

Special Claims Submissions: Avoiding Common Errors



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Purpose

- Prepare to Submit a Special Claim
 - Manage the Waiting List
 - Comply with CA State and HUD requirements for Security Deposits
- Summarize CAHI's Special Claims Review Process
- Avoid Common Errors in your Special Claims submission and Waiting List Management
- Discuss relationship between MOR's and Special Claims



MOR's and Special Claims

- Management and Occupancy Reviews (MOR's)
 - Verify management practices are in compliance to the Housing Assistance Payments (HAP) Contract, Regulatory Agreement, Management Agreement, as well as HUD, state and local regulations,
 - Focus on continuing procedures and policies.
- Special Claims
 - Partially reimburse Owners to mitigate financial risks due to the limitations on Security Deposits, and the need to adhere to the Waiting List requirements.
 - Focus on the turnover process and the final records.



Preparing to Submit Your Special Claim

Follow the requirements of the HUD Handbook 4350.3, plus State and Local laws when turning over your unit, as it relates to:

- Waiting List and Tenant Selection,
- Timeliness of Repairs,
- Security Deposit Disposition, and
- TRACS.

*Note: all SSN's, DOB's, and other PII
must be redacted from actual Special Claims submission*



Preparing to Submit: Waiting List Requirements

- Process Applicants from your Waiting List in a timely manner
- Follow your Tenant Selection Plan
- Add notations to your Waiting List
 - Update timely to reflect your selection process
 - Complete all required fields, e.g. Income Limits, Need for Accessible Unit, and Dates (of application, contacts, rejection, removal, skips, MI, etc)
- Ensure the printed Waiting List provided for the MOR or Special Claims
 - Shows active AND inactive applicants
 - Is sorted by application date and time (or lottery number)
 - Shows all the required fields and comments.



Preparing to Submit: Waiting List Review

- Document Changes to your Waiting List:
 - Whenever a change is made in the waiting list, an action is taken, or an activity specific to an applicant occurs, a notation must be made on the waiting list.
- Independent reviewers looking at the waiting list should be able to:
 - Find an applicant on the waiting list;
 - Readily confirm that an applicant was housed at the appropriate time based on unit size needs, preferences, and income-targeting; and
 - Trace various actions taken with respect to a family's application for tenancy.



Preparing to Submit: Security Deposit Disposition Letter

HUD Handbook 4350.3, Chapter 6, Paragraph 6-18 C:

Within 30 days after the move-out date (or shorter time if required by state and/or local laws), the owner must either:

1. Refund the full security deposit plus accrued interest to a tenant that does not owe any amounts under the lease; or
2. Provide the tenant with an itemized list of any unpaid rent, damages to the unit, and an estimated cost for repair, along with a statement of the tenant's rights under state and local laws.

Owners must also follow California Civil Code §1950.5 Paragraph (g) (1):

- Owner must refund the deposit plus accrued interest or provide the tenant with an itemized statement within **21 calendar days** of the tenant vacating the premises.



Security Deposit Disposition Letter: HUD Requirements

For an Unpaid Rent / Damage Claims only, HUD also requires that the letter also:

- be sent to the tenant via certified mail,
- demands payment,
- advises the tenant that failure to pay the sums due will result in the Owner hiring a collection agency to collect the debt, and
- notifies the tenant that they have a right to discuss the charges with the Owner.



Submitting on Time: Unit has Been Re-Rented

Special Claims for Regular Vacancies

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Exp. 06/30/2016)

Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1, Chapter 9	Project name Fraser's Ridge		FHA project no. 123-AB4567	Sec 8/PAC/PRAC Cont # CA34567891	
			Vacated Tenant name Y. Willoughby	Unit No. 123	
Part A (Applies to the	1. Tenant's move-out date 01/01/2018	2. No. days taken to clean / repair unit 2	3. Date unit ready for occupancy 01/04/2018	4. Date unit ready for occup. + 59 days 03/04/2018	5. Date unit was re-rented 01/15/2018
	7. Contract rent/operating rent at move-out		1,000.00		6. No. of days vacant (Not to exceed 60. Include day in line 3 but not day in line 5.) 11

Earliest Date of Special
Claim Submission
(Regular Vacancy):

- Date Unit was re-rented = 01/15/2018.
- *Must be submitted **after** the unit has been re-rented AND the MO and MI certs are viewable in TRACS.*

Last Date of Special
Claim Receipt
by CAHI / CGI:

- Date Unit Ready for Occupancy + 180 days =
- 01/04/2018 + 180 days = 07/03/2018.
- *All claims must be received by CAHI / CGI within **180 calendar days** of the date the unit was ready for occupancy.*



Submitting on Time: Unit has NOT Been Re-Rented

Special Claims for Regular Vacancies

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Exp. 06/30/2016)

Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1, Chapter 9	Project name Fraser's Ridge		FHA project no. 123-AB4567		Sec 8/PAC/PRAC Cont # CA34567891	
			Vacated Tenant name Y. Willoughby		Unit No. 123	
Part A <i>(applies to the</i>	1. Tenant's move-out date 01/01/2018	2. No. days taken to clean / repair unit 2	3. Date unit ready for occupancy 01/04/2018	4. Date unit ready for occup. + 59 days 03/04/2018	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.) 60
	7. Contract rent/operating rent at move-out			1,000.00		

Earliest Date of Special
Claim Submission
(Regular Vacancy):

- Date Unit Ready for Occupancy + Max Claim period of 60 days =
- 01/04/2018 + 60 days = 03/05/2018.
- *Must be submitted at least after **60 calendar days** from the date the unit was ready for occupancy, AND the MO cert is available in TRACS.*

Last Date of Special
Claim Receipt
by CAHI / CGI:

- Date Unit Ready for Occupancy + 180 days =
- 01/04/2018 + 180 days = 07/03/2018.
- *All claims must be received by CAHI / CGI within **180 calendar days** of the date the unit was ready for occupancy.*



HUD Forms

- HUD Forms 52670-A - part 2
- HUD Form 52671-A or 52671-C

Special Claims Schedule		U. S. Department of Housing and Urban Development Office of Housing Federal Housing Commissioner		OMB Approval No. 2502-0182 (Exp. 06/30/2016)		
Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9	Project Name	FHA Project No.	Section 8 / PAC / PRAC Contract No.			
Head of Household Name Last, First, Initial (1)	Unit Number (2)	Type and Amount of Claim (\$)				
		Unpaid Rent from HUD 52671-A (3)	Tenant Damages from HUD 52671-A (4)	Rent-Up Vacancies from HUD 52671-B (5)	Regular Vacancies from HUD 52671-C (6)	Debt Service from HUD 52671-D (7)
I certify: (a) the information is true and correct; (b) all requirements of the Contract; (c) all other applicable laws and regulations have been followed; and (d) all other applicable laws and regulations have been followed.		<input type="checkbox"/> Claim adjusted. Reason:				
Owner's printed name, signature, date and phone no.		<input type="checkbox"/> Claim denied. Reason:				
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).		Official's name, signature, and date				



HUD Forms 52670-A - part 2

52671-A and 52671-C

Special Claims for Regular Vacancies

U.S. Department of Housing
and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0182
(Exp. 06/30/2016)

Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1, Chapter 9	Project name	FHA project no.	Sec 8/PAC/PRAC Contract #
		Vacated Tenant name	Unit No.
	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.)
Part A (applies to the following) 892: Section 8 New Construction 881: Substantial Rehabilitation 884: Rural Housing Services 886: LMSA Subpart A 891: Elderly Housing	7. Contract rent/operating rent at move-out		
	8. Enter daily contract rent/operating rent (Divide contract rent/operating rent in effect on move-out date by actual no. days if move-out month)		
	9. Multiply lines 6 and 8 (Contract rent /operating rent for days vacant)	0.00	
	10. Multiply line 9 by 0.80 for Section 8/PAC units or 0.50 for Section 202/811 PRAC units (This is the most HUD will pay)		
	11. Enter amounts paid by other sources (Security deposit, Title I, etc.)	(-)	
	12. Subtract line 11 from line 9	0.00	
	13. Compare line 10 with line 12 & enter the lesser amount. Enter in column 5 on HUD 52670-A Part 2.		
	14. Tenant's move-out date	15. No. days taken to clean / repair unit	16. Date unit ready for occupancy
	17. Last day of mo. (or day before) move-in if in same month	18. Number of days vacant in first month (Line 17 minus line 16, plus one day. Not to exceed 30.)	
	19. Enter daily assistance payment (Divide assistance payment in effect on move-out date by actual no. days in move-out month.)		
	20. Multiply lines 18 by line 19. This is the most HUD will pay for the first month. If vacancy continues for a second month, continue with 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		
Part B (applies to) 886: Property Disposition, Subpart C	22. Subtract one (1) day from line 21 (Or enter actual no. days vacant if the unit was not re-rented.)		
	23. Enter daily contract rent/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 0.80. 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, Title I, etc.)	(-)	
	28. Subtract line 27 from line 26. Enter in column 6 on HUD 52670-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 / Agent did not cause the vacancy by violating the lease, the contract, or any applicable law. (c) I notified HUD or the contract administrator immediately upon learning of the vacancy, or prospective vacancy, and the reasons for it. (d) I complied with all HUD requirements on termination of tenancy (Chapter 8, Section 3 of Handbook 4350.3 Rev. 1) if the vacancy was caused by an eviction. (e) All documentation will be retained in the project's file for 3 years. Owner's printed name, signature, & date			
HUD/Contract Administrator Review <input type="checkbox"/> Claim approved. <input type="checkbox"/> Claim adjusted. Reason: <input type="checkbox"/> Claim denied. Reason: Official's name, signature, & date			
Claim ID: _____			
HUD will prosecute false claims & 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 Submit an Original and two copies form HUD-52671-C (05/2002) ref. HB 4350.3 Rev. 1			

