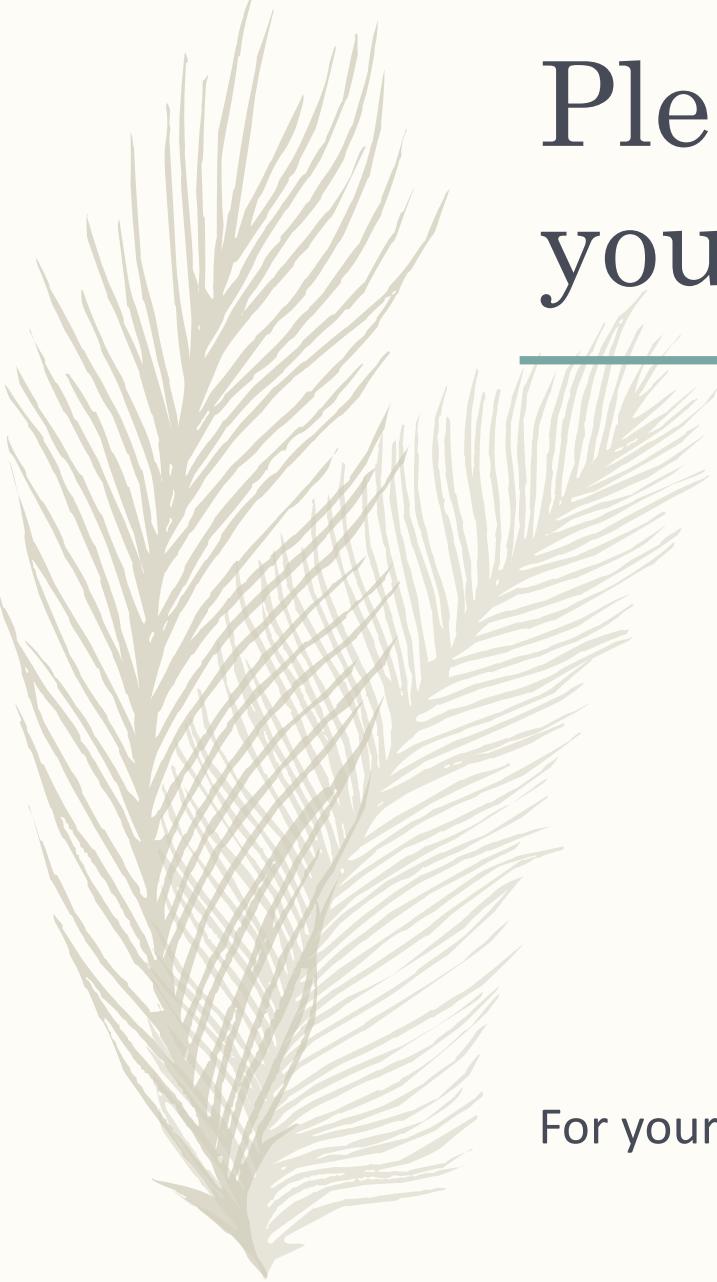




Welcome to EPS, Inc.'s SUCCESS WITH TRACS

EPS, Inc., 19 Gregory Drive, Ste 200,
South Burlington, VT 05403

Phone: 802-660-2800
EMail: EPS@TRACSExperts.com
WEB: www.tracsexperts.com



Please turn off or mute your cell phone



For your neighbor's sake, please keep side conversations to a minimum



Our objective....

Tenant Rental Assistance Certification Systems (TRACS) and trying to understand its numerous error messages is always an adventure. This session will hopefully teach you how to read and understand MAT and TRACS errors.

Also we will delve into the complexities of Special Claims and what you need to report claims accurately



MAT AND TRACS ERRORS



What is a MAT?

Monthly Activity Transmission

- MAT 10 – 50059 information
- MAT 15 – Unit Address information
- MAT 30 – HAP Voucher information
- MAT 40 – Move Out information
- MAT 65 – Termination of Tenancy information
- MAT 70 – Unit Transfer or Gross Rent Change information

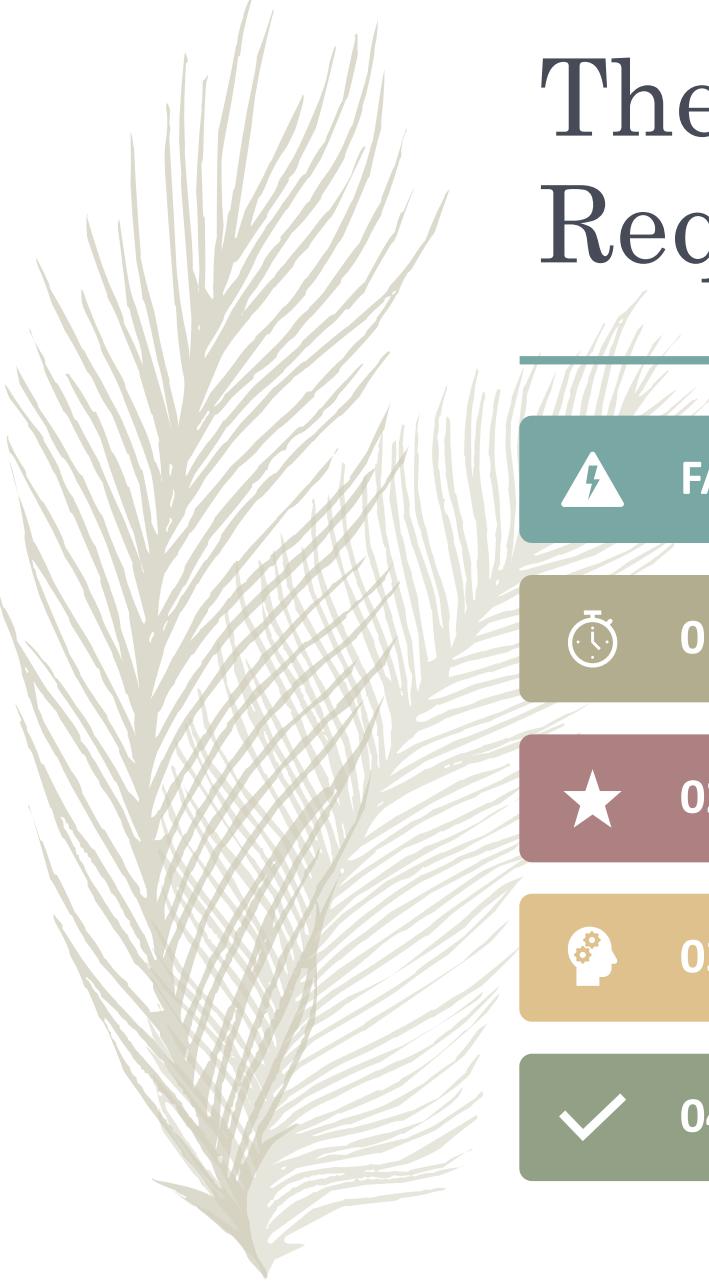
Okay, so what is a MAT Error?

- When data is submitted to TRACS, it first must pass a MAT specification check regarding the file structure. If the file does not pass the MAT spec check, a MAT error is generated and returned to sender. If the file passes the MAT spec check, then the TRACS check occurs.
- The TRACS check reviews the file for accuracy and compliance with eligibility rules and rent calculations.
- When you send a TRACS file to EPS, the same exact actions occur in our systems.
- 827 potential TRACS errors between both TRACS and EPS – XC errors are from our system



The MAT check is asking: does this file follow the structural guidelines of the specification? If not, how can I trust your data with the TRACS system?

If you fail the MAT review, it will not look to see if there are any TRACS errors



There are 4 different Action Required Codes for TRACS errors:



FATAL – Correct and resubmit



01 - Submit correction within 45 days.



02 - Submit correction on next submission and/or certification.



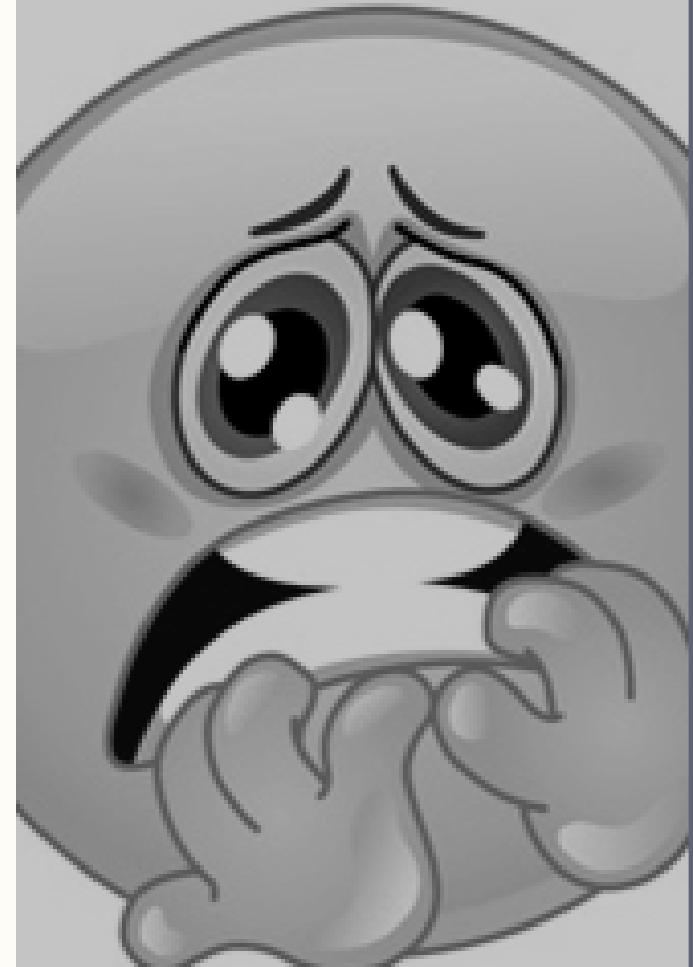
03 - Informational message; may or may not require correction.



04 - Follow up required (For Field Office Use Only).

So I got this MAT error, what do I need to do?

