Welcome to the Summer 2007 edition of the quarterly newsletter. The purpose of the newsletter is to provide useful information in regards to compliance and policy changes as well as provide recent HUD news.

If you are not already receiving this publication via e-mail or if you have ideas, suggestions or questions for future publications, we’d like to hear from you. Please write to us at: stacey.tisch@cgi.com.

We would like to introduce you to our Albany PBCANY staff. Pictured above are just some of our staff members responsible for Quality Assurance, Accounting, Training and day to day processing of Vouchers, Contract Renewals, Rent Adjustments and Special Claims.
The Contract Renewal Process

Owners and Agents are familiar with their responsibilities in the contract renewal process, but may not be as well informed about what the PBCA does once we receive an Owner/Agent (O/A) request. This article addresses what happens after an O/A contract renewal submission is received by CGI.

The first step is logging the request in to our systems. Every submission is date-stamped and entered into two internal systems: our Mail Log and our CATS tracking system. By doing this, CGI creates an administrative record for future reference and can track the process, step-by-step.

The O/A submission is then forwarded to the assigned Contract Specialist (CS) who reviews the submission for eligibility and completeness using the Section 8 Renewal Policy Guidebook, Policies and Procedures Manuals and submission checklists. This process is important because the determination of a complete submission begins CGI’s clock for processing the request. As a PBCA, CGI has deadlines established by the Annual Contributions Contract. The Annual Contributions Contract (ACC) includes the measures HUD uses to assess PBCA performance.

Both HUD and CGI share responsibility for processing from this point on. The CS reviews the package, processes the rent increase, if there is one, updates HUD’s database and our internal systems and forwards documentation to HUD. HUD is responsible for reserving funding. The process cannot be completed until the funding is in place.

Next, the O/A will receive rent schedules and contracts to sign and return. When the signed forms are returned, CGI makes the final updates to systems, forwards executed contracts and rent schedules to HUD, the Ft. Worth Accounting Center in order to obligate funds, and the owner. This completes the process.

Owners and Agents can help this process run smoothly by:

Reading and understanding the letter sent 6 months before the expiration date of a contract. Any questions should be addressed to the CS.

Reviewing your submission package to ensure the following: All items listed in the Section 8 Renewal Policy Guide are included and ready to be submitted 120 days prior to expiration of the contract. The O/A can contact the CS for clarification of any of the submission requirements.

Incomplete submissions are the number one reason processing stops. Per the ACC, CGI must notify the O/A of missing documents and wait for these before processing can be completed. O/A swift response to requests for missing information will continue to move the process forward.

Reviewing the information available on the PBCANY website can also assist. The FAQ page of the website offers a quick reference to many common questions. Please check this out at: http://www.pbcany.com/FAQ2.html

Member Profile
Peter Herrick

Armed with a Bachelors Degree from Rensselaer Polytechnic Institute in Management Information Systems, Peter applied online for an open Contract Specialist position. After a very short time with CGI, it was apparent that he would need to stay focused, organized and prioritize in order to stay on top of all that lied ahead. His trick to staying ahead was writing a lot of notes to himself and making a lot of lists. “Be organized from the start, because things tend to happen fast and never the way you would expect.”

Peter has since been promoted to TRACS Analyst for the NY contract.

While in college, Peter played football and went to the national semi-finals but lost to the eventual national champions that year. Nowadays, Peter can be found playing golf, fishing or watching horse racing at the Saratoga Race Track. He recommends that any horse racing fan read Exotic Betting.
Our second article, in our continuing series examining the new 9834, deals with Part B: Follow-Up & Monitoring of Project Inspections. The PBCA follows-up on the most recent REAC inspection performed at properties in two steps: reviewing EH&S items and non-EH&S items as well as reviewing the Lead-based Paint status of the property.

The purpose of reviewing EH&S items while on-site is to confirm that what the owner certified as fixed is indeed fixed. PBCA on-site reviewers are not there to identify new violations. Using the most recent REAC inspection as a guide, the reviewer will select a sampling of EH&S findings, usually representative of unit and common areas. The reviewer will have, as a reference, reports and materials from the Call Center indicating the items for which the owner has submitted a certification of mitigation. If the reviewer determines items were not corrected, a finding will be written.

For the non-EH&S items, the same protocol applies; however, if violations have not been corrected, the reviewer determines if the owner is neglecting to mitigate these issues or if he is attempting to do so within a reasonable timeframe. If the owner can show that he is addressing these issues and effectively working toward bringing his property into “decent, safe, and sanitary” condition, then the reviewer will note this, but may not issue a finding.

Also included in this section of the 9834 is information on Lead Based Paint at the property. In the case of a property built after 1977, this section of the form is not applicable. For those properties built before 1978, the two questions must be completed. The questions determine if the owner is in compliance with the Lead Based Paint guidance, regardless which step in the Lead Based Paint Cleanup Process currently applies. For example, an owner may be determined to be in compliance if he is required to have a Lead Hazard Control Plan, and he is working with HUD staff to develop one. An owner may also be in compliance if he has a Lead Hazard Control Plan in place and is following it. Another owner may be in compliance if he has completed all action items in his plan. A determination of compliance in this area is wholly dependent on which stage in the process the property has completed.