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. 06/30/2016)

Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9	Project Name	FHA Project No.	Section 8/PAC/PRAC Contract No.
	Vacated Tenant Name	Unit No.	Tenant Vacant Date
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.		
HUD's maximum liability	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.		
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.		
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 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.		
I certify: (a) I billed tenants for 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.		HUD/Contract Administration Review <input type="checkbox"/> Claim approved <input type="checkbox"/> Claim adjusted. Reason: <input type="checkbox"/> Claim denied. Reason: Official's name, signature, and date	
Owner's printed name, signature, and date		Claim ID: _____	
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-52671-A (05/2014) ref. HB 4350.3 Rev. 1	



Vacancy Claim Complete Package

Sample Checklist

Special Claim for Regular Vacancies

Project Name: _____

Contract Number: _____

Unit Number _____

Attach the following items to the claim submission:

Redact
SSN & DOB

- ☐ Completed form HUD-52670-A Part 2.
- ☐ Completed form HUD-52671-C.
- ☐ 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.
- ☐ Documentation that the appropriate security deposit was collected from the tenant: for example, a copy of the original lease, a copy of the tenant's ledger card, or a copy of the receipt(s) for security deposit.
- ☐ A copy of the security deposit disposition notice provided to the tenant.
- ☐ Documentation that verifies the date the unit was ready for occupancy.
- ☐ Copy of the waiting list from which the tenant was selected (i.e. unit transfer waiting list, one-bedroom waiting list, etc.)
- ☐ If the unit was not filled from the waiting list(s), documentation of marketing efforts must be included such as copies of advertising or invoices for advertising expenses that substantiate the date marketing occurred in accordance with the AFHMP.



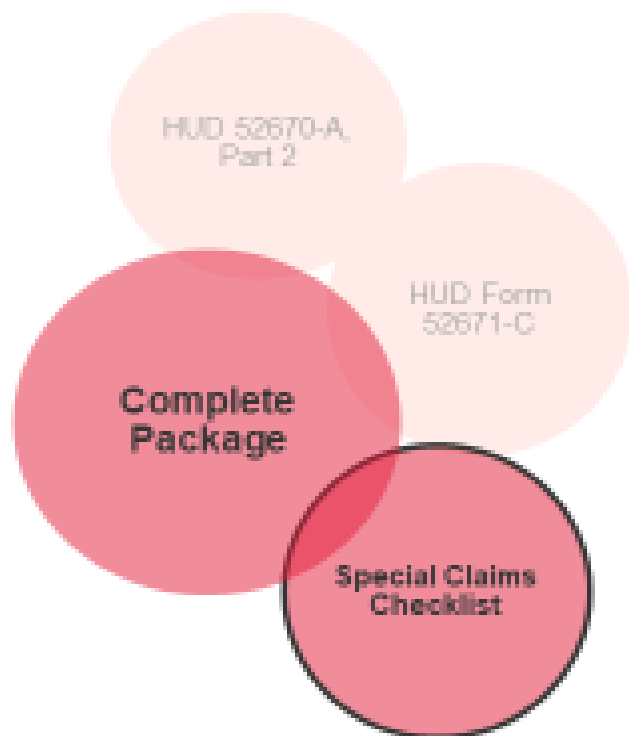
Vacancy Claim Complete Package



A Venn diagram consisting of two overlapping circles. The larger circle on the left is labeled "Complete Package". The smaller circle on the right is labeled "HUD 52670-A, Part 2". The two circles overlap in the center.

[illegible]

Vacancy Claim Complete Package



Special Claim for Regular Vacancies

Project Name: _____

Contract Number: _____

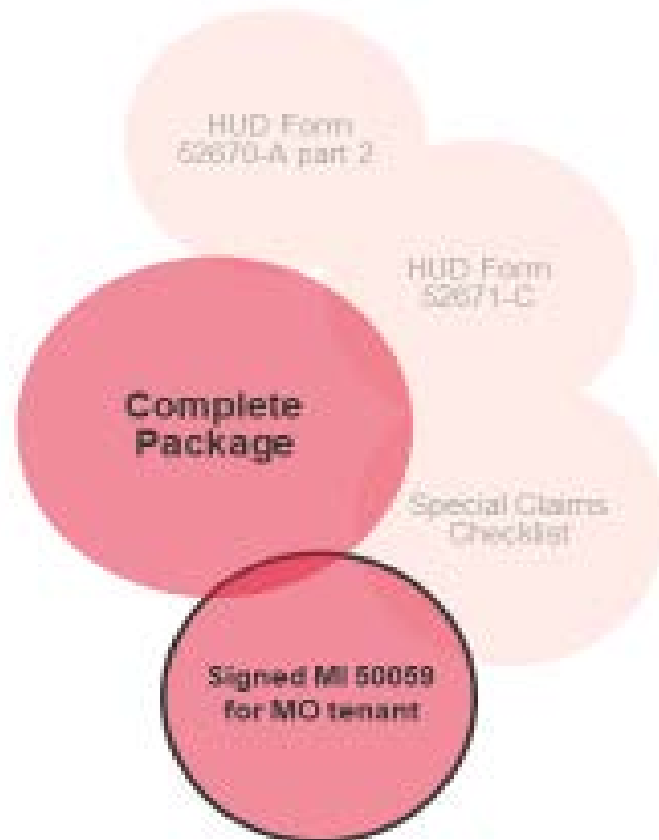
Unit Number _____

Attach the following items to the claim submission:

1. _____ Completed form HUD-52670-A Part 2.
2. _____ Completed form HUD-52671-C.
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.
4. _____ Documentation that the appropriate security deposit was collected from the tenant: for example, a copy of the original lease, a copy of the tenant's ledger card, or a copy of the receipt(s) for security deposit.
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.
6. _____ Documentation that verifies the date the unit was ready for occupancy.
7. _____ Copy of the waiting list from which the tenant was selected (i.e. unit transfer waiting list, one-bedroom waiting list, etc.)
8. _____ If the unit was not filled from the waiting list(s), documentation of marketing efforts must be included such as copies of advertising or invoices for advertising expenses that substantiate the date marketing occurred in accordance with the AFHMP.



