BLVD Yardi Manual

CHAPTER ONE: NAVIGATION PROCEDURES

This section will introduce basic concepts related to navigation within Yardi Voyager.

Logging into Yardi Voyager

Before attempting to login to Yardi Voyager, log on to Windows and verify access to the internet. Access Yardi Voyager by double-clicking on an appropriate desktop shortcut icon, or open up Internet Explorer, and access the Yardi Voyager web page by typing in the Uniform Resource Locator (i.e., web address) or selecting it from your Internet Favorites or history. To specify the Yardi website and logon, follow these instructions:

1. Enter the appropriate URL (i.e., database web site address) in the Internet Explorer address bar to open the Yardi Voyager program.

https://www.yardiaspla2.com/28370central/pages/LoginAdvanced.aspx

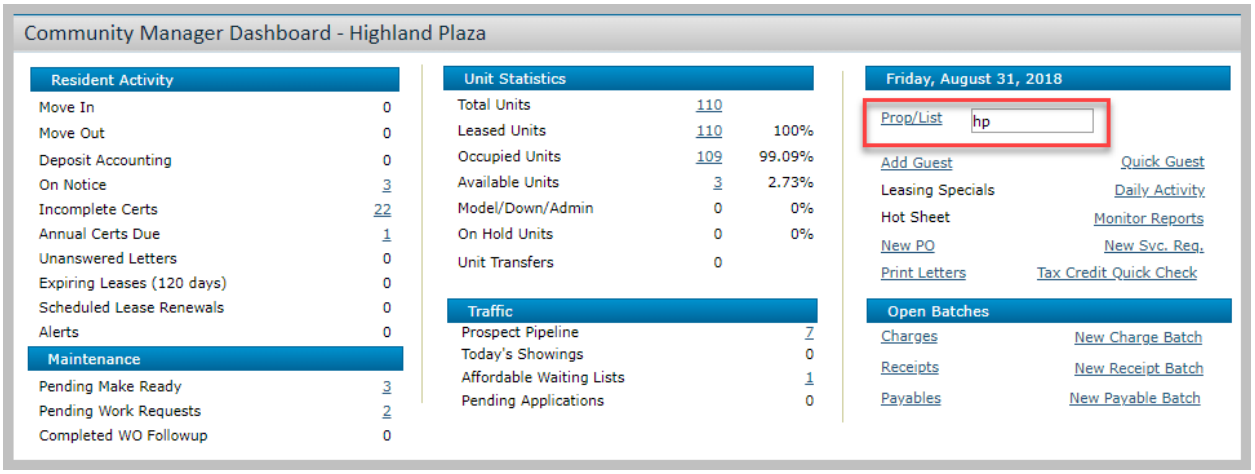
2. Enter the **User Name** and tab to enter the corresponding **Password**.

3. Select the **Live** database to perform work in the production environment; select **Test** for training or practice.

4. Click **Login.**

IMPORTANT NOTE: The "Live" database is real-time. When working in the "Live" database, actions have an immediate effect on the property. It is therefore essential to perform work accurately. Use the "Live" Database for normal day-to-day functions and for work that should impact the real database. Use the "Test" Database for training, practice, and experimentation. In Voyager 7s, the "Test" database is in black and gray color. The different color scheme will remind the user that the "Test" database is in use.

5. The Yardi Voyager program appears. For users with access to one property, verify that the correct property code should be indicated in the **Prop/List** field.


Community Manager Dashboard - Highland Plaza
Resident Activity
Move In 0
Move Out 0
Deposit Accounting 0
On Notice 3
Incomplete Certs 22
Annual Certs Due 1
Unanswered Letters 0
Expiring Leases (120 days) 0
Scheduled Lease Renewals 0
Alerts 0
Maintenance
Pending Make Ready 3
Pending Work Requests 2
Completed WO Followup 0
Unit Statistics
Total Units 110
Leased Units 110 100%
Occupied Units 109 99.09%
Available Units 3 2.73%
Model/Down/Admin 0 0%
On Hold Units 0 0%
Unit Transfers 0
Traffic
Prospect Pipeline 7
Today's Showings 0
Affordable Waiting Lists 1
Pending Applications 0
Friday, August 31, 2018
Prop/List hp
Add Guest
Quick Guest
Leasing Specials
Daily Activity
Hot Sheet
Monitor Reports
New PO
New Svc. Req.
Print Letters
Tax Credit Quick Check
Open Batches
Charges
New Charge Batch
Receipts
New Receipt Batch
Payables
New Payable Batch

Voyager Security

Unique usernames and passwords are assigned to each user in Yardi Voyager. A user's job classification will determine the security level and each security level has unique access that other levels do not. NEVER SHARE USERNAMES AND PASSWORDS WITH ANYONE. This includes supervised employees, supervisors, IT support personnel, executives, or any other company employee.

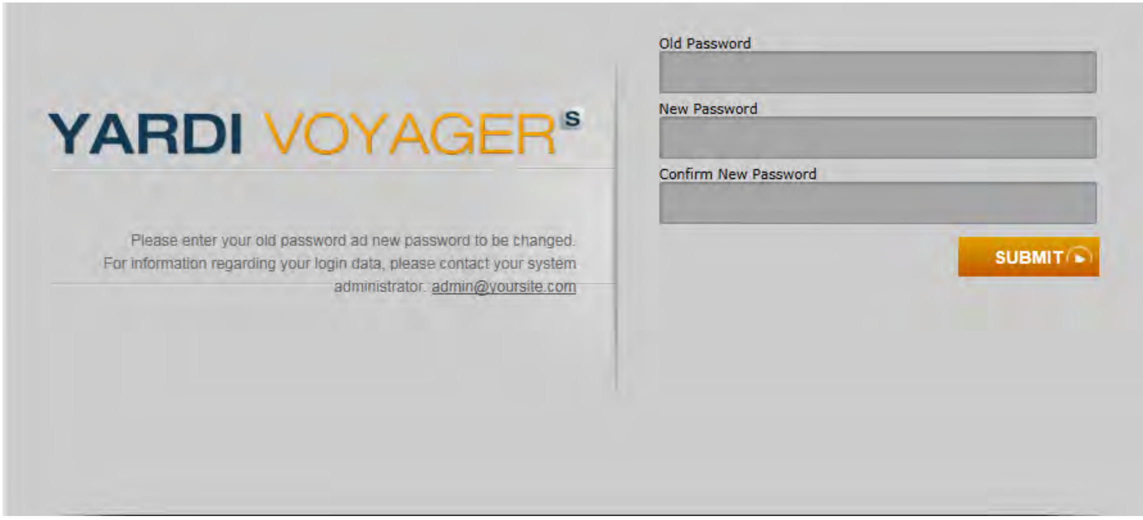
All users will be held accountable for any work completed in Yardi under their username and password. An individual's activity in Yardi can be identified.

Contact the system administrator for assistance with passwords. When a user forgets their Yardi password, system administrators can assist by resetting the password. Should a password be compromised, use the change password function shown below to implement a new, private password. Please be sure to notify the system administrator when employees leave the company so that their usernames can be promptly deactivated.

Changing Passwords

1. A generic password is assigned to each user in Yardi Voyager. Once access is given to the **Live** database, passwords should be updated. To change passwords in Yardi Voyager, from the Left Side Menu, click **Administration** > **Change Password.**

2. The following screen appears.



3. Complete the following fields in the Change My Password screen:
    - **Old Password** – Enter the old password.
    - **New Password** – Enter the new unique password.
    - **Confirm New Password** – Reenter the new unique password.

NOTE: *Passwords are CASE sensitive. If several attempts to log in fail, check that the Caps Lock key is not enabled (assuming the password is not in all Capital letters).*

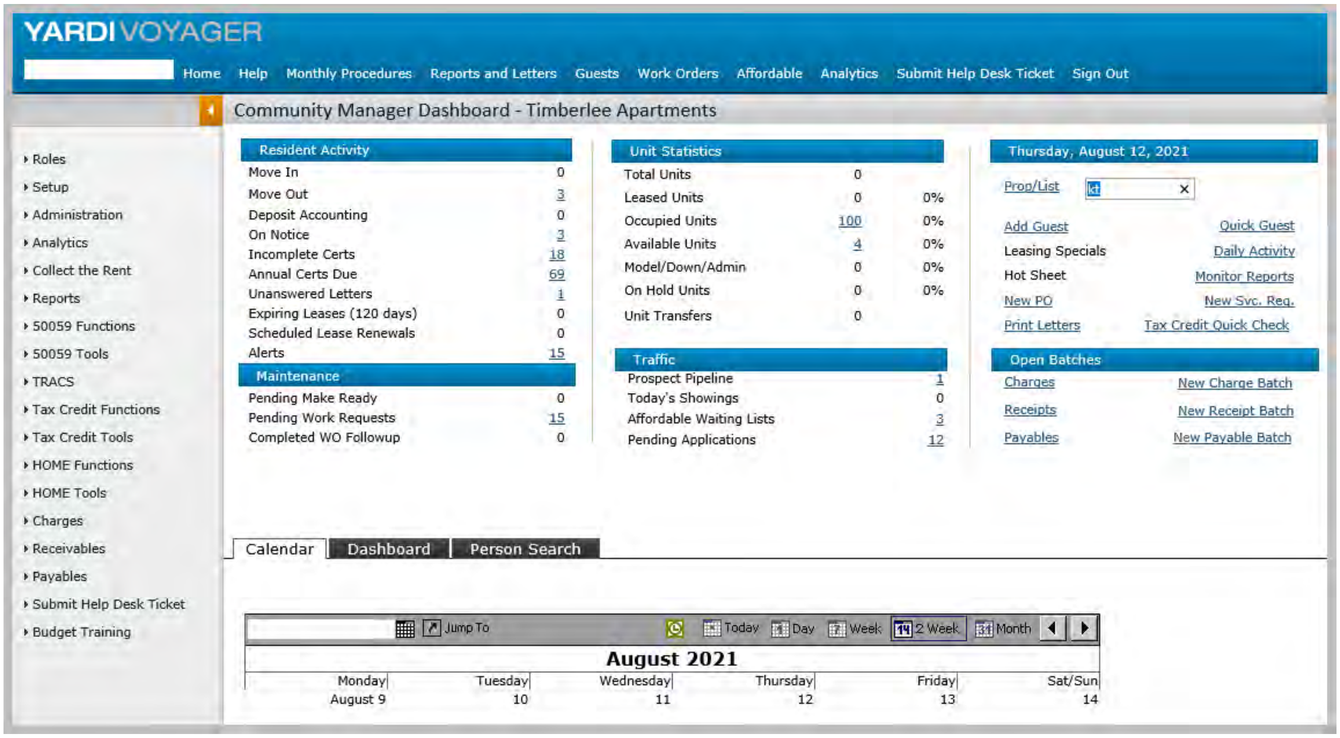
4. When complete, click **Submit.**

5. Once the password change entry has been accepted, the following confirmation message will be displayed.

6. Click **OK** to return to the home page.

Understanding the Yardi Dashboard

After logging in Yardi Voyager, the dashboard appears.

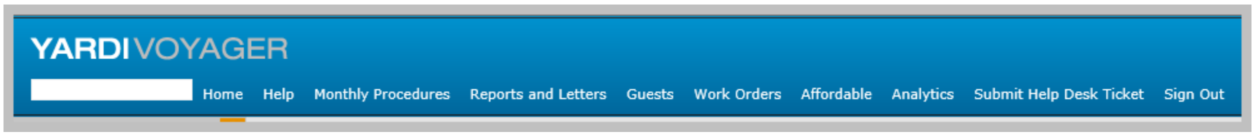


The dashboard provides the tools, menu selections and tasks that will be used throughout the program. There are distinct areas on this page, including:

- **Title Menu** – The top bar at the top is called a Title Menu and includes the all-important Home and Sign Out functions. Some functions available on the Left Side menu are also available on the Toolbar by clicking Guests, Residents, Service Requests, Financial, or Reports.
- **Dashboard Menu** – The Yardi Voyager Dashboard Menu is organized by relevant tasks.
- **Left Side Menu** – The Left Menu contains available functions and reports. The Left Side Menu can be hidden to give the Dashboard or some other active window more space on the screen. At the top right-hand corner of the Left Side Menu is a grey box which functions like maximize and minimize buttons available in standard Windows applications.
- **Database Bar** – The database bar shows the security level and which database is currently open (e.g., “LIVE” or “TEST”).
- **Menu Group** – Part of the Voyager Menu, Menu Groups organize tasks associated with the program into five distinct areas.
- **Menu Items** – Under each Menu Group are activities associated with that group.

Voyager Title Menu

The Voyager Title Menu is a collection of active links that perform some basic functions. These functions are always present, providing a powerful tool that enables quick navigation throughout the system. Many functions located on the Toolbar are also available from the Dashboard or Left Side Menu, but use of the Toolbar allows the Left Side Menu to remain hidden.



The Voyager Toolbar includes the following key functions:

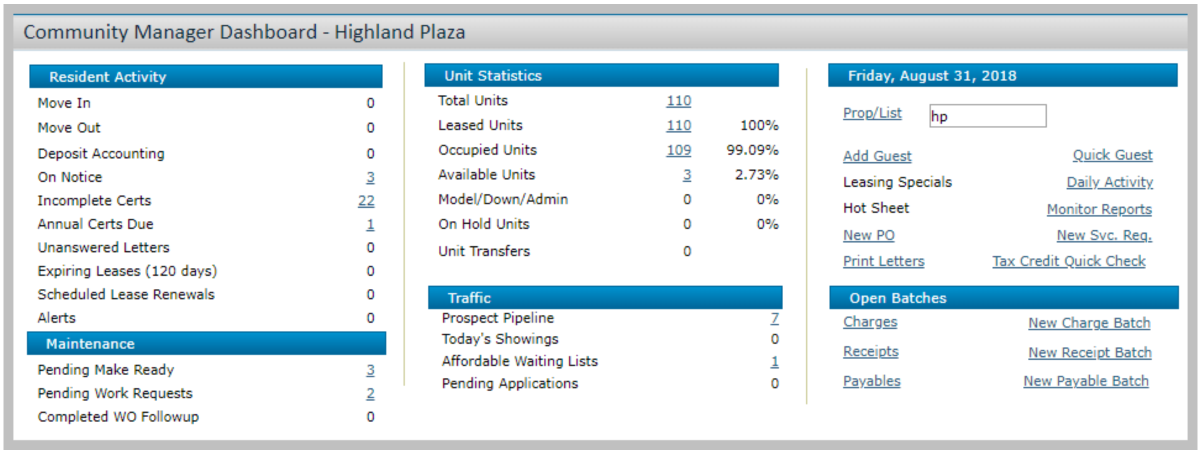
- **Blank Box** – Allows for you to search the side menu for any key word. When the word is found the menu item will appear. This is helpful when you can’t remember where something is on the side menu, like Recertification Letters.
- **Home** – Clicking here returns the screen to the Yardi Dashboard Menu.
- **Help** – Provides online Yardi manual.
- **Monthly Procedures** – Provides quick access to the Monthly procedures for the HAP process and other quick reports.
- **Reports and Letters** – Custom menu set to bring you to the dashboard for common weekly, and monthly reports as well as letters that are useful to the residents.
- **Guests** – Provides quick access to Find Guest and Resident and other Resident-related functions.
- **Work Order** – Allows you to add or review work orders without changing Roles.
- **Affordable** – Provides quick access to access Affordable handbooks, menus, and quick functions.
- **Analytics** – Many basic reports are available from this menu. This option is particularly useful when the Left Side Menu has been hidden as the selection of functions is similar.
- **Submit Help Desk Ticket** – Click to enter a Yardi Help Desk request.
- **Sign Out** – Clicking here terminates the Voyager session.

NOTE: *Signing out of the system is essential whenever leaving the computer, even if for a short period of time. Never allow others to work under another user’s login as each user’s activity is tracked. Users will be responsible for all activity that occurs under their username.*

NOTE: *These links are configurable and may vary based on configuration of user group.*

Sections of the Yardi Voyager Dashboard Menu

The Yardi Voyager Dashboard Menu is organized by relevant tasks.



The Yardi Voyager Dashboard includes the following sections:

- **Resident Activity** – This section indicates pending tasks which are due today or require additional review. Clicking the adjacent number to each activity that is underlined in blue provides access to the list of related records at the bottom of the screen.
- **Maintenance** – This section provides a count of Pending Make Ready transactions, Pending Work Requests, and recent Work Orders. Clicking the adjacent number to each activity that is underlined in blue provides access to the list of related records at the bottom of the screen.
- **Unit Statistics** – This section provides a count of units in various states. Note that not all unit statuses are mutually exclusive (two events that cannot occur at the same time). For example, a tenant may be on notice, but the unit is occupied and available.
- **Traffic** – This section provides a summary of recent prospects, pending applications, and a property's waiting lists.
- **General Information** – The section which has the current date as a header shows which property or property list has been used to generate the data displayed throughout the Dashboard. This section also contains useful links; of these links, "Add Guest", "Daily Activity" and "New Svc Req".
- **Open Batches** – This section contains links to create new or access existing financial batches.

Within each of these Menu Groups are the individual Menu Items. These Menu Items are represented by blue hyperlinks. Identical to the functionality of an Internet hyperlink, these Menu Items, when clicked, access additional levels of detail.

IMPORTANT NOTE: *Do not get "Double-click happy" with Voyager! Unlike most Windows programs such as Word and Excel, double clicking is not necessary. Only double-click when you would like to find out greater detail into the particular matter.*

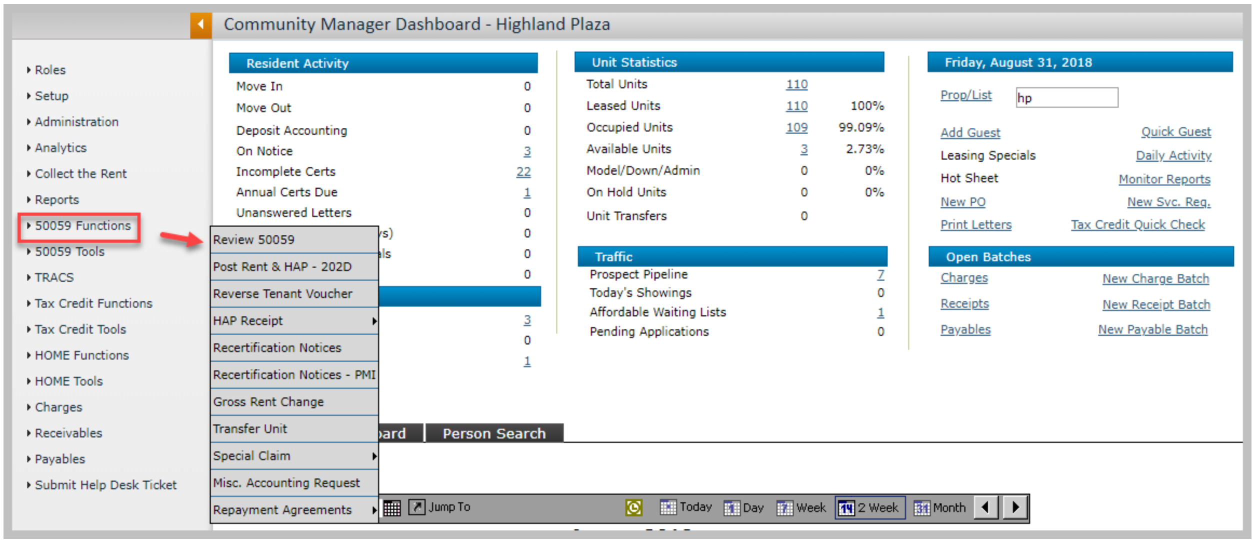
Left Side Menu and Navigation Trees

The Yardi Voyager Left Side Menu allows access to all of the functions that are available to the assigned security group.

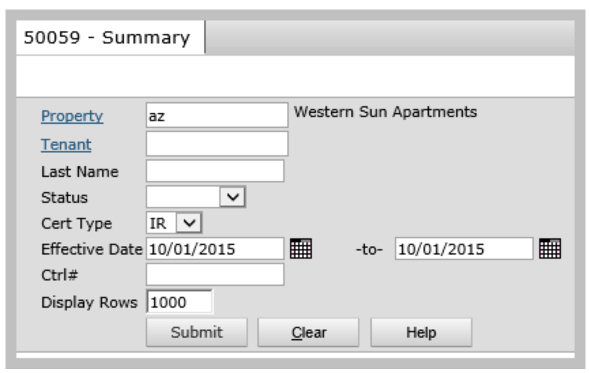
The functions available through the Yardi Voyager Left Menu will vary depending upon the user's access level. There are several Yardi Voyager Left Menu categories available as shown below.

- Roles
- Setup
- Administration
- Analytics
- Collect the Rent
- Reports
- 50059 Functions
- 50059 Tools
- TRACS
- Tax Credit Functions
- Tax Credit Tools
- HOME Functions
- HOME Tools
- Charges
- Receivables
- Payables
- Submit Help Desk Ticket

Below is an example of how to use the Left Side Menu and Navigation Tree. The menu is a collection of related functions, each represented in an expandable menu. By clicking on a menu item, the sub-menu options will appear to the right of the Left Menu.



Occasionally, the Yardi Voyager Left Side Menu will be replaced by a "Navigation Tree." When a list of data records is retrieved, it is displayed in the left panel of the screen. For example, review the following Find Resident filter screen.



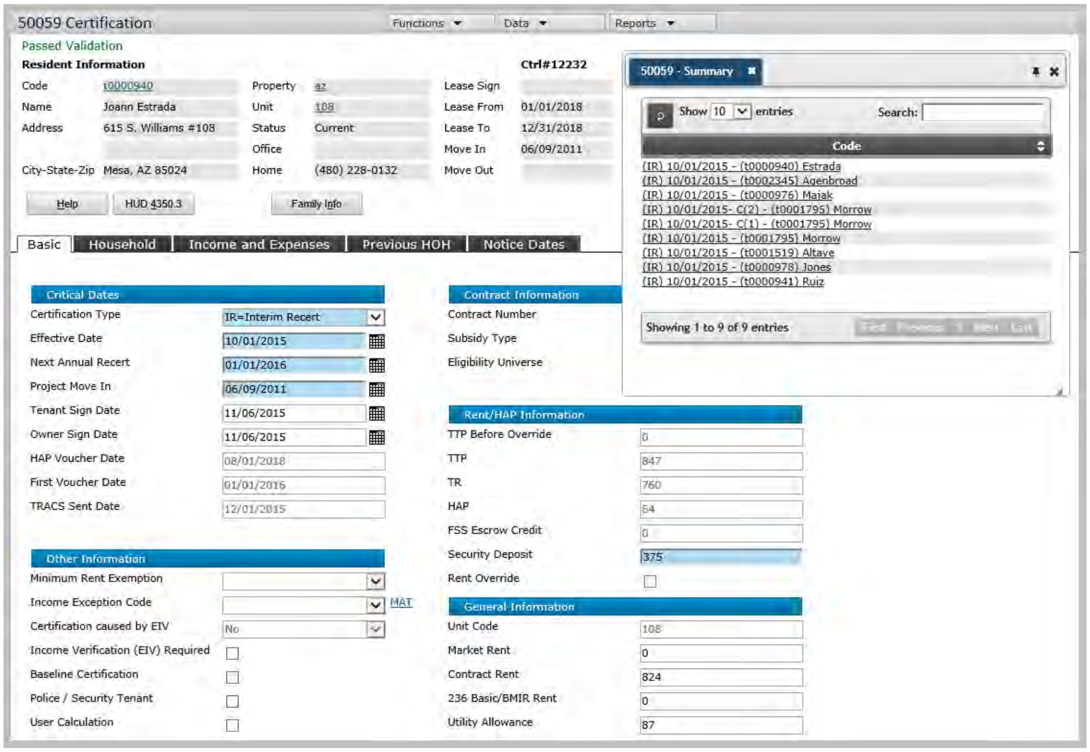
The filter screen is most helpful to get quick access to specific records—or residents, in this case.

Complete the following fields within the Resident filter screen:

- **Property** – Enter the property code in this field.
- **Status** – Select a specific status if desired to use as a filter criteria.

Click **Submit.**

The Resident screen will be displayed with a list of records that has replaced the Right Side Menu.



When reviewing data, a specific record can be viewed by clicking the record in the Navigation Tree. Navigation Trees can contain a list of tenants, receipts, invoices, and charges, depending on the nature of the filter in use. Click on the white search box within the Voyager Toolbar to return to the filter screen or click on the Menu tab.

The Review Resident function is a useful way to browse resident data and to navigate from one resident to another easily.

Roles

Yardi Voyager provides customized menus which display functions that are property type-specific. These menus are divided up into categories, or **Roles**, based on property type (e.g., Tax Credit, Section 8, HOME), allowing the user easy access to functionality that pertains only to the corresponding specific property type.

When logging into Yardi Voyager, the default Site Menu will be displayed.

This menu allows access to functionality (e.g., charges, payables, work orders) that is not specific to a property type.

1. In order to access property type-specific functionality, click the **Roles** button.

2. A drop-down list of alternative Roles will be displayed.

3. Select the appropriate Role in order to obtain access to Menu Set functionality that pertains to the corresponding Role.

4. A new Left Side Menu, displaying property-type specific functionality will be displayed.

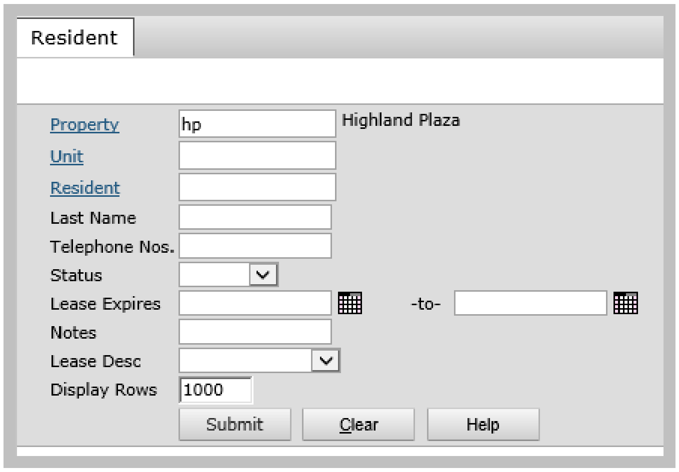
5. In order to return to the Site Menu Role (or an alternative Role), click the **Roles** button again and select the appropriate Role.

Voyager Filters

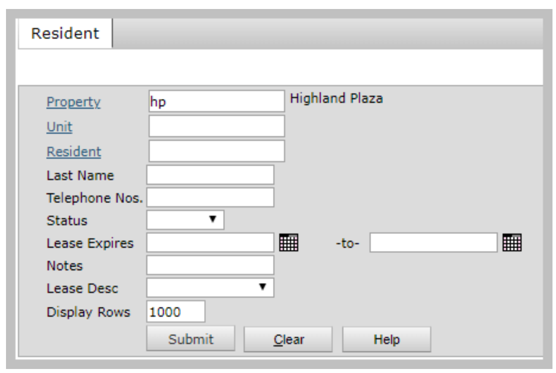
Filters are an important tool that will be used frequently. There are volumes of data stored in Voyager which can be narrowed down by the use of filters. This saves valuable time when navigating through Voyager and finding information. Nearly every function in Voyager begins with a filter or selection screen that allows limiting the results when searching records in several different ways. If a field is highlighted in blue, information *must* be entered in that field.

Note: Remember this rule of thumb when using filters: *Less is more.* To get more data included in the filter or the report, specify less data in the filter screen.

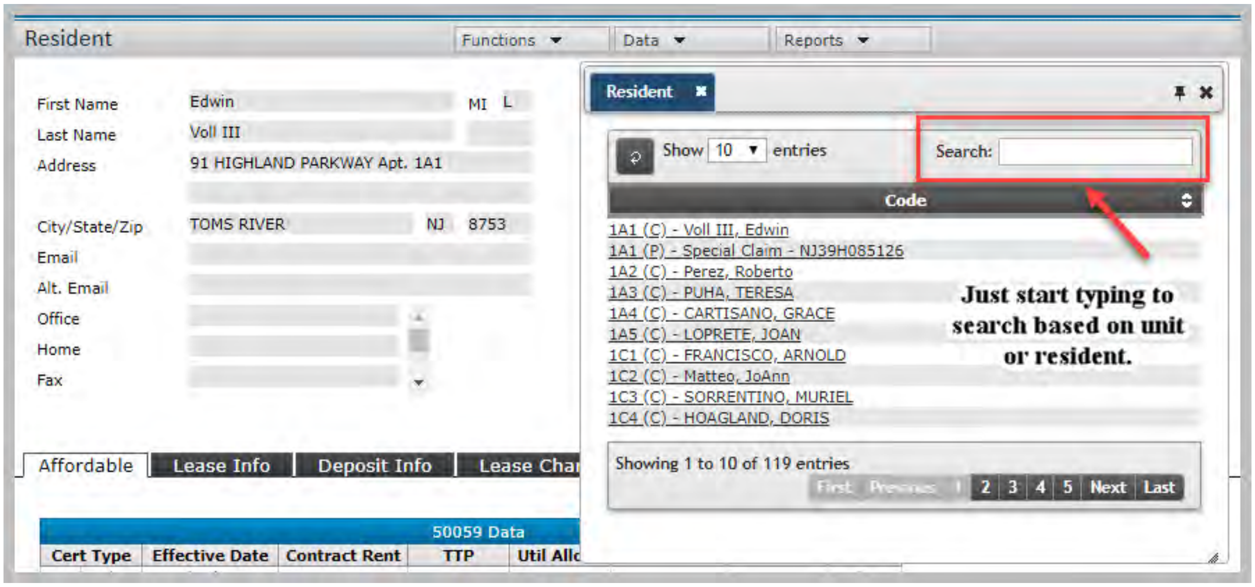
Example screen:



Filter screens enable you to find existing data records. For example, if you are looking for a resident record, enter **Resident** in the white search field (top left corner of Yardi) and then select **Find Resident**, and a filter screen appears.



In the filter, you enter search criteria. When you click **Submit**, Voyager displays a list of residents that match your criteria (the search results) and the first record in the list.



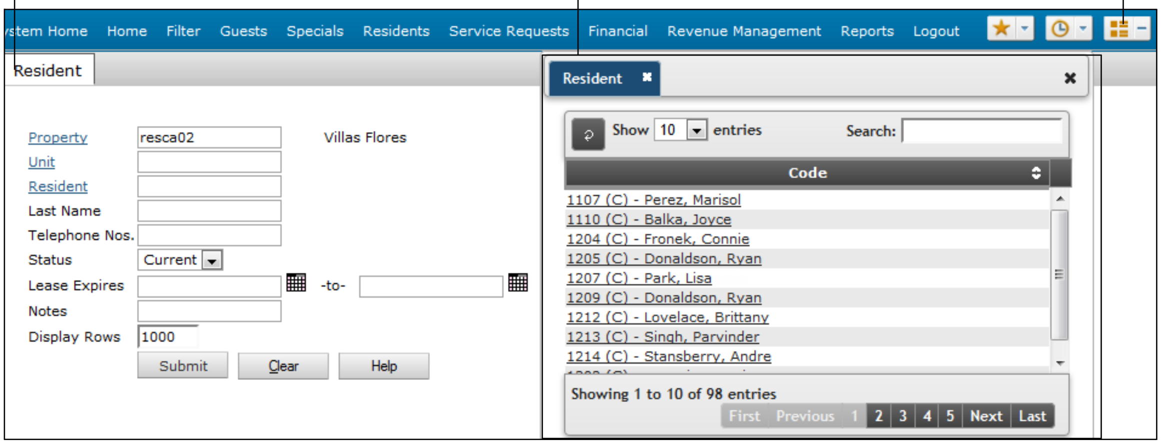
Many filters have no required fields. In some cases, it makes sense to leave a filter blank and click **Submit**. The system displays all the records of that type on the right, and you can select which records you want to see.

Other filter screens are used for functions. For example, if you select **Resident** and then select **Transfer Units**, a filter appears where you specify details of the transfer.

Filter Search Results

When you use a filter to search, the results appear in a box in the main screen (they no longer appear on the side menu).

Filter Search Results box Search Results icon



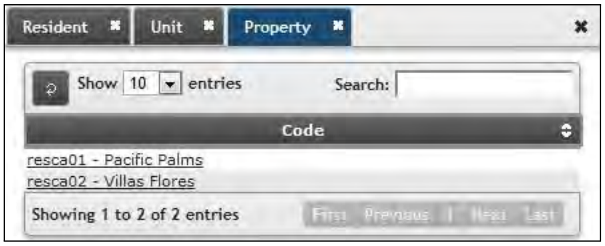
You can minimize the results by clicking the "**Search Results"** Icon. The box disappears. The search results persist, and you can bring them back by clicking the icon again.

Multiple Searches

If you search for another item, the search results box retains the original search results and displays a new tab for the second search.

Tab for old results Tab for new results

A third search will result in a third tab, and so on.



To close a tab, click the **"X"** to the right of the name.

Refresh Button in Search Results:

The Search Results box contains a **Refresh** button that will rerun the original search.

Refresh button

In the example shown above, we searched for the "1101" unit record. There were no results, because the record had been given the wrong code. We then located the record and changed the code.

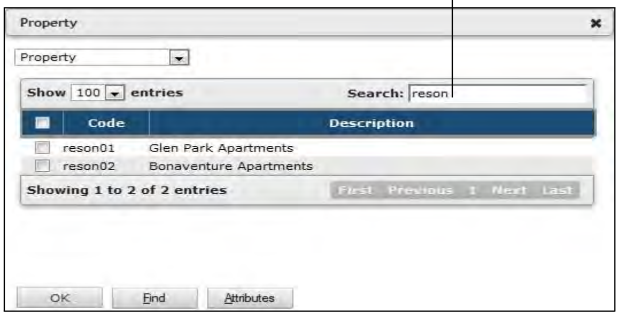
Search results after refresh:

Later on, we wanted to access the record. Instead of repeating the search, we just clicked the **Refresh Button** in the Search Results box, and the record appeared on the screen.

Using Look-up Lists (Pop-up Links):

The pop-up link opens a new window that displays the codes you need to complete a particular field.

Search field



If you do not immediately know the codes you need, type the first characters of the codes or the descriptions in the **Search** field. Click **Find** to display the results of your search. When you find the codes of your choice, select the codes you want and click **OK**. The field on the filter screen is completed with the codes you selected.

For efficiency, you can search for codes using a wildcard search. A wildcard allows you to use a symbol, in this case the percentage sign (%), as a substitute for certain characters in a code. Here are a couple of ways to demonstrate the wildcard search, using the **Property** pop-up list as an example:

- pa%

If you are looking for all properties that begin with the letters *pa*, include the percentage sign after *pa*. Click "**Find"** and the pop-up list displays those properties for that search.

- %palm%

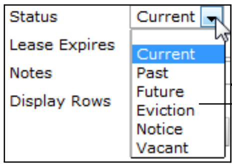
If you are looking for all properties that contain the word *palm*, enclose the word in percentage signs. Click **Find** and the pop-up list displays those properties for that search.

When you type the code of your choice, you will find a description of that code to the right of the field on the filter screen. This description will help you identify the code that you are using. The following is an example of a property code description.

Code description

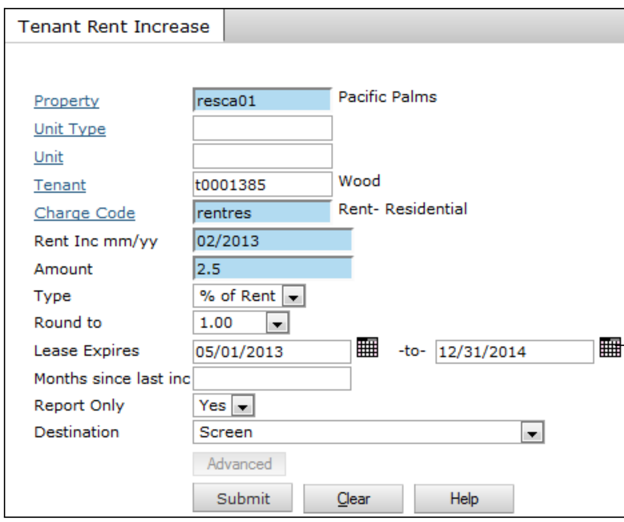
Using the Drop-down List

The drop-down list provides a list of options to choose from. When you click the down arrow, the list of options appears. The following is an example of the Status drop-down list:

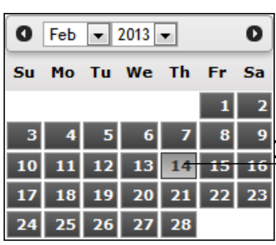


Using the Date Fields

If you need to complete a Date field, the calendar icon comes in handy.



When you click the calendar icon, a calendar opens showing the current month and year. The current date is highlighted.

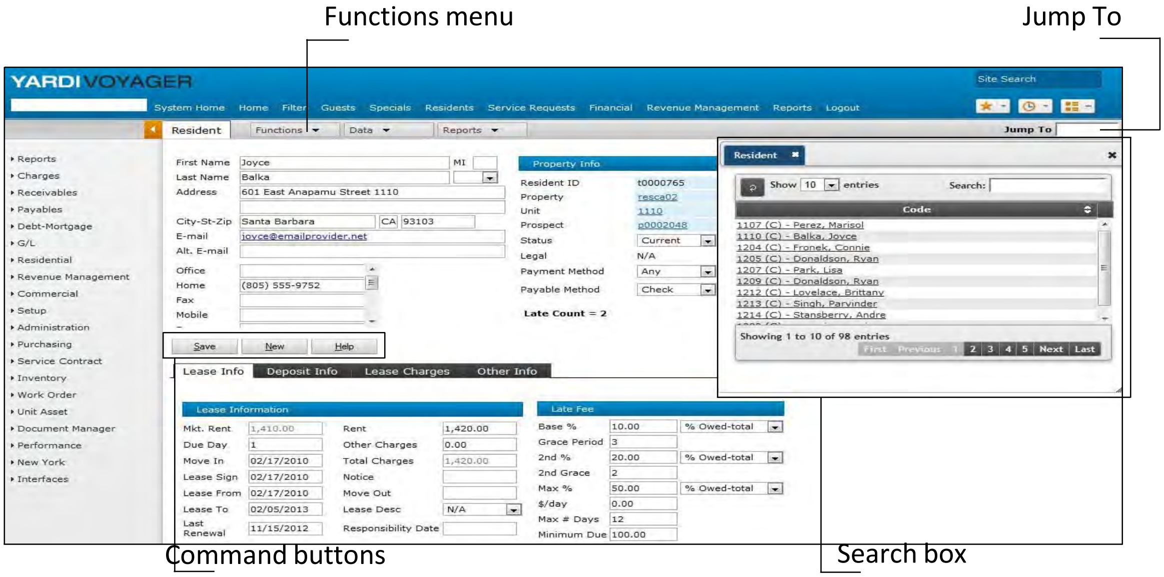


You can search through the months and years to find the date you need. Single arrows (<, >) move the calendar one month forward or back. When you locate the appropriate date, click it to select it. The calendar closes and the date field is filled in.

Understanding Data Screens

Data screens store property management information ranging from prospect, applicant, and resident records to transaction records. Data screens are set up with the record navigation list on the left side of the screen and the first record in the list displaying on the right side of the screen. You can choose the records you want to review or update by finding the records through the navigation list on the left.

The following is an example of the **Resident** screen.



Using the Jump To field

The **Jump To** field is located on the upper right-hand corner of the screen. If you need to find another record of the same type, the **Jump To** field can locate the record quickly. From any data screen, type the code you want to view and press the TAB key on your keyboard. The record displays on the right side of the screen. You can only view one record at a time.

Using the Search Box

By default, the Search box appears on the right side of the screen. This box shows the available or chosen items for that data screen. Use the scroll bar and navigation buttons to browse through all the items on the Search box.

Click an item in the Search box to select it. It is displayed to the left of the Search box.

Using the Functions Menu

The **Functions** menu appears on many of the data screens and provides links to common functions that apply to the record type. The specific functions that appear are related to the status of the record. For example, if a resident's status is future, the **Move In** function appears on the menu. For a current resident, the **Notice** function appears.

Using the Command Buttons

The Command buttons provide the common functions to proceed in a screen. Examples are **New**, **Save**, **Delete**, **Cancel**, and **Help**.

Automatic Field Formatting

Throughout Voyager, there are several formatting conventions that the program applies to the data you type on the screen. For your convenience, Voyager converts the information appropriately.

Date	For date fields, you do not need to type a forward slash (/) or dash (-) to complete the date. Use the following formats as they apply to the date field: *mmddyy*, *mmddyyyy*, *mmyy*, or *mmyyyy*.
Dollar sign	For any fields that require dollar amounts, you do not need to type a dollar sign ($).
Email	For any fields where you can include an email address, the program creates an active link so that you can send an email message if necessary. This does not apply to the Reports menu. Type the email address in its entirety, and the program makes the link active (underlined blue).
Percent sign (%)	For any fields that require a percentage amount, you do not need to type a percent sign (%).
Telephone number	For any fields that require a telephone number, you do not need to include parentheses () around the area code or a dash (-) between digits.
Time	For any fields where you need to type the time, you do not need to include the colon (:). The program formats the time appropriately. However, you do need to type "AM" or "PM" after the numbers, for example, "900 AM."

Site Search

The Site Search feature allows you to quickly find Voyager records.

e Search

You can search all records, or you can narrow your search to single record type.

Using a Search Code

In the following example, we were looking for a vendor record that started with “lum.” We entered the search code for vendors, “V,” followed by a colon and “lum.”

ch string

Search results

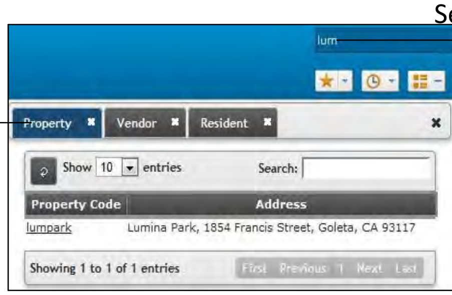
The search returned only vendor records.

Searching Without a Search Code

If you search without a search code, Voyager looks at all the records in the database. In the following example, we entered “que” and Voyager returned all the matching records: properties, property lists, leases, and owners

Search string

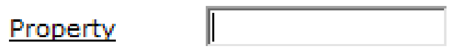
Search results



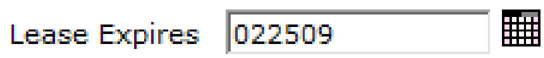
Form Fields

Listed below are the commonly used form fields for entering information into a Yardi Voyager filter, examples of each filter field and an explanation of their use.

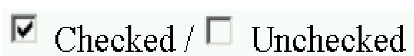
Text Input Box – Used for typing text directly into the form. Usually accepts any text or numbers.



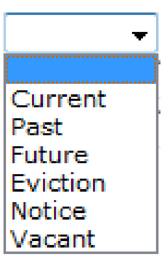
Date Chooser – Used for selecting a date. Clicking on the date chooser graphic opens a smaller window with a calendar. Click on the calendar date to populate the field. Alternatively, dates can be entered with keystrokes. Type the date using slashes (02/25/2009) or type the month, date, and last two digits of the year (022509) and Voyager will convert it to a proper date.



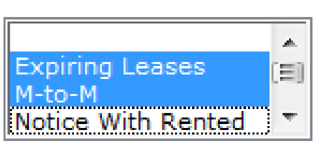
Check Boxes – These boxes allow the selecting of one or more options. The boxes are either checked or unchecked. When a box is selected, a small check mark appears in the box.



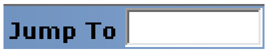
Single-Item Select List (Drop-Down Box) – Allows the selection of one item from a pre-defined list. When used in a filter screen, select the "blank" option to include all relevant records or select an option to see fewer records.



Multiple-Item Select List – This box allows the selection of more than one item from a pre-defined list. To select multiple contiguous items, select the first item in the list, hold down the **Shift** key, and click the last item in the list. All the items in between will be selected. To select items which are not contiguous, simply hold down the **CTRL** key while clicking on each desired entry from the list.



Using the Jump To field - The Jump To field is located on the upper right-hand corner of the screen. If you need to find another record of the same type, the Jump To field can locate the record quickly.



From any data screen, type the code you want to view and press the TAB key on your keyboard. The record displays on the right side of the screen. You can only view one record at a time.

<u>An Important Note on Entering Dates</u>

Dates are very important in the Voyager software and will be required for many functions and reports. Voyager expects dates in either the MM/DD/YYYY or MM/YY formats, depending on whether the filter field relates to a specific date or simply a month. The system will check for a valid date format and display an error message when the entered dates are in an unacceptable format. Dates may be entered in an abbreviated form which the system will reformat automatically. Below are examples of acceptable and unacceptable date formats:

<u>Example</u>	**<u>Explanation</u>**
02/25/2009	Good Date
02/25/09	Good Date – the system will convert the year to 2009
022509	Good Date – the system will add the necessary "/"s and convert the year to 2009
02025009	Good Date – the system will add the necessary "/"s
2025009	**Bad Date** – for single digit months, the leading "0" must be entered if the "/" are not used. The system will reject a date entered in this manner.
02-25-2009	**Bad Date** – hyphens should never be used when entering dates. An error message may be displayed indicated "Date out of range."

IMPORTANT NOTE: When entering dates, the **Tab** key or the **Submit** key must be clicked to move to the next item to ensure the date is converted correctly.

When entering birthdates prior to 1950, the entire four-digit year (e.g., 1946) must be entered.

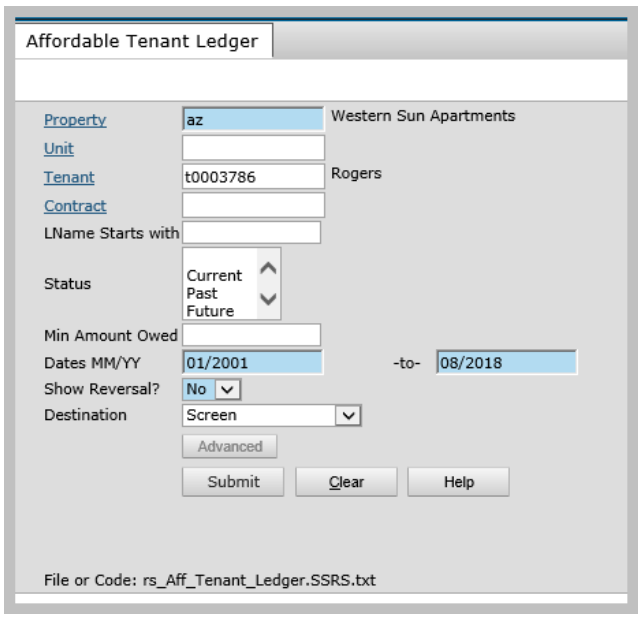
Generating Reports

Yardi Voyager offers a wide variety of reports which are accessible within your role. Throughout this manual, reports which are relevant to the task at hand will be presented.

A comprehensive listing of reports is broken down into property type-specific categories and is accessible via the Left Side Menu. In addition, numerous reports are accessible via one-click quick links that are displayed within the Management Reports dashboard

When generating all reports, a filter will be the first screen displayed. Each report filter contains fields specific to information needed to generate that report.

Below is an example of a report filter.



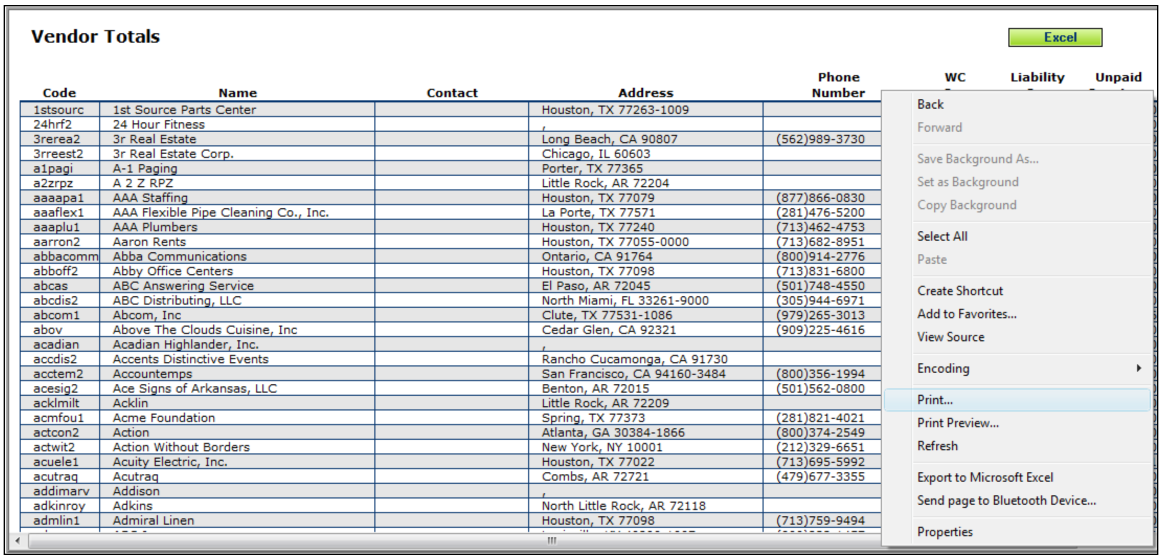
Follow these general guidelines when completing any report filter:

- Blue fields must be completed to generate a report.
- Always enter the property code, whether the field is blue or white.
- If a charge code is requested, use the links to search by description.
- A date range should be entered when generating most reports.

All optional information helps to specify information to be included in the report. It is also helpful to insert this data when performing a search for information, even when some of the parameters are unknown.

Printing in Yardi Voyager

Yardi Voyager offers two options to print documents depending on the reporting system used to generate the report. The first option is right clicking the mouse button on the screen to be printed out and selecting **Print.** This option is appropriate for generic Yardi output of scripted reports, such as the one shown below:

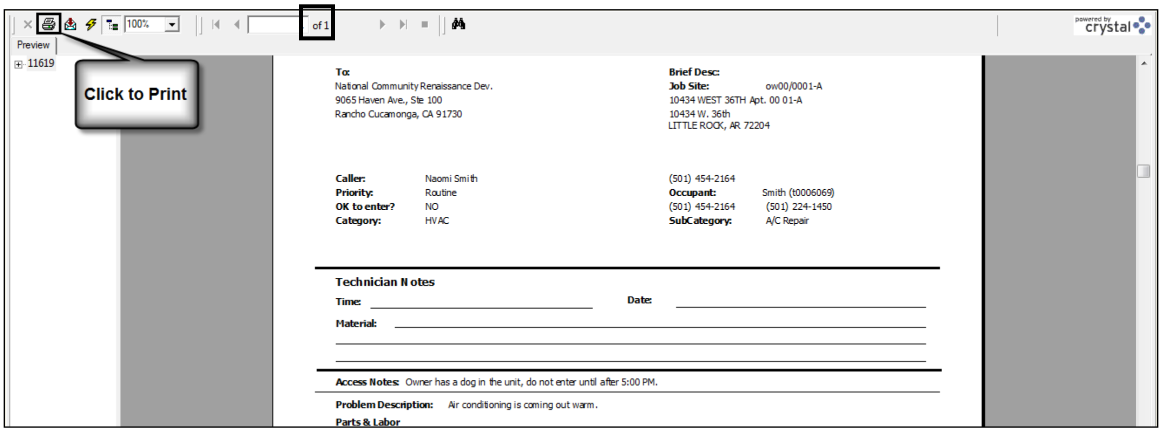

Vendor Totals

Code	Name	Contact	Address	Phone Number
1stsourc	1st Source Parts Center		Houston, TX 77263-1009	
24hrf2	24 Hour Fitness		,	
3rerea2	3r Real Estate		Long Beach, CA 90807	(562)989-3730
3rreest2	3r Real Estate Corp.		Chicago, IL 60603	
a1pagi	A-1 Paging		Porter, TX 77365	
a2zrpz	A 2 Z RPZ		Little Rock, AR 72204	
aaaapa1	AAA Staffing		Houston, TX 77079	(877)866-0830
aaaflex1	AAA Flexible Pipe Cleaning Co., Inc.		La Porte, TX 77571	(281)476-5200
aaaplu1	AAA Plumbers		Houston, TX 77240	(713)462-4753
aarron2	Aaron Rents		Houston, TX 77055-0000	(713)682-8951
abbacomm	Abba Communications		Ontario, CA 91764	(800)914-2776
abboff2	Abby Office Centers		Houston, TX 77098	(713)831-6800
abcas	ABC Answering Service		El Paso, AR 72045	(501)748-4550
abcdis2	ABC Distributing, LLC		North Miami, FL 33261-9000	(305)944-6971
abcom1	Abcom, Inc		Clute, TX 77531-1086	(979)265-3013
abov	Above The Clouds Cuisine, Inc		Cedar Glen, CA 92321	(909)225-4616
acadian	Acadian Highlander, Inc.		,	
accdis2	Accents Distinctive Events		Rancho Cucamonga, CA 91730	
acctem2	Accountemps		San Francisco, CA 94160-3484	(800)356-1994
acesig2	Ace Signs of Arkansas, LLC		Benton, AR 72015	(501)562-0800
acklmilt	Acklin		Little Rock, AR 72209	
acmfou1	Acme Foundation		Spring, TX 77373	(281)821-4021
actcon2	Action		Atlanta, GA 30384-1866	(800)374-2549
actwit2	Action Without Borders		New York, NY 10001	(212)329-6651
acuele1	Acuity Electric, Inc.		Houston, TX 77022	(713)695-5992
acutraq	Acutraq		Combs, AR 72721	(479)677-3355
addimarv	Addison		,	
adkinroy	Adkins		North Little Rock, AR 72118	
admlin1	Admiral Linen		Houston, TX 77098	(713)759-9494

The right-click print function should be used in the absence of a printer icon within the Yardi Voyager screen. Unlike the Internet Explorer Print function (Print from the File menu or the Print icon on an Internet Explorer Standard Button), the right-click print function will print the document desired, preventing the printing of unnecessary sections of the screen such as the Yardi Voyager Menu and Internet Explorer navigation bar.

NOTE: Never use the Internet Explorer printer icon in the Standard Buttons Bar to print. Likewise, File > Print should also be avoided. This option will print the ENTIRE web page including the navigation bar, thereby cropping the Yardi Voyager document(s).

The second option available for printing document(s) in Yardi Voyager utilizes the printer icon that appears as part of an Adobe PDF or Crystal Report. Click on the printer icon to prompt a print message that will facilitate printing the document.

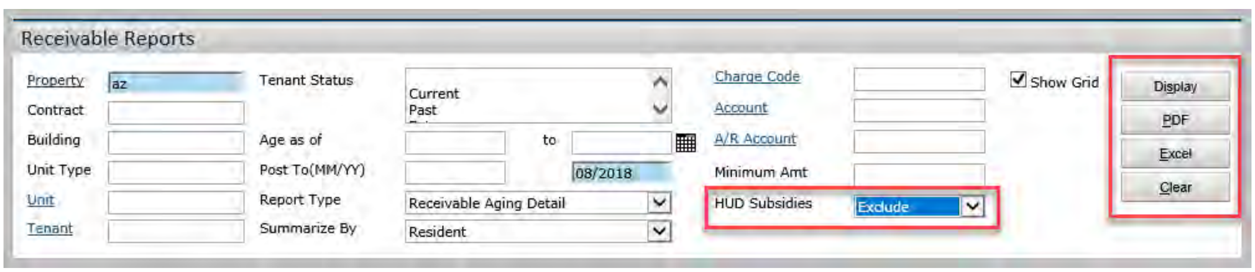


NOTE: Do not right click to print an Adobe PDF or Crystal Report. This printing option may fail to print the complete document.

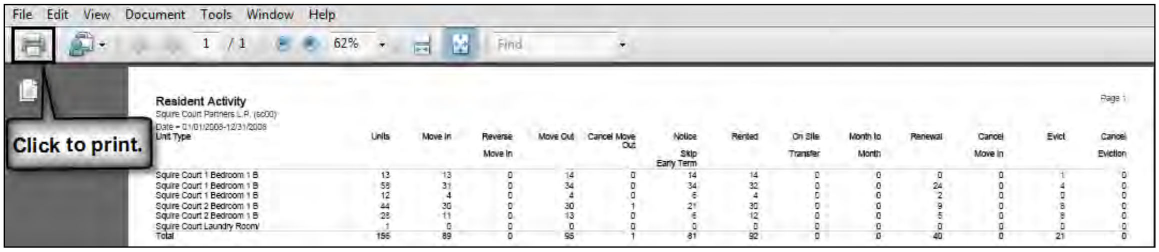
NOTE: For reports generated with the Crystal Report Viewer, you must navigate to the last page before you will see how many pages are included within the report.

TIP: The binocular icon provides the ability to search the entire report for any keyword. Utilizing this functionality can drastically reduce searching for specific data (e.g., name or unit) in a lengthy report. Simply click on the binoculars, enter the keyword, and click **Find Next.**

The third option available for printing document(s) in Yardi Voyager is through Excel and Adobe PDF links found within Analytics Reports. To print these reports, click either on the **Excel** or **PDF** button to transfer the report into the corresponding format.



NOTE: The option to drop reports into PDF and /or Excel is not limited to Analytics Reports.
Analytics Report in Adobe PDF format.



Click on the printer icon to prompt a confirmation message that will facilitate printing the document.

Analytics Report in Excel format.

Resident Activity

Squire Court Partners L.P. (sc00)

Date = 01/01/2008-12/31/2008

Unit Type	Units	Move In	Reverse Move In	Move Out	Cancel Move Out	Notice Skip Early Term	Rented	On Site Transfer	Month to Month	Renewal	Cancel Move In	Evict	Cancel Eviction
Squire Court 1 Bedroom 1 B	13.00	13.00	0.00	14.00	0.00	14.00	14.00	0.00	0.00	0.00	0.00	1.00	0.00
Squire Court 1 Bedroom 1 B	58.00	31.00	0.00	34.00	0.00	34.00	32.00	0.00	0.00	24.00	0.00	4.00	0.00
Squire Court 1 Bedroom 1 B	12.00	4.00	0.00	4.00	0.00	6.00	4.00	0.00	0.00	2.00	0.00	0.00	0.00
Squire Court 2 Bedroom 1 B	44.00	30.00	0.00	30.00	1.00	21.00	30.00	0.00	0.00	9.00	0.00	8.00	0.00
Squire Court 2 Bedroom 1 B	28.00	11.00	0.00	13.00	0.00	6.00	12.00	0.00	0.00	5.00	0.00	8.00	0.00
Squire Court Laundry Room/	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	**156.00**	**89.00**	**0.00**	**95.00**	**1.00**	**81.00**	**92.00**	**0.00**	**0.00**	**40.00**	**0.00**	**21.00**	**0.00**

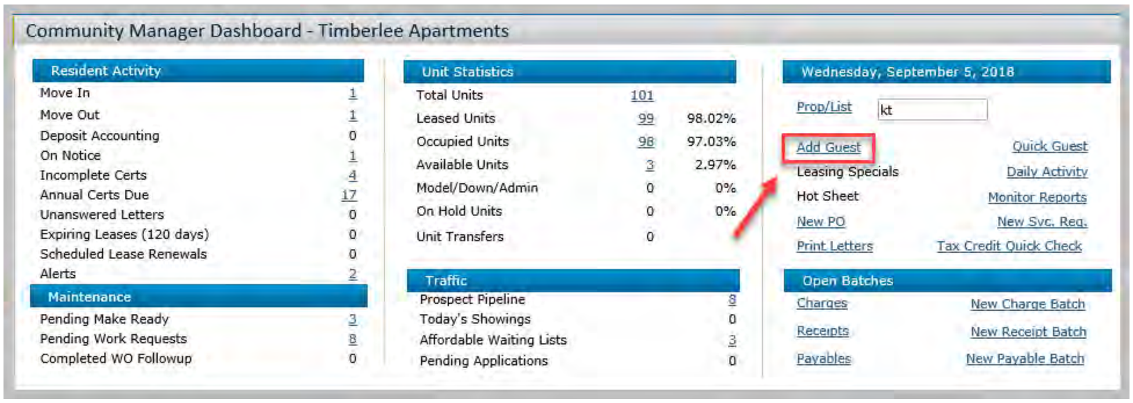
Print the Excel document using the typical Microsoft Excel printing option.

The procedures in this section will cover instructions for entering a waiting list applicant into the Yardi Voyager system. These procedures apply to Section 8 resident types and should be followed for anyone who contacts the property.

Adding a New Prospect

There are two ways to add a new Prospect from the Dashboard. Information can be posted through **Add Guest** or **Quick Guest** from the *Dashboard.*

1. From the Dashboard, click **Add Guest**. The **Prospect Guest Card** screen appears.

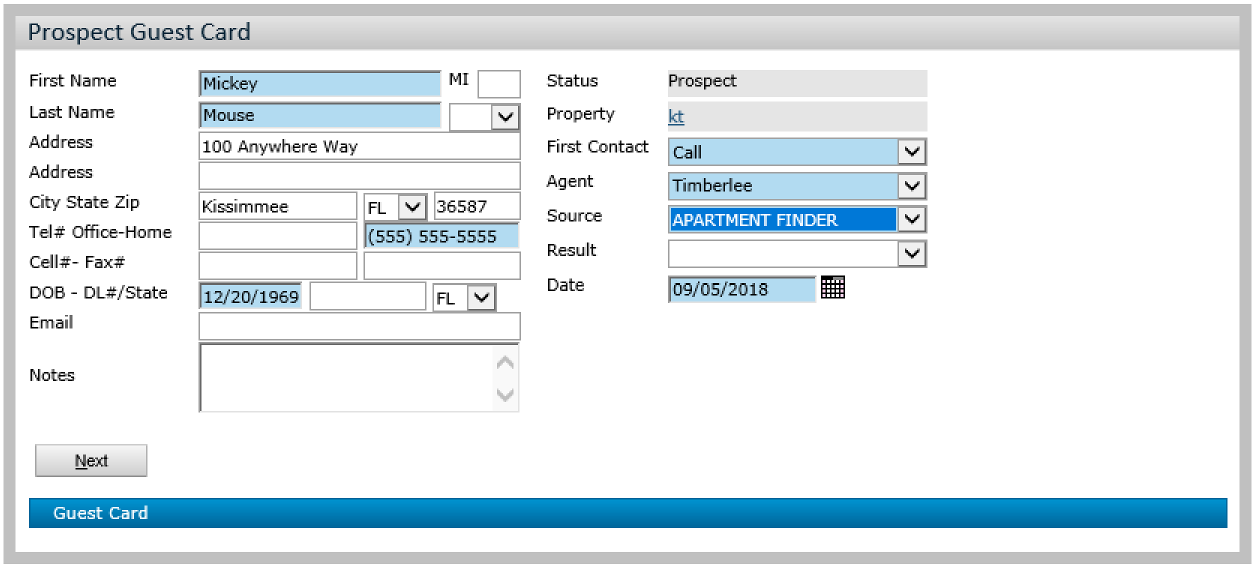


NOTE: It is recommended that Quick Guest not be used as there are important Affordable steps that may be skipped by site personnel.

2. Complete the following fields on the Prospect Guest Card:
   - **First Name**: Enter the Prospect's first name.
   - **MI**: Enter the Prospect's middle initial, if any.
   - **Last Name**: Enter the Prospect's last name.
   - **Title**: Choose the Prospect's preferred title from the drop-down menu (e.g. Mr., Mrs., etc.).
   - **Address**: Enter the current address of the Prospect. This information will be used to mail correspondence to this Prospect.
   - **City State Zip**: Enter the current city, state, and zip code for the Prospect. If the Prospect is from another country, enter the name of the country in the "Zip" field.
   - **Tel# Office-Home**: Enter the Prospect's telephone number(s). Yardi will automatically format the phone number to read (999)999-9999.
   - **Cell#-Fax#:** Enter phone numbers, if applicable.
   - **DOB/DL#/State**: Enter in the Prospect's driver's license number and state.
   - **E-mail**: As an additional contact method, the Prospect can provide an e-mail address.
   - **Notes**: Provide specific information about any specials discussed or unique information (be careful to keep the information neutral) about the Prospect in this field.
   - **Status**: This field will be populated automatically.
   - **First Contact**: Choose the type of contact from the drop-down menu.
   - **Agent**: Select Agent from the drop-down menu.

- **Source:** Choose the source of advertising from which the Prospect learned of the property from the drop-down menu.
- **Result**: Enter the appropriate result from the drop-down menu.
- **Date**: Enter the appropriate date the Prospect showed interest in the property.

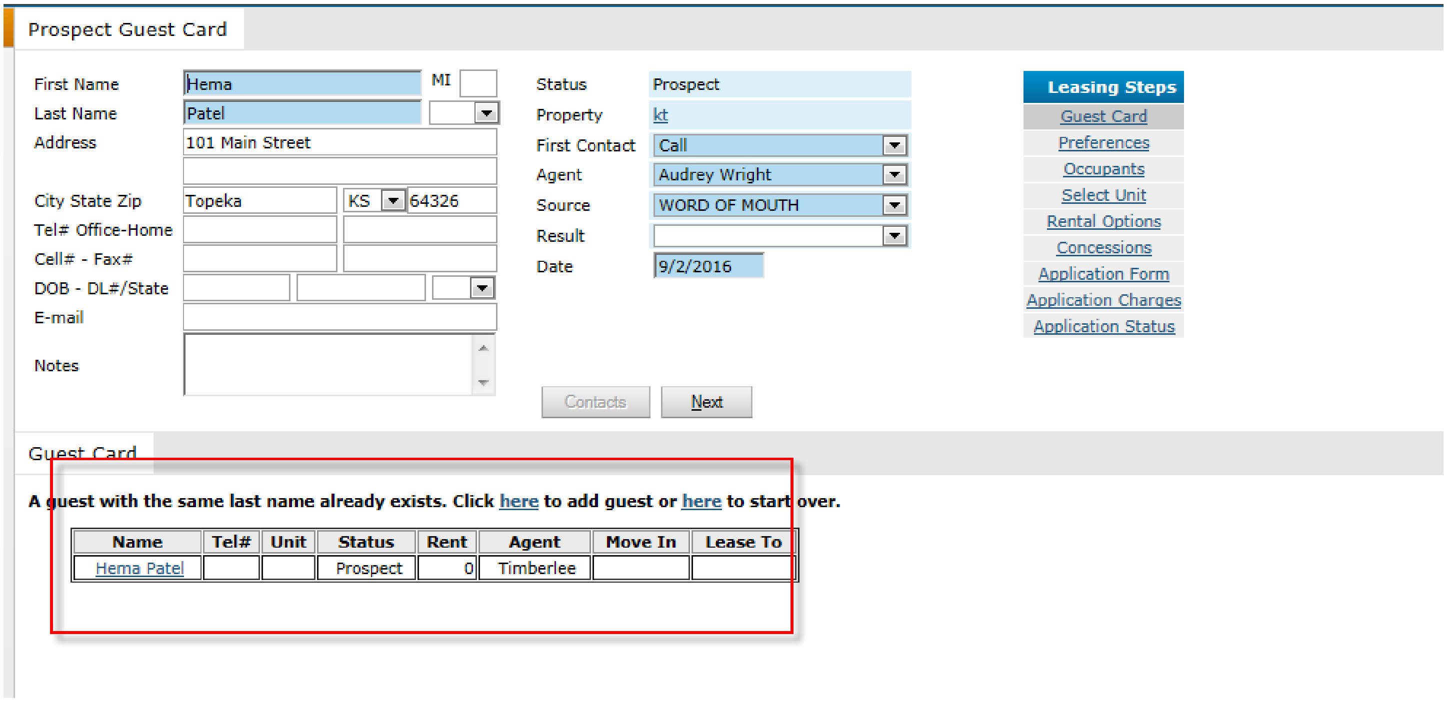
3. Click **Next** to save the Prospect.



4. Click **Home** on the **Title Menu** to return to the **Dashboard**.

Duplicated Prospects

If a prospect shares the same last name as someone that has already been entered into Yardi Voyager a message appears on the screen.



"A guest with the same name already exists. Click here to add guest or here to start over."

If the Guest being recorded has already been entered, click on his or her name highlighted in blue under the **Name** column to open their Prospect record. Record any pertinent details from the contact using the **Recording Additional Contacts** procedure.

If the Guest has NOT been previously recorded in Yardi Voyager, click the first **here** link on the screen to save the new Guest card and continue to the **Preferences** section.

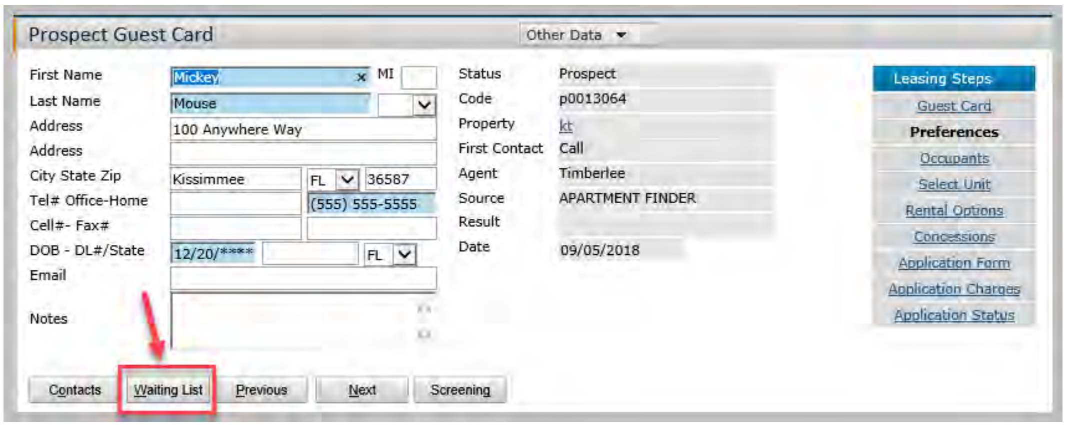
If the Guest entered is not correct and should not be saved, click on the second **here** that states **or here to start over.**

WARNING: Clicking on the second **here** will not save the Guest card. All information will be erased.

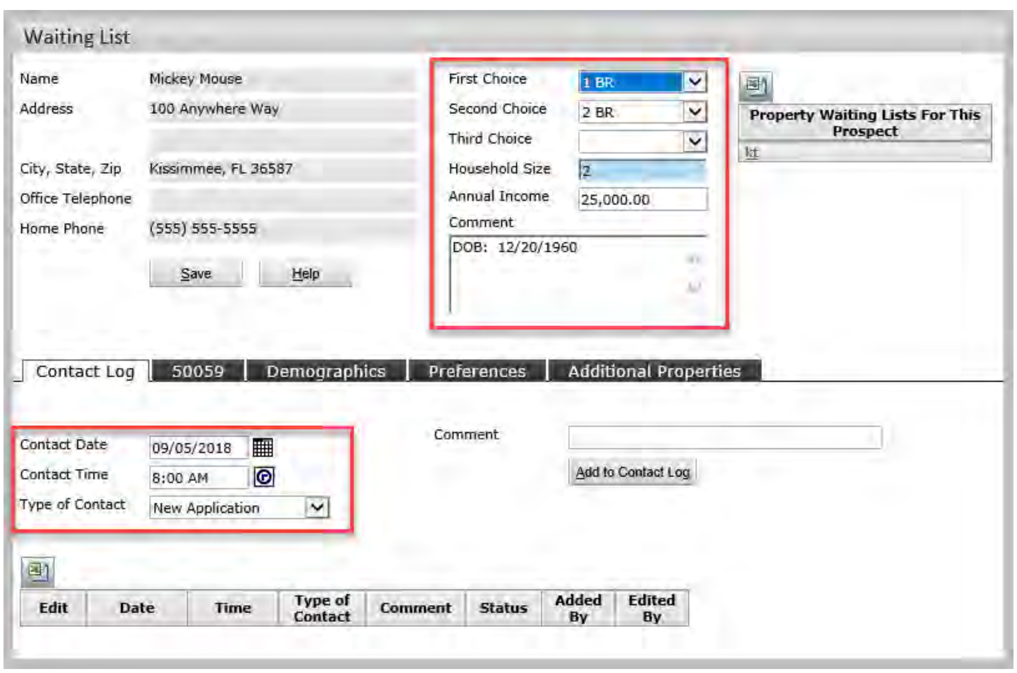
Adding a Prospect to the Waiting List

All Section 8 and Tax Credit properties should have an electronic waitlist. Once the prospect has been added, the waiting List button will appear.

1. Pull up the prospect via the person search. Once displayed, click the **Waiting List** button. The **Waiting List** screen appears.



The **Waiting List** screen is broken out in two sections, along with tabs that need to be completed, some have required fields.



2. Complete the top section of the **Waiting List**:

Top Section of Waiting List Screen

First, Second, Third Choice - In the top section, select the bedroom choices. Only one-bedroom size is required, however, if the prospect wants a second- or third-bedroom size select that from the dropdown.

Note: If you add the prospect to multiple bedroom sizes, they will show up in both bedroom sizes.

Household Size – Input the number of people expected to live in the unit.

Annual Income – Input the anticipated annual income for the household. Note: This income will not be verified at this point, it just the anticipated income reported on the application.

Comment – Type any notes in the comment section. All comments appear on the waiting list reports. There may be certain data you want to collect that isn't asked for on the different waitlist screens, example: Date of Birth could come in handy for an elderly property. Type any notes that you want to appear on the report.

3. Update the **Contact Log** section of the waiting list.

Contact Log

Complete Date - Enter the date the prospect was placed on the waitlist.

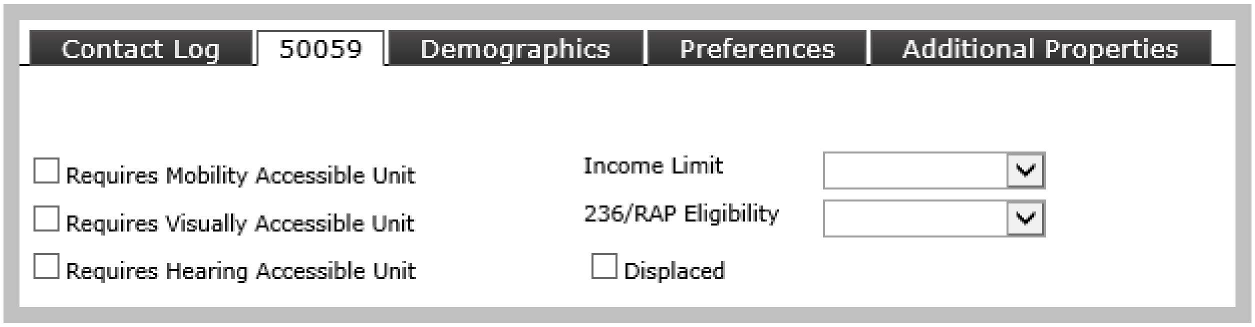
Contact Time - Enter the time the prospect was placed on the waitlist.

Type of Contact - The first log in the contact log should be New Application. After the person is placed on the list, different contacts can be added.

Comment – Enter any comments pertaining to the application.

4. Click the **50059** Tab to complete the **50059** section.

50059 Tab on Waiting List



Requires Mobility/Visually/Hearing Accessible Unit – Check the boxes as needed if the prospect requires an accessible unit.

Income Limit – Select the appropriate income limit from the drop down. There are no check points to verify the income at this point.

236/RAP Eligibility – If the property does not have 236 units, leave blank. However, if the property is 236, select the appropriate option in the drop box.

Displaced – If the prospect was displaced from a prior location, select the box appropriately.

5. Click the **Demographics** tab to complete the demographics section of the waitlist.

Demographics on Waitlist

Gender– Select the appropriate gender or select declined to report.

Ethnicity – Select the appropriate ethnicity or select declined to report.

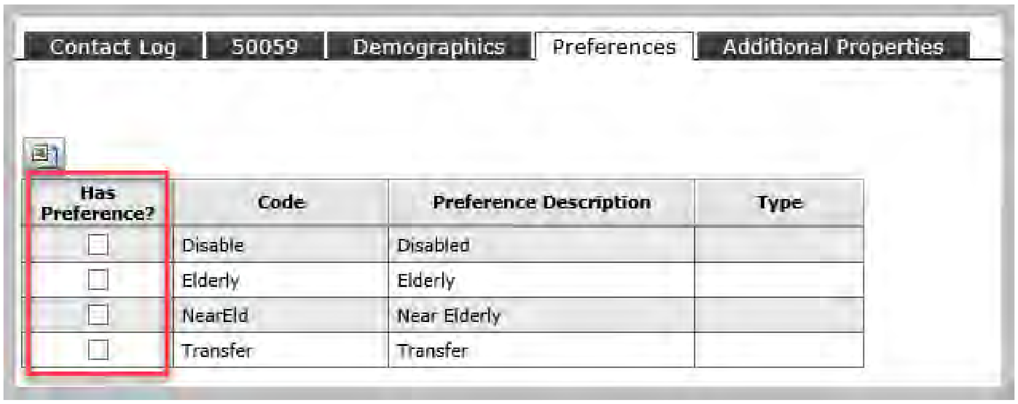
Race (Choose all that apply) – Select one or more of appropriate race that apply or choose declined to report.

6. Click the **Preferences** tab to add the appropriate preferences.

Preferences Tab of Waitlist

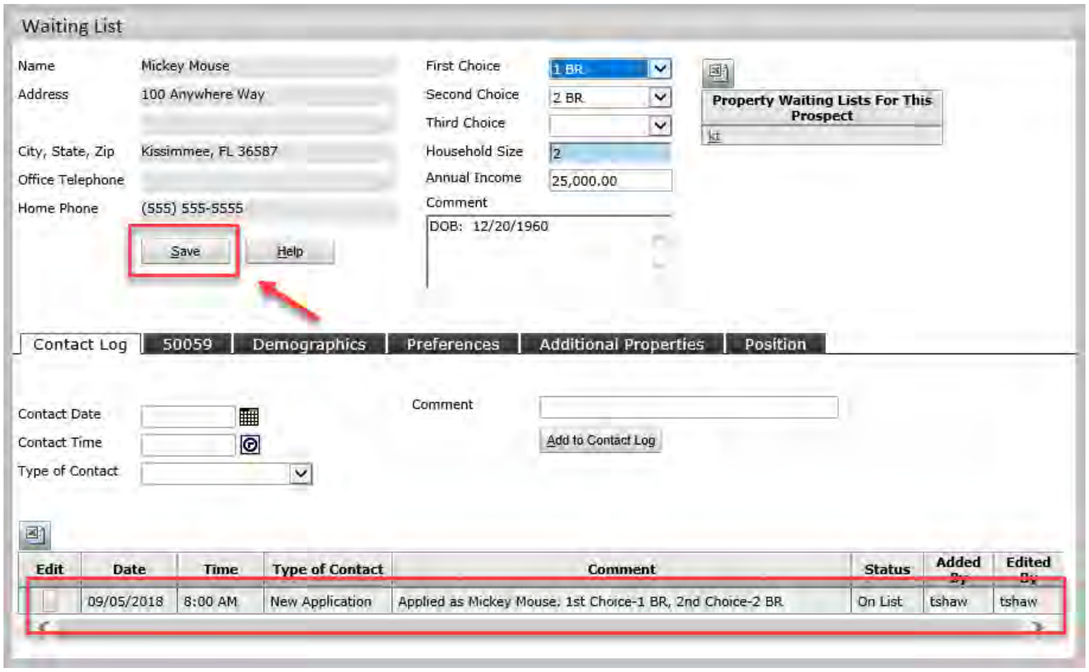
If the waitlist setup has preferences defined from the properties Tenant Selection Plan they will appear here. Based on the setup, preferences can put the prospect higher on the list based on need.

Note: If you do not see a preference that you believe the property should have, please contact support, along with sending a copy of the tenant selection plan.



7. Select <u>all</u> the preferences that apply to the applicant.
8. <u>Ignore the Additional Properties tab</u>.
9. Click back on the **Contact Log** tab, click the Add to Contact Log button.

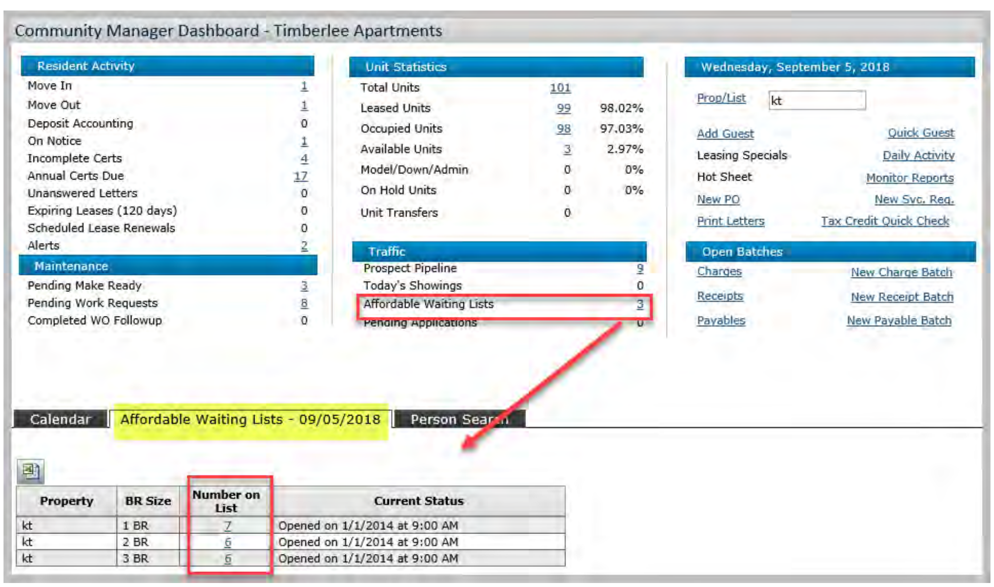
The new application contact updates to the log.



10. Click **Save** to update the screen. Close the waiting list screen, click **Home** to return to the dashboard.

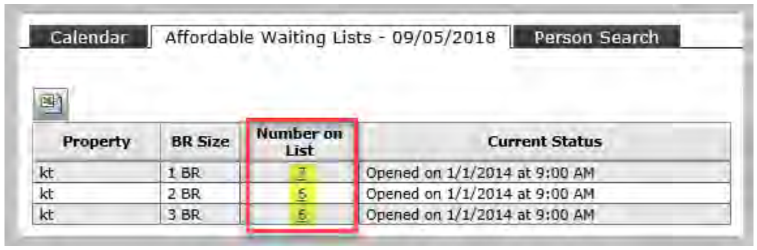
Waitlist Dashboard Review

Access the waiting list details under the **Traffic** section on the dashboard. Select **Affordable Waiting Lists** link.



The number that displays next to the **Affordable Waiting List** link represents the number of waiting list the property has open, which should match the different bedroom sizes on the property.

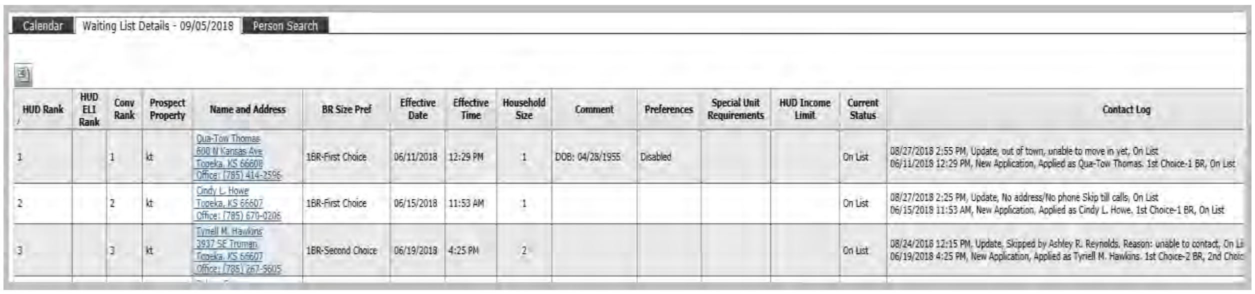
In the example below the property has 1, 2 & 3-bedroom units. Applicants are tied to these lists. The number next to the bedroom size is the number of applicants tied to that bedroom list.



Calendar | Affordable Waiting Lists - 09/05/2018 | Person Search

Property	BR Size	Number on List	Current Status
kt	1 BR	7	Opened on 1/1/2014 at 9:00 AM
kt	2 BR	5	Opened on 1/1/2014 at 9:00 AM
kt	3 BR	6	Opened on 1/1/2014 at 9:00 AM

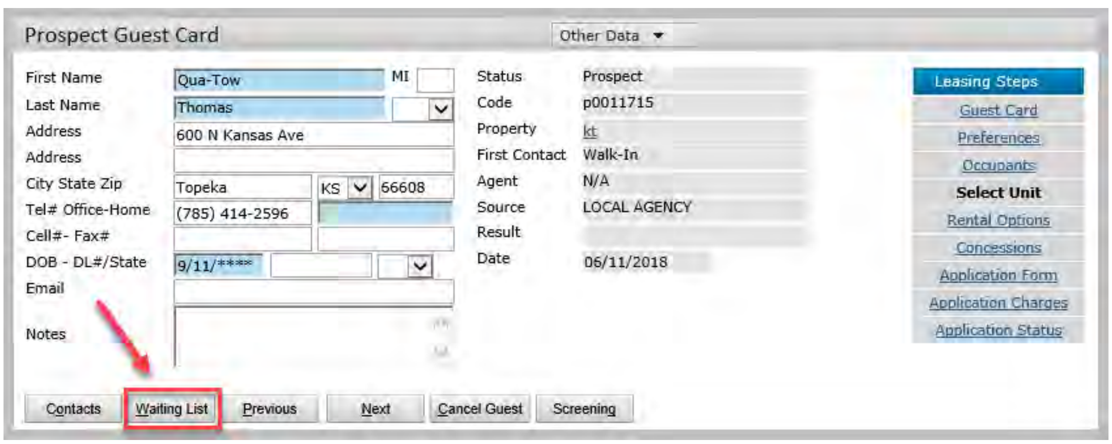
Click the link to access the individual list.



Calendar | Waiting List Details - 09/05/2018 | Person Search

HUD Rank	HUD ELI Rank	Conv Rank	Prospect Property	Name and Address	BR Size Pref	Effective Date	Effective Time	Household Size	Comment	Preferences	Special Unit Requirements	HUD Income Limit	Current Status	Contact Log
1		1	kt	Qua-Tow Thomas 600 N Kansas Ave Topeka, KS 66608 Office: (785) 414-2596	1BR-First Choice	06/11/2018	12:29 PM	1	DOB: 04/28/1955	Disabled			On List	08/27/2018 2:55 PM, Update, out of town, unable to move in yet, On List 06/11/2018 12:29 PM, New Application, Applied as Qua-Tow Thomas. 1st Choice-1 BR, On List
2		2	kt	Cindy L. Howe Topeka, KS 66607 Office: (785) 670-0206	1BR-First Choice	06/15/2018	11:53 AM	1					On List	08/27/2018 2:25 PM, Update, No address/No phone Skip till calls, On List 06/15/2018 11:53 AM, New Application, Applied as Cindy L. Howe. 1st Choice-1 BR, On List
3		3	kt	Tyrell M. Hawkins 3937 SE Truman Topeka, KS 66607 Office: (785) 267-5605	1BR-Second Choice	06/19/2018	4:25 PM	2					On List	08/24/2018 12:15 PM, Update, Skipped by Ashley R. Reynolds, Reason: unable to contact, On Li 06/19/2018 4:25 PM, New Application, Applied as Tyriell M. Hawkins. 1st Choice-2 BR, 2nd Choic

To update data on a **Waiting List**, drill into the person from the list, or use the person search to locate them.

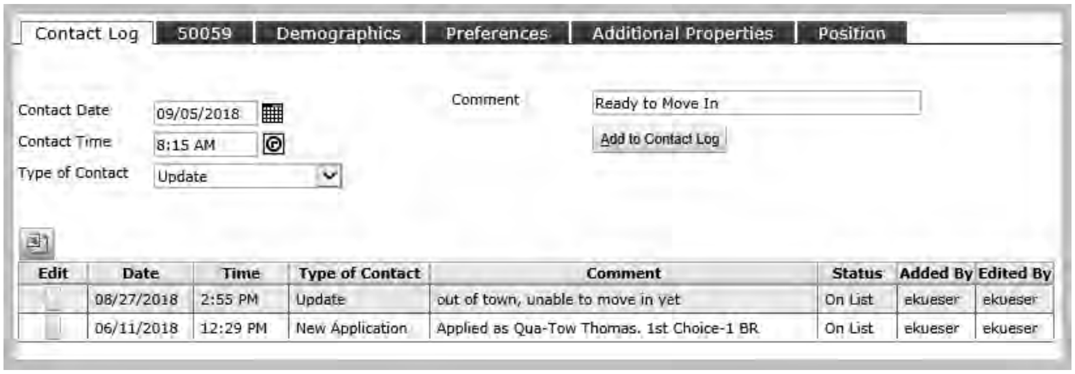


Click the **Waitlist List** button to open the waitlist details.

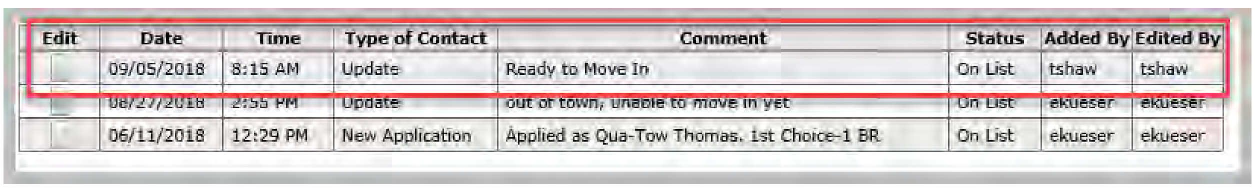
Update Waitlist Contact Log

When a note needs to be added to the waitlist log for tracking purposes, you can do this on the **Contact Log** tab.

Input the date, time and type of update, along with any notes that go along with the log. Then click **Add to Contact Log.**



Once added, the log updates with the contact note. Click **Save**, then close the window.



Waiting List Reports and Letters

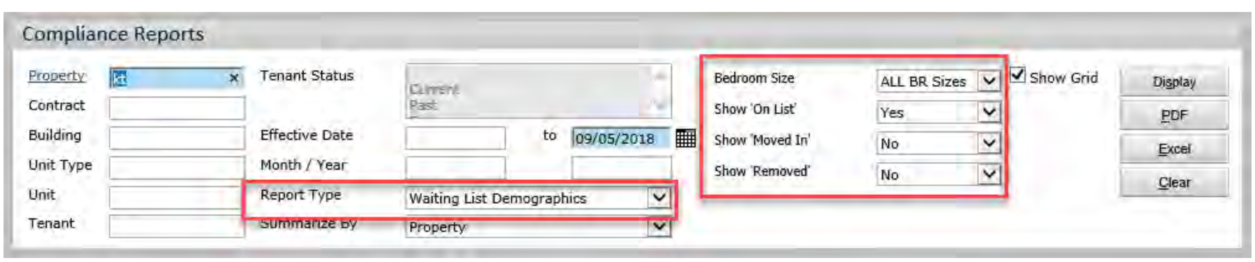
There are several reports and letters available. All of the waitlist letters have an option on the report filter to update the contact log, make sure this is filled out appropriately.

Waitlist Analytics

The Waitlist Analytics can be found via the **Side Menu > Analytics > Compliance Reports**.

There are four different waitlist reports, all similar in nature, however, certain columns would be filled in or left blank, depending on your preference.

- Waitlist – Does not include Demographics on the report.
- Waitlist Demographics
- Waitlist History – Does not include demographics on the report.
- Waitlist History Demographics



The report filter allows the report to be ran in different ways. You can choose to see all bedroom sizes or just a specific bedroom size.

The report allows you to show prospects on list, moved out and removed respectively based on the options selected.

Choose the type of waitlist report from the drop down. When a historical option is chosen a date range is required to run the report.

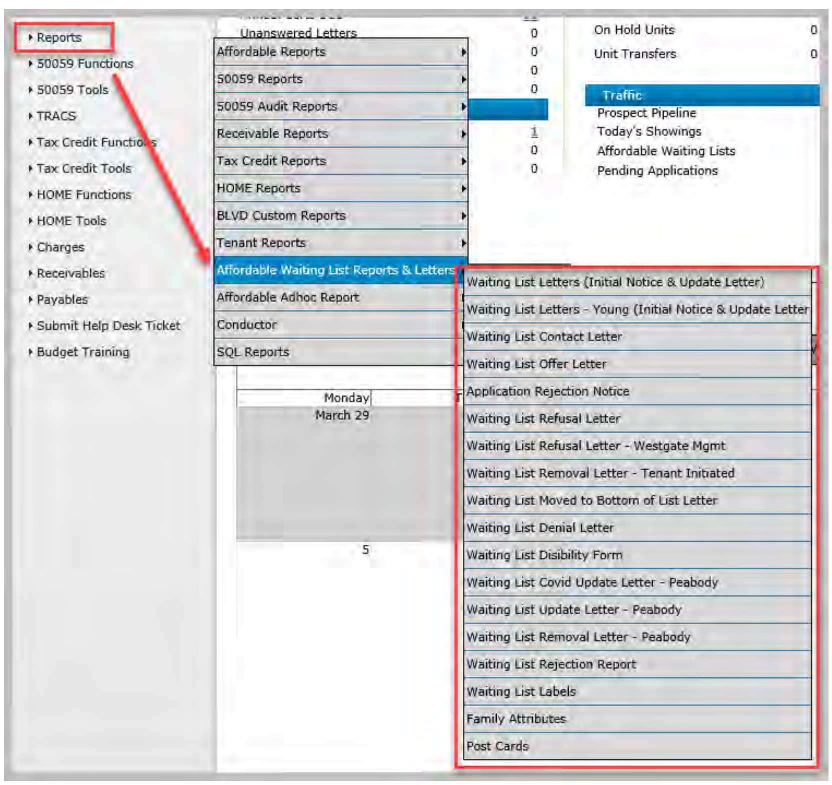
The **Affordable Housing Waitlist** report shows the order in which people appear on waitlist based on the programs and preferences defined for the prospect. When multiple programs are present, the report will show a position for each program.

All Analytic reports can be exported to **Excel or PDF**. Note, PDF is a better format as the comments do not export over well in Excel. Example of the report output:

HUD Rank	HUD ELI Rank	Conv Rank	Prospect Property	Name and Address	BR Size Preference	Effective Date	Effective Time	Household Size	Annual Income	Comment	Preferences	Special Unit Requirements	HUD Income Limit	Race of Head
Timberlee Apartments (kt)														
1		1	kt	Qua-Tow Thomas 600 N Kansas Ave Topeka, KS 66608 Office: (785) 414-2596	1BR-First Choice	06/11/2018	12:29 PM	1	16,500.00	DOB: 04/28/1955	Disabled			Native American
2		2	kt	Cindy L. Howe Topeka, KS 66607 Office: (785) 670-0206	1BR-First Choice	06/15/2018	11:53 AM	1	0.00					White
3		3	kt	Tyrell M. Hawkins 3937 SE Truman Topeka, KS 66607 Office: (785) 267-5605	2BR-First Choice 1BR-Second Choice	06/19/2018	4:25 PM	2	0.00					Black
				Ralynn E. Lax										

Waitlist Reports and Letters

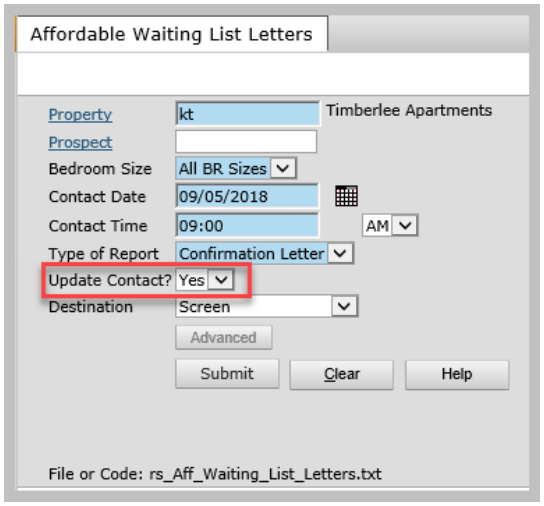
All other waitlist reports and letters can be found from the side menu > **Reports > Affordable Waiting List** Reports. Most letters and reports can be generated individually or for everyone.



- **Waiting List Letters (Initial Notice/Update Letter) –** sent to prospect after initial contact or yearly when an update is required from the prospect.
- **Waiting List Letters – Young - (Initial Contact/Update Letter)** – sent to prospect after initial contact or yearly when an update is required from the prospect. Created for specific management company.
- **Waiting List Contact Letter** – Generic contact letter you can send to prospect when they have not responded to phone calls.
- **Waiting List Offer Letter –** When a unit becomes available you can send an offer letter to the prospect.
- **Application Rejection Notice** – Letter to send to applicants that are rejected for different reasons.
- **Waiting List Refusal Letter** – Letter to send applicants when they request to be removed from the list. This letter should be generated prior to adding the removal contact on the applicant.
- **Waiting List Refusal Letter** – Letter to send when applicant refuses an apartment.
- **Waiting List Removal Letter Tenant Initiated**– Letter to send applicants when they request to be taken off the list. Make sure to run this BEFORE you add the removal in the contact log.
- **Waiting List Moved to Bottom of List Letter** – Letter to send to applicant when they have refused a unit too many times and are being moved to the bottom of the list.
- **Waiting List Denial Letter** – Letter to send to an applicant when they are being denied.
- **Waiting List Disability Form** – Form to send applicant to verify disability.
- **Waiting List Rejection/Refusal Report** – Report that shows the reason why an applicant was rejected or refused a unit.
- **Waiting List Rejection Report**– report that shows what applicants have been rejected and the reasons for rejection.
- **Waiting List Labels** – Labels that can be printed for everyone on list or for specific bedroom sizes.
- **Family Attributes** – Report has a Summary or Detail version.
- **Post Cards –** Can be printed on card stock to send for an update (rarely used).

Generating Waiting List Letters

When generating waitlist list letters, the filter has an option to update the contact log. The date and time input into the filter when set to yes, the note gets populated into the waitlist list log.



Each letter on the report filter has an option to update the contact log. This should be used to process and keep track of when letters are sent to applicants.

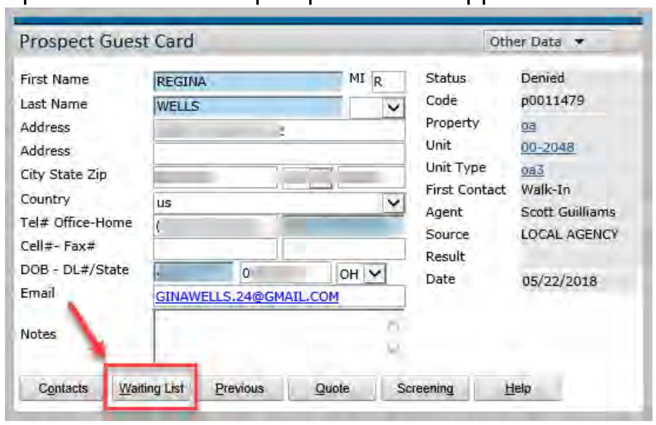
Note: Once a note has been added to the contact log it can't be removed. If changes are needed, contact the helpdesk.

Removing Prospect from Waitlist

When a prospect fails to respond to an update notice or has provided notice that they no longer want to be on the waitlist, you need to remove them for the appropriate date and time.

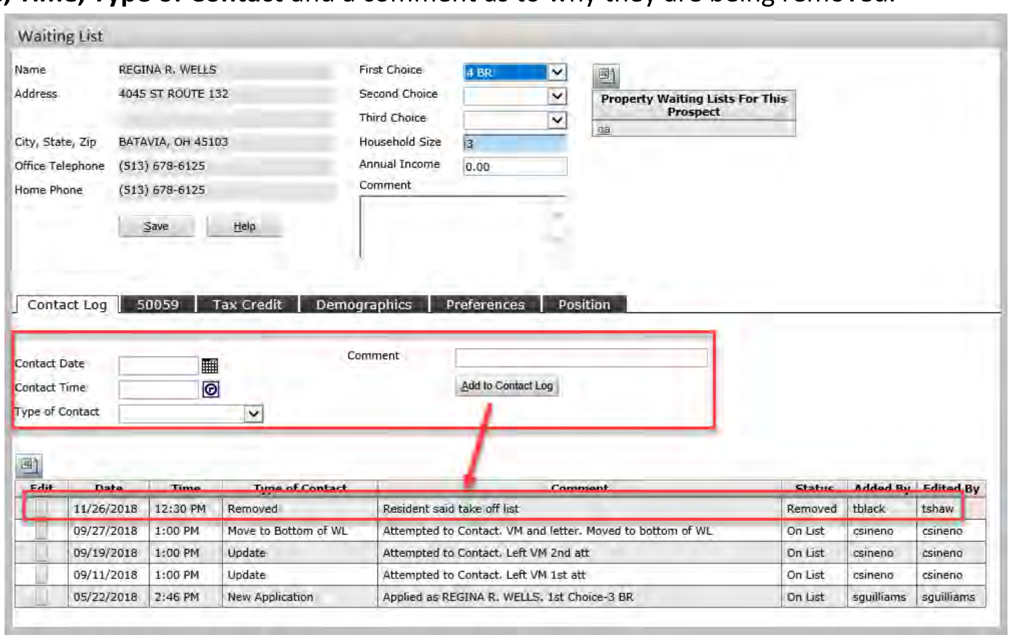
NOTE: Before you add the removal notice, please print the removal letter to the prospect, review the prior section on waitlist letters and reports. Once the tenant has been removed, you can no longer print this letter.

1. Pull up the prospect, via the person search. The prospect screen appears.



2. Click the **Waiting List** button to bring up the waiting list screen. The contact log appears at the bottom.

3. Input the **Contact Date, Time, Type of Contact** and a comment as to why they are being removed.

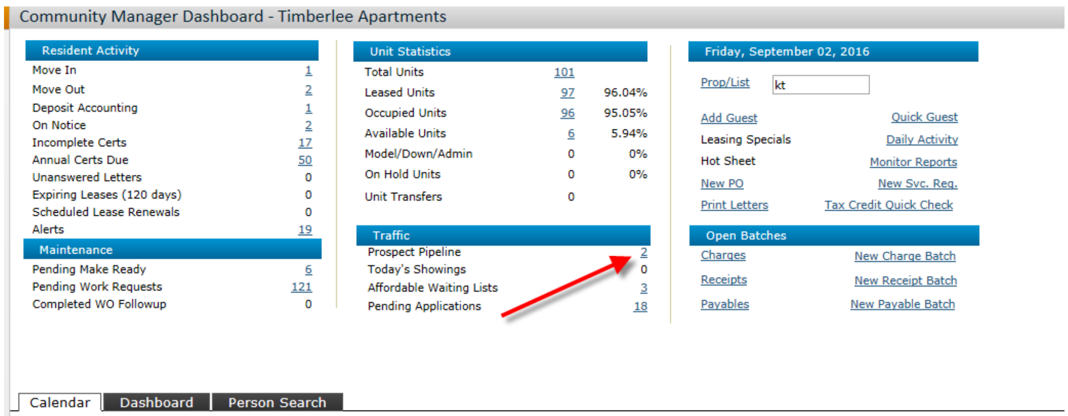


4. Click the **Add to Contact Log** button to have the log updated. Click **Save.**

Editing Existing Prospects

Go to the **Traffic** area of the **Dashboard** and click on the number next to **Prospect Pipeline** to edit or find existing prospects in the system.

Note: Prospects remain in the Prospect Pipeline for 30 days. After 30 days, use the **Person Search** Tab to locate the Prospect Record.

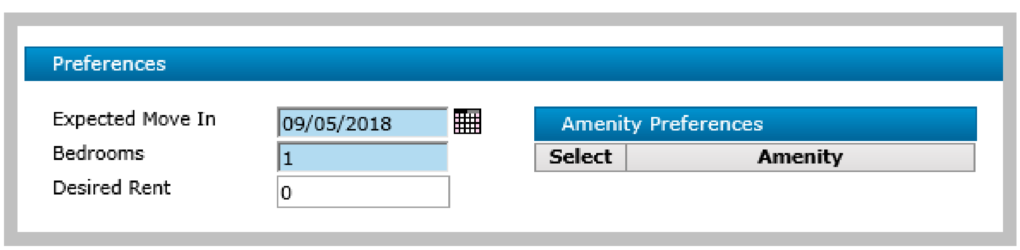


5. Click on Prospect's name in the **Guest** *column.*

6. Edit fields on the **Prospect Guest Card** form as desired.

7. Click **Next** when the current **Leasing Step** has been completed to forward to the next **Leasing Step**.

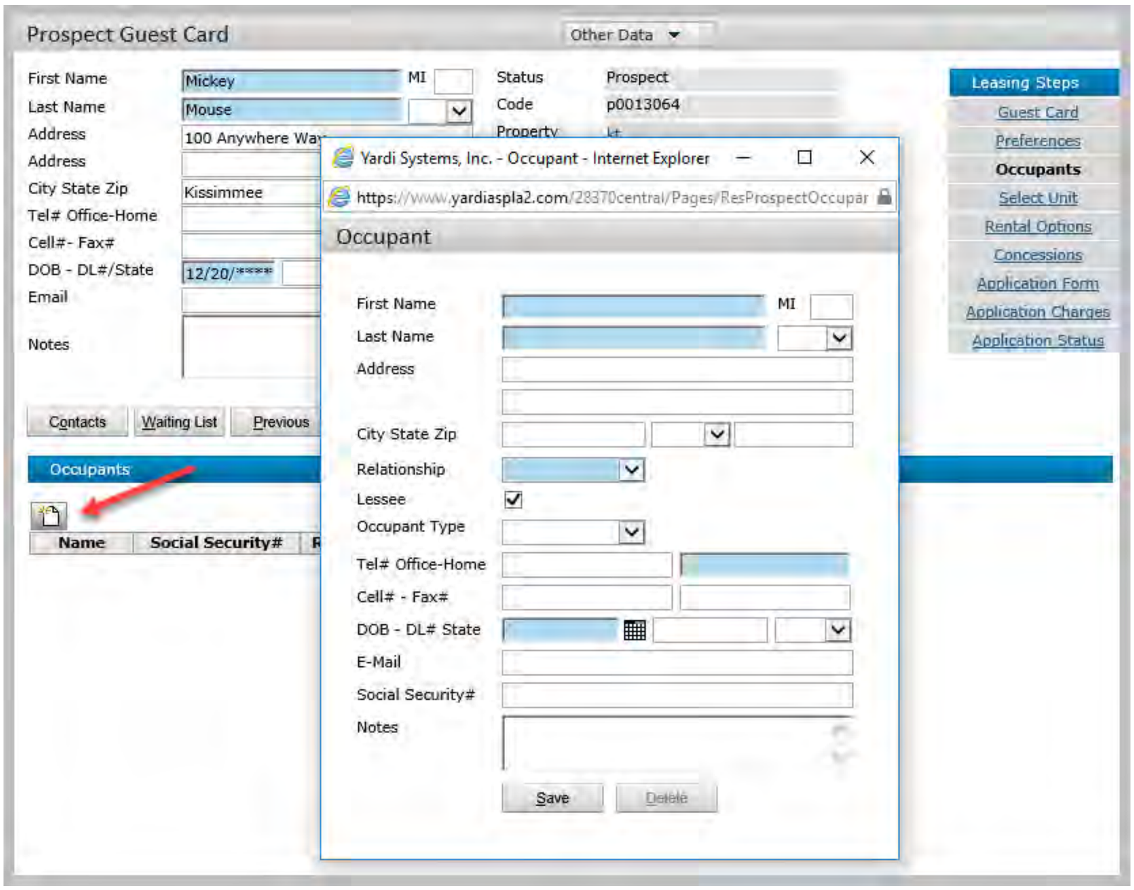
8. Enter the **Expected Move In** date, **bedrooms** desired and **desired rent**. Click **Next**.



Entering Occupants

1. If there are additional leaseholders or co-signers, click **Add New Occupant** in the **Occupants** section to enter their names and information into Voyager.

***NOTE**: It is recommended to enter the information for **Affordable Guest Occupants**, as all household member data will be recorded in the "Qualification Steps" section. In order for a Guest to be included in searches performed from the Yardi Voyager Dashboard Menu, as well as some reports, the name of each household member must be entered in the "Occupants" section.*



2. Complete the following fields in the **Occupant Information** section:

   - **First Name** - Enter the additional Guest's first name in the "First Name" field.
   - **MI** - Enter the additional Guest's middle initial, if any, in the "MI" field.
   - **Last Name** - Enter the additional Guest's last name in the "Last Name" field.
   - **Title** - Choose the additional Guest's preferred title from the drop-down menu (e.g., Mr., Mrs., etc.).
   - **Address** - Enter the current address of the Guest. This information will be used to mail correspondence to this Guest.
   - **City –State Zip** - Enter the current city. Choose the state from the drop-down menu. Enter the zip code of the Guest.
   - **Relationship** - Choose relationship to the original Guest from the drop-down menu.
   - **Lessee** - Check this box if this person will sign the lease.
   - **Tel# Office-Home** - Enter the Guest's telephone number(s). Yardi will automatically format the phone number to read (999) 999-9999.
   - **Cell# - Fax#** - Enter phone numbers, if applicable.
   - **DOB – DL#/State** – Enter the date of birth, driver's license number and state, if applicable.
   - **Email** - As an additional contact method, the additional Guest can provide an e-mail address.
   - **Social Security #** - If provided, enter the Guest's social security number (SSN). Dashes are not necessary, as Yardi will automatically format the SSN to read 999-99-9999.
   - **Notes** - Provide specific information about any specials discussed with the Guest in this field (e.g., move-in specials, etc.).

3. Click **Save.** Note that after saving, the Occupant box automatically closes and updates the **Occupants** list.

4. Add any additional occupants or Click **Next** to continue.

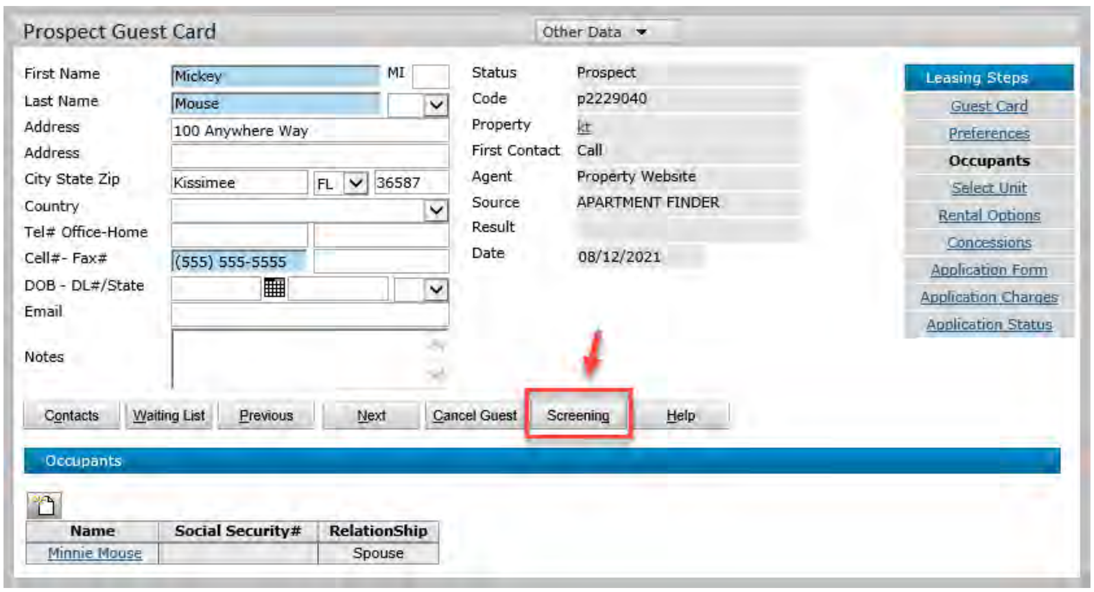
NOTE: Depending on your management company practices, Screening can be completed in different phases of the workflow. Once all of the adjust occupants have been added via the above steps and before you go to the trouble of completing compliance it maybe a good time to run screening now. If they do not pass screening, then there is no reason to move forward with the compliance workflow.

Screening

Before a prospect can become a tenant, they must be screened for criminal and credit history. The procedures in this section will cover instructions for background screening for new move ins. BLVD uses RHR (Rental History Reports) as their interface partner for credit/criminal/rental history background checks.

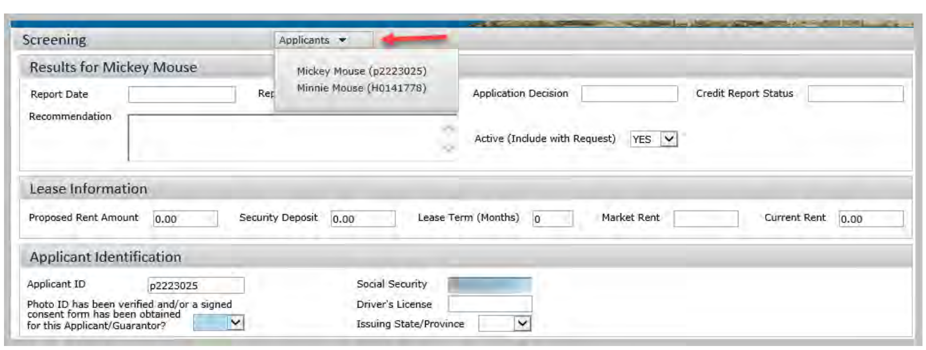
It is crucial to initiate the screening on applicants from inside Yardi via the prospect workflow. It is recommended that once an applicant has completed the move-in interview, and their information is entered in Yardi to request the screening thru RHR.

Note – the screening button is also available in multiple sections of the prospect and compliance workflows.



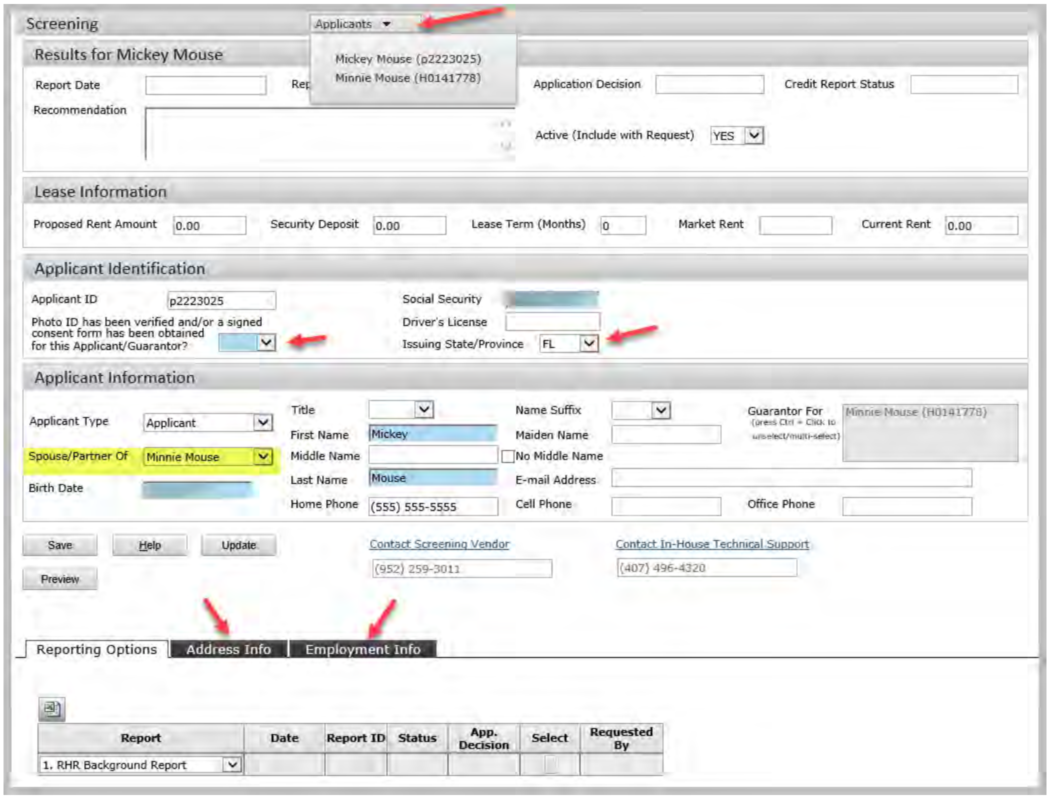
The Screening page appears. Complete the required fields (shown in blue), checking each tab for missing information. All household members over 18 must be ran.

Click the **Applicant** drop down from the top of the page to change between household members. Any member under 18 will be listed as (inactive). All adult household members need to be updated prior to running the credit check or you will receive a message that required fields are not complete.



Reporting Options:

For the reporting options you should select the 1. RHR Background Report in the dropdown so that the full background AND criminal report gets populated. If you only choose criminal only the criminal check will be run and not the full background report. You should only run Criminal only if you are running the credit check at recertification.



Address and Employment Info Tabs

Click the **Address Info** and **Employment Info** Tabs and update the information on these tabs as well. The more information added the better the results of the credit reports.

Once both the address information and the employment information are entered, click **Save.**

To start the process credit check, go back to the **Reporting Options** tab and click the **Select** button next to the **1.RHR background Report** option.

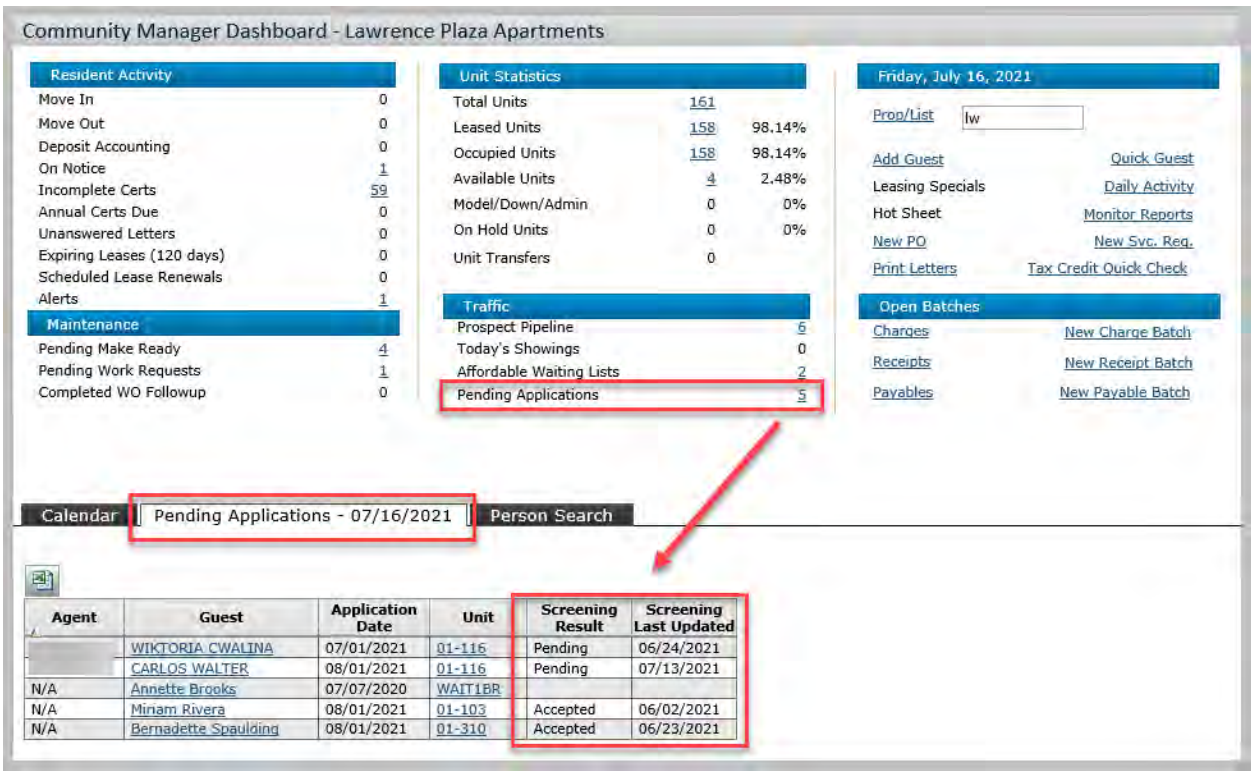
You will be prompted to enter your RHR username and password, this is a different login from Yardi. If you do not have a screening login, please add a helpdesk ticket to request one.

Once you login to RHR, screening will begin.

Reviewing Screening Results

Once screening is completed in RHR, Yardi will be updated with the screening results, you should also receive an email from RHR. If you do not receive the reports, please add a helpdesk ticket to have the setup reviewed.

To view the results, select **Pending Applications** from the **Dashboard**. Click the link next to Pending Applications on the dashboard to see when screening was last updated.

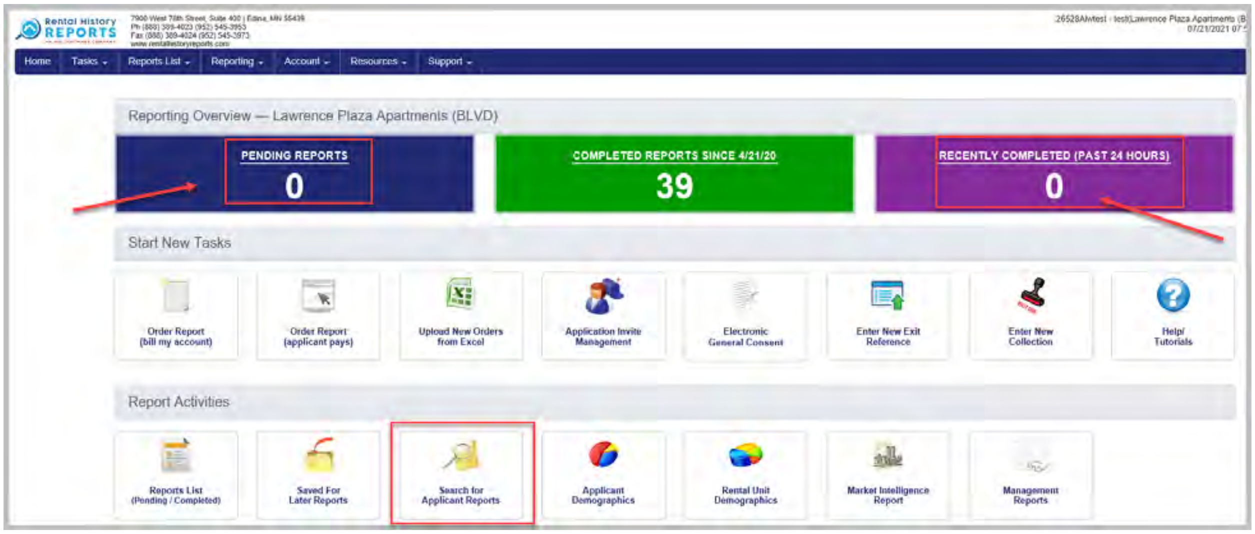


RHR Pending Reports

Normally the screening doesn't take very long, at least for the credit section. However, the Criminal may take longer. You should receive an email from RHR with the screening details. You will need to log into RHR and select the appropriate Leasing Decision as needed.

The RHR website is: https://secure.rentalhistoryreports.com/LogIn.cfm

Use your assigned RHR Username and Password to login. The RHR Dashboard for your property should appear.

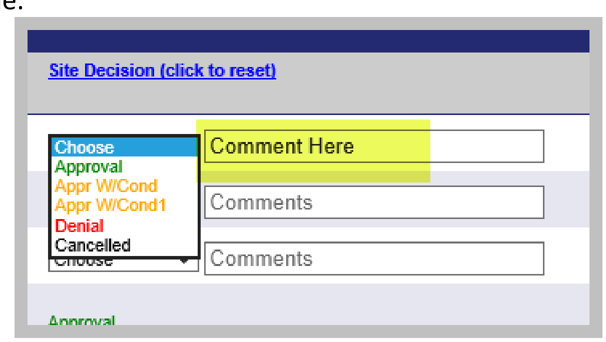


Any pending reports or reports completed in the last 24 hours will appear with a number in the appropriate boxes (shown below).

NOTE: Prior to selecting the leasing decision you should review the next section for 'How to Read RHR Screening Reports'.

Click on the appropriate box, the Pending Reports screen appears.

Depending on the situation of the credit report you can override a credit decision or make comments as needed. In the far right column under Site Decision, you can type a comment and then click the appropriate option from the dropdown box for what decision is being made.



If you are approving with conditions or denying the application for a specified reason.

Once this is done, you will be asked to run a letter to the applicant. That will be your choice, there are no changing the wording on the letters. Note, you can run waiting list rejection letter and select credit as the reason being denied.

Once you have selected the appropriate screening options the results will be sent back to Yardi and if approved the section will update after a short time and allow you to Execute the Lease.

How to read RHR Screening Reports

Once a screening report is returned you will need to review the report to see if they qualify to be moved in as a resident.

Fraud Protection

The fraud section of the report is designed to provide alert messages for various types of fraud that can be found by comparing the social security number provided against the information contained within the credit bureau and the social security administration databases.

- **Name:** Name of applicant entered on the request.
- **SSN:** Social security number entered on the request.
- **State Issued:** The state of issuance according to the social security administration.
- **Year Issued:** The range of years in which this number was issued by the social security administration.
- **Status:** the following status codes are provided below:
  - **Issued SSN:** This is a normal SSN that is valid and no fraud activity has been found.
  - **Issued Prior to D/O/B:** **FRAUD!** The SSN was issued prior to the applicant's birth date, and this is not possible.
  - **Invalid SSN:** **FRAUD!** The SSN has never been issued by the Social Security Administration.
  - **Does Not Match Bureau:** The SSN provided is different than what the credit bureau has on file. It does not necessarily mean that fraud has occurred, but you are encouraged to re-verify with ID.
  - **Issued Within last 6 months:** The SSN was issued within the last 6 months. This can only happen in 2 instances – when (1) newly immigrating citizen and (2) applicant has requested a number change.

Court Eviction / UD Searches

The Court Eviction /UD Searches descriptions are shown below.

Terminology	Description
Admitted NPR	Tenant admitted to not paying rent
BOL	Breach of Lease
BRA	Broken Rental Agreement
CCP	Counterclaim for possession of premises (defendant is also claiming rights to property)
Default	Defendant did not show up for hearing

Dismissed	1) The plaintiff dropped the case 2) Case was thrown out by a judge.
Dismissed without prejudice	Case was thrown out by a judge but may be re-filed.
DRV	Drug violation
Foreclosure	When a homeowner fails to make payments to mortgage company, the property is sold and proceeds given to the mortgage company.
FTV	Failure to vacate (Defendant was ordered to surrender the property and did not do so.)
Judgement for Defendant	The court ruled in favor of the tenant
Judgement for Plaintiff	The court ruled in favor of the landlord
LLVP	Landlord lease violation (the landlord failed to meet the terms of the lease agreement).
NPR	Nonpayment of rent
NS	No show (failure to appear in court)
Restitution	Returning to the property owner property or the monetary value of loss
RP	Restitution of premises (the defendant must surrender the property to the plaintiff)
Settled	Parties involved independently reached an agreement
Stricken	One or both parties did not show up for the hearing
WI	Writ issued (an order signed by a judge requiring the defendant to vacate the premises)

Name Match Only: Court eviction record is confirmed only because of a name match with the applicant. This means RHR was not able to match the record with a birth date or social security number, and does not prove that the record definitely belongs to the applicant.

Credit Report Summary

The section of the report provides snapshot of all activity on the consumer's credit report.

<u>Terminology</u>	<u>Description</u>
Public records	Total number of public records
Past Due Amount	Total amount of past due payments owed by the consumer
Inquiries	Total number of inquiries made within 24 months
Installment Balance	Total installment loan account balance owed by the consumer
Monthly payment (excluding mortgage accounts)	Combined total of scheduled and estimated monthly payments owed by the consumer
Inquires / 6 mo	Total number of inquiries made within 6 months Mortgage Balance
Total Mortgage account balance (owned by mortgage)	Total amount of mortgage payments owed by the consumer
Derogatory Accts	Total number of accounts which are now delinquent or derogatory
Total revolving charge account balance owed by	Revolving balance

consumer	
Revolving available	Total % of revolving credit still available to the consumer
30/60/90	Summary of payment history for the past 7 years into 30/60/90-day delinquency and derogatory buckets
Credit Score	Statistical program that compares information provided by credit grantors to the credit performance of consumers with similar profiles. A credit scoring system awards points for each factor that helps predict who is most likely to repay a debt.
Credit Score Factors	Elements of the credit report that drive credit score

Credit Information

This section of the report covers the specific trade lines contained within an applicant's credit history.

Terminology	Description
Creditor	Abbreviated name of credit grantor with whom consumer has an account
Type	Type of account
Opened	Date the account was opened
Last Reported	Date of last update on the account
30/60/90	Account payment history
High Credit	Highest amount ever owed by the consumer on that account
Balance	Credit balance on the account
Mo Pymt	Amount the consumer is scheduled to pay on the account
Past Due	Amount past due for the account

Report Codes

MOP (Manner of Payment)

1) Current with zero balance – update received
2) 30 – 59 days past the due date
3) 60 – 89 days past the due date
4) 90 – 119 days past the due date
5) 120 days or more past the due date
6) Paying or paid under Wage Earner Plan or similar arrangement
7) Paying or paid under Wage Earner plan or similar arrangement
8) Repossession
    a. Voluntary repossession
    b. Paying or paid account with MOP 8
9) Charge off to Bad debt
    a. Collection account
    b. Paying or paid account with MOP9 or 9B
10) UR - Unrated

Third Party Collections

This section of the report identifies consumer accounts that have been transferred to a professional debt collecting firm. Accounts sent to collections remain on credit report for 7 years from the date of original missed payment.

Terminology	Description
Agency	Name of collection agency providing information
Creditor	Collector's kind of business
Opened	Date the account was opened
Last Reported	Date the information was verified
Placed	Date the amount was turned over to a collection agency
Placed Amt	Original dollar amount of collection
Balance	Balance owed as of date verified
Status	Explanation of current account status as reported by the collection agency

Public Records

Public record information is maintained on consumer's file in compliance with Fair Credit Reporting Act. This information is obtained from county, state and federal courts and includes civil judgements, state tax liens, and bankruptcies. Most judgements, including small claims, civil and child support, remain on the credit report for 7 years from the filing date.

Terminology	Description
Description	Type of judgement court reporting courts name Docket Court case number
Plaintiff	Agency/Company that filed the judgement
Filed	Date the judgement was filed
Status Date	Status date if status is satisfied, released, vacated, discharged or dismissed
Assets	Asset amount for bankruptcies only
Liabilities	Amount of public record

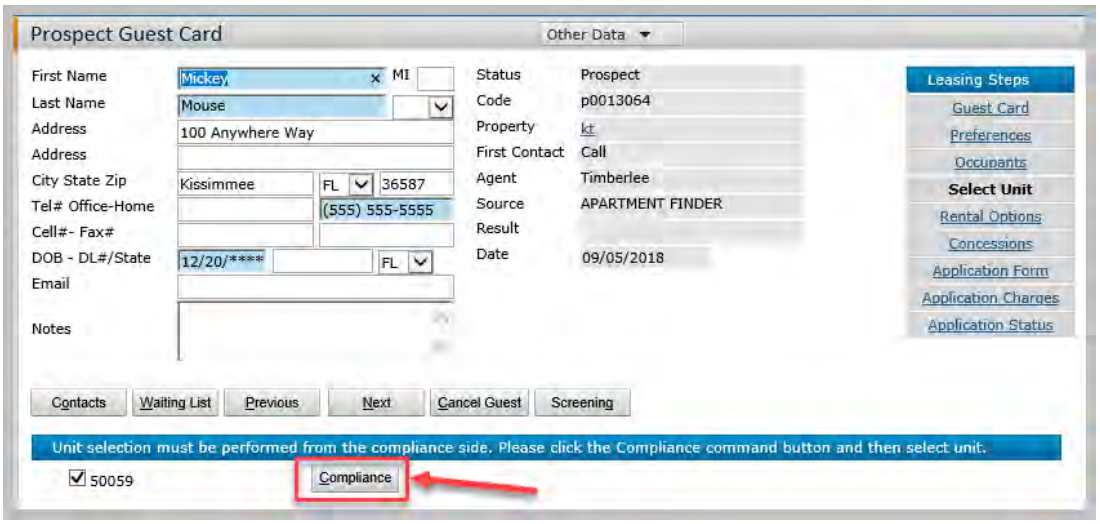
Credit Inquiries: This section displays which companies have viewed the consumer credit file over the last two years. It includes the date the inquiry occurred.

RHR Summary: This section summarizes certain elements of data found in various sections of the entire report background into one area for quick and easy review. It also provides stop-sign alerts if you provide RHR with your resident selection criteria.

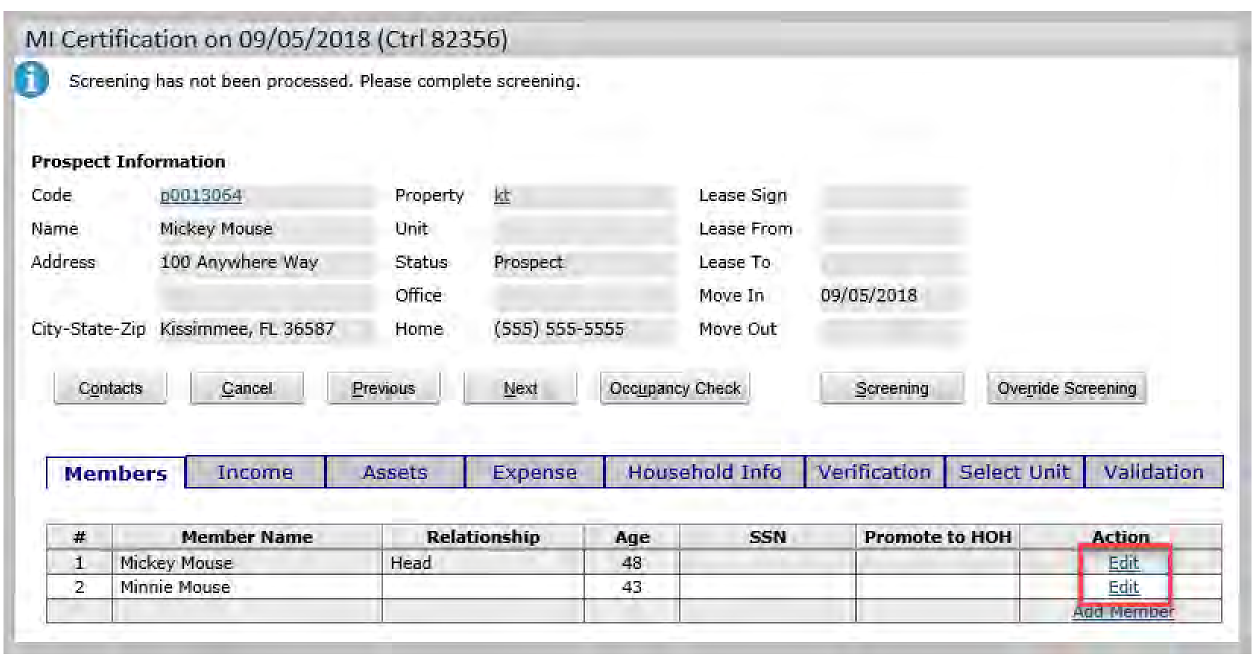
Criminal Records: See Criminal Records Terminology located on RHR website - https://www.rhris.com/FormsLibrary/Tutorials/RHR%20Criminal%20Records%20Terminology.pdf

Compliance Workflow

The **Select Unit Form** appears on the screen. As the Prospect being entered into the system is for a Qualified Unit, click the **50059 check box** and the screen will change to adapt to the Qualified resident process, displaying a Compliance button.



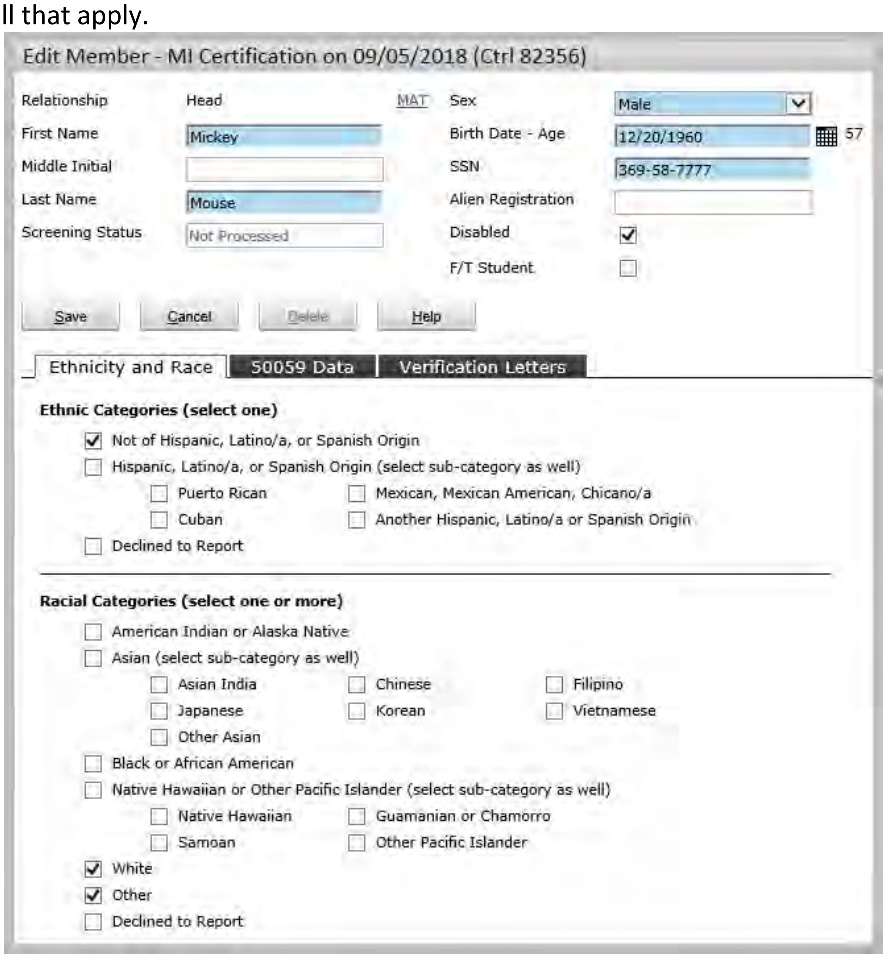
5. When the **Compliance** button is clicked, the form changes from **Prospect Guest Card** to **MI Certification** and shows the anticipated Move-in date on the title bar of the form.



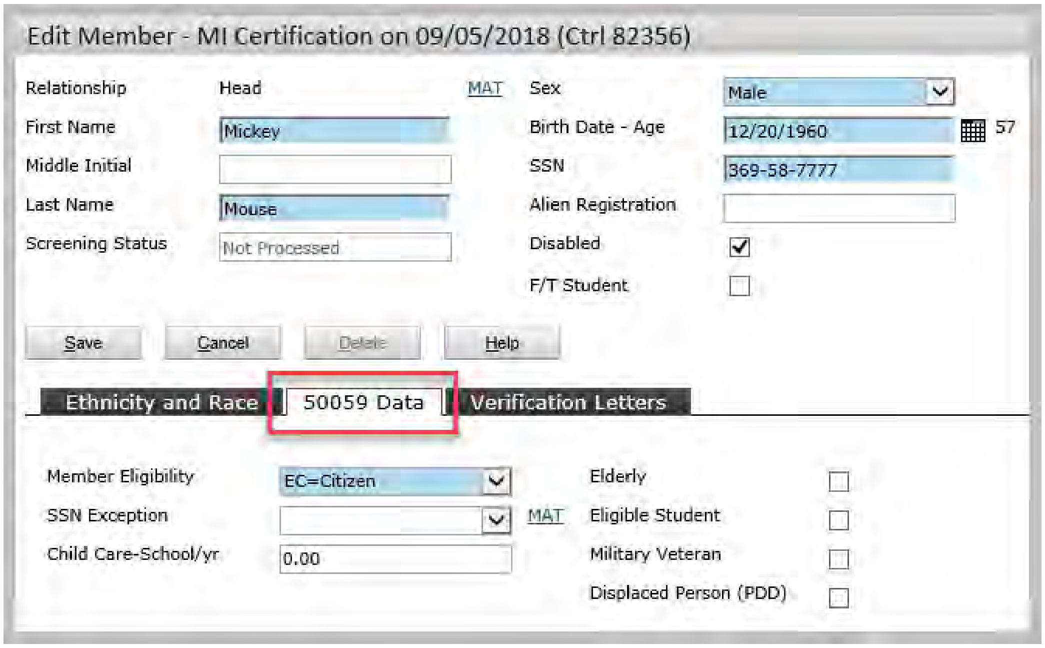
The **Prospect Certification** process will require completing the following Qualification steps:

Family Members: Enter all household members and information. The Head of Household Member has already been added; click on **Edit** to complete his or her information. Click on **Add New Member** to add any additional household members.

