



811 Project Rental Assistance

INFORMATION SESSION FOR PROPERTY MANAGEMENT STAFF



September 22, 2021

NHHFA.org

AGENDA

- WELCOME
- BRIEF PROGRAM OVERVIEW
- REFERRAL PROCESS
- RENTAL ASSISTANCE CONTRACTS
- RESIDENT ISSUES/SUPPORT SERVICES
- 811 PRA VOUCHERING & COMPLIANCE
- QUESTIONS & ANSWERS



HOUSEKEEPING & INTRODUCTIONS

Presentation Staff

- **Christine Lavallee**, Program Manager, Housing Grants,
NHHFA
- **Kelly Roy**, Portfolio Manager,
NHHFA
- **Jamie Kelly**, Housing Specialist,
DHHS, Bureau of Mental Health Services

PROGRAM OVERVIEW

WHAT IS THE 811 PRA PROGRAM?

The Section 811 Project Rental Assistance (PRA) Program provides project-based rental assistance for extremely low-income persons with disabilities linked with long-term services. The program is made possible through a partnership between New Hampshire Housing and the NH Department of Health & Human Services, Bureau of Mental Health.

In New Hampshire, the 811 PRA program creates an opportunity for extremely low income, non-elderly persons with severe mental illness to live as independently as possible through the coordination of voluntary services and providing a choice of subsidized, integrated housing options.

PROGRAM OVERVIEW

PROPERTY QUALIFICATIONS AND ELIGIBILITY

Eligibility Criteria:

- Must be 5 units or more
- Cannot be age-restricted or restricted housing for persons with disabilities
- Must have original capital funding from a federal, state or local source
- New Hampshire Housing is able to place 10% or 2 units (whichever is greater) at any property or group of properties owned by the same ownership entity
- Cannot already have project-based rental subsidy

PROGRAM OVERVIEW

PROPERTY QUALIFICATIONS AND ELIGIBILITY

A Resident Must Be:

- Between the age of 18 and 61
- Be extremely low income (30% AMI)
- Be eligible for community-based, long term care services
- Have a severe mental illness
- Not be subject to a lifetime state sex offender registration program
- Not have been convicted of manufacturing or selling methamphetamine on the premises of federally assisted housing

REFERRAL PROCESS

WAITING LIST MANAGEMENT AND REFERRALS

- When an 811-eligible unit will be available immediately send 811 Vacant Unit Notice form.
- NHHFA will then notify DHHS of the anticipated vacancy. If no Applicants are interested, the owner will be notified within 3 business days so the unit can be leased to a non-811 applicant.
- DHHS will prescreen applicants and send completed applications to the property via encrypted email.
- The Owner will review the application for completeness, and request any additional documentation needed. NOTE: Please do not have applicants fill out the same documentation twice.
- DHHS will continue to send referrals to the owner until an applicant is selected or until the 811 Wait List is exhausted and DHHS has no other applicants to refer. If no further applicants are available for a vacant unit, DHHS will notify NHHFA who will notify the Owner in writing that the unit is being released from the 811 Program so the unit can be leased to a non-811 applicant.
- The Owner will screen the applicant in accordance with their Tenant Selection Plan and either accept or reject the applicant. Owners must notify the applicant and DHHS of the outcome of screening.

REFERRAL PROCESS

WAITING LIST MANAGEMENT AND REFERRALS CONTINUED:

- If an applicant is rejected, the reason for rejection needs to be stated plainly in writing and give the applicant 14 days to appeal.
- If the applicant is accepted, the owner will meet with the applicant to view the property; and have any verifications and consents signed in order to process the application for move in.
- If referral 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 the 811 applicant.
- From the time the unit is offered to an 811 applicant 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.
- All applications received by the Owner must be documented on a waiting list. Guidance for waiting list requirements can be found in HUD Handbook 4350.3 Section 4-16 and Figure 4-5.

REFERRAL PROCESS

SERVICES

- DHHS receives applicant referrals from case managers at NH State Hospital and at Community Mental Health Centers. DHHS staff pre-screens all applicants prior to referring them to a unit.