Vacancy Claim Complete Package



Owner's Certification of Compliance with HUD's Tenant Eligibility and Rent Procedures

U. S. Department of Housing and Urban Development
Office of Housing
Federal Housing Administration

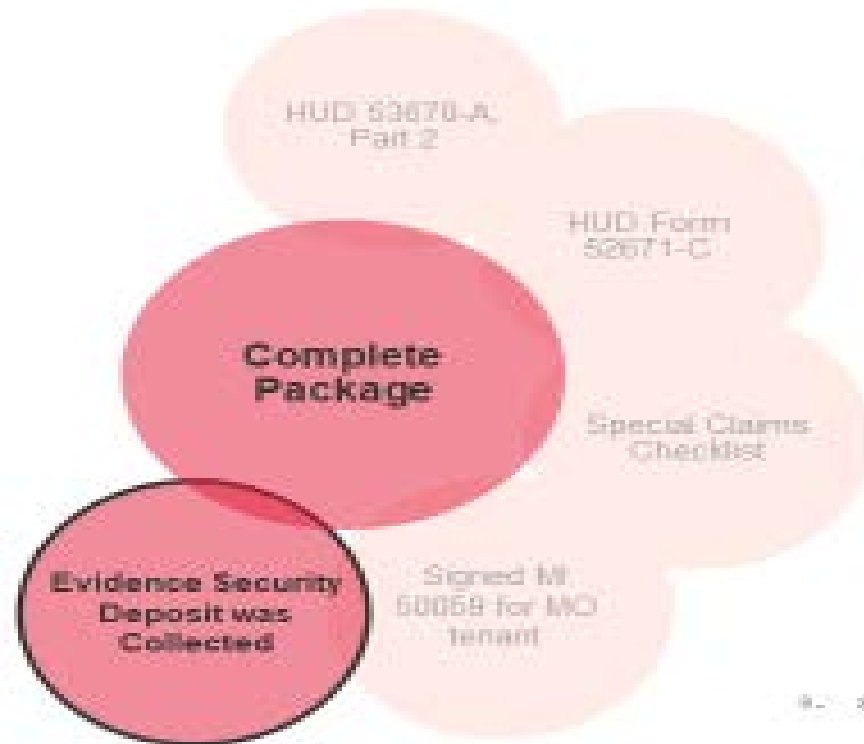
For information only, use the instructions in the instructions booklet.

Responsible Party: _____ Date: _____

Section A: Summary Information

1. Project Name	2. Project Type	3. Project Address
4. Project Location	5. Project Description	6. Project Status
7. Project Manager	8. Project Contact	9. Project Phone
10. Project Email	11. Project Fax	12. Project Website
13. Project Date	14. Project Period	15. Project End Date
16. Project Start Date	17. Project End Date	18. Project Status
19. Project Description	20. Project Address	21. Project Location
22. Project Manager	23. Project Contact	24. Project Phone
25. Project Email	26. Project Fax	27. Project Website
28. Project Date	29. Project Period	30. Project End Date
31. Project Start Date	32. Project End Date	33. Project Status
34. Project Description	35. Project Address	36. Project Location
37. Project Manager	38. Project Contact	39. Project Phone
40. Project Email	41. Project Fax	42. Project Website
43. Project Date	44. Project Period	45. Project End Date
46. Project Start Date	47. Project End Date	48. Project Status
49. Project Description	50. Project Address	51. Project Location
52. Project Manager	53. Project Contact	54. Project Phone
55. Project Email	56. Project Fax	57. Project Website
58. Project Date	59. Project Period	60. Project End Date
61. Project Start Date	62. Project End Date	63. Project Status
64. Project Description	65. Project Address	66. Project Location
67. Project Manager	68. Project Contact	69. Project Phone
70. Project Email	71. Project Fax	72. Project Website
73. Project Date	74. Project Period	75. Project End Date
76. Project Start Date	77. Project End Date	78. Project Status
79. Project Description	80. Project Address	81. Project Location
82. Project Manager	83. Project Contact	84. Project Phone
85. Project Email	86. Project Fax	87. Project Website
88. Project Date	89. Project Period	90. Project End Date
91. Project Start Date	92. Project End Date	93. Project Status
94. Project Description	95. Project Address	96. Project Location
97. Project Manager	98. Project Contact	99. Project Phone
100. Project Email	101. Project Fax	102. Project Website
103. Project Date	104. Project Period	105. Project End Date
106. Project Start Date	107. Project End Date	108. Project Status
109. Project Description	110. Project Address	111. Project Location
112. Project Manager	113. Project Contact	114. Project Phone
115. Project Email	116. Project Fax	117. Project Website
118. Project Date	119. Project Period	120. Project End Date
121. Project Start Date	122. Project End Date	123. Project Status
124. Project Description	125. Project Address	126. Project Location
127. Project Manager	128. Project Contact	129. Project Phone
130. Project Email	131. Project Fax	132. Project Website
133. Project Date	134. Project Period	135. Project End Date
136. Project Start Date	137. Project End Date	138. Project Status
139. Project Description	140. Project Address	141. Project Location
142. Project Manager	143. Project Contact	144. Project Phone
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187. Project Manager	188. Project Contact	189. Project Phone
190. Project Email	191. Project Fax	192. Project Website
193. Project Date	194. Project Period	195. Project End Date
196. Project Start Date	197. Project End Date	198. Project Status
199. Project Description	200. Project Address	201. Project Location
202. Project Manager	203. Project Contact	204. Project Phone
205. Project Email	206. Project Fax	207. Project Website
208. Project Date	209. Project Period	210. Project End Date
211. Project Start Date	212. Project End Date	213. Project Status
214. Project Description	215. Project Address	216. Project Location
217. Project Manager	218. Project Contact	219. Project Phone
220. Project Email	221. Project Fax	222. Project Website
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232. Project Manager	233. Project Contact	234. Project Phone
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238. Project Date	239. Project Period	240. Project End Date
241. Project Start Date	242. Project End Date	243. Project Status
244. Project Description	245. Project Address	246. Project Location
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271. Project Start Date	272. Project End Date	273. Project Status
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400. Project Email	401. Project Fax	402. Project Website
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535. Project Email	536. Project Fax	537. Project Website
538. Project Date	539. Project Period	540. Project End Date
541. Project Start Date	542. Project End Date	543. Project Status
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547. Project Manager	548. Project Contact	549. Project Phone
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553. Project Date	554. Project Period	555. Project End Date
556. Project Start Date	557. Project End Date	558. Project Status
559. Project Description	560. Project Address	561. Project Location
562. Project Manager	563. Project Contact	564. Project Phone
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568. Project Date	569. Project Period	570. Project End Date
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574. Project Description	575. Project Address	576. Project Location
577. Project Manager	578. Project Contact	579. Project Phone
580. Project Email	581. Project Fax	582. Project Website
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586. Project Start Date	587. Project End Date	588. Project Status
589. Project Description	590. Project Address	591. Project Location
592. Project Manager	593. Project Contact	594. Project Phone
595. Project Email	596. Project Fax	597. Project Website
598. Project Date	599. Project Period	600. Project End Date
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604. Project Description	605. Project Address	606. Project Location
607. Project Manager	608. Project Contact	609. Project Phone
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634. Project Description	635. Project Address	636. Project Location
637. Project Manager	638. Project Contact	639. Project Phone
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643. Project Date	644. Project Period	645. Project End Date
646. Project Start Date	647. Project End Date	648. Project Status
649. Project Description	650. Project Address	651. Project Location
652. Project Manager	653. Project Contact	654. Project Phone
655. Project Email	656. Project Fax	657. Project Website
658. Project Date	659. Project Period	660. Project End Date
661. Project Start Date	662. Project End Date	663. Project Status
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673. Project Date	674. Project Period	675. Project End Date
676. Project Start Date	677. Project End Date	678. Project Status
679. Project Description	680. Project Address	681. Project Location
682. Project Manager	683. Project Contact	684. Project Phone
685. Project Email	686. Project Fax	687. Project Website
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691. Project Start Date	692. Project End Date	693. Project Status
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700. Project Email	701. Project Fax	702. Project Website
703. Project Date	704. Project Period	705. Project End Date
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730. Project Email	731. Project Fax	732. Project Website
733. Project Date	734. Project Period	735. Project End Date
736. Project Start Date	737. Project End Date	738. Project Status
739. Project Description	740. Project Address	741. Project Location
742. Project Manager	743. Project Contact	744. Project Phone
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757. Project Manager	758. Project Contact	759. Project Phone
760. Project Email	761. Project Fax	762. Project Website
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778. Project Date	779. Project Period	780. Project End Date
781. Project Start Date	782. Project End Date	783. Project Status
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787. Project Manager	788. Project Contact	789. Project Phone
790. Project Email	791. Project Fax	792. Project Website
793. Project Date	794. Project Period	795. Project End Date
796. Project Start Date	797. Project End Date	798. Project Status
799. Project Description	800. Project Address	801. Project Location
802. Project Manager	803. Project Contact	804. Project Phone
805. Project Email	806. Project Fax	807. Project Website
808. Project Date	809. Project Period	810. Project End Date
811. Project Start Date	812. Project End Date	813. Project Status
814. Project Description	815. Project Address	816. Project Location
817. Project Manager	818. Project Contact	819. Project Phone
820. Project Email	821. Project Fax	822. Project Website
823. Project Date	824. Project Period	825. Project End Date
826. Project Start Date	827. Project End Date	828. Project Status
829. Project Description	830. Project Address	831. Project Location
832. Project Manager	833. Project Contact	834. Project Phone

