

**BLVD Yardi Manual**



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# The **BLVD** Group

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## CHAPTER ONE: NAVIGATION PROCEDURES

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

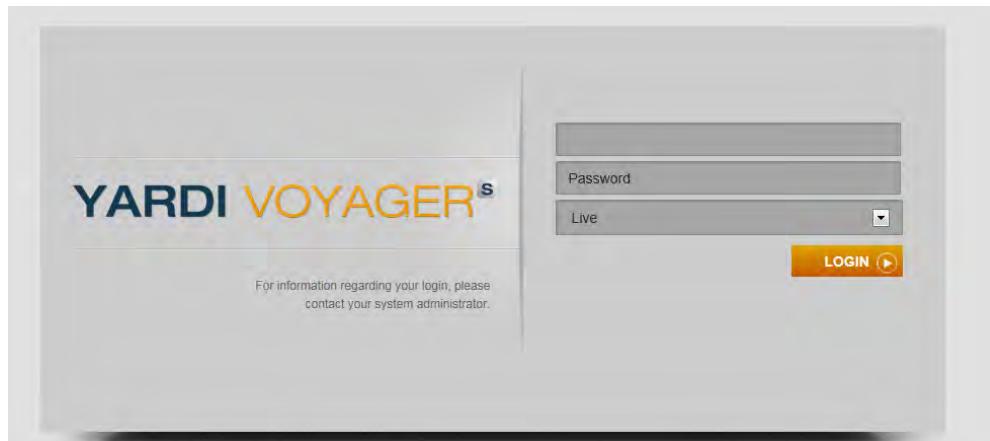
### Logging into Yardi Voyager

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		Unit Statistics		Friday, August 31, 2018	
Move In	0	Total Units	<u>110</u>	Prop/List	<input type="text" value="hp"/>
Move Out	0	Leased Units	<u>110</u>	Add Guest	<a href="#">Quick Guest</a>
Deposit Accounting	0	Occupied Units	<u>109</u>	Leasing Specials	<a href="#">Daily Activity</a>
On Notice	<u>3</u>	Available Units	<u>3</u>	Hot Sheet	<a href="#">Monitor Reports</a>
Incomplete Certs	<u>22</u>	Model/Down/Admin	0	New PO	<a href="#">New Svc. Reg.</a>
Annual Certs Due	<u>1</u>	On Hold Units	0	Print Letters	<a href="#">Tax Credit Quick Check</a>
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	0				
<b>Maintenance</b>					
Pending Make Ready	<u>3</u>	Traffic			
Pending Work Requests	<u>2</u>	Prospect Pipeline	2	Charges	<a href="#">New Charge Batch</a>
Completed WO Followup	0	Today's Showings	0	Receipts	<a href="#">New Receipt Batch</a>
		Affordable Waiting Lists	<u>1</u>	Payables	<a href="#">New Payable Batch</a>
		Pending Applications	0		

## 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 USERNAME 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.

**Community Manager Dashboard - Timberlee Apartments**

**Resident Activity**

Move In	0
Move Out	3
Deposit Accounting	0
On Notice	3
Incomplete Certs	18
Annual Certs Due	69
Unanswered Letters	1
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	15

**Maintenance**

Pending Make Ready	0
Pending Work Requests	15
Completed WO Followup	0

**Unit Statistics**

Total Units	0
Leased Units	0
Occupied Units	100
Available Units	4
Model/Down/Admin	0
On Hold Units	0
Unit Transfers	0

**Traffic**

Prospect Pipeline	1
Today's Showings	0
Affordable Waiting Lists	3
Pending Applications	12

**Thursday, August 12, 2021**

**Prop/List**  X

[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

**Calendar** **Dashboard** **Person Search**

**August 2021**

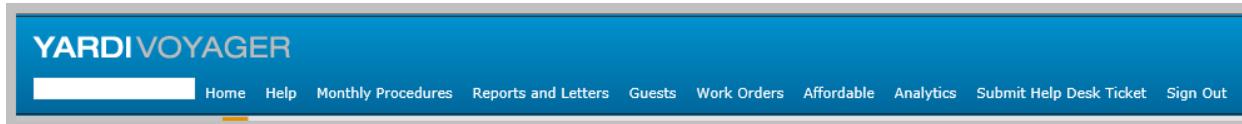
Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
August 9	10	11	12	13	14

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 screenshot displays the Yardi Voyager Community Manager Dashboard for Highland Plaza. It is organized into several sections:

- Resident Activity:** Shows counts for 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), and Alerts (0).
- Unit Statistics:** Shows 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%), and Unit Transfers (0).
- Traffic:** Shows Prospect Pipeline (7), Today's Showings (0), Affordable Waiting Lists (1), and Pending Applications (0).
- General Information:** Displays the date Friday, August 31, 2018, and a search bar with 'Prop/List' and 'hp'. It includes links for Add Guest, Leasing Specials, Hot Sheet, New PO, Print Letters, Open Batches, Charges, Receipts, and Payables.
- Open Batches:** Shows links for New Charge Batch, New Receipt Batch, and New Payable Batch.

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.

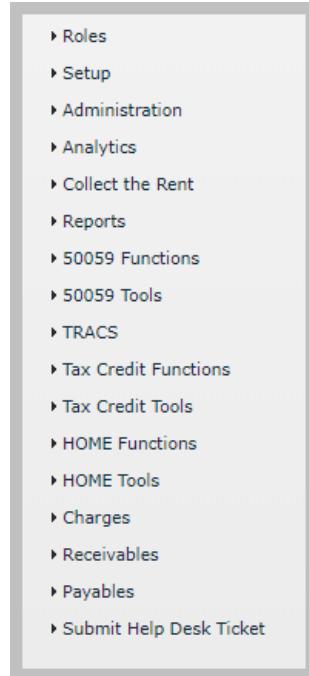
Within each of these Menu Groups are the individual Menu Items. These Menu Items are represented by blue hyperlinks. Identical to the functionality of an Internet hyperlink, these Menu Items, when clicked, access additional levels of detail.

**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.



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.

The screenshot shows the Community Manager Dashboard for Highland Plaza. On the left, there is a vertical navigation menu with several sections and sub-sections. A red box highlights the '50059 Functions' section, and a red arrow points from it to a sub-menu window titled 'Review 50059'. This sub-menu lists various actions: Post Rent & HAP - 202D, Reverse Tenant Voucher, HAP Receipt, Recertification Notices, Recertification Notices - PMI, Gross Rent Change, Transfer Unit, Special Claim, Misc. Accounting Request, and Repayment Agreements. The main dashboard area displays Resident Activity, Unit Statistics, and Traffic data. The date is Friday, August 31, 2018. A search bar at the top right shows 'Prop/List hp'. On the far right, there are links for Add Guest, Leasing Specials, Hot Sheet, New PO, Print Letters, and various batch processing options like New Charge Batch, New Receipt Batch, and New Payable Batch.

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.

This screenshot shows the '50059 - Summary' filter screen. It includes fields for Property (az, Western Sun Apartments), Tenant (empty), Last Name (empty), Status (empty dropdown), Cert Type (IR dropdown), Effective Date (10/01/2015), End Date (10/01/2015), Ctrl# (empty), and Display Rows (1000). At the bottom are Submit, Clear, and Help buttons.

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.

The screenshot shows the Voyager software interface. On the left, the main window displays the "50059 Certification" screen with various tabs like Basic, Household, Income and Expenses, Previous HOH, and Notice Dates. It contains sections for Resident Information, Critical Dates, Other Information, Contract Information, Rent/HAP Information, and General Information. On the right, a separate window titled "50059 - Summary" is open, showing a list of tenant records with columns for Code and Name. The list includes entries such as Estrada, Aidenbroad, Mata, Morrow, Altaye, Jones, and Ruiz. Navigation buttons like First, Previous, Next, Last, and Search are also visible.

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:

Resident

Property	hp	Highland Plaza	
Unit			
Resident			
Last Name			
Telephone Nos.			
Status	▼		
Lease Expires	■■■	-to-	■■■
Notes			
Lease Desc	▼		
Display Rows	1000		
Submit    Clear    Help			

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.

YARDI VOYAGER

resid

Guests

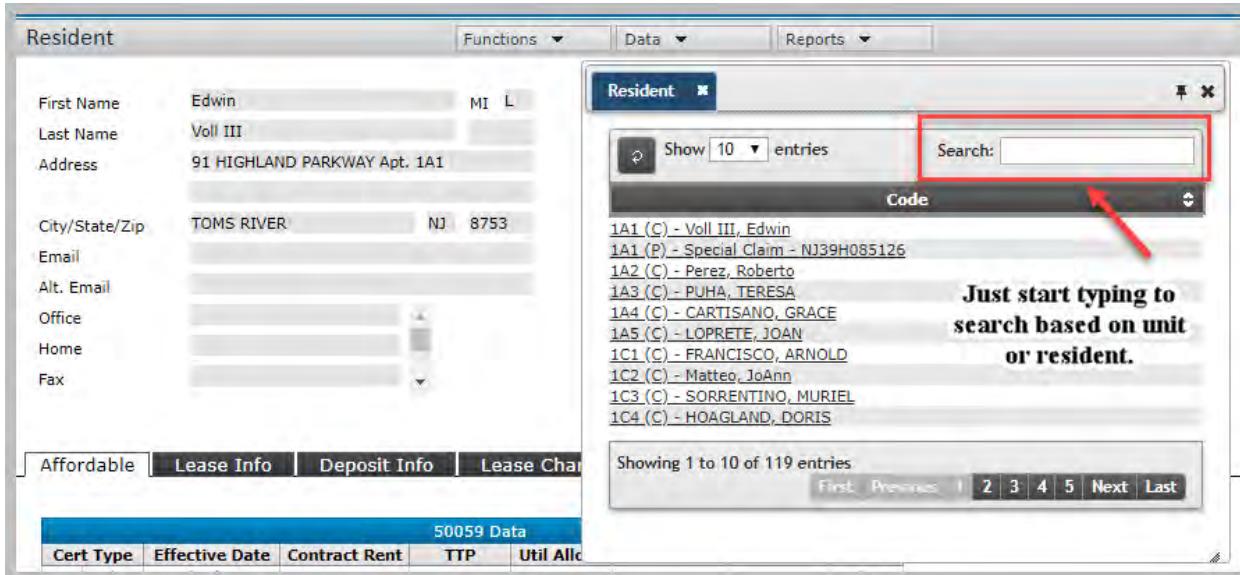
- Find Resident
- Analytics
- Residential Reports
- Residential AR Reports
- Roles
- Residential Admin
- Residential Manager
- Setup
- Quick Residents
- Review Resident
- Analytics
- Maintenance
- Residential
- Collect the Rent
- Resident Statement
- Resident Moveout Statement
- Resident Activity Detail
- Reports
- Affordable Resident Ledger
- Resident Address Book

Community Manager Dashboard - Highland Plaza

Resident

Property	hp	Highland Plaza	
Unit			
Resident			
Last Name			
Telephone Nos.			
Status	▼		
Lease Expires	■■■	-to-	■■■
Notes			
Lease Desc	▼		
Display Rows	1000		
Submit    Clear    Help			

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.

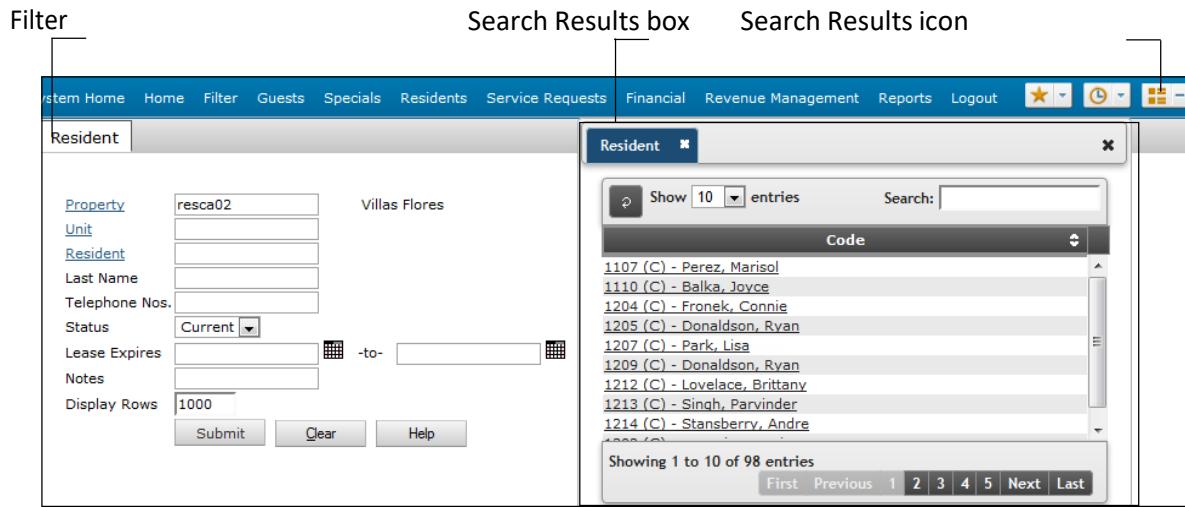


Many filters have no required fields. In some cases, it makes sense to leave a filter blank and click **Submit**. The system displays all the records of that type on the right, and you can select which records you want to see.

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

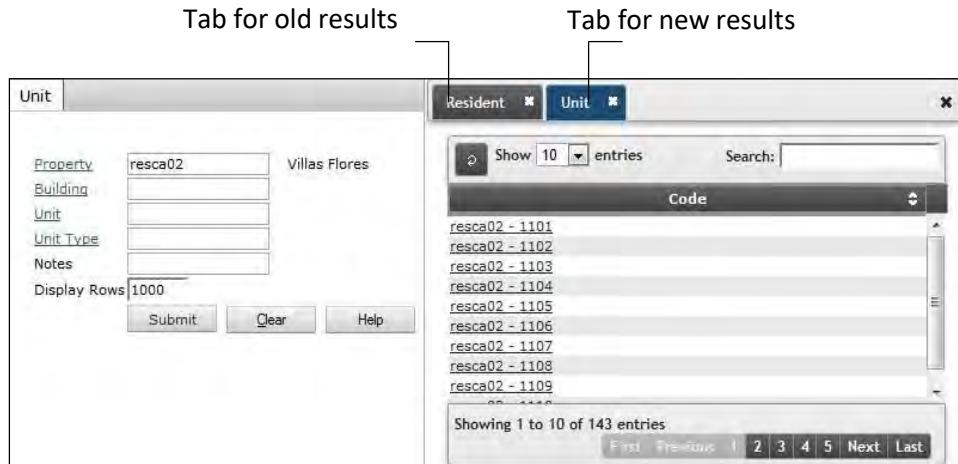
When you use a filter to search, the results appear in a box in the main screen (they no longer appear on the side menu).



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.



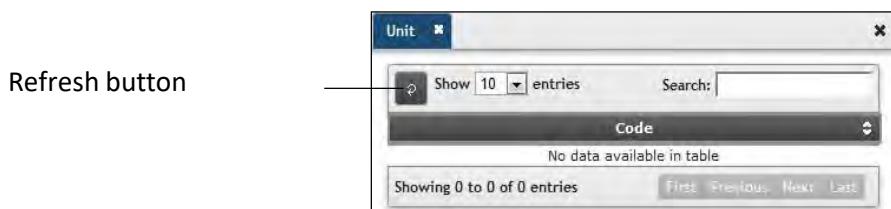
A third search will result in a third tab, and soon.



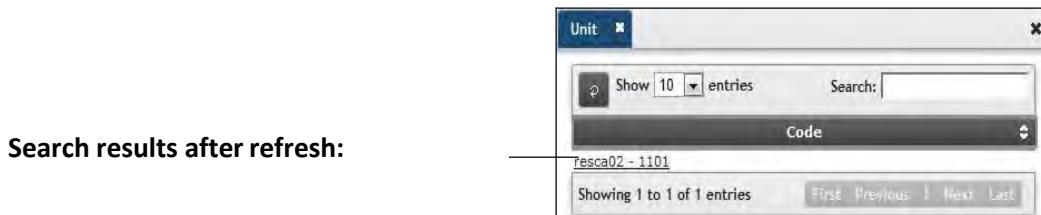
To close a tab, click the “X” to the right of the name.

### Refresh Button in Search Results:

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



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.



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

Code	Description
reson01	Glen Park Apartments
reson02	Bonaventure Apartments

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.

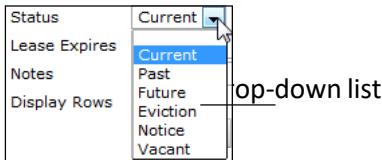
When you type the code of your choice, you will find a description of that code to the right of the field on the filter screen. This description will help you identify the code that you are using. The following is an example of a property code description.

Code description

Residential Lease Charges	
Property	resca02
Tenant	
Display Rows	1000
Submit   Clear   Help	

## 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:

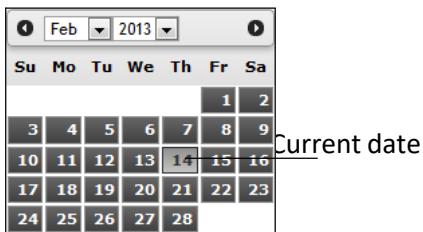


## Using the Date Fields

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

Tenant	Rent Increase
Property	resca01 Pacific Palms
Unit Type	
Unit	
Tenant	t0001385 Wood
Charge Code	rentres Rent- Residential
Rent Inc mm/yy	02/2013
Amount	2.5
Type	% of Rent
Round to	1.00
Lease Expires	05/01/2013
Months since last inc	
Report Only	Yes
Destination	Screen
<input type="button" value="Advanced"/> <input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>	

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.

<b>Date</b>	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: <i>mmddyy</i> , <i>mmddyyyy</i> , <i>mmyy</i> , or <i>mmyyyy</i> .
<b>Dollar sign</b>	For any fields that require dollar amounts, you do not need to type a dollar sign (\$).
<b>Email</b>	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).
<b>Percent sign (%)</b>	For any fields that require a percentage amount, you do not need to type a percent sign (%).
<b>Telephone number</b>	For any fields that require a telephone number, you do not need to include parentheses () around the area code or a dash (-) between digits.
<b>Time</b>	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.

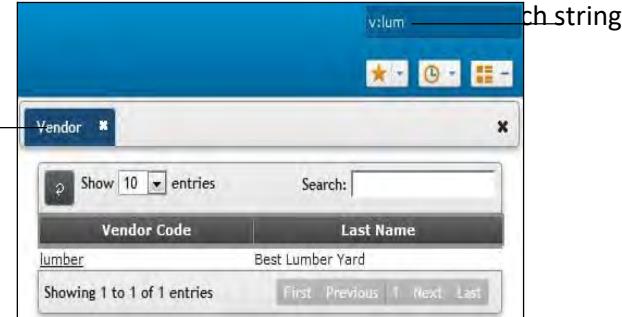


You can search all records, or you can narrow your search to single record type.

### 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."

Search results

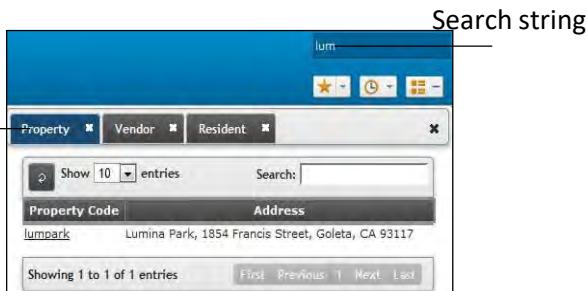


The search returned only vendor records.

### 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 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.

Property

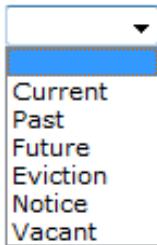
**Date Chooser** – Used for selecting a date. Clicking on the date chooser graphic opens a smaller window with a calendar. Click on the calendar date to populate the field. Alternatively, dates can be entered with keystrokes. Type the date using slashes (02/25/2009) or type the month, date, and last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

Lease Expires  

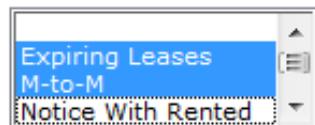
**Check Boxes** – These boxes allow the selecting of one or more options. The boxes are either checked or unchecked. When a box is selected, a small check mark appears in the box.

Checked /  Unchecked

**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.

Jump To

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.

### An Important Note on Entering Dates

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	<b>Bad Date</b> – 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	<b>Bad Date</b> – 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.

The screenshot shows a software interface titled "Affordable Tenant Ledger". It has several input fields and dropdown menus:

- Property:** az (highlighted in blue), Western Sun Apartments
- Unit:** (empty)
- Tenant:** t0003786 (highlighted in blue), Rogers
- Contract:** (empty)
- LName Starts with:** (empty)
- Status:** Current (highlighted in blue), Past, Future
- Min Amount Owed:** (empty)
- Dates MM/YY:** 01/2001 (highlighted in blue) -to- 08/2018
- Show Reversal?**: No (highlighted in blue)
- Destination:** Screen (highlighted in blue)

At the bottom, there are buttons for **Advanced**, **Submit**, **Clear**, and **Help**. Below the form, the text "File or Code: rs\_Aff\_Tenant\_Ledger.SSRS.txt" is displayed.

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

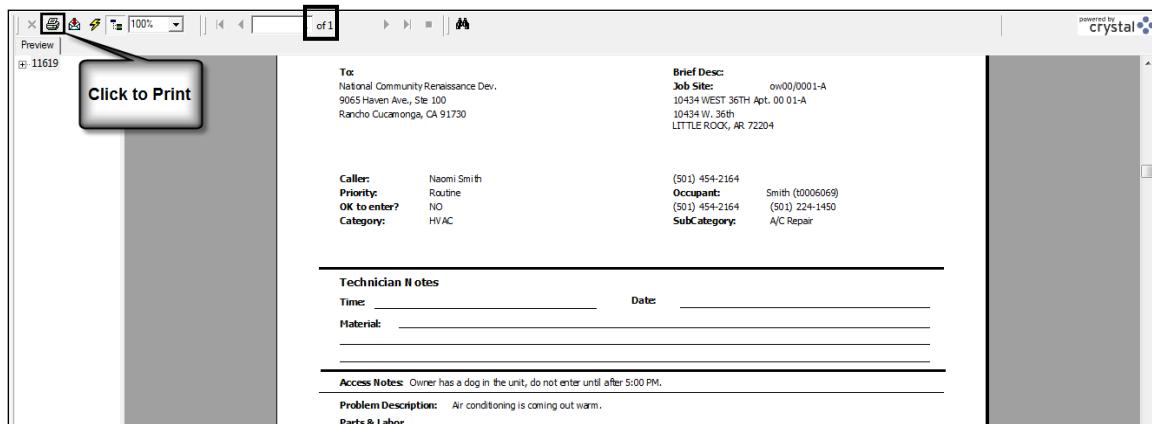
Yardi Voyager offers two options to print documents depending on the reporting system used to generate the report. The first option is right clicking the mouse button on the screen to be printed out and selecting **Print**. This option is appropriate for generic Yardi output of scripted reports, such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

Vendor Totals						<a href="#">Excel</a>	
Code	Name	Contact	Address	Phone Number	WC	Liability	Unpaid
1stsourc	1st Source Parts Center	,	Houston, TX 77263-1009				
24hrf2	24 Hour Fitness	,					
3rerea2	3r Real Estate	,	Long Beach, CA 90807	(562)989-3730			
3reest2	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				
aaron2	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	Accountempo	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				
acuale1	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					
admin1	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.

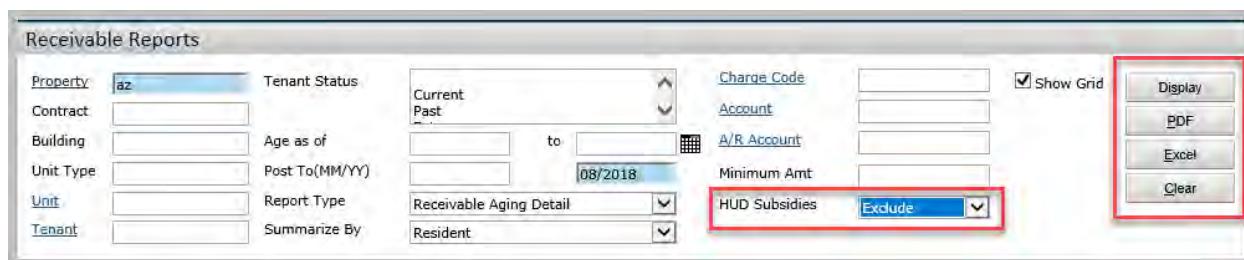


**NOTE:** Do not right click to print an Adobe PDF or Crystal Report. This printing option may fail to print the complete document.

**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.

# The BLVD Group

Resident Activity															Page 1	
Unit Type	Units	Move In	Reverse Move In	Move Out	Cancel Move Out	Notice Skip	Rented	On Site Transfer	Month to Month	Renewal	Cancel Move In	Evict	Cancel Eviction			
						Early Term										
Square Court 1 Bedroom 1B	13	13	0	14	0	14	14	0	0	0	0	0	0	1	0	0
Square Court 1 Bedroom 1B	58	31	0	34	0	34	32	0	0	0	0	0	0	0	0	0
Square Court 1 Bedroom 1B	12	4	0	4	0	6	4	0	0	0	0	0	0	2	0	0
Square Court 1 Bedroom 1B	44	20	0	30	1	21	20	0	0	0	0	0	0	9	0	0
Square Court 2 Bedroom 1B	28	11	0	13	0	6	12	0	0	0	0	0	0	5	0	0
Square Court Laundry Room/	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	156	89	0	95	1	81	92	0	0	40	0	0	0	21	0	0

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

Analytics Report in Excel format.

Resident Activity															Page 1	
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	Rented	On Site Transfer	Month to Month	Renewal	Cancel Move In	Evict	Cancel Eviction			
7 Squire Court 1 Bedroom 1B	13.00	13.00	0.00	14.00	0.00	14.00	14.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00		
8 Squire Court 1 Bedroom 1B	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			
9 Squire Court 1 Bedroom 1B	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			
10 Squire Court 2 Bedroom 1B	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			
11 Squire Court 2 Bedroom 1B	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			
12 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			

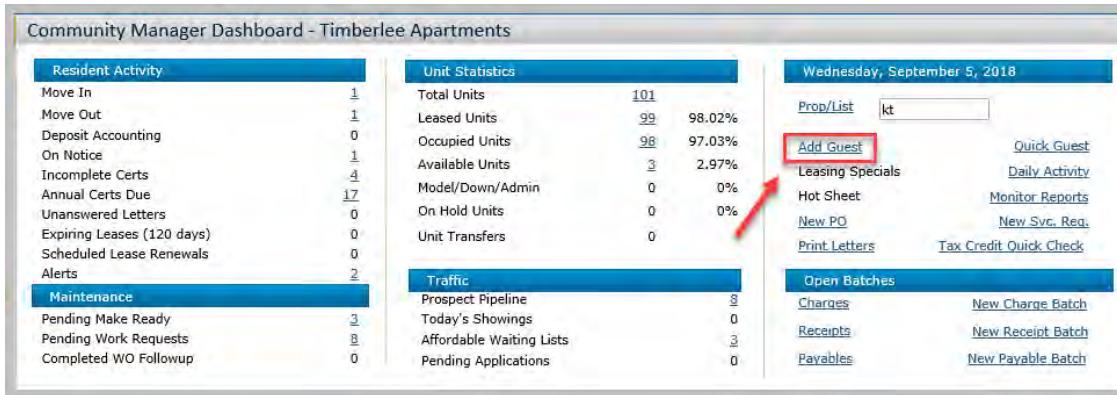
Print the Excel document using the typical Microsoft Excel printing option.

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*.

- 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.

- 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.

**Prospect Guest Card**

First Name	Mickey	MI	<input type="checkbox"/>	Status	Prospect
Last Name	Mouse		<input type="button" value="▼"/>	Property	kt
Address	100 Anywhere Way			First Contact	Call
Address				Agent	Timberlee
City State Zip	Kissimmee	FL	<input type="checkbox"/> 36587	Source	APARTMENT FINDER
Tel# Office-Home	(555) 555-5555			Result	<input type="button" value="▼"/>
Cell#- Fax#				Date	09/05/2018 <input type="button" value="▼"/>
DOB - DL#/State	12/20/1969		FL		
Email					
Notes					

**Next**

**Guest Card**

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.

The screenshot shows the 'Prospect Guest Card' screen. On the left, there's a form with fields for First Name (Hema), Last Name (Patel), Address (101 Main Street), City State Zip (Topeka, KS 64326), Tel# Office-Home, Cell# - Fax#, DOB - DL#-State, E-mail, and Notes. On the right, there are dropdown menus for Status (kt), Prospect (kt), First Contact (Call), Agent (Audrey Wright), Source (WORD OF MOUTH), Result, and Date (9/2/2016). A vertical sidebar on the right lists 'Leasing Steps' with links for Guest Card, Preferences, Occupants, Select Unit, Rental Options, Concessions, Application Form, Application Charges, and Application Status. At the bottom, there are 'Contacts' and 'Next' buttons. Below the main form, a 'Guest Card' section displays a table with one row:

Name	Tel#	Unit	Status	Rent	Agent	Move In	Lease To
Hema Patel			Prospect	0	Timberlee		

A red box highlights the entire 'Guest Card' section, and a red border surrounds the table itself. Above the table, a message reads: "A guest with the same last name already exists. Click [here](#) to add guest or [here](#) to start over."

*"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.

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

This screenshot shows the 'Prospect Guest Card' window. On the left, there's a grid of prospect information including First Name (Mickey), Last Name (Mouse), Address (100 Anywhere Way), City State Zip (Kissimmee, FL 36587), and various contact details. On the right, there are sections for Status (Prospect), Leasing Steps (Guest Card, Preferences, Occupants, etc.), and a notes area. At the bottom, there are tabs for Contacts, Waiting List, Previous, Next, and Screening. The 'Waiting List' tab is highlighted with a red box and an arrow pointing to it.

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

This screenshot shows the 'Waiting List' screen. It includes a main prospect info section and a detailed 'First Choice' section. The 'First Choice' section contains dropdowns for First Choice (1 BR), Second Choice (2 BR), Third Choice, Household Size (2), and Annual Income (\$25,000.00). Below these are comments and a DOB field. At the bottom, there are tabs for Contact Log, Demographics, Preferences, and Additional Properties. A red box highlights the 'Contact Date' (09/05/2018), 'Contact Time' (8:00 AM), and 'Type of Contact' (New Application) fields.

- 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

Contact Log	50059	Demographics	Preferences	Additional Properties
<input type="checkbox"/> Requires Mobility Accessible Unit	Income Limit	<input type="button" value="▼"/>		
<input type="checkbox"/> Requires Visually Accessible Unit	236/RAP Eligibility	<input type="button" value="▼"/>		
<input type="checkbox"/> Requires Hearing Accessible Unit	<input type="checkbox"/> Displaced			

**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.

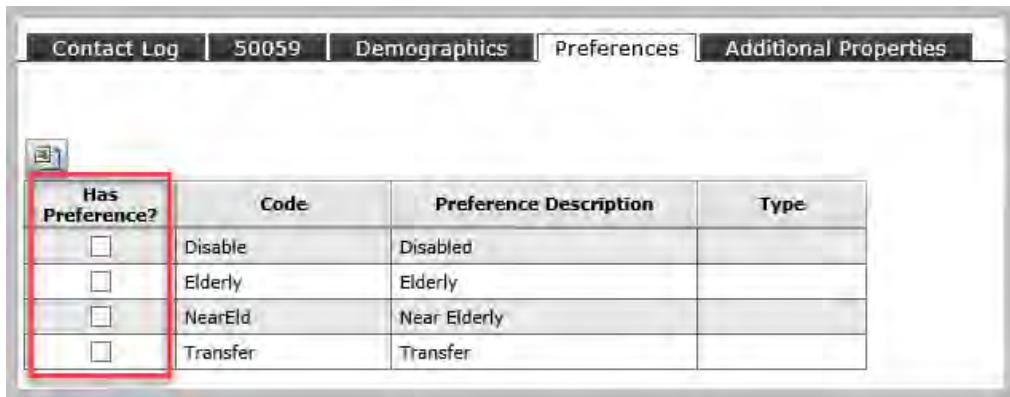
**Race (Choose all that apply)** – Select one or more of appropriate race that apply or choose declined to report.

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

## Preferences Tab of Waitlist

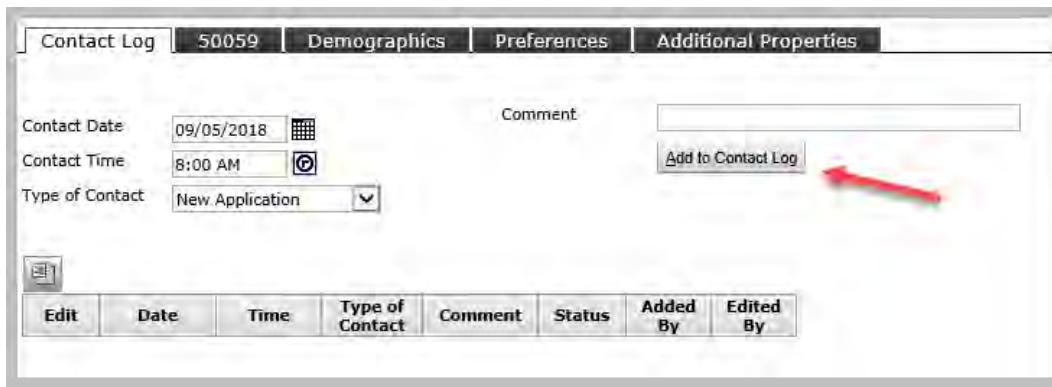
If the waitlist setup has preferences defined from the properties Tenant Selection Plan they will appear here. Based on the setup, preferences can put the prospect higher on the list based on need.

**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.



Has Preference?	Code	Preference Description	Type
<input type="checkbox"/>	Disable	Disabled	
<input type="checkbox"/>	Elderly	Elderly	
<input type="checkbox"/>	NearEld	Near Elderly	
<input type="checkbox"/>	Transfer	Transfer	

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



Contact Date	09/05/2018	Comment
Contact Time	8:00 AM	Add to Contact Log
Type of Contact	New Application	
<input type="button" value="Edit"/> <input type="button" value="Date"/> <input type="button" value="Time"/> <input type="button" value="Type of Contact"/> <input type="button" value="Comment"/> <input type="button" value="Status"/> <input type="button" value="Added By"/> <input type="button" value="Edited By"/>		

The new application contact updates to the log.