Screening includes:

- Basic income determination
- Disability verification
- Criminal background check for the State of NH
- Applicant has the necessary documents needed for the tenant screening process (i.e., photo ID, SS card, birth certificate; and sometimes income/asset verification)



REFERRAL PROCESS

APPLICATION CONTENTS

There is a “universal” 811 Application for the properties that have designated units. These will be completed and supplied to DHHS who will in turn supply them to the Owner. This packet includes;

1. The Application
2. The requested HUD Supplemental Contact Information Form (HUD-92006)
3. Race and Ethnic Data Reporting Form
4. Student Status Affidavit
5. Disposed of Asset Certification
6. Verification of Disability
7. Social Security Card(s)
8. Photo ID(s)/Birth Certificates
9. Completed Criminal Background Check
10. Sex Offender Screening
11. Income Documentation
12. Asset Documentation
13. NOTE: Citizenship Declaration is no longer included

RENTAL ASSISTANCE CONTRACTS

RENTAL ASSISTANCE CONTRACT COMPLIANCE

The 811 PRA Program Operates Very Similarly to the HUD Multifamily Project Based Section 8 program:

- Any owner entering into a Rental Assistance Contract (RAC) must have:
 - ✓ Registered in HUD's Multifamily Business Partner's System (TIN).
 - ✓ A Data Universal Numbering System Number (DUNS)
- Properties will need access to HUD Multifamily Online Systems in order to gain access to:
 - ✓ The HUD Tenant Rental Assistance Certification System (TRACs)
 - ✓ HUD's Enterprise Income Verification System (EIV)

RENTAL ASSISTANCE CONTRACTS

RENT SETTING AND RENTAL ASSISTANCE CONTRACTS

- Initial RAC rent level may not exceed the applicable Fair Market Rent (FMR) as determined by HUD unless the rent level is substantiated by a market study that has been prepared in accordance with New Hampshire Housing's methodology.
- RAC is a minimum of 20 years; 30-year Use Agreement must be recorded.
- An owner can receive an Annual Rent Increase on the anniversary date of the RAC. The increase will be the current contract rent adjusted by the HUD published Operating Cost Adjustment Factor (OCAF).

All requests must be received no later than the effective date of the increase (anniversary date of the RAC). If no request is received by that date, the owner will have to wait until the following year to request an increase.

(NHHFA sends reminder email 150 days prior to anniversary date.)

NOTE: Utility Allowance changes are tied to the 811 PRA RAC so increases must be processed to change.



RESIDENT ISSUES/SUPPORT SERVICES

DEALING WITH RESIDENT RELATED ISSUES

- Owner must ensure that they operate the property in accordance with health and safety standards and maintain positive relations with the Residents. The Owner must have a written appeals process for resident disputes.
- Resident issues are resolved through a collaboration with DHHS, Case Managers, the Owner and the Resident. If an Owner is unable to resolve any resident dispute or conflict, the Owner will contact DHHS who will provide resolution services as necessary to support the tenancy of the individual/household in the 811 PRA program assisted unit. The Owner may not always know what DHHS is doing because of confidentiality.
- Case Managers should be available to assist as soon as a tenant's behavior becomes problematic – again, you may not always know when a Case Manager is involved because of confidentiality.
- If there is no resolution to the tenant's problematic behavior, property management can move to the eviction process as you would normally. It is not expected that these tenants will not be held to all reasonable tenant duties and requirements.

811 PRA VOUCHERING & COMPLIANCE

REPORTING REQUIREMENTS

- TRACs: Resident data must be entered into HUD's System and submitted to New Hampshire Housing by the 10th day of the month preceding the month for which to owner is requesting payment. NOTE: This should be completed even if there are no current 811 PRA residents residing in your property.
- HUD requires quarterly and annual reports on the Section 811 PRA program from New Hampshire Housing on program management, efficient utilization of PRA units, resident outcomes, etc. It is important that owners submit data via TRACs in a timely and accurate manner, not only to ensure timely payment but also to ensure that our reporting requirements can be met.



811 PRA VOUCHERING & COMPLIANCE

811 PRA GENERAL PROGRAM COMPLIANCE REQUIREMENTS

- Property must be in good condition. Section 811 PRA units must meet state housing codes and minimum UPCS standards.
- Owners are not required to have their own Affirmative Fair Housing Marketing Plan (AFHMP) for Section 811 PRA but must follow affirmative fair housing practices in determining eligibility and conducting all transactions with prospective residents.
- Owners must submit the “811 PRA Annual Certification of Compliance” annually to New Hampshire Housing on March 1. This form can be found on New Hampshire Housing’s website under Asset Management, Low-Income Housing Tax Credit, Compliance Forms, Annual Upload Due March 1.