- **Relationship**: Choose from the dropdown list box.
- **First Name**: Enter first name of the family member.
- **MI:** Enter middle initial, as required by HUD rules.
- **Last Name**: Enter last name of the family member.
- **Sex**: Enter the sex of the family member.
- **Birth Date**: Enter the Birth Date of the family member.
- **SSN**: Enter the SSN of the family member.
- **Alien Registration:** Enter information if applicable.
- **Disabled:** Check the box if the person is disabled.
- **F/T Student:** Check the box if the member is a full-time student.
- **Ethnicity**: Select the appropriate ethnicity or choose declined to report.
- **Race**: Choose all that apply.

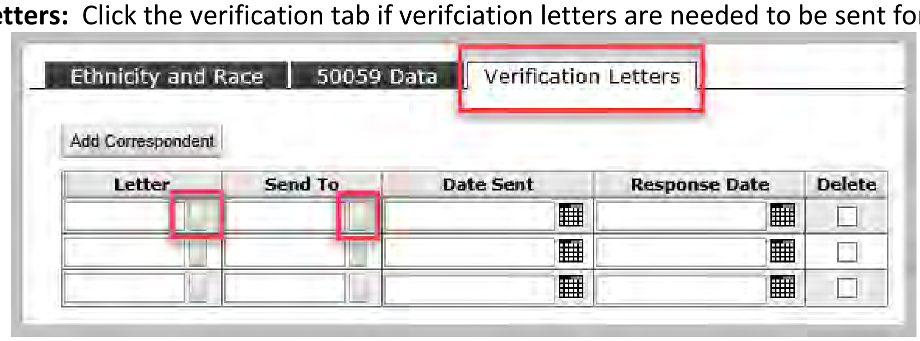


6. **50059 Data**: Enter all applicable information.



Verification Letters

7. **Verifiation Letters:** Click the verification tab if verifciation letters are needed to be sent for the members.

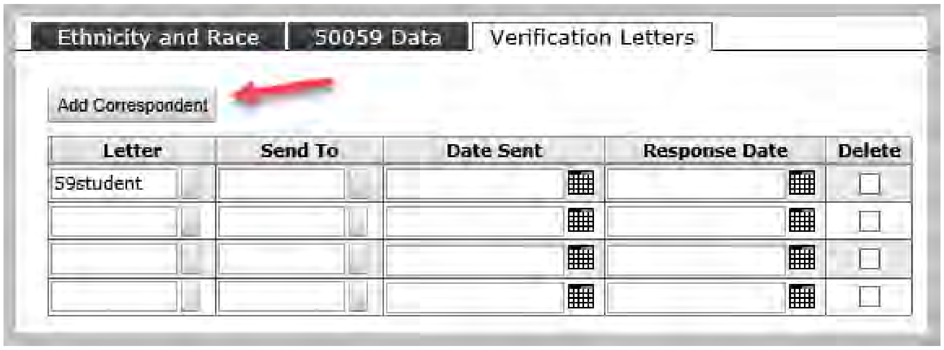


8. Click the box under the Letter column. Select a Letter to print for the tenant.
9. Click the Box under the Send To column. Select the person for whom the letter is for. Select none if the letter should not populate a correspondent. If the person for whom the letter is for does not display in the look up list, click the **Add Correspondent** button to add on the fly.

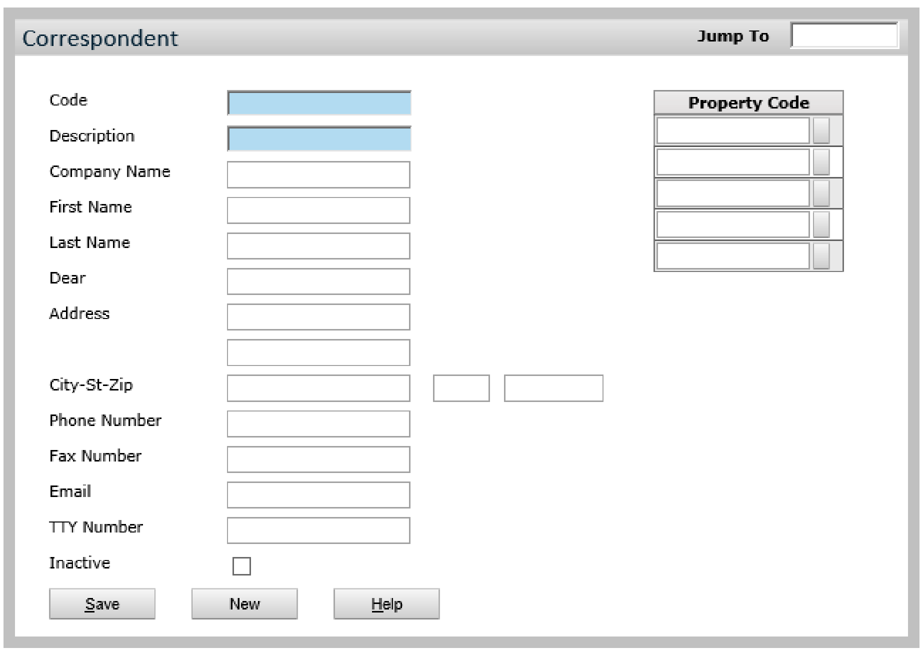
***NOTE**: The **Date Sent** and **Response Date** should remain blank. These fields will be completed later in the process.*

Adding a Correspondent

1. If a Correspondent needs to be added for any verification letter, it can be done by clicking on the **Add Correspondent** box.



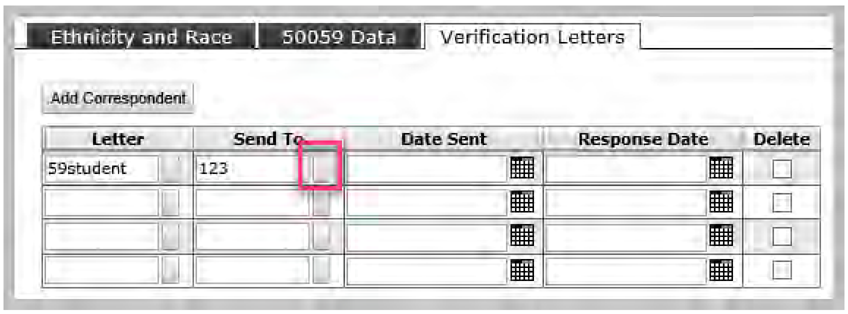
2. The **Correspondent** screen will appear.



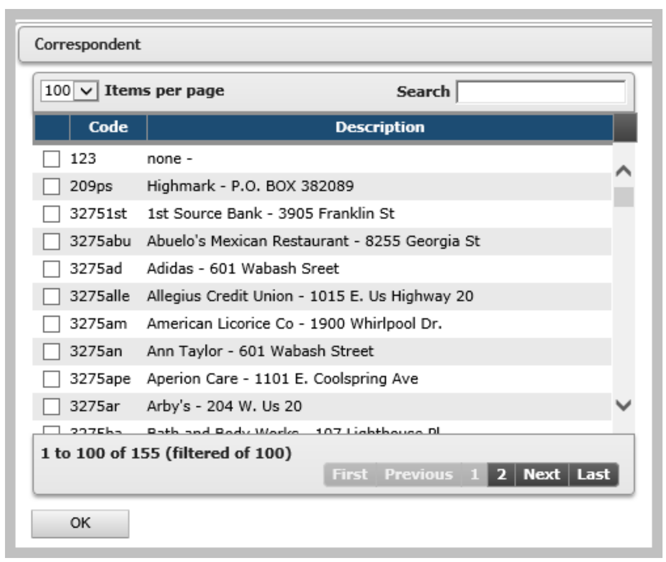
3. Complete the following fields:
   - **Code** - Enter 3 letters describing the recipient, followed by the zip code in which the recipient is located. For example, if the recipient is Bank of America in zip code 70568, enter "BOA75068".
   - **Description** - Enter a description that will assist in identifying this Correspondent. Descriptions are limited to 25 alphanumeric characters.
   - **Company Name** - Enter the name of the company. Company names are limited to 25 alphanumeric characters. This will appear in the address field of the letter.
   - **First Name** - Enter the first name for the Correspondent if known.
   - **Last Name** - Enter the last name for the Correspondent if known.
   - **Dear** - Enter any surname (i.e., Mr., Ms., Dr.)
   - **Address/City-St-Zip** - Enter the address for the Correspondent.

- **Phone/Fax/Email** - Enter this information is known.
- **TTY Number** – Leave blank
- **Inactive** - Clicking on this box will inactivate this Correspondent and it will not appear on the selection list.
- **Property** - The property code **<u>SHOULD</u>** be entered. Click the grey box to select the appropriate property code. The property must be selected in order for the Correspondent to appear on the "Send To" list for the verification letters.

4. Click **Save.** A confirmation message will appear stating, "Correspondent record saved." Click **OK** and close out of the **Correspondent** screen.

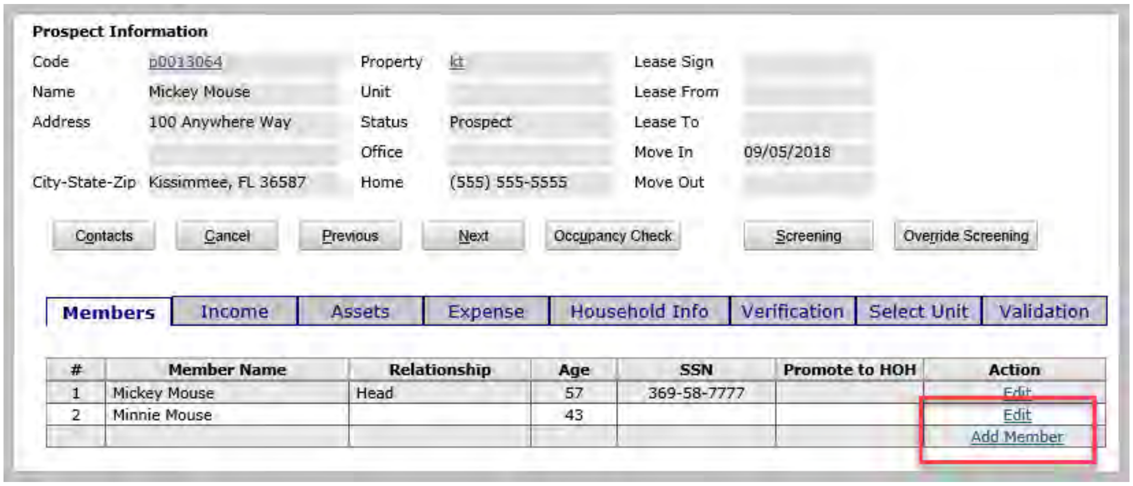


5. Click the grey box under the **Send To** column and a list of Correspondents will appear.



6. Select the Correspondent that was added by clicking in the box next to the name and click **OK.**

7. **Click Save**. The **Family Members** section will update with the new information.



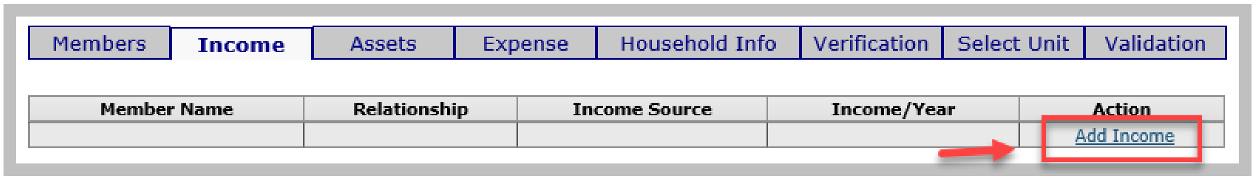
8. After editing the existing household members, if there are additional family members or occupants; click **Add New Member** in the **Family Members** section and repeat the process.

9. Click **Next** to save all changes and continue to the **Income** section of the **Qualification Steps**.

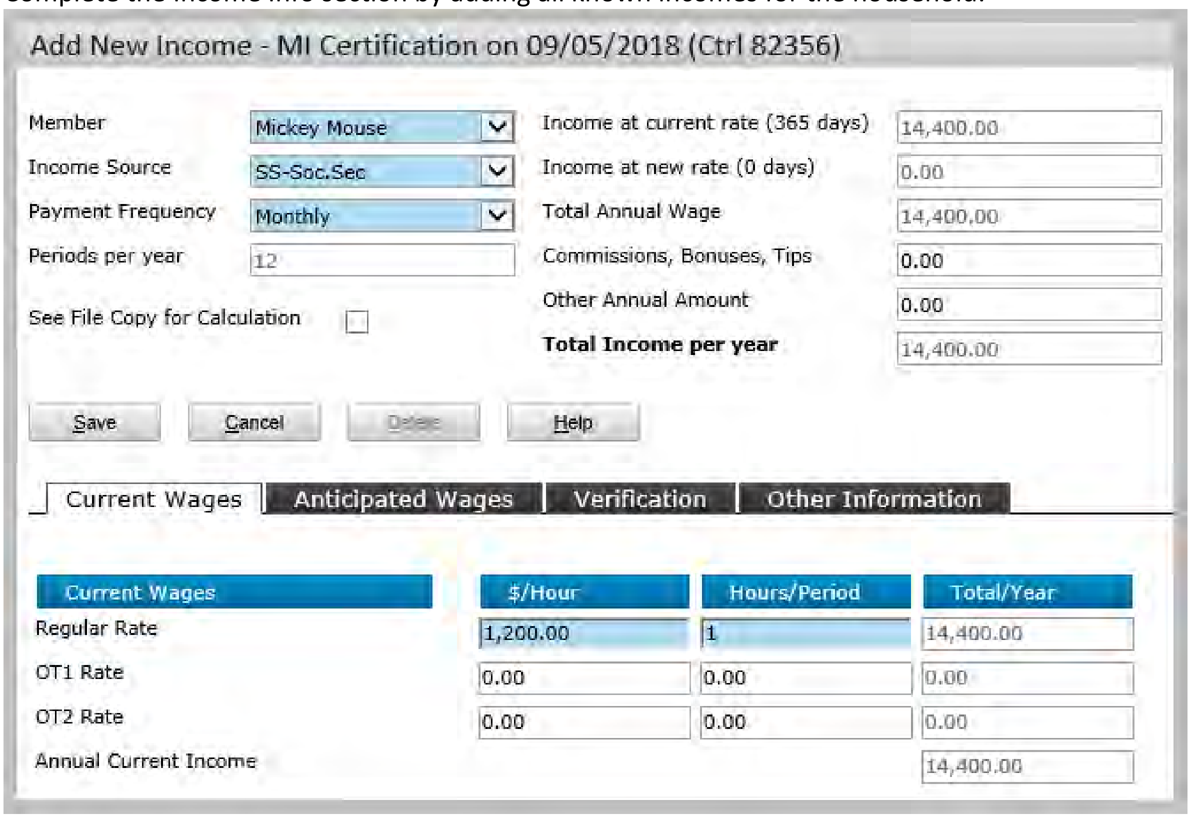
Recording Guest Income

1. In the **Income** section, click **Add New Income** to record the income of each family member based on the application. This data is unverified and CANNOT be used to determine the final eligibility of the Applicant.

Income: Enter all sources of income, as required by HUD rules.



Complete the Income Info section by adding all known incomes for the household:



Income Data:

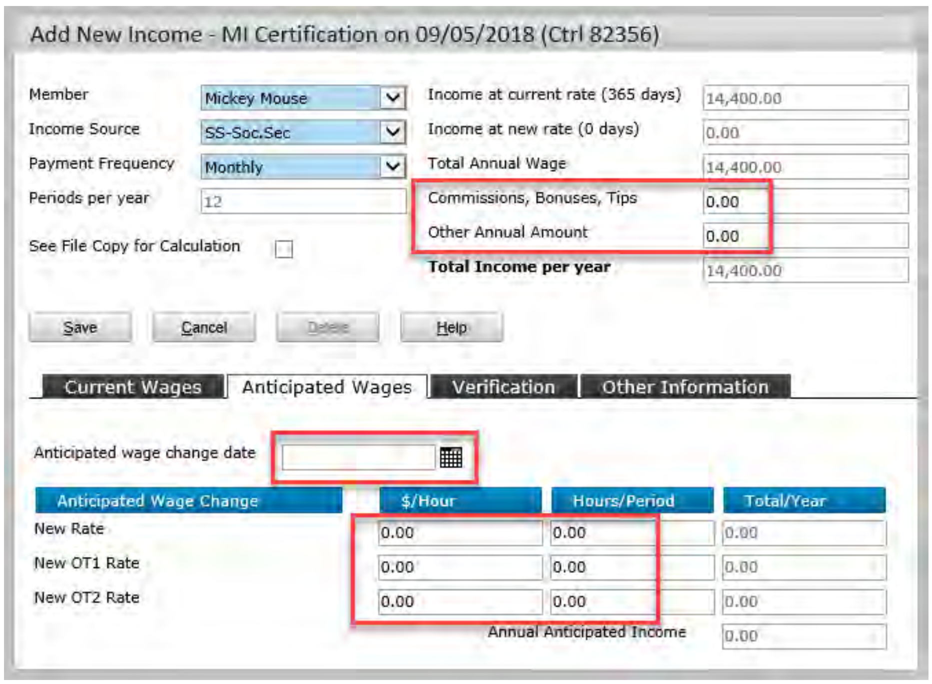
- **Member**: Select the member to whom the income belongs to from the drop-down list
- **Income Source**: Select the source of income from the drop-down list.
- **Payment Frequency**: Choose the appropriate frequency from the drop-down list.
- **Pay Periods per year**: This is a system calculated field.
- **See File Copy for Calculation**: Check this box as appropriate or leave blank.

Current Wages Tab:

- **Reg. Rate: Hrs/Period**: Enter the amount per period in the $/Hour field and the basis of periods for this particular income in the Hrs/Period. For example, if the income is $5.00 per hour at 25 hours per week, enter 5.00 in the first field and 25 in the second field.

- OT1 Rate: Enter the amount per period in the $/Hour field and the basis of periods for this particular income in the Hrs/Period. For example, if the Overtime (Time & a Half) rate is $7.50 per hour at 5 hours per week, in the first field enter 7.50 and in the second field enter 5.
- OT2 Rate: Enter the amount per period in the $/Hour field and the basis of periods for this particular income in the Hrs/Period. For example, if the Overtime (Double time) rate is $10.00 per hour at 3 hours per week the first field enter 10.00 and the second field enter 3.
- Annual Current Income: This is a system calculated field.

Anticipated Wages Tab:
On the Anticipated Wages tab enter these fields the same way as the Current Wages fields with the expected wage change.

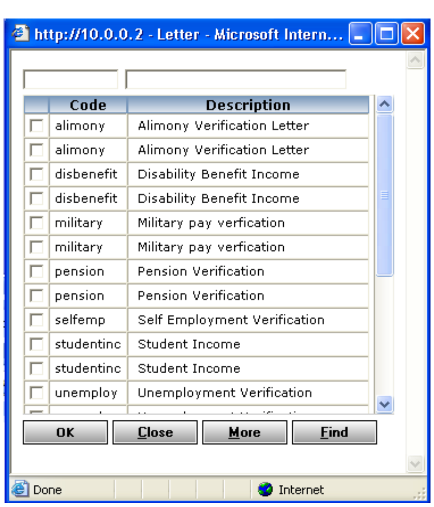


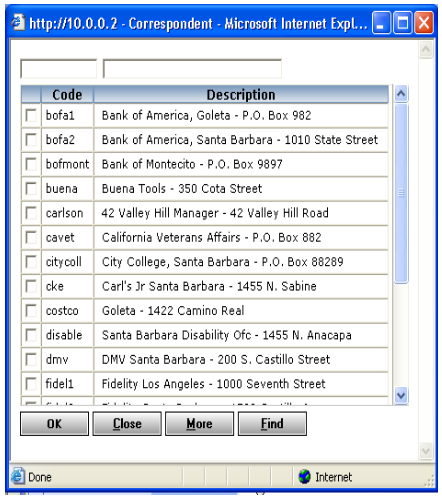
- Commissions, Bonuses, Tips, etc.: Enter the total amount of Commissions, Bonuses and Tips earned for that year.
- Other Annual Amount: Enter any additional income from this source for the year.
- Income/Year: This is a system calculated field that will total all formulas for this income source and display the total annual amount for this income source.
- Anticipated Wage Change Date: Enter the date the wages are anticipated to increase.
- New Rate: Add the new rate and amounts as anticipated moving forward.

Verification Letters:

- **Letter:** Click on the gray button to display the letters that are currently defined in the system database. Choose the appropriate letter, click **OK**. The letter code will be updated in the Letter field.

- **Send To:** Click on the gray button to display the correspondents that are currently defined in the system database. Choose the appropriate correspondent, click **OK**. The correspondent code will be updated in the Send to field.





Other Information:

Income Data:

- **Occupation:** Type the occupation of the member.
- **Occupation Zip Code:** Enter the zip code where the member works.
- **SSN Claim Number:** Enter the Claim Number of the SSN as needed.

Expense Information:

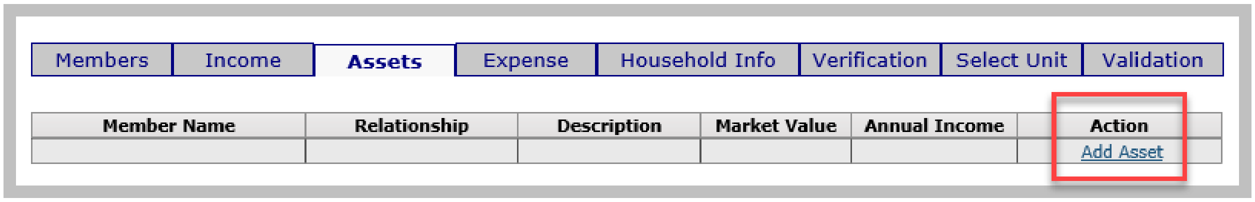
- **Care Code:** Choose the care code as appropriate. This is used when the household member has a child care or disability expense, but does not work.
- **Child Care-Work/yr**: Enter the annual cost of care that allows the member to work. This is a required field and the system defaults to zero.

2. Click **Save**.

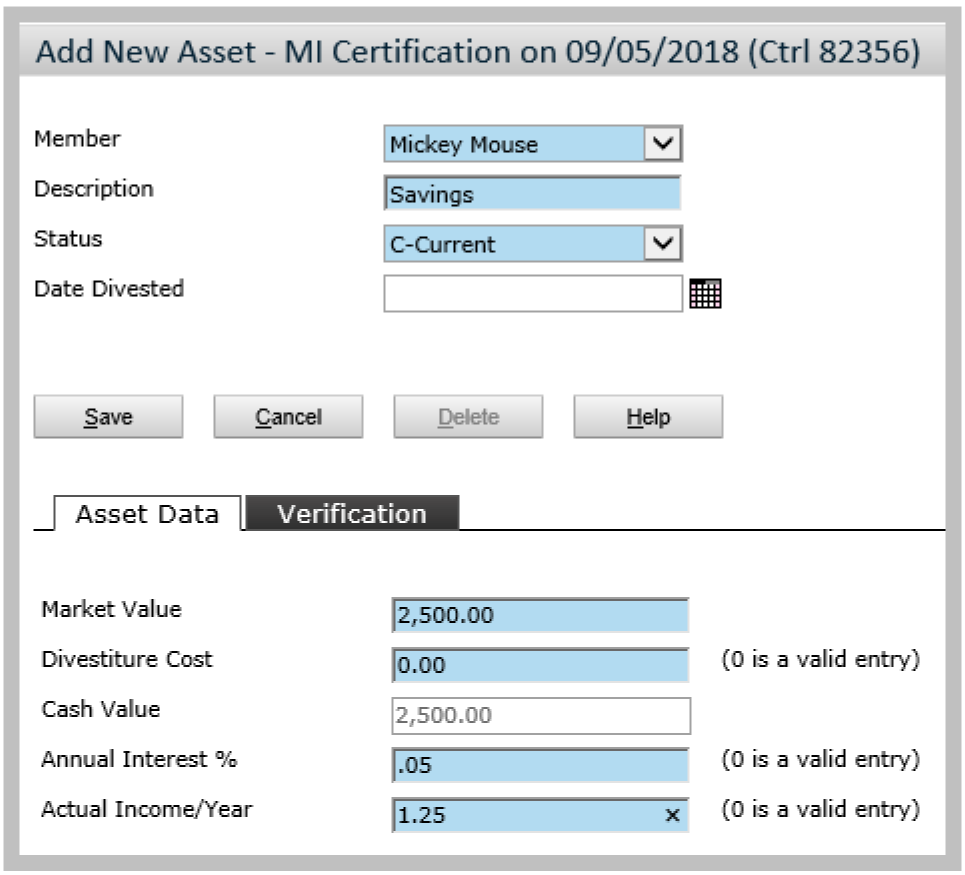
3. Click **Next** to forward to the next Qualification Step.

Recording Guest Assets

1. In the **Assets** section, click **Add Asset** to record the assets of all family members based on the application. This data is unverified and CANNOT be used to determine the final eligibility of the Applicant.



Assets: Enter any current or imputed assets.



Asset Data:

- **Member:** Select the name of the member to whom the asset belongs.
- **Description:** Select the source of the asset from the drop-down list.
- **Status:** Choose from the drop-down list.
  - C – Current: Make this selection for an asset that the household now owns.
  - I – Imputed: Make this selection for any sold or divested household asset that must be included.
- **Market Value**: State the current value of the asset.
- **Dvst Cost/Sale Price**: Enter either the cost to sell the asset or, if already sold, the price received; note that 0.00 is a valid entry.
- **Cash Value:** System calculated amount.
- **Annual Interest %**: The percentage of interest the asset earns annually; note that 0.00 is a valid entry.
- **Actual Inc./yr:** The amount of income earned annually from that asset; note that 0.00 is a valid entry

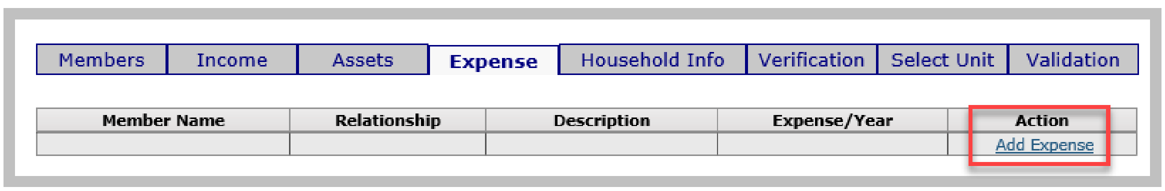
Verification:

2. Confirm the appropriate Asset Verification form letter and Correspondents are chosen by clicking on the **"Letter"** and **"Send To"** buttons.
3. Click the **"Save"** button.

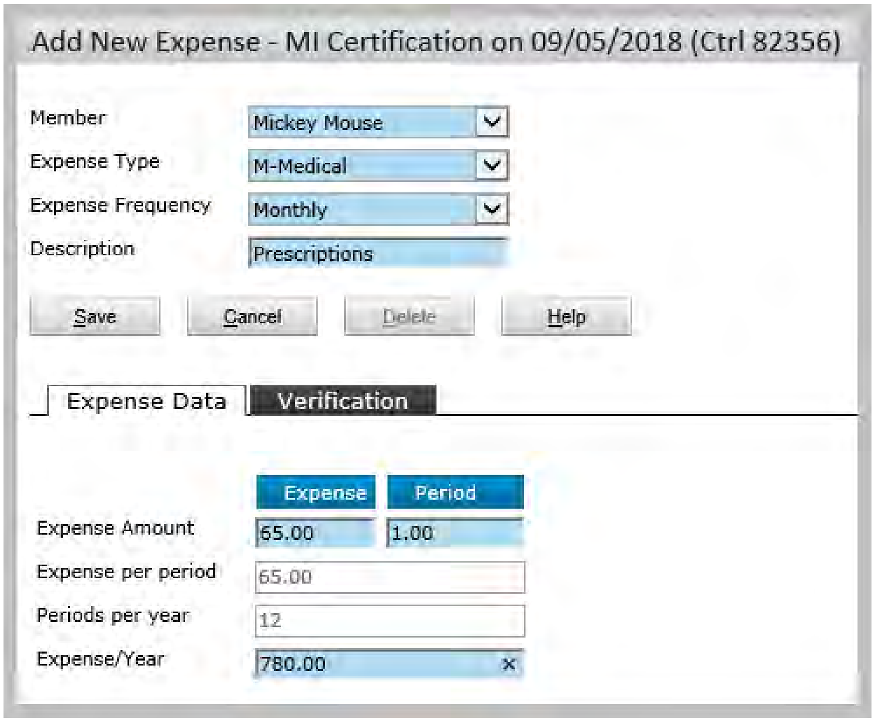
4. Click **"Next"** to forward to the next Qualification Step.

Expenses: Enter any documented medical or disability expenses.

The Expense form will show an Add New Expense link only if the Head, Co-Head or Spouse is identified as Disabled or Elderly. **If there are no members that are Disabled or Elderly, no expenses will be allowed to be entered.**



5. Click the **Add Expense** link and the **Medical/Handicap Expense Record** form will open.



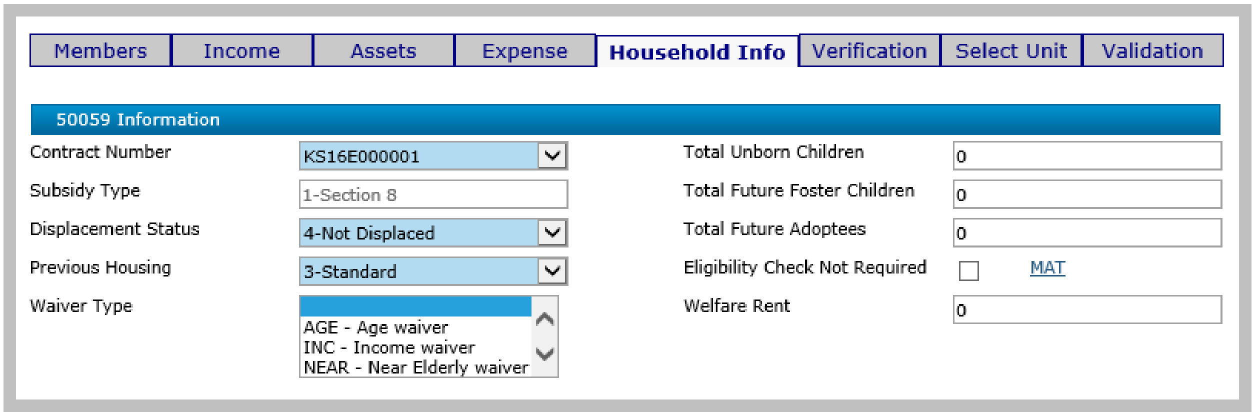
Medical/Disability Expense Data:

- **Member**: Select disabled or elderly member.
- **Expense Type**: Select the source of the expense from the dropdown list.
- **Expense Frequency**: Choose from the drop-down list. For example, choose monthly if the medical insurance premium is paid once a month.
- **Description:** Enter a short description of the type of expense.
- **Expense Amt – Times/Period**: Enter the amount per period in the first field and the basis of periods for this particular income. For example, if a medical insurance premium is $129 per month; enter 129 in the first field and in the second field enter 1.
- Expense per period: This is a system calculated field
- **Periods per Year**: This is a system calculated field.
- Expense / Year: This is a system calculated field that will total all formulas for this expense category and display the total annual amount in the field.

6. Confirm the appropriate Expense Verification form Letter and the correct Correspondents are chosen by clicking on the **Letter** and **Send To** buttons.

7. Click **Save.**

8. Click **Next** to forward to the next Qualification Step.



- Select the Contract Number
- Select the prior Displacement Status
- Select the prior Previous Housing status
- Total Unborn Children – Input the number (if any) of any unborn children, input the number.
- Total Future Foster Children – Input the number (if any) of future Foster Children.
- Total Future Adoptees – Input the number (if any) of future adopted children.

  The children questions allow the household to rent a unit of higher bedroom size than they could currently qualify for.

- Eligibility Check Not Required – This only applies to move in or initial certs (normally never checked). Click the MAT link if you believe your household qualifies for this rule.
- Welfare Rent – Input welfare rent as applicable (normally leave blank).

9. Click **Next.**

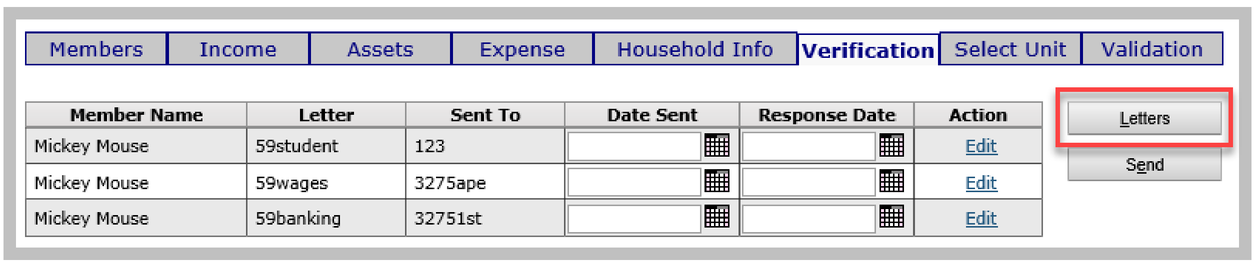
Reviewing Verification Letters

1. In the **Verification Letters** section, ensure that all verification letters for each section of the household have been created. If changes are necessary, click **Edit** to select a different letter or a different correspondent to whom to send the letter.

Verification Letters will be printed and tracked from this step.

The system will open the Verification form.

- During processing, verification letters have been chosen based upon letters pre-defined in the system database and that are required to be sent for household qualification.
- Any letters clicked on and saved in the various data entry forms will display on the Verification form.
- During processing, correspondents have been chosen based upon the type of verification letters being sent for household qualification.
- Any correspondents chosen and saved in the various forms will display on the Verification form.
- To print the Verification Letters, click on the **"Letters"** button.



- The letters will display in .pdf format, populated with the Prospect's and Correspondent's data.
- Save the file and print the desired number of copies.

Note: If you need a letter that does not show in the workflow. Submit a helpdesk ticket with the word document of the letter you want created.

2. Click the **Send** button to populate the Date Sent fields once the letters have been printed. If changes need to be made to any dates, do so manually.
3. Click **Next** to forward to the next Qualification Step.

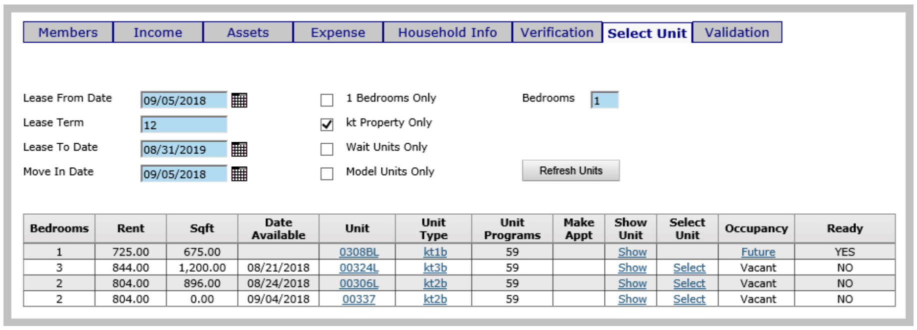
Selecting Unit

WARNING: Do NOT complete this step until all certification information has been verified and is complete. ONLY select an apartment if an apartment is available.

NOTE: A "show" can also be recorded in this screen by clicking **Show** next to the apartment that was toured. Remember, only record one "show" per Guest. Further instructions on recording a "show" are found in the next section of this manual.

To assign the Guest to an apartment, complete the following steps.

1. **Select Unit**: Once the Validation process is completed, the system will show any available units. If there are no current available units, the Prospect can be placed on the appropriate **Waiting List**.



Bedrooms	Rent	Sqft	Date Available	Unit	Unit Type	Unit Programs	Make Appt	Show Unit	Select Unit	Occupancy	Ready
1	725.00	675.00		0308BL	kt1b	59		Show		Future	YES
3	844.00	1,200.00	08/21/2018	00324L	kt3b	59		Show	Select	Vacant	NO
2	804.00	896.00	08/24/2018	00306L	kt2b	59		Show	Select	Vacant	NO
2	804.00	0.00	09/04/2018	00337	kt2b	59		Show	Select	Vacant	NO

2. Enter the appropriate Lease Information:
   - **Lease From Date**: This field will populate with the Move-In date originally entered in the Preferences Leasing Step; modify if necessary
   - **Lease Term:** This will default to the number of months defined on the Property Control screen; modify if necessary.
   - **Lease To Date:** This will default to the type of lease ending as defined on the Property Control screen; modify if necessary.
   - **Move-In Date**: This field will auto-fill with the date entered during the Preferences Leasing Step; modify as necessary.
   - **Bedrooms:** This number is derived from the Preferences Leasing Step; modify as necessary. If you do not see the unit you expect, try unchecking the bedroom only box and click the Refresh Units box.
   - **Check Boxes**: These boxes default to the Property and Bedroom preferences defined in the Preferences Leasing Step. Make any necessary changes and click the Refresh Button to change the unit selection area.

3. Click **Select** to select a unit. When a unit has been selected, **Select** changes to Deselect.

4. Click **Done** to save and return to the **Leasing Steps**.

Validation

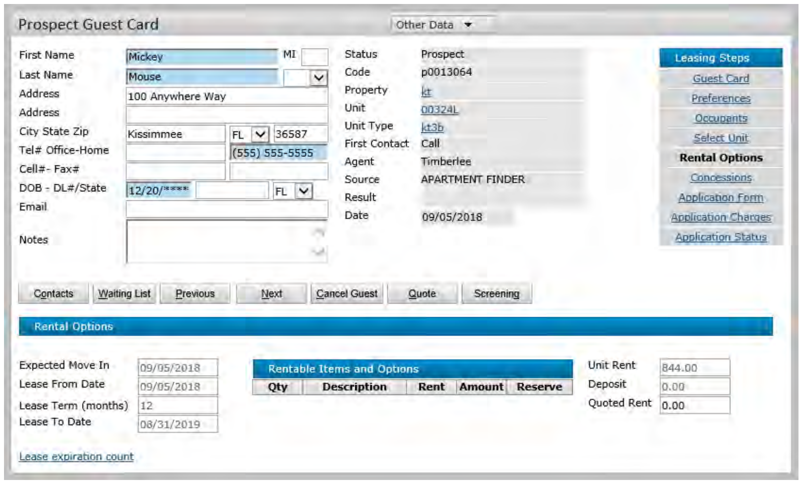
The **Validation** screen compares the Guest's income, assets, and other household data to the eligibility requirements of the property and determines if the Guest is qualified.

Validation: This step follows the HUD Guidelines and calculates whether the Prospect's household constitutes a Qualified Household.

- Voyager displays the **Validation Record** if the prospective resident is considered a qualified household.
  - Data entry errors made during the **Qualification Steps** could cause the system to return an Unqualified Household message. Verify and updated entries on each screen and forms as necessary.
  - If the information entered is accurate then the prospective resident may be unqualified based on your property guidelines. See the steps below to **Deny Prospect.**

Entering Rental Options

In this section, enter the anticipated move-in date, lease-from and lease-to dates, as well as the desired lease term.



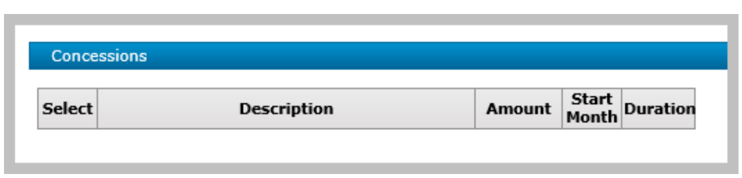
1. In the **Rental Options -** section the dates should populate from the Select unit screen. Verify the dates.
   - **Expected Move-In** - Enter the expected move-in date of the Guest.
   - **Lease-From Date**- Enter the expected lease-from date of the Guest.
   - **Lease-Term (months)** - Enter the number of months for which the Guest wants to lease the apartment.
   - **Lease To Date** - The system will automatically populate the lease-to date, however if this date does not match the intended lease expiration date, enter the actual date of lease expiration.

   NOTE: If the move-in, lease-from, lease-term and lease-to dates were populated in the **Qualification Steps** they will be inaccessible. To change these dates, return to the **Select Unit** section of the Qualification Steps clicking **Select Unit** in the **Leasing Steps** menu, and then clicking the **Compliance** button.

2. Click **Next** to save all changes and continue to the **Concessions** section of the Leasing Steps.

Concessions

1. The Concessions, **if offered**, will be available for selections on this screen. If applicable and selected, click **Next** to proceed to the next section. Any concessions offered after a move in occurred can be setup using either one-time charge or lease charges if they are recurring.

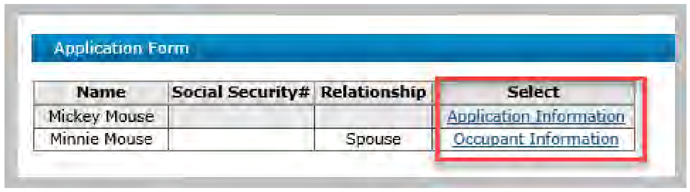


2. Click **Next** to save all changes and continue to the **Application Form** section of the **Leasing Steps**.

3. Click **Next** to forward to the next Leasing Step.

Application Form

In this section you can gather additional information about the applicants that is saved throughout and updates once the prospect becomes a resident.

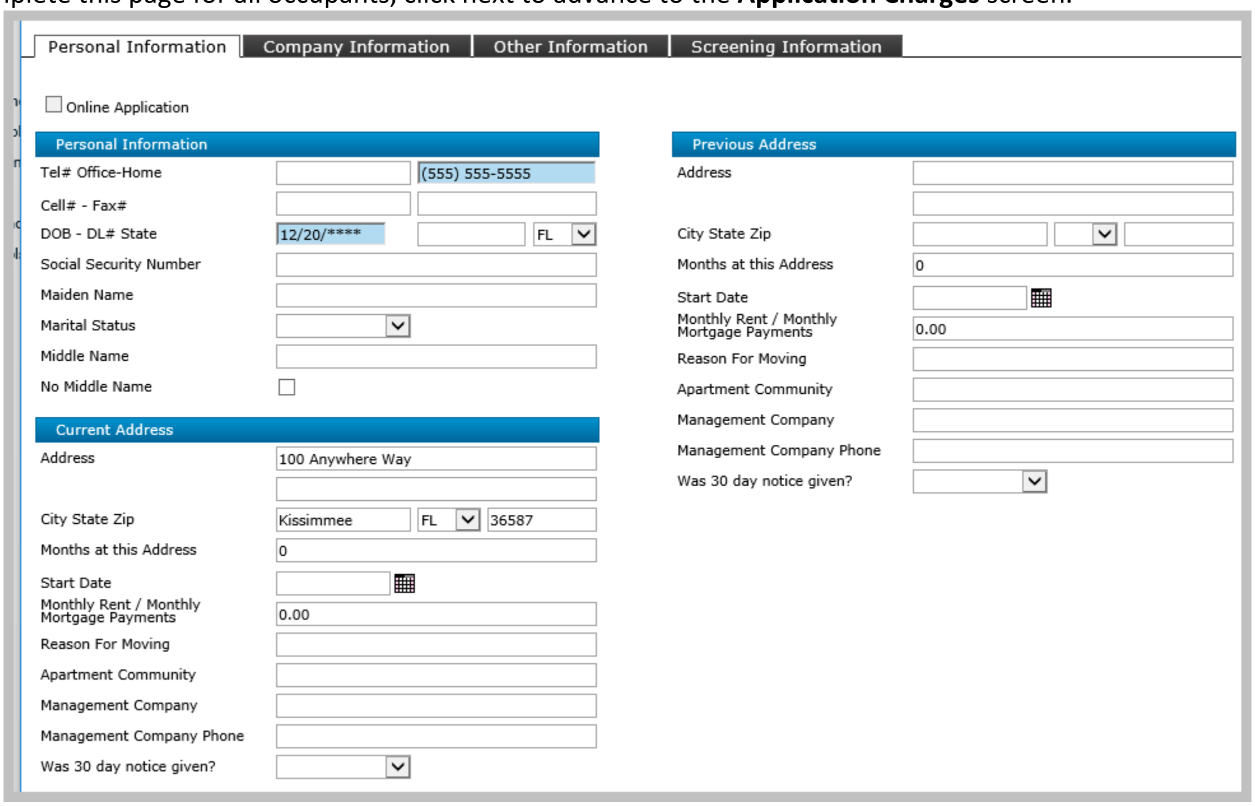


Application Form

Name	Social Security#	Relationship	Select
Mickey Mouse			Application Information
Minnie Mouse		Spouse	Occupant Information

Click the links to open the application information screen. The application page opens. This page is broken out in four tabs. Review all four tabs and add any information on file. Then Save and close the screen.

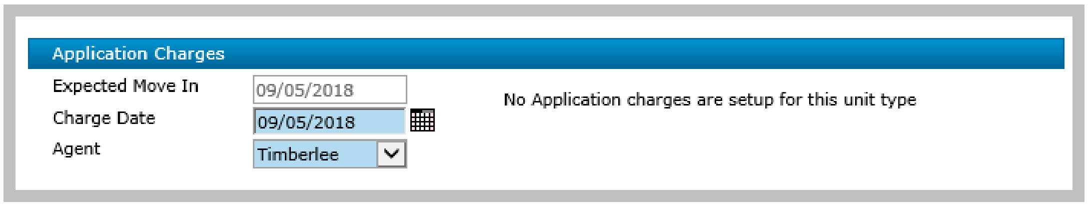
Complete this page for all occupants, click next to advance to the **Application Charges** screen.



Application Charges

In this section, enter any application fees that may apply. **Once this information is saved, a ledger and charges are created for the Guest. Be absolutely certain that the charges and amounts are correct before proceeding to the next step!**

The **Application Charges** Step appears.



1. Select any application charges that apply by clicking the corresponding boxes in the Select column. Change the Amount of the application fees if necessary. At time of move-in there will be an additional opportunity to charge any remaining fees.

NOTE: Leave the Charge Date as defaulted to the current date or update appropriately.

2. Click **Next.**

3. After clicking **Next,** if there are application charges the program will ask, "*Do you wish to post application charges?*" If charges listed on the "Application Charges" screen are accurate, click **OK.** If there is a problem with any of the charges shown on the "Application Charges" screen, click **Cancel.**

4. Click the **Next** button to forward to the next Leasing Step.

5. The **Application Status** Step appears on the screen.

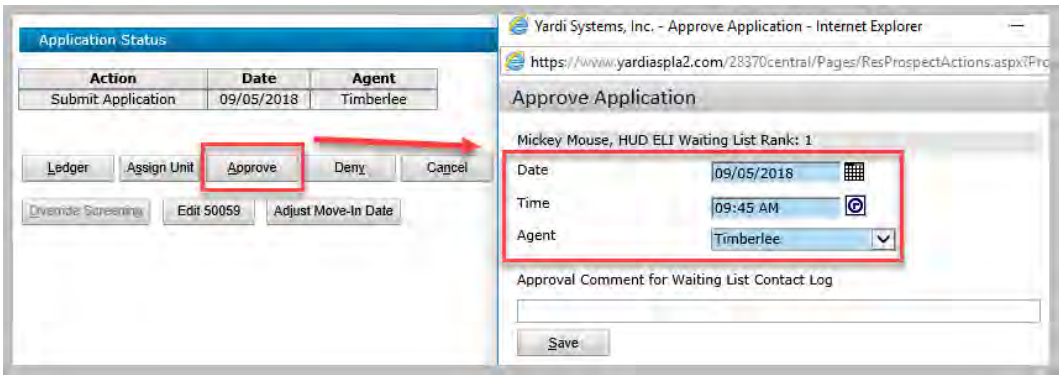
6. The **Application Status** has the following functions:
   - Ledger: Shows any current charges.
   - Assign Unit: Modifying or selecting a unit on an Affordable property must be completed from the Select Unit step in Qualification Steps. Click on this button to return to the Select Unit Leasing Step, and then click on the Compliance button to select a new unit.
   - Approve: Approves the applicant.
   - Deny: Denies the applicant.
   - Cancel: Cancels the applicant.
   - Waiting List: Adds applicant to a waiting list.
   - Edit 50059: Allows editing of the certification.
   - Adjust Move-In Date: This cannot be done from this button on an Affordable property. Return to the Select Unit Leasing step, then click on the Compliance button to modify the Move in and Lease from/to dates.

All final steps are taken on this screen to complete the Qualification and Application process.

7. Click the **Ledger** button to view any charges.

Approve Applicant

1. Click on the **Approve** button to approve the applicant. A dialog box displays asking for verification of approval process.



2. Enter approval date, time and agent, click **Save.**

3. A second dialog box displays asking *"Do you wish to approve this Application?"* Click **OK** to Approve the Prospect.

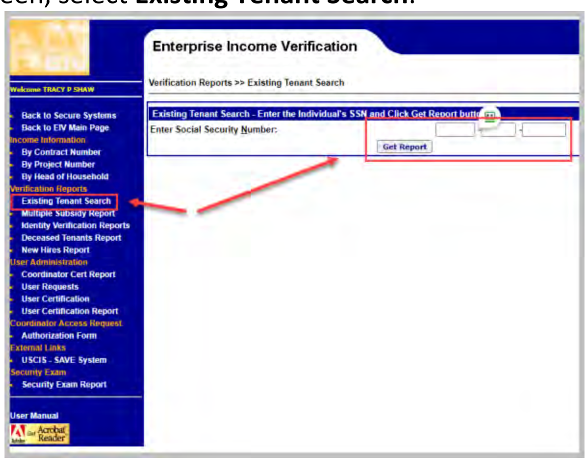
EIV Existing Tenant Search

Prior to becoming a resident, you need to verify if the applicant is housed at another subsidized property. This document needs to be in the tenant file for any MOR audit. Having this information will also keep you from having dual subsidy at move in as you will need to check with the prior property and obtain a move out cert. Please make sure your resident turns in their keys to the prior property, or there will be dual subsidy issues and they may be requested to pay market rent for the time of the dual subsidy issue.

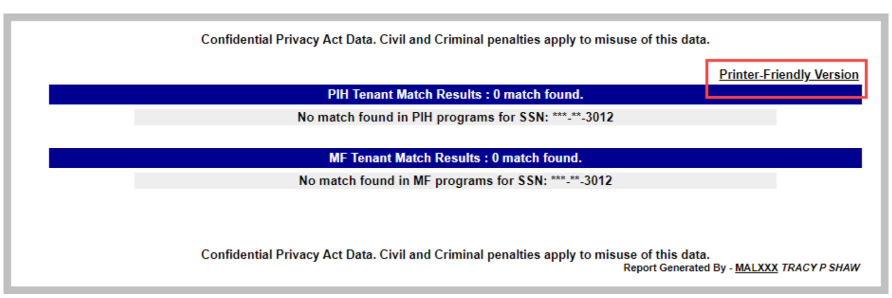
Note: If you do not have access to EIV, then send the details to your compliance team and have them run this for you.

1. Login to **TRACS Secure Systems > select Enterprise Income Verification (EIV).**

2. From the left side of the screen, select **Existing Tenant Search**.



3. Type the resident's SSN and click **Get Report**. You will receive a message similar to the one below. Click the Printer-Friendly Version to obtain a copy for the resident file.

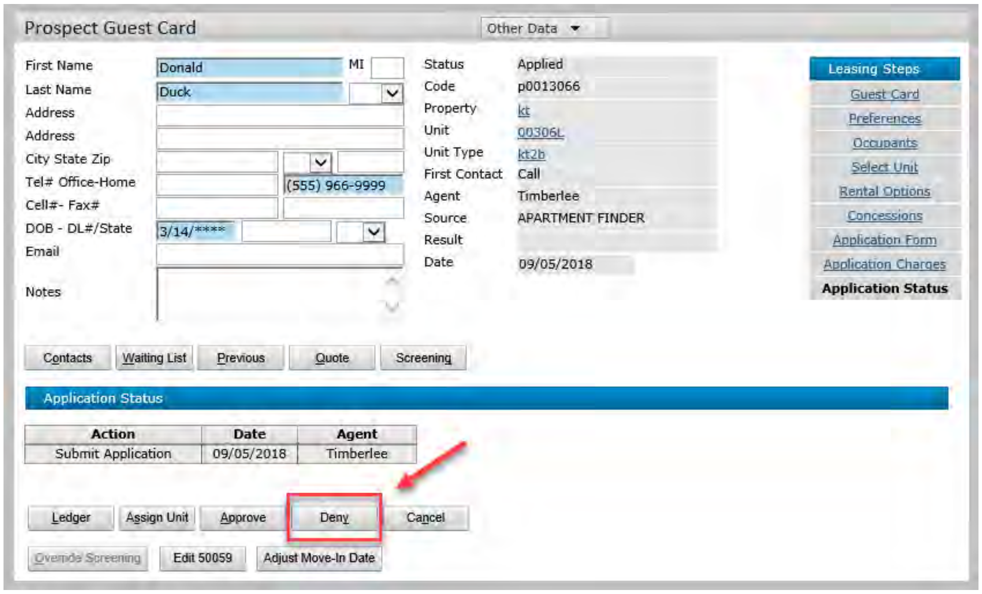


Please note that this helps prevent dual subsidy issues. If we have overlap at an existing property, we lose subsidy. Make sure to obtain a move out cert for the prospect prior to them moving in. If you are unsure of what this means, please contact the helpdesk or your compliance team.

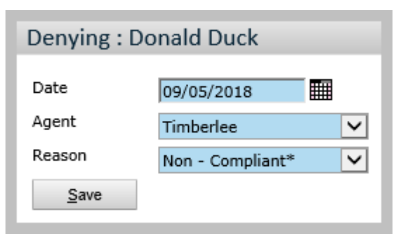
Deny Applicant

Prior to becoming a tenant, if something happens and you need to Deny an application, follow these steps.

4. To deny an Applicant, click on **Application Status** from the **Leasing Steps** menu on the right side of the screen and then click **Deny** under the **Application Status** section of the **Prospect Guest Card**.

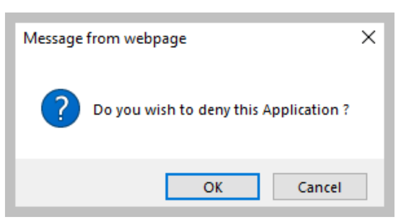


5. The program will ask for a **Reason for Denial.** Click on the drop-down list and select the reason the application was denied.



6. When the reason is selected, click **Save.**

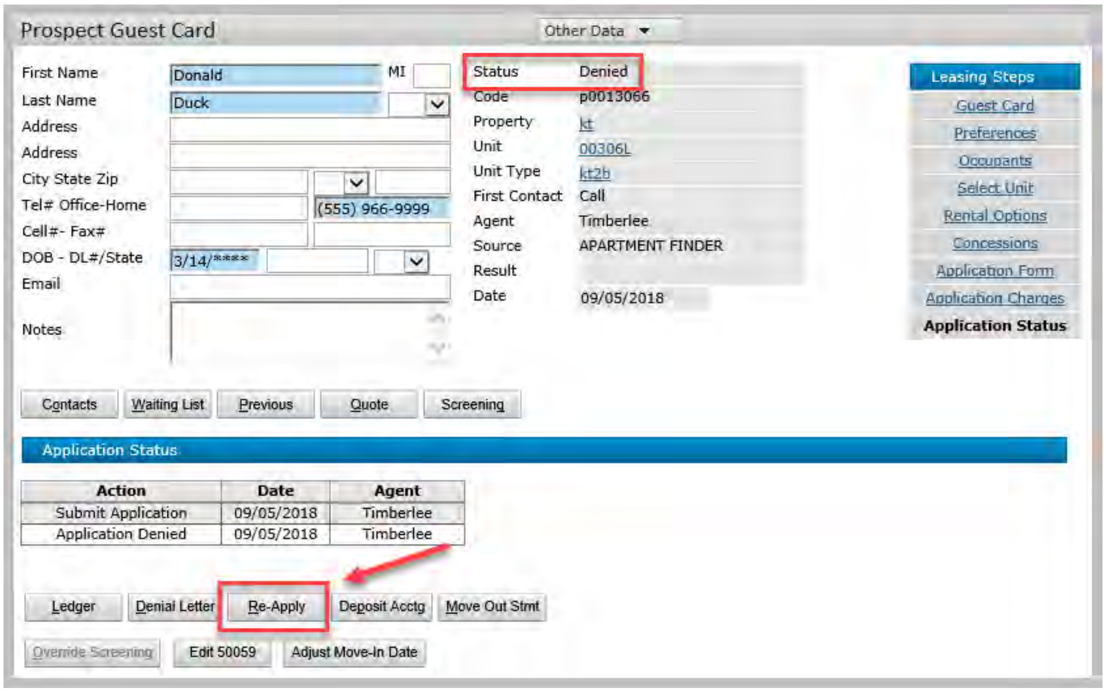
The program confirms the denial and asks, *"Do you wish to deny the Application?"*



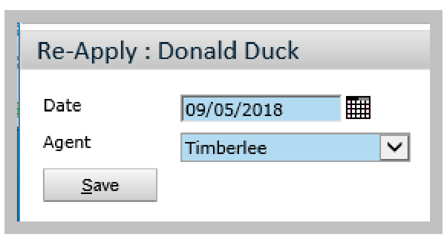
7. Click **Ok.** The Application Status has now changed to **Denied.**

Reapply Applicant

After an applicant has been cancelled, there may be an occasion when he/she decides to re-apply. Information from the previous application will need to be verified and updated.



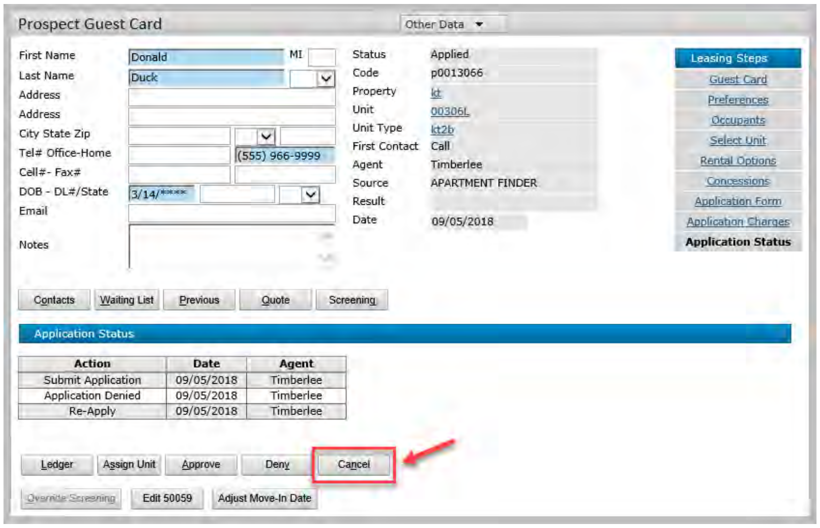
NOTE: *A Guest Contact must also be recorded detailing the reason for denial of an application.*



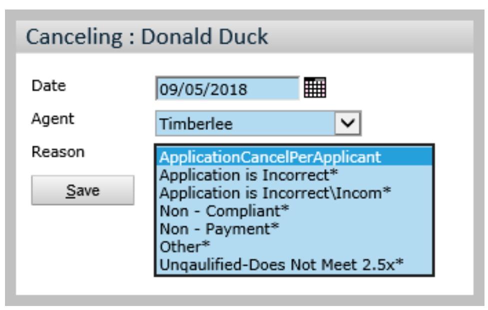
Type the Date and agent for the reapply, then click **Save.** Click **OK** to reapply the applicant.

Cancel Applicant

1. To cancel an applicant, click on **Application Status** from the **Leasing Steps** menu on the right side of the screen and then click **Cancel** under the **Application Status** section of the **Prospect Guest Card**.

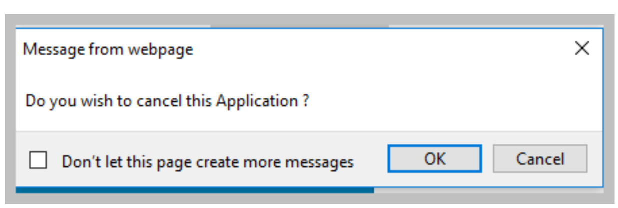


2. The program will ask for a **Reason for Cancellation.** Click on the drop-down list and select the reason the Guest cancelled the application.



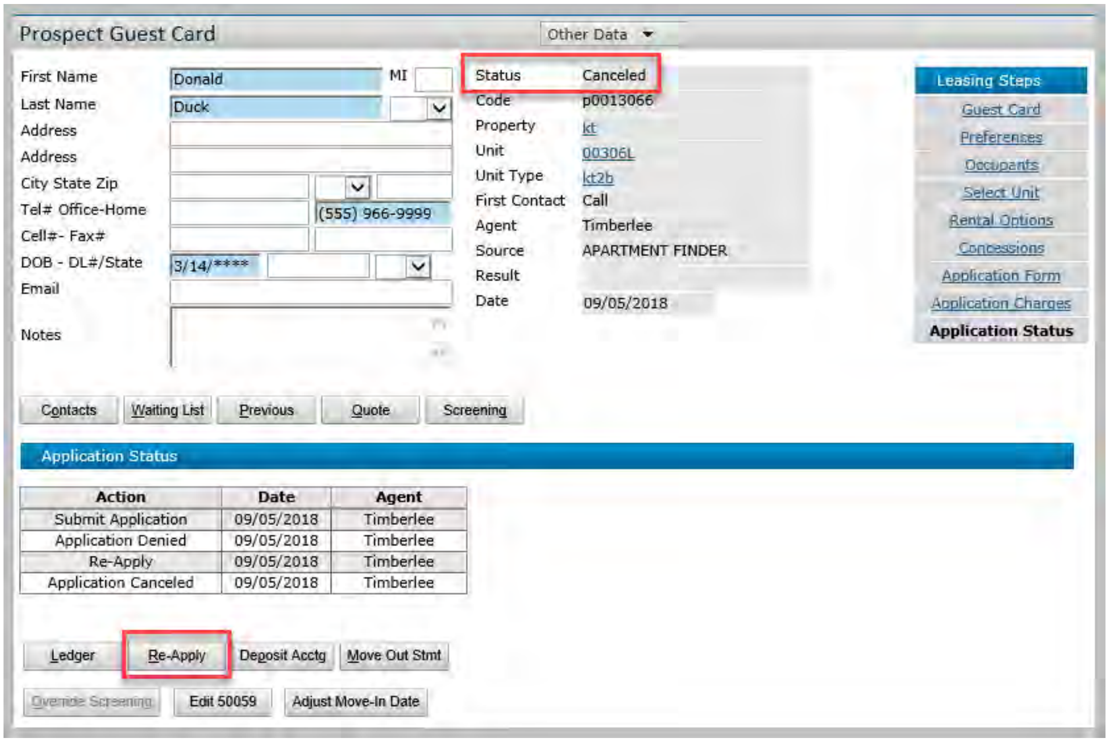
3. When the reason is selected, click **Save.**

4. The program confirms the cancellation and asks, **"Do you wish to cancel the Application?"**



5. Click **Ok.**

6. The Application Status has now changed to **Cancelled.**



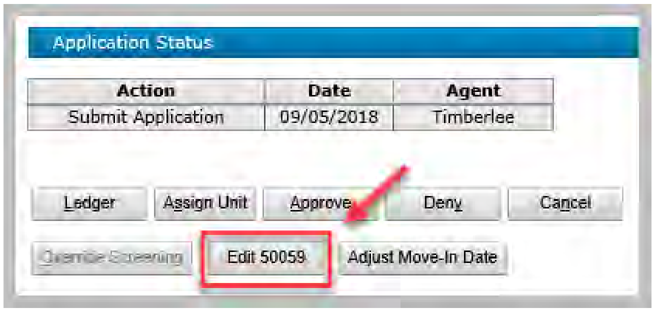
Note that on the screen the **Re-Apply** button appears.

NOTE: *A Guest Contact must also be recorded detailing the reason for cancellation of an application.*

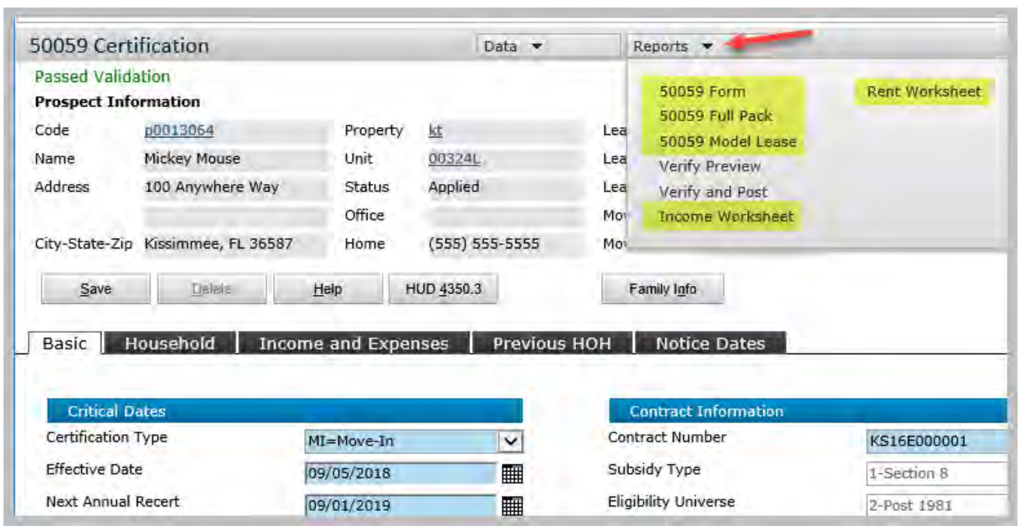
Printing 50059 and HUD Lease

Before you can finalize the tenants move in, the 50059 Form and HUD lease must be filled out and signed by the resident. Before printing all the forms, it is important to make sure the dates are NOT going to change. If the dates change, you will need to print everything over again.

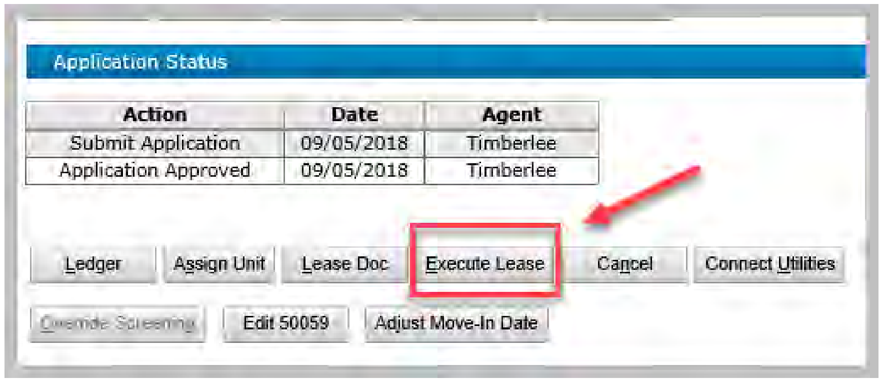
1. From the **Prospect > Application Status** screen, click the **Edit 50059** button.



The 50059 Summary page opens.



2. Click the drop down next to **Reports.** Print all the forms necessary for the tenant file.
3. Once all your documents are completed and you are ready to move the prospect into resident status, click the **Execute Lease** button.



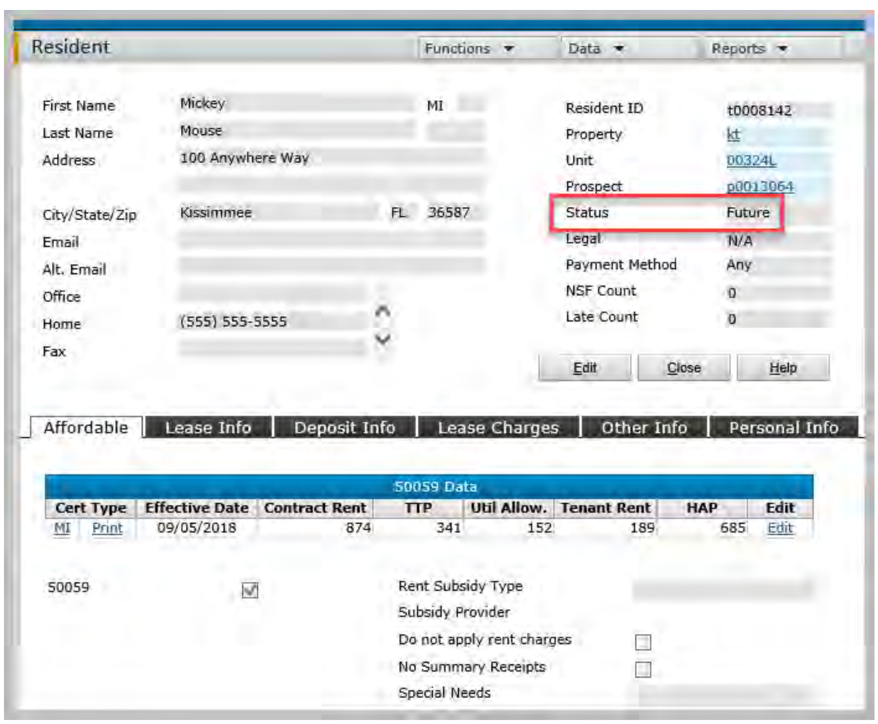
4. **Date:** Enter the lease sign date.

   Time: Enter the time the lease was executed. This date and time must be after the approved date and time or the contact log will not update.
   Agent: Select the leasing agent from the drop-down list.

5. Click **Save.**

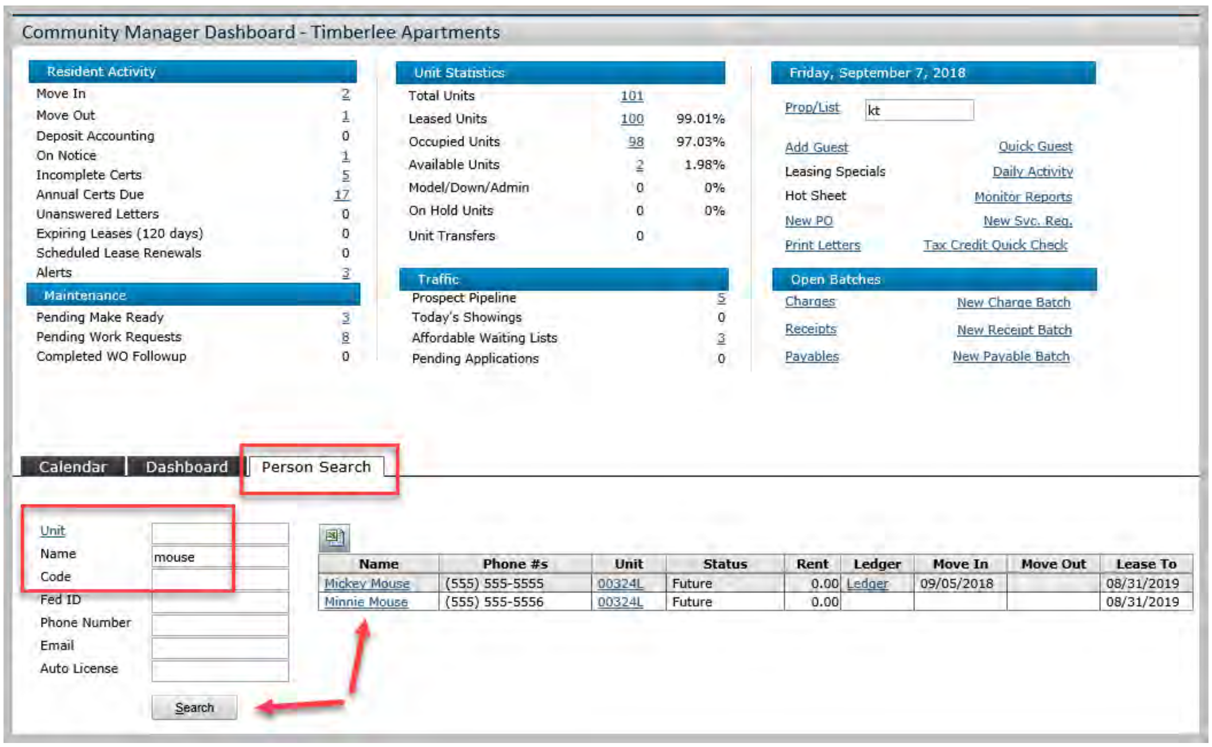
6. A Message appears *"Do you wish to execute this lease?"* Click **OK** to confirm the lease sign date.

The Prospect becomes a Resident, with a Resident ID and a status of **Future**.



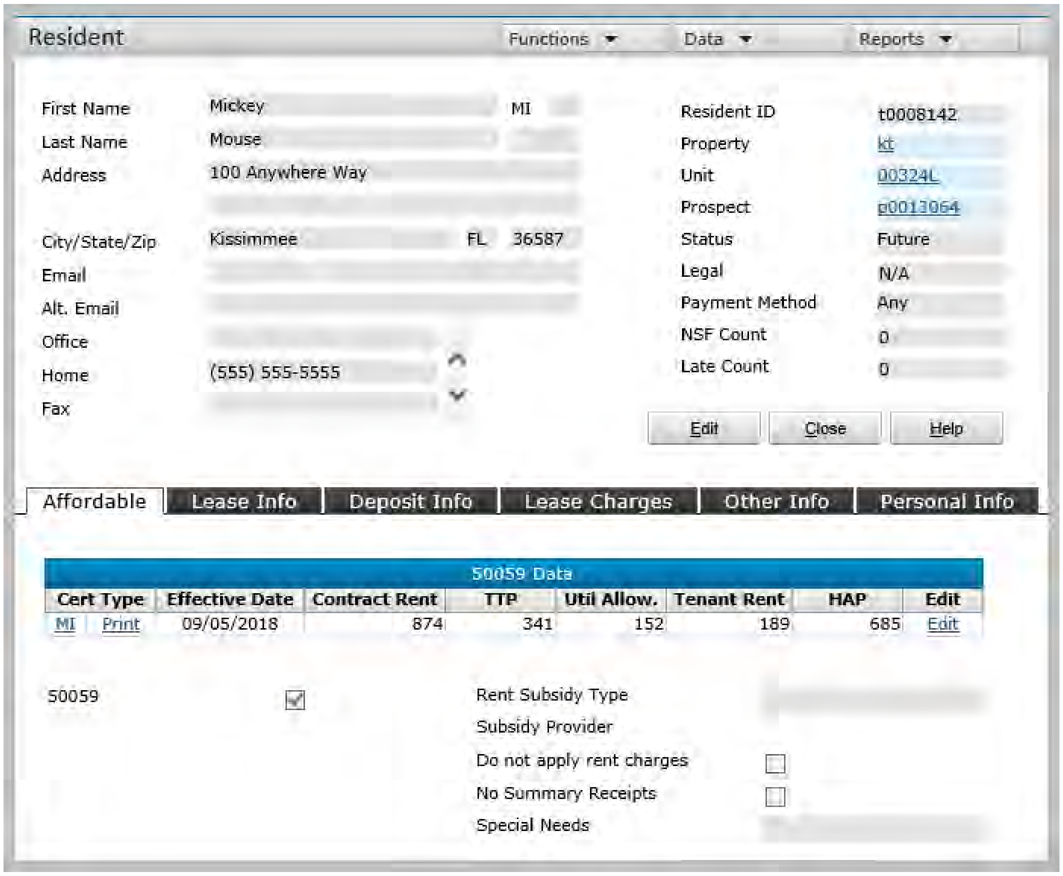
Review Resident Screen Prior to Move-In

1. To access the **Resident Record,** enter the future Resident's last name in the **Search** field from the **People Search** tab on the dashboard and click **Find.**



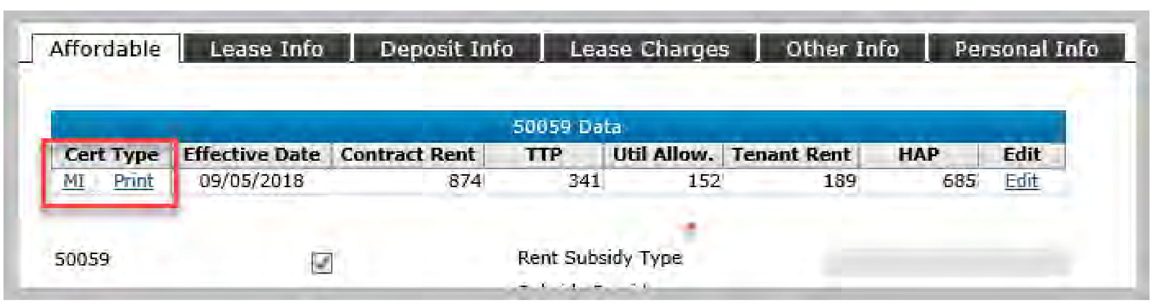
2. From the **Person Search** click on the name of the future Resident desired.

3. The **Resident Record** screen appears.

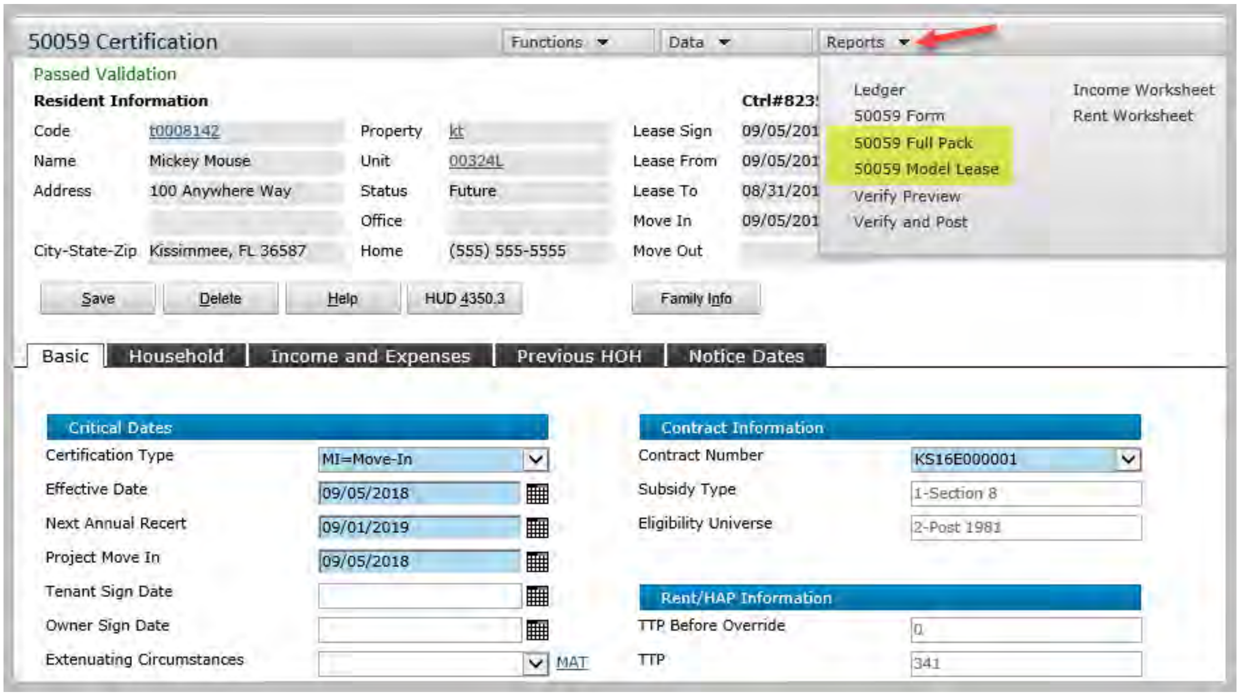


Prior to completing the move-in, the 50059 and HUD model lease must be printed and signed by the future Resident

4. To print out the 50059 certification, click on **MI** cert link located on the left side of the **Affordable** section.

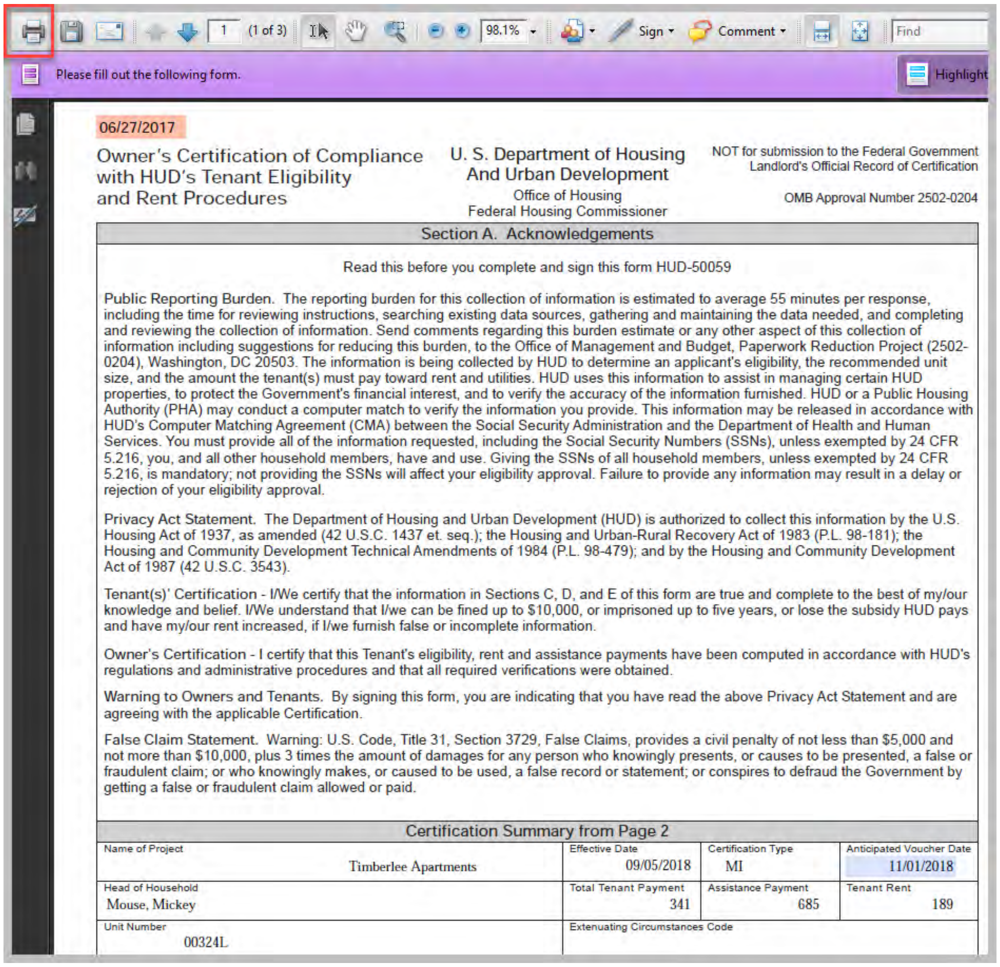


The **50059** screen appears.



5. From the **Reports** drop-down menu click the arrow and select the **50059 Full Pack**.

The **50059 Full Pack** appears.



06/27/2017

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 Commissioner

NOT for submission to the Federal Government
Landlord's Official Record of Certification

OMB Approval Number 2502-0204

Section A. Acknowledgements

Read this before you complete and sign this form HUD-50059

Public Reporting Burden. The reporting burden for this collection of information is estimated to average 55 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (2502-0204), Washington, DC 20503. The information is being collected by HUD to determine an applicant's eligibility, the recommended unit size, and the amount the tenant(s) must pay toward rent and utilities. HUD uses this information to assist in managing certain HUD properties, to protect the Government's financial interest, and to verify the accuracy of the information furnished. HUD or a Public Housing Authority (PHA) may conduct a computer match to verify the information you provide. This information may be released in accordance with HUD's Computer Matching Agreement (CMA) between the Social Security Administration and the Department of Health and Human Services. You must provide all of the information requested, including the Social Security Numbers (SSNs), unless exempted by 24 CFR 5.216, you, and all other household members, have and use. Giving the SSNs of all household members, unless exempted by 24 CFR 5.216, is mandatory; not providing the SSNs will affect your eligibility approval. Failure to provide any information may result in a delay or rejection of your eligibility approval.

Privacy Act Statement. The Department of Housing and Urban Development (HUD) is authorized to collect this information by the U.S. Housing Act of 1937, as amended (42 U.S.C. 1437 et. seq.); the Housing and Urban-Rural Recovery Act of 1983 (P.L. 98-181); the Housing and Community Development Technical Amendments of 1984 (P.L. 98-479); and by the Housing and Community Development Act of 1987 (42 U.S.C. 3543).

Tenant(s)' Certification - I/We certify that the information in Sections C, D, and E of this form are true and complete to the best of my/our knowledge and belief. I/We understand that I/we can be fined up to $10,000, or imprisoned up to five years, or lose the subsidy HUD pays and have my/our rent increased, if I/we furnish false or incomplete information.

Owner's Certification - I certify that this Tenant's eligibility, rent and assistance payments have been computed in accordance with HUD's regulations and administrative procedures and that all required verifications were obtained.

Warning to Owners and Tenants. By signing this form, you are indicating that you have read the above Privacy Act Statement and are agreeing with the applicable Certification.

False Claim Statement. Warning: U.S. Code, Title 31, Section 3729, False Claims, provides a civil penalty of not less than $5,000 and not more than $10,000, plus 3 times the amount of damages for any person who knowingly presents, or causes to be presented, a false or fraudulent claim; or who knowingly makes, or caused to be used, a false record or statement; or conspires to defraud the Government by getting a false or fraudulent claim allowed or paid.

Certification Summary from Page 2

Name of Project	Effective Date	Certification Type	Anticipated Voucher Date
Timberlee Apartments	09/05/2018	MI	11/01/2018
Head of Household	**Total Tenant Payment**	**Assistance Payment**	**Tenant Rent**
Mouse, Mickey	341	685	189
Unit Number	**Extenuating Circumstances Code**		
00324L			

6. To print the 50059, click the printer icon located in the left side of the Adobe Reader toolbar. The 50059 is now ready for the Resident and owner representative to sign the appropriate sections.

7. Close the **50059 Full Pack** screen by clicking the **"Red X"** in the top right corner of the window to return to the **Validation** screen.

8. Print the the **HUD Model Lease** the same way as the 59 Full pack. If you need any other reports from the drop down, print all you need for the file.

9. Once the 50059 has been signed by the Owner Agent and Tenant, the **Owner Sign Date**, and **Tenant Sign Date** fields should be filled in on this screen.

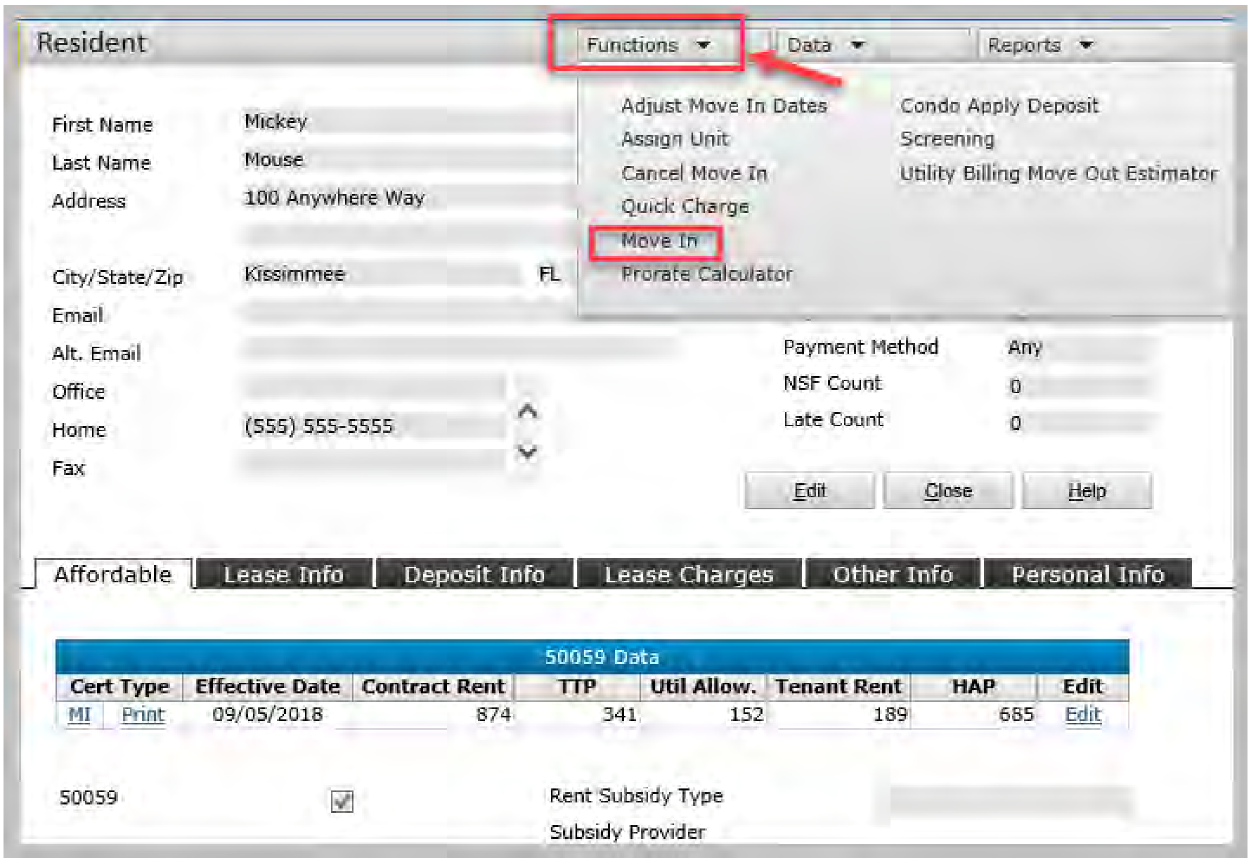
10. Click **Save.**

WARNING: *Be sure all aspects of the Certification have been verified before sealing the Certification and proceeding with the Move In.*

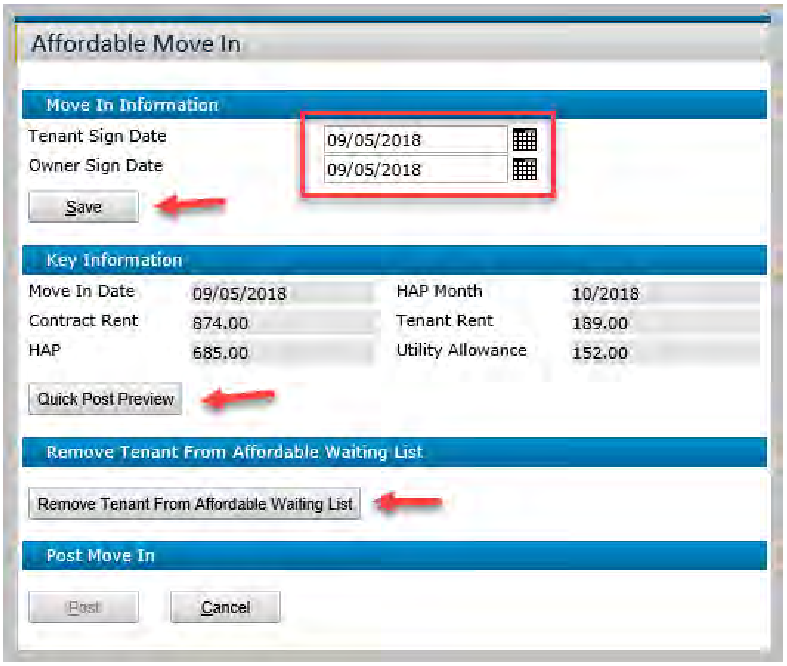
Completing the Move-In

1. To move-in the Resident, click on **Move In** located in the **Functions** section on the top of the screen.

WARNING*: If the Certifications are not sealed, then move-in cannot occur. Also, please understand that only the certifications that are applicable to this unit's program type will appear.*



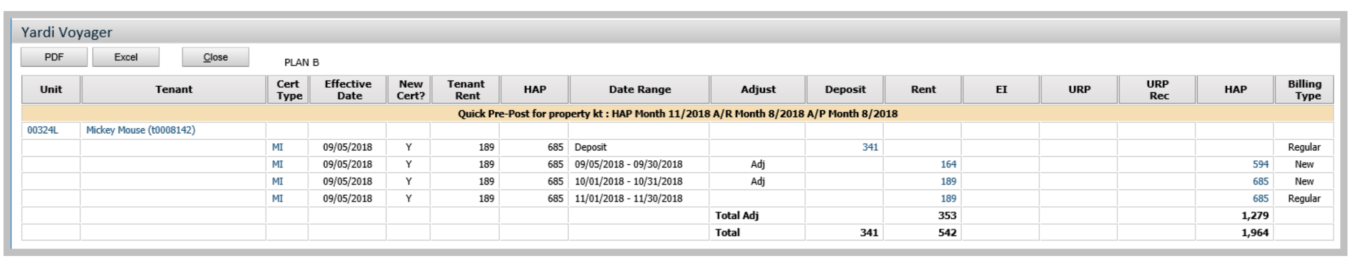
2. The **Move-In** screen appears.



3. In the **Step 1 – Move In Information**, add the **Owner Sign Date** and **Tenant Sign Date**. Verify that the 50059 **Sign Dates** are correct and click **Save.**

4. In the **Step 2 – Key Information**, the **Move In Date**, **Contract Rent**, **HAP**, **HAP Month**, **Tenant Rent**, and **Utility Allowance** fields will be populated. Verify that these dates are correct and click **Quick Post Preview.**

5. The **Rent and HAP Quick Pre-Posting Report** screen appears.

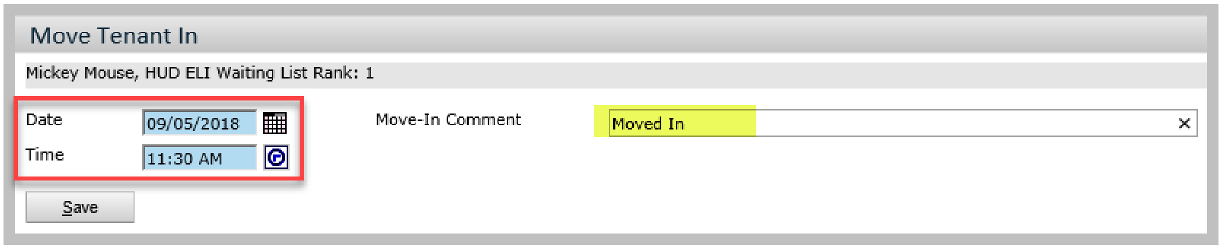


Yardi Voyager

PDF Excel Close PLAN B

Unit	Tenant	Cert Type	Effective Date	New Cert?	Tenant Rent	HAP	Date Range	Adjust	Deposit	Rent	EI	URP	URP Rec	HAP	Billing Type
Quick Pre-Post for property kt : HAP Month 11/2018 A/R Month 8/2018 A/P Month 8/2018															
00324L	Mickey Mouse (t0008142)														
		MI	09/05/2018	Y	189	685	Deposit		341						Regular
		MI	09/05/2018	Y	189	685	09/05/2018 - 09/30/2018	Adj		164				594	New
		MI	09/05/2018	Y	189	685	10/01/2018 - 10/31/2018	Adj		189				685	New
		MI	09/05/2018	Y	189	685	11/01/2018 - 11/30/2018			189				685	Regular
								Total Adj		353				1,279	
								Total	341	542				1,964	

6. Verify that the charges and security deposit information are correct.
7. Close the window and return to the Move-In window. If the tenant was added to the waitlist, click the **Remove Tenant from Affordable Waiting List** button.

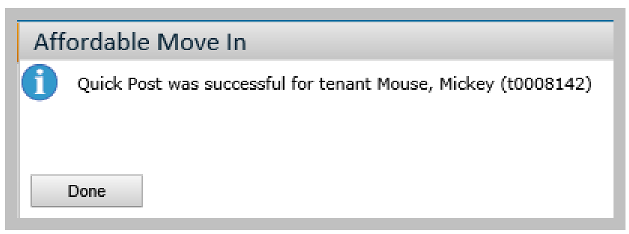


8. Input the date and time the person was moved in. This date must be older than the prior date entered or an error will appear. Type any comment, if needed to be added to the contact log. Click **Save.**

You are returned to the **Move-In Checklist** screen.

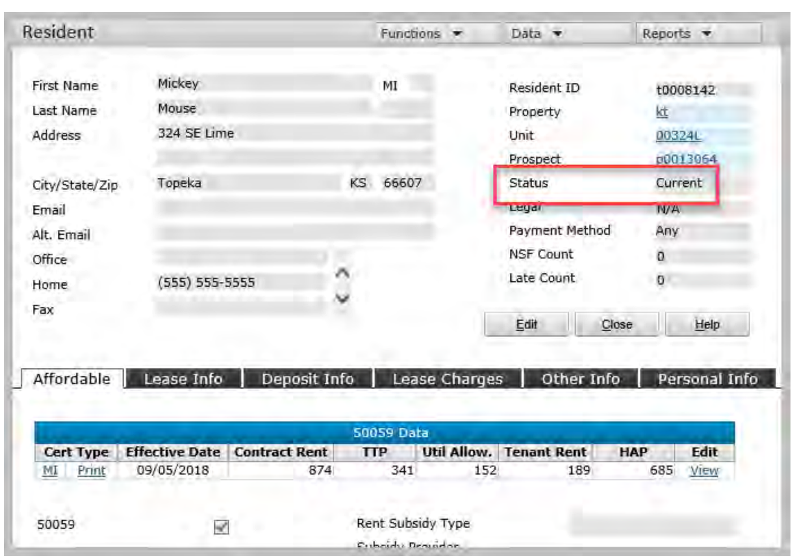
9. Click **Post.**

10. A message *"The Quick Post was successful for tenant"* will appear.



11. Click **Done.**

You are returned to the tenant screen. The tenant status will change from Future to Current.



12. Click **Home** to return to the **Yardi Voyager Dashboard**.

Adjusting Move-In Dates

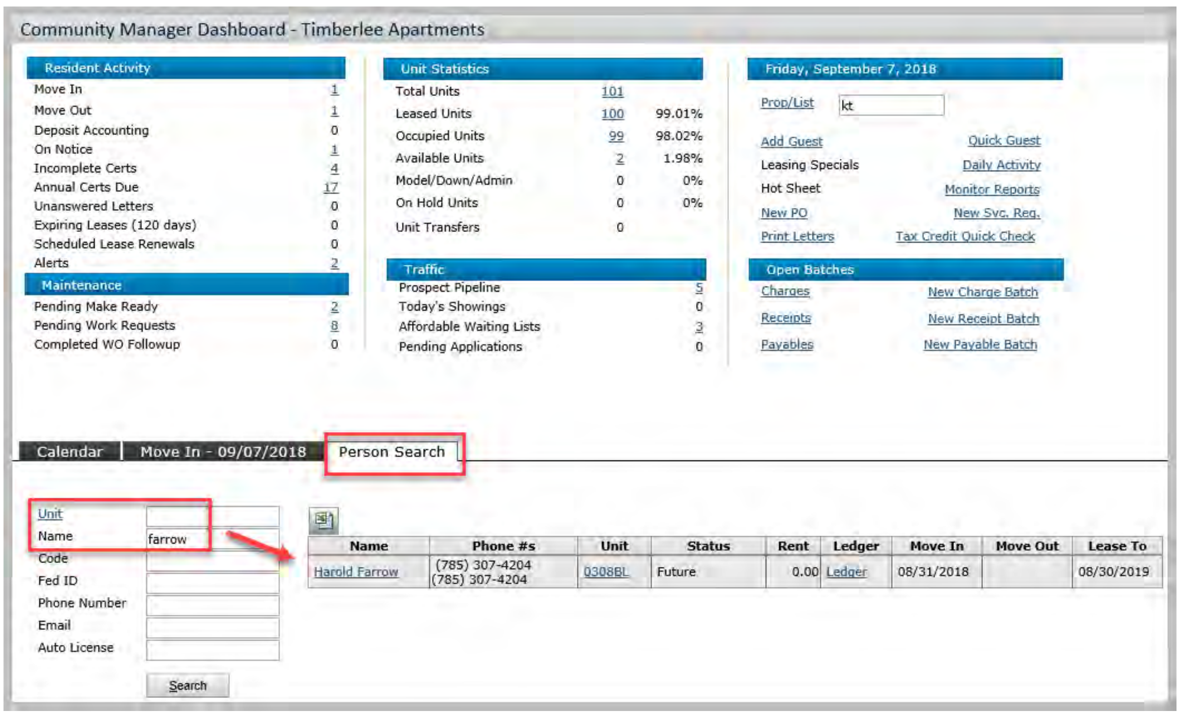
If the future Resident decides to change his or her move-in date after the lease has been executed, use the **Adjust Move In Dates** function.

There are two ways to access the **Adjust Move In Dates** function.

Method I

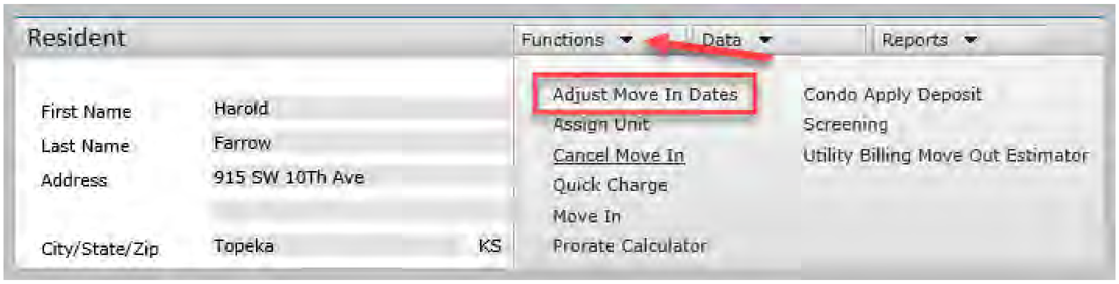
1. To access the Resident record, enter the Future Resident's last name in the **Search** field within the **Person Search** tab on the dashboard.

2. Click **Search.**



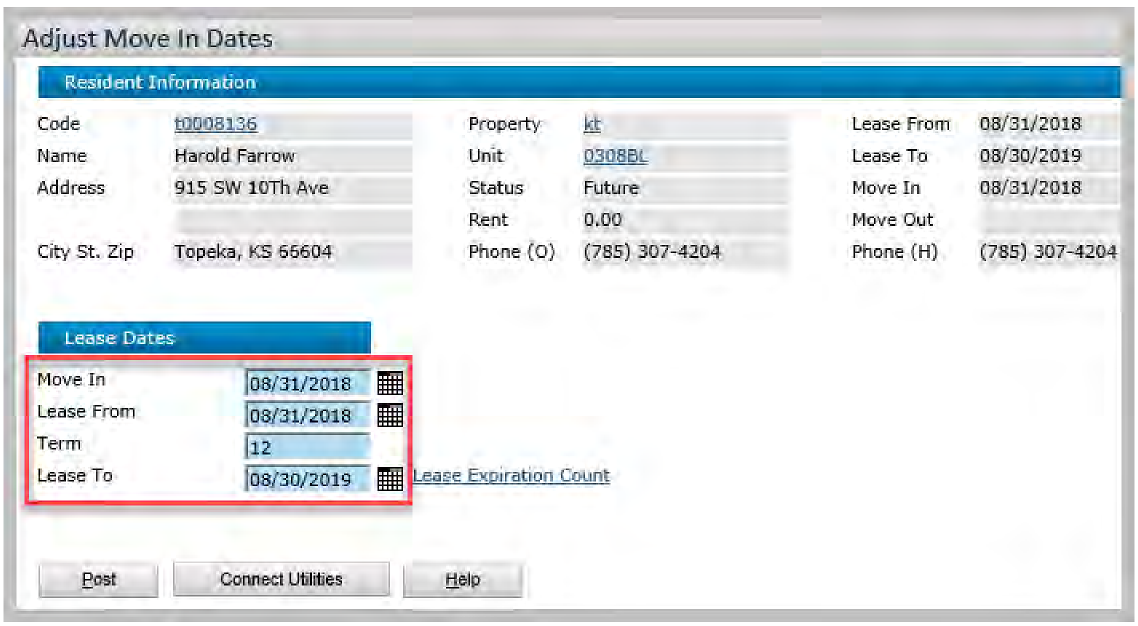
3. Review the names which are listed as the results of the Person Search and click the name of the Future Resident whose move-in dates should be adjusted.

4. The **Resident** screen appears.



5. From the Resident screen, click on **Adjust Move In Dates** located on the top of the screen under the **Functions** section.

6. The **Adjust Move In Dates** screen appears.



7. Complete the following within the **Lease Dates** section of the **Adjust Move In Dates** screen (Navigate from field to field with the <TAB> key.):
   - **Move-In Date** – Record the new move-in date for the Resident.
   - **Lease-From Date** – Record the new Lease From date for the Resident.
   - **Term (# of months)** – Enter the number of months the lease term lasts.
   - **Lease-To Date** – Verify the lease-to date is correct.

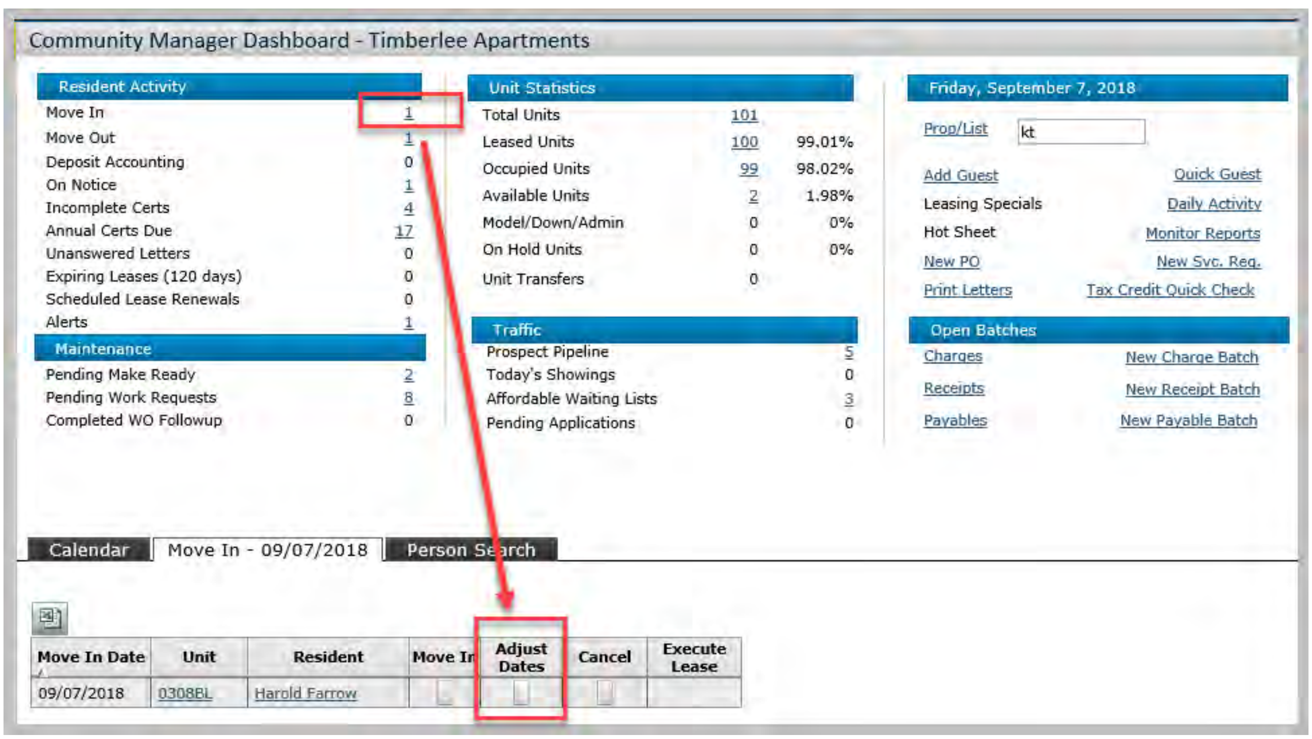
WARNING: *The Lease Agreement MUST be reprinted when any changes are made to the Lease From Date or the Lease To Date information.*

8. Click **Post.**

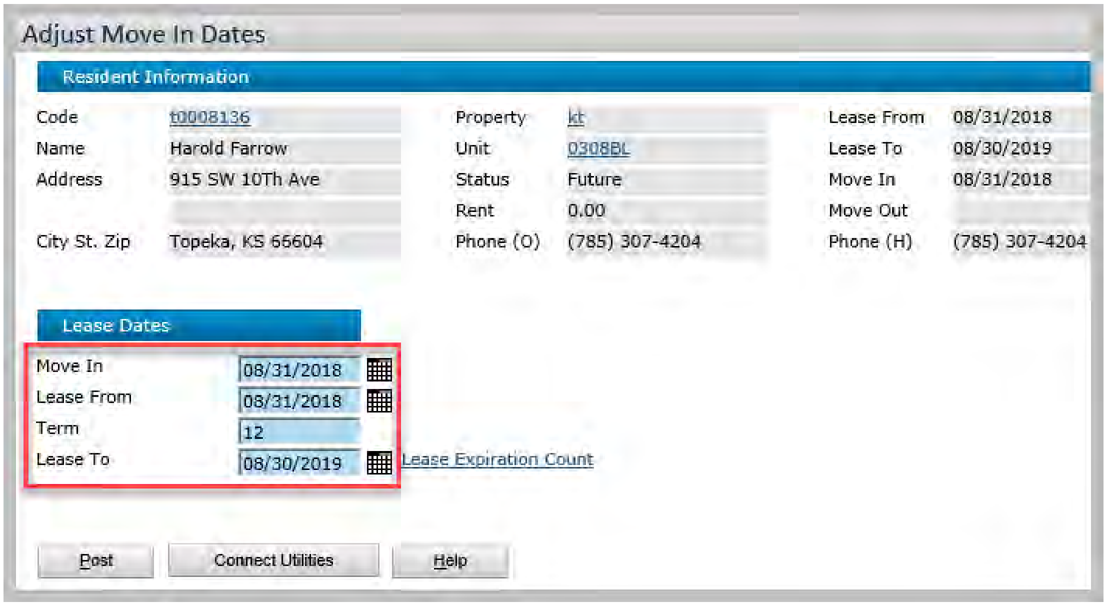
9. The Resident appears with a confirmation message stating, *"Dates have been adjusted."*

Method II

1. From the Voyager Dashboard, click on the number corresponding to **Move In,** and then click the box under the **Adjust Dates** column which corresponds to the Future Resident whose Move-In Dates should be adjusted.



2. The **Adjust Move In Dates** screen will be displayed.



3. Complete the following within the **Lease Dates** section of the **Adjust Move In Dates** screen (Navigate from field to field with the <TAB> key.):
   - **Move-In Date** – Record the new move-in date for the Resident.
   - **Lease-From Date** – Record the new Lease-From date for the Resident.
   - **Term (# of months)** – Enter the number of months the lease term lasts.
   - **Lease-To Date** – Verify the lease-to date is correct.

WARNING: *The Lease Agreement must be reprinted when any changes are made to the Lease From Date or the "Lease To Date" information.*

4. Click **Post.**

You are returned back to the dashboard. All documents must be reprinted.

Canceling a Scheduled Move-In

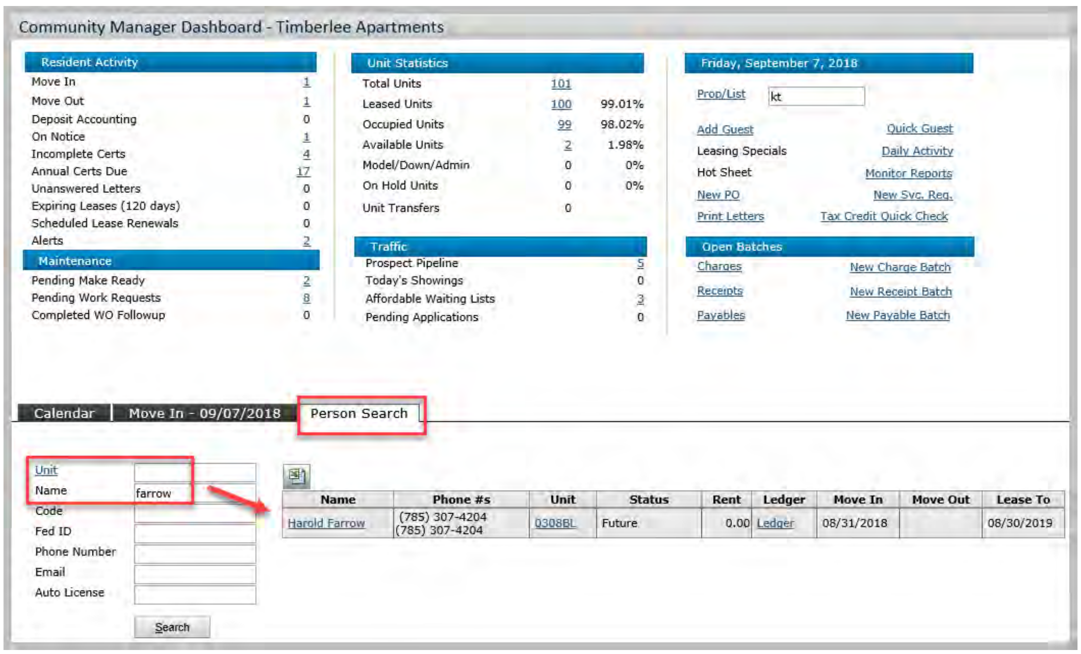
It is possible to cancel a scheduled move-in if the Future Resident decides not to live in the unit after the Lease is executed.

There are two ways to access the "Cancel Move In" function.

<u>Method I</u>

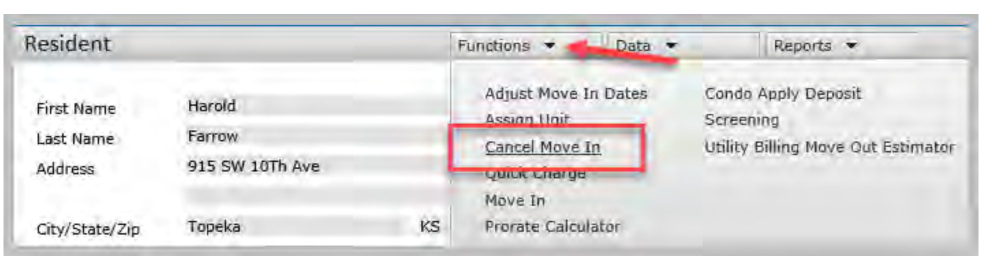
1. Access the Resident record by entering the Future Resident's last name in the **Search** field within the **Person Search** tab on the dashboard.

2. Click **Search.**



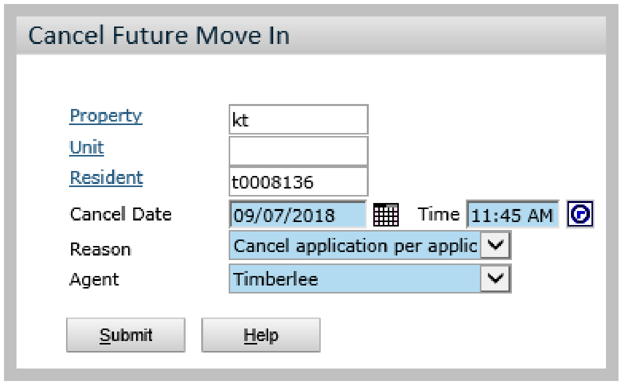
3. Review the names which are listed as the results of the **Person Search** and click the name of the Future Resident whose move-in dates should be adjusted.

The **Resident** screen appears.



4. Select the **Functions** dropdown box, and click **Cancel Move In.**

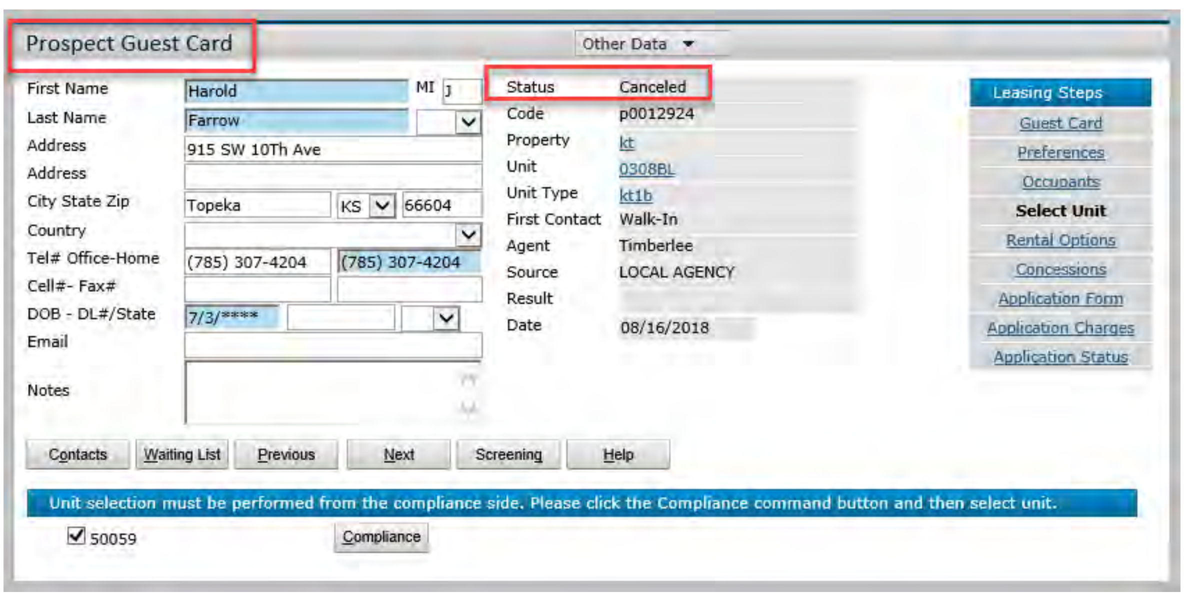
5. The **Cancel Future Move In** screen will be displayed.



6. Complete the following fields within the **Cancel Future Move In** screen:
   - **Cancel Date and Time** – Enter the date and time on which the cancellation notice was given.
   - **Reason** – Select a reason for the cancellation.
   - **Agent** – Select the agent who received the cancellation notice.

7. Click **Submit.**

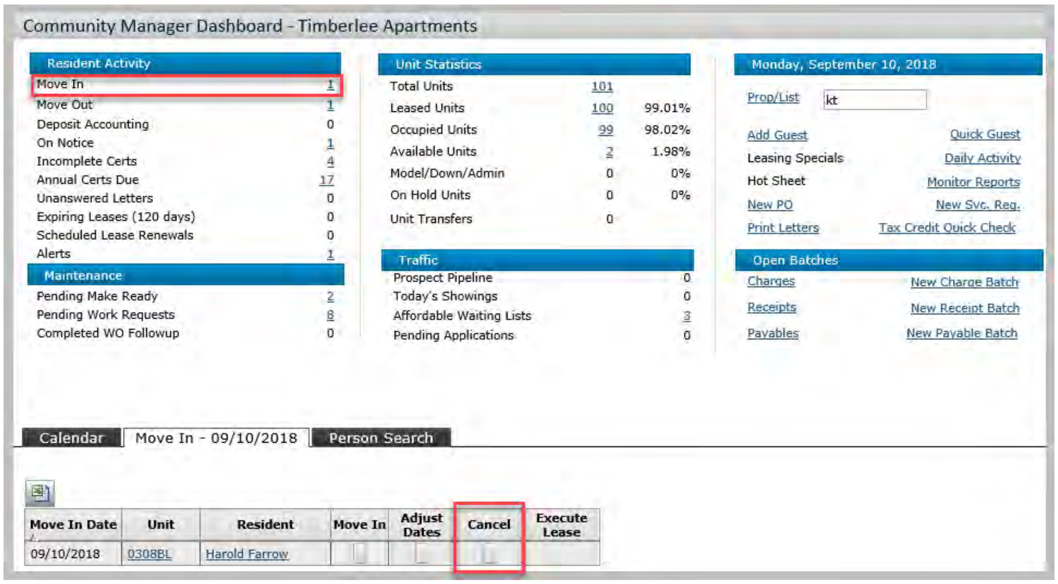
The Future Resident has been cancelled and Voyager will turn the cancelled tenant into a cancelled prospect.



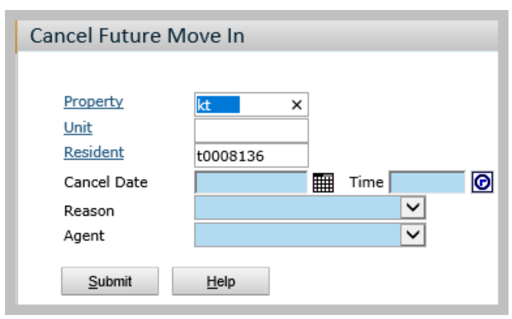
The notes used on the cancellation screen will populate to the waiting list contact log. If additional notes need to be added, select the Waiting List button and update the contact log as appropriate.

Method II

1. From the Voyager Dashboard, click on the number corresponding to **Move In** and then click the box under the **Cancel** column which corresponds to the Future Resident whose Move In should be canceled.



2. The **Cancel Future Move In** screen will be displayed.



3. Complete the following fields within the **Cancel Future Move In** screen:

- **Cancel Date and Time** – Enter the date and time on which the cancellation notice was given.
- **Reason** – Select a reason for the cancellation.
- **Agent** – Select the agent who received the cancellation notice.

4. Click **Submit.**

The Future Resident has been cancelled and Voyager will automatically return to the Dashboard.

At this point, the waiting list contact log must be updated with the appropriate information for the cancelled move-in. For instructions on how to update the waiting list contact log, refer to **Chapter 2: Guest Procedures.**

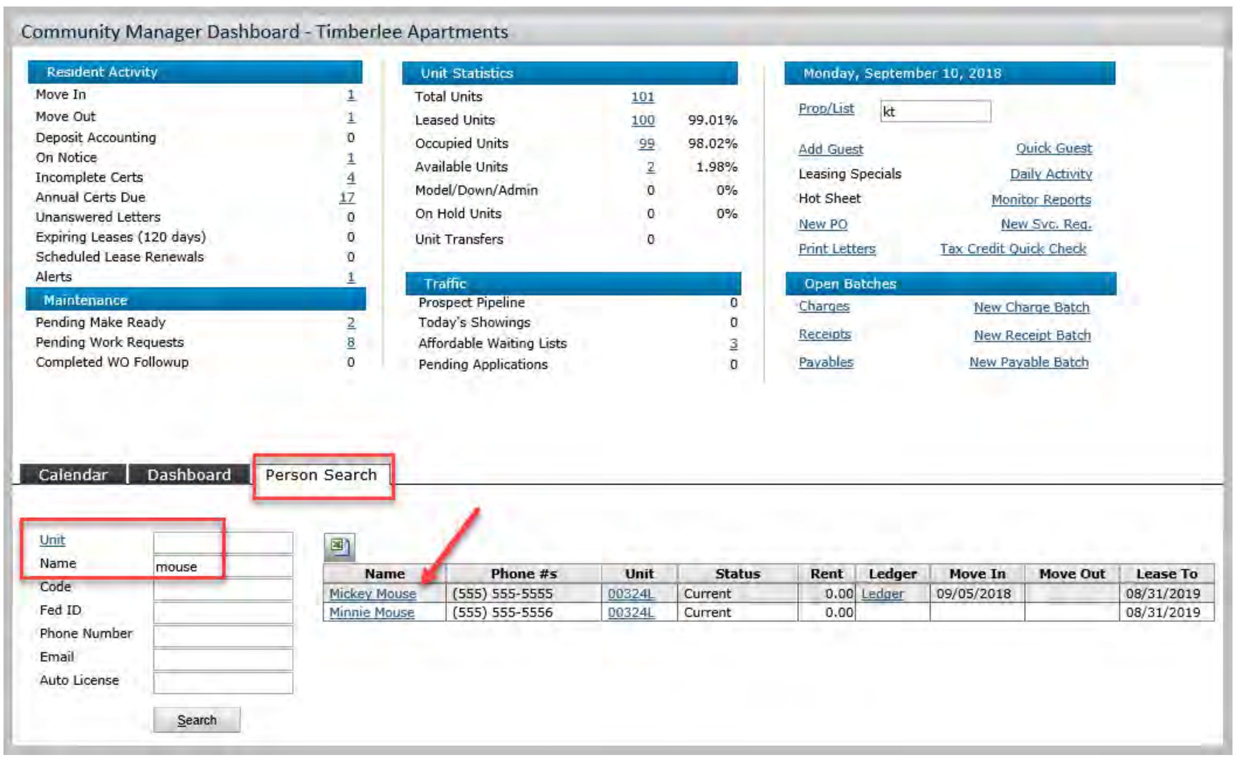
CHAPTER THREE: RESIDENT PROCEDURES

This section provides information on miscellaneous Resident functions that apply to Current residents.

Adding a Resident Memo

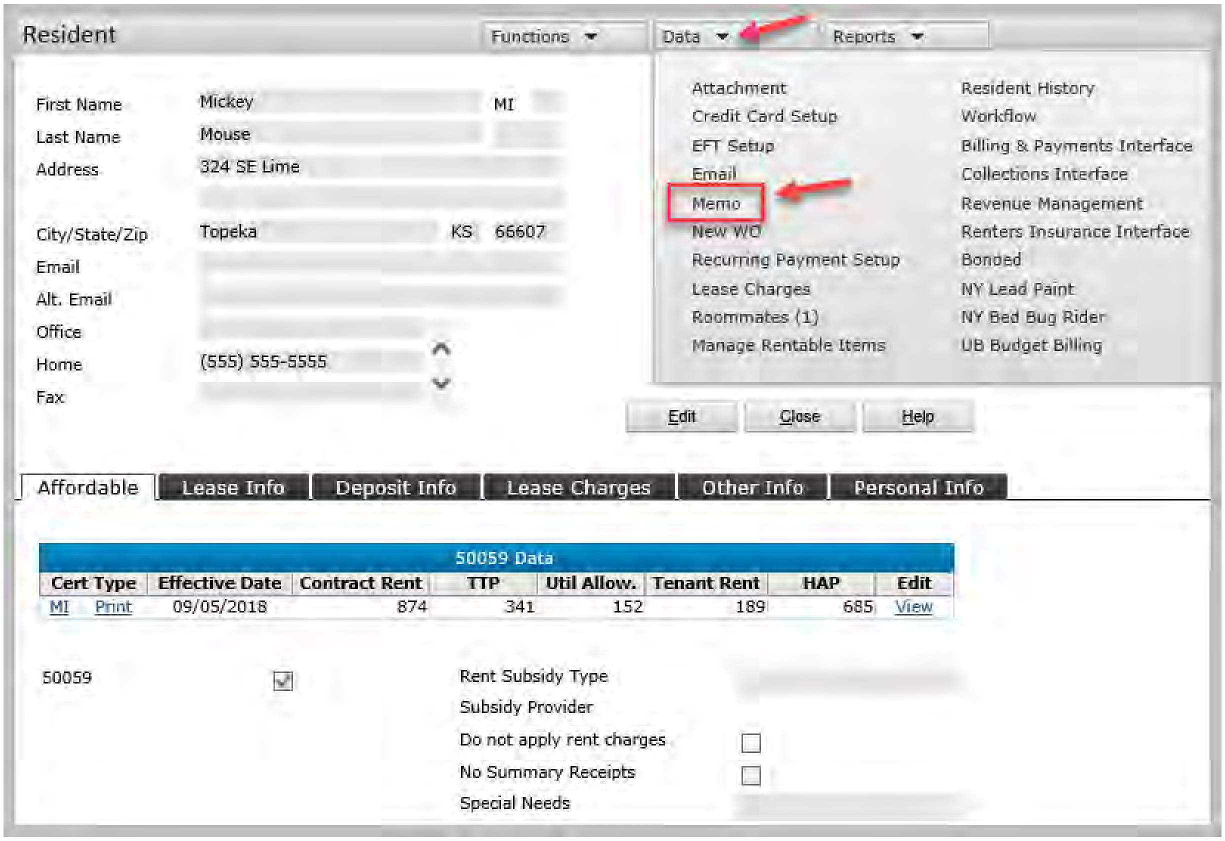
1. To add a Resident Memo, enter the Resident's last name in the **Search** field within the **People Search** tab on the dashboard.

2. Click **Search.**



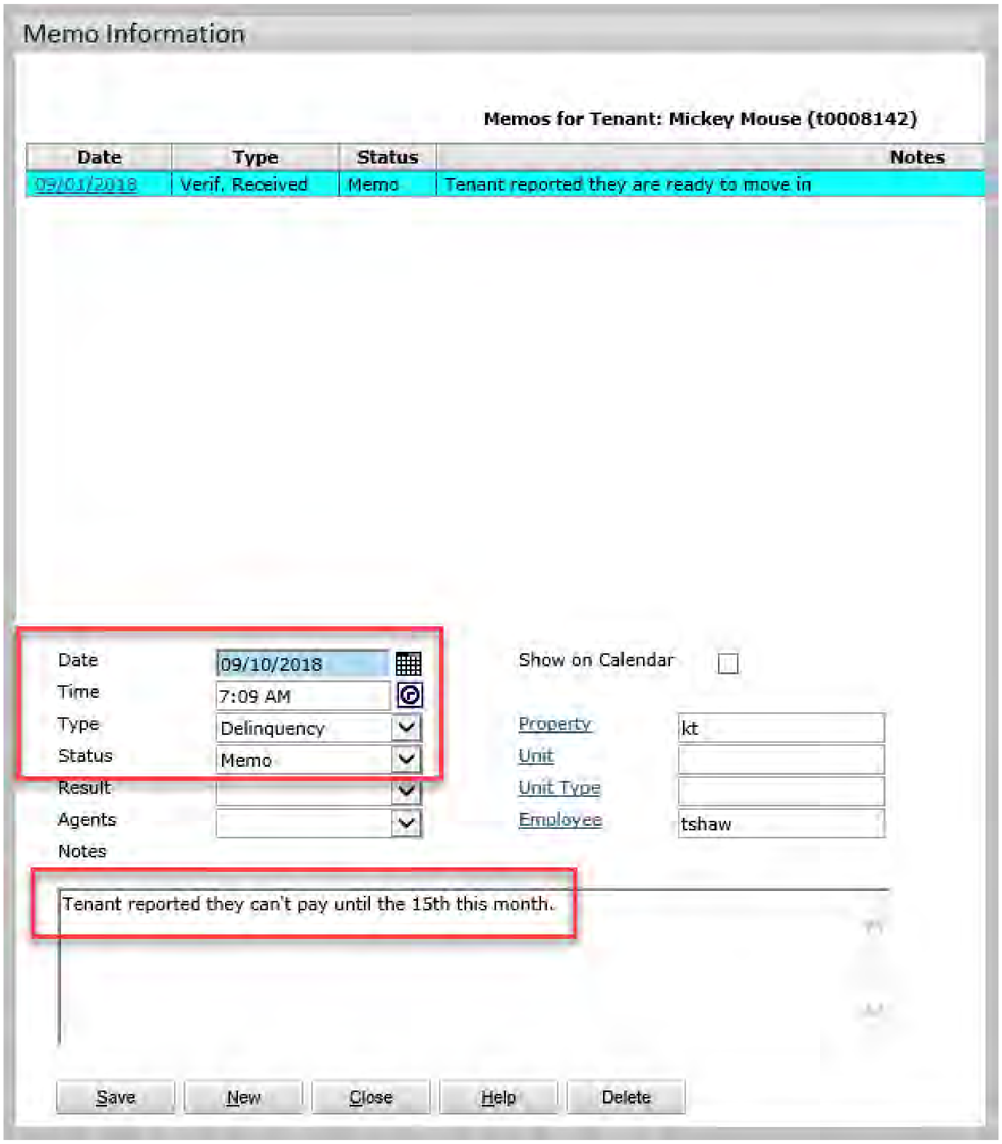
3. Review the names listed as the results of the **Person Search** and click the name of the Resident for whom the memo should be created.

The **Resident** screen appears.

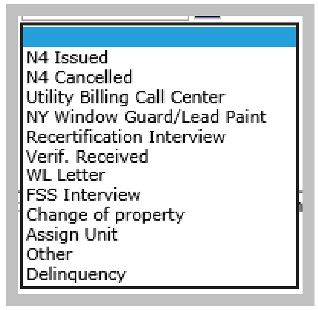


4. Click on the **Data** section at the top of the screen and then click on the **Memo** section.

The **Memo Information** screen appears.



5. Complete the following fields within the Memo Information screen:
    - **Date** – Enter the current date.
    - **Time** – Enter the current time.
    - **Type** – Select the appropriate type from the following options:

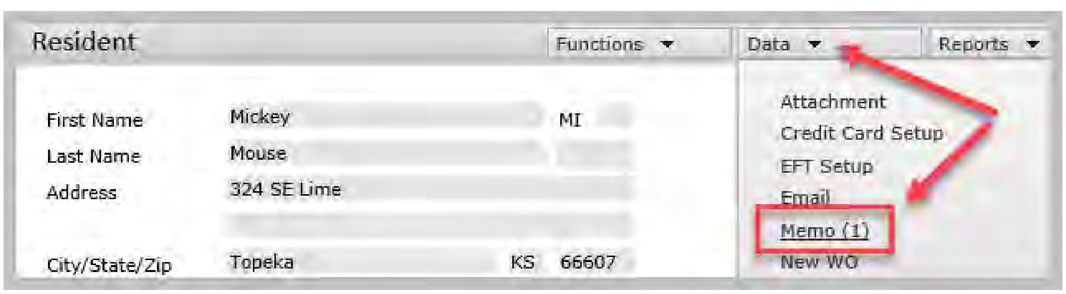


- **Status** – Fill as Memo
- **Result** – Leave blank.
- **Agent** – Select the agent responsible for the memo, if applicable.
- **Show on Calendar** - Leave this box unchecked.
- **Property** – Leave as defaulted.
- **Unit** – Leave blank.
- **Unit Type** – Leave blank.
- **Employee –** Leave blank.
- **Notes** – Enter any text from the memo in this section.

NOTE: *All memos must be factual and concise.*

6. Click **Save** and then click **Close.**

7. The **Resident** screen appears.



8. Click **Save** within the Resident screen.

Note that after saving the Resident's record, the number next to the word **Memo** becomes "**1**" to signify that one memo exists for this Resident. This number will continue to be updated as more memos are added.

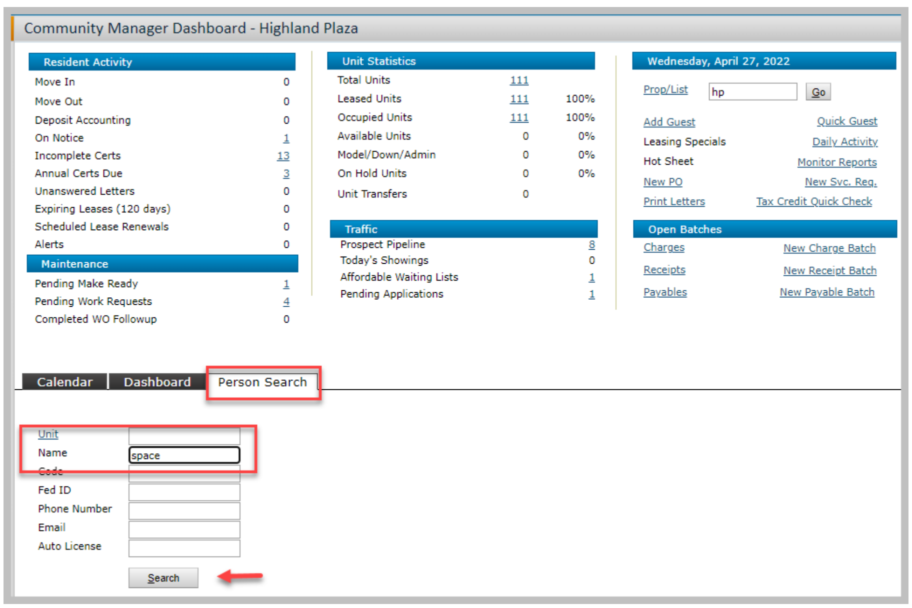
Adding a Roommate (Residential Process – non section 8)

If, at some time after the leasing process, the Resident acquires a roommate, use the following procedure to add a roommate to an existing Resident's record. <u>Do not create a new Guest Card when one of the current residents will remain in the unit.</u>

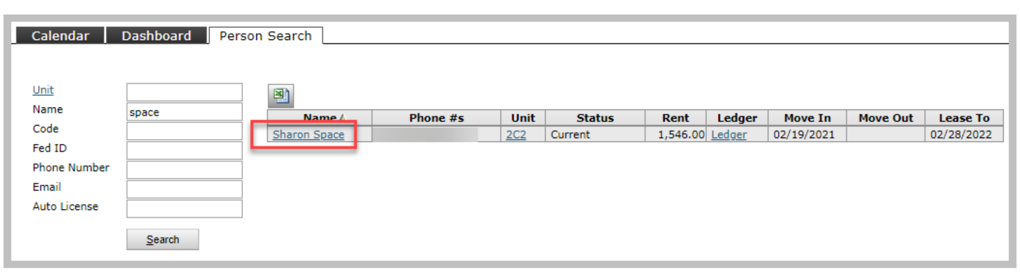
****Important Note** - If you are adding a roommate on a Section-8 unit, an Interim Recertification will need to be completed in order to stay in compliance. Adding a member to that unit should not be done using the Roommates procedure, as the income will not be calculated towards the Tenant Portion of the Rent or HAP. Adding the roommate via the process below only allows the person to show in the Person Search.

1. To update roommate information, enter the Resident's last name in the **Search** field within the **People Search** tab on the dashboard.

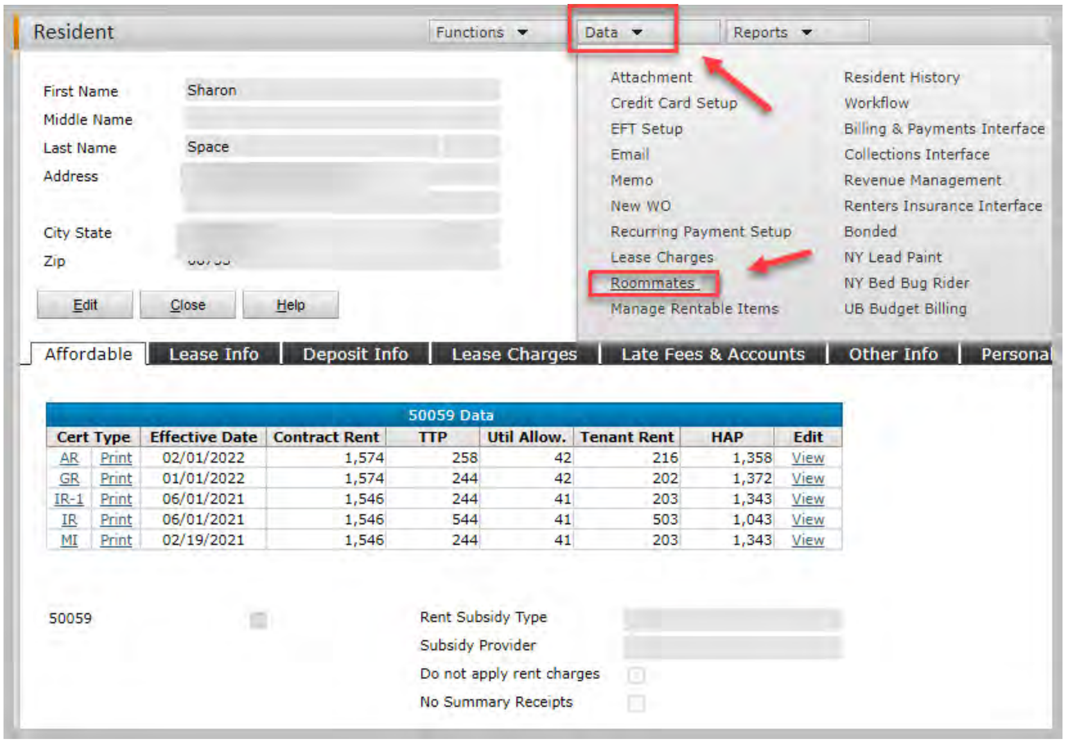
2. Click **Search.**



3. Review the resident names that are listed as the results of the **Person Search**, and click the name of the Resident for whom you want to add a roommate.