- Tenant Number : 0123456789
- Record Type : MAT10
- Record Section : 2
- Record Number : 3
- Field Number : 78
- Mandatory Error : S
- Error Message : A MANDATORY FIELD MUST NOT BE SPACE FILLED



Here is a copy of the TRACS file that was sent

First Part of
Error:
Record Type :
MAT10
Record
Section : 2
Record
Number : 3
(Jon Stewart)

Posted: Wed, 10 Jul 2019 15:56:34 -0400			
From: TRACM01234	PROPERTY TRACSMAIL ID		
To: TRACM08941	EPS' TRACSMAIL ID		
Subj: MAT Bundle for Fabulous Living Place at 7/10/2019 12:47:57 PM			
TENHR2.0.2.D0000107102019124757328	FABULOUS LIVING PLAC12		
TENANT HEADER			
MAT102.0.2.D0000210001000100000000			
MAT 10 RECORD 2			
2000030123456789	0401201912162008IR		
SECTION 2 RECORD 3			
30000401STEWART JON	H 07141919E 0123456789EC		
SECTION 3 RECORD 4			
TENND2.0.2.D00005			

Second Part of Error:

Field Number : 78

Mandatory Error : S

Error Message : A

**MANDATORY
FIELD MUST NOT
BE SPACE FILLED**

- You can now scroll 78 fields to the right on this very long chain

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	Posted: Wed, 10 Jul 2019 15:56:34 -0400																							
2	From: TRACM01234	→	PROPERTY TRACSMAIL ID																					
3	To: TRACM08941	→	EPS' TRACSMAIL ID																					
4	Subj: MAT Bundle for Fabulous Living Place at 7/10/2019 12:47:57 PM																							
5	TENHR2.0.2.D0000107102019124757328																							
6	TENANT HEADER																							
7	MAT102.0.2.D0000210001000100000000																							
8	MAT 10 RECORD 2																							
9	2000030123456789					0401201912162008IR																		
10	SECTION 2 RECORD 3																							
11	30000401STEWART	JON	H 07141919E	0123456789EC	0																			
12	SECTION 3 RECORD 4																							
13	TENND2.0.2.D00005																							
14																								

JUST KEEP SCROLLING →

Long scrolling chain, keep going:

Or grab or google the MAT guide:
https://www.hud.gov/program_offices/housing/mfh/trx/trxdocs

5.3 MAT10 Section 2: Basic Record (There is always a single basic record for each (Re) Certification)						
78	M	Owner Signed Date	397	8	Date MMDDYYYY	<p>The date the owner signed this (re)certification.</p> <p>The owner, or his or her representative, must sign and date a 50059 certification generated by the owner's automated system, as provided by MAT Guide Chapter 7.</p> <p>Note: the owner signed date may be different than the tenant signed date.</p>
79	MOC	HH Citizenship Eligibility (Formerly Household Assistance)	405	1	Alphanumeric	Required by TRACS for tenants with a Project Move-In Date on or after 6/19/95. Also required for all in-place tenants no later than 6/19/96. If not submitted when required, TRACS will generate a discrepancy message. This

M = Mandatory field; has a value not equal to spaces or zeros M* = Mandatory; zeros allowed MOC = Mandatory on condition(s) F = Future field; TRACS will value with the appropriate fill characters

Revised August 5, 2014

5-39

 Focus

When looking at a TRACS file, you can see the record numbers..



Posted: Tue, 02 Jul 2019 16:42:36 -0400
From: TRACM01234
To: TRACM08941
Subj: OV012345678, OCR02345678

	Fabulous Living Place	Winfield
TENHR2.0.2.D0000107022019154202	Mith	m04011967062720
MAT402.0.2.D00002MO0123456789Xayarath	Brenda	K112419540618201
MAT402.0.2.D00003MO9876543210Hardy		
MAT102.0.2.D00004100010001000000000		
20000533710 00000000	00000000	0620201906202019MI
30000601Maynard Chris LHM00981970 1111111111EC		2
MAT102.0.2.D0000710001000100010001		
20000833711 00000000	00000000	0701201902022018IR
30000901Sail Kenneth RHMO10061963H 222222222EC		2 Y
40001001SS 006060		
50001101Prepaid Debit Card C00000010000000000000000		
MAT402.0.2.D00012MO33333333Ritthaler Samantha		D0902195906042
MAT102.0.2.D0001310001000100010002		
20001433688 00000000	00000000	0801201908152003AR
30001501DICKSON Natalie KHF08011962H 444444444EC		2
40001601W 007615		
50001701USA Bank C00007060000000000000000		
50001801USA Bank C0000721000001000000000		
MAT102.0.2.D0001910001000100010001		
20002033695 00000000	00000000	0801201908112017AR
30002101Sampson Joe WHM12231943E 555555555EC		2
40002201SI 011904		
50002301Sky's the Limit Bank C000119100000100000000		
MAT102.0.2.D0002410001000100010001		
20002533689 00000000	00000000	0801201908032015AR
30002601Port Paul SHM10221959H 666666666EC		2 Y
40002701SS 016320		
50002801LOL Bank C00000250000000000000000		
TENND2.0.2.D00029		

Posted: Tue, 02 Jul 2019 16:42:36 -0400

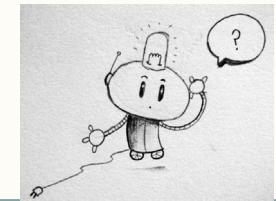
From: TRACM01234

To: TRACM08941

Subj: OV012345678, OCR02345678

TENHR2.0.2.D0000107022019154202	Fabulous Living Place	Winfield
MAT402.0.2.D00002MO0123456789Xayarath	Mith	m04011967062720:
MAT402.0.2.D00003MO9876543210Hardy	Brenda	K112419540618201
MAT102.0.2.D0000410001000100000000		
20000533710 00000000	00000000	0620201906202019MI
30000601Maynard Chris LHM00981970	111111111EC	2
MAT102.0.2.D0000710001000100010001		
20000833711 00000000	00000000	0701201902022018IR
30000901Sail Kenneth RHMO10061963H	222222222EC	2 Y
40001001SS 006060		
50001101Prepaid Debit Card C000000100000000000000000		
MAT402.0.2.D00012MO33333333Ritthaler	Samantha	D0902195906042
MAT102.0.2.D0001310001000100010002		
20001433688 00000000	00000000	0801201908152003AR
30001501DICKSON Natalie KHF08011962H	44444444EC	2
40001601W 007615		
50001701USA Bank C000070600000000000000000		
50001801USA Bank C0000721000001000000000		
MAT102.0.2.D000191000100010001		
20002033695 00000000	00000000	0801201908112017AR
30002101Sampson Joe WHM12231943E	555555555EC	2
40002201SI 011904		
50002301Sky's the Limit Bank C000119100000100000000		
MAT102.0.2.D0002410001000100010001		
20002533689 00000000	00000000	0801201908032015AR
30002601Port Paul SHM10221959H	666666666EC	2 Y
40002701SS 016320		
50002801LOL Bank C00000250000000000000000		
TENND2.0.2.D00029		

Which tenant has this error?

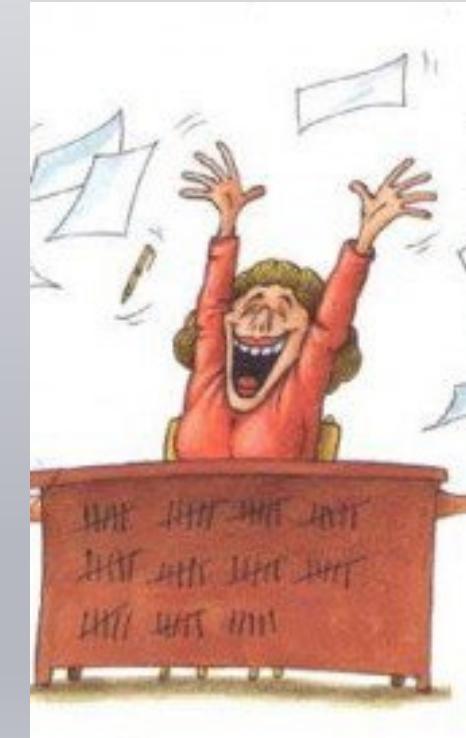


- Record Type : MAT10
- Record Section : 2
- Record Number : 20
- Field Number : 78
- Mandatory Error : S
- Error Message : A MANDATORY FIELD MUST NOT BE SPACE FILLED

Record Number 20: Joe Sampson

Now you know that there is an issue with this file, and you need to do the following:

- ❖ Add the owner signed date
- ❖ Recreate the certification, since the file had a fatal, you do not need to add a correction flag (unless already a correction), you are simply redoing the file
- ❖ Resubmit the certification to EPS
- ❖ If you are proactive in looking at your responses, you will know there is an error prior to the analyst even working on your property, and you can resubmit.





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I wish it was easier to understand |
those TRACS errors.... |

Current MAT Guide – 202D:

One of 827 potential errors



CE077

Incorrect previous housing code submitted for move-in.

Submit correct previous housing code (1, 2, 3, 4, 5 or 6).

02



Beginning with 203A, reading your TRACS errors will be easier!

- The discrepancy codes will now be more understandable
- Will give you an explanation on how to remedy the error
- The message will tell you where to find it in the following places as applicable:
 - 4350.3 Rev. 1 Chg 4
 - MAT guide
 - 50059 Instructional
 - 50059A Instructional
 - HUD Notices



203A: CE077 – Incorrect Previous Housing Code submitted for MI.