**Waiting List**

Name	Mickey Mouse	First Choice	1 BR.
Address	100 Anywhere Way	Second Choice	2 BR.
City, State, Zip	Kissimmee, FL 36587	Third Choice	
Office Telephone		Household Size	2
Home Phone	(555) 555-5555	Annual Income	25,000.00
Comment DOB: 12/20/1960			
<b>Save</b>		Help	

Contact Log | 50059 | Demographics | Preferences | Additional Properties | Position

Contact Date	<input type="text"/>	Comment	<input type="text"/>
Contact Time	<input type="text"/>	<b>Add to Contact Log</b>	
Type of Contact	<input type="text"/>		

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
	09/05/2018	8:00 AM	New Application	Applied as Mickey Mouse; 1st Choice-1 BR, 2nd Choice-2 BR.	On List	tshaw	tshaw

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.

**Community Manager Dashboard - Timberlee Apartments**

<b>Resident Activity</b>	<b>Unit Statistics</b>	<b>Wednesday, September 5, 2018</b>
Move In	Total Units	101
Move Out	Leased Units	99 98.02%
Deposit Accounting	Occupied Units	98 97.03%
On Notice	Available Units	3 2.97%
Incomplete Certs	Model/Down/Admin.	0 0%
Annual Certs Due	On Hold Units	0 0%
Unanswered Letters	Unit Transfers	0
Expiring Leases (120 days)		
Scheduled Lease Renewals		
Alerts		
<b>Maintenance</b>		
Pending Make Ready	<b>Traffic</b>	
Pending Work Requests	Prospect Pipeline	9
Completed WO Followup	Today's Showings	0
	Affordable Waiting Lists	3
	Pending Applications	0

**Wednesday, September 5, 2018**

Prop/List	kt
Add Guest	Quick Guest
Leasing Specials	Daily Activity
Hot Sheet	Monitor Reports
New PO	New Svc. Req.
Print Letters	Tax Credit Quick Check
<b>Open Batches</b>	
Charges	New Charge Batch
Receipts	New Receipt Batch
Payables	New Payable Batch

**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	6	Opened on 1/1/2014 at 9:00 AM
kt	3 BR	6	Opened on 1/1/2014 at 9:00 AM

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.

# The BLVD Group

Affordable Waiting Lists - 09/05/2018			
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	5	Opened on 1/1/2014 at 9:00 AM

Click the link to access the individual list.

Waiting List Details - 09/05/2018														
HUD Rank	HUD ELI Rank	Cony 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	13:29 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 66507 Office: (785) 678-9706	1BR-First Choice	06/15/2018	11:53 AM	1						On List	08/07/2018 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	Tynell M. Hawkins 3937 W. 15th Street Topeka, KS 66607 Office: (785) 267-9605	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 List 06/19/2018 4:25 PM, New Application, Applied as Tynell M. Hawkins. 1st Choice-2 BR, 2nd Choice

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

Prospect Guest Card

First Name	Qua-Tow	MI	Other Data ▾
Last Name	Thomas		
Address	600 N Kansas Ave		
Address			
City State Zip	Topeka	KS	66608
Tel# Office-Home	(785) 414-2596		
Cell#- Fax#			
DOB - DL#/State	9/11/****		
Email			
Notes			
<input type="button" value="Contacts"/> <input style="background-color: #FFCCBC; border: 2px solid red; color: black; font-weight: bold; padding: 2px 10px; margin-right: 10px;" type="button" value="Waitlist List"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel Guest"/> <input type="button" value="Screening"/>			

**Leasing Steps**

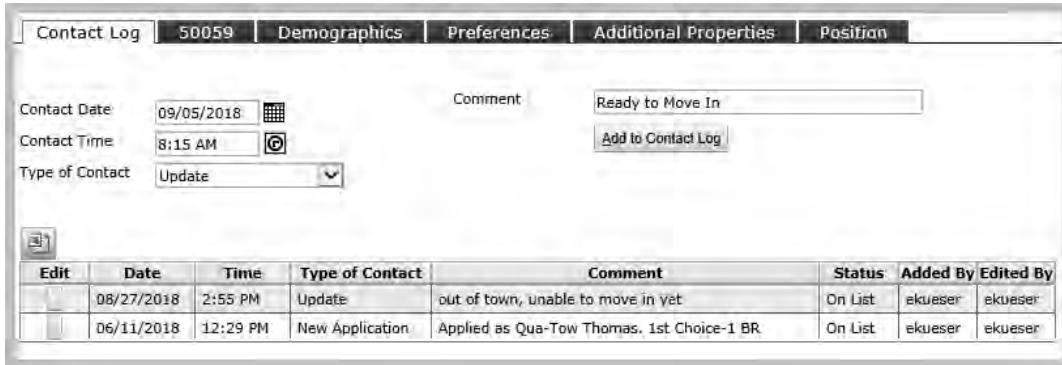
- [Guest Card](#)
- [Preferences](#)
- [Occupants](#)
- [Select Unit](#)
- [Rental Options](#)
- [Concessions](#)
- [Application Form](#)
- [Application Charges](#)
- [Application Status](#)

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

## Update Waitlist Contact Log

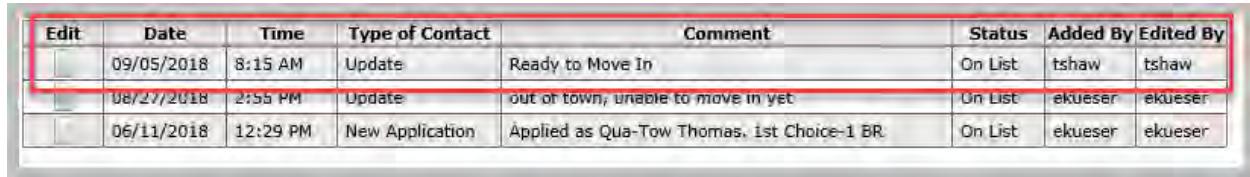
When a note needs to be added to the waitlist log for tracking purposes, you can do this on the **Contact Log** tab.

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



Contact Log		50059	Demographics	Preferences	Additional Properties	Position																								
Contact Date	09/05/2018	<input type="button" value="Calendar"/>	Comment	Ready to Move In																										
Contact Time	8:15 AM	<input type="button" value="Clock"/>		<input type="button" value="Add to Contact Log"/>																										
Type of Contact	Update	<input type="button" value="Down"/>																												
<table border="1"> <thead> <tr> <th><input type="button" value="Edit"/></th> <th>Date</th> <th>Time</th> <th>Type of Contact</th> <th>Comment</th> <th>Status</th> <th>Added By</th> <th>Edited By</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>08/27/2018</td> <td>2:55 PM</td> <td>Update</td> <td>out of town, unable to move in yet</td> <td>On List</td> <td>ekueser</td> <td>ekueser</td> </tr> <tr> <td><input type="checkbox"/></td> <td>06/11/2018</td> <td>12:29 PM</td> <td>New Application</td> <td>Applied as Qua-Tow Thomas. 1st Choice-1 BR</td> <td>On List</td> <td>ekueser</td> <td>ekueser</td> </tr> </tbody> </table>							<input type="button" value="Edit"/>	Date	Time	Type of Contact	Comment	Status	Added By	Edited By	<input type="checkbox"/>	08/27/2018	2:55 PM	Update	out of town, unable to move in yet	On List	ekueser	ekueser	<input type="checkbox"/>	06/11/2018	12:29 PM	New Application	Applied as Qua-Tow Thomas. 1st Choice-1 BR	On List	ekueser	ekueser
<input type="button" value="Edit"/>	Date	Time	Type of Contact	Comment	Status	Added By	Edited By																							
<input type="checkbox"/>	08/27/2018	2:55 PM	Update	out of town, unable to move in yet	On List	ekueser	ekueser																							
<input type="checkbox"/>	06/11/2018	12:29 PM	New Application	Applied as Qua-Tow Thomas. 1st Choice-1 BR	On List	ekueser	ekueser																							

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



Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<input type="checkbox"/>	09/05/2018	8:15 AM	Update	Ready to Move In	On List	tshaw	tshaw
<input type="checkbox"/>	08/27/2018	2:55 PM	Update	out of town, unable to move in yet	On List	ekueser	ekueser
<input type="checkbox"/>	06/11/2018	12:29 PM	New Application	Applied as Qua-Tow Thomas. 1st Choice-1 BR	On List	ekueser	ekueser

## 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**.

The screenshot shows the Community Manager Dashboard for Timberlee Apartments. On the left, a sidebar menu is open with 'Analytics' highlighted. A red arrow points from the 'Analytics' link in the sidebar to the 'Compliance Reports' section in the main dashboard area. The main dashboard includes three main sections: Resident Activity, Unit Statistics, and Traffic. The Resident Activity section shows counts for Move In, Move Out, Deposit Accounting, and On Notice. The Unit Statistics section displays total units (101), leased units (99), occupied units (98), available units (3), and other administrative details. The Traffic section tracks prospect pipelines, showings, waiting lists, and pending applications.

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 screenshot shows the 'Compliance Reports' dialog box. It includes fields for Property, Contract, Building, Unit Type, Unit, and Tenant. On the right, there are dropdowns for 'Report Type' (set to 'Waiting List Demographics') and 'Summarize by' (set to 'Property'). Below these are filter options: 'Bedroom Size' (set to 'ALL BR Sizes'), 'Show 'On List'' (set to 'Yes'), 'Show 'Moved In'' (set to 'No'), and 'Show 'Removed'' (set to 'No'). There are also 'Display' buttons for PDF, Excel, and Clear.

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 BLVD Group

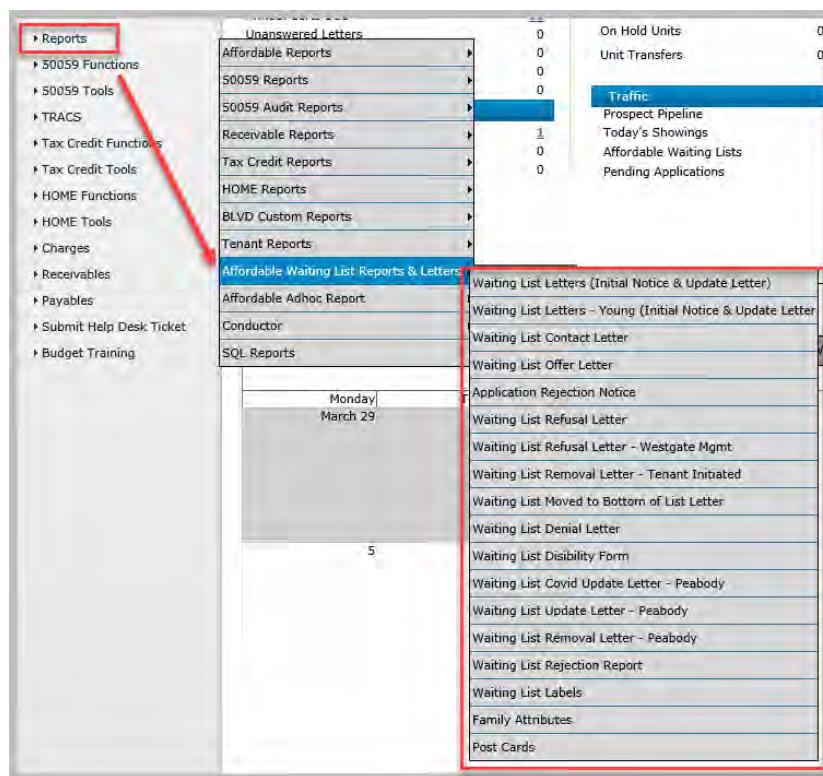
The **Affordable Housing Waitlist** report shows the order in which people appear on waitlist based on the programs and preferences defined for the prospect. When multiple programs are present, the report will show a position for each program.

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	Covt Rank	Prospect Property	Name and Address	B/R Size Preference	Effective Date	Effective Time	Household Size	Annual Income	Comment	Preferences	Special Unit Requirements	HUD Income Limit	Race of Head
Timberlee Apartments (4)														
1	1	1st	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	DOD: 04/28/1955	Disabled			Native American
2	2	2nd	Cindy L. Howe	Topeka, KS 66607 Office: (785) 207-0206	1BR-First Choice	06/15/2018	11:53 AM	1	0.00					White
3	3	3rd	Tynell M. Hawley	3927 SE Truman Topeka, KS 66607 Office: (785) 267-53605 Raylon E. Lax	2BR-First Choice 1BR-Second Choice	06/19/2018	4:25 PM	2	0.00					Black

## 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.

Affordable Waiting List Letters

Property	kt	Timberlee Apartments
Prospect		
Bedroom Size	All BR Sizes	<input type="button"/>
Contact Date	09/05/2018	<input type="button"/>
Contact Time	09:00	AM <input type="button"/>
Type of Report	Confirmation Letter	<input type="button"/>
Update Contact?	Yes	<input type="button"/>
Destination	Screen	<input type="button"/>
<input type="button"/> Advanced <input type="button"/> Submit <input type="button"/> Clear <input type="button"/> Help		

File or Code: rs\_Aff\_Waiting\_List\_Letters.txt

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.

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

Prospect Guest Card

First Name	REGINA	MI	R	Status	Denied	
Last Name	WELLS			Code	p0011479	
Address					Property	09
Address					Unit	00-2048
City State Zip					Unit Type	093
Country					First Contact	Walk-In
Tel# Office-Home					Agent	Scott Guilliams
Cell#- Fax#					Source	LOCAL AGENCY
DOB - DL#-State	0	OH		Result		
Email	GINAWELLS.24@GMAIL.COM				Date	05/22/2018
Notes						
<input type="button" value="Contacts"/> <input type="button" value="Waiting List"/> <input type="button" value="Previous"/> <input type="button" value="Quote"/> <input type="button" value="Screening"/> <input type="button" value="Help"/>						

- Click the **Waiting List** button to bring up the waiting list screen. The contact log appears at the bottom.
- Input the **Contact Date, Time, Type of Contact** and a comment as to why they are being removed.

Waiting List

Name	REGINA R. WELLS	First Choice	4 BR																																																
Address	4045 ST ROUTE 132	Second Choice																																																	
City, State, Zip	BATAVIA, OH 45103	Third Choice																																																	
Office Telephone	(513) 678-6125	Household Size	3																																																
Home Phone	(513) 678-6125	Annual Income	0.00																																																
<input type="button" value="Save"/> <input type="button" value="Help"/>																																																			
<input type="button" value="Contact Log"/> 50059 <input type="button" value="Tax Credit"/> <input type="button" value="Demographics"/> <input type="button" value="Preferences"/> <input type="button" value="Position"/>																																																			
Contact Date	<input type="text"/>	Comment	<input type="text"/>																																																
Contact Time	<input type="text"/>	Add to Contact Log																																																	
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	11/26/2018	12:30 PM	Removed	Resident said take off list	Removed	tblack	tshaw																																												
	09/27/2018	1:00 PM	Move to Bottom of WL	Attempted to Contact. VM and letter. Moved to bottom of WL	On List	csinero	csinero																																												
	09/19/2018	1:00 PM	Update	Attempted to Contact. Left VM 2nd att	On List	csinero	csinero																																												
	09/11/2018	1:00 PM	Update	Attempted to Contact. Left VM 1st att	On List	csinero	csinero																																												
	05/22/2018	2:46 PM	New Application	Applied as REGINA R. WELLS, 1st Choice-3 BR	On List	sguilliams	sguilliams																																												

- 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.

Community Manager Dashboard - Timberlee Apartments

Resident Activity		Unit Statistics		Friday, September 02, 2016	
Move In	1	Total Units	101	Prop/List	kt
Move Out	2	Leased Units	97	Add Guest	Quick Guest
Deposit Accounting	1	Occupied Units	96	Leasing Specials	Daily Activity
On Notice	2	Available Units	5	Hot Sheet	Monitor Reports
Incomplete Certs	17	Model/Down/Admin	0	New PO	New Svc. Req.
Annual Certs Due	50	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	19				
Maintenance		Traffic			
Pending Make Ready	6	Prospect Pipeline	2		
Pending Work Requests	121	Today's Showings	0		
Completed WO Followup	0	Affordable Waiting Lists	3		
		Pending Applications	18		

Calendar | Dashboard | Person Search

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**.

Preferences	
Expected Move In	09/05/2018
Bedrooms	1
Desired Rent	0
Amenity Preferences	
Select	Amenity

## 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.

The screenshot shows the Yardi Voyager software interface. On the left, the 'Prospect Guest Card' window is open, displaying fields for First Name (Mickey), Last Name (Mouse), Address (100 Anywhere Way), City State Zip (Kissimmee), Tel# Office-Home, Cell# - Fax#, DOB - DL# / State (12/20/\*\*\*\*), Email, and Notes. Below these fields are buttons for Contacts, Waiting List, and Previous. A red arrow points to the 'Occupants' button, which is highlighted in blue. To the right of the guest card, a modal window titled 'Occupant' is displayed, containing fields for First Name, Last Name, Address, City State Zip, Relationship (with a dropdown menu showing 'Lessee' checked), Occupant Type, Tel# Office-Home, Cell# - Fax#, DOB - DL# State (with a calendar icon), E-Mail, Social Security#, and Notes. At the bottom of the modal are Save and Delete buttons. On the far right, a vertical sidebar titled 'Leasing Steps' lists various steps: Guest Card, Preferences, Occupants (which is bolded), Select Unit, Rental Options, Concessions, Application Form, Application Charges, and Application Status. The 'Occupants' step is currently selected.

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.

Occupants		
	Name	Social Security#
	Relationship	
	Minnie Mouse	Spouse

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 screenshot shows the 'Prospect Guest Card' interface. On the right, a vertical sidebar titled 'Leasing Steps' lists various workflow steps: Guest Card, Preferences, Occupants, Select Unit, Rental Options, Concessions, Application Form, Application Charges, and Application Status. A red arrow points to the 'Screening' button at the bottom of the main panel, which is highlighted with a red box. The main panel contains fields for First Name (Mickey), Last Name (Mouse), Address (100 Anywhere Way), City State Zip (Kissimee, FL, 36587), and Contact information (Tel# Office-Home, Cell#- Fax#, DOB - DL#/State, Email). Below these are 'Notes' and 'Occupants' sections. The 'Occupants' section shows a table with one row: Minnie Mouse, Spouse.

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.

The screenshot shows the 'Screening' results window. At the top, there's a dropdown menu labeled 'Applicants' with a red arrow pointing to it. Below it, the results for Mickey Mouse are displayed, including his ID (p2223025) and name (Mickey Mouse). There are fields for 'Report Date', 'Recommendation', 'Application Decision', and 'Credit Report Status'. A checkbox 'Active {Include with Request}' is set to 'YES'. The 'Lease Information' section includes fields for 'Proposed Rent Amount', 'Security Deposit', 'Lease Term (Months)', 'Market Rent', and 'Current Rent'. The 'Applicant Identification' section includes fields for 'Applicant ID' (p2223025), 'Social Security', 'Driver's License', and 'Issuing State/Province'. A note at the bottom states: 'Photo ID has been verified and/or a signed consent form has been obtained for this Applicant/Guarantor?' with a dropdown menu.

## 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.

The screenshot shows the 'Screening' application interface. At the top, there's a dropdown menu labeled 'Applicants' with a red arrow pointing to it. Below it, a section titled 'Results for Mickey Mouse' displays two entries: 'Mickey Mouse (p2223025)' and 'Minnie Mouse (H0141778)'. The 'Lease Information' tab is visible below, followed by the 'Applicant Identification' tab where fields like 'Applicant ID' (p2223025), 'Social Security', 'Driver's License', and 'Issuing State/Province (FL)' are filled. The 'Applicant Information' tab is active, showing details for 'Mickey Mouse' (First Name: Mickey, Middle Name: Mouse, Last Name: Mouse). A 'Guarantor For' field lists 'Minnie Mouse (H0141778)'. At the bottom, there are tabs for 'Reporting Options', 'Address Info', and 'Employment Info', with red arrows pointing to them. A table at the very bottom lists reporting options, with '1. RHR Background Report' selected.

Report	Date	Report ID	Status	App. Decision	Select	Requested By
1. RHR Background Report					<input checked="" type="checkbox"/>	

## 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.

The screenshot shows the Community Manager Dashboard for Lawrence Plaza Apartments. The Pending Applications section is highlighted with a red box. A red arrow points from this box down to the detailed list of pending applications below.

Agent	Guest	Application Date	Unit	Screening Result	Screening Last Updated
	WIKTORIA CWALINA	07/01/2021	01-116	Pending	06/24/2021
	CARLOS WALTER	08/01/2021	01-116	Pending	07/13/2021
N/A	Annette Brooks	07/07/2020	WAIT1BR		
N/A	Minam Rivera	08/01/2021	01-103	Accepted	06/02/2021
N/A	Bernadette Spaulding	08/01/2021	01-310	Accepted	06/23/2021

## 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.

# The BLVD Group

Reporting Overview — Lawrence Plaza Apartments (BLVD)

PENDING REPORTS: 0

COMPLETED REPORTS SINCE 4/21/2020: 39

RECENTLY COMPLETED (PAST 24 HOURS): 0

Start New Tasks

- Order Report (bill my account)
- Order Report: (applicant pays)
- Upload New Orders from Excel
- Application Invite Management
- Electronic General Consent
- Enter New Exit Reference
- Enter New Collection
- Help! Tutorials

Report Activities

- Reports List (Pending / Completed)
- Saved For Later Reports
- Search for Applicant Reports (highlighted with a red box)
- Applicant Demographics
- Rental Unit Demographics
- Market Intelligence Report
- Management Reports

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.

Pending Reports											
NO PENDING REPORTS											
Completed Reports											
Reports marked <b>red</b> were finished after your previous signon or since yesterday. For archived and reports older than 04/21/2020 use Search to access those reports. To archive a file, check the box next to the applicant's name and click Archive Selected Reports at the bottom. To archive all files on the page, check Select All. Displaying 1 to 38 of 38 Records. Page: 1											
Next	Applicant	File Number	Package Number	+ Start	Finish	Entered By	Due Date/Act	Move In Date	Printer Friendly	Questions?	SelectScore Results
	WALTER, CARLOS	383809	1	07/13/21 02:18 PM	07/13/21 02:12 PM	2852BALVMGR VIA VARDI	-	-	Print	Contact Us	Approval
<input type="checkbox"/>	BROWN, DAURIA	388890	1	07/02/21 09:08 AM	07/06/21 01:05 PM	2852BALVMGR VIA VARDI	-	-	Print	Contact Us	Management Approval
<input type="checkbox"/>	PUESSEL, SCOTT	388847	1	08/06/21 02:29 PM	07/06/21 03:10 PM	2852BALVMGR VIA VARDI	-	-	Print	Contact Us	Approval
<input type="checkbox"/>	LAJERIBABA, SYLVIA	378749	1	08/29/21 11:35 AM	08/29/21 11:36 AM	2852BALVMGR VIA VARDI	2358 PRINCETON-01-404	7/15/2021	Print	Contact Us	Approval
<input type="checkbox"/>	CWALINA, WIKTORIA	375472	1	06/24/21 11:19 AM	06/24/21 11:20 AM	2852BALVMGR VIA VARDI	-	-	Print	Contact Us	Management Approval
<input type="checkbox"/>	MORRISITY, DANIEL	375413	1	06/24/21 10:18 AM	06/24/21 10:20 AM	2852BALVMGR VIA VARDI	-	-	Print	Contact Us	Approval
<input type="checkbox"/>	SPAILDING, BERNADETTE	270068	1	08/23/21 10:28 AM	08/23/21 10:30 AM	2852BALVMGR VIA VARDI	-	-	Print	Contact Us	Approval
<input type="checkbox"/>	PHEONE, ROSETTA	378603	1	06/15/21 02:34 PM	06/15/21 02:36 PM	2852BALVMGR VIA VARDI	2358 PRINCETON-01-414	6/24/2021	Print	Contact Us	Denial

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.

Site Decision (click to reset)

Choose  
Approval  
Appr W/Cond  
Appr W/Cond1  
Denial  
Cancelled  
Choose

Comment Here

Comments

Comments

Approval



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.

<u>Terminology</u>	<u>Description</u>
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

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

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

<b>consumer</b>	
<b>Revolving available</b>	Total % of revolving credit still available to the consumer
<b>30/60/90</b>	Summary of payment history for the past 7 years into 30/60/90-day delinquency and derogatory buckets
<b>Credit Score</b>	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.
<b>Credit Score Factors</b>	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.

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

<u>Terminology</u>	<u>Description</u>
<b>Agency</b>	Name of collection agency providing information
<b>Creditor</b>	Collector's kind of business
<b>Opened</b>	Date the account was opened
<b>Last Reported</b>	Date the information was verified
<b>Placed</b>	Date the amount was turned over to a collection agency
<b>Placed Amt</b>	Original dollar amount of collection
<b>Balance</b>	Balance owed as of date verified
<b>Status</b>	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.

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

**Prospect Guest Card**

First Name	Mickey	MI	Status	Prospect	Leasing Steps
Last Name	Mouse		Code	p0013064	<a href="#">Guest Card</a>
Address	100 Anywhere Way		Property	kt	<a href="#">Preferences</a>
Address			First Contact	Call	<a href="#">Occupants</a>
City State Zip	Kissimmee	FL	Agent	Timberlee	<a href="#">Select Unit</a>
Tel# Office-Home		(555) 555-5555	Source	APARTMENT FINDER	<a href="#">Rental Options</a>
Cell#- Fax#			Result		<a href="#">Concessions</a>
DOB - DL#/State	12/20/****	FL	Date	09/05/2018	<a href="#">Application Form</a>
Email					<a href="#">Application Charges</a>
Notes					

Buttons: Contacts, Waiting List, Previous, Next, Cancel Guest, Screening

Message: Unit selection must be performed from the compliance side. Please click the Compliance command button and then select unit.

50059      **Compliance**  

- 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.

**MI Certification on 09/05/2018 (Ctrl 82356)**

Screening has not been processed. Please complete screening.

**Prospect Information**

Code	p0013064	Property	kt	Lease Sign	
Name	Mickey Mouse	Unit		Lease From	
Address	100 Anywhere Way	Status	Prospect	Lease To	
		Office		Move In	09/05/2018
City-State-Zip	Kissimmee, FL 36587	Home	(555) 555-5555	Move Out	

Buttons: Contacts, Cancel, Previous, Next, Occupancy Check, Screening, Override Screening

**Members** Income Assets Expense Household Info Verification Select Unit Validation

#	Member Name	Relationship	Age	SSN	Promote to HOH	Action
1	Mickey Mouse	Head	48			<span style="border: 2px solid red; padding: 2px;">Edit</span>
2	Minnie Mouse		43			<span style="border: 2px solid red; padding: 2px;">Edit</span>
						<a href="#">Add Member</a>

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.

**Edit Member - MI Certification on 09/05/2018 (Ctrl 82356)**

Relationship	Head	MAT	Sex
First Name	Mickey	Birth Date - Age	Male
Middle Initial		SSN	12/20/1960 57
Last Name	Mouse	Alien Registration	
Screening Status	Not Processed	Disabled	<input checked="" type="checkbox"/>
		F/T Student	<input type="checkbox"/>

**Ethnicity and Race**   **50059 Data**   **Verification Letters**

**Ethnic Categories (select one)**

Not of Hispanic, Latino/a, or Spanish Origin  
 Hispanic, Latino/a, or Spanish Origin (select sub-category as well)  
 Puerto Rican       Mexican, Mexican American, Chicano/a  
 Cuban       Another Hispanic, Latino/a or Spanish Origin  
 Declined to Report

---

**Racial Categories (select one or more)**

American Indian or Alaska Native  
 Asian (select sub-category as well)  
 Asian India       Chinese       Filipino  
 Japanese       Korean       Vietnamese  
 Other Asian  
 Black or African American  
 Native Hawaiian or Other Pacific Islander (select sub-category as well)  
 Native Hawaiian       Guamanian or Chamorro  
 Samoan       Other Pacific Islander  
 White  
 Other  
 Declined to Report

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

Edit Member - MI Certification on 09/05/2018 (Ctrl 82356)

Relationship	Head	MAT	Sex	Male
First Name	Mickey	Birth Date - Age		12/20/1960 57
Middle Initial		SSN		369-58-7777
Last Name	Mouse	Alien Registration		
Screening Status	Not Processed	Disabled		<input checked="" type="checkbox"/>
		F/T Student		<input type="checkbox"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/> <input type="button" value="Help"/>				
<input type="radio"/> Ethnicity and Race <input type="radio"/> 50059 Data <input type="radio"/> Verification Letters				
Member Eligibility: EC=Citizen <input type="radio"/> Elderly <input type="checkbox"/> SSN Exception: <input type="radio"/> MAT: Eligible Student <input type="checkbox"/> Child Care-School/yr: 0.00 Military Veteran <input type="checkbox"/> Displaced Person (PDD) <input type="checkbox"/>				

## Verification Letters

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

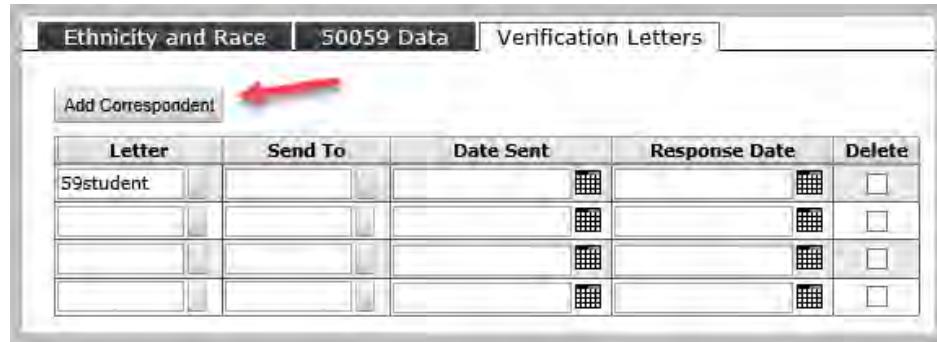
Ethnicity and Race	50059 Data	Verification Letters																				
<input type="button" value="Add Correspondent"/> <table border="1"> <thead> <tr> <th>Letter</th> <th>Send To</th> <th>Date Sent</th> <th>Response Date</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> <td></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> <td></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> <td></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>			Letter	Send To	Date Sent	Response Date	Delete	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
Letter	Send To	Date Sent	Response Date	Delete																		
<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>																		
<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>																		
<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>																		

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.

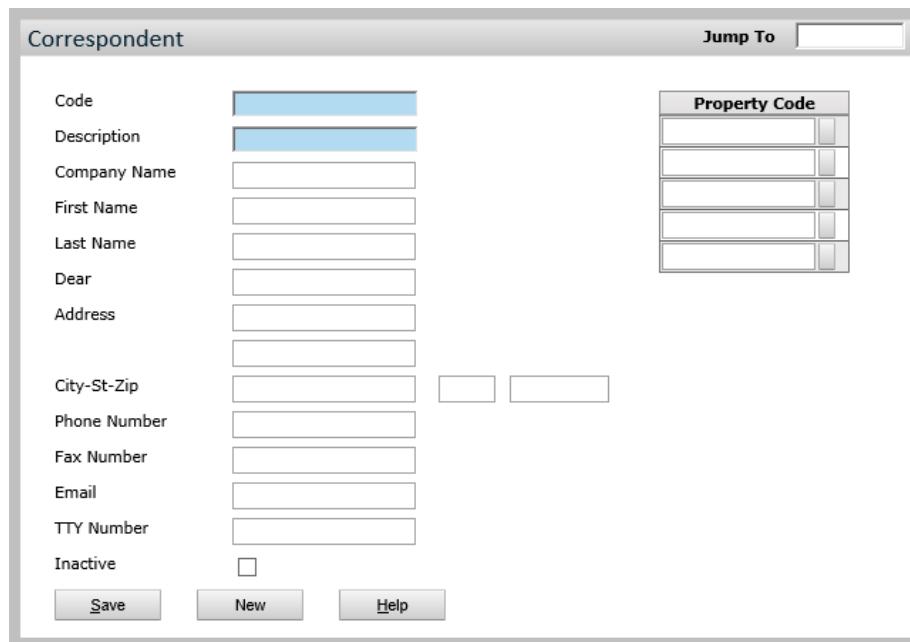
## Adding a Correspondent

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



Letter	Send To	Date Sent	Response Date	Delete
59student				<input type="checkbox"/>
				<input type="checkbox"/>

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

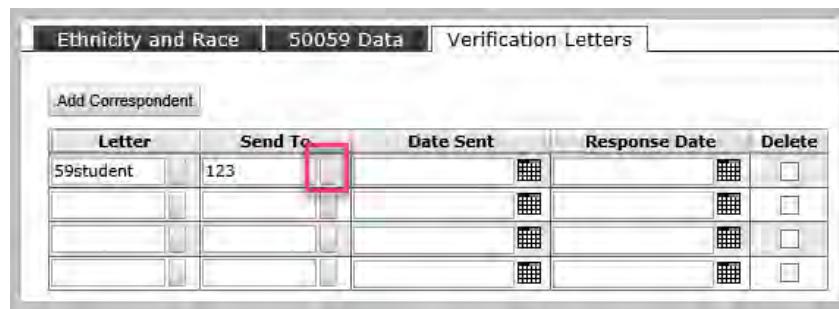


Code		
Description		
Company Name		
First Name		
Last Name		
Dear		
Address		
City-St-Zip		
Phone Number		
Fax Number		
Email		
TTY Number		
Inactive	<input type="checkbox"/>	
<input type="button" value="Save"/> <input type="button" value="New"/> <input type="button" value="Help"/>		

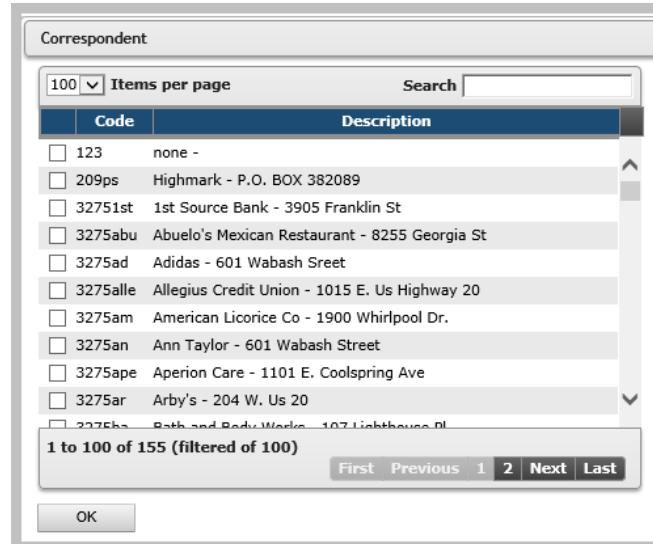
3. Complete the following fields:

- **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 deactivate this Correspondent and it will not appear on the selection list.
  - **Property** - The property code **SHOULD** 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.

