



SAHMA Southeast Virtual Conference

4/21/21

EPS' PRESENTATION

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PLEASE NOTE...

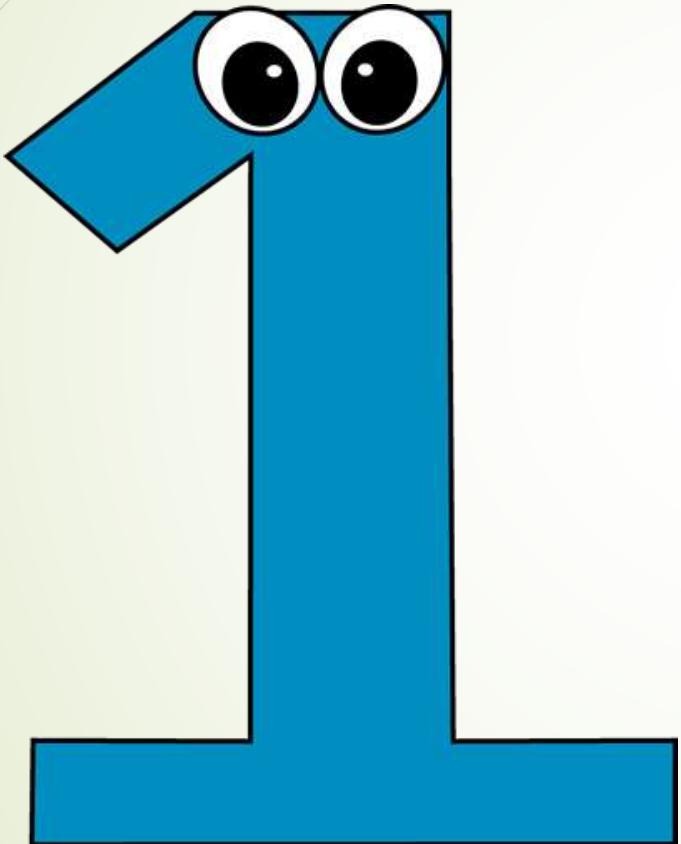
- ▶ YOU CAN FIND ALL THIS INFORMATION AND MORE ON OUR WEBSITE...
- ▶ WWW.TRACSEXPERTS.COM - RESOURCES

EPS' TOP 10

- ▶ The most common issues we see on a monthly basis



EPS' TOP 10



READ YOUR CLOSE OUT MEMO and any Request of Information that we send:

- Go through each of the items
- Read your Message of the Month
- Is the correct person receiving the close out?
- Any questions, don't hesitate to call your analysts

EPS' TOP 10



INCOME LIMITS:

- Come out once a year, this year 4/1/21
- MI/IC HAVE to be updated within 45 days
- Do we have the correct county?
- [http://www.huduser.gov/portal/data sets/il.htm#2021](http://www.huduser.gov/portal/data_sets/il.htm#2021)

EPS' TOP 10

ANNUAL RECERTS:

- Are you doing them timely?
- Did the tenant come in before the first?
- What code are you using?
- Do you have blanket recerts?

- ▶ Remember if you use the termination code of "did not recertify on time" you are saying that the tenant did not come in by their Anniversary Date on the first of the month, and therefore, is not eligible to receive subsidy for at least a month, so they have to come in with an IC. For example, if AR is due on May 1st, and tenant comes in on May 18th, the earliest they can come in to subsidy is with a 6/1 IC.
- ▶ If you have blanket recertifications every August, and a tenant moves in on July 29th, guess what? Their next AR effective date will be 8/1, and you will have to do an 8/1 AR. The bonus is that you can use all of the same information.



EPS' TOP 10

DUAL OCCUPANCY:

- Did the tenant reside in a previous property?
- Did you contact the previous property to ensure they did indeed Move Out?
- How do you fix it, if it does happen? Termination with DS code followed by an IC for the day after the previous MO.



EPS' TOP 10



Voucher dates!!

- ▶ What is your anticipated voucher date?
- ▶ Look at your outgoing files, are the voucher dates for the month you are working on?

Note: We revise more vouchers due to incorrect voucher dates than any other thing. If it is not for the month that you are processing or LATER, then you will probably have a revised voucher. If you are submitting information for TRACS cleanup give your analyst a head's up, so we can send those files on to TRACS for you because chances are good that they are going to fatal unless you have an administrative correction flag.

EPS' TOP 10



RETROACTIVITY!

- ▶ If you submit a retroactive cert, and there are partial certs after, send those too as corrections!
- ▶ Normally, your software will even ask you if you want to correct everything else after the GR, say “YES”!

EPS' TOP 10

Be Consistent:

- ▶ If you enter your 59's all in capitol letter, continue to do so
- ▶ If you enter middle initials and send EPS the certs, we are expecting to see that initial on your MAT 30, as well
- ▶ Correction flags!



EPS' TOP 10



MINIMUM RENT:

- Did you mean to create the 50059 with a TTP less than \$25
- Did you go through the zero income questionnaire?
- Does the tenant know they have to recertify every 90 days?
- HUD 4350.3 REV-1, chapter 5-26D on hardships

EPS' TOP 10

REPAYMENT AGREEMENTS



- I just wanted to include it as honestly one of the top 10 items, if not the biggest issue that we see on a regular basis, and it is only going to get more challenging with 203A.
- If you have new Repays, send them to us, so we don't have to delay processing because we will have them when we begin your monthly review. Please include your contract number at the top, so it can be easily identified
- Show us your work. How did you get to the total amount of the repay?

EPS' TOP 10

UNIT RENUMBERING

Okay, unit renumbering....Don't do it! Really, don't do it. This has been on the list for years because people continually get it wrong.

- Please make sure that you really have to do it first.
- I am not going to list the steps, I am simply going to say one thing. Call EPS.
- Before you change software companies, ask, do I need to renumber? If so, don't change...lol. No, call EPS. Even if you call your software support, they seem to not be successful, and it can take numerous months and iterations to try and correct them at TRACS.
- So, in case I was at all cryptic, please just call EPS first!