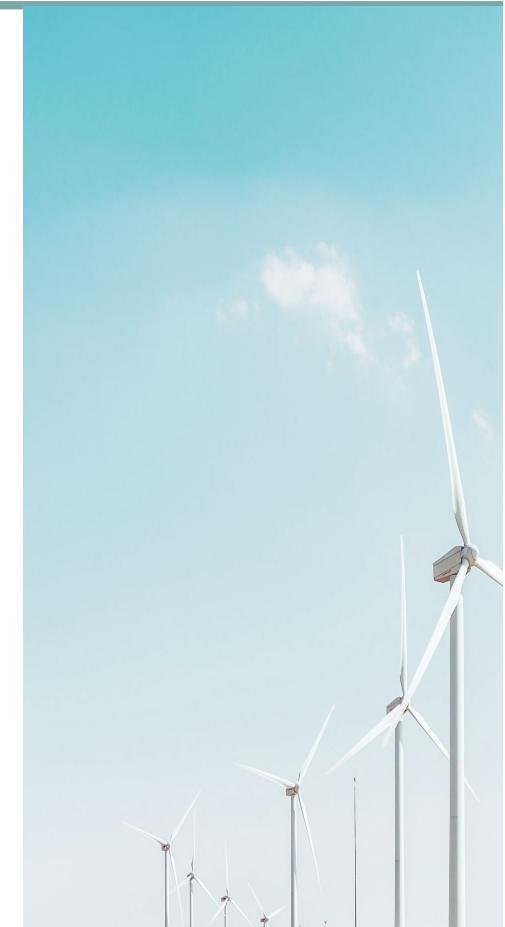
Recommended Solution:

Submit correct Previous Housing Code (1,2,3,4,5 or 6)

- NOTES: The Recommended Solution section indicates the valid codes that can be used. HUD is placing more emphasis on Previous Housing data collection as it relates to homelessness. Codes 1, 3, and 4 should be used when applicable. DO NOT use Code #2 for new Move-In certifications being transmitted under TRACS 202D. Instead of choosing Code #2, choose either **CODE #5**: Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who resided in an emergency shelter or a place not meant for human habitation and who is exiting an institution where he or she temporarily resided OR **CODE #6**: Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member. **Only use Code #2 (Without or Soon to Be Without Housing)** when submitting a correction to a Move-In that was originally transmitted under TRACS 202C or TRACS versions previous to 202C. See the current MAT Guide: Chapter 5, MAT10 Section 2: Basic Record, Field 23, and the HUD-50059, Item 10

RESOURCES:

- **50059 AND 50059A INSTRUCTIONALS:**
 - <https://www.tracsexperts.com/resources/general/50059-202D-instructions-08-15-14.pdf>
 - <https://www.tracsexperts.com/resources/general/50059-A-202D-instructions-08-15-14.pdf>
 - Also find on HUD's website:
<https://www.hud.gov/sites/documents/50059A-INS.PDF>
 - <https://www.hud.gov/sites/documents/50059A-INS.PDF>
- **MAT GUIDE:**
 - https://www.hud.gov/program_offices/housing/mfh/trxdocs look under 202D MAT Guide



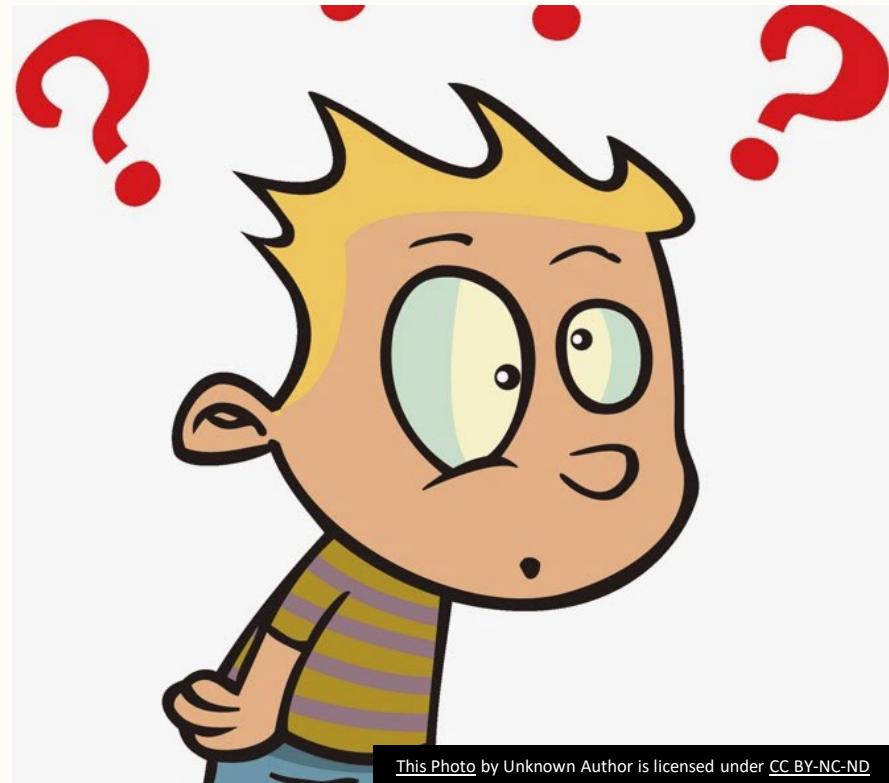
QUESTIONS?

—

Hilary Crowell

Hilary.C@tracsexperts.com

802-660-2800 x 134



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SPECIAL CLAIMS

BY RICH CROWELL, EPS, INC. GENERAL MANAGER

POINTS OF DISCUSSION...

- ▶ What are Special Claims?
- ▶ Eligibility Requirements
- ▶ Different Types of Special Claims
- ▶ Submission Requirements
- ▶ Common Issues
- ▶ References
- ▶ Questions



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Special Claims – What are they?

- ▶ HUD recognizes the financial risks owners undertake in their efforts to provide affordable housing. It is HUD's intent to ensure that owners involved in this effort remain financially viable partners. The special claims process is one tool that owners can use to be reimbursed for their financial loss. Owners are encouraged to submit special claims for eligible losses.
- ▶ Section 1-1 Special Claims Processing Guide (SCPG)



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What Makes Them Soooo Special?



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licensed under [CC BY](#)

- ▶ Free money paid through vouchers
 - ▶ For when you can't fill the unit
 - ▶ For when a tenant skips out on rent
 - ▶ For when a tenant damages your unit
 - ▶ For when you could default on your mortgage from trying to fill vacant units
- ▶ Lots of paperwork
- ▶ Regulations

Who is eligible to receive Special Claims?

- ▶ Section 8 Development
 - ▶ Section 8
 - ▶ Section 202
 - ▶ Section 811 PRAC
 - ▶ Section 811 PRA Demo
- ▶ Security deposit must be collected
- ▶ Resident must be receiving Subsidy
- ▶ Can still make a claim for a terminated resident, if the resident wasn't terminated due to their TTP being at Market Rent because of income
 - ▶ TI = TTP Equals/Exceeds Gross Rent or moving to market rent
 - ▶ OT = Other. A reason not covered by any of the other codes – must supply documentation to the reason

Section 3-2, 4-2, 5-2 (SCPG)

Other Common Eligibility Requirements

- ▶ File the correct paperwork
- ▶ Adhere to HUD's timelines
- ▶ MO/MI/UT must all be viewable in TRACS
- ▶ All claims must be filed before 180 days after the Ready for Occupancy (RFO) date (Example: MO 9/9/19 RFO 9/12/19, then claim must be submitted to EPS prior to 3/10/20)

What are the types of Special Claims?

- ▶ Regular Vacancy – compensation to O/A for loss of rental income for a vacant unit
- ▶ Unpaid Rents/Tenant Damages –
 - ▶ UR – reimbursement for former tenants' failure to pay rent
 - ▶ TD – paying O/A for damages caused by negligence or abuse by former tenant
- ▶ Debt Service – submitted to HUD Account Executives for PBCA, or for Traditional Properties, your CA. Debt Service is used when there are vacancies that are over 60 days, in order to avoid mortgage default

Section 3-1, 4-1, 5-1 (SCPG)

SUBMISSION REQUIREMENTS

IMPORTANT - Processing Timelines

- ▶ Claim Submissions
 - ▶ Must be submitted within 180 days from RFO (Ready For Occupancy Date)
 - ▶ CA has 30 calendar days to process the claim and return to the property
 - ▶ 60 Days is the maximum number of days HUD will pay for vacancy loss
 - ▶ Cannot submit a vacancy claim until 60 days has passed, or a new tenant has moved into that unit (**the earlier of the two**)
 - ▶ You then have 90 calendar days to put the approved claim on your HAP voucher



PROCESSING REQUIREMENTS: Checklist for Regular Vacancy

EPS, Inc.

Service Bureau to the Subsidized Housing Industry

Checklist for Regular Vacancy

Property Name: _____ Contract #: _____

Resident Name: _____ Unit #: _____

Special Claims for Regular Vacancy MUST include the following documents in accordance with HUD Handbook 4350.3 and the HUD Special Claims Processing Guide effective 8/1/06. Please indicate with a checkmark the items you are enclosing. Submissions without ALL documentation may be returned unprocessed. Thank you for your cooperation.

Note: Special Claims may only be requested for a unit that was occupied by a Section 8 household receiving subsidy. If assistance was terminated based on increased income causing the tenant to no longer qualify for assistance, owners cannot submit a claim

***Must be received by PBCA within 180 Days from the date the unit became available for occupancy* (Pg15, Sec 3-4 A)**

- Form HUD-52670-A Part 2 with **Signature** (Pg12, Sec 3-3 A)
- Form HUD-52671-C with **Signature** (Pg12, Sec 3-3 A)
- A copy of the signed form HUD 50059 completed at move in for the former tenant, which shows the amount of the security deposit required. (Pg13, Sec 3-3 C2)
- Documentation that the appropriate security deposit was collected from the tenant: e.g. a copy of the original lease, copy of the tenant ledger or copy of the receipt(s) for security deposits. (Pg13 Sec 3-3 C3; Pg15 Sec 3-5 A)
- A copy of the security deposit disposition notice provided to the tenant, which indicates the move-out date, amount of security deposit collected, amount of security deposit returned, and any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease. (Pg13, Sec 3-3 C4)
- TRACS **print out** from HUD Secure-System. For a MI/MO **print the MI/MO Query**. For a UT **print the certification query for unit: MI/MO and/or UT must be viewable in TRACS or claim will be denied**. (Pg14, Sec 3-3 E2)
- Copy of current waiting list showing date and time the applications were received and processed. If a waiting list is not available, then current advertising efforts must be included. (Pg13, Sec 3-3 C6)
- Copy of the reconditioning unit log showing the move-out date, start/finish dates of unit repair, date unit ready for occupancy, and date unit was re-rented. (Pg13, Sec C5; Pg15, Sec 3-5 C, Appendix 3-C) **Date unit ready for occupancy is the first full day after all work was completed.**
- If the MI or MO was UT, documentation to validate the reason for the transfer, and evidence that security deposit was transferred, or a new one was secured.
- A checklist of required documentation must be submitted for **each unit** included in claim. (Pg3, Sec 1-5 B)

Name, phone number and email address of the person to contact for questions concerning the claim.