**Prospect Information**

Code	p0013064	Property	kt	Lease Sign	
Name	Mickey Mouse	Unit		Lease From	
Address	100 Anywhere Way	Status	Prospect	Lease To	
		Office		Move In	09/05/2018
City-State-Zip	Kissimmee, FL 36587	Home	(555) 555-5555	Move Out	

<b>Members</b>	<b>Income</b>	<b>Assets</b>	<b>Expense</b>	<b>Household Info</b>	<b>Verification</b>	<b>Select Unit</b>	<b>Validation</b>
1 Mickey Mouse	Head	57	369-58-7777			<a href="#">Edit</a>	
2 Minnie Mouse		43				<a href="#">Edit</a>	<a href="#">Add Member</a>

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

- 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.

Members	Income	Assets	Expense	Household Info	Verification	Select Unit	Validation
							<b>Action</b> <a href="#">Add Income</a>

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

Add New Income - MI Certification on 09/05/2018 (Ctrl 82356)

Member	Mickey Mouse	Income at current rate (365 days)	14,400.00																				
Income Source	SS-Soc.Sec	Income at new rate (0 days)	0.00																				
Payment Frequency	Monthly	Total Annual Wage	14,400.00																				
Periods per year	12	Commissions, Bonuses, Tips	0.00																				
See File Copy for Calculation <input type="checkbox"/>		Other Annual Amount	0.00																				
		<b>Total Income per year</b>	<b>14,400.00</b>																				
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/> <input type="button" value="Help"/>																							
<input type="radio"/> Current Wages   <input type="radio"/> Anticipated Wages   <input type="radio"/> Verification   <input type="radio"/> Other Information																							
<table border="1"> <thead> <tr> <th>Current Wages</th> <th>\$/Hour</th> <th>Hours/Period</th> <th>Total/Year</th> </tr> </thead> <tbody> <tr> <td>Regular Rate</td> <td>1,200.00</td> <td>1</td> <td>14,400.00</td> </tr> <tr> <td>OT1 Rate</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>OT2 Rate</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Annual Current Income</td> <td></td> <td></td> <td>14,400.00</td> </tr> </tbody> </table>				Current Wages	\$/Hour	Hours/Period	Total/Year	Regular Rate	1,200.00	1	14,400.00	OT1 Rate	0.00	0.00	0.00	OT2 Rate	0.00	0.00	0.00	Annual Current Income			14,400.00
Current Wages	\$/Hour	Hours/Period	Total/Year																				
Regular Rate	1,200.00	1	14,400.00																				
OT1 Rate	0.00	0.00	0.00																				
OT2 Rate	0.00	0.00	0.00																				
Annual Current Income			14,400.00																				

### 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:**

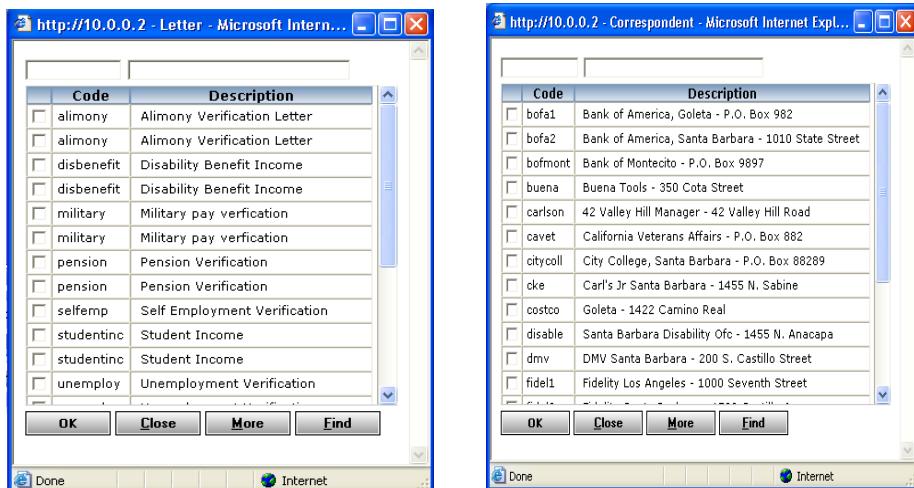
On the Anticipated Wages tab enter these fields the same way as the Current Wages fields with the expected wage change.

Anticipated Wage Change	\$/Hour	Hours/Period	Total/Year
New Rate	0.00	0.00	0.00
New OT1 Rate	0.00	0.00	0.00
New OT2 Rate	0.00	0.00	0.00
Annual Anticipated Income	0.00		

- 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:

<a href="#">Current Wages</a>   <a href="#">Anticipated Wages</a>   <a href="#">Verification</a>   <a href="#">Other Information</a>			
<b>Income Data</b> Occupation: <input type="text"/> Occupation Zip Code: <input type="text"/> SSN Claim Number: <input type="text"/>		<b>Expense Information</b> Care Code: <input type="text"/> Child Care-Work/year: <input type="text"/>	

### 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

- 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.

Members	Income	<b>Assets</b>	Expense	Household Info	Verification	Select Unit	Validation
Member Name	Relationship	Description	Market Value	Annual Income	Action		
					<a href="#">Add Asset</a>		

Assets: Enter any current or imputed assets.

**Add New Asset - MI Certification on 09/05/2018 (Ctrl 82356)**

Member	Mickey Mouse
Description	Savings
Status	C-Current
Date Divested	

**Asset Data**    **Verification**

Market Value	2,500.00	(0 is a valid entry)
Divestiture Cost	0.00	(0 is a valid entry)
Cash Value	2,500.00	
Annual Interest %	.05	(0 is a valid entry)
Actual Income/Year	1.25	x (0 is a valid entry)

## 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.**

Members	Income	Assets	Expense	Household Info	Verification	Select Unit	Validation
Member Name	Relationship	Description	Expense/Year	Action Add Expense			

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

Add New Expense - MI Certification on 09/05/2018 (Ctrl 82356)

Member	Mickey Mouse
Expense Type	M-Medical
Expense Frequency	Monthly
Description	Prescriptions

**Expense Data**

	Expense	Period
Expense Amount	65.00	1.00
Expense per period	65.00	
Periods per year	12	
Expense/Year	780.00	x

**Verification**

### 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.

Members	Income	Assets	Expense	Household Info	Verification	Select Unit	Validation
<b>50059 Information</b>							
Contract Number	KS16E000001			Total Unborn Children	0		
Subsidy Type	1-Section 8			Total Future Foster Children	0		
Displacement Status	4-Not Displaced			Total Future Adoptees	0		
Previous Housing	3-Standard			Eligibility Check Not Required	<input type="checkbox"/>	<a href="#">MAT</a>	
Waiver Type	AGE - Age waiver INC - Income waiver NEAR - Near Elderly waiver			Welfare Rent	0		

- 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

- 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.

Member Name	Letter	Sent To	Date Sent	Response Date	Action
Mickey Mouse	59student	123			<a href="#">Edit</a>
Mickey Mouse	59wages	3275ape			<a href="#">Edit</a>
Mickey Mouse	59banking	32751st			<a href="#">Edit</a>

- 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.

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

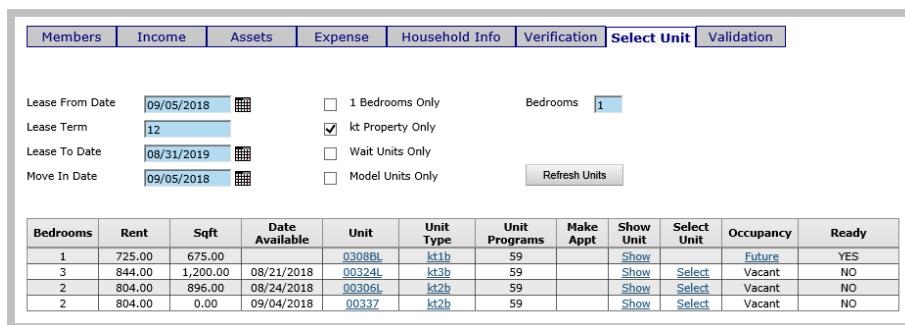
## Selecting Unit

**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**.



The screenshot shows a software interface for selecting a unit. At the top, there is a navigation bar with tabs: Members, Income, Assets, Expense, Household Info, Verification, Select Unit (which is highlighted in blue), and Validation. Below the navigation bar, there are several input fields and checkboxes for filtering units:

- Lease From Date: 09/05/2018
- Lease Term: 12
- Lease To Date: 08/31/2019
- Move In Date: 09/05/2018
- Bedrooms: 1
- Checkboxes: 1 Bedrooms Only (unchecked), kt Property Only (checked), Wait Units Only (unchecked), Model Units Only (unchecked)
- Buttons: Refresh Units

Below the filter area is a table displaying a list of available units:

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.



**Prospect Information**

Code	p0013064	Property	1t	Lease Sign	
Name	Mickey Mouse	Unit	00324L	Lease From	09/05/2018
Address	100 Anywhere Way	Status	Applied	Lease To	08/31/2019
		Office		Move In	09/05/2018
City-State-Zip	Kissimmee, FL 36587	Home	(555) 555-5555	Move Out	

Buttons: Contacts, Cancel, Previous, Done, Occupancy Check, **Screening** (highlighted), Select Unit, Validation.

**50059 Summary Data**  
**Qualified Household**

Certification Type	Effective Date	Contract Number	Annual Income	Adjusted Income	Subsidy Type	Income Status	TTP
MI	09/05/2018	KS16E000001	\$14,401.00	\$13,653.00	1-Section 8	Extremely Low Income	341

**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.

The screenshot shows the 'Prospect Guest Card' interface. On the left, there's a grid of guest information including First Name (Mickey), Last Name (Mouse), Address (100 Anywhere Way), City State Zip (Kissimmee, FL 34741), and Contact details (Phone: (555) 555-5555, Email: 12/20/\*\*\*\*@example.com). On the right, 'Other Data' includes Status (Prospect), Code (p0013064), Property (kt), Unit (003241), Unit Type (1B), First Contact (Call), Agent (Timberlee), Source (APARTMENT FINDER), and Date (09/05/2018). A sidebar titled 'Leasing Steps' lists 'Guest Card', 'Preferences', 'Occupants', 'Select Unit', 'Rental Options', 'Concessions', 'Application Form', 'Application Charges', and 'Application Status'. Below the main grid, the 'Rental Options' section displays fields for Expected Move In (09/05/2018), Lease From Date (09/05/2018), Lease Term (months) (12), and Lease To Date (08/31/2019). A table for 'Rentable Items and Options' shows columns for Qty, Description, Rent, Amount, and Reserve. The rent amount is listed as 844.00, deposit as 0.00, and quoted rent as 0.00.

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.

The screenshot shows the 'Concessions' screen. It features a table with columns for 'Select', 'Description', 'Amount', 'Start Month', and 'Duration'. The 'Select' column contains checkboxes, and the other columns provide details for each concession item.

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.

Name	Social Security#	Relationship	Select
Mickey Mouse			<a href="#">Application Information</a>
Minnie Mouse		Spouse	<a href="#">Occupant Information</a>

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.

Personal Information				Company Information				Other Information				Screening Information			
<input type="checkbox"/> Online Application <b>Personal Information</b> Tel# Office-Home: (555) 555-5555 Cell# - Fax#: <input type="text"/> DOB - DL# State: 12/20/**** FL <input type="button" value="▼"/> Social Security Number: <input type="text"/> Maiden Name: <input type="text"/> Marital Status: <input type="button" value="▼"/> Middle Name: <input type="text"/> No Middle Name: <input type="checkbox"/>				<b>Previous Address</b> Address: <input type="text"/> City State Zip: <input type="text"/> FL <input type="button" value="▼"/> 36587 Months at this Address: 0 Start Date: <input type="button" value="▼"/> Monthly Rent / Monthly Mortgage Payments: 0.00 Reason For Moving: <input type="text"/> Apartment Community: <input type="text"/> Management Company: <input type="text"/> Management Company Phone: <input type="text"/> Was 30 day notice given?: <input type="checkbox"/>											
<b>Current Address</b> Address: 100 Anywhere Way City State Zip: Kissimmee FL <input type="button" value="▼"/> 36587 Months at this Address: 0 Start Date: <input type="button" value="▼"/> Monthly Rent / Monthly Mortgage Payments: 0.00 Reason For Moving: <input type="text"/> Apartment Community: <input type="text"/> Management Company: <input type="text"/> Management Company Phone: <input type="text"/> Was 30 day notice given?: <input type="checkbox"/>															

## 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.

The screenshot shows a software interface titled "Application Charges". It has three input fields: "Expected Move In" (set to 09/05/2018), "Charge Date" (set to 09/05/2018 with a calendar icon), and "Agent" (set to Timberlee with a dropdown arrow). To the right of the fields, a message reads "No Application charges are setup for this unit type".

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.

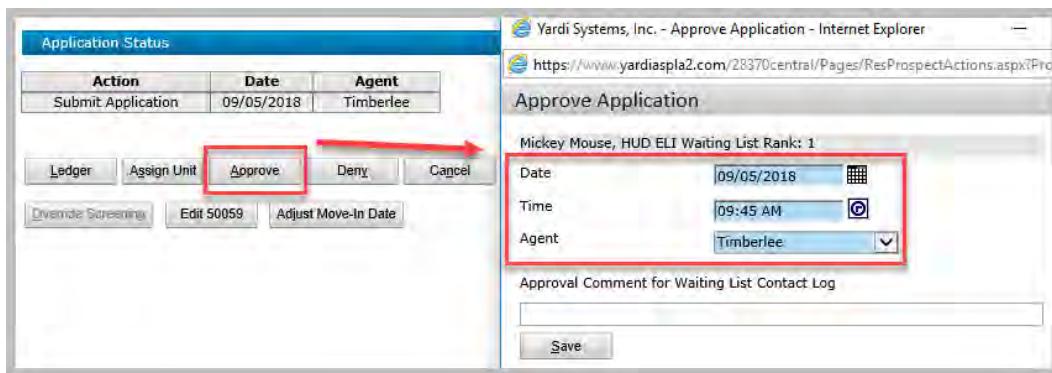
2. Click **Next**.
3. After clicking **Next**, if there are application charges the program will ask, "*Do you wish to post application charges?*" If charges listed on the "Application Charges" screen are accurate, click **OK**. If there is a problem with any of the charges shown on the "Application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



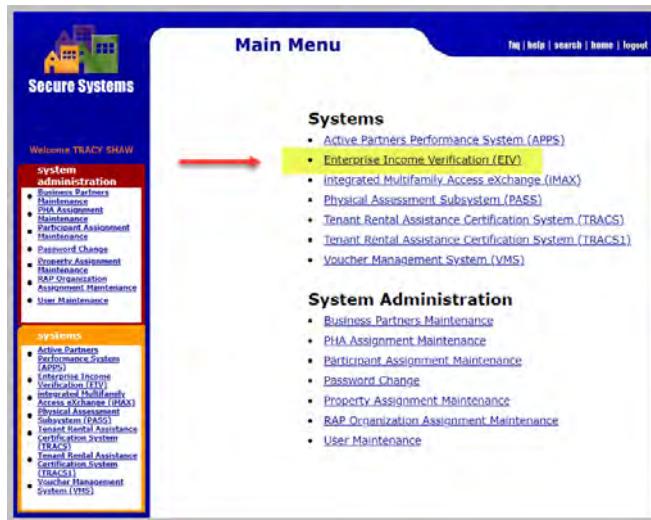
2. Enter approval date, time and agent, click **Save**.
3. A second dialog box displays asking “*Do you wish to approve this Application?*” Click **OK** to Approve the Prospect.

## 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.

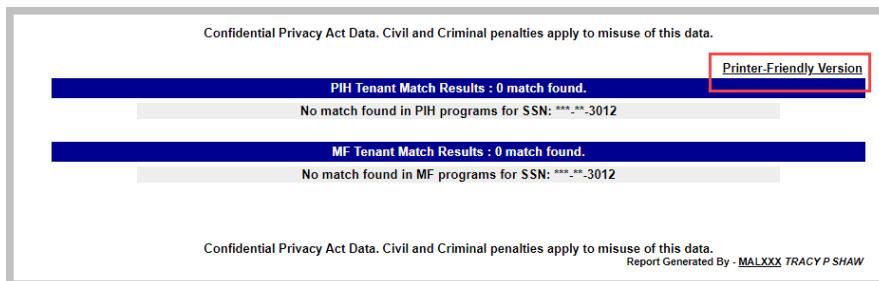
1. Login to TRACS Secure Systems > select Enterprise Income Verification (EIV).



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



- 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.

- 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**.

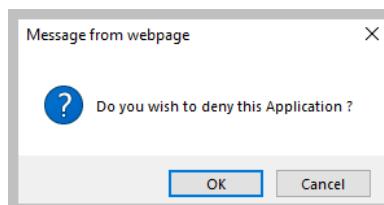
The screenshot shows the 'Prospect Guest Card' window. On the right, a vertical menu titled 'Leasing Steps' lists various options: Guest Card, Preferences, Occupants, Select Unit, Rental Options, Concessions, Application Form, Application Charges, and Application Status. The 'Application Status' option is selected. Below the menu, there's a table for 'Application Status' with columns for Action, Date, and Agent. The 'Action' column contains 'Submit Application', 'Date' contains '09/05/2018', and 'Agent' contains 'Timberlee'. At the bottom of this section, there are several buttons: Ledger, Assign Unit, Approve, Deny (which is highlighted with a red box and has a red arrow pointing to it), Cancel, Override Screening, Edit 50059, and Adjust Move-In Date.

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

This is a modal dialog box titled 'Denying : Donald Duck'. It contains three fields: 'Date' (set to '09/05/2018'), 'Agent' (set to 'Timberlee'), and 'Reason' (set to 'Non - Compliant\*'). At the bottom is a 'Save' button.

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

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



- 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.

**Prospect Guest Card**

First Name	Donald	MI	
Last Name	Duck		
Address			
Address			
City State Zip			
Tel# Office-Home	(555) 966-9999		
Cell#- Fax#			
DOB - DL#/State	3/14/****		
Email			
Notes			

**Status** Denied

**Other Data**

Code	p0013066
Property	kt
Unit	00306L
Unit Type	kt2b
First Contact	Call
Agent	Timberlee
Source	APARTMENT FINDER
Result	
Date	09/05/2018

**Leasing Steps**

- Guest Card
- Preferences
- Occupants
- Select Unit
- Rental Options
- Concessions
- Application Form
- Application Charges
- Application Status

**Contacts** **Waiting List** **Previous** **Quote** **Screening**

**Application Status**

Action	Date	Agent
Submit Application	09/05/2018	Timberlee
Application Denied	09/05/2018	Timberlee

**Ledger** **Denial Letter** **Re-Apply** **Deposit Acctg** **Move Out Stmt**

**Override Screening** **Edit 50059** **Adjust Move-In Date**

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

**Re-Apply : Donald Duck**

Date	09/05/2018
Agent	Timberlee
<b>Save</b>	

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

## Cancel Applicant

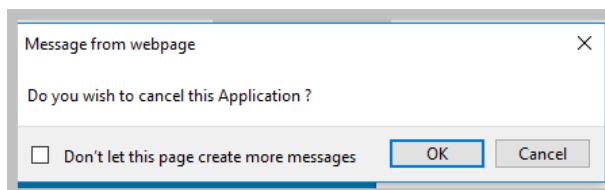
- To cancel an applicant, click on **Application Status** from the **Leasing Steps** menu on the right side of the screen and then click **Cancel** under the **Application Status** section of the **Prospect Guest Card**.

The screenshot shows the 'Prospect Guest Card' interface. On the right, a vertical menu titled 'Leasing Steps' lists various options: Guest Card, Preferences, Occupants, Select Unit, Rental Options, Concessions, Application Form, Application Changes, and Application Status. The 'Application Status' option is highlighted. Below this, the 'Application Status' section displays a table with three rows: 'Submit Application' (Date: 09/05/2018, Agent: Timberlee), 'Application Denied' (Date: 09/05/2018, Agent: Timberlee), and 'Re-Apply' (Date: 09/05/2018, Agent: Timberlee). At the bottom of this section is a row of buttons: Ledger, Assign Unit, Approve, Deny, and Cancel. The 'Cancel' button is highlighted with a red box and an arrow pointing to it.

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

The screenshot shows a 'Canceling : Donald Duck' dialog box. It includes fields for Date (09/05/2018) and Agent (Timberlee). A dropdown menu labeled 'Reason' is open, showing a list of cancellation reasons: Application is Incorrect\*, Application is Incorrect\Incom\*, Non - Compliant\*, Non - Payment\*, Other\*, Unqualifed-Does Not Meet 2.5x\*. A 'Save' button is visible at the bottom left of the dialog.

- When the reason is selected, click **Save**.
- The program confirms the cancellation and asks, “Do you wish to cancel the Application?”



- Click **Ok**.

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

The screenshot shows the 'Prospect Guest Card' screen. In the top right corner, there is a dropdown menu labeled 'Other Data' with a red box around the 'Status' field. The status is set to 'Canceled'. To the right of the main form, there is a vertical sidebar titled 'Leasing Steps' with several options: Guest Card, Preferences, Occupants, Select Unit, Rental Options, Concessions, Application Form, Application Charges, and Application Status. The 'Application Status' option is highlighted with a red box. Below the main form, there is a section titled 'Application Status' containing a table with four rows:

Action	Date	Agent
Submit Application	09/05/2018	Timberlee
Application Denied	09/05/2018	Timberlee
Re-Apply	09/05/2018	Timberlee

At the bottom of the screen, there are several buttons: 'Contacts', 'Waiting List', 'Previous', 'Quote', 'Screening', 'Ledger', 'Re-Apply' (which is highlighted with a red box), 'Deposit Acctg', 'Move Out Stmt', 'Override Screening', 'Edit 50059', and 'Adjust Move-In Date'.

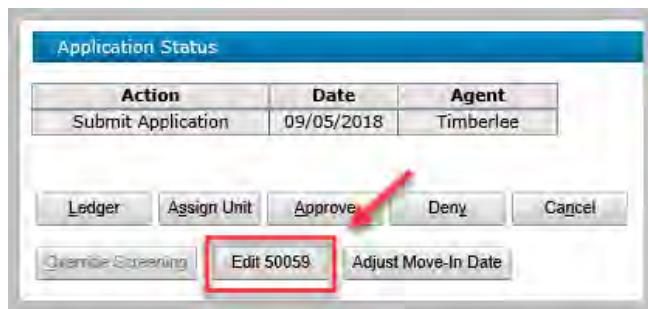
Note that on the screen the **Re-Apply** button appears.

**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.

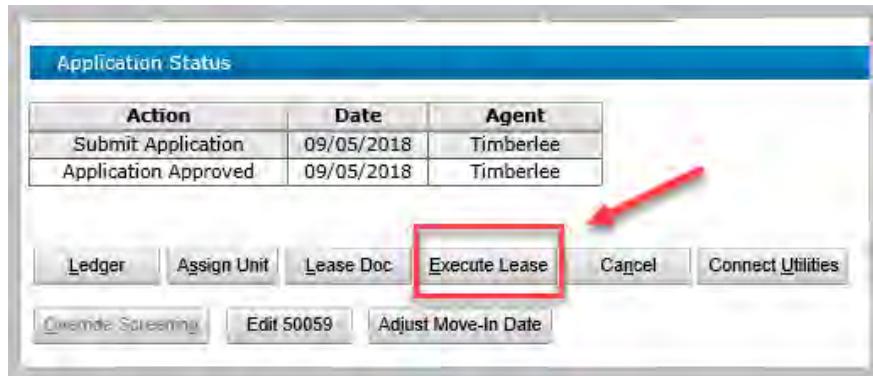
- From the Prospect > Application Status screen, click the **Edit 50059** button.



The 50059 Summary page opens.

A screenshot of a software window titled "50059 Certification". The top right corner features a "Reports" dropdown menu with a red arrow pointing to it. The menu lists several options: "50059 Form", "50059 Full Pack", "50059 Model Lease", "Verify Preview", "Verify and Post", and "Income Worksheet". Below the menu are sections for "Prospect Information" (Code: p0013064, Name: Mickey Mouse, Address: 100 Anywhere Way, City-State-Zip: Kissimmee, FL 36587) and "Basic" (Save, Delete, Help, HUD 4350.3). At the bottom are tabs for "Basic", "Household", "Income and Expenses", "Previous HOH", and "Notice Dates". There are also sections for "Critical Dates" (Certification Type: MI=Move-In, Effective Date: 09/05/2018, Next Annual Recert: 09/01/2019) and "Contract Information" (Contract Number: KS16E000001, Subsidy Type: 1-Section 8, Eligibility Universe: 2-Post 1981).

- Click the drop down next to **Reports**. Print all the forms necessary for the tenant file.
- 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**.

The screenshot shows a software interface titled "Resident". It displays various fields for a resident: First Name (Mickey), Last Name (Mouse), Address (100 Anywhere Way), City/State/Zip (Kissimmee, FL 36587), Email, Alt. Email, Office, Home (phone number (555) 555-5555), Fax, Resident ID (t0008142), Property (kt), Unit (00324L), Prospect (p0013064), Status (Future - highlighted with a red box and arrow), Legal (N/A), Payment Method (Any), NSF Count (0), Late Count (0). At the bottom, there are tabs for Affordable, Lease Info, Deposit Info, Lease Charges, Other Info, and Personal Info. Below these tabs is a section titled "50059 Data" with fields for Cert Type (MI), Effective Date (09/05/2018), Contract Rent (874), TTP (341), Util Allow. (152), Tenant Rent (189), HAP (685), and Edit. There are also checkboxes for Rent Subsidy Type, Subsidy Provider, Do not apply rent charges, No Summary Receipts, and Special Needs.

## Review Resident Screen Prior to Move-In

- 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**.

**Community Manager Dashboard - Timberlee Apartments**

Resident Activity		Unit Statistics		Friday, September 7, 2018	
Move In	2	Total Units	101	Prop/List	kt
Move Out	1	Leased Units	100	Add Guest	Quick Guest
Deposit Accounting	0	Occupied Units	98	Leasing Specials	Daily Activity
On Notice	1	Available Units	2	Hot Sheet	Monitor Reports
Incomplete Certs	5	Model/Down/Admin	0	New PO	New Svc. Req.
Annual Certs Due	17	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0	Open Batches	
Expiring Leases (120 days)	0			Charges	New Charge Batch
Scheduled Lease Renewals	0			Receipts	New Receipt Batch
Alerts	2			Payables	New Payable Batch
Maintenance		Traffic			
Pending Make Ready	3	Prospect Pipeline	5		
Pending Work Requests	8	Today's Showings	0		
Completed WO Followup	0	Affordable Waiting Lists	3		
		Pending Applications	0		

**Person Search**

Unit	Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
	Mickey Mouse	(555) 555-5555	00324L	Future	0.00	Ledger	09/05/2018		08/31/2019
	Minnie Mouse	(555) 555-5556	00324L	Future	0.00				08/31/2019

**Search**

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

3. The Resident Record screen appears.

The Resident Record screen displays the following information:

First Name	Mickey	MI	Resident ID	t0008142
Last Name	Mouse		Property	kt
Address	100 Anywhere Way		Unit	00324L
City/State/Zip	Kissimmee	FL 36587	Prospect	p0013064
Email			Status	Future
Alt. Email			Legal	N/A
Office			Payment Method	Any
Home	(555) 555-5555		NSF Count	0
Fax			Late Count	0

Buttons at the bottom: Edit, Close, Help.

Below the main table, there is a tabbed section with tabs: Affordable, Lease Info, Deposit Info, Lease Charges, Other Info, Personal Info. The Affordable tab is selected.

**50059 Data**

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit	
MI	Print	09/05/2018	874	341	152	189	685	Edit

Below the table, there are several fields and checkboxes:

- Rent Subsidy Type: checked
- Subsidy Provider: dropdown menu
- Do not apply rent charges: checkbox (unchecked)
- No Summary Receipts: checkbox (unchecked)
- Special Needs: dropdown menu

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 Resident Record screen shows the same information as the previous screenshot, but with a red box highlighting the "Print" link under the Cert Type column in the 50059 Data table.

**50059 Data**

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit	
MI	Print	09/05/2018	874	341	152	189	685	Edit

Below the table, there are several fields and checkboxes:

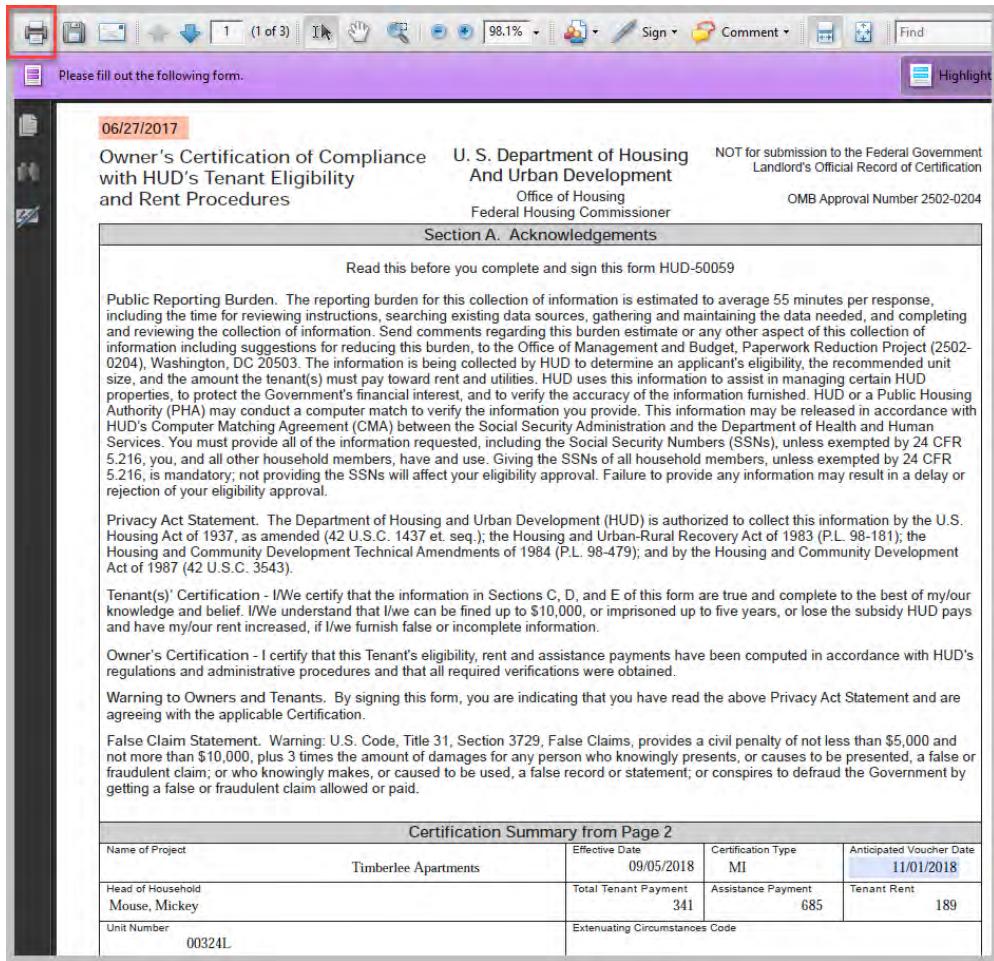
- Rent Subsidy Type: checked
- Subsidy Provider: dropdown menu
- Do not apply rent charges: checkbox (unchecked)
- No Summary Receipts: checkbox (unchecked)
- Special Needs: dropdown menu

The **50059** screen appears.

The screenshot shows the 50059 Certification screen. At the top right, there is a red arrow pointing to the "Reports" dropdown menu. Inside the dropdown, the "50059 Full Pack" option is highlighted with a yellow background. Other options in the dropdown include "Ctrl#823", "Ledger", "50059 Form", "Income Worksheet", "Rent Worksheet", "50059 Model Lease", "Verify Preview", and "Verify and Post". Below the dropdown, there are tabs for "Basic", "Household", "Income and Expenses", "Previous HOH", and "Notice Dates". The "Basic" tab is selected. On the left, there is a "Critical Dates" section with fields for Certification Type (set to "MI=Move-In"), Effective Date (09/05/2018), Next Annual Recert (09/01/2019), Project Move In (09/05/2018), Tenant Sign Date, Owner Sign Date, and Extenuating Circumstances. On the right, there is a "Contract Information" section with fields for Contract Number (KS16E000001), Subsidy Type (1-Section 8), and Eligibility Universe (2-Post 1981). At the bottom right, there is a "Rent/HAP Information" section with fields for TTP Before Override (0) and TTP (341).

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

The **50059 Full Pack** appears.



Please fill out the following form.

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 Mouse, Mickey	Total Tenant Payment 341	Assistance Payment 685	Tenant Rent 189
Unit Number 00324L	Extenuating Circumstances Code		

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

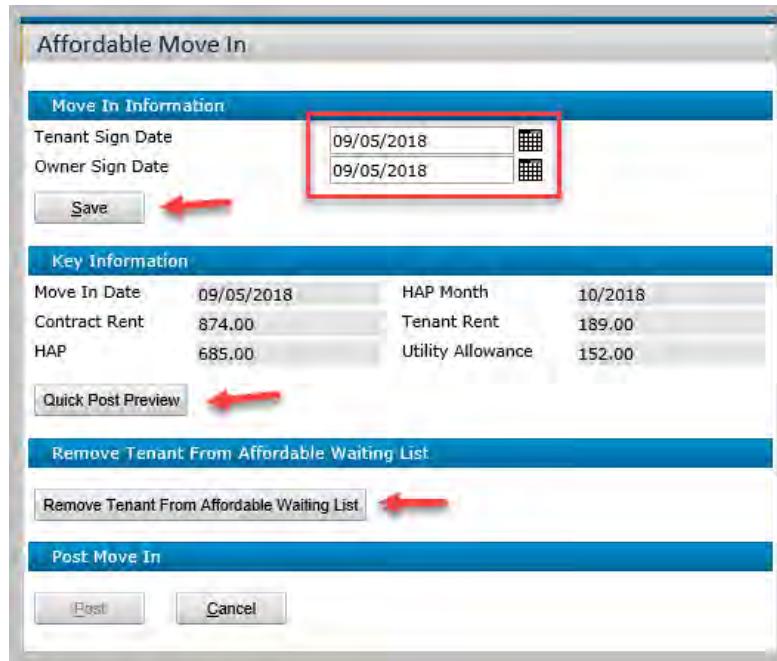
- To move-in the Resident, click on **Move In** located in the **Functions** section on the top of the screen.

**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.

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
MI Print	09/05/2018	874	341	152	189	685	Edit

50059  Rent Subsidy Type  
Subsidy Provider

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 (10008142)	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.

**Move Tenant In**

Mickey Mouse, HUD ELI Waiting List Rank: 1

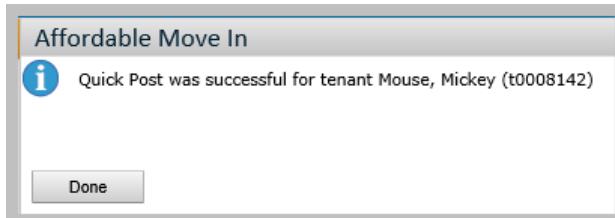
Date	09/05/2018	Move-In Comment	Moved In	X
Time	11:30 AM			
<b>Save</b>				

- 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.