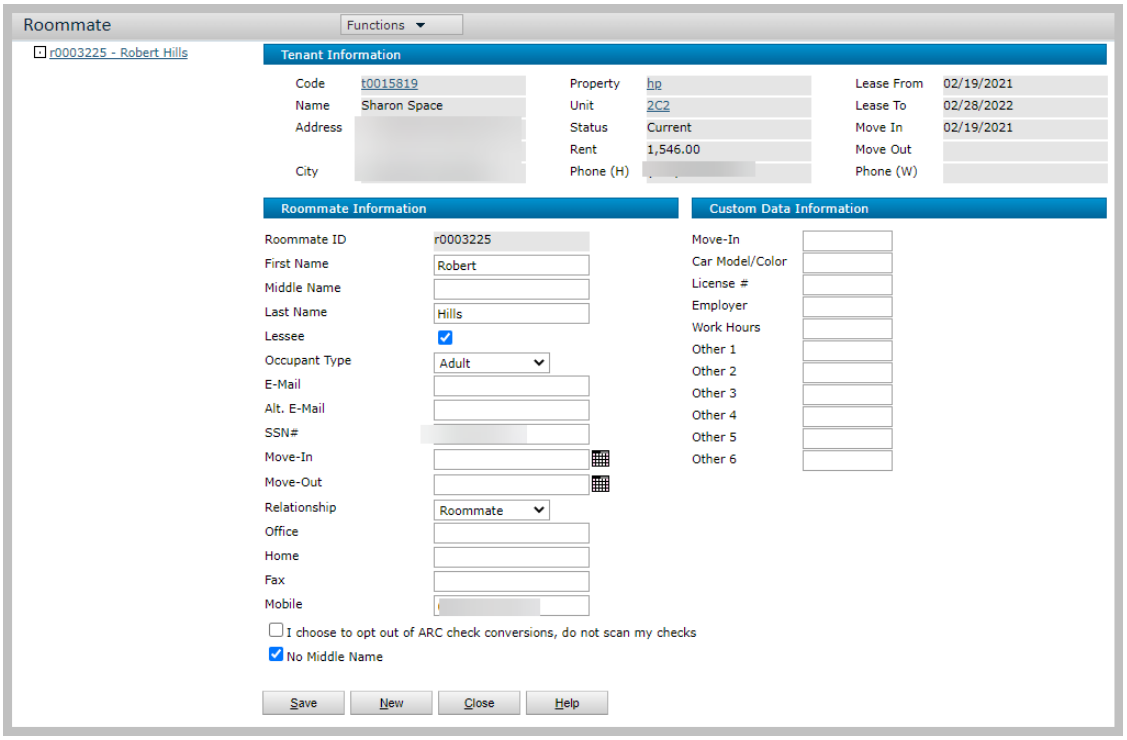


4. The **Resident** screen will be displayed.



5. Within the Resident record, click **Roommates** under the **Data** section located on the top center of the screen.

6. The **Roommate** screen will be displayed.



7. Complete the following fields within the Roommate screen:
   - **Last Name** – Enter the roommate's last name.
   - **First Name** – Enter the roommate's first name.
   - **Lessee** – If the roommate is a leaseholder, check the box by clicking on the box.
   - **E-mail** – Enter the roommate's E-mail address if provided.
   - **Alt. E-mail** – Enter the roommate's alternate E-mail address if provided.
   - **SSN#** – Enter the roommate's Social Security Number.
   - **Move-In** – Enter the date the Resident moved in to the unit.
   - **Move-Out** – Leave blank.
   - **Relationship** – Enter the relationship of the roommate.
   - **Car Model/Color** – Enter the roommate's car model and color.
   - **License #** – Enter the license plate number of the car.
   - **Employer** – Enter the roommate's employer.
   - **Work Phone** – Enter the roommate's work phone number.
   - **Work Hours** – Enter the roommate's work hours.

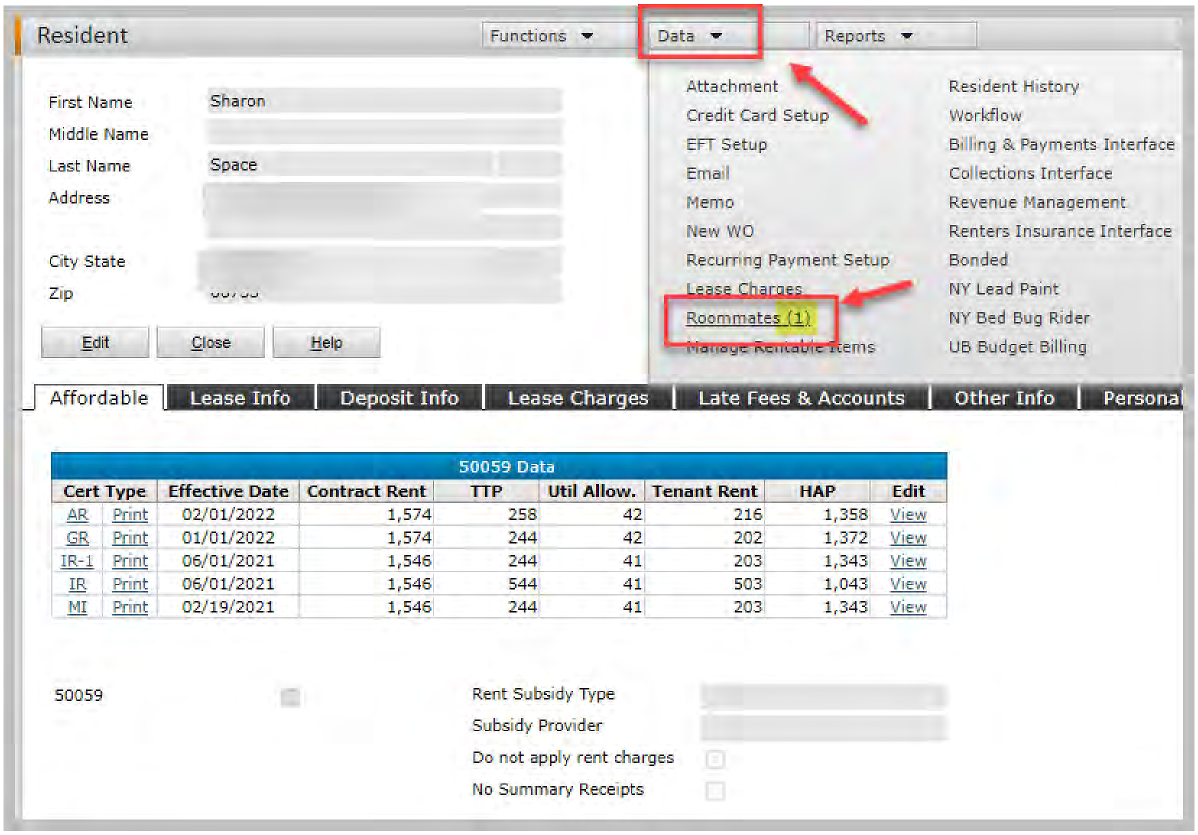
8. Click **Save.**

9. Close the **Roommate** screen by clicking on the **"X"** in the top right corner of the window to return to the Resident record.

10. The Resident screen appears.

11. Click **Save.**

Note that after saving the Resident's record, the number next to the word "Roommates" becomes "1" to signify that one roommate exists for this Resident. This number will continue to be updated as roommates are added or removed.



12. The roommate has now been successfully added for the existing Resident.

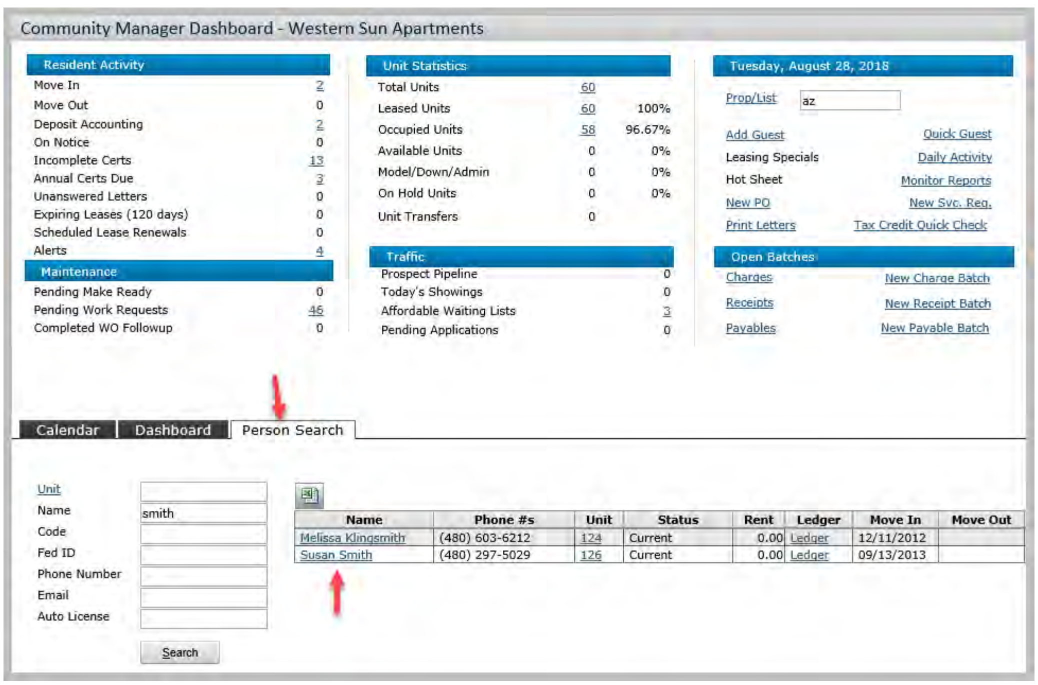
CHAPTER FIVE: CHARGE PROCEDURES

A one-time charge is an amount a Resident owes for a specific service or use. An example of a one-time charge would be $50.00 for the replacement of a broken window. All one-time charges are created in the "Resident Record" screen. Once created, the charge(s) are posted immediately to the Resident ledger and the general ledger.

Adding a One-Time Charge to a Resident

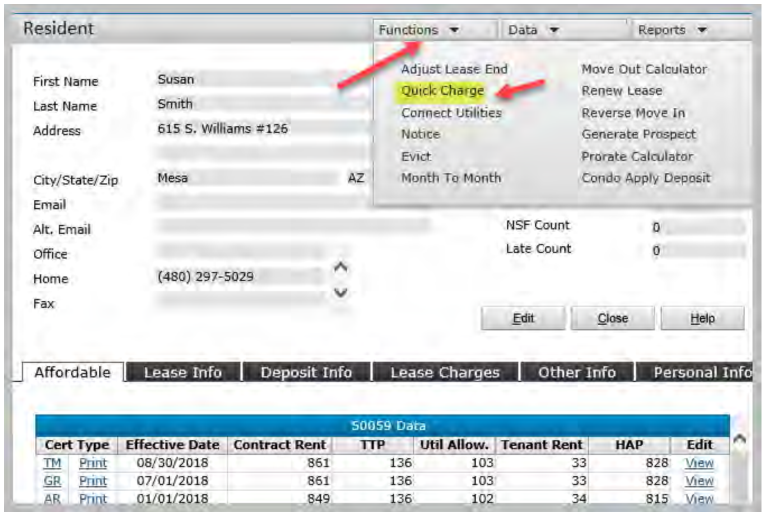
1. **Quick Steps:** Select **Person Search**, search by last name, and select the resident's name hyperlink. Click **Quick Charge** in the **Functions** menu; enter the Date, Post Month, Amount, and Charge Code. Make sure to leave a note and then click **Submit.**

1. To access the **Resident Record**, type the last name of the Resident in the box next to the word **Name** in the **Person Search** portion of the Yardi Dashboard. Click **Search**.



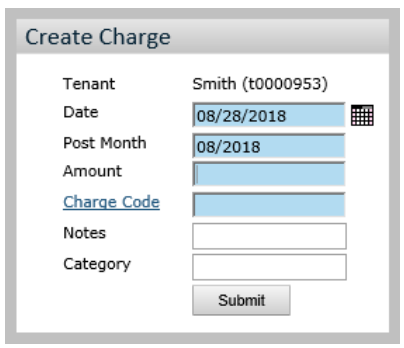
2. Choose a Resident from the Prospect/Resident Directory by clicking on the name in the **Name** column.

3. The **Resident Record** screen appears.



4. To create the charge, click **Quick Charge** located on the top under the **Functions** section.

The **Create Charge** screen will open in a separate window.



5. Enter the following information in the **Create Charge** screen:
   - **Date** - The program will automatically default to today's date.
   - **Post Month** – Enter the post month – this should ALWAYS be the current post month.
   - **Amount** - Enter the amount to be charged to the Resident.

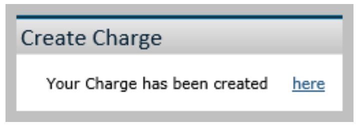
NOTE: Do not enter a dollar sign.

   - **Charge Code** - Enter the charge code that corresponds with the charge being entered.
   - **Notes** – Enter the reason for the charge or credit. These notes will appear on the Resident ledger. Remember, all notes must be factual and concise. **Please make sure to leave a note explaining the charge.**
   - **Category** - Leave this field blank.

6. Click **Submit**.

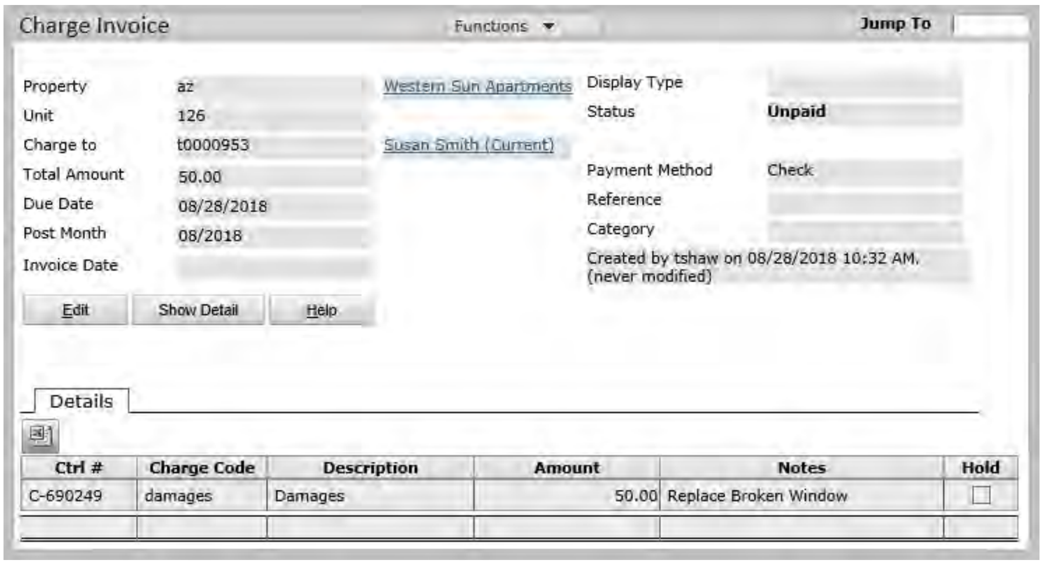
Note: After clicking **Submit** the charge is created and is immediately placed on the resident's ledger.

7. A confirmation that the charge has been created appears on the screen.



8. To view the charge, click on the **here** hyperlink or close the **Create Charge** screen by clicking the **"X"** in the top right corner of the screen.

9. The **Charge Invoice** screen will open in a separate window.



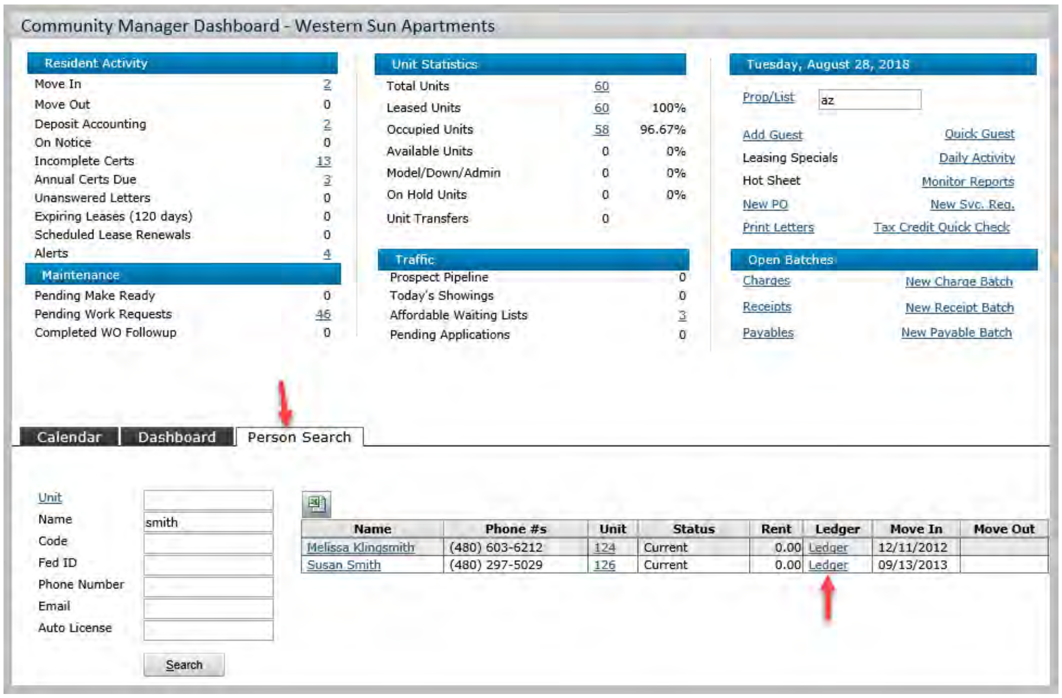
10. Click the "**X**" in the top right corner of the screen to close the **Charge Invoice** screen.

11. When finished reviewing charges, click the **Home** button to return to the Yardi Voyager Dashboard Menu.

Reviewing Charges

Quick Steps: Select **Person Search**, search by last name, click on the resident's name hyperlink, and click on **Ledger** in the **Reports** menu on the right-hand side.

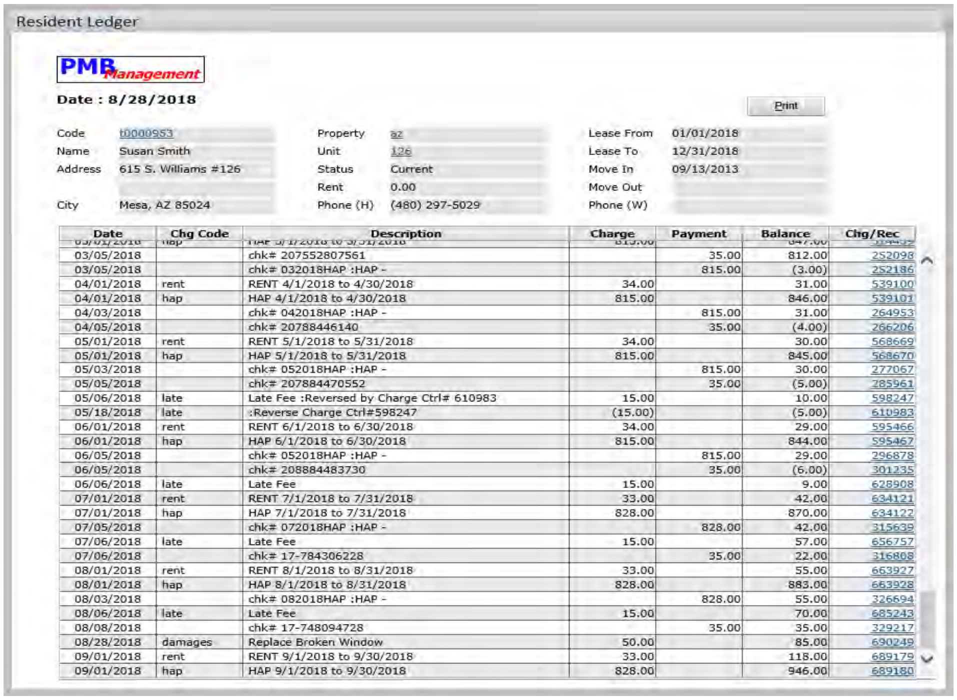
1. To access the Resident Ledger, type the last name of the Resident in the box next to the word **Name** in the **Person Search** portion of the Yardi Dashboard. Click **Search**.



1. Choose a Resident from the Prospect/Resident Directory by clicking on the name in the **Name** column.

2. Click on **Ledger** for that resident.

3. The **Resident Ledger** screen appears.



Resident Ledger

PMB Management

Date : 8/28/2018

Print

Code	t0000953	Property	az	Lease From	01/01/2018
Name	Susan Smith	Unit	126	Lease To	12/31/2018
Address	615 S. Williams #126	Status	Current	Move In	09/13/2013
		Rent	0.00	Move Out	
City	Mesa, AZ 85024	Phone (H)	(480) 297-5029	Phone (W)	

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
03/05/2018		chk# 207552807561		35.00	812.00	252098
03/05/2018		chk# 032018HAP :HAP -		815.00	(3.00)	252186
04/01/2018	rent	RENT 4/1/2018 to 4/30/2018	34.00		31.00	539100
04/01/2018	hap	HAP 4/1/2018 to 4/30/2018	815.00		846.00	539101
04/03/2018		chk# 042018HAP :HAP -		815.00	31.00	264953
04/05/2018		chk# 20788446140		35.00	(4.00)	266206
05/01/2018	rent	RENT 5/1/2018 to 5/31/2018	34.00		30.00	568669
05/01/2018	hap	HAP 5/1/2018 to 5/31/2018	815.00		845.00	568670
05/03/2018		chk# 052018HAP :HAP -		815.00	30.00	277067
05/05/2018		chk# 207884470552		35.00	(5.00)	285961
05/06/2018	late	Late Fee :Reversed by Charge Ctrl# 610983	15.00		10.00	598247
05/18/2018	late	:Reverse Charge Ctrl#598247	(15.00)		(5.00)	610983
06/01/2018	rent	RENT 6/1/2018 to 6/30/2018	34.00		29.00	595466
06/01/2018	hap	HAP 6/1/2018 to 6/30/2018	815.00		844.00	595467
06/05/2018		chk# 052018HAP :HAP -		815.00	29.00	296878
06/05/2018		chk# 208884483730		35.00	(6.00)	301235
06/06/2018	late	Late Fee	15.00		9.00	628908
07/01/2018	rent	RENT 7/1/2018 to 7/31/2018	33.00		42.00	634121
07/01/2018	hap	HAP 7/1/2018 to 7/31/2018	828.00		870.00	634122
07/05/2018		chk# 072018HAP :HAP -		828.00	42.00	315639
07/06/2018	late	Late Fee	15.00		57.00	656757
07/06/2018		chk# 17-784306228		35.00	22.00	316808
08/01/2018	rent	RENT 8/1/2018 to 8/31/2018	33.00		55.00	663927
08/01/2018	hap	HAP 8/1/2018 to 8/31/2018	828.00		883.00	663928
08/03/2018		chk# 082018HAP :HAP -		828.00	55.00	326694
08/06/2018	late	Late Fee	15.00		70.00	685243
08/08/2018		chk# 17-748094728		35.00	35.00	329217
08/28/2018	damages	Replace Broken Window	50.00		85.00	690249
09/01/2018	rent	RENT 9/1/2018 to 9/30/2018	33.00		118.00	689179
09/01/2018	hap	HAP 9/1/2018 to 9/30/2018	828.00		946.00	689180

4. To print a copy of the **Resident Ledger**, right click on the **Ledger** screen and select **Print**. There is also a print button located at the upper right corner of the page.

5. There are different types of ledgers which can be accessed from the Resident screen. On the Resident screen, click on the **Reports** button to see a drop-down menu of the different types reports.

- **Ledger:** This report includes ALL charges and receipts for the unit including resident and if applicable, subsidy transactions.

- **Unpaid Charges:** This report includes all UNPAID Resident charges for the unit. This report may be the best one to share with the Resident unless subsidy payments are a point of concern.

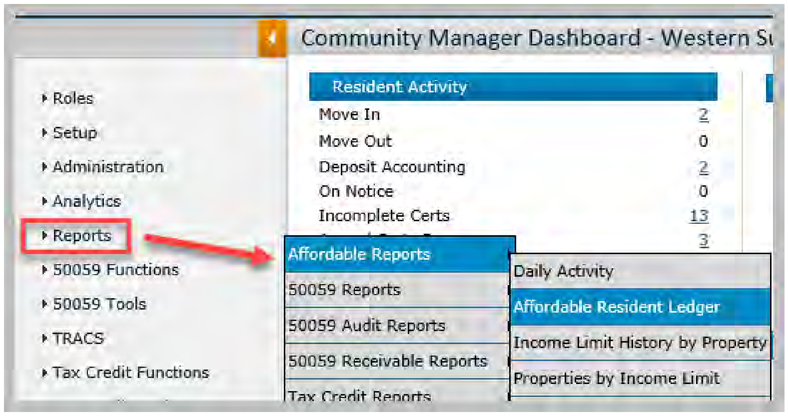
- **Ledger - HAP:** This report includes ALL charges and receipts for the HAP only excluding Tenant portion.

- **Ledger Non-HAP**: This report includes all Resident charges and Receipts excluding HAP portion.

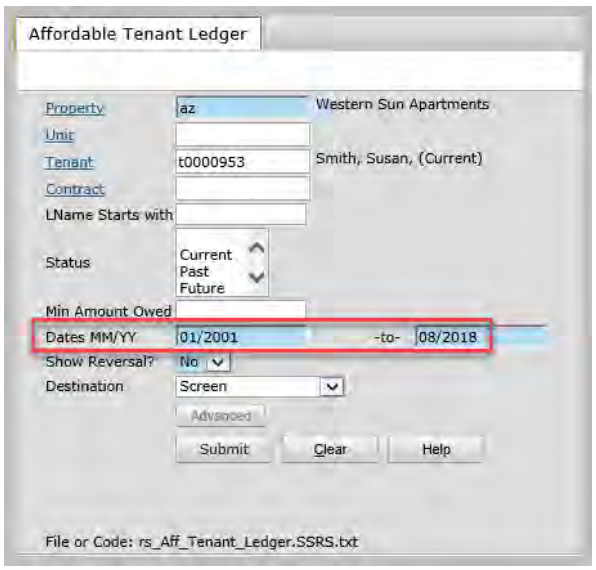
Printing the Tenant Ledger

In addition to the ledgers available from the Resident screen, there are ledgers available as Reports. The tenant ledger report removes HAP and prints only the tenant ledger details.

1. To print a ledger report, click on **Reports > Affordable Reports > Affordable Resident ledger.**



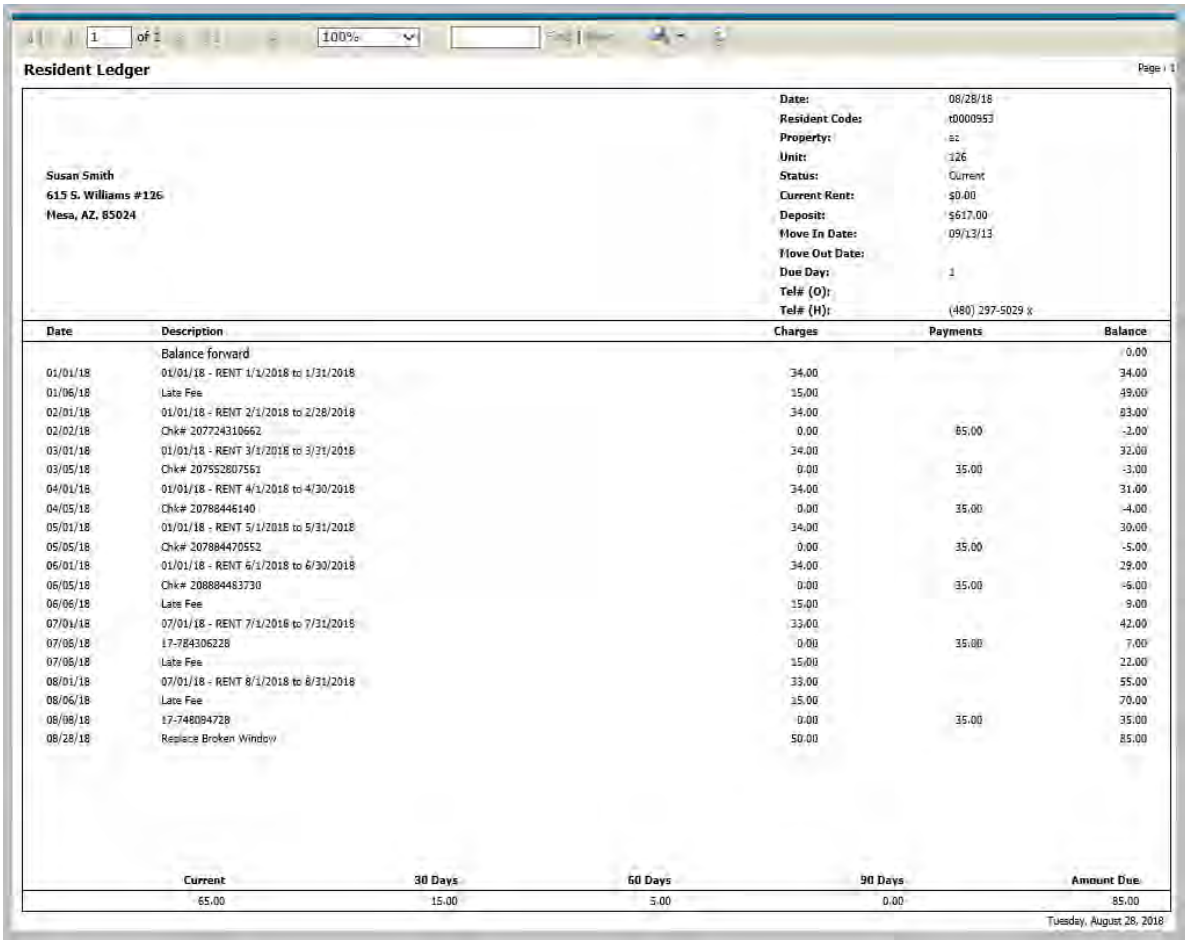
The report filter appears.



2. Enter the following information:
   - **Property** – Enter the property code of the resident
   - Unit – Leave blank
   - **Tenant** – Click the link to select the resident
   - **Contract** – Select the appropriate contract number
   - **LName Starts with** – Use this field if no tenant is selected in the field above
   - **Status** – Leave blank as defaulted.
   - **Min Amount Owed** – Input a minimum amount due to print ledgers for.
   - **Dates** – Enter the month ranges
   - **Show Reversal?** – Select “No”.

3. Click **Submit.**

4. The **Resident Ledger** appears.



1 of 1 100%

Resident Ledger

Page 1

Susan Smith
615 S. Williams #126
Mesa, AZ, 85024

Date:	08/28/18
Resident Code:	t0000953
Property:	az
Unit:	126
Status:	Current
Current Rent:	$0.00
Deposit:	$617.00
Move In Date:	09/13/13
Move Out Date:	
Due Day:	1
Tel# (O):	
Tel# (H):	(480) 297-5029 x

Date	Description	Charges	Payments	Balance
	Balance forward			0.00
01/01/18	01/01/18 - RENT 1/1/2018 to 1/31/2018	34.00		34.00
01/06/18	Late Fee	15.00		49.00
02/01/18	01/01/18 - RENT 2/1/2018 to 2/28/2018	34.00		83.00
02/02/18	Chk# 207724310662	0.00	85.00	-2.00
03/01/18	01/01/18 - RENT 3/1/2018 to 3/31/2018	34.00		32.00
03/05/18	Chk# 207552807561	0.00	35.00	-3.00
04/01/18	01/01/18 - RENT 4/1/2018 to 4/30/2018	34.00		31.00
04/05/18	Chk# 20788446140	0.00	35.00	-4.00
05/01/18	01/01/18 - RENT 5/1/2018 to 5/31/2018	34.00		30.00
05/05/18	Chk# 207884470552	0.00	35.00	-5.00
06/01/18	01/01/18 - RENT 6/1/2018 to 6/30/2018	34.00		29.00
06/05/18	Chk# 208884483730	0.00	35.00	-6.00
06/06/18	Late Fee	15.00		9.00
07/01/18	07/01/18 - RENT 7/1/2018 to 7/31/2018	33.00		42.00
07/05/18	17-784306228	0.00	35.00	7.00
07/06/18	Late Fee	15.00		22.00
08/01/18	07/01/18 - RENT 8/1/2018 to 8/31/2018	33.00		55.00
08/06/18	Late Fee	15.00		70.00
08/08/18	17-748094728	0.00	35.00	35.00
08/28/18	Replace Broken Window	50.00		85.00

Current	30 Days	60 Days	90 Days	Amount Due
65.00	15.00	5.00	0.00	85.00

Tuesday, August 28, 2018

Adjust Lease Charge Function

The adjust lease charge function is primarily used on Market or Tax Credit Only residents. This function is used to assist users with making retroactive lease changes to tenant rent and subsidy charges. This function will properly create the positive and negative charge(s) for the different charge codes, which allows for cleaner ledgers as well as updating the lease charge screen automatically.

NOTE: If the rent change notice affects a future period, just update the lease charges on the **Resident** screen via **Data > Lease Charges**.

In the following example, the resident has a rent charge of $243.00 and subsidy of $519.00. Monthly posting has been charged though March. After the process is completed, we will review the lease charges again to show what this function creates.

Lease Charges Prior to using the function:

Affordable | Lease Info | Deposit Info | Lease Charges | Late Fees & Accounts

Active Lease Charges

Code	Amount	From Date	To Date	Hold	Added By	Last Modified By
rent	243.00	11/01/2020		☐	tshaw	tshaw
subsidy	519.00	11/01/2020		☑	tshaw	tshaw

Resident ledger prior to making any changes:

01/05/2021		chk# 170		243.00	(2.92)	783574
02/01/2021	rent	Rent (02/2021)	243.00		240.08	1493008
02/01/2021	subsidy	Tenant Based Subsidy (02/2021)	519.00		759.08	1493049
02/02/2021		chk# Woonsocket 02/21 :HAP -		519.00	240.08	797684
02/05/2021		chk# 172		243.00	(2.92)	804870
03/01/2021	rent	Rent (03/2021)	243.00		240.08	1507804
03/01/2021	subsidy	Tenant Based Subsidy (03/2021)	519.00		759.08	1507844
03/02/2021		chk# Woonsocket 03/21 :HAP -		519.00	240.08	813900
03/03/2021		chk# 173		243.00	(2.92)	815722

In this example, we received a letter from the housing authority that effective 02/01/21 the tenant had a retro change in Rent to 255 and subsidy reduced to 507.00,

To easily adjust the history and update the lease charges, use the **Adjust Lease Charge** function. The function should be run twice, once for each charge code of rent and once for subsidy, so that each lease charge can be adjusted accordingly. In this example, the rent lease charge is being adjusted first, however, it does not matter in which order you adjust the lease charges.

Adjust Rent Lease Charge Functionality

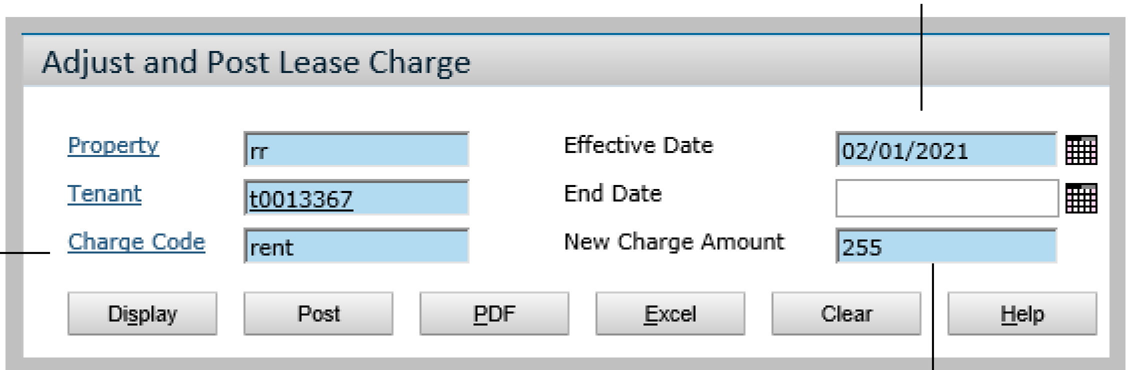
To adjust the Rent Lease charge, follow the instructions below.

1. **Community Manager Dashboard side menu > Charges > Adjust Lease Charge.**

2. Complete the filter as shown below.

Date the lease charge needs to be adjusted back to.

Select Charge Code that needs to be adjusted.



Amount of the new charge

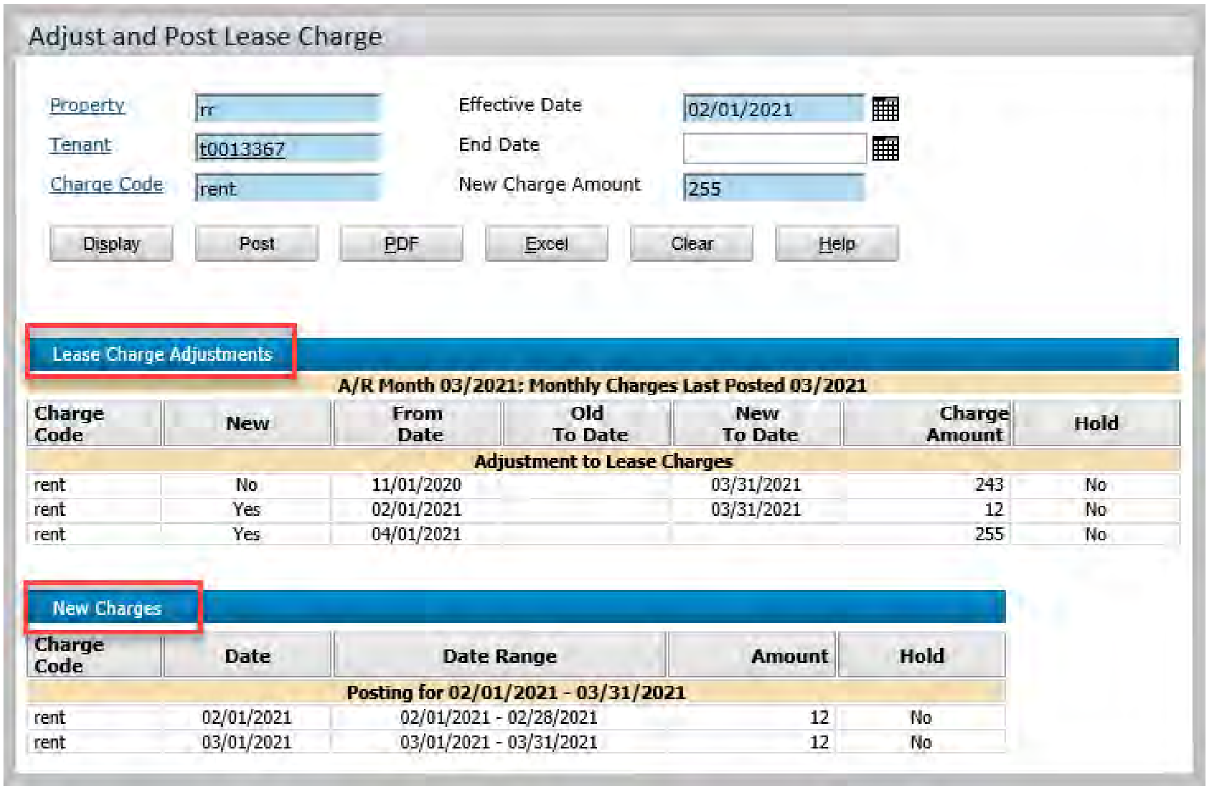
Charge Code – Select the appropriate charge code.

Effective Date – Type the date the change occurred so that the retro activity can be adjusted accordingly.

New Charge Amount – Type the total amount of the new charge.

3. Once you have the filter completed, click **Display**. The following sections appear.

Review the details for the Lease charge adjustments and new charges that will be created for the charge code specified. Click **Post** once you are ready to make the change and have the charges added to the tenant account.



Lease Charge Adjustments – This section shows the lease charges that will be added for the charge code selected in the filter.

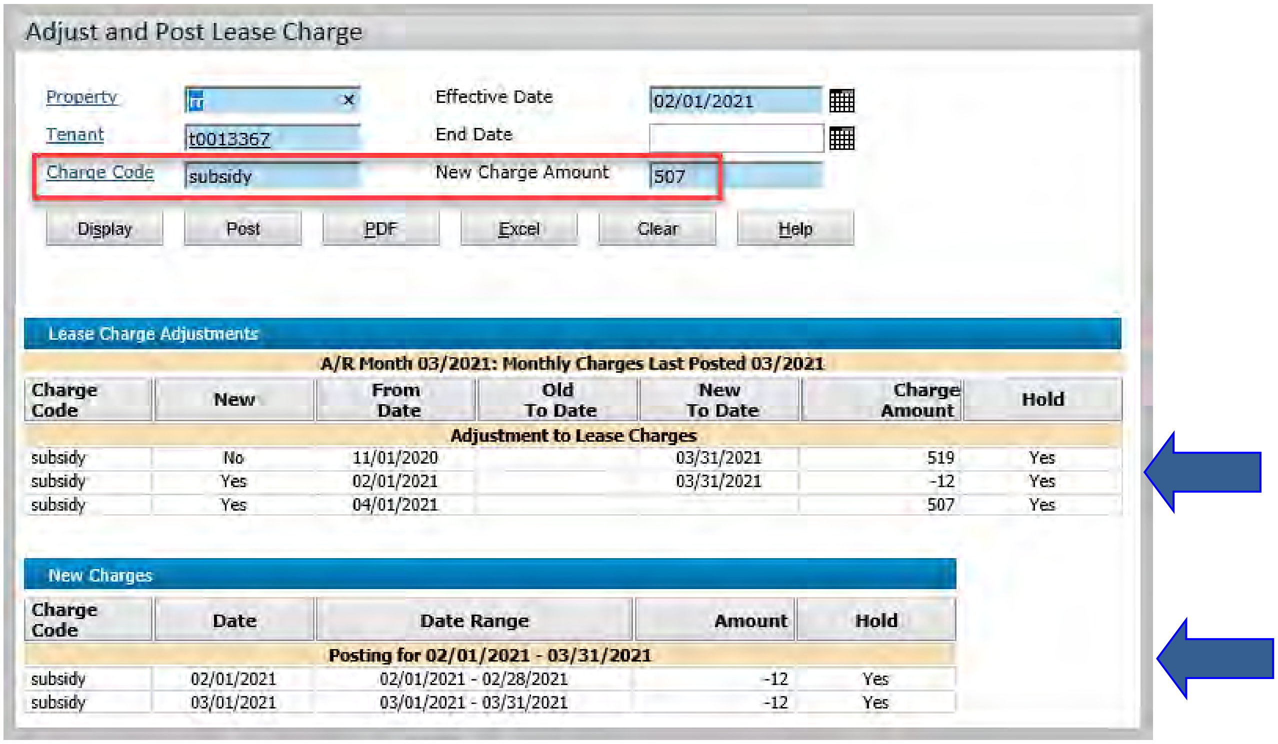
New Charges – This section shows the charges that will be added to the resident ledger.
In our example, the original rent lease charge was $243.00. Effective February 1, 2021, the rent charge increased to $255.00. Once posted, the lease charge will be adjusted accordingly and two charges of $12.00 will be added to the ledger to increase rent by $12.00 for February and March.

Adjust Subsidy Lease Charge

To adjust the subsidy charge, follow the instructions below. Note, in this example the subsidy charge is decreasing from $519.00 to $507.00.

1. On the filter, update the **Charge Code** field to show the subsidy charge code.

2. Type the new amount of assistance that is being received on behalf of the resident. The following screen appears:



Charge Code	New	From Date	Old To Date	New To Date	Charge Amount	Hold
subsidy	No	11/01/2020		03/31/2021	519	Yes
subsidy	Yes	02/01/2021		03/31/2021	-12	Yes
subsidy	Yes	04/01/2021			507	Yes

Charge Code	Date	Date Range	Amount	Hold
subsidy	02/01/2021	02/01/2021 - 02/28/2021	-12	Yes
subsidy	03/01/2021	03/01/2021 - 03/31/2021	-12	Yes

Lease Charge Adjustments – This section shows the lease charges that will be updated or added for the charge code selected in the filter.

New Charges – This section shows the charges that will be added to the resident ledger.
In this example, the original subsidy lease charge was $200.00. Effective July 1, 2011, the subsidy charge increased to $250.00. Once posted, the lease charge will be adjusted accordingly and two charges of $50.00 will be added to the resident ledger to increase subsidy by $50.00 for July and August.

3. Click **Post** to make the change and have the charges added to the tenant ledger.

Review Lease

Last review the lease charge screen (via the Resident screen) to see the updated lease charges.

Affordable | Lease Info | Deposit Info | Lease Charges | Late Fees & Accou

Active Lease Charges

Code	Amount	From Date	To Date	Hold	Added By	Last Modified By
rent	243.00	11/01/2020	03/31/2021	☐	tshaw	tshaw
rent	12.00	02/01/2021	03/31/2021	☐	tshaw	tshaw
rent	255.00	04/01/2021		☐	tshaw	tshaw
subsidy	519.00	11/01/2020	03/31/2021	☑	tshaw	tshaw
subsidy	-12.00	02/01/2021	03/31/2021	☑	tshaw	tshaw
subsidy	507.00	04/01/2021		☑	tshaw	tshaw

Notice that the original rent and subsidy lease charge records now have an ending date of March 31, 2021. New lease charges have been added for the new amounts effective for the next posting period.

Review the Non-HAP tenant ledger

Because the resident had a credit on the account prior, however, now owes 12 for February and March, the new balance is $21.08.

01/01/2021	rent	Rent (01/2021)	243.00		241.54	1473257
01/01/2021	sdint	SD Interest accumulated 2020	(1.46)		240.08	1489975
01/05/2021		chk# 170		243.00	(2.92)	783574
02/01/2021	rent	Rent (02/2021)	243.00		240.08	1493008
02/01/2021	rent	Rent 02/01/2021 to 02/28/2021 Lease Charge Adjustment	12.00		252.08	1521879
02/05/2021		chk# 172		243.00	9.08	804870
03/01/2021	rent	Rent (03/2021)	243.00		252.08	1507804
03/01/2021	rent	Rent 03/01/2021 to 03/31/2021 Lease Charge Adjustment	12.00		264.08	1521880
03/03/2021		chk# 173		243.00	21.08	815722

The adjustments that were posted using the **Adjust Lease Charge** function include a note 'Lease Charge Adjustment' to help identify these charges.

Review the HAP ledger

The HAP ledger shows a credit of $24.00, which should be deducted from the next months HAP check.

02/01/2021	subsidy	Tenant Based Subsidy (02/2021)	519.00		519.00	1493049
02/01/2021	subsidy	Tenant Based Subsidy 02/01/2021 to 02/28/2021 Lease Charge Adjustment	(12.00)		507.00	1521881
02/02/2021		chk# Woonsocket 02/21 :HAP -		519.00	(12.00)	797684
03/01/2021	subsidy	Tenant Based Subsidy (03/2021)	519.00		507.00	1507844
03/01/2021	subsidy	Tenant Based Subsidy 03/01/2021 to 03/31/2021 Lease Charge Adjustment	(12.00)		495.00	1521882
03/02/2021		chk# Woonsocket 03/21 :HAP -		519.00	(24.00)	813900

CHAPTER SIX: RECEIPT PROCEDURES

This chapter describes how to record funds received at the property. When payments are received, recording the receipts provides evidence of these financial transactions.

In Yardi Voyager, receipts are created in groups called batches. Before posting a batch, it is possible to add, delete, and modify receipts in the batch. When a receipt batch is posted, the program updates the property general ledger and balances on the Resident ledger.

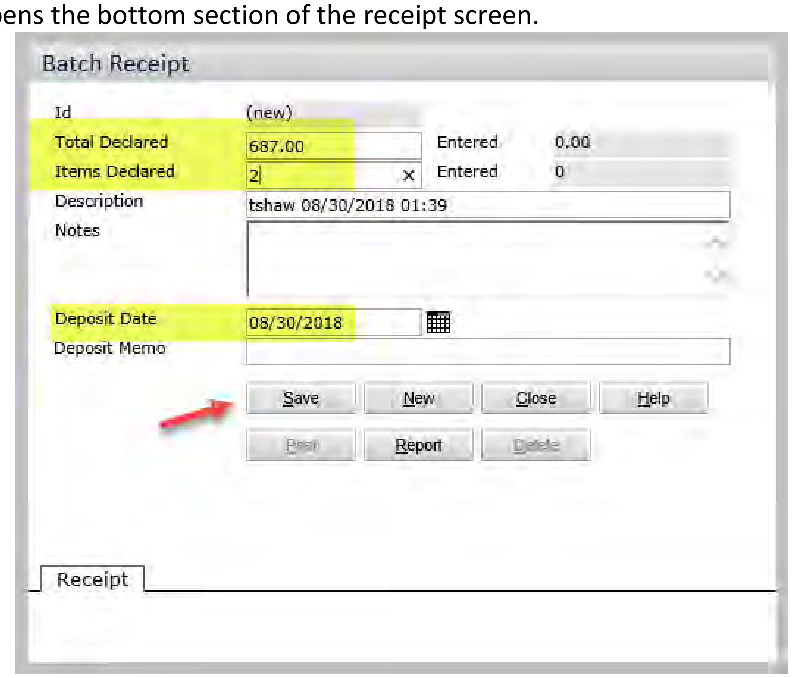
Creating a Receipt Batch

1. Choose **Receivables > Create Detail Batch** from the Side Menu to open the filter.

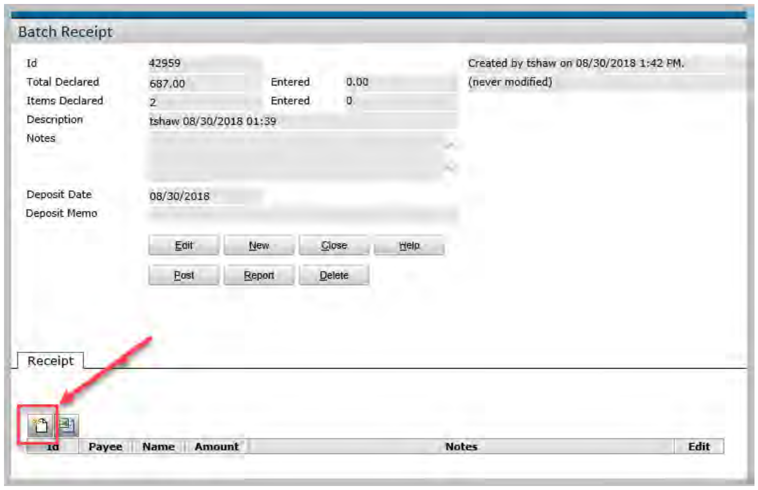
2. Complete the Batch Receipt filter:
   - **Total Declared:** Enter the deposit amount {do not include Subsidy payments in this total, only tenant receipts should be added through resident receipts}.
   - **Items Declared:** Enter the number of receipts in the deposit.
   - **Batch Description**: The description defaults to the username, date and time.
   - **Notes:** Enter a description or leave blank.
   - **Deposit Date:** Enter the date the checks are to be deposited.
   - **Deposit Memo:** Enter a deposit memo or leave blank.

   Note: The Deposit Date and Post Month always should be in the current accounting month.

3. Click **Save**. This opens the bottom section of the receipt screen.

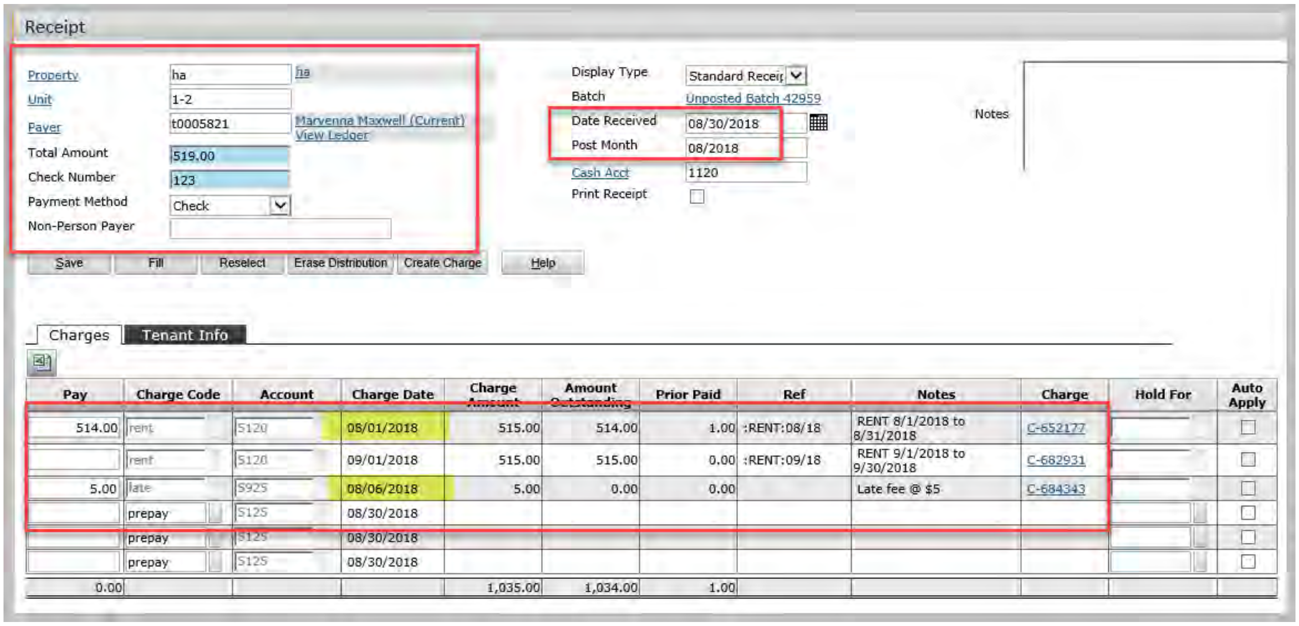


Click on the white blank page to open the **Receipt** screen.



Entering a Tenant Receipt

1. Complete the Receipt form:
   - **Property**: Enter the property code or accept the default value.
   - **Unit:** Enter the unit number or leave blank to select by tenant name.
   - **Payer:** Enter the tenant's name or click the link to choose the tenant's code from the list.
   - **Note**: Leave blank if a unit number is entered in step b.; the current tenant will default.
   - Click Enter Detail. The program completes the payment details section with the tenant's outstanding charges.
   - **Amount:** Accept the amount or type the receipt amount and press TAB.
   - Payer: Leave blank. This field is for non-tenant receipts only.
   - **Date Received**: Enter the deposit date of the receipt. This date can be different than the deposit date, make sure to put the correct date the payment was received as the date received.
   - **Post Month:** Verify the current accounting month.
   - **Note**: The Date Received and Post Month always should be in the current accounting month.
   - **Check Num**.: Enter the check, cashier's check, or money order number.
   - **Cash Acct:** Ensure that the account number is the correct cash account.
   - Payment Method: Select from the dropdown list.
     i. Select Check for checks.
     ii. {Select Check for Money Orders and Cashier's Checks.}
     iii. {Enter MO and last 4 digits of the Money Order number for check number.}



Receipt

Property	ha	ha
Unit	1-2	
Payer	t0005821	Maryenna Maxwell (Current) View Ledger
Total Amount	519.00	
Check Number	123	
Payment Method	Check	
Non-Person Payer		

Display Type	Standard Receipt
Batch	Unposted Batch 42959
Date Received	08/30/2018
Post Month	08/2018
Cash Acct	1120
Print Receipt	

Notes

Save | Fill | Reselect | Erase Distribution | Create Charge | Help

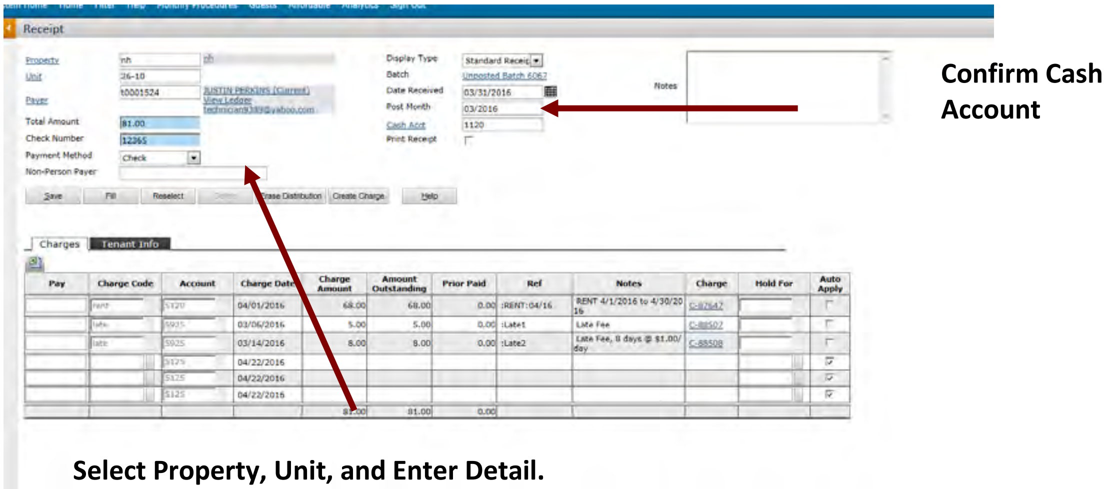
Charges | Tenant Info

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Auto Apply
514.00	rent	5120	08/01/2018	515.00	514.00	1.00	:RENT:08/18	RENT 8/1/2018 to 8/31/2018	C-652177		
	rent	5120	09/01/2018	515.00	515.00	0.00	:RENT:09/18	RENT 9/1/2018 to 9/30/2018	C-682931		
5.00	late	5925	08/06/2018	5.00	0.00	0.00		Late fee @ $5	C-684343		
	prepay	5125	08/30/2018								
	prepay	5125	08/30/2018								
	prepay	5125	08/30/2018								
0.00				1,035.00	1,034.00	1.00					

2. Complete the Pay column by correcting any discrepancies in the distribution of the tenant's payment.
   - If there is a prepaid amount see **Entering a Tenant Prepay** below.
   - To clear the distribution, click Erase Distribution.
   - To clear everything and select a different tenant click Reselect Tenant.

3. Notes: Enter a description or leave blank.
   In the example above the tenant paid 519 on August 30. By default, the system would apply the money to the rent charges first, however, the other 5.00 should have been applied to the late charge. Adjust the Pay column appropriately.

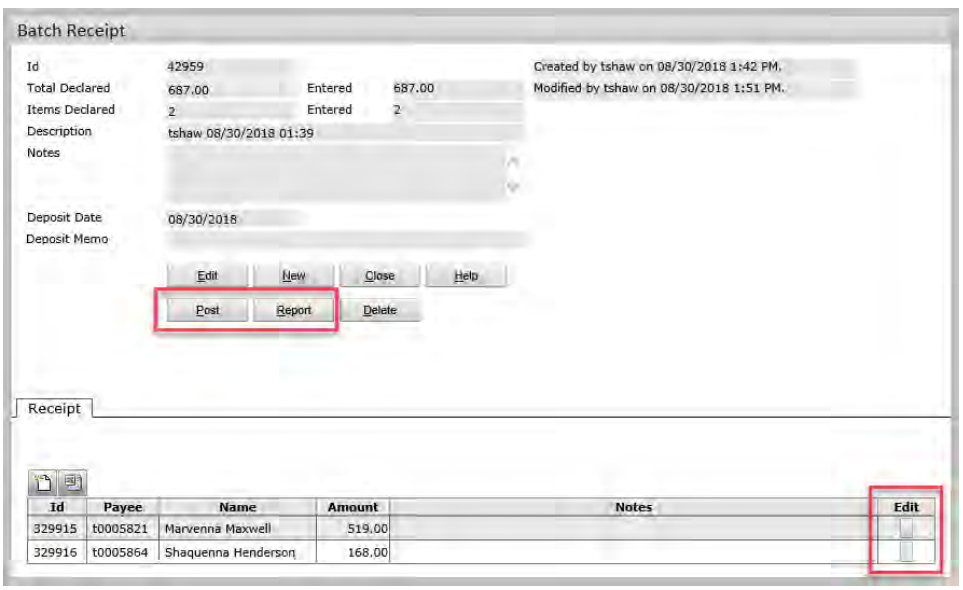
4. Once the receipt is complete and Unapplied equals zero, click **Save**.
   - After saving, if a dialog box displays on the screen with the message "Offset differs from cash account entered on line ____"; select the correct cash account.



Select Property, Unit, and Enter Detail.
Click Reselect Tenant to get a blank Receipt Form.
Click Erase Distribution to manually apply payment.

5. Enter the next receipt.

6. When the total amount or total number of receipts has been entered, the program automatically returns to the *Batch Receipt* form. Also, return to the *Batch Receipt* form by clicking the Batch number link in the top right corner of the receipt.



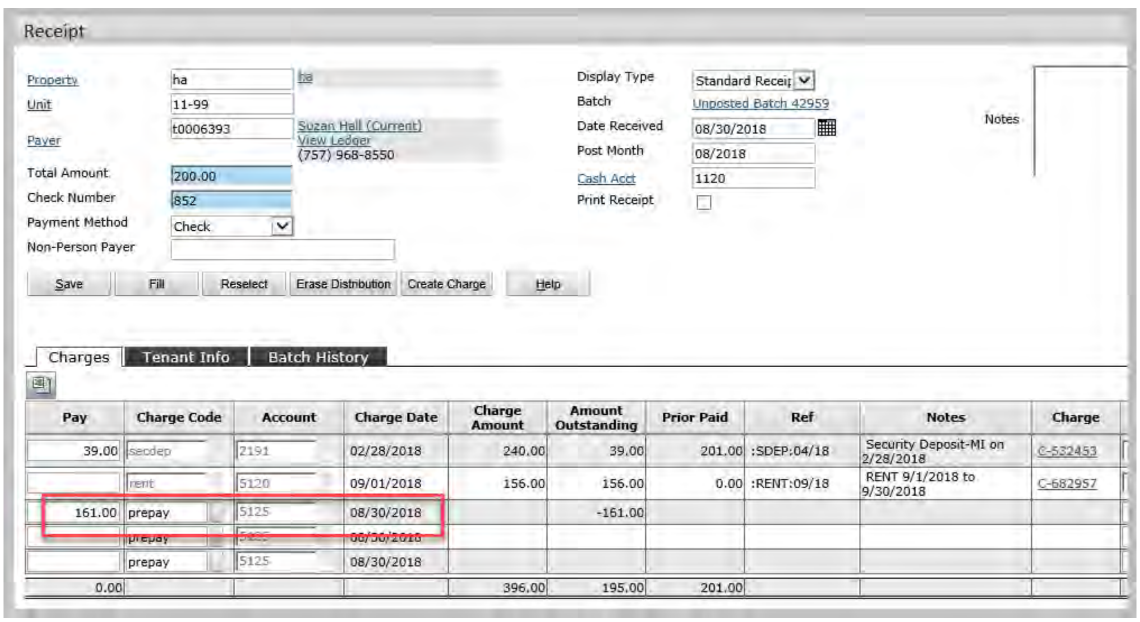
7. If changes need to be made to the receipts in the batch, edit the receipts. Once the batch is complete, run the **Report**, then **Post** the batch.

Entering a Tenant Prepay

Any amount that exceeds the balance the resident owes must be entered on the additional line provided in the **Pay** detail section of the **Receipt** form.

Note: Do not apply a payment to a future month's charge, add this to the prepay line on the receipt.

1. In the Pay column, tab down to the first line below the unpaid charge(s).
   - **Pay:** Enter the amount of the prepayment.
   - **Charge Code:** Voyager will display the default prepay charge code in this field.
   - **Date:** Enter the deposit date.
   - Ref: Select from the dropdown list:
   - Any – allows the system to apply this prepay to any charge.
   - Hold For – requires that the system apply this prepay only to the GL account defined as 'hold for' in GL Account Setup (for the prepay account) or to the GL accounts defined in Accounts and Options under Charge Payment Sequence.
   - Manual – holds this prepay to be applied manually by a user.



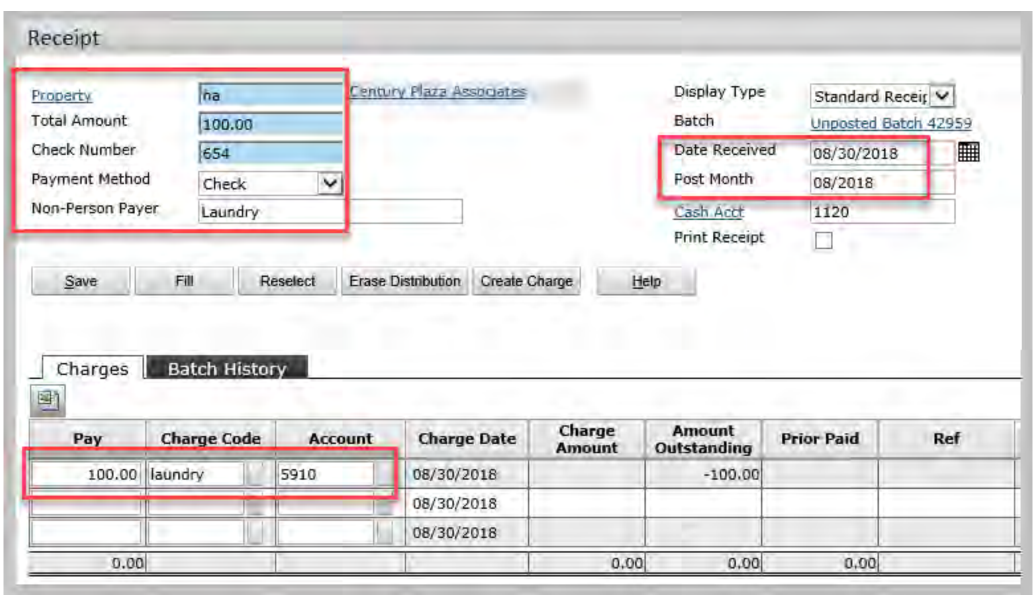
2. Return to **Entering a Tenant Receipt** to continue entering a receipt batch.

Entering a Non-Tenant Receipt

A non-tenant receipt is any payment the property receives for a deposit that is not applied to a tenant charge. Examples would be laundry proceeds, vending income, or funds received on an insurance claim.

1. Complete the *Receipt* form:
   - **Property:** Enter the property code or accept default value.
   - Unit: Leave blank.
   - Resident: Leave blank.
   - **Payer:** Enter the name of the person or company issuing the check.
   - Click Enter Detail. Now the amount field is available for data entry.
   - **Amount**: Enter the receipt amount and press TAB.
   - **Date Received**: Enter the deposit date of the receipt.
   - Post Month: Verify the current accounting month.
   - **Check Num**.: Enter the check or money order number.
   - **Cash Acct:** Ensure that the account number is the correct cash account.
   - Payment Method: Select from the dropdown list.
     a. Select **“Check”** for checks.
     b. {Select **“Check”** for Money Orders and Cashier’s Checks.}
        i. {Enter MO and last 4 digits of Money Order number for check number.}
   - <u>Pay:</u> This will default to the amount of the check (change if necessary).
   - <u>Charge Code</u>: Enter the charge code for this payment or click on the link to select from the list.
   - <u>Notes:</u> Enter a description of the non-tenant receipt or leave blank.

2. Click **Save**.



Leave Unit and Resident fields blank; enter Payer and Click Enter Detail. Enter Amount and Check Number, Select Cash Account, and Charge Code. Complete Note.

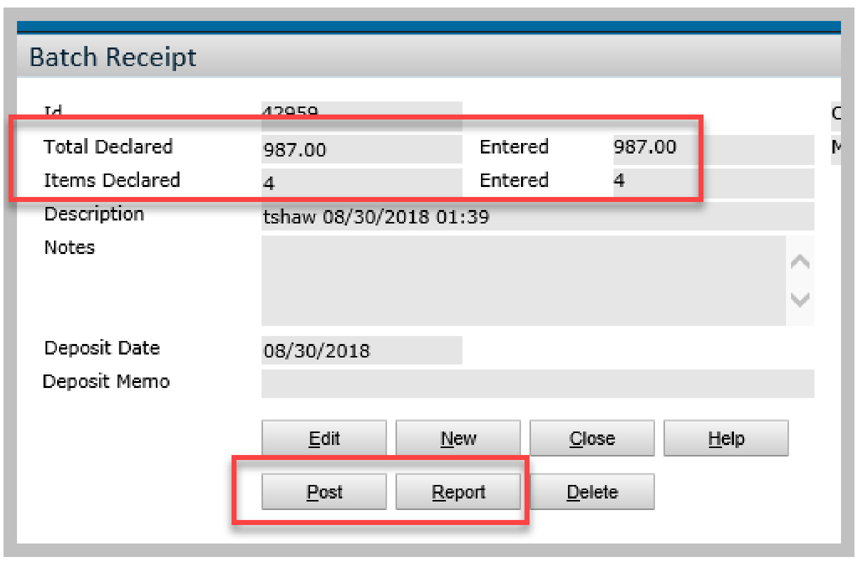
3. Repeat steps 1 and 2 to enter additional non-tenant receipts.

4. When the total amount or total number of items has been entered, the program automatically returns to the **Batch Receipt** form. Also, return to the **Batch Receipt** form by clicking the **Batch number** link in the top right corner of the receipt.

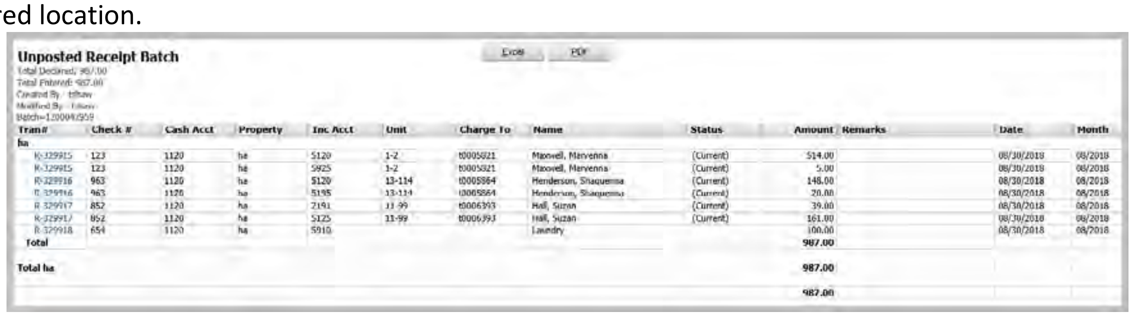
Reviewing & Posting a Receipt Batch

After all checks have been entered, return to the **Batch Receipt** form. If the **Total Declared** and **Items Declared** match the **Total Entered** and **Items Entered**, the batch may be posted. If the totals do not match, any errors must be corrected prior to posting.

1. To review the batch, click **Report** on the **Batch Receipt** form.



2. Right click; select **Print** to print the **Unposted Receipt Batch** report. Click **Excel** to open in excel or save to desired location.



Unposted Receipt Batch

Excel PDF

Total Declared: 987.00
Total Entered: 987.00
Created By : tshaw
Modified By : tshaw
Batch=[illegible]

Tran#	Check #	Cash Acct	Property	Inc Acct	Unit	Charge To	Name	Status	Amount	Remarks	Date	Month
ha												
R-329915	123	1120	ha	5120	1-2	t0005021	Maxwell, Mervenna	(Current)	514.00		08/30/2018	08/2018
R-329915	123	1120	ha	5925	1-2	t0005021	Maxwell, Mervenna	(Current)	5.00		08/30/2018	08/2018
R-329916	963	1120	ha	5120	13-114	t0005864	Henderson, Shaquenna	(Current)	148.00		08/30/2018	08/2018
R-329916	963	1120	ha	5195	13-114	t0005864	Henderson, Shaquenna	(Current)	20.00		08/30/2018	08/2018
R-329917	852	1120	ha	2191	11-99	t0006393	Hall, Suzan	(Current)	39.00		08/30/2018	08/2018
R-329917	852	1120	ha	5125	11-99	t0006393	Hall, Suzan	(Current)	161.00		08/30/2018	08/2018
R-329918	654	1120	ha	5910			Laundry		100.00		08/30/2018	08/2018
Total									987.00			
Total ha									987.00			
									987.00			

3. Review the **Unposted Receipt Batch** report carefully to confirm dates, amounts, and cash/income account

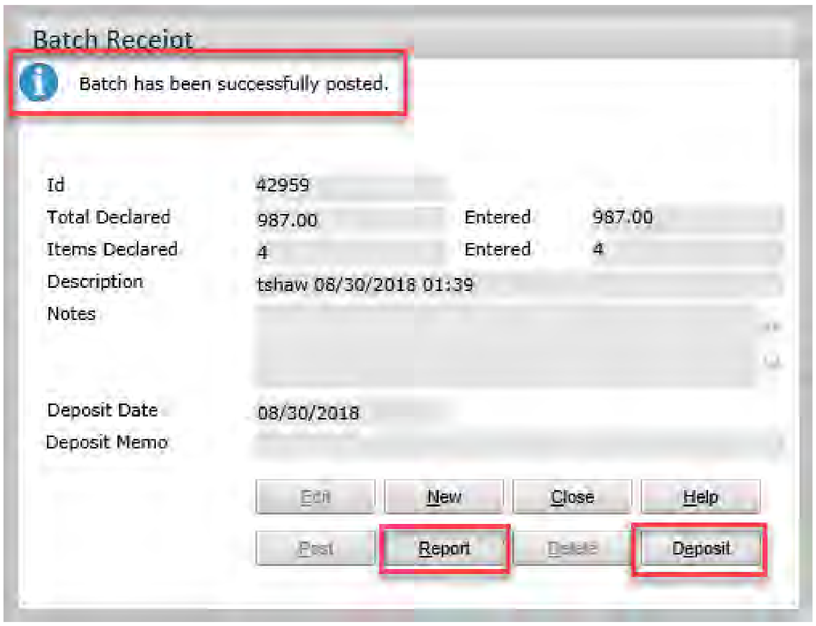
numbers.

4. Close the **Unposted Receipt Batch** report.

5. **IF THE BATCH IS CORRECT**, Click **Post.**

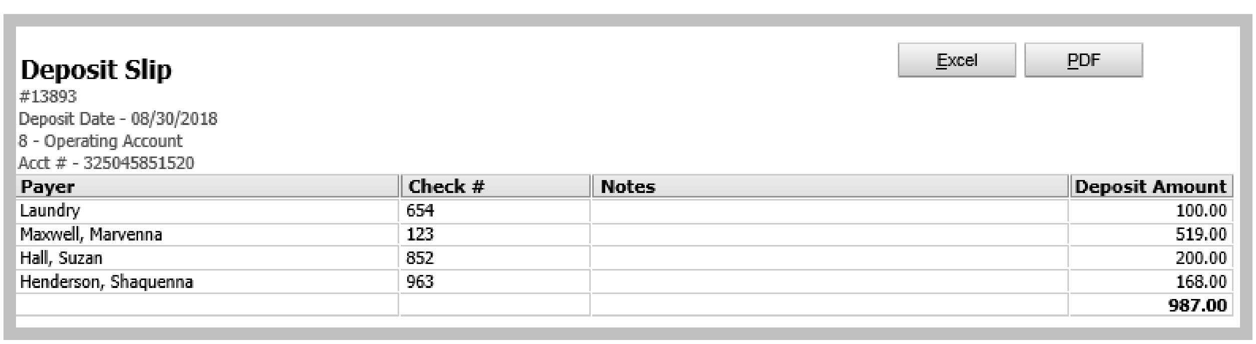
6. Click **Ok** to *'Are you sure you want to Post?'*

7. The form displays a link to print the **Deposit Slip** and **Posted Receipt Batch** report.



8. To view the **Deposit Slip**, click **Deposit.**

9. Right click; select **Print** to print {2 copies of} the **Deposit Slip**. Click **Excel** to open in excel or save to desired location.
   - Print 1 **Deposit Slip** for the bank.
   - Print 1 **Deposit Slip** for the property file.



Deposit Slip
#13893
Deposit Date - 08/30/2018
8 - Operating Account
Acct # - 325045851520

Excel PDF

Payer	Check #	Notes	Deposit Amount
Laundry	654		100.00
Maxwell, Marvenna	123		519.00
Hall, Suzan	852		200.00
Henderson, Shaquenna	963		168.00
			987.00

10. Close the **Deposit Slip**. To view the **Posted Receipt Batch** report formatted for viewing, click **HERE.**

11. Right click; select **Print** to print the report. Click **Excel** to open in excel or save to desired location.

Excel PDF

Receipt Batch
Total Declared: 987.00
Total Entered: 987.00
Created By - tshaw
Modified By - tshaw
Batch=1200042959

Tran#	Check #	Cash Acct	Property	Inc Acct	Unit	Charge To	Name	Status	Amount	Remarks	Date	Month
ha												
R-329915	123	1120	ha	5120	1-2	t0005821	Maxwell, Marvenna	(Current)	514.00		08/30/2018	08/2018
R-329915	123	1120	ha	5925	1-2	t0005821	Maxwell, Marvenna	(Current)	5.00		08/30/2018	08/2018
R-329916	963	1120	ha	5120	13-114	t0005864	Henderson, Shaquenna	(Current)	148.00		08/30/2018	08/2018
R-329916	963	1120	ha	5195	13-114	t0005864	Henderson, Shaquenna	(Current)	20.00		08/30/2018	08/2018
R-329917	852	1120	ha	2191	11-99	t0006393	Hall, Suzan	(Current)	39.00		08/30/2018	08/2018
R-329917	852	1120	ha	5125	11-99	t0006393	Hall, Suzan	(Current)	161.00		08/30/2018	08/2018
R-329918	654	1120	ha	5910			Laundry		100.00		08/30/2018	08/2018
Total									**987.00**			
Total ha									**987.00**			
									987.00			

12. Close the **Receipt Batch** Report.

13. Click **Home** on the Title Menu to return to the Property Manager Menu or Reset on the Side Menu to reset the menu.

Applying Credits to Charges

<u>Issue</u>

Aged Receivable reports show positive and negative charges for a tenant; however, the net amount they owe is zero or a minimal amount. This usually happens when there are retroactive adjustments posted to the tenant ledgers.

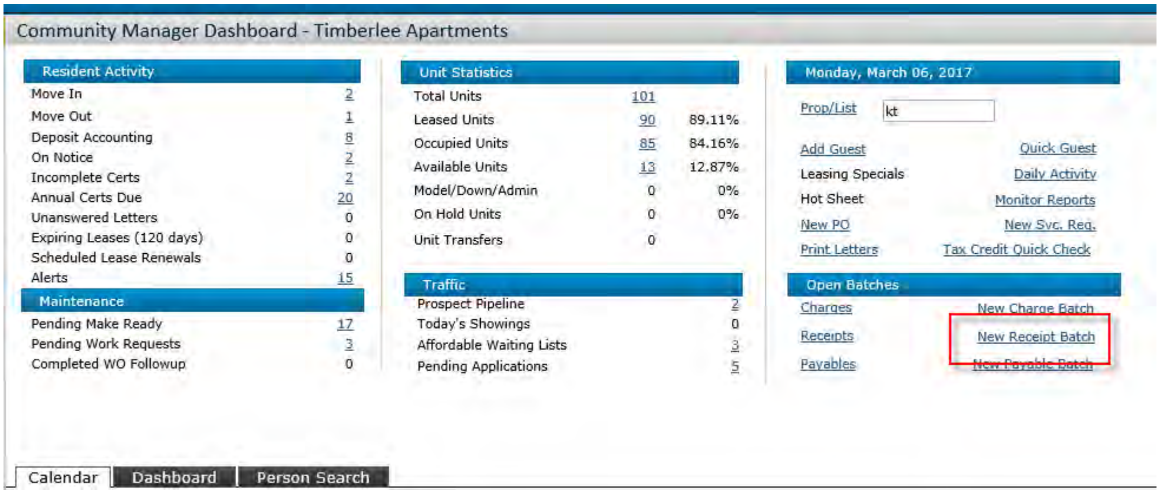
<u>Solution</u>

A nightly job to apply prepays and credits are run each night. However, if you do not want to wait, you can apply the receipt manually.

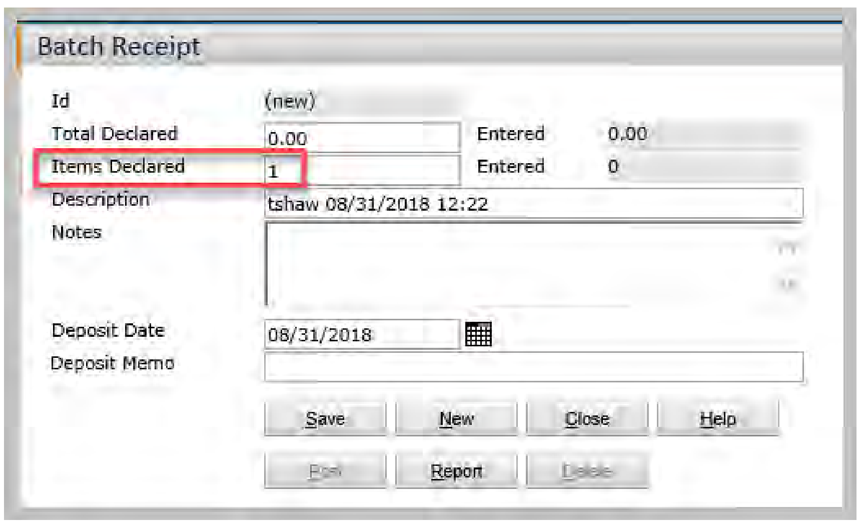
Because we always have retroactive adjustments posted due to a certification change in the household, the system credits the incorrect amounts billed for prior billing and charges the correct amount per the effective date of the change. So, this will leave negative and positive charges that need to be applied against each other. In order to do this, you will need to create a **Zero Dollar** receipt to apply the positive and negative charges.

Below are instructions to create a **Zero Dollar** receipt.

1. From the Yardi Voyager Dashboard, click **New Receipt Batch.**

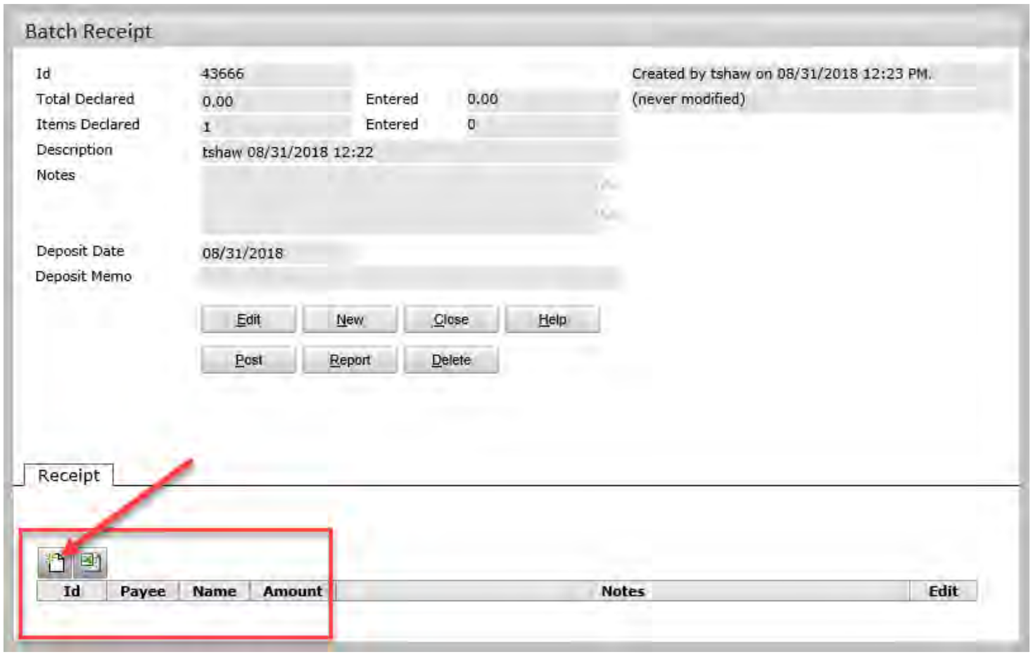


2. The **Receipt Batch** screen appears.



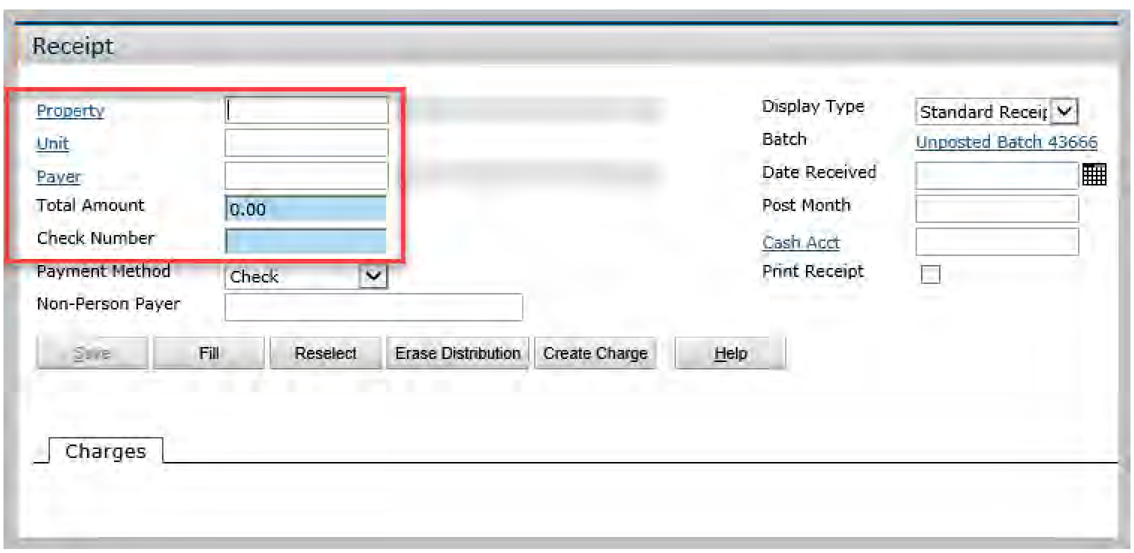
3. Complete the following fields in the **Receipt Entry Batch** section:
    - **Total Declared** - Enter zero (0).
    - **Items Declared** - Enter the number of prepayments being applied to Resident accounts.
    - **Description -** The description defaults to your User ID, today's date, and time.
    - **Notes** - Leave this field blank.
    - **Deposit Date** - This field will default to the current date.
    - **Deposit Memo** – Enter "ZDR" and the property number.

4. Click **Save.** The bottom section of the receipt appears.



5. Click on the blank white page.

6. A blank **Receipt** screen appears.

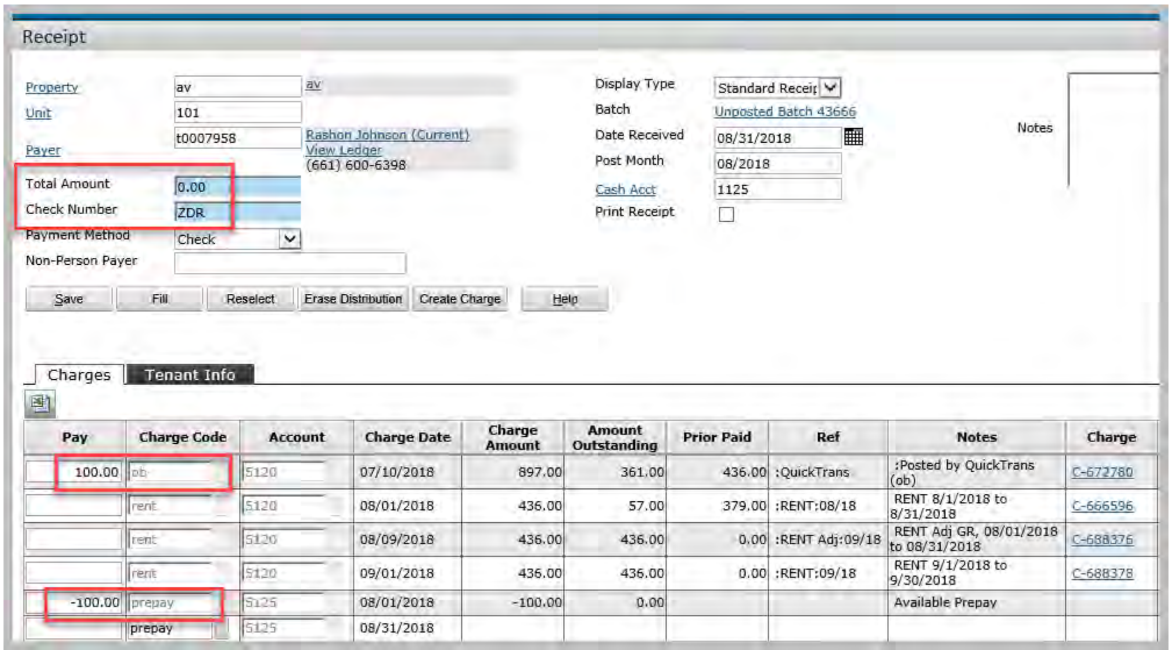


7. Complete the **Receipt** screen for the first check to be entered:
   - **Property** – If necessary, enter the property code.
   - **Unit -** If applicable, enter the unit number if the check is from a Resident.
   - **Payer** - Enter the Resident code or click on **Tenant** to choose from the list to select the appropriate individual.
   - **Total Amount** – Enter zero (0).
   - **Check Number** – Type ZDR for Zero Dollar Receipt.

- **Notes** - Record what charges the payment is for.

8. When the Resident code is listed with the correct Resident, click **Enter Detail.**

9. After clicking **Enter Detail,** note that the Resident name and Status have been recorded next to the **Resident** field. Also note that **Erase Distribution** and **Reselect Tenant** links take the place of **Prompt Charges** link and that any outstanding charges for that Resident are listed in the bottom section of the receipt.

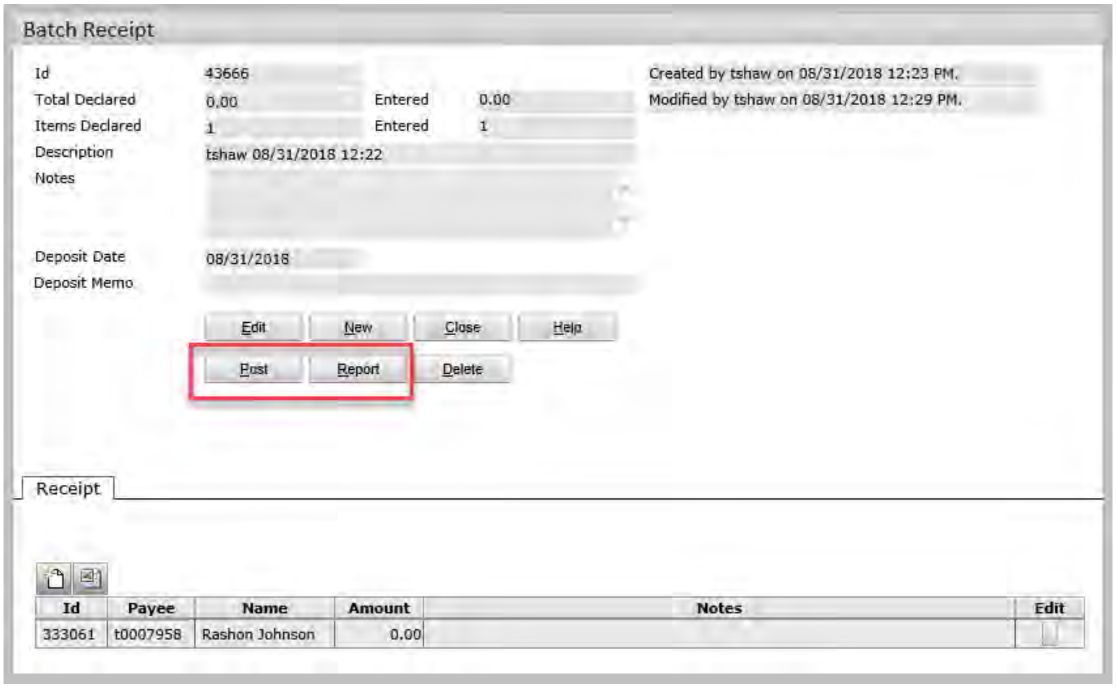


10. Update the prepay line and apply to the charge line.

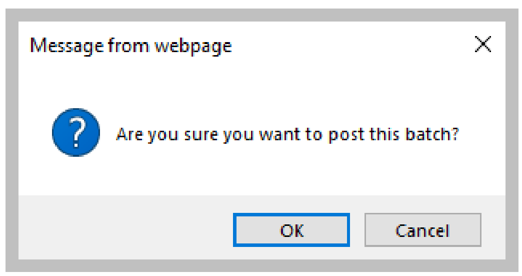
IMPORTANT: *If there is NO outstanding charge(s) to apply the prepayment/credit, return to the Resident Record screen to create the appropriate one-time charge.*

11. When the receipt has been entered, click **Save** to display a blank screen on which to enter the next receipt.

12. When receipts entered equal the total amount and number of items declared in the initial **Batch Receipt** screen, the program automatically returns to the **Batch Receipt** screen.



13. Run the batch report, then you can post this batch like a normal receipt batch by clicking on **Post**. The program will ask "Are you sure you want to post?" Click **OK.**



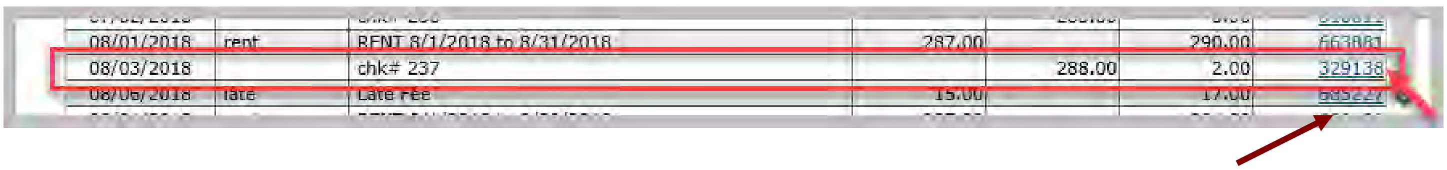
Reversing a Receipt

Reverse a receipt only in the same accounting month it was entered. Contact Yardi Support Staff (**Submit Yardi Help Desk Ticket**) for assistance with reversing receipts from prior months. If a reversed receipt is to be re-entered as a one item deposit, information from the original receipt is needed.

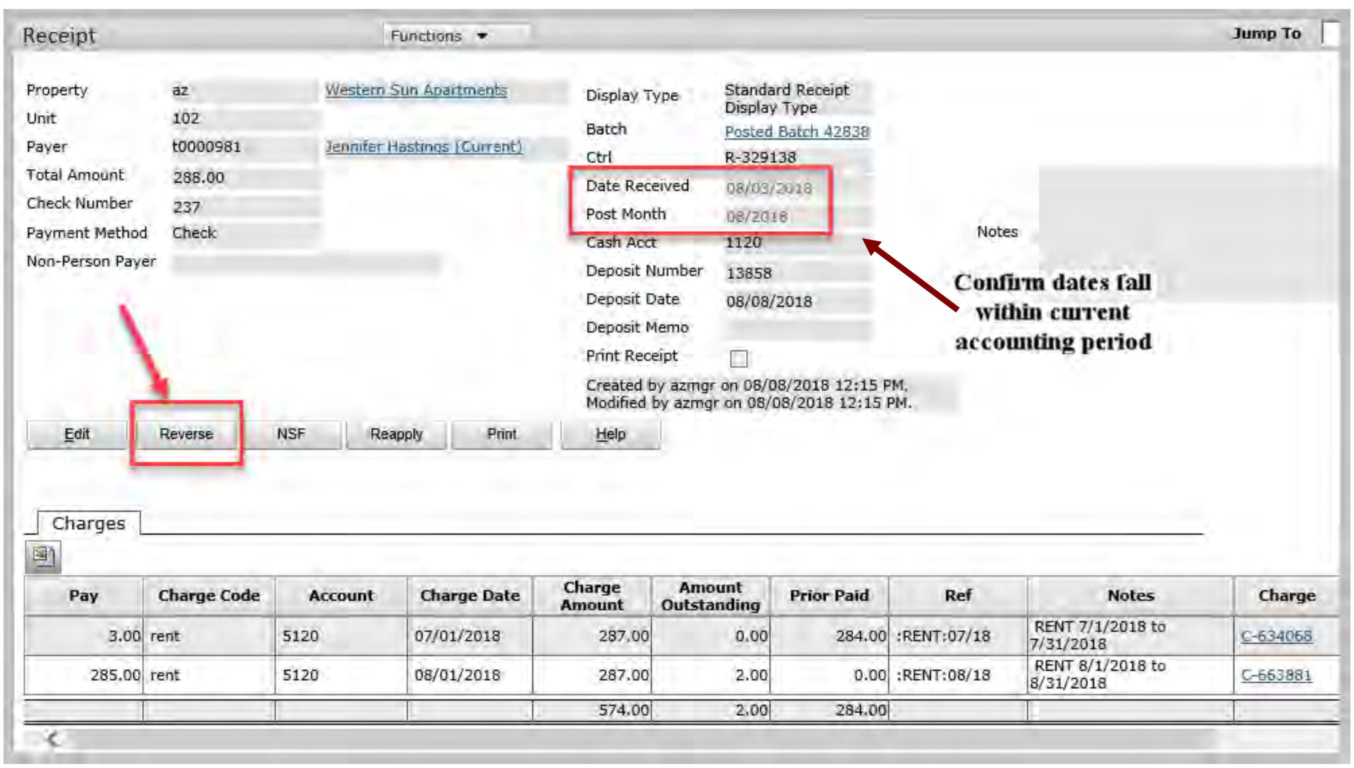
Reverse a Receipt from the Resident's Ledger

1. Open the ledger non-hap and locate the receipt to be reversed.

2. Click the numeric link in the *Chg/Rec* column.



3. The **Receipt** form will display on the screen. {Print the **Receipt** form. This will be used later when either re-entering the check or using it as part of the exception documentation.}



Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge
3.00	rent	5120	07/01/2018	287.00	0.00	284.00	:RENT:07/18	RENT 7/1/2018 to 7/31/2018	C-634068
285.00	rent	5120	08/01/2018	287.00	2.00	0.00	:RENT:08/18	RENT 8/1/2018 to 8/31/2018	C-663881
				574.00	2.00	284.00			

4. Click the **Reverse** button**.**

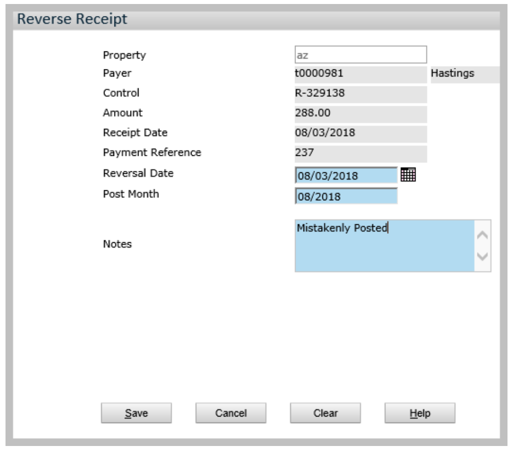
5. Complete the **Reverse Receipt** filter:
   - Reverse Date: Enter the Date Received from the original receipt (only if the date is in the current

accounting month).

- Post Month: Enter the current accounting month.

6. Notes: Enter notes or leave blank.

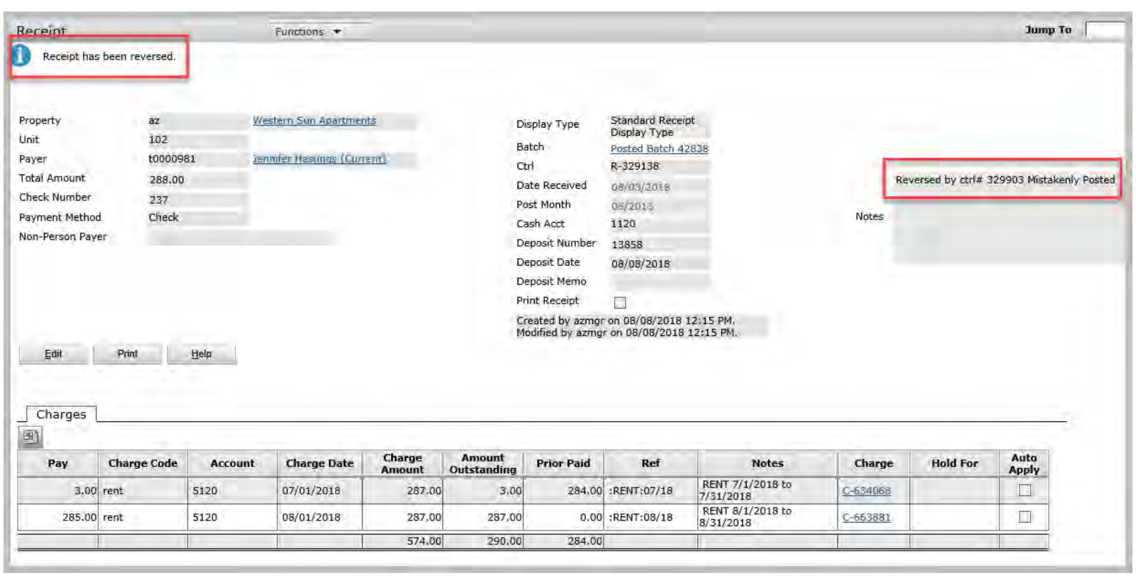
7. Click **Save.**



8. Click **Ok** to 'Are you sure you want to reverse this receipt?'

9. Click **Ok** to 'For your information receipt has been reversed'.

10. The program inserts into Notes: "Reversed by ctrl #XXXX". {Print the reversed receipt.}



11. Close the Receipt form.

12. Close the resident's ledger.

13. **The exception report should contain**:
    - Print out of resident's ledger.
    - Print out of original receipt.
    - Print out of reversed receipt.
    - Print out of re-entered receipt, if applicable.
    - Print out of correct resident's ledger.

14. Click **Home** on the Title Menu to return to the Property Manager Menu.

15. Reprint the Deposit Slip for the deposit containing the reversed receipt. The original receipt, as well as the reversing receipt, will show on the Deposit Slip.

16. If applicable, **Create a Receipt Batch** to correctly reapply the reversed receipt (as its own one item deposit) and see instructions for **Merging a Re-entered Receipt into an Existing Deposit.**

Reapply Receipt

When you identify a receipt was posted to the wrong person, you can use the reapply function on the receipt to apply to the correct tenant.

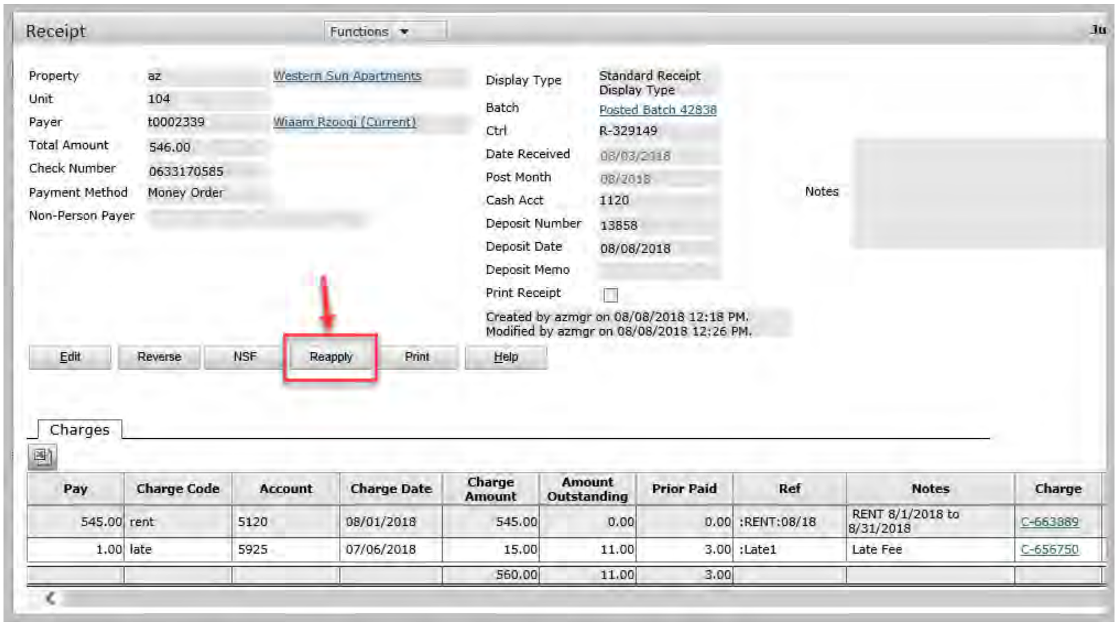
Reapply a Receipt to a different Resident's Ledger

1. Open the ledger non-hap and locate the receipt to be reversed.

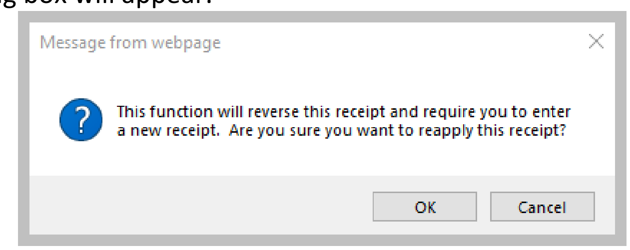
2. Click the numeric link in the *Chg/Rec* column.

08/01/2018	rent	RENT 8/1/2018 to 8/31/2018	545.00		557.00	663889
08/03/2018		chk# 0633170585		546.00	11.00	329149
08/06/2018	late	Late Fee	15.00		26.00	685229
09/01/2018	rent	RENT 9/1/2018 to 9/30/2018	545.00		571.00	689143

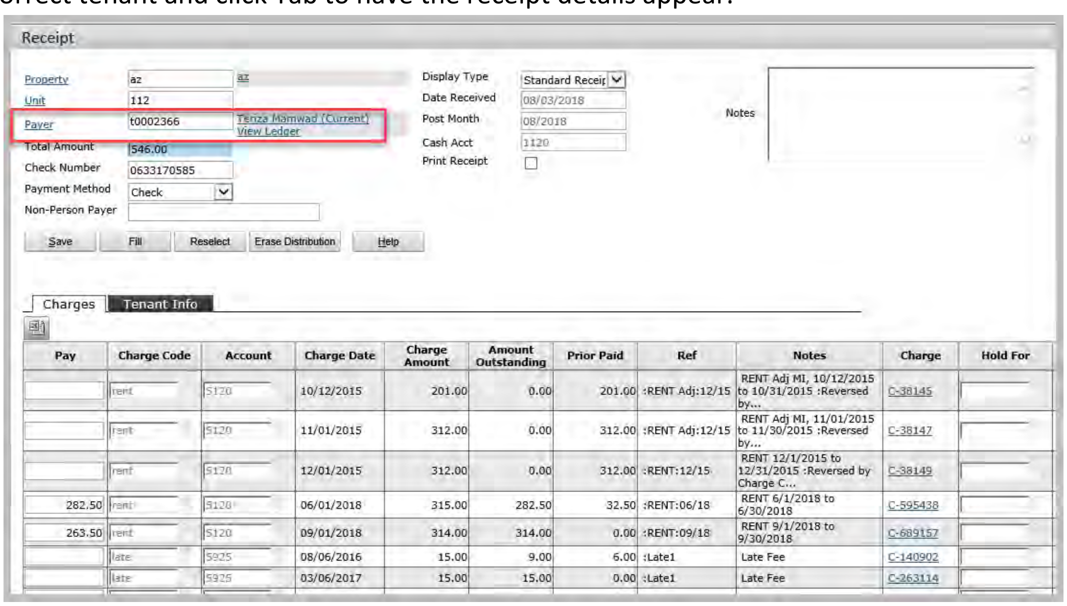
3. The **Receipt** form will display on the screen.



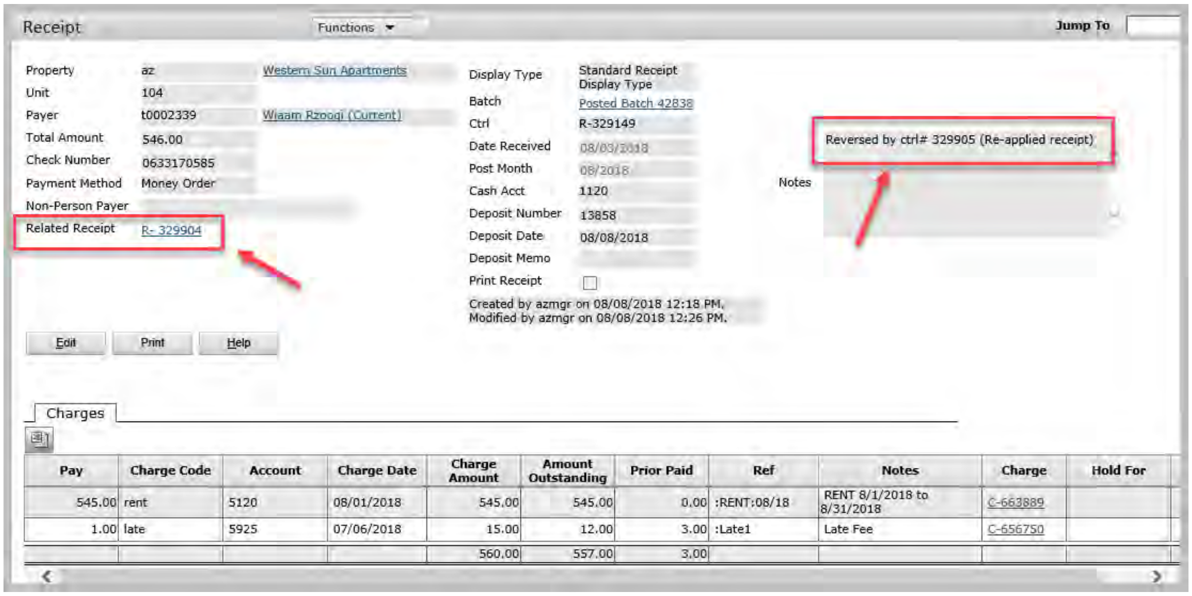
4. Click **Reapply.** The following box will appear.



5. Click **OK** to continue to applying the receipt to the correct tenant. The Receipt screen appears.
6. Select the correct tenant and click Tab to have the receipt details appear.



7. Apply the amount of the receipt to the appropriate charge. Click **Save.** The original receipt appears, links to the new receipt will appear along with a note that the receipt was reversed.



Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For
545.00	rent	5120	08/01/2018	545.00	545.00	0.00	:RENT:08/18	RENT 8/1/2018 to 8/31/2018	C-663889	
1.00	late	5925	07/06/2018	15.00	12.00	3.00	:Late1	Late Fee	C-656750	
				560.00	557.00	3.00				

8. Last you need to send an updated batch report to accounting (Victoria Chen). To do that, click the Posted Batch link – in the screen shot above its Posted Batch 42838. Drill into that and click Report. Export to Excel or PDF, then send the report to Victoria so that she can correct the post month or anything else necessary with the reapply.

NSF Checks

NOTE – this is a function that accounting completes – please ignore. All NSF checks should be processed with an NSF date and post month in the current accounting month even if the original receipt for which the NSF was to be processed was entered for a prior accounting month. Failure to process the NSF with a date in the current accounting month will cause discrepancies between the bank balances versus the GL balances on bank reconciliations. An NSF processed with a wrong date is difficult to correct.

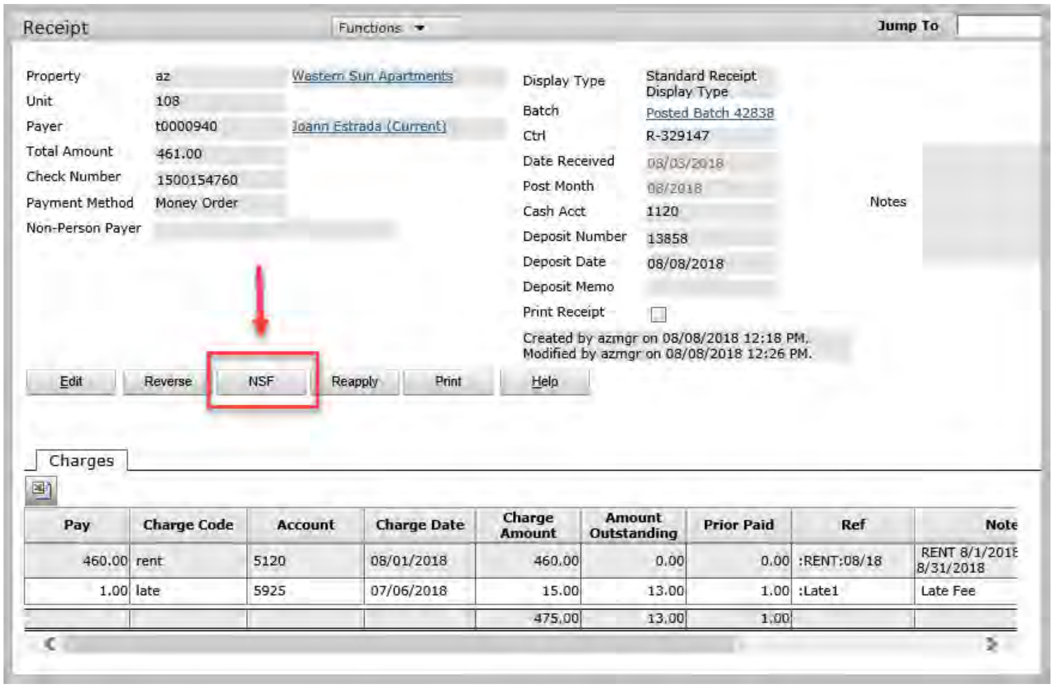
1. Open the resident's ledger and locate the resident receipt to NSF.

2. Click the numeric link in the Chg/Rec column.

08/01/2018	rent	RENT 8/1/2018 to 8/31/2018	460.00		474.00	663896
08/03/2018		chk# 1500154760		461.00	13.00	329147

Click the Receipt control number link of the receipt to be processed as an NSF

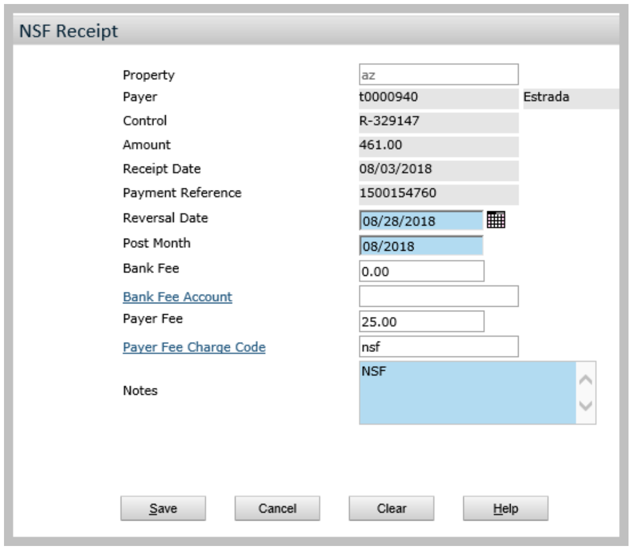
3. The **Receipt** form will display on the screen.



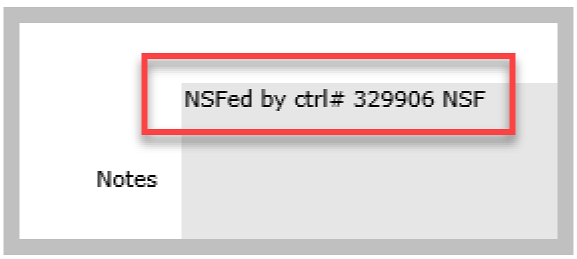
4. Click **NSF.**

5. Complete the NSF Receipt filter:
   - **NSF Date:** Use a date in the current accounting month as the NSF date **(this is important)**.
   - **Post Month**: Enter the current accounting month.
   - Notes: Enter NSF or Leave Blank.
   - Bank Fee: {Enter the bank fee to charge or Leave Blank.}
   - Bank Fee Acct: {Enter the bank fee charge code or Leave Blank.}
   - Resident Fee: Enter the NSF fee to charge.
   - Resident Charge Code: Enter the NSF charge code.

6. Click **Save.**



7. The program inserts into Notes: "NSFed by ctrl #XXXX"



8. Close the **Receipt** form.

9. Close the resident's ledger.

10. Reopen the resident's ledger. The original receipt, NSF receipt, and NSF charge (if applicable) displays on the resident's ledger.

07/01/2018	rent	RENT 7/1/2018 to 7/31/2018	460.00		460.00	634083
07/06/2018	late	Late Fee	15.00		475.00	656752
07/06/2018		chk# 1500152015		461.00	14.00	316814
08/01/2018	rent	RENT 8/1/2018 to 8/31/2018	460.00		474.00	663896
08/03/2018		chk# 1500154760 NSFed by ctrl# 329906 NSF		461.00	13.00	329147
08/06/2018	late	Late Fee	15.00		28.00	685231
08/28/2018	nsf	Returned check charge	25.00		53.00	690248
08/28/2018		chk# 1500154760 NSF receipt Ctrl# 329147		(461.00)	514.00	329906
09/01/2018	rent	RENT 9/1/2018 to 9/30/2018	460.00		974.00	689150

11. Close the resident's ledger.

12. Click **Home** on the **Title Menu** to return to the Property Manager Menu or Reset on the Side Menu to reset the menu.

CHAPTER SEVEN: CERTIFICATION PROCEDURES

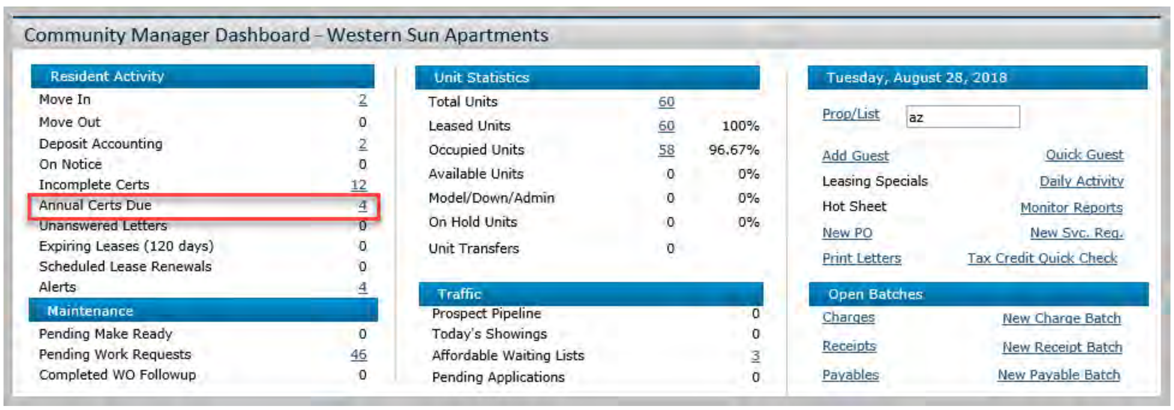
This section details the procedures for processing an Annual, Interim, or Corrective 50059 (as needed), as well as the process for terminating subsidy assistance for unqualified households. A tenant recertification needs processing prior to renewing a lease. This section details the process for generating, recording recertification notices, and processing Annual Recertifications, as well as running the screening for tenants during the renewal process.

Processing 50059 Annual Recertifications

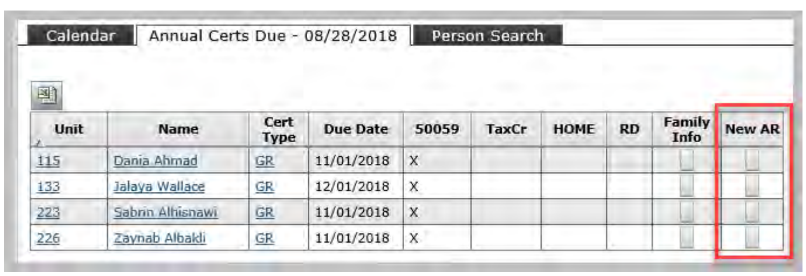
Complete the steps below for completing an annual 50059 recertification.

1. From the Yardi Voyager Dashboard, select the number next to "**Annual Certs due**".

2. Locate the resident to recertify and select the corresponding button in the **New AR** column.



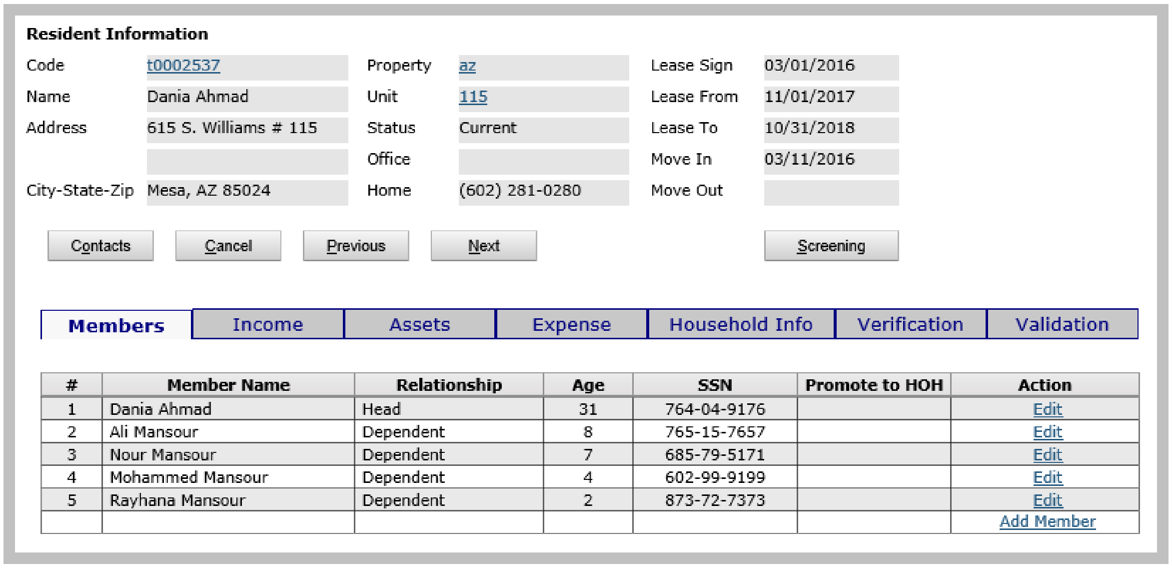
3. The **Annual Certs Due** list will display within the lower half of the Yardi Voyager Dashboard Menu.



Note that the **Cert Type** refers to the most current certification type completed, and the **Due Date** shows the date the annual recertification is due. The current certification can be viewed by selecting on the corresponding link in the **Cert Type** column.

4. Select the "**New AR**" button in the row with the name of the Resident that needs to recertify. Click **Submit** to start the new certification process.

5. The **50059 Certification Summary screen** appears. Click the **Family Info** button to make changes.

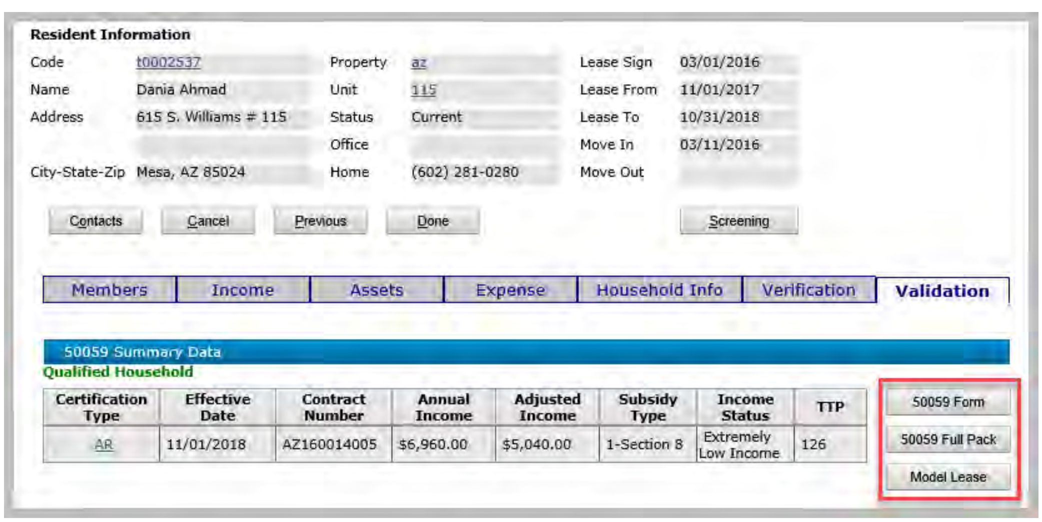


#	Member Name	Relationship	Age	SSN	Promote to HOH	Action
1	Dania Ahmad	Head	31	764-04-9176		Edit
2	Ali Mansour	Dependent	8	765-15-7657		Edit
3	Nour Mansour	Dependent	7	685-79-5171		Edit
4	Mohammed Mansour	Dependent	4	602-99-9199		Edit
5	Rayhana Mansour	Dependent	2	873-72-7373		Edit
						Add Member

6. Review and modify all applicable sections of the 50059. Refer to the “Household Qualification and Apartment Selection” section of Chapter Two – Guest Procedures for detailed information regarding the entry of household information, printing of verification forms, and recording returned verification forms.

7. When finished with all modifications, select the **Validation** link.

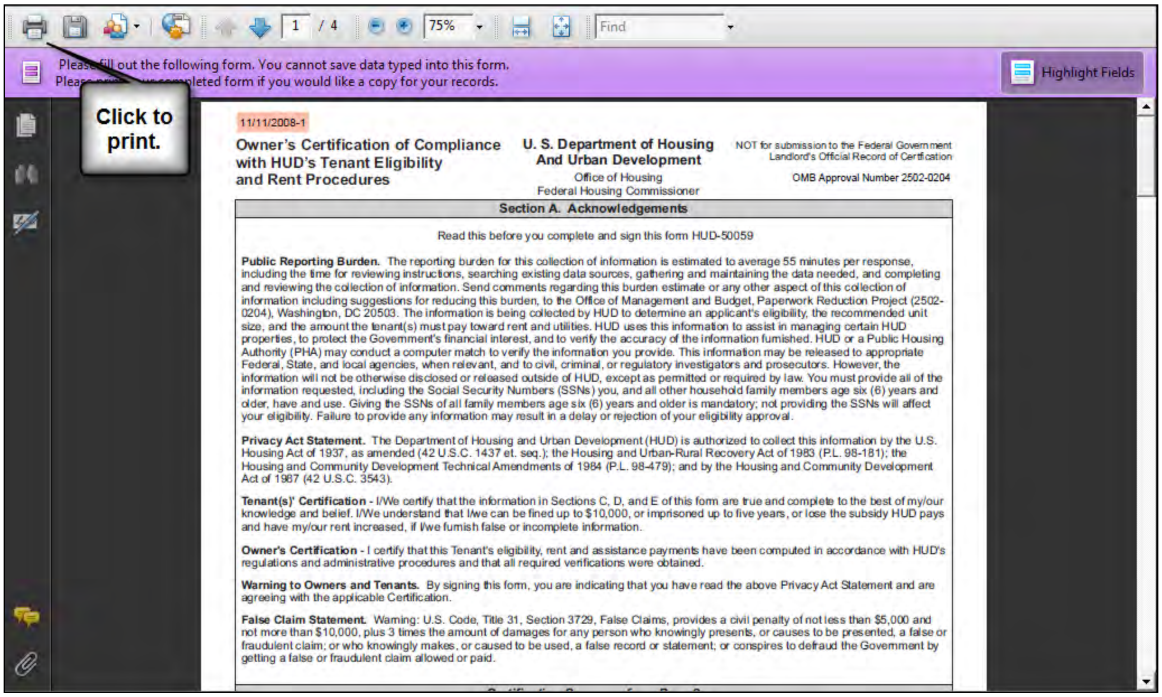
8. The Validation information will display in the lower half of the 50059 Certification screen.



Certification Type	Effective Date	Contract Number	Annual Income	Adjusted Income	Subsidy Type	Income Status	TTP
AR	11/01/2018	AZ160014005	$6,960.00	$5,040.00	1-Section 8	Extremely Low Income	126

9. To print out the 50059, click **50059 Full Pack**.

10. The **50059 Full Pack** will display.



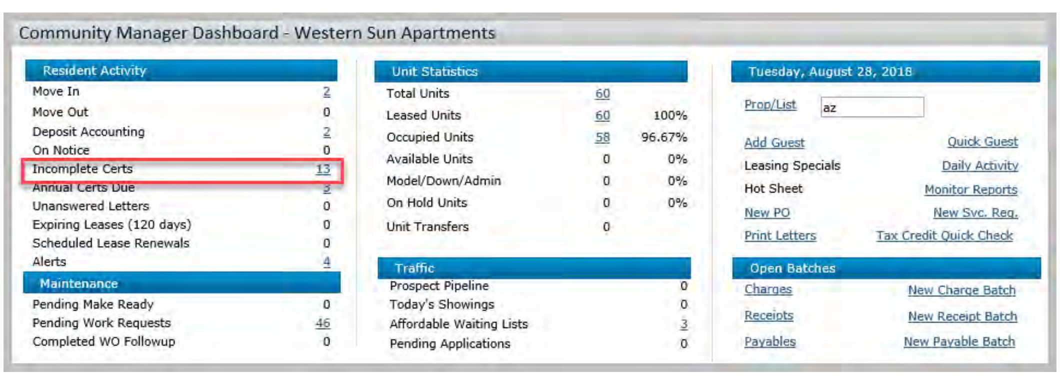
11. To print, click on the printer icon located in the upper left corner of the Adobe Acrobat toolbar. Once printed, close the screen and return to the Resident record.

The 50059 is now ready for the Resident and owner representative to sign within the appropriate sections.

12. Close the **50059 Full Pack** screen and return to the **50059 Certification** workflow.

After the Resident has signed the 50059 form, the signature dates must be logged within the Annual Recertification 50059.

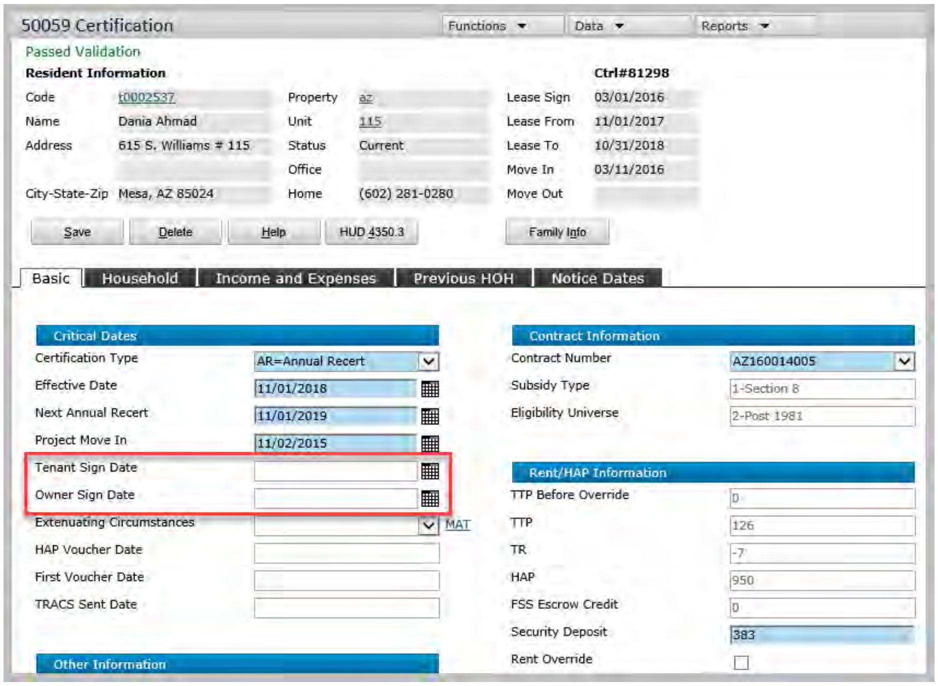
13. To access the 50059, within the Yardi Voyager Dashboard, click the number next to **Incomplete Certs** for a listing of 50059's in progress.



14. Select the corresponding link in the **Cert Type** column.

Effective Date	Unit	Name	Prog Type	Cert Type	Family Info
08/01/2018	134	Deborah Bencivengo	59	IR	
08/01/2018	127	Elisana Schuler	59	IR	
08/01/2018	138	Jameel Hassoon	59	AR	
08/01/2018	206	Mahmoud Alasadi	59	IR	
09/01/2018	102	Jennifer Hastings	59	IR	
09/01/2018	110	Natasha Agenbroad	59	AR	
09/01/2018	201	Veronica Garibo	59	AR	
09/01/2018	104	Wiaam Rzooqi	59	AR	
10/01/2018	137	Ahmad Mohammed	59	AR	
10/01/2018	234	Jennifer Nichole Ream	59	AR	
10/01/2018	112	Teriza Mamwad	59	AR	
11/01/2018	115	Dania Ahmad	59	AR	
11/01/2018	105	Fatima Hamed	59	AR	

The **50059** screen appears.



16. Complete the following fields within the 50059 screen:
- **Certification Type** – The system will automatically populate this field with “AR=Ann. Recert.”
- **Effective Date** – This date will populate automatically with the date the next annual recert is to be completed based on the 50059 date. Verify that the next annual recert date is correct (one year from the date of this annual recertification).
- **Owner Sign Date** – The Owner sign date must agree with the actual signed documents in the Resident’s file. Leave blank until the 50059 is signed.
- **Tenant Sign Date** – The Tenant sign date must agree with the actual signed documents in the Resident’s file. Leave blank until the 50059 is signed.

1. Click **Save**.

****IMPORTANT – OWNER/TENANT SIGN DATES****

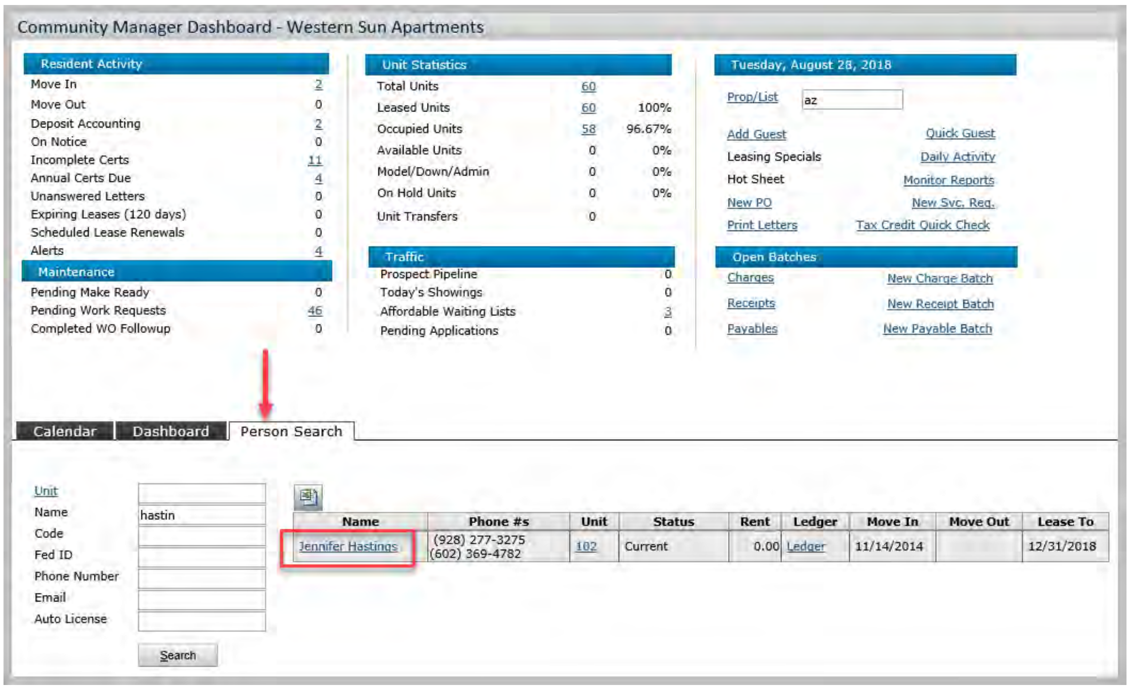
Enter Owner/Tenant Sign Date – THE OWNER/TENANT SIGN DATES MUST AGREE WITH THE ACTUAL SIGNED DOCUMENTS IN THE RESIDENT’S FILE.

Processing an Interim 50059

When a Resident's income or household income changes outside of the recertification period, properties will need to create, verify, and complete an Interim 50059 Certification.

1. To create an Interim 50059 Certification, enter the Resident's last name in the **Search** field within the **People Search** tab on the dashboard.

2. Click **Search**.

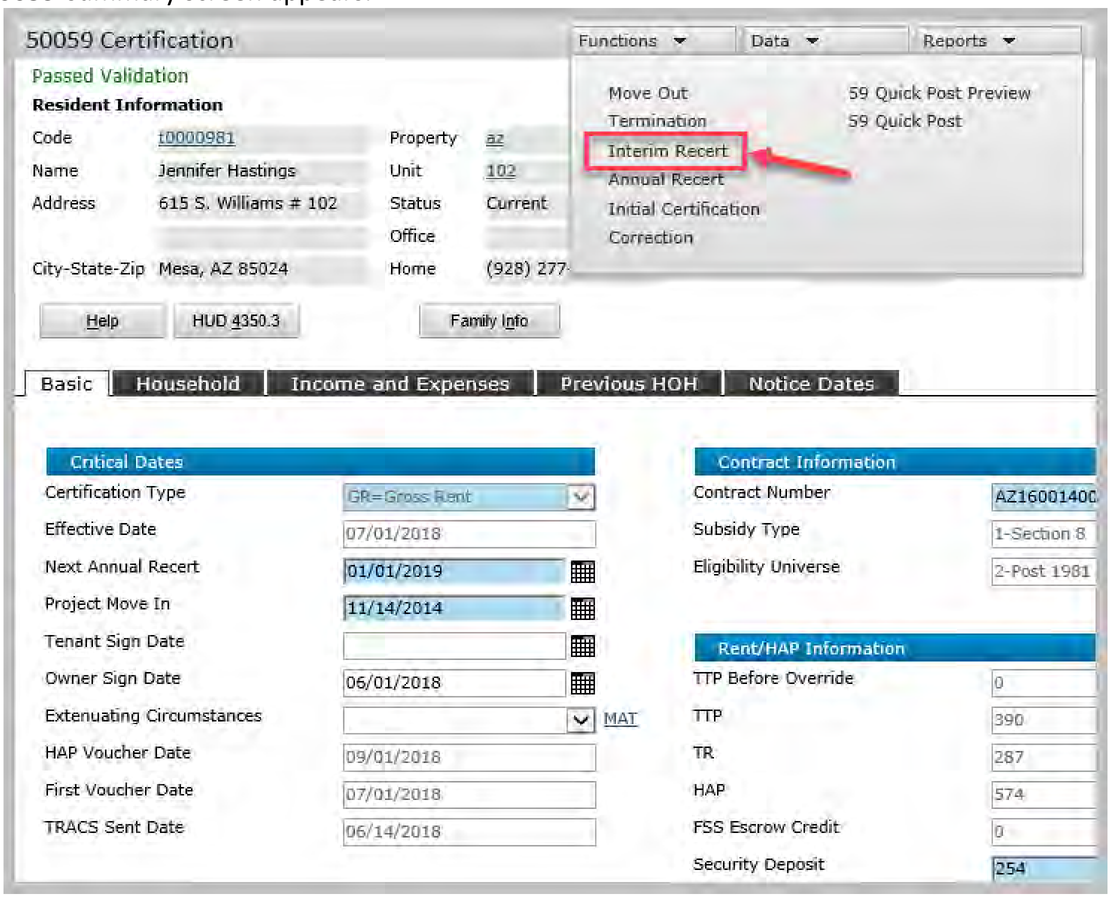


3. Review the names listed as the results of the Person Search and click the name of the Resident for whom the property will create the Interim 50059 Certification. Click the link to the tenant's name for whom the interim needs to be added for.