Vacancy Claim Complete Package



Security Deposit Receipt

Address: _____

Owner: **Summa Eagles, LLC**
 18000 and/or Susan Totten

Deposit Amount: 1000.00

Security Deposit Accepted from:

☐ Cash _____

☐ Check # _____

☐ Money Order _____

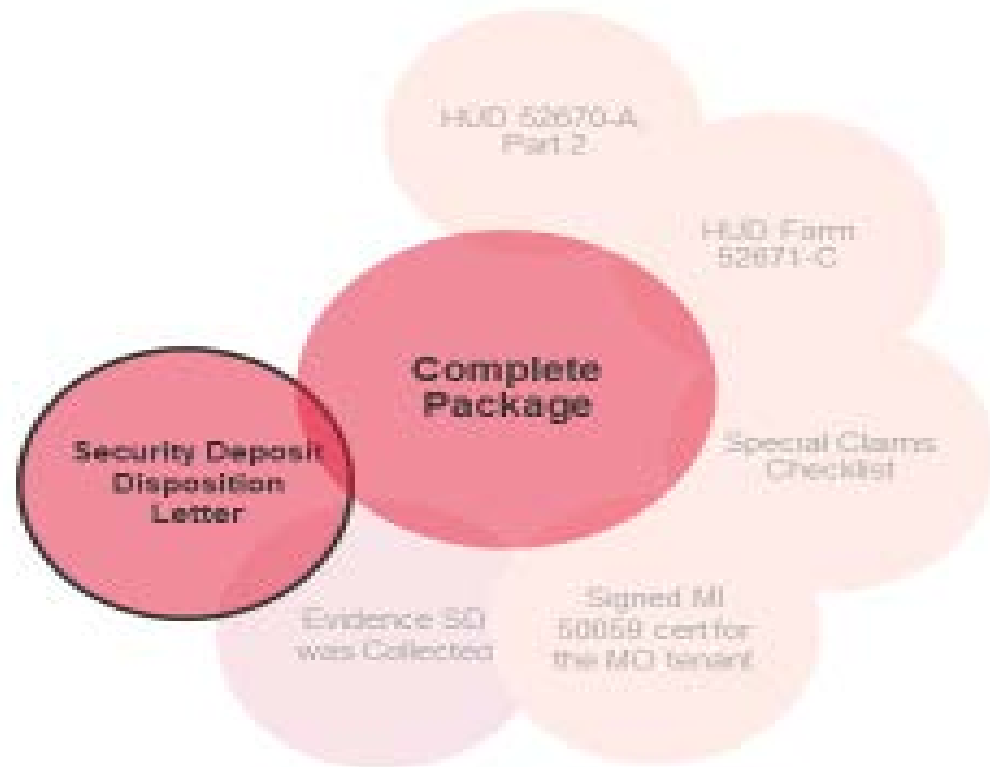
Tenant Ledger									
9920									Sequence: 5
Tenant	22005 James Robert and Associates								Fold Y/N: N
Lease No									Company: Y
Building Code									Incl. Sec: Y
From Due Date									
Invoice Number									
Doc	Document	Invoice	Due/DN	Bill	Item	Open	Open	Check/	
P. Ty	Number	Inv	Date	Date	Code	Amount	Amount	Item	
[R]	9920	008	01/15/15	01/15/15	00	100.00-	100.00-		

MODEL LEASE FOR MISPLACED PROGRAMS

- 9.- Security Deposit: Two thousand was deposited with the Landlord. The Landlord will hold this security deposit for the period the Tenant occupies the unit. After the Tenant has moved from the unit, the Landlord will determine whether the Tenant is eligible for a refund of any or all of the security deposit. The amount of the refund will be determined in accordance with the following conditions and procedures.



Vacancy Claim Complete Package



Owner's Management Company
22220 Rockville Road,
TTC Apartment 1001 P11

Phone: 800-830-0888
Fax: 800-830-8790
Toll Free: 800-080-8371

May 10, 2010

Michael A. Vance
c/o Scotty House
2000 Southwest

Re: Your request for MI 50059
(TTC Apartment 1001, 2000)

Dear Michael A. Vance:

In accordance with Section 50059, 50060 of the Michigan Tenancy Act, your request will be processed as follows according to the following items:

Item	Amount
Security Deposit	\$ 100.00
For Rent	
Key Deposit	
Security Deposit Interest	1.00
Total Deposit & Interest	\$ 101.00

Debit/credit
May 10, 2010
Check/Deposit
Check/Deposit
Deposit/credit

Less: Fee Collection
Total Due

\$ 101.00
\$ 0.00

The \$ 101.00 you requested will be sent to your bank by check or money order. If you wish to receive this money, you have the right to cash with the bank or the owner to obtain the money. Please contact your bank to obtain the money. The money will be sent to you within 10 days of the date of this letter. If you do not wish to receive the money, you may request the money be sent to the owner. Please contact the owner to obtain the money. The money will be sent to you within 10 days of the date of this letter. If you do not wish to receive the money, you may request the money be sent to the owner. Please contact the owner to obtain the money. The money will be sent to you within 10 days of the date of this letter.

We will advise you of the results of the Owner's Management Company.

Sincerely,
[Signature]

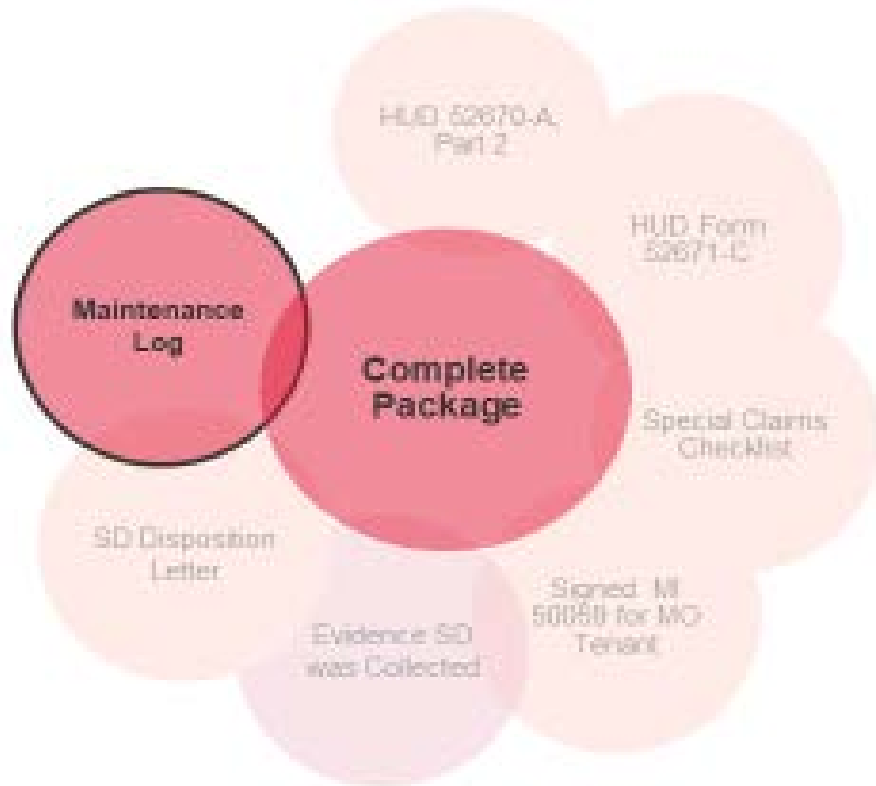
Very Respectfully,
[Signature]

Michael A. Vance
22220 Rockville Road,
TTC Apartment 1001 P11

Capital House, Inc. 7001 2000 2000 2000 2000



Vacancy Claim Complete Package



VACANCY TO RENT REPORT - VACANCY REPORT

Vacancy payment made: July 2013

PROJECT NAME: REDAWATER ESTATES Building No. 0011000001

Tenant Name: Middle Vance Unit No.: 3905-22A

Date of Death: _____

☐ Unit Transfer: Move Out Date: _____ Move In Date: _____; New Unit: _____

UNIT NO.	(1) DATE VACATED	(2) DATE AVAIL. TO RENT	(3) DATE OCCUPIED	(4) TOTAL RENT PAYABLE - (1)-(3)
<u>3905-22A</u>	<u>5-5-13</u>	<u>5-13-13</u>	<u>5-18-13</u>	<u>5</u>

ENTER DATE COMPLETED

UNIT WALL	PAINTING	REPAIRS	CLEANING	CARPET
<u>5-9-13</u>	<u>5-9-13</u>	<u>5-11-13</u>	<u>5-12-13</u>	<u>5-12-13</u>

REPAIRS: Start Date: 5-9-13 Finish Date: 5-9-13

PAINTING: Start Date: 5-9-13 Finish Date: 5-9-13

REPAIRS: Start Date: 5-9-13 Finish Date: 5-11-13

Comments: _____

UNIT CLEANED: Start Date: 5-10-13 Finish Date: 5-12-13

CARPET CLEAN: Start Date: 5-12-13 Finish Date: 5-12-13

If maintenance was not started within 1 day from vacate, please explain: _____

If maintenance was not completed within 10 days from start date, please explain: _____

If unit was vacant more than 10 days, please explain: _____

I certify that the above room, unit, premises and the date that the apartment was available for occupancy (tenant, walls, and windows) are correct.