- Click **Post**.

- A message “*The Quick Post was successful for tenant*” will appear.



- Click **Done**.

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

Resident		Functions	Data	Reports																
First Name	Mickey	MI	Resident ID	t0008142																
Last Name	Mouse		Property	kt																
Address	324 SE Lime		Unit	00324L																
City/State/Zip	Topeka	KS 66607	Prospect	p0013064																
Email			Status	Current																
Alt. Email			Legal	N/A																
Office			Payment Method	Any																
Home	(555) 555-5555		NSF Count	0																
Fax			Late Count	0																
<input type="button" value="Edit"/> <input type="button" value="Close"/> <input type="button" value="Help"/>																				
<input type="button" value="Affordable"/> <input type="button" value="Lease Info"/> <input type="button" value="Deposit Info"/> <input type="button" value="Lease Charges"/> <input type="button" value="Other Info"/> <input type="button" value="Personal Info"/>																				
<b>50059 Data</b> <table border="1"> <thead> <tr> <th>Cert Type</th> <th>Effective Date</th> <th>Contract Rent</th> <th>FTP</th> <th>Util Allow.</th> <th>Tenant Rent</th> <th>HAP</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>MI</td> <td>Print 09/05/2018</td> <td>874</td> <td>341</td> <td>152</td> <td>189</td> <td>685</td> <td><a href="#">View</a></td> </tr> </tbody> </table>					Cert Type	Effective Date	Contract Rent	FTP	Util Allow.	Tenant Rent	HAP	Edit	MI	Print 09/05/2018	874	341	152	189	685	<a href="#">View</a>
Cert Type	Effective Date	Contract Rent	FTP	Util Allow.	Tenant Rent	HAP	Edit													
MI	Print 09/05/2018	874	341	152	189	685	<a href="#">View</a>													
50059 <input checked="" type="checkbox"/> Rent Subsidy Type <small>Subsidy Description</small>																				

- 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.

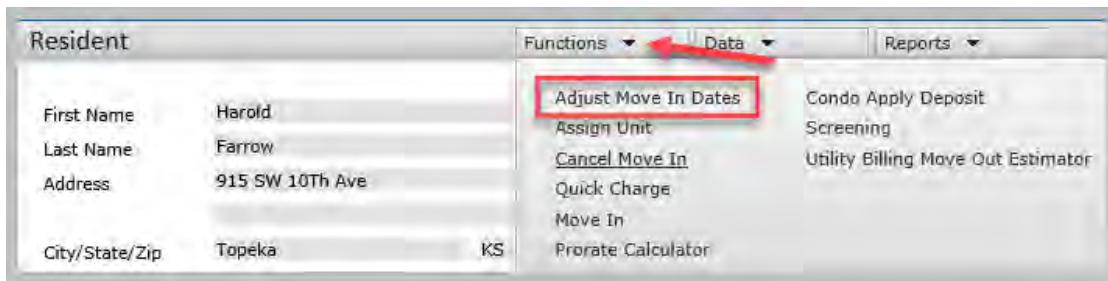
There are two ways to access the **Adjust Move In Dates** function.

### 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**.

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Harold Farrow	(785) 307-4204 (785) 307-4204	030861	Future	0.00	Ledger	08/31/2018		08/30/2019

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.

Resident Information		Lease Dates	
Code	10008136	Property	kt
Name	Harold Farrow	Unit	0308BL
Address	915 SW 10Th Ave	Status	Future
City St. Zip	Topeka, KS 66604	Rent	0.00
		Phone (O)	(785) 307-4204
		Phone (H)	(785) 307-4204

**Lease Dates**

Move In: 08/31/2018    Lease From: 08/31/2018    Term: 12    Lease To: 08/30/2019    Lease Expiration Count

**Buttons:** Post, Connect Utilities, Help

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."

A screenshot of a software application window titled "Resident". At the top, there are "Functions", "Data", and "Reports" dropdown menus. A red box highlights a message box containing the text "Dates have been adjusted". Below the message box is a grid of resident information:

First Name	Harold	MI	1	Resident ID	t0008136
Last Name	Farrow	Property	kt		
Address	915 SW 10Th Ave	Unit	0308BL		
City/State/Zip	Topeka	Prospect	p0012924		
KS	66604	Status	Future		
Email		Legal	N/A		

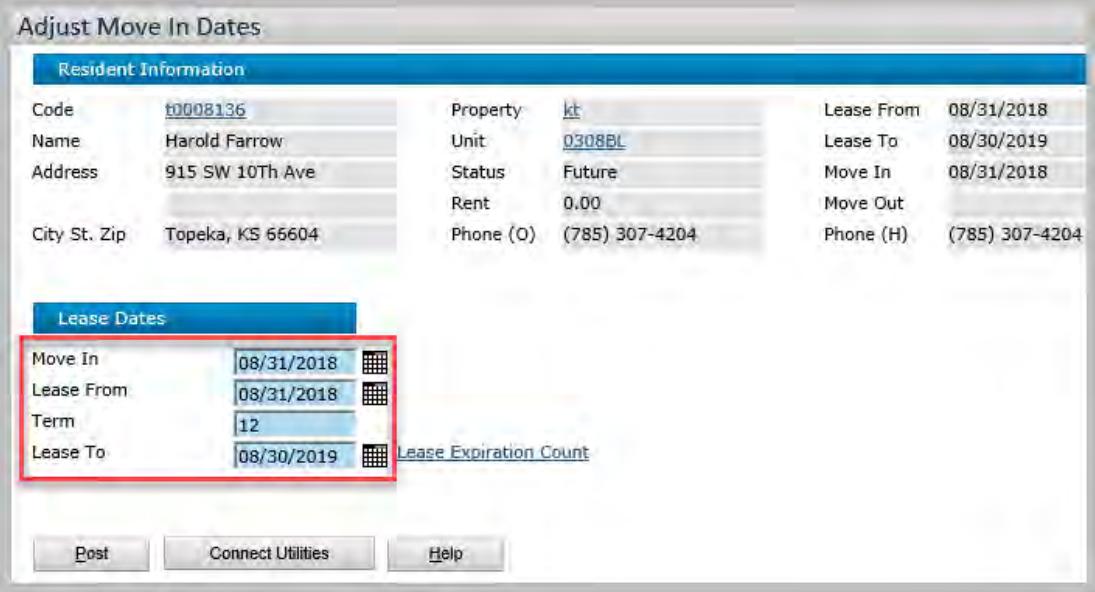
## Method II

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.

A screenshot of the "Community Manager Dashboard - Timberlee Apartments". The dashboard has several sections: "Resident Activity" (with a red box around the "Move In" count of 1), "Unit Statistics", "Friday, September 7, 2018" (with a search bar and various links), "Traffic", and "Open Batches". A red arrow points from the "Move In" count in the Resident Activity section down to the "Move In" details dialog at the bottom. The "Move In" details dialog shows the following information:

Move In Date	Unit	Resident	Move In	Adjust Dates	Cancel	Execute Lease
09/07/2018	0308BL	Harold Farrow		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



The screenshot shows the 'Adjust Move In Dates' window. At the top, there's a 'Resident Information' section with the following details:

Code	<u>10008136</u>	Property	<u>kt</u>	Lease From	<u>08/31/2018</u>
Name	Harold Farrow	Unit	<u>0308BL</u>	Lease To	<u>08/30/2019</u>
Address	915 SW 10Th Ave	Status	<u>Future</u>	Move In	<u>08/31/2018</u>
City St. Zip	Topeka, KS 66604	Rent	<u>0.00</u>	Move Out	
		Phone (O)	(785) 307-4204	Phone (H)	(785) 307-4204

Below this is a 'Lease Dates' section with four fields, each containing a date and a calendar icon. The entire 'Lease Dates' section is highlighted with a red box:

- Move In: 08/31/2018
- Lease From: 08/31/2018
- Term: 12
- Lease To: 08/30/2019

At the bottom of the window are three buttons: 'Post', 'Connect Utilities', and 'Help'.

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.

### Method I

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**.

The screenshot shows the Community Manager Dashboard for Timberlee Apartments. The top navigation bar includes links for Prop/List, Add Guest, Leasing Specials, Hot Sheet, New PO, Print Letters, Friday, September 7, 2018, Quick Guest, Daily Activity, Monitor Reports, New Svc. Req., Tax Credit Quick Check, and Open Batches. Below the navigation is a summary of Resident Activity and Unit Statistics. The main area features a calendar for Move In - 09/07/2018 and a Person Search section. The Person Search tab is highlighted with a red box. On the left, there is a search form with fields for Unit, Name (containing "farrow"), Code, Fed ID, Phone Number, Email, and Auto License, with a "Search" button. To the right is a grid of results for Harold Farrow, showing his details: Name (Harold Farrow), Phone #s ((785) 307-4204), Unit (0308BL), Status (Future), Rent (0.00), Ledger (08/31/2018), Move In (08/31/2018), Move Out (06/30/2019), and Lease To (06/30/2019).

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.

The screenshot shows the Resident screen. At the top, there are tabs for Resident, Functions (with a dropdown arrow), Data (with a dropdown arrow), and Reports (with a dropdown arrow). The Resident tab is active. Below the tabs, there is a form with fields for First Name (Harold), Last Name (Farrow), Address (915 SW 10Th Ave), City/State/Zip (Topeka, KS), and a Condo/Apt dropdown. To the right of the form is a "Functions" dropdown menu with several options: Adjust Move In Dates, Assign Unit, Cancel Move In (which is highlighted with a red box), Quick Charge, Move In, and Prorate Calculator. Other options like Condo Apply Deposit, Screening, Utility Billing Move Out Estimator, and Move In are also listed.

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

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

<u>Property</u>	kt
<u>Unit</u>	
<u>Resident</u>	t0008136
Cancel Date	09/07/2018
Reason	Cancel application per applic
Agent	Timberlee

**Submit**    **Help**

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.

First Name	Harold	MI	Status	Canceled	
Last Name	Farrow		Code	p0012924	
Address	915 SW 10Th Ave		Property	kt	
Address			Unit	0908BL	
City State Zip	Topeka	KS	Unit Type	kt1b	
Country			First Contact	Walk-In	
Tel# Office-Home	(785) 307-4204	(785) 307-4204	Agent	Timberlee	
Cell#- Fax#			Source	LOCAL AGENCY	
DOB - DL#/State	7/3/****		Result		
Email			Date	08/16/2018	
Notes					

**Leasing Steps**

- Guest Card
- Preferences
- Occupants
- Select Unit
- Rental Options
- Concessions
- Application Form
- Application Charges
- Application Status

**Unit selection must be performed from the compliance side. Please click the Compliance command button and then select unit.**

50059    **Compliance**

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

- 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.

The screenshot shows the Community Manager Dashboard for Timberlee Apartments. The Resident Activity section contains various metrics such as Total Units (101), Leased Units (100, 99.01%), Occupied Units (99, 98.02%), Available Units (2, 1.98%), Model/Down/Admin (0, 0%), On Hold Units (0, 0%), and Unit Transfers (0). Below this is a Traffic section with Prospect Pipeline (0), Today's Showings (0), Affordable Waiting Lists (3), and Pending Applications (0). The bottom part of the dashboard shows a grid of activity items, with the 'Move In' row selected and a red box highlighting the 'Cancel' button in the grid's footer row.

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

The screenshot shows the 'Cancel Future Move In' dialog box. It includes fields for Property (kt), Unit, Resident (t0008136), Cancel Date (with a calendar icon and time input), Reason (dropdown menu), and Agent (dropdown menu). At the bottom are 'Submit' and 'Help' buttons.

- 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.

- 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**.

The screenshot shows the Community Manager Dashboard for Timberlee Apartments. The top navigation bar includes links for Prop/List, Add Guest, Leasing Specials, Hot Sheet, New PO, Print Letters, and various reports like Quick Guest, Daily Activity, Monitor Reports, New Svc. Req., Tax Credit Quick Check, etc. Below the navigation is a date header: Monday, September 10, 2018. The main dashboard area is divided into several sections: Resident Activity, Unit Statistics, Maintenance, Traffic, and Open Batches. A search bar at the top right contains the text "kt". In the center, there is a "Person Search" tab which is highlighted with a red box. To the left of the search results is a form with fields for Unit, Name, Code, Fed ID, Phone Number, Email, and Auto License. The "Name" field has "mouse" typed into it. Below the search form is a "Search" button. To the right of the search form is a table of search results:

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Mickey Mouse	(555) 555-5555	00324L	Current	0.00	Ledger	09/05/2018		08/31/2019
Minnie Mouse	(555) 555-5556	00324L	Current	0.00				08/31/2019

A red arrow points from the "Name" field in the search form to the "Name" column in the search results table.

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.

# The BLVD Group

Resident

First Name	Mickey	MI
Last Name	Mouse	
Address	324 SE Lime	
City/State/Zip	Topeka	KS 66607
Email		
Alt. Email		
Office		
Home	(555) 555-5555	
Fax		

Functions ▾ Data ▾ Reports ▾

Attachment  
Credit Card Setup  
EFT Setup  
Email  
**Memo** (highlighted)  
New WD  
Recurring Payment Setup  
Lease Charges  
Roommates (1)  
Manage Rentable Items  
Resident History  
Workflow  
Billing & Payments Interface  
Collections Interface  
Revenue Management  
Renters Insurance Interface  
Bonded  
NY Lead Paint  
NY Bed Bug Rider  
UB Budget Billing

Edit Close Help

Affordable | Lease Info | Deposit Info | Lease Charges | Other Info | Personal Info

50059 Data							
Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
MI	Print	09/05/2018	874	341	152	189	685 View

50059  Rent Subsidy Type  
Subsidy Provider  
Do not apply rent charges   
No Summary Receipts   
Special Needs

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

The Memo Information screen appears.

Memo Information

Memos for Tenant: Mickey Mouse (t0008142)

Date	Type	Status	Notes
09/01/2018	Verif. Received	Memo	Tenant reported they are ready to move in

**Date:** 09/10/2018    **Show on Calendar:**

**Time:** 7:09 AM    **Agents:**

**Type:** Delinquency    **Property:** kt

**Status:** Memo    **Unit:**

**Result:**     **Unit Type:**

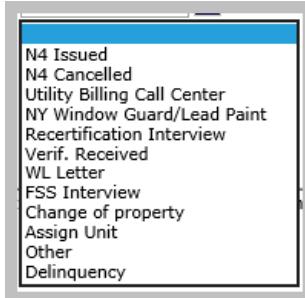
**Notes:**     **Employee:** tshaw

Tenant reported they can't pay until the 15th this month.

**Save** **New** **Close** **Help** **Delete**

5. Complete the following fields within the Memo Information screen:

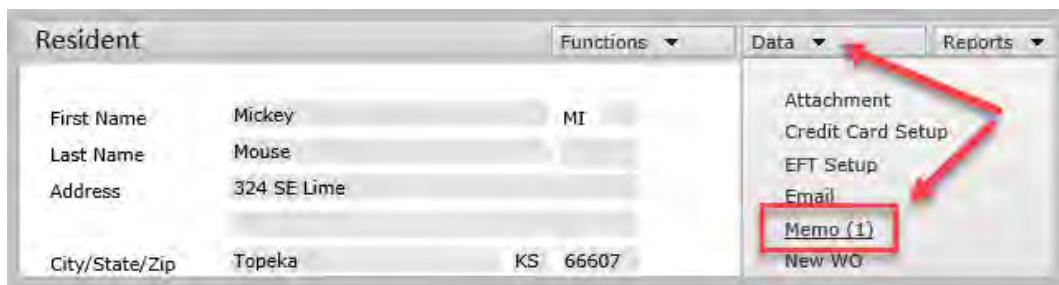
- **Date** – Enter the current date.
- **Time** – Enter the current time.
- **Type** – Select the appropriate type from the following options:



- **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. Do not create a new Guest Card when one of the current residents will remain in the unit.

**\*\*\*\*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**.

Community Manager Dashboard - Highland Plaza

Resident Activity		Unit Statistics		Wednesday, April 27, 2022	
Move In	0	Total Units	111	Leased Units	111 100%
Move Out	0	Occupied Units	111 100%	Available Units	0 0%
Deposit Accounting	0	Mode/Down/Admin	0 0%	On Hold Units	0 0%
On Notice	1	Unit Transfers	0		
Incomplete Certs	13				
Annual Cents Due	3				
Unanswered Letters	0				
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	0				
Maintenance		Traffic			
Pending Make Ready	1	Prospect Pipeline	8	Today's Showings	0
Pending Work Requests	4	Affordable Waiting Lists	1	Pending Applications	1
Completed WO Followup	0				

Calendar | Dashboard | **Person Search**

Unit  
Name: space  
Code  
Fed ID  
Phone Number  
Email  
Auto License

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.

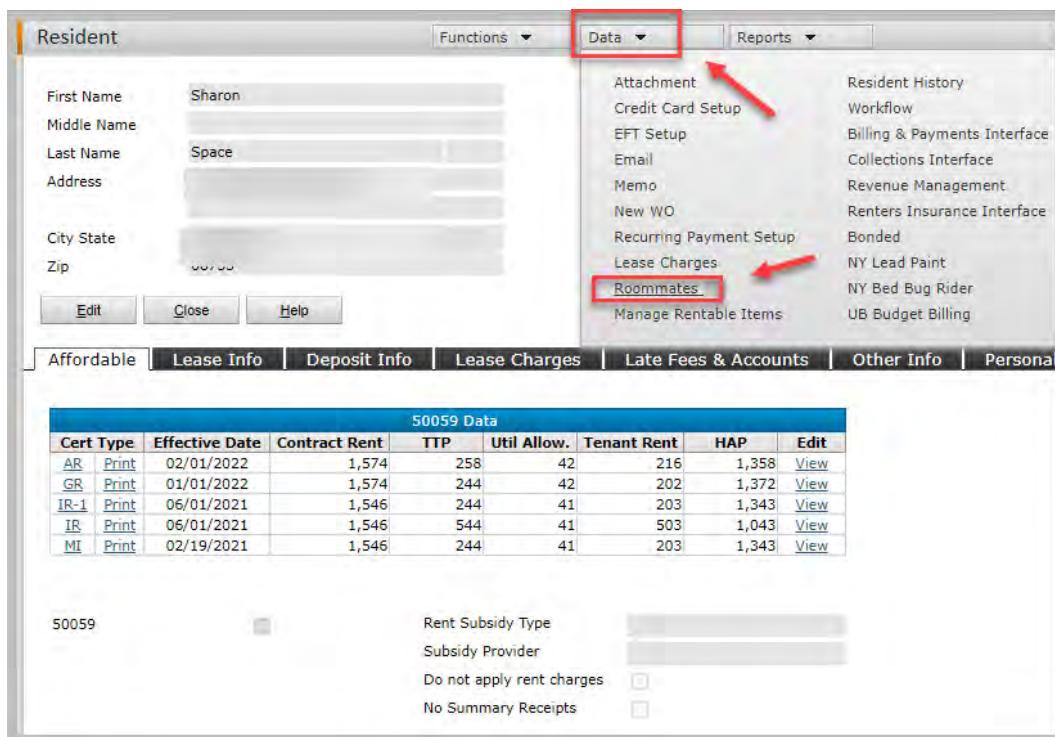
Unit	Name /	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
space	Sharon Space		2C2	Current	1,546.00	Ledger	02/19/2021		02/28/2022

Calendar | Dashboard | Person Search

Unit  
Name: space  
Code  
Fed ID  
Phone Number  
Email  
Auto License

Search

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.

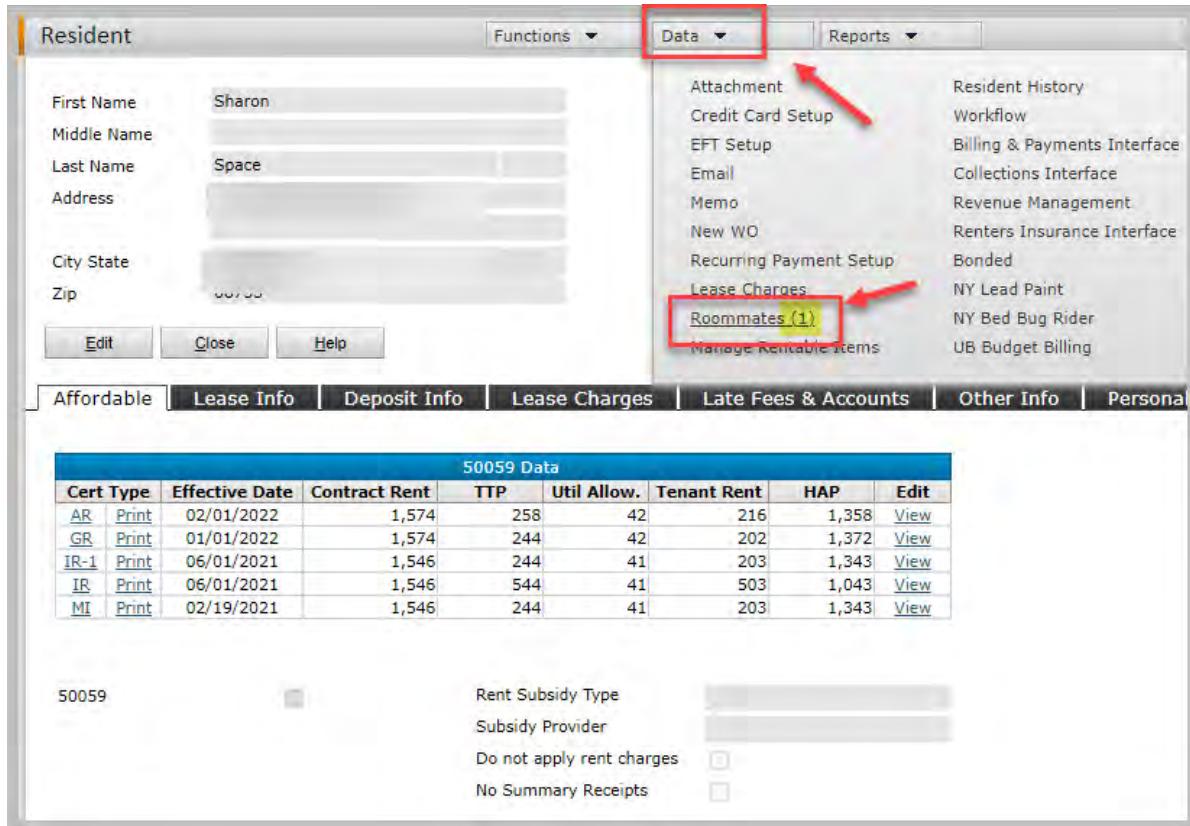
8. Click **Save**.

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.



The screenshot shows a software window titled "Resident". In the top right corner, there is a "Data" dropdown menu with a red box and arrow pointing to it. The menu lists various options: Attachment, Credit Card Setup, EFT Setup, Email, Memo, New WO, Recurring Payment Setup, Lease Charges, Roommates (1), and Manage Rentable Items. The "Roommates (1)" option is highlighted with a yellow box and has a red arrow pointing to it. Below the menu, there is a table titled "50059 Data" with several rows of lease information. At the bottom of the screen, there are some subsidy-related settings.

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
AR	Print	02/01/2022	1,574	258	42	216	<a href="#">View</a>
GR	Print	01/01/2022	1,574	244	42	202	<a href="#">View</a>
IR-1	Print	06/01/2021	1,546	244	41	203	<a href="#">View</a>
IR	Print	06/01/2021	1,546	544	41	503	<a href="#">View</a>
MI	Print	02/19/2021	1,546	244	41	203	<a href="#">View</a>

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

## CHAPTER FIVE: CHARGE PROCEDURES

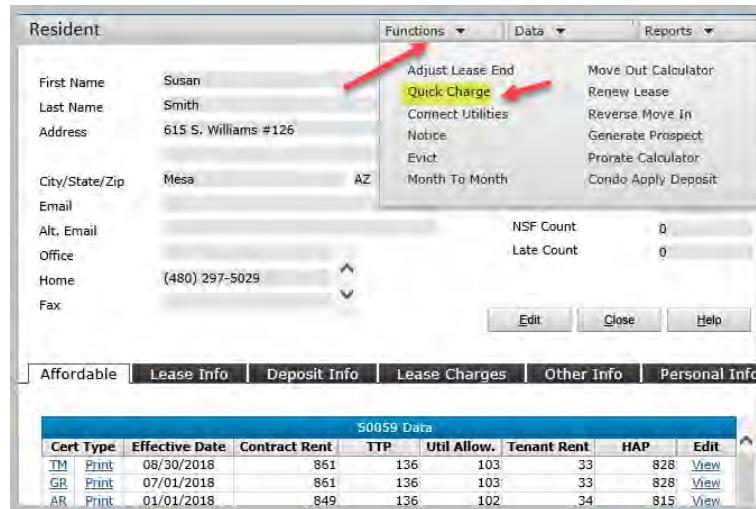
A one-time charge is an amount a Resident owes for a specific service or use. An example of a one-time charge would be \$50.00 for the replacement of a broken window. All one-time charges are created in the “Resident Record” screen. Once created, the charge(s) are posted immediately to the Resident ledger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

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out
Melissa Klingsmith	(480) 603-6212	124	Current	0.00	Ledger	12/11/2012	
Susan Smith	(480) 297-5029	126	Current	0.00	Ledger	09/13/2013	

2. Choose a Resident from the Prospect/Resident Directory by clicking on the name in the **Name** column.
3. The **Resident Record** screen appears.



- 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.

- 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.

- Click **Submit**.

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

- 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.

**Charge Invoice**

Property		az	Display Type																									
Unit	126	Status	Unpaid																									
Charge to	t0000953	Susan Smith (Current)																										
Total Amount	50.00	Payment Method	Check																									
Due Date	08/28/2018	Reference																										
Post Month	08/2018	Category																										
Invoice Date		Created by tshaw on 08/28/2018 10:32 AM. (never modified)																										
<input type="button" value="Edit"/> <input type="button" value="Show Detail"/> <input type="button" value="Help"/>																												
<input type="checkbox"/> Details <input type="button" value="Print"/> <table border="1"> <thead> <tr> <th>Ctrl #</th> <th>Charge Code</th> <th>Description</th> <th>Amount</th> <th>Notes</th> <th>Hold</th> </tr> </thead> <tbody> <tr> <td>C-690249</td> <td>damages</td> <td>Damages</td> <td>50.00</td> <td>Replace Broken Window</td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Ctrl #	Charge Code	Description	Amount	Notes	Hold	C-690249	damages	Damages	50.00	Replace Broken Window	<input type="checkbox"/>												
Ctrl #	Charge Code	Description	Amount	Notes	Hold																							
C-690249	damages	Damages	50.00	Replace Broken Window	<input type="checkbox"/>																							

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**.

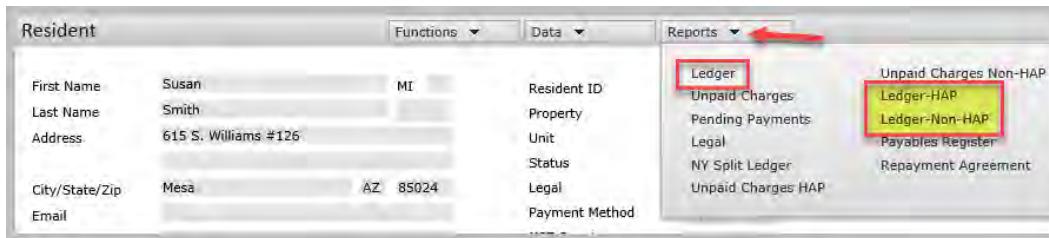
Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out
Melissa Klingsmith	(480) 603-6212	124	Current	0.00	Ledger	12/11/2012	
Susan Smith	(480) 297-5029	126	Current	0.00	Ledger	09/13/2013	

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				
Code	W0000533	Property	#2	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	812.00	252098
03/05/2018	chk# 032018HAP :HAP -		815.00	(3.00)	815.00	252196
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	277057
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)	301335
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	315638
07/06/2018	late	Late Fee	15.00		57.00	656757
07/06/2018	chk# 17-784206228		35.00		22.00	316868
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		885.00	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.

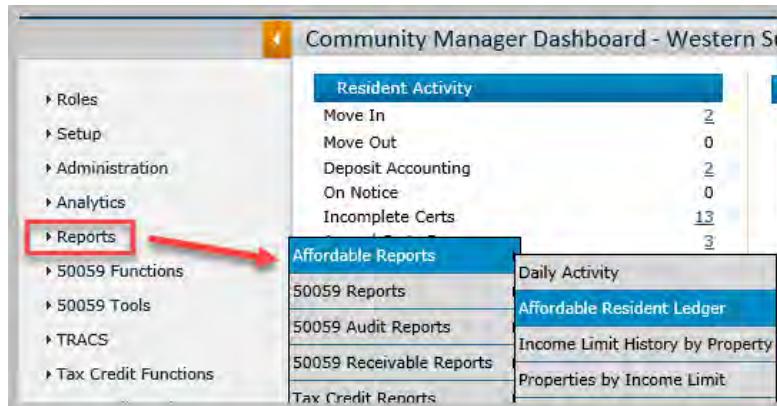


- Ledger:** This report includes ALL charges and receipts for the unit including resident and if applicable, subsidy transactions.
- Unpaid Charges:** This report includes all UNPAID Resident charges for the unit. This report may be the best one to share with the Resident unless subsidy payments are 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.

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



The report filter appears.

The screenshot shows the 'Affordable Tenant Ledger' filter form. It includes fields for Property (az), Unit (blank), Tenant (t0000953), Contract (blank), LName Starts with (blank), Status (Current), Min Amount Owed (blank), Dates MM/YY (01/2001 -to- 08/2018), Show Reversal? (No), Destination (Screen), and buttons for Submit, Clear, and Help. A file code at the bottom is rs\_Aff\_Tenant\_Ledger.SSRS.txt.

- 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”.

# The BLVD Group

3. Click **Submit**.
4. The **Resident Ledger** appears.

Resident Ledger

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

Date	Description	Charges	Payments	Balance
01/01/18	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		39.00
02/01/18	01/01/18 - RENT 2/1/2018 to 2/28/2018	34.00		53.00
02/02/18	Chk# 207724310662	0.00	65.00	-2.00
03/01/18	01/01/18 - RENT 3/1/2018 to 3/31/2018	34.00		31.00
03/05/18	Chk# 207552807561	0.00	35.00	-4.00
04/01/18	01/01/18 - RENT 4/1/2018 to 4/30/2018	34.00		31.00
04/05/18	Chk# 20786446140	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# 207864470552	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
08/09/18	17-748004728	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
<b>Active Lease Charges</b>				
Code	Amount	From Date	To Date	Hold
rent	243.00	11/01/2020		<input type="checkbox"/>
subsidy	519.00	11/01/2020		<input checked="" type="checkbox"/>

### Resident ledger prior to making any changes:

01/05/2021		CNK# 1/0		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.

Adjust and Post Lease Charge	
<u>Property</u>	rr
<u>Tenant</u>	t0013367
<u>Charge Code</u>	rent
Effective Date	02/01/2021
End Date	
New Charge Amount	255
<b>Display      Post      PDF      Excel      Clear      Help</b>	

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.

Adjust and Post Lease Charge

<u>Property</u>	rr	<u>Effective Date</u>	02/01/2021																																																							
<u>Tenant</u>	t0013367	<u>End Date</u>																																																								
<u>Charge Code</u>	rent	<u>New Charge Amount</u>	255																																																							
<input type="button" value="Display"/> <input type="button" value="Post"/> <input type="button" value="PDF"/> <input type="button" value="Excel"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>																																																										
<b>Lease Charge Adjustments</b> <table border="1"> <thead> <tr> <th colspan="7">A/R Month 03/2021: Monthly Charges Last Posted 03/2021</th> </tr> <tr> <th>Charge Code</th> <th>New</th> <th>From Date</th> <th>Old To Date</th> <th>New To Date</th> <th>Charge Amount</th> <th>Hold</th> </tr> </thead> <tbody> <tr> <td>rent</td> <td>No</td> <td>11/01/2020</td> <td></td> <td>03/31/2021</td> <td>243</td> <td>No</td> </tr> <tr> <td>rent</td> <td>Yes</td> <td>02/01/2021</td> <td></td> <td>03/31/2021</td> <td>12</td> <td>No</td> </tr> <tr> <td>rent</td> <td>Yes</td> <td>04/01/2021</td> <td></td> <td></td> <td>255</td> <td>No</td> </tr> </tbody> </table> <b>New Charges</b> <table border="1"> <thead> <tr> <th>Charge Code</th> <th>Date</th> <th>Date Range</th> <th>Amount</th> <th>Hold</th> </tr> </thead> <tbody> <tr> <td colspan="5"><b>Posting for 02/01/2021 - 03/31/2021</b></td> </tr> <tr> <td>rent</td> <td>02/01/2021</td> <td>02/01/2021 - 02/28/2021</td> <td>12</td> <td>No</td> </tr> <tr> <td>rent</td> <td>03/01/2021</td> <td>03/01/2021 - 03/31/2021</td> <td>12</td> <td>No</td> </tr> </tbody> </table>				A/R Month 03/2021: Monthly Charges Last Posted 03/2021							Charge Code	New	From Date	Old To Date	New To Date	Charge Amount	Hold	rent	No	11/01/2020		03/31/2021	243	No	rent	Yes	02/01/2021		03/31/2021	12	No	rent	Yes	04/01/2021			255	No	Charge Code	Date	Date Range	Amount	Hold	<b>Posting for 02/01/2021 - 03/31/2021</b>					rent	02/01/2021	02/01/2021 - 02/28/2021	12	No	rent	03/01/2021	03/01/2021 - 03/31/2021	12	No
A/R Month 03/2021: Monthly Charges Last Posted 03/2021																																																										
Charge Code	New	From Date	Old To Date	New To Date	Charge Amount	Hold																																																				
rent	No	11/01/2020		03/31/2021	243	No																																																				
rent	Yes	02/01/2021		03/31/2021	12	No																																																				
rent	Yes	04/01/2021			255	No																																																				
Charge Code	Date	Date Range	Amount	Hold																																																						
<b>Posting for 02/01/2021 - 03/31/2021</b>																																																										
rent	02/01/2021	02/01/2021 - 02/28/2021	12	No																																																						
rent	03/01/2021	03/01/2021 - 03/31/2021	12	No																																																						

**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:

The screenshot shows the 'Adjust and Post Lease Charge' application interface. At the top, there are filters for Property (set to 'U'), Tenant (set to 't0013367'), Effective Date (set to '02/01/2021'), and End Date (empty). The 'Charge Code' field is set to 'subsidy' and the 'New Charge Amount' field is set to '507'. Below the filters are buttons for Display, Post, PDF, Excel, Clear, and Help. The main area has two sections: 'Lease Charge Adjustments' and 'New Charges'.

