



# DENVER SATELLITE OFFICE SDHDA COLLABORATION CALL

VIRTUAL CONFERENCE  
OCTOBER 14, 2020

*Presented by*

DENVER SATELLITE OFFICE  
MULTIFAMILY WEST REGION  
*with SDHDA*

# OVERVIEW

An opportunity for collaboration between HUD's Denver Multifamily Satellite team and SDHDA's Annual Housing Conference (Virtual).

Denver MF to discuss the topic of Working with Tenants During Covid-19 as requested by SDHDA.

We are all learning how to navigate these challenging times, we look forward to your participation and finding solutions together.

# Multifamily West Region Asset Management Division (Denver)



08/31/2020

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## MULTIFAMILY WEST REGION

### DENVER SATELLITE OFFICE

SERVING ARIZONA, COLORADO, MONTANA, NORTH DAKOTA, SOUTH DAKOTA, UTAH, WASHINGTON AND WYOMING

HUD supports the development, rehabilitation and maintenance of multiple-unit affordable housing through FHA mortgage insurance programs. We work with owners and managers of insured and subsidized apartment complexes to support well managed and sustained properties. We ensure the physical, financial and social viability of our programs.

### Your Local Multifamily Office

- [Contact information](#)
- [HUD Project Manager Assignments - By State](#)

### Highlights

- [Denver Satellite Office closing protocol](#)
- [Maximum Multifamily Mortgage Limits High Cost Percentages for Region VIII - FHA Programs](#)
- [Reserve for Replacement Guidelines](#)

### Multifamily Housing Resources

- [Become a FHA Multifamily Accelerated Processing \(MAP\) Lender](#)
- [Looking for financing?](#)

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# SUBMIT REQUESTS ELECTRONICALLY

All requests for processing must be submitted to our centralized mailbox. Properties located in AZ, CO, MT, ND, SD, UT, WA, or WY, send requests to: [DEN.Incoming@hud.gov](mailto:DEN.Incoming@hud.gov) *Please to not send via hardcopy mail.*

Format the subject line as follows:

**Request Type, Project Name, FHA # and/or Contract #**

To reduce email duplication and to ensure that our office properly logs your request, please do **not** send a copy to your HUD Account Executive.

## Request Types

- All types of requests will be accepted at these mailboxes. Examples include:
  - Exigent Health & Safety (EH&S) certifications
  - Management certifications
  - Reserve for Replacement (R4R) releases
  - FASS responses

# SUBMIT REQUESTS ELECTRONICALLY

## *Things to consider....*

- Sending work requests directly to the AEs could result in delays – work is not tracked, AE property assignments may have changed, staff may be unexpectedly out, etc.
- Reach out to Account Executives directly for all technical assistance requests or to follow up on a previously submitted request.
- **Do not send links sent to Den.Incoming with log-ins/secure passwords:** Often the links do not work and staff processing the mail do not have the password. Frequently it is not clear who sent the link because it comes from a third-party email – there is no identifying info in the email re: property, contract number, etc. This results in delays as we research to determine who we can get back to.

# SPECIALIZED COMMUNICATION

## **Contracts and Funding:**

[Den.Funding@hud.gov](mailto:Den.Funding@hud.gov) – Contract renewals ready for execution for HUD-administered properties and PRACs will come to you from Rayeann Abraham at this address. Please return to [Den.Funding@hud.gov](mailto:Den.Funding@hud.gov)

## **Multifamily Service Coordination:**

[West.Grants2@hud.gov](mailto:West.Grants2@hud.gov) – Rebecca Buxton, Grant Specialist, oversees grants in CO, MT, OR, ID, ND, SD, WA, WY

[West.Grants1@hud.gov](mailto:West.Grants1@hud.gov) – Xena Dihn, Grant Specialist (SF), oversees grants in AZ, CA, HI, Guam, NV, and UT

*Please note, contact your Account Executive for Service Coordinator programs that are funded through operations and/or residual receipts.*

# FUNDING REMINDERS

180-day reminders on PRAC renewals are now coming as an Email blast from [DEN.Incoming@hud.gov](mailto:DEN.Incoming@hud.gov) . This communication includes a checklist and resources for completing a PRAC Renewal and/or Budget-based Rent Increase

PRACs and HUD-Administered Contracts – send to your AE via [DEN.Incoming@hud.gov](mailto:DEN.Incoming@hud.gov)

Section 8 Contract renewals – continue to work with your PBCA

*Fiscal Year End is September 30, 2020.*

*HUD's accounting office closes 10 days prior to FYE and remains closed for a few weeks after October 1<sup>st</sup> .*

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## MULTIFAMILY HOUSING

HUD's Federal Housing Administration (FHA) "Office of Multifamily Housing Programs" is responsible for the overall management, development, direction and administration of HUD's Multifamily Housing Programs. You can learn more about our functions and responsibilities and the offices which compose Multifamily Housing from the "[About Multifamily Business](#)" section of our website.