Signature: Dana Roberts Date: 5-12-13
Property Manager



Vacancy Claim Complete Package

Sample Reconditioning Log

1. Project Name: Fraser's Ridge 2. Contract Number: CA34567891

3. Unit Number: 123

4. Date of Death: N/A

5. Date of Unit Transfer: N/A

6. Date of Move-Out: 01/01/2018

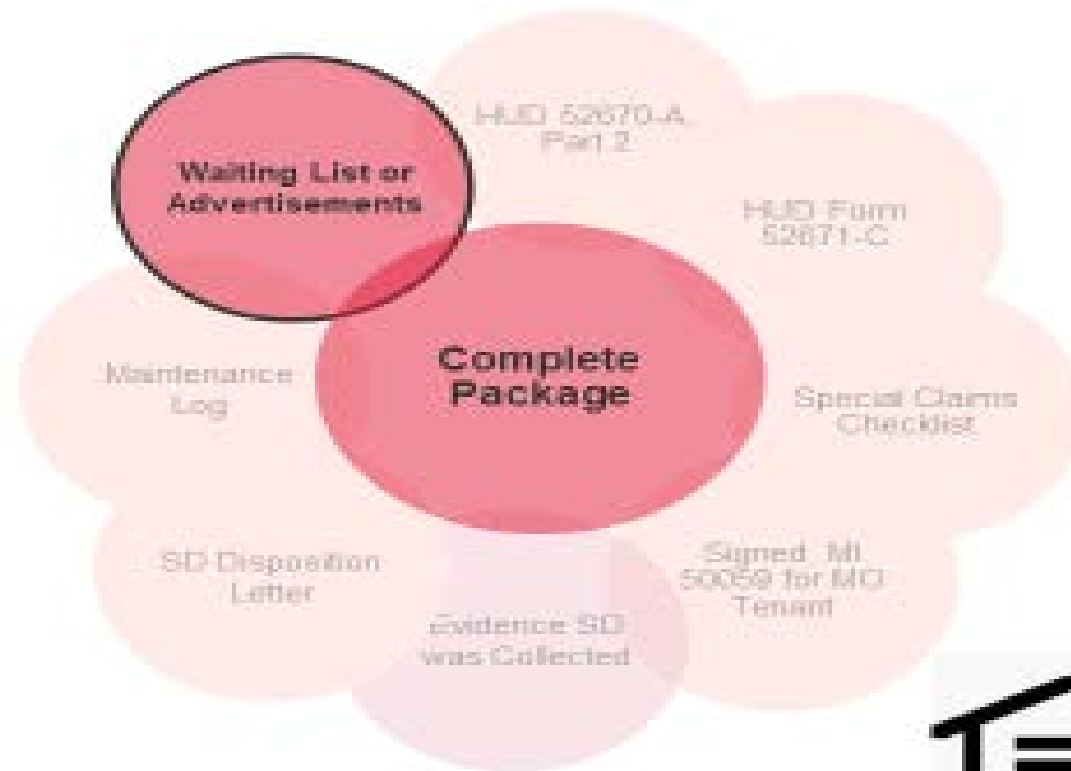
7. Anticipated Move-In Date: N/A

	Start Date	Finish Date:	Comments:
Maintenance:	8. <u>01/02/2018</u>	9. <u>01/02/2018</u>	<u>N/A</u>
Painted:	10. <u>N/A</u>	11. <u>N/A</u>	<u>N/A</u>
Carpet Cleaned:	12. <u>01/02/2018</u>	13. <u>01/02/2018</u>	<u>N/A</u>
Unit Cleaned:	14. <u>01/03/2018</u>	15. <u>01/03/2018</u>	<u>N/A</u>
16. Approved for Occupancy Date: <u>01/04/2018</u>			

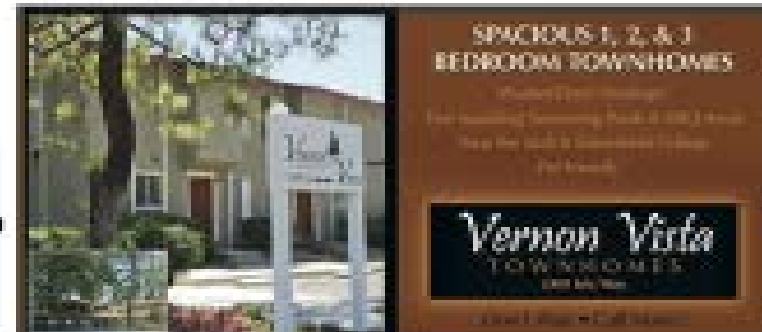
Approved By: Owner / Agent Signature Date: 01/03/2018



Vacancy Claim Complete Package



WAITING LIST CATEGORY												
MTL No.	App. No.	Name of the Applicant	Date of Birth	Category of Need	Current Occupancy - Other Housing	Applicant's Need	Applicant's Occupancy - Other Housing	Applicant's Address	Phone No.	No. of People	MTL #1	Remarks
1	001	James M. Smith	1/15/1955	Family Head	None	Family Head	None	1234 Main St., Apt. 101, Springfield, MO 65801	(417) 555-1234	4		
2	002	J. Doe	12/10/1960	El. Elderly	Own Home	El. Elderly	None	5678 Elm St., Springfield, MO 65802	(417) 555-5678	2		
3	003	M. Brown	03/22/1978	Single P.	On Leaseship	Single P.	None	9101 Oak St., Springfield, MO 65803	(417) 555-9101	1		
4	004	Robert G. White	07/01/1945	MTL Support	Off	Off	None	2345 Pine St., Springfield, MO 65804	(417) 555-2345	3		
5	005	William H. Black	05/18/1982	Single Adult	Own Home	Single Adult	None	3456 Elm St., Springfield, MO 65805	(417) 555-3456	1		
6	006	Elizabeth C. Green	09/05/1990	PT Single	Own Home	Single Adult	None	7890 Main St., Springfield, MO 65806	(417) 555-7890	1		
7	007	L. Smith	01/01/1968	1. Economic Need	None	PT Single	None	1234 Elm St., Springfield, MO 65807	(417) 555-1234	2		



Vacancy Claim Complete Package

Yay!



Unpaid Rent Complete Package



Unpaid Rent Complete Package

Sample Checklist (page 1 of 2)

Special Claims for Unpaid Rent/Damages

1. Project Name: _____
2. Contract Number: _____
3. Unit Number: _____

Attach the following required items to the claim submission:

A. For all claim submissions:

1. _____ Completed form HUD-52670-A, Part 2.
2. _____ Completed form HUD-52671-A.

B. If claim is for both unpaid rent and other charges and tenant damages are for the same unit and tenant, the claim for tenant damages must be calculated on the same form HUD-52671- A and filed as one claim.

C. Unpaid rent and other charges:

1. _____ Documentation, such as a copy of the original lease or a copy of a security deposit receipt indicating the amount of the security deposit collected from the tenant. .
2. _____ A copy of the signed form HUD-50059 completed at move-in
3. _____ A certified letter sent to the tenant detailing the unpaid rent and other charges, the disposition of the security deposit, demanding payment, and advising the tenant that failure to pay the sums due will result in the owner/agent hiring a collection agency to collect the debt.
4. _____ Documentation that the matter was turned over to a collection agency and that collection agency attempted to collect the debt.
5. _____ Documentation for other charges that were due under the lease that demonstrates the charges were approved by HUD.