   The **Resident** screen appears.

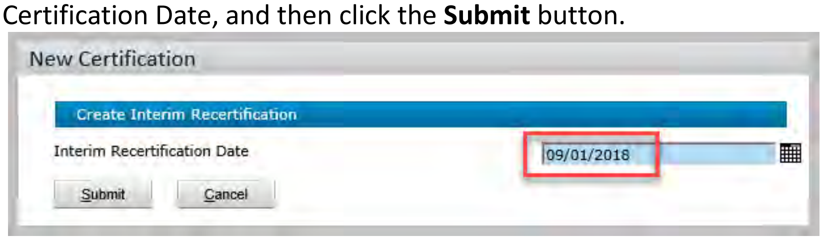
1. From the Yardi Voyager Resident review screen, select the **Cert Type** (e.g., AR, IR, MI, etc.) of the closest 50059 that needs an interim change (normally the first one in the list) . The certification types are listed in the **Cert Type** column on the left side of the **50059 Data** section.

2. The **50059**-summary screen appears.



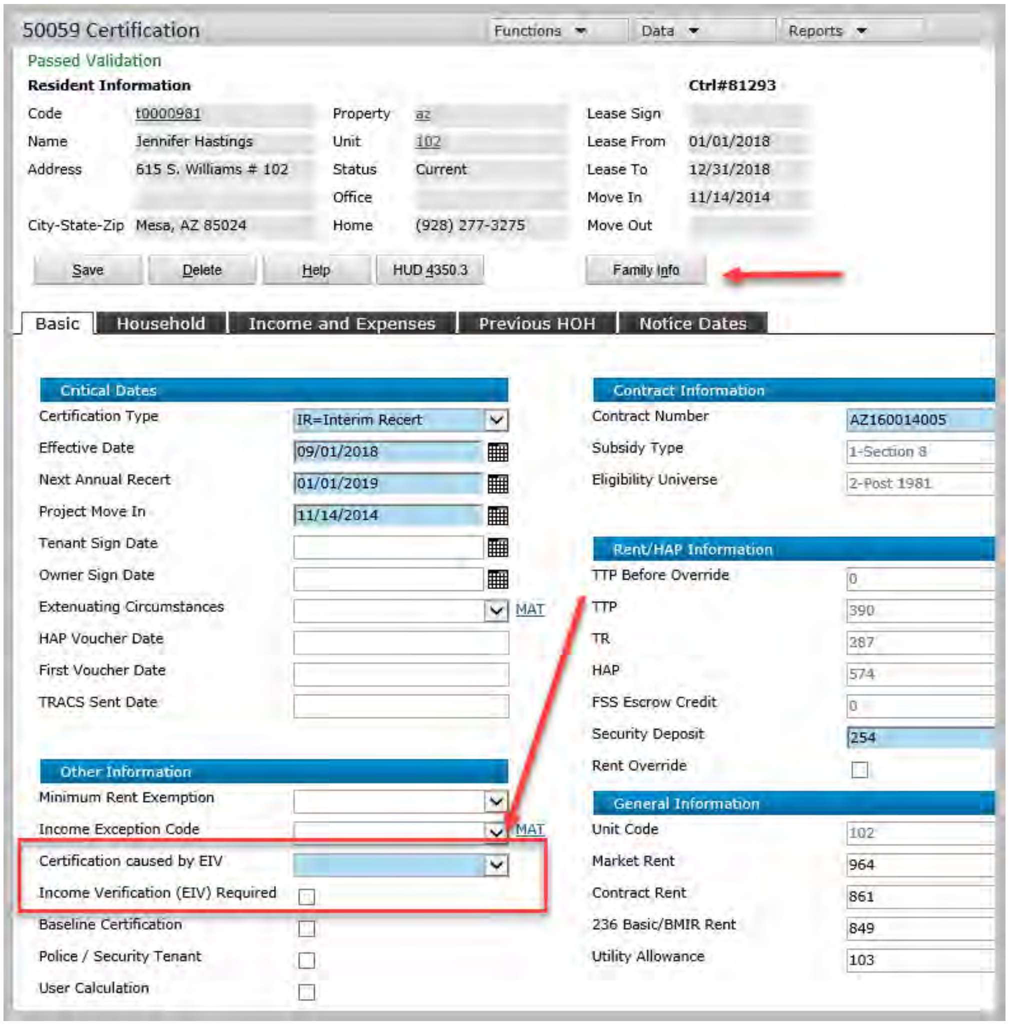
3. Click the **Functions** drop down box and select **Interim Recert**.

4. Enter the Interim Certification Date, and then click the **Submit** button.



5. Click **Go.**

A new **Interim 50059 Certification** record appears.

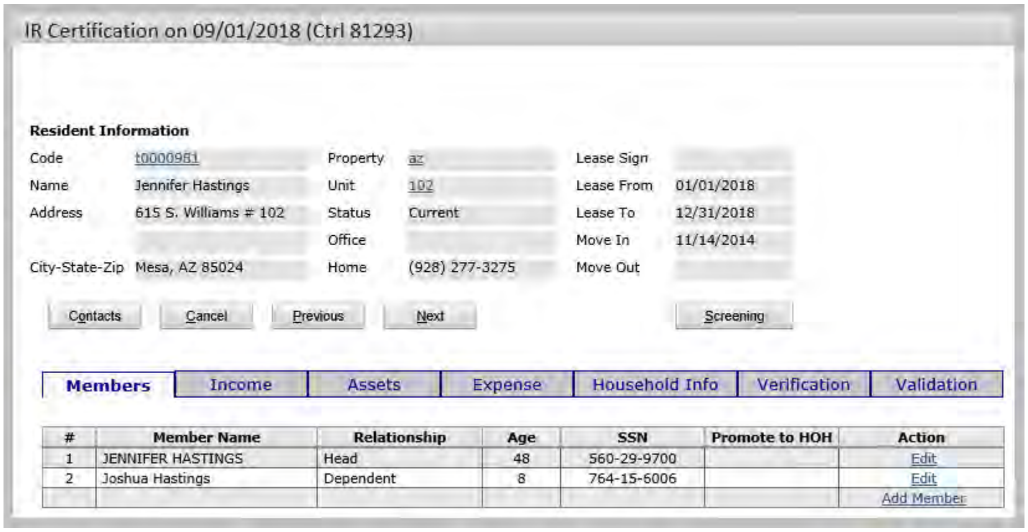


6. Certification caused by EIV (this is a required field that must be filled out)

7. Click **Save**.

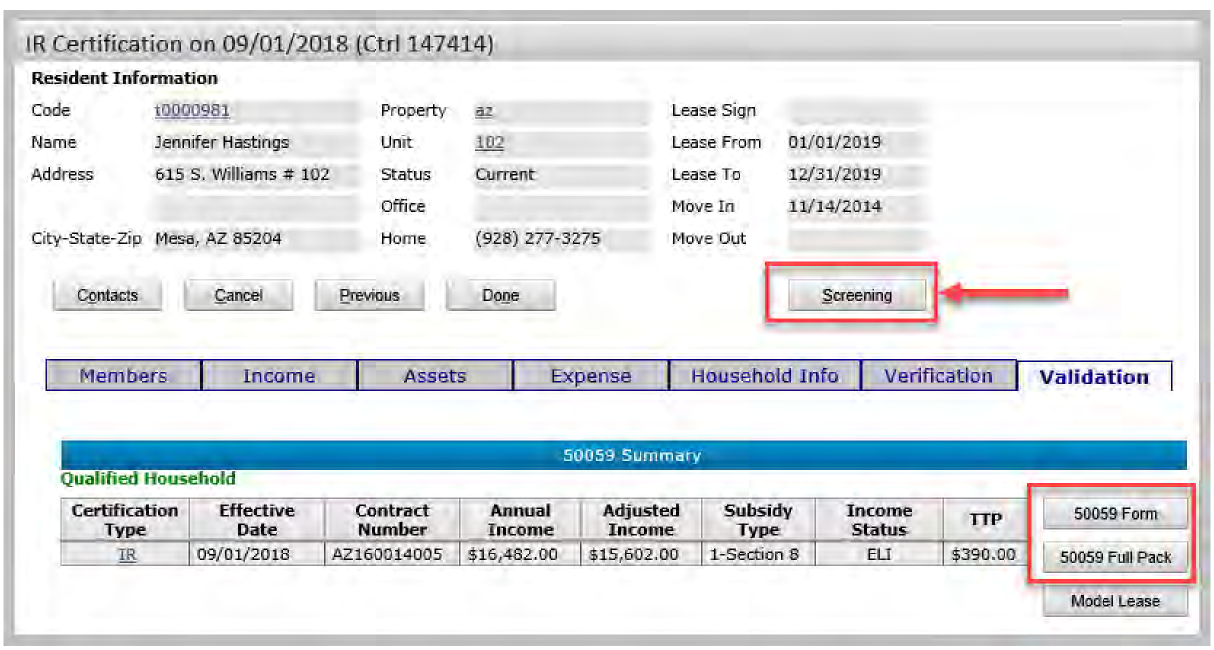
8. The screen refreshes. Click the **Family Info** button.

   The **50059 Certification** workflow screen appears.



9. Review and modify all applicable sections of the 50059. Refer to the **Guest Procedures** chapter for detailed information regarding the entry of household information, printing of verification forms, and recording of returned verification forms.

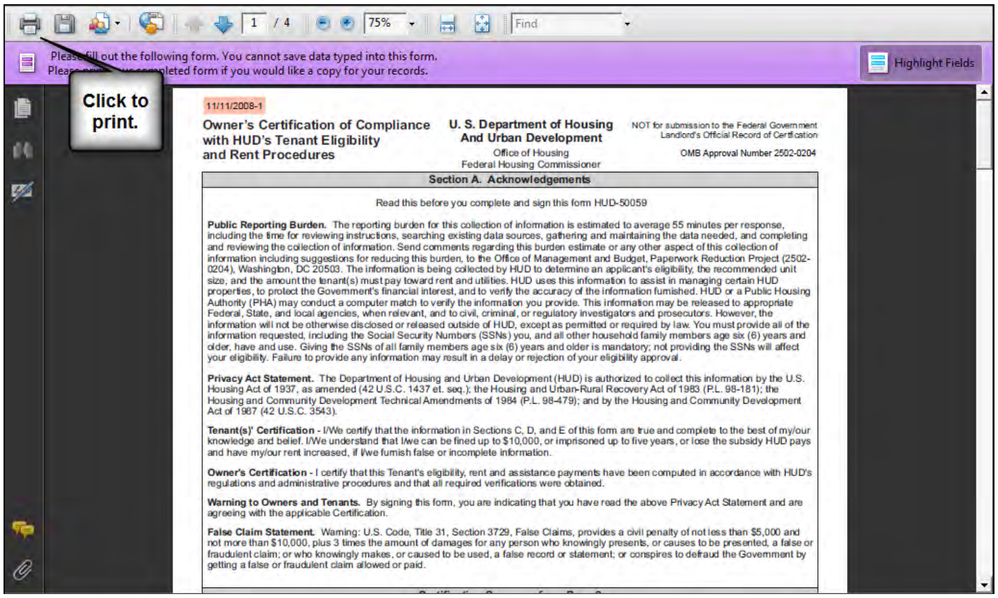
10. When finished with all modifications, select the **Validation** link.
    The **Validation** screen appears.



After all information has been revised, the 50059 form can now be printed and signed. You can then run the credit or criminal background check at this point.

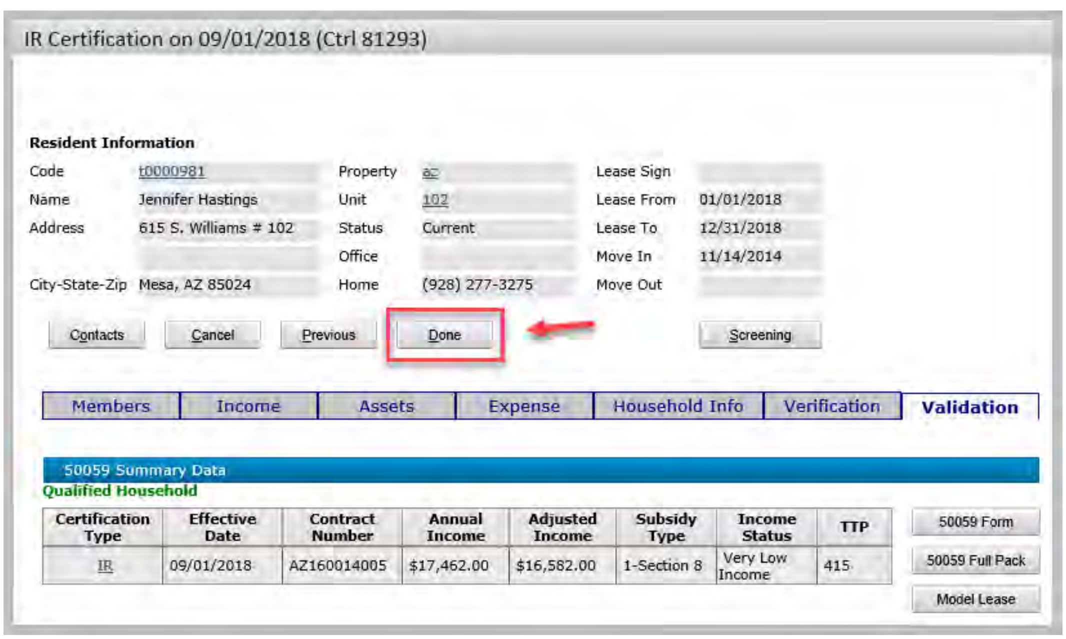
12. To print the 50059, click **50059 Form or 50059**.

13. The **50059 Certification** will display.



14. To print the 50059, select the printer icon located in the upper left-hand corner of the screen.

15. When the 50059 is printed, select the **Done** to return to the Resident Screen.



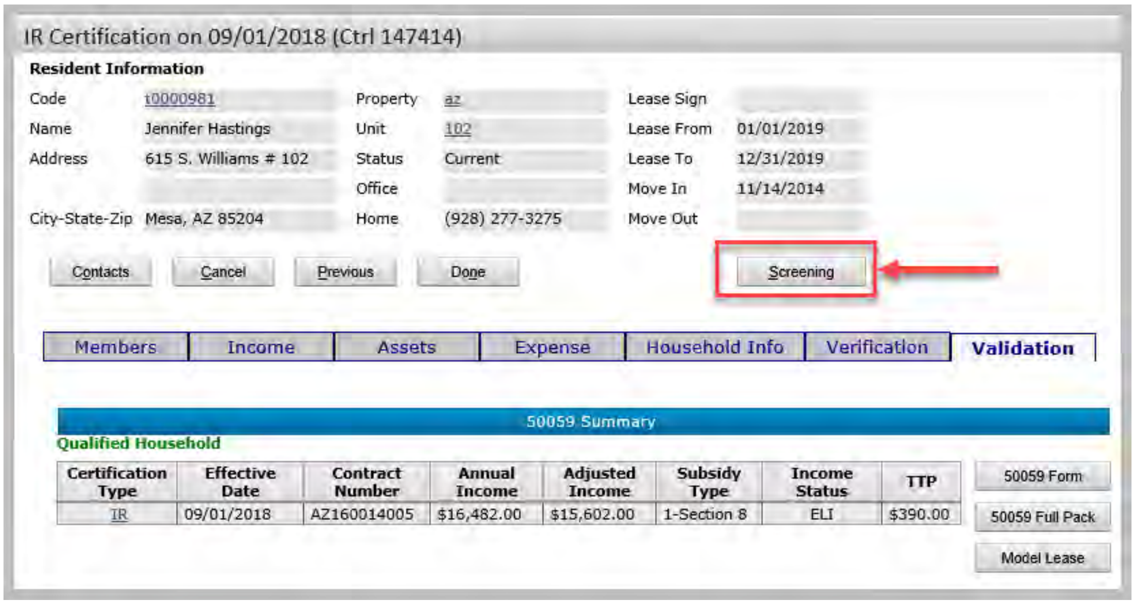
16. You are returned to the 50059 screen. Add the owner and tenant sign dates.

Processing Credit or Criminal Background Check

When a new certification is created you can run the credit or criminal background check. Since this is an interim or recertification check with your management company on their policy to know if you only need to run a criminal check or if they would also like a credit check as well. Since they are already a current resident if they are not adding additional household members over 18, the credit check may not need to be ran, only the criminal check.

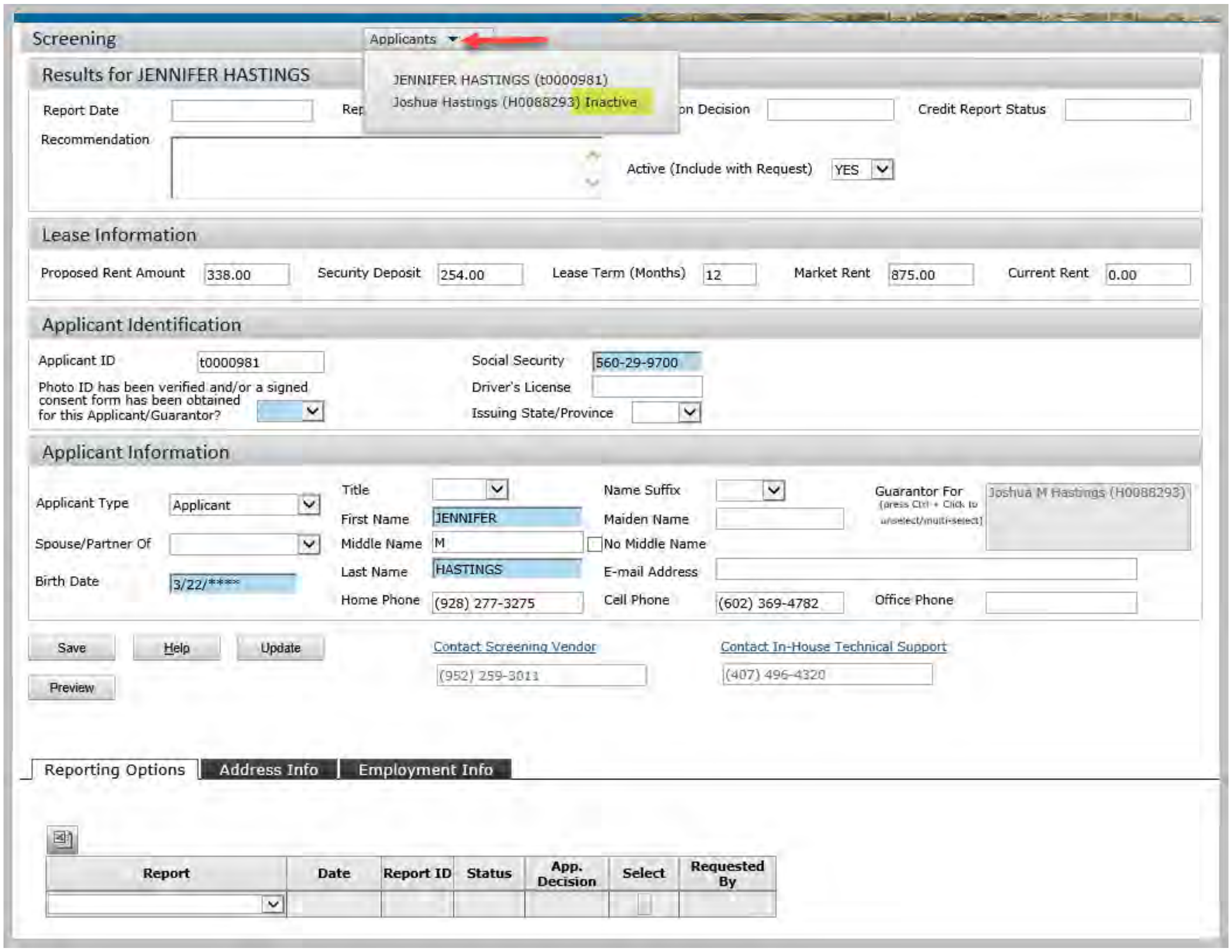
This document assumes you are following the procedures already outlined in the previous section an assuming you are on the Validation tab of the certification.

1. Click the **Screening** button to open the screening screen.



The screening window will appear defaulting to the head of household record.

2. Start with the HOH and input the required fields that are missing, highlighted in blue. Making sure to complete the Address Info tab and Employment Info tabs as needed. Once you have updated the information for the HOH, click the Applicants dropdown and change to other household members over the age of 18. Anyone under 18 will show as (inactive), see below screen shot.



3. Update all of the occupant information as needed, especially for new members added on interim or recertification. Once updated, under the Report tab, select either RHR Background Report to get both credit and criminal OR if your management company ONLY requires a criminal check at interim or recert, click the Criminal Only option.

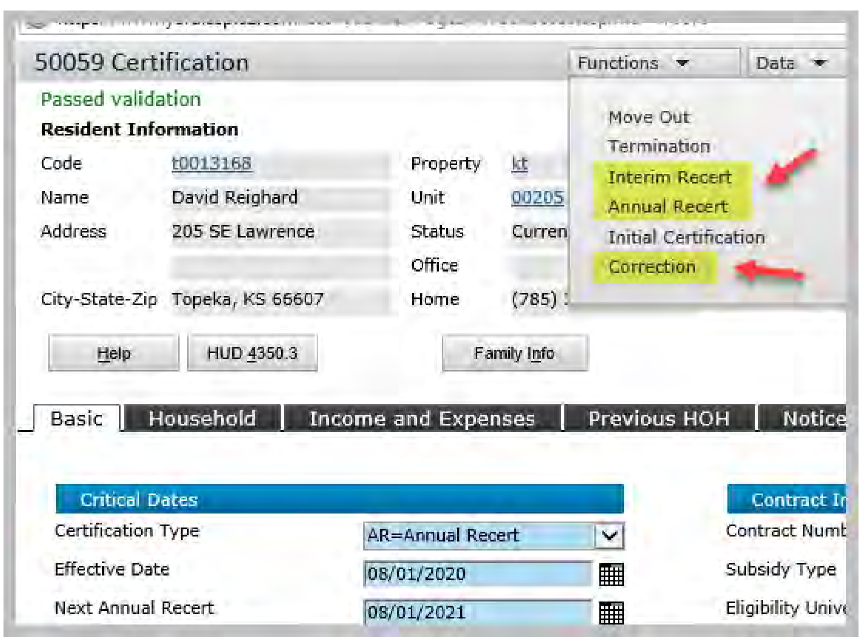
4. Click **Save** to save all the changes.
5. Click **Update** to have the screening started.

Head of Household Change - Promote HOH - Head of Household

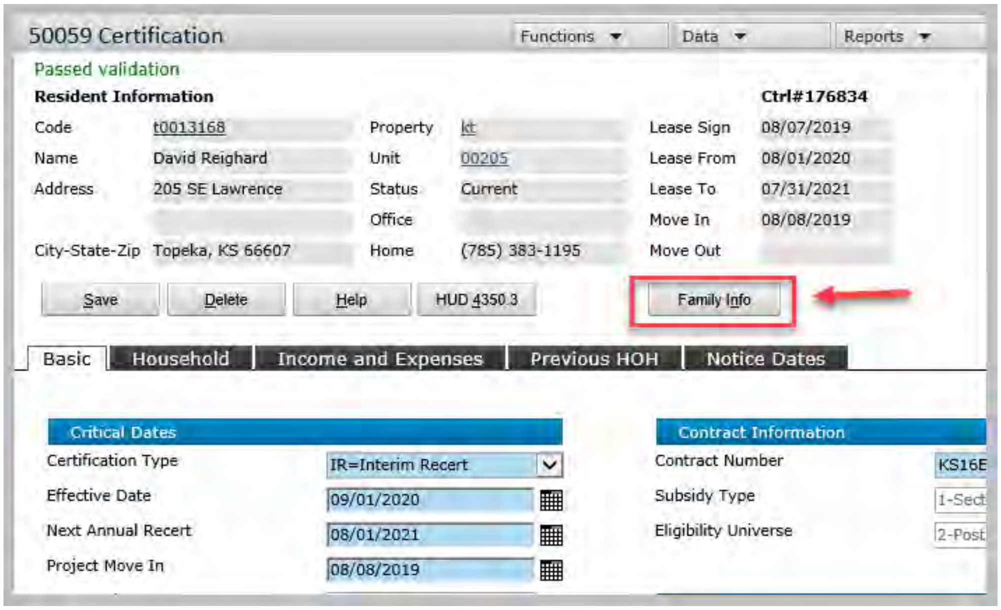
There are times when the current head of household is no longer going to occupy a unit and the co-head is taking their place. This could be from a death, divorce or whatever situation arises. To perform the function, take the following steps.

1. To process a change to the head of household, pull up the current head of household resident.
2. On the **Resident** screen, click the link to open the most current **50059**. The **50059 Summary screen** appears.

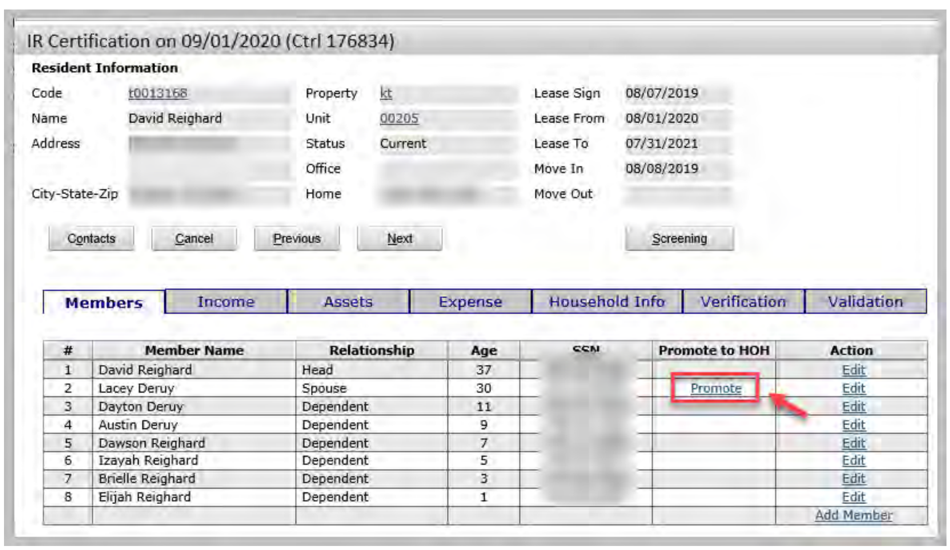
3. Click the drop down next to **Functions**. If it's time for the tenant's annual recert, then select **Annual Recert**. If it's not time for the annual, then select **Interim Recert**, or if this is a correction to a current cert, choose **Correction**.



4. If Interim is chosen, you will be asked for the **Interim Recertification Date**. Type the date and click **Submit**. The **50059 Summary Screen** appears.
5. Click the **Family Info** button to open the family member's screen.



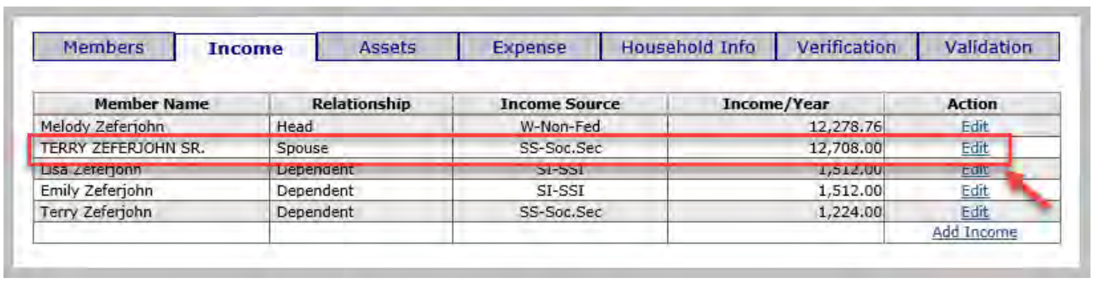
6. Click the **Promote** button on the household member that is becoming the new HOH.



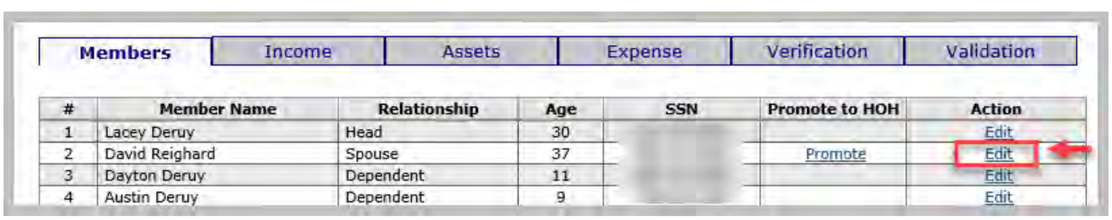
7. You will be asked if you want to promote the household member to Head. Click **Yes** to Continue. The relationship status changes to Head.

Note: Before the original HOH can be deleted all income, assets and expenses must be deleted or reassigned to another household member.

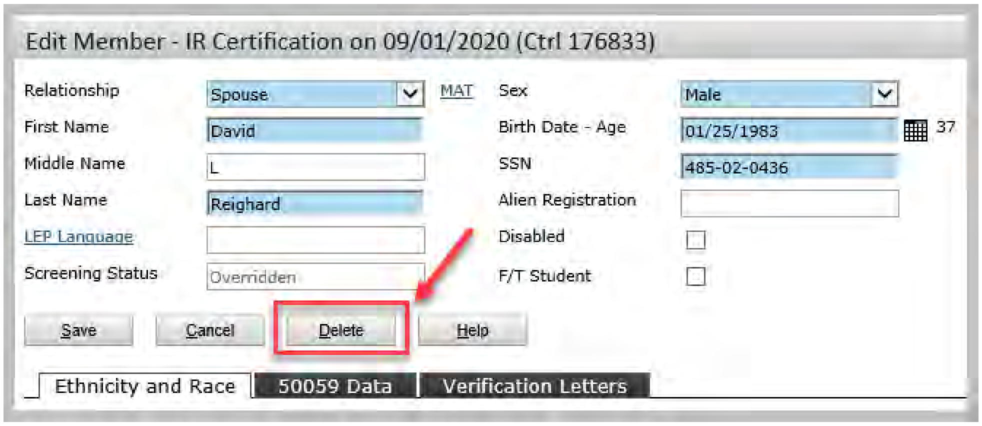
8. Click the **Income** tab to review the income for the household. If there is any income, click the **Edit** button to open the income screen.



9. Once the income screen opens, click the **Delete** button to remove the income from the household or if the income needs to stay with the household, change the member's name to someone else, then Save.
10. If the income is being deleted, click **Ok** to continue. If there are any other income changes with this cert, make them now.
11. Continue this process for all income, assets and expenses. Once all the items are reassigned or deleted, click back on the **Members** tab.
12. Click **Edit** on the original HOH. The member screen appears.



13. Click **Delete** to delete the household member.



14. Click **Ok** to continue to delete the member.
15. Continue to make any other necessary changes for the cert to be correct, clicking **Next** until the validation screen appears, then click **Done**. You are then returned to the summary screen.
16. Once returned, scroll to the Other Information section of the screen and select if the cert was caused be EIV. Note if this is a recertification, this will not be needed.
17. Click **Save** to save the changes. Once the tenant has signed the cert, add the appropriate sign dates.

****IMPORTANT** - If the household member already received a utility check and the changes to the new certification allows them to continue to get a utility check, then you need to contact accounting IMMEDIATELY. Let them know of the HOH change and effective date of the change. They will need to put a stop on the current utility card and issue a NEW utility card for the new HOH. If this is not completed, then there could be issues with the utility payments being made timely.**

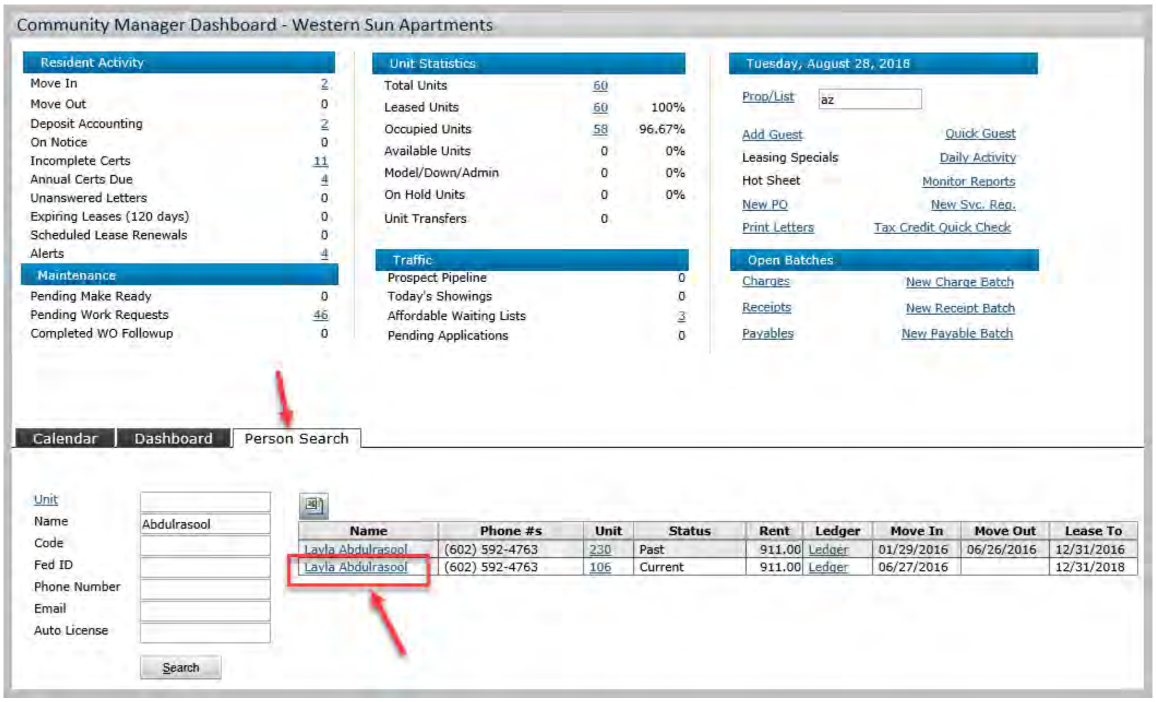
Processing a Correction to a 50059

If a property discovers an error on a previously posted 50059, a Correction 50059 needs to be completed.

NOTE: Only 50059s that have been transmitted via TRACS can be corrected. A certification remains open for editing until the TRACS process has been completed. Only closed 50059 forms will contain a "Correction" link.

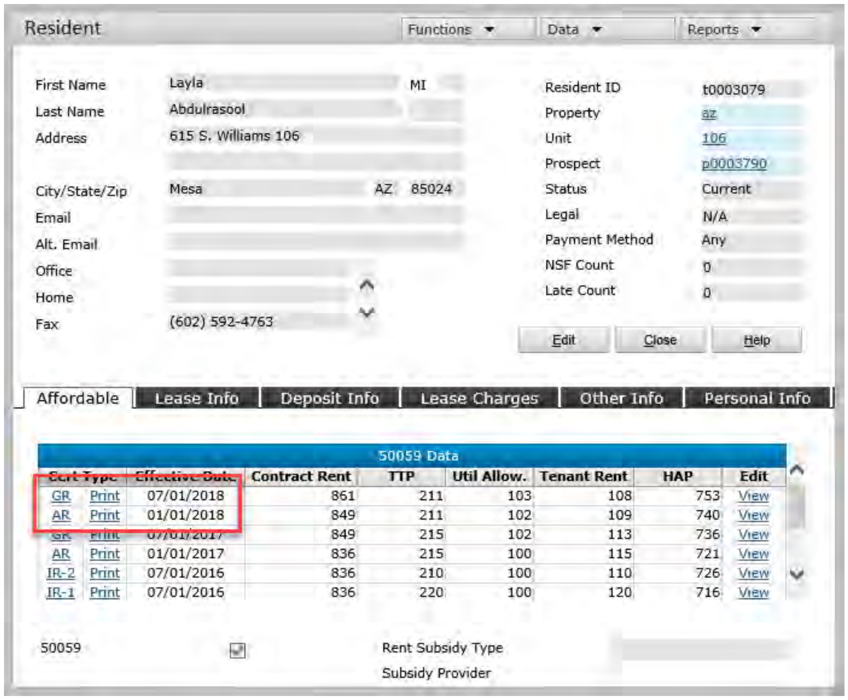
1. To process a correction to a 50059, enter the Resident's last name in the **Search** field within the **People Search** tab on the dashboard.

2. Click **Search**.



3. Review the names listed as the results of the Person Search and click on the name of the Resident for whom the certification needs correction.

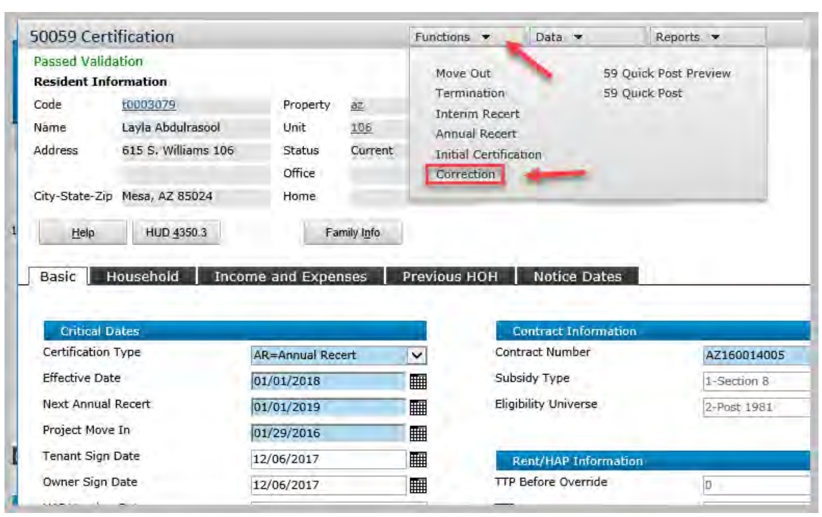
The **Resident** screen appears.



4. From the Yardi Voyager Resident review screen, select the **Cert Type** (e.g., AR, IR, MI, etc.) of the 50059 to be corrected. The certification types are listed in the “Cert Type” column on the left side of the **50059 Data** section.

Please note that if there are partial certs after the original correction the partial will need the same correction made. In the example above, the 1/1/18 AR needs to be corrected, which means the GR will need the same correction.

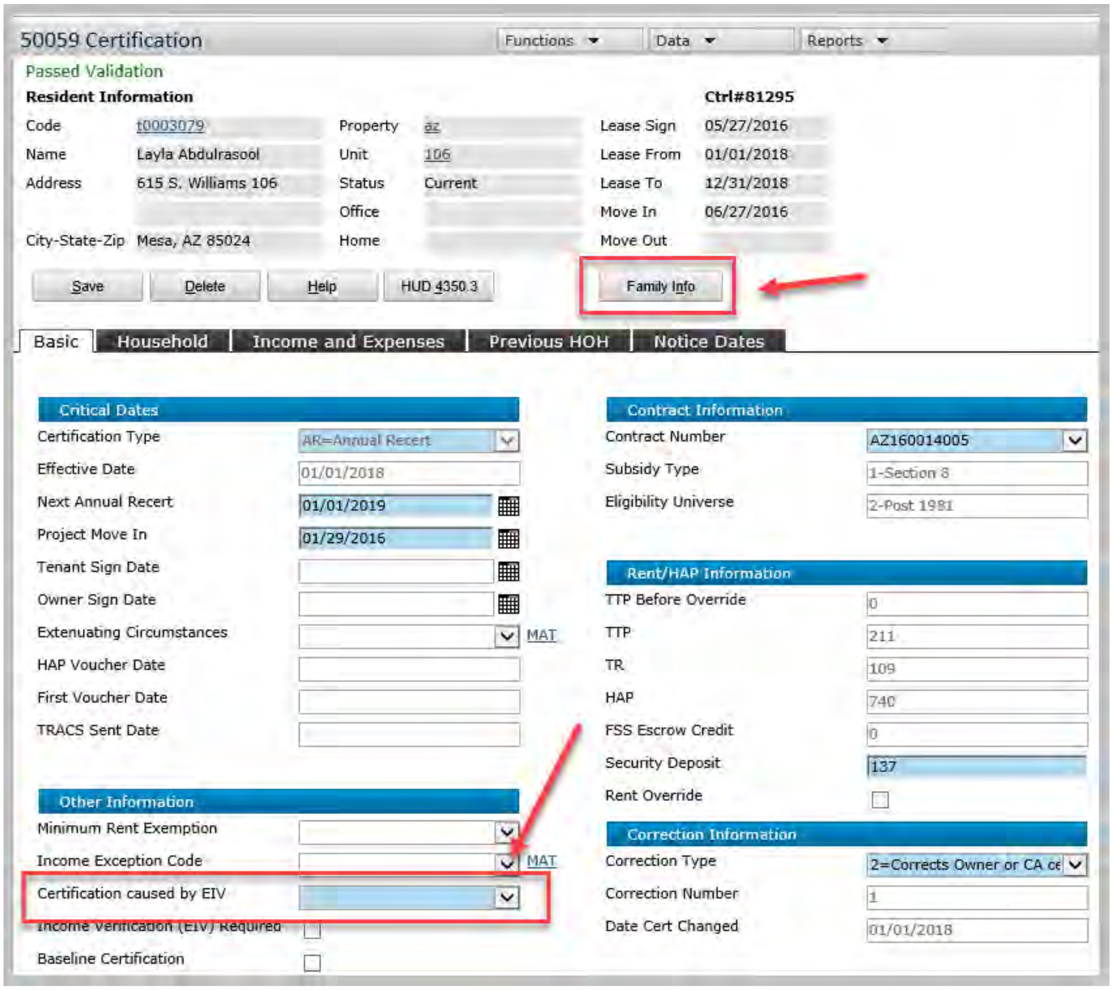
5. A new window appears with the **50059** screen.



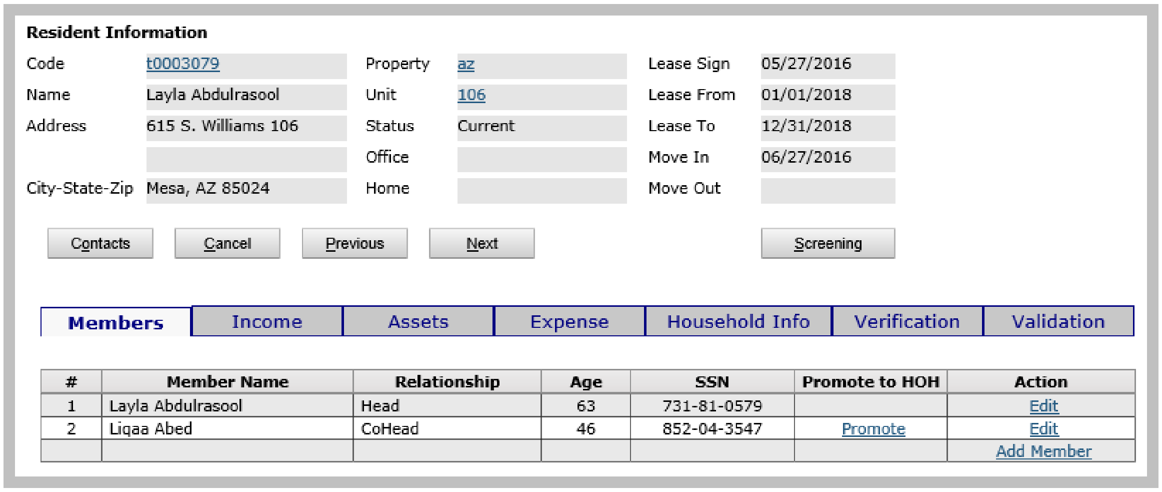
6. Click the drop-down located under the functions section in the right-hand corner of the 50059 screen. Select **Correction** from the drop-down box and click **Go**.

A new **50059 Summary Screen appears**.

7. Select Yes or No, if EIV caused the correction. Click **Save**.



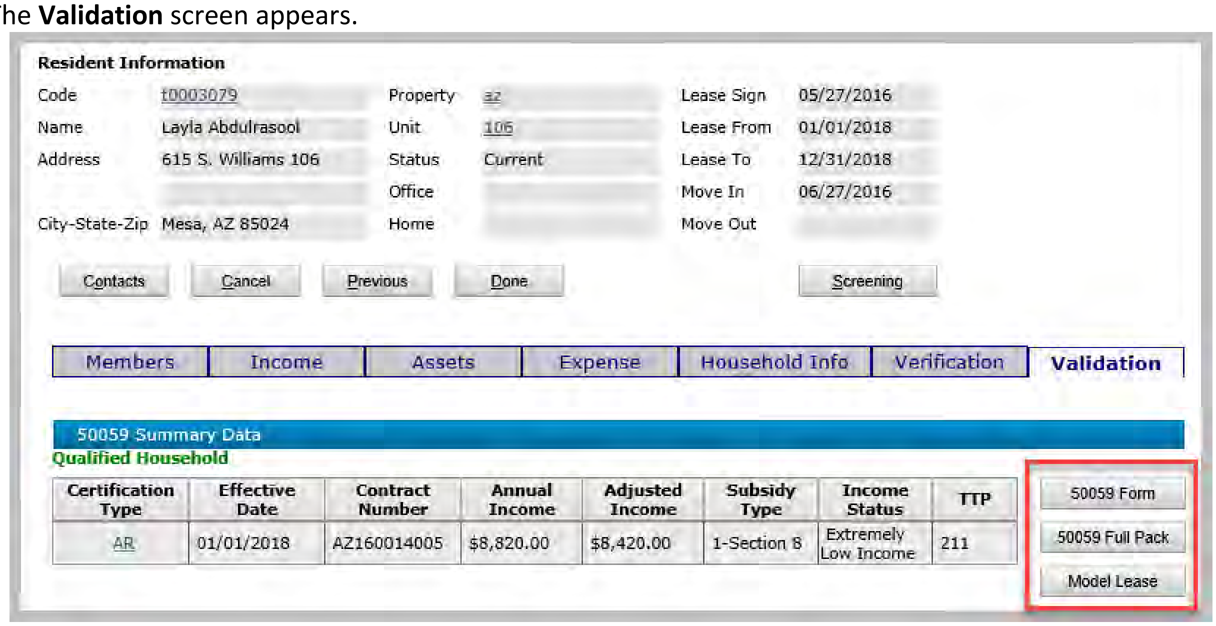
9. Click the "**Family Info**" button to add the changes to the certification. The **Members** tab opens in the 50059 workflow.



#	Member Name	Relationship	Age	SSN	Promote to HOH	Action
1	Layla Abdulrasool	Head	63	731-81-0579		Edit
2	Liqaa Abed	CoHead	46	852-04-3547	Promote	Edit
						Add Member

10. Make the necessary updates within the compliance workflow and return to the **Validation** step when finished.

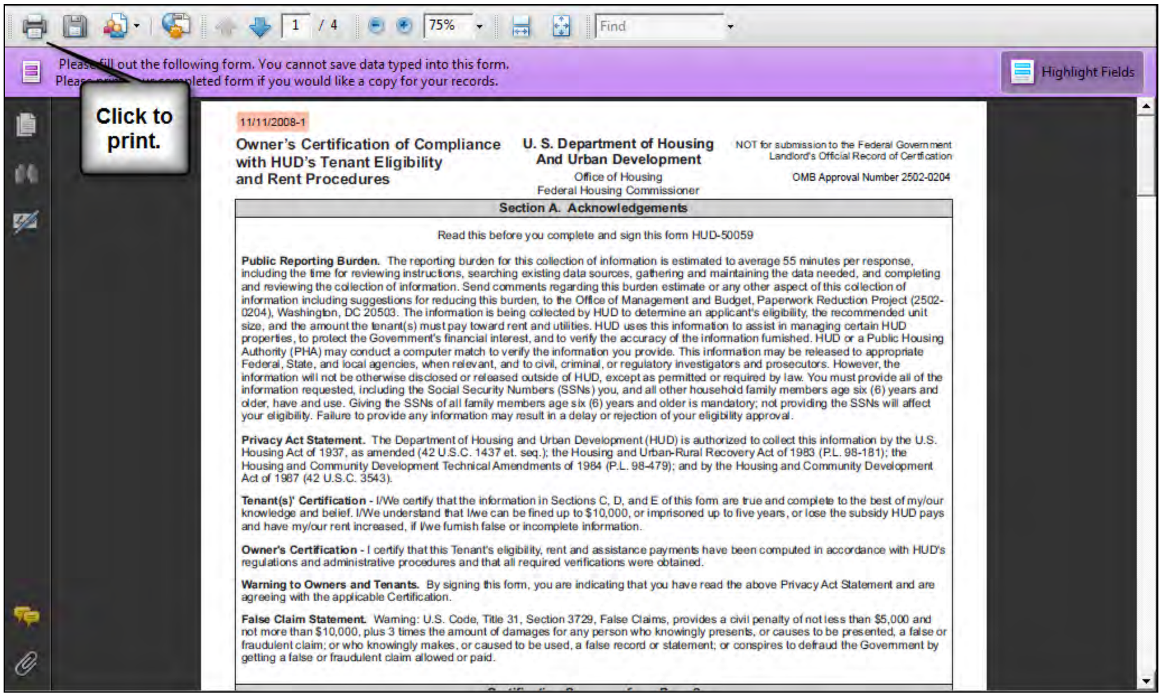
11. The **Validation** screen appears.



Certification Type	Effective Date	Contract Number	Annual Income	Adjusted Income	Subsidy Type	Income Status	TTP
AR	01/01/2018	AZ160014005	$8,820.00	$8,420.00	1-Section 8	Extremely Low Income	211

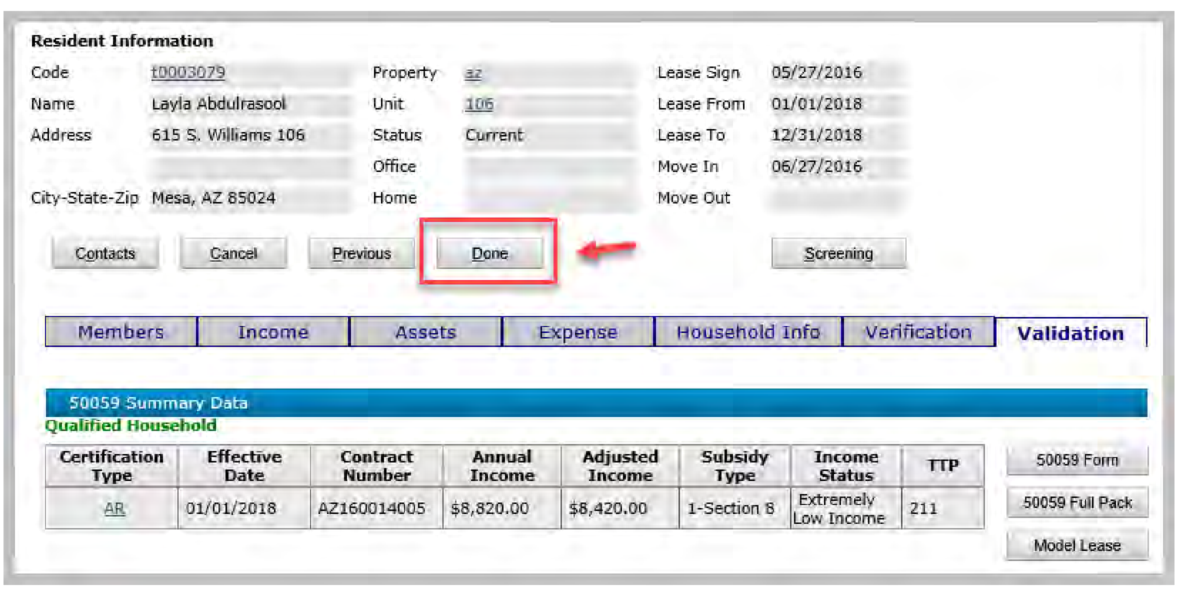
12. After all information is revised, the 50059 form can be printed for signature. To print the **50059**, select the **50059 Form or 50059 Full Pack** button.

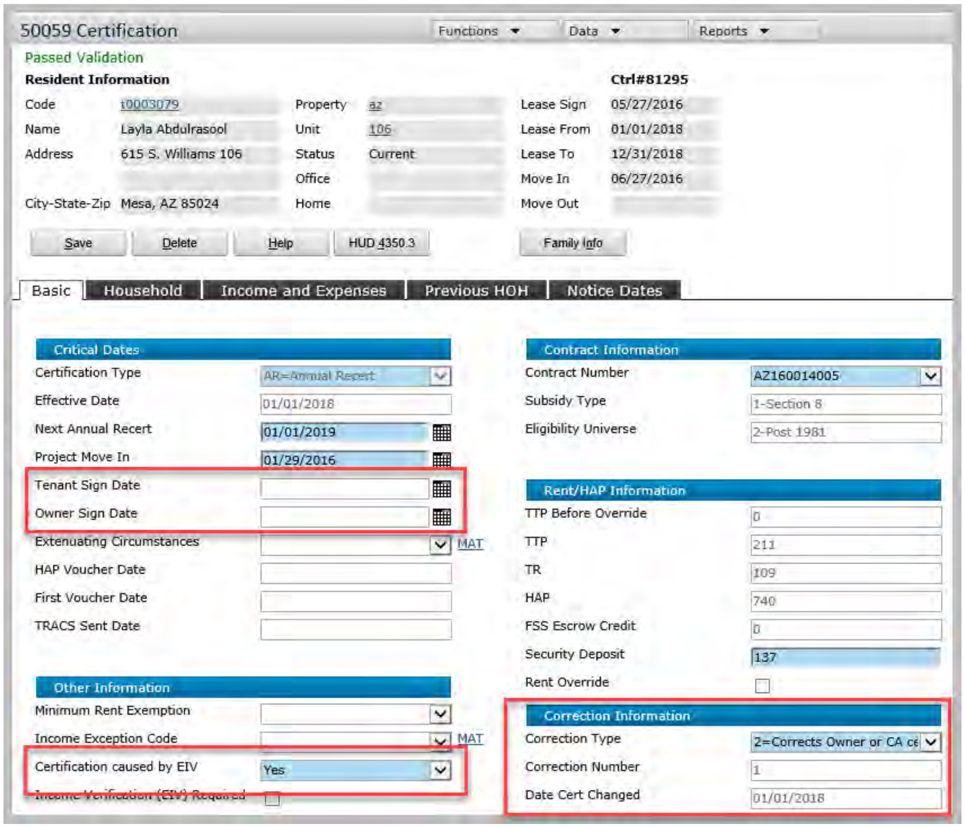
13. The **50059 Certification** will display.



14. To print the **50059**, select the printer icon located in the upper left-hand corner of the screen.

15. When the 50059 is printed, select the **Done** to return to the Resident Screen. When the 50059 is printed, select the **Done** to return to the **Resident** Screen.





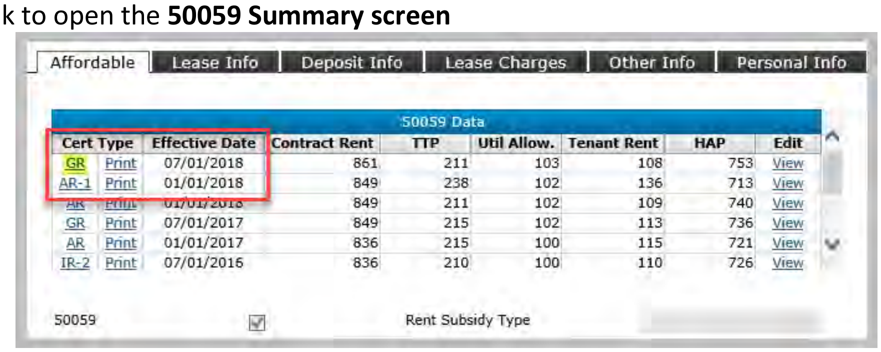
16. In order to finalize the corrections, it is necessary to populate the following fields:
    - **Owner Sign Date –** Use the same date as the effective date.
    - **Tenant Sign Date –** Use the same date as the effective date.

17. Click **Save**, then close the screen.

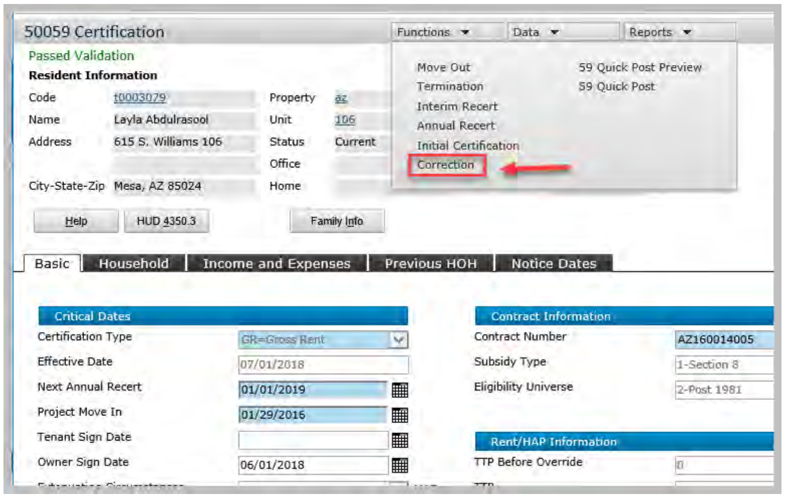
Important Note: It is critical that the corrections are done in a timely manner as HUD gives a small window of time to comply with error messages. If errors are not corrected, HUD will terminate the resident from the TRACS system and payment of the tenant's subsidy will be jeopardized.

After the correction is completed, review the certs and see if any partial certs also need to be corrected. Partials include GR's, UT's and MO's. In this example, the GR also needs to be corrected.

18. Click the **GR** link to open the **50059 Summary screen**

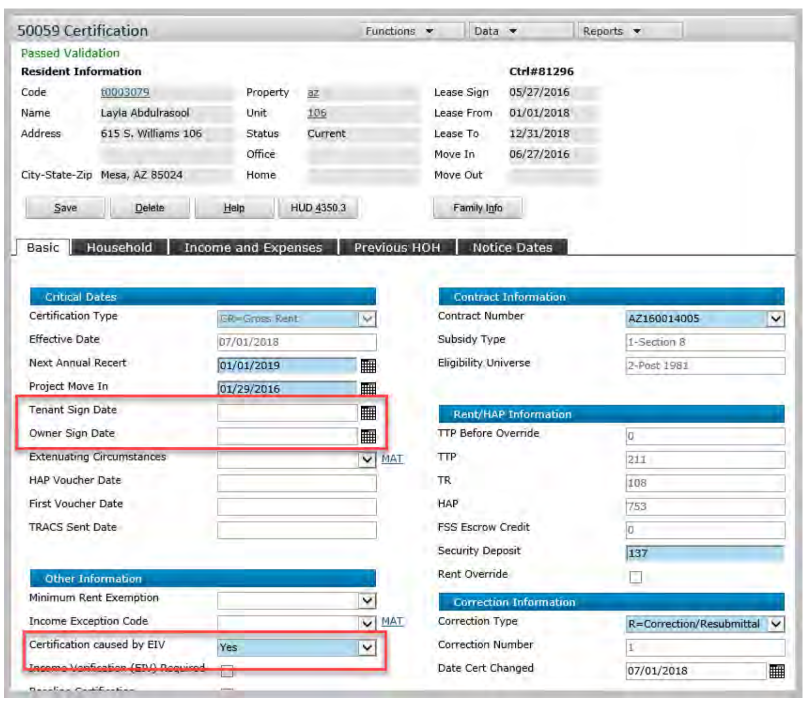


19. Click the **Functions** drop down, then click **Correction**.



Note: The changes from the prior correction automatically pull in.

20. Select **Yes or No** if the certification was caused by EIV. Add sign dates appropriately, then **Save** and **Close** the screen.



Generating, Printing & Recording Annual Recertification Notices for 50059

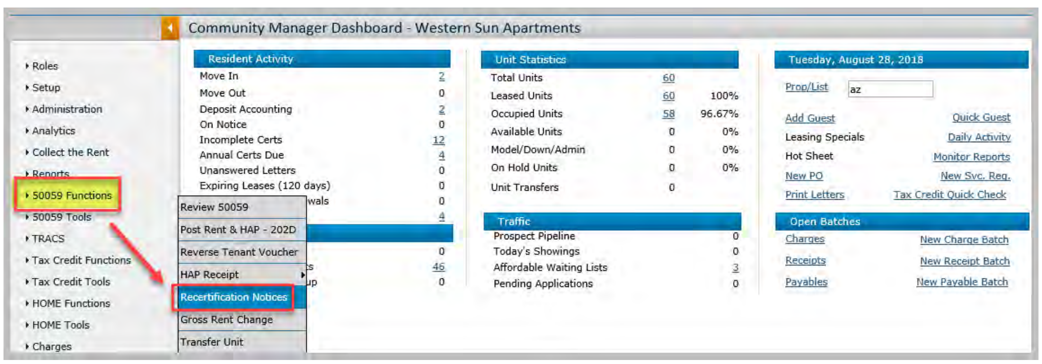
Around the first of each month recertification notices must be printed that are due within the next 120 days. The following instructions detail generating Annual Recertification Notices. If the Resident does not respond to the First Notice (120 Days), a Second Notice (90 days) must be generated. If there is no response to the Second Notice, a Final Notice (60 days) must be generated. We have customized the notices to also include a Termination Letter that prints at the 30-day mark.

Generating notices is a three-step process:

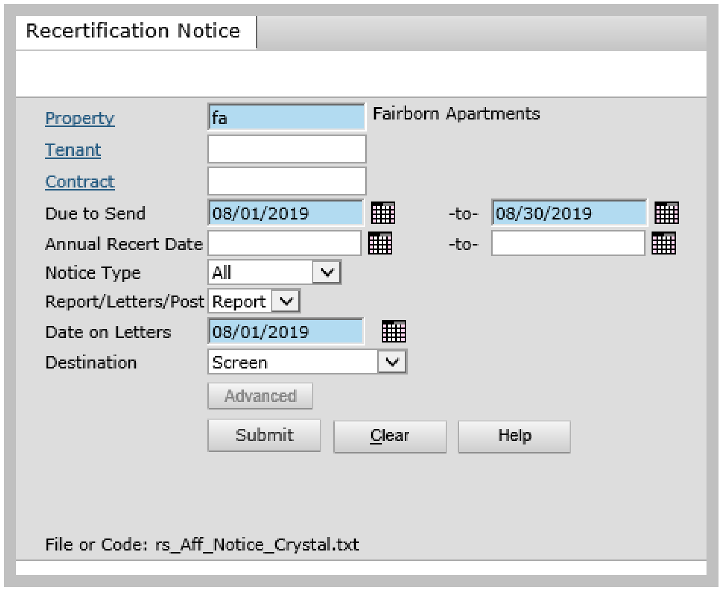
1. Run the report to review who needs a notice.
2. Print the letters.
3. Post the letters so that the date sent is populated into the tenant file and prints as sent on the second and final notices.

Generating Initial Annual Recertification Notices

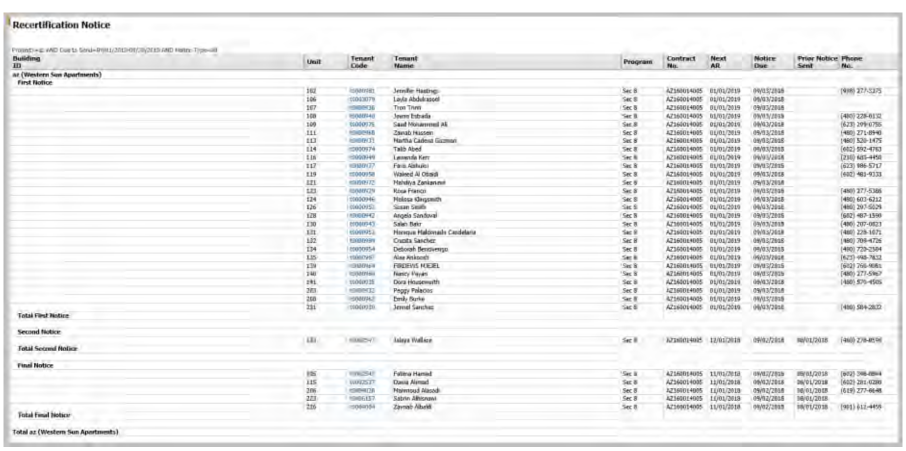
1. From the Left Side Menu, click **50059 Functions** and then select **Recertification Notices.**



2. The **Recertification Notice** filter appears.



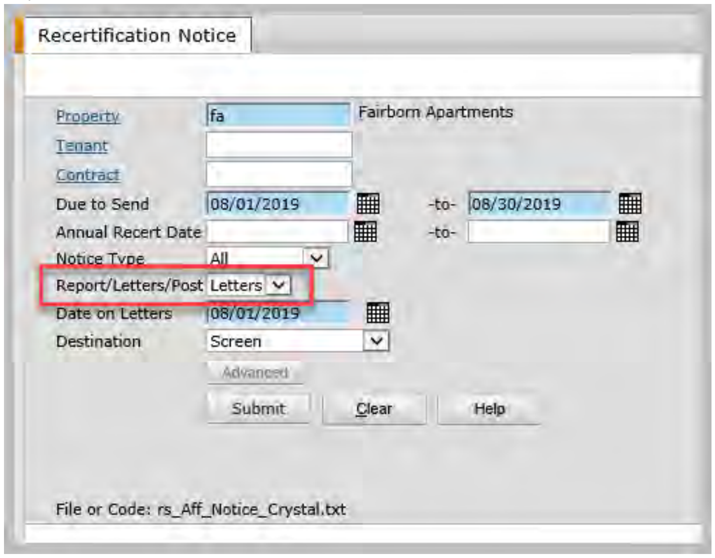
3. Complete the following fields within the Recertification Notice filter:
   - **Property Code** – Enter the property code
   - **Due to Send** – Use the current thirty-day period. This should be the start and end dates of the month in which the Resident should receive a notice (current month). Please note that these dates are NOT the date the recertification is due, rather the date that a particular notice is due. For example, if a Resident's recertification is due on June 1, 2019, the first notice is due to be sent on February 1, 2019. Therefore, entering the dates of February 1, 201 and February 28, 2019 and selecting "First" in the next step will generate the first notice for all residents who are due to receive a first notice on June 1, 2019.
   - **Annual Recert Date –** Leave blank, not needed. (Remember - less is more on the filters)
   - **Notice Type** – Select "All."
   - **Report/Letters/Post** – Select "**Report.**"
   - **Date on Letters** – Enter the date that will be printed on the letters. Generally, this will be the first of the month in which you plan to send the letters.
4. Select **Submit**.
5. The **Recertification Notices** report appears.



6. This report will list each recertification that needs to be performed. To print this report, select the printer icon in the upper left side of the screen.

To generate and print the letters

- Follow the steps listed above for accessing the **Recertification Notice** filter.
- Change the “Report/Letter/Post” field to **Letters** and click **Submit**.

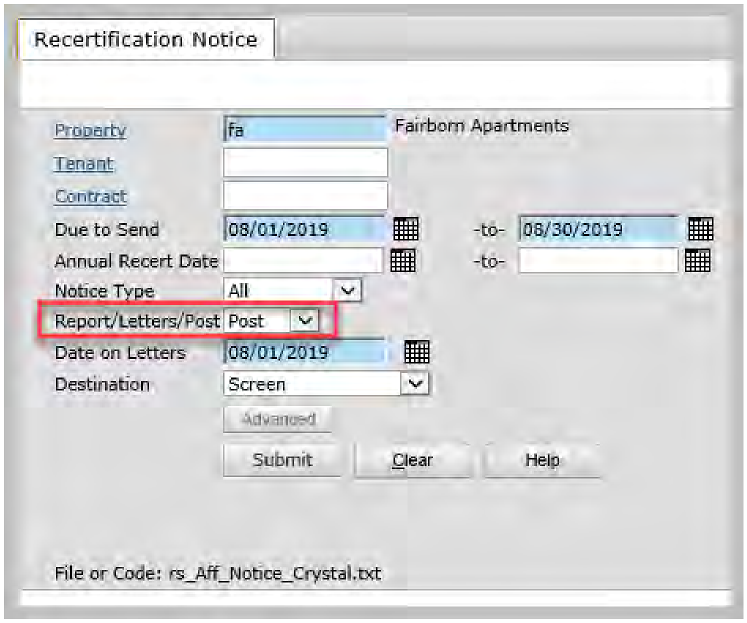


- Print the letters by clicking the Printer Icon.

To post the letters

It is **VERY** important to post the letters. The date gets posted into the resident file. The dates will print on the second and final notice as well.

- Follow the steps listed above for accessing the **Recertification Notice** filter.
- Change the **Report/Letter/Post** field to **Post** and click **Submit**.



- A confirmation will show which units have had recertification letters generated. The dates the letters were generated will be on the last annual recertification.

Adding Tenant Response to Current Certification

Once you send out the notices and the tenant responds to the notice, you should update the current certification with the notice response date. Doing this keeps the tenant from getting additional notices.

It is necessary to record the Annual Recertification Notice Response Dates to track the status of the First, Second, and Final notices sent to the resident.

WARNING: Do not record a response date on a Resident file until after the interview is completed and the Resident has provided all documentation required for a recertification. Entering a response date will prevent subsequent recertification notice letters from being generated.

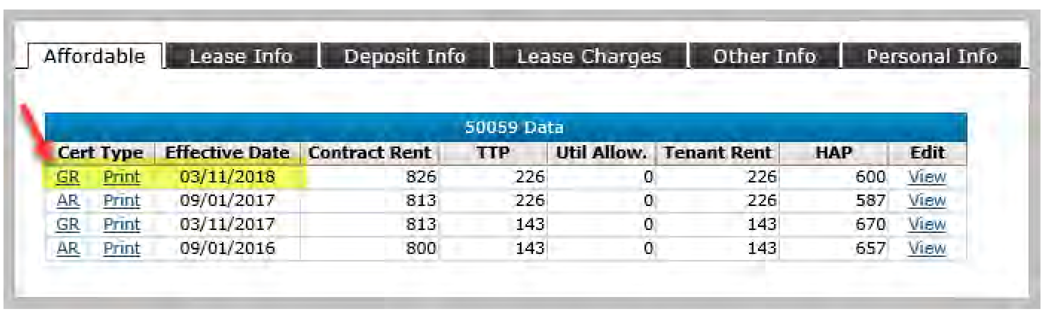
Example: You send the First notice on 8/1/19, the tenant comes in on 8/15/19 and starts their paperwork. You would not want them to get a second or final notice so you would open their current cert and add the notice date. This prevents future notices from going out AND removes them from the second and final notice sections of the report.

Follow the instructions below for updating the current certification record.

1. Pull up the resident that has responded to the notice. Either by the person search or review residents.
   The resident screen appears.

2. Click the link on the **CURRENT** cert (not a future cert you have started), but the current paying certification.

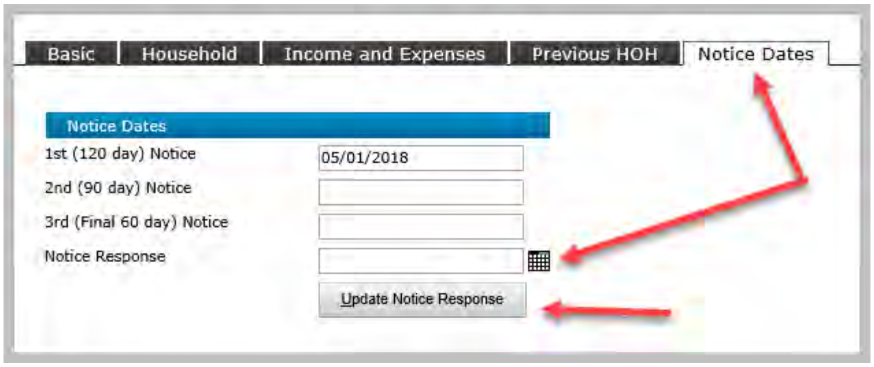
NOTE: It is VERY important that you pick the right cert to add the date, if you add the date to the new AR you are working on, then it will prevent the notice from being sent NEXT year.



Cert Type		Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
GR	Print	03/11/2018	826	226	0	226	600	View
AR	Print	09/01/2017	813	226	0	226	587	View
GR	Print	03/11/2017	813	143	0	143	670	View
AR	Print	09/01/2016	800	143	0	143	657	View

The certification summary screen displays.

3. Click the **Notice Dates** tab.



4. Type or select the notice response date, then click the **Update Notice Response** button.
5. Close the 50059 Summary Screen.

The goal of adding this date is for two reasons:

- Stops future notices from being mailed when they are not needed.
- Updates the tenant file showing they responded.

Terminating Section 8 Assistance

There are different reasons for terminating subsidy. When a tenant fails to recertify, or when a household's income is adequate so that the total tenant payment (TTP) equals or exceeds the contract rent plus utility allowance. When these events happen, you will need to perform a termination of assistance. The checklist below can help you identify when subsidy needs to be terminated:

- Income is too high
- Failure to supply citizenship or eligible alien registration documentation
- Resident failed to recertify on time
- Resident refuses to transfer to another unit as agreed in the lease
- The subsidy contract has expired

Please note that most ALL terminations should be effective on the LAST day of the month. If you need to put any other day, contact the helpdesk for assistance. Adding a termination other than the last day of the month may result in a fatal error with HUD.

Once termination happens market rent charges should be created for the retro activity back to the effective date of the termination. A termination letter must be mailed to the resident stating the termination, a memo should be created in the tenant record showing the letter was sent. We need as much tracking of this as possible, so that the tenant does not come back on us for any reason.

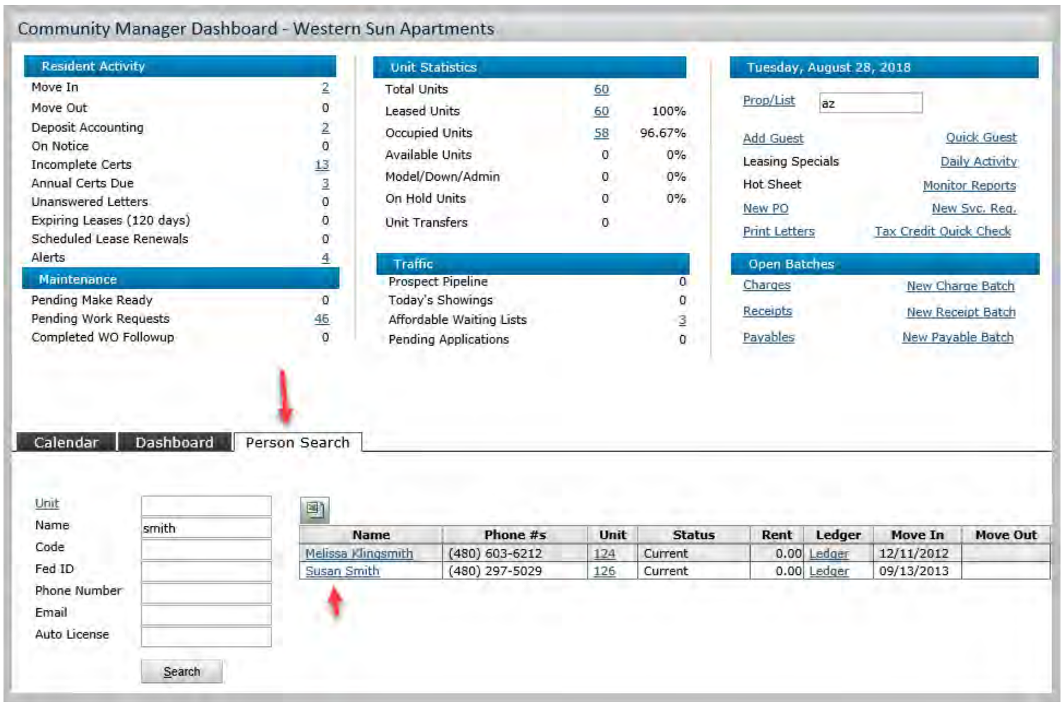
NOTE: This section does not pertain to Section 236 PRAC properties

****See HUD Handbook 4350.3 REV-1, CHG-1, Chapter 8, for resident termination requirements and procedures**.**

Adding 50059 Termination Certification

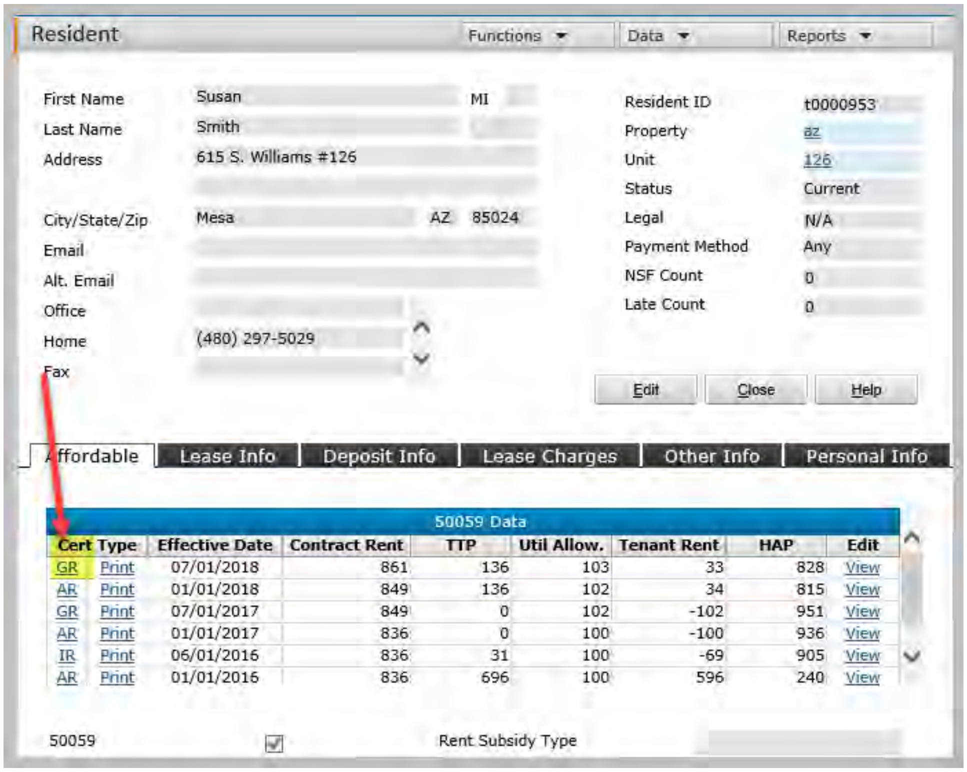
1. To create a Termination Certification, enter the Resident's last name in the **Search** field within the **People Search** tab on the dashboard.

2. Click **Search**.

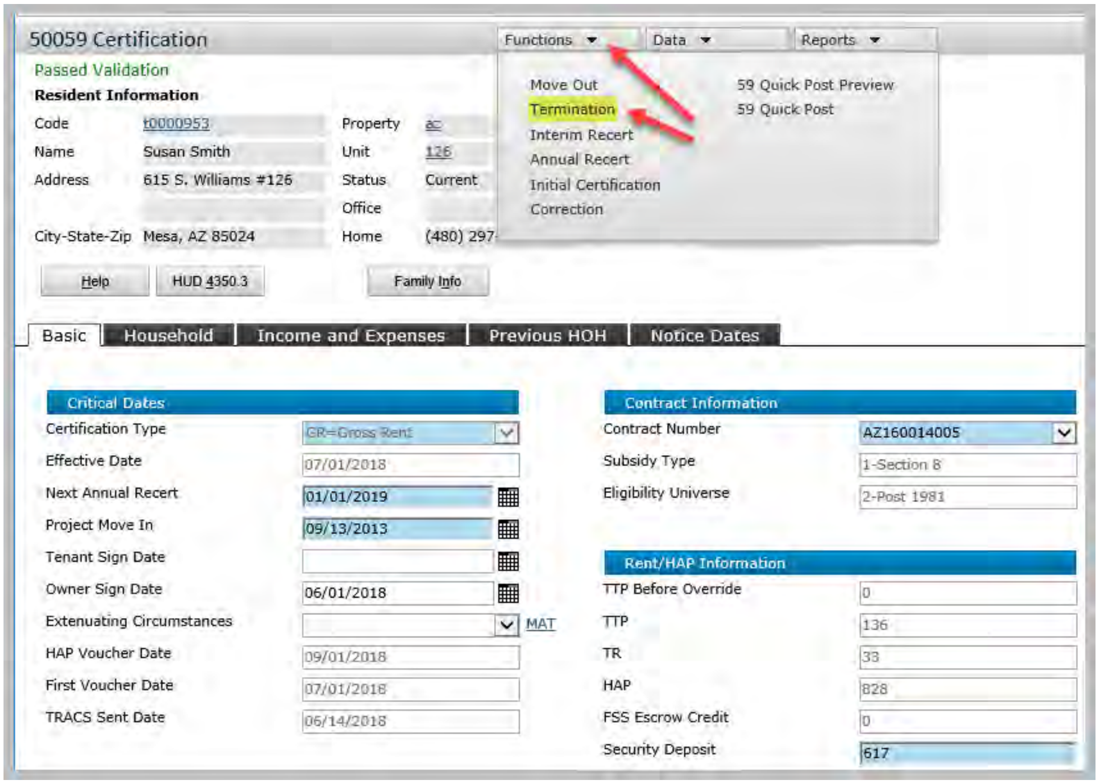


3. Review the names listed as the result of the **Person Search**, and click the name of the Resident for whom the certification needs to be corrected.

4. The **Resident** screen appears.

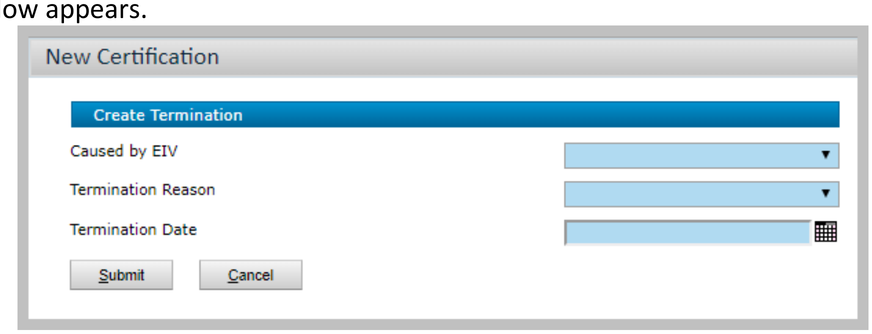


5. The most recent **50059** certification should be selected to create the termination cert.



6. Locate the **Functions** drop down list in the center of the certification review screen and select **Termination**.

A termination window appears.



7. Select the appropriate information from the drop down and add the appropriate effective date of the termination cert.
   - **Caused by EIV -** Choose whether the termination was caused by EIV.
   - **Termination Reason** – Select a termination reason from the drop-down list.
     - **TI = TTP > Gross Rent** – The TTP (Total Tenant Payment) is greater than the gross rent amount.
     - **TC = No Docs. –** The resident did not supply citizenship/eligible alien registration documentation.
     - **LR** = **Late** – The resident did not recertify on time and is temporarily paying market rent.

       NOTE: This choice is the only termination that will allow you to reactivate the resident's subsidy with an annual recertification. You can reactivate the resident's subsidy with other terminations only if the transaction is an initial certification.
     - **TR = Pays Mrkt. Rent** – The resident did not recertify on time. You have provided all due process and the resident must now pay market rent.
     - **TF = Won't Transfer** – The resident refuses to transfer to another unit, as agreed in the lease.

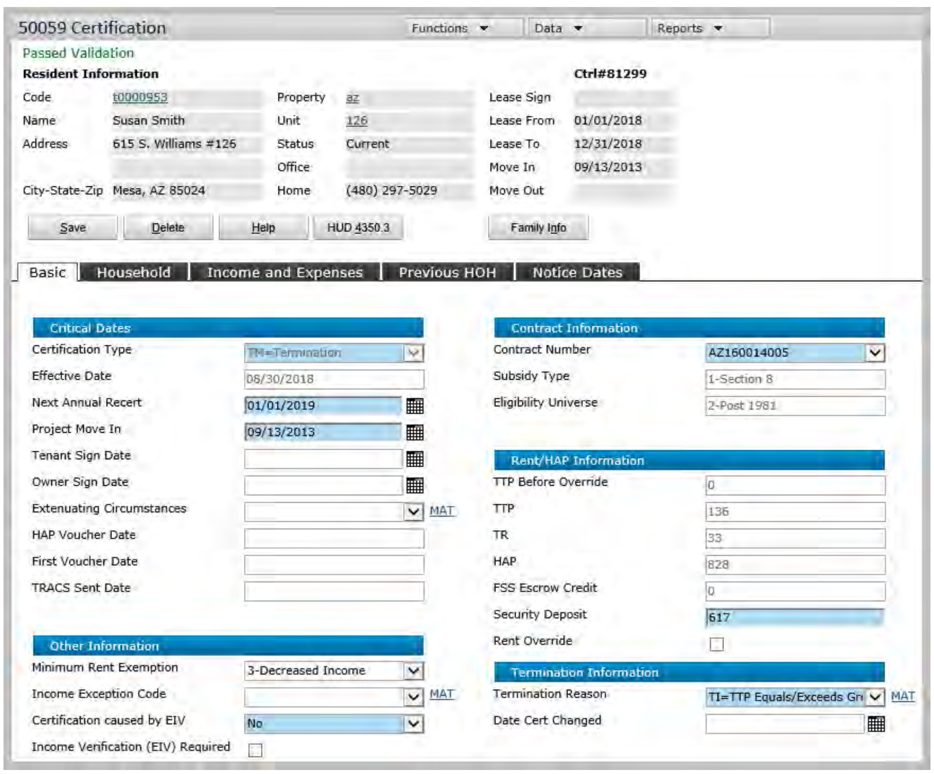
- **CE = Cntr. Expired** – The subsidy contract has expired.

- **Termination Date** – Most all terminations are effective on the LAST day of the month. Example: If a tenant is due to recertify on 7/1/19 and does not, the termination date should be 06/30/19.

**NOTE: Termination 50059's must have a term date of the last day of the month. ** If you need to put any other date for some reason, contact the helpdesk or your compliance department and explain the situation so that they can confirm the certification will not fatal in HUD. Coordination with the contract administrator may be needed to have a TM effective other than the last day of the month.

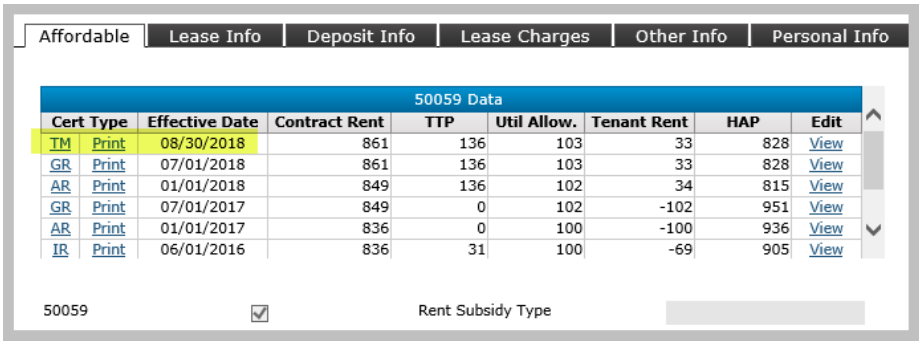
8. Click **Submit.**

The termination certification summary page appears.



9. Once the Owner agent and Head of Household have both signed the certification, record the owner and resident signature dates on the **Certification Review** screen, and select **Save**.

10. Close the **50059** and return to the **Resident** screen.



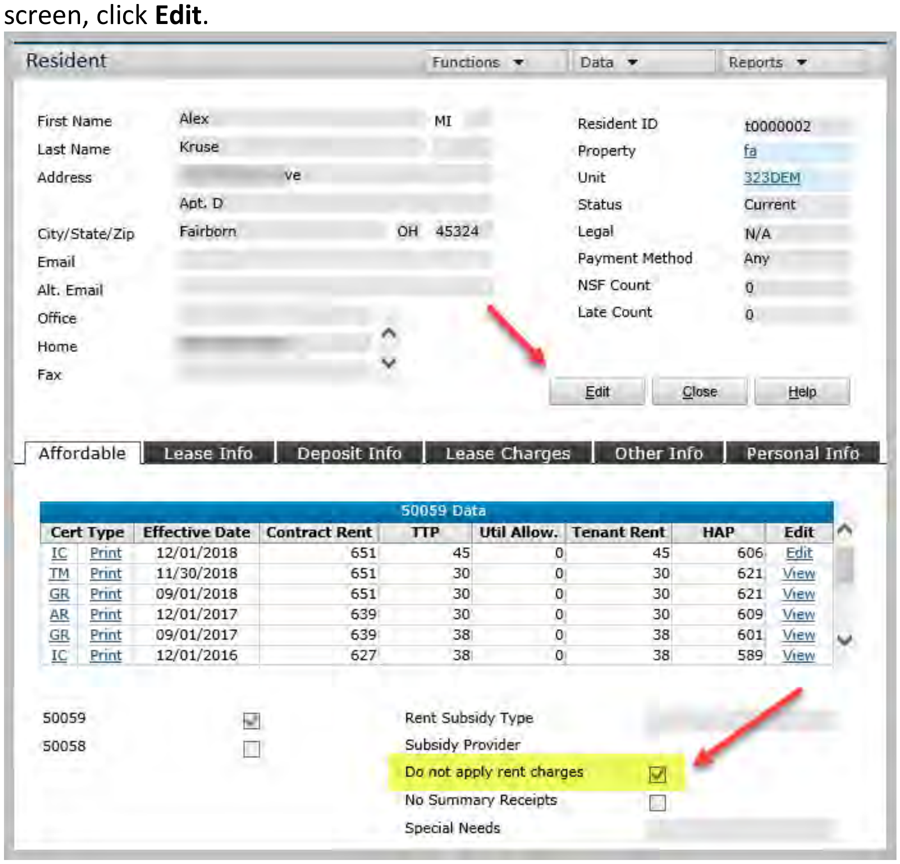
The **TM 50059** record should now appear under the **50059 Data** portion of the **Resident** screen.

IMPORTANT: You will need to set up lease charges and manually add monthly rent charges for market rent.

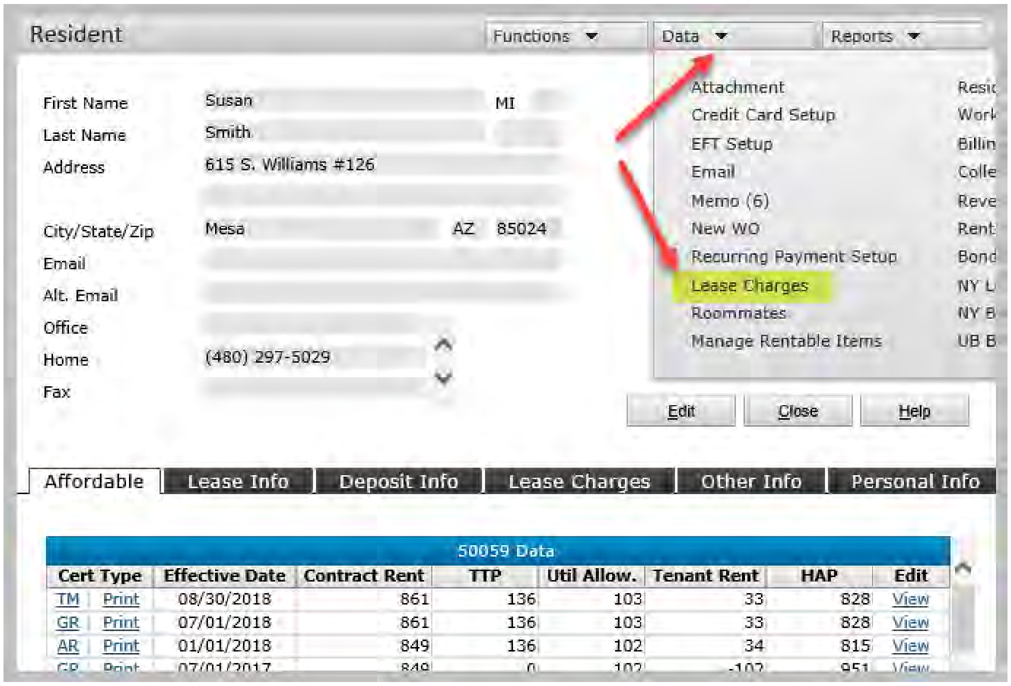
Add Lease Charges for Terminated Tenants

Once a tenant has been terminated from assistance, lease charges MUST be set up to continue to charge rent and have the monthly reports pull accurate numbers. Prior to creating the lease charges, the check box on the resident screen needs to be deselected to allow rent charges to post.

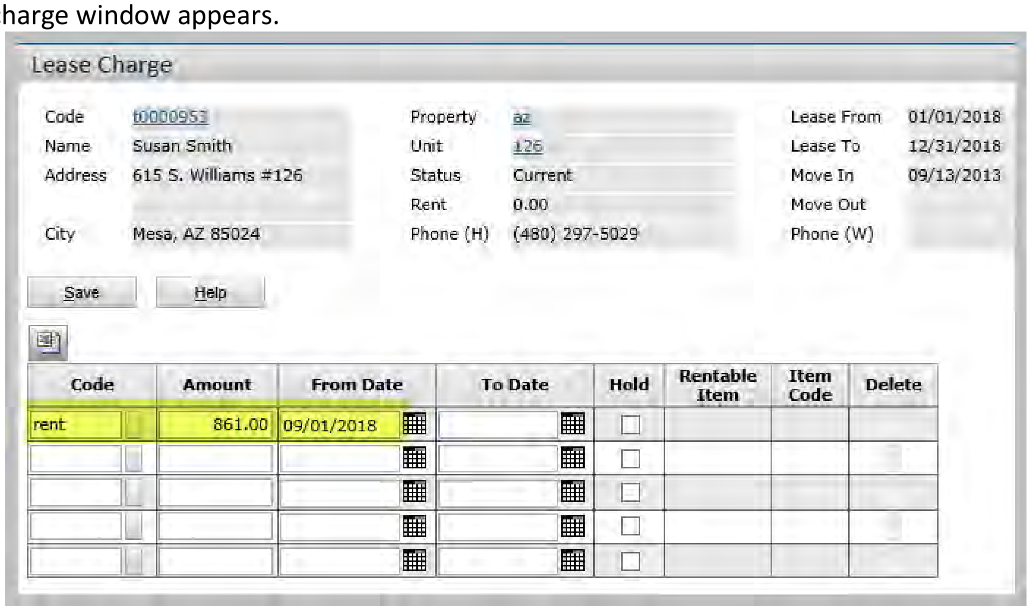
1. On the **Resident** screen, click **Edit**.



2. Uncheck the **Do not apply rent charges box.** Click **Save**.
3. Next, select the drop down under **Data**, then select Lease **Charges**.



The lease charge window appears.



4. Add the rent lease charge details and click **Save.** Note, the From Date should be dated the first day after the termination cert.

Note: If the tenant goes on public assistance make sure to check the hold box on the subsidy charge.

5. Select the charge code, input the amount of market rent and the effective date the charge needs to start. This should be the day after the termination date.
6. Click **Save** to update the lease charge.

NOTE: A charge should be created to add the market rent charges from the time of the termination to the current month.

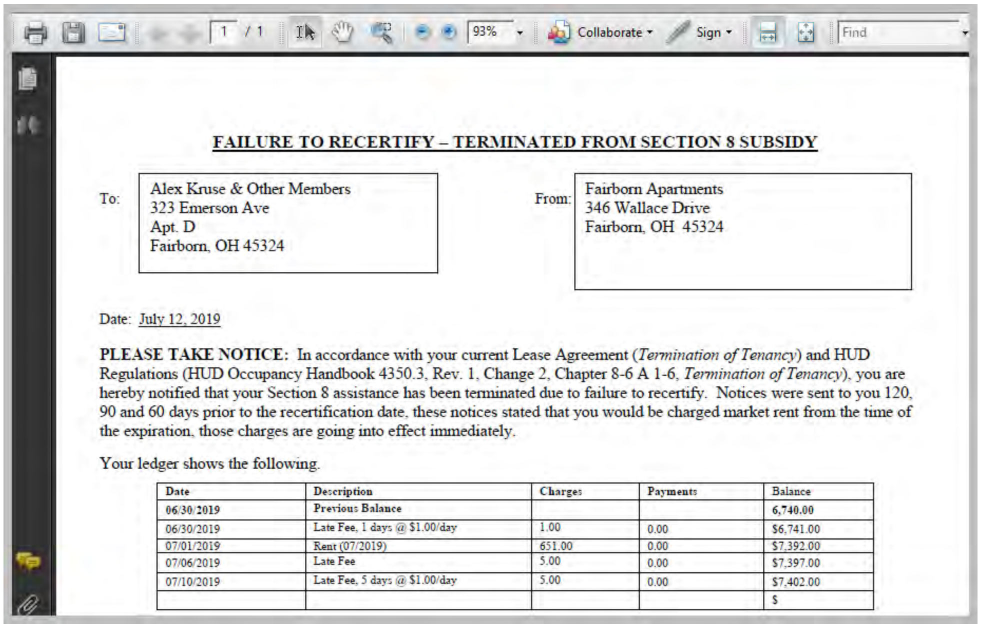
Example: If the tenant terminated on 4/30/19, then you would need to create the market rent charge from 05/01/19 to the current month. If the current month is July, then the total of three market rent charges would be on the ledger.

If you need assistance with this, please add a helpdesk ticket.

Printing Termination Letter

In order to be HUD compliant, we must notify tenants of the section 8 termination. A letter has been created for this that you can generate from the **Resident** screen > **Reports** drop down. Once the letter has been created, you should add a memo that the letter was sent.

On the **Resident** screen, click the **Reports** drop down, select **Termination of S8 Assistance.** The letter appears.



FAILURE TO RECERTIFY – TERMINATED FROM SECTION 8 SUBSIDY

To: Alex Kruse & Other Members
323 Emerson Ave
Apt. D
Fairborn, OH 45324

From: Fairborn Apartments
346 Wallace Drive
Fairborn, OH 45324

Date: July 12, 2019

PLEASE TAKE NOTICE: In accordance with your current Lease Agreement (*Termination of Tenancy*) and HUD Regulations (HUD Occupancy Handbook 4350.3, Rev. 1, Change 2, Chapter 8-6 A 1-6, *Termination of Tenancy*), you are hereby notified that your Section 8 assistance has been terminated due to failure to recertify. Notices were sent to you 120, 90 and 60 days prior to the recertification date, these notices stated that you would be charged market rent from the time of the expiration, those charges are going into effect immediately.

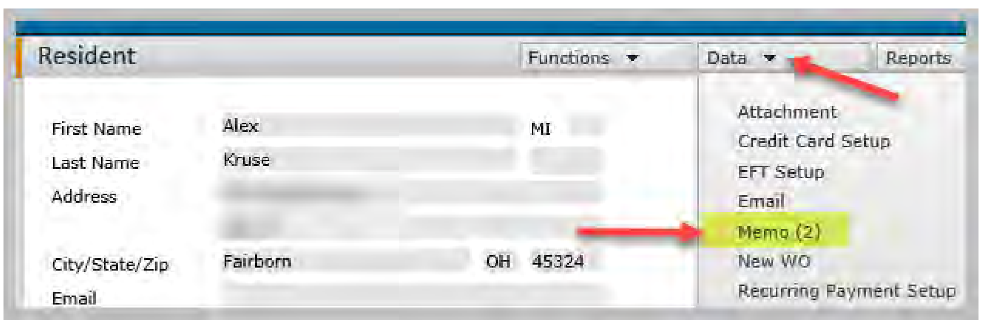
Your ledger shows the following.

Date	Description	Charges	Payments	Balance
06/30/2019	Previous Balance			6,740.00
06/30/2019	Late Fee, 1 days @ $1.00/day	1.00	0.00	$6,741.00
07/01/2019	Rent (07/2019)	651.00	0.00	$7,392.00
07/06/2019	Late Fee	5.00	0.00	$7,397.00
07/10/2019	Late Fee, 5 days @ $1.00/day	5.00	0.00	$7,402.00
				$

Creating a Memo of the Termination Letter being Mailed to Resident

Once a tenant terminates from section 8 and the letter mailed to the resident, we need to document this for the file.

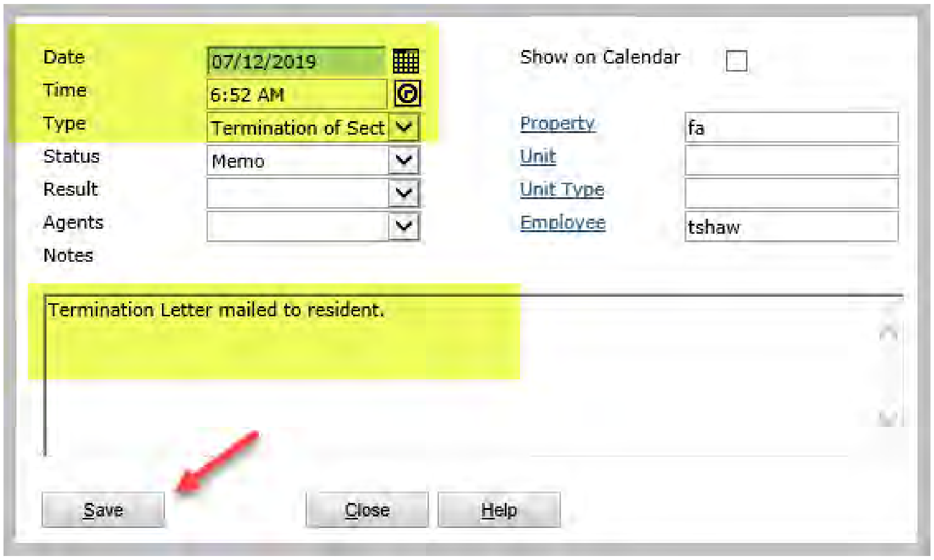
1. Pull up the **Resident**, if not already on the screen, select **Data > Memo**. The memo screen appears.



2. Click the **New** button to start a **New** memo.

3. Update the date and time for the memo.

4. Select Termination of Section 8 as the type of memo, then add any notes needed for the memo. Click **Save**.


Date
07/12/2019
Time
6:52 AM
Type
Termination of Sect
Status
Memo
Result
Agents
Notes
Show on Calendar
Property
fa
Unit
Unit Type
Employee
tshaw
Termination Letter mailed to resident.
Save
Close
Help

CHAPTER EIGHT: RESIDENT TRANSFER

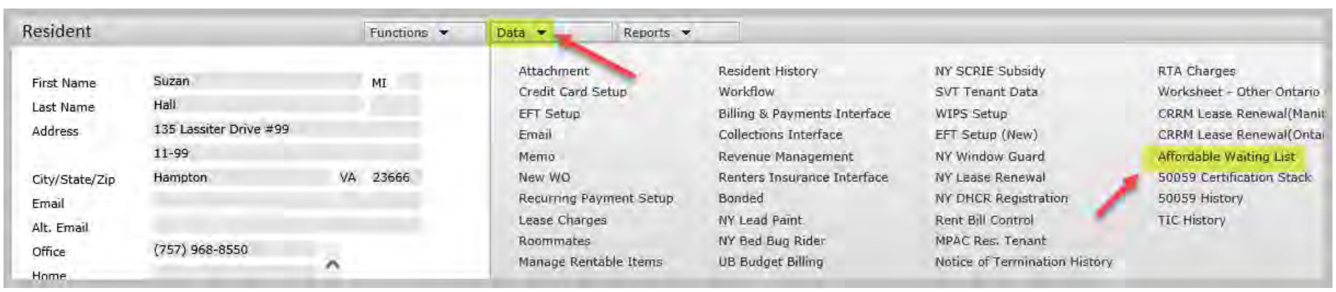
This section provides instructions on transferring a resident from one unit to another. This is a three-step process:

1. Adding Tenants to the waitlist – Must be done for 50059 properties so that special claims can be collected.
2. Putting residents on notice to move out
3. Transferring residents

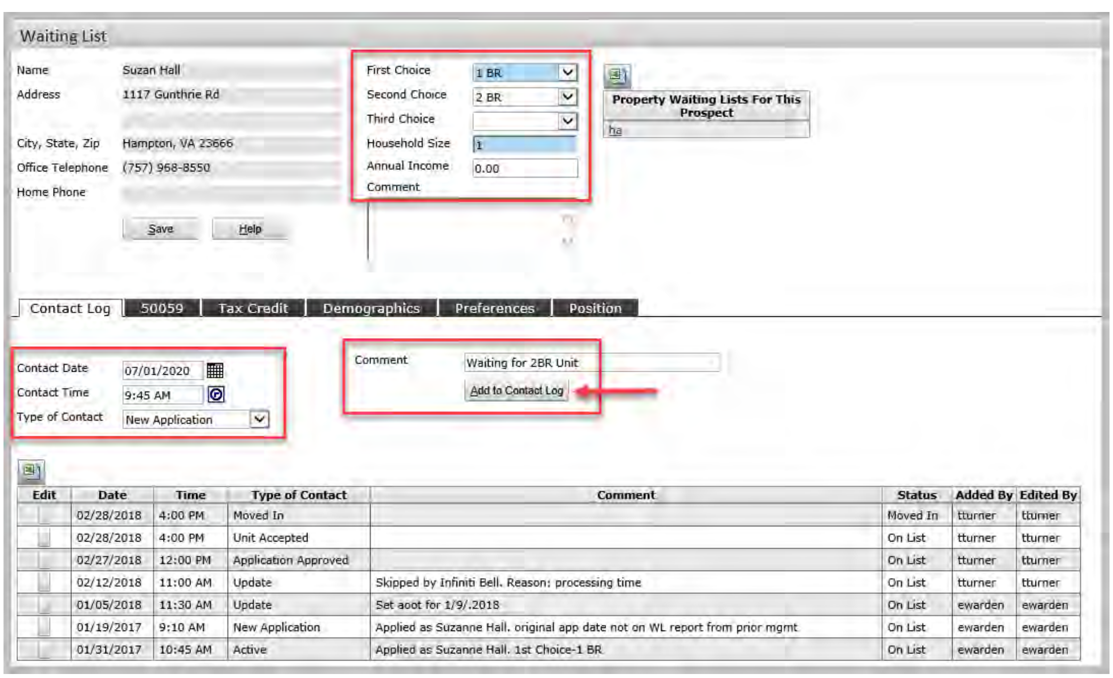
Adding a Resident to the Waitlist when Notice of Transfer is Given

When a tenant provides notice that they are going to transfer to another unit, yet no unit is available, the tenant should be placed on the waitlist. This is also needed in order to complete special claims properly, a transfer preference should be enabled, which moves the tenant to the top of the list, above prospects.

1. Pull up the resident via the person search or through the dashboard.
2. Select the arrow next to **Data > Affordable Waiting List.**



The **Waiting List** screen appears.

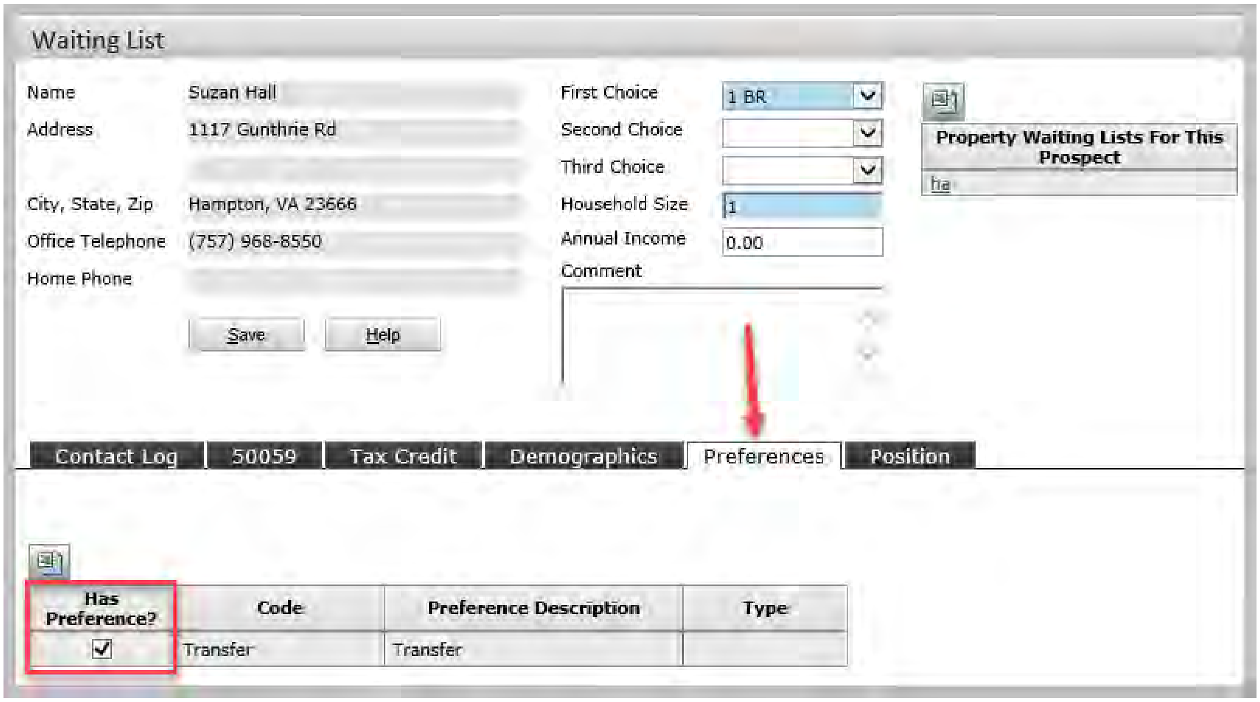


Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
	02/28/2018	4:00 PM	Moved In		Moved In	tturner	tturner
	02/28/2018	4:00 PM	Unit Accepted		On List	tturner	tturner
	02/27/2018	12:00 PM	Application Approved		On List	tturner	tturner
	02/12/2018	11:00 AM	Update	Skipped by Infiniti Bell. Reason: processing time	On List	tturner	tturner
	01/05/2018	11:30 AM	Update	Set aoot for 1/9/.2018	On List	ewarden	ewarden
	01/19/2017	9:10 AM	New Application	Applied as Suzanne Hall. original app date not on WL report from prior mgmt	On List	ewarden	ewarden
	01/31/2017	10:45 AM	Active	Applied as Suzanne Hall. 1st Choice-1 BR	On List	ewarden	ewarden

3. Complete the top section of the waitlist for the bedroom choice.

4. Add the date and time as appropriate. Set the Type of Contact as New Application, along with the comment note, then select Add to Contact Log.

5. Click the **Preferences** Tab



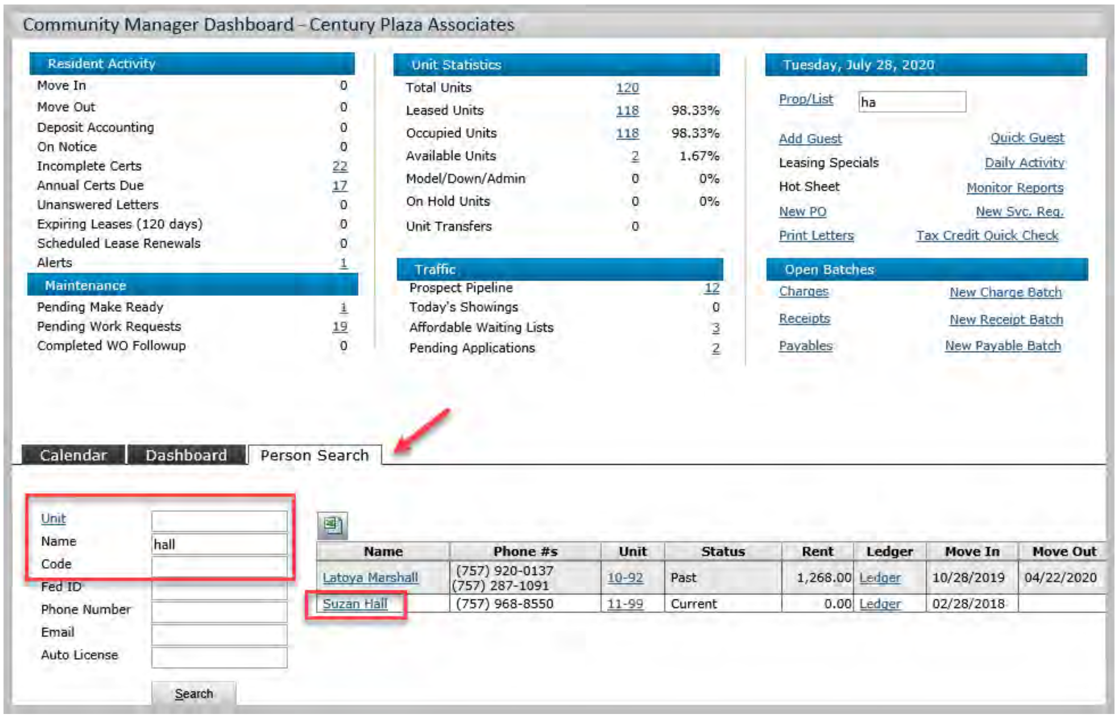
6. Select the box next to Transfer. This will move the tenant to the TOP of the waiting list. Click **Save** to save the changes, then close the waitlist.

Once a unit becomes available and the tenant has been transferred, you will need to manually remove the tenant from the list. See the transfer unit section of the manual.

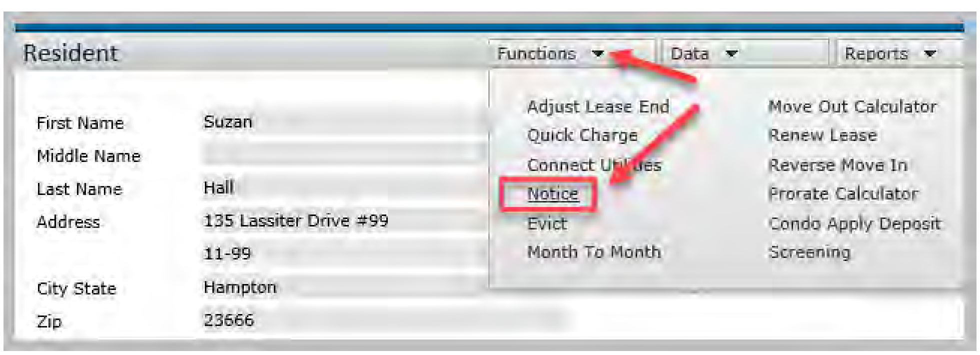
Putting a Tenant On Notice

When a tenant provides notice that they are going to be moving out of a unit or transferring to another unit, the first step is to put them on notice. Normally properties require 30 days' notice to move.

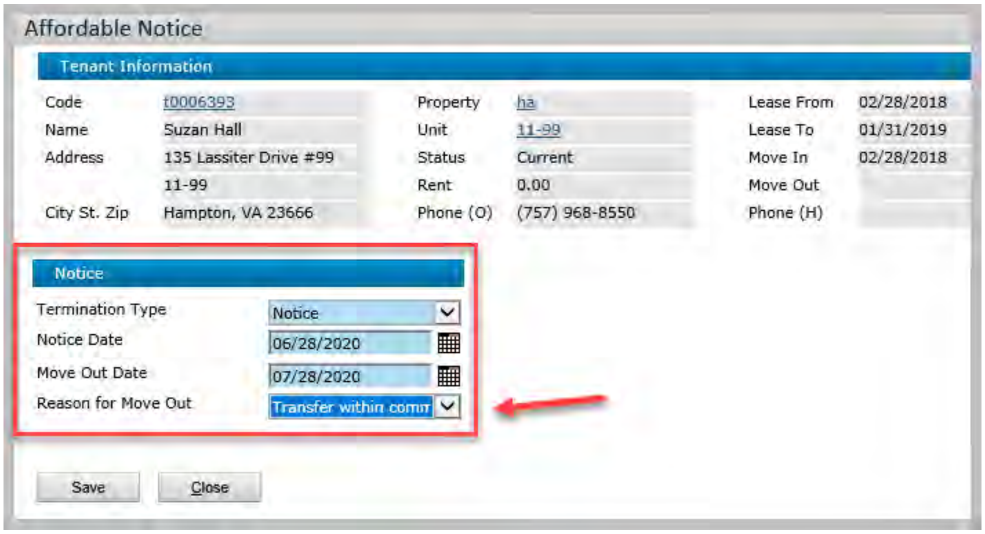
1. **Quick Steps:** Select **Person Search**, search by last name, and select the resident's name hyperlink**.**



2. The **Resident** screen appears:



3. To place the Resident on notice, click the arrow next to Functions. Select **Notice**. The **Affordable Notice** screen appears.

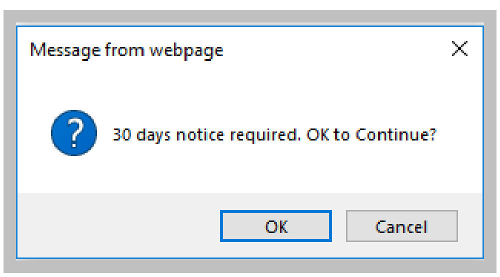


4. Complete the information in the **Notice** section:
   - **Termination Type** – Select the termination type from the drop-down menu by clicking on the down arrow to the right of the blue box. You can select either, Notice, Skip, or Early Termination.
   - **Notice Date** – Enter the date on which the notice was received.
   - **Move Out Date** – Enter the anticipated move-out date.

NOTE: If the Resident has skipped or is deceased, enter today's date in the **Notice Date** and the **Move Out Date** field.

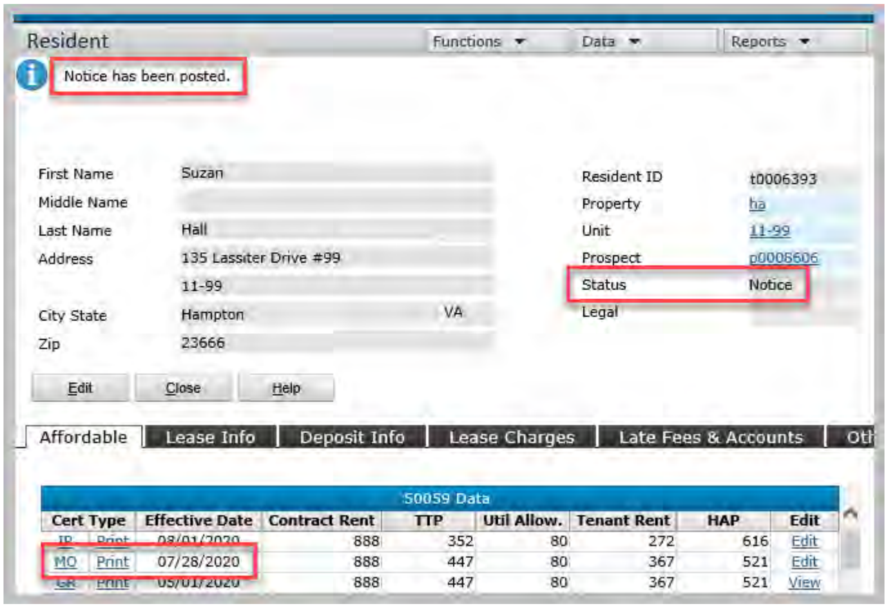
- **Reason for move out** – Select the reason for move-out from the drop-down list by clicking on the down arrow to the right of the blue box. If this is for a unit transfer, then select Transfer within community.

5. Click "**Save**".



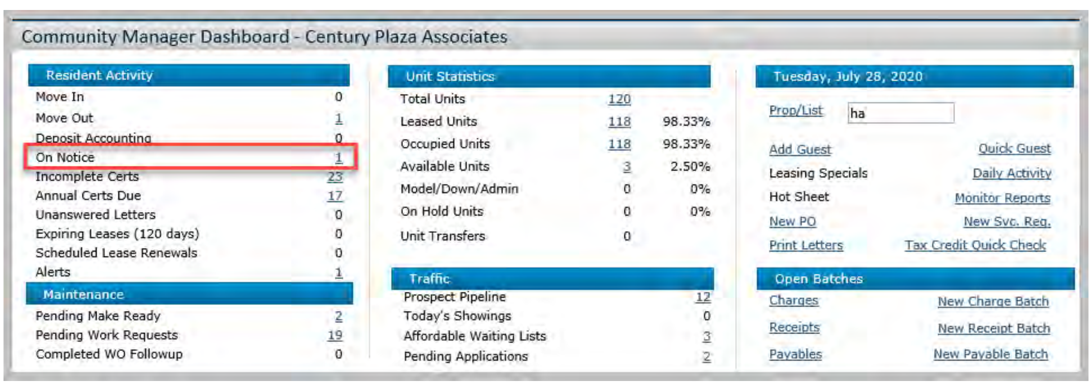
If the notice is given with less than 30 days of notice, this message will appear.

6. After clicking **OK**, a message will appear at the top of the screen stating, "For Your Information: Notice has been posted." The Resident's status in the **Property Info** section will change to **Notice**.



7. Click **Home**.

<u>Note that the number of Residents who are "On Notice" has been updated under the **Resident Activity** section on the Yardi Voyager Dashboard Menu.</u>

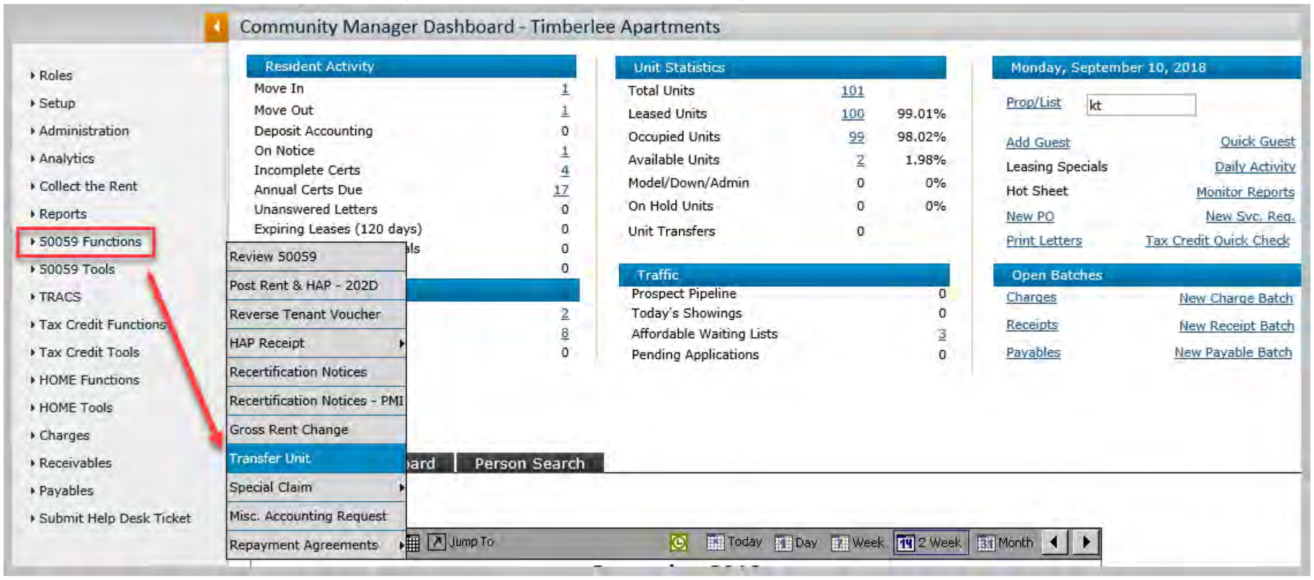


Note – if dates need to be adjusted, review the adjust move out date section in the following chapter.

Transferring a Resident On-Site

Once it is determined that the transfer can be completed, the information must be entered into Yardi Voyager. Note, normally a tenant is already on notice when the transfer happens, as they have already given notice to transfer units. See prior sections for that process.

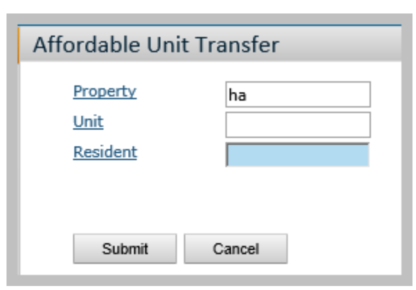
1. To transfer a Section 8 resident, locate the Left-Hand Menu, click **50059 Functions** > **Transfer Unit.**



NOTE: *For Tax Credit properties, check your compliance rules to verify if transfers are allowed, or not allowed from one building to another. The Resident must be moved-out of the current apartment, moved-in to the new apartment, and must initially qualify as a new move-in for the new apartment. Transfers within the same complex can be done using the Unit Transfer feature in Yard and do not need to have a complete move out-move in redone.*

Transfers cannot be done with a future date; they must be done the day of or after the fact. You cannot perform the unit transfer function in the future.

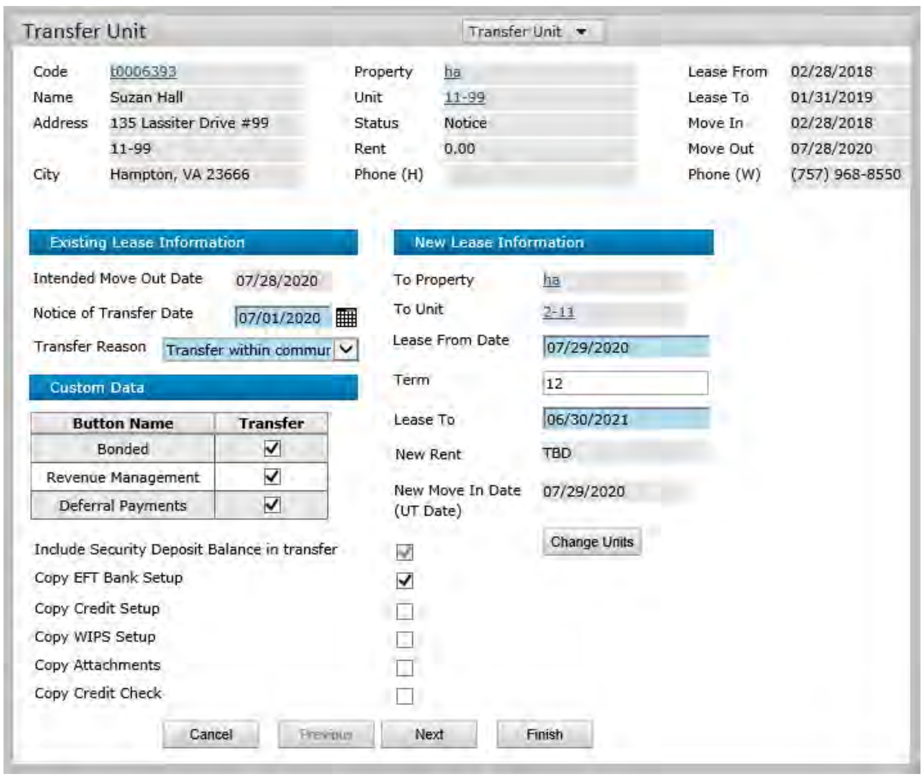
2. The **Transfer Unit** filter screen will be displayed.



3. Enter the following information in the **Transfer Unit** section:
   - **Property** - This will be automatically populated with the specific property code.
   - **Unit** – Enter the Resident's current apartment number.
   - **Resident** - Click the word **Resident** to choose from the list of Residents. Choose the appropriate Resident.

NOTE: *Although there is normally some time when the Resident will have access to both apartments for the purpose of moving, the transfer date is the date upon which the Resident will have access only to the new apartment.*

4. Click **Submit.**
5. The **Transfer Unit** screen appears.



Reviewing Resident Information

The **Transfer Unit** screen summarizes resident and unit data in the top portion.

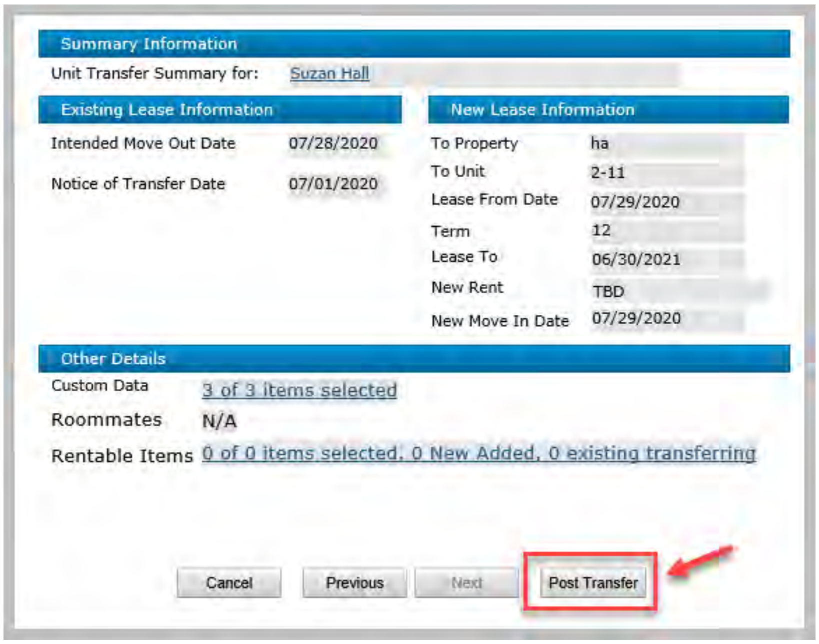
To start this transfer process, enter the necessary information on the **Options** portion of the screen.

1. Complete the Options section:
   a. **Notice of Transfer Date**: Type the date the tenant gave notice to move to another unit.
   b. **Transfer Reason:** On the left side of the screen, enter the move out/Transfer reason to move to another unit. Normally for a transfer this will be Transfer within Community.
   c. Copy EFT Bank Setup – <u>**IMPORTANT**</u>**:** For tenants that receive a utility check – please make sure the Copy EFT Bank Setup box is checked. If it's not then the tenant's EFT data will not carry over to the new

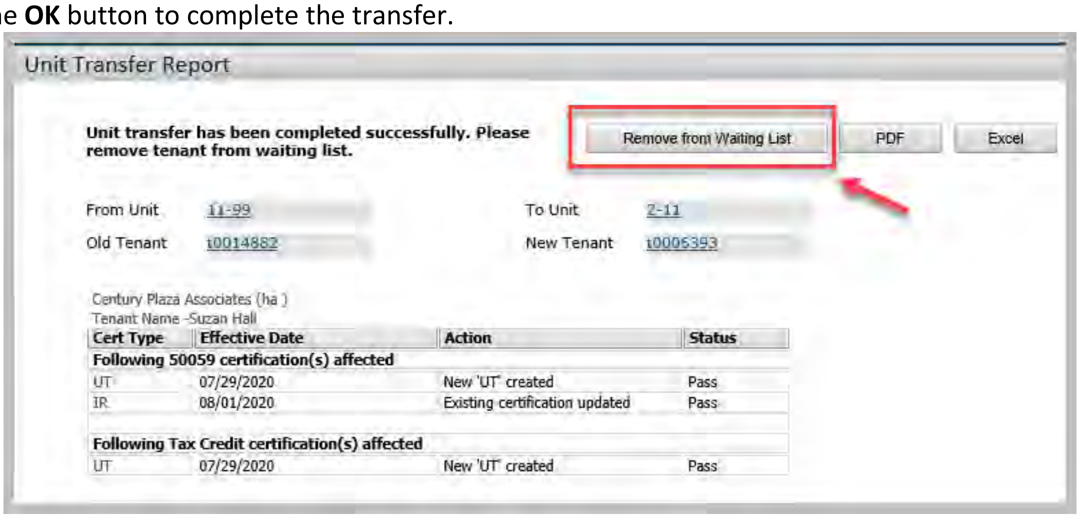
unit, which may result in a delay in the tenant's Utility Check.

- **Lease From Date** – Enter the date on which this new lease will become effective.
- **Lease Term** – Enter the number of months in the lease term.
- **Lease To Date** – This is automatically filled in by the system, based on the lease from date field and term field.

3. Click **Next,** review each tab, and continue to click **Next** without making any changes.
4. **Summary Information**, click the **Post Transfer** button. The message 'Are you sure you want to post this unit transfer? Appears.

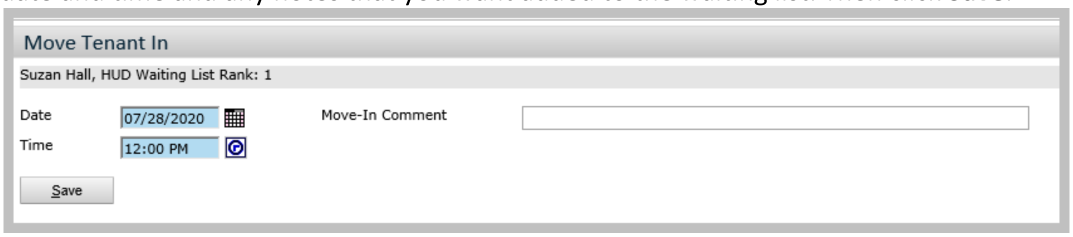


5. Click the **OK** button to complete the transfer.



2. If the resident was added to the waiting list, click the button to **Remove from Waiting List**. The waiting list removing screen appears.

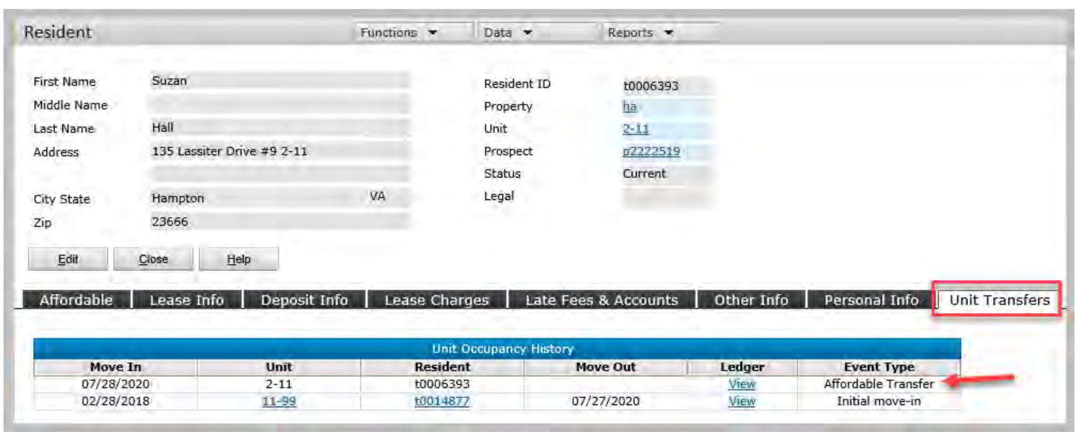
6. Type the date and time and any notes that you want added to the waiting list. Then click **Save**.



7. Click **Home** to go back to the dashboard.

The 50059 information for the resident's old apartment will be copied and placed in the Resident's file for the new apartment.

The tenant history appears on the unit transfer tab of the resident screen.



If a change in income happens at the time of the unit transfer an Interim Certification should be created for the change in the household. The IR is always dated for the 1st of the month.

CHAPTER NINE: MOVE-OUT AND DEPOSIT ACCOUNTING PROCEDURES

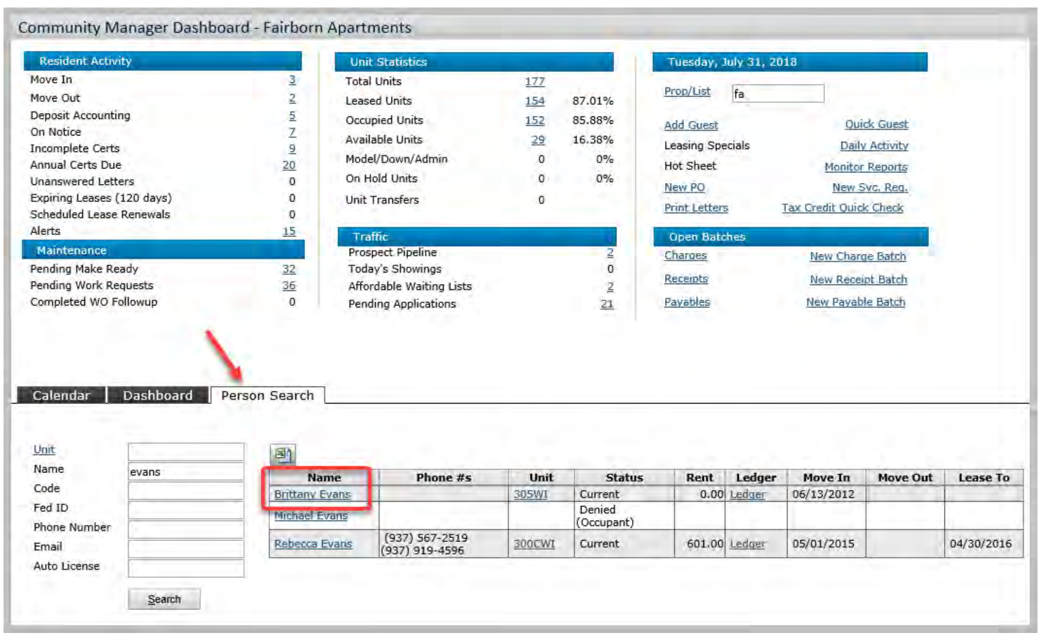
This section provides instructions on the full move out process. This will be a seven-step process – see outline below:

1. Putting residents on notice to move out or in eviction status
2. Adding Pre-Move Out Inspection for Make Ready
3. Moving-out Residents
4. Create additional Make Ready Work orders
5. Processing Deposit Accounting & Calculating Deposit Interest (as needed for your state)
6. Printing move out statements & deposit statements
7. If balance owed by tenant - Print 30-day notice to pay or be turned over to collections letter

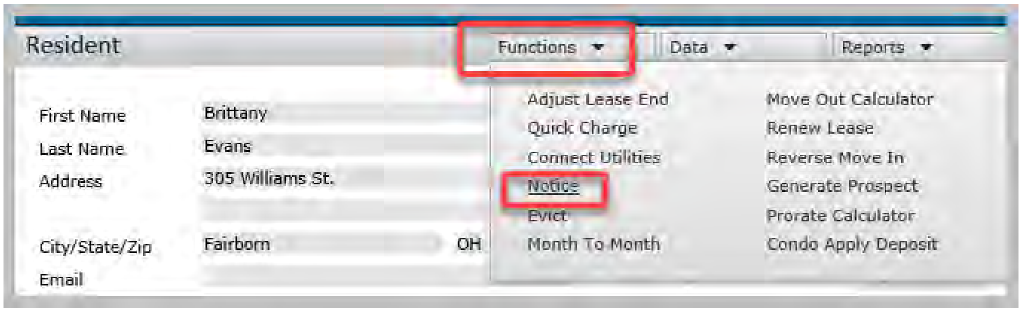
Putting Residents On Notice to Move-Out

When a tenant provides notice that they are going to be moving out of a unit, the first step is to put them on notice. Normally properties require 30 days' notice to move.