Name of Contact Person: _____ Phone Number: _____

Email Address: _____ Fax Number: _____

19 Gregory Drive, Suite 200 • South Burlington, VT 05403

• 802-660-2800 ext. 118 • 802-846-2726 (fax)

North Carolina Claims: special.claims@TRACSExperts.com

Michigan Claims: mi.special.claims@tracsexperts.com

Rev: 12/2018

Checklist for Regular Vacancy Requirements

► Regular Vacancy

- 1. HUD 52670A Part 2
- 2. HUD 52671-C
- 3. Copy of signed HUD-50059 completed at MI for former tenant
- 4. Copy of Original Lease
 - Page 1, the page showing Security Deposit, and signature page. (If the move-in 50059 shows the amount of the security deposit collected, a copy of the move-in lease is not required)
- 5. Disposition of Security Deposit

EPS, Inc.
Service Bureau to the Subsidized Housing Industry

Checklist for Regular Vacancy

Property Name: _____ Contract #: _____

Resident Name: _____ Unit #: _____

Special Claims for Regular Vacancy MUST include the following documents in accordance with HUD Handbook 4350.3 and the HUD Special Claims Processing Guide effective 8/1/06. Please indicate with a checkmark the items you are enclosing. Submissions without ALL documentation may be returned unprocessed. Thank you for your cooperation.

Note: Special Claims may only be requested for a unit that was occupied by a Section 8 household receiving subsidy. If assistance was terminated based on increased income causing the tenant to no longer qualify for assistance, owners cannot submit a claim

Must be received by PBCA within 180 Days from the date the unit became available for occupancy(Pg15, Sec 3-4 A)

1. Form HUD-52670-A Part 2 with Signature (Pg12, Sec 3-3 A)
2. Form HUD-52671-C with Signature (Pg12, Sec 3-3 A)
3. A copy of the signed form HUD 50059 completed at move in for the former tenant, which shows the amount of the security deposit required. (Pg13, Sec 3-3 C2)
4. Documentation that the appropriate security deposit was collected from the tenant: e.g. a copy of the original lease, copy of the tenant ledger or copy of the receipt(s) for security deposits. (Pg13 Sec 3-3 C3; Pg15 Sec 3-5 A)
5. A copy of the security deposit return notice provided to the tenant, which indicates the move out date, amount of security deposit collected, amount of security deposit returned, and any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease. (Pg13, Sec 3-3 C4)
6. TRACS print out from HUD Secure System. For a MI/MO print the MI/MO Query. For a UT print the certification query for unit. MI/MO and/or UT must be viewable in TRACS or claim will be denied. (Pg14, Sec 3-3 C2)
7. Copy of current waiting list showing date and time the applications were received and processed. If a waiting list is not available, then current advertising efforts must be included. (Pg13, Sec 3-3 C6)
8. Copy of the reconditioning unit log showing the move-out date, start/finish dates of unit repair, date unit ready for occupancy, and date unit was re-rented. (Pg13, Sec C5; Pg15, Sec 3-5, Appendix 3-C)
9. Date unit ready for occupancy is the first full day after all work was completed.
If the unit or MI was sold, documentation to validate the reason for the transfer, and evidence that security deposit was transferred, or no security was paid.
10. A checklist of required documentation must be submitted for **each unit** included in claim. (Pg5, Sec 1-5 B)

Name, phone number and email address of the person to contact for questions concerning the claim.

Name of Contact Person: _____ Phone Number: _____

Email Address: _____ Fax Number: _____

19 Gregory Drive, Suite 200 • South Burlington, VT 05403
• 802-660-2800 ext. 118 • 802-846-2726 (fax)
North Carolina Claims: special.claims@TRACSExperts.com
Michigan Claims: mi.special.claims@tracsexperts.com

Rev: 12/2018

Checklist for Regular Vacancy Requirements

- ▶ Regular Vacancy Cont.
 - ▶ 6. TRACS Print Out from HUD Secure Systems
 - ▶ MI/MO Query
 - ▶ Certification Query for UT's
 - ▶ 7. Waiting list
 - ▶ 3 months OR
 - ▶ Pages displaying contact & outcome of new tenant
 - ▶ 8. Copy of Reconditioning Log
 - ▶ NOTE: Date unit ready for occupancy is the first FULL day after work completed (this includes final inspection)
 - ▶ 9. If MI or MO was UT, Documentation to validate the reason for transfer, and evidence that SD was transferred.
 - ▶ 10. Copy of completed checklist

EPS, Inc.
Service Bureau to the Subsidized Housing Industry

Checklist for Regular Vacancy

Property Name: _____ Contract #: _____

Resident Name: _____ Unit #: _____

Special Claims for Regular Vacancy MUST include the following documents in accordance with HUD Handbook 4350.3 and the HUD Special Claims Processing Guide effective 8/1/06. Please indicate with a checkmark the items you are enclosing. Submissions without ALL documentation may be returned unprocessed. Thank you for your cooperation.

Note: Special Claims may only be requested for a unit that was occupied by a Section 8 household receiving subsidy. If assistance was terminated based on increased income causing the tenant to no longer qualify for assistance, owners cannot submit a claim.

Must be received by PBCA within 180 Days from the date the unit became available for occupancy(Pg15, Sec 3-4 A)

1. Form HUD-52670-A, Part 2 with **Signature** (Pg12, Sec 3-3 A)
2. Form HUD-52671-C with **Signature** (Pg12, Sec 3-3 A)
3. A copy of the signed form HUD-50599 or a copy of the move-in for the former tenant, which indicates the amount of the security deposit required. (Pg13, Sec 3-3 C)
4. Documentation that the appropriate security deposit was collected from the tenant: e.g. a copy of the original lease, copy of the tenant ledger or copy of the receipt(s) for security deposits. (Pg13 Sec 3-3 C3; Pg15 Sec 3-5 A)
5. A copy of the security deposit disposition notice provided to the tenant, which indicates the move-out date, amount of security deposit collected, amount of security deposit returned, and any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease. (Pg13, Sec 3-3 C)
6. TRACS print out from HUD Secure-System. For a MI/MO print the MI/MO Query. For a UT print the certification query for unit. MI/MO and/or UT must be viewable in TRACS or claim will be denied. (Pg14, Sec 3-3 E2)
7. Copy of current waiting list showing date and time the applications were received and processed.
8. If a waiting list is not available, then current advertising efforts must be included. (Pg13, Sec 3-3 C6)
9. Copy of the reconditioning unit log showing the move-out date, start/finish dates of unit repair, date unit was ready for occupancy, and date unit was occupied. (Pg13, Sec C5; Pg15, Sec 3-5 C, Appendix 3-C)
10. Date unit ready for occupancy is the first full day after all work was completed.
11. If the MI or MO was UT, documentation to validate the reason for the transfer, and evidence that security deposit was transferred, or a new one was secured.
12. A checklist of required documentation must be submitted for **each unit** included in claim. (Pg3, Sec 1-5 B)

Name, phone number and email address of the person to contact for questions concerning the claim.

Name of Contact Person: _____ Phone Number: _____
Email Address: _____ Fax Number: _____

19 Gregory Drive, Suite 200 • South Burlington, VT 05403
• 802-660-2800 ext. 118 • 802-846-7278 (fax)
North Carolina Claims: special.claims@TRACSExperts.com
Michigan Claims: mi.special.claims@tracsexperts.com

Rev: 12/2018

EPS, Inc.

Service Bureau to the Subsidized Housing Industry

Checklist for Unpaid Rent and Tenant Damages

Property Name: _____

Contract #: _____

Resident Name: _____

Unit #: _____

Special Claims for Unpaid Rent and Tenant Damages must include the following documents in accordance with HUD Handbook 4350.3 and the HUD Special Claims Processing Guide effective 8/01/06. Please indicate with a checkmark the items you are enclosing. Submissions without ALL documentation may be returned unprocessed.

Note: Special Claims may only be requested for a unit that was occupied by a Section 8 household receiving subsidy. If assistance was terminated based on increased income causing the tenant to no longer qualify for assistance, owners cannot submit a claim

***Must be received by PBCA within 180 Days from the date the unit became available for occupancy*(Pg15, Sec 3-4 A)**

- Form HUD-52670-A Part 2 with **Signature** (Pg25, Sec 5-3 A)
- Form HUD-52671-A with **Signature** (Pg27, Sec 5-3 A) Unpaid rents and tenant damages must be filed on the same form.
- A copy of the signed form HUD 50059 completed at move in for the former tenant, which shows the amount of the security deposit required. (Pg25, Sec 5-3 C2a)
- Documentation that the appropriate security deposit was collected from the tenant: e.g. a copy of the original lease, copy of the tenant ledger or copy of the receipt(s) for security deposits. (Pg25 Sec 5-3 C2b)
- A copy of the security deposit disposition notice provided to the tenant, which indicates the move-out date, amount of security deposit collected, amount of security deposit returned, and any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease. (Pg26, Sec 3-3 G)
- Copies of ALL Move-In and Move-Out Inspection forms for the unit and resident the claim is being submitted. (Pg26, Sec 5-3 D3)
- Documentation that the matter was turned over to a Collection Agency and Agency has attempted to collect the debt. (i.e. copy of agency's 1st demand letter or confirmation statement (Pg23, Sec 5-2 D2a: Pg25 Sec 5-3 C2 c & d)
- Copy of certified letter/demand for payment to tenant detailing damages and related charges, demand payment, and notice that failure to pay will result in the hiring of a collection agency (Pg23, Sec 5-2 D2a: Pg25 Sec 5-3 C2 c & d)
- TRACS **print out** from HUD Secure-System. For a MI/MO **print** the MI/MO Query. For a UT **print** the certification query for unit. **MI/MO and/or UT must be viewable in TRACS or claim will be denied.** (Pg14, Sec 3-3 E2)
- Itemized list of damages and breakdown of costs to repair the damages. (**Damage Claims Only**) (Pg26, Sec 5-3 D5)
- A checklist of required documentation must be submitted for **each unit** included in claim. (Pg3, Sec 1-5 B)

Name, phone number and email address of the person to contact for questions concerning the claim.