Member Profile
Jaime Zehnder

The California Affordable Housing Initiative, Inc. (CAHI) first began its contract in July of 2004 with Jaime Zehnder on board as a Contract Specialist. Diligently working and maintaining a successful portfolio over the next three years, he was promoted and relocated to accept a position as Quality Assurance Manager for CGI’s New York PBCA contract. He has held this position since November of 2005.

His “portfolio” contains all 854 properties throughout the state of New York. From Tupperlake to Brooklyn, Jaime truly enjoys the diversity and challenge each one brings to his work day. When asked what Jaime would take with him if he were to become a property owner, he replied, “I would document, document, document everything I did.”

Jaime has been happily married for 8 years with two daughters ages 10 and 6. According to Jaime, they are 10 and 6 going on 16 and 13. Jaime states, when he has spare time, “There is nothing better than a glass of wine and Agatha Christie”
HUD Document Changes

HUD forms are ever changing. In the most recent months we have seen changes to several forms used by Owner and Agents on a regular basis. Listed below are the most recently updated documents since the last issuance of CA Quarterly Review Newsletter along with other pertinent information.

- **Race and Ethnicity Form (HUD 27061-h)**
  - Posted 6/14/07
  - Changed expiration date from 12/31/2004 to 12/31/2007
  - Instructions on page 2 – indent typo fixed for Native American
  - A revised Race and Ethnicity Report was first posted on 5/16/07

- **Project’s Budget Worksheet (HUD 92547-a)**
  - Posted 6/14/07
  - Changed expiration date to 7/31/2009

- **Request for Reserve for Replacement Funds (HUD-9250)**
  - Posted 6/14/07
  - Changed expiration date to 05/31/2010

- **Rent Schedule (HUD-92458)**
  - Posted 4/17/07
  - Changed expiration date to 3/31/2010

- **Management and Occupancy Review (HUD-9834)**
  - Owners may not see the changes listed below until on-site reviews scheduled for July
  - Most recent of the changes were posted 5/30/07
  - Part I Question 24 – Principals and Board Members – this is a HUD staff only question. Reviewer will no longer be collecting this information
  - Part II Section C-7 Energy Conservation Plan (ECP). HUD removed this requirement. This is also reinforced in Addendum C. The reviewer will no longer be required to locate the ECP
  - Addendum B Part A, Section I, II, III the Owner now has to sign the document. It also states this in the instructions for completing Addendum B. If the reviewer notices that the agent or someone other than the Owner signs Addendum B, they will indicate this to the agent make note of the issue on the transmittal when it is forwarded off to FHEO
  - Addendum B Part D – It now states that “The reviewer will only bring back documents upon request from FHEO”. This is not a change in procedure, but at least it is now listed

All of these and other HUD forms and documents can be found at www.hudclips.org.

Member Profile
Kerry O’Keefe

An online ad for an available Contract Specialist position in the Albany area sparked Kerry’s interest in 2005 when CGI’s contract first began. Today she is a Lead Contract Specialist for the Downstate 1 region and a Financial Analyst for New York contracts.

Kerry dedicates so much of her success to putting in extra hours, organizing tasks to maximize her time and continuing to educate herself on the most up-to-date processes. Kerry has created shortcuts and helpful hints for herself to stay on top of all her deadlines. Kerry serves as a resource to help new staff understand some of the more complex aspects of their work.

When asked what knowledge she would take with her if she were a property manager, she replied, “everything.”

Kerry is a graduate of the College of Saint Rose. She has been in a relationship with her boyfriend for three years and together they enjoy playing poker, bingo and riding ATV’s.
On June 14th, HUD posted on HUDCLIPS a proposed rule, “Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs” for comment. The deadline for comments is August 20, 2007.

Below is a list of items from the proposed rule that affect Owners/Agents of Multifamily properties:

- Eliminate the threshold that sets age 6 as the minimum age requirement for documentation of SSNs
- Clarify that the penalty for failure to provide required documentation is denial or termination of individual assistance
- Require Upfront Income Verification and replace the more time-consuming and less accurate third-party verification process. A process which involves contacting individual employers identified by the family and reviewing handwritten documents reporting income
- Since multifamily owners and management agents may not be able to easily enter into such computer matching agreements and can only use the current EIV system for residents already receiving subsidy, HUD is considering limiting their use of the EIV system to verify income for recertification of existing families in multifamily project-based rental assistance programs. If HUD adopts this position, multifamily owners and management agents would continue to use third-party verification for applicants at move-in certification. **HUD is interested in receiving public comment regarding this proposed position. Owner/Agents are encouraged to forward comments to HUD.**
- The revisions proposed to Sec. 5.609 would change the definition of annual income from *anticipated future income* to *actual income received*.

**Please note: these are only a summary of the proposed rule.** For the complete document, please go to HUDCLIPS/What’s new. Information regarding submission of comments can also be found here.