance.

(Please refer to the New Hampshire Housing 811 PRA website for 811 PRA Resident Selection Plan and House Rule Inclusions to aid you in updating the RSP and House Rules)

- Update the property's House Rules to include policies and procedures to abide by the Violence Against Women Act (VAWA) protections.
- Establish Pet Rules that are to be an Addendum to the 811 PRA resident's Lease. 811 PRA Residents are permitted to have pets even if the property has a "no pet" policy.
- Establish a Move in Inspection Form that is signed and dated by both the resident and the owner/agent. The signatures must attest to the condition of the unit and state that: "This unit is in safe, sanitary and decent condition."
- Establish a Live in Aide Addendum that allows for the aide and makes it clear that the aide does not have any tenancy rights to the unit should their services no longer be required.

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- Establish an EIV Policy that describes the use of EIV Reports as well as, the technical, physical and administrative safeguards that are followed.
- Please submit the Resident Selection Plan, House Rules, Pet Rules, Move in Inspection form, Live in Aid Addendum and EIV Policy to Kelly at New Hampshire Housing kroy@nhhfa.org for review. (NHHFA will review the owner's TSP and approve the Plan for 811 provisions. NHHFA is not approving the Plan for any other content.)
- Notify New Hampshire Housing as soon as you know a unit will become vacant. Use the Vacant Unit Notice form that is located on the New Hampshire Housing 811 Website. Email the completed notice to New Hampshire Housing at 811vacancy@nhhfa.org
- New Hampshire Housing will then notify The Division of Health and Human Services, Bureau of Mental Health Services of the anticipated vacancy.
- The DHHS, BMHS will prescreen applicants from the top of the 811 wait list that have selected your property or region where the unit is located as a preference.
- If there are no Applicants on the wait list interested in applying to the available property, then DHHS, BMHS or NHHFA will notify the owner in 3 business days so the unit can be leased to a non-811 tenant.
- Applicants that have been referred to a property have 14 calendar days to complete the application. The applicant completes the 811 PRA Application form as well as, the HUD Form 92006, Verification of Social Security number, Disposed of Assets Certification, Section 8 Student Status Certification and the Race and Ethnic Reporting Form and submits to DHHS, BMHS who will review for completeness.
- DHHS, BMHS will submit the completed application to the agent.
- The owner/agent screens the applicant in accordance with the property's Tenant Selection Plan and either accepts or rejects the applicant.
- If an applicant is rejected, the reason for rejection needs to be stated plainly in writing and state that the applicant has 14 days to appeal the rejection. The rejection letter must be sent to the applicant. The rejection letter must also be sent, via email, to DHHS, BMHS and the applicant's Case Manager via email.
- If the applicant is accepted, the agent will notify the applicant, the applicant's Case Manager and DHHS, BMHS that the application is accepted and makes an appointment for the applicant to meet with the property agent, view the unit (or property) and make a decision as to whether or not they want the unit so that the property agent can process the application for move-in. The applicant's case worker may accompany the applicant to the initial appointment with the agent and to the move in appointment.
- Follow HUD Handbook 4350.3 in verifying assets, income and medical expenses. 811 rent is calculated in accordance with Section 8 regulations and the 811 household is entitled to the \$400 elderly/disabled deduction as well as, a medical expense deduction for anticipated out of pocket medical expenses.
- At the time of the initial execution of the lease, the owner may collect a security deposit from each household in an amount equal to one month's Total Tenant Payment or \$50, whichever is greater.

- You must use the HUD Model Lease (HUD Form 92236-PRA). The Lease can be found at the New Hampshire Housing 811 Website.
- The initial lease term must be for at least one year.

HUD allows six standard Amendments to the lease:

1. **HUD Form 50059**-Owner's Certification of Compliance with HUD's Tenant eligibility and Rent Procedures. The 50059 must be reviewed with the resident to make sure all data is correct and the must be signed and dated by all members of the household age 18 and older and by the owner/agent.
 2. **VAWA Lease Addendum**. This can be found at the New Hampshire Housing 811 Website.
 3. **Unit Inspection Report**. The unit must be jointly inspected prior to lease signing by the resident and a member of the owner/agent staff.
 4. **House Rules**- Items not covered by the Model Lease can be addressed and attached as House Rules. House Rules must be signed and dated by all members of the household age 18 and older.
 5. **Pet Rules**- The pet rules may require tenants to pay a refundable pet deposit. This deposit is in addition to any additional financial obligation generally imposed on tenants of the property. The pet deposit must not exceed \$300 and the initial deposit cannot exceed \$50 at the time the pet is brought onto the premises.
The pet rules must allow for gradual accumulation of the remaining required deposit, not to exceed \$10 per month until the deposit is reached. A tenant may pay more than \$10 per month if he or she chooses to do so. Pet Rules must be signed (even if the household has no pets) by all household members age 18 and older.
 6. **Live-In Aide Addendum** (if applicable).
 7. **Disclosure of contact information for Owner and Property Manager**.
- Attachments to the HUD-50059 at Move in: Provide the 811 household with the following forms and have them sign an Acknowledgement of Receipt which is documented with the 50059 and asset, income and expense verifications:
 - Residents Rights and Responsibilities Brochure
 - HUD Fact Sheet-How Your Rent is Determined (for Project-Based Section 8)
 - The EIV & You Brochure
 - VAWA Appendix A: Notice of Occupancy Rights Under the Violence Against Women Act, form HUD-5380
 - VAWA Appendix C: Certification of Domestic Violence, Dating Violence, Sexual Assault or Stalking, form HUD-5382
 - HUD's Enterprise Income Verification System: HUD requires that 811 owners use the Enterprise Income Verification (EIV) system to check and monitor tenant income. The EIV Access and Reports Binder Set-up Sheet can be found on the 811 website.
 - Prior to each individual 811 move in, run the EIV Existing Tenant Search for each household member (including a Live in Aide, if applicable). If the Search shows that the applicant is being assisted elsewhere, contact the applicable Multi-Family property or the PIH to coordinate the move out of their assistance with the move to your property and to 811 assistance.
 - Within 90 days of the transmission of the Move in Certification to TRACS you must run The EIV Income Reports (Summary Report, Income Report and Income Discrepancy Report) to obtain a Summary Report with a status of verified for each household member and to compare the income information on the Income Report to the information on the 50059 and review and resolve any discrepancy that may show on the Income Discrepancy Report

- Run the EIV Identity Verification Reports (Failed Pre-Screening Report and Failed Verification Report) each month. Use the Reports monthly to see if any of the 811 PRA residents had discrepant personal identifiers or did not pass the Social Security Administration identity verification test. Correct discrepant information on the Certification and transmit to TRACS. Notate the Failed Verification Report Summary with action taken to resolve discrepant information.
- Run the Deceased Tenant Report, The New Hires Report and Multiple Subsidy Report on a quarterly basis and make notes on the Report Summaries of action taken. If a resident shows up on:
 - ❖ The Deceased Tenant Report: Confirm, in writing, with the Head of Household, next of kin or contact person/entity provided by the resident whether or not the person is deceased. If the resident is or is not deceased, follow instructions in the HUD Handbook 4350.3 Rev 1 Chg 4 Section 9-12 D.
 - ❖ The New Hires Report: Contact the resident regarding the New Hire information and resolve as instructed in the Handbook Section 9-11 D c.
 - ❖ Multiple Subsidy Report: Follow instructions in the Handbook Section 9-12 B.
- Run and use the EIV Income Report and Income Discrepancy Report for all Annual Certifications and for Interim Certifications that are the result of a change in household composition or income.
- Keep a separate folder inside resident file with the EIV Reports as EIV is not to be shared with governmental entities not involved in the recertification process used for HUD's assisted housing programs.
- To ensure that your files are in compliance with HUD's 811 PRA requirements, please use the 811 PRA Resident File Compliance Sheet that can be found on the New Hampshire Housing 811 PRA Website.
- DHHS, BMHS will continue to send referrals to the owner until an applicant is selected or until the 811 Wait List is exhausted and DHHS, BMHS has no other applicants to refer. If there are no applicants on the wait list interested in applying to an available property, DHHS, BMHS will notify NHHFA who will in turn notify the owner in writing via email that the unit is being released from the 811 Program so the unit can be leased to a non-811 tenant.
- For initial lease up, if the process of referring an eligible 811 applicant to the property takes more than 14 calendar days, DHHS will pay the prorated market rent to the owner until such time as the unit is offered to an 811 applicant, the unit is ready for move in and the 811 applicant has been notified of the effective move in date or until such time as the unit is released from the 811 program, if applicable.
- For any vacancies after initial lease up, from the time the unit is offered to an 811 applicant and is ready for occupancy (fully rehabilitated and move in ready) until the time the 811 applicant takes occupancy, the property agent can submit a Special Claim for rent loss; up to a 60-day maximum timeframe.
- DHHS, BMHS will make every effort to ensure that the 811 applicant takes possession of the unit within 30 days of the unit being offered as ready for occupancy.