Name of Contact Person: _____ Phone Number: _____

Email Address: _____ Fax Number: _____

19 Gregory Drive, Suite 200 • South Burlington, VT 05403

• 802-660-2800 ext. 118 • 802-846-2726 (fax)

North Carolina Claims: special.claims@TRACSExperts.com

Michigan Claims: mi.special.claims@tracsexperts.com

Rev: 12/2018

PROCESSING REQUIREMENTS:

Checklist for

Unpaid Rent and

Tenant Damages

Checklist for Unpaid Rent and Tenant Damages Requirements

EPS, Inc.
Service Bureau to the Subsidized Housing Industry

Checklist for Unpaid Rent and Tenant Damages

Property Name: _____ Contract #: _____
Resident Name: _____ Unit #: _____

Special Claims for Unpaid Rent and Tenant Damages must include the following documents in accordance with HUD Handbook 4350.3 and the HUD Special Claims Processing Guide effective 8/01/06. Please indicate with a checkmark the items you are enclosing. Submissions without **ALL** documentation may be returned unprocessed.

Note: Special Claims may only be requested for a unit that was occupied by a Section 8 household receiving subsidy. If assistance was terminated based on increased income causing the tenant to no longer qualify for assistance, owners cannot submit a claim.

Must be received by PBCA within 180 Days from the date the unit became available for occupancy (Pg15, Sec 3-4 A)

1. Form HUD-52670-A Part 2 with Signature (Pg25, Sec 5-3 A)
2. Form HUD-52671-A with Signature (Pg27, Sec 5-3 A) Unpaid rents and tenant damages must be filed on the same form.
3. A copy of the signed form HUD 50059 completed at move in for the former tenant, which shows the amount of the security deposit required. (Pg25, Sec 5-3 C2a)
4. Documentation that the appropriated security deposit was collected from the tenant; e.g. a copy of the original lease, copy of the tenant ledger or copy of the receipts for security deposits. (Pg25, Sec 5-3 C2 & D)
5. Documentation of the security deposit disposition notice provided to the tenant, which indicates the move-out date, amount of security deposit collected, amount of security deposit returned, and any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease. (Pg26, Sec 3-3 C)
6. Copies of ALL Move-In and Move-Out inspection forms for the unit and resident the claim is being submitted. (Pg26, Sec 5-3 D3).
7. Documentation that the matter was turned over to a Collection Agency and Agency has attempted to collect the debt. (i.e. copy of agency's 1st demand letter or confirmation statement (Pg23, Sec 5-2 D2a; Pg25, 5-3 C2 & D)
8. Copy of certified letter/demand for payment to tenant detailing damages and related charges, demand payment, and notice that failure to pay will result in the hiring of a collection agency (Pg23, Sec 5-2 D2a; Pg25 Sec 5-3 C2 & D)
9. TRACS print out from HUD Secure-System. For a MI/MO print the MI/MO Query. For a UT print the certification query for unit. **MI/MO and/or UT must be viewable in TRACS or claim will be denied.** (Pg14, Sec 3-3 E2)
10. Itemized list of damages and breakdown of costs to repair the damages. (**Damage Claims Only**) (Pg26, Sec 5-3 D5)
11. A checklist of required documentation must be submitted for **each unit** included in claim. (Pg3, Sec 1-5 B)

Name, phone number and email address of the person to contact for questions concerning the claim.

Name of Contact Person: _____ Phone Number: _____
Email Address: _____ Fax Number: _____

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Michigan Claims: mi.special.claims@tracsexperts.com

Rev: 12/2018

► Unpaid Rent/Tenant Damages

- 1. HUD 52670-A Part 2
- 2. HUD 52671-A
- 3. Copy of signed HUD-50059 completed at MI for former tenant
- 4. Copy of Original Lease
- Page 1, the page showing Security Deposit, and signature page. (If the move-in 50059 shows the amount of the security deposit collected, the move-in lease is not required.)
- 5. Disposition of Security Deposit

Checklist for Unpaid Rent and Tenant Damages Requirements

EPS, Inc.
Service Bureau to the Subsidized Housing Industry

Checklist for Unpaid Rent and Tenant Damages

Property Name: _____ Contract #: _____
Resident Name: _____ Unit #: _____

Special Claims for Unpaid Rent and Tenant Damages must include the following documents in accordance with HUD Handbook 4350.3 and the HUD Special Claims Processing Guide effective 8/01/06. Please indicate with a checkmark the items you are enclosing. Submissions without **ALL** documentation may be returned unprocessed.

Note: Special Claims may only be requested for a unit that was occupied by a Section 8 household receiving subsidy. If assistance was terminated based on increased income causing the tenant to no longer qualify for assistance, owners cannot submit a claim.

Must be received by PBCA within 180 Days from the date the unit became available for occupancy (Pg15, Sec 3-4 A)

1. _____ Form HUD-52670-A Part 2 with **Signature** (Pg25, Sec 5-3 A)
2. _____ Form HUD-52671-A with **Signature** (Pg27, Sec 5-3 A) Unpaid rents and tenant damages must be filed on the same form.
3. _____ A copy of the signed form HUD 50059 completed at move in for the former tenant, which shows the amount of the security deposit required. (Pg25, Sec 5-3 C2a)
4. _____ A copy of the original ledger or copy of the tenant ledger or copy of the receipts for security deposits. (Pg25, Sec 5-3 C2b)
5. _____ A copy of the security deposit disposition notice provided to the tenant, which indicates the move-out date, amount of security deposit collected, amount of security deposit returned, and any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease. (Pg26, Sec 3-3 G)
6. _____ Copies of ALL Move-In and Move-Out inspection forms for the unit and resident the claim is being submitted. (Pg26, Sec 5-3 D3)
7. _____ Documentation that the matter was turned over to a Collection Agency and Agency has attempted to collect the debt. (I.e. copy of agency's 1st demand letter or confirmation statement (Pg23, Sec 5-2 D2a; Pg25, 5-3 C2 & d)
8. _____ Copy of certified letter/demand for payment to tenant detailing damages and related charges, demand payment, and notice that failure to pay will result in the hiring of a collection agency (Pg23, Sec 5-2 D2a; Pg25 Sec 5-3 C2 & d)
9. _____ TRACS print out from the Secure-System. For a MI/MO print the MI/MO Query. For a UT print the certification query for the MI/MO and/or UT must be viewable in TRACS or claim will be denied. (Pg24, Sec 3-3 E2)
10. _____ Itemized list of damages and breakdown of costs to repair the damages. (**Damage Claims Only**) (Pg26, Sec 5-3 D5)
11. _____ A checklist of required documentation must be submitted for **each unit** included in claim. (Pg3, Sec 1-5 B)

Name, phone number and email address of the person to contact for questions concerning the claim.

Name of Contact Person: _____ Phone Number: _____
Email Address: _____ Fax Number: _____

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• 802-660-2800 ext. 118 • 802-846-2726 (fax)
North Carolina Claims: special.claims@TRACSExperts.com
Michigan Claims: mi.special.claims@tracsexperts.com

Rev: 12/2018

- ▶ Unpaid Rent/Tenant Damages Cont.
 - ▶ 6. Copies of ALL MI/MO Signed and dated Inspection Reports.
 - ▶ 7. Collection Agency notice that debt collection has been attempted
 - ▶ 8. Copy of Certified Letter to resident of damages and related charges
 - ▶ 9. TRACS Print Out from HUD Secure Systems
 - ▶ MI/MO Query
 - ▶ Certification Query for UT's
 - ▶ 10. Itemized list of damages and breakdown of cost of repair(damage claims only)
 - ▶ 11. Copy of completed checklist

Checklist Item 1 for both - HUD 52670-A Part 2

- ▶ Project Name
- ▶ Contract Number
- ▶ Columns 1- 4, 6
- ▶ **REMEMBER TO SIGN and DATE!**
- ▶ Please place as many units on a page as your software allows
- ▶ Please DO NOT put the social security number on this page

Page 12, Sec 3-3A (SCPG) – Reg. Vacancy

Page 25, Sec 5-3A (SCPG) – Unpaid Rent/Damages



4

Owner's printed name, signature, date and phone no.

HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties (18 U.S.C. Sections 1001, 1010, 1012; 31 U.S.C. Sections 3729, 3802).

Previous versions obsolete

form HUD-52670-A Part 2 (05/2014)
ref. HB 4350.3 Rev. 1

Checklist Item 2 for Regular Vacancy Requirements

- ▶ HUD 52671-C Regular Vacancy
 - ▶ REMEMBER TO SIGN and DATE!
- ▶ Be Aware of...
 - ▶ # 3 Date Unit Ready for Occupancy (RFO Date)
 - ▶ #5 Date unit was re-rented
 - ▶ #7 Contract Rent/Operating Rent at MO
 - ▶ #8 Daily Contract Rent