**Lease Charge Adjustments**

A/R Month 03/2021: Monthly Charges Last Posted 03/2021						
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

**New Charges**

Charge Code	Date	Date Range	Amount	Hold
Posting for 02/01/2021 - 03/31/2021				
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.

Active Lease Charges						
Code	Amount	From Date	To Date	Hold	Added By	Last Modified By
rent	243.00	11/01/2020	03/31/2021	<input type="checkbox"/>	tshaw	tshaw
rent	12.00	02/01/2021	03/31/2021	<input type="checkbox"/>	tshaw	tshaw
rent	255.00	04/01/2021		<input type="checkbox"/>	tshaw	tshaw
subsidy	519.00	11/01/2020	03/31/2021	<input checked="" type="checkbox"/>	tshaw	tshaw
subsidy	-12.00	02/01/2021	03/31/2021	<input checked="" type="checkbox"/>	tshaw	tshaw
subsidy	507.00	04/01/2021		<input checked="" type="checkbox"/>	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	<a href="#">1473257</a>
01/01/2021	sdint	SD Interest accumulated 2020	(1.46)		240.08	<a href="#">1489975</a>
01/05/2021		chk# 170			243.00	<a href="#">(2.92)</a>
02/01/2021	rent	Rent (02/2021)	243.00		240.08	<a href="#">1493008</a>
02/01/2021	rent	Rent 02/01/2021 to 02/28/2021 Lease Charge Adjustment	12.00		252.08	<a href="#">1521879</a>
02/05/2021		cnk# 172			243.00	<a href="#">9.08</a>
03/01/2021	rent	Rent (03/2021)	243.00		252.08	<a href="#">1507804</a>
03/01/2021	rent	Rent 03/01/2021 to 03/31/2021 Lease Charge Adjustment	12.00		264.08	<a href="#">1521880</a>
03/03/2021		chk# 173			243.00	<a href="#">21.08</a>

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.

01/01/2021		CHART WOONSOCKET 01/21 :HAP	519.00	0.00	1493049
02/01/2021	subsidy	Tenant Based Subsidy (02/2021)	519.00	519.00	<a href="#">1493049</a>
02/01/2021	subsidy	Tenant Based Subsidy 02/01/2021 to 02/28/2021 Lease Charge Adjustment	(12.00)	507.00	<a href="#">1521881</a>
02/02/2021		chk# Woonsocket 02/21 :HAP -		519.00	<a href="#">(12.00)</a>
03/01/2021	subsidy	Tenant Based Subsidy (03/2021)	519.00	507.00	<a href="#">1507844</a>
03/01/2021	subsidy	Tenant Based Subsidy 03/01/2021 to 03/31/2021 Lease Charge Adjustment	(12.00)	495.00	<a href="#">1521882</a>
03/02/2021		chk# Woonsocket 03/21 :HAP -		519.00	<a href="#">(24.00)</a>

## 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.

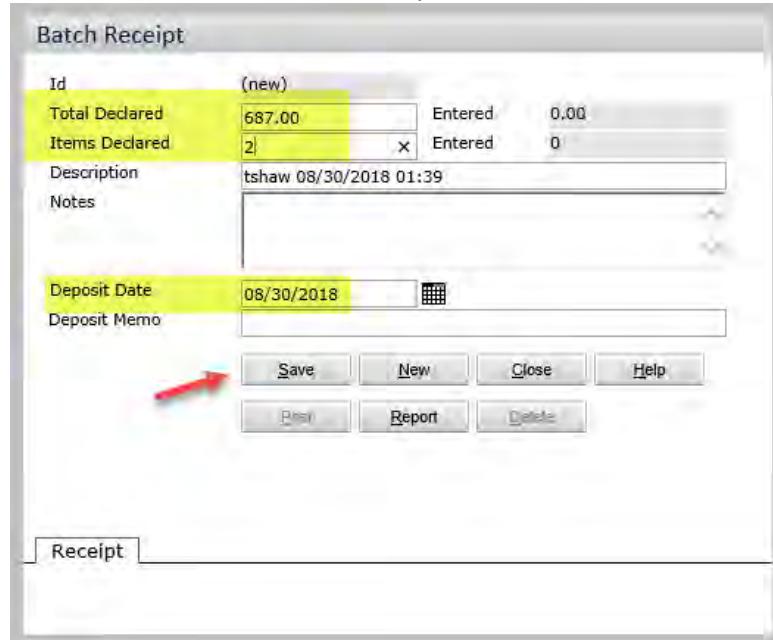
In Yardi Voyager, receipts are created in groups called batches. Before posting a batch, it is possible to add, delete, and modify receipts in the batch. When a receipt batch is posted, the program updates the property general ledger and balances on the Resident ledger.

### Creating a Receipt Batch

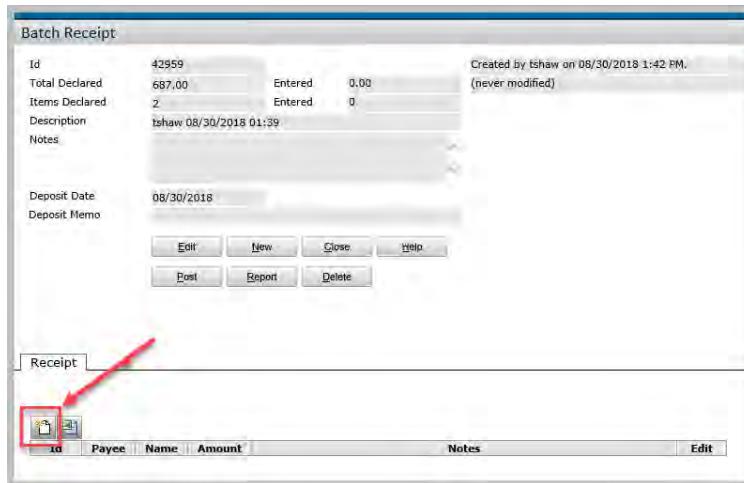
1. Choose **Receivables > Create Detail Batch** from the Side Menu to open the filter.
2. Complete the Batch Receipt filter:
  - **Total Declared:** Enter the deposit amount {do not include Subsidy payments in this total, only tenant receipts should be added through resident receipts}.
  - **Items Declared:** 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.}

The screenshot shows a software application window titled "Receipt". On the left, there is a form with fields for "Property" (ha), "Unit" (1-2), "Payer" (t0005821, Marvenna Maxwell (Current)), "Total Amount" (\$19.00), "Check Number" (123), "Payment Method" (Check), and "Non-Person Payer". On the right, there are settings for "Display Type" (Standard Receipt), "Batch" (Unposted Batch 42959), "Date Received" (08/30/2018), "Post Month" (08/2018), "Cash Acct" (1120), and a "Print Receipt" checkbox. Below these are buttons for "Save", "Fill", "Reselect", "Erase Distribution", "Create Charge", and "Help".

Below the receipt form is a table titled "Charges" with columns: Pay, Charge Code, Account, Charge Date, Charge Amount, Amount Outstanding, Prior Paid, Ref, Notes, Charge, Hold For, and Auto Apply. The table contains several rows of data, with the first four rows highlighted by a red box. The data in the highlighted rows is as follows:

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Auto Apply
514.00	rent	\$120	08/01/2018	515.00	514.00	1.00	:RENT:08/18	RENT 8/1/2018 to 8/31/2018	C-652177		<input type="checkbox"/>
	rent	\$120	09/01/2018	515.00	515.00	0.00	:RENT:09/18	RENT 9/1/2018 to 9/30/2018	C-682931		<input type="checkbox"/>
5.00	late	\$925	08/06/2018	5.00	0.00	0.00		Late fee @ \$5	C-684343		<input type="checkbox"/>
	prepay	\$125	08/30/2018								<input type="checkbox"/>
	prepay	\$125	08/30/2018								<input type="checkbox"/>
	prepay	\$125	08/30/2018								<input type="checkbox"/>
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.

**Confirm Cash Account**

Receipt

Property Unit Payee Total Amount Check Number Payment Method Non-Person Payer	Date Received Post Month Cash Acct Print Receipt	Display Type Batch Notes
10001524 JUSTIN PRIBES (Current) Vince Ledone rechnicand33@yahoo.com 81.00 42959 Check	03/31/2016 03/2016 1120	Standard Receipt Unposted Batch 6062 03/31/2016 03/2016

Save Fill Reselect State 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
Paynt	51201		04/01/2016	68.00	68.00	0.00	RENT-04/16-16	RENT 4/1/2016 to 4/30/2016 5-871d7			
Late:	5925		03/06/2016	5.00	5.00	0.00	Late1	Late Fee C-88502			
Late:	5925		03/14/2016	8.00	8.00	0.00	Late2	Late Fee, 8 days. @ \$1.00/ day C-88508			
	5120		04/22/2016								
	5125		04/22/2016								
				81.00	81.00	0.00					

Select Property, Unit, and Enter Detail.

Click Reselect Tenant to get a blank Receipt Form.

- Enter the next receipt.

- 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.

**Batch Receipt**

ID	42959	Entered	687.00	Created by tshaw on 08/30/2018 1:42 PM.
Total Declared	687.00	Entered	687.00	Modified by tshaw on 08/30/2018 1:51 PM.
Items Declared	2	Entered	2	
Description	tshaw 08/30/2018 01:39			
Notes				

Deposit Date: 08/30/2018  
Deposit Memo:

Edit New Close Help Post Report Delete

**Receipt**

ID	Payee	Name	Amount	Notes	Edit
329915	t0005821	Marvenna Maxwell	519.00		
329916	t0005864	Shauquenna Henderson	168.00		

- 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.

The screenshot shows the 'Receipt' window in Voyager. The top half contains basic information like Property (ha), Unit (11-99), Payer (t0006393), and payment details (Total Amount: 200.00, Check Number: 852, Payment Method: Check). The bottom half shows the 'Charges' grid. It lists several charges, including a security deposit (39.00) and rent (156.00). A new row is being added for a prepay. The 'Pay' column has '161.00' entered, and the 'Charge Code' column has 'prepay'. The 'Account' column shows '5125'. The 'Charge Date' is '08/30/2018'. The 'Amount Outstanding' is '-161.00'. The 'Prior Paid' and 'Ref' columns are empty. The 'Notes' column contains a note about security deposit and rent. The 'Charge' column shows a reference number 'C-532453'.

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge
39.00	secdep	2191	02/28/2018	240.00	39.00	201.00	:SDEP:04/18	Security Deposit-MI on 2/28/2018	C-532453
	rent	5120	09/01/2018	156.00	156.00	0.00	:RENT:09/18	RENT 9/1/2018 to 9/30/2018	C-582957
161.00	prepay	5125	08/30/2018		-161.00				
prepay		5125	08/30/2018						
0.00				396.00	195.00	201.00			

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.}
- **Pay:** This will default to the amount of the check (change if necessary).
- **Charge Code:** Enter the charge code for this payment or click on the link to select from the list.
- **Notes:** Enter a description of the non-tenant receipt or leave blank.

### 2. Click **Save**.

The screenshot shows the 'Receipt' window with the following details:

Property	na	Century Plaza Associates	Display Type	Standard Receipt
Total Amount	100.00		Batch	Unposted Batch 42959
Check Number	654		Date Received	08/30/2018
Payment Method	Check		Post Month	08/2018
Non-Person Payer	Laundry		Cash Acct	1120

Buttons at the bottom include Save, Fill, Reselect, Erase Distribution, Create Charge, and Help.

The 'Charges' tab displays the following table:

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref
100.00	laundry	5910	08/30/2018		-100.00		
			08/30/2018				
			08/30/2018				
0.00				0.00	0.00	0.00	

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.

The screenshot shows the 'Batch Receipt' window with the following details:

<b>Id</b>	42950	<b>Total Declared</b>	987.00	<b>Entered</b>	987.00
		<b>Items Declared</b>	4	<b>Entered</b>	4
<b>Description</b>	tshaw 08/30/2018 01:39				
<b>Notes</b>	(empty)				
<b>Deposit Date</b>	08/30/2018				
<b>Deposit Memo</b>	(empty)				

At the bottom, there are several buttons: **Edit**, **New**, **Close**, **Help**, **Post**, and **Report**. The **Report** button is highlighted with a red box.

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

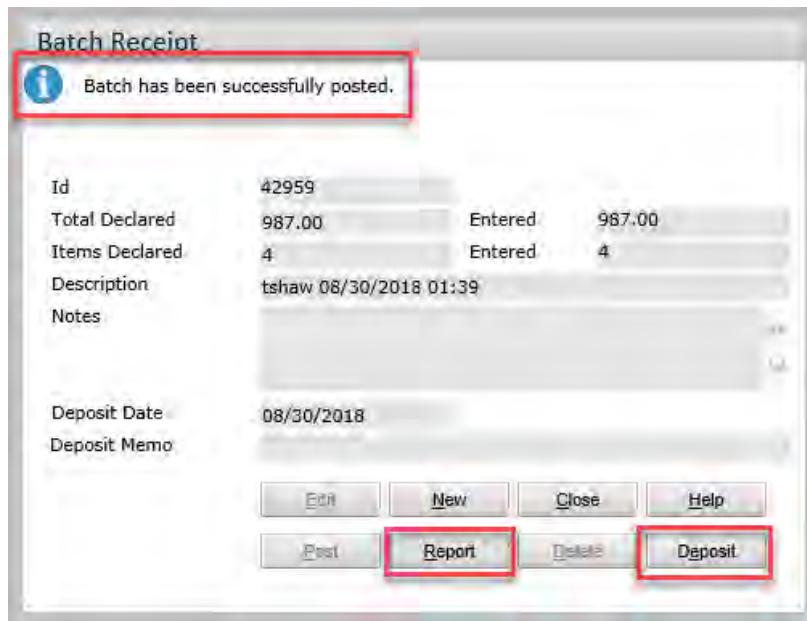
The screenshot shows the 'Unposted Receipt Batch' report table with the following columns:

Trans#	Check #	Cash Acct	Property	Inc. Acct	Unit	Charge To	Name	Status	Amount	Remarks	Date	Month
R-329915	123	1120	ha	5120	1-2	10005921	Hancock, Marcella	(Current)	514.00		08/30/2018	08/2018
R-329915	123	1120	ha	5025	3-2	10005921	Hancock, Marcella	(Current)	5.00		08/30/2018	08/2018
R-329916	963	1120	ha	5120	13-134	10005964	Henderson, Shaequanna	(Current)	148.00		08/30/2018	08/2018
R-329916	963	1120	ha	5195	13-134	10005964	Henderson, Shaequanna	(Current)	20.00		08/30/2018	08/2018
R-329917	852	1120	ha	2191	11-99	10006393	Hall, Gunn	(Current)	39.00		08/30/2018	08/2018
R-329917	852	1120	ha	5125	11-99	10006393	Hall, Gunn	(Current)	161.00		08/30/2018	08/2018
R-329918	854	1120	ha	5910			Laundry		106.00		08/30/2018	08/2018
<b>Total</b>									<b>987.00</b>			
<b>Total ha</b>									<b>987.00</b>			
									<b>987.00</b>			

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				<a href="#">Excel</a>	<a href="#">PDF</a>
#13893					
Deposit Date - 08/30/2018					
8 - Operating Account					
Acct # - 325045851520					
Payer	Check #	Notes			Deposit Amount
Laundry	654				100.00
Maxwell, Marvenna	123				519.00
Hall, Suzan	852				200.00
Henderson, Shaquenna	963				168.00
					<b>987.00</b>

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.

Receipt Batch													<a href="#">Excel</a>	<a href="#">PDF</a>
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		
<b>Total</b>									<b>987.00</b>					
Total ha									<b>987.00</b>					
									<b>987.00</b>					

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

### Issue

**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.

### Solution

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.

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

Community Manager Dashboard - Timberlee Apartments

Resident Activity		Unit Statistics		Monday, March 06, 2017	
Move In	2	Total Units	101	Prop/List	kt
Move Out	1	Leased Units	90 89.11%	Add Guest	Quick Guest
Deposit Accounting	3	Occupied Units	85 84.16%	Leasing Specials	Daily Activity
On Notice	2	Available Units	13 12.87%	Hot Sheet	Monitor Reports
Incomplete Certs	2	Model/Down/Admin	0 0%	New PO	New Svc. Req.
Annual Certs Due	20	On Hold Units	0 0%	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	15				
Maintenance		Traffic		Open Batches	
Pending Make Ready	17	Prospect Pipeline	2	Charges	New Charge Batch
Pending Work Requests	3	Today's Showings	0	Receipts	New Receipt Batch
Completed WO Followup	0	Affordable Waiting Lists	3	Payables	New Payable Batch

Calendar | Dashboard | Person Search

2. The Receipt Batch screen appears.

**Batch Receipt**

<b>ID</b>	(new)		
Total Declared	0.00	Entered	0.00
<b>Items Declared</b>	1	Entered	0
Description	tshaw 08/31/2018 12:22		
Notes			
Deposit Date	08/31/2018		
Deposit Memo	ZDR		
<input type="button" value="Save"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/> <input type="button" value="Print"/> <input type="button" value="Report"/> <input type="button" value="Delete"/>			

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.

**Batch Receipt**

Id	43666	Entered	0.00	Created by tshaw on 08/31/2018 12:23 PM. (never modified)
Total Declared	0.00	Entered	0.00	
Items Declared	1	Entered	0	
Description	tshaw 08/31/2018 12:22			
Notes				
Deposit Date	08/31/2018			
Deposit Memo				

**Receipt**

Id	Payee	Name	Amount	Notes	Edit

**Buttons:** Edit, New, Close, Help, Post, Report, Delete.

5. Click on the blank white page.

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

**Receipt**

<b>Property</b>	<input type="text"/>	<b>Display Type</b>	Standard Receipt <input checked="" type="checkbox"/>
<b>Unit</b>	<input type="text"/>	<b>Date Received</b>	Unposted Batch 43666 <input type="checkbox"/>
<b>Payer</b>	<input type="text"/>	<b>Post Month</b>	<input type="text"/>
<b>Total Amount</b>	0.00 <input type="text"/>	<b>Cash Acct</b>	<input type="text"/>
<b>Check Number</b>	<input type="text"/>	<b>Print Receipt</b>	<input type="checkbox"/>
<b>Payment Method</b>	Check <input type="button" value="▼"/>		
<b>Non-Person Payer</b>	<input type="text"/>		

**Buttons:** Save, Fill, Reselect, Erase Distribution, Create Charge, Help.

**Charges**

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

**Receipt**

Property	av	Date Received	Standard Recie
Unit	101	Batch	Unposted Batch 43666
Payer	t0007958	Date Received	08/31/2018
Total Amount	0.00	Post Month	08/2018
Check Number	ZDR	Cash Acct	1125
Payment Method	Check	Print Receipt	<input type="checkbox"/>
Non-Person Payer			
<input type="button" value="Save"/> <input type="button" value="Fill"/> <input type="button" value="Reselect"/> <input type="button" value="Erase Distribution"/> <input type="button" value="Create Charge"/> <input type="button" value="Help"/>			

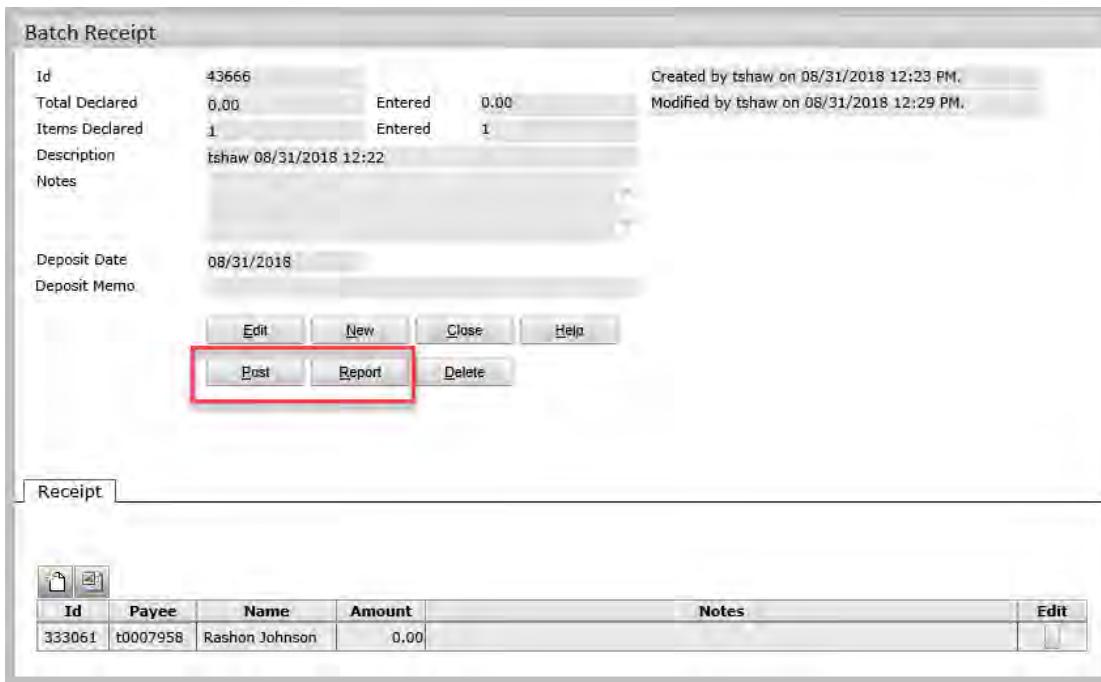
**Charges**

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge
100.00	pb	5120	07/10/2018	897.00	361.00	436.00	:QuickTrans :(pb)	:Posted by QuickTrans (pb)	C-673760
	rent	5120	08/01/2018	436.00	57.00	379.00	:RENT:08/18	RENT 8/1/2018 to 8/31/2018	C-666596
	rent	5120	08/09/2018	436.00	436.00	0.00	:RENT Adj:09/18	RENT Adj GR, 08/01/2018 to 08/31/2018	C-688376
	rent	5120	09/01/2018	436.00	436.00	0.00	:RENT:09/18	RENT 9/1/2018 to 9/30/2018	C-688378
-100.00	prepay	5125	08/01/2018	-100.00	0.00			Available Prepay	
	prepay	5125	08/31/2018						

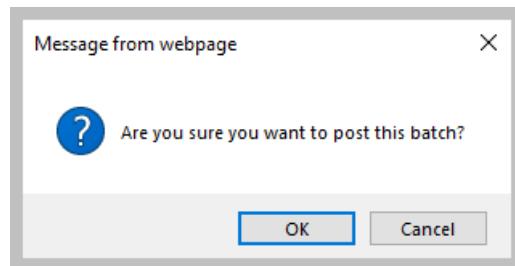
- Update the prepay line and apply to the charge line.

**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.

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

07/04/2018	08/01/2018	08/03/2018	08/06/2018	rent	RFNT 8/1/2018 to 8/31/2018	287.00	288.00	290.00	663881
		08/03/2018		chk# 237			288.00	2.00	329138
		08/06/2018	late	Late fee		15.00	17.00	2.00	663881

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.}

Property	az	Western Sun Apartments	Display Type	Standard Receipt
Unit	102		Batch	Posted Batch 42830
Payer	t0000981	Jennifer Hastings (Current)	Ctrl	R-329138
Total Amount	288.00		Date Received	08/03/2018
Check Number	237		Post Month	08/2018
Payment Method	Check		Cash Acct	1120
Non-Person Payer			Deposit Number	13858
			Deposit Date	08/08/2018
			Deposit Memo	
			Print Receipt	<input type="checkbox"/>
Created by azmgr on 08/08/2018 12:15 PM, Modified by azmgr on 08/08/2018 12:15 PM.				

**Charges**

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.}

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Auto Apply
3.00	rent	5120	07/01/2018	287.00	3.00	284.00	:RENT:07/18	RENT 7/1/2018 to 7/31/2018	C-624069		<input type="checkbox"/>
285.00	rent	5120	08/01/2018	287.00	287.00	0.00	:RENT:09/18	RENT 8/1/2018 to 8/31/2018	C-653881		<input type="checkbox"/>
				574.00	290.00	284.00					

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.

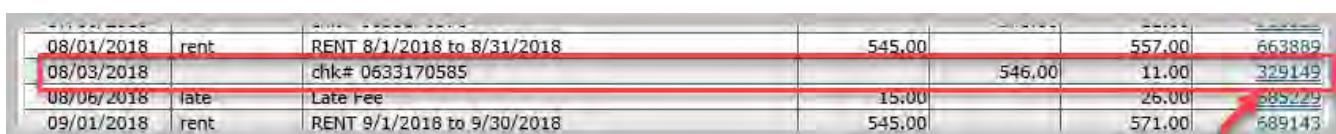
16. If applicable, **Create a Receipt Batch** to correctly reapply the reversed receipt (as its own one item deposit) and see instructions for **Merging a Re-entered Receipt into an Existing Deposit**.

## 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
08/06/2018	late	Late Fee	15.00	26.00	685129
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.

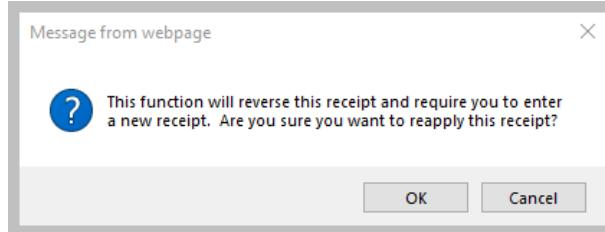
**Receipt**

Property	az	Western Sun Apartments	Display Type	Standard Receipt
Unit	104		Batch	Posted Batch 42838
Payer	t0002339	Wiaam Rzooqi (Current)	Ctrl	R-329149
Total Amount	546.00		Date Received	08/03/2018
Check Number	0633170585		Post Month	08/2018
Payment Method	Money Order		Cash Acct	1120
Non-Person Payer			Deposit Number	13658
			Deposit Date	08/08/2018
			Deposit Memo	
			Print Receipt	<input type="checkbox"/>
Created by azmgr on 08/08/2018 12:18 PM. Modified by azmgr on 08/08/2018 12:26 PM.				

**Charges**

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge
545.00	rent	5120	08/01/2018	545.00	0.00	0.00	:RENT:08/18	RENT 8/1/2018 to 8/31/2018	C-663889
1.00	late	5925	07/06/2018	15.00	11.00	3.00	:Late1	Late Fee	C-656750
				560.00	11.00	3.00			

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.

**Receipt**

Property	az	az	Display Type	Standard Receipt
Unit	112		Date Received	08/03/2018
Payer	t0002366	Tenzin Momwad (Current) View Ledger	Post Month	08/2018
Total Amount	546.00		Cash Acct	1120
Check Number	0633170585		Print Receipt	<input type="checkbox"/>
Payment Method	Check			
Non-Person Payer				

**Charges**

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For
	rent	5120	10/12/2015	201.00	0.00	201.00	:RENT Adj:12/15	RENT Adj M1, 10/12/2015 to 10/31/2015 :Reversed by...	C-38145	
	rent	5120	11/01/2015	312.00	0.00	312.00	:RENT Adj:12/15	RENT Adj M1, 11/01/2015 to 11/30/2015 :Reversed by...	C-38147	
	rent	5120	12/01/2015	312.00	0.00	312.00	:RENT:12/15	RENT 12/1/2015 to 12/31/2015 :Reversed by Charge C...	C-38149	
282.50	rent	5120	06/01/2018	315.00	282.50	32.50	:RENT:06/18	RENT 6/1/2018 to 6/30/2018	C-595438	
263.50	rent	5120	09/01/2018	314.00	314.00	0.00	:RENT:09/18	RENT 9/1/2018 to 9/30/2018	C-689157	
	late	5925	08/06/2016	15.00	9.00	6.00	:Late1	Late Fee	C-140902	
	late	5925	03/06/2017	15.00	15.00	0.00	:Late1	Late Fee	C-263114	

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.

The screenshot shows the Receipt form for a resident named William Brodin (Current). The form includes fields for Property (az), Unit (104), Payer (t0002339), Total Amount (\$46.00), Check Number (0633170585), Payment Method (Money Order), and Non-Person Payer. A red box highlights the 'Related Receipt' field containing 'R- 329904'. In the Notes section, a message states 'Reversed by ctrl# 329905 (Re-applied receipt)' with a red arrow pointing to it. Below the main form is a 'Charges' grid:

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				

- 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.

- Open the resident's ledger and locate the resident receipt to NSF.
- Click the numeric link in the Chg/Rec column.

The screenshot shows a portion of the resident's ledger with three rows of data:

08/01/2018	rent	RENT 8/1/2018 to 8/31/2018	460.00	474.00	663889	
08/03/2018		chk# 1500154760		461.00	13.00	329147
08/06/2018	late	Late Fee	15.00	20.00	505221	

A red arrow points to the control number '329147' in the fourth column of the second row.

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

- The Receipt form will display on the screen.

Receipt

Property	az	Western Sun Apartments	Display Type	Standard Receipt
Unit	108		Batch	Posted Batch 42838
Payer	t0000940	Joann Estrada (Current)	Ctrl	R-329147
Total Amount	461.00		Date Received	08/03/2018
Check Number	1500154760		Post Month	08/2018
Payment Method	Money Order		Cash Acct	1120
Non-Person Payer			Deposit Number	13858
			Deposit Date	08/08/2018
			Deposit Memo	
			Print Receipt	<input type="checkbox"/>

Created by azmgr on 08/08/2018 12:18 PM.  
Modified by azmgr on 08/08/2018 12:26 PM.

Notes

Buttons: Edit, Reverse, NSF (highlighted), Reapply, Print, Help

Charges

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Note
460.00	rent	5120	08/01/2018	460.00	0.00	0.00	:RENT:08/18	RENT 8/1/2018 8/31/2018
1.00	late	5925	07/06/2018	15.00	13.00	1.00	:Late1	Late Fee
				475.00	13.00	1.00		

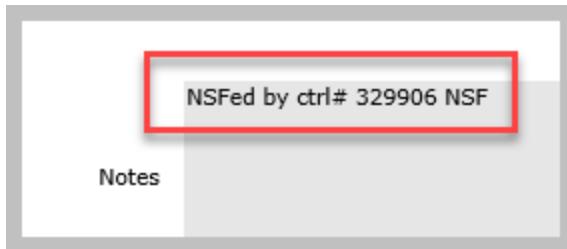
4. Click **NSF**.
5. Complete the NSF Receipt filter:
  - **NSF Date:** Use a date in the current accounting month as the NSF date (**this is important**).
  - **Post Month:** Enter the current accounting month.
  - Notes: Enter NSF or Leave Blank.
  - Bank Fee: {Enter the bank fee to charge or Leave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

**NSF Receipt**

Property	az	Estrada
Payer	t0000940	
Control	R-329147	
Amount	461.00	
Receipt Date	08/03/2018	
Payment Reference	1500154760	
Reversal Date	08/28/2018	
Post Month	08/2018	
Bank Fee	0.00	
<a href="#">Bank Fee Account</a>		
Payer Fee	25.00	
<a href="#">Payer Fee Charge Code</a>	nsf	
Notes	NSF	

Save    Cancel    Clear    Help

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

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.

**Community Manager Dashboard – Western Sun Apartments**

Resident Activity		Unit Statistics		Tuesday, August 28, 2018																													
Move In	2	Total Units	60	Prop/List	az																												
Move Out	0	Leased Units	58	Add Guest	Quick Guest																												
Deposit Accounting	2	Occupied Units	58	Leasing Specials	Daily Activity																												
On Notice	0	Available Units	0	Hot Sheet	Monitor Reports																												
Incomplete Certs	12	Model/Down/Admin	0	New PO	New Svc. Req.																												
<b>Annual Certs Due</b>	<b>4</b>	On Hold Units	0	Print Letters	Tax Credit Quick Check																												
Unanswered Letters	0	Unit Transfers	0	Open Batches																													
Expiring Leases (120 days)	0	Traffic		Scheduled Lease Renewals	0	Prospect Pipeline	0	Charges	New Charge Batch	Alerts	4	Today's Showings	0	Receipts	New Receipt Batch	Maintenance		Affordable Waiting Lists	3	Payables	New Payable Batch	Pending Make Ready	0	Pending Applications	0	Pending Work Requests	46			Completed WO Followup	0		
Scheduled Lease Renewals	0	Prospect Pipeline	0	Charges	New Charge Batch																												
Alerts	4	Today's Showings	0	Receipts	New Receipt Batch																												
Maintenance		Affordable Waiting Lists	3	Payables	New Payable Batch																												
Pending Make Ready	0	Pending Applications	0																														
Pending Work Requests	46																																
Completed WO Followup	0																																

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

**Annual Certs Due - 08/28/2018**

Unit	Name	Cert Type	Due Date	50059	TaxCr	HOME	RD	Family Info	New AR
115	Dania Ahmad	GR	11/01/2018	X					
133	Jalaya Wallace	GR	12/01/2018	X					
223	Sabrin Alhisnawi	GR	11/01/2018	X					
226	Zaynab Albakdi	GR	11/01/2018	X					

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.

# The BLVD Group

New Certification

Create Annual Recertification

Annual Recertification Date: 11/01/2018

**Submit**   **Cancel**

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

**Resident Information**

Code	t0002537	Property	az	Lease Sign	03/01/2016
Name	Dania Ahmad	Unit	115	Lease From	11/01/2017
Address	615 S. Williams # 115	Status	Current	Lease To	10/31/2018
City-State-Zip	Mesa, AZ 85024	Office		Move In	03/11/2016
Home	(602) 281-0280			Move Out	

**Members**

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

**Screening**

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.