1. **Quick Steps:** Select **Person Search**, search by last name, and select the resident's name hyperlink**.**



8. The **Resident** screen appears:



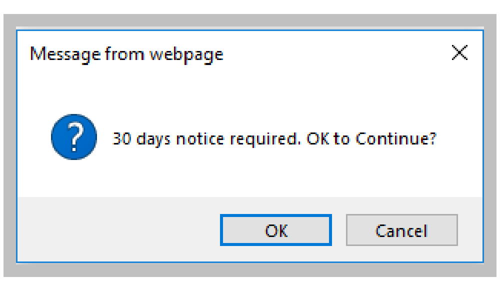
9. To place the Resident on notice, click the arrow next to Functions. Select **Notice**. The **Affordable Notice** screen appears.

10. Complete the information in the **Notice** section:
    - **Termination Type** – Select the termination type from the drop-down menu by clicking on the down arrow to the right of the blue box. You can select either, Notice, Skip, or Early Termination.
    - **Notice Date** – Enter the date on which the notice was received.
    - **Move Out Date** – Enter the anticipated move-out date.

NOTE: If the Resident has skipped or is deceased, enter today's date in the **Notice Date** and the **Move Out Date** field.

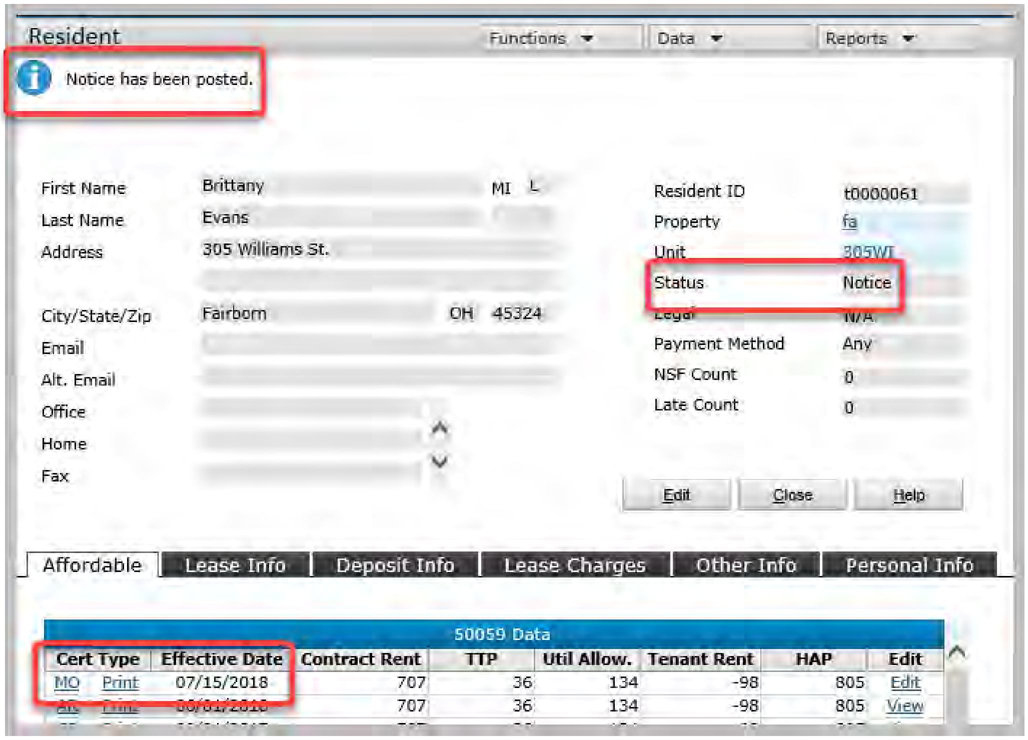
- **Reason for move out** – Select the reason for move-out from the drop-down list by clicking on the down arrow to the right of the blue box.

11. Click "**Save**".



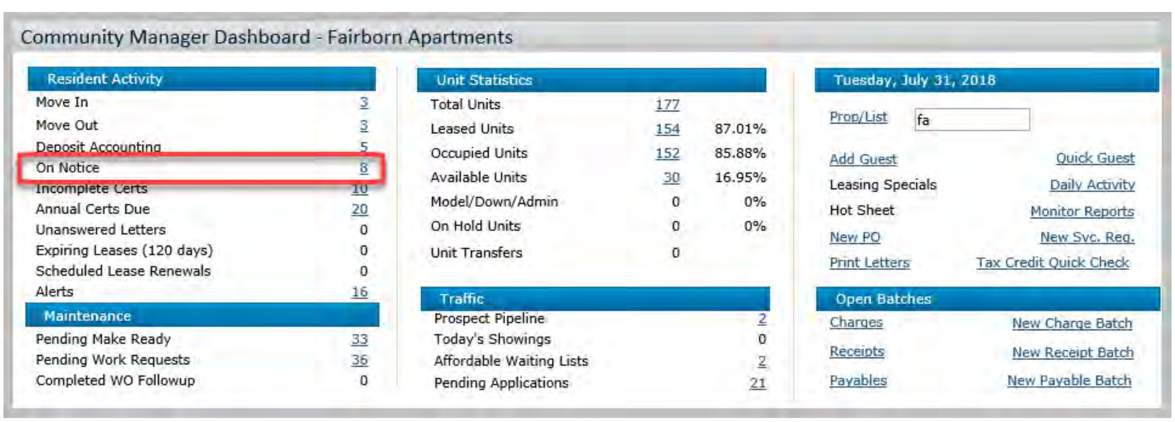
If the notice is given with less than 30 days of notice, this message will appear.

12. After clicking **OK**, a message will appear at the top of the screen stating, "*For Your Information: Notice has been posted*." The Resident's status in the **Property Info** section will change to **Notice**.



13. Click **Home**.

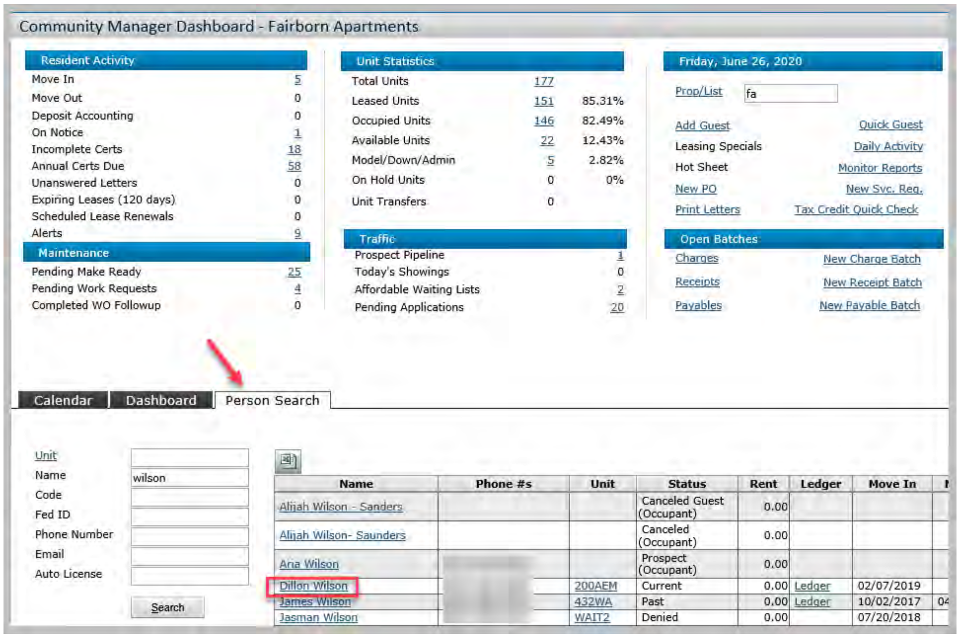
<u>Note that the number of Residents who are On Notice has been updated under the **Resident Activity** section on the Yardi Voyager Dashboard Menu.</u>



Putting Residents in Eviction Status

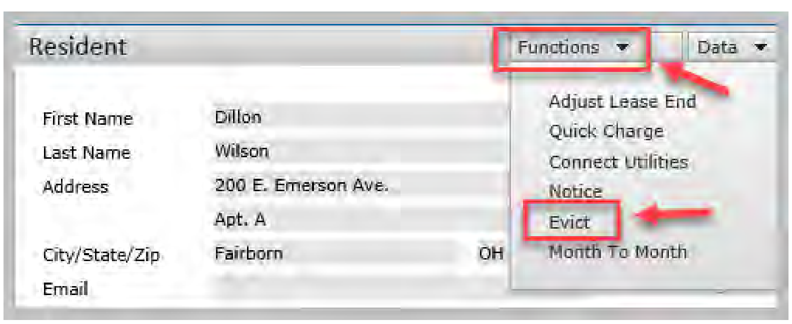
The eviction status is basically the same as putting a resident on notice, however, the status will change to eviction and not notice. When a resident is being evicted it is important to change the resident status from current to eviction status so that the status is displayed property on reports. This status is considered on notice to move out and the dates can be adjusted as the eviction dates can change more so than tenants that provide notice.

1. **Quick Steps:** Select **Person Search**, search by last name, and select the resident's name hyperlink**.**

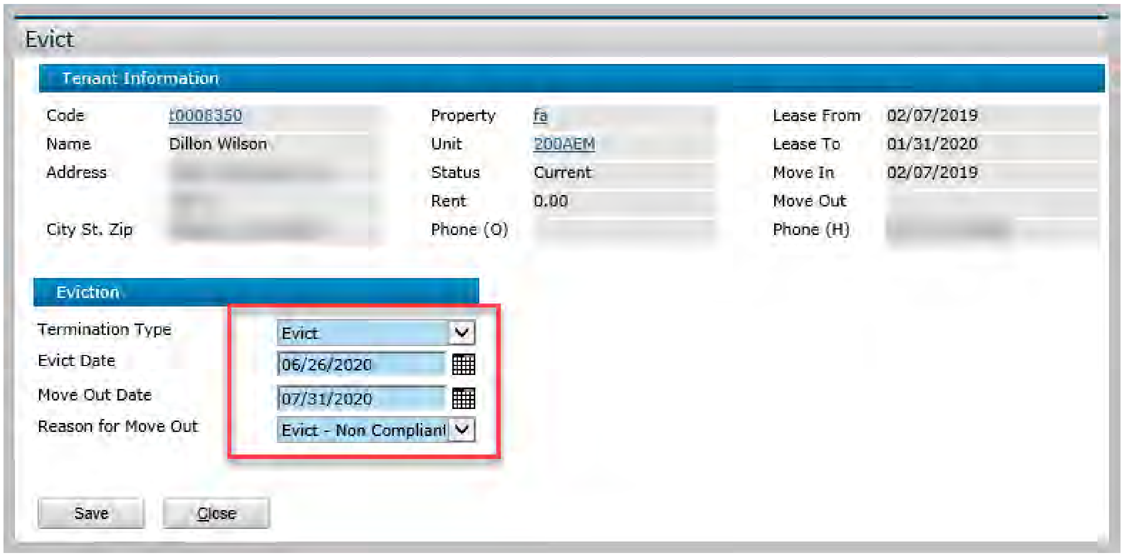


The **Resident** screen appears:

2. To place the Resident in eviction status, click the arrow next to Functions. Select "**Evict**".

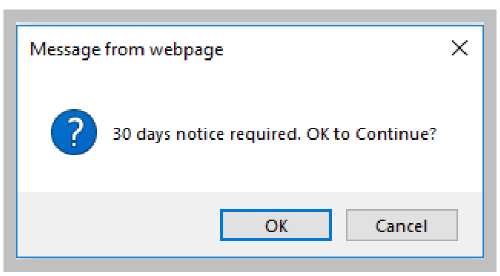


The **Eviction** screen appears.



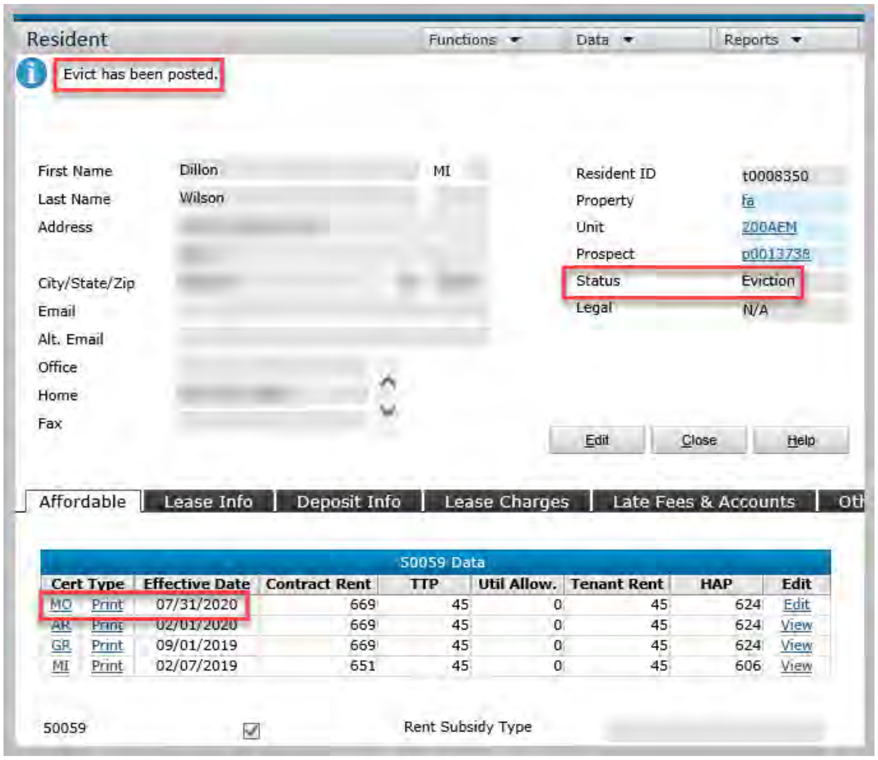
3. Complete the information in the **Eviction** section:
    - **Termination Type** – Select the termination type from the drop-down menu by clicking on the down arrow to the right of the blue box. You can select either, Notice, Skip, or Early Termination.
    - **Evict Date** – Enter the date on which the notice was received.
    - **Move Out Date** – Enter the anticipated move-out date.
    - **Reason for Move Out** – Enter either Evict for non-compliance or non-payment.

4. Click **Save**.



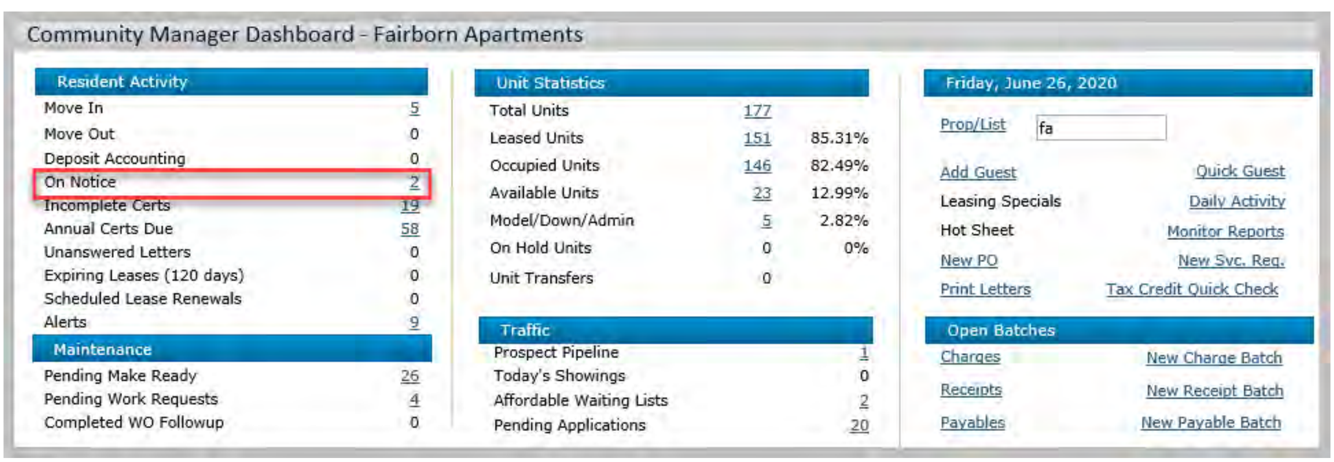
If the notice is given with less than 30 days of notice, this message will appear.

5. After clicking **OK**, a message will appear at the top of the screen stating, "*Evict has been posted*." The Resident's status in the **Property Info** section will change to **Eviction**.



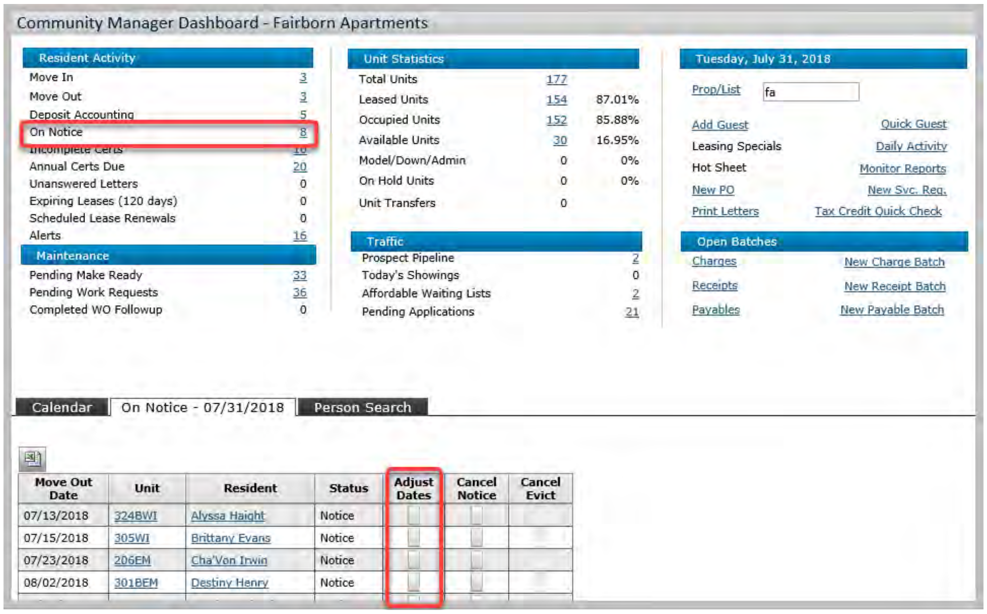
6. Click **Home**.

<u>Note that the number of Residents who are “On Notice” has been updated under the **Resident Activity** section on the Yardi Voyager Dashboard Menu.</u>

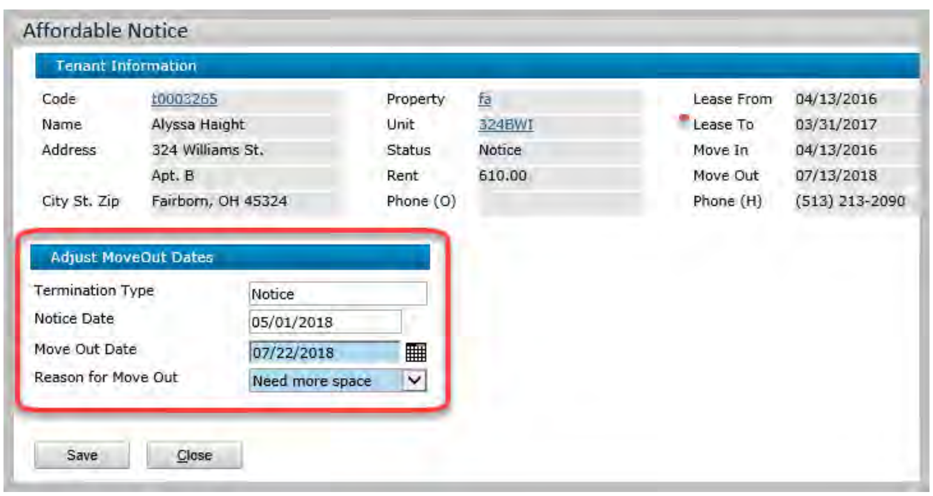


Adjusting Move-Out Dates on Residnet on Notice or in Eviction Status

1. From the Dashboard, click on the **On Notice** number.



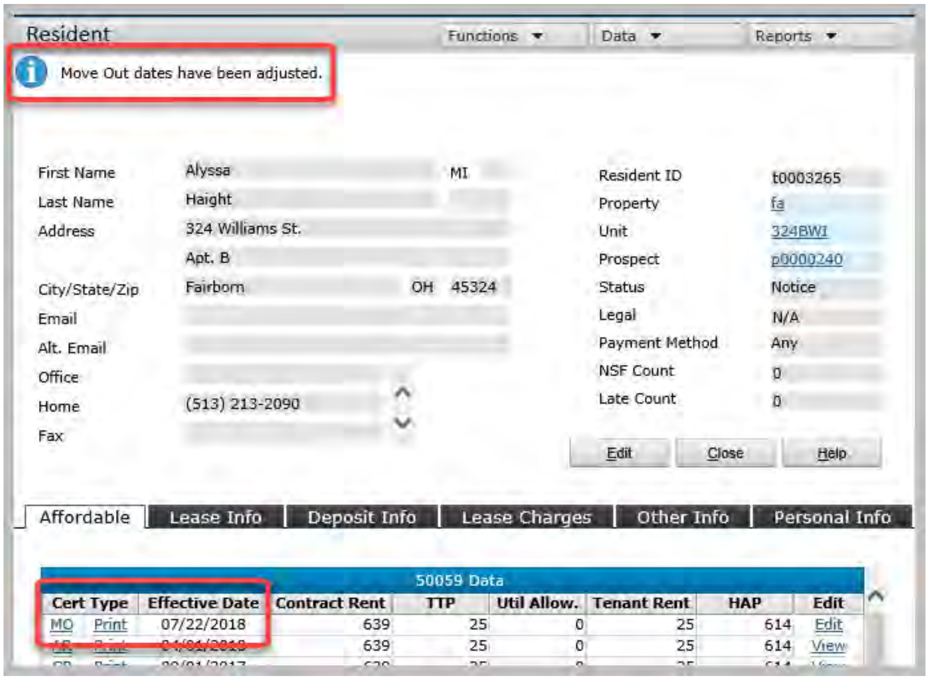
2. Select **Adjust Dates.**



From this screen, you can change the move out date and/ or select a new reason for move out.

3. Click **Save**.

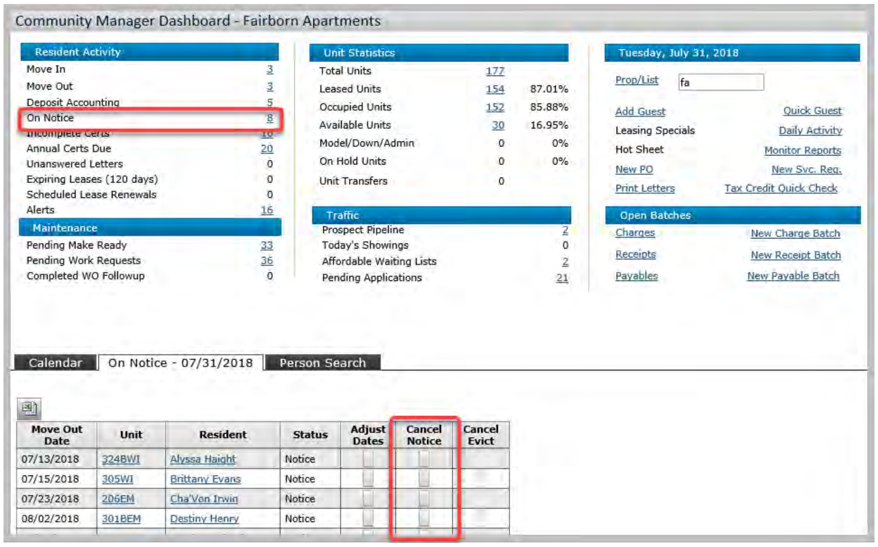
4. The new dates are updated on the resident screen. A message appears stating "*Move out dates have been adjusted*".



5. Review the move out certs, verify that prior dated move out cert was updated with the new date. If the prior move out cert is still present, you must delete the duplicated MO cert that is incorrect.

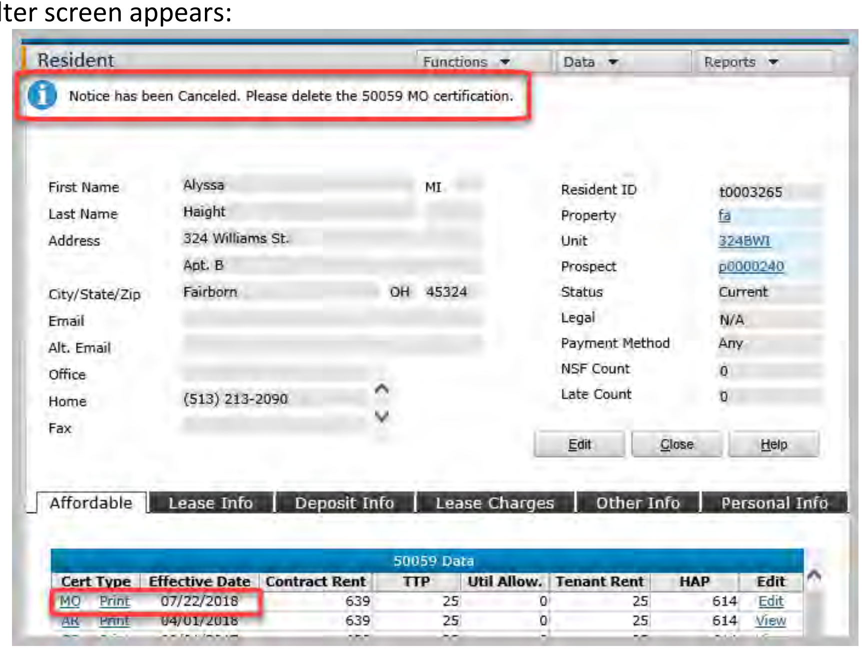
Canceling a Notice or Eviction

1. From the Dashboard, click on the **On Notice** number.



2. Select **Cancel Notice.**

3. The **Resident** Filter screen appears:



4. The Resident screen appears, notifying that the notice has been cancelled. The status is now changed to **Current**.

5. Delete all MO certifications as they are not needed. Click on the **MO** hyperlink under the **Cert Type.** Once the 50059-certification screen appears, click on **Delete**.

Creating Make Ready – Pre-Move Out Inspection Work Order

When a resident provides notice of move out and then moves out of a unit, there are task that need to be completed to get the unit ready and available for the next occupant. There are several components to the Make Ready process. Within Yardi, the following functions will be used:

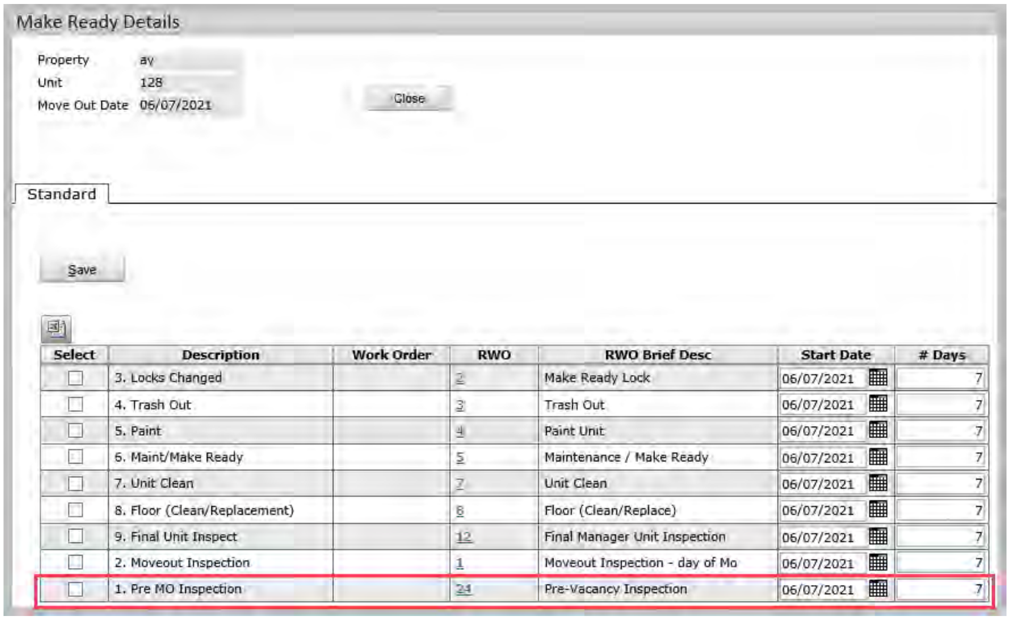
- The Make Ready date will be monitored and updated with a realistic date which will be used by the assignment office. The Make Ready date will be considered the date on which an apartment is available to be rented to a new tenant. Therefore, this date will be monitored and carefully maintained by the property manager as soon as a Vacancy Notice is recorded in Yardi.
- Yardi Work Orders are created for any work which will be performed by internal personnel. In addition, one or more Work Orders may be used as follows:
    - Monitor the Make Ready process as a whole
    - Reference work performed by outside vendors on purchase orders
    - Record work which needs to be done, leaving the decision on whether to use an outside vendor to a later date or other staff member

Voyager uses the scheduled move out date, the property setup (# Days to Make Ready on Property Control), and any subsequent manual changes to the Make Ready Date to determine the date a unit is available for the next tenant.

When a resident is put on notice, the dashboard statistic "Pending Make Ready" is automatically updated incremented by a PRE-MO Inspection included in the make ready process that can be created prior to the move out. This can be used so that the manager/maintenance staff can do a walkthrough of the unit to determine how much works needs to be done and what arrangements need to be in place prior to the move out to get the unit rent ready as quickly as possible.

1. From the **Resident** screen via the **Data** drop down > **Make Ready** link.

The Make Ready Details window appears.



Make Ready Details

Property ay
Unit 128
Move Out Date 06/07/2021

Close

Standard

Save

Select	Description	Work Order	RWO	RWO Brief Desc	Start Date	# Days
☐	3. Locks Changed		2	Make Ready Lock	06/07/2021	7
☐	4. Trash Out		3	Trash Out	06/07/2021	7
☐	5. Paint		4	Paint Unit	06/07/2021	7
☐	6. Maint/Make Ready		5	Maintenance / Make Ready	06/07/2021	7
☐	7. Unit Clean		7	Unit Clean	06/07/2021	7
☐	8. Floor (Clean/Replacement)		8	Floor (Clean/Replace)	06/07/2021	7
☐	9. Final Unit Inspect		12	Final Manager Unit Inspection	06/07/2021	7
☐	2. Moveout Inspection		1	Moveout Inspection - day of Mo	06/07/2021	7
☐	1. Pre MO Inspection		24	Pre-Vacancy Inspection	06/07/2021	7

2. Select the work orders that will be created by checking the box in the **"Select"** column. By default, all work orders will be created with a start date equal to the resident's Move Out date as indicated in the **"Start Date"** column. The default number of days that each task should take to complete is displayed in the **"# Days"** column. You can update the number of days based on how long it should take you do that task from the start date.

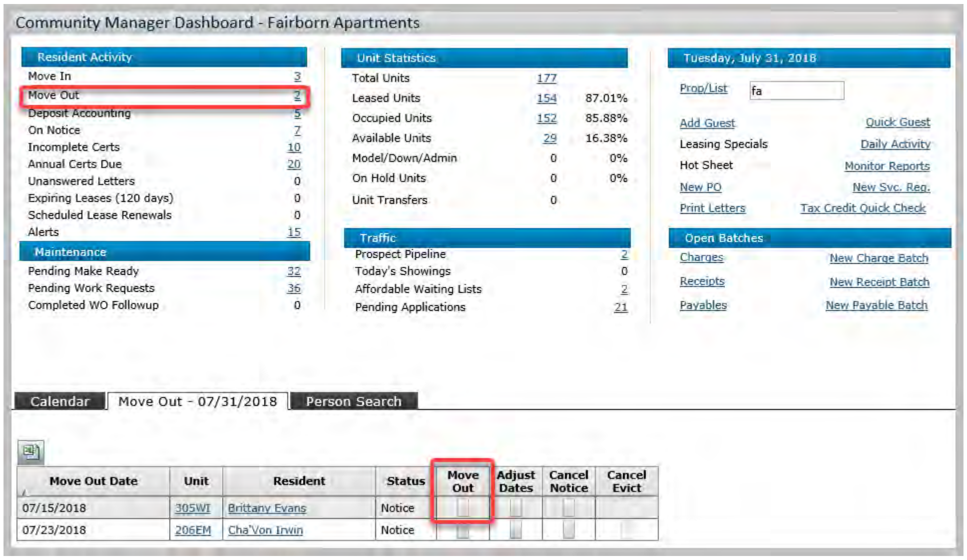
NOTE: For the Pre MO-Inspection this should be done within a week of the tenant giving notice. This way the maintenance staff has time to go into the unit and see what type of issues may need to happen at move out.

Example: If paint needs to be completed or floors repaired, then scheduling can be done with outside contractors to get them lined up prior to the move out. This will help with getting the unit re-rented quicker.

Once you have the pre move out inspection created you can wait until the move out to create the other necessary work orders.

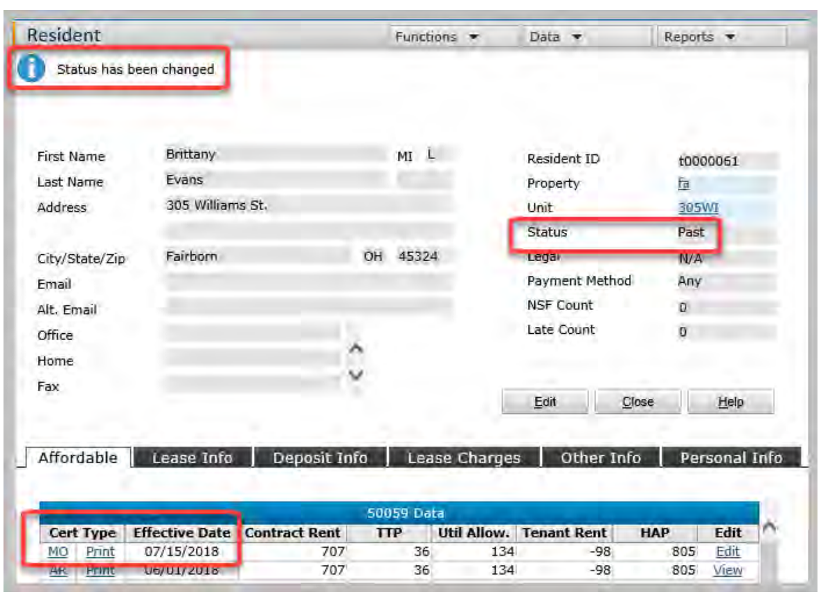
Moving-Out a Resident

1. From the Dashboard, click on the **Move Out** number. Click the **Move Out** button for the person that has moved out. Note: You should not move a tenant out until the keys have been returned.



2. You will be asked if you are sure you want to move the resident out. Click the **OK** button to continue.

The **Resident** status is changed to Past status:

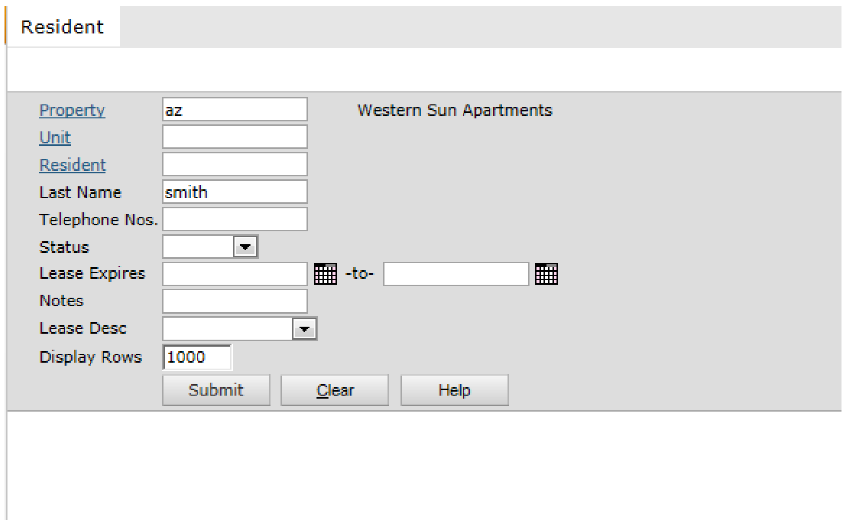


IMPORTANT: Once the resident has been placed in PAST status the system will AUTOMATICALLY create the final unit inspection work order. We had this trigger added so that if the make ready work order step was missed, at least the one final inspection work order would be present. However, it is highly recommended that all the steps for the make ready is completed.

Canceling a Move-Out

1. To cancel a move out, From the Voyager Top menu, click **Guest**, then select **Find Resident**.

2. The Resident Filter screen appears:



3. Enter the following fields:
   - **Property** – Enter the Property Code.
   - Unit – Leave blank.
   - **Tenant** – Click on the link to search the tenant.
   - **Last Name** – Enter the last name if searching by last name.
   - Status – leave blank.

4. Click **Submit**.

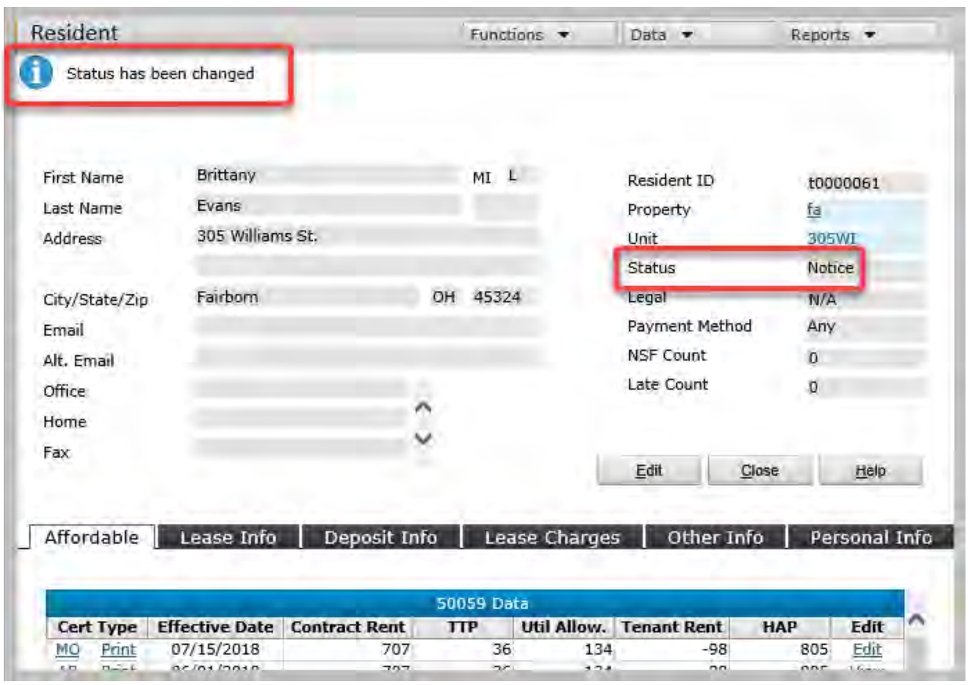
5. The **Resident** screen appears.

1

2

6. Click on the Functions arrow to pull up the drop down. Select **Cancel Move Out.** A **Move Out** confirmation screen appears.

8. The system will display the message, "*Status has been changed*."



3

4

Note: The status of the Resident has changed from "Past" to "Notice".

9. Click **Home**.
10. The **On Notice** count on the dashboard is increased by one.

Note – remember to remove the final unit inspection work order that was created upon putting the resident in Past status or adjust the dates on the work order accordingly.

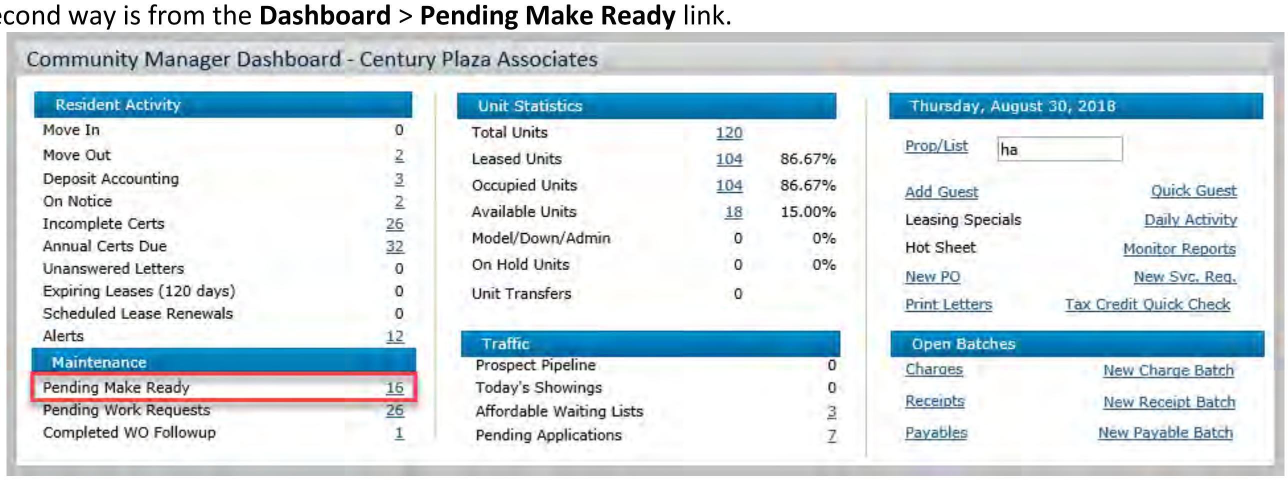
Creating Additional Make Ready Work Orders

Once the resident has been moved out, it is time to create the additional make ready work orders needed for the unit to become rent ready as quickly as possible. Hopefully the pre move out inspection was already completed and you have an idea of what needs to be done with the unit. Below will discuss how to create the additional make ready work orders needed to turn the unit.

There are a couple of ways to add the make ready work orders.

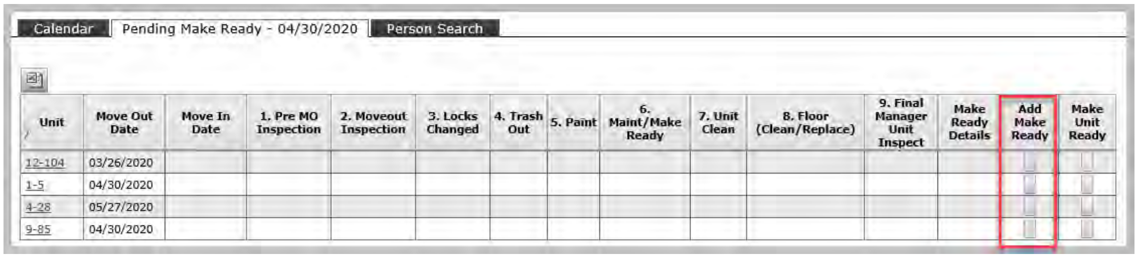
The first way is directly from the **Resident** screen via the **Data** drop down > **Make Ready** link.

The second way is from the **Dashboard** > **Pending Make Ready** link.



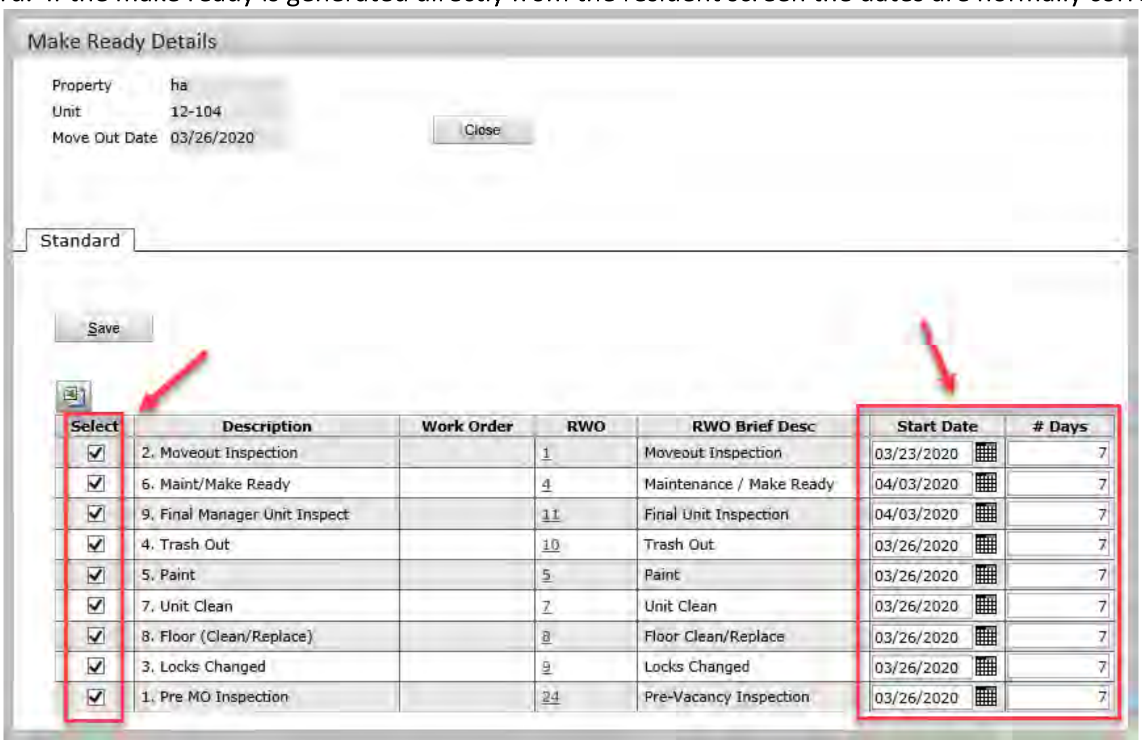
Once a resident has been moved out of the unit, site staff should use the Make Ready function to choose appropriate work orders that are to be completed for the Make Ready process. Complete the following process to setup the Make Ready work orders.

1. On the dashboard under the Maintenance section, click the link next to the Pending Make Ready. A list of the units on notice or moved out appear. Locate the **Add Make Ready** button, click it for the appropriate unit that you want to create work orders for.



The **Make Ready Details** screen appears.

NOTE: There is a known issue in Yardi that sometimes pulls in old dates into the make ready screen when pulled in from the dashboard. If the make ready is generated directly from the resident screen the dates are normally correct.

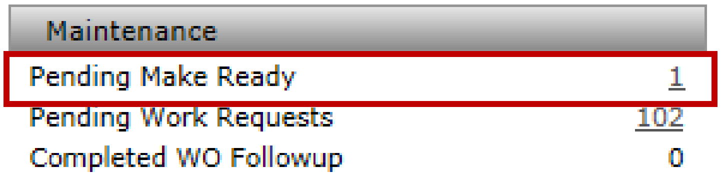


2. Select the work orders that will be created by checking the box in the **“Select”** column. By default, all work orders will be created with a start date equal to the resident’s Move Out date as indicated in the **“Start Date”** column. The default number of days that each task should take to complete is displayed in the **“# Days”** column. You can update the number of days based on how long it should take you do that task from the start date. **For example, if Locks changed starts on the 03/26/20 and it takes you 1 day to complete, then the #Days should be 1.** You can change any of these dates as needed.

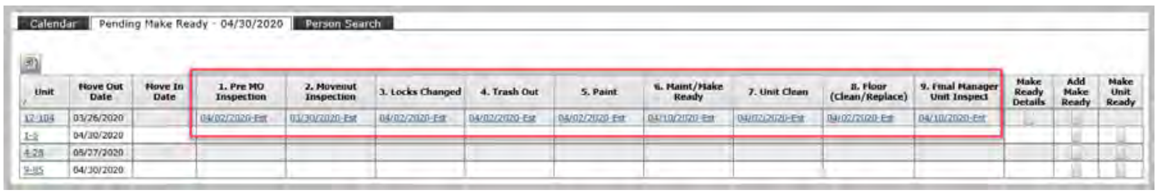
Some Make Ready work orders may need to be completed before others are started, and as such the **“Start Date”** column should be updated accordingly. For example, if the carpet is going to be replaced in a unit and the unit is to be repainted, it would be logical to start the carpet work after the painting has been completed. Example, the **“Paint”** item requires two days to complete. Therefore, the **“Start Date”** column for the **“Carpet”** item should be set to the third day after the start date for the painting. Example, if the paint work starts the day of move out, or 03/26/120, then you should enter “**03/29/20020**” in the **“Start Date”** for the floor line item.

3. Once all work orders have been selected and start dates and durations assigned, click the **"Save"** button. This will create work orders for each selected line item and determine the appropriate Make Ready date for the unit.

To review the status of Make Ready work orders currently assigned, reference the Make Ready Status Board by clicking the link next to **"Pending Make Ready"** from the **"Maintenance"** section of the Residential Dashboard.



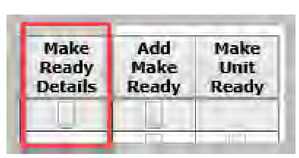
The Make Ready Status Board appears.



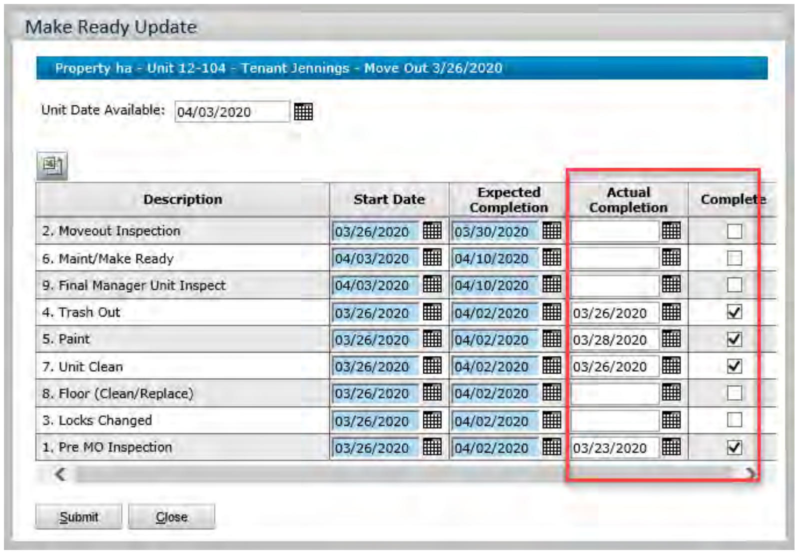
The columns of the Status Board are as follows:

- **Unit** – The Unit that is in pending make ready status.
- **Move Out Date** – The Move Out Date of the most recent resident for units that have not been pre-leased. These will be units in the Vacant Unrented Not Ready or Notice Unrented Not Ready status.
- **Move In Date** – The Move In Date of a pending occupant for units that have been pre-leased. These will be units in the Vacant Rented Not Ready or Notice Rented Not Ready status.
- Individual columns for all Make Ready work orders. These columns will initially display the estimated completion date for each of the Make Ready work orders, based on the data entered in the Make Ready setup process at move out. Once the work orders have been completed, the column will reflect the actual completion date of the Work Order. In order to review the actual work orders, users may click the displayed dates and the appropriate work order will be displayed.
- **Make Ready Details** – A button which allows the user to update the status of the Make Ready work orders. This button is only available after the Make Ready setup process has been completed after move out.
- **Make Unit Ready** – A button which allows the user to bypass the Make Ready workflow and immediately set the unit to a status of Ready. This is only available for units which have NOT had Make Ready work orders completed.

4. As Make Ready work orders are completed, Maintenance should notify the Leasing staff. At that point, the leasing staff can update the Make Ready Status Board by clicking the "**Make Ready Details**" button on the Status Board.



5. The **Make Ready Details** window appears.



6. Enter the date that each work order is completed in the **"Actual Completion"** column and click the "**Complete**" checkbox for each completed work order.

7. Click "**Submit**".

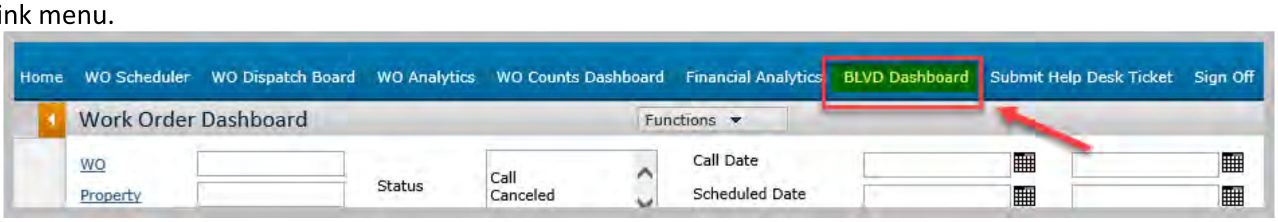
8. The Make Ready Status Board displays the updated status of the Make Ready work orders by showing the actual completion date.

9. The unit is now ready to rent and will appear as such on the Residential Dashboard.

10. Once all work orders have been completed in this manner, the unit status will be updated to "Ready" and the unit drops off the Make Ready Status Board.

Note for the Maintenance Staff:

From the **Maintenance** Role, you can access the manager dashboard by clicking on the **BLVD Dashboard** on the top quick link menu.



Deposit Accounting Procedures

This section will provide instructions for processing deposit accounting for past tenants. As a general rule, please follow these guidelines:

As a tenant vacates their unit, and once a walk-thru for damages/cleaning examination has been completed, please see below for refund / forfeit process:

- Before using Yardi's deposit accounting process, you must review unit's ledger to assure correct charges and the balance/credit on it.
- Be sure to enter the correct move-out date (the day key was returned) when moving out resident to assure correct rent charges in Deposit Accounting pull in, you will also need to include other damages/cleaning charges if any…and if any credit necessary.
- If tenant has a repayment agreement, review agreement and create a one-time charge from the agreement screen for the remaining balance of the agreement.
- After Deposit Accounting is posted, please email all move-out unit photos to your regional manager for refund approval (please cc Victoria Chen - victoria@conquesthousing.com); please include tenant's t-code, refund amount, mailing address to send the refund check to, and attach the Deposit Statement.
- Please note if you want the refund check to be mailed directly to the former tenant (must have address) or if you want the check mailed back to your office for distribution to the resident so that you can make copies for tenant files.
- Please note – when refund checks are processed, they will also be scanned and sent to property managers as reference.

For any problematic ledger, please submit a Help Desk ticket for assistance.

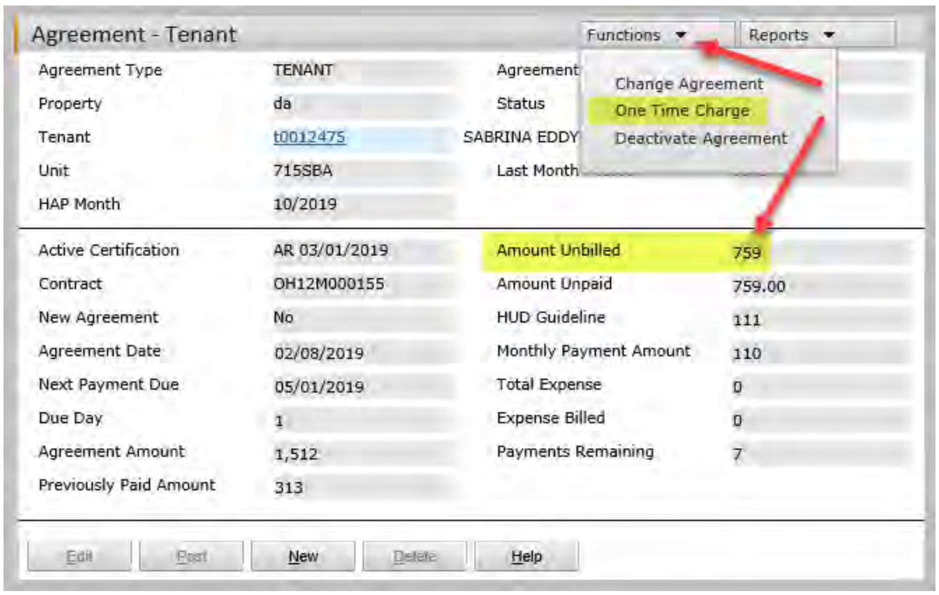
NOTE: Before processing deposit, if the tenant has an open repayment agreement, any refund should be applied to the open repayment agreement charges. Also, the amount not yet charged on the agreement should be billed to the tenants account as a balance due.

Post Repayment Agreement Charges

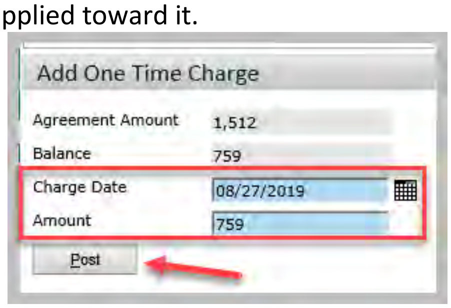
This section will walk you through reviewing the repayment agreement and adding a one-time charge for any amount not yet billed to the resident so that it shows on the ledger at move out and deposit can be applied toward it.

1. To review the agreement, select **50059 Functions > Repayment Agreements > Review Agreement 202D.** Note from the resident screen you can also select > Report > Repayment Agreement. If there are any agreements you can drill into them from that screen.

2. Pull up the agreement for the resident. Make note of the amount unbilled on the repayment screen.



3. Click the **Functions** dropdown, select One Time Charge. The charge screen appears.
4. Complete the date of the charge along with the amount, then click **Post**. This charge will pull into deposit accounting for any refund to be applied toward it.



Deposit Accounting

This section will provide instructions for processing deposit accounting for past tenants. As a general rule, please follow these guidelines:

As a tenant vacates their unit, and once a walk-thru for damages/cleaning examination has been completed, please see below for refund / forfeit process:

- Before using the Deposit Accounting function in Yardi, you must review the resident's ledger to ensure it reflects all correct charges and credits. Note: If resident has a repayment agreement, review agreement and create a one-time charge from the agreement screen for the remaining balance of the agreement (Make sure the move out cert has been posted on FIRST).
- Verify that the move-out date is correctly listed in Yardi as the actual date that the property took possession of the unit (i.e., keys returned). This will ensure the correct rent charges are pulled in for Deposit Accounting function. You will also need to add any additional damages and/or cleaning charges, as well as any credits as applicable.
- After Deposit Accounting is posted, please email all move-out unit photos to your regional manager for refund approval (please cc Victoria Chen - victoria@conquesthousing.com); please include tenant's t-code, refund amount, mailing address to send the refund check to, and attach the Deposit Statement. If your state requires deposit interest to be paid to residents, then attach the Deposit Interest Calculation worksheet as well.
- Note: if you want the refund check to be mailed directly to the former resident then you must include a valid mailing address. You can also choose to have the check mailed back to your office for distribution to the resident directly and so that you can make copies for tenant files.
- Please note – when refund checks are processed, they will also be scanned and sent to property managers as reference and should be printed to document the resident's file.

For any problematic ledger, please submit a Help Desk ticket for assistance.

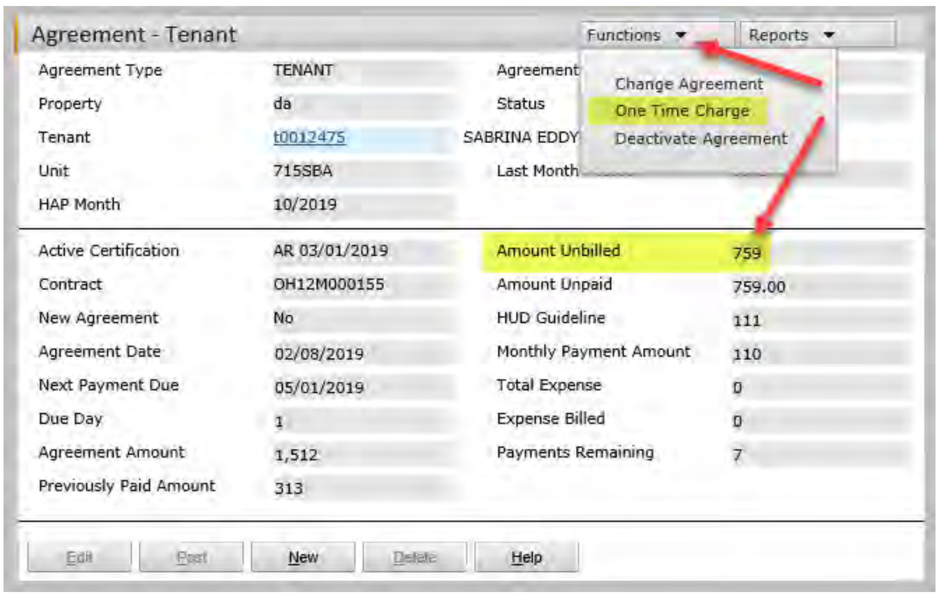
NOTE: Before processing deposit accounting, if the resident has an open repayment agreement, then any refund should be applied to the open repayment agreement charges. Also, the amount not yet charged on the agreement should be billed to the tenants account as a balance due.

Post Repayment Agreement Charges

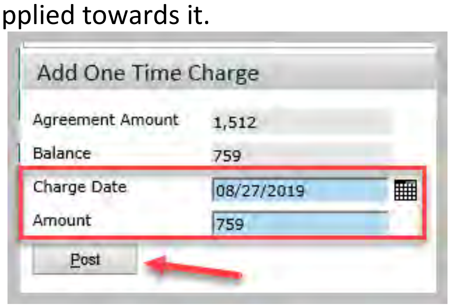
This section will walk you through reviewing the repayment agreement and adding a one-time charge for any amount not yet billed to the resident so that it shows on the ledger at move out and deposit accounting can be applied accordingly.

1. To review the agreement, select **50059 Functions > Repayment Agreements > Review Agreement 202D.** Note from the resident screen you can also select > **Report > Repayment Agreement**. If there are any agreements, you can drill into them from that screen.

2. Pull up the agreement for the resident. Make note of the amount unbilled on the repayment screen.



3. Click the **Functions** dropdown, select **One Time Charge**. The charge screen appears.
4. Complete the date of the charge along with the amount, then click **Post**. This charge will pull into deposit accounting for any refund to be applied towards it.



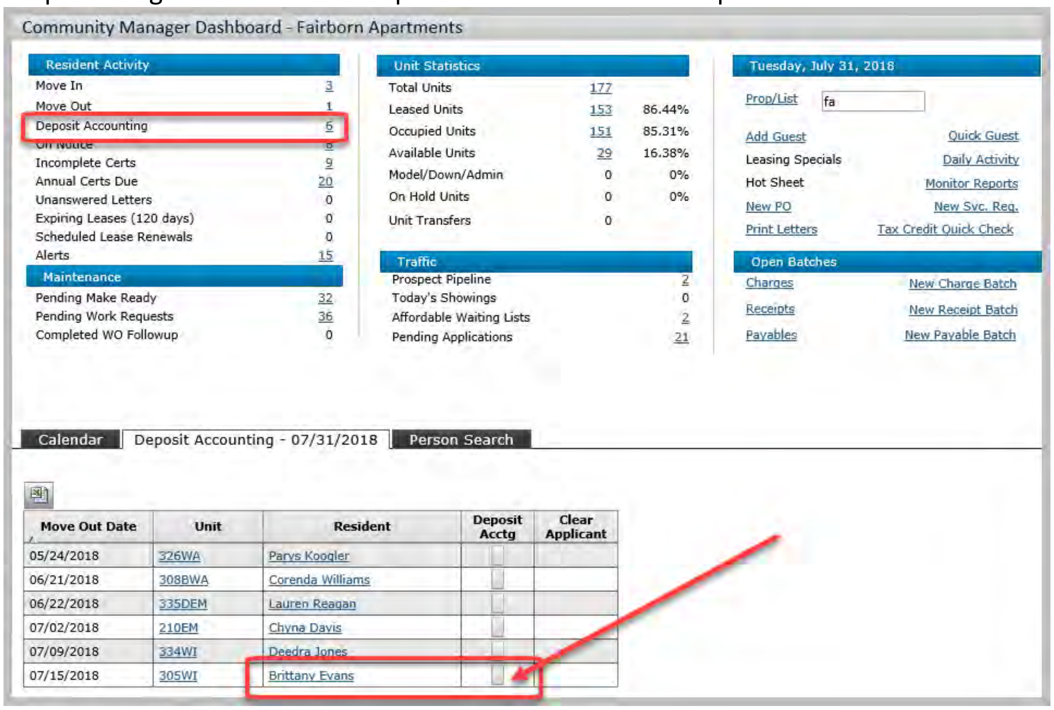
Deposit Accounting

Quick Steps: Click the **Deposit Accounting** hyperlink in the **Resident Activity** section of the dashboard, then click the resident's name hyperlink, and finally, select **Deposit Accounting** from the **Functions** menu on the right.

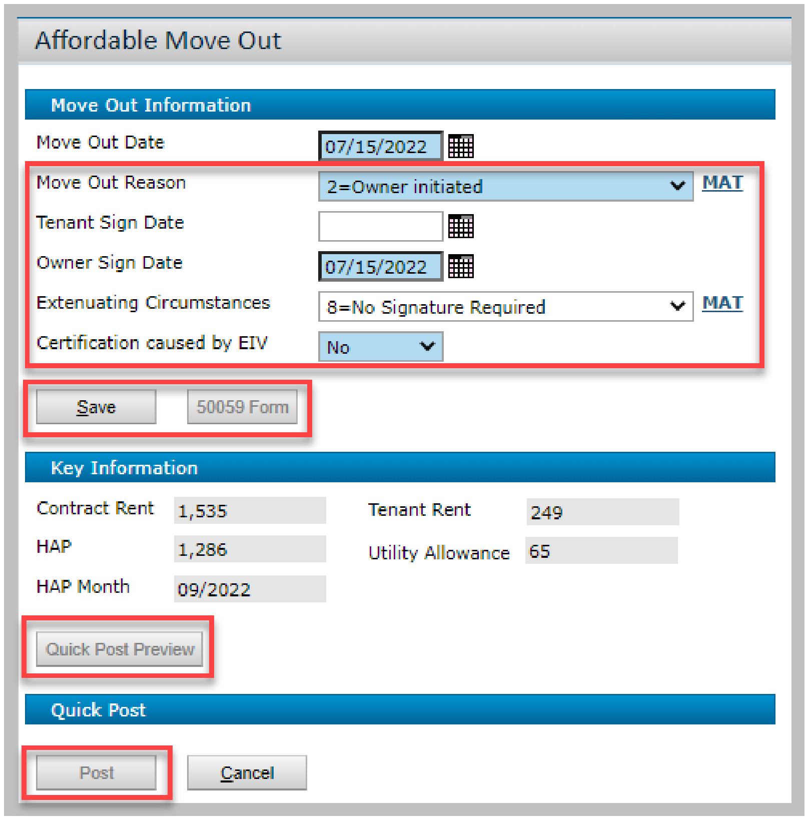
After a Resident moves-out of a unit, Deposit Accounting must be processed with 14 days of the move-out date. Please check your state's rules to determine if Security Deposit Interest needs to be applied at move out, if needed then use security deposit interest calculation sheet. If you do not have the interest spreadsheet, please reach out to the helpdesk to request this spreadsheet. This interest amount will be added as a Credit in the deposit details section of the deposit accounting screen. If your state does require interest to be calculated and you forget to do this, you will need to correct this prior to the deposit accounting being approved.

The On Notice and Move-out functions must have already been completed in Yardi as instructed in the previous sections, before the Deposit Accounting function may be performed.

1. Find the Resident for whom the Deposit Accounting is to be processed by clicking the number next to **Deposit Accounting** on the Yardi Voyager Dashboard Menu.
2. Click the Deposit Actg button next to the person's name to start the process.



The **Affordable Move Out** screen appears. Note – if the move out cert was already closed and posted on, this screen maybe bypassed and you would be taken directly to the deposit accounting screen for allocation. Also, if the resident is not a 50059 resident, this screen will not appear.

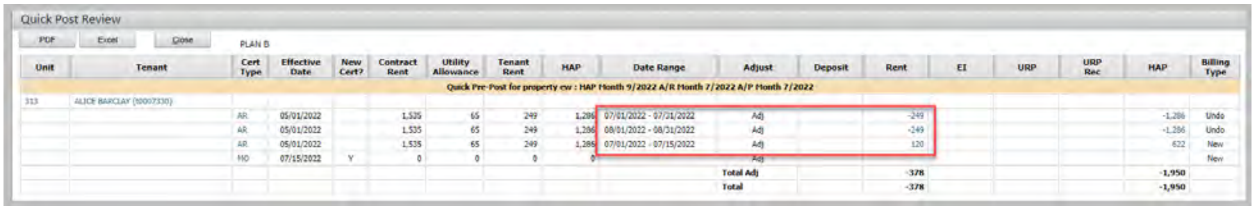


3. Enter the following information in the **50059** screen.

The **Move Out/Termination Reason** section:

- **Move Out Reason** - This required field is located in the "Move Out/Termination Reason" section on the right side of the 50059. Use the drop-down menu to select the reason for the move-out.
- **Tenant/Owner Sign Date** – Add the sign dates appropriately.
- **Extenuating Circumstances** – Add any extenuating circumstances if needed, otherwise leave blank.
- **Certification caused by EIV** – If the move out was caused by EIV, select Yes, otherwise select No.
- **DoD Sole Member** – Complete only if the reason for termination is "#4-Death of Sole Member" enter the date of death in box 12B. Leave blank in all other cases.

4. Click **Save**.
5. Click the **50059 Form** button to print the move out cert for the file.
6. On the Key Information screen, click the **Quick Post Preview** button. This shows the amounts taken back from the pre billing and the rebill for the proration of the month the tenant lived in the unit.

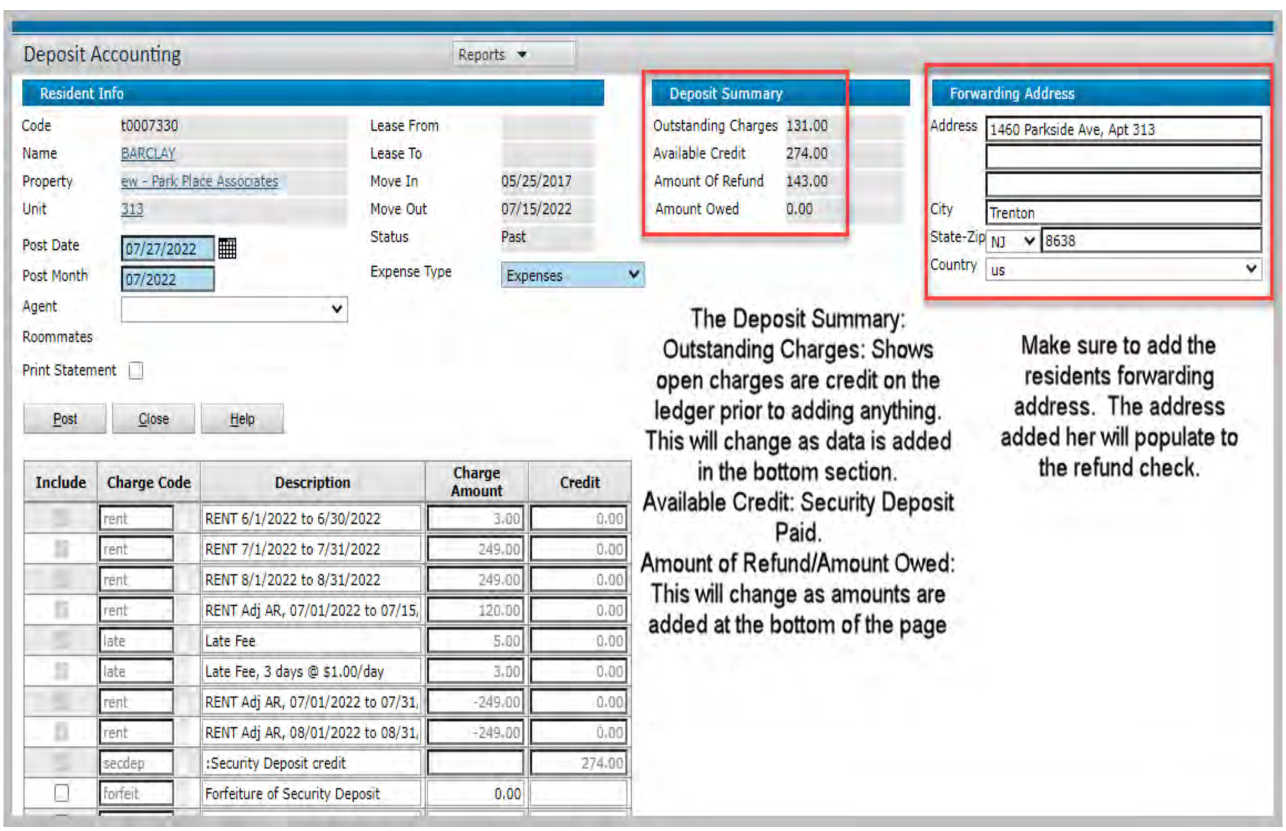


7. Click the **Close** button to close the window, this opens the **Post** button. Posting will add the adjustment charges to the ledger.
8. Click the **Close** button to Close the ledger, then click the **Done** button. The **Deposit Accounting** window appears.

The **Deposit Accounting** screen appears with all charges that are outstanding and show how much the Resident will be receiving in the "Amount of refund" box, or how much is owed by the Resident in the "Amount owed" box.

9. In the top right, type the residents forwarding address. This address will print on the refund check (if there is a refund due).

Note: A forwarding address for the Resident should be entered. This <u>step **MUST** be completed whether the Resident has supplied a forwarding address or not.</u> If no forwarding address was provided by the resident, then leave the existing address. **The address entered here will be printed on the Resident's refund check, so this information must be accurate**.



Deposit Interest

If your state requires interest to be returned to the residnet for deposit paid at move out, use the deposit interest calculation worksheet to calculate the amount of interest credit to give to the resident. Make sure to add this amount to the CREDIT column for the amount of interest calculated. Note: If you need a copy of this worksheet, please submit a helpdesk ticket and request a copy for your property.

An example of the interest calculation worksheet is shown below. You will only need to complete the items listed in **red** on the worksheet. Once you have the total credit due to resident calculated, you will add that amount into the deposit interest line in the **Credit** column on the deposit accounting screen.

Note - If your state requires interest to be paid out to the resident on an annual basis, you will need to review the ledger carefully to identify credit amounts already paid out and subtract them on the appropriate line shown below on the worksheet.

SECURITY DEPOSIT INTEREST CREDIT		
(Complete everything in red)		
Property:	Park Place Associates	
TENANT'S NAME:	**Alice Barclay**	
UNIT #	**313**	
BLVD Purchase Date:		5/1/2018
MI Date		**5/25/2017**
MO Date		**7/15/2022**
# days occupied:		1877
Interest Rate PRE 9/1/17		0.0001
Interest Rate POST 9/1/17		0.00609
Interest Rate Conversion Date:		9/1/2017
NOTE: If Interest was paid out yearly, you should only calculate based on last period interest credit given to date		
AMOUNT OF SECURITY DEPOSIT	**$**	**274.00**
TOTAL Interest earned	**$**	**8.14**
Less: Interest previously applied	**$**	**(6.68)**
TOTAL CREDIT DUE TO RESIDENT:	**$**	**1.46**
Site Directions: Fill in the items in Red, this will populate the Credit Amount due to the resident		

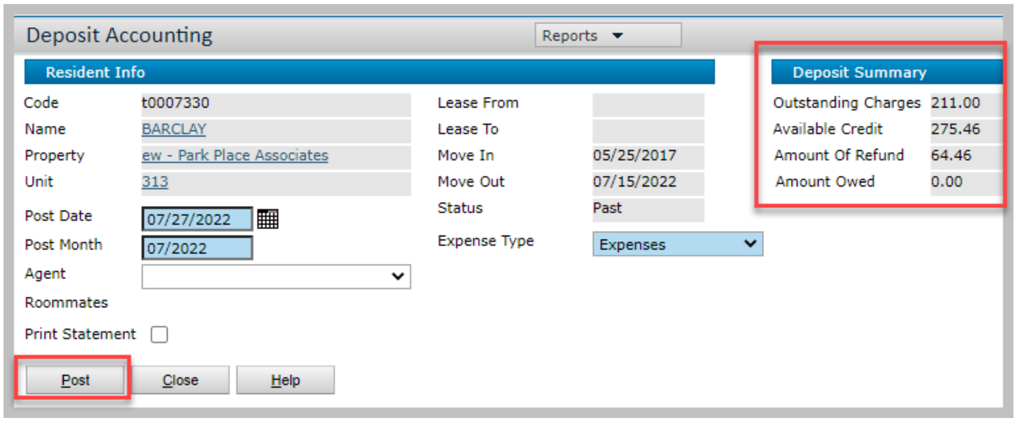
1. If there are any charges at move out that are needed for damages, cleaning, etc add the amount in the **Charge Amount** column of the appropriate line. Make sure to write a description of the damage, cleaning, etc., as shown below.

   Reminder – If required by your state, add that amount into the deposit interest in the **Credit** column on the line with the charge code sdint with description Deposit Interest.

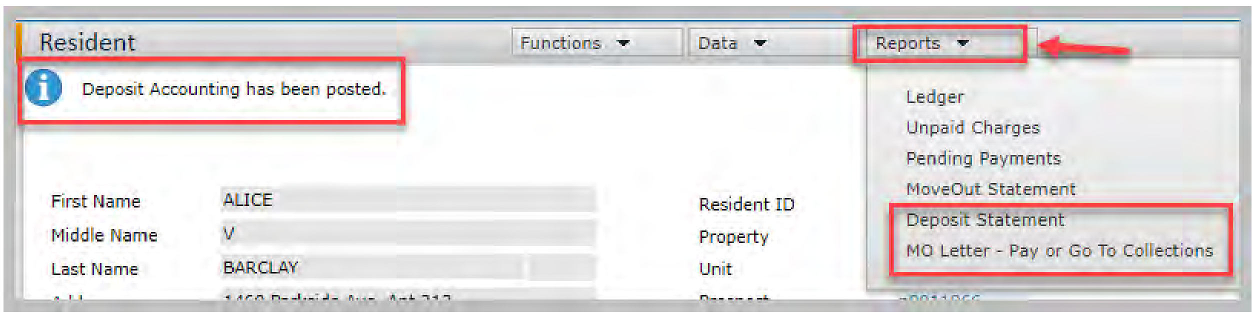
Include	Charge Code	Description	Charge Amount	Credit
☑	rent	RENT 6/1/2022 to 6/30/2022	3.00	0.00
☑	rent	RENT 7/1/2022 to 7/31/2022	249.00	0.00
☑	rent	RENT 8/1/2022 to 8/31/2022	249.00	0.00
☑	rent	RENT Adj AR, 07/01/2022 to 07/15,	120.00	0.00
☑	late	Late Fee	5.00	0.00
☑	late	Late Fee, 3 days @ $1.00/day	3.00	0.00
☑	rent	RENT Adj AR, 07/01/2022 to 07/31,	-249.00	0.00
☑	rent	RENT Adj AR, 08/01/2022 to 08/31,	-249.00	0.00
☑	secdep	:Security Deposit credit		274.00
☐	forfeit	Forfeiture of Security Deposit	0.00	
☑	damages	Broken lock	30.00	
☐	damages	Damages	0.00	
☐	damages	Damages	0.00	
☑	sdint	Deposit Interest	0.00	1.46
☐	rent	Adjustment to Rent	0.00	
☐	late	Late Fees	0.00	
☑	cleaning	Trash out	50.00	
☐	cleaning	Cleaning	0.00	
☐	cleaning	Cleaning	0.00	
☐	utility	Utility Reimbursement Adjustment	0.00	
☐	maint	Maintenance Fees	0.00	
☐	maint	Maintenance Fees	0.00	
			211.00	275.46

If the tenant is moving out **without** a 30-day notice then the deposit can be forfeited (if they do not owe any other charges). If the resident has charges that takes up their deposit, no need to add a forfeit line item. However, if they are currently receiving a refund, then you will add the deposit amount in the **Charge Amount** column on the line with the charge code **Forfeit** with the description of forfeiture of security deposit due to no 30-day notice.

2. Once the deposit screen has all appropriate charges, review the deposit summary section to see if the tenant owes money or is getting a refund. Make sure these amounts are correct, then click **Post**.



You are returned to the resident screen with a note saying **Deposit Accounting has been posted**.



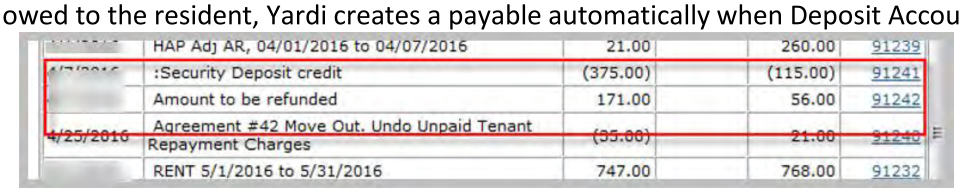
Print Deposit Statement

The Deposit statement must be generated for the resident file, to be mailed to the resident, AND if there is a refund due to the resident, the report should be exported and send to your regional manager and accounting for approval of refund to be paid.

10. To print a copy of the Deposit Statement, click the **Reports** drop down from the Resident Screen > **Deposit Statement**. The Deposit Statement must be printed for all move outs, no matter if they owe money or receive a refund.

    Please review the section for Printing the Move Out Documents for more details.

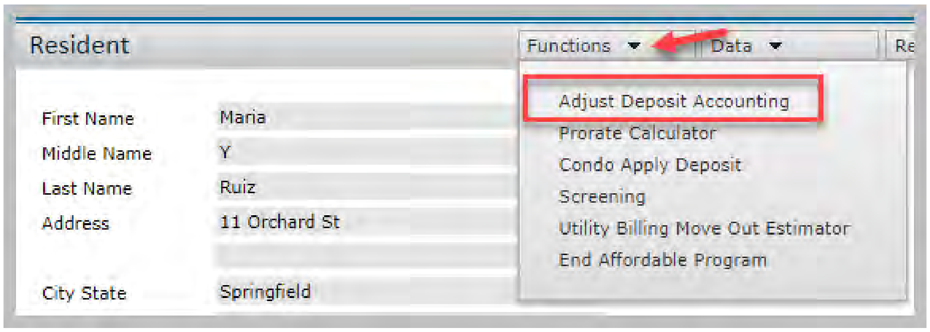
Note: If a refund is owed to the resident, Yardi creates a payable automatically when Deposit Accounting is posted.



Adjust Deposit Accounting

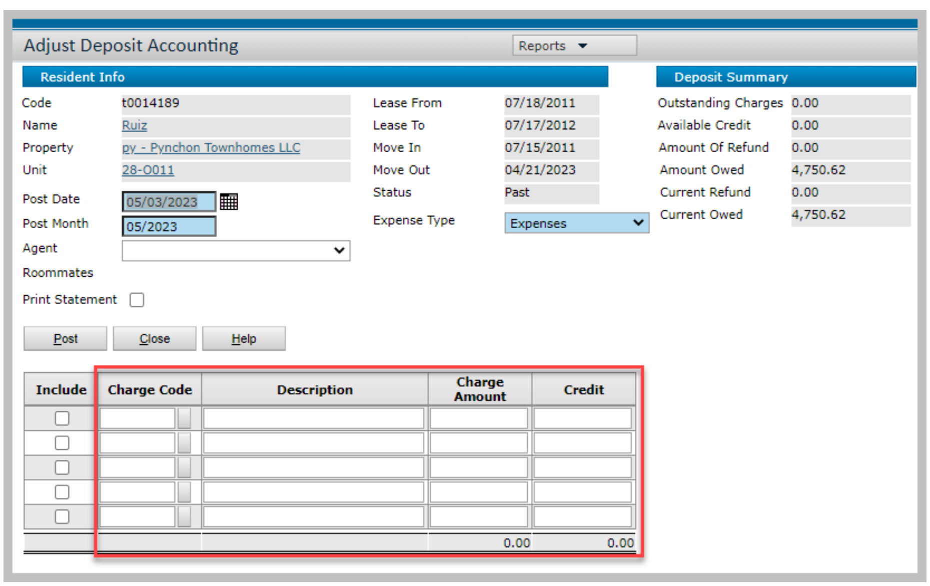
Occasionally there will be a need to have more charge lines than are provided on the **Deposit Accounting** screen or a need to adjust Deposit Accounting for issues identified after the initial posting. In these cases, you must use all available lines on the **Deposit Accounting** screen and **Post** the **Deposit Accounting** as normal. Then use the **Adjust Deposit Accounting** function to add more charges. An example of this may be that you forgot to add deposit interest when you did the initial posting.

1. Begin by navigating to the desired Resident page by searching for the resident from the dashboard. From the Resident page select **Adjust Deposit Accounting** from the **Functions** drop down menu.



Note: If the Adjust Deposit Accounting link does not appear, this means the refund check to the resident has already been issued. Any changes, after the check has been issued, would need to be done manually – please submit a helpdesk ticket for assistance with full details of the issue.

The **Adjust Deposit Accounting** Screen appears.



2. Enter the remaining charges or credits for the past Resident, with appropriate descriptions for the charges. Please select the appropriate charge code by clicking the grey box next to the charge code field.

Caution: Typically, the only credit added to the Credit column, is the deposit interest calculated with the Deposit Calculation Worksheet.

3. After adjusting the deposit accounting, click the **Post** button.

Refund policy: When there is a refund due to the resident, you will send the Deposit Statement, (Deposit Calculation Worksheet, if applicable) and all backup documents via email to your regional manager for approval and copy Victoria Chen (Conquest properties). See the next section for full details.

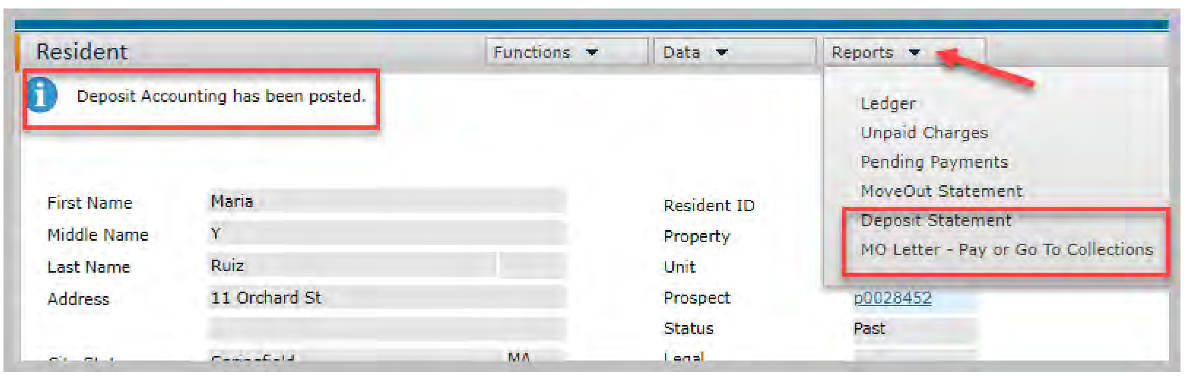
Printing Move Out Documents

Once the move out has been completed and deposit accounting has been processed, there are documents that need be reviewed, printed and sent to the resident.

Printing Deposit Statement

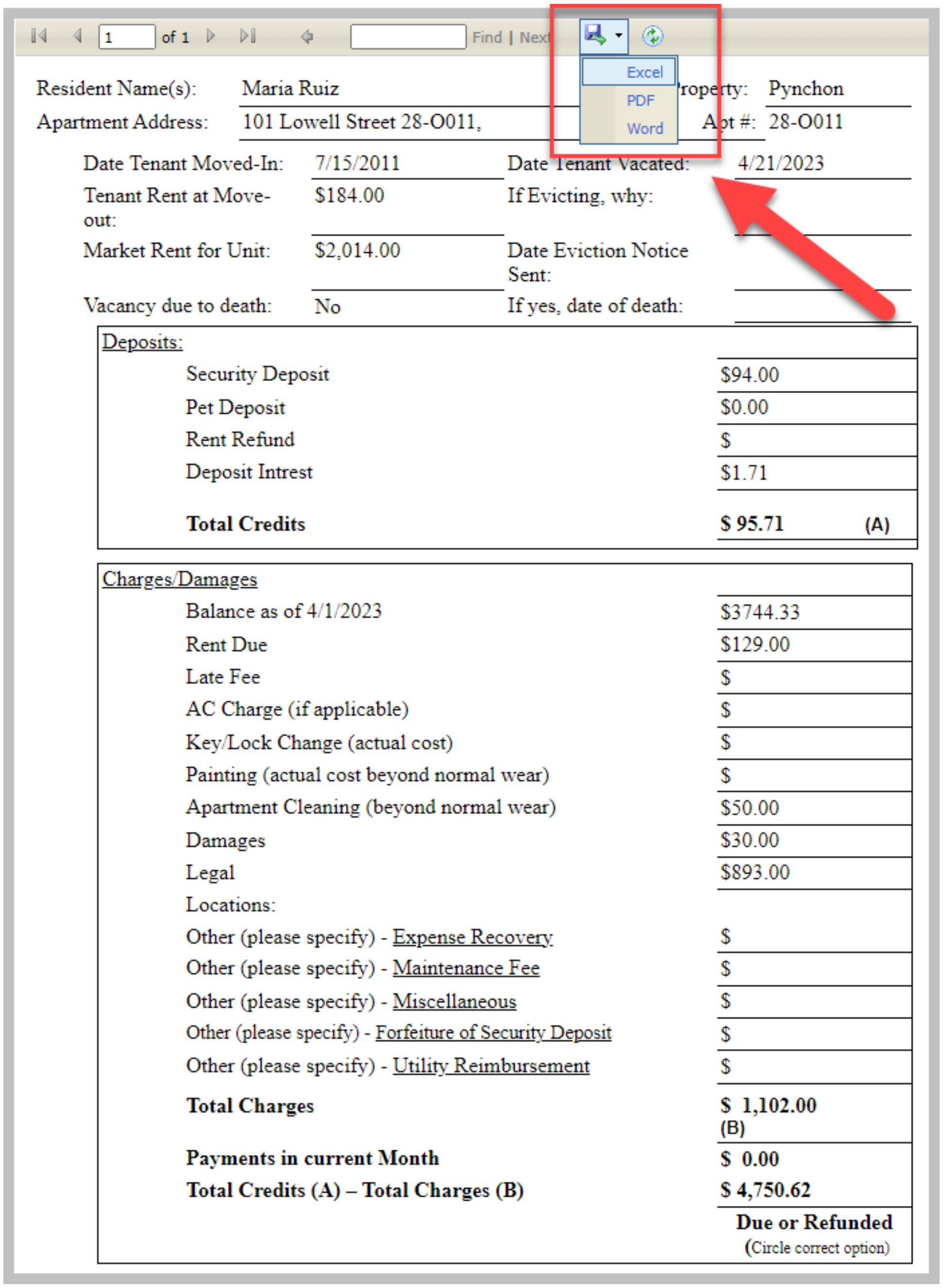
The first document is the Deposit Statement. This repot should be printed with EVERY move out.

1. If you are not already on the Resident screen, pull up the resident that moved out via the person search.
2. Select the **Reports** drop down from the top of **Resident** screen and click **Deposit Statement**.



The **Deposit Statement** appears.

NOTE – sometimes the report takes a minute to generate, please be patient.



Resident Name(s):	Maria Ruiz	Property:	Pynchon
Apartment Address:	101 Lowell Street 28-O011,	Apt #:	28-O011
Date Tenant Moved-In:	7/15/2011	Date Tenant Vacated:	4/21/2023
Tenant Rent at Move-out:	$184.00	If Evicting, why:	
Market Rent for Unit:	$2,014.00	Date Eviction Notice Sent:	
Vacancy due to death:	No	If yes, date of death:	

Deposits:

Security Deposit	$94.00	
Pet Deposit	$0.00	
Rent Refund	$	
Deposit Intrest	$1.71	
Total Credits	**$ 95.71**	**(A)**

Charges/Damages

Balance as of 4/1/2023	$3744.33
Rent Due	$129.00
Late Fee	$
AC Charge (if applicable)	$
Key/Lock Change (actual cost)	$
Painting (actual cost beyond normal wear)	$
Apartment Cleaning (beyond normal wear)	$50.00
Damages	$30.00
Legal	$893.00
Locations:	
Other (please specify) - Expense Recovery	$
Other (please specify) - Maintenance Fee	$
Other (please specify) - Miscellaneous	$
Other (please specify) - Forfeiture of Security Deposit	$
Other (please specify) - Utility Reimbursement	$
Total Charges	**$ 1,102.00** (B)
Payments in current Month	**$ 0.00**
Total Credits (A) – Total Charges (B)	**$ 4,750.62**
	Due or Refunded (Circle correct option)

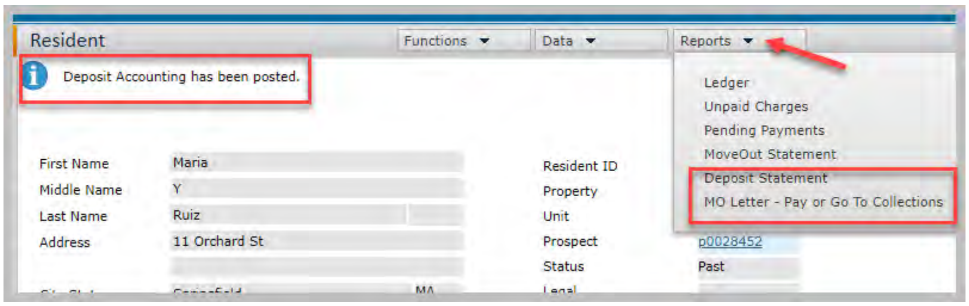
Click the **Save** option and export to **PDF**. If any changes need to be made, you can export to Excel, correct any issues, and then send to PDF from Excel.

Move Out Letter Pay or Go To Collections

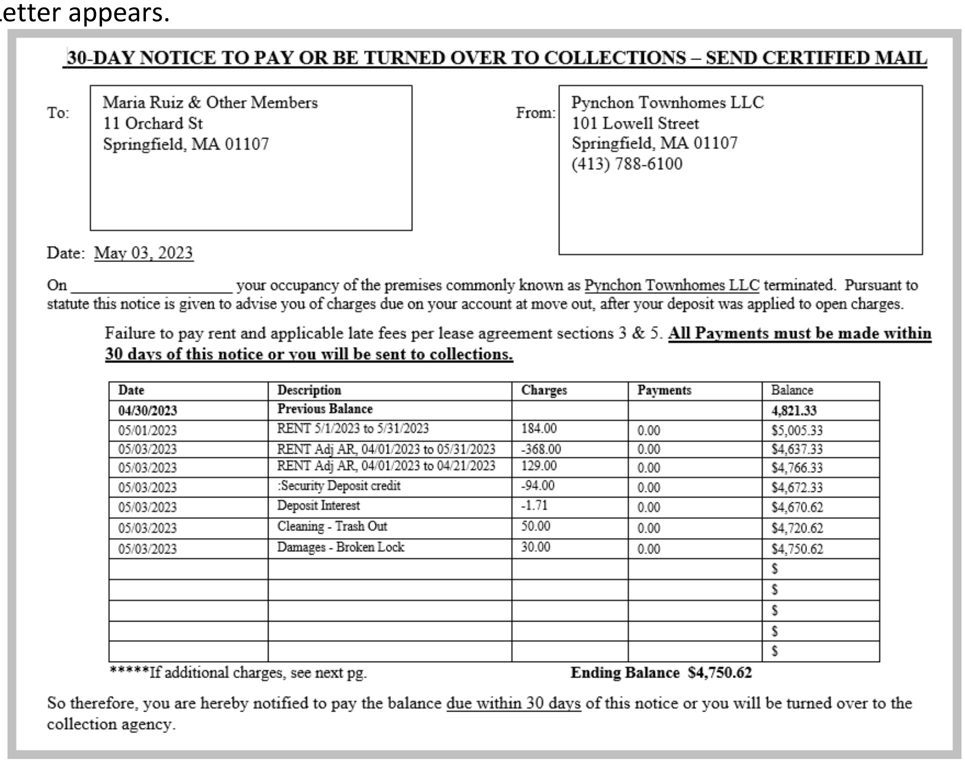
The **Move Out Letter – Pay or Go To Collections** need to be printed when the tenant is NOT due a refund and has outstanding charges AFTER deposit accounting has been processed. This letter should be sent to the tenant along with the Deposit Statements via Certified Mail. In order to collect on Unpaid rent and damage claims, the documents must be sent certified mail.

Note - If the tenant has a zero balance or a credit balance, then this letter will not populate, instead it will give a message – No Records Found.

1. If you are not already on the Resident screen, pull up the resident that moved out via the person search.
2. Select the **Reports** drop down from the top of **Resident** screen and click **MO Letter – Pay or Go To Collections**.



The Move Out Letter appears.



30-DAY NOTICE TO PAY OR BE TURNED OVER TO COLLECTIONS – SEND CERTIFIED MAIL

To: Maria Ruiz & Other Members
11 Orchard St
Springfield, MA 01107

From: Pynchon Townhomes LLC
101 Lowell Street
Springfield, MA 01107
(413) 788-6100

Date: May 03, 2023

On ____________________ your occupancy of the premises commonly known as Pynchon Townhomes LLC terminated. Pursuant to statute this notice is given to advise you of charges due on your account at move out, after your deposit was applied to open charges.

Failure to pay rent and applicable late fees per lease agreement sections 3 & 5. **All Payments must be made within 30 days of this notice or you will be sent to collections.**

Date	Description	Charges	Payments	Balance
04/30/2023	**Previous Balance**			**4,821.33**
05/01/2023	RENT 5/1/2023 to 5/31/2023	184.00	0.00	$5,005.33
05/03/2023	RENT Adj AR, 04/01/2023 to 05/31/2023	-368.00	0.00	$4,637.33
05/03/2023	RENT Adj AR, 04/01/2023 to 04/21/2023	129.00	0.00	$4,766.33
05/03/2023	:Security Deposit credit	-94.00	0.00	$4,672.33
05/03/2023	Deposit Interest	-1.71	0.00	$4,670.62
05/03/2023	Cleaning - Trash Out	50.00	0.00	$4,720.62
05/03/2023	Damages - Broken Lock	30.00	0.00	$4,750.62
				$
				$
				$
				$
				$

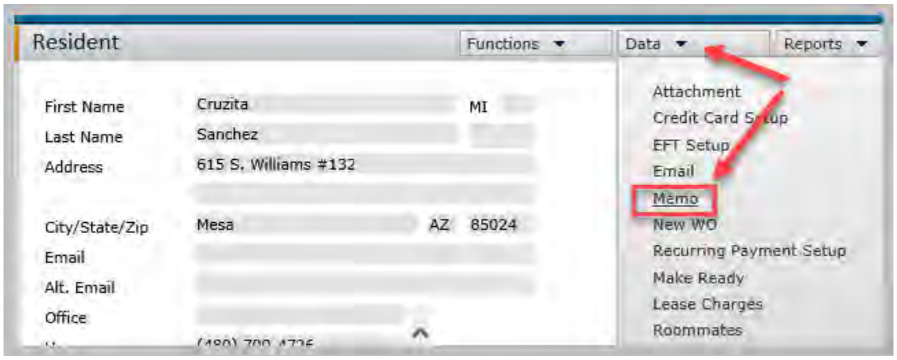
*****If additional charges, see next pg. **Ending Balance $4,750.62**

So therefore, you are hereby notified to pay the balance due within 30 days of this notice or you will be turned over to the collection agency.

Creating Memo for Move Out Letter Sent to Past Tenant

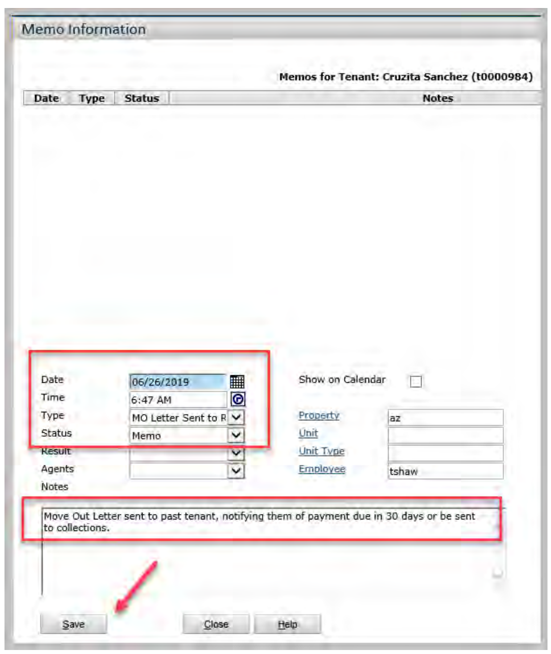
Once a tenant has moved out owing money and a move out letter has been mailed via Certified Mail, you will create a memo to assist with tracking 30 days period from when the 30-day MO letter was sent to the resident. This memo will be used as documentation along with the letter, to turn the resident over to collections for all monies still owed.

1. Pull up the resident, if not already on the screen, select **Data > Memo**. The memo screen appears.



2. Update the date and time for the memo. Select **MO Letter sent to Resident** as the type of memo, then any notes needed for the memo. Click **Save**.

This memo will trigger support to write off charges after 30 days of the memo being created.



Refund Approval Process

If the tenant is receiving a refund, below are the steps you must follow to get the refund check issued timely.

1. Send all move out documents mentioned in prior steps to your regional manager for approval. The move-out documents include: the Deposit statement, interest calculations sheet (if applicable), and any pictures documenting damages/cleaning charges.
    - For Conquest Properties - Please copy accounting - Victoria Chen – Victoria@conquesthousing.com. For NON-Conquest Properties, copy your accounting department.
    - This email should include the tenant name/unit number in the subject line, refund amount and forwarding address where the refund check should be mailed.
2. Regional manager should reply to all recipients with email content showing refund approval, such as Approved.

We need these items in writing for audit documentation purposes. If you have questions on the refund process, please feel free to reach out to the Helpdesk.

CHAPTER TEN: SECTION-8 MONTHLY POSTING & TRACS SUBMISSION

First of the month billing is a vital process used to charge rent to Residents and create the HAP voucher for submitting to HUD. Before monthly posting occurs, various reports must be generated and reviewed to ensure the amounts charged during the monthly posting process are accurate. The following procedure outlines the necessary tasks that each property will need to perform.

Below is a checklist of items to help you with processing to TRACS

- ✓ Make sure move outs for the prior month have been completed and signed
- ✓ Make sure Move ins for the prior month have been completed.
- ✓ Review dashboard for any open certifications that need to have sign dates added prior to posting.
- ✓ Run Post Rent & HAP for one month in future.
  - o Advance HAP Month after posting.
- ✓ Create Tenant files for TRACS transmission
- ✓ Create Voucher files for TRACS transmission
- ✓ Submit files to HUD.

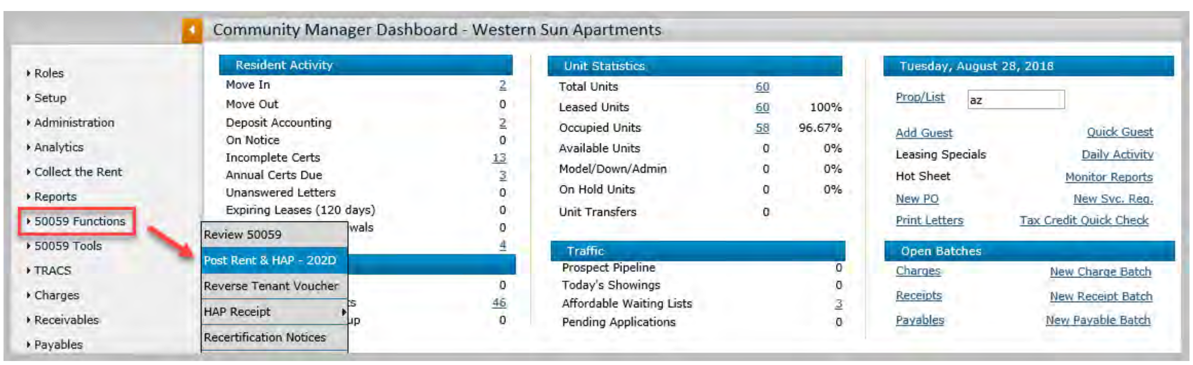
Post Rent & HAP

Running the Post Rent & HAP function creates the tenant and HAP charges that also create the voucher. If the posting function is not done there will be no charges on the voucher.

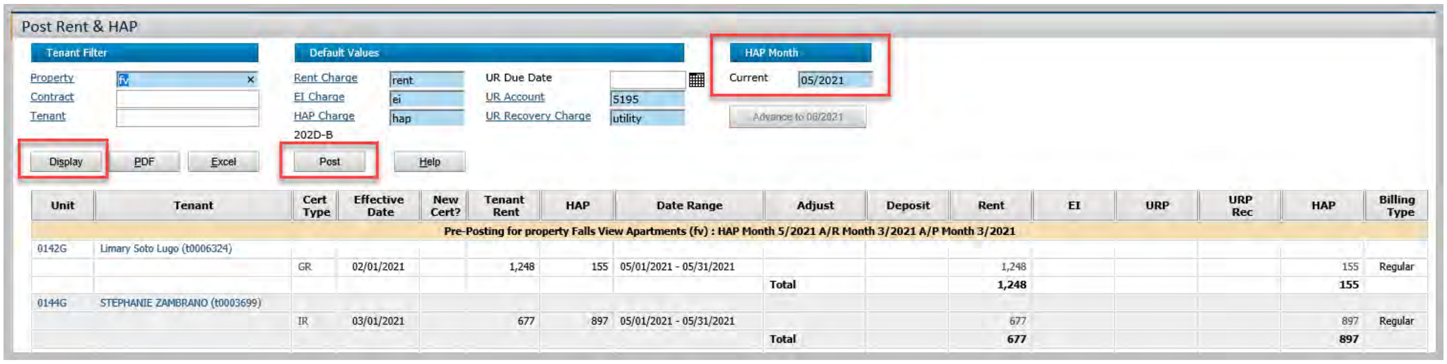
Prior to running the posting function, it is IMPORTANT, to ensure all move-ins, move-outs, and certifications have been processed and completed in Yardi with owner/tenant sign dates in order to have the voucher bill residents accurately. Please review the dashboard to make sure all of the items have been completed prior to posting.

1. To post the rent and HAP charges, click **Home** to return to the Yardi Voyager Dashboard Menu.

2. From the Yardi Voyager Left Side Menu, click **50059 Functions > Post Rent & HAP 202D**.



The **Post Rent & Hap Filter** screen appears.



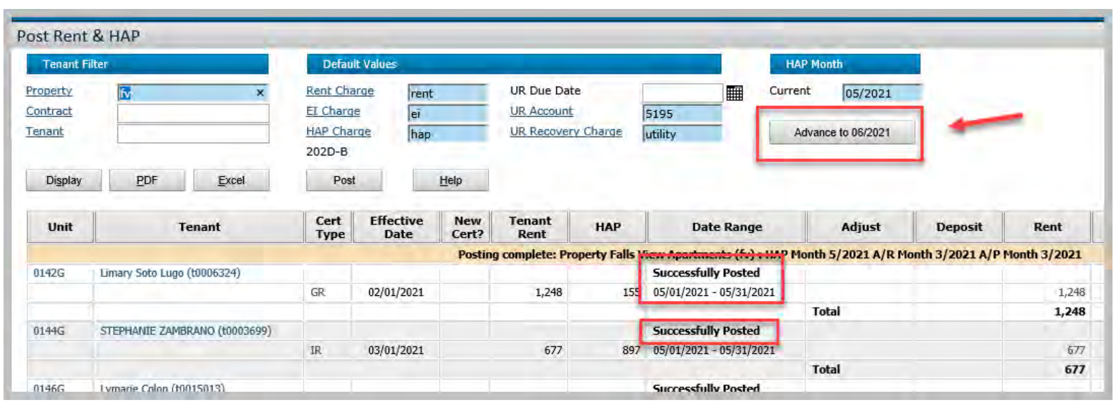
3. The fields in the **Post Rent and HAP Filter** screen default to the most recent entries. Remember – you are always posting the HAP one month in advance of the current period. In our example it is April 1st and we are submitting for May 1st voucher.

4. Click on **Display** to have the preview of charges appear. Review the data for accuracy, paying close attention any items saying **OUTDATED CERT**. Anything showing with a note should be reviewed to verify data prior to posting.

5. Once everything has been reviewed, click **Post** to post the charges to the tenant ledgers.

6. A confirmation window appears, "**Do you want to post Rent and HAP**?"

7. Click **OK**, then allow the system to create the charges. Do not close this screen until you receive a successfully posted message display for your tenants.

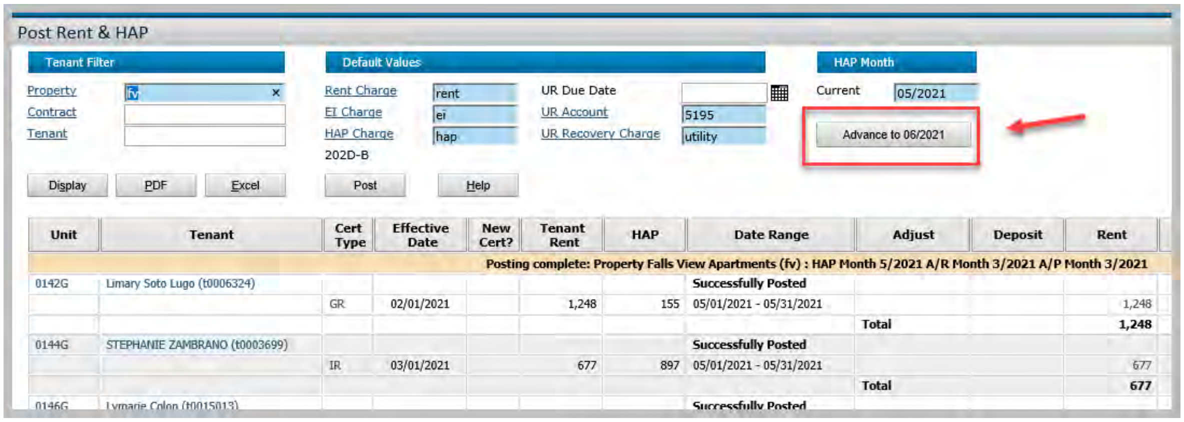


Update HAP Post Month

The purpose of advancing the month is to stabilize the data on which the verifications is being performed and to allow all quick postings performed by the on-site managers to appear on the next HAP billing cycle. The HAP month should be updated after the posting of the Rent and HAP charges and the generation of the Voucher.

NOTE: It is IMPERATIVE that the HAP Month be updated and kept current. The HAP Month determines the pro-rates for all quick post move-ins and move-outs that occur during the month. **<u>The HAP Month must always be set to the month for the next Voucher to be processed.</u>**

1. From the **Post Rent & HAP** screen, click the **Advance to mm/yyyy** button**.**



The confirmation box appears with "**Do you want to advance the Post Month?**"

2. Click **OK** to advance the month.

Creating TRACS Files

The creation of the TRACS files is a two-step process with tenant and voucher files created separate. Each month, both functions must be run to send data to HUD.

TRACS 202D rules require property owners to send and receive tenant certifications and voucher data through the iMAX (Modern Integrated Multifamily Access Exchange) system.

iMAX users must log on and authenticate through its Web Access Secure Systems (WASS). iMAX users can upload files to TRACS or to other iMAX users; view and/or download responses from TRACS or other iMAX users; and view files sent to TRACS or other iMAX users. Users receive fast acknowledgement from iMAX after successful file transmissions.

HUD has designed iMAX to allow third-party software systems to integrate within their iMAX system. Voyager users can connect directly to iMAX, perform transmissions, and review transmitted information without leaving the Voyager portal.

You MUST obtain your WASS user ID and password before submitting your TRACS files through iMAX or Yardi.

Information for obtaining your WASS user ID and password can be obtained at the following website:

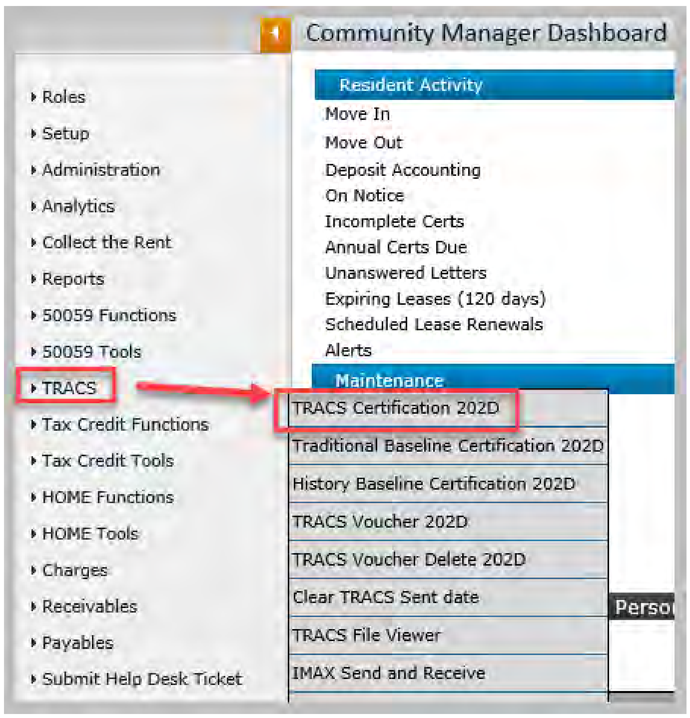
http://www.hud.gov/offices/pih/systems/pic/faq/secadm.cfm#3.

Creating a TRACS Certification File

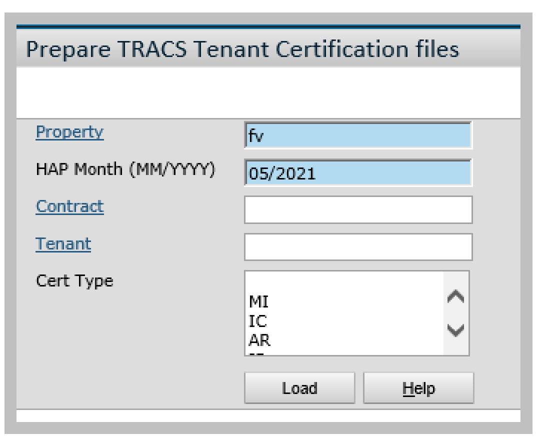
Creating a TRACS certification file inserts the TRACS Sent Date on all open 50059 certifications for the properties included in the file. Voyager saves TRACS files in the TRACS directory path on your server.

If desired, you can create a TRACS file as a preview report before you create the actual file. Please review and correct any errors before creating the actual file.

1. From the Left Menu, click **TRACS** > **TRACS Certification 202D**.



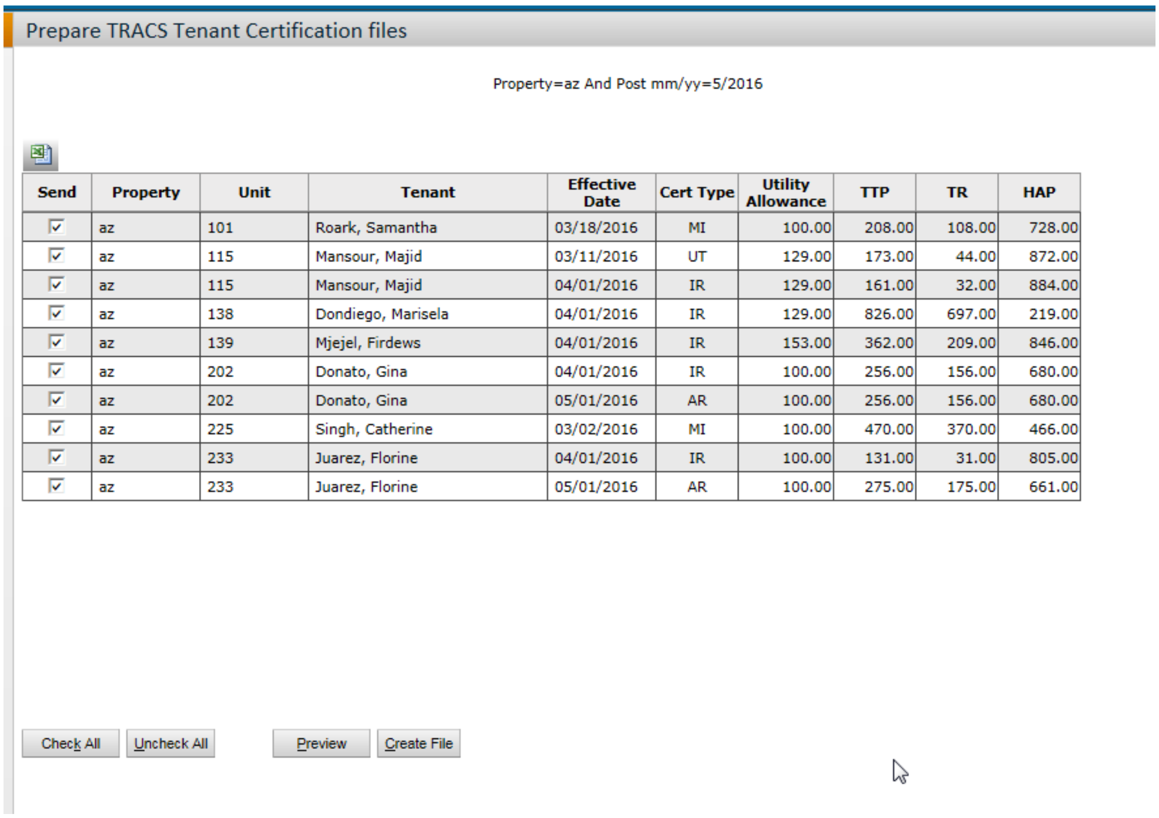
2. The **Prepare TRACS Tenant Certification Files Filter** screen appears.



3. Enter the following information in the **TRACS Tenant Certification Files Filter** screen:

- **Property** – Enter the appropriate property
- **Post mm/yy** – Enter current HAP month determined by posting of rent and HAP. Remember this is always going to be one month in the future of the current date.
- **Contract** – Leave blank (this allows a user to limit a search to a specific HUD contract number).
- **Tenant** – Leave Blank.
- **Cert Type** – Select blank row to select all certifications.
- **Sender data** – Leave blank.

4. Click **Load.**
   The **Prepare TRACS Tenant Certification Files** screen appears.



Prepare TRACS Tenant Certification files

Property=az And Post mm/yy=5/2016

Send	Property	Unit	Tenant	Effective Date	Cert Type	Utility Allowance	TTP	TR	HAP
☑	az	101	Roark, Samantha	03/18/2016	MI	100.00	208.00	108.00	728.00
☑	az	115	Mansour, Majid	03/11/2016	UT	129.00	173.00	44.00	872.00
☑	az	115	Mansour, Majid	04/01/2016	IR	129.00	161.00	32.00	884.00
☑	az	138	Dondiego, Marisela	04/01/2016	IR	129.00	826.00	697.00	219.00
☑	az	139	Mjejel, Firdews	04/01/2016	IR	153.00	362.00	209.00	846.00
☑	az	202	Donato, Gina	04/01/2016	IR	100.00	256.00	156.00	680.00
☑	az	202	Donato, Gina	05/01/2016	AR	100.00	256.00	156.00	680.00
☑	az	225	Singh, Catherine	03/02/2016	MI	100.00	470.00	370.00	466.00
☑	az	233	Juarez, Florine	04/01/2016	IR	100.00	131.00	31.00	805.00
☑	az	233	Juarez, Florine	05/01/2016	AR	100.00	275.00	175.00	661.00

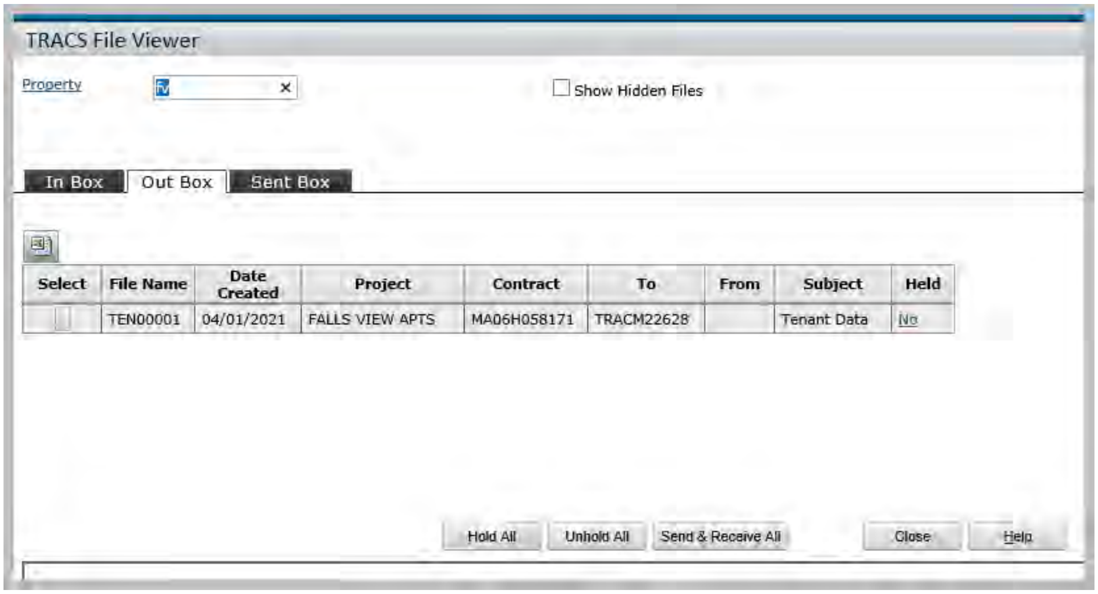
Check All | Uncheck All | Preview | Create File

5. The **Send** box is checked automatically by default. If only selected certifications need to be sent, then deselect the certifications that you do not want to send as part of this file.

6. If you want to see a preview report, click the **Preview** button.

7. To Create a file, click the **Create File** button.

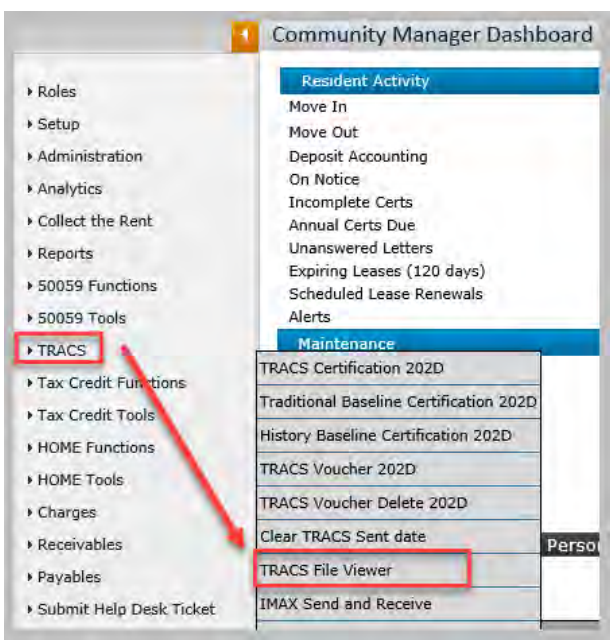
8. Once you click on "**Create File**", the **TRACS File Viewer** window appears.



Understanding the TRACS File Viewer

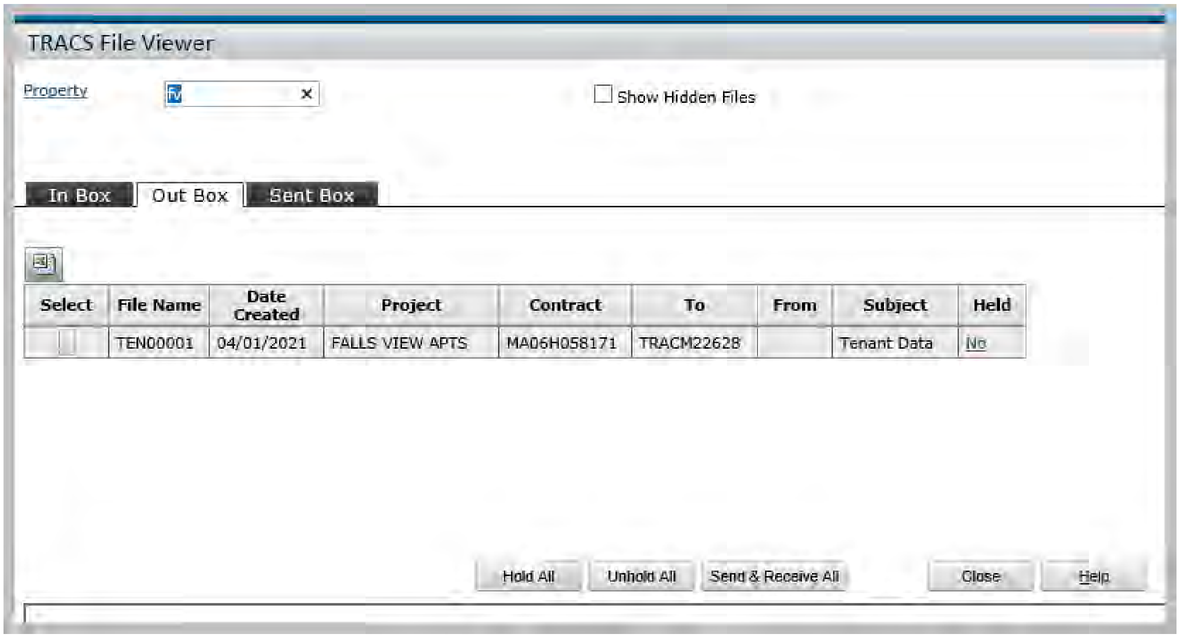
The TRACS File Viewer is a tool that is an interface to iMAX Web Server. This viewer enables you to send files to TRACS, receive TRACS messages, and review previously transmitted TRACS files for your property.

1. To open the TRACS File Viewer, from the Left Menu, click **TRACS**, then click **TRACS File Viewer**.

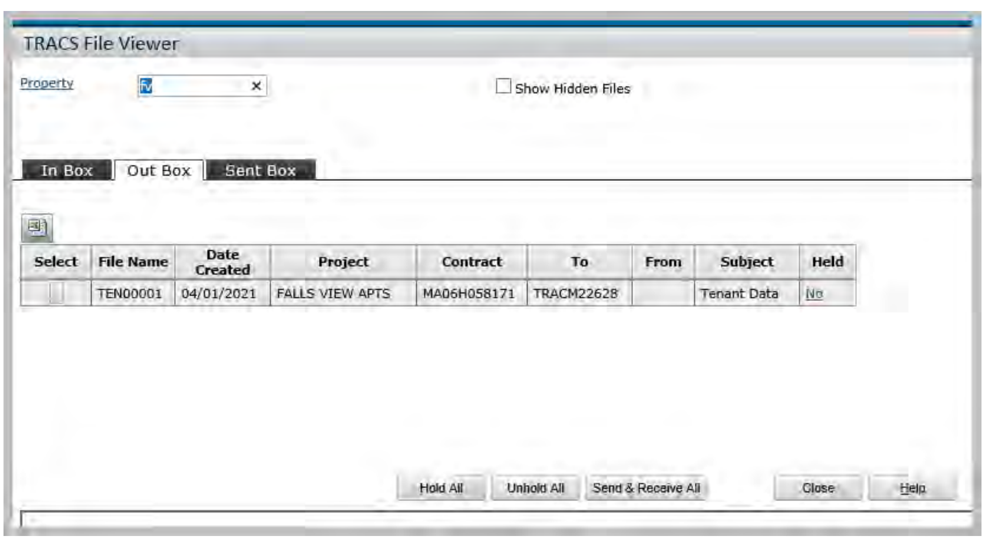


The TRACS File Viewer has three tabs: In Box, Out Box, and Sent Box.

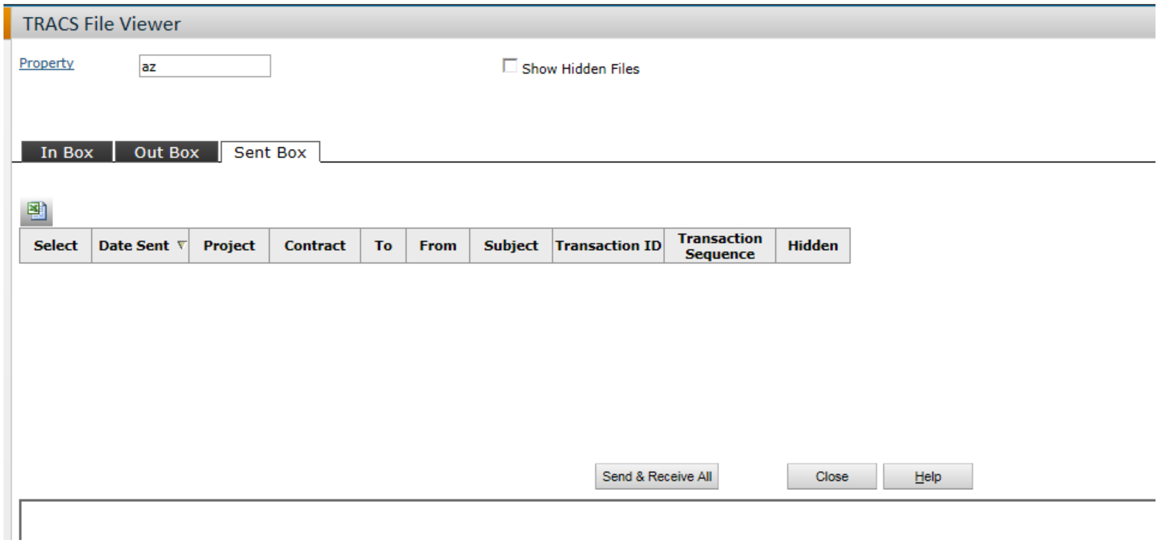
2. The InBox tab shows the messages that are stored in the Inbox folder on your server. You receive these messages during iMAX transmissions. Clicking a Select button displays the details of the selected message.



The Out Box tab shows certification and voucher files that are stored in the Out Box folder on your server. Voucher files begin with VCH followed by a number. Tenant files begin with TEN followed by a number. All files other than those with a Hold status are ready for transmission to TRACS. Files sent during an iMAX transmissions move from the Out Box to the Sent Box.



The Sent Box tab shows files stored in the Sent box folder on your server. These files have been transmitted to TRACS.



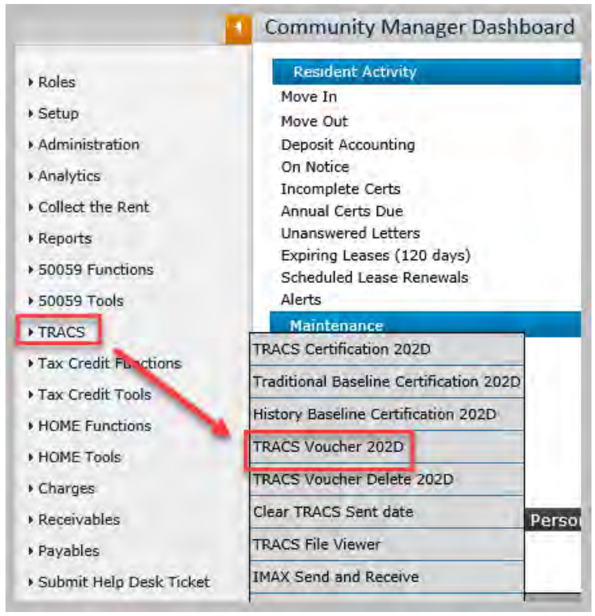
3. Close closes the TRACS File Viewer. The main menu appears.

Send and Receive All opens the IMAX Send and Receive log-on filter. After you log on with your iMAX user name and WASS ID, iMAX performs the transmission.

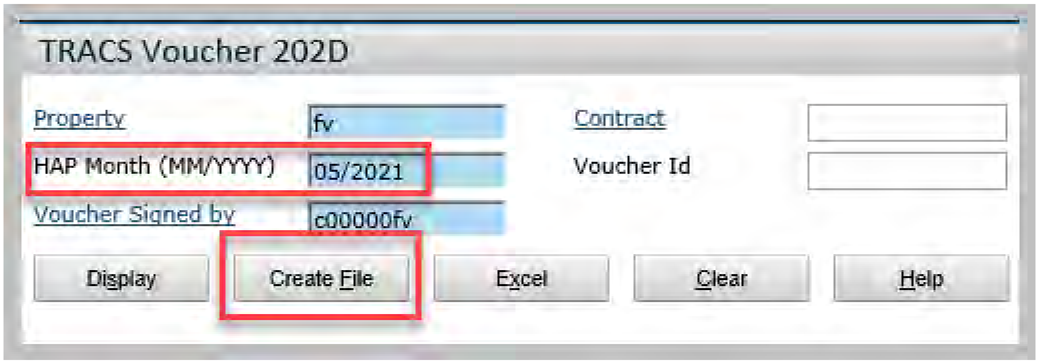
Creating a TRACS Voucher File

The next step is to create the voucher file. The voucher files are the electronic file that gets approved for payment. Without submitting this file, you will not get paid.

1. From the Left Menu, click **TRACS**, then click **TRACS Voucher 202D**.

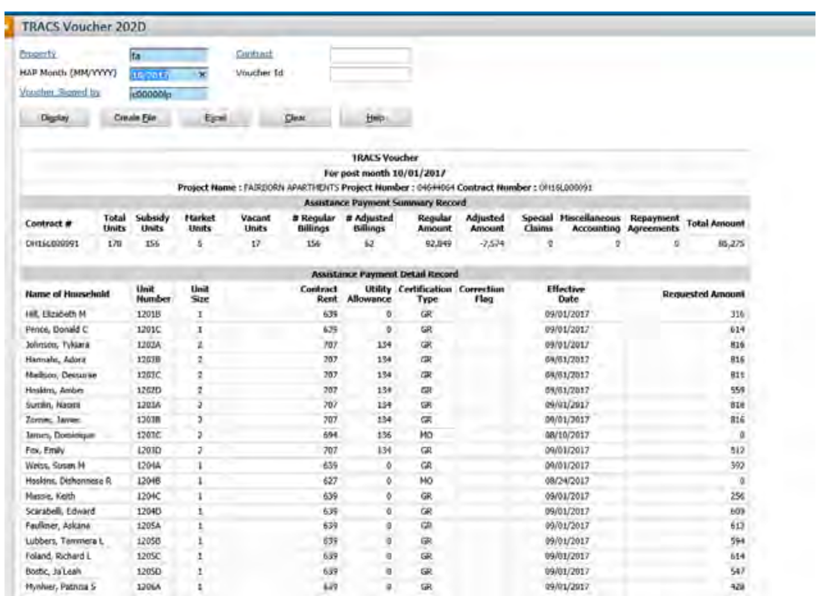

Community Manager Dashboard
Roles
Setup
Administration
Analytics
Collect the Rent
Reports
50059 Functions
50059 Tools
TRACS
Tax Credit Functions
Tax Credit Tools
HOME Functions
HOME Tools
Charges
Receivables
Payables
Submit Help Desk Ticket
Resident Activity
Move In
Move Out
Deposit Accounting
On Notice
Incomplete Certs
Annual Certs Due
Unanswered Letters
Expiring Leases (120 days)
Scheduled Lease Renewals
Alerts
Maintenance
TRACS Certification 202D
Traditional Baseline Certification 202D
History Baseline Certification 202D
TRACS Voucher 202D
TRACS Voucher Delete 202D
Clear TRACS Sent date
TRACS File Viewer
IMAX Send and Receive

2. The **Tracs Voucher Filter** screen appears.



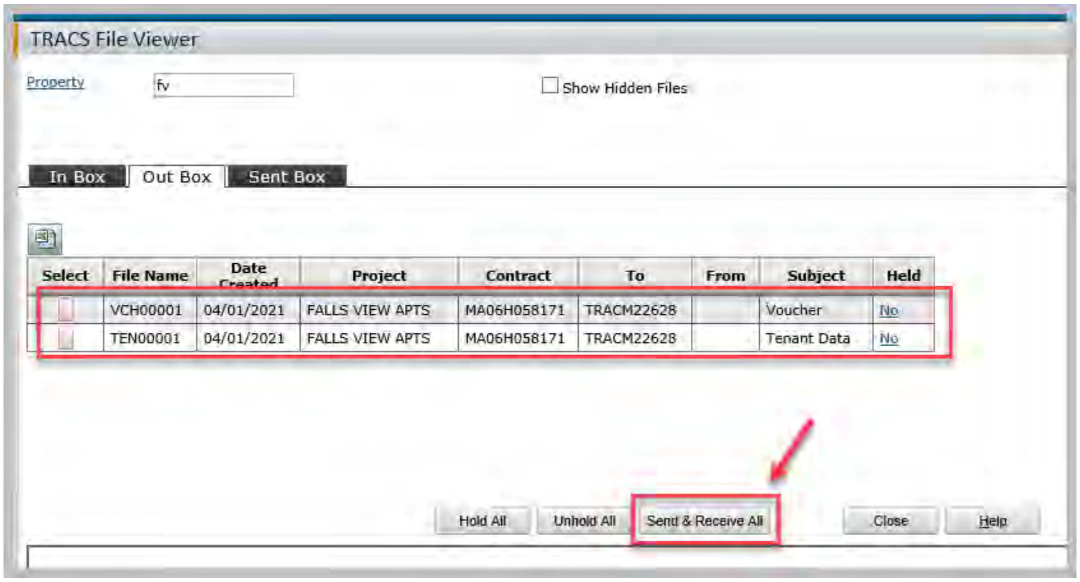
3. Enter the following information:
    - **Property** – Select the property for the voucher.
    - **Contract** – Leave blank.
    - **Post mm/yy** – Use the date of the TRACS certification from the prior step.
    - **Voucher ID** – Leave blank.
    - **Voucher Signed By** – Enter the correspondent for the property.
    - **Action** – Leave as default (Report) to ensure all certifications are accounted for in the pre-voucher report.
    - **Destination** – Leave as the default (Screen).

4. Click **Display** to preview the voucher details or **Create File** to create the file.
5. If you click Display the screen will look like the below.

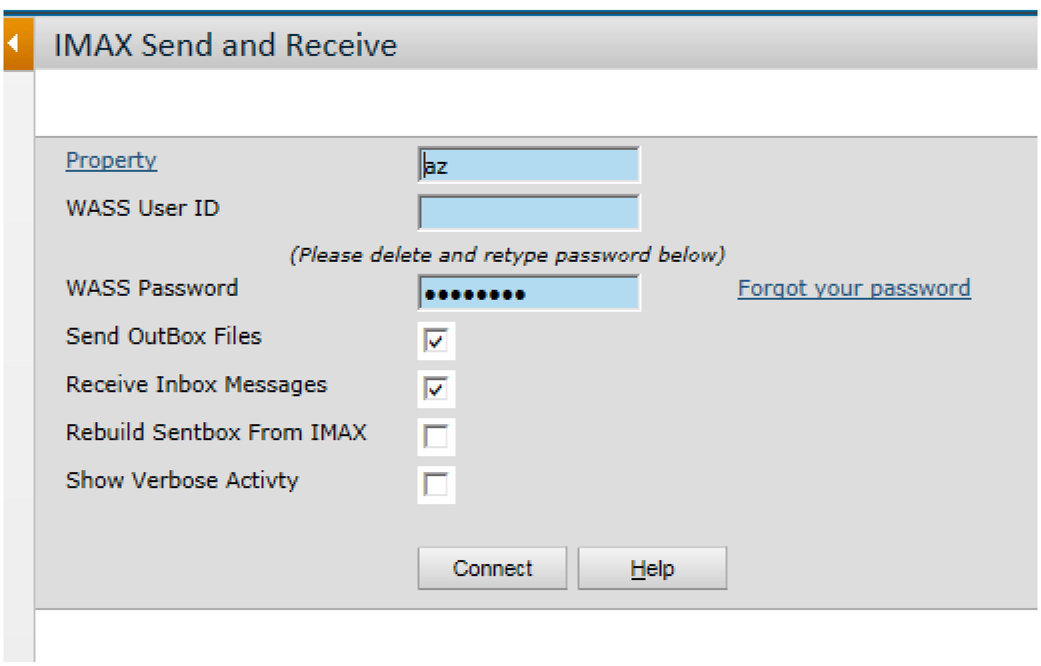


6. To Create a file, click on the **Create File** button.

7. The **TRACS File Viewer** appears.



8. To submit the files to HUD, click the Send and Receive All button. This opens the IMAX Send and Receive log-on filter. After you log on with your iMAX username and WASS ID, iMAX performs the transmission.