Special Claims for Regular Vacancies		U.S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner		OMB Approval No. 2590-0182 (Exp. 06/30/2016)	
Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1, Chapter 8	Project name	Project no.	Sec 8/PAC/PRA/C Cost #		
		Occupied Tenant name			
		Unit no.			
Part A (applies to the following: 660: Section 6 New Construction 661: Section 6 Rehabilitation 664: Rural Housing Services 696: MSA Stipan A 821: Elderly Housing	1. Tenant's move-out date 7. Contract rent/operating rent at move-out 8. Enter daily contract/operating rent (Divide contract rent/ operating rent in effect on move-out date by actual no. days in move-out month) 10. Multiply line 9 by 0.05 for Section 6/PAC units or 0.50 for Section 202/617 PRA/C units (This is the most HUD will pay) 11. Enter amounts paid by other sources (Security deposit, etc.) 12. Subtract line 11 from line 9 13. Compare line 12 with line 12, & enter the lesser amount Enter in column 6 (HUD 52671-A Part 2) 14. Tenant's move-out date 15. No. days taken to lease/re-rent unit 16. Date unit ready for occupancy	2. No. days tenant claims/re-rent unit 3. Date unit ready for occupancy	4. Date unit ready for occupancy - 90 days 5. Date unit was re-rented	6. No. of days vacant (Not to exceed 30 days. Enter 0 if less than 3 but not day line 6.)	
	0.00				
	(-)				
	0.00				
	17. Last day of mo. for day before 16. Number of days vacant in first month (Line 16 minus line 15, plus one day Not to exceed 30.)				
	18. Enter daily assistance payment (Divide daily assistance payment in effect on move-out date by actual no. days in move-out month.)				
	20. Multiply line 18 by line 19 This is the most HUD will pay for the first month. If the unit was re-rented in the same month as line 21, However, if a new tenant moved in the same month as the previous tenant moved out, skip to line 26			0.00	
	21. Day of second month the unit was rented				
	22. Subtract one (1) day from the 21. Or enter actual no. days re-rented if the unit does not re-rented.				
	23. Enter daily contract/operating rent (Divide contract rent/ operating rent in effect on move-out by actual no. days in move-out month.)				
	24. Multiply line 22 by line 23 0.00				
	25. Multiply line 24 by 0.50 This is the most HUD will pay for the second month.			0.00	
	26. Add lines 20 & 25 0.00				
	27. Enter amounts paid by other sources (Security deposit, etc.) Enter in column 6 (HUD 52671-A Part 2) 0.00				
	I certify: (a) Units are in decent, safe, and sanitary condition, and are available for occupancy during the vacancy period in which the payments are claimed. (b) The Owner or Agent did not re-rent the unit by the end of the month in which the payment was claimed, or any month prior to the month HUD or the contract administrator immediately preceding the month of the vacancy, or prospective vacancy, and the reasons for it. (c) I complied with all HUD requirements on termination of tenancy (Chapter 8, Section 2 of Handbook 4350.3 Rev. 1 if the vacancy occurred after 10/31/2013). (d) All documentation will be retained in the vacancy period for a minimum of 3 years. Owner's printed name, signature, & date				
	Previous version's obsolete Clear All		Submit an Original and Two copies	Print	Form HUD-52671-C (06/2002) Rev. HS-4030.3 Rev. 1



Checklist Item 2 for Regular Vacancy Requirements – Example

Special Claims for Regular Vacancies		U.S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner		OMB Approval No. 2502-0182	
Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9	Project Name Apartments	FHA project no.		Section 8/PAC/PRAC Cont #	
		Vacated Tenant name ,		Unit No. B-09 (B-09)	
1. Tenant's move-out date	2. No. days taken to clean/repair unit	3. Date unit ready for occupancy	4. Date unit ready for occup. + 59 days	5. Date unit was re-rented	6. No. of days vacant (Not to exceed 60. Include day in line 3 but not day in line 5.)
05/15/2019	13	05/29/2019	07/27/2019	08/13/2019	
7. Contract rent/operating rent at move-out			\$685.00		15
8. Enter daily contract rent/operating rent (Divide contract rent/ operating rent in effect on move-out date by actual no. days in move-out month)			\$22.10		
9. Multiply line 6 and 8 (Contract rent/operating rent for days vacant)			\$331.50		
10. Multiply line 9 by 0.80 for Section 8/PAC unit or 0.50 for Section 202/811 PRAC units (This is the most HUD will pay)			\$265.20		
11. Enter amount paid by other sources (Security deposit, Title I, etc.)	(-)	\$0.00			
12. Subtract line 11 from line 9			\$331.50		
13. Compare line 10 with line 12 & enter the lesser amount. Enter in column 6 on HUD 52670-A Part 2.			\$265.00		
<small>1. Tenant's move-out 2. No. days taken to 3. Date unit ready for 4. 1st day of vac. 5. 60 days before 6. Number of days vacant in first month</small>					

Item 6 x Item 8 x 80% - Item 11
= Item 13 (round up)

Checklist Item 2 for Unpaid Rent & Tenant Damages

Special Claims for Unpaid Rent / Damages		
U. S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner		
OMB Approval No. 2502-0182 (Exp. 08/09/2012)		
Instructions: <i>Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9</i>		
Total amount collected from tenant:		
HUD's maximum liability:		
Unpaid rent claim:		
HUD's remaining liability applicable to damages:		
I certify: (a) I tried to collect unpaid rent or damages and took all reasonable steps to collect the debt. (b) I determined the damage claim was due to the tenant's negligence or abuse. (c) All documentation will be retained in the project's file for 3 years.		
Owner's printed name, signature, and date: <i>Santa</i>		
HUD Contract Administration Review: <input type="checkbox"/> Claim approved <input type="checkbox"/> Claim denied, Reason: _____ <input type="checkbox"/> Claim denied, Reason: _____ Official's name, signature, and date: _____		
Claim ID: _____		
Form HUD-52671-A (05/2014) Ref. HB 4350.3 Rev. 1		

- ▶ HUD 52671-A - Unpaid Rent/Tenant Damages
- ▶ Charges Not Allowed for Unpaid Rent
 - ▶ Legal Fees
 - ▶ Collection Agency Fees
 - ▶ Unpaid Utility Bills
 - ▶ Cost of photographing unit to prove damages
 - ▶ NSF Fees
- ▶ REMEMBER TO SIGN and DATE!

Checklist Item 2 for Unpaid Rent & Tenant Damages

Special Claims for Unpaid Rent / Damages		
U. S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner		
OMB Approval No. 2502-0182 (Exp. 08/03/2012)		
Instructions: View PDF Print PDF View or Download PDF		
Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9		
Owner/Contractor Name: View Print Email		
Total amount collected from tenant:		
1. Enter the security deposit amount required.		
2. Enter the security deposit amount collected.		
3. Enter the greater of lines 1 and 2.		
4. Enter the interest earned on the security deposit.		
5. Enter the money collected for unpaid rents and damages (from tenant, insurance, etc.).		
6. Total amount collected. Add lines 3 through 5.		
7. Enter the monthly contract rent at move-out for Section 8 or PAC units, or the monthly operating rent for Section 202/811 PRAC.		
8. Subtract line 6 from line 7 (equals maximum HUD liability). If this amount is 0 or negative, stop! This exceeds HUD's maximum and no claim is allowed.		
9. Enter the rent and other allowable charges due under the lease that were charged but unpaid at move-out.		
10. Subtract line 6 from line 9 (not less than 0).		
11. Enter the lesser of lines 8 and 10. Round to the whole dollar. Also, enter in column 3 on HUD 52670-A Part 2.		
12. Subtract line 11 from line 8. If this amount is 0 or negative, stop! This exceeds HUD's maximum and no claim for damages is allowed.		
13. Enter cost to repair damage.		
14. Enter the remaining amount of the security deposit (line 6 minus line 9). This cannot be less than 0.		
15. Amount of damage exceeding the remaining security deposit (line 13 minus line 14). This cannot be less than 0.		
16. Enter the lesser of lines 12 and 15. Round to the whole dollar. Also, enter in column 4 on HUD 52670-A Part 2.		
<small>I certify (a) I billed tenants for unpaid rents or damages and took all reasonable steps to collect the debt. (b) I determined the damage claim was due to the tenant's negligence or abuse. (c) All documentation will be retained in the project's file for 3 years.</small>		
Owner's printed name, signature, and date: 		
HUD Contract Administration Review <input type="checkbox"/> Claim approved <input type="checkbox"/> Claim denied, Reason: _____ <input type="checkbox"/> Claim denied, Reason: _____ Official's name, signature, and date: _____		
Claim ID: _____		
Form HUD-52671-A (05/2014) Ref. HB 4350.3 Rev. 1		

- ▶ HUD 52671-A - Unpaid Rent/Tenant Damages
- ▶ Other Charges **Allowed** for Unpaid Rent
 - ▶ Failure to Return Keys
 - ▶ Late Fees
 - ▶ Charges for Damages during Tenancy that was previously billed that are still unpaid at the time of MO

▶ REMEMBER TO SIGN and DATE!

Checklist Item 2 for Unpaid Rent/Damages Requirements – Example

No quick guide, just follow
the bouncing ball

Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9	Project Name I Apartments	FHA project no.	Section 8/PAC/PRAC Contract No.
	Vacated Tenant name	Unit No. J-50 (J-50)	Tenant vacant date 04/17/2019
Total amount collected from tenant	1. Enter the security deposit amount required. 2. Enter the security deposit amount collected. 3. Enter the greater of lines 1 and 2. 4. Enter the interest earned on the security deposit. 5. Enter the money collected for unpaid rents and damages (from tenant, insurance, etc.) 6. Total amount collected. Add lines 3 through 5.	\$99.00 \$99.00 \$99.00 \$0.12 \$0.00 \$99.12	
HUD's maximum liability	7. Enter monthly contract rent at move-out for Section 8 or PAC units; or the monthly operating rent for Section 202/811 PRAC. 8. Subtract line 6 from line 7 (equals maximum HUD liability). If this amount is 0 or negative, stop! This exceeds HUD's maximum and no claim is allowed.	\$616.00 \$516.88	
Unpaid rent claim	9. Enter the rent and any other allowable charges due under the lease that were charged but unpaid at move-out 10. Subtract line 6 from line 9 (not less than 0) 11. Enter the lesser of lines 8 and 10. Round to the whole dollar. Also, enter in column 3 on HUD 52670-A, Part 2.	\$445.00 \$345.88 \$346.00	
HUD's remaining liability applicable to damages	12. Subtract line 11 from line 8. If this amount is 0 or negative, stop! This exceeds Hud's maximum and no claim for damages is allowed 13. Enter cost to repair damage 14. Enter the remaining amount of security deposit (line 6 minus line 9) This cannot be less than 0 15. Amount of damage exceeding the remaining security deposit (line 13 minus line 14) This cannot be less than 0 16. Enter the lesser of line 12 and 15. Round to the whole dollar. Also, enter in column 4 on HUD 52670-A, Part 2.	\$170.88 \$225.00 \$0.00 \$225.00 \$171.00	

Checklist Item 3 for both

- ▶ A copy of the signed MI 50059 completed at MI for the former tenant
 - ▶ WHAT IF I DON'T HAVE IT BECAUSE OF A NATURAL DISASTER, OR HOSTILE TAKEOVER?
 - ▶ Send a copy of the oldest SIGNED full 50059 that you have on file, with an explanation as to why you are missing the original MI
 - ▶ These will be considered for approval on a case by case basis