Redact
SSN & DOB



Unpaid Rent/Damages Complete Package

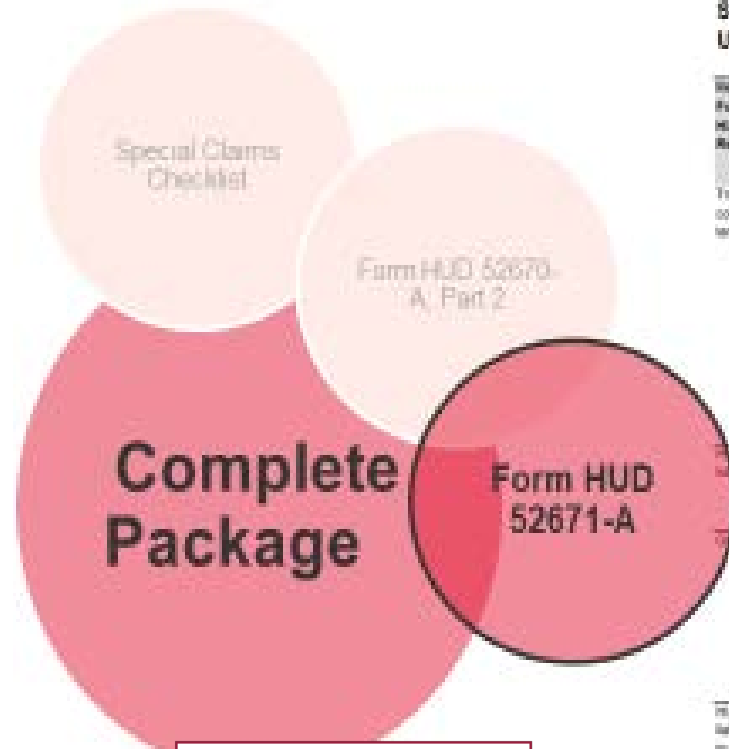
Sample Checklist (page 2 of 2)

D. Tenant damages: In addition to documentation for unpaid rent and other charges:

1. _____ Copies of the signed and dated move-in and move-out inspection reports.
2. _____ Itemized list of damages.
3. _____ Breakdown of costs to repair the damages, which may include invoices, receipts, copies of work orders or maintenance records supporting dates work was completed.
4. _____ A copy of the security deposit disposition notice provided to the tenant.
5. _____ The owner/agent must certify the submitted claim is not the result of normal wear and tear or routine maintenance.



Unpaid Rent Complete Package



Make sure all HUD forms have printed names and are signed/dated

Special Claims for Unpaid Rent / Damages

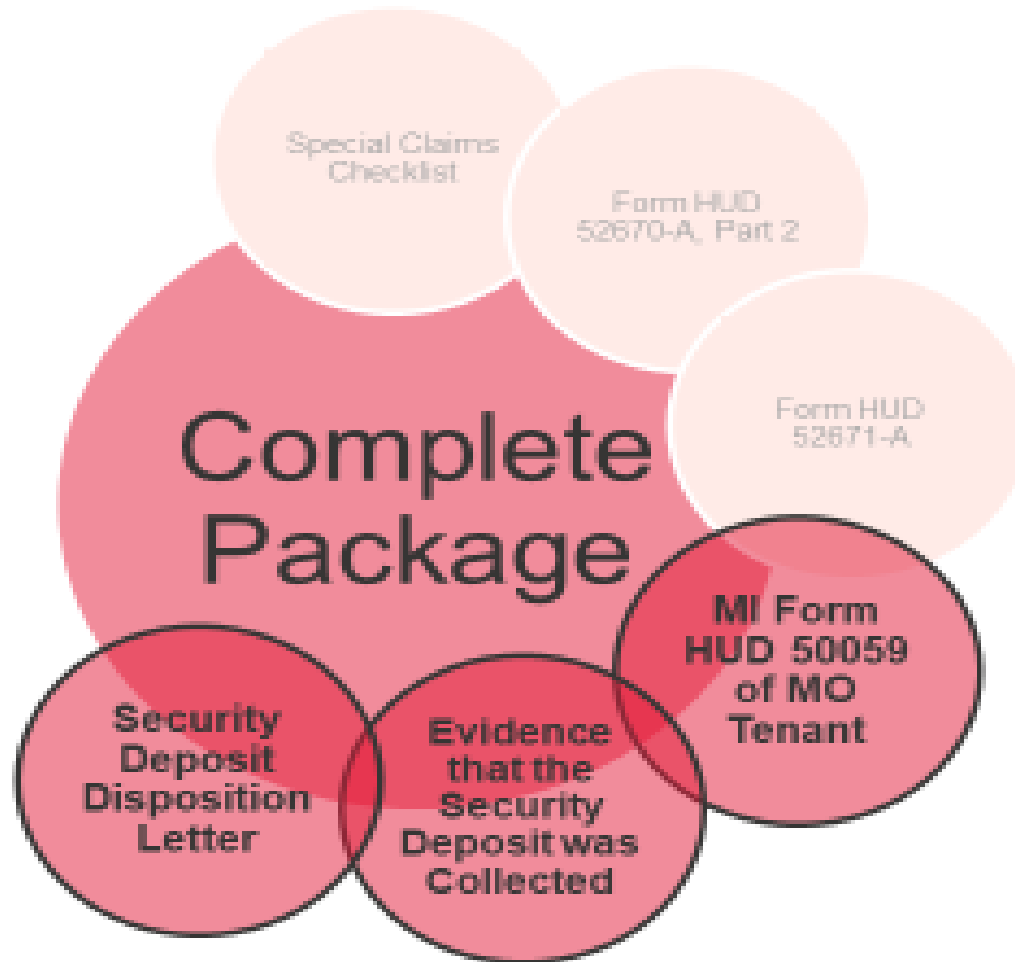
U. S. Department of Housing and Urban Development
Office of Housing

OMB Approval No. (2540-0168)
(Exp. 06/30/2016)

Instructions: Follow guidelines in HUD Handbook 5282.1, Rev. 1 Chapter II		Property Name	File Filed To	Section 8/Project/Case Number
Total amount collected from tenant		Tenant Tenure Date	Unit No.	Tenant Contact Date
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 P4C units, or the monthly operating rent for Section 202(b)(1) PRA2.			
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 any other allowable charges due under the lease that were charged but unpaid at move-out.			
10.	Subtract line 8 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 5 minus line 6). 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.			
I certify: (a) I called tenants for 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 for 3 years.		HUD/Contract Administration Review <input type="checkbox"/> Claim approved <input type="checkbox"/> Claim adjusted, Reason: <input type="checkbox"/> Claim denied, Reason:		
Owner's printed name, signature, and date		Official's name, signature, and date		



Unpaid Rent Complete Package



MI 50059 that shows the SD that should have been collected.

Evidence that the SD was actually collected

- Copy of original lease agreement
- Copy of the rent ledger
- Copy of actual receipt

SD disposition letter

- Sent certified mail
- Sent within 21 days from the date of the MO
- Must contain appeal language