Submitting Files to TRACS via IMAX

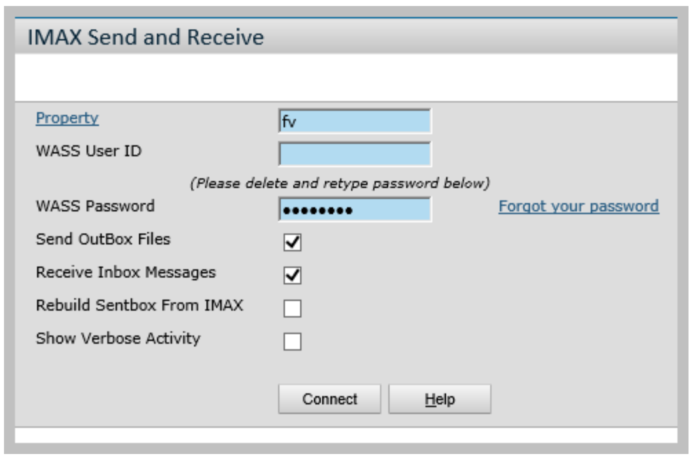
IMAX is an acronym for Integrated Multifamily Access eXchange. iMAX is the new method for transferring your TRACS files and is the replacement for TRACS Mail.

IMAX provides service through the Internet using secure encrypted data access through HTTP over SSL (secure socket layer). IMAX requires its users to log on and authenticate through the HUD Web Access Secure Systems (WASS).

You are not required to have a dial up modem. Files will be transferred through the internet. You will need a connection to the internet in order to transfer files using iMAX.

You can continue to use your current TRACS Mail ID and password. However, you must obtain a separate WASS ID and Password for every person that needs to send and receive messages via iMAX.

1. After logging on, users can upload a file(s) to TRACS or other iMAX users; view and/or download responses from TRACS or other iMAX users; or view files that were sent to TRACS or other iMAX users. Users receive fast acknowledgement after successful MAT file submissions.



2. Enter the following information in the **IMAX Send and Receive** screen:

   - **Property** – Enter the appropriate property.
   - **WASS User ID** – Type your WASS User ID.
   - **WASS Password** – Type your WASS Password.
   - **Send Out Box Files** – Select this if you wish to send TRACS all the files that are in your property's outbox.
   - **Receive Inbox Messages** – Select this if you want to receive all TRACS messages for your property, including errors.

3. Click **Connect**.

4. The system will begin the transmission of files.

CHAPTER ELEVEN: SPECIAL CLAIMS

This chapter focuses on the special claim's procedure. If you have no prior experience with special claims, please contact someone from your compliance department and make sure you are trained properly.

Special Claims Overview

Special Claims are an attractive feature of the Section 8 program that can provide owners with compensation for a variety of situations. Yardi Voyager provides a mechanism for creating a new Special Claim and completing the appropriate HUD submittal documents. After submitting these documents to HUD and receiving an approval, Yardi Voyager supports the inclusion of Special Claims on the HAP Voucher and within the TRACS voucher file.

Yardi consolidates Special Claims in one Voyager function to make submission of claims a more manageable task. Yardi and this manual assume that special claims meet normal HUD guidelines governing special claims. Be sure to follow your company's procedures with regard to Special Claims as well. This manual will focus on using Yardi Voyager to generate forms for submission to HUD and flagging approved claims for submission in the vouchers.

Special Claims involves payments to owners which fall in one of the following five categories:

- Unpaid Resident charges
- Damage caused by a past Resident
- Unit vacancy during rent-up when a new property opens
- Unit vacancy for an established property
- Unit vacancy for debt service

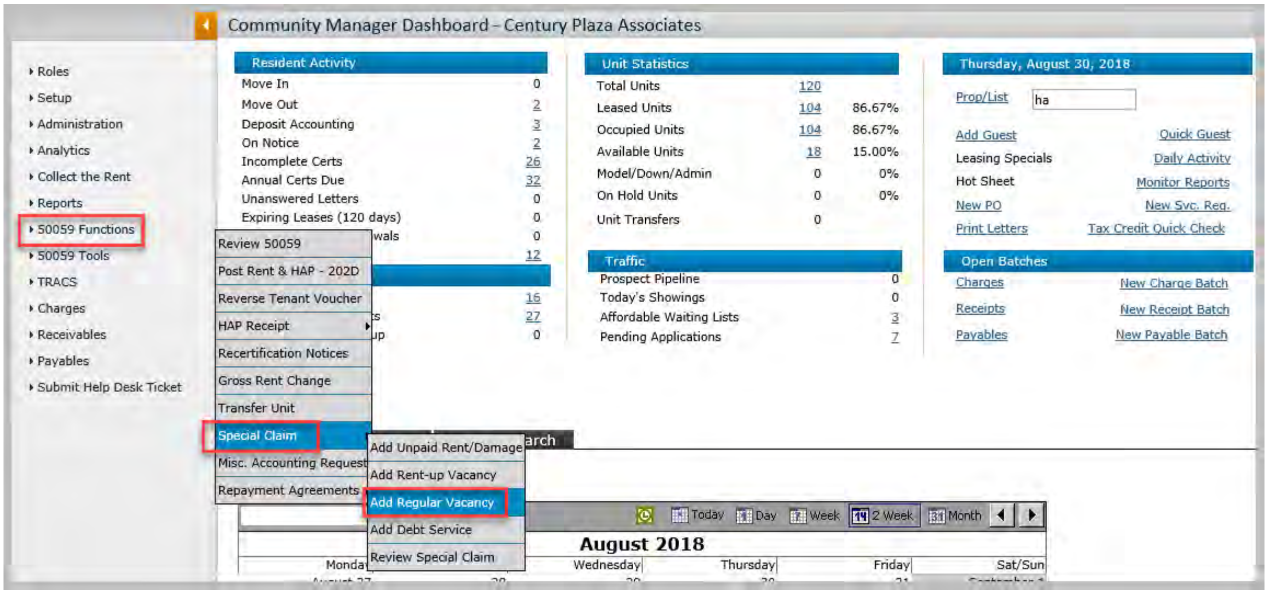
Each of these Special Claims types will be covered separately within this chapter.

You can submit multiple Special Claims from the same Special Claims record. Before detailing each claim, you must begin by creating a new Special Claims Request record within Yardi Voyager.

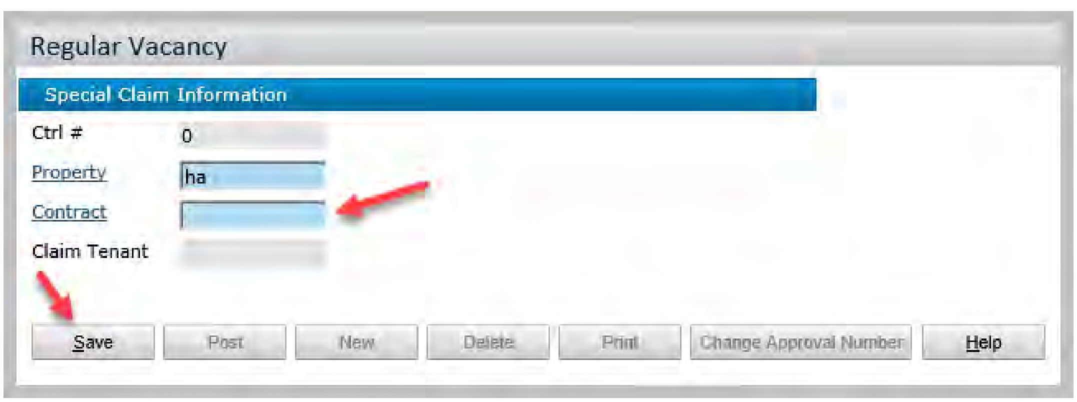
Creating a New Special Claims Request

The first step in submitting a Special Claims Request to HUD is to create new Special Claims Request Record within Yardi Voyager. This record will remain unposted until HUD responds to your request and you update the record to reflect HUD's findings. While the record remains unposted, you can access the record to edit or add claims.

1. From the Left Menu, select **50059 Functions** > **Special Claim** > **Add Regular Vacancy**.



2. The **Regular Vacancy** screen appears:

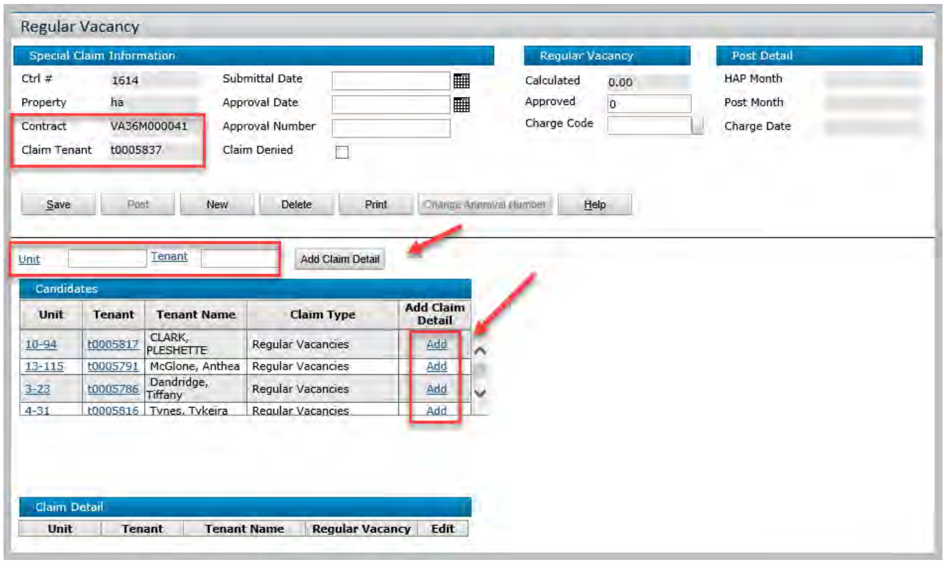


3. Enter the following information in the **Special Claims (New)** screen:
   - **Property -** Click on the hyperlink for Property to select a Property from the list or simply enter a property code and TAB to the next field.
   - **Contract –** Click on the hyperlink for Contract to select the appropriate Contract from the list.

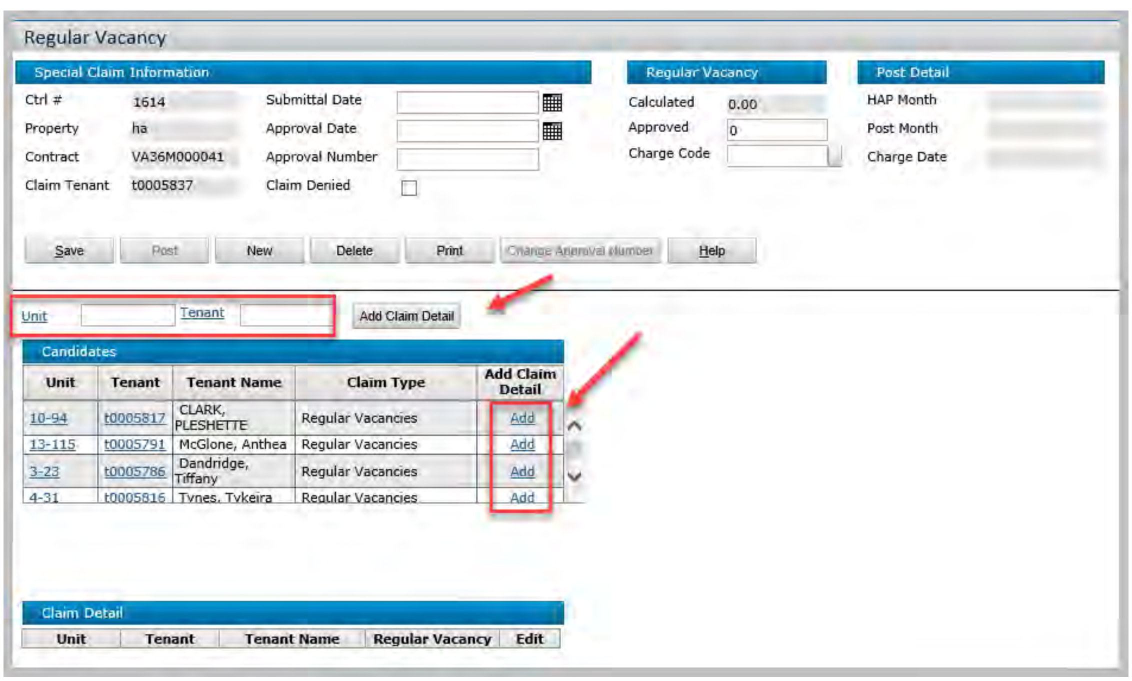
4. Click **Save**.

5. The **Special Claims (Ctrl #)** screen refreshes, displaying the Control Number for the newly created Special claim.

NOTE: It's a good idea to write this number on your claim worksheet after printing so it's easier to find once approval is given.

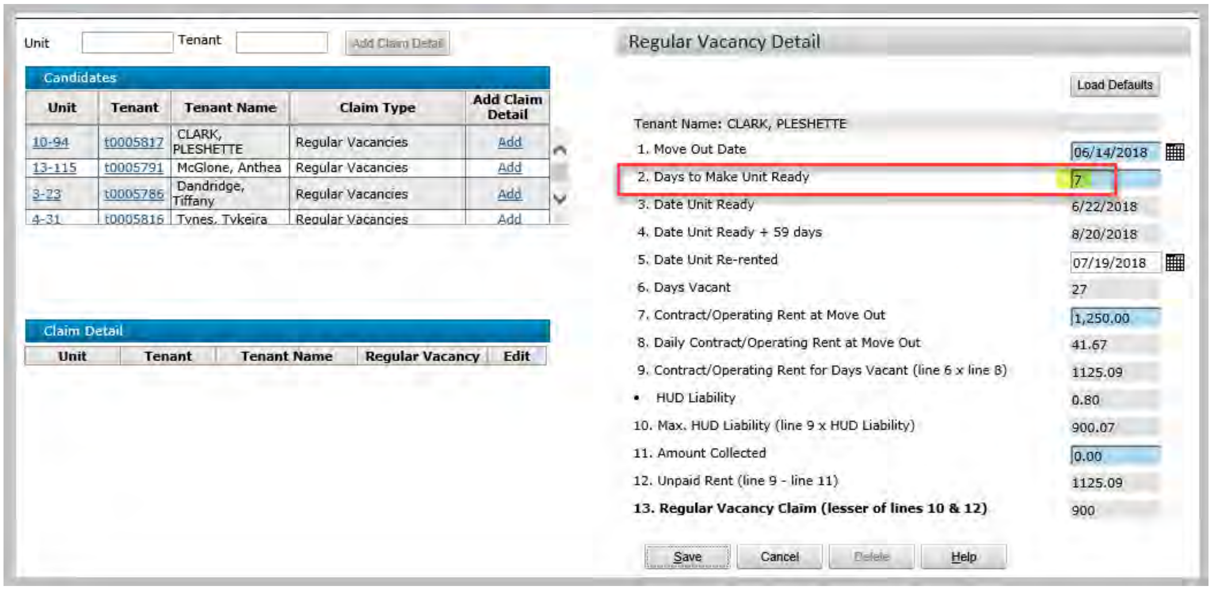


6. Select the Unit that you are submitting the special claim for by clicking on **Add.** If the unit you are looking for is not listed, you can look up the unit and tenant, then select **Add Claim Detail**.

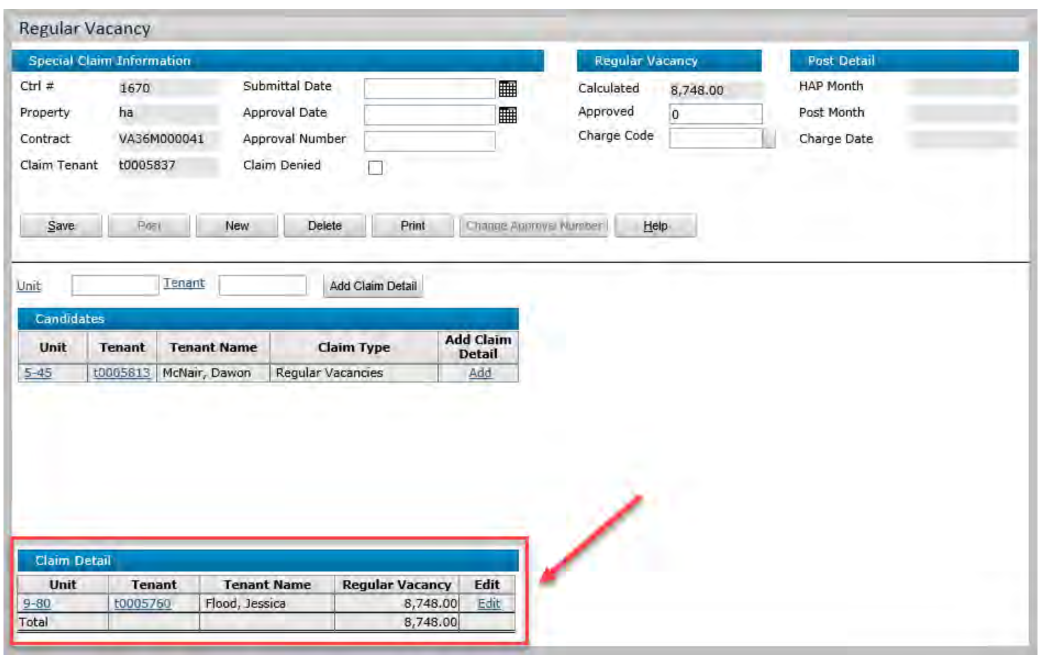


7. Regular Vacancy Detail screen opens, and all of the details will be prefilled in. Please validate your data and click **Save**.

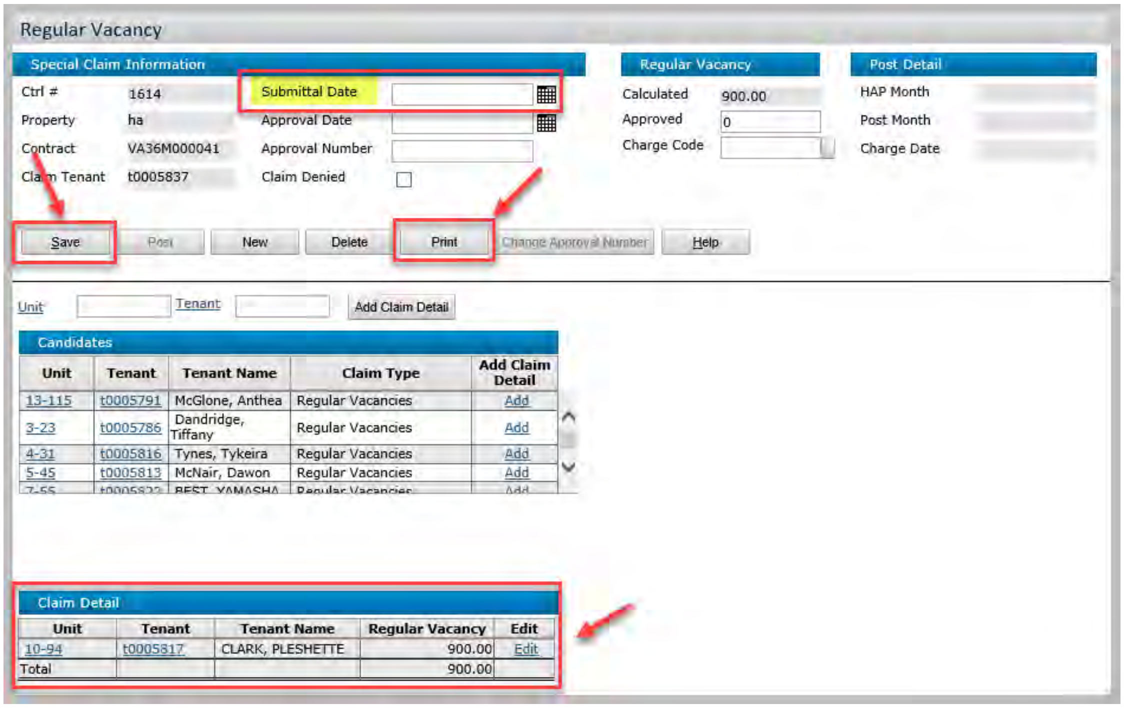
Not some of the information will prefill, however, verify the dates of move outs, dates of re-rent, and date of actual make ready completion. Using the weekly reports, along with Yardi Work Order tools, will help with the accuracy of this procedure to ensure maximum funds collected.



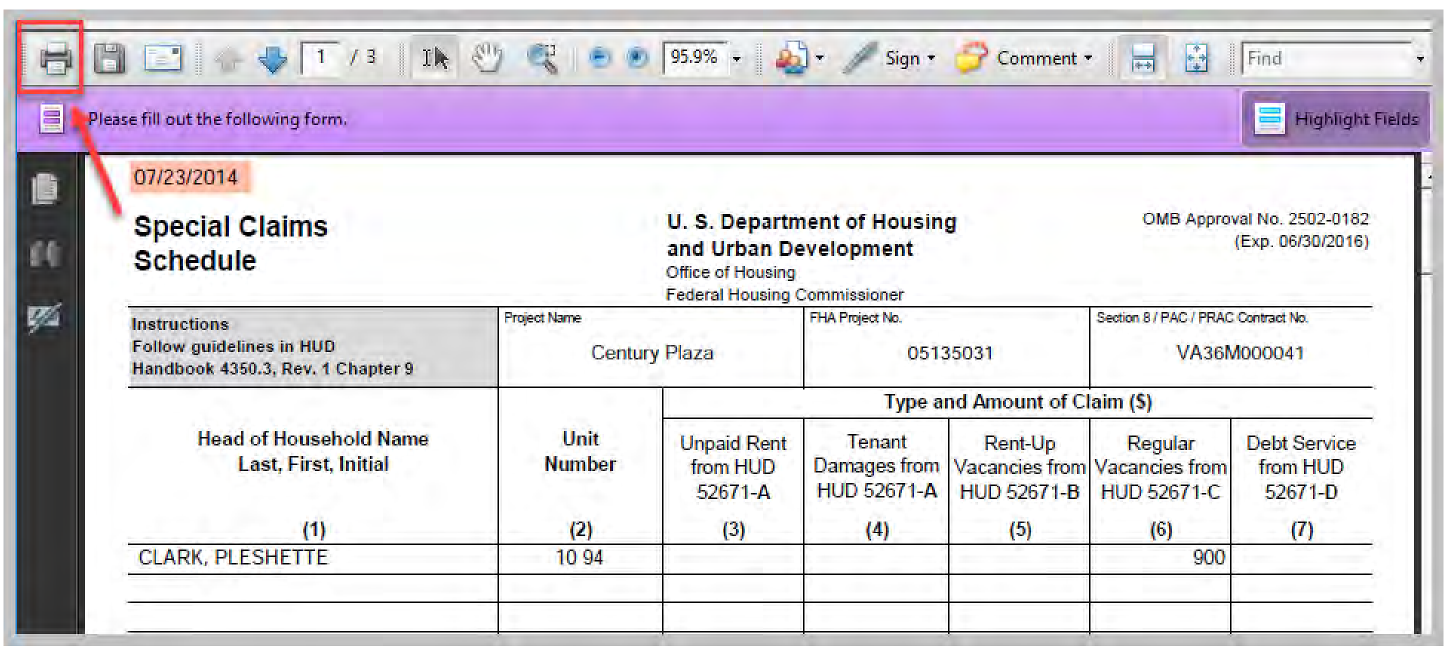
8. Claim Detail is saved on the bottom of the screen.



9. Enter the submittal date and click **Save.** Then Click **Print** to Print the Form



The HUD forms will open in new window which needs to be printed out and submitted to the CA for approval along with other HUD forms required by the office.



Adding Unpaid Rent and Damages to Special Claims Requests

Unpaid rent claims are based on the contract rent when the Resident moves out of the unit. Damage claims are for Resident negligence or abuse. A Special Claim may be submitted if the unpaid rent and damages meet the following criteria:

- A Section 8 Resident has moved out of the project and a move-out certification has been processed to include the owner and tenant signature dates. The Resident's status in Yardi should be "Past".
- The unpaid charges were recorded prior to the Resident's move-out date.
- The maximum allowable security deposit was collected from the Resident and the property has withheld it based on monies due at time of move out. **NOTE:** Per HUD Handbook 4350.3 REV-1, if the entire security deposit is not paid before a tenant moves out, the unit is not eligible for special claims payments.
- Your state and local laws permit deduction of claim amounts from a Resident's security deposit.

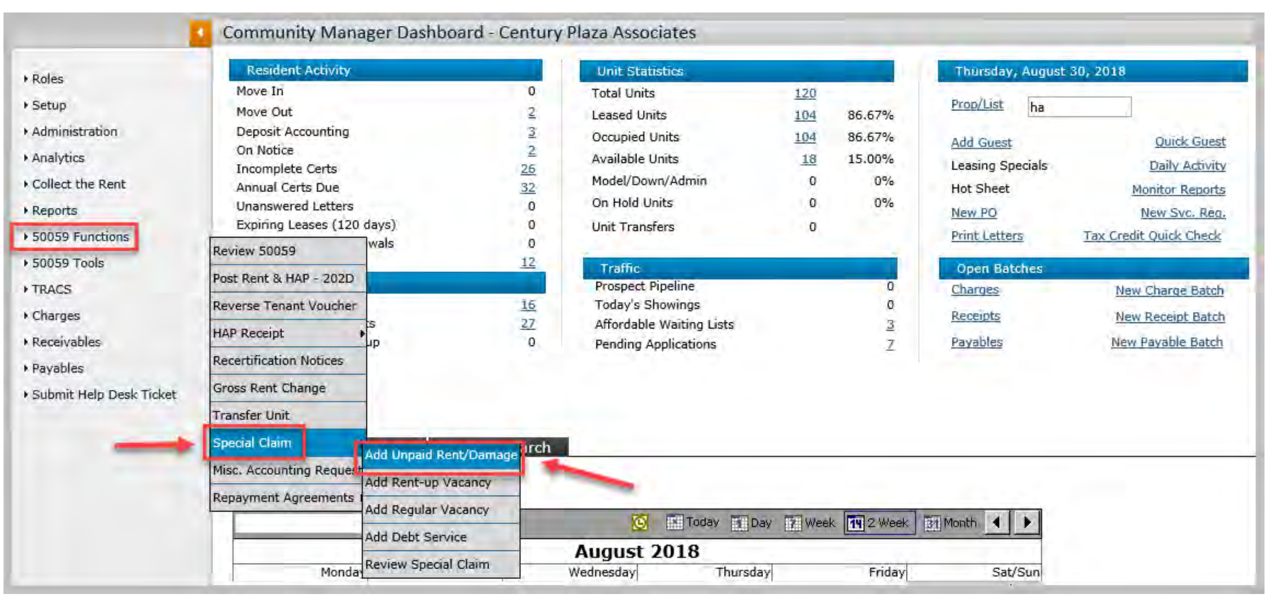
Calculations for unpaid rent and damage claims are based on unpaid rent at move-out, less any security deposit and monies already collected from the Resident. Since HUD has a limit for each special claim, it is possible to exhaust the funds permitted with the unpaid rent and be unable to collect additional money to cover damages.

A Special Claim for unpaid rent and damages is for a specific unit and past Resident. The unit and past Resident may be selected in one of two ways:

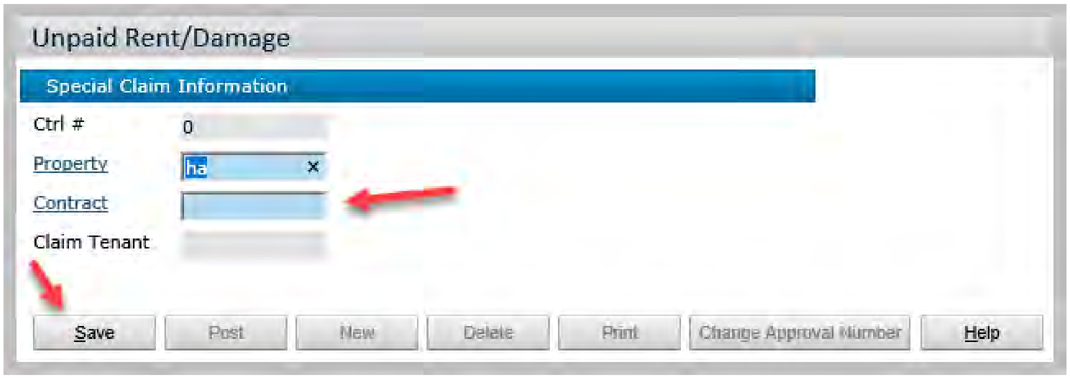
- Select a unit and past Resident from a list of candidates chosen by Yardi for an unpaid rent and damages claim.
- Manually select a unit and past Resident for an unpaid rent and damages claim.

NOTE: The manual selection process should be used for Special Claims involving former Residents who were not loaded into Yardi during the initial setup of the software.

1. From the Left Menu, select **50059 Functions** > **Special Claim** > **Add Unpaid Rent/Damages.**



The **Unpaid Rent/Damages** screen appears:

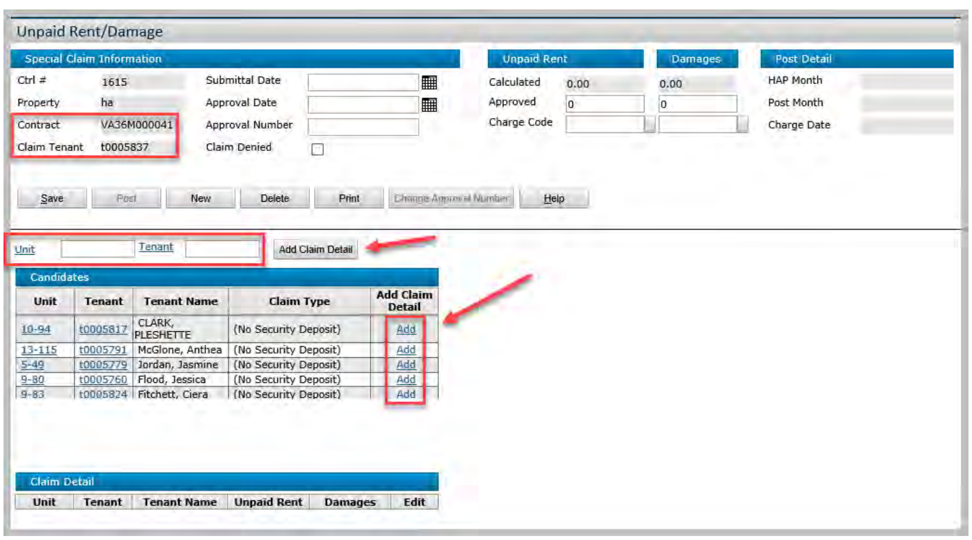


2. Enter the following information in the **Special Claims (New)** screen:
    - **Property -** Click on the hyperlink for Property to select a Property from the list or simply enter a property code and TAB to the next field.
    - **Contract –** Click on the hyperlink for Contract to select the appropriate Contract from the list.

3. Click **Save**.

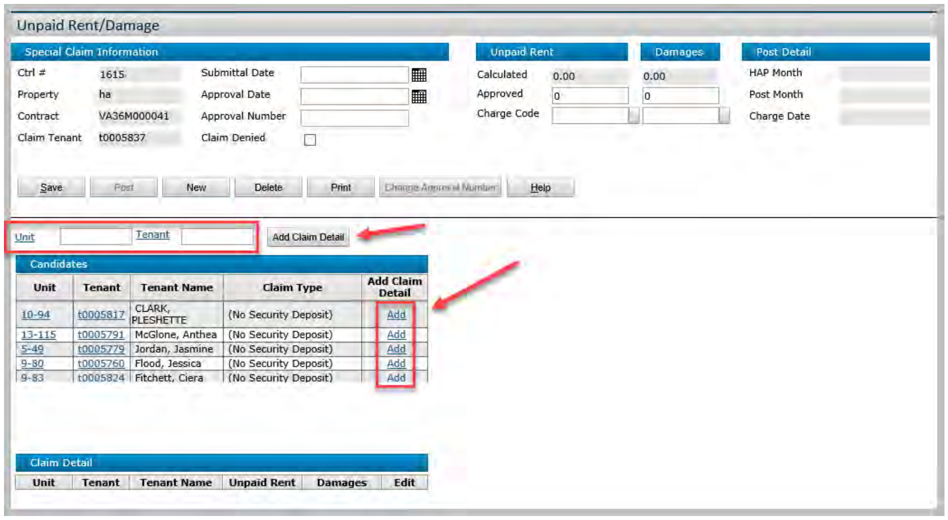
4. The **Special Claims (Ctrl #)** screen refreshes, displaying the Control Number for the newly created Special claim.

NOTE: It's a good idea to write this number on your claim worksheet after printing so it's easier to find once approval is given.

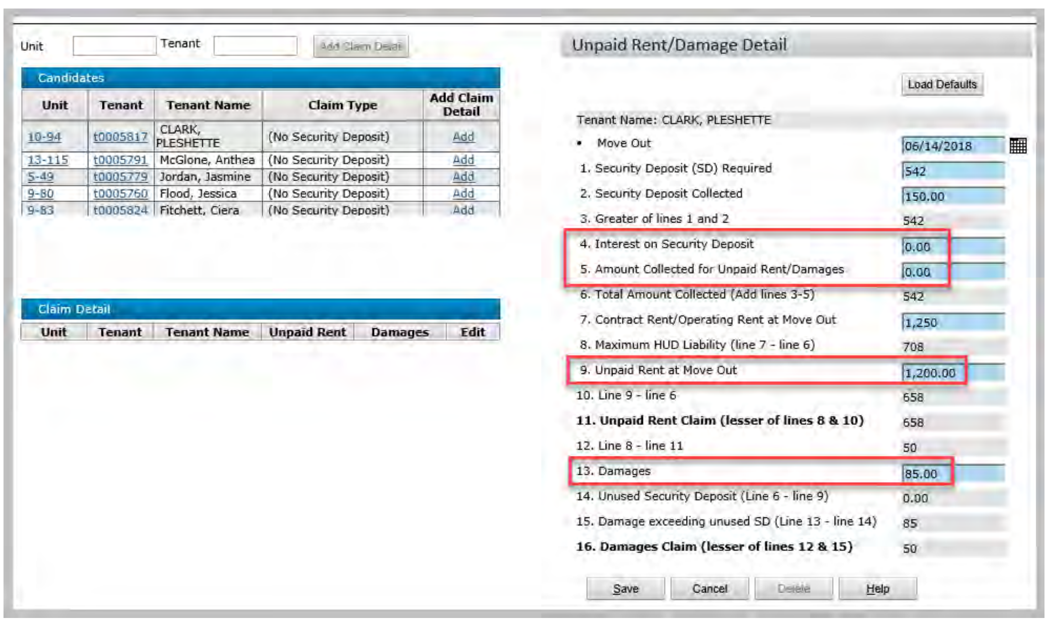


Note: The **Property**, **Contract,** and **Claim Tenant** fields can no longer be edited.

5. The Special Claims Record has been created and specific claims can now be added.
6. Click **Add** on the appropriate unit to add unpaid rent and damages claim. If the unit does not appear that you are expecting, use the look up for the unit and tenant. Then click **Add Claim Detail**



7. The **Unpaid Rent/Damage** detail screen appears. All of the fields will be prefilled in. Please validate the data and click **Save**.

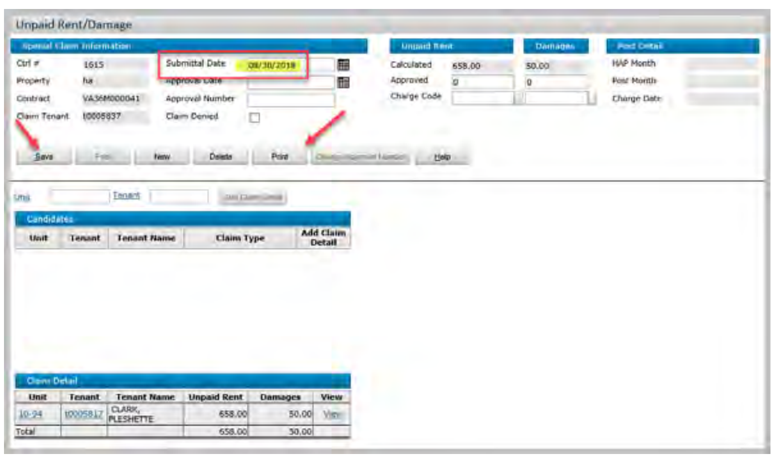


8. The numbered fields in the **Unpaid Rent/Tenant Damages** screen directly correlate to the HUD-52671-A Special Claims form. Enter the following information in the **Unpaid Rent/Tenant Damages** screen:
   - **Move In –** Leave as defaulted. **NOTE:** The populated move-in date can only be edited by staff with the appropriate permissions. If the populated move-in date is incorrect, contact the corporate office for further instructions.
   - **Move Out –** Leave as defaulted, or enter the move-out date of the Resident. This field displays the date the Resident moved out. **NOTE:** The populated move-out date can only be edited by staff with the appropriate permissions. If the move-out date is incorrect, contact the corporate office for further instructions.
   - **Security Deposit –** This field displays the security deposit amount you collected from the Resident. **NOTE:** The populated security deposit amount can only be edited by staff with the appropriate

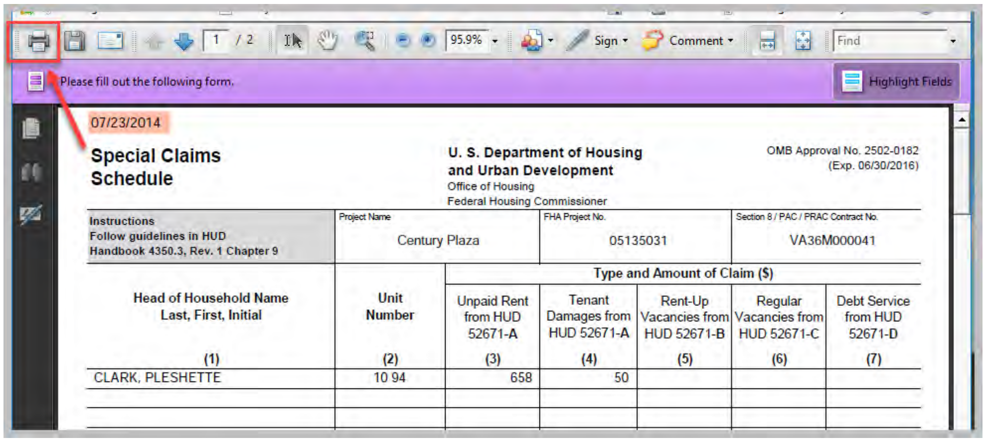
permissions. If the populated security deposit amount is incorrect, contact the corporate office for further instructions.

- **Interest –** Enter the amount of unpaid interest, if any, earned by the Resident's security deposit.
- **Amount Collected –** Enter the amount collected from the Resident for the Resident's unpaid rent and damages charges. If no monies have been collected, enter a zero (0).
- **Total Amount Collected** - The system will populate this field automatically.
- **Contract Rent at Move-out -** This field displays the unit's contract rent when the Resident moved out. The populated contract rent can only be edited by staff with the appropriate permissions. If the populated contract rent is incorrect, contact the corporate office for further instructions.
- **Max HUD Liability** - The system will populate this field automatically.
- **Unpaid Rent at Move-out -** Enter the amount of unpaid rent at move-out in this field, if any.
- **Line 7 - Line 4** - The system will populate this field automatically.
- **Unpaid Rent Claim** - The system will populate this field automatically.
- **Line 6 - Line 9 -** The system will populate this field automatically.
- **Damages** - Enter the dollar amount of damages.
- **Line 4 - Line 7** - The system will populate this field automatically.
- **Line 11 - Line 12** - The system will populate this field automatically.
- **Damages Claim** - The system will populate this field automatically.

9. Click **Save**. The claim detail section is updated.
10. Input the submittal date, click **Save**, then **Print** the HUD form.



11. You will need to print the form and submit to the CA with other HUD required documents.



07/23/2014

Special Claims Schedule

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

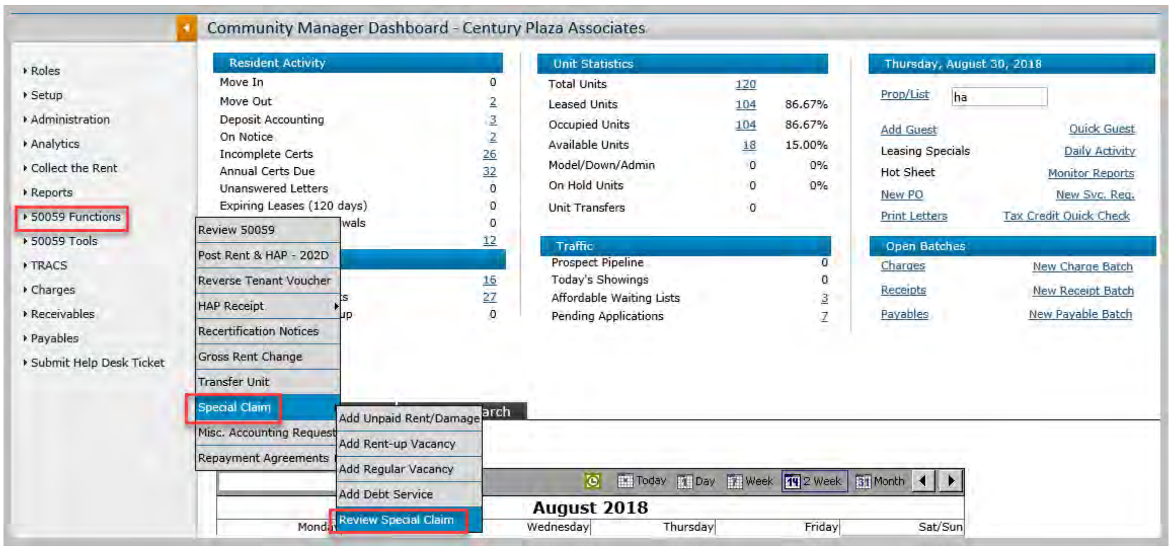
OMB Approval No. 2502-0182
(Exp. 06/30/2016)

Instructions Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9	Project Name Century Plaza		FHA Project No. 05135031		Section 8 / PAC / PRAC Contract No. VA36M000041	
		Type and Amount of Claim ($)				
Head of Household Name Last, First, Initial	Unit Number	Unpaid Rent from HUD 52671-A	Tenant Damages from HUD 52671-A	Rent-Up Vacancies from HUD 52671-B	Regular Vacancies from HUD 52671-C	Debt Service from HUD 52671-D
(1)	(2)	(3)	(4)	(5)	(6)	(7)
CLARK, PLESHETTE	10 94	658	50			

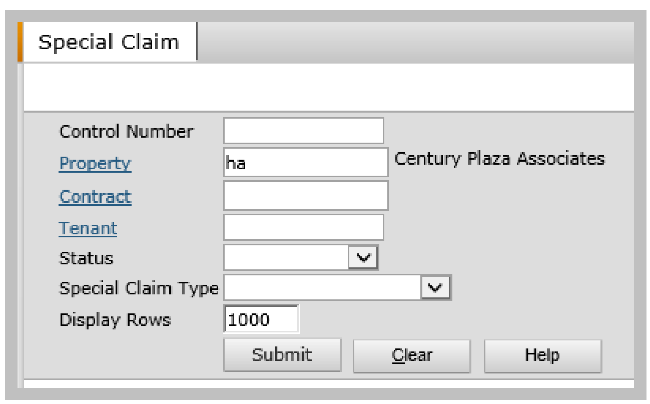
Deleting Special Claims Requests

Special claims records may be deleted until they are posted. A single claim request or an entire special claims request record may be deleted.

1. From the Left Menu, click **50059 Functions**, > **Special Claims**, > **Review Special Claims**.



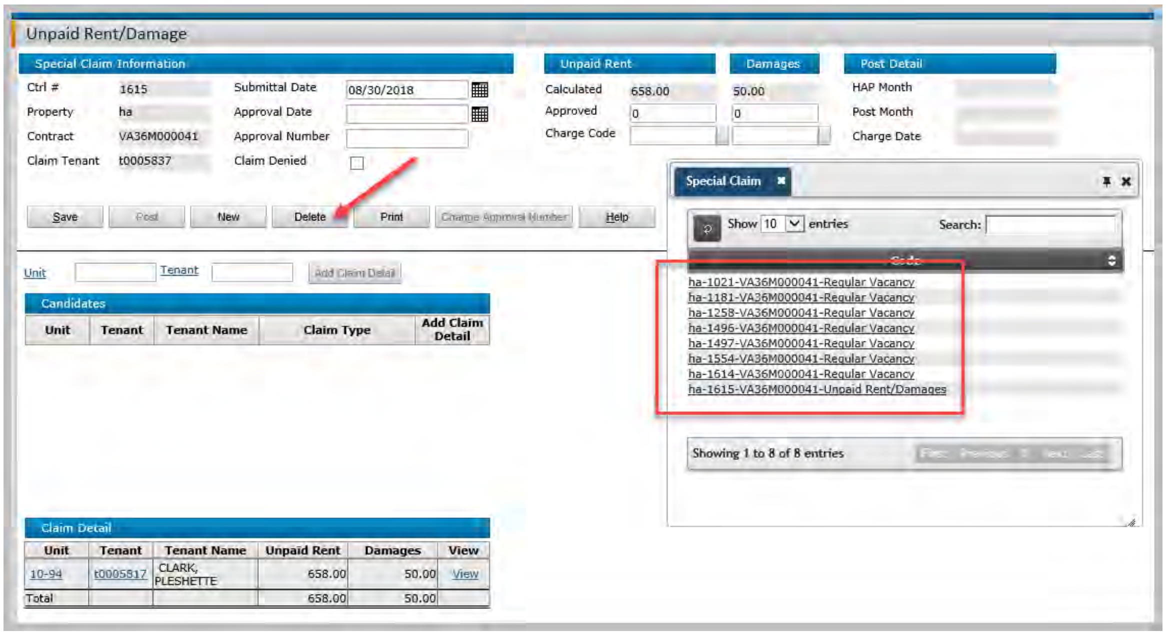
The **Review Special Claims Filter** appears.



2. If you know the control number of the claim, input that in the Control Number filer. Once the filter has been updated, click **Submit**.

The **Special Claims** appear. Locate the correct claim that needs to be deleted.

Note: The right side has a Navigation Tree, listing all special claims. Click the **Control Number** of the appropriate special claim in the Navigation Tree pane to navigate to the claim screen.



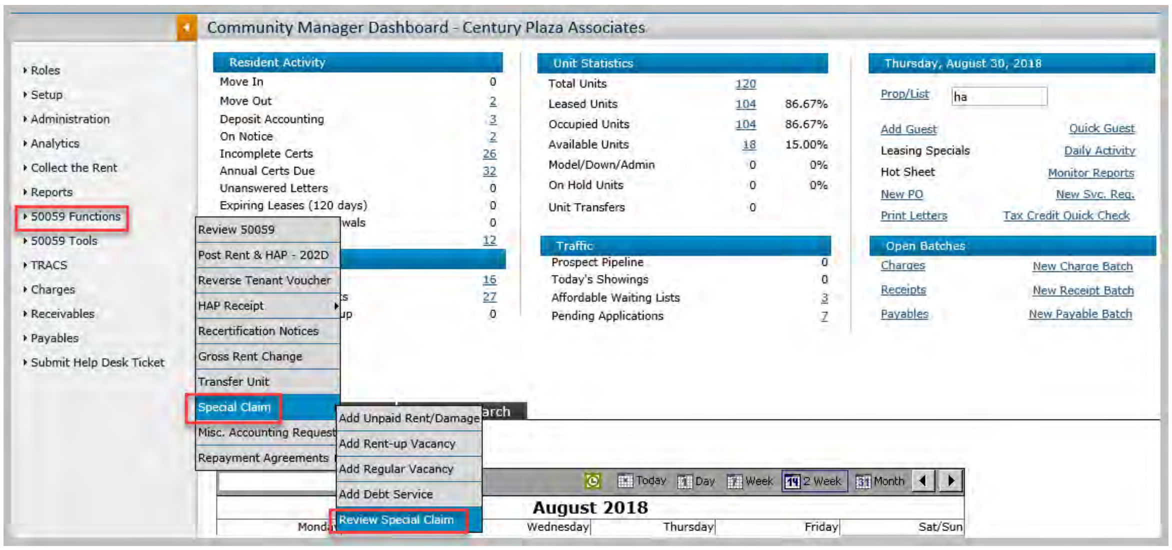
3. Click **Delete** on the appropriate claim.

4. A message “*Do you want to delete this claim?*” appears.
5. Click **OK** to delete the entire special claim.

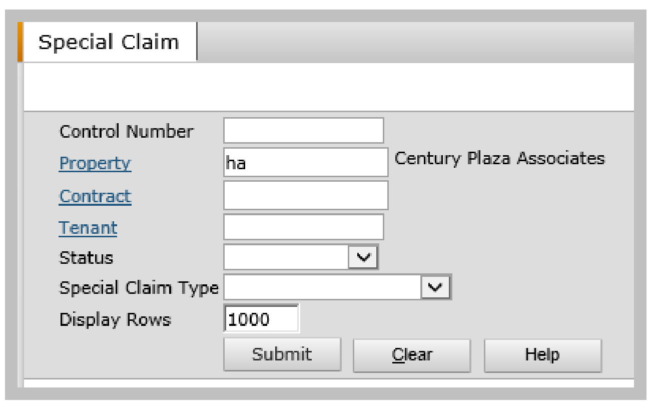
Posting Approved Special Claims Charges

After processing special claims, CA approval must be received from HUD before the voucher can reflect the special claims. Upon receipt of HUD approval, the approval number must be entered into Yardi for the funds to be requested for payment. Use the following instructions to add special claims funds to a voucher.

1. From the Left Menu, click **50059 Functions** > **Special Claim** > **Review Special Claims**.



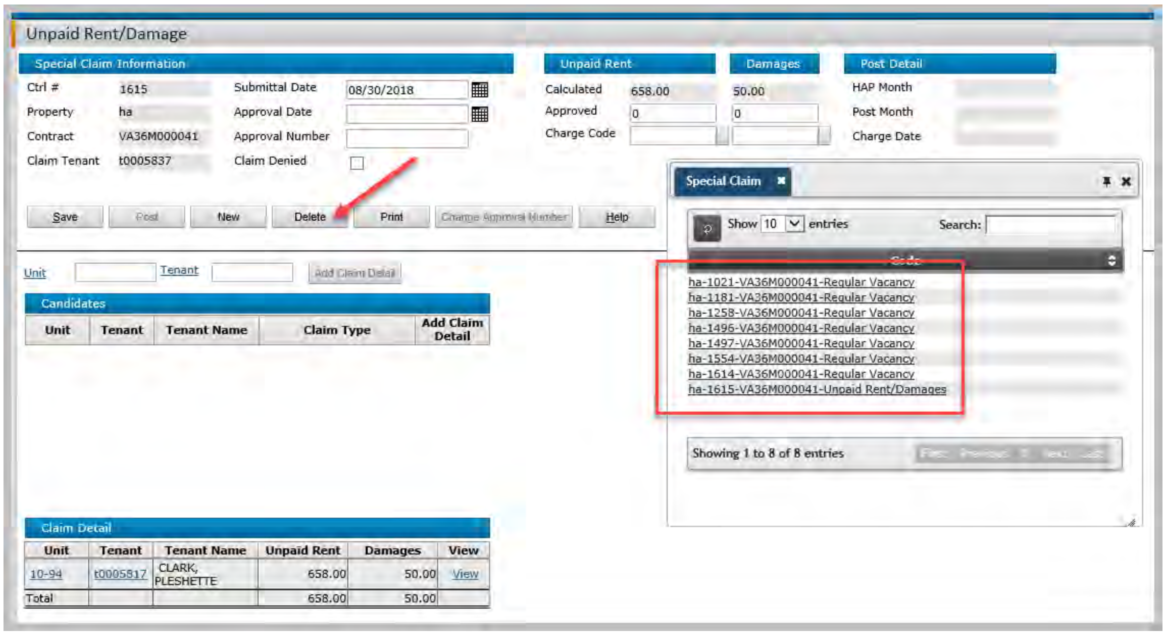
The **Review Special Claims Filter** appears.



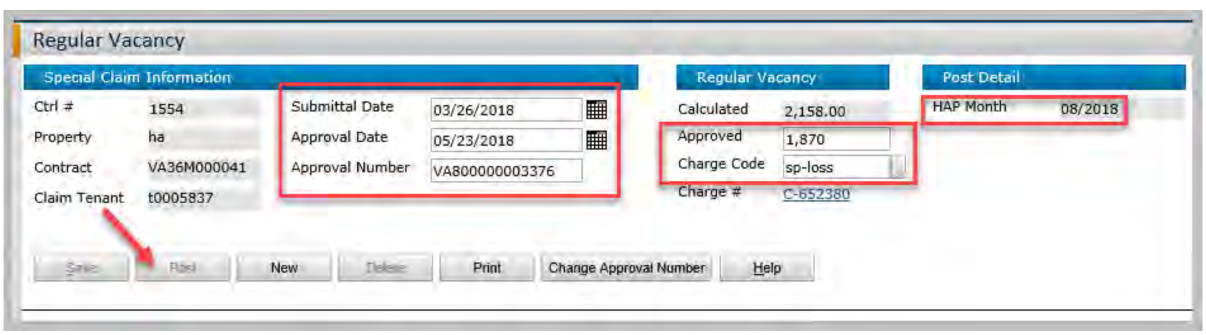
2. If you know the control number of the claim, input that in the Control Number filer. Once the filter has been updated, click **Submit**.

The **Special Claims** appear. Locate the correct claim that needs to be posted.

Note: The right side has a Navigation Tree, listing all special claims. Click the **Control Number** of the appropriate special claim in the Navigation Tree pane to navigate to the claim screen.



3. Once the appropriate claim is displayed, the top section should be updated with the approval details.



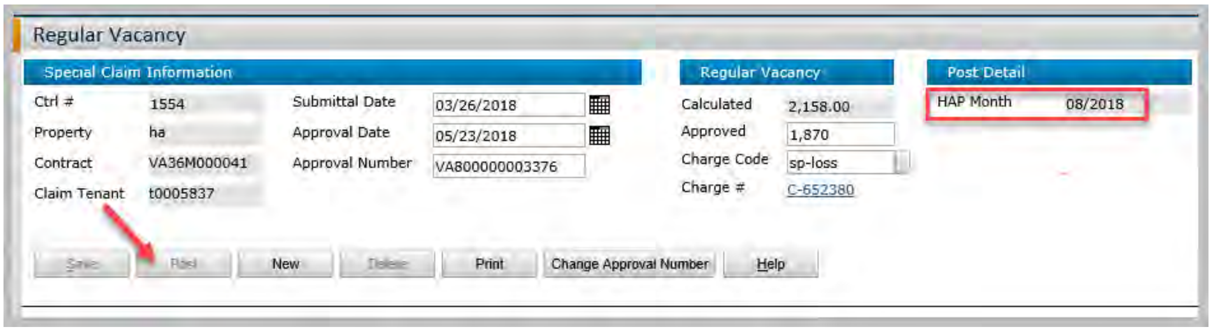
4. Enter the following information in the **Special Claims** screen:
   - **Submittal Date** - Enter the date the claim was submitted.
   - **Approval Date** - Enter the approval date.
   - **Approval Number** - Enter the approval number provided by HUD or the Contract Administrator.

5. Enter the following in the **Claim Totals** section of the **Special Claims** screen for each line item approved:
   - **Approved** - Enter the amount approved per special claim in this column.
   - **Charge Code** - Enter the charge code for the special claim to be charged to or click the gold button to choose from the charge code list.

6. Click **Save**.

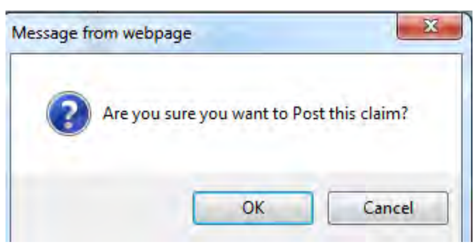
7. The **Special Claims (Ctrl #)** refreshes. **Note**: The **Post** button is now available.

   Note: Make sure the HAP Month has the correction month that has not been submitted to HUD yet.



8. Ensure that all data is correct, or make any necessary changes to the **Charge Date**, the **Post Month**, or the "Voucher Month". Once all data is correct, click **Post.**

9. A message *"Are you sure you want to Post this claim?"* appears.



10. Click **OK** to post the claim, or **Cancel** to make any adjustments.

11. The **Special Claims (Ctrl #)** appears.

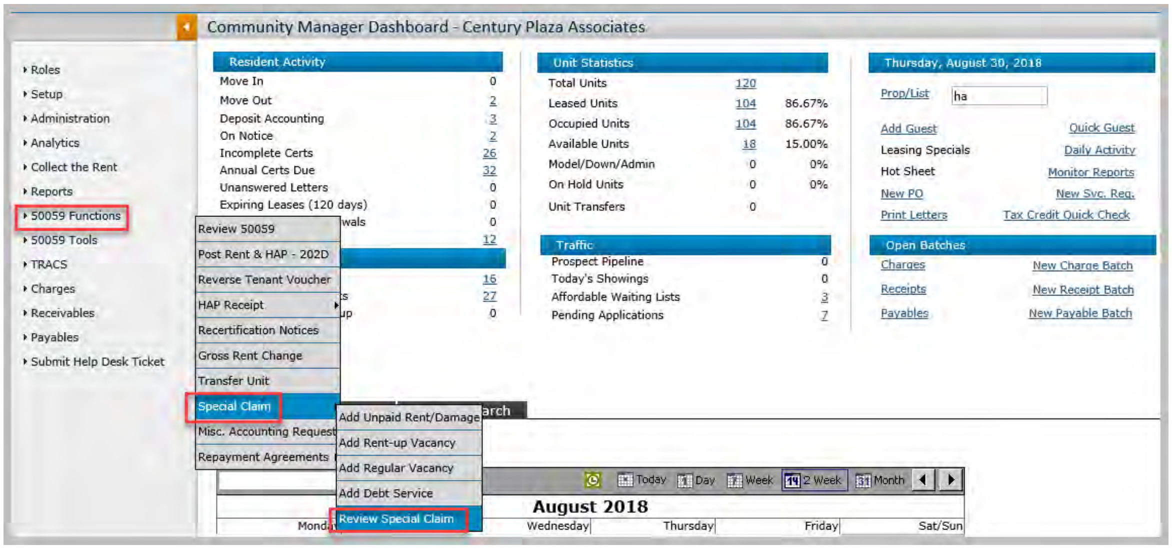
Note: The control number appears in the Tran column of the Claim Totals section.

12. Special Claims charges have been successfully posted to the voucher to be transmitted for payment.

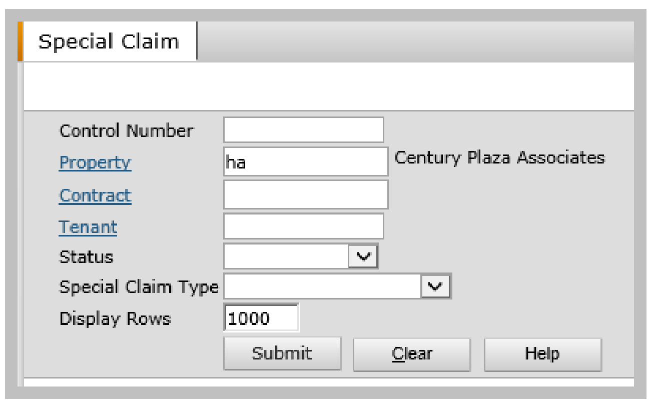
Recording Special Claims Denials

In some cases, special claim request are denied by HUD. Upon receipt of a denial from HUD for a special claims request, you should log the denial in order to close the request within Yardi Voyager.

1. From the Left Menu, click **50059 Functions** > **Special Claim** > **Review Special Claims**.



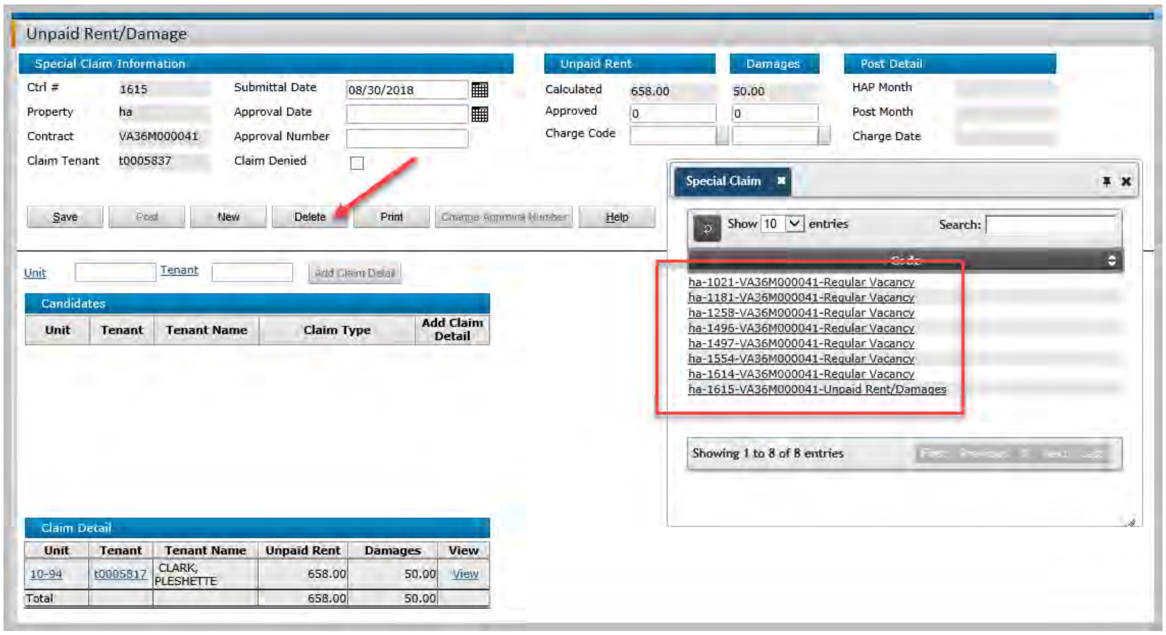
The **Review Special Claims Filter** appears.



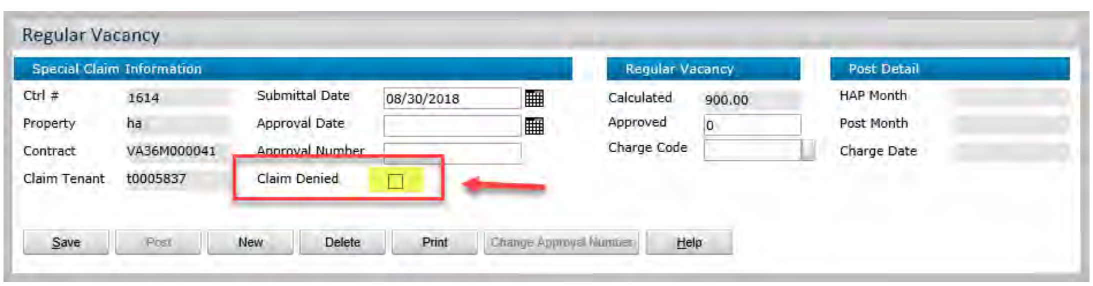
2. If you know the control number of the claim, input that in the Control Number filer. Once the filter has been updated, click **Submit**.

The **Special Claims** appear. Locate the correct claim that needs to be posted.

Note: The right side has a Navigation Tree, listing all special claims. Click the **Control Number** of the appropriate special claim in the Navigation Tree pane to navigate to the claim screen.



3. Once the appropriate claim is displayed, click the **Box** next to **Claim denied**.



4. A message *"Are you sure you want to deny this claim?"* appears.

5. Click **OK**. The message box closes. Click **Save**. The special claim is now closed.

CHAPTER TWELVE: REPAYMENT AGREEMENTS

Introduction to Repayment Agreements

This chapter guides the user through setting up and managing repayment agreements for section 8 residents. When a family member completes a 50059 certification, they confirm that the information is accurate. Later, if the owner/agent discovers that the family has failed to report income or if a civil or court action requires the family to repay funds, the family is obligated to reimburse HUD for he overpaid assistance, the property owner is obligated to return that amount to HUD.

A family with unreported or under-reported income is obligated to repay the difference between the rent that the family should have paid and the rent that the family was charged, as of the date that the family began receiving the increased income. The family has three options for repayment:

1. Repay the entire amount in one payment (they would not need a repayment plan for this option).
2. Enter into a repayment agreement with the property owner or agent.
3. Pay a partial amount and enter into a repayment agreement for the balance.

When a family and the property owner/agent enter into an agreement, both parties must agree to the terms. Using the repayment function in Voyager allows you to do the following:

- Create monthly charges to the resident by the click of a button.
- Collect funds against the repayment agreement charge.
- Post the funds paid toward the agreement to a voucher.
- Track the remaining balance of a repayment agreement.
- Keep a separate ledger for the repayment agreement.
- Track the number of payments left on the agreement.
- Change agreement amount as household circumstances change.
- Add Expenses to the repayment and post to the voucher.

It is important when calculating repayment agreements to use the calculation worksheet to help identify HAP paid for different months in error then what should have been paid. This then allows for the correct calculation amount to be determined.

Once a repayment agreement has been completed and signed by the resident, you will need to send a copy of the signed agreement to the contract administrator along with the calculation worksheet for how you arrived at the agreement amount. If this is not done prior to posting to a voucher, the agreement may be rejected by the CA.

There are three different types of agreements, each agreement type will be explained in detail in the sections that follow:

1. Tenant Repayment Agreements
2. Owner/Agent Agreements
3. No Agreements

Adding a Tenant Repayment Agreement

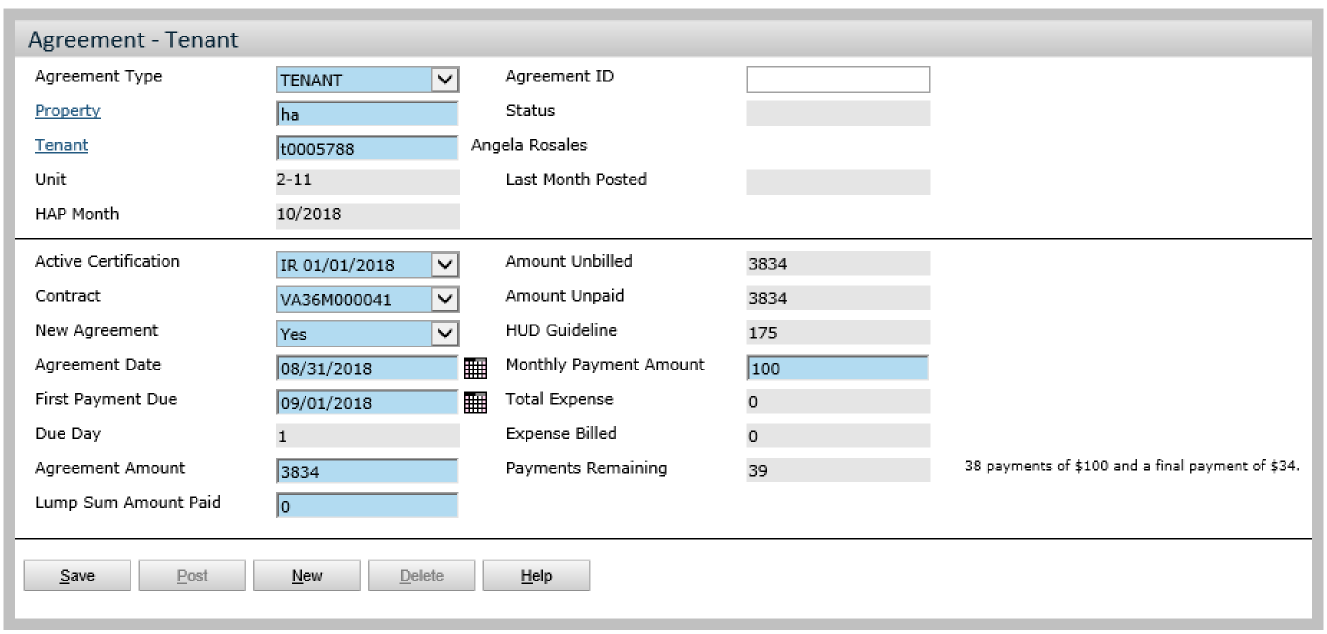
A tenant repayment agreement establishes the terms of repayments for a family with unreported or underreported income. An agreement can be revised until it has been posted. Before setting up a repayment agreement you must have completed the following task:

- Create a retroactive interim recertification (IR) or correction certification with an effective date appropriate for the discovery and timing of the unreported income.
- Complete the correction of all additional 50059s as needed and record the owner and resident signature dates.
- Create the Repayment Calculation Sheet. If you do not have this, request a copy from your Yardi Administrator.

Once you have the dates added, you can use the Quick Post Preview or review under Post Rent & HAP to see the amount of the adjustment. Use this amount to notify the resident and the contract administrator of the amount of the repayment. Prior to posting the certification(s), you can get enter into the agreement with the resident and get approval from the contract administrator. Once the approval has been giving from all parties, the repayment can be added.

To add a new Tenant Repayment Agreement:

1. From the side menu, select **50059 Functions > Repayment Agreements > Add Agreement 202D**. The **Agreement-Tenant** Screen appears.



2. **Agreement Type:** Select TENANT
3. Select the resident, press tab. The active certification and contract display for you. You should not need to change this. It is a common mistake that people make in thinking the active cert should be the cert the repayment is for, that is not the case, the active certification is for calculating the current amount of money the tenant can afford to pay toward the repayment agreement, so this should always be the most current active certification.

Complete the following fields:

New Agreement – if this is a new agreement, leave this set to Yes. If this agreement is a prior agreement that was active in the past, and now being setup in the system, then set this to No. Leaving new agreement set to yes, will allow the adjustments for the repayment to post as a positive number on the voucher allowing the voucher to not take money from you which will offset the adjustment amount from the retroactive certifications that were posted to the voucher.

Agreement Date: Type the date the agreement was signed and agreed upon by the resident and owner/agent.

First Payment Due: Type the due date the payment is due. If the tenant's rent is due on the first and the tenant believes it is a hardship to have the rent and the repayment both due on the first, the repayment can be due on the 15th of the month, this is definitely something that should be addressed with the resident in the agreement.

Agreement Amount: Type the full Amount of the agreement.

Lump Sum Amount Paid: If the tenant paid any lump sum amount up front, put that amount here, otherwise leave this amount blank.

Once the agreement amount and lump sum fields are completed and you tab off the fields the right side of the screen is populated for the amount unbilled, amount paid.

The **HUD Guideline** is populated as well giving an idea based on the current certification how much more money can the tenant afford to pay over their current rent. The guideline is only there as a reference point, you can choose to charge less or more, this is something the tenant must agree to. If you charge more than the HUD guideline a warning will display when you save the repayment, however, it will allow you to charge more.

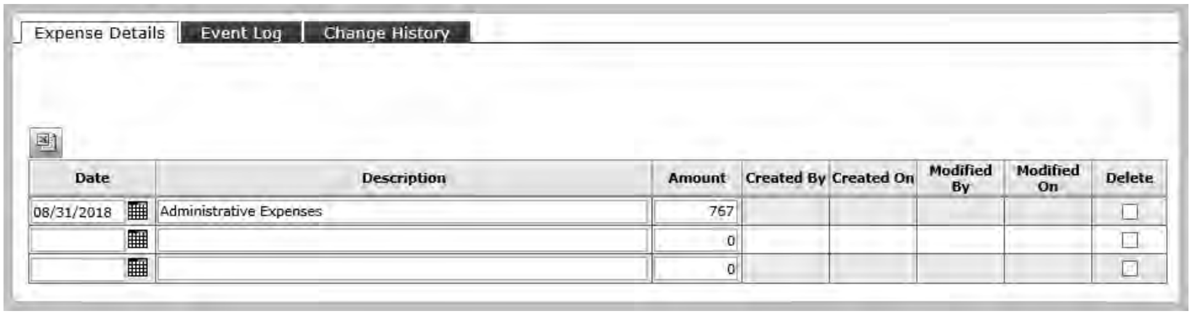
Monthly Payment Amount: Add the monthly payment amount the tenant has agreed to pay. Once you tab off this field the payments remaining will calculate for you based on the agreement amount and the monthly amount input. If a change is made to the agreement at any time for the monthly payment amount, the payments remaining can change.

Expense Details: The bottom section of the screen allows you to describe the expense incurred for administering the repayment agreement. HUD allows owners to deduct expenses as the lesser of your actual cost or 20% of the amount that you receive from the tenant.

All expenses must be justified and cannot be recovered until a tenant payment is receipted toward a repayment charge; however, they may be entered as soon as they are incurred. You may have regular or occasional expenses associated with managing a repayment agreement, for example, you may have setup cost, monthly processing expense or agreement modification expenses.

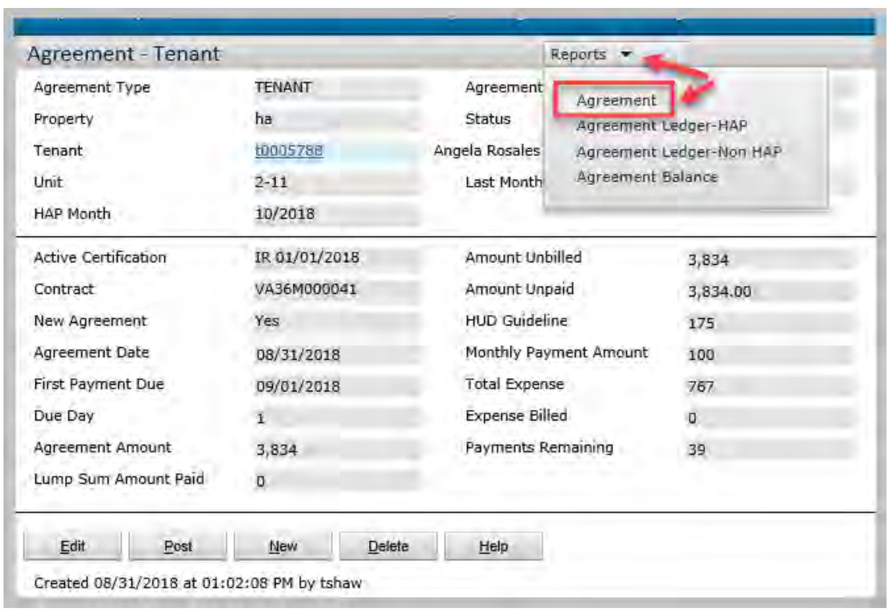
The following screen is the bottom section of the repayment screen, this is where you can capture the expenses. In the example below the total of the repayment agreement in the on the prior page was 2219. 20% of that is 443 (no cents allowed in HUD, always whole numbers).

You can break out the expenses in as much detail as you want. Instead of always having to come back into this screen and add more detailed expenses, it seems easier to put the total 20% of the expenses the property is eligible for into the expense detail so that the property can keep the full expense, that way administrative recovery cost is flowing into the property.



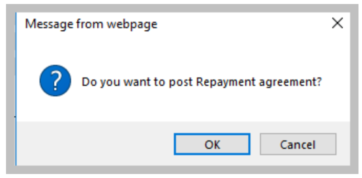
4. Save the agreement. Once the agreement is saved, changes can still be made, until it has been posted.
5. Reports display under the **Reports** dropdown select **Agreement**.

The agreement appears in Adobe PDF. This is a legal document that summarizes the repayment plan terms and conditions. Have the tenant sign the document. Once this is signed and the contract administrator has also agreed on the repayment, the repayment can be posted so that the amount is added to the voucher and the reversal charges are added to the ledgers.

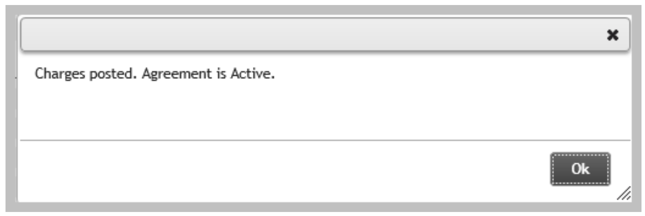


6. Once all the parties agree to the repayment and no other changes are needed, click the **Post** button to post the repayment agreement.

7. You will be asked 'Do you want to post repayment agreement?' Click Ok on the message



8. The message Charges Posted. Agreement is Active displays, click **Ok**. The agreement changes from Unposted to Active.



The Voucher Coverpage looks like the following after posting the repayment agreement:

Part III - Breakdown of Assistance Payment Requested		9. Number of Units in Billing	10. Amount Requested
8. Type of Assistance			
a. Regular Tenant Assistance Payments for (mo./yr.):	10/2018	4	3,489
b. Adjustments to Regular Tenant Assistance Payments		3	4,658
c. i. Section 8 Special Claims for Unpaid Rent			
ii. Section 8 Special Claims for Tenant Damages			
iii. Section 8 Special Claims for Vacancies			
iv. Section 8 Special Claims for Debt Service			
d. Miscellaneous Accounting Requests			
e. Repayment Agreements			3,834
f. Total Subsidy Authorized under instructions in Handbook 4350.3 Rev. 1			11,981

The Repayment Detail Page displays as follows:

1. Asst. Pymts Due For (mm/yyyy): 10/2018	2. Project Name: Century Plaza			3. FHA / EH / Non-Insured Proj. No: 05135031			4. Section 8 / PAC / PRAC Contract No: VA36M000041			5. Type of Subsidy: 1: Sec 8	
6. Head of Household Name (Last, First)	7. Unit Number	8. Agreement ID	9. Agreement Date	10. Agreement Type	11. Agreement Amount	12. Agreement Change Amount	13. Total Payment	14. Ending Balance	15. Amount Retained	16a. Amount Requested	16b. Approved (HUD/CA use only)
Rosales, Angela	2 11	226	08/31/18	Tenant	3,834	3,834	0	3,834	0	3,834	

NOTE: Once a repayment agreement has been completed and signed by the resident, you will need to send a copy of the signed agreement to the contract administrator along with the calculation worksheet for how you arrived at the agreement amount. If this is not done prior to posting to a voucher, the agreement may be rejected by the CA.

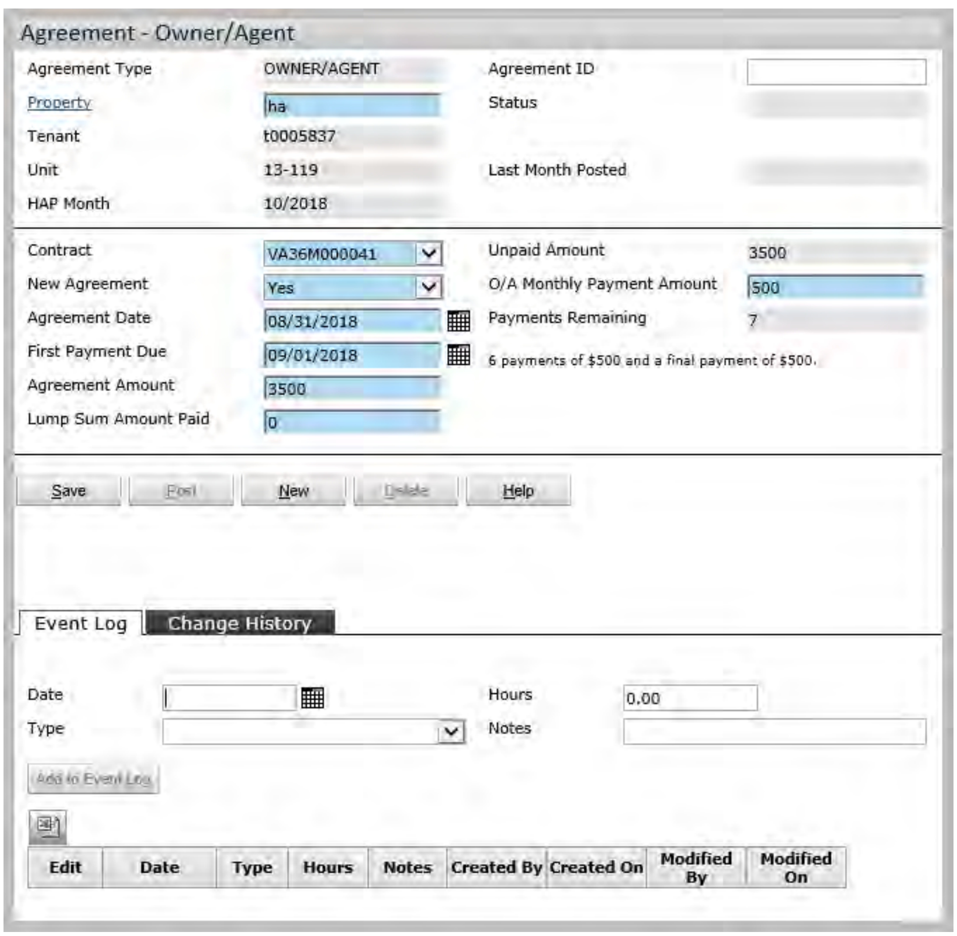
Owner Agent Agreements

An Owner/Agent repayment agreement is not a common agreement, however there are times where it may be used. One example of this might be during an MOR audit on an elderly property a contract administrator found that a non-disabled person was moved into an elderly property. The property would process a TM for no subsidy to give money back to HUD dating back to the move in date. In this example an owner/agent repayment would be added and an agreement would be made that the owner would pay HUD back 1,000 a month or whatever amount is agreed upon back to HUD for however many months it takes to reclaim that money, so that it's not such a big hit at once to the property.

Note: This type of claim is normally performed by your Yardi Administrator.

To add an owner/agent repayment agreement:

1. From the side menu, select **50059 Functions > Repayment Agreements > Add Agreement Owner/Agent 202D**. The **Agreement-Owner/Agent** Screen appears.



Complete the following fields:

Contract: Select the Contract the agreement is for.

New Agreement: if this is a new agreement, leave this set to Yes. If this agreement is a prior agreement that was active in the past, and now being setup in the system, then set this to No. Leaving new agreement set to yes, will allow the adjustments for the repayment to post as a positive number on the voucher allowing the voucher to not take money from you which will offset the adjustment amount from the retroactive certifications that were posted to the voucher.

Agreement Date: Type the date the agreement was signed and agreed upon by the resident and owner/agent.

First Payment Due: Type the due date the payment is due.

Agreement Amount: Type the full Amount of the agreement.

Lump Sum Amount Paid: If the tenant paid any lump sum amount up front, put that amount here, otherwise leave this amount blank.

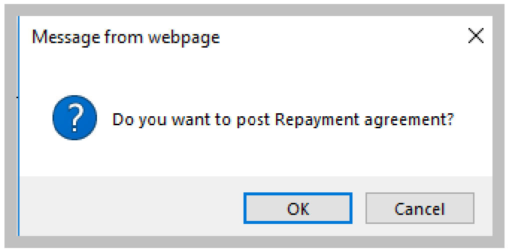
Once the agreement amount and lump sum fields are completed and you tab off the fields the right side of the screen is populated for unpaid amount.

O/A Monthly Payment Amount: Add the monthly payment amount the tenant has agreed to pay. Once you tab off this field the payments remaining will calculate for you based on the agreement amount and the monthly amount input. If a change is made to the agreement at any time for the monthly payment amount, the payments remaining can change.

2. Save the agreement. Once the agreement is saved, changes can still be made, until it has been posted.

3. Once everything is okay, click the **Post** button to post the agreement.

4. The message 'Do you want to post Repayment Agreement?' appears. Click **OK**. Charges Posted. Agreement is Active displays, click **OK**. The agreement changes from Unposted to Active.



Voucher Coverpage would look like the following after posting the repayment agreement:

Part III - Breakdown of Assistance Payment Requested			
8. Type of Assistance		9. Number of Units in Billing	10. Amount Requested
a. Regular Tenant Assistance Payments for (mo./yr.):	10/2018	4	3,489
b. Adjustments to Regular Tenant Assistance Payments		3	4,658
c. i. Section 8 Special Claims for Unpaid Rent			
ii. Section 8 Special Claims for Tenant Damages			
iii. Section 8 Special Claims for Vacancies			
iv. Section 8 Special Claims for Debt Service			
d. Miscellaneous Accounting Requests			
e. Repayment Agreements			7,334
f. Total Subsidy Authorized under instructions in Handbook 4350.3 Rev. 1			15,481

The Repayment Detail Page displays as follows:

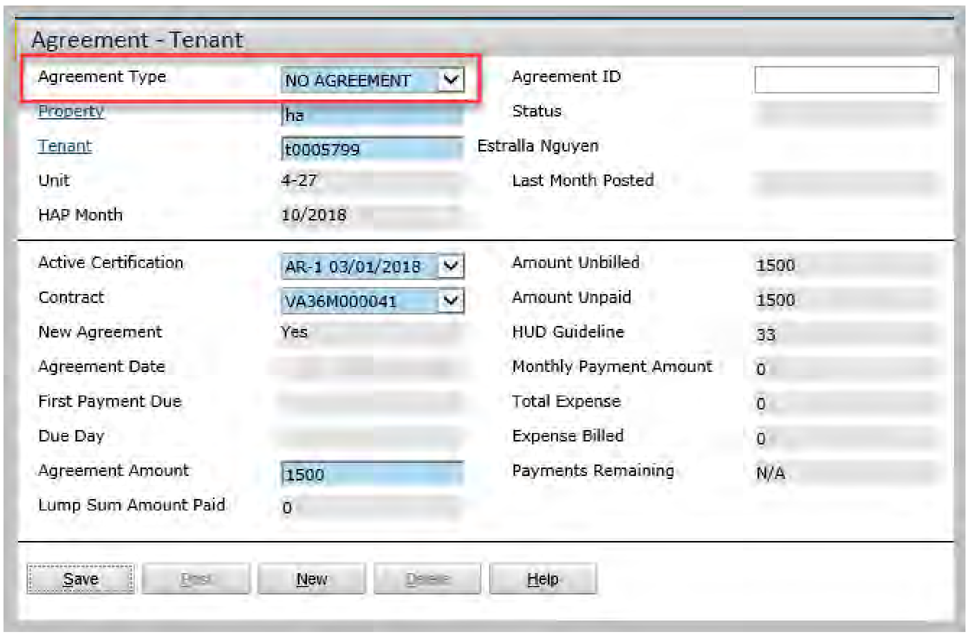
1. Asst. Pymts Due For (mm/yyyy): 10/2018	2. Project Name: Century Plaza			3. FHA / EH / Non-Insured Proj. No: 05135031			4. Section 8 / PAC / PRAC Contract No: VA36M000041			5. Type of Subsidy: 1: Sec 8	
6. Head of Household Name (Last, First)	7. Unit Number	8. Agreement ID	9. Agreement Date	10. Agreement Type	11. Agreement Amount	12. Agreement Change Amount	13. Total Payment	14. Ending Balance	15. Amount Retained	16a. Amount Requested	16b. Approved (HUD/CA use only)
		227	08/31/18	Owner	3,500	3,500	0	3,500	0	3,500	
Rosales, Angela	2 11	226	08/31/18	Tenant	3,834	3,834	0	3,834	0	3,834	

Adding a Repayment Agreement – No Agreement

The no agreement repayment was added when the tenant has no intention of paying back a repayment to HUD or has skipped out; the property should not be penalized for this. It could be that the owner/agent has tried to come to terms with the resident; however, the terms could not be met, so no agreement has been made. The property still does not want a huge hit to be on the voucher, so the No Agreement Repayment was added with 202D.

To add a No Agreement repayment:

1. From the side menu, select **50059 Functions > Repayment Agreements > Add Agreement 202D**. The **Agreement-Tenant** Screen appears.



2. **Agreement Type:** Select **NO AGREEMENT**
3. Select the resident, press tab. The active certification and contract display for you. You should not ever need to change this. It is a common mistake that people make in thinking the active cert should be the cert the repayment is for, that is not the case, the active certification is for calculating the current amount of money the tenant can afford to pay toward the repayment agreement, so this should always be the most current active certification.

Complete the following fields:

New Agreement – Notice this is defaulted to yes automatically.

Agreement Date, First Payment Date, and Due Date do not apply since the tenant isn't paying back anything on the agreement, so these fields are inactive on a No agreement type.

Agreement Amount: Type the full Amount of the amount the tenant owes back to the property.

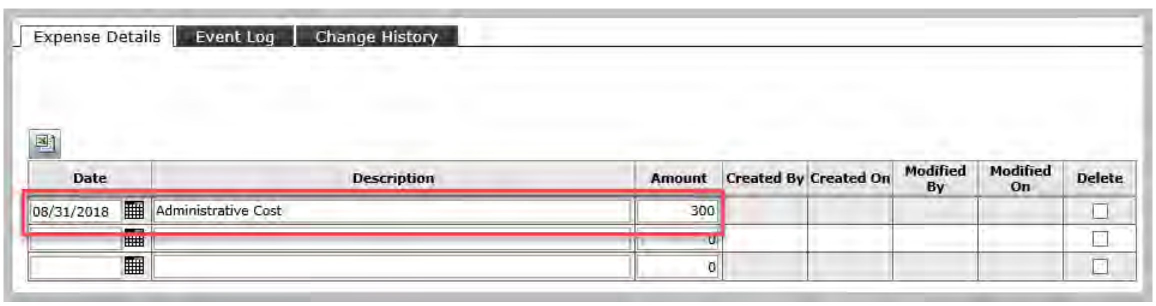
Lump Sum Amount Paid, HUD Guideline, **Monthly Payment Amount** are not applicable with the no agreement type.

Expense Details: The bottom section of the screen allows you to describe the expense incurred for administering the repayment agreement. HUD allows owners to deduct expenses as the lesser of your actual cost or 20% of the amount that you receive from the tenant.

All expenses must be justified and cannot be recovered until a tenant payment is receipted toward a repayment charge; however, they may be entered as soon as they are incurred. You may have regular or occasional expenses associated with managing a repayment agreement, for example, you may have setup cost, monthly processing expense or agreement modification expenses.

The following screen is the bottom section of the repayment screen, this is where you can capture the expenses. In the example below the total of the repayment agreement in the on the prior page was 2219. 20% of that is 443 (no cents allowed in HUD, always whole numbers).

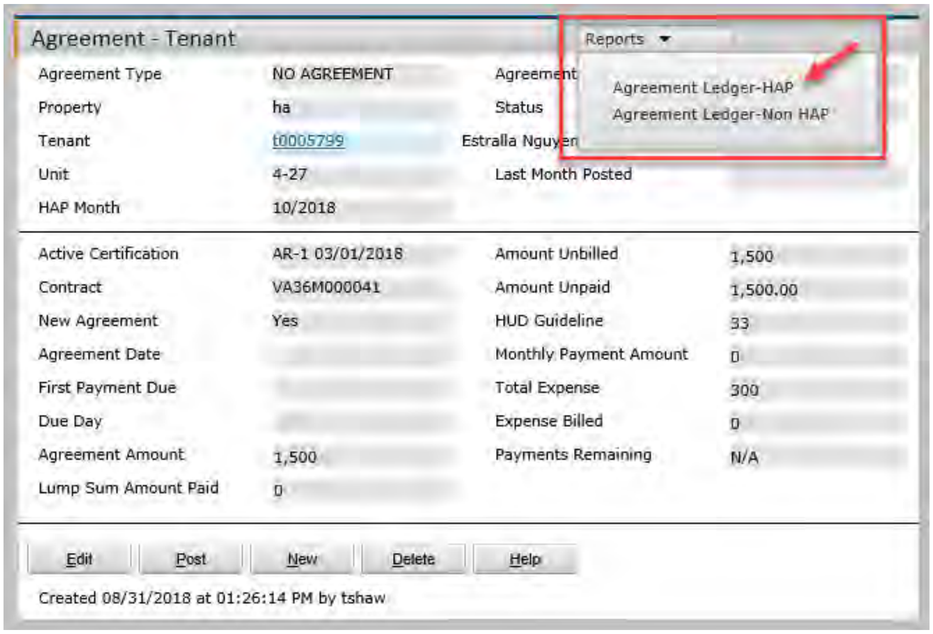
You can break out the expenses in as much detail as you want. Instead of always having to come back into this screen and add more detailed expenses, it seems easier to put the total 20% of the expenses the property is eligible for into the expense detail so that the property can keep the full $443, that way free money is flowing into the property.



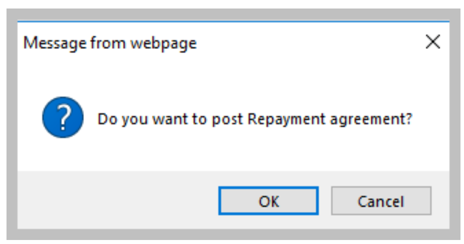
4. Save the agreement. Once the agreement is saved, changes can still be made, until it has been posted.

NOTE: When you post the agreement, it post to the HAP ledger only, because the tenant has skipped out or did not enter into an agreement, nothing to be added on the tenant side.

5. Reports display on the right side of the screen, under the Report link click **Agreement**. The agreement will display in Adobe PDF. This is a legal document that summarizes the repayment plan terms and conditions. Have the tenant sign the document. Once this is signed and the contract administrator has also agreed on the repayment, the repayment can be posted so that the amount is added to the voucher.



6. Once everything is correct on the repayment, click the **Post** button to post the repayment agreement.
7. You will be asked ‘Do you want to post repayment agreement?’ Click Ok on the message



8. The message Charges Posted, click **Ok**.

Voucher Coverpage would look like the following after posting the repayment agreement:

Part III - Breakdown of Assistance Payment Requested				
8. Type of Assistance			9. Number of Units in Billing	10. Amount Requested
a.	Regular Tenant Assistance Payments for (mo./yr.):	10/2018	4	3,489
b.	Adjustments to Regular Tenant Assistance Payments		3	4,658
c.	i. Section 8 Special Claims for Unpaid Rent			
	ii. Section 8 Special Claims for Tenant Damages			
	iii. Section 8 Special Claims for Vacancies			
	iv. Section 8 Special Claims for Debt Service			
d.	Miscellaneous Accounting Requests			
e.	Repayment Agreements			8,834
f.	Total Subsidy Authorized under instructions in Handbook 4350.3 Rev. 1			16,981

The Repayment Detail Page displays as follows:

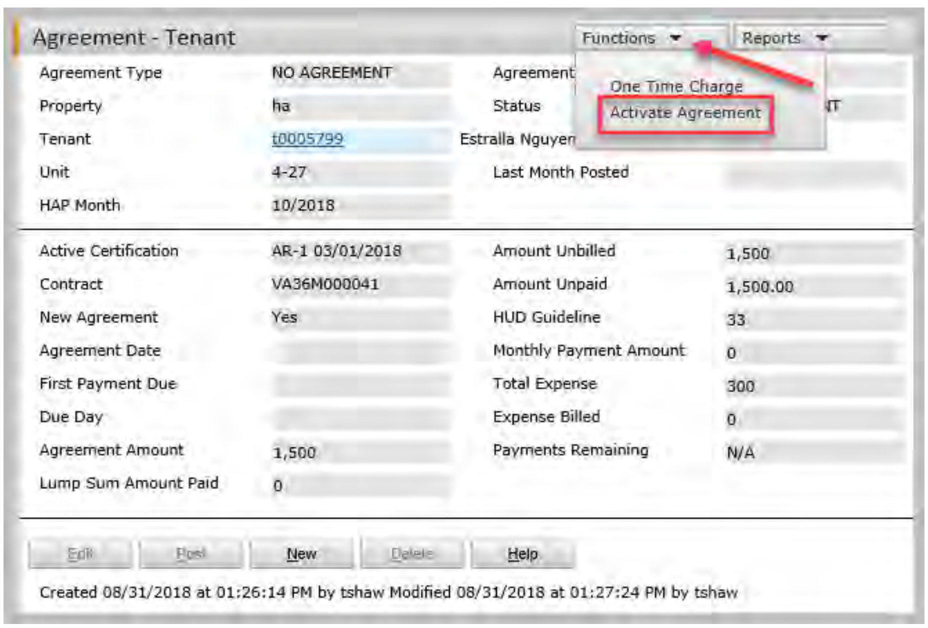
1. Asst. Pymts Due For (mm/yyyy): 10/2018	2. Project Name: Century Plaza			3. FHA / EH / Non-Insured Proj. No: 05135031			4. Section 8 / PAC / PRAC Contract No: VA36M000041			5. Type of Subsidy: 1: Sec 8	
6. Head of Household Name (Last, First)	7. Unit Number	8. Agreement ID	9. Agreement Date	10. Agreement Type	11. Agreement Amount	12. Agreement Change Amount	13. Total Payment	14. Ending Balance	15. Amount Retained	16a. Amount Requested	16b. Approved (HUD/CA use only)
		227	08/31/18	Owner	3,500	3,500	0	3,500	0	3,500	
Rosales, Angela	2 11	226	08/31/18	Tenant	3,834	3,834	0	3,834	0	3,834	
Nguyen, Estralla	4 27	228	10/01/18	None	1,500	1,500	0	1,500	0	1,500	

Change No Agreement to a Tenant Agreement

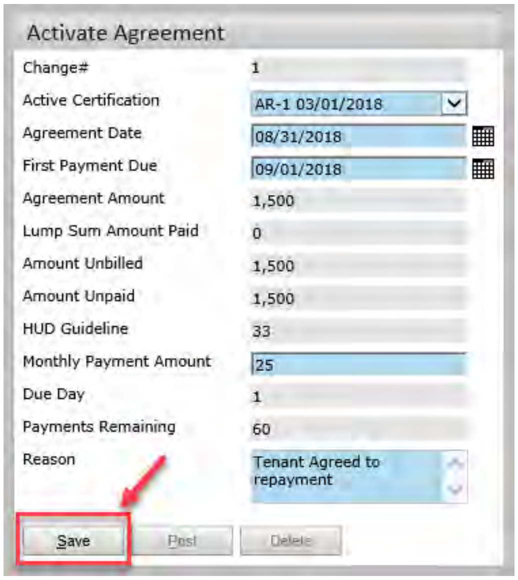
If at any point the tenant comes to terms with the agreement and decides to pay on the agreement, the No Agreement can be turned into a tenant agreement and changed to Active. To do that, follow the steps below.

To Activate the No Agreement Repayment:

1. Pull up the repayment screen for the resident, from the side menu, select **50059 Functions > Repayment Agreements > Review Agreement 202D**. The **Repayment Agreement 202D** filter appears.
2. From the Repayment screen, under Functions, select the **Active Agreement** link. The **Activate Agreement** window displays.



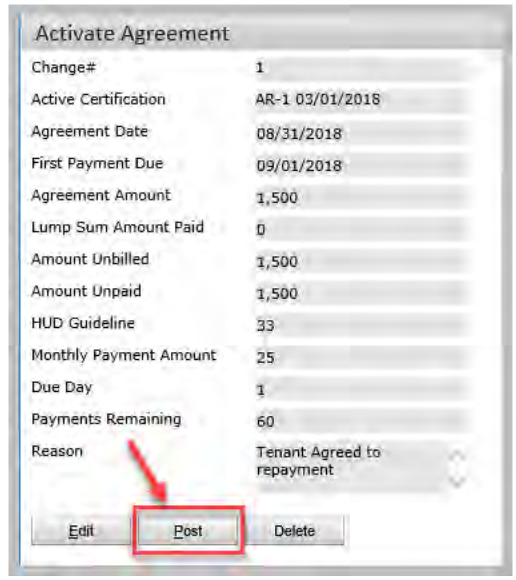
3. Complete the screen below:



Activate Agreement

Change#	1
Active Certification	AR-1 03/01/2018
Agreement Date	08/31/2018
First Payment Due	09/01/2018
Agreement Amount	1,500
Lump Sum Amount Paid	0
Amount Unbilled	1,500
Amount Unpaid	1,500
HUD Guideline	33
Monthly Payment Amount	25
Due Day	1
Payments Remaining	60
Reason	Tenant Agreed to repayment

Save Post Delete



Activate Agreement

Change#	1
Active Certification	AR-1 03/01/2018
Agreement Date	08/31/2018
First Payment Due	09/01/2018
Agreement Amount	1,500
Lump Sum Amount Paid	0
Amount Unbilled	1,500
Amount Unpaid	1,500
HUD Guideline	33
Monthly Payment Amount	25
Due Day	1
Payments Remaining	60
Reason	Tenant Agreed to repayment

Edit Post Delete

Active Certification: This should always be the most current certification. This is used to calcuate the HUD guideline for the monthly amount the tenant can afford to pay.

Agreement Date: Type the date the agreement was signed and agreed upon by the resident and owner/agent.

First Payment Due: Type the due date the payment is due. If the tenant's rent is due on the first and the tenant believes it is a hardship to have the rent and the repayment both due on the first, the repayment can be due on the 15th of the month, this is definitely something that should be addressed with the resident in the agreement.

Agreement Amount: This amount pulls in from the prior screen.

Monthly Payment Amount: Add the monthly payment amount the tenant has agreed to pay. Once you tab off this field the payments remaining will calculate for you based on the agreement amount and the monthly amount input. If a change is made to the agreement at any time for the monthly payment amount, the payments remaining can change.

Reason: Type the reason for activating the agreement.

4. Click **Save** to save the screen. Then **Post** to post the agreement change. Click Ok to post the agreement. The status of the agreement changes from NO AGREEMENT to ACTIVE.

Change Agreement

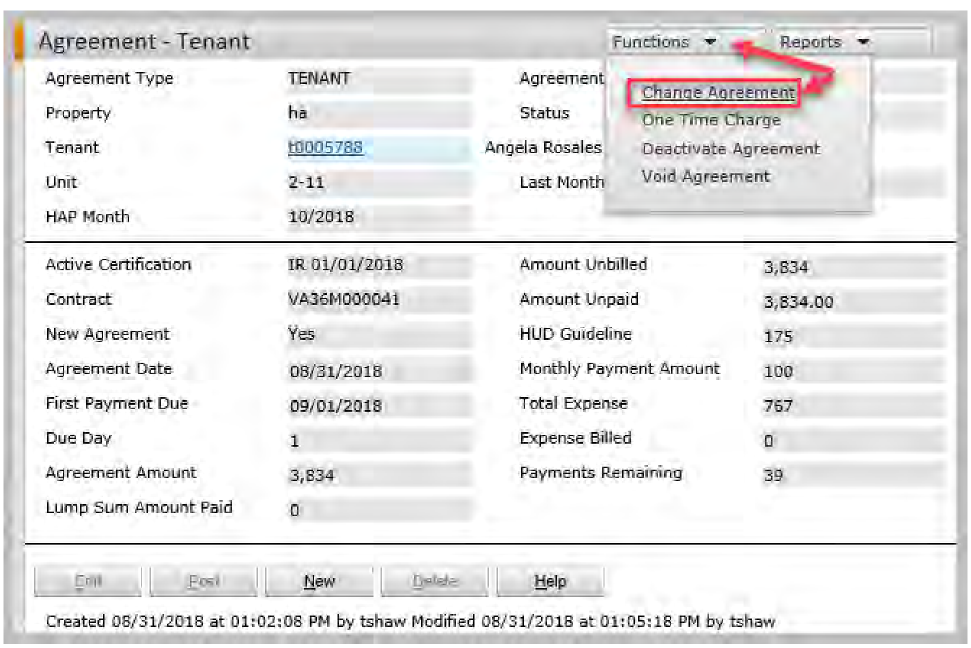
Circumstances may occur that require you to change the terms of a repayment agreement. For example, a household is having a hard time paying the agreed upon payment, or they have lost their job, or had a baby, several factors can happen that may require a change to the agreement. It could also be that the household has had a raise and can afford to pay more to the agreement and that requires a change to the agreement, whatever the situation a change is needed.

Once repayment charges have been posted for an agreement, you cannot edit the agreement terms, however, you can modify the terms by recording a change agreement. Voyager keeps a separate record of the original agreement and each change agreement. You can review each agreement modification on the change history tab of the agreement record.

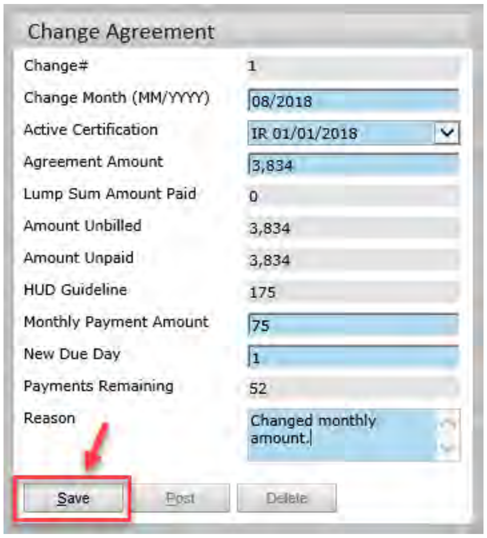
Adding a change agreement is a two-step process: Saving the change agreement, and posting the change.

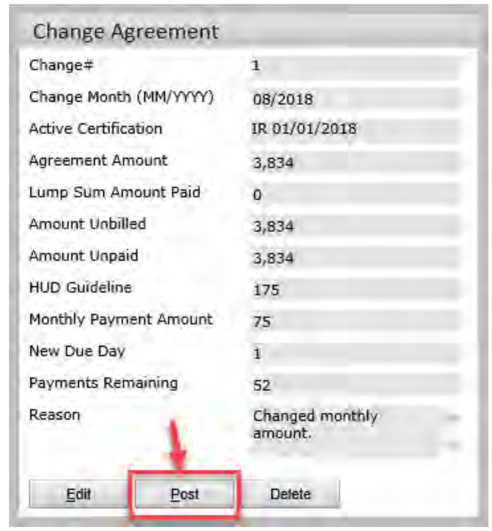
To change a tenant repayment agreement:

1. From the side menu, select **50059 Functions > Repayment Agreements > Review Agreement 202D**. The **Repayment Agreement 202D** filter appears.
2. Complete the filter for the tenant that needs the change and click **Submit.** The agreement for the resident appears.
3. Under the **Functions** menu on the right, click the **Change Agreement** link. The Change Agreement Screen Appears.



4. Complete the Change Agreement Screen:





Change Month (MM/YYYY): Type the month and year the change is taking place.

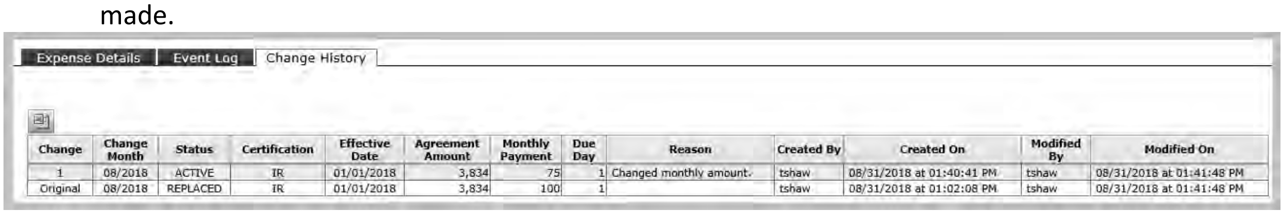
Active Certification: This should always be the most current certification.

Agreement Amount: The agreement amount pulls from the original amount, if this has changed you can change it, if it has not changed, leave this amount alone.

Monthly Payment Amount: If the monthly payment amount has changed, change the amount to the new amount the tenant has agreed to pay. Once you tab off the field, the payments remaining will calculate for you based on the agreement amount and the new monthly amount.

Reason: Type the reason the agreement is being changed.

5. Click **Save** Once the change agreement screen has been completed.
6. When you are ready to post the change, click Post.
7. Click **OK** on the message, do you want to post the change. The agreement will be updated with the change made. The **Change History** tab will be updated with the change as well showing the change made.



Expense Details | Event Log | Change History

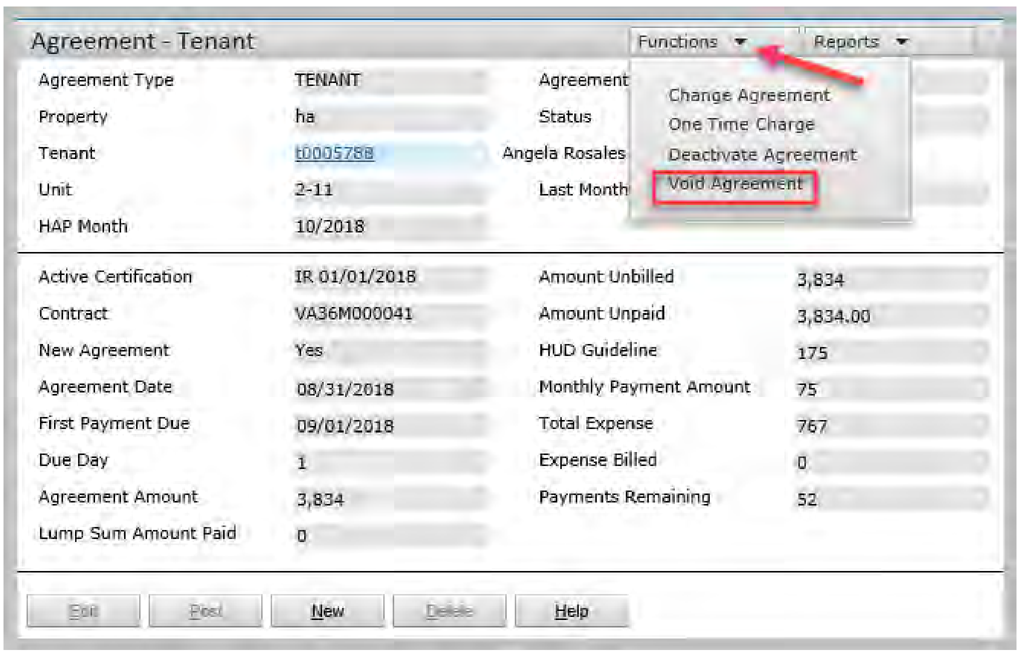
Change	Change Month	Status	Certification	Effective Date	Agreement Amount	Monthly Payment	Due Day	Reason	Created By	Created On	Modified By	Modified On
1	08/2018	ACTIVE	IR	01/01/2018	3,834	75	1	Changed monthly amount.	tshaw	08/31/2018 at 01:40:41 PM	tshaw	08/31/2018 at 01:41:48 PM
Original	08/2018	REPLACED	IR	01/01/2018	3,834	100	1		tshaw	08/31/2018 at 01:02:08 PM	tshaw	08/31/2018 at 01:41:48 PM

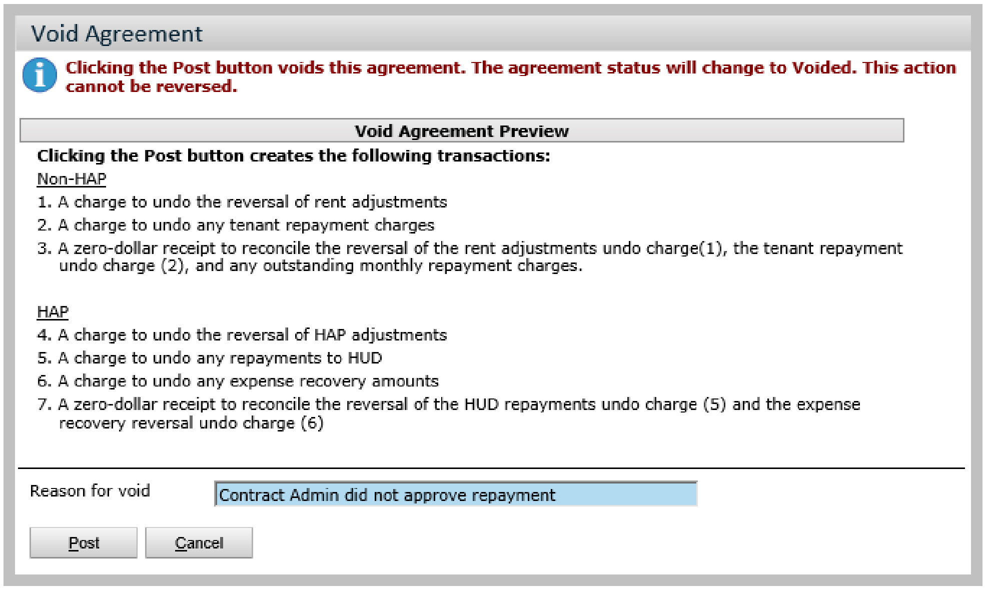
Void Agreement

NOTE – This function should be done by the Yardi Administrator – please add a helpdesk ticket for this process. There are times you may get ahead of yourself with adding a repayment agreement and post to soon, or you add the repayment before you get approval from your contact administrator and they do not approve it on the voucher you requested it on. In this case, you will need to void the agreement altogether.

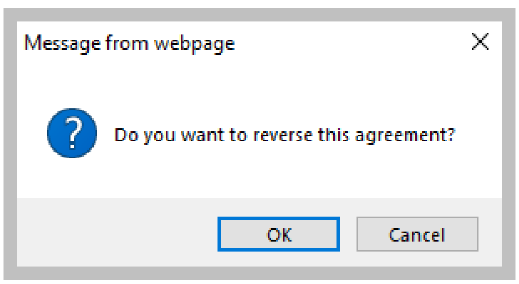
To void a tenant repayment agreement:

1. From the side menu, select **50059 Functions > Repayment Agreements > Review Agreement 202D**. The **Repayment Agreement 202D** filter appears.
2. Complete the filter for the tenant that needs the change and click **Submit.** The agreement for the resident appears.
3. Under the **Functions** menu on the right, click the **Void Agreement** link. The **Void Agreement** Screen appears.





4. Complete the reason for voiding the repayment, then click **Post**.
5. Click **OK** on the message; do you want to reverse the agreement?



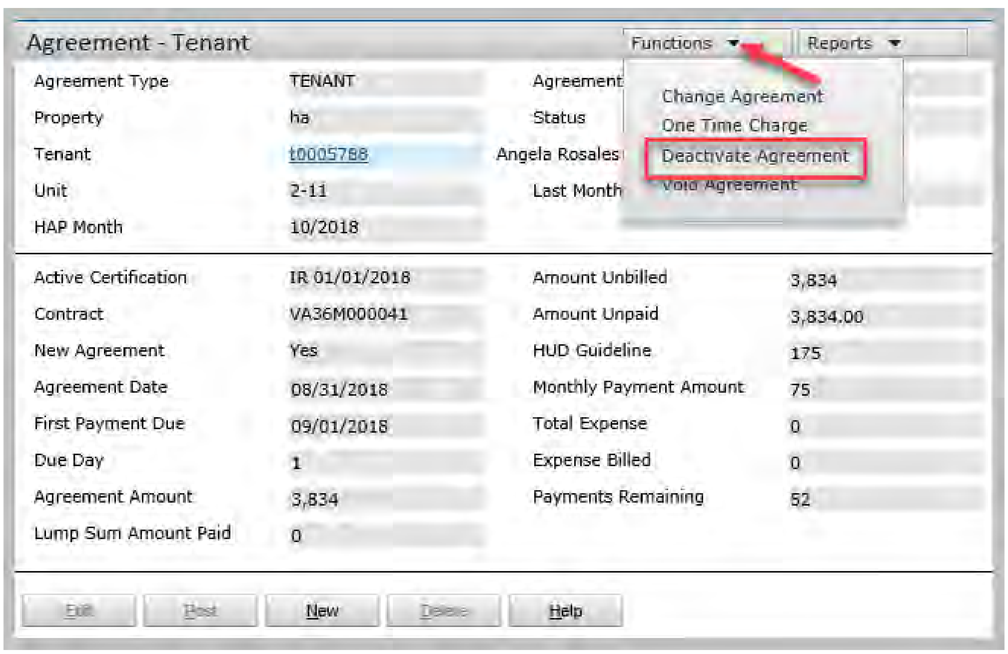
The status of the agrement changes from Active to Voided.

Deactivate Agreement

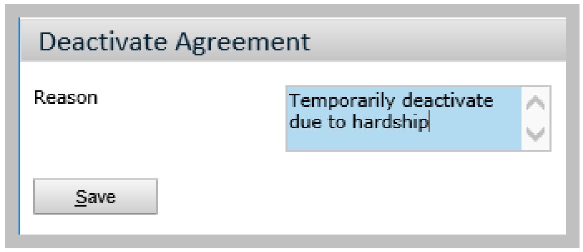
Circumstances may result in the need to deactivate a repayment agreement either permanently or temporarily. An example of this might be if your tenant comes to you and says they know for the next three months they will have no extra money to pay toward the repayment agreement, can they pick the repayment up again in three months' time. In this case you can deactivate the agreement for a certain time period so that no charges are posted toward it for those three months, and then activate it again after that time period.

To Deactivate a tenant repayment agreement:

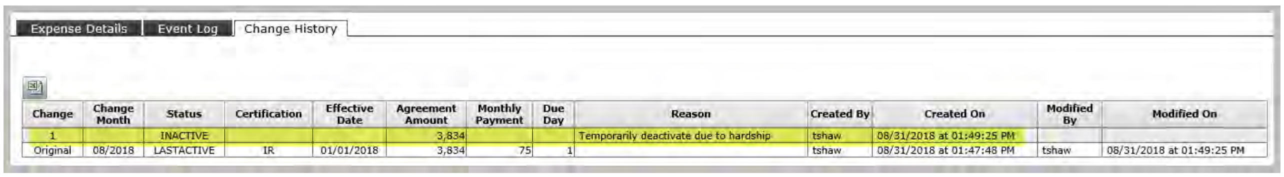
1. From the side menu, select **50059 Functions > Repayment Agreements > Review Agreement 202D**. The **Repayment Agreement 202D** filter appears.
2. Complete the filter for the tenant that needs the change and click **Submit.** The agreement for the resident appears.
3. Under the **Functions** menu on the right, click the **Deactivate Agreement** link. The **Deactivate Agreement** Screen Appears.



4. Type the reason why the agreement is being deactivated, then click **Save.** A confirmation message appears, click **OK**. The agreement is chagned to Inactive. You can active this again at any time.



Note: Voyager updates the information on the Change History tab of the agreement screen.



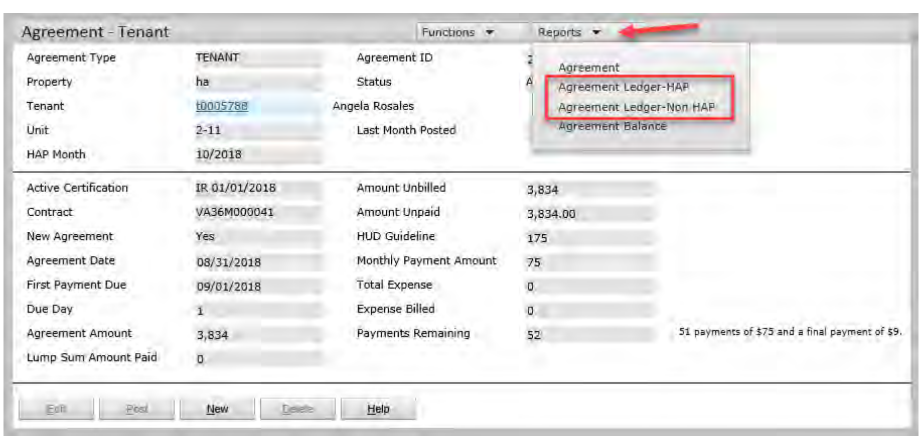
Change	Change Month	Status	Certification	Effective Date	Agreement Amount	Monthly Payment	Due Day	Reason	Created By	Created On	Modified By	Modified On
1		INACTIVE			3,834			Temporarily deactivate due to hardship	tshaw	08/31/2018 at 01:49:25 PM		
Original	08/2018	LASTACTIVE	IR	01/01/2018	3,834	75	1		tshaw	08/31/2018 at 01:47:48 PM	tshaw	08/31/2018 at 01:49:25 PM

Review Agreement Ledgers

The repayment agreements have their own separate ledgers for HAP vs NON-hap transactions. This is also separate from the regular tenant transactions of rent and HAP activity. This allows you to easily review the repayment screen and see exactly what activity and balance the tenant has for the repayment.

To review the Repayment ledgers:

1. From the side menu, select **50059 Functions > Repayment Agreements > Review Agreement 202D**. The **Repayment Agreement 202D** filter appears.
2. Complete the filter for the tenant that you want to review, click **Submit.** The agreement for the resident appears.
3. Under the **Reports** menu on the right, click either the **Agreement Ledger – HAP** to only see the HAP items that have posted to the voucher for the repayment agreement or **Agreement Ledger-NON HAP** to see only the non-hap repayment items or **Agreement Balance** to see a combination of both the HAP and NON HAP items that relate to the repayment agreement.

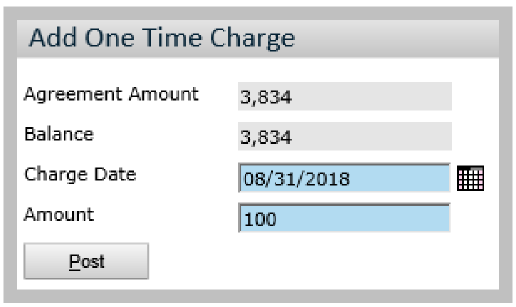


One Time Repayment Charge

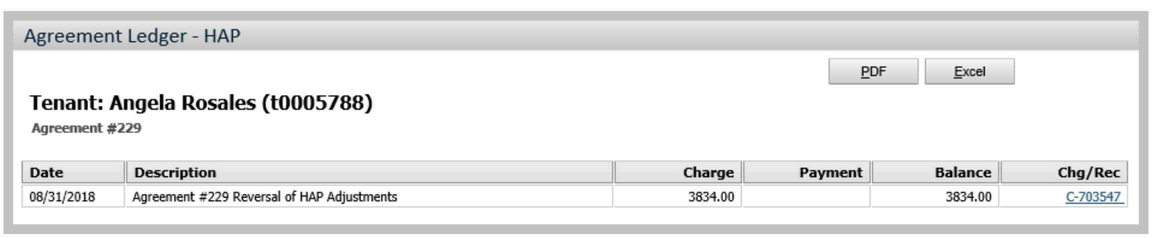
There are times when the tenant will come into extra money, maybe from a tax refund check, and they want to apply this toward the repayment agreement. The charge for the agreement must be added directly from the repayment agreement screen and not through a regular charge batch or it will not be tracked on the repayment screen and reported back to HUD.

To add a one-time repayment charge:

1. From the side menu, select **50059 Functions > Repayment Agreements > Review Agreement 202D**. The **Repayment Agreement 202D** filter appears.
2. Complete the filter for the tenant that you want to review, click **Submit.** The agreement for the resident appears.
3. Under the **Functions** menu on the right, click **One Time Charge**. The One Time Charge screen appears



4. Enter the date of the charge and the amount of the charge. Click **Post**. The charge will post into the current accounting post month. Click **OK** on the message that you do want to post the charge.
5. Click the link **Agreement Ledger-Non HAP** to see the charge on the NON-HAP Ledger.



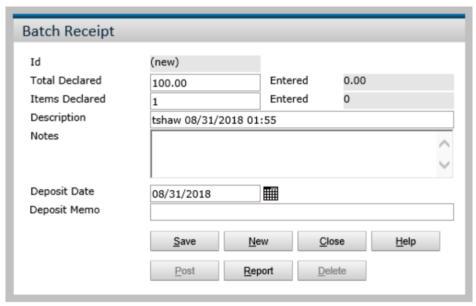
Date	Description	Charge	Payment	Balance	Chg/Rec
08/31/2018	Agreement #229 Reversal of HAP Adjustments	3834.00		3834.00	C-703547

Adding a Payment to a Repayment Charge

Payments to repayment agreement charges are posted in the same manner as any other payment. In order to show the next section of the document, Posting Agreement Charges/Payments to the voucher, a payment needs to be made to a repayment charge.

Add Payment to Repayment Charge:

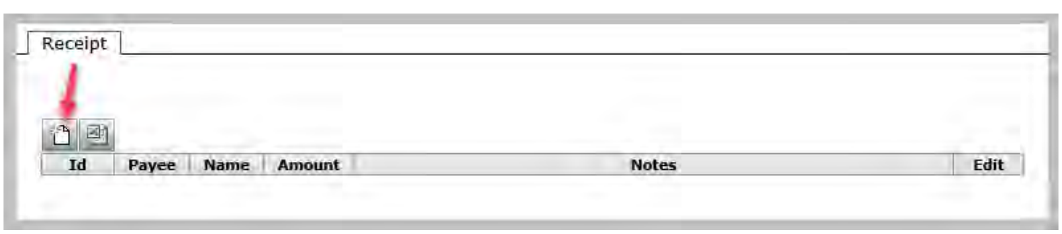
1. From the **Side Menu > Receivables > Create Detail Batch**. The **Batch Receipt** filter appears.
2. Complete the Receipt filter.



- **Total Declared:** Enter the deposit amount.
- **Items Declared:** Enter the number of receipts in the deposit.
- **Batch Description**: The description defaults to the username, date and time.
- **Notes:** Enter a description or leave blank.
- **Deposit Date:** Enter the date the checks are to be deposited.
- **Deposit Memo:** Enter a deposit memo or leave blank.

Note: The Deposit Date and Post Month should always be in the current accounting month.

3. Click **Save**. This opens the bottom section of the receipt screen.
4. Click on the white blank page to open the **Receipt** screen. The Receipt screen opens.

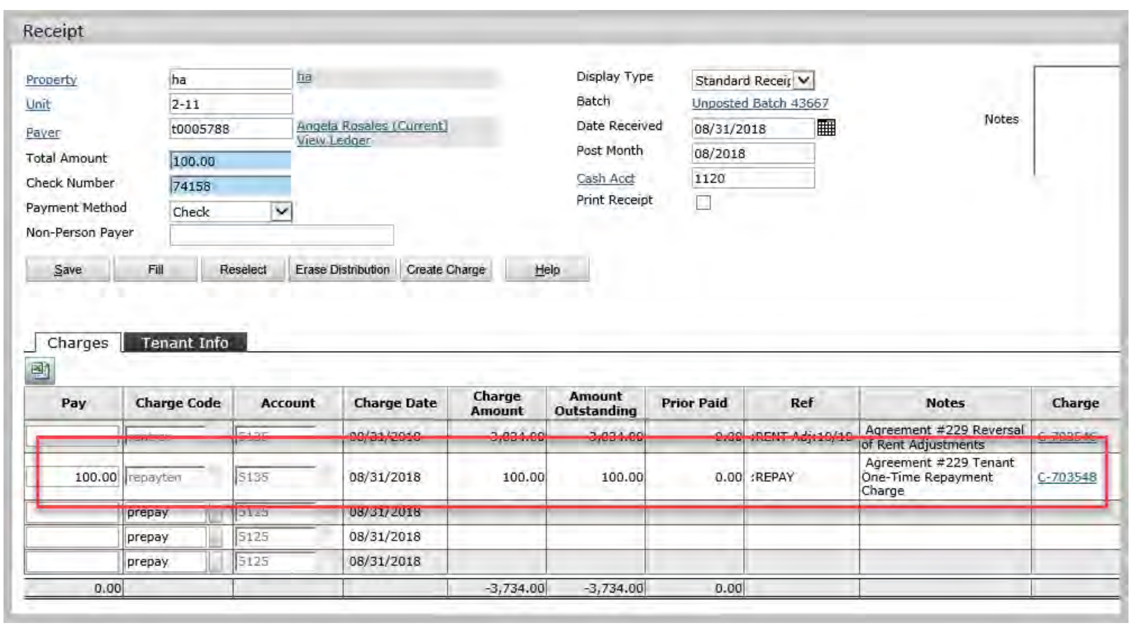


7. Complete the Receipt form, making sure the payment amount gets applied to the repayment charge:
   - **Property**: Enter the property code or accept the default value.
   - **Unit:** Enter the unit number or leave blank to select by tenant name.
   - **Payer:** Enter the tenant's name or click the link to choose the tenant's code from the list.
   - **Note**: Leave blank if a unit number is entered in step b.; the current tenant will default.
   - Click Enter Detail. The program completes the payment details section with the tenant's outstanding charges.
   - **Amount:** Accept the amount or type the receipt amount and press TAB.
   - Payer: Leave blank. This field is for non-tenant receipts only.
   - **Date Received**: Enter the deposit date of the receipt. This date can be different than the deposit date, make sure to put the correct date the payment was received as the date received.
   - **Post Month:** Verify the current accounting month.
   - **Note**: The Date Received and Post Month always should be in the current accounting month.
   - **Check Num**.: Enter the check, cashier's check, or money order number.
   - **Cash Acct:** Ensure that the account number is the correct cash account.
   - Payment Method: Select from the dropdown list.

   iv. Select Check for checks.

   v. {Select Check for Money Orders and Cashier's Checks.}

   vi. {Enter MO and last 4 digits of the Money Order number for check number.}



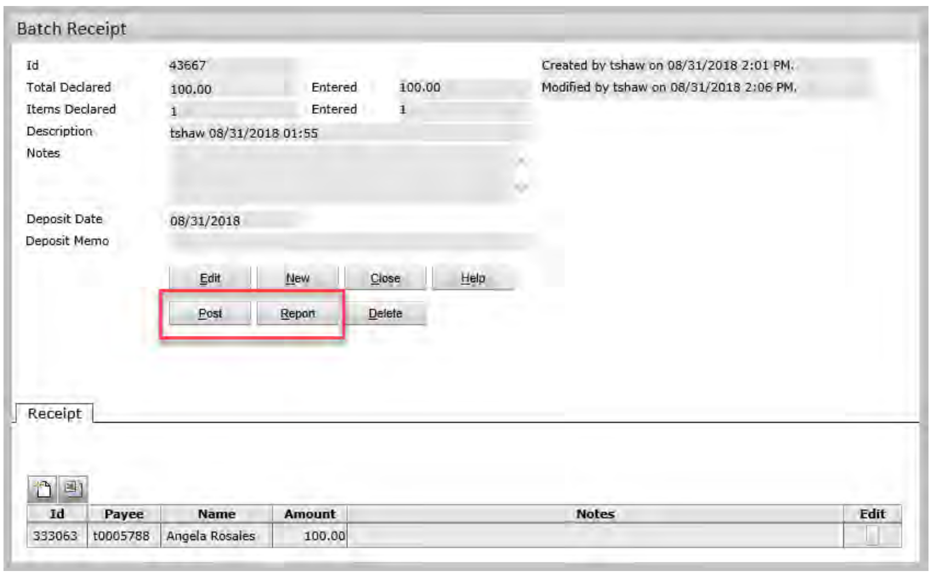
8. Complete the Pay column by correcting any discrepancies in the distribution of the tenant's payment.

- If there is a prepaid amount see **Entering a Tenant Prepay** below.
- To clear the distribution, click Erase Distribution.
- To clear everything and select a different tenant click Reselect Tenant.

9. Notes: Enter a description or leave blank.

10. Once the receipt is complete, click **Save**.

When the total amount or total number of receipts has been entered, the program automatically returns to the *Batch Receipt* form. Also, return to the *Batch Receipt* form by clicking the Batch number link in the top right corner of the receipt.



8. If changes need to be made to the receipts in the batch, edit the receipts. Once the batch is complete, run the **Report**, then **Post** the batch.

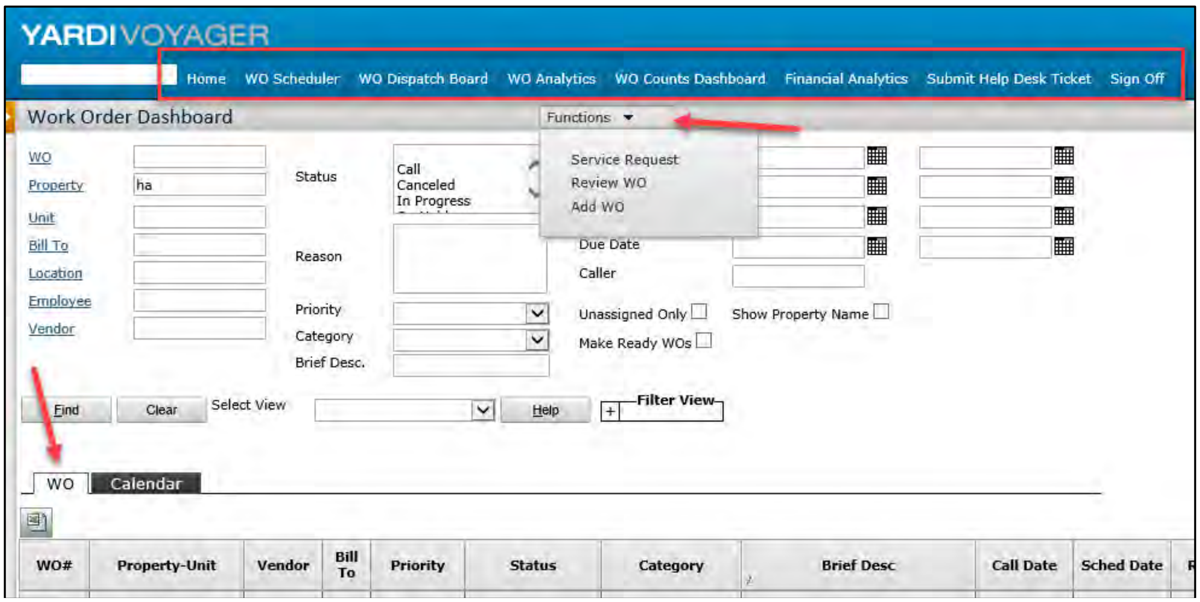
Post Agreement Charges

The Post agreement charge function is a procedure done by the Yardi Administrator monthly. You do not need to do anything with this feature. This function will create the monthly charge on the resident ledger and post any money back to HUD that was paid in the prior month.

CHAPTER THIRTEEN: MAINTENANCE PROCEDURES

Maintenance Dashboard Overview

The Maintenance Dashboard can be used to view links and data related to work orders.



Maintenance Top Menu

The top menu on the Maintenance Dashboard role has access to general commands:

Home – Opens the Work Order Dashboard screen.
WO Scheduler – Opens the work order scheduler screen.
WO Dispatch Board – Opens the Work Order Dispatch board.
WO Analytics – Opens the Work Order Analytics dashboard used for generating all types of maintenance reports.
WO Counts Dashboard – Opens the Work Order Counts Dashboard screen.

Maintenance Functions Menu

The Functions drop down, allows you to quickly add a service request or work order.

Service Request – Opens the Service Request (New Work Order).
Review Work Order – Opens the Work Order Filter screen for displaying work orders.
Add WO – Opens the New Work Order screen.

Maintenance Other Dashboard Functions

Other functions available on the Maintenance Dashboard:

Unassigned Only check box – Displays only work orders not assigned to an employee in the work order tab.
Make Ready WOs check box – Displays the Pending Make Ready tab.
Show Property Name check box – Displays the name of the property before the property fields on the top portion of the screen.
Filter View – Click + to save your filter selections.

Maintenance Work Order 'WO' Tab

The WO tab appears after options are selected in the dashboard and you click the **Find** button. A few of the columns are defined below that may not be apparent.

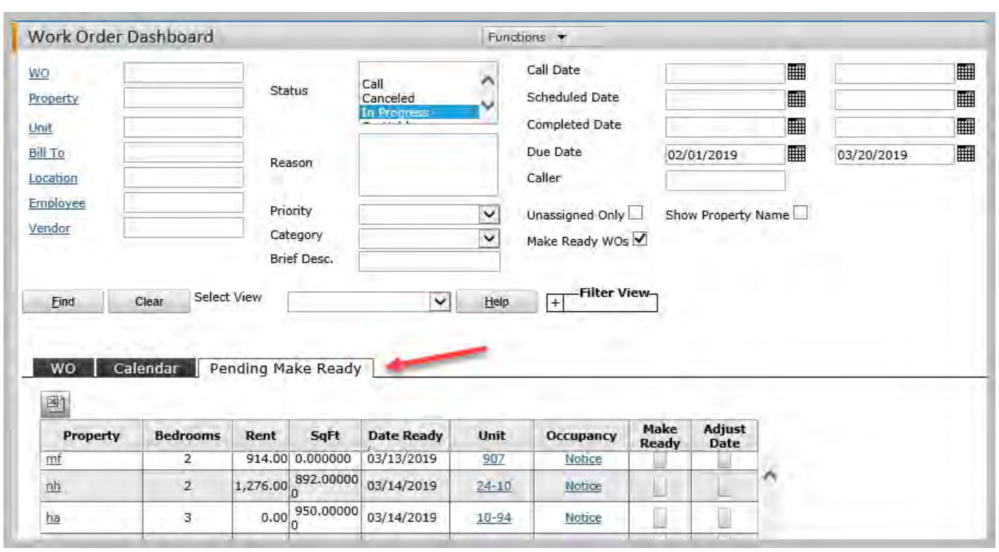
Req Reassign Date – The date a user changed the work order status to **Request Reassignment**.
On Hold Date – The date a user changed the work order status to **On Hold**.
Web Date – The date a user changed the work order status to Web. (note – this should not apply as it required Rent Café with on line work orders.). Rent Café?
SR – Displays the Service Request in a separate window.

Maintenance Calendar Tab

The Calendar tab appears after options are selected in the dashboard and you click the Find button. Links to scheduled work orders appear, drill into them to see details.

Pending Make Ready Tab

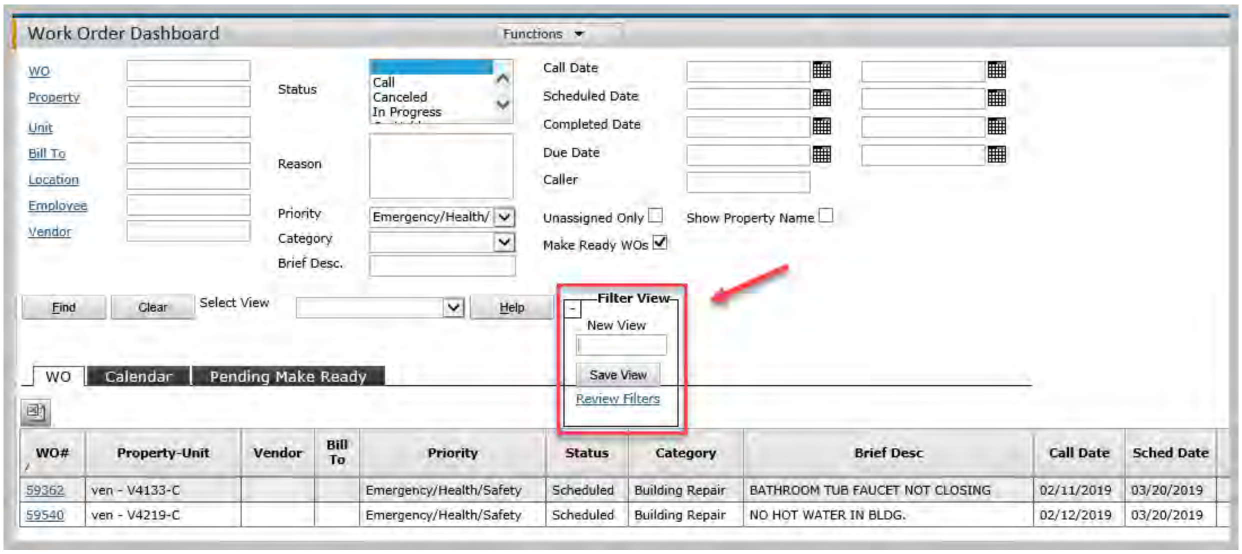
The Pending Make Ready tab displays the units that need to be made ready after unit turn around.