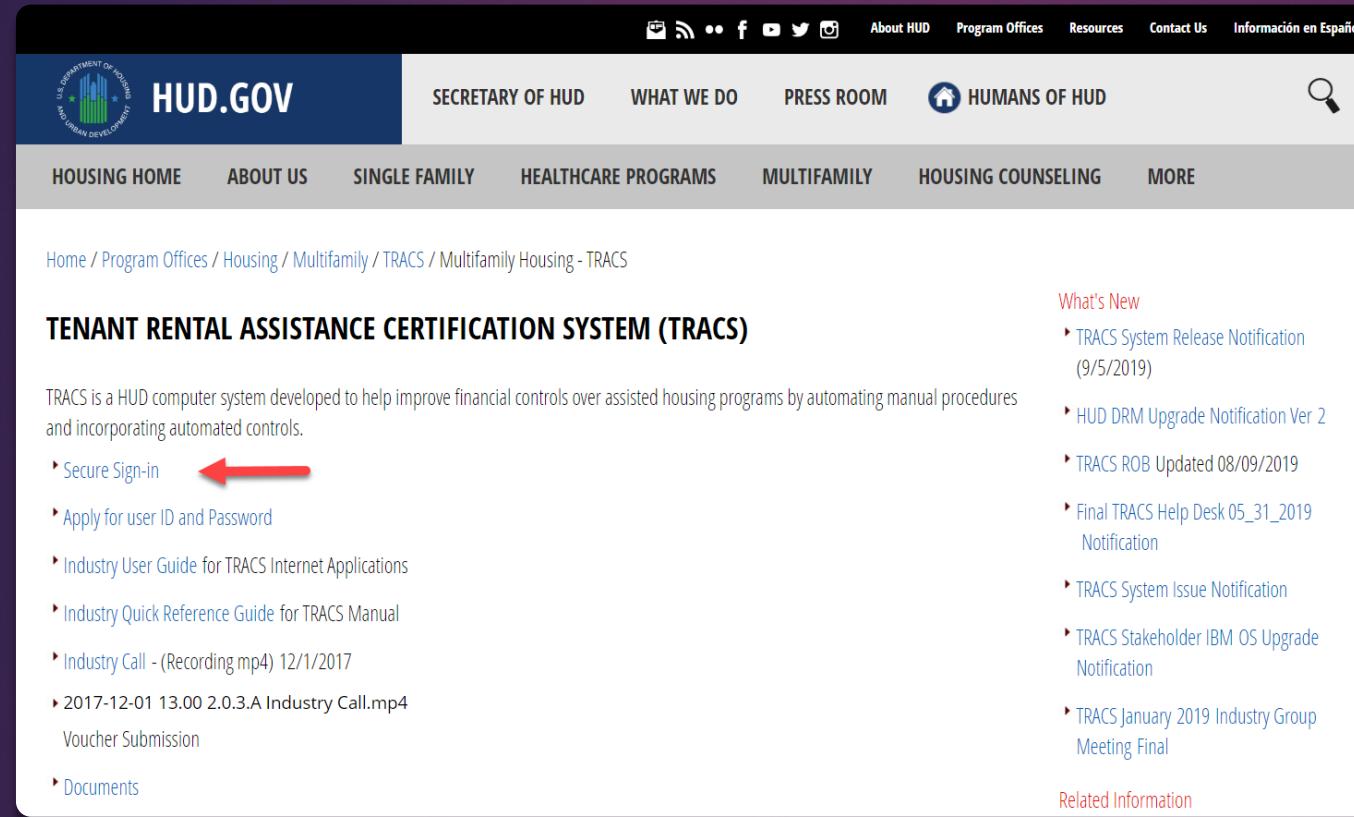
Checklist Item 5 for both

- ▶ A copy of the security deposit disposition notice provided to the tenant, which indicates the
 - ▶ Tenant Name and Unit
 - ▶ Move-out date
 - ▶ Amount of security deposit collected, and any interest earned
 - ▶ Amount of security deposit returned
 - ▶ Any charges withheld from the deposit for unpaid rent, tenant damages or other charges due under the lease

Checklist Item 6 for Regular Vacancy and Item 9 for Unpaid Rent & Damages

- ▶ TRACS **print out** from HUD Secure-System.
 - ▶ For a MI/MO **print** the MI/MO Query
 - ▶ For a UT **print** the certification query for unit.
- ▶ **MI/MO and/or UT must be viewable in TRACS or claim will be denied**
- ▶ If new MI is not a subsidized tenant, HUD requires a hard copy of the MI 50059 for the market renter





U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT **HUD.GOV**

SECRETARY OF HUD WHAT WE DO PRESS ROOM  HUMANS OF HUD

HOUSING HOME ABOUT US SINGLE FAMILY HEALTHCARE PROGRAMS MULTIFAMILY HOUSING COUNSELING MORE

Home / Program Offices / Housing / Multifamily / TRACS / Multifamily Housing - TRACS

TENANT RENTAL ASSISTANCE CERTIFICATION SYSTEM (TRACS)

TRACS is a HUD computer system developed to help improve financial controls over assisted housing programs by automating manual procedures and incorporating automated controls.

- Secure Sign-in 
- Apply for user ID and Password
- Industry User Guide for TRACS Internet Applications
- Industry Quick Reference Guide for TRACS Manual
- Industry Call - (Recording mp4) 12/1/2017
- 2017-12-01 13.00 2.0.3.A Industry Call.mp4
- Voucher Submission
- Documents

What's New

- TRACS System Release Notification (9/5/2019)
- HUD DRM Upgrade Notification Ver 2
- TRACS ROB Updated 08/09/2019
- Final TRACS Help Desk 05_31_2019 Notification
- TRACS System Issue Notification
- TRACS Stakeholder IBM OS Upgrade Notification
- TRACS January 2019 Industry Group Meeting Final

Related Information

Multifamily Housing TRACS -

https://www.hud.gov/program_offices/housing/mfh/trx/trxsum

TRACS MI/MO Query & Certification Query

Tenant

- [Assistance Payment Query](#)
- [Certification Query](#) 
- [Certifications with Discrepancies Query](#)
- [Late Recertification Query](#)
- [Move-In/Move-Out Query](#)
- [Multiple Occupancy Query](#)
- [Project Evaluation Query](#)
- [Tenant Unit Address Query](#)
- [Verification Query](#)



TRACS MI/MO Query

TRACS Move-In/Move-Out Query

Enter the Contract or Project Number.

Contract Number:	<input type="button" value="--- Select One ---"/>	or Project Number:	<input type="button" value="--- Select One ---"/>
From Date (MM/DD/YYYY):		<input type="text"/>	
To Date (MM/DD/YYYY):		<input type="text"/>	
REPORT BY:			
<input checked="" type="radio"/> Browser <input type="radio"/> Download			
<input type="button" value="Submit"/>		<input type="button" value="Reset"/>	

TRACS MI/MO Report

U.S. Department of Housing and Urban Development TRACS Move-In/Move-Out Report



Contract Number: [REDACTED]

Date Range: 01/01/2016 - 10/25/2016

Total Number of Move-ins: 13

Total Number of Move-outs: 12

[Back to Query](#)

* = no move-in or move-out record within date range

Project Number	Unit Number	Bedroom Count	Household Member Count	Move-in Date	Move-out Date	Move-out Reason	Head Tenant Name	SSN
	00 102	1	1	02/05/2016	*		[REDACTED]	XXXXXX76
	00 104	1	1	05/13/2016	*		[REDACTED]	XXXXXX22
	00 104	1	1	*	02/19/2016	3	[REDACTED]	XXXXXX20
	00 120	1	1	09/15/2016	*		[REDACTED]	XXXXXX84
	00 120	1	1	*	06/30/2016	3	[REDACTED]	XXXXXX91
	00 123	1	1	02/26/2016	*		[REDACTED]	XXXXXX47
	00 124	1	1	*	02/21/2016	3	[REDACTED]	XXXXXX83
	00 124	1	1	04/15/2016	*		[REDACTED]	XXXXXX94
	00 203	1	1	*	09/30/2016	3	[REDACTED]	XXXXXX89
	00 210	1	1	05/06/2016	*		[REDACTED]	XXXXXX97
	00 210	1	1	*	03/21/2016	4	[REDACTED]	XXXXXX68
	00 221	1	1	05/06/2016	*		[REDACTED]	XXXXXX14
	00 221	1	1	*	04/22/2016	3	[REDACTED]	XXXXXX86
	00 314	1	1	01/22/2016	*		[REDACTED]	XXXXXX90
	00 316	1	1	07/15/2016	*		[REDACTED]	XXXXXX38
	00 316	1	1	*	07/03/2016	3	[REDACTED]	XXXXXX86

TRACS Certification Query for UT's

 [TRACS Menu](#)
 [TRACS Queries](#)

**TRACS
Certification Query**

Option 1 displays per household the most current certification effective within the past 15 months.
Option 2 displays the tenant's most current certification regardless of its age.
All futures are displayed too.

Enter one of the following options:
1. Contract or Project Number
2. Contract or Project Number and Tenant SSN

Enter the Contract or Project Number.

Contract Number:	<input type="button" value="--- Select One ---"/>	or Project Number:	<input type="button" value="--- Select One ---"/>
Tenant SSN: <input type="text"/>			
SORT BY: <input checked="" type="radio"/> Unit <input type="radio"/> Name			
REPORT BY: <input checked="" type="radio"/> Browser <input type="radio"/> Download			
<input type="button" value="Submit"/>		<input type="button" value="Reset"/>	

TRACS Certification Query

  Tenant Rental Assistance Certification System **HUD web**

U.S. Department of Housing and Urban Development
TRACS Certification History List

Head Tenant Name: JACKSON, [REDACTED]
Head Tenant SSN: [REDACTED]

Project/Contract Number: MI: [REDACTED]
Sorted By: Effective Date

Back to Query
Select a Head Tenant Name to view additional certification details.