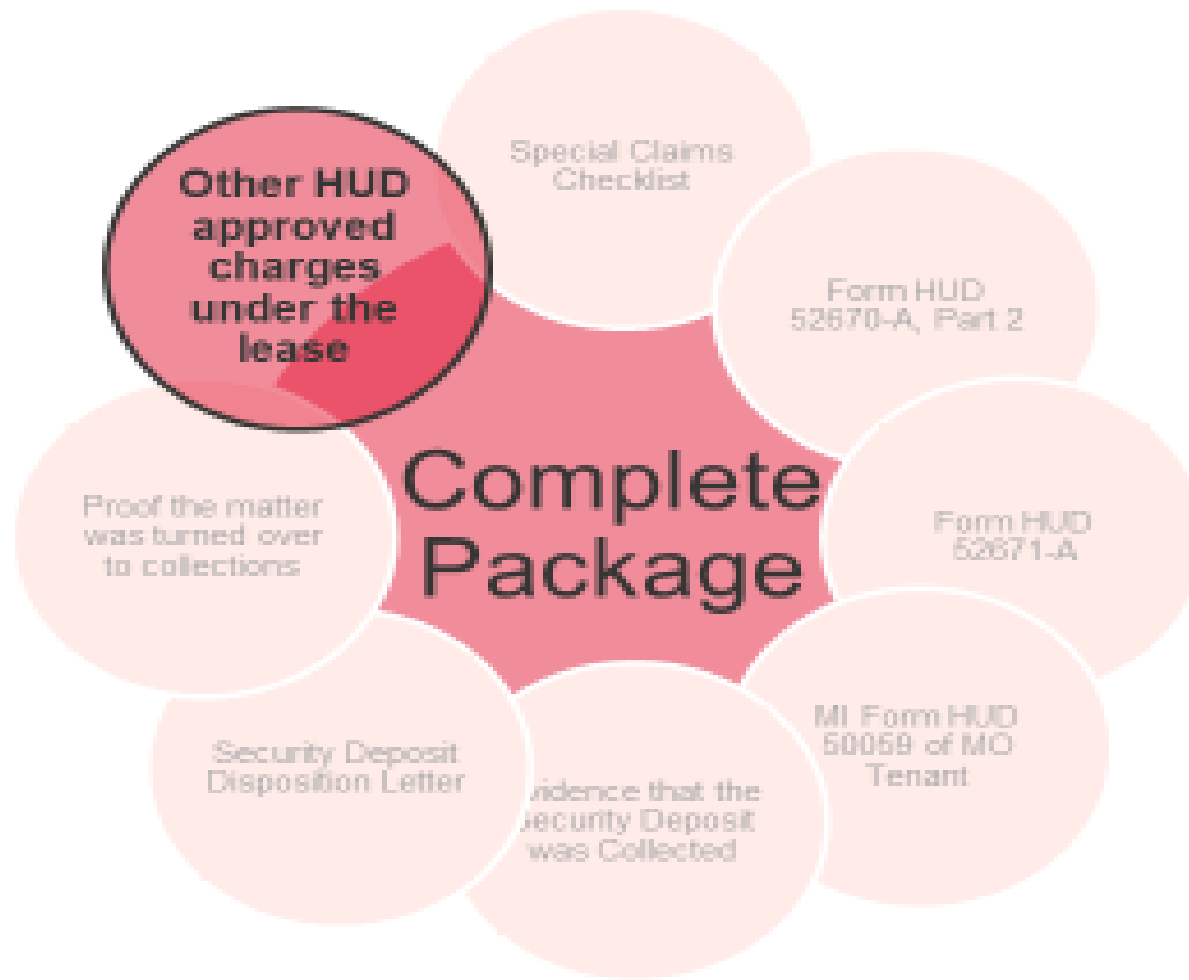
Unpaid Rent Complete Package



Proof that the debt was sent to collections AND that the collection agency attempted to collect the debt.



Unpaid Rent Complete Package



Other HUD Approved Charges

May NOT Include:

- 202's - Late Fees, returned check fees and unreturned keys
- Legal Fees
- Collection Fees
- Unpaid Utility Bills left by Tenant

May Include:

- Failure to return keys
- Late fees, if allowable under lease and state and local law



Unpaid Rent/Damages complete Package: Eligibility Considerations

Other Costs are NOT eligible to be included in Unpaid Rent Claims:

- Legal fees
- Collection agency fees
- Unpaid utility bills
- Cost of photographing unit to prove tenant damage
- Section 202/8 leases do not allow charges for late fees, returned checks

For Tenant Damages:

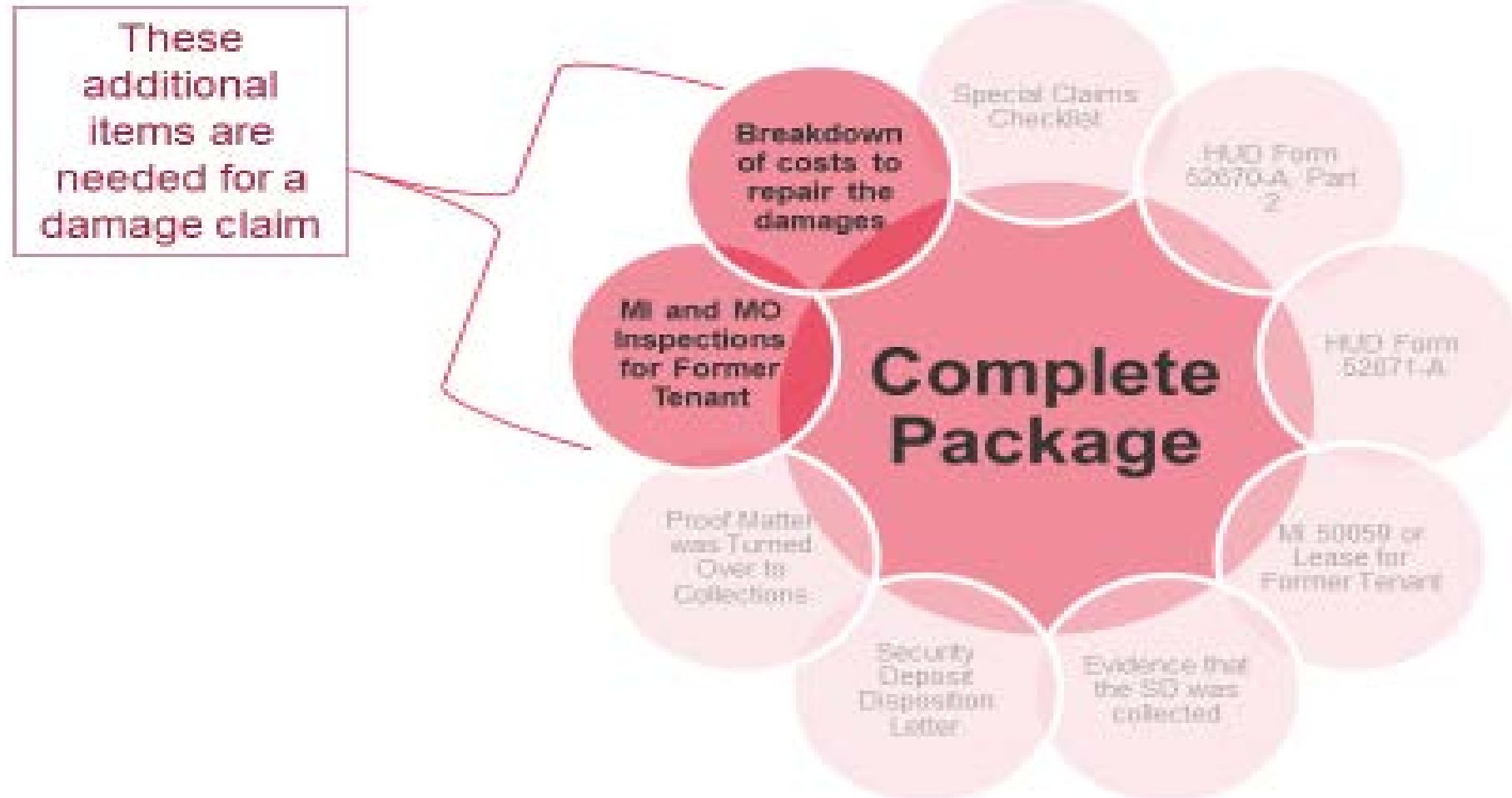
- Tenants can only be charged with damage above the normal wear and tear, and Owners make take into account the life expectancy of the item damaged before charging the tenant.



Tenant Damages Complete Package



Tenant Damages Complete Package



Tenant Damages Complete Package



The MI inspection must be signed and dated by the tenant and OA.

The MO inspection only needs to be signed and dated by OA*

The image displays three overlapping forms from HUD. The top form is HUD Form 52670-A, Part 2, which includes sections for 'PROPERTY INFORMATION', 'TENANT INFORMATION', and 'PROPERTY DAMAGE INFORMATION'. The middle form is HUD Form 52671-A, which includes sections for 'PROPERTY INFORMATION', 'TENANT INFORMATION', and 'PROPERTY DAMAGE INFORMATION'. The bottom form is MI 50059 or Lease for Former Tenant, which includes sections for 'PROPERTY INFORMATION', 'TENANT INFORMATION', and 'PROPERTY DAMAGE INFORMATION'. The forms are filled out with handwritten information and signatures.



Tenant Damages Complete Package



Breakdown of costs to repair the damages

This should be provided to the former tenant and copy submitted with your special claim

Included in the claim should be invoices, receipts, or other acceptable documentation to support the repair cost including maintenance schedules for the unit

DEDUCTIONS		
ROOM	DESCRIPTION OF DAMAGE OF PROPERTY	ESTIMATED COST
apt.	carpet proration	\$1,144.52
apt.	Trash	\$75.00
LR, BDRM	blind	\$45.00
BDRM	screen	\$30.00
	utilities - electric 6/25/19-7/7/19	\$65.52
	Rent 6/1/19	\$124.00



Tenant Damages Complete Package



ESTIMATE
NO
INVOICE

picture perfect

845-471-3621

P.O. Box 28 West Park, NY 10982

DATE 12/18/17

11/18/2017

11/18/2017

11/18/2017

11/18/2017

PAINTING SERVICE APT.#10

480 -

NICOTINE STAINING, KITCHEN
GRABER, EXCESSIVE WALL
DAMAGE - REPAIRS

100 -

SECOND COAT

120 -

PLEASE MAIL CHECK TO:

21 W. 11th

FLORHAM, NJ 07632

8.25%

TAX

MISC

GST DUE

57.95

752.95



Tenant Damages Complete Package

Breakdown of costs to repair the damages

Only extraordinary repairs or replacements should be claimed.