**Resident Information**

Code	t0002537	Property	az	Lease Sign	03/01/2016
Name	Dania Ahmad	Unit	115	Lease From	11/01/2017
Address	615 S. Williams # 115	Status	Current	Lease To	10/31/2018
City-State-Zip	Mesa, AZ 85024	Office		Move In	03/11/2016
Home	(602) 281-0280			Move Out	

**Members**

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

**50059 Summary Data**

**Qualified Household**

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

**Validation**

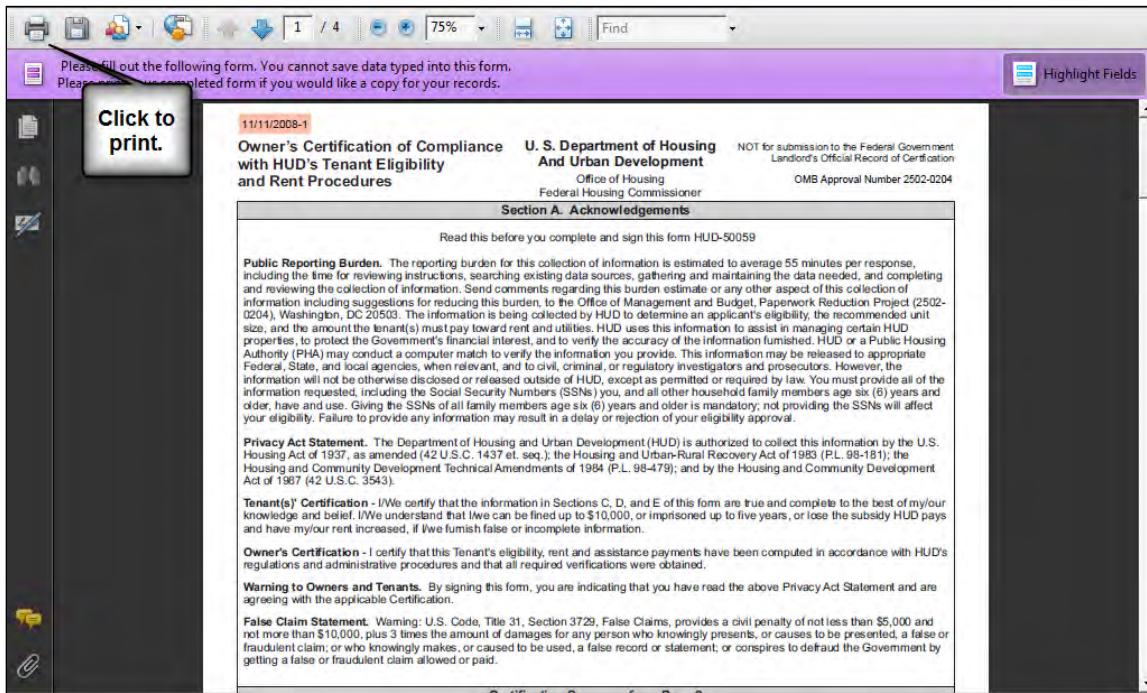
[50059 Form](#)

[50059 Full Pack](#)

[Model Lease](#)

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

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



Please fill out the following form. You cannot save data typed into this form.  
Please print this completed form if you would like a copy for your records.

**Click to print.**

11/11/2008-1

**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. This 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 to appropriate Federal, state, and local governments, where necessary and appropriate, or to regulators and auditors for enforcement and/or securities. However, the information you provide is otherwise disclosed or released outside of HUD, except as permitted or required by law. You must provide all of the information requested, including the Social Security Numbers (SSNs) you and all other household family members age six (6) years and older, have and use. Giving the SSNs of all family members age six (6) years and older is mandatory; not providing the SSNs will affect your eligibility. 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 (PL. 98-181); the Housing and Community Development Technical Amendments of 1988 (PL. 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.

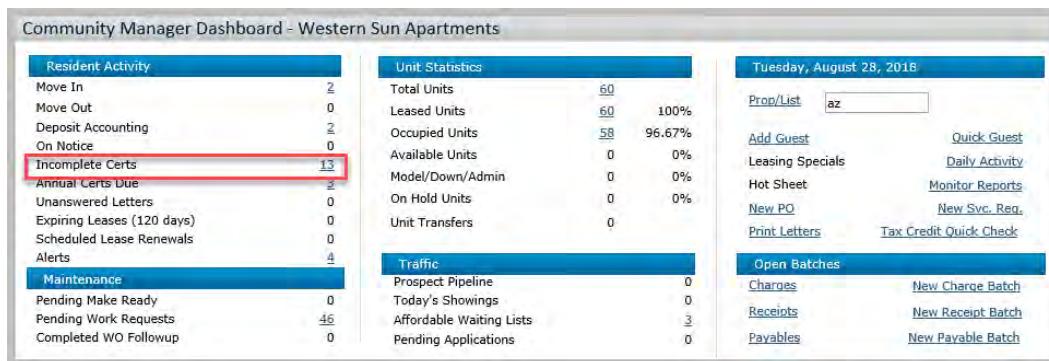
11. To print, click on the printer icon located in the upper left corner of the Adobe Acrobat toolbar. Once printed, close the screen and return to the Resident record.

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.



Resident Activity		Unit Statistics		Tuesday, August 28, 2018	
Move In	2	Total Units	60	Prop/List	az
Move Out	0	Leased Units	60	Add Guest	Quick Guest
Deposit Accounting	2	Occupied Units	58	Leasing Specials	Daily Activity
On Notice	0	Available Units	0	Hot Sheet	Monitor Reports
Incomplete Certs	13	Model/Down/Admin	0	New PO	New Svc. Reg.
Annual Certs Due	2	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	4				
Maintenance					
Pending Make Ready	0				
Pending Work Requests	46				
Completed WO Followup	0				

**Traffic**

Prospect Pipeline	0
Today's Showings	0
Affordable Waiting Lists	3
Pending Applications	0

**Open Batches**

Charges	New Charge Batch
Receipts	New Receipt Batch
Payables	New Payable Batch

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

Incomplete Certs - 08/28/2018						
Effective Date	Unit	Name	Prog Type	Cert Type	Family Info	
08/01/2018	<a href="#">134</a>	<a href="#">Deborah Bencivenago</a>	59	<a href="#">IR</a>	<input type="checkbox"/>	<input type="checkbox"/>
08/01/2018	<a href="#">127</a>	<a href="#">Elisana Schuler</a>	59	<a href="#">IR</a>	<input type="checkbox"/>	<input type="checkbox"/>
08/01/2018	<a href="#">138</a>	<a href="#">Jameel Hassoon</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
08/01/2018	<a href="#">206</a>	<a href="#">Mahmoud Alasadi</a>	59	<a href="#">IR</a>	<input type="checkbox"/>	<input type="checkbox"/>
09/01/2018	<a href="#">102</a>	<a href="#">Jennifer Hastings</a>	59	<a href="#">IR</a>	<input type="checkbox"/>	<input type="checkbox"/>
09/01/2018	<a href="#">110</a>	<a href="#">Natasha Agenbroad</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
09/01/2018	<a href="#">201</a>	<a href="#">Veronica Garibo</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
09/01/2018	<a href="#">104</a>	<a href="#">Wiaam Rzoogi</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
10/01/2018	<a href="#">137</a>	<a href="#">Ahmad Mohammed</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
10/01/2018	<a href="#">234</a>	<a href="#">Jennifer Nichole Ream</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
10/01/2018	<a href="#">112</a>	<a href="#">Teriza Mamwad</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
11/01/2018	<a href="#">115</a>	<a href="#">Dania Ahmad</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>
11/01/2018	<a href="#">105</a>	<a href="#">Fatima Hamed</a>	59	<a href="#">AR</a>	<input type="checkbox"/>	<input type="checkbox"/>

The 50059 screen appears.

**Resident Information**

Code	t0002537	Property	az	Ctr#	81298
Name	Dania Ahmad	Unit	115	Lease Sign	03/01/2016
Address	615 S. Williams # 115	Status	Current	Lease From	11/01/2017
City-State-Zip	Mesa, AZ 85024	Office		Lease To	10/31/2018
Home	(602) 281-0280	Move In		Move Out	03/11/2016

**Critical Dates**

Certification Type	AR=Annual Recert
Effective Date	11/01/2018
Next Annual Recert	11/01/2019
Project Move In	11/02/2015
Tenant Sign Date	
Owner Sign Date	

**Contract Information**

Contract Number	AZ160014005
Subsidy Type	1-Section 8
Eligibility Universe	2-Post 1981

**Rent/HAP Information**

TPP Before Override	0
TPP	126
TR	-7
HAP	950
FSS Escrow Credit	0
Security Deposit	383
Rent Override	<input type="checkbox"/>

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**.

Community Manager Dashboard - Western Sun Apartments

**Resident Activity**

Move In	2
Move Out	0
Deposit Accounting	2
On Notice	0
Incomplete Certs	11
Annual Certs Due	4
Unanswered Letters	0
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	4

**Maintenance**

Pending Make Ready	0
Pending Work Requests	46
Completed WO Followup	0

**Unit Statistics**

Total Units	60
Leased Units	60
Occupied Units	58
Available Units	0
Mode/Down/Admin	0
On Hold Units	0
Unit Transfers	0

**Tuesday, August 28, 2018**

Prop/List	az
Add Guest	<a href="#">Quick Guest</a>
Leasing Specials	<a href="#">Daily Activity</a>
Hot Sheet	<a href="#">Monitor Reports</a>
New PO	<a href="#">New Svc. Req.</a>
Print Letters	<a href="#">Tax Credit Quick Check</a>

**Traffic**

Prospect Pipeline	0
Today's Showings	0
Affordable Waiting Lists	3
Pending Applications	0

**Open Batches**

Charges	<a href="#">New Charge Batch</a>
Receipts	<a href="#">New Receipt Batch</a>
Payables	<a href="#">New Payable Batch</a>

**Person Search**

Unit  
Name: hastin  
Code  
Fed ID  
Phone Number  
Email  
Auto License

**Search**

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Jennifer Hastings	(928) 277-3275 (602) 369-4782	102	Current	0.00	<a href="#">Ledger</a>	11/14/2014		12/31/2018

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.

- 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.

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

**50059 Certification**

**Passed Validation**

**Resident Information**

Code	<u>10000981</u>	Property	<u>az</u>
Name	Jennifer Hastings	Unit	<u>102</u>
Address	615 S. Williams # 102	Status	Current
City-State-Zip	Mesa, AZ 85024	Office	
Home	(928) 277		

**Functions** ▾ **Data** ▾ **Reports** ▾

- Move Out
- Termination
- Interim Recert** (highlighted)
- Annual Recert
- Initial Certification
- Correction
- 59 Quick Post Preview
- 59 Quick Post

**Help** **HUD 4350.3** **Family Info**

**Basic** | **Household** | **Income and Expenses** | **Previous HOH** | **Notice Dates**

<b>Critical Dates</b>		<b>Contract Information</b>	
Certification Type	GR=Gross Rent	Contract Number	AZ16001400
Effective Date	07/01/2018	Subsidy Type	1-Section 8
Next Annual Recert	01/01/2019	Eligibility Universe	2-Post 1981
Project Move In	11/14/2014		
Tenant Sign Date			
Owner Sign Date	06/01/2018		
Exenuating Circumstances			
HAP Voucher Date	09/01/2018		
First Voucher Date	07/01/2018		
TRACS Sent Date	06/14/2018		

<b>Rent/HAP Information</b>	
TPP Before Override	0
TPP	390
TR	287
HAP	574
FSS Escrow Credit	0
Security Deposit	254

- Click the **Functions** drop down box and select **Interim Recert**.
- Enter the Interim Certification Date, and then click the **Submit** button.

**New Certification**

**Create Interim Recertification**

Interim Recertification Date 09/01/2018

**Submit** **Cancel**

- Click **Go**.

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

**50059 Certification**

Passed Validation

**Resident Information**

Code	t0000981	Property	az	Lease Sign	
Name	Jennifer Hastings	Unit	102	Lease From	01/01/2018
Address	615 S. Williams # 102	Status	Current	Lease To	12/31/2018
		Office		Move In	11/14/2014
City-State-Zip	Mesa, AZ 85024	Home	(928) 277-3275	Move Out	

Ctrl#81293

Save    Delete    Help    HUD 4350.3    Family Info

Basic | Household | Income and Expenses | Previous HOH | Notice Dates

**Critical Dates**

Certification Type	IR=Interim Recert
Effective Date	09/01/2018
Next Annual Recert	01/01/2019
Project Move In	11/14/2014
Tenant Sign Date	
Owner Sign Date	
Extenuating Circumstances	
HAP Voucher Date	
First Voucher Date	
TRACS Sent Date	

**Contract Information**

Contract Number	AZ160014005
Subsidy Type	1-Section 8
Eligibility Universe	2-Post 1981

**Rent/HAP Information**

TPP Before Override	0
TPP	390
TR	287
HAP	574
FSS Escrow Credit	0
Security Deposit	254
Rent Override	<input type="checkbox"/>

**General Information**

Unit Code	102
Market Rent	964
Contract Rent	861
236 Basic/BMIR Rent	849
Utility Allowance	103

**Other Information**

Minimum Rent Exemption	
Income Exception Code	
Certification caused by EIV	
Income Verification (EIV) Required	<input type="checkbox"/>
Baseline Certification	<input type="checkbox"/>
Police / Security Tenant	<input type="checkbox"/>
User Calculation	<input type="checkbox"/>

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.

IR Certification on 09/01/2018 (Ctrl 81293)

Resident Information						
Code	10000981	Property	az	Lease Sign		
Name	Jennifer Hastings	Unit	102	Lease From	01/01/2018	
Address	615 S. Williams # 102	Status	Current	Lease To	12/31/2018	
		Office		Move In	11/14/2014	
City-State-Zip	Mesa, AZ 85024	Home	(928) 277-3275	Move Out		

[Contacts](#) [Cancel](#) [Previous](#) [Next](#) [Screening](#)

<a href="#">Members</a>	<a href="#">Income</a>	<a href="#">Assets</a>	<a href="#">Expense</a>	<a href="#">Household Info</a>	<a href="#">Verification</a>	<a href="#">Validation</a>
#	Member Name	Relationship	Age	SSN	Promote to HOH	Action
1	JENNIFER HASTINGS	Head	48	560-29-9700		<a href="#">Edit</a>
2	Joshua Hastings	Dependent	8	764-15-6006		<a href="#">Edit</a>
						<a href="#">Add Member</a>

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.

IR Certification on 09/01/2018 (Ctrl 147414)

Resident Information						
Code	10000981	Property	az	Lease Sign		
Name	Jennifer Hastings	Unit	102	Lease From	01/01/2019	
Address	615 S. Williams # 102	Status	Current	Lease To	12/31/2019	
		Office		Move In	11/14/2014	
City-State-Zip	Mesa, AZ 85204	Home	(928) 277-3275	Move Out		

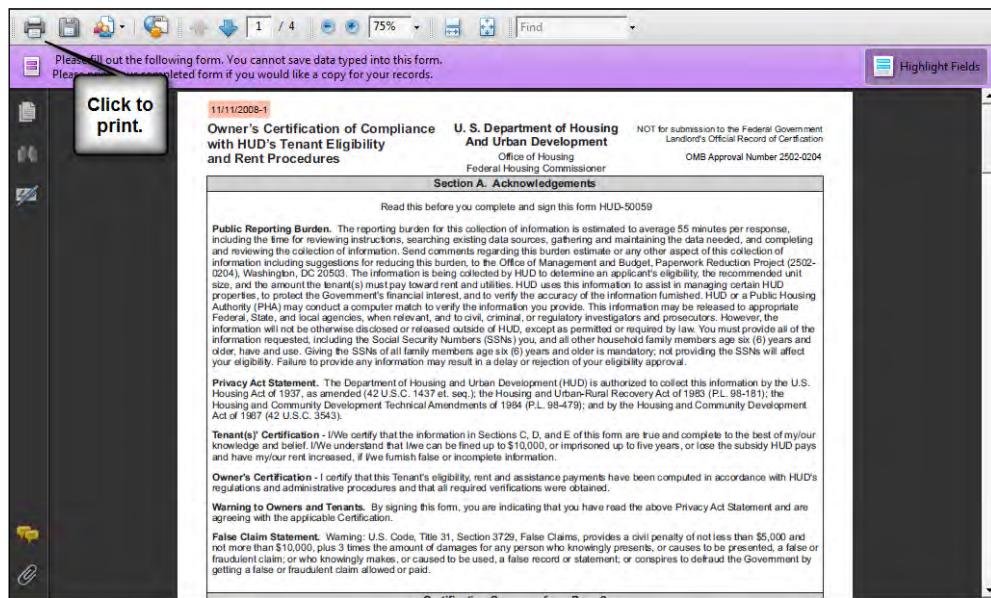
[Contacts](#) [Cancel](#) [Previous](#) [Done](#) [Screening](#)

<a href="#">Members</a>	<a href="#">Income</a>	<a href="#">Assets</a>	<a href="#">Expense</a>	<a href="#">Household Info</a>	<a href="#">Verification</a>	<a href="#">Validation</a>	
<b>50059 Summary</b>							
<b>Qualified Household</b>							
<b>Certification Type</b>	<b>Effective Date</b>	<b>Contract Number</b>	<b>Annual Income</b>	<b>Adjusted Income</b>	<b>Subsidy Type</b>	<b>Income Status</b>	<b>TTP</b>
IR	09/01/2018	AZ160014005	\$16,482.00	\$15,602.00	1-Section 8	ELI	\$390.00
							<a href="#">50059 Form</a>
							<a href="#">50059 Full Pack</a>
							<a href="#">Model Lease</a>

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.

The screenshot shows the "IR Certification on 09/01/2018 (Ctrl 81293)" window. The "Resident Information" tab is active, displaying details for a resident named Jennifer Hastings. The information includes:

- Code: 10000981
- Name: Jennifer Hastings
- Address: 615 S. Williams # 102
- City-State-Zip: Mesa, AZ 85024
- Property: 102
- Status: Current
- Office: (928) 277-3275
- Lease Sign: 01/01/2018
- Lease From: 01/01/2018
- Lease To: 12/31/2018
- Move In: 11/14/2014
- Move Out:

Below the resident information, there are buttons for "Contacts", "Cancel", "Previous", "Done" (highlighted with a red box and a green arrow), and "Screening".

At the bottom, there is a navigation bar with tabs: Members, Income, Assets, Expense, Household Info, Verification, and Validation. The "Validation" tab is currently selected.

Under the "Validation" tab, there is a section titled "50059 Summary Data Qualified Household" with a table:

Certification Type	Effective Date	Contract Number	Annual Income	Adjusted Income	Subsidy Type	Income Status	TTP
IR	09/01/2018	AZ160014005	\$17,462.00	\$16,582.00	1-Section 8	Very Low Income	415

Next to the table are buttons for "50059 Form", "50059 Full Pack", and "Model Lease".

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 screenshot shows the 'IR Certification on 09/01/2018 (Ctrl 147414)' window. At the top, there's a 'Resident Information' section with fields for Code (t0000981), Property (az), Lease Sign, Name (Jennifer Hastings), Unit (102), Lease From (01/01/2019), Address (615 S. Williams # 102), Status (Current), Lease To (12/31/2019), Office, Move In (11/14/2014), Move Out, City-State-Zip (Mesa, AZ 85204), Home phone ((928) 277-3275), and Move Out. Below this are buttons for Contacts, Cancel, Previous, Done, and Screening (which is highlighted with a red box and an arrow pointing to it). A navigation bar at the bottom includes tabs for Members, Income, Assets, Expense, Household Info, Verification, and Validation (which is highlighted with a blue bar). Under the Validation tab, there's a '50059 Summary' section titled 'Qualified Household' with a table:

Certification Type	Effective Date	Contract Number	Annual Income	Adjusted Income	Subsidy Type	Income Status	TTP
IR	09/01/2018	AZ160014005	\$16,482.00	\$15,602.00	1-Section 8	ELI	\$390.00

Other buttons in this section include 50059 Form, 50059 Full Pack, and Model Lease.

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.

The screenshot shows the 'Screening' application interface. At the top, there is a header bar with tabs: 'Screening' (selected), 'Applicants' (highlighted with a red arrow), 'Report', 'Decision', 'Credit Report Status', and 'Comments'. Below the header, the 'Results for JENNIFER HASTINGS' section displays the following information:

- Report Date:** [empty field]
- Recommendation:** [empty field]
- On Decision:** [empty field]
- Credit Report Status:** [empty field]
- Active (Include with Request):** YES (selected)

**Lease Information:**

- Proposed Rent Amount:** 338.00
- Security Deposit:** 254.00
- Lease Term (Months):** 12
- Market Rent:** 875.00
- Current Rent:** 0.00

**Applicant Identification:**

- Applicant ID:** t0000981
- Social Security:** 560-29-9700
- Photo ID has been verified and/or a signed consent form has been obtained for this Applicant/Guarantor?** [dropdown menu]
- Driver's License:** [empty field]
- Issuing State/Province:** [dropdown menu]

**Applicant Information:**

- Applicant Type:** Applicant
- Title:** [dropdown menu]
- Name Suffix:** [dropdown menu]
- Maiden Name:** [empty field]
- Guarantor For:** Joshua M Hastings (H0088293) [dropdown menu]
- Spouse/Partner Of:** [dropdown menu]
- First Name:** JENNIFER
- Middle Name:** M
- No Middle Name:**
- Last Name:** HASTINGS
- E-mail Address:** [empty field]
- Birth Date:** 3/22/\*\*\*\*
- Home Phone:** (928) 277-3275
- Cell Phone:** (602) 369-4782
- Office Phone:** [empty field]

**Action Buttons:** Save, Help, Update, Preview.

**Contact Information:**

- Contact Screening Vendor:** (952) 259-3011
- Contact In-House Technical Support:** (407) 496-4320

**Reporting Options | Address Info | Employment Info**

**Report Table:**

Report	Date	Report ID	Status	App. Decision	Select	Requested By
1. RHR Background Report 5. Criminal Only						

- 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.

The screenshot shows the 'Reporting Options' tab selected. A table lists report types:

Report	Date	Report ID	Status	App. Decision	Select	Requested By
1. RHR Background Report 5. Criminal Only						

- Click **Save** to save all the changes.
- 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.

Cert Type	Effective Date	Contract Rent	TPP	Util Allow.	Tenant Rent	HAP	Edit
AR	Print 08/01/2020	907	25	195	-170	1,077	<a href="#">View</a>
MI	Print 08/08/2019	892	31	201	-170	1,062	<a href="#">View</a>

50059            Rent Subsidy Type  
Subsidy Provider

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**.

50059 Certification  
Passed validation

**Resident Information**

Code	t0013168	Property	kt
Name	David Reighard	Unit	00205
Address	205 SE Lawrence	Status	Current
City-State-Zip	Topeka, KS 66607	Office	(785)
Home	(785)		

**Functions**

- Move Out
- Termination
- Interim Recert**
- Annual Recert**
- Initial Certification
- Correction

**Basic**    **Household**    **Income and Expenses**    **Previous HOH**    **Notice**

**Critical Dates**

Certification Type	AR=Annual Recert	Contract Info
Effective Date	08/01/2020	Contract Numbr
Next Annual Recert	08/01/2021	Subsidy Type
		Eligibility Univ

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.

**50059 Certification**

Passed validation

**Resident Information**

Code	t0013168	Property	kt	Lease Sign	08/07/2019
Name	David Reighard	Unit	00205	Lease From	08/01/2020
Address	205 SE Lawrence	Status	Current	Lease To	07/31/2021
City-State-Zip	Topeka, KS 66607	Office	(785) 383-1195	Move In	08/08/2019
City-State-Zip		Home	(785) 383-1195	Move Out	

Ctrl#176834

Save Delete Help HUD 4350.3 Family Info

Basic Household Income and Expenses Previous HOH Notice Dates

**Critical Dates**

Certification Type	IR=Interim Recert
Effective Date	09/01/2020
Next Annual Recert	08/01/2021
Project Move In	08/08/2019

**Contract Information**

Contract Number	KS16E
Subsidy Type	i-Sect
Eligibility Universe	2-Post

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

IR Certification on 09/01/2020 (Ctrl 176834)

**Resident Information**

Code	t0013168	Property	kt	Lease Sign	08/07/2019
Name	David Reighard	Unit	00205	Lease From	08/01/2020
Address		Status	Current	Lease To	07/31/2021
City-State-Zip		Office		Move In	08/08/2019
City-State-Zip		Home		Move Out	

Contacts Cancel Previous Next Screening

**Members** Income Assets Expense Household Info Verification Validation

#	Member Name	Relationship	Age	CCN	Promote to HOH	Action
1	David Reighard	Head	37		Promote	Edit
2	Lacey Deruy	Spouse	30			Edit
3	Dayton Deruy	Dependent	11			Edit
4	Austin Deruy	Dependent	9			Edit
5	Dawson Reighard	Dependent	7			Edit
6	Izayah Reighard	Dependent	5			Edit
7	Binella Reighard	Dependent	3			Edit
8	Elijah Reighard	Dependent	1			Add Member

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.

- 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.

Household Members						
Members	Income	Assets	Expense	Household Info	Verification	Validation
<b>Member Name</b>	<b>Relationship</b>	<b>Income Source</b>	<b>Income/Year</b>	<b>Action</b>		
Melody Zeferjohn	Head	W-Non-Fed	12,278.76	Edit		
TERRY ZEFERJOHN SR.	Spouse	SS-Soc.Sec	12,708.00	Edit		
Lisa Zeferjohn	Dependent	SI-SSI	1,512.00	Edit		
Emily Zeferjohn	Dependent	SI-SSI	1,512.00	Edit		
Terry Zeferjohn	Dependent	SS-Soc.Sec	1,224.00	Edit		
				Add Income		

- 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.
- If the income is being deleted, click **Ok** to continue. If there are any other income changes with this cert, make them now.
- Continue this process for all income, assets and expenses. Once all the items are reassigned or deleted, click back on the **Members** tab.
- Click **Edit** on the original HOH. The member screen appears.

Household Members						
#	Member Name	Relationship	Age	SSN	Promote to HOH	Action
1	Lacey Deruy	Head	30			Edit
2	David Reighard	Spouse	37		Promote	Edit
3	Dayton Deruy	Dependent	11			Edit
4	Austin Deruy	Dependent	9			Edit

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

The screenshot shows a software interface titled "Edit Member - IR Certification on 09/01/2020 (Ctrl 176833)". The form contains the following fields:

- Relationship:** Spouse
- First Name:** David
- Middle Name:** L
- Last Name:** Reighard
- LEP Language:** [empty]
- Screening Status:** Overridden
- MAT:** Sex: Male
- Birth Date - Age:** 01/25/1983 (Age: 37)
- SSN:** 485-02-0436
- Alien Registration:** [empty]
- Disabled:** [checkbox]
- F/T Student:** [checkbox]

At the bottom of the window are four buttons: Save, Cancel, Delete, and Help. The "Delete" button is highlighted with a red box and a red arrow points to it from the left.

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 by 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**.

Community Manager Dashboard - Western Sun Apartments

Resident Activity		Unit Statistics		Tuesday, August 28, 2018	
Move In	2	Total Units	60	Prop/List	az
Move Out	0	Leased Units	60	Add Guest	Quick Guest
Deposit Accounting	2	Occupied Units	58	Leasing Specials	Daily Activity
On Notice	0	Available Units	0	Hot Sheet	Monitor Reports
Incomplete Certs	11	Model/Down/Admin	0	New PO	New Svc. Req.
Annual Certs Due	4	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	4				
Maintenance		Traffic		Open Batches	
Pending Make Ready	0	Prospect Pipeline	0	Charges	New Charge Batch
Pending Work Requests	46	Today's Showings	0	Receipts	New Receipt Batch
Completed WO Followup	0	Affordable Waiting Lists	3	Payables	New Payable Batch
		Pending Applications	0		

Calendar | Dashboard | Person Search

Unit  
Name: Abdulrasool  
Code  
Fed ID  
Phone Number  
Email  
Auto License

Name: Layla Abdulrasool (602) 592-4763 Unit: 230 Status: Past Rent: 911.00 Ledger: 01/29/2016 Move In: 06/26/2016 Move Out: 12/31/2016 Lease To  
Name: Layla Abdulrasool (602) 592-4763 Unit: 106 Status: Current Rent: 911.00 Ledger: 06/27/2016 Move In: 06/27/2016 Move Out: 12/31/2018 Lease To

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.

Resident

First Name	Layla	MI	Resident ID	t0003079
Last Name	Abdulrasool		Property	az
Address	615 S. Williams 106		Unit	106
City/State/Zip	Mesa	AZ 85024	Prospect	p0003790
Email			Status	Current
Alt. Email			Legal	N/A
Office			Payment Method	Any
Home			NSF Count	0
Fax	(602) 592-4763		Late Count	0

Edit Close Help

Affordable | Lease Info | Deposit Info | Lease Charges | Other Info | Personal Info

50059 Data

Cert Type	Effective Date	Contract Rent	TP	Util Allow.	Tenant Rent	HAP	Edit
GR	Print 07/01/2018	861	211	103	108	753	<a href="#">View</a>
AR	Print 01/01/2018	849	211	102	109	740	<a href="#">View</a>
SR	Print 07/01/2017	849	215	102	113	736	<a href="#">View</a>
AR	Print 01/01/2017	836	215	100	115	721	<a href="#">View</a>
IR-2	Print 07/01/2016	836	210	100	110	726	<a href="#">View</a>
IR-1	Print 07/01/2016	836	220	100	120	716	<a href="#">View</a>

50059 Rent Subsidy Type  
Subsidy Provider

- 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.

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

50059 Certification

Passed Validation

Resident Information

Code	t0003079	Property	az
Name	Layla Abdulrasool	Unit	106
Address	615 S. Williams 106	Status	Current
City-State-Zip	Mesa, AZ 85024	Office	Home

Functions Data Reports

Move Out 59 Quick Post Preview  
Termination 59 Quick Post  
Interim Recert  
Annual Recert  
Initial Certification  
**Correction**

Help HUD 4350.3 Family Info

Basic Household Income and Expenses Previous HOH Notice Dates

Critical Dates

Certification Type	AR=Annual Recert
Effective Date	01/01/2018
Next Annual Recert	01/01/2019
Project Move In	01/29/2016
Tenant Sign Date	12/06/2017
Owner Sign Date	12/06/2017

Contract Information

Contract Number	AZ160014005
Subsidy Type	1-Section 8
Eligibility Universe	2-Post 1981

Rent/HAP Information

TP Before Override	0
--------------------	---

- 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**.

**50059 Certification**

Passed Validation

**Resident Information**

Code	t0003079	Property	az	Lease Sign	05/27/2016
Name	Layla Abdulrasool	Unit	106	Lease From	01/01/2018
Address	615 S. Williams 106	Status	Current	Lease To	12/31/2018
City-State-Zip	Mesa, AZ 85024	Office		Move In	06/27/2016
Home				Move Out	

**Ctrl#81295**

**Family Info** (highlighted with a red box and an arrow)

**Basic | Household | Income and Expenses | Previous HOH | Notice Dates**

**Critical Dates**

Certification Type	AR=Annual Recert
Effective Date	01/01/2018
Next Annual Recert	01/01/2019
Project Move In	01/29/2016
Tenant Sign Date	
Owner Sign Date	
Extenuating Circumstances	MAT
HAP Voucher Date	
First Voucher Date	
TRACS Sent Date	

**Contract Information**

Contract Number	AZ160014005
Subsidy Type	1-Section 8
Eligibility Universe	2-Post 1981

**Rent/HAP Information**

TTP Before Override	0
TTP	211
TR	109
HAP	740
FSS Escrow Credit	0
Security Deposit	137
Rent Override	<input type="checkbox"/>

**Other Information**

Minimum Rent Exemption	
Income Exception Code	MAT
Certification caused by EIV	(highlighted with a red box and an arrow)
Income Verification (EIV) Required	<input type="checkbox"/>
Baseline Certification	<input type="checkbox"/>

**Correction Information**

Correction Type	2=Corrects Owner or CA or
Correction Number	1
Date Cert Changed	01/01/2018

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

# The BLVD Group

Resident Information							
Code	t0003079	Property	az	Lease Sign	05/27/2016		
Name	Layla Abdulrasool	Unit	106	Lease From	01/01/2018		
Address	615 S. Williams 106	Status	Current	Lease To	12/31/2018		
		Office		Move In	06/27/2016		
City-State-Zip	Mesa, AZ 85024	Home		Move Out			
<a href="#">Contacts</a>	<a href="#">Cancel</a>	<a href="#">Previous</a>	<a href="#">Next</a>	<a href="#">Screening</a>			

<a href="#">Members</a>	<a href="#">Income</a>	<a href="#">Assets</a>	<a href="#">Expense</a>	<a href="#">Household Info</a>	<a href="#">Verification</a>	<a href="#">Validation</a>
#	<b>Member Name</b>	<b>Relationship</b>	<b>Age</b>	<b>SSN</b>	<b>Promote to HOH</b>	<b>Action</b>
1	Layla Abdulrasool	Head	63	731-81-0579	<a href="#">Promote</a>	<a href="#">Edit</a>
2	Liqa Abed	CoHead	46	852-04-3547	<a href="#">Promote</a>	<a href="#">Edit</a>
						<a href="#">Add Member</a>

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

11. The **Validation** screen appears.

Resident Information							
Code	t0003079	Property	az	Lease Sign	05/27/2016		
Name	Layla Abdulrasool	Unit	106	Lease From	01/01/2018		
Address	615 S. Williams 106	Status	Current	Lease To	12/31/2018		
		Office		Move In	06/27/2016		
City-State-Zip	Mesa, AZ 85024	Home		Move Out			
				<a href="#">Screening</a>			

<a href="#">Members</a>	<a href="#">Income</a>	<a href="#">Assets</a>	<a href="#">Expense</a>	<a href="#">Household Info</a>	<a href="#">Verification</a>	<a href="#">Validation</a>																
<b>50059 Summary Data</b> <b>Qualified Household</b> <table border="1"> <thead> <tr> <th>Certification Type</th> <th>Effective Date</th> <th>Contract Number</th> <th>Annual Income</th> <th>Adjusted Income</th> <th>Subsidy Type</th> <th>Income Status</th> <th>TTP</th> </tr> </thead> <tbody> <tr> <td>AR</td> <td>01/01/2018</td> <td>AZ160014005</td> <td>\$8,820.00</td> <td>\$8,420.00</td> <td>1-Section 8</td> <td>Extremely Low Income</td> <td>211</td> </tr> </tbody> </table>							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
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															
<a href="#">50059 Form</a> <a href="#">50059 Full Pack</a> <a href="#">Model Lease</a>																						

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.

Please fill out the following form. You cannot save data typed into this form.  
Please print or save your completed form if you would like a copy for your records.

**11/11/2008-1**

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

**U. S. Department of Housing  
And Urban Development**

NOT for submission to the Federal Government  
Landlord's Official Record of Certification  
Office of Housing  
Federal Housing Commissioner  
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 maintaining the collection of information. OMB has determined that this collection of information does not burden respondents by requiring them to provide 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 to appropriate Federal, State, and local agencies, when relevant, and to civil, criminal, or regulatory investigators and prosecutors. However, the information will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. You must provide all of the information requested, including the Social Security Numbers (SSNs) you, and all other household family members age six (6) years and older, have and use. Giving the SSNs of all family members age six (6) years and older is mandatory; not providing the SSNs will affect your eligibility. 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.** If 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 fine 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.

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**.