Head Tenant Name	Head SSN	Unit Number	Effective Date	Seq Num	Cert Type	Action Code	Action Effect Date	TRACS Process Date	AP	TTP	Annual Income	Adjusted Income	Gross Rent	Assist Status Code	Project/Contract Number	Subsidy Type	Previous Contract Number	Next Recent Date	Bedroom Count	Over/Under Housed	Move In Date	DL Nu
JACKSON, [REDACTED]	[REDACTED]	0215300	06/16/2019	1	*IR*	UT	06/16/2019	06/20/2019	\$1023	\$25	\$0	\$0	\$1048	E	[REDACTED]	1	04/01/2020	3		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	06/01/2019	1	IR			07/18/2019	\$735	\$25	\$0	\$0	\$760	E	[REDACTED]	1	04/01/2020	2	U	04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	04/01/2019	2	AR	CT	04/01/2019	07/18/2019	\$648	\$112	\$5904	\$4464	\$760	E	[REDACTED]	1	04/01/2020	2	U	04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	04/01/2019	1	AR			03/13/2019	\$636	\$124	\$5904	\$4944	\$760	E	[REDACTED]	1	04/01/2020	2		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	04/01/2018	2	AR	GR	10/01/2018	11/14/2018	\$636	\$124	\$5904	\$4944	\$760	E	[REDACTED]	1	04/01/2019	2		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	04/01/2018	1	AR			03/08/2018	\$627	\$124	\$5904	\$4944	\$751	E	[REDACTED]	1	04/01/2019	2		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	10/01/2017	1	IR			09/18/2017	\$624	\$127	\$6043	\$5083	\$751	E	[REDACTED]	1	04/01/2018	2		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	04/01/2017	1	AR			03/10/2017	\$710	\$25	\$139	\$0	\$735	E	[REDACTED]	1	04/01/2018	2		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	01/01/2017	1	IR			02/07/2017	\$710	\$25	\$60	\$0	\$735	E	[REDACTED]	1	04/01/2017	2		04/11/2016	0843	
JACKSON, [REDACTED]	[REDACTED]	1315741	04/11/2016	1	MI			04/22/2016	\$557	\$155	\$7164	\$6204	\$712	E	[REDACTED]	1	04/01/2017	2		04/11/2016	0843	

[HUD Home](#) [TRACS Home](#) [Secure Systems](#) [Contact Us](#) [User Guide](#)

javascript:document.getElementById('tenant3').submit()

Checklist Item 6-8 &10 for Unpaid Rent & Damages

- ▶ Item 6 – MI/MO Inspection Forms
 - ▶ Must be signed and dated by tenant and O/A.
- ▶ Item 7 – Collection Agency documentation, Agency attempt at collecting the debt.
 - ▶ Special Claim received and sent to collection agency dates must not be the same
- ▶ Item 8 – Copy of certified letter/demand for payment sent to tenant.
- ▶ Item 10 - Itemized listing of damages and breakdown of costs. Must include at least one: Invoices, receipts, pictures of damages, other O/A certification (Damage Claims only)





Checklist Item 7 for Regular Vacancy

- ▶ Copy of current waiting list
- ▶ If you don't have a list, then current advertisement efforts must be submitted

How Do I Know What Date the Unit was Ready?

Date Unit was Ready for Occupancy (RFO)

- ▶ Vacancy claims may not be paid for the days a unit was being prepared for occupancy
- ▶ The claim period begins the day the unit is available for occupancy
- ▶ Thus, RFO is the date after the final work is done!

HUD EXAMPLE:

- ▶ Unit Vacated May 5th
- ▶ Cleaned from May 5 – May 8
- ▶ RFO May 9th



Checklist Item 8 for Regular Vacancy

- ▶ Copy of the Unit Reconditioning Log or commonly called RFO Log
 - ▶ Must include the following:
 - ▶ Former Tenant Name and Unit Number
 - ▶ MO Date
 - ▶ Start/Finish dates of Unit Repair
 - ▶ Date Unit was Re-rented
 - ▶ Date Unit was Ready for Occupancy
 - ▶ Complete claim forms and documentation must be received by HUD/CA within 180 days from the RFO date
 - ▶ Unpaid Rent/Damage claims do not require RFO logs. However, still abide by the 180-day rule.

Examples of RFO Logs

UNIT RECONDITIONING LOG											
* UPDATE THIS LOG DAILY *											
PROPERTY:				RECONDITIONING LOG							
Name Vacating	Uni No.	Unit Size/Style	M.O. Date	Prep Date	Paint Date	Vacant Date	Clean Date	Carpet Date	RFO Date	New Applicant	M.I. Date
1											
2											
3											
4											

This date must be later than all other dates on this form (besides MI)

More Examples of RFO Logs....

UNIT RECONDITIONING LOG

Apt. # _____

Former Resident: _____

Date Completed: _____

1. Date Notified of Move-Out
(from Vacate Notice/attach copy)

2. Projected Move-Out (from Vacate Notice)

3. Actual Move-Out (walk thru/keys turned-in)

4. Entry lock changed

5. Maintenance preparation

6. Extraordinary repairs beyond normal (list below)

7. Drapes/Blinds clean/replace PO # _____

8. Painting scheduled PO # _____

9. Carpet repair/replace PO # _____

10. Carpet cleaned PO # _____

11. Vinyl replaced or ceramic PO # _____

12. Unit cleaned

13. Maintenance restore unit

14. Pre-Move In Final Inspection

15. UNIT READY for OCCUPANCY

AM/PM

16. MOVE-IN (unit re-rented/lease signed)

AM/PM

Extraordinary repairs beyond normal:

This date
must be
later than all
other dates
on this form
(besides MI)

Appendix 3-C

Sample
Vacancy Reconditioning Log

1. Project Name: _____

2. Contract Number: _____

3. Unit Number: _____

4. Date of Death:
Unit Transfer: _____

5. Date of Unit Transfer: _____

6. Date of Move-Out: _____

7. Anticipated Move-In Date: _____

8. Maintenance: Start Date: _____
Comments: _____

9. Finish Date: _____

10. Painted: Start Date: _____

Comments: _____

11. Finish Date: _____

12. Carpet Cleaned: Start Date: _____

Comments: _____

13. Finish Date: _____

14. Unit Cleaned: Start Date: _____

Comments: _____

15. Finish Date: _____

16. Date Approved for Occupancy: _____

Approved By: _____

Date: _____

Not
RFO
date



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Checklist
Item 10 RV
Item 11 UR/D

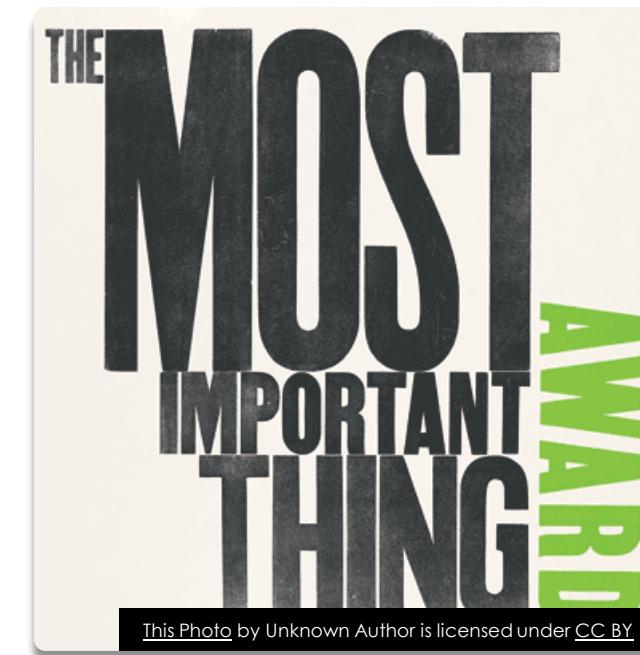
DON'T FORGET TO SEND THE EPS
CHECKLIST!! CLAIMS WILL BE DENIED
WITHOUT A CHECKLIST FOR EACH UNIT!!



Did I mention
this was a lot
of paperwork?

Submitting to EPS....

- ▶ Most Important:
 - ▶ Make sure your claims package is complete with all necessary documentation for each claim
 - ▶ Remember you only get two denials, and paperwork should not be one of them
 - ▶ Please send to all claims to
mi.special.claims@tracsexperts.com
 - ▶ EPS has 30 calendar days to review and return your claims
 - ▶ Remember to add your approved claim to your HAP Voucher within 90 days from the date at the top of your approval letter



Preferred Order of Claims Submission

All Claims Start With These:

HUD 52670-A Part 2

TRACS Queries
(1 list per package for all units listed)

Unpaid Rent and Damages

HUD 52671-A
Completed Checklist
TRACS Queries
Security Deposit Disposition
Copy of Certified Letter to Resident
Collection Agency letter
Lease
Move-In HUD-50059
Move-In/Move-Out Inspection Reports

Regular Vacancy

Waiting List (1 copy per package)
HUD 52671-C
Checklist
RFO Log
Security Deposit Disposition
Lease
Move-In HUD-50059



Common
Issues....

Common Causes for Denials!!!

- ▶ NO Signatures!!
- ▶ Move Ins/Move Outs/Unit Transfers not viewable in TRACS
- ▶ Vacancy being submitted before 60-day period is over (if no new MI)
- ▶ New resident is a Market Renter or 236 resident
 - ▶ Please note it on the checklist and provide the Move In 50059
- ▶ Submitting claims that are over 180 days from RFO date
- ▶ Claiming Market Rent as Unpaid Rent – if tenant was a MR at MO and eligible, must use proration to figure out days eligible (only when they are eligible for subsidy, do you get Unpaid Rent)

Adjusted Claims and Annoyances

- ▶ Unclear RFO Dates – not using date when work is completed versus the day after
- ▶ Incorrect Contract Rent at MO – remember if you have a retro GR, prior to MO date, you need to update the MO Contract Rent
- ▶ Security Deposit interest not being claimed
- ▶ Not utilizing the 52670-A Part 2 to its fullest capability (list all units on one)



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Special Claims References

- ▶ www.TRACSEXPERTS.com – for EPS' Checklists
- ▶ Special Claims Processing Guide :
 - ▶ https://www.hud.gov/program_offices/administration/hudclips/guidebooks/HSG-06-01
- ▶ Special Claims Processing Guide FAQs:
 - ▶ https://www.hud.gov/sites/documents/DOC_14970.PDF
- ▶ Multifamily TRACS on Secure System:
 - ▶ https://www.hud.gov/program_offices/housing/mfh/trx/trxsum
- ▶ Multiamily Help Desk:
 - ▶ tracs@HUD.gov
 - ▶ 800-767-7588

References Continued....

- ▶ HUD Handbook 4350.3 Rev. 1 Chg. 4, Chapters 2, 4, 6
- ▶ Notice H 2014-16: Waiting List Administration
- ▶ Multifamily Memo and Letters:
 - ▶ https://www.hud.gov/program_offices/housing/mfh



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QUESTIONS

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