Examples of Tenant Damage vs. Normal Wear & Tear are included in Appendix 5C of the HUD Special Claims Processing Guide

Appendix 5C

EXAMPLES (Not all inclusive) of TENANT DAMAGE versus "NORMAL WEAR AND TEAR"

Normal costs of turning over an apartment after a tenant vacates may not be included as a claim to HUD for tenant damages. The costs an owner incurs for the basic cleaning and repairing of such items necessary to make a unit ready for occupancy by the next tenant are part of the costs of doing business. The following is a list of items typically attributable to routine use or "normal wear and tear".

Normal Wear and Tear

- Fading, peeling, or cracked paint
- Slightly torn or faded wallpaper
- Small chips in plaster
- Nail holes, pin holes, or cracks in wall
- Doors sticking from humidity
- Cracked window pane from faulty foundation or building settling
- Floors scuffing, rest of varnish
- Carpet faded or worn thin from walking
- Loose grouting and bathroom tiles
- Worn or scratched enamel in old bathtubs, sinks, or toilets
- Blurry shower rod
- Partially clogged sinks caused by aging pipes
- Dirty or faded lamp or window shades

Tenant damages usually require more extensive repair, and at greater cost than "normal wear and tear", and are often the result of a tenant's abuse or negligence that is above and beyond normal wear and tear.

Tenant Damage

- Gaping holes in walls or plaster
- Drawings, crayon markings, or wallpaper that owner did not approve
- Seriously damaged or stained wallpaper
- Chipped or gouged wood floors
- Doors ripped off hinges
- Broken windows
- Missing fixtures
- Holes in ceiling from removal of fixtures
- Holes, stains, or burns in carpet
- Missing or cracked bathroom tiles
- Chipped and broken enamel in bathtubs and sinks



Tenant Damages Complete Package

Appendix 5D

SAMPLE LIFE EXPECTANCY CHART *

Breakdown of costs to repair the damages

You must determine the useful life expectancy of replaceable items damaged by the tenant.

"Sample Life Expectancy Chart" is included as Appendix 5D of the HUD Special Claims Processing Guide

Many major items have a predictable life span. A list of items and their life expectancy are listed below:

Hot Water Heaters	10 years	All units
Plush Carpeting	5 years	Family
	7 years	Elderly
Air Conditioning Units	10 years	All units
Ranges	20 years	All units
Refrigerators	10 years	All units
Interior Painting - Enamel	5 years	Family
	7 years	Elderly
Interior Painting – Flat	3 years	Family
	5 years	Elderly
Tiles/Linoleum	5 years	Family
	7 years	Elderly
Window shades, screens, blinds	3 years	Family, Elderly

* If these items were in good condition at the time of move in, and it can be shown that damage, above the normal wear and tear has been sustained, then a damage claim can be submitted.



Tenant Damages Complete Package



Special Claims: CAHI review & Payment

- CAHI will notify you within 30 days if your Special Claim is:
 - Incomplete (you will have 30 days to provide us with the missing information),
 - Approved or adjusted, or
 - Denied (we will provide an explanation).
- If approved or adjusted, request payment on the next scheduled voucher.
 - Payment will be denied if request is made more than 90 days from the date of the approval.
- Voucher must include assigned special claim ID number per the approval letter and the claim amount.
 - There is no need to return a copy of the approval letter to us.



Ensuring Quality

- Review Success Rate of Special Claims Submissions
 - Determine Root Cause of Errors (Accuracy? Timeliness? Turnover?)
- Periodically analyze Waiting List policies and documentation
 - Review from the perspective of an Independent 3rd Party
 - Make changes to waiting list format and/or procedures to improve transparency
- Adhere strictly to the 21 day timeline for returning Security Deposits
 - or providing a good faith estimate if the repairs or documentation are not yet complete
- Identify training requirements
- Keep an open dialogue with your Specialist



Submitting a Covid-19 Special Claim for Vacancy under HUD Memo 7/06/2020 Guidelines

- Vacancy Period is from 03/27/2020 through 09/30/2020.
- Use the regular vacancy checklist for these claims.

SAMPLE CHECKLIST

Special Claim for Regular Vacancies

Project Name: _____

Contract Number: _____

Unit Number _____

Attach the following items to the claim submission:

- ☐ Completed form HUD-52670-A Part 2.
- ☐ Completed form HUD-52671-C.
- ☐ 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.
- ☐ Documentation that the appropriate security deposit was collected from the tenant: for example, a copy of the original lease, a copy of the tenant's ledger card, or a copy of the receipt(s) for security deposit.
- ☐ A copy of the security deposit disposition notice provided to the tenant.
- ☐ Documentation that verifies the date the unit was ready for occupancy.
- ☐ Copy of the waiting list from which the tenant was selected (i.e. unit transfer waiting list, one-bedroom waiting list, etc.)
- ☐ If the unit was not filled from the waiting list(s), documentation of marketing efforts must be included such as copies of advertising or invoices for advertising expenses that substantiate the date marketing occurred in accordance with the AFHMP.



Submitting a Covid-19 Special Claim for Vacancy under HUD Memo 7/06/2020 Guidelines

- Owner/Agents must include COVID-19 at the top of 52671-C and the 52670A Part 2.



Submitting a Covid-19 Special Claim for Vacancy under HUD Memo 7/06/2020 Guidelines

- Owner/Agents should use the day after MO for Box 3 “Date unit ready for Occupancy”
- Line 6 on the 52671-C should reflect the number of days from the day after MO to the MI – still not to exceed 60

COVID-19



Submitting a Covid-19 Special Claim for Vacancy under HUD Memo 7/06/2020 Guidelines

- **Other documentation is required in addition to the regular items**

1. Statement that Covid-19 has impeded the efforts to fill the vacancy.
2. Justification for all units explaining why units remain vacant as a result of Covid-19.
3. A statement that the property marketing is compliant under the AFHMP.

Processing Special Claims for Vacancy During the COVID-19 Pandemic Memo Issued

Wednesday, July 08, 2020

HUD provided [guidance](#) for the processing of vacancy claims for properties affected by COVID-19 during the period of March 27, 2020 to September 30, 2020 via RHIPP Listserv Posting #440. HUD has temporarily modified the start date for vacancy claims to accommodate for delays in filling vacant units as a result of impediments caused by COVID-19. Impediments resulting from state and local “stay-at-home” orders include, but are not limited to delays in units being prepared for occupancy, staff showing units to prospective residents, or meeting eligible applicants to process move-in documentation.

During this time, vacancy claims will be accepted for 60 days starting from the prior Tenant’s Move-out Date as opposed to the Ready for Occupancy date, in instances where preparation of the unit for occupancy was prevented due to COVID-19. In addition, certain documentation submission requirements are amended for processing vacancy claims relating to COVID-19.

You are encouraged to read the [HUD memo](#) in its entirety for complete guidance.



OA resources: www.cahi-oakland.org

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Knowledge Center

Welcome to the Knowledge Center. This site was created to be a resource to Owners, Agents and Contract Administrators working to improve housing for California communities.

This section contains helpful links to CAHI and HUD Handbooks, Forms and Notices to help and assist you in administering the HUD Multifamily Housing Section 8 Project-Based Program. Please bookmark this page and return to it frequently.

If you have any questions or suggestions for additional information you would like to see added that is not listed, please contact us using the Contact Us page

HUD Handbooks	HUD Forms & Information	Frequently Requested Documents	Password Protected Sites
HUD Housing Handbooks Section 8 Renewal Guide and Page Changes HUD Handbook 4350.1: Multifamily Asset Management and Project Servicing HUD Handbook 4350.3: Occupancy Requirements of Subsidized Multifamily Housing Programs HUD Handbook 4381.5: The Management Agent Handbook HUD Housing Guidebooks Special Claims Processing Guide Please Select Special Claims Processing Guide Handbook (complete) CHAPTER 1: GENERAL INFORMATION CHAPTER 2: SPECIAL CLAIMS FOR VACANCY LOSS DURING RENT UP			

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Questions?

HUD Special Claims Processing Guide (issued June 2006)

Special Claims Processing Guide FAQs

HUD Memorandum 07/06/2020

Covid-19 Special Claims FAQs

HUD Handbook 4350.3 REV-1, Chapter 4: *Waiting List and Tenant Selection*

HUD Handbook 4350.3 REV-1, Chapter 6: Refunding and Use of the Security Deposit

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