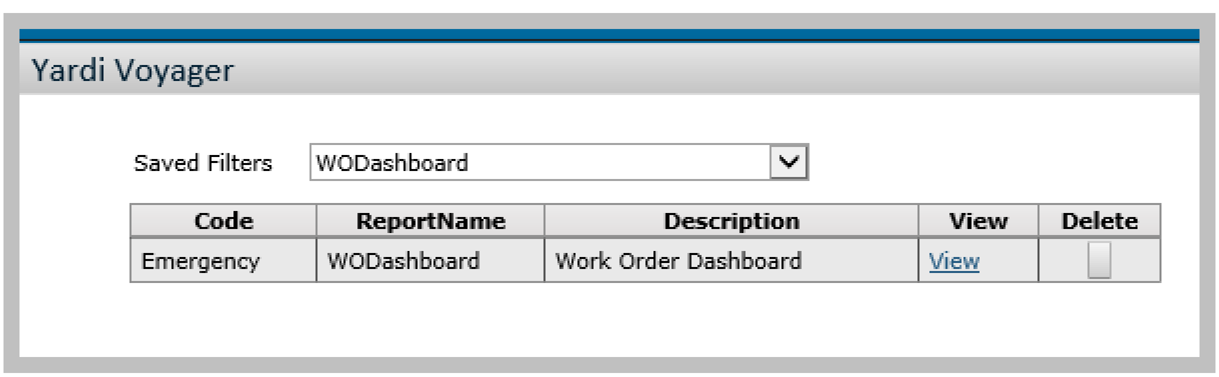
Save Filter Options on Maintenance Dashboard

If you find yourself always using the maintenance dashboard with the same filter options, you can save your filter choices so that the default options appear.

1. On the **Work Order Dashboard**, generate the display for what you want to see and click **Find**. Once you have the desired results, select the **+** in the **Filter View**, shown below for additional options to appear.

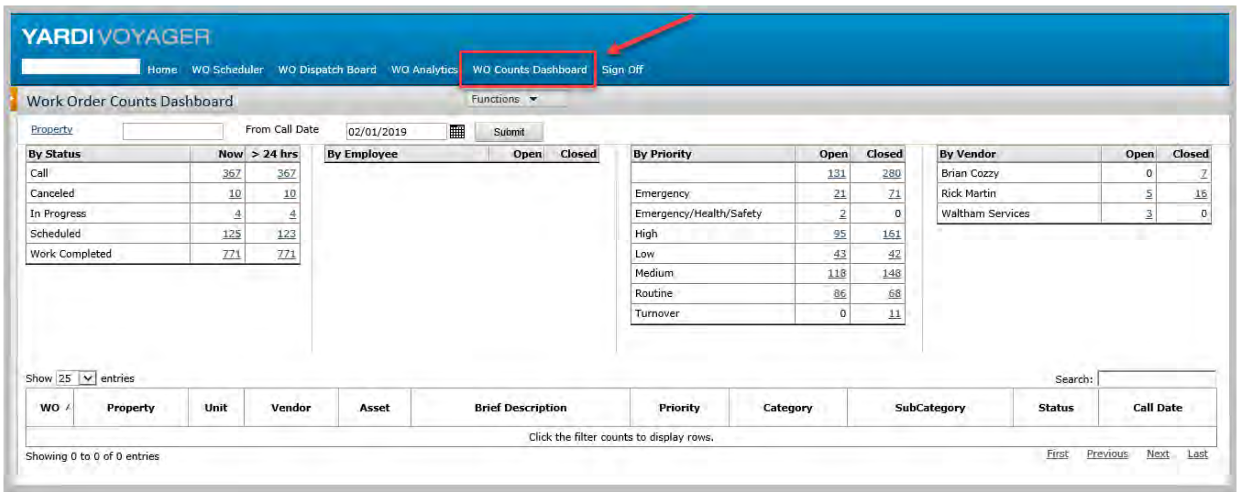


2. In the New View field, enter a name for your filter selection, then click the **Save View** button. The saved filter appears in the Select View drop-down menu.
3. If you want to review or delete the filters created, click the **Review Filters** link to open saved filters.
4. Select the WO Dashboard from the dropdown. All filters created appear. Click the **View** button to view the filter details, or click **Delete** to delete the filter created.



Work Order Counts Dashboard Overview

In addition, to the main work order dashboard, you can also review records on the Work Order Counts Dashboard. You can use the counts dashboard to view the number of work orders in a specified time period that are assigned to a particular person, status, priority, or vendor. You can click a number in one of these categories to view additional details in the grid below the filter.



Maintenance Definitions

This section will detail the priorities and purpose of the work orders. Please consult these prior to creating a work order to make sure you are using the correct definitions and categories.

Maintenance Priorities

The four priorities that can be given to a work order are as follows:

- Emergency / Health / Safety – Must be completed the same day as reported.
- High – Must be completed within 24 hours. There is a risk of the issue causing further damage.
- Medium – Must be completed within 48 hours. The issue is affecting habitability.
- Low – Must be completed within 72 hours. There is no risk of damage nor affecting habitability.
- Routine – Recurring Work orders as part of the maintenance routines such as preventative maintenance task.

Purpose of Work Order

The purpose of the work order is not a required field; however, it is a field we believe should be completed. Please review the following prior to selecting a purpose of the work order.

- Resident Request – The resident submitted a request to the office.

- REAC – Work Order related to a Pre-REAC or Post REAC repair.
- Regulatory Inspection – Work Orders related to regulatory inspections such as a tax credit inspection.
- Management Inspection – Annual Management Inspection.
- Violation – Work Order related to a violation that was received. E.g. City Violation.
- Lender Request – Work Order related to a repair requested by the lender.
- Preventative Maintenance – Preventative Maintenance Work Orders.
- Make Ready – Used for making the unit ready to be re-rented.

Maintenance Categories & Sub Categories

There are five main categories to assign work orders toward, the details are below.

- **Unit Turn** – Select this category when making the unit ready, making sure to select the appropriate sub category.

Pre-Vacancy Inspection	Maintenance / Make Ready
Move Out Inspection	Unit Clean
Locks Changed	Carpet (Clean / Replacement)
Trash Out	Vinyl (Clean / Replacement)
Paint	Final Unit Inspection

- **Unit Maintenance** – Select this category when making repairs to the unit, making sure to use the appropriate sub category.

Appliances	Heating System
Blinds/Screens	Housekeeping / Cleaning
Cabinets	Lights / Fixtures
Ceiling	Other (include in description)
Cooling System	Painting
Doors/Locks/Keys	Pest Control
Dry Wall Repairs	Plumbing
Electrical	Smoke Detectors
Flooring Repairs	Windows / Glass

- **Site Amenity Maintenance** – Select this category when the work order is for an amenity, making sure to use the appropriate sub category.

Basket Ball Court	Laundry Room
Bathrooms	Mailboxes
BBQ / Grill	Other (Include in description)
Club House	Pet Stations
Computer Room	Playground
Fitness Center	Pool

- **Building Repair** – Select this category when the work order is for a building repair, making sure to use the appropriate sub category.

Balconies
Cooling System
Doors / Entry
Driveway / Parking Lots
Electrical
Elevators
Fire / Safety
Foundation
Generator
Gutter / Downspouts
Heating System
Hallways
Landscaping / Erosion
Lighting
Plumbing
Retail Space
Roofing
Security System
Sidewalks
Siding
Signage
Staircase / Rails
Trash Compactor / Dumpster
Windows / Glass

MAINTENANCE PROCEDURES

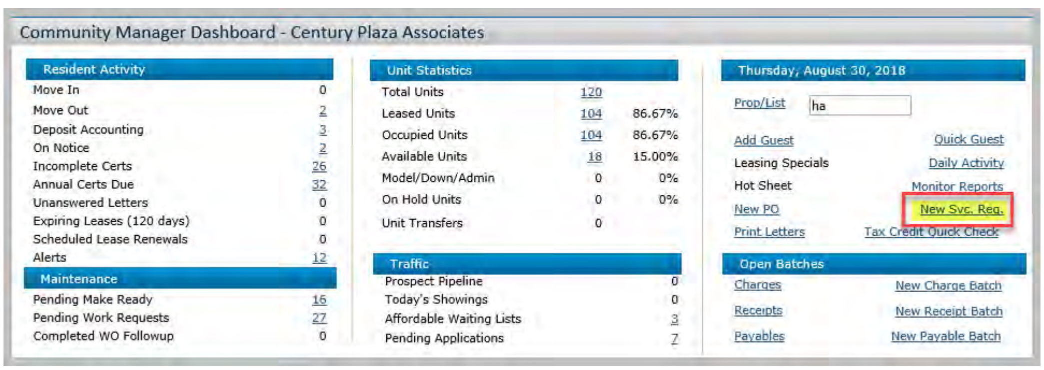
Tracking maintenance activity requires continuous attention. This chapter explains how Yardi Voyager helps managers maintain maintenance activity.

We will start with entering ‘Quick Request’, then move into editing that service request into a full detailed work order.

Entering a Service Request

Service Requests represent action items that are requested by tenants or on-site staff; these requests ultimately become Work Orders. They may be created for an occupied unit, a vacant unit, or a common area as the result of a service request call, a regularly scheduled maintenance task, preventive maintenance, or other reasons. Yardi Voyager assigns each Service Request a unique Work Order number that can be tracked. Each time the status of the Service Request changes, Yardi Voyager updates the history of the Service Request.

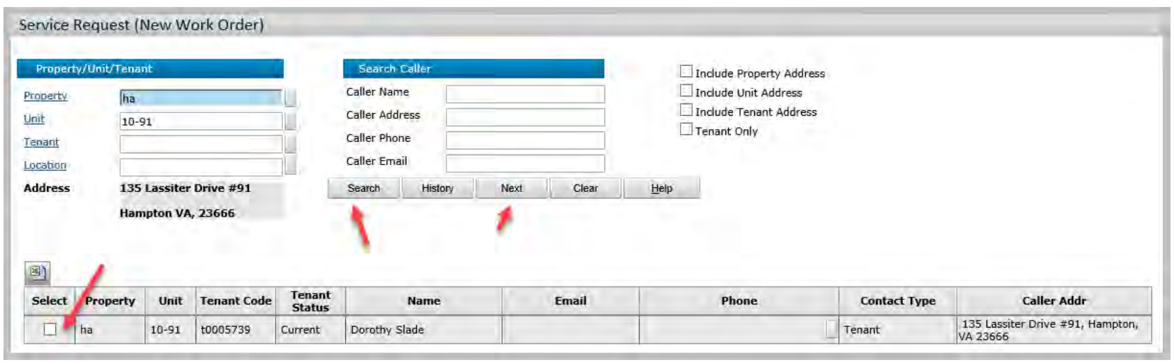
1. To create a new Service Request, on the community dashboard, click on **New Svc. Req**. From the maintenance dashboard, click Functions > Service Request.



2. The Service Request-Page 1 screen will be displayed.

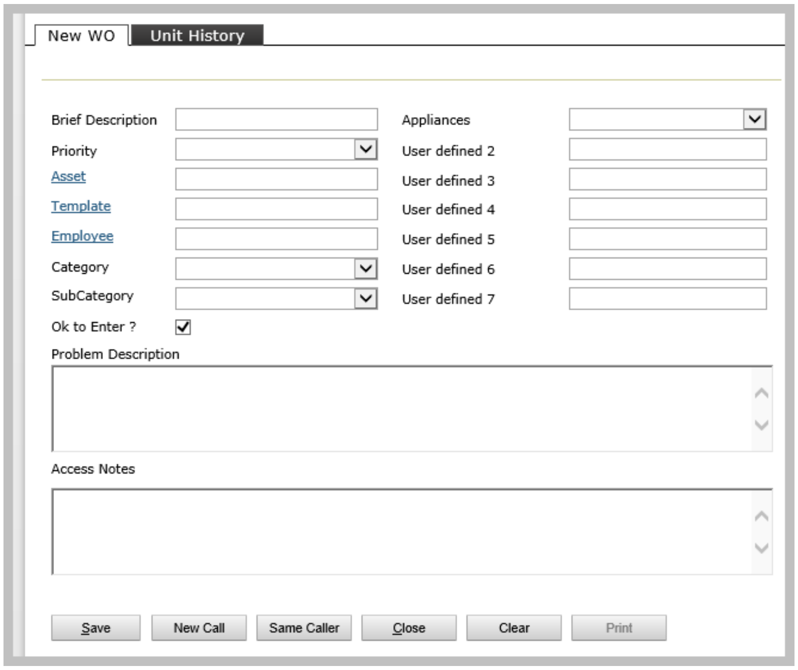
3. Complete the following fields within the “New Work Order” screen:
    - **Property** – Enter a property code, or click the “**Property**” link to choose a property from the drop-down list.
    - **Unit –** Enter the unit code or click the “**Unit**” link to choose a unit from the drop-down list.
    - **Tenant –** Instead of specifying a unit code, if the service is being requested by a resident, the user may also click on the “Resident” link to select the Resident related to the Service Request from a list of Residents at the specified property.
    - **Location** – Leave blank. This field will populate automatically when the unit is identified. This field can also be used to search for a resident when the address but not the unit code is known.
    - **Search Caller** – You can use the Search Caller section to type anything about the person, then click Search to locate the person calling in.

4. Click Search. Results for the unit / person in question appears.



5. Click the Select box for the appropriate unit / person, then click Next.
   The New WO screen appears. Along with a Unit History tab if you want to see prior work orders for the unit.

6. Enter the details in the work order and click Save.



- **Brief Description** – Enter a brief description for the WO. A more detailed explanation of the WO can be entered into the "**Problem Description**" section next to the "**Access/Entry Notes**."
- **Priority** – Select one of the five priorities (Emergency/Health/Safety, High, Medium, Low or Routine) from the drop-down menu. Make sure the proper priority is chosen for the WO that needs to be completed.

  Priority Definition:

  - Emergency / Health / Safety – Must be completed the same day as reported.
  - High – Must be completed within 24 hours. There is a risk of issue causing further damage.
  - Medium – Must be completed within 48 hours. It is currently affecting habitability.
  - Low – Must be completed within 72 hours. Neither a risk of damage nor affecting habitability.
  - Routine – These are recurring work orders as part of the maintenance routines such as preventative maintenance tasks.
- **Asset:** Leave blank.
- **Template:** Leave blank or select from a template that applies to this request.
- **Employee:** Leave blank or if you want to assign this to a particular maintenance employee select that person here.
- **Category** – Choose the repair type from the drop-down menu. Make sure the proper repair type is chosen for the WO. Categories are: Amenity Maintenance, Building Repair, Unit Maintenance or Unit turn
- **Sub-Category** – Select the appropriate sub-category if needed, otherwise leave blank.
- **Ok to Enter?** – Check this box if it's okay for the maintenance personal to enter the unit, if no one is present.
- **Problem Description** – Enter as much detail in the problem description box as needed.
- **Access Notes:** Enter any access notes to enter the unit, ex: dog in unit.

- **Purpose of Work Order** – Select a valid purpose for the work order from the drop down, or leave blank.

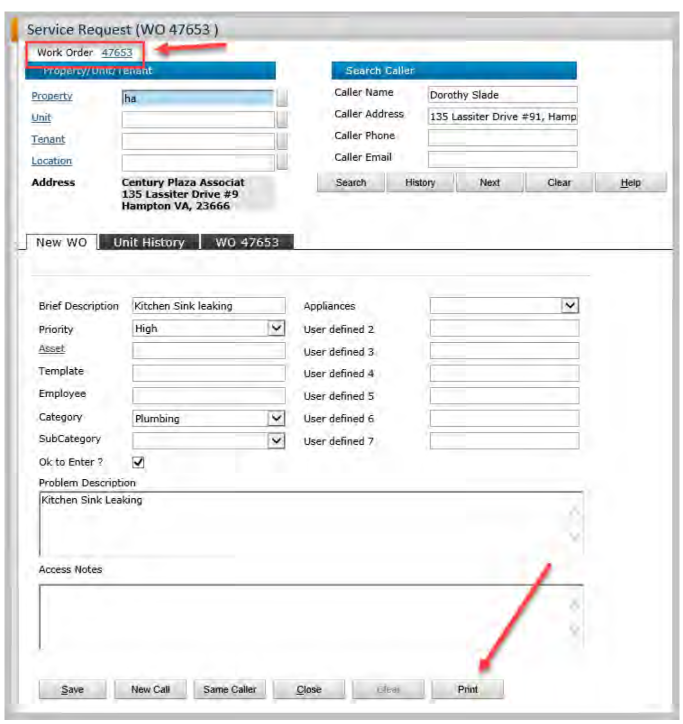
Purpose of Work Order

The definition of a valid work order purpose is listed below:

- Resident Request – The resident submitted a request to the office.
- REAC – Work order related to a third party Pre-REAC or Post REAC inspection repair.
- Corporate Management Inspection – Annual Corporate Management Inspection.
- Violation – Work order related to a violation that was received. E.g. City violation.
- Lender Request – Work Order related to a repair requested by the lender.
- Preventative Maintenance – Work Orders that will prevent future maintenance issues.
- Quarterly Inspection – Work orders generated from quarterly inspections completed by the site.
- Management Request - This is a Manager or Maintenance Request identified during a unit inspection or when the maintenance man is in the unit completing repair.

7. Once you save the work order, you can click the **Print** button to print the work order for the maintenance personal.

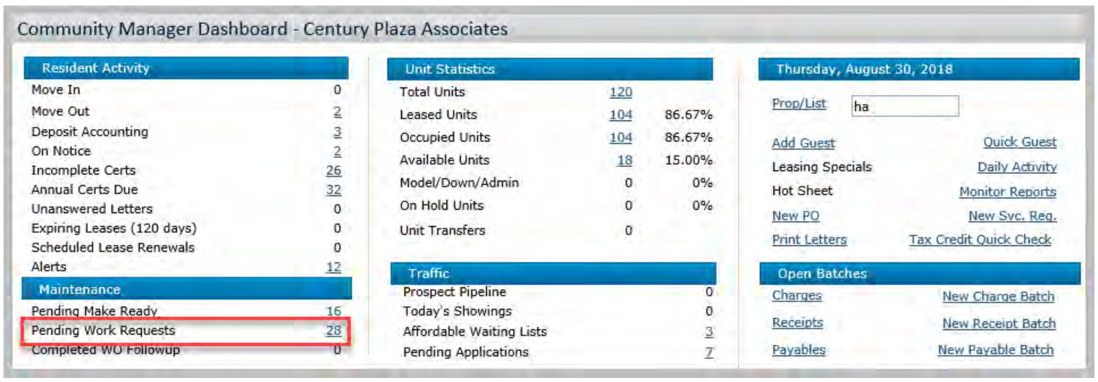
Note: A control number appears at the top of the screen, if additional details are needed you can drill into the complete work order screen to add additional details.



Updating Work Orders

Updates can be made until a Work Order is completed or canceled.

1. From the Yardi Voyager Dashboard Menu click on the number of "Pending Work Requests" in order to access a list of open work orders which will appear below the dashboard.

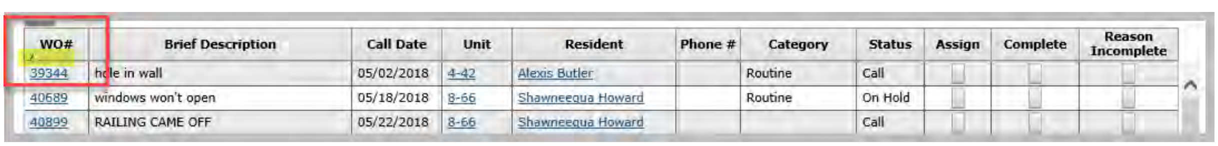


2. Click the **"WO#"** hyperlink to access the Work Order screen.

NOTE: Open Work Orders can also be located in two additional ways:

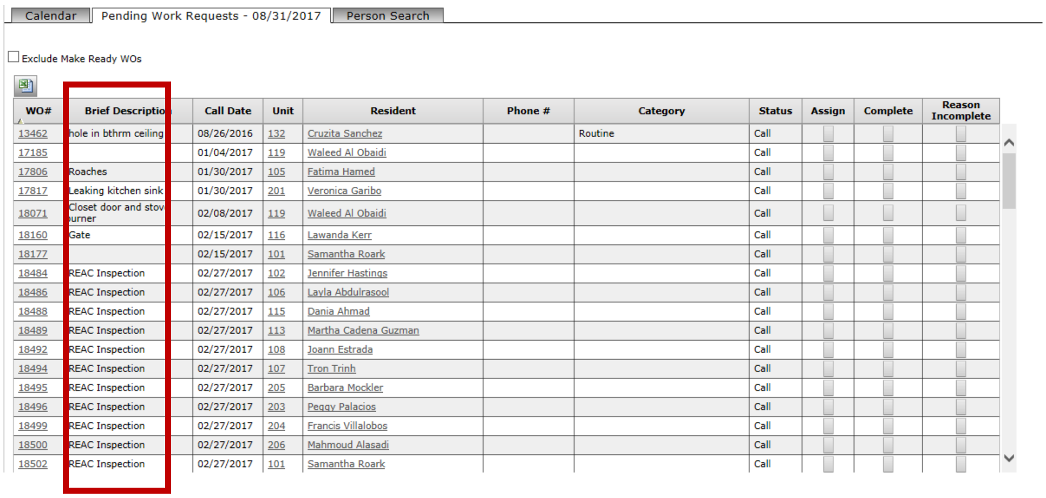
- With the Service Request Workflow, you can click Service Request, specify a property and unit, and see a list of Work Orders. Click the Work Order number to access.
- Use the Review Work Order function shown later in the chapter.

HINT: Columns can be sorted in ascending or descending order by clicking on the corresponding column header. An arrow pointed either upward or downward will appear next to the column header by which the data is sorted.



WO#	Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
39344	hole in wall	05/02/2018	4-42	Alexis Butler		Routine	Call			
40689	windows won't open	05/18/2018	8-66	Shawneequa Howard		Routine	On Hold			
40899	RAILING CAME OFF	05/22/2018	8-66	Shawneequa Howard			Call			

3. The Work Order screen appears. Under the **WO#** header, locate and click on the WO# hyperlink that needs to be updated with new information.

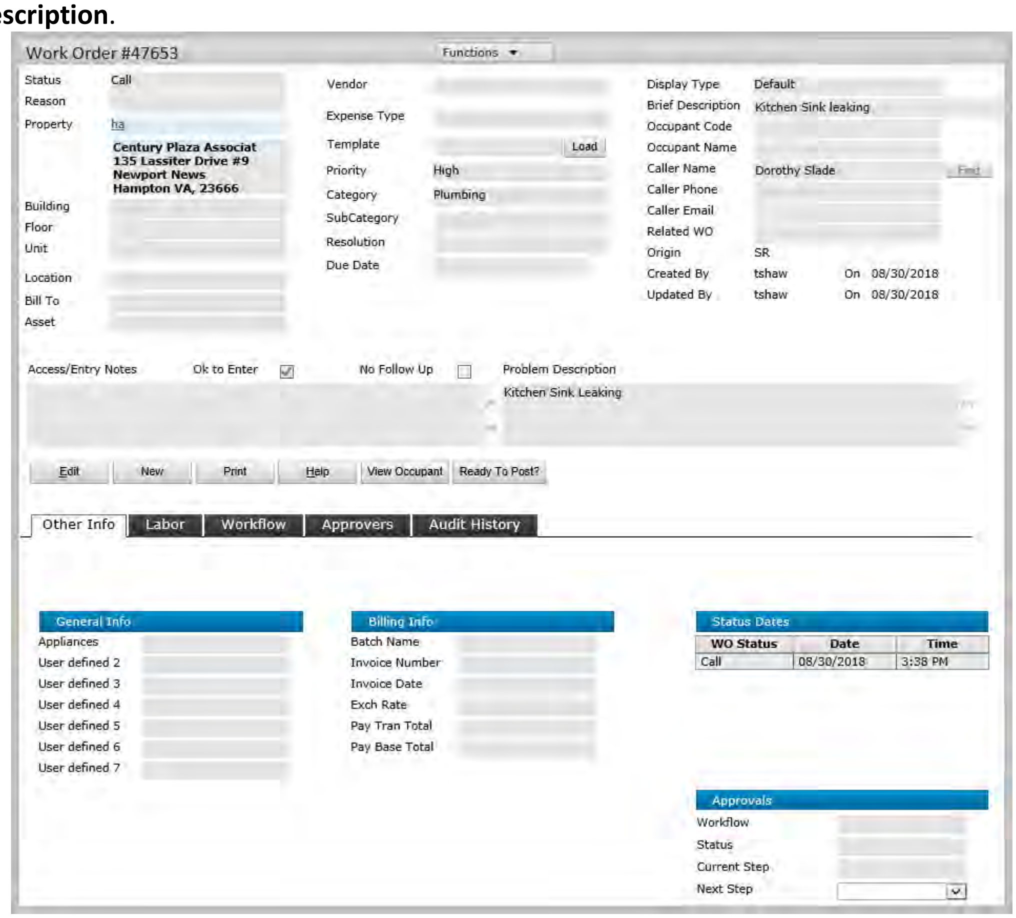


Calendar | Pending Work Requests - 08/31/2017 | Person Search

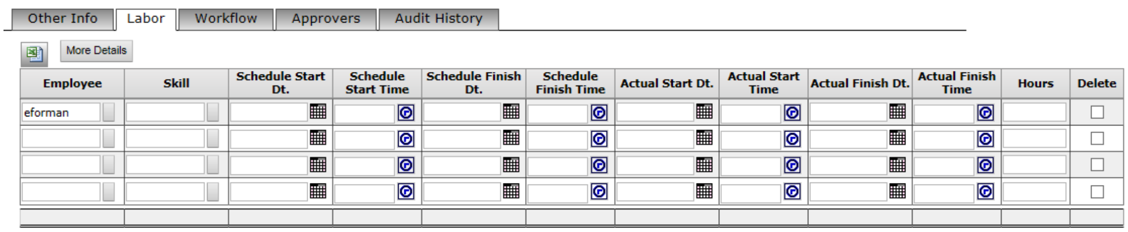
Exclude Make Ready WOs

WO#	Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
13462	hole in bthrm ceiling	08/26/2016	132	Cruzita Sanchez		Routine	Call			
17185		01/04/2017	119	Waleed Al Obaidi			Call			
17806	Roaches	01/30/2017	105	Fatima Hamed			Call			
17817	Leaking kitchen sink	01/30/2017	201	Veronica Garibo			Call			
18071	Closet door and stov urner	02/08/2017	119	Waleed Al Obaidi			Call			
18160	Gate	02/15/2017	116	Lawanda Kerr			Call			
18177		02/15/2017	101	Samantha Roark			Call			
18484	REAC Inspection	02/27/2017	102	Jennifer Hastings			Call			
18486	REAC Inspection	02/27/2017	106	Layla Abdulrasool			Call			
18488	REAC Inspection	02/27/2017	115	Dania Ahmad			Call			
18489	REAC Inspection	02/27/2017	113	Martha Cadena Guzman			Call			
18492	REAC Inspection	02/27/2017	108	Joann Estrada			Call			
18494	REAC Inspection	02/27/2017	107	Tron Trinh			Call			
18495	REAC Inspection	02/27/2017	205	Barbara Mockler			Call			
18496	REAC Inspection	02/27/2017	203	Peggy Palacios			Call			
18499	REAC Inspection	02/27/2017	204	Francis Villalobos			Call			
18500	REAC Inspection	02/27/2017	206	Mahmoud Alasadi			Call			
18502	REAC Inspection	02/27/2017	101	Samantha Roark			Call			

4. Make any changes necessary including changing the **Status** of the Work Order or **Problem Description**.



5. To either assign a specific employee to an open Work Order, or document the labor worked by a specific employee, select the **"Labor"** tab by clicking the silver header next to the "Other Info" header. Click on the silver rectangle under the "Employee" header in order to assign the WO. Works orders can be assigned to more than one person at any given time. An assigned employee can be deleted from the WO by checking the **"Delete"** box and then clicking the **"Save"** button.

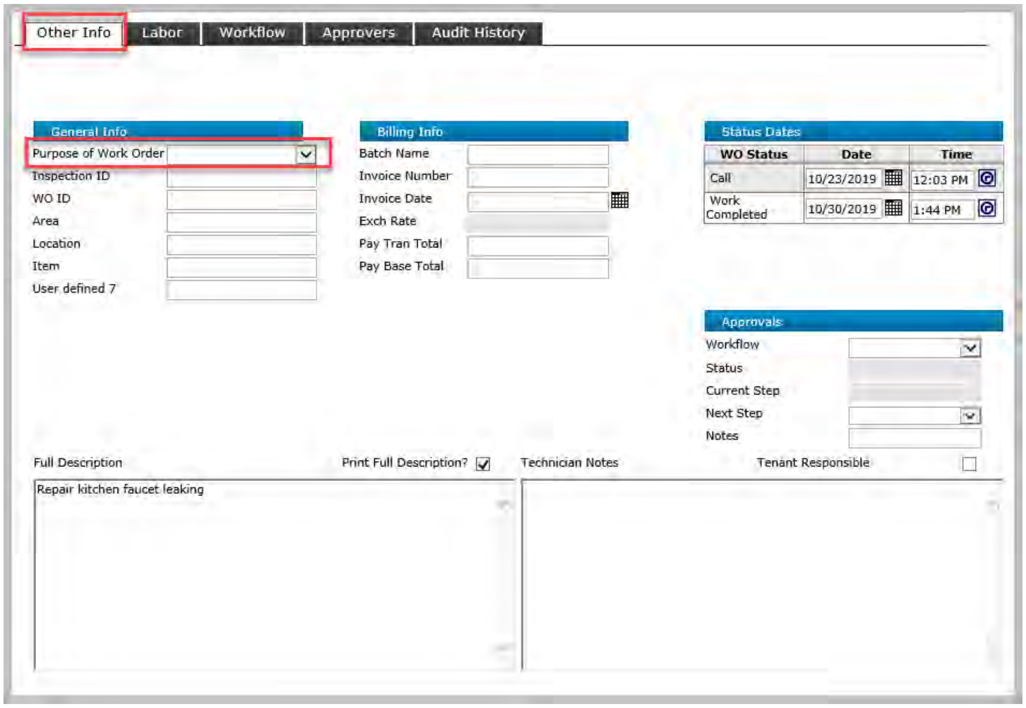


6. Click "**Save**" to update the Work Order.

7. Complete the following information within the **Labor** section:
   - **Employee** – Click on the grey rectangular box and assign the work order to a particular employee.
   - Skill – Leave this field blank.
   - **Sched Start Dt / Time** – The use of Scheduled Start Date and Time fields is optional, and may be useful when there are specific appointments or when work is scheduled as part of a Make Ready project. Using a Scheduled Start Date without a Scheduled Start Time is also acceptable.
   - **Sched Finish Dt / Time** – Leave these fields blank unless they prove particularly useful.
   - **Act Start Dt / Time** – Record the date and time on which the labor was begun.
   - **Act Finish Dt** – Record the date on which labor was finished. Add a separate line for each day of labor.
   - **Act Finish Time** – Leave this field blank unless it proves particularly useful. The system will default to 12:00 am when a date is entered without a time.
   - **Hours** – Entry of the number of Hours worked on the Actual Completion Date for this Work Order is MANDATORY

8. After all changes have been completed, click "**Save**".

9. The **Other Info** section of the Work Order includes the following information.



The following fields within the Work Order can be utilized as follows:

- **Purpose of Work Order** – Use the drop down to select the appropriate purpose of the work order.
- **Full Description** – This field will be used by the shop supervisor to provide instructions to staff. Select **"Print Full Description?"** for these comments to print on the Work Orders.
- **Technician Notes –** Use this field to document how problems were resolved and any other technician comments. Select **"Tenant Caused?"** to reflect that damage was caused by a tenant.

NOTE: The Tenant Caused flag will be used for informational purposes only— charges will not be generated from Work Orders. See the section below on charging tenants for damage for additional details.

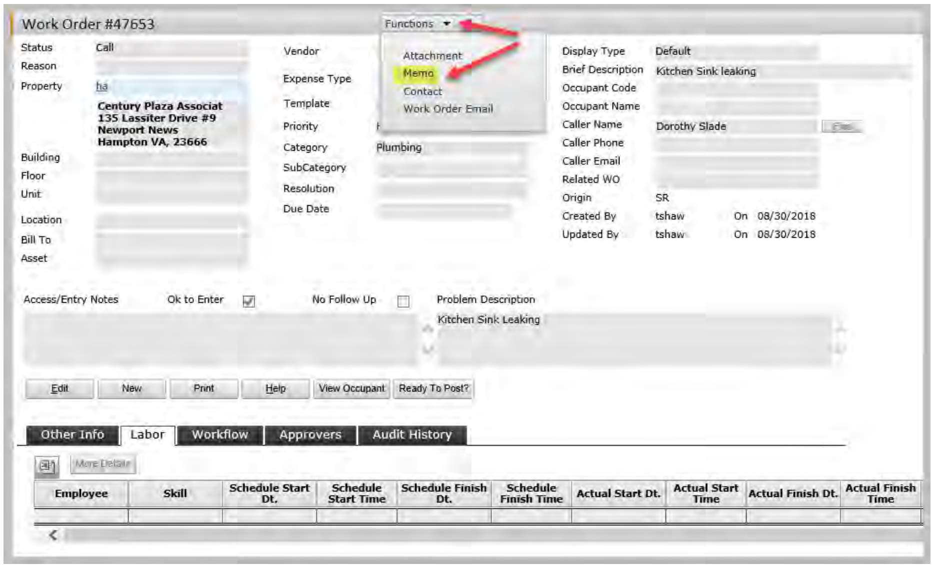
- **General Information** – Leave this section blank.
- **Billing Information** – Leave this section blank.
- **Posting Controls** – Leave this section blank.
- **Status History** – Leave this section as is. This section provides useful information about when the work order was created, who created it, who last updated it, and when the status was changed.

Adding a Memo to a Work Order

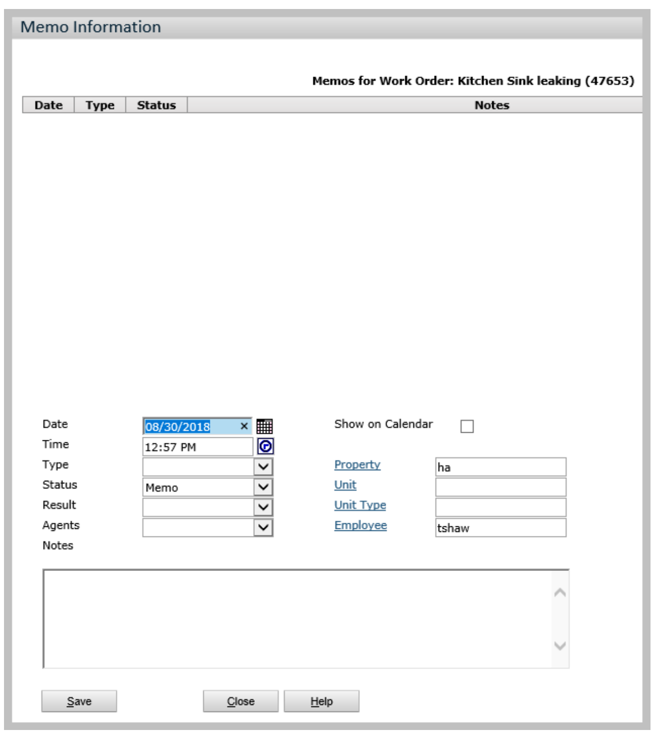
As work progresses, there may be a need to attach memos to Work Orders.

1. As described above, access the Work Order screen for any open Work Order. Locate the

Data/Report tab and select “**Memo**” from the drop-down menu.



2. The **Memo Information** screen appears. Previous memos will be listed at the top of the screen.



3. Complete the following fields within the **Memo Information** screen:
   - **Date** – The system defaults to the current date.

- **Time** – The system will default to the current time but will not use the correct time zone. Update as needed and desired.
- **Type** – Leave this field blank.
- **Status** – The default selection of "Memo" will suffice.
- **Result** – Leave this field blank.
- **Agents** – Select the Agent responsible for the memo if available on the drop-down list.
- **Property** – Leave this field as defaulted.
- **Unit** – Leave this field blank.
- **Unit Type** – Leave this field blank.
- **Employee** – Leave this field as defaulted.
- **Notes** – Enter a detailed memo for this Work Order.

4. Click "**Save**".

5. When the memo has been completed and saved, close the "**Memo**" screen by clicking on the "**X**" in the top right corner of the screen.

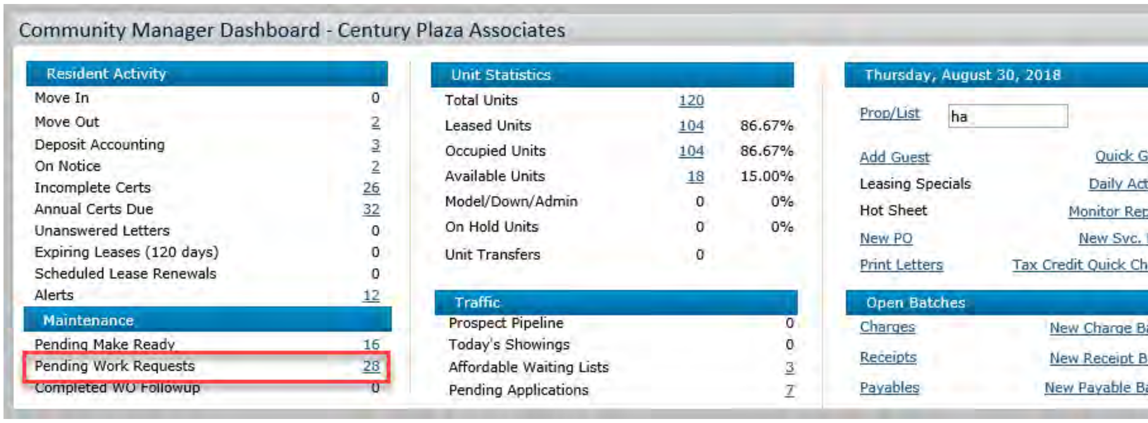
NOTE: The memo field in the "Data/Reporting" box will display how many memos have been entered for the Work Order.

WARNING: Memos do not appear on the printed Work Order form, so it may be useful to add the same comments to fields which do print on the Work Order form.

Closing a Work Order

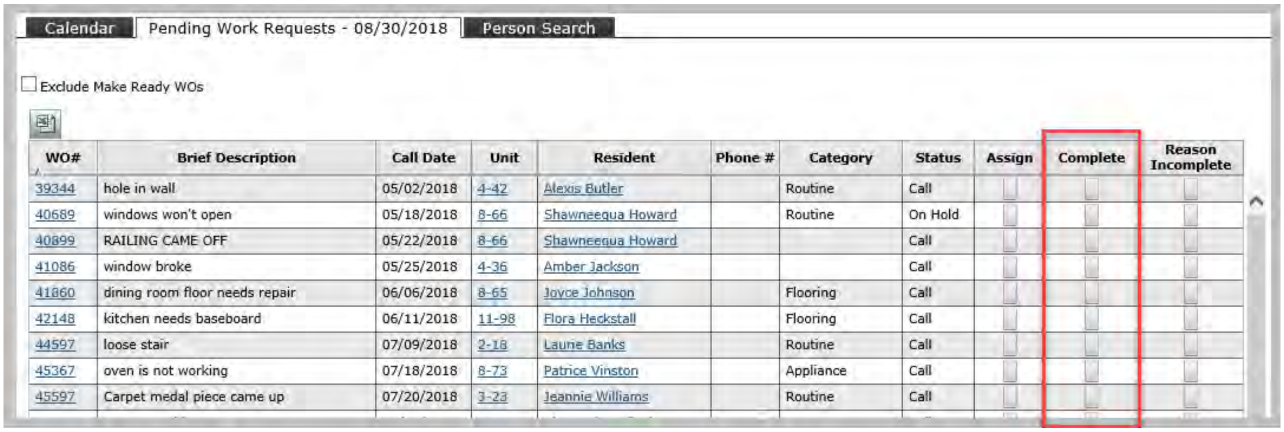
Once a Work Order is complete, it must be closed in Yardi Voyager unless the property is using Yardi Mobile Maintenance.

1. From the Yardi Voyager Dashboard Menu, click on the number of "**Pending Work Requests**" in order to access a list of open work orders which will appear below the dashboard.



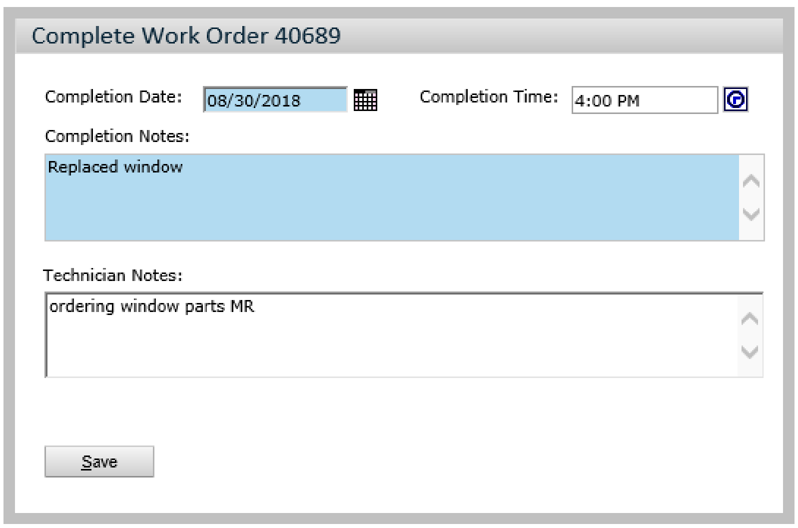
2. The Work Order screen will be displayed. Update the Work Order as described in the section

above entitled **Complete**. Locate the WO that is being completed and click on its respective grey box in the "Complete" column.

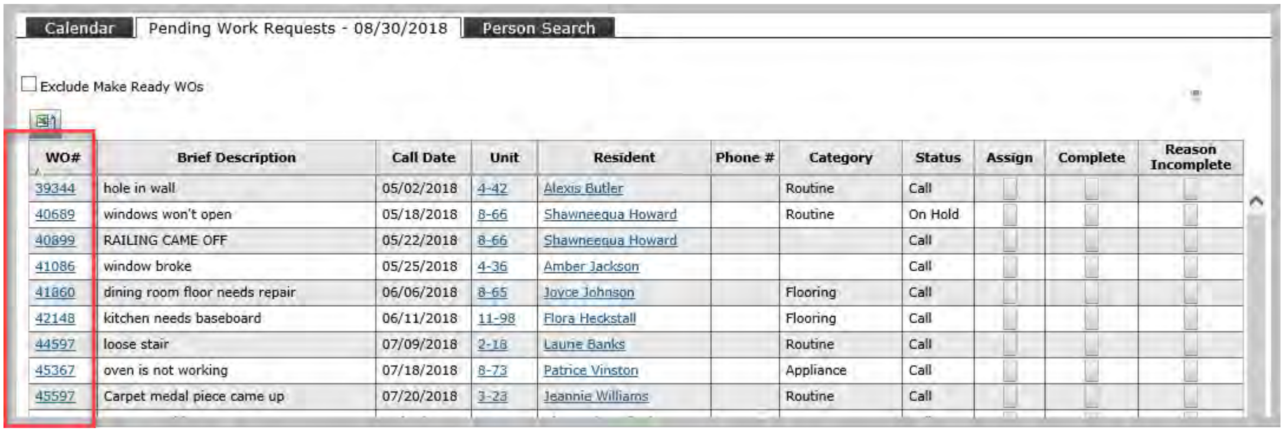


WO#	Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
39344	hole in wall	05/02/2018	4-42	Alexis Butler		Routine	Call			
40689	windows won't open	05/18/2018	8-66	Shawneequa Howard		Routine	On Hold			
40899	RAILING CAME OFF	05/22/2018	8-66	Shawneequa Howard			Call			
41086	window broke	05/25/2018	4-36	Amber Jackson			Call			
41860	dining room floor needs repair	06/06/2018	8-65	Joyce Johnson		Flooring	Call			
42148	kitchen needs baseboard	06/11/2018	11-98	Flora Heckstall		Flooring	Call			
44597	loose stair	07/09/2018	2-18	Laurie Banks		Routine	Call			
45367	oven is not working	07/18/2018	8-73	Patrice Vinston		Appliance	Call			
45597	Carpet medal piece came up	07/20/2018	3-23	Jeannie Williams		Routine	Call			

3. Enter the **Completion Date**, **Completion Time**, and **Completion Notes**. If there are not notes, leave the **Completion Notes** blank. Click **Save**.



Another way to close out individual Work Orders is through the respective WO screen. Locate and click on the WO# that needs to be marked as completed. You will be directed to the Work Order information screen.

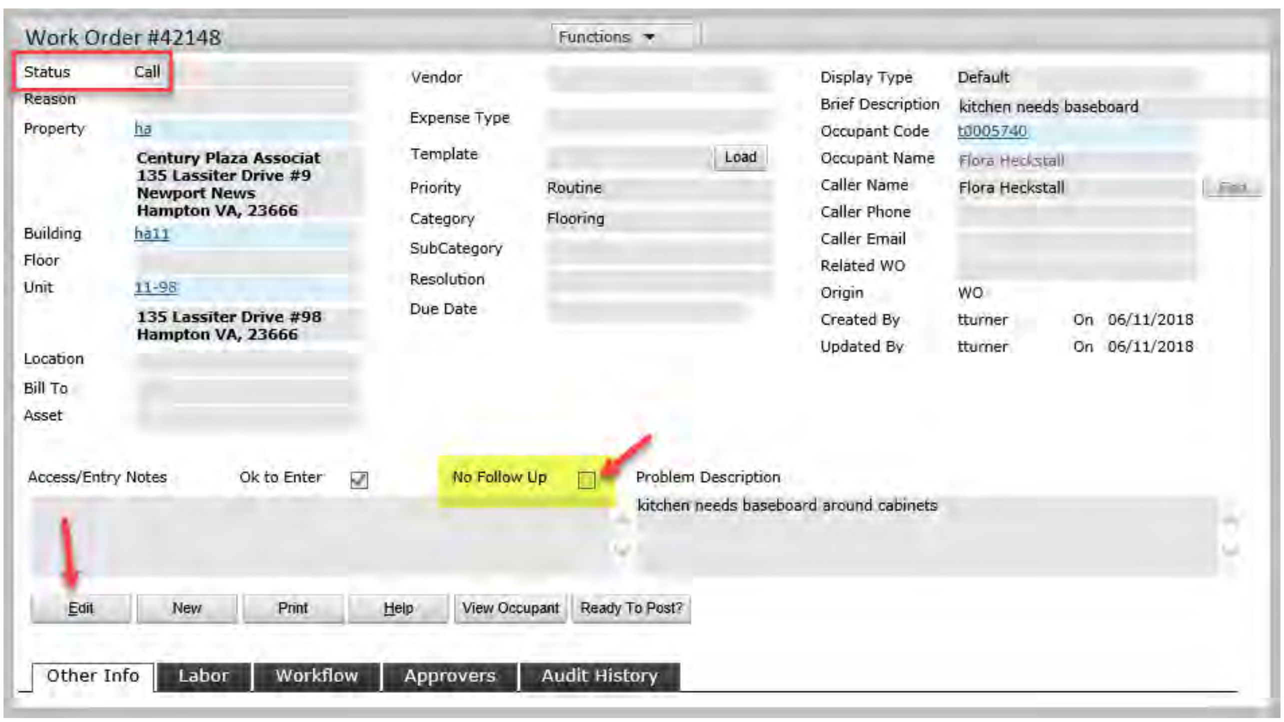


Calendar | Pending Work Requests - 08/30/2018 | Person Search

Exclude Make Ready WOs

WO#	Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
39344	hole in wall	05/02/2018	4-42	Alexis Butler		Routine	Call			
40689	windows won't open	05/18/2018	8-66	Shawneequa Howard		Routine	On Hold			
40899	RAILING CAME OFF	05/22/2018	8-66	Shawneequa Howard			Call			
41086	window broke	05/25/2018	4-36	Amber Jackson			Call			
41860	dining room floor needs repair	06/06/2018	8-65	Joyce Johnson		Flooring	Call			
42148	kitchen needs baseboard	06/11/2018	11-98	Flora Heckstall		Flooring	Call			
44597	loose stair	07/09/2018	2-18	Laurie Banks		Routine	Call			
45367	oven is not working	07/18/2018	8-73	Patrice Vinston		Appliance	Call			
45597	Carpet medal piece came up	07/20/2018	3-23	Jeannie Williams		Routine	Call			

1. To complete and close out the Work Order, click on the **Edit** button first and then choose **Work Completed** or another appropriate status from **Status** drop down menu.



2. Make sure to check the **No Follow Up** box in order to close out the WO. If this box is left unchecked, the WO will not be closed out until a follow up has been completed.

3. Click **Save.**

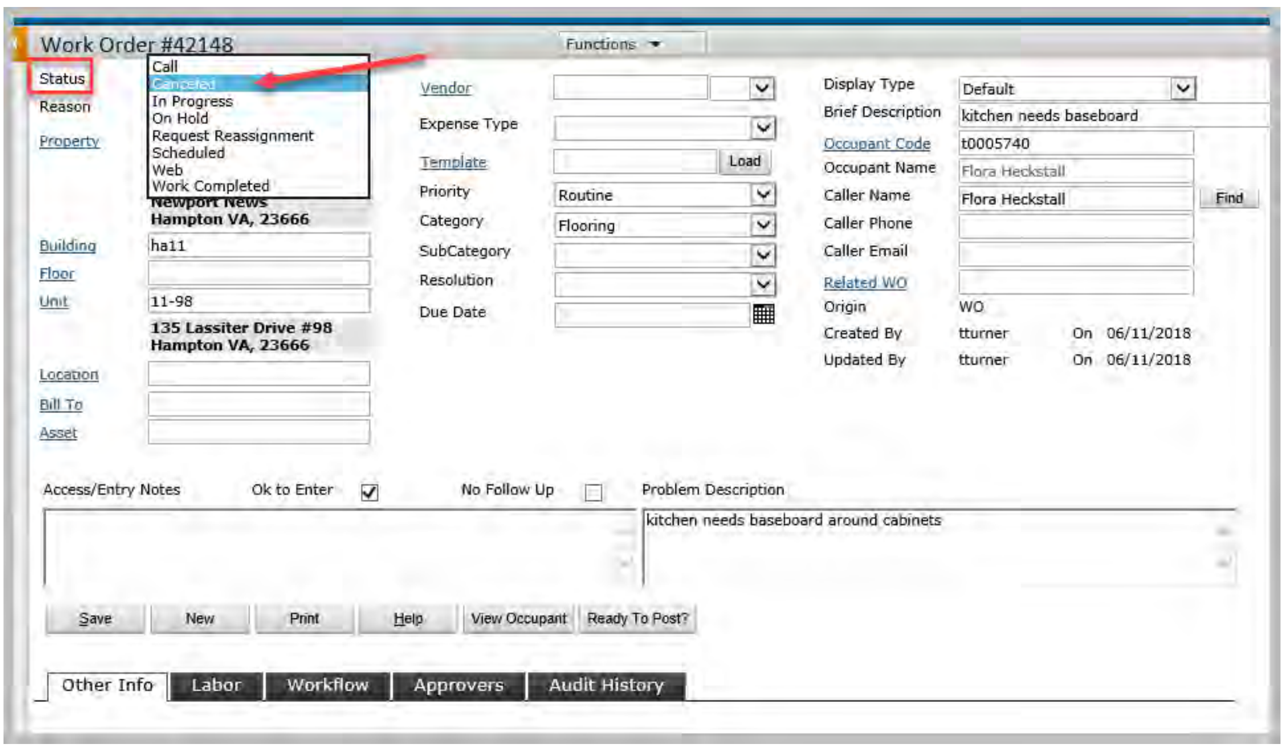
Canceling a Service Request

A service request will be considered “Canceled” when the requestor calls to change their mind about the need for service. A Yardi Work Order may be canceled by accessing the Work Order screen and changing the status as shown below.

1. Once the **Work Order** screen is displayed, record the conversation notes using the Memo link located under the Data/Reports section. Remember, all notes must be factual and concise.

*Once the **Edit** button is clicked, the **Data/Reports** tab will be renamed the **Functions** tab. This tab still has all the same features and functions of the **Data/Reports** tab.

2. Click on the drop-down menu in the **Status** field and choose **Canceled** from the drop-down list.



3. Click **Save.**

4. The Work Order has been cancelled and will be removed from the count in the **Pending Work Requests** count on the Dashboard.

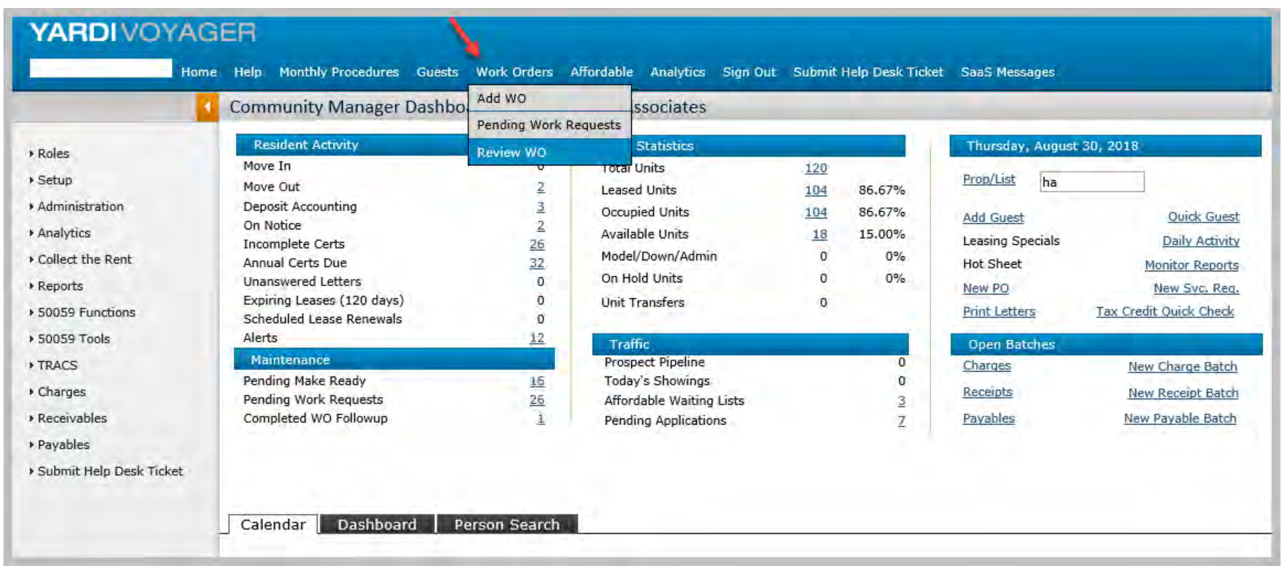
Charging a Resident for Damages

Residents will not be charged through the Work Order module simply by flagging a work order as **Tenant Responsible**. If the Resident is responsible for the Work Order, a copy of the completed work order should be sent to the property manager for consideration and processing of tenant charges.

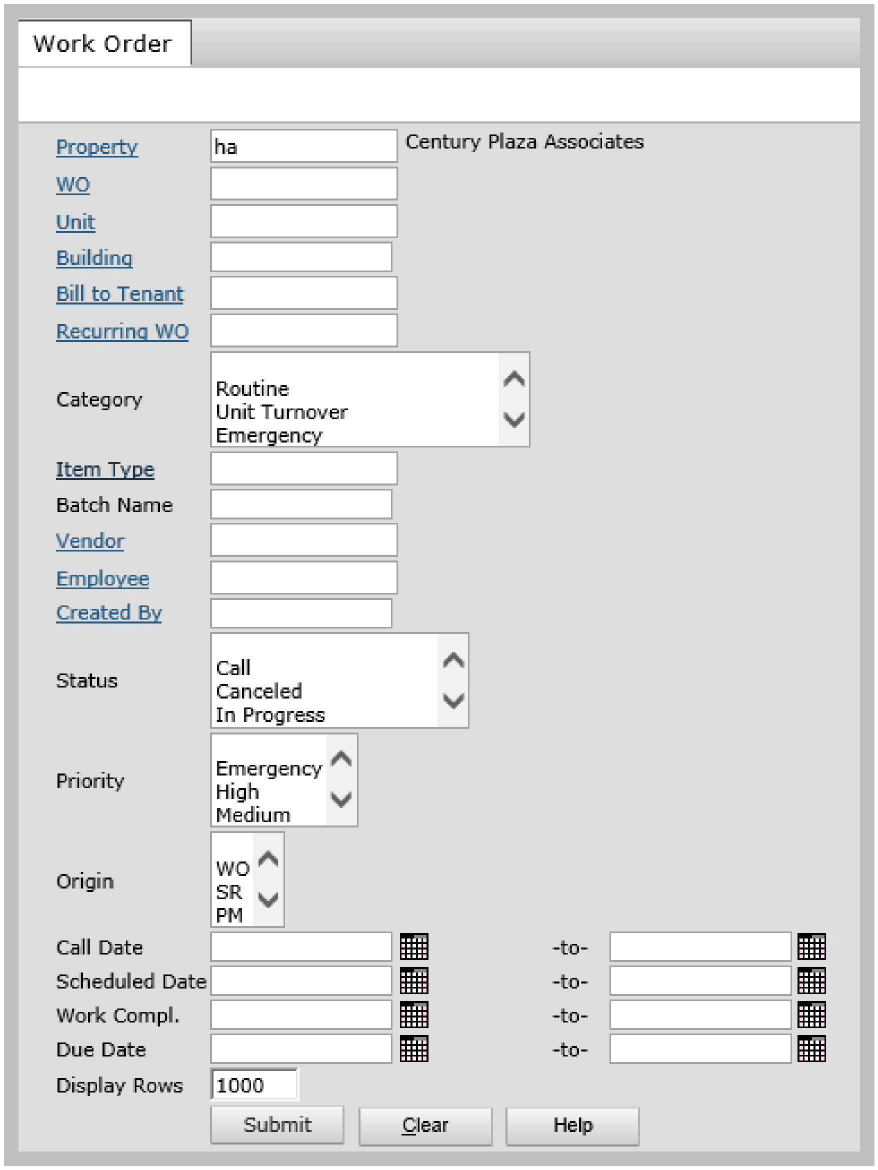
Reviewing Work Orders

There are other methods to locate and navigate the Work Order functionality in Yardi Voyager. The **Review Work Order** function can be useful to filter for Work Orders which meet specific criteria. Once you locate a Work Order, further edits can be made to the record. Like the **Add / New Work Order** function, the **Review Work Order** function can be accessed from the Left Side Menu.

1. To review a Work Order, from the Top Menu, click **Work Orders** and then select **Review WO**.



2. The Work Order filter appears.

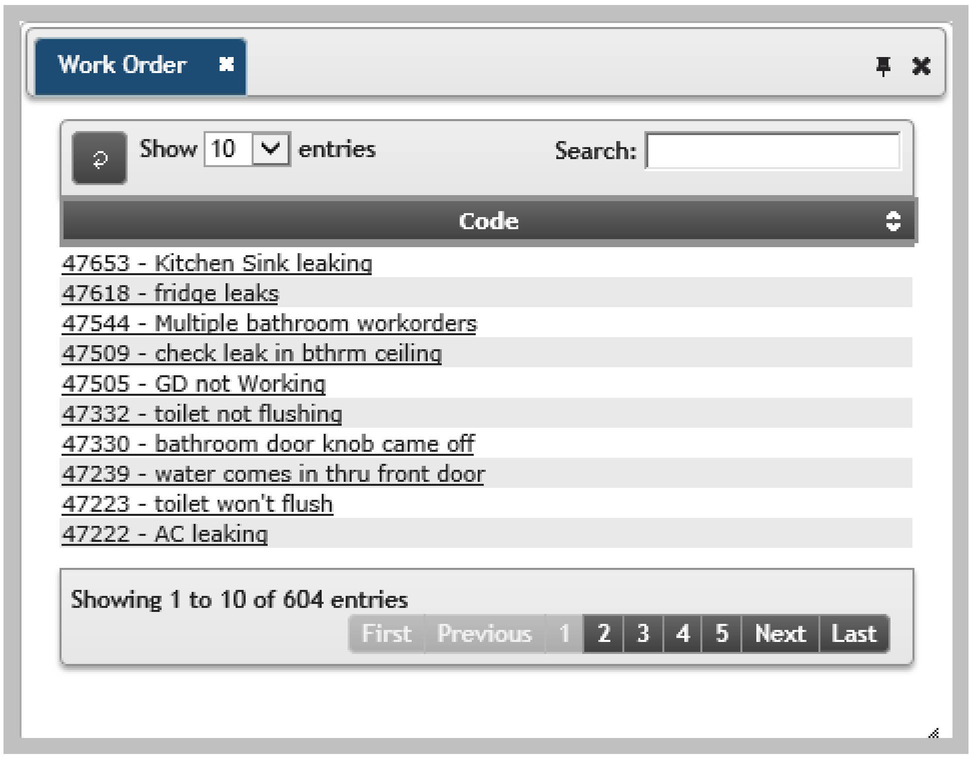


Populate the Property code while leaving the remaining fields blank unless the search should be limited to specific **Categories** of Work Orders or Work Orders of different **Status** types. Dates can also be used to restrict the search to a specific Work Order by specifying the Work Order number.

3. Click **Submit**.

The Work Order screen will be displayed and a list of work orders on the upper right-hand side of your screen.

4. Make sure you select the number of entries that you want to show. The default drop-down is 10 entries.



The records in the right side of the screen include the Work Order Number and the Brief Description field. For this very reason, it is recommended that the Brief Description field include the unit number. Using the Brief Description field in this manner will enhance your use when identifying open work orders. Simply click on any work order in the list to refresh the main screen with the details of that particular work order. Update the work order as needed and save any work.

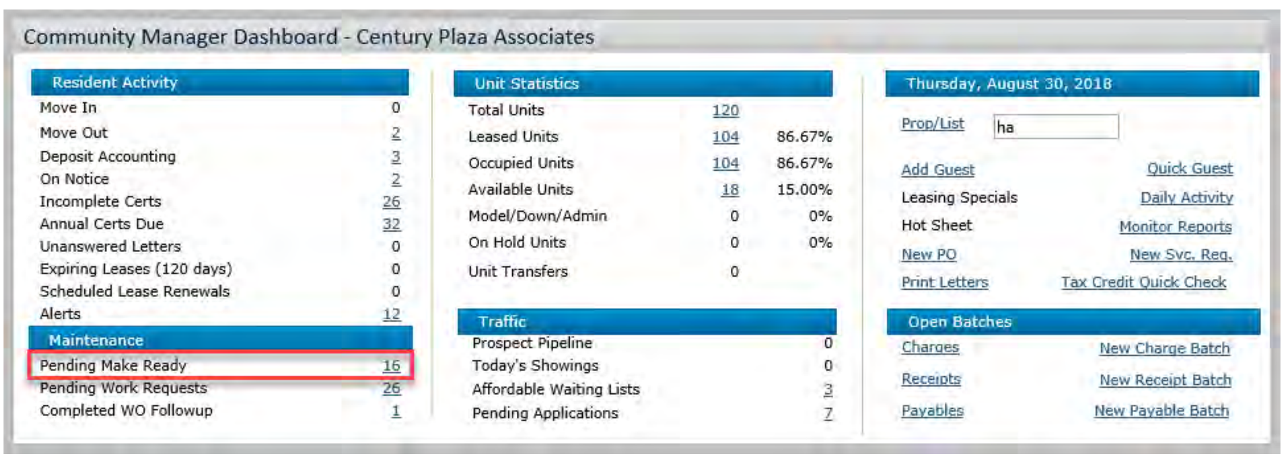
Managing the Make Ready Process & Board

When a resident provides notice of move out and then moves out of a unit, there are task that need to be completed to get the unit ready and available for the next occupant. There are several components to the Make Ready process. Within Yardi, the following functions will be used:

- The Make Ready date will be monitored and updated with a realistic date which will be used by the assignment office. The Make Ready date will be considered the date on which an apartment is available to be rented to a new tenant. Therefore, this date will be monitored and carefully maintained by the property manager as soon as a Vacancy Notice is recorded in Yardi.
- Yardi Work Orders are created for any work which will be performed by internal personnel. In addition, one or more Work Orders may be used as follows:
    - Monitor the Make Ready process as a whole
    - Reference work performed by outside vendors on purchase orders
    - Record work which needs to be done, leaving the decision on whether to use an outside vendor to a later date or other staff member

Voyager uses the scheduled move out date, the property setup (# Days to Make Ready on Property Control), and any subsequent manual changes to the Make Ready Date to determine the date a unit is available for the next tenant.

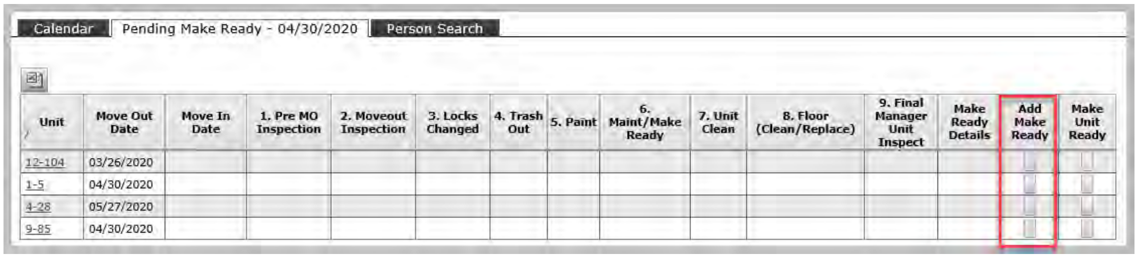
When a resident is put on notice, the dashboard statistic “Pending Make Ready” is automatically updated incremented by a PRE-MO Inspection included in the make ready process that can be created prior to the move out. This can be used so that the manager/maintenance staff can do a walkthrough of the unit to determine how much works needs to be done and what arrangements need to be in place prior to the move out to get the unit rent ready as quickly as possible.



Once a resident has been moved out of the unit, site staff should use the Make Ready function to choose appropriate work orders that are to be completed for the Make Ready process. Complete the following process to setup the Make Ready work orders.

11. On the dashboard under the Maintenance section, click the link next to the Pending Make Ready. A list of the units on notice or moved out appear. Locate the **Add Make Ready** button, click it for

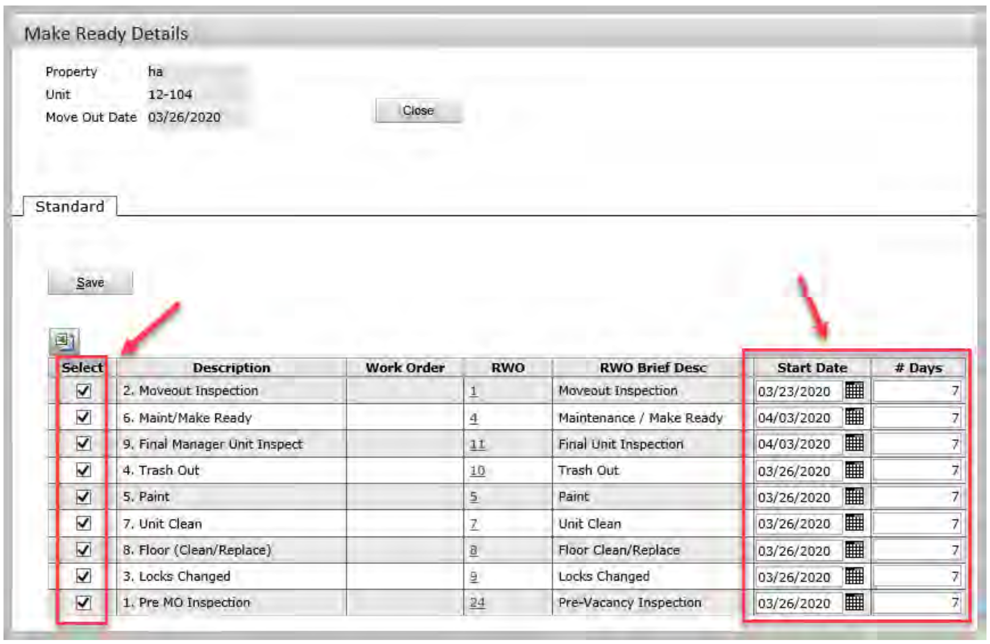
the appropriate unit that you want to create work orders for.



Calendar | Pending Make Ready - 04/30/2020 | Person Search

Unit	Move Out Date	Move In Date	1. Pre MO Inspection	2. Moveout Inspection	3. Locks Changed	4. Trash Out	5. Paint	6. Maint/Make Ready	7. Unit Clean	8. Floor (Clean/Replace)	9. Final Manager Unit Inspect	Make Ready Details	Add Make Ready	Make Unit Ready
12-104	03/26/2020													
1-5	04/30/2020													
4-28	05/27/2020													
9-85	04/30/2020													

The **Make Ready Details** screen appears.



Make Ready Details

Property ha
Unit 12-104
Move Out Date 03/26/2020

Close

Standard

Save

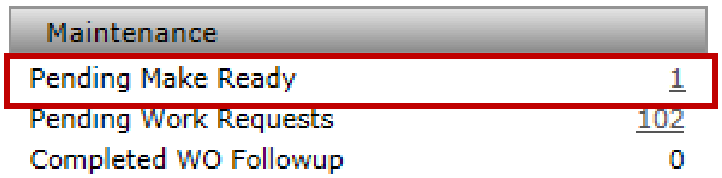
Select	Description	Work Order	RWO	RWO Brief Desc	Start Date	# Days
☑	2. Moveout Inspection		1	Moveout Inspection	03/23/2020	7
☑	6. Maint/Make Ready		4	Maintenance / Make Ready	04/03/2020	7
☑	9. Final Manager Unit Inspect		11	Final Unit Inspection	04/03/2020	7
☑	4. Trash Out		10	Trash Out	03/26/2020	7
☑	5. Paint		5	Paint	03/26/2020	7
☑	7. Unit Clean		7	Unit Clean	03/26/2020	7
☑	8. Floor (Clean/Replace)		8	Floor Clean/Replace	03/26/2020	7
☑	3. Locks Changed		9	Locks Changed	03/26/2020	7
☑	1. Pre MO Inspection		24	Pre-Vacancy Inspection	03/26/2020	7

12. Select the work orders that will be created by checking the box in the **Select** column. By default, all work orders will be created with a start date equal to the resident's Move Out date as indicated in the **Start Date** column. The default number of days that each task should take to complete is displayed in the **"# Days"** column. You can update the number of days based on how long it should take you do that task from the start date. **For example, if Locks changed starts on the 03/26/20 and it takes you 1 day to complete, then the #Days should be 1.** You can change any of these dates as needed.

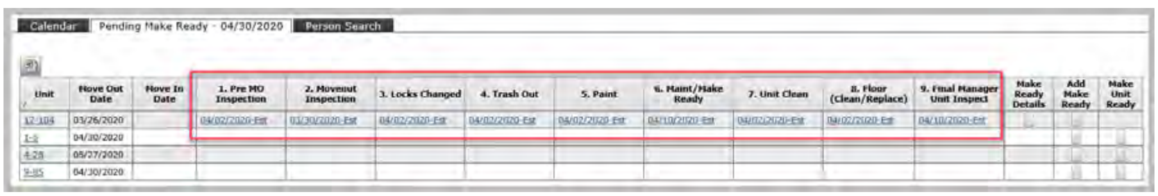
Some Make Ready work orders may need to be completed before others are started, and as such the **Start Date** column should be updated accordingly. For example, if the carpet is going to be replaced in a unit and the unit is to be repainted, it would be logical to start the carpet work after the painting has been completed. Example, the **Paint** item requires two days to complete. Therefore, the **Start Date** column for the **Carpet** item should be set to the third day after the start date for the painting. Example, if the paint work starts the day of move out, or 03/26/120, then you should enter **03/29/20020** in the **Start Date** for the floor line item.

13. Once all work orders have been selected and start dates and durations assigned, click the **Save** button. This will create work orders for each selected line item and determine the appropriate Make Ready date for the unit.

To review the status of Make Ready work orders currently assigned, reference the Make Ready Status Board by clicking the link next to **Pending Make Ready** from the **Maintenance** section of the Residential Dashboard.



The Make Ready Status Board appears.

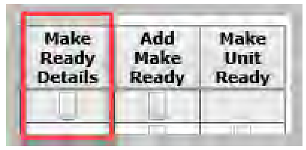


The columns of the Status Board are as follows:

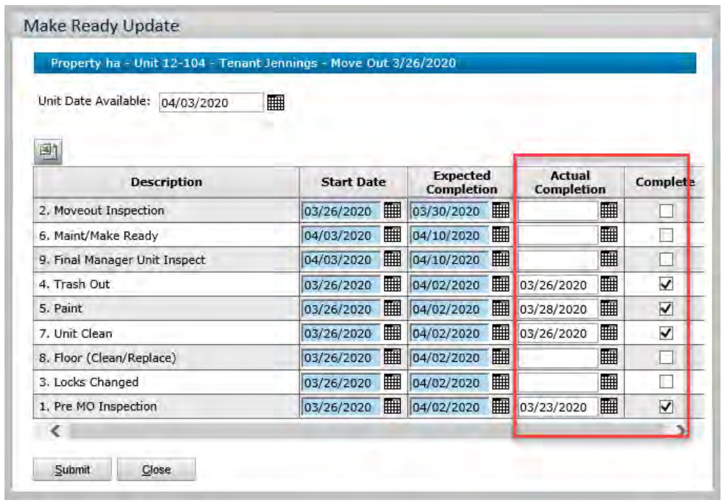
- **Unit** – The Unit that is in pending make ready status.
- **Move Out Date** – The Move Out Date of the most recent resident for units that have not been pre-leased. These will be units in the Vacant Unrented Not Ready or Notice Unrented Not Ready status.
- **Move In Date** – The Move In Date of a pending occupant for units that have been pre-leased. These will be units in the Vacant Rented Not Ready or Notice Rented Not Ready status.
- Individual columns for all Make Ready work orders. These columns will initially display the estimated completion date for each of the Make Ready work orders, based on the data entered in the Make Ready setup process at move out. Once the work orders have been completed, the column will reflect the actual completion date of the Work Order. In order to review the actual work orders, users may click the displayed dates and the appropriate work order will be displayed.
- **Make Ready Details** – A button which allows the user to update the status of the Make Ready work orders. This button is only available after the Make Ready setup process has been completed after move out.
- **Make Unit Ready** – A button which allows the user to bypass the Make Ready workflow and immediately set the unit to a status of Ready. This is only available for units which have NOT had Make Ready work orders completed.

14. As Make Ready work orders are completed, Maintenance should notify the Leasing staff. At that point, the leasing staff can update the Make Ready Status Board by clicking the **Make Ready**

Details button on the Status Board.



15. The **Make Ready Details** window appears.



16. Enter the date that each work order is completed in the **Actual Completion** column and click the **Complete** checkbox for each completed work order.

17. Click **Submit**.

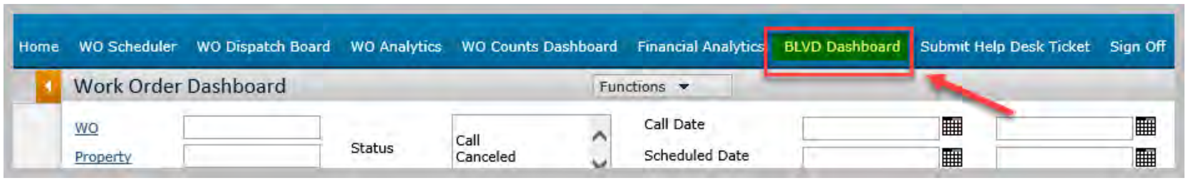
18. The Make Ready Status Board displays the updated status of the Make Ready work orders by showing the actual completion date.

19. The unit is now ready to rent and will appear as such on the Residential Dashboard.

20. Once all work orders have been completed in this manner, the unit status will be updated to "Ready" and the unit drops off the Make Ready Status Board.

Note for the Maintenance Staff:

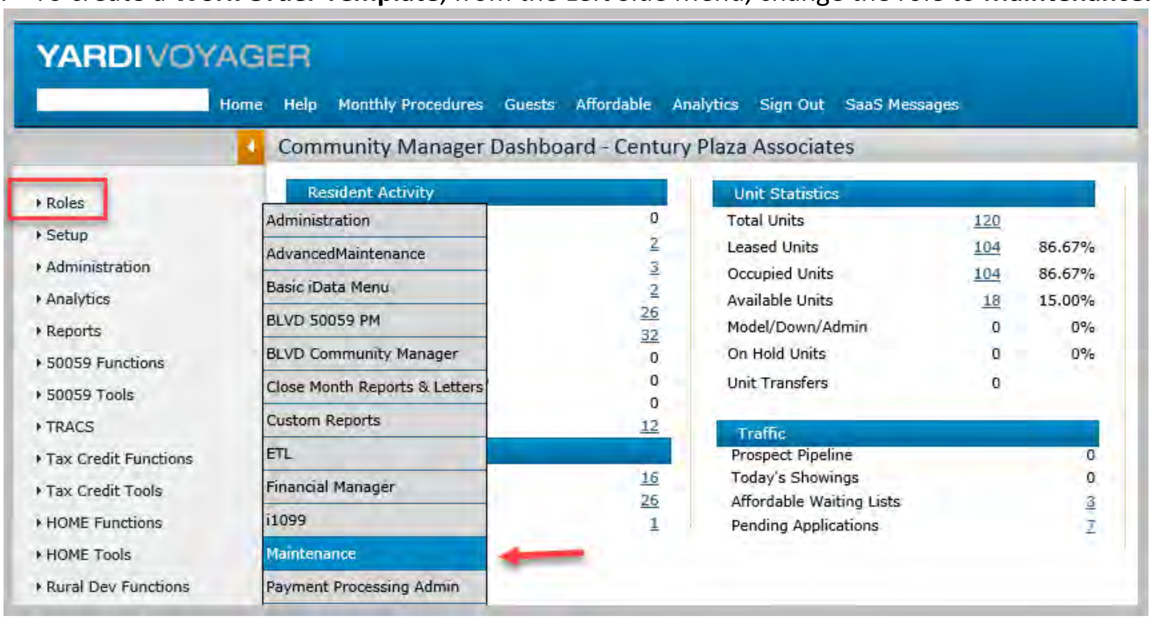
From the **Maintenance** Role, you can access the manager dashboard by clicking on the **BLVD Dashboard** on the top quick link menu.



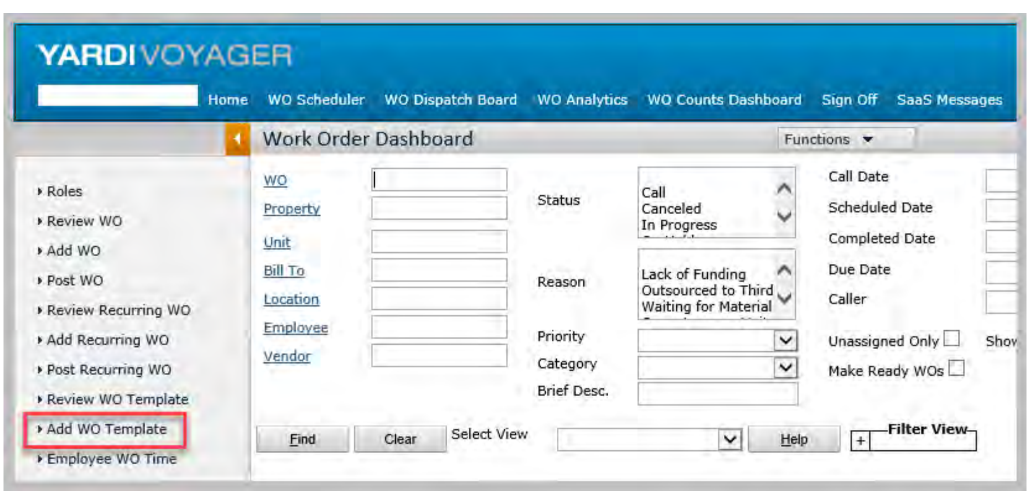
Work Order Templates

A template can be created for repetitive tasks that are performed on a regular basis, i.e. spraying for pest, grounds maintenance, etc. The template will define the details of those tasks and when the work order is created, the system can copy the details of a template into that work order.

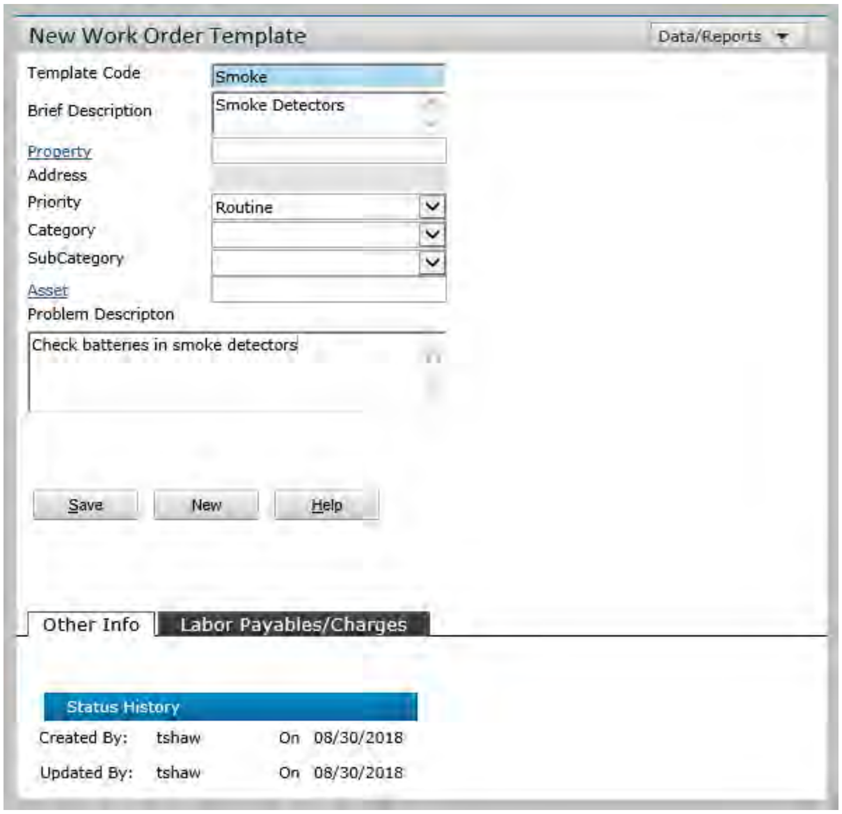
1. To create a **Work Order Template**, from the Left Side Menu, change the role to **Maintenance.**



2. On the Left Sie Menu, Select **Add WO Template**.



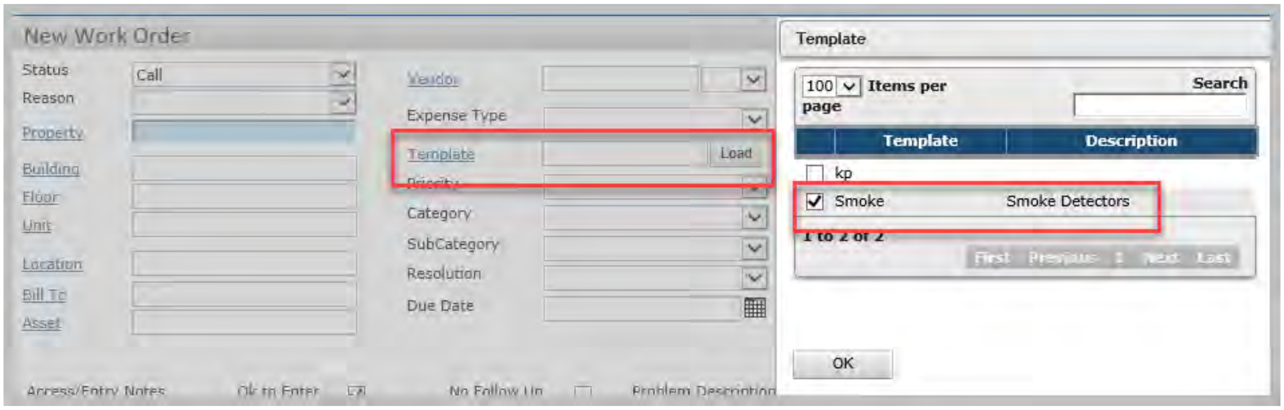
3. The **New Work Order Template** screen appears.



4. Complete the following fields within the **New Work Order Template** screen (these fields must be generic in nature for all work orders of this type):
    - **Template Code** – Enter the Template Code that will be used when accessing this template.
    - **Brief Description** – Enter a brief description of the template.
    - **Property** – Leave this field blank to make the template available for all properties, or populate a property code to make it property-specific.
    - **Priority** - Select the appropriate priority from the drop-down menu.
        - Emergency / Health / Safety – Must be completed the same day as reported.
        - High – Must be completed within 24 hours. There is a risk of issue causing further damage.
        - Medium – Must be completed within 48 hours. It is currently affecting habitability.
        - Low – Must be completed within 72 hours. Neither a risk of damage nor affecting habitability.
        - Routine – These are recurring work orders as part of the maintenance routines such as preventative maintenance tasks.
    - **Category** – Select the applicable category.
    - **SubCategory** – Select the applicable subcategory.
    - **Problem Description** – Enter the problem description for the template.

5. Click **Save** to save this Template and have it available for selection during the Work Order process.

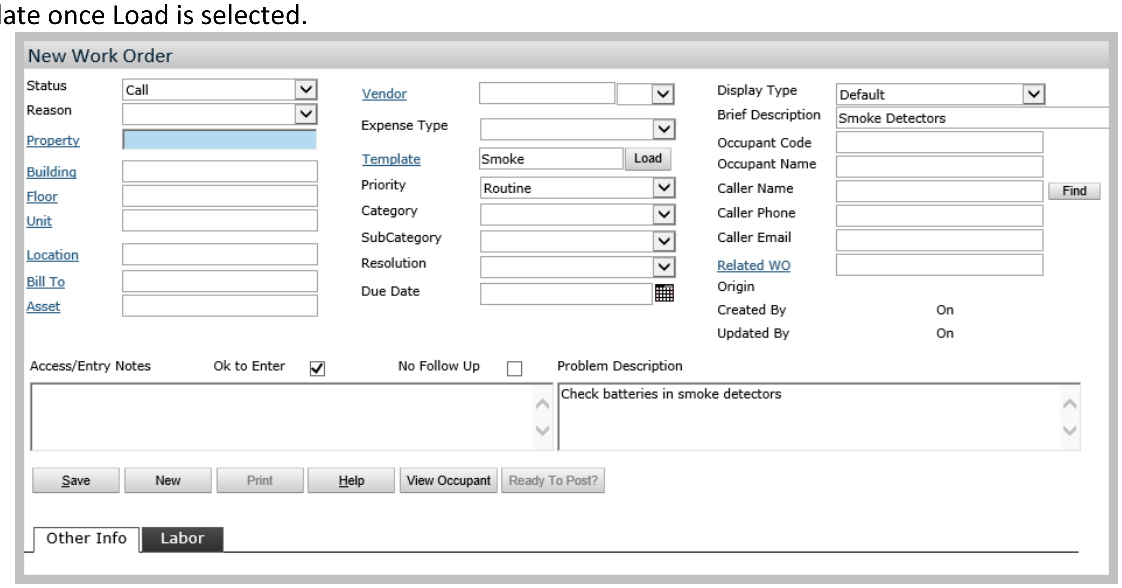
6. To use this template, open a new Work Order.



7. Click the **Template** hyperlink and select the appropriate Template.

8. Click **OK**.

Click Load.
Notice that the **Description**, **Category**, and **Problem Description** will be filled in automatically from the Template once Load is selected.



9. Enter any additional details not automatically populated as part of the Template.

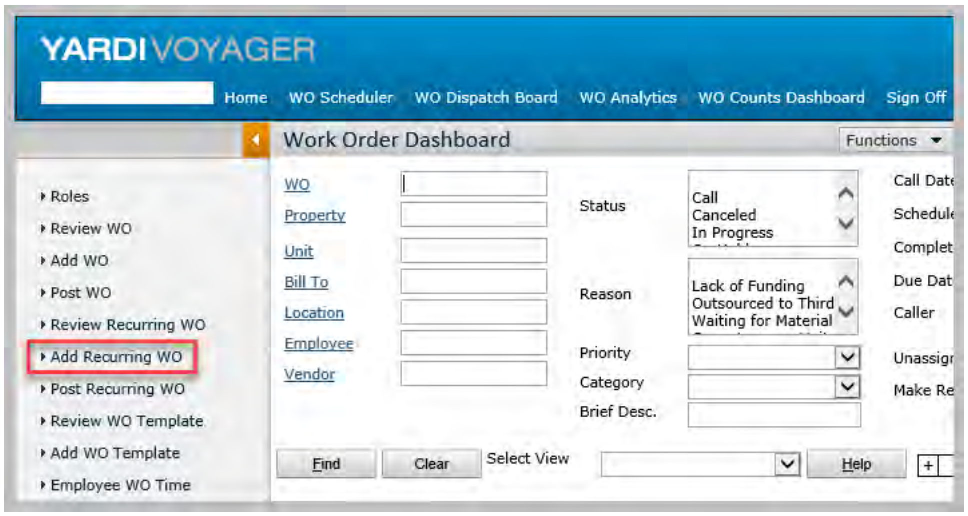
10. Click **Save**.

Adding Recurring Work Orders

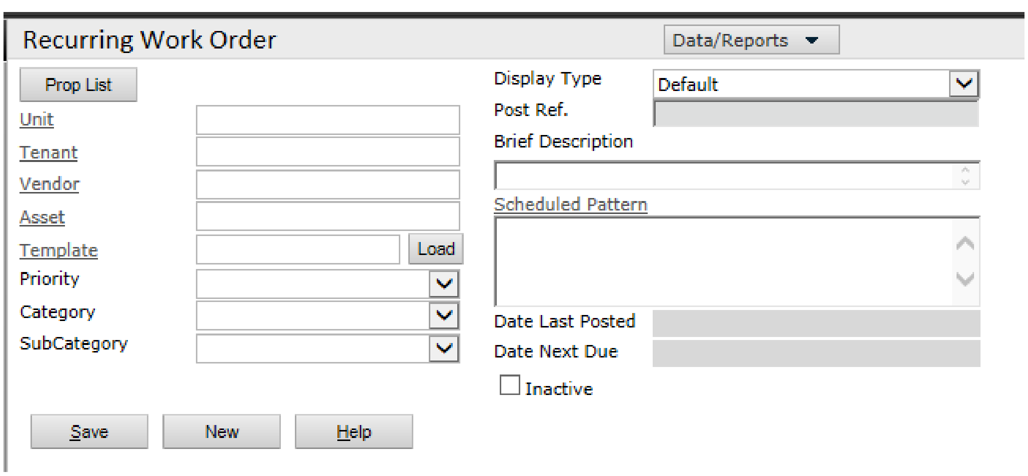
Preventative maintenance of major systems and other building infrastructure can be facilitated with the use of Recurring Work Orders. Recurring Work Orders provide an opportunity to key in relevant details and “re-use” the work order multiple times.

Recurring Work Orders are assigned a unique number. When you post the Recurring Work Order, an actual Work Order is created which can be handled like any other Work Order. To set up a Recurring Work Order, the first step is to perform the **Add Recurring WO** function.

1. From the Left Side Menu, select **Add Recurring WO**.



The **Recurring Work Order** screen appears.



2. Complete the following fields within the **Recurring Work Order** screen:
   - **Brief Description** – Enter a brief description of the recurring task which will make it easy to pick the entry from a list of Recurring Work Orders.

- **Prop List** – Click the Prop List button and, within the pop-up screen, click the List Props button. Select one property from the list and select **OK**.
- **Unit** – Leave this field blank unless the recurring work order is connected to a specific unit.
- **Bill Tenant** – Leave this field blank.
- **Vendor** – Leave this field blank.
- **Asset** – Leave this field blank.
- **Template** – Leave this field blank.
- **Priority** – Select the appropriate option from the drop-down list.
  - Emergency / Health / Safety – Must be completed the same day as reported.
  - High – Must be completed within 24 hours. There is a risk of issue causing further damage.
  - Medium – Must be completed within 48 hours. It is currently affecting habitability.
  - Low – Must be completed within 72 hours. Neither a risk of damage nor affecting habitability.
  - Routine – These are recurring work orders as part of the maintenance routines such as preventative maintenance tasks.
- **Category** – Select the appropriate option from the drop-down list.
- **SubCategory** – Select the appropriate option from the drop-down list.
- **Post Ref** – Enter the code to use for posting this recurring work order. If you will always post a group of Recurring Work Orders together, you can use the same posting code for more than one Recurring Work Order.
- **Scheduled Pattern** – Enter the recurring frequency of the scheduled work order.
- **Date Last Posted** – Enter the day of the last occurrence for the scheduled work order.
- **Date Next Due** – Enter the day you want the recurring work order to be in effect.
- **Other Info** Tab – General Information

Purpose of Work order – Enter the valid purpose.

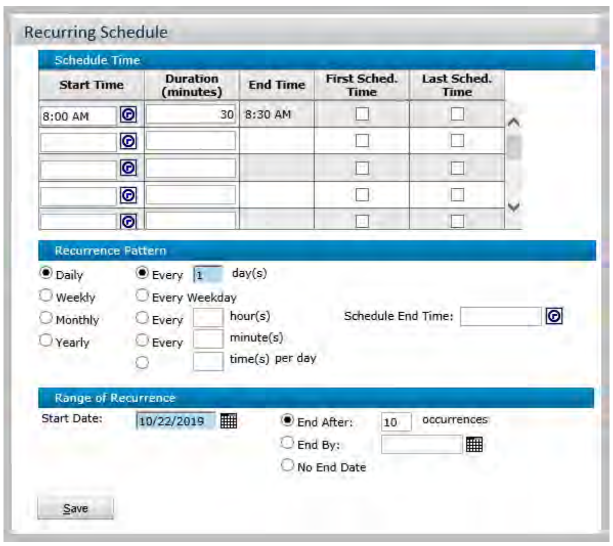
- **Resident Request** – The resident submitted a request to the office.
- **REAC** – Work order related to a third party Pre-REAC or Post REAC inspection repair.
- **Corporate Management Inspection** – Annual Corporate Management Inspection.
- **Violation** – Work order related to a violation that was received. E.g. City violation.
- **Lender Request** – Work Order related to a repair requested by the lender.
- **Preventative Maintenance** – Work Orders that will prevent future maintenance issues.
- **Quarterly Inspection** – Work orders generated from quarterly inspections completed by the site.
- **Management Request** - This is a Manager or Maintenance Request identified during a unit inspection or when the maintenance man is in the unit completing repair.

NOTE: To control the timing of recurring work orders you could use a combination of these settings. Consider these examples:

- To create a weekly task to vacuum the hallway on the fourth floor, use a Frequency of 1 and leave Date Range, Post Months, and Due Day blank.
- To generate work orders on the first day of the month to check the light bulbs in the lobby, select all Post Months and specify a Due Day of 1. Leave Frequency and Date Range blank.

3. Click the **Scheduled Pattern** hyperlink, to be directed to the Recurring Schedule page. Input the details about the timing and occurrence of the work order.

NOTE - You will not be able to post the recurring work order unless this is setup.



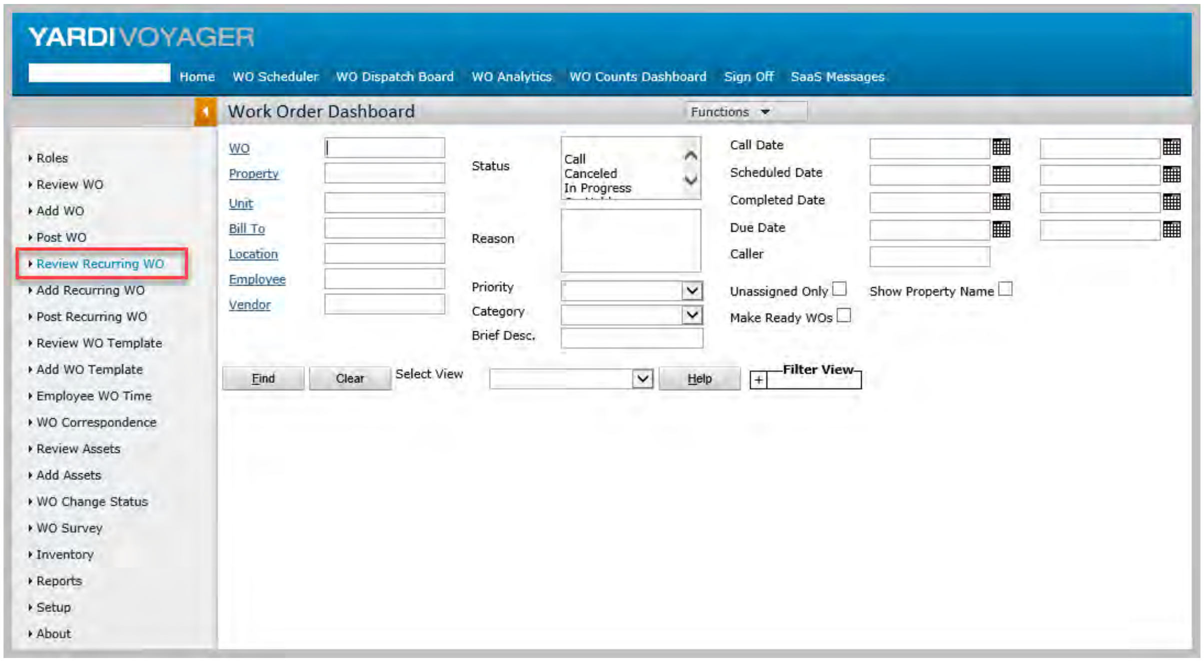
4. Click **Save**.

At this point, the Recurring Work Order has been created, but no Work Orders have been initiated.

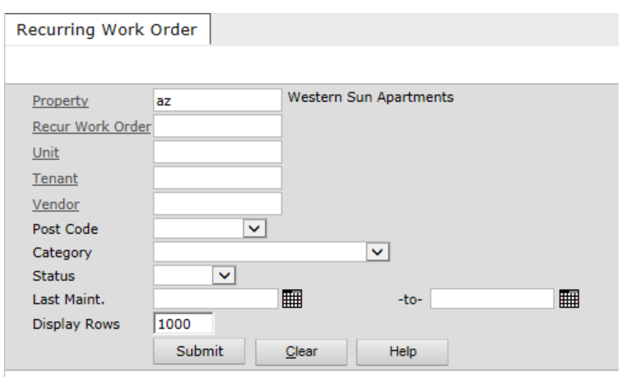
Review Recurring Work Orders

Once you have created one or more Recurring Work Orders, there may be a need to update them in some way before posting them.

1. To review existing Recurring Work Orders, from the Left Side Menu, **Review Recurring WO**.



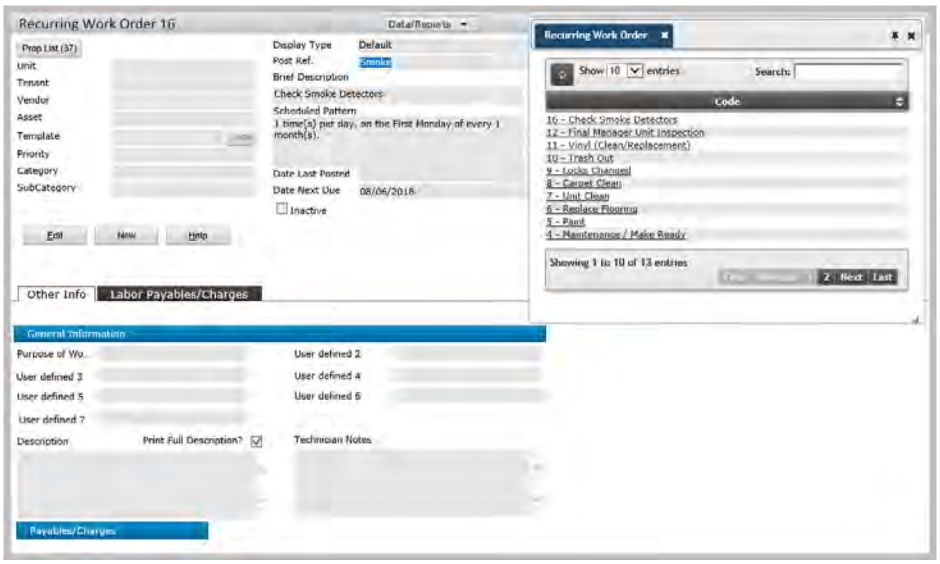
2. The **Recurring Work Order** filter will be displayed.



3. Complete the following fields within the Recurring Work Order filter:
   - **Property** – Leave as defaulted.
   - **Recur Work Order** – Leave this field blank.
   - **Unit** – Leave this field blank.

- **Tenant** – Leave this field blank.
- **Vendor** – Leave this field blank.
- **Post Code** – Leave this field blank.
- **Category** – Leave this field blank.
- **Last Maint**. – Leave this field blank.

4. The Recurring Work Order 1 screen will be displayed, and a list of Recurring Work Orders replaces the Left Side Menu.



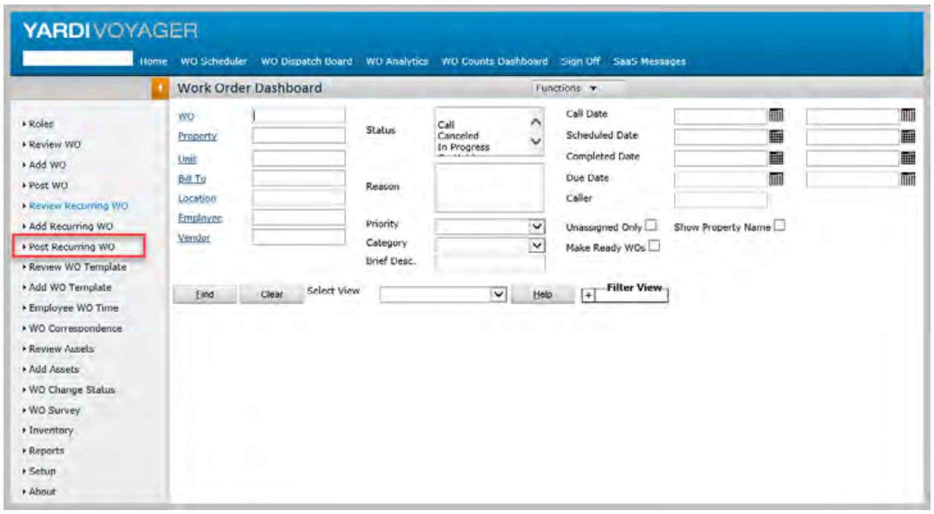
5. Make any necessary changes to the Recurring Work Order 1 page.

6. Click **Save**.

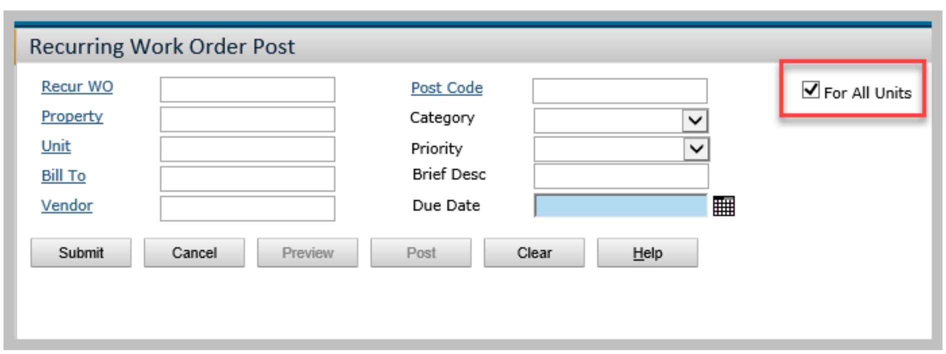
Posting a Recurring Work Order

After reviewing the accuracy of a Recurring Work Order, use the **Post Recurring WO** function to create new Work Orders.

1. To access the **Post Recurring WO** function, from the Left Side Menu, select **Post Recurring WO**.



2. The **Post Recurring Work Orders** filter will be displayed.

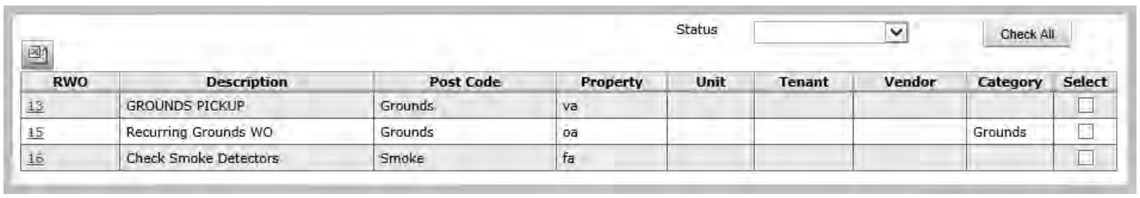


3. Complete the following fields within the Post Recurring Work Orders filter:
   - **Recur Work Order** – To specify one or more specific Recurring Work Orders, click this link.
   - **Property** – Select the property or leave blank.
   - **Unit** – Select the unit or leave blank.
   - **Bill To** – Select the tenant that needs to be billed to or leave blank.
   - **Vendor** – Leave this field blank.
   - **Post Code** – Select a recurring Work Order post reference code or leave blank.
   - **Category** – Leave this field blank.
   - **Priority** – Select a specific priority or leave blank.
   - **Brief Desc** – Leave this field blank.

- **Due Date** – Type or select the date of the next scheduled occurrence of the work order. This is a required field.
- **For All Units** – Check this box if you want all units to appear, however, you can individually select which units you would like posted in a later step.

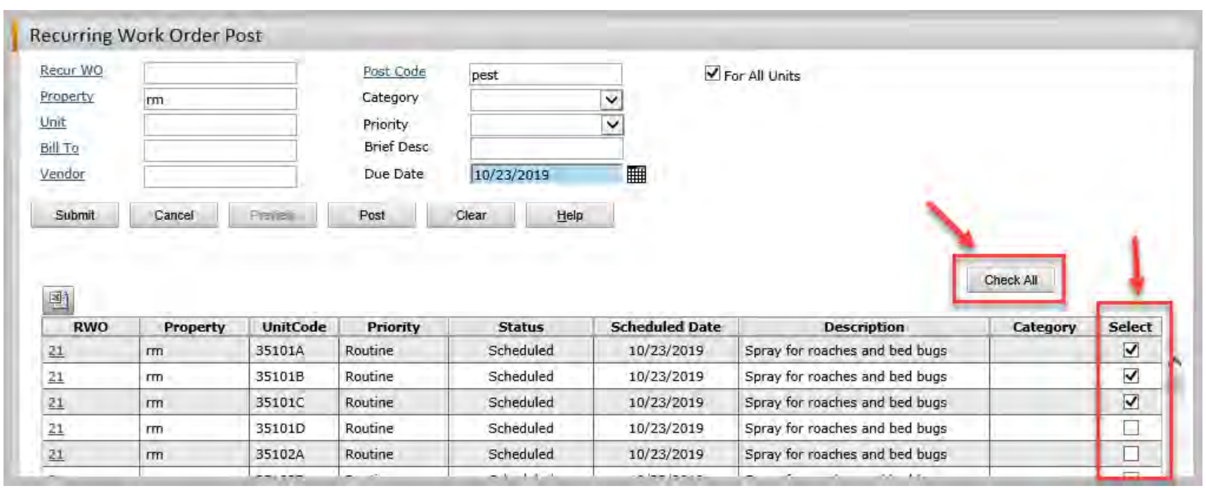
4. Once the fields are completed, click **Submit.**

5. A **Post Recurring Work Orders** screen appears.



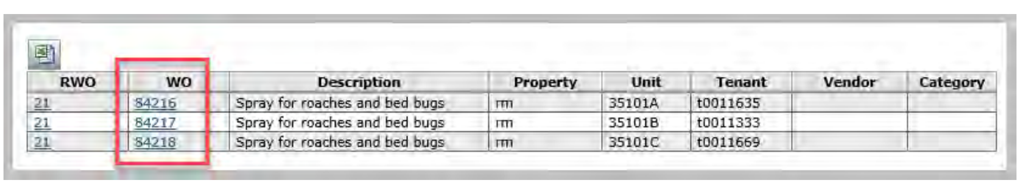
RWO	Description	Post Code	Property	Unit	Tenant	Vendor	Category	Select
13	GROUNDS PICKUP	Grounds	va					
15	Recurring Grounds WO	Grounds	oa				Grounds	
16	Check Smoke Detectors	Smoke	fa					

6. Click the Select box(es) for the recurring work orders that need to be created. The **Preview** button will populate once something is selected.
7. Click the **Preview** button. All of the units or task appear.
8. Click the **Select** button for all units you would like to create the work order for, or click the **Check All** button to check all units.



RWO	Property	UnitCode	Priority	Status	Scheduled Date	Description	Category	Select
21	rm	35101A	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		☑
21	rm	35101B	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		☑
21	rm	35101C	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		☑
21	rm	35101D	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		☐
21	rm	35102A	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		☐

9. Once everything is selected, click the **Post** button. Work orders will be created, links to the work orders are shown below.



RWO	WO	Description	Property	Unit	Tenant	Vendor	Category
21	84216	Spray for roaches and bed bugs	rm	35101A	t0011635		
21	84217	Spray for roaches and bed bugs	rm	35101B	t0011333		
21	84218	Spray for roaches and bed bugs	rm	35101C	t0011669		

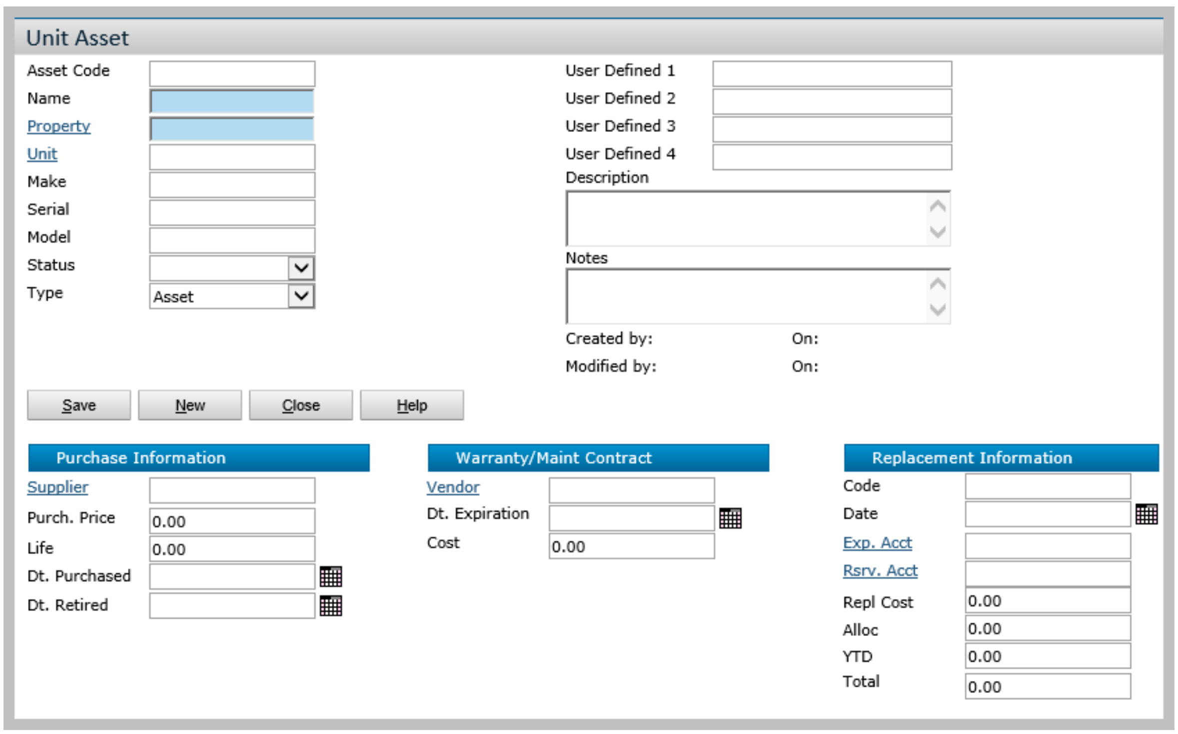
Asset Tracking

A unit asset is a significant item, i.e. appliances, carpet, golf carts, etc, that is normally associated with a unit. Assets may carry a warranty or maintenance contract. You can also create recurring work orders for maintaining the asset.

Adding Asset Records

Add asset records to track appliances, carpeting, golf carts, etc. You can include information about the purchase of the assets to help track warranty and or replacement plans. Once an asset has been added, work orders or recurring work orders can be generated for the asset.

1. From the **Maintenance** role, select **Add Assets** from the side menu. The **Unit Asset** screen appears.
2. Complete the screen as shown below.



- **Asset Code** – Create a code for the asset (eight characters or less). If this field is left blank the system will auto code the asset.
- **Property** – Select the property where the asset is located.
- **Unit** – Select the unit where the asset is located.
- **Make** – Type the name of the manufacturer of the asset.
- **Serial** – Type the serial number of the asset.

- **Model** – Type the model name or number of the asset.
- **Status** – leave blank
- **Type** – Leave this set to Asset.
- **User Defined 1 through 4** – Leave Blank
- **Description** – Type a description of the asset – like the color or more details.
- **Notes** – Type any notes related to the asset.

Purchase Information

- **Supplier** – Select a supplier (vendor) where the asset was purchased.
- **Purch**. **Price** – Type the purchase price of the asset.
- **Life** – Used to calculate asset depreciation – leave blank.
- **Dt**. Purchased – Type the date the asset was purchased.
- **Dt**. Retired – Type the date you plan on retiring the asset – if any – or leave blank.

Warranty / Maint. Contract

- **Vendor** – Select the vendor who normally performs maintenance work on the asset.
- **Dt. Expiration** – The date on which the warranty is due to expire.
- **Cost** – The cost of the maintenance warranty contract.

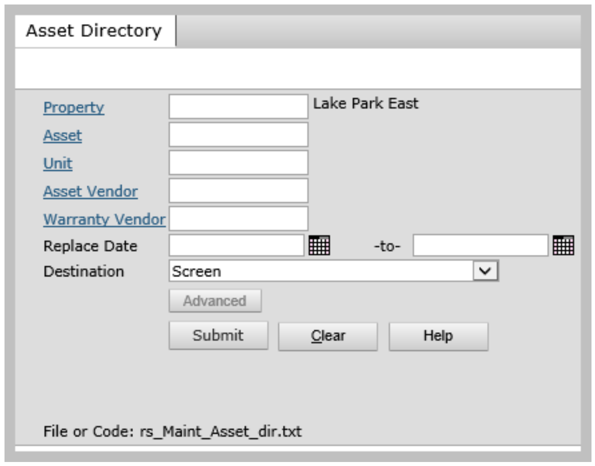
Replacement Information – leave blank.

Reviewing and or Editing an Asset

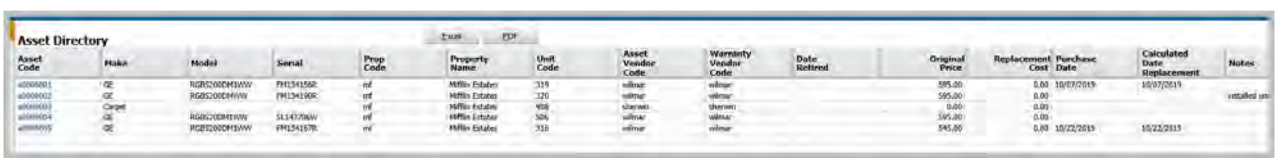
1. From the **Maintenance** role, select **Review Assets** from the side menu. The **Unit Asset** filter appears.
2. Complete the filter or leave blank and click Submit. The Unit Asset screen appears.
3. Click Edit to make changes to the asset.

Printing Asset Directory

1. To print the **Asset Directory**, select **Reports > Asset Directory** from the side menu of the maintenance role. The report filter appears.



Complete the report filter and click **Submit**. The **Asset Directory** appears. You can export this to Excel or PDF by clicking the buttons at the top of the screen.


Asset Directory

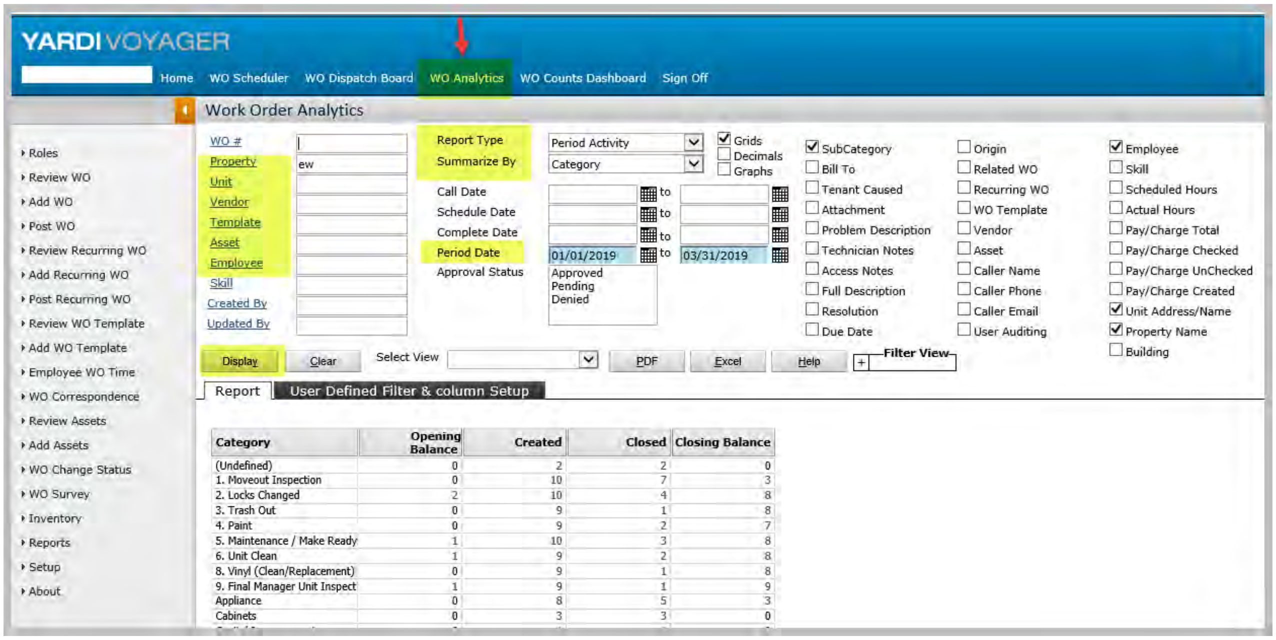
Excel PDF

Asset Code	Make	Model	Serial	Prop Code	Property Name	Unit Code	Asset Vendor Code	Warranty Vendor Code	Date Retired	Original Price	Replacement Cost	Purchase Date	Calculated Date Replacement	Notes
a0000001	GE	RGBS200DM1WW	FM134156R	mf	Mifflin Estates	319	wilmar	wilmar		595.00	0.00	10/07/2015	10/07/2015	
a0000002	GE	RGBS200DMWW	FM134190R	mf	Mifflin Estates	320	wilmar	wilmar		595.00	0.00			installed un
a0000003	Carpet			mf	Mifflin Estates	408	sherwin	sherwin		0.00	0.00			
a0000004	GE	RGBS200DM1WW	SL143706W	mf	Mifflin Estates	506	wilmar	wilmar		595.00	0.00			
a0000005	GE	RGBS200DM1WW	FM134167R	mf	Mifflin Estates	316	wilmar	wilmar		545.00	0.00	10/22/2015	10/22/2015	

Work Order Analytics

You can summarize work order analytics reports by different values such as property, vendor, and category. Some reports provide graphic displays of the data.

The screen shot below displays the Work Order Analytics screen. The drop downs for report type and summarize by changes the output of the report details. Clicking the Display button on the screen allows the report to generate at the bottom of the page. Drill down capability is available, throughout the report.



The table below describes the work order analytics reports available

Report Name	**Menu Path and Report Type**	**Description**
Work Order Cost Analysis	**Work Order Dashboard Top Menu - WO Analytics - Cost Analysis**	The Cost Analysis report shows you the average cost per work order and the average turnaround in days.
Work Order Aging	**Work Order Dashboard Top Menu - WO Analytics - Aging**	The Aging report shows the number of work orders for the current day, the past five days, and all the work orders that are over 5 days old.
Work Order	**Work Order Dashboard**	The Priority report shows the number of work orders for each

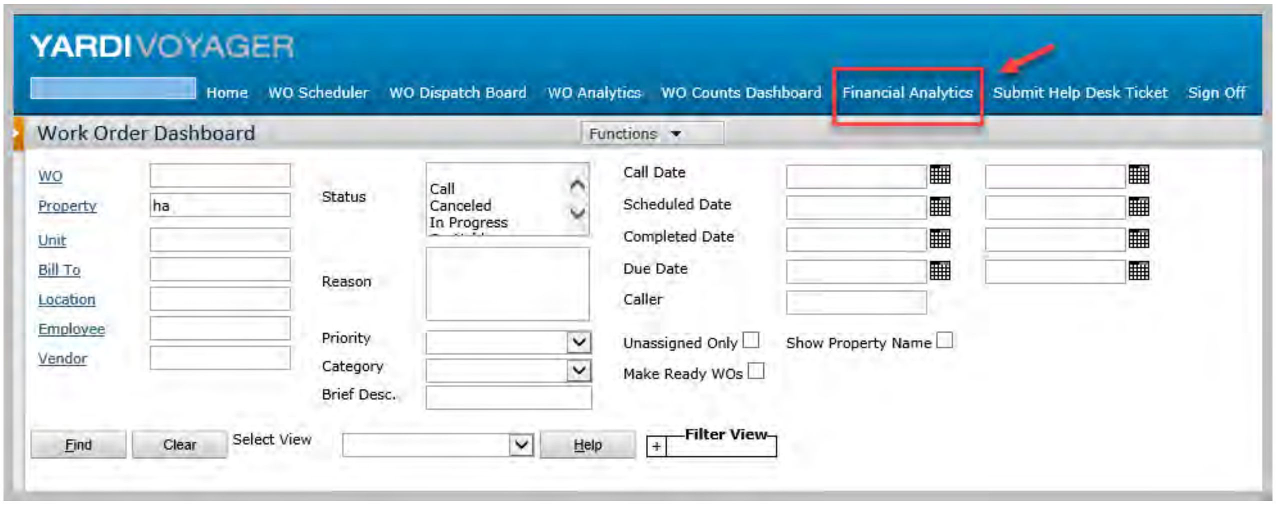
Priority	**Top Menu - WO Analytics - Priority**	priority category, for example, High, Medium, Low, Emergency, and so on.
Work Order Status	**Work Order Dashboard Top Menu - WO Analytics - Status**	The Status report shows the number of work orders for each status category, for example, Call, Scheduled, InProgress, Work Complete, and so on.
Work Order Month	**Work Order Dashboard Top Menu - WO Analytics - Month**	The Month report shows the number of work orders for the current month and the preceding 11 months.
Work Order Day	**Work Order Dashboard Top Menu - WO Analytics - Day**	The Day report shows the number of work orders for each weekday.
Directory	**Work Order Dashboard Top Menu - WO Analytics - Directory**	The Directory report shows the work order number, property, unit, vendor, priority, status, brief description, call date, schedule date, complete date, material amount, labor amount, commission amount, and total payable amount. It calculates the grand total for each amount column.
Completed Activity	**Work Order Dashboard Top Menu - WO Analytics - Completed Activity**	The Completed Activity report shows a column based on the value in the Summarized By field. For each value it reports the total count, minimum days for the work orders, maximum days for the work orders, the average number of days, and the percentage of the grand total count.
Period Activity	**Work Order Dashboard Top Menu - WO Analytics - Period Activity**	The Period Activity report shows a column based on the value in the Summarized By field. For each value it reports the Opening Balance count, Created count, Closed count, and the Closing Balance count. It reports a grand total for each column.
Average Per Day	**Work Order Dashboard Top Menu - WO Analytics - Average Per Day**	The Average Per Day report shows a column based on the value in the Summarized By field. For each value it reports the average per day during the period for, Created work orders, Closed work orders, and Open work orders.

Period Overview	**Work Order Dashboard Top Menu - WO Analytics - Period Overview**	The Period Overview report is several reports combined into one report. It shows the Period Activity, Average Per Day, Completed Activity by Category, and Completed Activity by Priority.
Employee Activity	**Work Order Dashboard Top Menu - WO Analytics - Employee Activity**	The Employee Activity report includes columns for the employee code, employee name, work order numbers, actual hours, average hours per work order, and maximum work order time. There are options to Include Holiday Hours or Business Hours. If you select these options the report adds columns for outside business hours, holiday hours not logged, and holiday hours logged.
Employee Detail Actual Hours	**Work Order Dashboard Top Menu - WO Analytics - Employee Activity > Actual Hours Drill-Down**	Click the label of the Actual Hours column to drill down to the Employee Detail report sorted by employee.
Employee Detail WO#	**Work Order Dashboard Top Menu - WO Analytics - Employee Activity > WO# Drill-Down**	Click the label of the WO# column to drill down to the Employee Detail report sorted by work order.
Employee Calendars	**Work Order Dashboard Top Menu - WO Analytics - Employee Calendar (Day by Day, Week by Week, or Month)**	You can display the employee calendar reports as a Day by Day report type, Week by Week report type, or Month report type. Select the Include Business Hours option to add the Outside Business Hours row. Select the Include Holiday Hours option to add a row for Holiday Hours Worked.
Employee Directory	**Work Order Dashboard Top Menu - WO Analytics - Employee Directory**	The Employee Directory report shows for each selected employee, the employee last name, first name, address, user code, property or properties, employee type, G/L account, charged code, roles, skill code, skill rate, pay amount, and bill amount.
Completion Summary	**Work Order Dashboard Top Menu - WO Analytics**	The Completion Summary report displays how long it took your technicians to respond to and complete work orders during a particular time period. In addition, this report displays the

	- Completion Summary	average labor and material cost per work order, as well as the average total cost per work order.
Completion Detail	**Work Order Dashboard Top Menu - WO Analytics - Completion Detail**	The Completion Detail report displays information for individual work orders instead of the averages for all of the work orders completed at a property. It displays whether or not your technicians responded to and completed work orders within the target time specified on the Work Order Performance Standard Rule screen.
Performance Summary	**Work Order Dashboard Top Menu - WO Analytics - Completion Detail**	The Performance Summary report displays the amount of time that it took your technicians to respond to and complete work orders during a particular time period. In addition, it notes whether or not your technicians responded to and completed work orders within the target time specified on the Work Order Performance Standard Rule screen.
Open Work Order	**Work Order Dashboard Top Menu - WO Analytics - Completion Detail**	The Open Work Order report displays information about work orders that were not completed during a particular time period. It displays whether or your technicians responded to these work orders within the target time specified on the Work Order Performance Standard Rule screen.

Financial Analytics

A financial report has been setup for the maintenance staff to review in order to compare budget expenses. The report can be accessed via selecting **Financial Analytics** on the **Title Bar**.



Once the report filter appears, complete the filter items selecting the appropriate details, then click **Display** to populate the report. All reports can be exported to PDF or Excel.

		PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	% Var	Annual
5000	REVENUE									
5100	RENT REVENUE - GROSS POTENTIAL									
5120	Rent Revenue - Apartments	20,377.00	0.00	20,377.00	N/A	235,961.33	0.00	235,961.33	N/A	0.00
5121	Member Assistance Payments (Sect 8)	106,186.00	126,121.59	-19,935.59	-15.81	1,262,434.00	1,495,923.18	-233,489.18	-15.61	1,495,923.18
5125	Prepaid Rent (Cash)	334.00	0.00	334.00	N/A	-133.73	0.00	-133.73	N/A	0.00
5135	HAP Repayment	-205.00	0.00	-205.00	N/A	-5,445.00	0.00	-5,445.00	N/A	0.00
5155	Delinquency	0.00	-945.91	945.91	100.00	0.00	-11,219.42	11,219.42	100.00	-11,219.42
5165	Bad Debt - Rent	0.00	0.00	0.00	N/A	507.00	0.00	507.00	N/A	0.00
5195	Utility Reimbursements	-2,863.00	0.00	-2,863.00	N/A	-31,946.00	0.00	-31,946.00	N/A	0.00
5199	TOTAL RENT REVENUE - GROSS POTENTIAL	123,829.00	125,175.68	-1,346.68	-1.08	1,461,377.60	1,484,703.76	-23,326.16	-1.57	1,484,703.76
5200	VACANCIES									
5220	Vacant-Apartments	0.00	-2,102.03	2,102.03	100.00	0.00	-30,279.88	30,279.88	100.00	-30,279.88
5299	TOTAL VACANCIES	0.00	-2,102.03	2,102.03	100.00	0.00	-30,279.88	30,279.88	100.00	-30,279.88
5900	OTHER REVENUE									

Book = Cash
Account Tree = blvd Cash flow
Report Type = Budget Comparision

Chapter Fourteen - Reports

This section will introduce basic reports within Yardi Voyager. There are specific reports that BLVD requires you to populate weekly and monthly. Those reports will be listed below and then detailed accordingly in this chapter.

Weekly Reports:

- Box Score Summary – Summarize by Property
- Tenant Charges & Receipt Register (Rent Only)
- Affordable Receivable Report – Run for Current/Notice/Eviction Status for Rent Charge code Only.
- Waitlist List with Demographics
- Scheduled Annual Recertifications
- Work Order (Period To Date)

Monthly Reports:

Financial:

- Budget Comparison
- 12 Month Financial Statement
- General Ledger MTD

Operational Reports:

- Rent Roll with Lease Charges
- Delinquency Report
- Box Score Summary – Summarize by Property
- 12 Month Occupancy

Compliance Reports:

- 50059's without Owner Signature
- Certification Count
- Scheduled Annual Recerts
- Special Claim Status

Maintenance Reports:

- Open Work Order Report
- Aging Work Order

Report Generation

Reports required at the end of the month will be generated for each property.

There are three ways that financial reports can be generated:

- Screen – The advantage of outputting reports to screen is that in many cases, useful drill-down capability can be utilized. This is particularly useful for Trial Balance Reports
- Conductor – Conductor is a separate report server and process which generates the report and sends the report to screen or via email. When there are many reports to run, it is often easiest to request reports via email through Conductor and continue working.
- Account Trees – In addition to outputting standard financial reports in Crystal Viewer, Account Trees can also be used to map from one set of General Ledger Accounts to another Chart of Accounts, or to rearrange and subtotal accounts in novel ways.

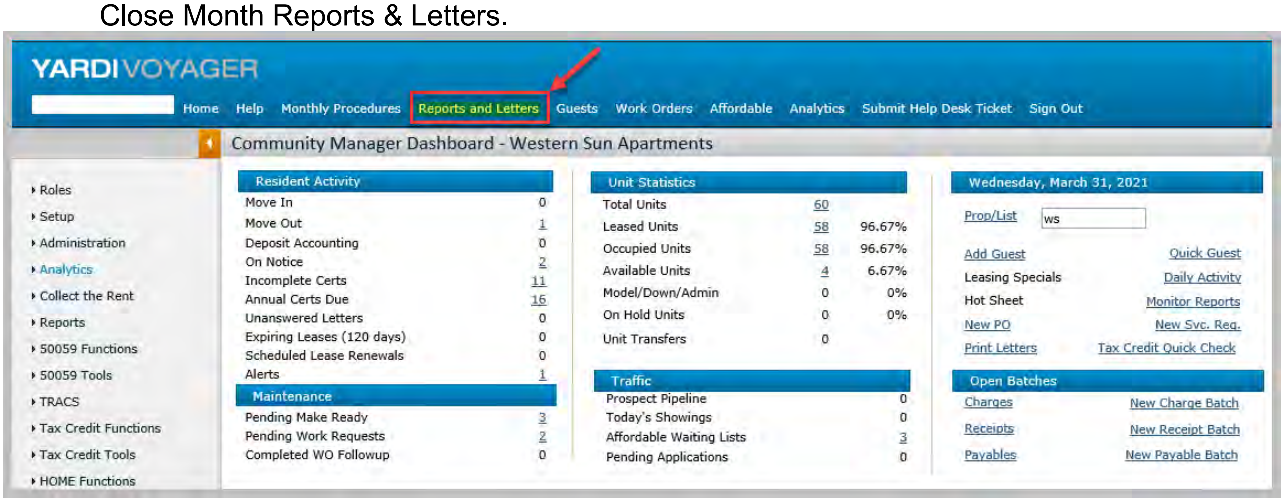
The instructions provided below will cover the most common ways of generating the report that will be the easiest to use and produce.

Displayed below is the location and purpose of those reports and how they can be generated.

Overview Close Month Reports & Letters Role

The Close Month Reports & Letters Role has the Weekly and Monthly reports BLVD requires listed in order. This allows you to generate the necessary reports all from one location.

1. Change to the **Close Month Reports & Letters** Role by selecting Shortcuts: Reports and letters from the Top menu or by changing Roles on the side menu of the Dashboard > Close Month Reports & Letters.



The Close Month Reports & Letters Role appears. The Weekly and Monthly reports that are required appear in the first column.

Weekly Reports

The required weekly reports are detailed below. You can generate all of them in order via the Close Month Reports & Letters Role, outlined previously. The instructions below will detail access from the side menu as well from your Community Dashboard Role.

Weekly Reports:

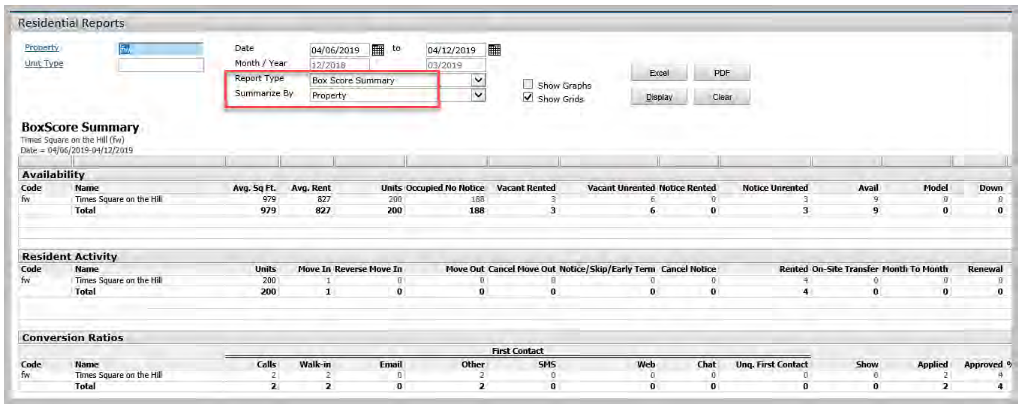
1. Box Score Summary – Summarize by Property
2. Tenant Charges & Receipt Register (Rent Only)
3. Affordable Receivable Report – Run for Current/Notice/Eviction Status for Rent Charge code Only.
4. Waitlist List with Demographics
5. Scheduled Annual Recertifications
6. Terminated Tenants
7. Work Order (Period To Date)
8. Make Ready Report
9. Weekly Summary Report

Box Score Summary

The Box Score Summary report is divided into three sections, availability, resident activity, and traffic. The availability section indicates which units are available for the date range. The resident activity section summarizes resident events over the date range. The traffic section summarizes the traffic activity of prospects and applicants for the chosen properties during the date range you selected.

1. To access the **Unit Statistic** report from the Top Menu, Select **Analytics > Residential Reports**.

2. From the Report Type drop down list, and then select **Box Score Summary.**

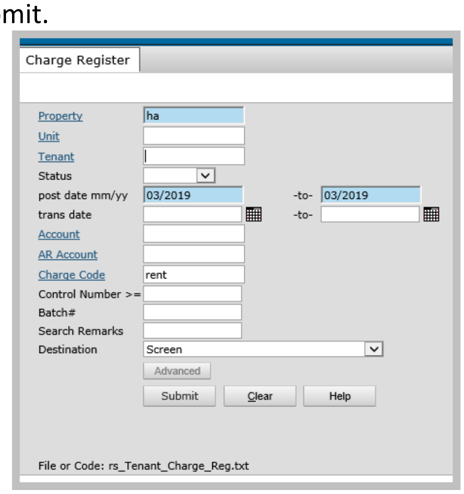


3. The **Box Score Summary** report displays.

Tenant Charges and Receipts Register

The Tenant Charges and Receipts Register should be run for the '**RENT**' charge code only, per BLVD request.

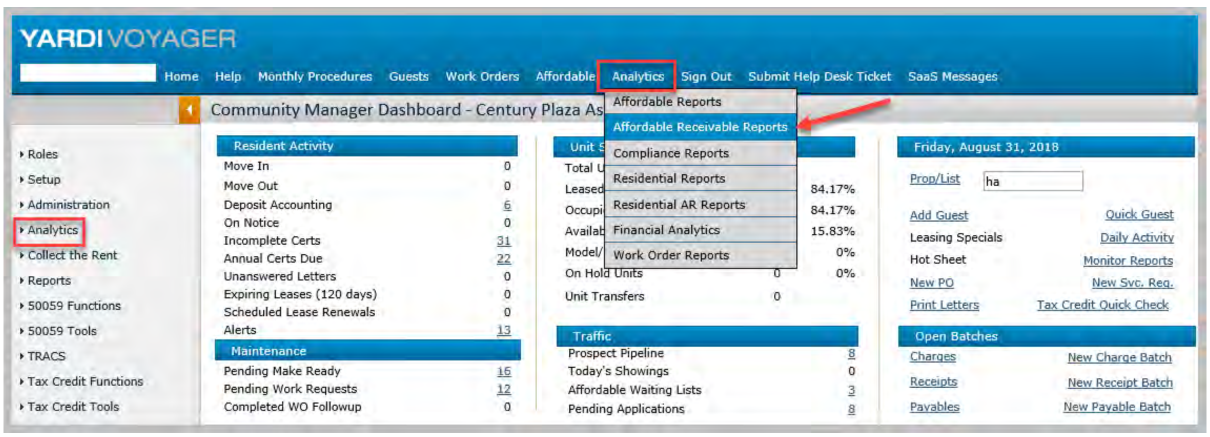
You can access these reports via the **Side Menu > Analytics > Tenant Charges & Receipts Register.** Complete the filter, then click Submit.



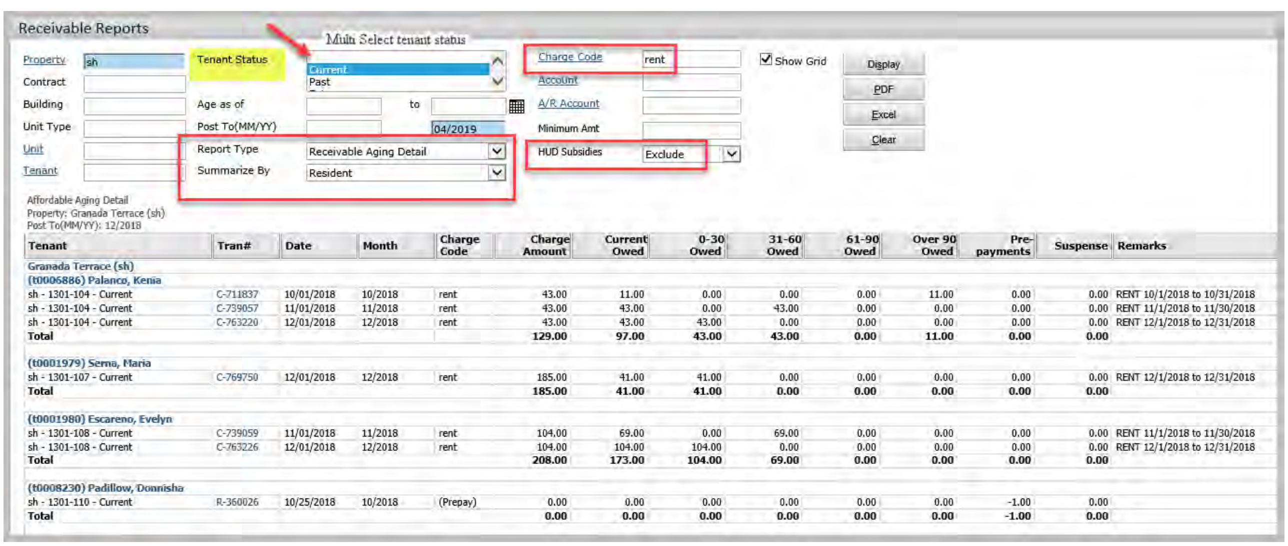
Affordable Receivable Aging Detail

The **Receivable Aging Detail** allows you to view detailed information regarding resident receivables and prepayments, while excluding outstanding subsidy rent, providing an accurate gauge of resident-based delinquency. The report includes detailed information about individual outstanding charges and receipts that generate prepayment liability.