811 PRA VOUCHERING & COMPLIANCE

811 PRA TENANT FILE COMPLIANCE REQUIREMENTS

Tenant Files Must Include:

- All documentation received from DHHS at time of application receipt along with all verifications obtained
- EIV Existing Tenant Search results and documentation (HUD 4350.3 Section 9-12 A)
- Any EIV Detail Reports (Multiple Subsidy, Deceased Tenant, New Hire, etc.) that relates to the resident and documentation on verification of resolution

NOTE: EIV Reports should be documented and stored in files so only those authorized have access.

- Completed HUD Forms 9887 and 9887A by all Household Members at least 18 years of age
- Signed acknowledgement that residents have received Resident Rights & Responsibilities Brochure, EIV & You Brochure and Fact Sheet on How Your Rent is Determined



811 PRA VOUCHERING & COMPLIANCE

811 PRA TENANT FILE COMPLIANCE REQUIREMENTS CONTINUED

Tenant Files Must Include:

- Signed 811 PRA Lease & Addenda
- Signed 50059
- Move In and Annual Inspections
- Recertification Notices (HUD 4350.3 Section 7-7 and Figures 7-3 & 7-4)
- EIV 90 Day Reports (Summary, Income & Income Discrepancy Reports)
- Recertifications are due annually. There may be interim recertifications required if there is a change in income. Annual recertification 50059 and all required supporting documentation should be in the file.

811 PRA VOUCHERING & COMPLIANCE

811 PRA TENANT FILE COMPLIANCE REQUIREMENTS CONTINUED

Tenant Files Must Include:

- When a Rental Adjustment (rent increase) is completed and approved all resident files must have Gross Rent 50059s in each resident file.
- If a Resident moves out, the file must contain a move out notice, inspection, security deposition letter, itemized list of damages and charges provided to resident, as well as an Owner signed Move Out 50059.

811 PRA VOUCHERING & COMPLIANCE

COMMON QUESTIONS & CONCERNS

The following are some comments on issues and questions we have received recently;

1. There is no minimum rent requirement
2. Should not be utilizing 811 PRA on High HOME units
3. Cannot charge 811 PRA residents late fees
4. Must allow 811 PRA residents to have common pets but can charge a pet deposit up to \$300
5. If property documents are updated, or you have general program questions, please make sure to review the documents on our website
6. Properties are entitled to request Special Claims for Regular Vacancy but are not allowed to request Special Claims for Unpaid Rent, Tenant Damages, and Other Charges
7. Always feel free to contact the Asset Manager assigned to your property with any questions



811 PRA VOUCHERING AND COMPLIANCE

COMPLIANCE REQUIREMENTS

During monitoring visits, the following areas will be reviewed:

- **Physical inspection** of property common areas and all 811 PRA units.
- File compliance reviews and audits:
 - ✓ Review resident files to ensure that the HUD 811 PRA Lease is executed, that all required HUD and Owner Addenda are attached, that HUD eligibility requirements are being met.
 - ✓ Review resident files to ensure initial and annual eligibility with all applicable income and program requirements.
 - ✓ Review applicant rejections and move out records.
 - ✓ Verify compliance with document retention requirements.



BUREAU OF MENTAL HEALTH SERVICES CONTACTS



Jamie Kelly

*Housing Specialist, Bureau of Mental
Health Services*



Phone: 603.271.6991
Fax: 603.271.5040



Jamie.L.Kelly@dhhs.nh.gov



Peter Burgess

Housing Specialist



Phone: 603.271.8377
Fax: 603.271.5040



Peter.F.Burgess@dhhs.nh.gov

NEW HAMPSHIRE HOUSING CONTACTS



Sheila Avery

Housing Program Specialist - 811

savery@nhhfa.org



Christine Lavallee

HUD Section 811 PRA Compliance/Program Specialist

clavallee@nhhfa.org



NEW HAMPSHIRE HOUSING CONTACTS



Kelly Roy

Portfolio Manager



kroy@nhhfa.org

Asset Managers

Barbara Niland - bniland@nhhfa.org
Faith Bumford - fbumford@nhhfa.org
Lilybel Belen - lbelen@nhhfa.org
Melissa Aasen - maasen@nhhfa.org
Mindy Danis - mdanis@nhhfa.org
Nina Lotman - nlotman@nhhfa.org
Ted Seely - tseely@nhhfa.org

NEW HAMPSHIRE HOUSING FINANCE AUTHORITY

32 Constitution Drive, Bedford, NH 03110
Mail: PO Box 5087, Manchester, NH 03108

603.472.8623
NHHFA.org