### Multifamily Housing COVID-19 Guidance

- [Multifamily Q&A for COVID-19](#) (July 31, 2020)
- [Coronavirus Aid, Relief, and Economic Security \(CARES\) Act Eviction Moratorium](#) (July 1, 2020)
- [Non-filers Payment Tool](#) - Help with getting your stimulus payment if you normally don't file a tax return.

### Asset Management COVID-19 Guidance

- [Special claims for vacancy](#) (July 6, 2020)
- [COVID-19 Guidance for Landlords](#) (July 1, 2020)
- [Resuming management and occupancy reviews](#) (June 24, 2020)
- [CARES Act – PBRA funding update](#) (June 1, 2020)
- [COVID-19 Guidance for Residents](#) (April 28, 2020)

### Multifamily Real Estate for Sale



[Find real estate for sale.](#)

HUD/FHA foreclosures or REO sales of apts, townhouses,

nursing homes, hospitals, mobile homeparks, vacant land, etc.

### Related Information

- [Enforcement Center](#)
- [Real Estate Assessment Center \(REAC\)](#)
- [Multifamily Online Systems](#)

### Helpful Tools

- [Multifamily Housing Property Search](#)

### What's New!

- [Resuming REAC Inspections](#) (August 7, 2020)
- [COVID-19 Supplemental Payments for PBRA](#) (July 23, 2020)
- [How to Become an FHA-approved Lender](#)
- [Exclusion from Annual Income of Temporary Employment from the U.S. Census Bureau](#) (June 5, 2020)
- [Annual Revisions to Base City High Cost Percentage, High Cost Area and Per Unit Substantial Rehabilitation Threshold for 2020](#) (June 4, 2020)
- [Federal Register Notice: Annual Indexing of Basic Statutory Mortgage Limits](#) (June 4, 2020)
- [Electronic Signatures, Transmission and Storage](#) (May 26, 2020)
- [FAST Act - Streamlining Administrative](#)

[https://www.hud.gov/program\\_offices/housing/mfh](https://www.hud.gov/program_offices/housing/mfh)

# COVID-19 RESIDENT HEALTH

- Owners/Agents should notify local health departments if there is a positive case
- O/As should provide information to residents on how to care for themselves and when to seek medical attention
- Minimize contact with residents
- Residents DO NOT have to notify O/As if they are positive for COVID-19
- There is no regulation requiring testing of new and existing tenants.
- Face coverings are governed by local and state laws. O/As can require face coverings if it is in house rules and follows local/state guidance
- Inspections should still follow guidance in the HUD Model Lease, paragraph 20. O/As should work with residents on safely entering their homes
- Visitors – O/As should follow local/state guidance for permissibility about banning visitors. Many residents will still need essential services

# COVID-19 INCOME

- Pandemic Unemployment Assistance (PUA) – Must be counted
- Federal Pandemic Unemployment Compensation (FPUC) – Not counted
- Pandemic Emergency Unemployment Compensation (PEUC) – Must be counted
- Hazard pay – must be counted

# COVID-19 FINANCIALS

- Those who had an AFS due on or before June 30, 2020 were given an extension to submit by Sept. 30, 2020. No additional extensions have been given.
- Annuals & interims – Annuals should be done when required. Interims should be done when a resident requests it.
- Tenant's failure to notify an O/A of loss of income can be found in HUD handbook 4350.3, REV-1, paragraph 7-10, B.

# COVID-19 ELECTRONIC SIGNATURES

- These are allowed under COVID-19 guidance. Original signatures must be obtained when it is safe to. Notes should be made in the files in reference to this.
  - New E-Signature Guidance still requires a “wet” or original signature on HUD forms 50059 & 9887
- E-Signature Notice 2020-4
  - This now allows, but does not require electronic signatures
  - Tenants are never required to use e-signatures

# COVID-19 EVICTIONS

- COVID-19 eviction moratorium has expired
- Properties that have an active Forbearance Agreement cannot evict
- CDC Eviction Order
  - Eviction Moratorium through December 31, 2020
  - No evictions for non-payment of rent
  - Other lease violations, such as Criminal Activity is still a cause for eviction
  - Declaration must be executed by tenants and given to O/As
    - Declaration has 5 things: Income level has dropped, it has an economic impact, they have sought other government assistance, income less than 100k (for a single person), and they would be homeless if they were to be evicted
  - Rent will still be due – O/As should offer a repayment agreement after eviction moratorium is over
  - If there are any local or state moratoriums/ordinances on evictions that offer more tenant protections, it supersedes the CDC's order

# “Working with Residents” memo dated July 8, 2019

- Clarifies that existing regulations require owners to notify residents that finalized inspection results are available for their review and copying for 60 days
- Required regardless of inspection score
- Related materials (EH&S documentation, correspondence, repair plans) must also be available for the 60 days
- Not posted on HUDCLIPS but has already been distributed to NAHT and owners/and agents by Headquarters
- Also includes clarifications on house rules and tenant complaints

# Questions



**Your work matters!**  
**The Denver Multifamily staff**  
**appreciate your efforts and the**  
**difference you are making.**

*Please let the Denver Satellite Office know how we can  
be of greater assistance to you: “office hours”,  
processing instruction/training, concept calls, etc.*