1. To run an **Affordable Aging Detail**, from the **Top Menu**, select **> Analytics > Select Affordable Receivable Reports.**



2. Select the **Receivable Aging Detail** under the **Report Type**.



3. Complete the following fields within the Affordable Aging Detail filter:
   - **Property** – Enter a property code or click the link to select a property from a popup window.
   - **Unit –** Leave blank for standard use.
   - **Tenant –** Leave blank for standard use.
   - **Charge Code –** Enter one or more charge codes to view the receivable information for those charges only. In standard use, this will be left blank.
   - **Status –** Select one or more status designations.
   - **Account –** Leave blank for standard use.
   - **AR Account -** Leave blank for standard use.
   - **Post To(MM/YY) –** Enter the operating month through which charges and receipts should appear on the report.
   - **Minimum Amt -** Enter a minimum balance required to display the resident on the report.
   - **Age As Of –** Enter the date that is to be used to calculate the aging of the receivables.
   - **HUD Subsidies –** Choose from "Exclude", "Include" or "Only" as is desired.

4. Click **Display**.

5. The **Affordable Aging Detail** report appears.

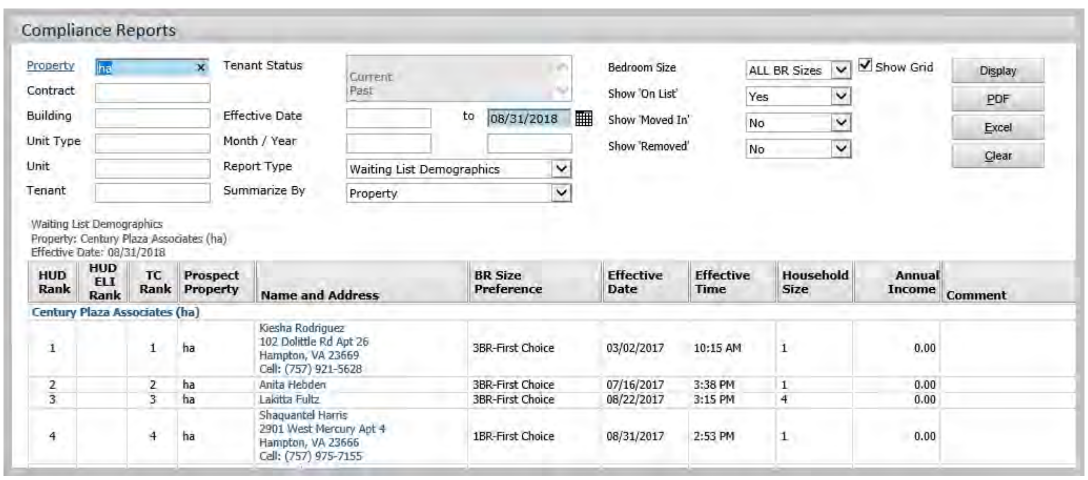
Waiting List Report

The **Waiting List** Report will show the property waitlist as of a particular date. It will list every household along with any comments and the full household contact log. The report can be filtered using a number of options.

There are four different versions of the Waitlist report. They are all similar, however, some include demographics and others do not, depending on what your HUD office wants to see. You also have historical waitlist that you can run for a particular date range.

All waiting list reports can be filtered by the same set of options

- **Bedroom Size** Display residents only for a specific bedroom size waiting list or all sizes.
- **Show 'On List'** Yes/No to include households on the waiting list as of the selected effective date.
- **Show 'Removed'** Yes/No to include households removed from the waiting list as of the selected effective date.
- **Show 'Moved In'** Yes/No to include households that have moved in as of the selected effective date.



HUD 50059 Housing Waiting List Sorting Priority

The **HUD Rank** column, and **HUD ELI Rank** column, if applicable, shows the HUD 50059 housing waiting list sort order.

The **HUD ELI Rank** column includes only prospects within the HUD extremely-low income limit. When a HUD property has a Section 8 contract, HUD requires that 40% of households with move-in or initial certifications be within the HUD extremely-low income limit. In your Tenant Selection Plan, you should identify the HUD-approved method that the property owners use.

Notes: Voyager gives priority to HUD 50059 housing households as follows:

1. Displaced households (applies only to BMIR and Section 236).
2. Households eligible for RAP Assistance (applies only to Section 236/RAP).
3. Households that would pay less than Section 236 market-rate rent (applies only to 236/RAP).
4. Households that would pay Section 236 market-rate rent (applies only to 236/RAP).
5. Households with HUD preferences. Voyager uses the total weight of the household's selected preferences.
6. Households by the earliest waiting list application date.

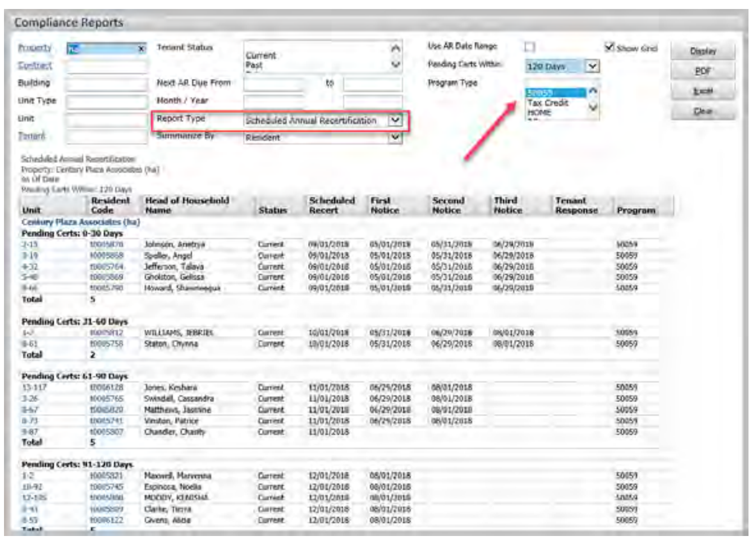
Scheduled Annual Recertification

The Scheduled Annual Recertification report shows residents due for annual recertification within a selected number of days. This report can be run in two different ways:

- Households due for recertification within 30, 60, 90, or 120 days of the system date on your workstation, or households that are late to recertify.
- Households due for recertification within a specified date range.

The report can also be summarized in one of two ways:

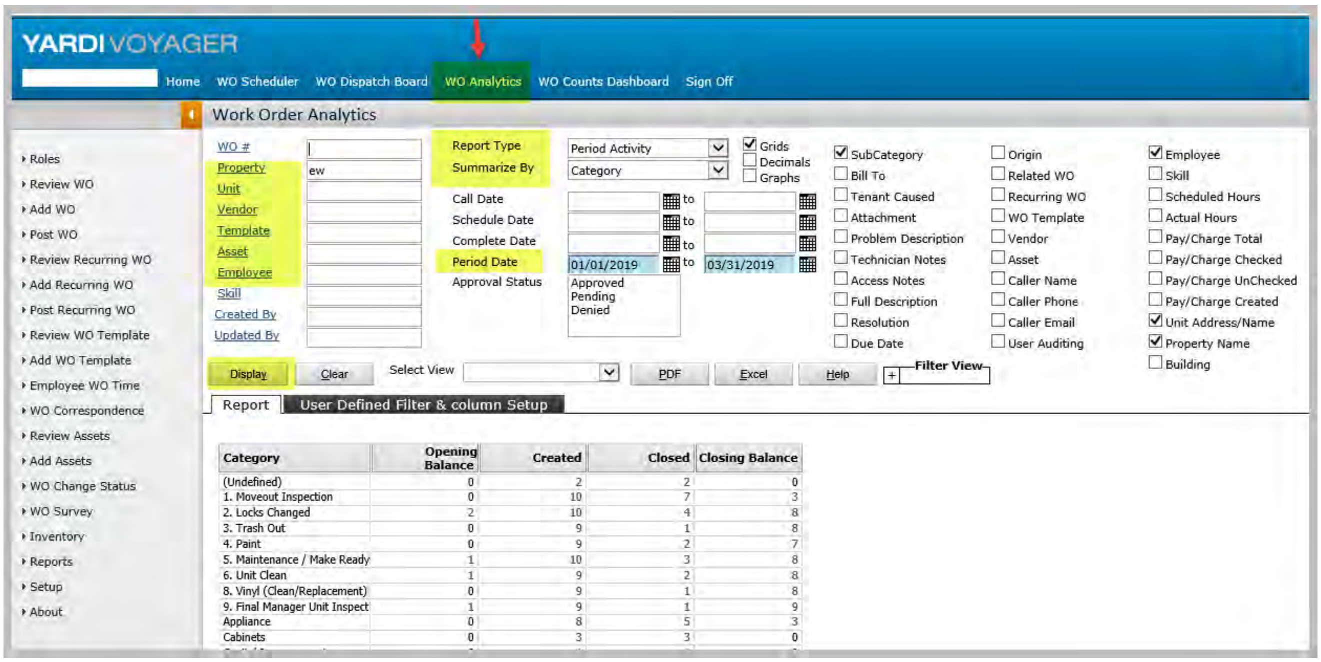
- **Summarizing by property** displays one line for each selected property. The report shows a total for recertification's due within 30, 60, 90, and 120 days, and the total number of recertifications that are late. It also shows certifications that are incomplete as of those specified time periods.
- **Summarizing by resident** provides the most information. The report includes the head of household's name, the household's rental status, scheduled recertification date, and the certification program type. If a first, second, or third notice has been sent, the notice-dates appears. If a response date has been recorded, the response date appears.



Work Order Analytics – Period Activity Report

You can summarize work order analytics reports by different values such as property, vendor, and category. Some reports provide graphic displays of the data.

The screen shot below displays the **Work Order Analytics** screen. The drop downs for report type and summarize by changes the output of the report details. Clicking the **Display** button on the screen allows the report to generate at the bottom of the page. Drill down capability is available, throughout the report.



Monthly Reports

There are different reports that you will run on a monthly basis vs a weekly basis. They are broken down into four categories, which will be detailed in the below.

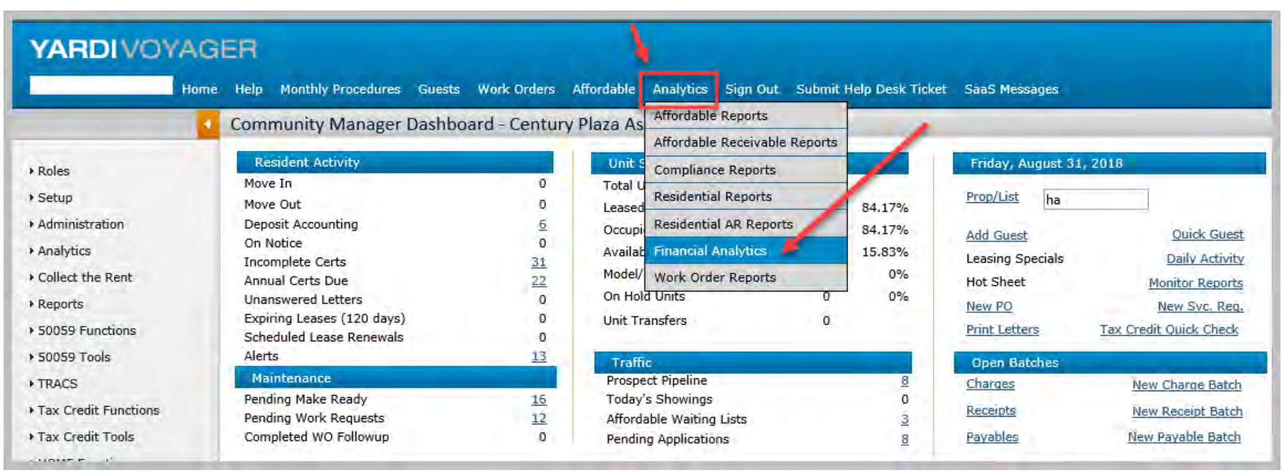
- Financial Reports
- Operational Reports
- Compliance Reports
- Maintenance Reports

Monthly Financial Reports

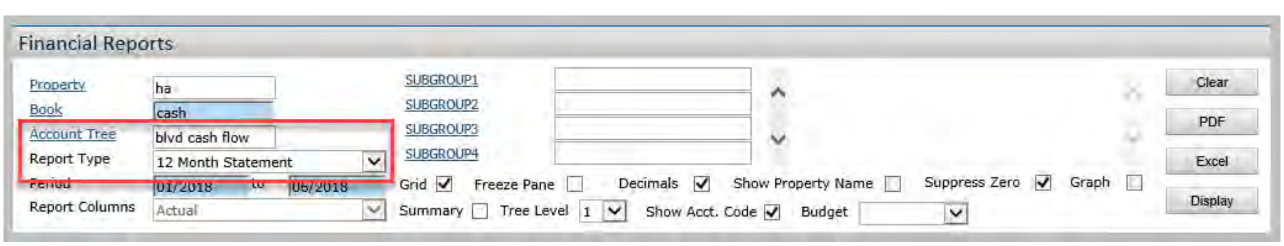
Financial Analytics Overview

Yardi has the ability to run Income Statement, Trial Balance, Balance Sheet, Budget Comparison and Cash Flow Statements by property or all properties utilizing the Financial Analytics Report Function. This function will allow you to choose the report to populate financial data per specific filter criteria.

To access the **Financial Analytics**, choose **Analytics** from the Top Menu > **Financial Analytics** or from the Left Side Menu, select **Analytics > Financial Analytics.**

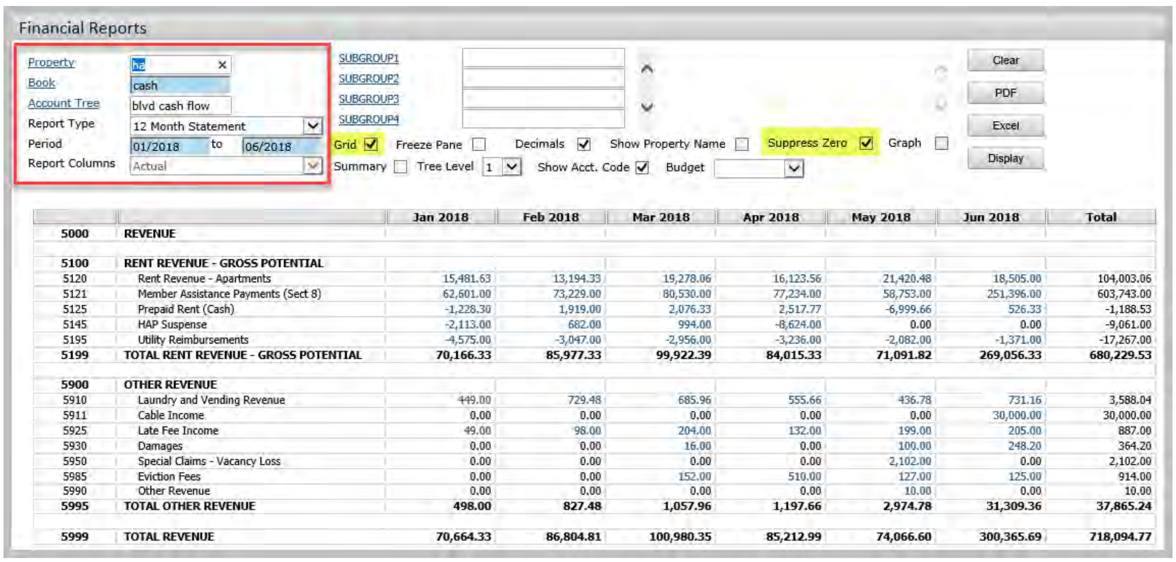


The **Financial Reports** filter screen appears.



Complete the Report filter:

1. Enter the following information on the Financial Reports filter screen:
    - **Property** – Enter the property code, or click Property to select a Property or Property List.
    - **Book** – Enter Cash or Accrual.
    - **Account Tree** – Select an Account Tree based on the chart below.
    - **Report Type** – Select a financial report from the list of available choices.
    - **Period** – Enter the report period.
    - **Subgroups** – TBD



		Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Total
5000	REVENUE							
5100	RENT REVENUE - GROSS POTENTIAL							
5120	Rent Revenue - Apartments	15,481.63	13,194.33	19,278.06	16,123.56	21,420.48	18,505.00	104,003.06
5121	Member Assistance Payments (Sect 8)	62,601.00	73,229.00	80,530.00	77,234.00	58,753.00	251,396.00	603,743.00
5125	Prepaid Rent (Cash)	-1,228.30	1,919.00	2,076.33	2,517.77	-6,999.66	526.33	-1,188.53
5145	HAP Suspense	-2,113.00	682.00	994.00	-8,624.00	0.00	0.00	-9,061.00
5195	Utility Reimbursements	-4,575.00	-3,047.00	-2,956.00	-3,236.00	-2,082.00	-1,371.00	-17,267.00
5199	TOTAL RENT REVENUE - GROSS POTENTIAL	70,166.33	85,977.33	99,922.39	84,015.33	71,091.82	269,056.33	680,229.53
5900	OTHER REVENUE							
5910	Laundry and Vending Revenue	449.00	729.48	685.96	555.66	436.78	731.16	3,588.04
5911	Cable Income	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00
5925	Late Fee Income	49.00	98.00	204.00	132.00	199.00	205.00	887.00
5930	Damages	0.00	0.00	16.00	0.00	100.00	248.20	364.20
5950	Special Claims - Vacancy Loss	0.00	0.00	0.00	0.00	2,102.00	0.00	2,102.00
5985	Eviction Fees	0.00	0.00	152.00	510.00	127.00	125.00	914.00
5990	Other Revenue	0.00	0.00	0.00	0.00	10.00	0.00	10.00
5995	TOTAL OTHER REVENUE	498.00	827.48	1,057.96	1,197.66	2,974.78	31,309.36	37,865.24
5999	TOTAL REVENUE	70,664.33	86,804.81	100,980.35	85,212.99	74,066.60	300,365.69	718,094.77

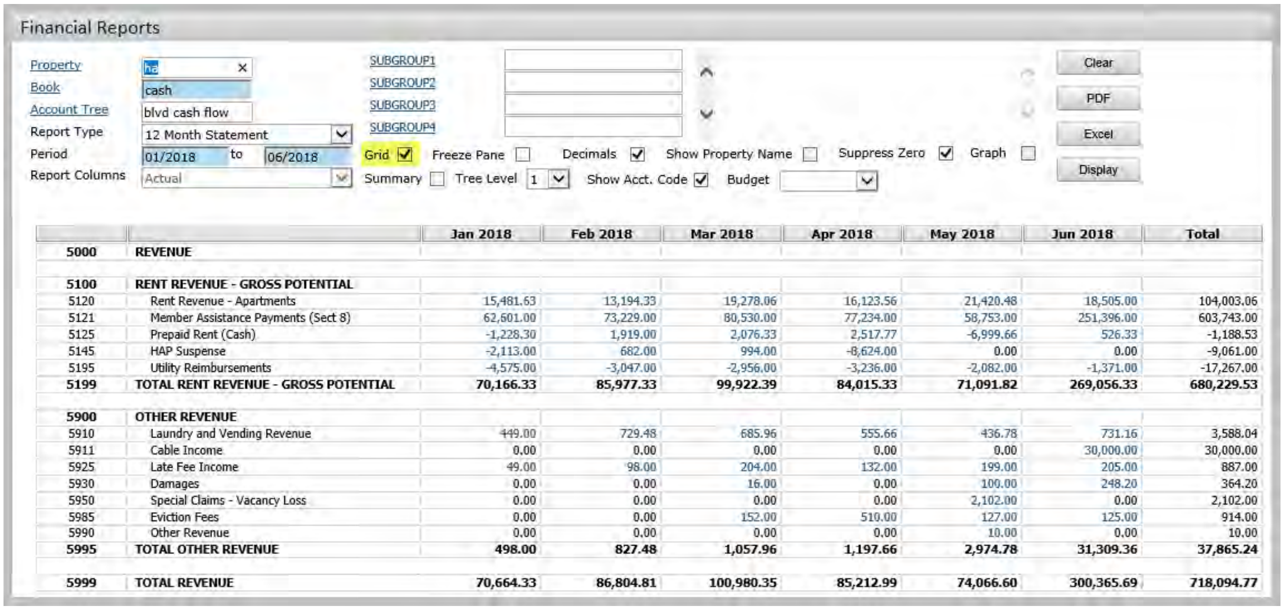
Listed below are the Yardi Account Tree names and the Report Types associated with these names. These should be entered in the filters for "**Account Tree**" and "**Report Type**".

Yardi Account Tree	Yardi Report Name
blvd cash flow	Income Statement
ysi_bs	Balance Sheet
ysi_tb	Trial Balance
ysi_cf	Cash Flow

2. Click the **"Display"** button to generate the report on the screen. Use the "Grid", "Graph," or "Account" options as desired to produce the results shown below. Use the **"PDF"** and **"Excel"** buttons to generate report output in these file formats.

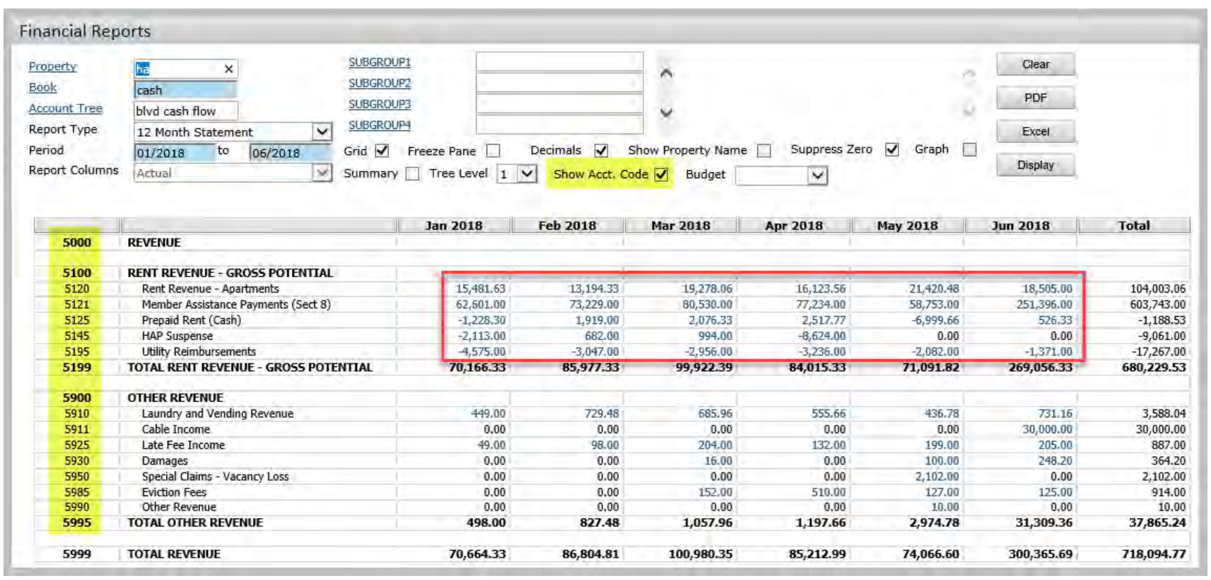
3. Financial Reports can be generated to display on the screen in Grid, Graph or Account format. Examples are displayed below. In addition, the report can be generated via Excel or PDF. Upon selecting the desired print format; click display for the report to generate on the screen, or select Excel or PDF to print accordingly.

Grid Format



		Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Total
5000	REVENUE							
5100	RENT REVENUE - GROSS POTENTIAL							
5120	Rent Revenue - Apartments	15,481.63	13,194.33	19,278.06	16,123.56	21,420.48	18,505.00	104,003.06
5121	Member Assistance Payments (Sect 8)	62,601.00	73,229.00	80,530.00	77,234.00	58,753.00	251,396.00	603,743.00
5125	Prepaid Rent (Cash)	-1,228.30	1,919.00	2,076.33	2,517.77	-6,999.66	526.33	-1,188.53
5145	HAP Suspense	-2,113.00	682.00	994.00	-8,624.00	0.00	0.00	-9,061.00
5195	Utility Reimbursements	-4,575.00	-3,047.00	-2,956.00	-3,236.00	-2,082.00	-1,371.00	-17,267.00
5199	TOTAL RENT REVENUE - GROSS POTENTIAL	70,166.33	85,977.33	99,922.39	84,015.33	71,091.82	269,056.33	680,229.53
5900	OTHER REVENUE							
5910	Laundry and Vending Revenue	449.00	729.48	685.96	555.66	436.78	731.16	3,588.04
5911	Cable Income	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00
5925	Late Fee Income	49.00	98.00	204.00	132.00	199.00	205.00	887.00
5930	Damages	0.00	0.00	16.00	0.00	100.00	248.20	364.20
5950	Special Claims - Vacancy Loss	0.00	0.00	0.00	0.00	2,102.00	0.00	2,102.00
5985	Eviction Fees	0.00	0.00	152.00	510.00	127.00	125.00	914.00
5990	Other Revenue	0.00	0.00	0.00	0.00	10.00	0.00	10.00
5995	TOTAL OTHER REVENUE	498.00	827.48	1,057.96	1,197.66	2,974.78	31,309.36	37,865.24
5999	TOTAL REVENUE	70,664.33	86,804.81	100,980.35	85,212.99	74,066.60	300,365.69	718,094.77

Account Format



		Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Total
5000	REVENUE							
5100	RENT REVENUE - GROSS POTENTIAL							
5120	Rent Revenue - Apartments	15,481.63	13,194.33	19,278.06	16,123.56	21,420.48	18,505.00	104,003.06
5121	Member Assistance Payments (Sect 8)	62,601.00	73,229.00	80,530.00	77,234.00	58,753.00	251,396.00	603,743.00
5125	Prepaid Rent (Cash)	-1,228.30	1,919.00	2,076.33	2,517.77	-6,999.66	526.33	-1,188.53
5145	HAP Suspense	-2,113.00	682.00	994.00	-8,624.00	0.00	0.00	-9,061.00
5195	Utility Reimbursements	-4,575.00	-3,047.00	-2,956.00	-3,236.00	-2,082.00	-1,371.00	-17,267.00
5199	TOTAL RENT REVENUE - GROSS POTENTIAL	70,166.33	85,977.33	99,922.39	84,015.33	71,091.82	269,056.33	680,229.53
5900	OTHER REVENUE							
5910	Laundry and Vending Revenue	449.00	729.48	685.96	555.66	436.78	731.16	3,588.04
5911	Cable Income	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00
5925	Late Fee Income	49.00	98.00	204.00	132.00	199.00	205.00	887.00
5930	Damages	0.00	0.00	16.00	0.00	100.00	248.20	364.20
5950	Special Claims - Vacancy Loss	0.00	0.00	0.00	0.00	2,102.00	0.00	2,102.00
5985	Eviction Fees	0.00	0.00	152.00	510.00	127.00	125.00	914.00
5990	Other Revenue	0.00	0.00	0.00	0.00	10.00	0.00	10.00
5995	TOTAL OTHER REVENUE	498.00	827.48	1,057.96	1,197.66	2,974.78	31,309.36	37,865.24
5999	TOTAL REVENUE	70,664.33	86,804.81	100,980.35	85,212.99	74,066.60	300,365.69	718,094.77

Once the report is displayed on the screen; additional account information is available by drilling down on the financial data in "**blue**".

4. A new window appears.

Account Summary

Detail Excel PDF

Century Plaza Associates (ha)

Account Summary

Period = Jun 2018

Book = Cash ; Tree = blvd cash flow

Property	Book	Account	Period	Amount
Century Plaza Associates (ha)	Cash	5120 Rent Revenue - Apartments	06/2018	-18,505.00
			Total	-18,505.00

5. Click the link to drill into the account details.

Account Detail

Excel PDF

Property = ha

Account Detail

Period = Jun 2018

Book = Cash ; Tree = blvd cash flow

Property	Account	Date	Period	Person	Control	Reference	Amount	Remarks
ha	5120 Rent Revenue - Apartments	03/13/2018	06/2018	Dixon (t0005872)	R-303029	none	-503.00	:Prog Gen Move-Out transfer
ha	5120 Rent Revenue - Apartments	05/22/2018	06/2018	McNair (t0005813)	R-302504	none	38.00	:Prog Gen Move-Out transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Kelley (t0005778)	R-282039	:credit	2.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Kelley (t0005778)	R-282039	:credit	-2.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Henderson (t0005796)	R-282064	:credit	10.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Henderson (t0005796)	R-282064	:credit	-10.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Henderson (t0005796)	R-282065	:credit	39.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Henderson (t0005796)	R-282065	:credit	-39.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Dixon (t0005805)	R-282079	:credit	45.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Dixon (t0005805)	R-282079	:credit	-45.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Murchison (t0005826)	R-282103	:credit	12.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Murchison (t0005826)	R-282103	:credit	-12.00	:Prog Gen credit application
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Campblin (t0005752)	R-284207	none	406.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Banks (t0005727)	R-284456	none	-90.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Fields (t0005730)	R-284457	none	-2.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Payne (t0005731)	R-284458	none	-109.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Payne (t0005731)	R-284459	none	-36.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Heckstall (t0005740)	R-284460	none	-8.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Moore (t0005746)	R-284461	none	-10.00	:Prog Gen prepayment transfer
ha	5120 Rent Revenue - Apartments	06/01/2018	06/2018	Cofield (t0005747)	R-284462	none	-60.00	:Prog Gen prepayment transfer

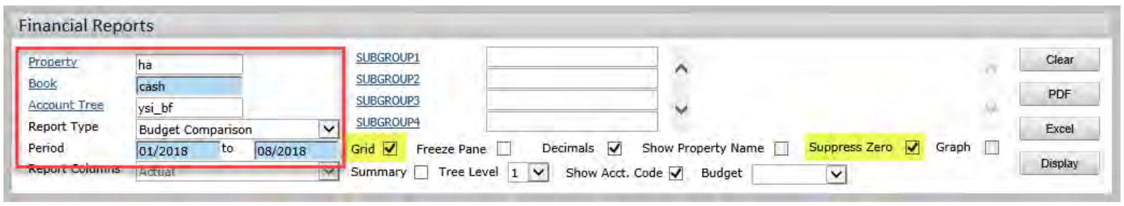
6. A ledger for the selected account is displayed.

Budget Comparison

This report compares the actual and budgeted figures for the period-to-date and year-to-date.

1. To access this report, click **Financial Analytics >** select **Budget Comparison,** under **Report Type**. Enter the proper Account Tree and Period for the report.

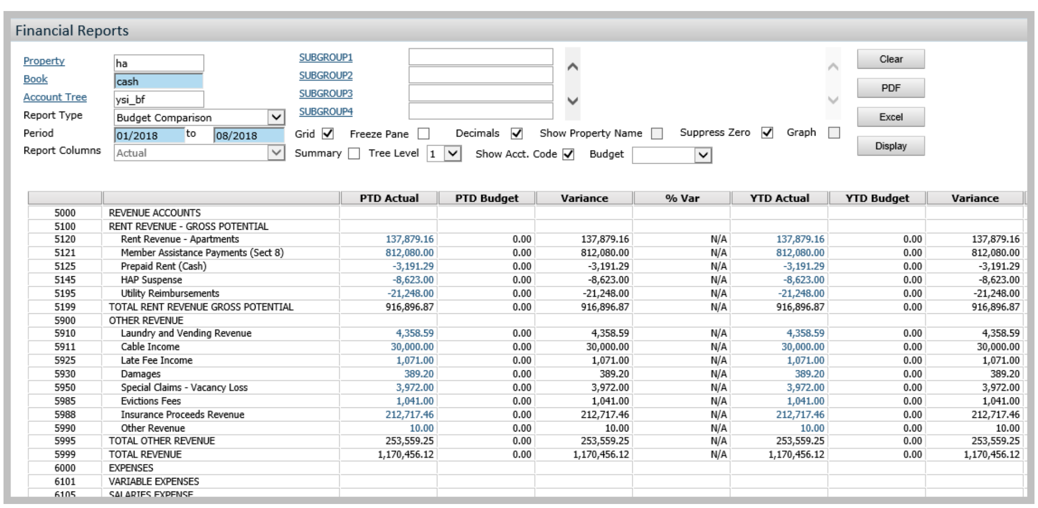
2. The **Budget Comparison** filter appears.



3. Fill in the following information:
   - **Property** - Enter your property code.
   - **Months** – The range of months you want to see compared.
   - **Consolidated** – Leave as defaulted.
   - **Books** – Select “0” for Cash.
   - **Accounting Tree** – Select “ysi_bf” for the YSI Standard Budget.
   - **Rounding** – Leave as defaulted.

4. Click **Submit**.

5. The **Budget Comparison** Report appears.



		PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance
5000	REVENUE ACCOUNTS							
5100	RENT REVENUE - GROSS POTENTIAL							
5120	Rent Revenue - Apartments	137,879.16	0.00	137,879.16	N/A	137,879.16	0.00	137,879.16
5121	Member Assistance Payments (Sect 8)	812,080.00	0.00	812,080.00	N/A	812,080.00	0.00	812,080.00
5125	Prepaid Rent (Cash)	-3,191.29	0.00	-3,191.29	N/A	-3,191.29	0.00	-3,191.29
5145	HAP Suspense	-8,623.00	0.00	-8,623.00	N/A	-8,623.00	0.00	-8,623.00
5195	Utility Reimbursements	-21,248.00	0.00	-21,248.00	N/A	-21,248.00	0.00	-21,248.00
5199	TOTAL RENT REVENUE GROSS POTENTIAL	916,896.87	0.00	916,896.87	N/A	916,896.87	0.00	916,896.87
5900	OTHER REVENUE							
5910	Laundry and Vending Revenue	4,358.59	0.00	4,358.59	N/A	4,358.59	0.00	4,358.59
5911	Cable Income	30,000.00	0.00	30,000.00	N/A	30,000.00	0.00	30,000.00
5925	Late Fee Income	1,071.00	0.00	1,071.00	N/A	1,071.00	0.00	1,071.00
5930	Damages	389.20	0.00	389.20	N/A	389.20	0.00	389.20
5950	Special Claims - Vacancy Loss	3,972.00	0.00	3,972.00	N/A	3,972.00	0.00	3,972.00
5985	Evictions Fees	1,041.00	0.00	1,041.00	N/A	1,041.00	0.00	1,041.00
5988	Insurance Proceeds Revenue	212,717.46	0.00	212,717.46	N/A	212,717.46	0.00	212,717.46
5990	Other Revenue	10.00	0.00	10.00	N/A	10.00	0.00	10.00
5995	TOTAL OTHER REVENUE	253,559.25	0.00	253,559.25	N/A	253,559.25	0.00	253,559.25
5999	TOTAL REVENUE	1,170,456.12	0.00	1,170,456.12	N/A	1,170,456.12	0.00	1,170,456.12
6000	EXPENSES							
6101	VARIABLE EXPENSES							
6105	SALARIES EXPENSE							

6. Click **Home** in the Shortcut Toolbar to return to the dashboard.

12 - Month Income Statement

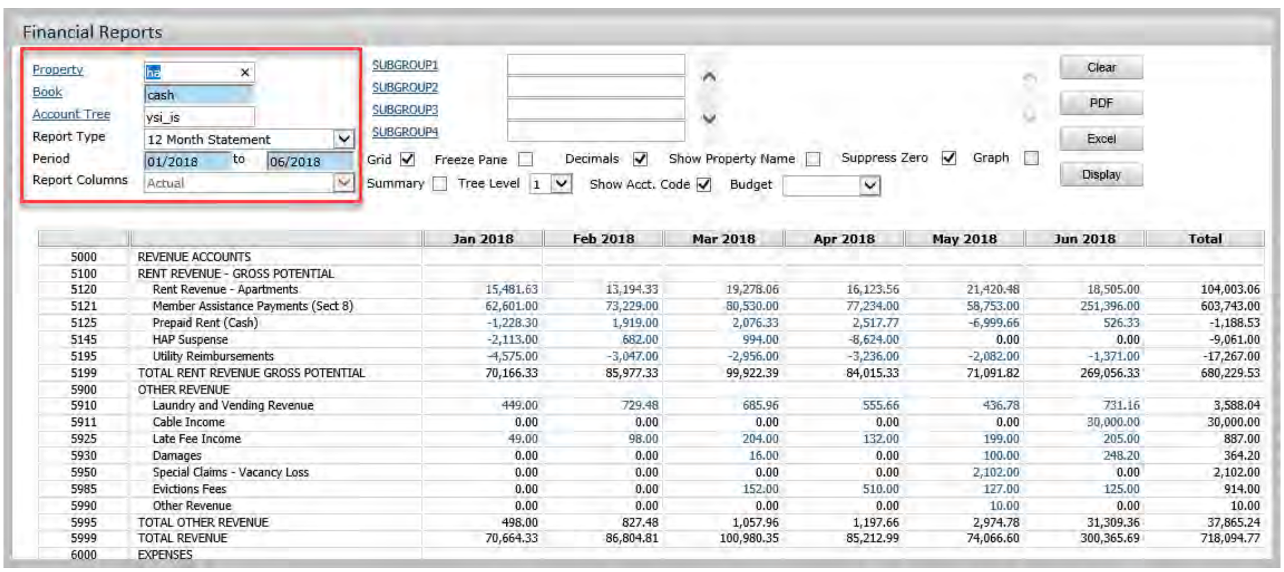
This report allows you to review the monthly activity in your portfolio for the income G/L accounts. You specify the 12-month period you want to report by entering the beginning month.

1. To access the 12 Month Income Statement from the Left Side Menu, select **Financial Analytics**, from the **Analytics** tab on the left side menu bar.

2. The **Financial Reports** filter screen appears.

3. Complete the following fields.
   - **Property -** Click the link to select one or more property lists or property codes from the list.
   - **Consolidate? -** Select **Yes** if you selected a property list and you want to consolidate the data into a single report for all the properties in the list. Select **No** if you want to produce a separate 12 Month Income Statement for each property on the list.
   - **Books -** Select the type of books you want to report from the list.
   - **Months** - Enter the beginning month and year you want to report in the first field and the ending month and year in the second field.

4. Click **Display**.



		Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Total
5000	REVENUE ACCOUNTS							
5100	RENT REVENUE - GROSS POTENTIAL							
5120	Rent Revenue - Apartments	15,481.63	13,194.33	19,278.06	16,123.56	21,420.48	18,505.00	104,003.06
5121	Member Assistance Payments (Sect 8)	62,601.00	73,229.00	80,530.00	77,234.00	58,753.00	251,396.00	603,743.00
5125	Prepaid Rent (Cash)	-1,228.30	1,919.00	2,076.33	2,517.77	-6,999.66	526.33	-1,188.53
5145	HAP Suspense	-2,113.00	682.00	994.00	-8,624.00	0.00	0.00	-9,061.00
5195	Utility Reimbursements	-4,575.00	-3,047.00	-2,956.00	-3,236.00	-2,082.00	-1,371.00	-17,267.00
5199	TOTAL RENT REVENUE GROSS POTENTIAL	70,166.33	85,977.33	99,922.39	84,015.33	71,091.82	269,056.33	680,229.53
5900	OTHER REVENUE							
5910	Laundry and Vending Revenue	449.00	729.48	685.96	555.66	436.78	731.16	3,588.04
5911	Cable Income	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00
5925	Late Fee Income	49.00	98.00	204.00	132.00	199.00	205.00	887.00
5930	Damages	0.00	0.00	16.00	0.00	100.00	248.20	364.20
5950	Special Claims - Vacancy Loss	0.00	0.00	0.00	0.00	2,102.00	0.00	2,102.00
5985	Evictions Fees	0.00	0.00	152.00	510.00	127.00	125.00	914.00
5990	Other Revenue	0.00	0.00	0.00	0.00	10.00	0.00	10.00
5995	TOTAL OTHER REVENUE	498.00	827.48	1,057.96	1,197.66	2,974.78	31,309.36	37,865.24
5999	TOTAL REVENUE	70,664.33	86,804.81	100,980.35	85,212.99	74,066.60	300,365.69	718,094.77
6000	EXPENSES							

5. The Report appears.

General Ledger MTD

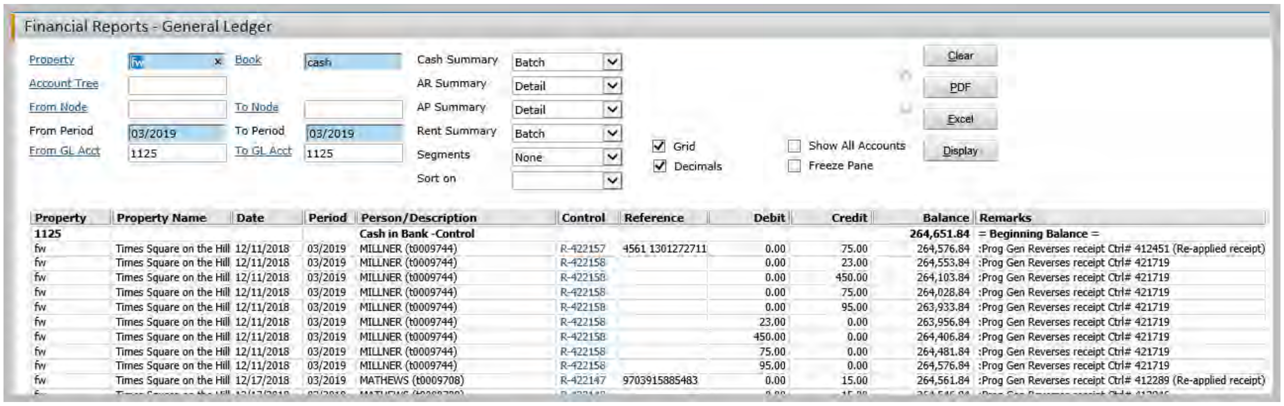
This report allows you to review the General Ledger activity for a given period,

1. To access the General Ledger Report from the Left Side Menu, select **Financial General Ledger Analytics**, from the **Analytics** tab on the left side menu bar.

2. The **Financial Reports** filter screen appears.

3. Complete the following fields.
   - **Property -** Click the link to select one or more property lists or property codes from the list.
   - **Books -** Select Cash for the type of books you want to report from the list.
   - **Account Tree** – Select the appropriate account tree or leave blank for the default.
   - **From Period** - Enter the beginning month and year you want to report in the first field and the ending month and year in the second field.
   - **From GL Acct** – To run the report for a specific GL Account, select or type in the code from and to.
   - To run a batch or detail report for any specific item, select from the dropdown on the right.

4. Click **Display**.



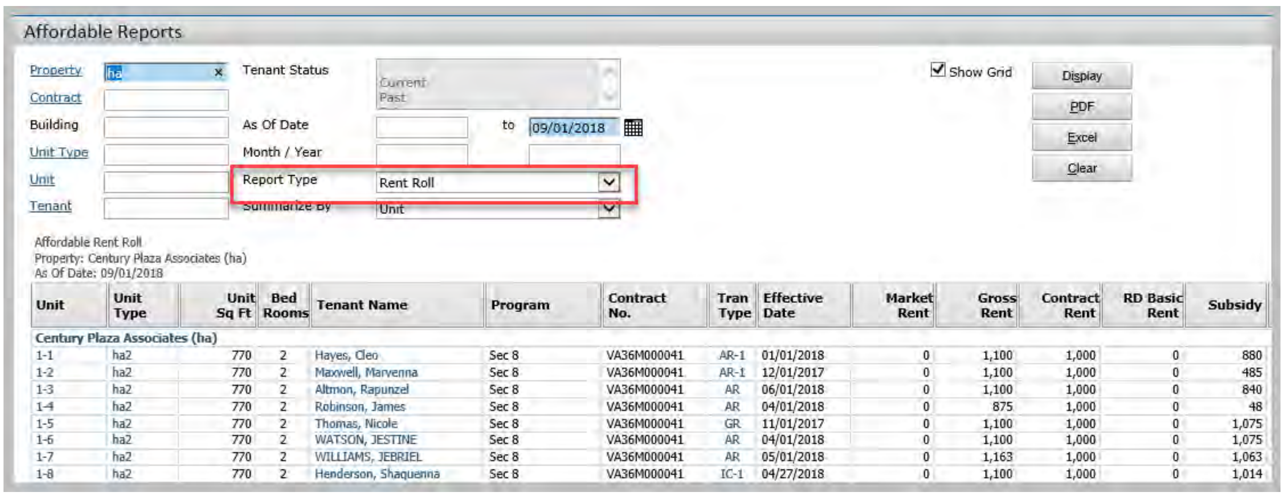
Monthly Operational Reports

Affordable Rent Roll

In any rental operation, the Rent Roll report is one of the most important management tools available. The Affordable Rent Roll improves on the standard version for Affordable properties by adding several fields related to Affordable Housing. The report shows, at a glance, Affordable Programs, Contract information, rents, subsidies, and more.

1. To view **Affordable Rent Roll**, Go to **Top Menu > Analytics > Affordable Reports**.

2. Select **Rent Roll** under **Report Type**.



Unit	Unit Type	Unit Sq Ft	Bed Rooms	Tenant Name	Program	Contract No.	Tran Type	Effective Date	Market Rent	Gross Rent	Contract Rent	RD Basic Rent	Subsidy
Century Plaza Associates (ha)													
1-1	ha2	770	2	Hayes, Cleo	Sec 8	VA36M000041	AR-1	01/01/2018	0	1,100	1,000	0	880
1-2	ha2	770	2	Maxwell, Marvenna	Sec 8	VA36M000041	AR-1	12/01/2017	0	1,100	1,000	0	485
1-3	ha2	770	2	Altmon, Rapunzel	Sec 8	VA36M000041	AR	06/01/2018	0	1,100	1,000	0	840
1-4	ha2	770	2	Robinson, James	Sec 8	VA36M000041	AR	04/01/2018	0	875	1,000	0	48
1-5	ha2	770	2	Thomas, Nicole	Sec 8	VA36M000041	GR	11/01/2017	0	1,100	1,000	0	1,075
1-6	ha2	770	2	WATSON, JESTINE	Sec 8	VA36M000041	AR	04/01/2018	0	1,100	1,000	0	1,075
1-7	ha2	770	2	WILLIAMS, JEBRIEL	Sec 8	VA36M000041	AR	05/01/2018	0	1,163	1,000	0	1,063
1-8	ha2	770	2	Henderson, Shaquenna	Sec 8	VA36M000041	IC-1	04/27/2018	0	1,100	1,000	0	1,014

3. Complete the following fields within the Affordable Rent Roll filter screen:
   - **Property** – Enter a property code or click the link to select a property.
   - **Tenant** – Leave blank for standard reporting.
   - **Contract** – Enter a contract number or click the link to select one from the popup window. This allows the user to only view the residents on a specific contract.
   - **As of Date** – Enter the date for which the report is to be run.
   - **Sort By** – Sort the report by either Unit or Tenant.

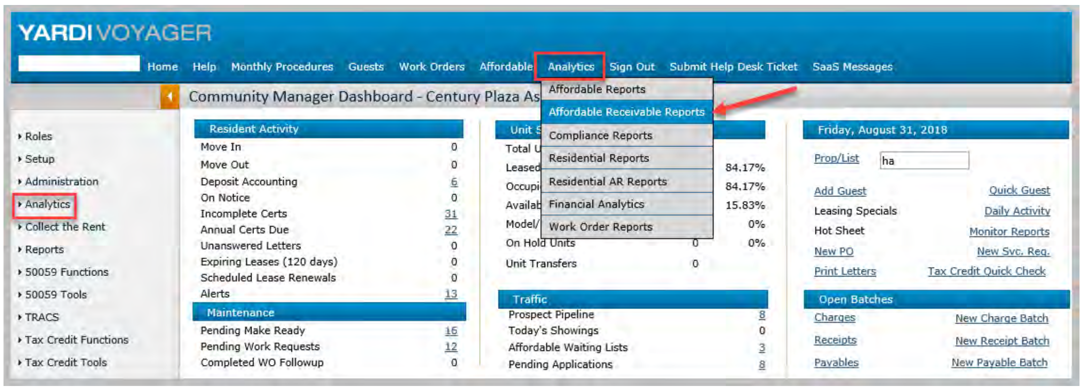
4. Click **Display.**

5. The **Affordable Rent Roll** appears.

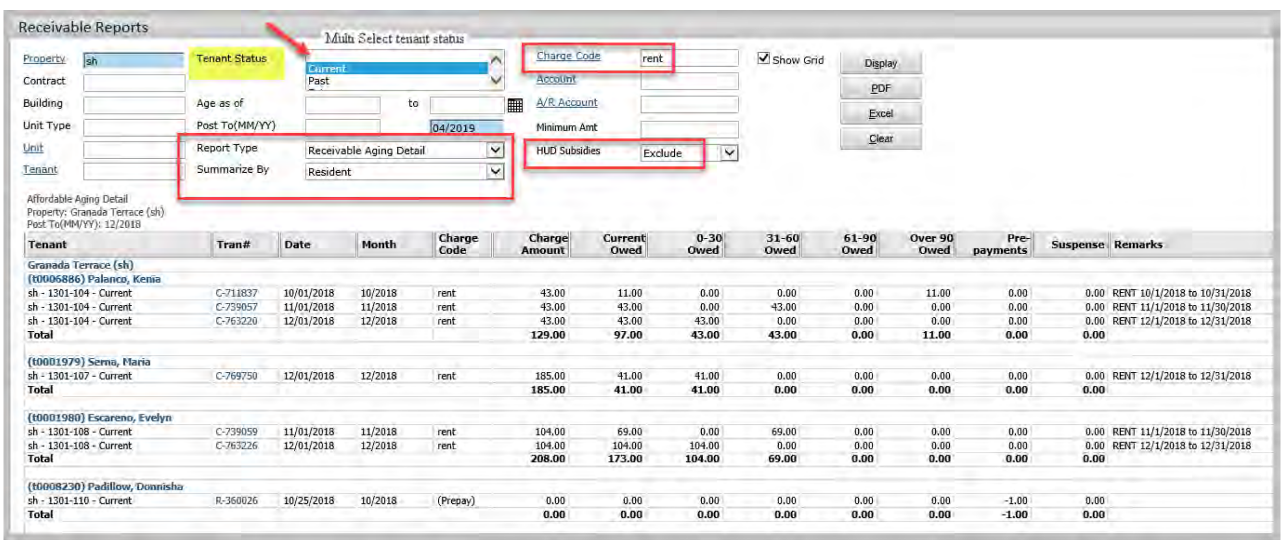
Affordable Receivable Aging Detail

The Receivable Aging Detail allows you to view detailed information regarding resident receivables and prepayments, while excluding outstanding subsidy rent, providing an accurate gauge of resident-based delinquency. The report includes detailed information about individual outstanding charges and receipts that generate prepayment liability.

6. To run an **Affordable Aging Detail**, from the **Top Menu**, select **> Analytics > Select Affordable Receivable Reports.**



7. Select the **Receivable Aging Detail** under the **Report Type**.



8. Complete the following fields within the Affordable Aging Detail filter:
   - **Property** – Enter a property code or click the link to select a property from a popup window.
   - **Unit –** Leave blank for standard use.
   - **Tenant –** Leave blank for standard use.

- **Charge Code –** Enter one or more charge codes to view the receivable information for those charges only. In standard use, this will be left blank.
- **Status –** Select one or more status designations.
- **Account –** Leave blank for standard use.
- **AR Account -** Leave blank for standard use.
- **Post To(MM/YY) –** Enter the operating month through which charges and receipts should appear on the report.
- **Minimum Amt -** Enter a minimum balance required to display the resident on the report.
- **Age As Of –** Enter the date that is to be used to calculate the aging of the receivables.
- **HUD Subsidies –** Choose from “Exclude”, “Include” or “Only” as is desired.

9. Click **Submit**.

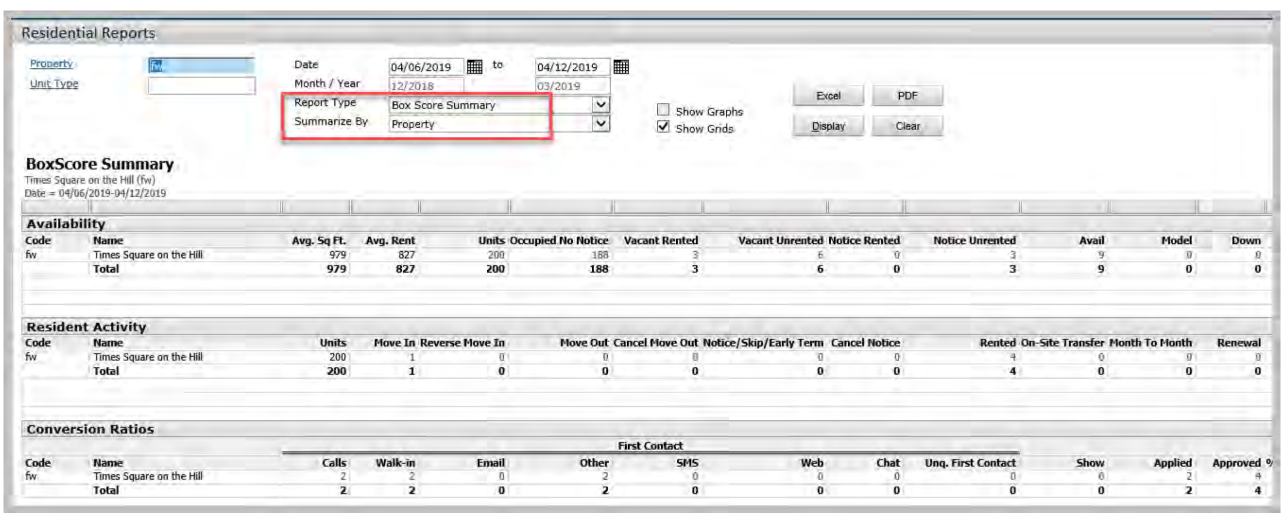
10. The **Affordable Aging Detail** report will be displayed.

Box Score Summary

The Box Score Summary report is divided into three sections, availability, resident activity, and traffic. The availability section indicates which units are available for the date range. The resident activity section summarizes resident events over the date range. The traffic section summarizes the traffic activity of prospects and applicants for the chosen properties during the date range you selected.

1. To access the Unit Statistic report from the Top Menu, Select **Analytics** > **Residential Reports**.

2. From the Report Type drop down list, and then select **Box Score Summary.**



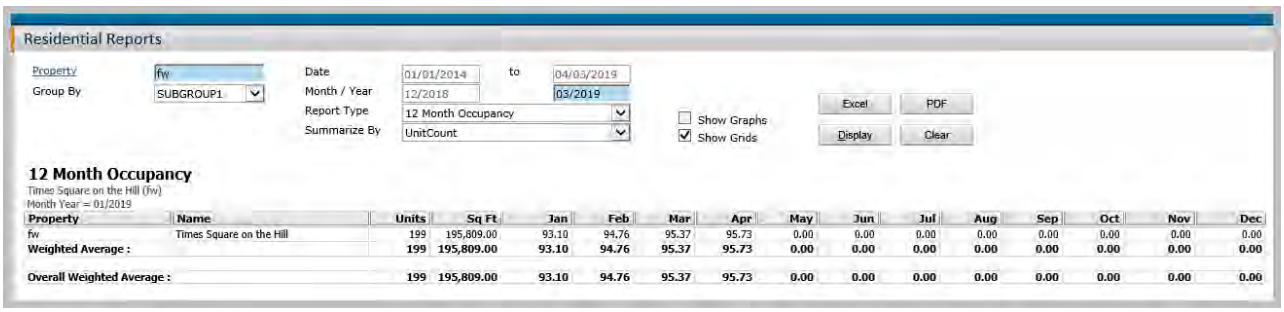
3. The **Box Score Summary** report displays.

12 Month Occupancy

The 12 Month Occupancy report can be run by unit count or square foot.

1. To access the 12 Month Occupancy report from the Top Menu, select **Analytics > Residential Reports**.

2. From the Report Type drop down list, and then select **12 Month Occupancy.**



Property	Name	Units	Sq Ft	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
fw	Times Square on the Hill	199	195,809.00	93.10	94.76	95.37	95.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Weighted Average :		**199**	**195,809.00**	**93.10**	**94.76**	**95.37**	**95.73**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
Overall Weighted Average :		**199**	**195,809.00**	**93.10**	**94.76**	**95.37**	**95.73**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

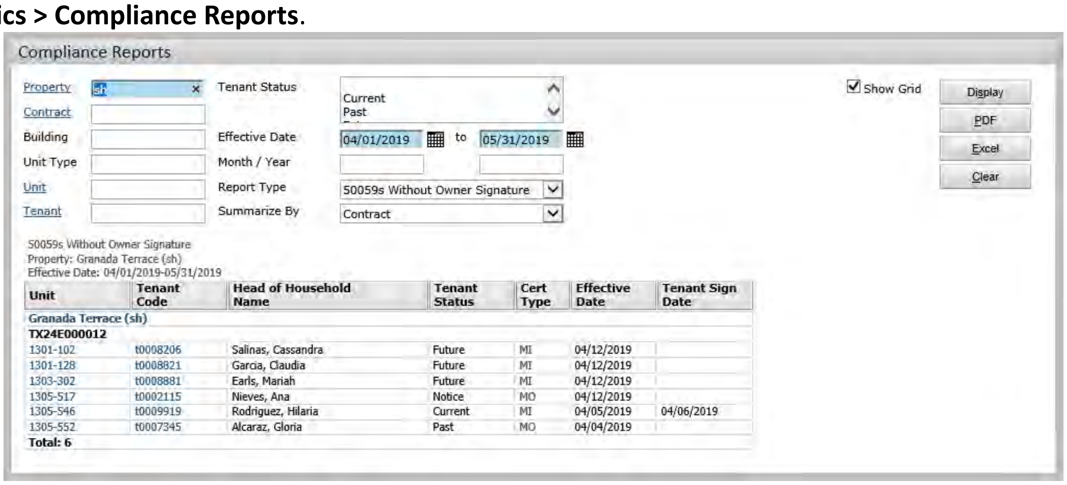
3. The **12 Month Occupancy** report appears.

Monthly Compliance Reports

50059s without Owner Signature

The 50059s without Owner Signature report is a good auditing tool prior to posting Rent & HAP. This report helps identify which certifications are still open and needing signatures.

You can access these reports via the **Top Menu > Analytics > Compliance Reports**, or from the **Side Menu > Analytics > Compliance Reports**.

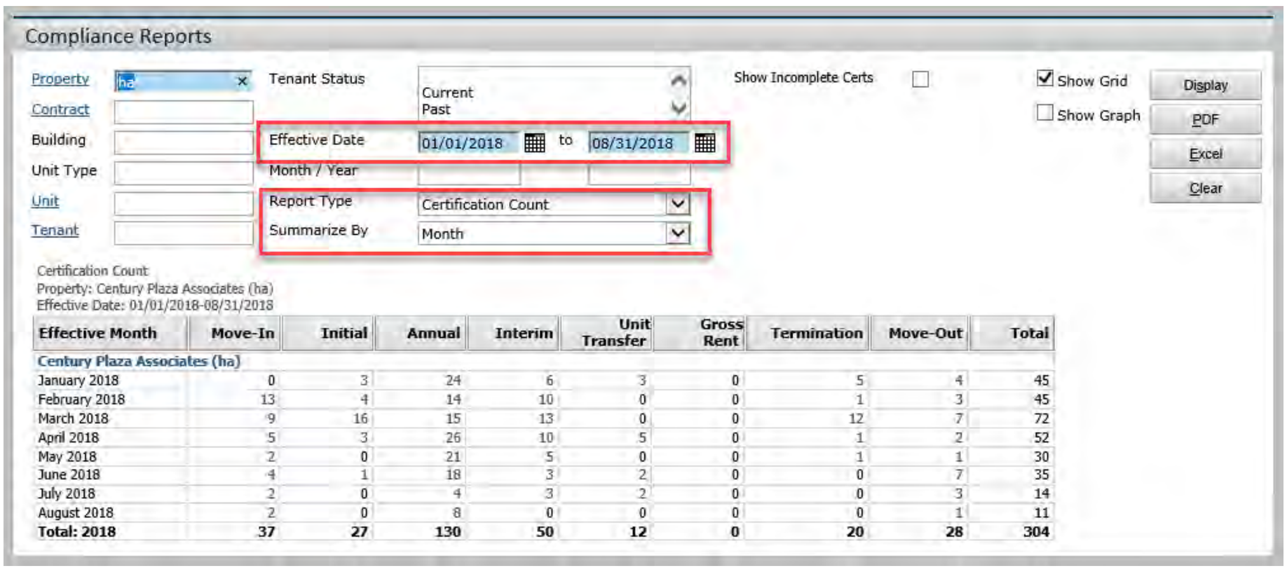


Unit	Tenant Code	Head of Household Name	Tenant Status	Cert Type	Effective Date	Tenant Sign Date
Granada Terrace (sh)						
TX24E000012						
1301-102	t0008206	Salinas, Cassandra	Future	MI	04/12/2019	
1301-128	t0008821	Garcia, Claudia	Future	MI	04/12/2019	
1303-302	t0008881	Earls, Mariah	Future	MI	04/12/2019	
1305-517	t0002115	Nieves, Ana	Notice	MO	04/12/2019	
1305-546	t0009919	Rodriguez, Hilaria	Current	MI	04/05/2019	04/06/2019
1305-552	t0007345	Alcaraz, Gloria	Past	MO	04/04/2019	
Total: 6						

Certification Count Report

The certification count report displays the total number of certifications by type within a specified certification date range, along with the total number of certifications. Additionally, the data can be displayed as a pie chart by selecting the **Show Graph** checkbox.

The counts can be summarized by property, program type, program and subsidy type, contract, month, or household size.



Effective Month	Move-In	Initial	Annual	Interim	Unit Transfer	Gross Rent	Termination	Move-Out	Total
Century Plaza Associates (ha)									
January 2018	0	3	24	6	3	0	5	4	45
February 2018	13	4	14	10	0	0	1	3	45
March 2018	9	16	15	13	0	0	12	7	72
April 2018	5	3	26	10	5	0	1	2	52
May 2018	2	0	21	5	0	0	1	1	30
June 2018	4	1	18	3	2	0	0	7	35
July 2018	2	0	4	3	2	0	0	3	14
August 2018	2	0	8	0	0	0	0	1	11
Total: 2018	**37**	**27**	**130**	**50**	**12**	**0**	**20**	**28**	**304**

- **Property:** Shows certification type totals by property.
- **Program Type:** Shows certification type totals by housing program type.
- **Program and Subsidy Type:** Shows totals grouped by program and subsidy type.
- **Contract:** Shows totals grouped by HUD 50059 housing contract.
- **Month:** Shows totals grouped by certification month within the selected date range.
- **Household Size:** Shows totals grouped by the number of people in the household.

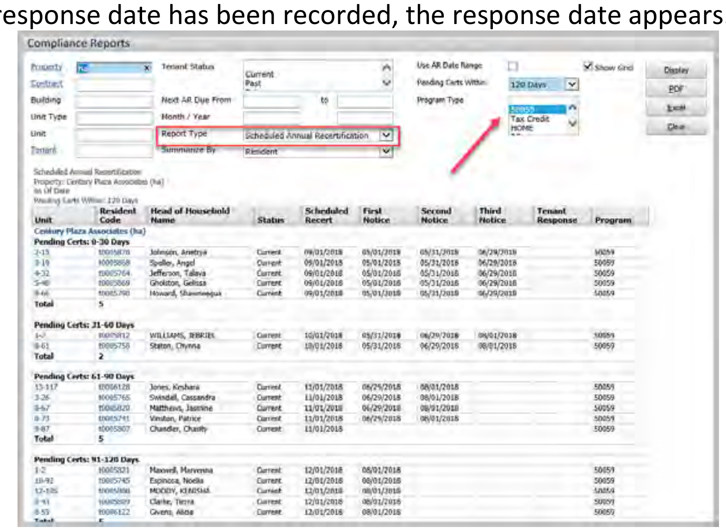
Scheduled Annual Recertification

The Scheduled Annual Recertification report shows residents due for annual recertification within a selected number of days. This report can be run in two different ways:

- Households due for recertification within 30, 60, 90, or 120 days of the system date on your workstation, or households that are late to recertify.
- Households due for recertification within a specified date range.

The report can also be summarized in one of two ways:

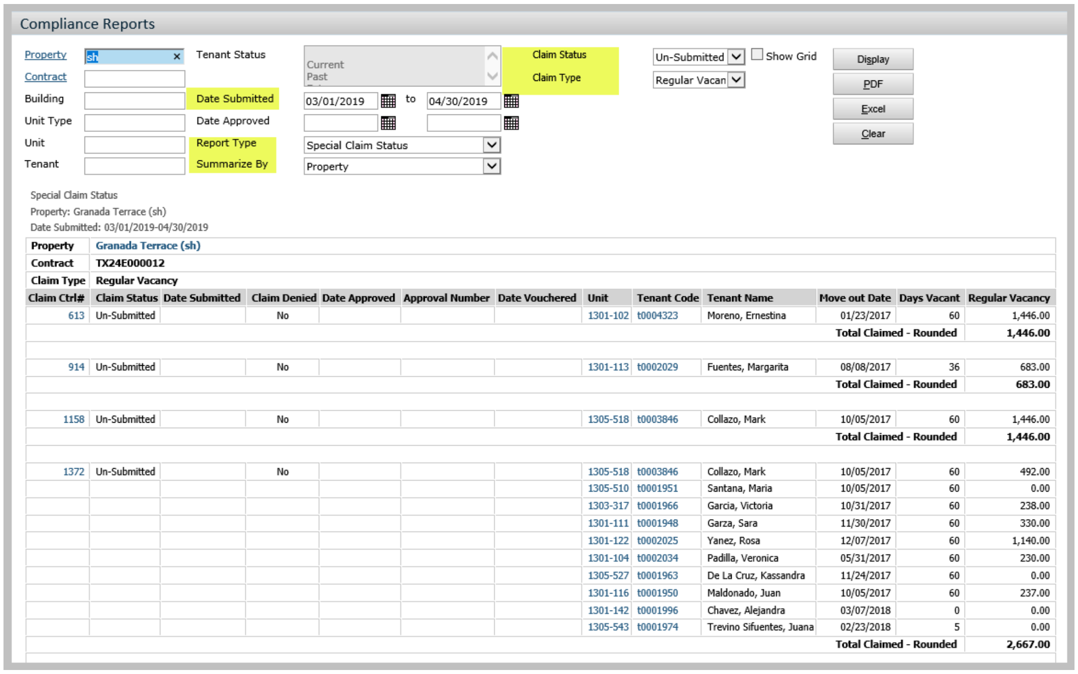
- **Summarizing by property** displays one line for each selected property. The report shows a total for recertification's due within 30, 60, 90, and 120 days, and the total number of recertifications that are late. It also shows certifications that are incomplete as of those specified time periods.
- **Summarizing by resident** provides the most information. The report includes the head of household's name, the household's rental status, scheduled recertification date, and the certification program type. If a first, second, or third notice has been sent, the notice-dates appears. If a response date has been recorded, the response date appears.



Special Claims Status

The Special Claims Status report gives you an idea of the claims by status and type.

You can access these reports via the **Top Menu > Analytics > Compliance Reports**, or from the **Side Menu > Analytics > Special Claim Status**.



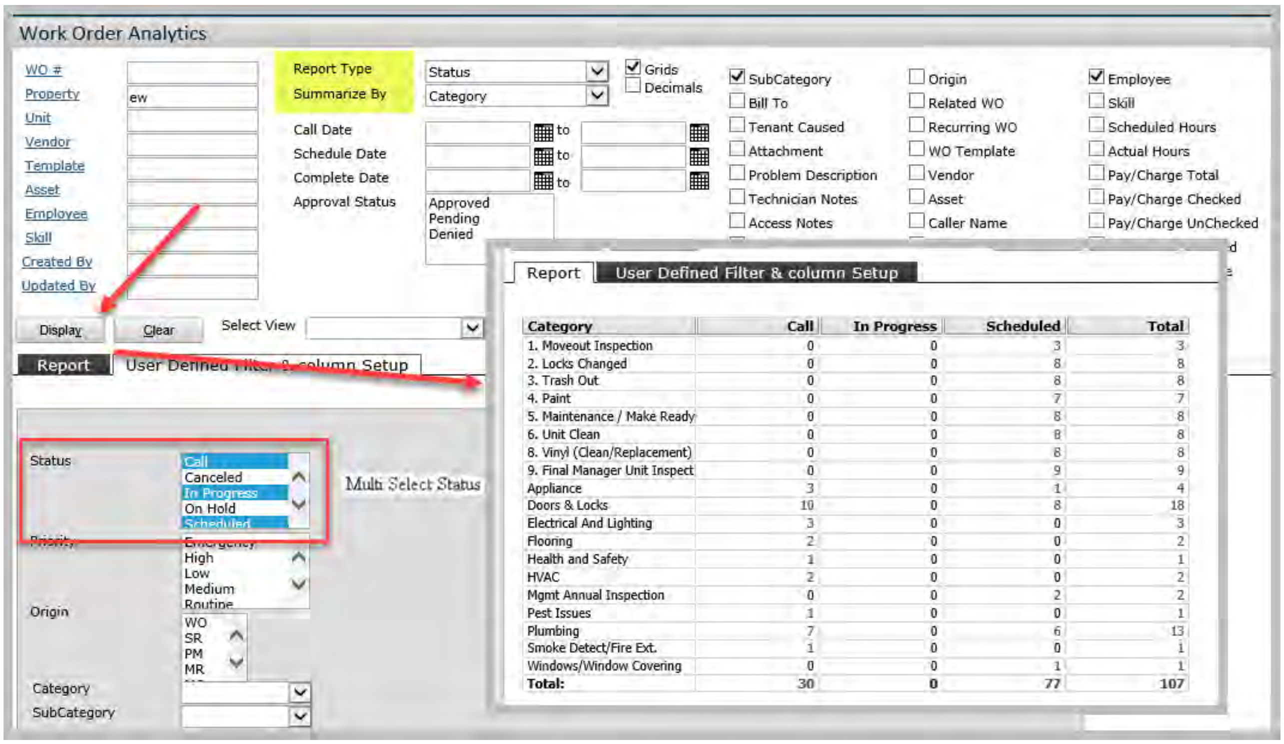
Property	**Granada Terrace (sh)**
Contract	**TX24E000012**
Claim Type	**Regular Vacancy**

Claim Ctrl#	Claim Status	Date Submitted	Claim Denied	Date Approved	Approval Number	Date Vouchered	Unit	Tenant Code	Tenant Name	Move out Date	Days Vacant	Regular Vacancy
613	Un-Submitted		No				1301-102	t0004323	Moreno, Ernestina	01/23/2017	60	1,446.00
											Total Claimed - Rounded	**1,446.00**
914	Un-Submitted		No				1301-113	t0002029	Fuentes, Margarita	08/08/2017	36	683.00
											Total Claimed - Rounded	**683.00**
1158	Un-Submitted		No				1305-518	t0003846	Collazo, Mark	10/05/2017	60	1,446.00
											Total Claimed - Rounded	**1,446.00**
1372	Un-Submitted		No				1305-518	t0003846	Collazo, Mark	10/05/2017	60	492.00
							1305-510	t0001951	Santana, Maria	10/05/2017	60	0.00
							1303-317	t0001966	Garcia, Victoria	10/31/2017	60	238.00
							1301-111	t0001948	Garza, Sara	11/30/2017	60	330.00
							1301-122	t0002025	Yanez, Rosa	12/07/2017	60	1,140.00
							1301-104	t0002034	Padilla, Veronica	05/31/2017	60	230.00
							1305-527	t0001963	De La Cruz, Kassandra	11/24/2017	60	0.00
							1301-116	t0001950	Maldonado, Juan	10/05/2017	60	237.00
							1301-142	t0001996	Chavez, Alejandra	03/07/2018	0	0.00
							1305-543	t0001974	Trevino Sifuentes, Juana	02/23/2018	5	0.00
											Total Claimed - Rounded	**2,667.00**

Monthly Maintenance Reports

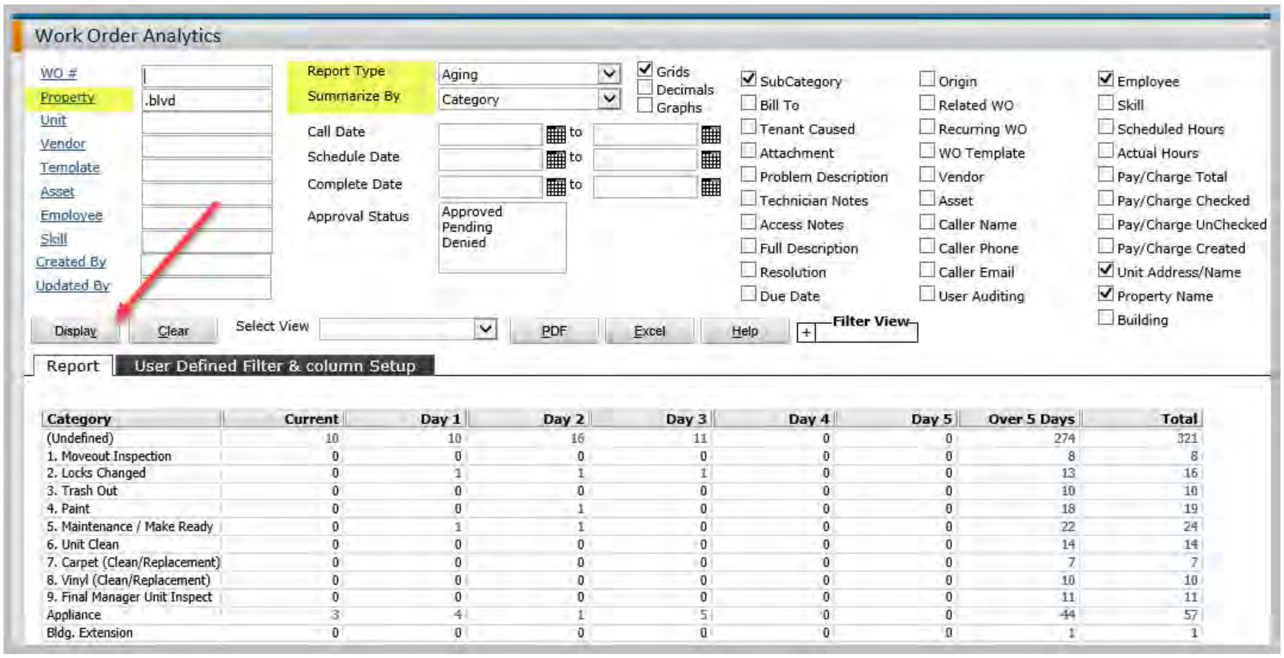
Open Work Order Report

To generate an **Open Work Order Report**, use the **Work Order Analytics**. Complete the report filter and click **Display**.



Aging Work Order Report

To generate an **Aging Work Order Report**, use the **Work Order Analytics**. Complete the report filter and click **Display**.



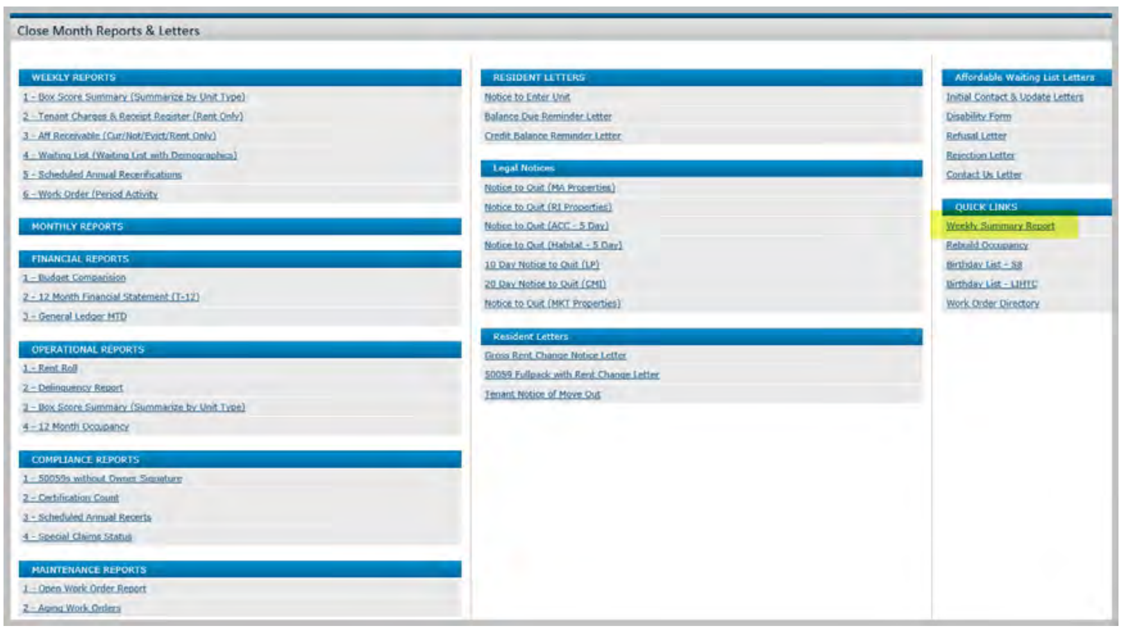
Category	Current	Day 1	Day 2	Day 3	Day 4	Day 5	Over 5 Days	Total
(Undefined)	10	10	16	11	0	0	274	321
1. Moveout Inspection	0	0	0	0	0	0	8	8
2. Locks Changed	0	1	1	1	0	0	13	16
3. Trash Out	0	0	0	0	0	0	10	10
4. Paint	0	0	1	0	0	0	18	19
5. Maintenance / Make Ready	0	1	1	0	0	0	22	24
6. Unit Clean	0	0	0	0	0	0	14	14
7. Carpet (Clean/Replacement)	0	0	0	0	0	0	7	7
8. Vinyl (Clean/Replacement)	0	0	0	0	0	0	10	10
9. Final Manager Unit Inspect	0	0	0	0	0	0	11	11
Appliance	3	4	1	5	0	0	44	57
Bldg. Extension	0	0	0	0	0	0	1	1

Running Weekly Summary Report Analysis

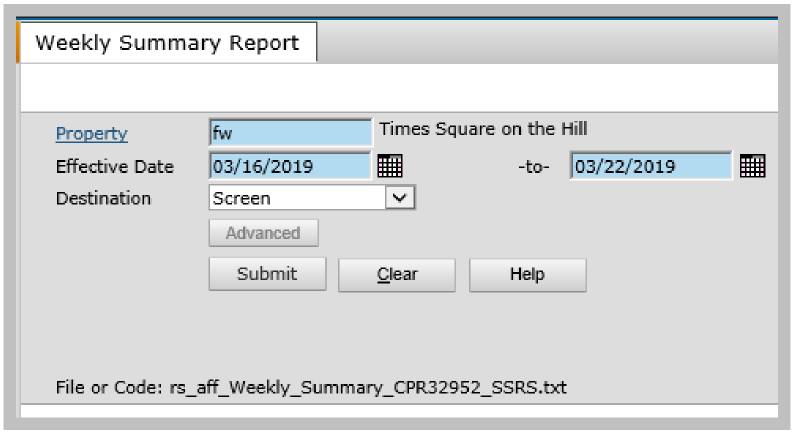
BLVD has created a custom report to help with your **Weekly Summary Report** analysis. You may still need to run other reports to get data, however, this one report covers a series of items on your weekly report. This will make it easy to transition data to the weekly report requested by your asset manager. To run the report, following the instructions below.

Note: The report is available from the **Roles > Close Month Reports & Letters Role**.

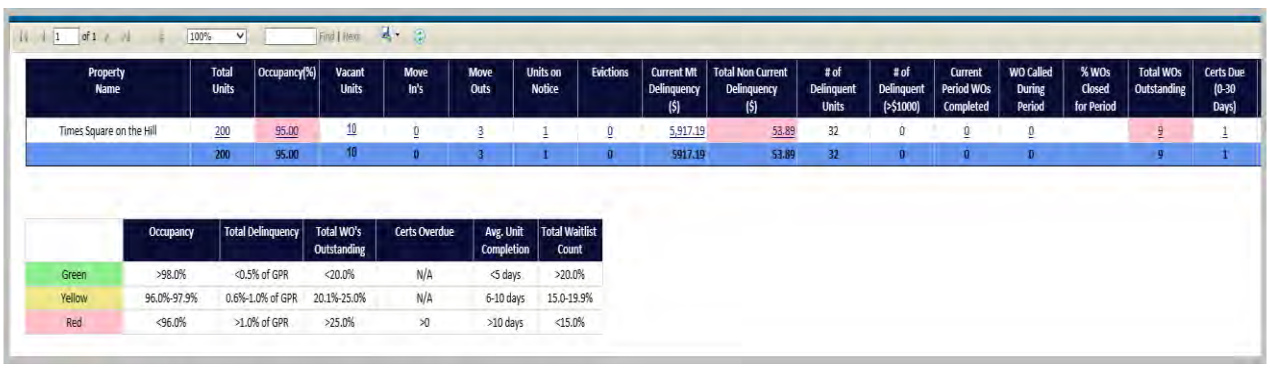
1. Change to the **Close Month Reports & Letters Role**, via **Roles** from the side menu. Result the Quick Menu for the **Close Month Reports & Letters** role appears. The report link can be found in the third column under Quick Links.



2. Under the **Quick Links** section of the dashboard, click the **Weekly Summary Report** link. The report filter appears.



3. Complete the report filter.
    a. **Property:** Select or type your property code (if needed).
    b. **Effective Date:** Input the date range for the report.
    c. **Destination:** will always be screen – you can export to Excel if needed once the report populates.
4. Click **Submit.** The report may take a few minutes to run, depending on the date range. The report appears on screen.

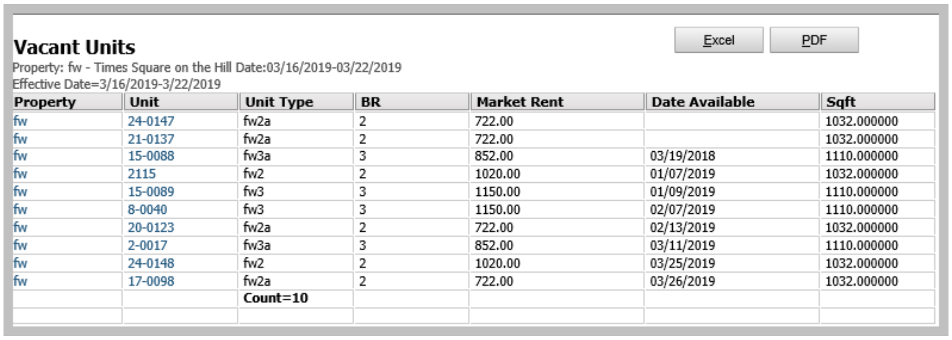


Property Name	Total Units	Occupancy(%)	Vacant Units	Move In's	Move Outs	Units on Notice	Evictions
Times Square on the Hill	200	95.00	10	0	3	1	0
	200	95.00	10	0	3	1	0

Property Name	Current Mt Delinquency ($)	Total Non Current Delinquency ($)	# of Delinquent Units	# of Delinquent (>$1000)	Current Period WOs Completed	WO Called During Period	% WOs Closed for Period	Total WOs Outstanding	Certs Due (0-30 Days)
Times Square on the Hill	5,917.19	53.89	32	0	0	0		9	1
	5917.19	53.89	32	0	0	0		9	1

	Occupancy	Total Delinquency	Total WO's Outstanding	Certs Overdue	Avg. Unit Completion	Total Waitlist Count
Green	>98.0%	<0.5% of GPR	<20.0%	N/A	<5 days	>20.0%
Yellow	96.0%-97.9%	0.6%-1.0% of GPR	20.1%-25.0%	N/A	6-10 days	15.0-19.9%
Red	<96.0%	>1.0% of GPR	>25.0%	>0	>10 days	<15.0%

5. Most all of the fields on the report are drillable fields, meaning you can drill into the underlined data and see the results. Example. In the above report, the number of vacant units has <u>10</u>. You can click on the number 10 and drill into details of the ten units.



Vacant Units
Property: fw - Times Square on the Hill Date:03/16/2019-03/22/2019
Effective Date=3/16/2019-3/22/2019

Property	Unit	Unit Type	BR	Market Rent	Date Available	Sqft
fw	24-0147	fw2a	2	722.00		1032.000000
fw	21-0137	fw2a	2	722.00		1032.000000
fw	15-0088	fw3a	3	852.00	03/19/2018	1110.000000
fw	2115	fw2	2	1020.00	01/07/2019	1032.000000
fw	15-0089	fw3	3	1150.00	01/09/2019	1110.000000
fw	8-0040	fw3	3	1150.00	02/07/2019	1110.000000
fw	20-0123	fw2a	2	722.00	02/13/2019	1032.000000
fw	2-0017	fw3a	3	852.00	03/11/2019	1110.000000
fw	24-0148	fw2	2	1020.00	03/25/2019	1032.000000
fw	17-0098	fw2a	2	722.00	03/26/2019	1032.000000
		Count=10				

6. You can export any drillable section to Excel or PDF if needed, by clicking the appropriate buttons at the top of the page.
7. To export the entire report to Excel or PDF, click the save button at the top of the page (sown below). Select the appropriate output for export.

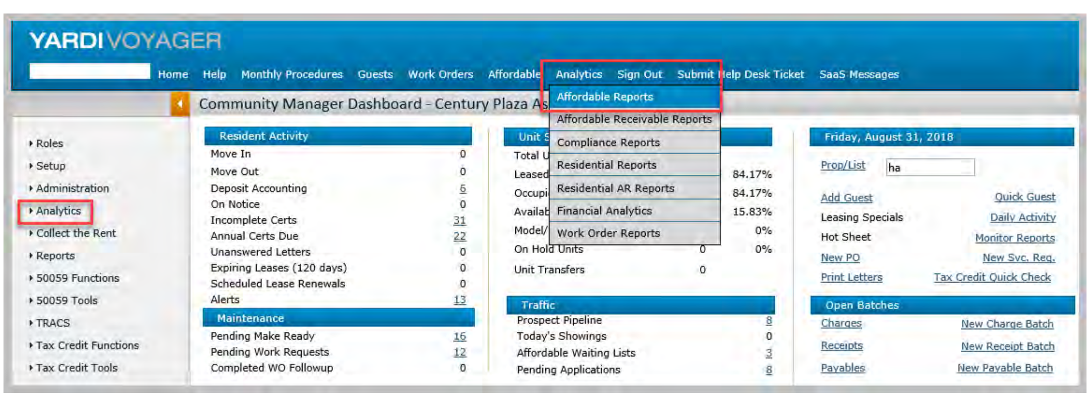
Use this report to assist you with the weekly report that you submit to your asset manager.

Other Important Reports

Affordable Analytics

For Affordable properties, 50059 and Tax Credit properties, there are certain reports that need to be ran from the Affordable Analytics reports and not the residential reports. This is due to data needing to pull from certifications.

You can access these reports via the **Top Menu > Analytics > Affordable Reports**, or from the **Side Menu > Analytics > Affordable Reports**.

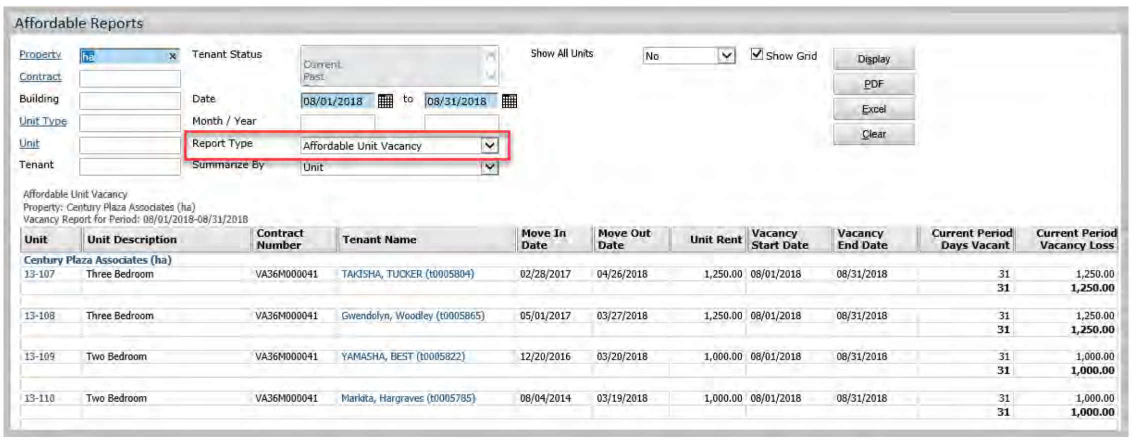


Affordable Unit Vacancy

The Unit Vacancy report displays vacancy information and its attendant costs, based on the market rent of the vacant unit.

1. To view **Affordable Unit Vacancy**, Go to **Top Menu > Analytics > Affordable Reports**.

2. Select **Affordable Unit Vacancy** under the **Report Type**.



3. Complete the following fields within the **Vacancy Report with Cumulative Loss** filter screen:
   - **Property** – Enter a property code or click the link to select a property.
   - **Date** – Enter the date range for which the report is to be run. The report will calculate the cumulative vacancy loss for the period entered here.
   - **Show All Units** – Choose **"No"** to view only units with vacancy during the report period, or choose **"Yes"** to view all units at the property.

4. Click **Submit**.

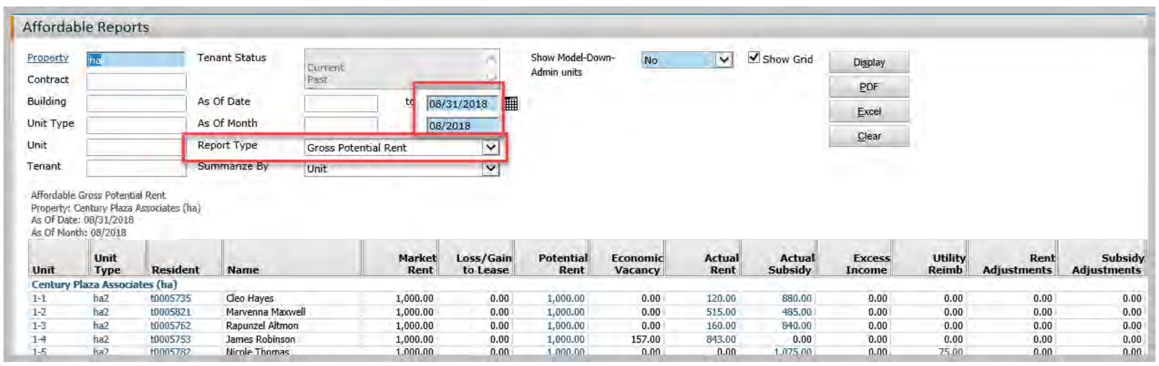
5. The **Affordable Unit Vacancy** report will be displayed.

Gross Potential Rent

This report calculates loss or gain to lease and the potential rent for the selected properties. It includes data on concessions, write-offs, vacancy, and delinquency. It also includes information on loss from non-revenue units such as admin units used for offices, model units used for showing, and down units that are being repaired.

1. To access this report, select **Analytics** from the Top menu then select, **Affordable Reports**, choose **Gross Potential Rent** under **Report Type**, and choose **Unit** under the **Summarize by** field.

2. The **Gross Potential Rent By Property** filter appears



3. Fill in the Following Information:
   - **Property** – Enter your property code. (Should be the default)
   - **As Of Date** – The date you want the report to be current to.
   - **As of Month** – The month in which you want the report to start.

4. Click **Submit**. The **Gross Potential Rent** Report appears.

Column Name	Data Location
Market Rent	This value may come from several places depending on the type of resident. <u>50059 or Combo Property:</u> - Pulls **Contract Rent** from current certification (Section 236 pulls **Basic Rent** from current certification) - If certification **Contract Rent** is blank or 0 then pulls **Contact Rent** from **Unit** screen - If unit **Contract Rent** is blank or 0 then **Unit Rent** from **Unit** screen <u>Market, Tax Credit, Home, or Vacant:</u> - Pulls **Contract Rent** from **Unit** Screen - If unit **Contract Rent** is blank or 0 then **Unit Rent** from **Unit** screen <u>Rural Development:</u> - Pulls **RD Basic Rent** from certification - If certification **Basic Rent** is blank or 0 then pulls **RD Basic Rent** from **Unit** screen - If unit **RD Basic Rent** is blank or 0 then pulls the **Unit Rent** from **Unit** screen
Loss/Gain to Lease	Reports the difference as a loss or gain. Calculated value using the following equation (using columns): Market Rent – Potential Rent = Loss/Gain to Lease
Potential Rent	This value may come from several places depending on the type of resident. <u>50059 or Combo</u>: - Pulls the **Contract Rent** from current certification <u>Vacant</u>: - Pulls the **Contract Rent** from unit, If blank or 0 then pulls **Unit Rent** from **Unit** Screen <u>Market, Tax Credit, HOME or Rural Development</u> : Sum of current Lease Charges for current resident, where charge codes are for the rent and subsidy accounts (from Affordable GPR Accounts), which will apply the month of the **As of Date** (from filter) and lease charges have charge codes of type Rent.

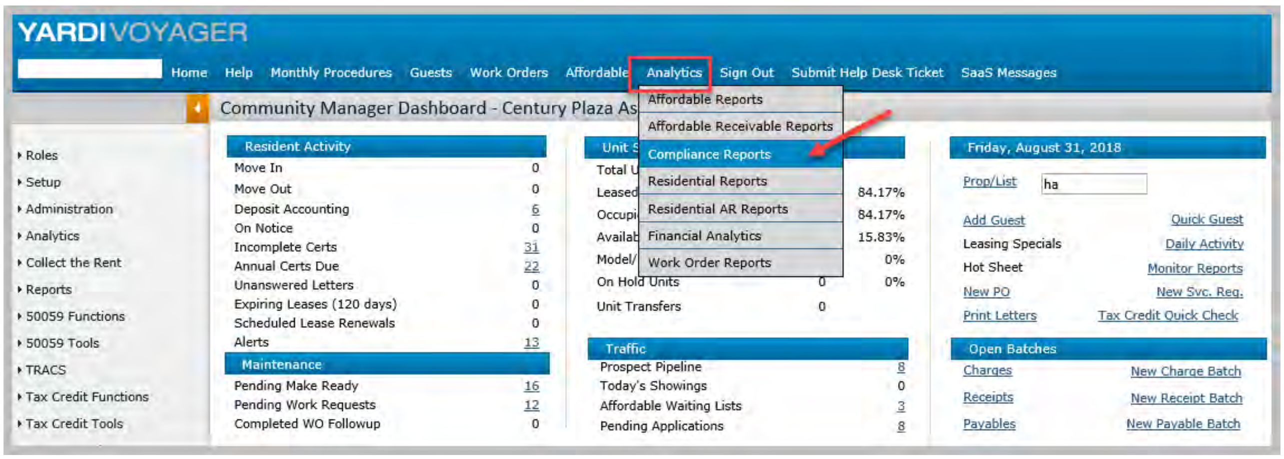
Column Name	Data Location
Economic Vacancy	Calculated value using the following equation (using columns): Potential Rent - Actual Rent - Actual Subsidy + Utility Reimb - Rent Adjustments - Subsidy Adjustments = Economic Vacancy
Actual Rent	Total of all charges with a post month equal to the **As Of Month** (from filter) that are assigned to the **Rent** account (from **Affordable GPR Accounts**) for all residents in the unit where the charge's **Reference** field starts with :**Rent** and the reference field does not have an Adj listed following the :Rent.
Actual Subsidy	Total of all charges with a post month equal to the **As Of Month** (from filter) that are assigned to the **Subsidy** accounts (from **Affordable GPR Accounts**) for all residents in the unit where the charge's **Reference** field starts with a :**HAP** and the reference field does not have a Adj listed following the :HAP.
Excess Income	Total of all charges with a post month equal to **As Of Month** (from filter) to the **Excess Income** account (from **Affordable GPR Accounts**) for all residents in the unit.
Utility Reimb	Total of payable details with a post month equal to the **As Of Month** (from filter) to the **Utility Reimbursement** account defined in **Affordable Accounts** screen, for all residents in the unit.
Rent Adjustments	Total of all charges with a post month equal to the **As Of Month** (from filter) for all residents in the unit and the charge **Reference** field starts with **:Rent Adj** and uses **Rent** Account (from **Affordable GPR Accounts**)
Subsidy Adjustments	Total of all charges with a post month equal to the **As Of Month** (from filter) for all residents in the unit and the charge **Reference** field starts with **:HAP Adj** and uses **Subsidy** account (from **Affordable GPR Accounts**)
Column Name	**Data Location**
Concession	Total of all charges with a post month equal to **As Of Month** (from filter) to the **Concession** account (from **Affordable GPR Accounts**) for all residents in the unit.
Write Off	Total of all charges with a post month equal to the **As Of Month** (from filter) to the **Write-off** account (from **Affordable GPR Accounts**) for all residents in the unit.
Rental Income	Calculated value using the following equation (using columns): Actual Rent + Rent Adjustments + Actual Subsidy + Subsidy Adjustments + Concessions + Write Off – Utility Reimb = Rental Income
Receipts Current	Total of all receipt details with a post month equal to **As Of Month** (from filter) applied to charges with a post month equal to **As of Month** for all Residents in the unit and posted to the **Rent** or **Subsidy** accounts (from **Affordable GPR Accounts**)
Receipts Prior	Total of all receipt details with a post month equal to **As Of Month** (from filter) applied to charges with a post month **prior** to **As of Month** for all Residents in the unit and posted to the **Rent** or **Subsidy** accounts (from **Affordable GPR Accounts**).
Current Unpaid Charges	Total of all unpaid charge details with a post month equal to **As Of Month** (from filter) for all residents in the unit and posted to the **Rent** accounts (from **Affordable GPR Accounts**).
Current Subsidy Unpaid Charges	Total of all unpaid charge details with a post month equal to **As Of Month** (from filter) for all Residents in the Unit and posted to the **Subsidy** accounts (from **Affordable GPR Accounts**).
Prepays	Total of all receipt details with a post month equal to **As Of Month** (from filter) for all Residents in the Unit and posted to the **Prepaid Rent** accounts (from **Affordable GPR Accounts**).

The Affordable module contains a rich assortment of analytic compliance reports that can be used to keep track of various aspects of your properties' compliance statuses. In this session, we will look at four different types of reports.

At the end of this section, Users should be able to:

- Report on resident certifications by type, date, household size, and other metrics.
- Verify unit income restrictions and compliance information including Max Rent.
- Examine upcoming Annual Recertifications.
- Print their Wait List as it appeared on any particular date.

To access **Compliance Reports** you can go to the **Top Menu > Analytics > Compliance Reports**.



Analytic Report Basics

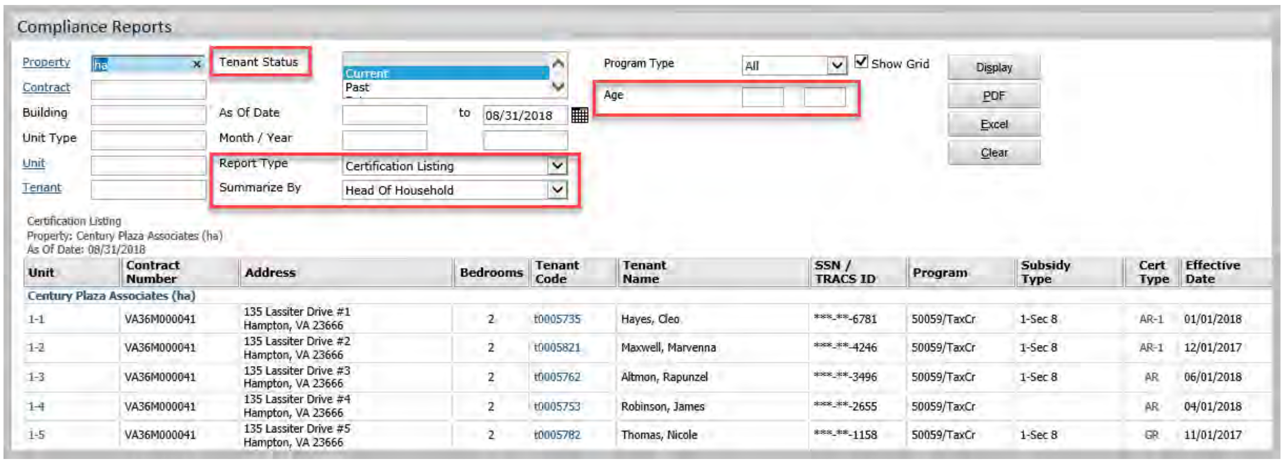
The Analytic Compliance Reports screen consists of two sections: the filter section at the top of the screen and the report section below.

When you open the Compliance Reports screen, the filter section of the report screen appears. The default property is the same as the one selected on the **Dashboard**.

The Report Type field contains the list of reports available. The report type chosen then determines which filter fields are active, which are mandatory, and the ways by which you can summarize the report. Completing the optional fields further filters the information that the report will include.

Certification Listing Report

The Certification Listing report shows selected certification and demographic information as of a certain date, including residents housing programs, subsidy type, certification type, effective date, and selected demographic data. If the **As Of Date** is left blank, the report will run as of today. The report can be summarized either by Head of the household or all household members, and can be additionally filtered by age and program type.



Unit	Contract Number	Address	Bedrooms	Tenant Code	Tenant Name	SSN / TRACS ID	Program	Subsidy Type	Cert Type	Effective Date
Century Plaza Associates (ha)										
1-1	VA36M000041	135 Lassiter Drive #1 Hampton, VA 23666	2	t0005735	Hayes, Cleo	***-**-6781	50059/TaxCr	1-Sec 8	AR-1	01/01/2018
1-2	VA36M000041	135 Lassiter Drive #2 Hampton, VA 23666	2	t0005821	Maxwell, Marvenna	***-**-4246	50059/TaxCr	1-Sec 8	AR-1	12/01/2017
1-3	VA36M000041	135 Lassiter Drive #3 Hampton, VA 23666	2	t0005762	Altmon, Rapunzel	***-**-3496	50059/TaxCr	1-Sec 8	AR	06/01/2018
1-4	VA36M000041	135 Lassiter Drive #4 Hampton, VA 23666	2	t0005753	Robinson, James	***-**-2655	50059/TaxCr		AR	04/01/2018
1-5	VA36M000041	135 Lassiter Drive #5 Hampton, VA 23666	2	t0005782	Thomas, Nicole	***-**-1158	50059/TaxCr	1-Sec 8	GR	11/01/2017

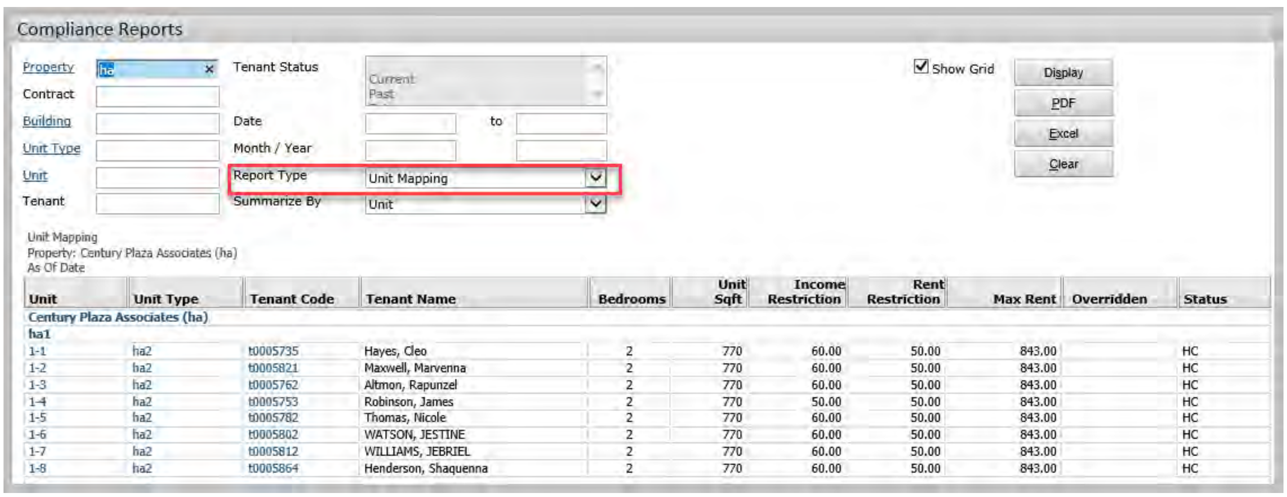
Unit Mapping Report

This report is for Tax Credit properties. You can use the Unit Mapping report to view current unit income and rent restriction information. The report can then be summarized by unit, income restriction, rent restriction, or HOME unit type.

Summarizing by unit: Displays map details for each unit, including the unit type and unit codes, number of bedrooms, square footage, income restriction, rent restriction, and housing credit status. If tax credit maximum rent override applies to a unit, the TIC Maximum Rent Override rent amount appears. If a unit operates under the HOME program, the report includes the HOME unit type. The report is sorted by property code and then by building code, and then by unit code.

Summarizing by income restriction: Displays totals for units mapped at each income restriction percentage: occupied units, empty units, vacant units, and total units.

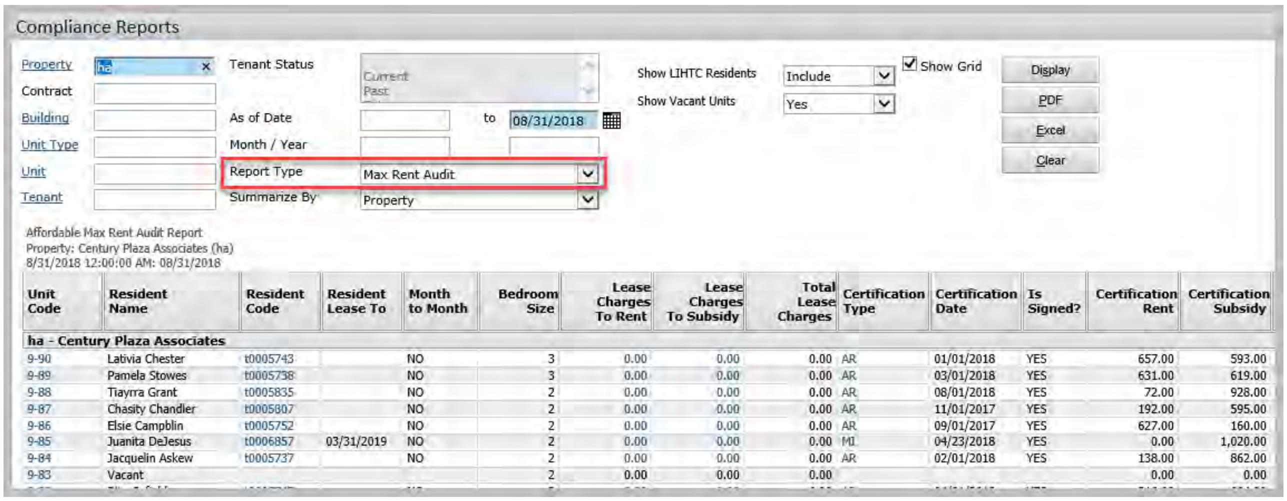
Summarizing by rent restriction: Displays totals for units mapped at each income restriction percentage: occupied units, empty units, vacant units, and total units.



Unit	Unit Type	Tenant Code	Tenant Name	Bedrooms	Unit Sqft	Income Restriction	Rent Restriction	Max Rent	Overridden	Status
Century Plaza Associates (ha)										
ha1										
1-1	ha2	t0005735	Hayes, Cleo	2	770	60.00	50.00	843.00		HC
1-2	ha2	t0005821	Maxwell, Marvenna	2	770	60.00	50.00	843.00		HC
1-3	ha2	t0005762	Altmon, Rapunzel	2	770	60.00	50.00	843.00		HC
1-4	ha2	t0005753	Robinson, James	2	770	50.00	50.00	843.00		HC
1-5	ha2	t0005782	Thomas, Nicole	2	770	60.00	50.00	843.00		HC
1-6	ha2	t0005802	WATSON, JESTINE	2	770	60.00	50.00	843.00		HC
1-7	ha2	t0005812	WILLIAMS, JEBRIEL	2	770	60.00	50.00	843.00		HC
1-8	ha2	t0005864	Henderson, Shaquenna	2	770	60.00	50.00	843.00		HC

Max Rent Audit

The **Max Rent Audit** report provides detailed rent information for each unit in a property **as of a particular date**. Information includes the current resident in the unit, lease-to date, certification rent and subsidy amounts, the maximum rent recorded on the certification, and the maximum rent allowed for the certification. A resident's certification is the source for certification maximum rent information. The **Unit** screen is the source for unit maximum rent information. The report can be filtered using a number of options.


Compliance Reports

Property: ha | Tenant Status: Current, Past | Show LIHTC Residents: Include | Show Grid
Contract | Show Vacant Units: Yes
Building | As of Date | to 08/31/2018
Unit Type | Month / Year
Unit | Report Type: Max Rent Audit
Tenant | Summarize By: Property

Display | PDF | Excel | Clear

Affordable Max Rent Audit Report
Property: Century Plaza Associates (ha)
8/31/2018 12:00:00 AM: 08/31/2018

Unit Code	Resident Name	Resident Code	Resident Lease To	Month to Month	Bedroom Size	Lease Charges To Rent	Lease Charges To Subsidy	Total Lease Charges	Certification Type	Certification Date	Is Signed?	Certification Rent	Certification Subsidy
ha - Century Plaza Associates													
9-90	Lativia Chester	t0005743		NO	3	0.00	0.00	0.00	AR	01/01/2018	YES	657.00	593.00
9-89	Pamela Stowes	t0005738		NO	3	0.00	0.00	0.00	AR	03/01/2018	YES	631.00	619.00
9-88	Tiayrra Grant	t0005835		NO	2	0.00	0.00	0.00	AR	08/01/2018	YES	72.00	928.00
9-87	Chasity Chandler	t0005807		NO	2	0.00	0.00	0.00	AR	11/01/2017	YES	192.00	595.00
9-86	Elsie Campblin	t0005752		NO	2	0.00	0.00	0.00	AR	09/01/2017	YES	627.00	160.00
9-85	Juanita DeJesus	t0006857	03/31/2019	NO	2	0.00	0.00	0.00	MI	04/23/2018	YES	0.00	1,020.00
9-84	Jacquelin Askew	t0005737		NO	2	0.00	0.00	0.00	AR	02/01/2018	YES	138.00	862.00
9-83	Vacant				2	0.00	0.00	0.00				0.00	0.00

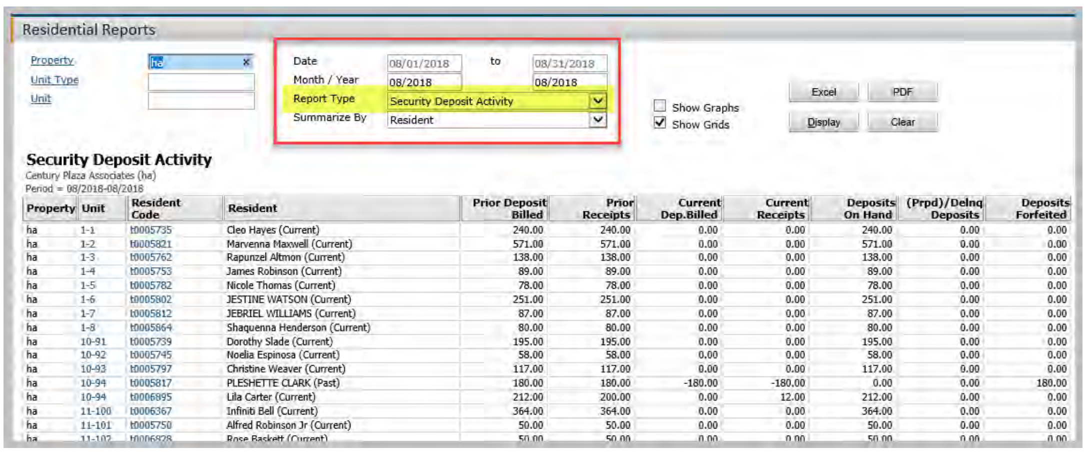
Residential Analytics

Residential Analytics generates reports more quickly and includes the ability to display graphs and export files either as PDFs or in Excel format. You can generate reports summarized at the property, unit-type, unit, and resident levels.

These available reports include Rent Roll, Market Rent Schedule, Unit Availability, Resident Activity, Conversion Ratios, Lease Expirations, and Aged Receivables. Many of the reports include links that let the user drill down for more detail, as shown in the following example.

To access the Residential Analytics report from the <u>Top Menu</u>, Select **Analytics > Residential Reports**.

1. The **Residential Reports** filter screen appears.



Property	Unit	Resident Code	Resident	Prior Deposit Billed	Prior Receipts	Current Dep.Billed	Current Receipts	Deposits On Hand	(Prpd)/Delnq Deposits	Deposits Forfeited
ha	1-1	t0005735	Cleo Hayes (Current)	240.00	240.00	0.00	0.00	240.00	0.00	0.00
ha	1-2	t0005821	Marvenna Maxwell (Current)	571.00	571.00	0.00	0.00	571.00	0.00	0.00
ha	1-3	t0005762	Rapunzel Altmon (Current)	138.00	138.00	0.00	0.00	138.00	0.00	0.00
ha	1-4	t0005753	James Robinson (Current)	89.00	89.00	0.00	0.00	89.00	0.00	0.00
ha	1-5	t0005782	Nicole Thomas (Current)	78.00	78.00	0.00	0.00	78.00	0.00	0.00
ha	1-6	t0005802	JESTINE WATSON (Current)	251.00	251.00	0.00	0.00	251.00	0.00	0.00
ha	1-7	t0005812	JEBRIEL WILLIAMS (Current)	87.00	87.00	0.00	0.00	87.00	0.00	0.00
ha	1-8	t0005864	Shaquenna Henderson (Current)	80.00	80.00	0.00	0.00	80.00	0.00	0.00
ha	10-91	t0005739	Dorothy Slade (Current)	195.00	195.00	0.00	0.00	195.00	0.00	0.00
ha	10-92	t0005745	Noelia Espinosa (Current)	58.00	58.00	0.00	0.00	58.00	0.00	0.00
ha	10-93	t0005797	Christine Weaver (Current)	117.00	117.00	0.00	0.00	117.00	0.00	0.00
ha	10-94	t0005817	PLESHETTE CLARK (Past)	180.00	180.00	-180.00	-180.00	0.00	0.00	180.00
ha	10-94	t0006895	Lila Carter (Current)	212.00	200.00	0.00	12.00	212.00	0.00	0.00
ha	11-100	t0006367	Infiniti Bell (Current)	364.00	364.00	0.00	0.00	364.00	0.00	0.00
ha	11-101	t0005750	Alfred Robinson Jr (Current)	50.00	50.00	0.00	0.00	50.00	0.00	0.00
ha	11-102	t0006828	Rose Baskett (Current)	50.00	50.00	0.00	0.00	50.00	0.00	0.00

2. Enter the following information on the Financial Reports filter screen:
   - **Property** – Enter the property code, or click Property to select a Property or Property List.
   - **Unit Type**– Enter Cash or Accrual.
   - **Unit** – Select an Account Tree based on the chart below.
   - **Date –** Enter the date range.

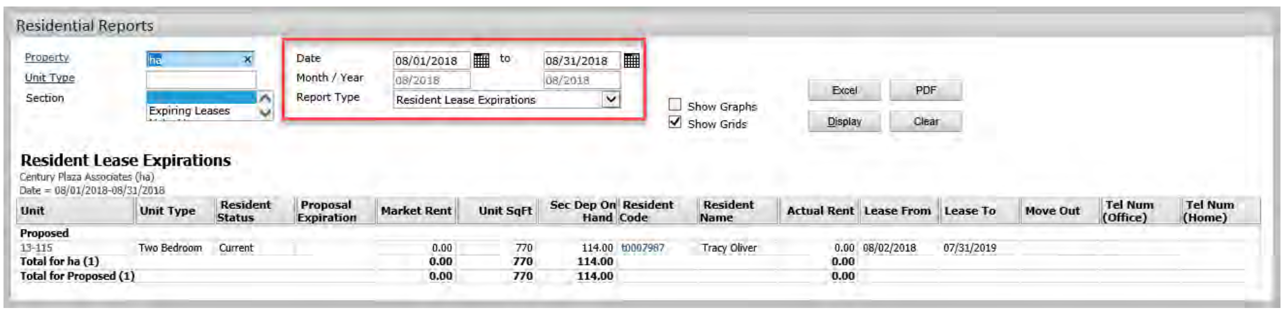
   - **Month / Year –** Enter the month/year range
   - **Report Type** – Select a Residential report from the list of available choices of Rent Roll, Gross Potential Rent, Market Rent Schedule, Unit Availability, Resident Activity, Conversion Ratios, Lease Expirations, and Aged Receivables.
   - **Show Graphs –** Check this box if you like to see a graph for this report.
   - **Show Grids** – Check this box if you like to see a Grid for this report.

3. Click on **"Excel"**, **"PDF"**, or **"Display"** to display to screen.

Resident Lease Expiration

This report gives you a 12-month view of the leases that are expiring starting from the month you enter on the filter. It reports the number of expiring leases for each unit type for each selected property, including any month-to-month leases. It reports a subtotal for each property and a grand total for all selected properties.

1. To access this report, from the Quick Menu, click on **Analytics > Residential Reports** > **Resident Lease Expirations.**



2. The **Resident Lease Expirations Report** appears.

3. Click **Home** in the Shortcut Toolbar to return to the dashboard.

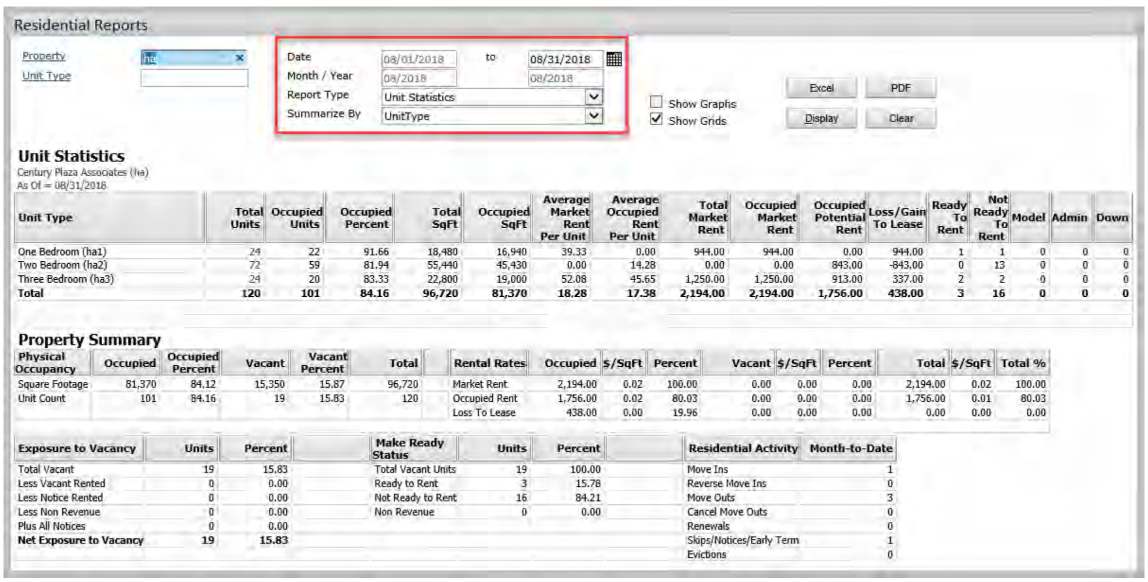
Unit Statistics Report

This report gives detailed availability statistics for each unit type for the selected properties. It provides a Property Summary page that includes information about physical occupancy, rental rates, exposure to vacancy, make ready status, and resident activity.

1. To access the Unit Statistic report from the **Top Menu**, select **Analytics > Residential Reports**.

2. Select the **Unit Statistics** and click **Display.**

3. The report appears.



Tenant Receivable Reports with Notes

This report pulls in tenant memos marked with the memo type of delinquency for any amounts past due at time of report. The report will exclude memo's more than 60 days old. You can drill into the memo from the report.

1. To access the **Tenant Receivable Reports with Notes**, from the side menu, select **Reports** > **BLVD Custom Reports** > **Tenant Receivable with Notes - BLVD**.

2. Complete the filter and click **Submit.**

3. The report appears. Tenant memos will appear under the Collection Notes column, which you can drill into by clicking on the text.

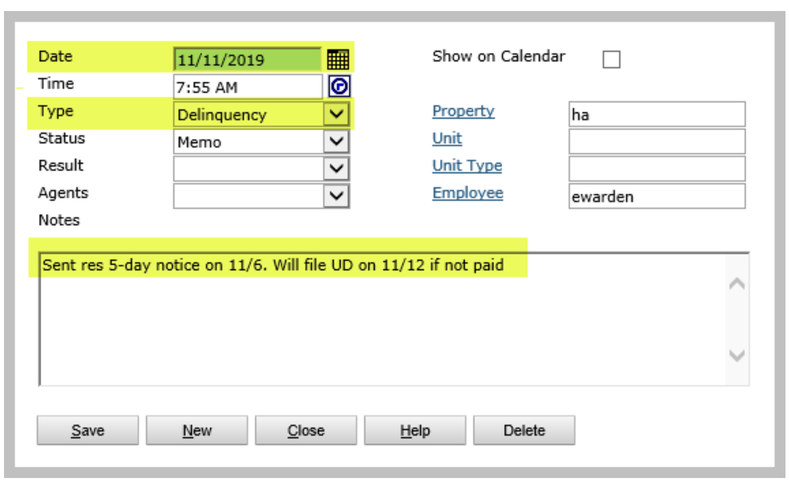
Adding Tenant Memos to Populate to the Report

The notes that pull to the report can be added under Tenant memo's, following the instructions below.

1. Pull up the resident that needs to have a memo added. Select the **Data dropdown > Memo.**

The memo screen appears. If any memos already exist, they will appear.

2. Click **New** to add a **New Memo.**
3. Type or select the date. Input the time and select Delinquency as the type of memo. Type any notes into the note section that you want populated to the Receivable Report.



Click **Save** once completed.

Financial Report with Notes

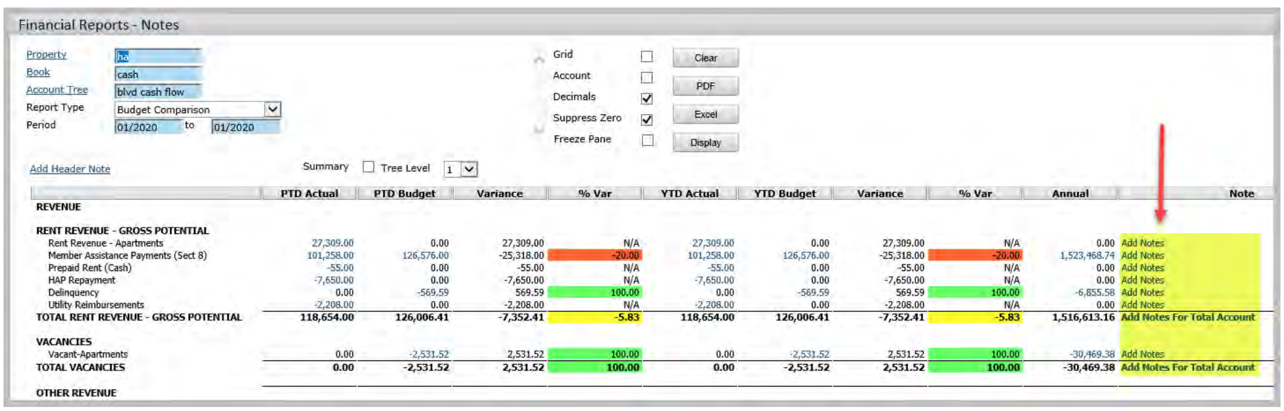
This report mimics the normally financial reports, however, allows you to add notes to specific general ledger accounts.

1. To access the **Financial Reports with Notes**, from the side menu, select **Analytics** > **Financial Report Notes**

2. Complete the filter and click **Display.** You can also export reports to Excel or PDF.

    - **Property** – Enter your property code.
    - **Book** – Select Cash.
    - **Account Tree** – Select BLVD Cash Flow.
    - **Report Type** – Select the appropriate report type
    - **Period** – Type the to and form period.

3. The report appears. Notes appear under the Notes column, which you can drill into by clicking on the notes displayed or by clicking the Add Notes link to add a note regarding the account.

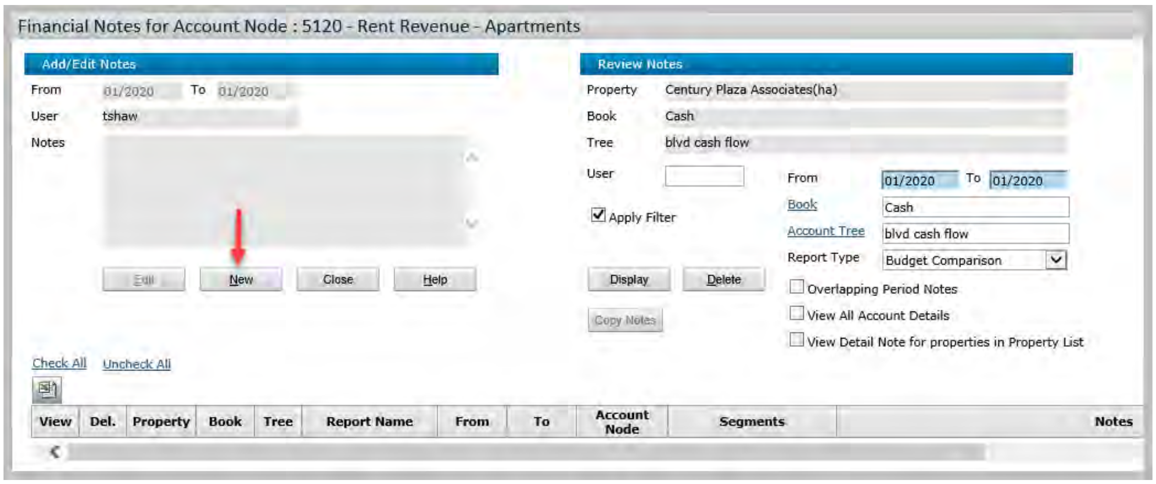


	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	% Var	Annual	Note
REVENUE										
RENT REVENUE - GROSS POTENTIAL										
Rent Revenue - Apartments	27,309.00	0.00	27,309.00	N/A	27,309.00	0.00	27,309.00	N/A	0.00	Add Notes
Member Assistance Payments (Sect 8)	101,258.00	126,576.00	-25,318.00	-20.00	101,258.00	126,576.00	-25,318.00	-20.00	1,523,468.74	Add Notes
Prepaid Rent (Cash)	-55.00	0.00	-55.00	N/A	-55.00	0.00	-55.00	N/A	0.00	Add Notes
HAP Repayment	-7,650.00	0.00	-7,650.00	N/A	-7,650.00	0.00	-7,650.00	N/A	0.00	Add Notes
Delinquency	0.00	-569.59	569.59	100.00	0.00	-569.59	569.59	100.00	-6,855.58	Add Notes
Utility Reimbursements	-2,208.00	0.00	-2,208.00	N/A	-2,208.00	0.00	-2,208.00	N/A	0.00	Add Notes
TOTAL RENT REVENUE - GROSS POTENTIAL	118,654.00	126,006.41	-7,352.41	-5.83	118,654.00	126,006.41	-7,352.41	-5.83	1,516,613.16	Add Notes For Total Account
VACANCIES										
Vacant-Apartments	0.00	-2,531.52	2,531.52	100.00	0.00	-2,531.52	2,531.52	100.00	-30,469.38	Add Notes
TOTAL VACANCIES	0.00	-2,531.52	2,531.52	100.00	0.00	-2,531.52	2,531.52	100.00	-30,469.38	Add Notes For Total Account
OTHER REVENUE										

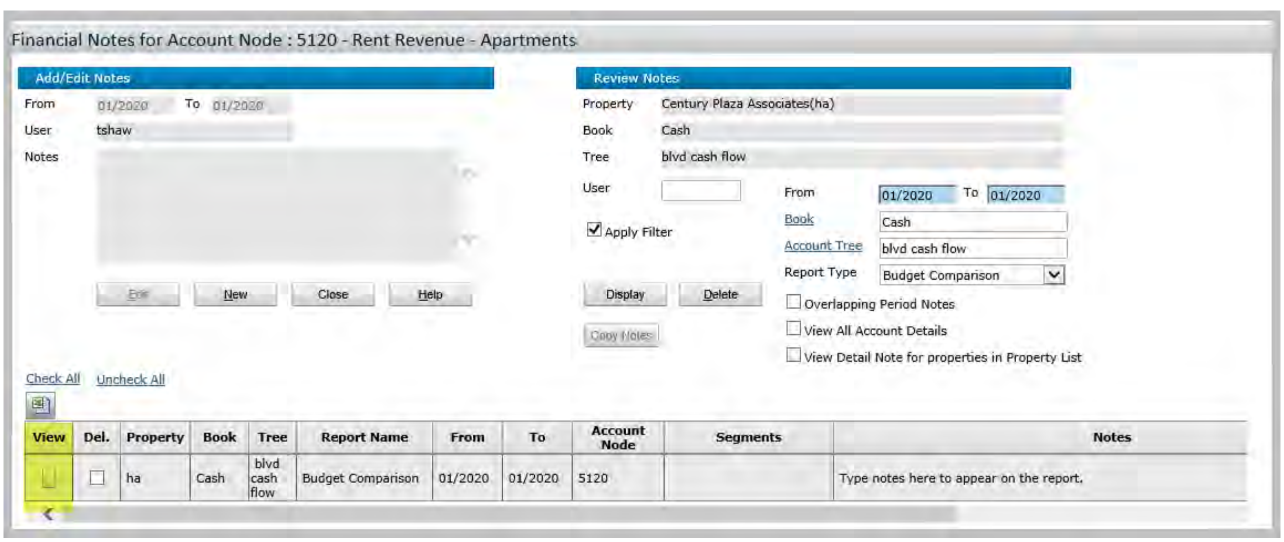
Add Notes

Notes should be added for any account that you believe needs a note for management.

1. Once the report is displayed, click the **Add Notes** link for the appropriate account number that a note needs to be created for. A new window appears for notes to be added or edited.



2. Click **New** to add a new note to the account. This opens the note section of the screen.
3. Type any notes to be added to the report, then click **Save**. The note moves to the bottom of the screen.



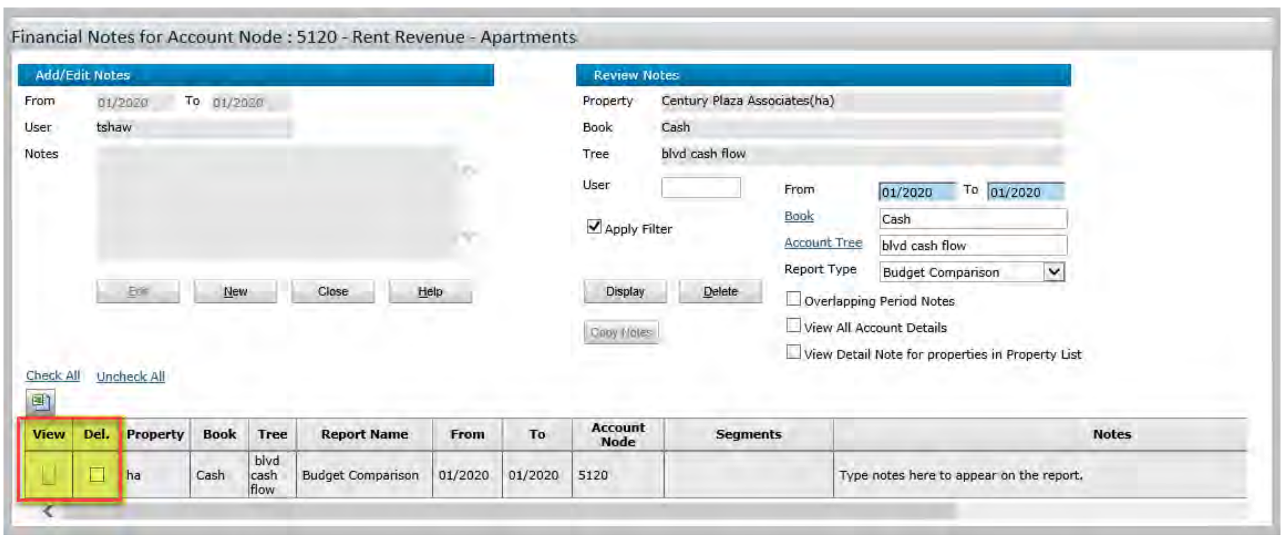
4. Continue to add notes as needed for the report.

Edit or Delete Notes

If notes need to be changed, you can make changes or delete the note altogether.

1. Generate the report as described previously. Once the report is displayed, click the link to the note that needs to be edited or deleted.

The **Note** screen appears.



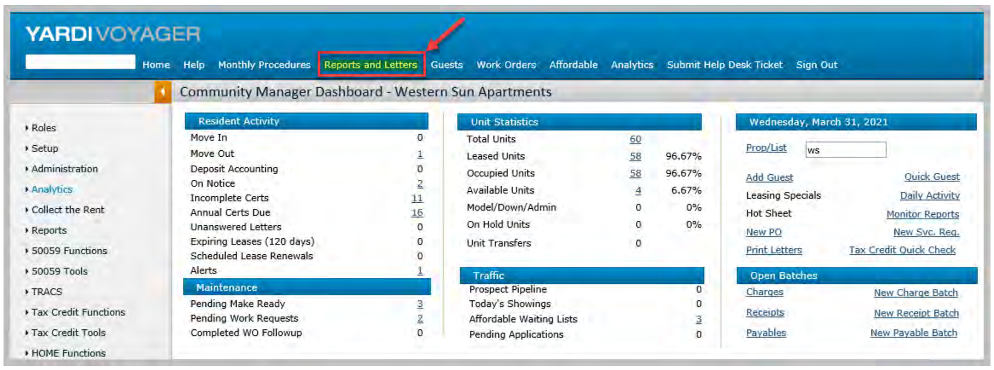
2. To **Edit** the note, click the View button, make the necessary changes and resave.
3. To **Delete** the note, click the Del. Box, then click the **Delete** button. Answer the question of ‘Are you sure you really want to delete this Note(s). Click **Ok** to continue.

![BLVD Capital Real Estate Investment]

Resident Letters

On the **Reports and Letters** role there are a series of letters available for past due notices, legal notices for terminating a tenancy and other miscellaneous letters. There are other reports and user guides available for download.

Click the link to move to the **Reports and Letters** menu.



The Resident Letters can be found in the second column.

RESIDENT BALANCE LETTERS

- Balance Due Reminder - Summary
- Balance Due Summary - COVID 19
- Balance Due ACC Management - Covid 19
- Balance Due - Springfield Covid 19
- Balance Due Detail Letter
- Credit Balance Reminder Letter

Legal Notices

- Notice to Quit (MA Properties)
- Notice to Quit (RI Properties)
- Notice to Quit (KMG - 3 Day)
- Notice to Quit (ACC - 5 Day - Breach of Lease)
- Notice to Quit (ACC - 5 Day - Balance Due)
- Notice to Quit (Habitat - 5 Day)
- Notice to Quit (Arbors 10 Day)
- Notice to Quit (Habitat - 10 Day)
- Notice to Quit (KMG 10 Day)
- Notice to Quit (LP 10 Day)
- Notice to Quit Peabody
- Notice to Quit (MKT Properties)
- Notice to Quit (TM 14 Day)

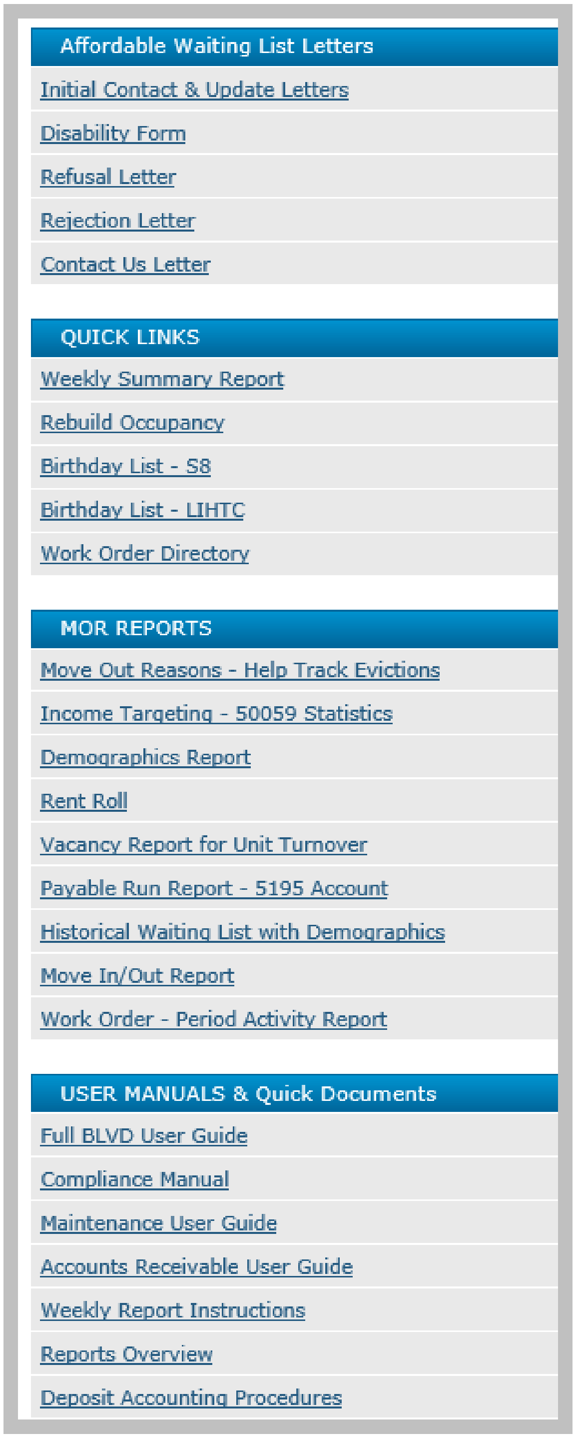
- **Resident Balance Letters** – Letters to be sent to residents for balance due reminders.
- **Legal Notices** – There are a series of legal notices for certain states and management companies.
- **Resident Letters** – Different letters you can generate for resident.

Please note, if you need a letter created that you do not see, please send in Word format to the helpdesk. Hopefully we can automate in the system.

Resident Letters

- Notice to Enter Unit
- Lease Violation Notice
- Roommate Release Letter
- Fraud Letter - TM
- Gross Rent Change Notice Letter
- 50059 Fullpack with Rent Change Letter
- Termination Letter - Failure to Recertify
- Termination of S8 - Over Income
- Move Out Letter - Pay or be turned over to collections

The third column of the **Reports and Letters** role has other reports that are generated regularly.



- Affordable Waiting List Letters
- Quick Links – Common reports - Weekly report, birthday reports and work order reports.
- MOR reports – Common reports asked for when an MOR inspection is happening.
- User Manuals & Quick Documents – The Yardi user guides and Frequent documents are listed here for download in PDF format.