**Resident Information**

Code	t0003079	Property	az	Lease Sign	05/27/2016
Name	Layla Abdulrasool	Unit	106	Lease From	01/01/2018
Address	615 S. Williams 106	Status	Current	Lease To	12/31/2018
City-State-Zip	Mesa, AZ 85024	Office		Move In	06/27/2016
		Home		Move Out	

**50059 Summary Data**

**Qualified Household**

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

**50059 Form**

**50059 Full Pack**

**Model Lease**

50059 Certification

Resident Information		Contract Information	
Code	t0003079	Property	az
Name	Layla Abdulrasool	Unit	106
Address	615 S. Williams 106	Status	Current
City-State-Zip	Mesa, AZ 85024	Office	
	Home	Move In	06/27/2016
		Move Out	
<b>Critical Dates</b>		<b>Rent/HAP Information</b>	
Certification Type	AR=Annual Report	Contract Number	AZ160014005
Effective Date	01/01/2018	Subsidy Type	1-Section 8
Next Annual Recert	01/01/2019	Eligibility Universe	2-Post 1981
Project Move In	01/29/2016		
Tenant Sign Date			
Owner Sign Date			
Extenuating Circumstances			
HAP Voucher Date			
First Voucher Date			
TRACS Sent Date			
<b>Other Information</b>		<b>Correction Information</b>	
Minimum Rent Exemption		Correction Type	Z=Corrects Owner or CA ce
Income Exception Code		Correction Number	1
Certification caused by EIV	Yes	Date Cert Changed	01/01/2018
Income Verification (IV) Required			

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. Partial 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

50059 Data							
Cert Type	Effective Date	Contract Rent	TPP	Util Allow.	Tenant Rent	HAP	Edit
GR	Print 07/01/2018	861	211	103	108	753	<a href="#">View</a>
AR-1	Print 01/01/2018	849	238	102	136	713	<a href="#">View</a>
GR	Print 01/01/2018	849	211	102	109	740	<a href="#">View</a>
GR	Print 07/01/2017	849	215	102	113	736	<a href="#">View</a>
AR	Print 01/01/2017	836	215	100	115	721	<a href="#">View</a>
IR-2	Print 07/01/2016	836	210	100	110	726	<a href="#">View</a>

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

This screenshot shows the '50059 Certification' window. In the top right corner, there is a 'Functions' dropdown menu with several options: Move Out, Termination, Interim Recert, Annual Recert, Initial Certification, and Correction. The 'Correction' option is highlighted with a red arrow. Below the menu, there are tabs for Basic, Household, Income and Expenses, Previous HOH, and Notice Dates. The Basic tab is selected. Under the Basic tab, there are two main sections: Critical Dates and Contract Information. The Critical Dates section includes fields for Certification Type (set to GR=Gross Rent), Effective Date (07/01/2018), Next Annual Recert (01/01/2019), Project Move In (01/29/2016), Tenant Sign Date, and Owner Sign Date (06/01/2018). The Contract Information section includes fields for Contract Number (AZ160014005), Subsidy Type (1-Section 8), and Eligibility Universe (2-Post 1981). At the bottom of the screen, there are buttons for Save, Delete, Help, HUD 4350.3, and Family Info.

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.

This screenshot shows the same '50059 Certification' window as the previous one, but with some additional information filled in. The Resident Information section now includes a 'Ctrl#81296' field. The Critical Dates section has the same values as before. The Contract Information section also has the same values. In the Other Information section, the 'Certification caused by EIV' field is highlighted with a red box and contains the value 'Yes'. Below this, the 'Income Verification (EV) Required' checkbox is checked. The rest of the screen is mostly identical to the first screenshot, with various fields containing placeholder text like 'MAT' or '0'.



## Generating, Printing & Recording Annual Recertification Notices for 50059

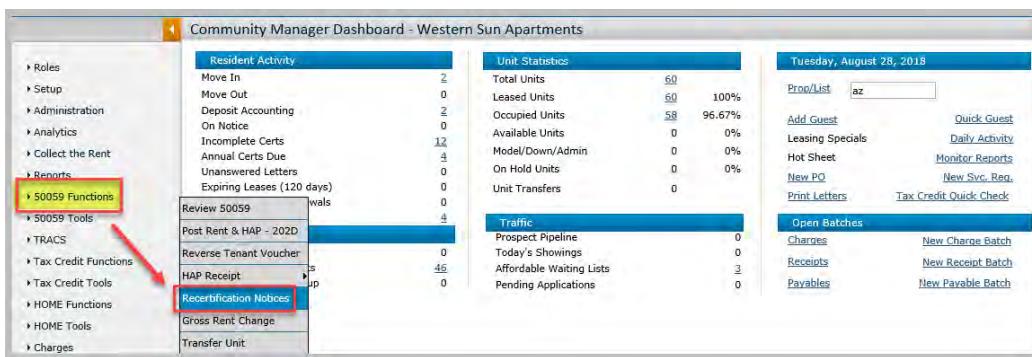
Around the first of each month recertification notices must be printed that are due within the next 120 days. The following instructions detail generating Annual Recertification Notices. If the Resident does not respond to the First Notice (120 Days), a Second Notice (90 days) must be generated. If there 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.

**Recertification Notice**

<b>Property</b>	fa	Fairborn Apartments
<b>Tenant</b>		
<b>Contract</b>		
<b>Due to Send</b>	08/01/2019	-to- 08/30/2019
<b>Annual Recert Date</b>		-to-
<b>Notice Type</b>	All	
<b>Report/Letters/Post</b>	Report	
<b>Date on Letters</b>	08/01/2019	
<b>Destination</b>	Screen	
<input type="button" value="Advanced"/> <input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>		
File or Code: rs_Aff_Nonice_Crystal.txt		

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, 2019 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**.

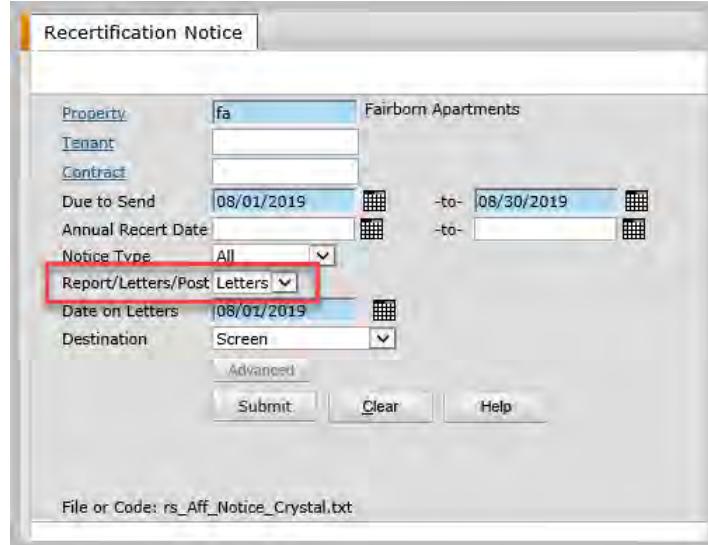
5. The **Recertification Notices** report appears.

Recertification Notice		Resident AND Contract Search/Filter/Sort/Print/Email/Print/Export									
Building ID	User	Tenant Code	Tenant Name	Program	Contract No.	Next AR	Notice Due	Prior Notice Sent	Phone No.		
fa											
182	00000000000000000000000000000000	Jeanette Nagy		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
183	00000000000000000000000000000000	Linda Abdessaleh		Ser. R	AZ100014005	01/01/2019	06/01/2018				
184	00000000000000000000000000000000	Tim Trivis		Ser. R	AZ100014005	01/01/2019	06/01/2018				
185	00000000000000000000000000000000	Shawnne Mirella		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 273-4032		
186	00000000000000000000000000000000	Gaud Nourreddine Ali		Ser. R	AZ100014005	01/01/2019	06/01/2018		(621) 299-7376		
187	00000000000000000000000000000000	Patricia Gaskins		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-4040		
188	00000000000000000000000000000000	Nurta Cadeen Gazzani		Ser. R	AZ100014005	01/01/2019	06/01/2018		(609) 520-1475		
189	00000000000000000000000000000000	Talib Alred		Ser. R	AZ100014005	01/01/2019	06/01/2018		(402) 954-4743		
190	00000000000000000000000000000000	John D. Sauer		Ser. R	AZ100014005	01/01/2019	06/01/2018		(310) 222-1000		
191	00000000000000000000000000000000	John D. Sauer		Ser. R	AZ100014005	01/01/2019	06/01/2018		(623) 965-5717		
192	00000000000000000000000000000000	Fern Sahlaci		Ser. R	AZ100014005	01/01/2019	06/01/2018		(609) 277-3295		
193	00000000000000000000000000000000	Hanley Zentner		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
194	00000000000000000000000000000000	Heather L. Hause		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
195	00000000000000000000000000000000	Kriszna Farkas		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
196	00000000000000000000000000000000	Leanne Grimes		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
197	00000000000000000000000000000000	Susan Grimes		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
198	00000000000000000000000000000000	Debrae Gribble		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
199	00000000000000000000000000000000	Soham Khatrani		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 207-0023		
200	00000000000000000000000000000000	Shaneen Hamed		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 278-1075		
201	00000000000000000000000000000000	Phoebe Hamed		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 278-1075		
202	00000000000000000000000000000000	Rebecca Hamed		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 278-1075		
203	00000000000000000000000000000000	Deborah Bestrompo		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 278-1074		
204	00000000000000000000000000000000	Deborah Bestrompo		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 278-1074		
205	00000000000000000000000000000000	Dorothy Bestrompo		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 278-1074		
206	00000000000000000000000000000000	FIRE2015 HICHL		Ser. R	AZ100014005	01/01/2019	06/01/2018		(902) 266-4661		
207	00000000000000000000000000000000	Nancy Hyatt		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
208	00000000000000000000000000000000	Debrae Gribble		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
209	00000000000000000000000000000000	Praggy Palokos		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
210	00000000000000000000000000000000	Debrae Gribble		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
211	00000000000000000000000000000000	Jerome Sanchay		Ser. R	AZ100014005	01/01/2019	06/01/2018		(409) 277-3295		
<b>Total First Notice</b>											
<b>Second Notice</b>		183	00000000000000000000000000000000	Asiye Wallace	Ser. R	AZ100014005	12/01/2018	06/01/2018	06/01/2018	(409) 278-4056	
<b>Total Second Notice</b>											
<b>Final Notice</b>											
212	00000000000000000000000000000000	Fatima Hamid		Ser. R	AZ100014005	11/01/2018	06/01/2018	06/01/2018	(902) 266-4661		
213	00000000000000000000000000000000	Gavia Ahmed		Ser. R	AZ100014005	11/01/2018	06/01/2018	06/01/2018	(621) 261-0200		
214	00000000000000000000000000000000	Hamedah Nasook		Ser. R	AZ100014005	11/01/2018	06/01/2018	06/01/2018	(619) 277-4048		
215	00000000000000000000000000000000	Hamza Nasook		Ser. R	AZ100014005	11/01/2018	06/01/2018	06/01/2018	(619) 277-4048		
216	00000000000000000000000000000000	Zainab Alhadi		Ser. R	AZ100014005	11/01/2018	06/01/2018	06/01/2018	(901) 411-4459		
<b>Total Final Notice</b>											
<b>Total az (Western Sun Apartments)</b>											

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**.

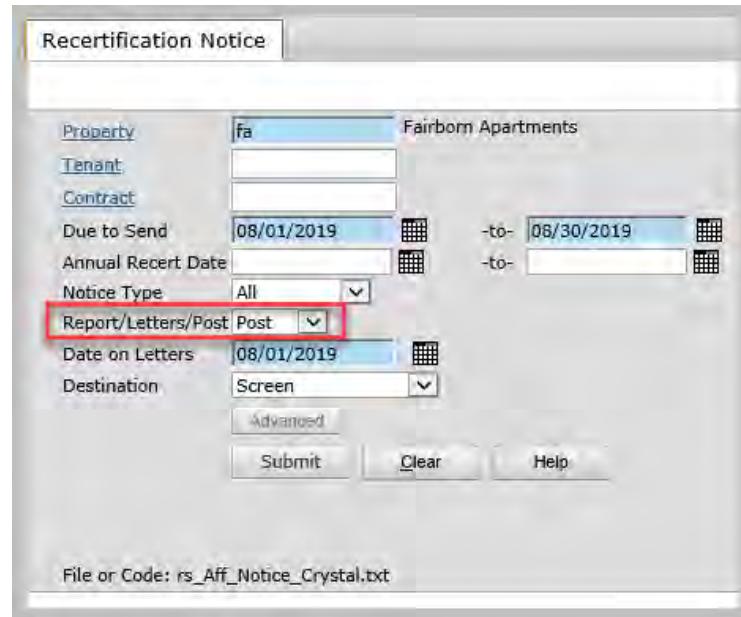


- Print the letters by clicking the Printer Icon.

## 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.

50059 Data								
Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit	
GR Print	03/11/2018	826	226	0	226	600	<a href="#">View</a>	
AR Print	09/01/2017	813	226	0	226	587	<a href="#">View</a>	
GR Print	03/11/2017	813	143	0	143	670	<a href="#">View</a>	
AR Print	09/01/2016	800	143	0	143	657	<a href="#">View</a>	

The certification summary screen displays.

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

The screenshot shows a software interface with a tab bar at the top: Basic, Household, Income and Expenses, Previous HOH, and Notice Dates. The Notice Dates section is active, displaying fields for 1st (120 day) Notice, 2nd (90 day) Notice, 3rd (Final 60 day) Notice, and Notice Response. The Notice Response field contains the date 05/01/2018. A red arrow points from the 'Notice Response' field to the 'Update Notice Response' button below it.

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

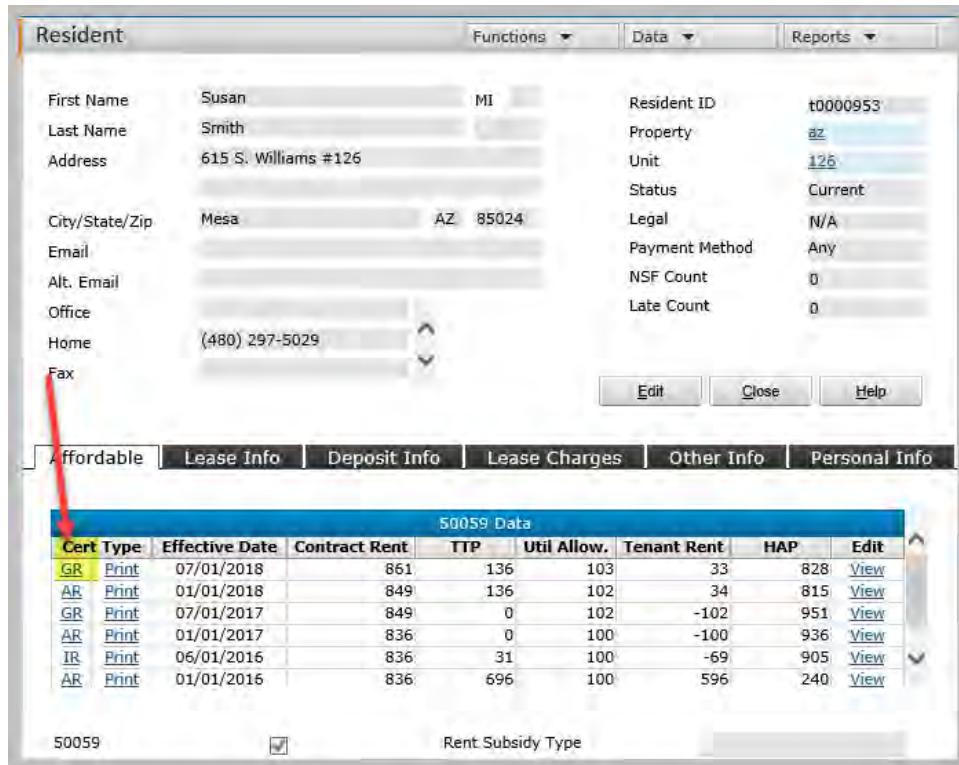
1. To create a Termination Certification, enter the Resident's last name in the **Search** field within the **People Search** tab on the dashboard.
2. Click **Search**.

The screenshot shows the Community Manager Dashboard for Western Sun Apartments. The main header reads "Community Manager Dashboard - Western Sun Apartments". The dashboard is divided into several sections:

- Resident Activity:** Shows counts for Move In (2), Move Out (0), Deposit Accounting (2), On Notice (0), Incomplete Certs (13), Annual Certs Due (3), Unanswered Letters (0), Expiring Leases (120 days) (0), Scheduled Lease Renewals (0), and Alerts (4).
- Unit Statistics:** Shows Total Units (60), Leased Units (60, 100%), Occupied Units (58, 96.67%), Available Units (0, 0%), Model/Down/Admin (0, 0%), On Hold Units (0, 0%), and Unit Transfers (0).
- Tuesday, August 28, 2018:** Displays Prop/List (az), 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, and Payables, New Payable Batch.
- Person Search:** A search bar with "az" entered. Below it is a table with columns: Name, Phone #s, Unit, Status, Rent, Ledger, Move In, and Move Out. It lists two entries: "Melissa Klingsmith" and "(480) 603-6212" in Unit 124, Current status, Rent 0.00, Ledger 12/11/2012, Move In 12/11/2012, and Move Out blank; and "Susan Smith" and "(480) 297-5029" in Unit 126, Current status, Rent 0.00, Ledger 09/13/2013, Move In 09/13/2013, and Move Out blank.
- Search Criteria:** A form with fields for Unit, Name (set to "smith"), Code, Fed ID, Phone Number, Email, and Auto License. A "Search" button is at the bottom.

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.



A screenshot of a software application window titled "Resident". The window contains various fields for a resident's information, such as First Name (Susan), Last Name (Smith), Address (615 S. Williams #126), City/State/Zip (Mesa, AZ 85024), Email, Alt. Email, Office, Home phone ((480) 297-5029), Fax, Resident ID (t0000953), Property (az), Unit (126), Status (Current), Legal (N/A), Payment Method (Any), NSF Count (0), and Late Count (0). Below these fields is a "Fax" section with a red arrow pointing to it. At the bottom of the window are buttons for Edit, Close, and Help. Below the main information area is a navigation bar with tabs: Affordable, Lease Info, Deposit Info, Lease Charges, Other Info, and Personal Info. The "Lease Info" tab is selected. Underneath the tabs is a table titled "50059 Data" with the following columns: Cert Type, Effective Date, Contract Rent, TTP, Util Allow., Tenant Rent, HAP, and Edit. The table contains six rows of data, each with a "Print" link and a "View" link. The first row (GR, 07/01/2018, 861, 136, 103, 33, 828) is highlighted with a yellow background. The other rows show AR, GR, AR, IR, and AR certification types respectively. At the bottom of the table are filters for "50059" and "Rent Subsidy Type".

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
GR	<a href="#">Print</a> 07/01/2018	861	136	103	33	828	<a href="#">View</a>
AR	<a href="#">Print</a> 01/01/2018	849	136	102	34	815	<a href="#">View</a>
GR	<a href="#">Print</a> 07/01/2017	849	0	102	-102	951	<a href="#">View</a>
AR	<a href="#">Print</a> 01/01/2017	836	0	100	-100	936	<a href="#">View</a>
IR	<a href="#">Print</a> 06/01/2016	836	31	100	-69	905	<a href="#">View</a>
AR	<a href="#">Print</a> 01/01/2016	836	696	100	596	240	<a href="#">View</a>

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

50059 Certification

**Passed Validation**

**Resident Information**

Code	0000953	Property	ac
Name	Susan Smith	Unit	126
Address	615 S. Williams #126	Status	Current
City-State-Zip	Mesa, AZ 85024	Office	(480) 297

**Help** **HUD 4350.3** **Family Info**

**Basic Household Income and Expenses Previous HOH Notice Dates**

**Critical Dates**

Certification Type	GR=Gross Rent
Effective Date	07/01/2018
Next Annual Recert	01/01/2019
Project Move In	09/13/2013
Tenant Sign Date	
Owner Sign Date	06/01/2018
Extenuating Circumstances	
HAP Voucher Date	09/01/2018
First Voucher Date	07/01/2018
TRACS Sent Date	06/14/2018

**Contract Information**

Contract Number	AZ160014005
Subsidy Type	1-Section 8
Eligibility Universe	2-Post 1981

**Rent/HAP Information**

TPP Before Override	0
TPP	136
TR	33
HAP	828
FSS Escrow Credit	0
Security Deposit	617

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

A termination window appears.

New Certification

**Create Termination**

Caused by EIV

Termination Reason

Termination Date

**Submit** **Cancel**

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.

The screenshot shows the 50059 Certification screen with the following data:

Resident Information		Contract Information														
Code: t0000953	Property: az	Lease Sign:	Ctrl#81299													
Name: Susan Smith	Unit: 126	Lease From:	01/01/2018													
Address: 615 S. Williams #126	Status: Current	Lease To:	12/31/2018													
City-State-Zip: Mesa, AZ 85024	Office:	Move In:	09/13/2013													
Home: (480) 297-5029		Move Out:														
<input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Help"/> <input type="button" value="HUD 4350.3"/> <input type="button" value="Family Info"/>																
<input type="button" value="Basic"/> <input type="button" value="Household"/> <input type="button" value="Income and Expenses"/> <input type="button" value="Previous HOH"/> <input type="button" value="Notice Dates"/>																
<b>Critical Dates</b> <table border="1"> <tr><td>Certification Type: T1=Termination</td></tr> <tr><td>Effective Date: 06/30/2018</td></tr> <tr><td>Next Annual Recert: 01/01/2019</td></tr> <tr><td>Project Move In: 09/13/2013</td></tr> <tr><td>Tenant Sign Date:</td></tr> <tr><td>Owner Sign Date:</td></tr> <tr><td>Extenuating Circumstances:</td></tr> <tr><td>HAP Voucher Date:</td></tr> <tr><td>First Voucher Date:</td></tr> <tr><td>TRACS Sent Date:</td></tr> </table>		Certification Type: T1=Termination	Effective Date: 06/30/2018	Next Annual Recert: 01/01/2019	Project Move In: 09/13/2013	Tenant Sign Date:	Owner Sign Date:	Extenuating Circumstances:	HAP Voucher Date:	First Voucher Date:	TRACS Sent Date:	<b>Contract Information</b> <table border="1"> <tr><td>Contract Number: AZ160014005</td></tr> <tr><td>Subsidy Type: 1-Section 8</td></tr> <tr><td>Eligibility Universe: 2-Post 1981</td></tr> </table>		Contract Number: AZ160014005	Subsidy Type: 1-Section 8	Eligibility Universe: 2-Post 1981
Certification Type: T1=Termination																
Effective Date: 06/30/2018																
Next Annual Recert: 01/01/2019																
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Owner Sign Date:																
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<b>Rent/HAP Information</b> <table border="1"> <tr><td>TTP Before Override: 0</td></tr> <tr><td>TTP: 136</td></tr> <tr><td>TR: 33</td></tr> <tr><td>HAP: 828</td></tr> <tr><td>FSS Escrow Credit: 0</td></tr> <tr><td>Security Deposit: 617</td></tr> <tr><td>Rent Override: <input type="checkbox"/></td></tr> </table>		TTP Before Override: 0	TTP: 136	TR: 33	HAP: 828	FSS Escrow Credit: 0	Security Deposit: 617	Rent Override: <input type="checkbox"/>	<b>Termination Information</b> <table border="1"> <tr><td>Termination Reason: T1=TTP Equals/Exceeds Gr</td></tr> <tr><td>Date Cert Changed:</td></tr> </table>		Termination Reason: T1=TTP Equals/Exceeds Gr	Date Cert Changed:				
TTP Before Override: 0																
TTP: 136																
TR: 33																
HAP: 828																
FSS Escrow Credit: 0																
Security Deposit: 617																
Rent Override: <input type="checkbox"/>																
Termination Reason: T1=TTP Equals/Exceeds Gr																
Date Cert Changed:																
<b>Other Information</b> <table border="1"> <tr><td>Minimum Rent Exemption: 3-Decreased Income</td></tr> <tr><td>Income Exception Code:</td></tr> <tr><td>Certification caused by EIV: No</td></tr> <tr><td>Income Verification (EIV) Required: <input type="checkbox"/></td></tr> </table>		Minimum Rent Exemption: 3-Decreased Income	Income Exception Code:	Certification caused by EIV: No	Income Verification (EIV) Required: <input type="checkbox"/>											
Minimum Rent Exemption: 3-Decreased Income																
Income Exception Code:																
Certification caused by EIV: No																
Income Verification (EIV) Required: <input type="checkbox"/>																

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.

Affordable   Lease Info   Deposit Info   Lease Charges   Other Info   Personal Info								
<b>50059 Data</b>								
<b>Cert Type</b>	<b>Effective Date</b>	<b>Contract Rent</b>	<b>TPP</b>	<b>Util Allow.</b>	<b>Tenant Rent</b>	<b>HAP</b>	<b>Edit</b>	
TM	Print 08/30/2018	861	136	103	33	828	<a href="#">View</a>	
GR	Print 07/01/2018	861	136	103	33	828	<a href="#">View</a>	
AR	Print 01/01/2018	849	136	102	34	815	<a href="#">View</a>	
GR	Print 07/01/2017	849	0	102	-102	951	<a href="#">View</a>	
AR	Print 01/01/2017	836	0	100	-100	936	<a href="#">View</a>	
IR	Print 06/01/2016	836	31	100	-69	905	<a href="#">View</a>	

50059  Rent Subsidy Type

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.

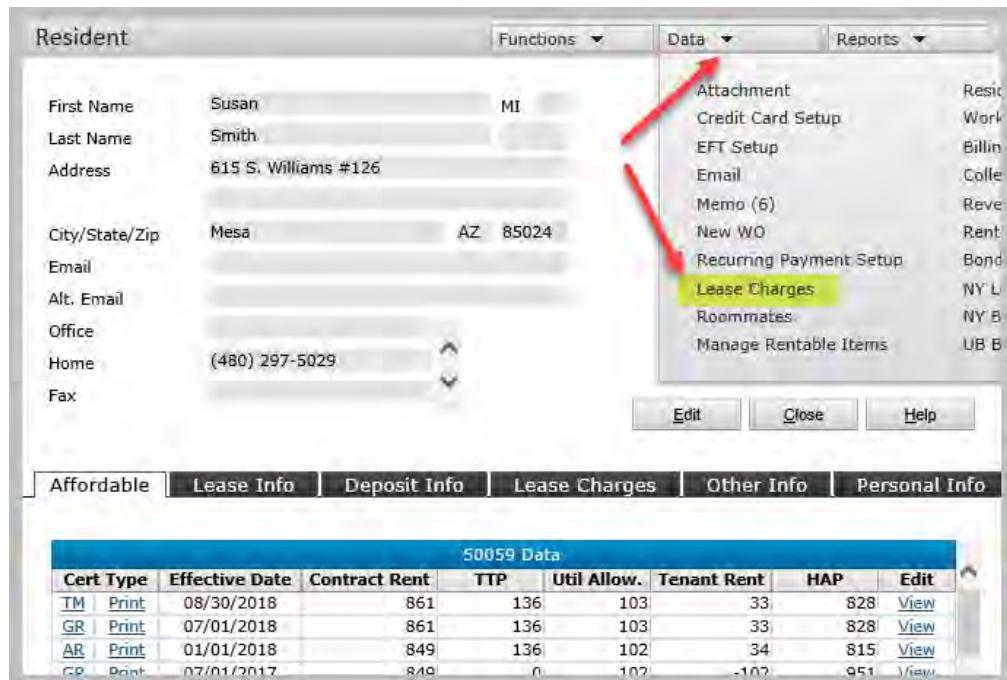
1. On the **Resident** screen, click **Edit**.

Resident								
Functions ▾ Data ▾ Reports ▾								
First Name	Alex	MI	Resident ID	t0000002				
Last Name	Kruse		Property	fa				
Address	ve		Unit	323DEM				
Apt. D			Status	Current				
City/State/Zip	Fairborn	OH 45324	Legal	N/A				
Email			Payment Method	Any				
Alt. Email			NSF Count	0				
Office			Late Count	0				
Home								
Fax								
							<b>Edit</b>	<b>Close</b>

Affordable   Lease Info   Deposit Info   Lease Charges   Other Info   Personal Info								
<b>50059 Data</b>								
<b>Cert Type</b>	<b>Effective Date</b>	<b>Contract Rent</b>	<b>TPP</b>	<b>Util Allow.</b>	<b>Tenant Rent</b>	<b>HAP</b>	<b>Edit</b>	
IC	Print 12/01/2018	651	45	0	45	606	<a href="#">Edit</a>	
TM	Print 11/30/2018	651	30	0	30	621	<a href="#">View</a>	
GR	Print 09/01/2018	651	30	0	30	621	<a href="#">View</a>	
AR	Print 12/01/2017	639	30	0	30	609	<a href="#">View</a>	
GR	Print 09/01/2017	639	38	0	38	601	<a href="#">View</a>	
IC	Print 12/01/2016	627	38	0	38	589	<a href="#">View</a>	

50059  Rent Subsidy Type  
 50058   
 Subsidy Provider  
 Do not apply rent charges  
 No Summary Receipts  
 Special Needs

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.

Code	Amount	From Date	To Date	Hold	Rentable Item	Item Code	Delete
rent	861.00	09/01/2018		<input checked="" type="checkbox"/>			X
				<input type="checkbox"/>			
				<input type="checkbox"/>			
				<input type="checkbox"/>			
				<input type="checkbox"/>			

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.

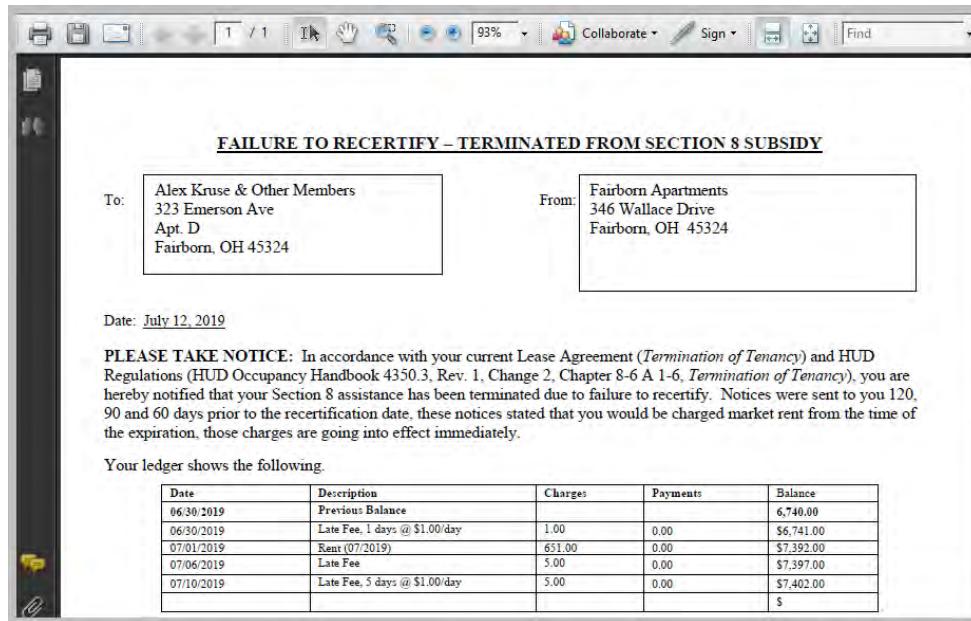
If you need assistance with this, please add a helpdesk ticket.

## 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.





## 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    Show on Calendar:

Time: 6:52 AM   

Type: Termination of Sect   

Status: Memo   

Result:

Agents:

Notes: Termination Letter mailed to resident.

Property: fa  
Unit:  
Unit Type:  
Employee: tshaw

## CHAPTER EIGHT: RESIDENT TRANSFER

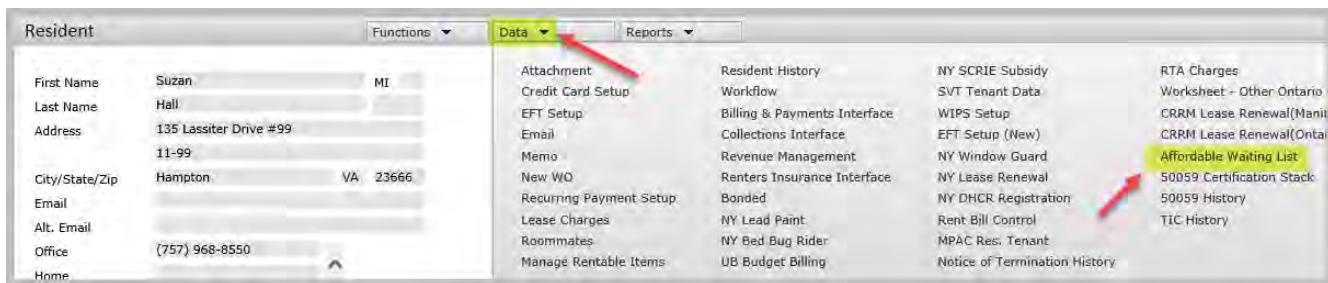
This section provides instructions on transferring a resident from one unit to another. This is a three-step process:

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 aodt 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

The screenshot shows the 'Waiting List' software interface. At the top, there are fields for Name (Suzan Hall), Address (1117 Gunthrie Rd), City, State, Zip (Hampton, VA 23666), Office Telephone ((757) 968-8550), and Home Phone. To the right, there are dropdowns for First Choice (1 BR), Second Choice, Third Choice, Household Size (1), Annual Income (0.00), and a Comment field. A red arrow points down to the 'Preferences' tab at the bottom of the screen. Below the tabs, a table shows a single row with columns: Has Preference? (checkbox checked), Code (Transfer), Preference Description (Transfer), and Type. The 'Has Preference?' column is highlighted with a red border.

Has Preference?	Code	Preference Description	Type
<input checked="" type="checkbox"/>	Transfer	Transfer	

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.

The screenshot shows the Community Manager Dashboard for Century Plaza Associates. The top navigation bar includes links for Prop/List, Add Guest, Leasing Specials, Hot Sheet, New PO, Print Letters, and various reports like Daily Activity, Monitor Reports, New Svc. Req., Tax Credit Quick Check, etc. Below the navigation is a summary section with Resident Activity (Move In: 0, Move Out: 0, etc.) and Unit Statistics (Total Units: 120, Leased Units: 118, Occupied Units: 118, Available Units: 2, etc.). The main content area is titled "Person Search" and shows a search form with fields for Unit, Name (set to "hall"), and Code. A red box highlights the "Name" field. To the right is a grid of resident records. One record for "Suzan Hall" is highlighted with a red box. A red arrow points from the "Name" field in the search form to the "Suzan Hall" record in the grid.

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out
Latoya Marshall	(757) 920-0137 (757) 287-1091	10-92	Past	1,268.00	Ledger	10/28/2019	04/22/2020
Suzan Hall	(757) 968-8550	11-99	Current	0.00	Ledger	02/28/2018	

- 2. The Resident screen appears:**

The screenshot shows the Resident screen for Suzan Hall. The left side displays basic information: First Name (Suzan), Middle Name ( ), Last Name (Hall), Address (135 Lassiter Drive #99, 11-99), City State (Hampton), and Zip (23666). The right side features a "Functions" dropdown menu with options like Adjust Lease End, Quick Charge, Connect Utilities, Notice (highlighted with a red box), Evict, Month To Month, Move Out Calculator, Renew Lease, Reverse Move In, Prorate Calculator, Condo Apply Deposit, and Screening. A red arrow points from the "Functions" button to the "Notice" option.

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

Affordable Notice

Tenant Information

Code	10006393	Property	ha	Lease From	02/28/2018
Name	Suzan Hall	Unit	11-99	Lease To	01/31/2019
Address	135 Lassiter Drive #99	Status	Current	Move In	02/28/2018
	11-99	Rent	0.00	Move Out	
City St. Zip	Hampton, VA 23666	Phone (O)	(757) 968-8550	Phone (H)	

**Notice**

Termination Type: Notice

Notice Date: 06/28/2020

Move Out Date: 07/28/2020

Reason for Move Out: Transfer within comm

Save Close

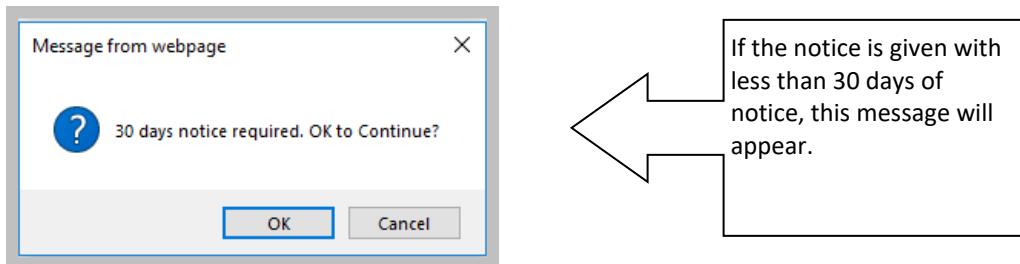
4. Complete the information in the **Notice** section:

- **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”.



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**.

The screenshot shows a resident profile for "Suzan Hall". The "Status" field is highlighted with a red box and contains the value "Notice". A message box at the top left says "Notice has been posted." Below the profile, there is a table titled "50059 Data" with columns for Cert Type, Effective Date, Contract Rent, TIP, Util Allow., Tenant Rent, HAP, and Edit. Two rows are visible: one for "IP" with a date of 08/01/2020 and another for "MO" with a date of 07/26/2020.

Cert Type	Effective Date	Contract Rent	TIP	Util Allow.	Tenant Rent	HAP	Edit
IP	Print 08/01/2020	888	352	80	272	616	<a href="#">Edit</a>
MO	Print 07/26/2020	888	447	80	367	521	<a href="#">Edit</a>
GR	Print 08/01/2020	888	447	80	367	521	<a href="#">View</a>

## 7. Click Home.

Note that the number of Residents who are “On Notice” has been updated under the **Resident Activity** section on the Yardi Voyager Dashboard Menu.

The dashboard shows the "Community Manager Dashboard - Century Plaza Associates". The "Resident Activity" section includes a table with rows for Move In, Move Out, Deposit Accounting, On Notice (highlighted with a red box), Incomplete Certs, Annual Certs Due, Unanswered Letters, Expiring Leases (120 days), Scheduled Lease Renewals, and Alerts. The "Unit Statistics" section shows Total Units (120), Leased Units (118, 98.33%), Occupied Units (118, 98.33%), Available Units (3, 2.50%), Model/Down/Admin (0, 0%), On Hold Units (0, 0%), and Unit Transfers (0). The "Tuesday, July 28, 2020" section shows various links like Prop>List, Add Guest, Leasing Specials, Hot Sheet, New PO, Print Letters, and more. The "Traffic" section shows Prospect Pipeline (12), Today's Showings (0), Affordable Waiting Lists (3), and Pending Applications (2).

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**.

The screenshot shows the Community Manager Dashboard for Timberlee Apartments. The left-hand menu is expanded, showing various functions like Roles, Setup, Administration, Analytics, Collect the Rent, Reports, and 50059 Functions. The 50059 Functions option is highlighted with a red box and has a red arrow pointing from the menu to the 'Transfer Unit' link in the main content area. The main content area displays Resident Activity, Unit Statistics, and traffic information. The date is Monday, September 10, 2018.

**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.

The screenshot shows the 'Affordable Unit Transfer' filter screen. It has three input fields: 'Property' (set to 'ha'), 'Unit' (empty), and 'Resident' (empty). At the bottom are 'Submit' and 'Cancel' buttons.

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.

The screenshot shows the 'Transfer Unit' window. At the top, it displays basic information: Code (t0006393), Property (ha), Lease From (02/28/2018), Name (Suzan Hall), Address (135 Lassiter Drive #99), Unit (11-99), Lease To (01/31/2019), Status (Notice), Rent (0.00), Move In (02/28/2018), Move Out (07/28/2020), City (Hampton, VA 23666), Phone (H) (757) 968-8550, and Phone (W) ((757) 968-8550).

The window is divided into sections:

- Existing Lease Information:** Intended Move Out Date (07/28/2020), Notice of Transfer Date (07/01/2020), Transfer Reason (Transfer within commun).
- New Lease Information:** To Property (ha), To Unit (2-13), Lease From Date (07/29/2020), Term (12), Lease To (06/30/2021), New Rent (TBD), New Move In Date (07/29/2020 (UT Date)).
- Custom Data:** A table with columns 'Button Name' and 'Transfer'. It includes rows for Bonded (checked), Revenue Management (checked), and Deferral Payments (checked). There are also checkboxes for 'Include Security Deposit Balance in transfer' (checked), 'Copy EFT Bank Setup' (checked), 'Copy Credit Setup' (unchecked), 'Copy WIPS Setup' (unchecked), 'Copy Attachments' (unchecked), and 'Copy Credit Check' (unchecked).
- Buttons:** Cancel, Previous, Next, Finish, and Change Units.

## 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:

- Notice of Transfer Date:** Type the date the tenant gave notice to move to another unit.
- 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.
- Copy EFT Bank Setup – IMPORTANT:** 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.

Cert Type	Effective Date	Action	Status
Following 50059 certification(s) affected			
UT	07/29/2020	New 'UT' created	Pass
IR	08/01/2020	Existing certification updated	Pass
Following Tax Credit certification(s) affected			
UT	07/29/2020	New 'UT' created	Pass

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

**Move Tenant In**

Suzan Hall

Date	07/29/2020	<input type="button" value=""/>	Move-In Comment	Transfer to new unit	<input type="button" value="X"/>
Time	08:30 AM	<input type="button" value=""/>			
<input type="button" value="Save"/>					

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

**Move Tenant In**

Suzan Hall, HUD Waiting List Rank: 1

Date	07/28/2020	<input type="button" value=""/>	Move-In Comment	<input type="text"/>
Time	12:00 PM	<input type="button" value=""/>		
<input type="button" value="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.

**Resident**

First Name	Suzan	Resident ID	t0006393																		
Middle Name		Property	ha																		
Last Name	Hall	Unit	2-11																		
Address	135 Lassiter Drive #9 2-11	Prospect	<a href="#">p2222519</a>																		
City State	Hampton	Status	Current																		
Zip	23666	Legal																			
<input type="button" value="Edit"/> <input type="button" value="Close"/> <input type="button" value="Help"/>																					
<input type="button" value="Affordable"/> <input type="button" value="Lease Info"/> <input type="button" value="Deposit Info"/> <input type="button" value="Lease Charges"/> <input type="button" value="Late Fees &amp; Accounts"/> <input type="button" value="Other Info"/> <input type="button" value="Personal Info"/> <input style="border: 2px solid red; padding: 2px; margin-left: 10px;" type="button" value="Unit Transfers"/>																					
<b>Unit Occupancy History</b> <table border="1"> <thead> <tr> <th>Move In</th> <th>Unit</th> <th>Resident</th> <th>Move Out</th> <th>Ledger</th> <th>Event Type</th> </tr> </thead> <tbody> <tr> <td>07/28/2020</td> <td>2-11</td> <td>t0006393</td> <td></td> <td><a href="#">View</a></td> <td>Affordable Transfer</td> </tr> <tr> <td>02/28/2018</td> <td>11-99</td> <td><a href="#">t0014872</a></td> <td>07/27/2020</td> <td><a href="#">View</a></td> <td>Initial move-in</td> </tr> </tbody> </table>				Move In	Unit	Resident	Move Out	Ledger	Event Type	07/28/2020	2-11	t0006393		<a href="#">View</a>	Affordable Transfer	02/28/2018	11-99	<a href="#">t0014872</a>	07/27/2020	<a href="#">View</a>	Initial move-in
Move In	Unit	Resident	Move Out	Ledger	Event Type																
07/28/2020	2-11	t0006393		<a href="#">View</a>	Affordable Transfer																
02/28/2018	11-99	<a href="#">t0014872</a>	07/27/2020	<a href="#">View</a>	Initial move-in																

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 1<sup>st</sup> 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.

**Community Manager Dashboard - Fairborn Apartments**

**Resident Activity**

Move In	3
Move Out	2
Deposit Accounting	5
On Notice	7
Incomplete Certs	9
Annual Certs Due	20
Unanswered Letters	0
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	15

**Maintenance**

Pending Make Ready	32
Pending Work Requests	36
Completed WO Followup	0

**Unit Statistics**

Total Units	177
Leased Units	154
Occupied Units	152
Available Units	25
Mode/Down/Admin	0
On Hold Units	0
Unit Transfers	0

**Traffic**

Prospect Pipeline	2
Today's Showings	0
Affordable Waiting Lists	2
Pending Applications	21

**Tuesday, July 31, 2018**

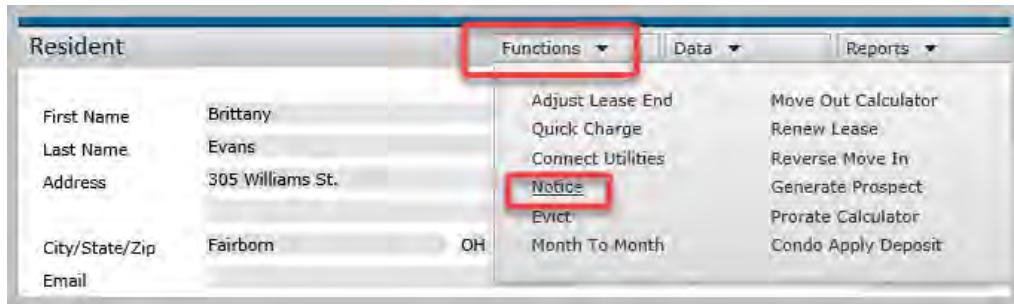
Prop/List	fa
Add Guest	<a href="#">Quick Guest</a>
Leasing Specials	<a href="#">Daily Activity</a>
Hot Sheet	<a href="#">Monitor Reports</a>
New PO	<a href="#">New Svc. Req.</a>
Print Letters	<a href="#">Tax Credit Quick Check</a>
Open Batches	
Charges	<a href="#">New Charge Batch</a>
Receipts	<a href="#">New Receipt Batch</a>
Payables	<a href="#">New Payable Batch</a>

**Person Search**

Unit	Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
	<a href="#">Brittany Evans</a>		305WI	Current	0.00	<a href="#">Ledger</a>	06/13/2012		
	<a href="#">Michael Evans</a>			Denied (Occupant)					
	<a href="#">Rebecca Evans</a>	(937) 557-2519 (937) 919-4596	300CWI	Current	601.00	<a href="#">Ledger</a>	05/01/2015		04/30/2016

**Search**

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.

Affordable Notice					
Tenant Information					
Code	10000061	Property	fa	Lease From	
Name	Brittany Evans	Unit	305WI	Lease To	
Address	305 Williams St.	Status	Current	Move In	06/13/2012
City St. Zip	Fairborn, OH 45324	Rent	0.00	Move Out	
		Phone (O)		Phone (H)	
Notice					
Termination Type	Notice	Notice Date	06/25/2018	Move Out Date	07/15/2018
Reason for Move Out	None Given				
<input type="button" value="Save"/> <input type="button" value="Close"/>					

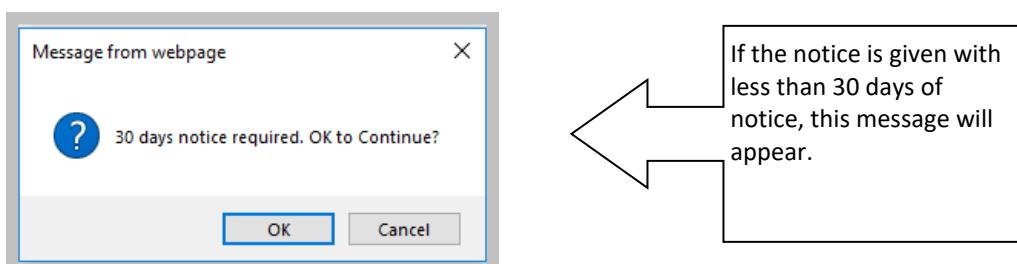
10. Complete the information in the **Notice** section:

- 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”.



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**.

The screenshot shows the 'Resident' detail screen in Yardi Voyager. At the top, there is a message box with an info icon and the text 'Notice has been posted.' A red box highlights this message. Below it, the resident's information is listed. The 'Status' field is highlighted with a red box and contains the value 'Notice'. At the bottom of the screen, there is a navigation bar with tabs: Affordable, Lease Info, Deposit Info, Lease Charges, Other Info, and Personal Info. Below the navigation bar, there is a table titled '50059 Data' with columns for Cert Type, Effective Date, Contract Rent, TIP, Util Allow., Tenant Rent, HAP, and Edit/View links. A red box highlights the 'Effective Date' column for two rows.

Cert Type	Effective Date	Contract Rent	TIP	Util Allow.	Tenant Rent	HAP	Edit
MO	07/15/2018	707	36	134	-98	805	<a href="#">Edit</a>
MO	06/01/2018	707	36	134	-98	805	<a href="#">View</a>

13. Click **Home**.

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

The screenshot shows the 'Community Manager Dashboard - Fairborn Apartments'. In the 'Resident Activity' section, the 'On Notice' count is highlighted with a red box and shows the value '8'. The dashboard also includes sections for Unit Statistics, Traffic, and various administrative links like Prop>List, Add Guest, and Print Letters.

Resident Activity	
Move In	3
Move Out	3
Deposit Accounting	5
On Notice	8
Incomplete Certs	10
Annual Certs Due	20
Unanswered Letters	0
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	16

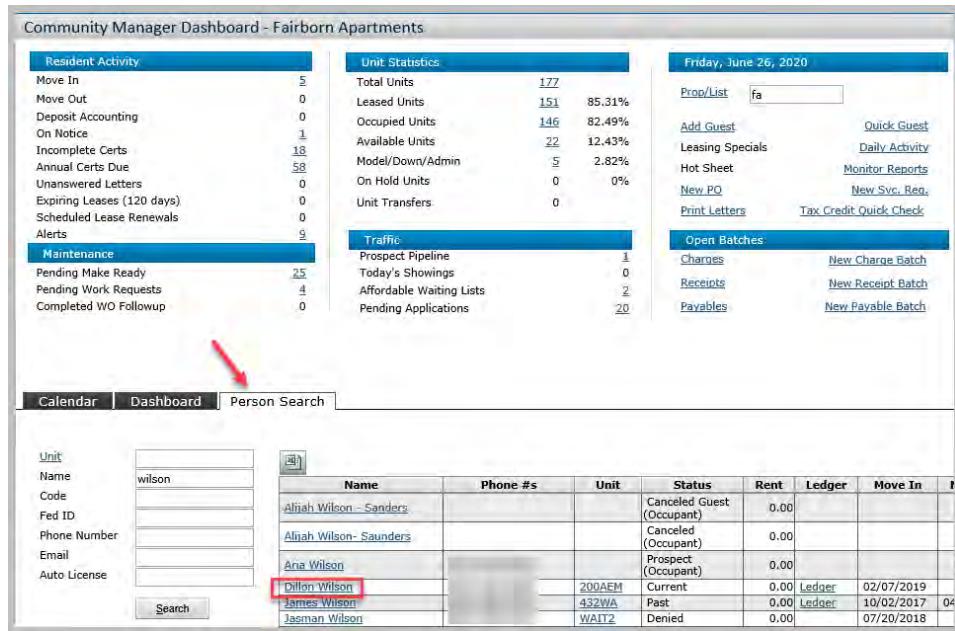
Unit Statistics	
Total Units	177
Leased Units	154
Occupied Units	152
Available Units	30
Model/Down/Admin	0
On Hold Units	0
Unit Transfers	0

Traffic	
Prospect Pipeline	2
Today's Showings	0
Affordable Waiting Lists	2
Pending Applications	21

## 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 properly 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.

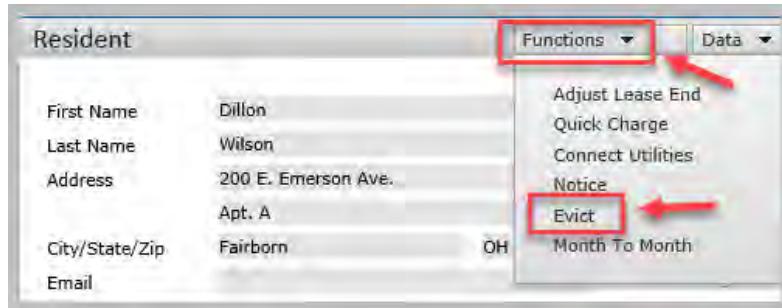


The screenshot shows the Community Manager Dashboard for Fairborn Apartments. At the top, there are three tabs: Calendar, Dashboard, and Person Search. The Person Search tab is highlighted with a red arrow pointing to it. Below the tabs, there are several sections: Resident Activity, Unit Statistics, Friday, June 26, 2020, Traffic, and Open Batches. In the center, there is a search form for 'Unit' and a table of resident records. One record, 'Dillon Wilson', is highlighted with a red box and a red arrow pointing to its name.

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out
Aliyah Wilson - Sanders			Canceled Guest (Occupant)	0.00			
Aliyah Wilson- Saunders			Canceled (Occupant)	0.00			
Aria Wilson			Prospect (Occupant)	0.00			
<b>Dillon Wilson</b>		200AEM	Current	0.00	Ledger	02/07/2019	
James Wilson		432WA	Past	0.00	Ledger	10/02/2017	04
Jasman Wilson		WAIT2	Denied	0.00		07/20/2018	

The Resident screen appears:

2. To place the Resident in eviction status, click the arrow next to Functions. Select "Evict".



The screenshot shows the Resident screen for Dillon Wilson. On the right, there is a 'Functions' dropdown menu with several options: Adjust Lease End, Quick Charge, Connect Utilities, Notice, Evict, and Month To Month. The 'Evict' option is highlighted with a red box and a red arrow pointing to it.

The Eviction screen appears.

**Tenant Information**

Code	1000B350	Property	Fa	Lease From	02/07/2019
Name	Dillon Wilson	Unit	200AEM	Lease To	01/31/2020
Address				Move In	02/07/2019
City St. Zip				Move Out	
				Phone (O)	

**Eviction**

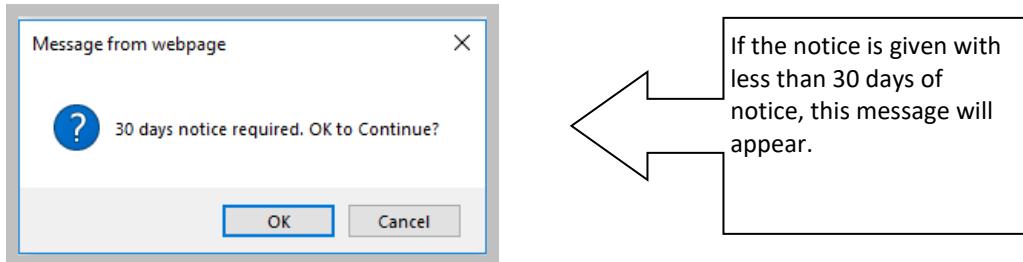
Termination Type	Evict
Evict Date	06/26/2020
Move Out Date	07/31/2020
Reason for Move Out	Evict - Non Compliant

**Buttons:** Save, Close

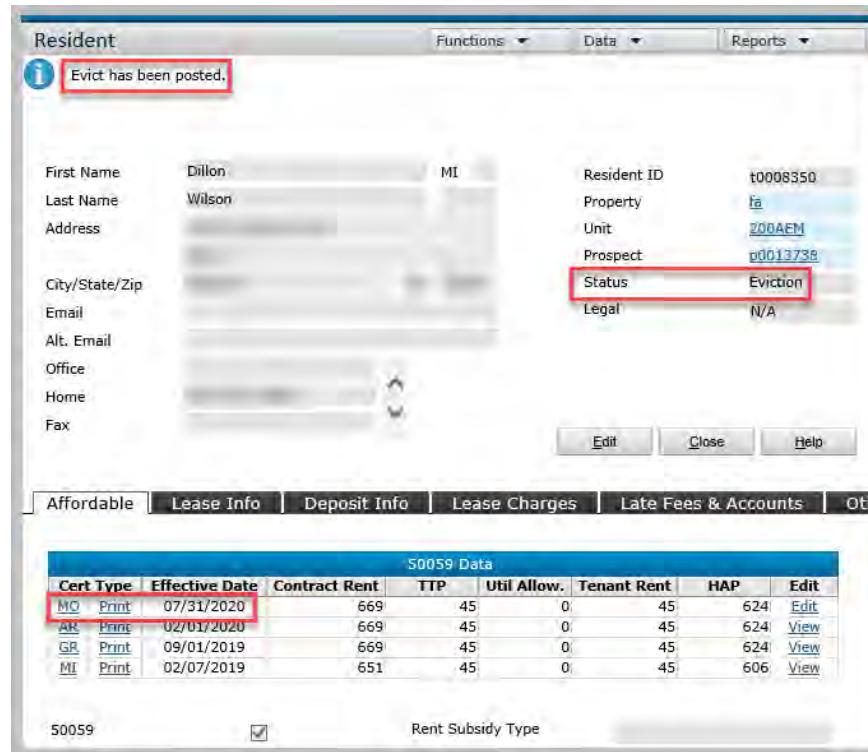
3. Complete the information in the **Eviction** section:

- **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**.



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.

Note that the number of Residents who are “On Notice” has been updated under the **Resident Activity** section on the Yardi Voyager Dashboard Menu.

The dashboard is titled 'Community Manager Dashboard - Fairborn Apartments'. It features three main sections: 'Resident Activity', 'Unit Statistics', and 'Open Batches'.

- Resident Activity:** Shows counts for Move In (5), Move Out (0), Deposit Accounting (0), On Notice (2, highlighted with a red box), Incomplete Certs (12), Annual Certs Due (58), Unanswered Letters (0), Expiring Leases (120 days) (0), Scheduled Lease Renewals (0), and Alerts (9).
- Unit Statistics:** Shows Total Units (177), Leased Units (151, 85.31%), Occupied Units (146, 82.49%), Available Units (23, 12.99%), Model/Down/Admin (5, 2.82%), On Hold Units (0, 0%), and Unit Transfers (0).
- Open Batches:** Shows Charges (New Charge Batch), Receipts (New Receipt Batch), and Payables (New Payable Batch).

On the right side, there is a search bar with 'Prop/List fa', a calendar showing 'Friday, June 26, 2020', and links for Add Guest, Quick Guest, Leasing Specials, Daily Activity, Hot Sheet, Monitor Reports, New PO, New Svc. Req., Print Letters, Tax Credit Quick Check, and a date input field with 'fa'.

## Adjusting Move-Out Dates on Residnet on Notice or in Eviction Status

- From the Dashboard, click on the **On Notice** number.

**Community Manager Dashboard - Fairborn Apartments**

Resident Activity		Unit Statistics		Tuesday, July 31, 2018	
Move In	3	Total Units	177	Prop/List	fa
Move Out	3	Leased Units	154	Add Guest	Quick Guest
Deposit Accounting	5	Occupied Units	152	Leasing Specials	Daily Activity
<b>On Notice</b>	<b>18</b>	Available Units	30	Hot Sheet	Monitor Reports
Incomplete Certs	10	Model/Down/Admin	0	New PO	New Svc. Req.
Annual Certs Due	20	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0	Open Batches	
Expiring Leases (120 days)	0	Traffic		Charges	New Charge Batch
Scheduled Lease Renewals	0	Prospect Pipeline	2	Receipts	New Receipt Batch
Alerts	16	Today's Showings	0	Payables	New Payable Batch
Maintenance		Affordable Waiting Lists	2		
Pending Make Ready	23	Pending Applications	21		
Pending Work Requests	36				
Completed WO Followup	0				

Calendar | On Notice - 07/31/2018 | Person Search

**Resident List**

Move Out Date	Unit	Resident	Status	Adjust Dates	Cancel Notice	Cancel Evict
07/13/2018	324BWI	Alyssa Haight	Notice	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
07/15/2018	305WI	Brittany Evans	Notice	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
07/23/2018	206EM	Cha'Von Irwin	Notice	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
08/02/2018	301BEM	Destiny Henry	Notice	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>

- Select **Adjust Dates**.

**Affordable Notice**

**Tenant Information**

Code	10003265	Property	fa	Lease From	04/13/2016
Name	Alyssa Haight	Unit	324BWI	Lease To	03/31/2017
Address	324 Williams St.	Status	Notice	Move In	04/13/2016
Apt. B		Rent	610.00	Move Out	07/13/2018
City St. Zip	Fairborn, OH 45324	Phone (O)		Phone (H)	(513) 213-2090

**Adjust MoveOut Dates**

Termination Type	Notice
Notice Date	05/01/2018
Move Out Date	07/22/2018
Reason for Move Out	Need more space

**Buttons:** Save | Close

From this screen, you can change the move out date and/ or select a new reason for move out.

- Click **Save**.
- The new dates are updated on the resident screen. A message appears stating "*Move out dates have been adjusted*".

Resident

**Move Out dates have been adjusted.**

First Name	Alyssa	MI	Resident ID	t0003265
Last Name	Haight		Property	f1
Address	324 Williams St.		Unit	324BWI
	Apt. B		Prospect	p0000240
City/State/Zip	Fairborn	OH 45324	Status	Notice
Email			Legal	N/A
Alt. Email			Payment Method	Any
Office			NSF Count	0
Home	(513) 213-2090		Late Count	0
Fax				

Edit Close Help

Affordable | Lease Info | Deposit Info | Lease Charges | Other Info | Personal Info

50059 Data							
Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
MO	Print 07/22/2018	639	25	0	25	614	Edit
MR	Print 01/04/2018	639	25	0	25	614	View
GD	Print 09/01/2017	629	25	0	25	614	View

- 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

- From the Dashboard, click on the **On Notice** number.

The screenshot shows the Community Manager Dashboard for Fairborn Apartments. In the top left, there's a 'Resident Activity' section with a table. The 'On Notice' row has a red box around its value '9'. Below this is a 'Maintenance' section with tables for Pending Move Ready, Pending Work Requests, and Completed WO Followup. To the right are 'Unit Statistics' and 'Traffic' sections. At the bottom, there are tabs for 'Calendar', 'On Notice - 07/31/2018' (which is selected), and 'Person Search'.

Move Out Date	Unit	Resident	Status	Adjust Dates	Cancel Notice	Cancel Evict
07/13/2018	324BWI	Alyssa Haight	Notice			
07/15/2018	305WI	Brittany Evans	Notice			
07/23/2018	206EN	Chi'Von Irvin	Notice			
08/02/2018	301BEM	Destiny Henry	Notice			

- Select **Cancel Notice**.

- The Resident Filter screen appears:

The screenshot shows the Resident filter screen. At the top, there's a message: "Notice has been Canceled. Please delete the 50059 MO certification." This message is highlighted with a red box. Below it is a table of resident information. At the bottom, there are tabs for 'Affordable', 'Lease Info', 'Deposit Info', 'Lease Charges', 'Other Info', and 'Personal Info'. Under 'Lease Info', there's a table titled '50059 Data' with two rows. The first row has a red box around the 'MO Print' link under 'Cert Type'. The second row has a red box around the 'AR Print' link under 'Cert Type'.

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
MO Print	07/22/2018	639	25	0	25	614	Edit
AR Print	04/01/2018	639	25	0	25	614	View

- The Resident screen appears, notifying that the notice has been cancelled. The status is now changed to **Current**.
- 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

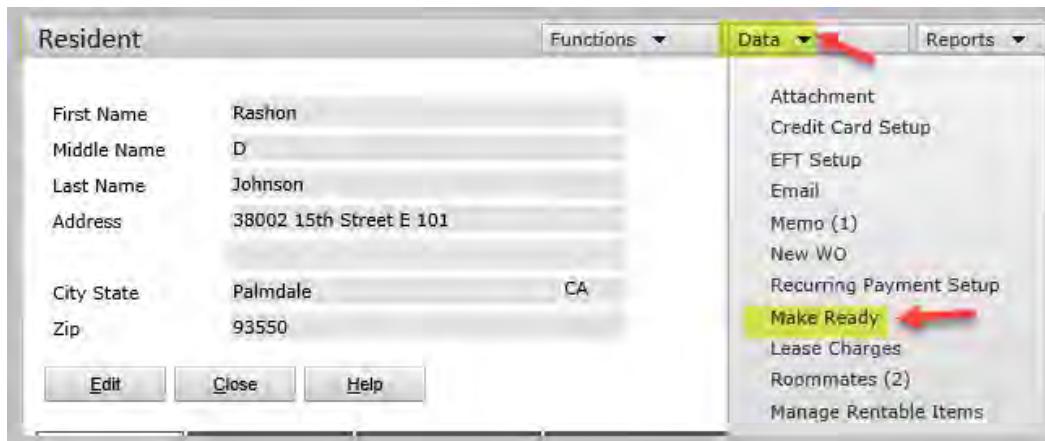
When a resident provides notice of move out and then moves out of a unit, there are tasks that need to be completed to get the unit ready and available for the next occupant. There are several components to the Make Ready process. Within Yardi, the following functions will be used:

- 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 work 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
<input type="button" value="Close"/>	

**Standard**

Select	Description	Work Order	RWO	RWO Brief Desc	Start Date	# Days
<input type="checkbox"/>	3. Locks Changed		2	Make Ready Lock	06/07/2021	7
<input type="checkbox"/>	4. Trash Out		3	Trash Out	06/07/2021	7
<input type="checkbox"/>	5. Paint		4	Paint Unit	06/07/2021	7
<input type="checkbox"/>	6. Maint/Make Ready		5	Maintenance / Make Ready	06/07/2021	7
<input type="checkbox"/>	7. Unit Clean		6	Unit Clean	06/07/2021	7
<input type="checkbox"/>	8. Floor (Clean/Replacement)		7	Floor (Clean/Replace)	06/07/2021	7
<input type="checkbox"/>	9. Final Unit Inspect		12	Final Manager Unit Inspection	06/07/2021	7
<input type="checkbox"/>	2. Moveout Inspection		1	Moveout Inspection - day of Mo	06/07/2021	7
<input type="checkbox"/>	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

- 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.

Community Manager Dashboard - Fairborn Apartments

Resident Activity		Unit Statistics		Tuesday, July 31, 2018	
Move In	3	Total Units	177	Prop/List	fa
<b>Move Out</b>	<b>2</b>	Leased Units	154	Quick Guest	
Deposit Accounting	5	Occupied Units	152	Leasing Specials	Daily Activity
On Notice	7	Available Units	25	Hot Sheet	Monitor Reports
Incomplete Certs	10	Model/Down/Admin	0	New PO	New Svc. Reg.
Annual Certs Due	20	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0	Charges	New Charge Batch
Expiring Leases (120 days)	0	Traffic		Receipts	New Receipt Batch
Scheduled Lease Renewals	0	Prospect Pipeline	2	Payables	New Payable Batch
Alerts	15	Today's Showings	0		
Maintenance		Affordable Waiting Lists	2		
Pending Make Ready	32	Pending Applications	21		
Pending Work Requests	35				
Completed WO Followup	0				

Calendar | Move Out - 07/31/2018 | Person Search

Move Out Date	Unit	Resident	Status	Move Out	Adjust Dates	Cancel Notice	Cancel Evict
07/15/2018	305WI	Brittany Evans	Notice	<b>Move Out</b>			
07/23/2018	206EM	Cha'Von Irvin	Notice				

- 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:

Resident

Status has been changed

First Name	Brittany	MI	L	Resident ID	t0000061
Last Name	Evans			Property	Fa
Address	305 Williams St.			Unit	305WI
City/State/Zip	Fairborn	OH	45324	Status	<b>Past</b>
Email				Legal	N/A
Alt. Email				Payment Method	Any
Office				NSF Count	0
Home				Late Count	0
Fax					

Edit | Close | Help

Affordable | Lease Info | Deposit Info | Lease Charges | Other Info | Personal Info

50059 Data

Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit
MO	Print 07/15/2018	707	36	134	-98	805	Edit
AR	Print 06/01/2018	707	36	134	-98	805	View

**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:

The screenshot shows a software interface titled "Resident". On the left, there is a vertical list of search criteria with their corresponding input fields. The fields are: Property (az), Unit (blank), Resident (link), Last Name (smith), Telephone Nos. (blank), Status (dropdown menu), Lease Expires (date range input), Notes (text area), Lease Desc (dropdown menu), and Display Rows (1000). At the bottom of the form are three buttons: Submit, Clear, and Help.

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

Resident		Functions	Data
First Name	Brittany	Cancel Move Out	
Last Name	Evans	Quick Charge	
Address	305 Williams St.	Deposit Accounting	
City/State/Zip	Fairborn	Generate Prospect	
Email		Prorate Calculator	
		Condo Apply Deposit	

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

Resident		Functions	Data	Reports																									
<i>Status has been changed</i>																													
First Name	Brittany	MI	L	Resident ID	t0000061																								
Last Name	Evans			Property	fa																								
Address	305 Williams St.			Unit	305WI																								
City/State/Zip	Fairborn	OH	45324	Status	Notice																								
Email				Legal	N/A																								
Alt. Email				Payment Method	Any																								
Office:				NSF Count	0																								
Home				Late Count	0																								
Fax				<input type="button" value="Edit"/> <input type="button" value="Close"/> <input type="button" value="Help"/>																									
<input type="button" value="Affordable"/> <input type="button" value="Lease Info"/> <input type="button" value="Deposit Info"/> <input type="button" value="Lease Charges"/> <input type="button" value="Other Info"/> <input type="button" value="Personal Info"/>																													
<b>50059 Data</b> <table border="1"> <thead> <tr> <th>Cert Type</th> <th>Effective Date</th> <th>Contract Rent</th> <th>TTP</th> <th>Util Allow.</th> <th>Tenant Rent</th> <th>HAP</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>MO</td> <td>Print 07/15/2018</td> <td>707</td> <td>36</td> <td>134</td> <td>-98</td> <td>805</td> <td><input type="button" value="Edit"/></td> </tr> <tr> <td>MO</td> <td>Print 06/01/2018</td> <td>707</td> <td>36</td> <td>134</td> <td>-98</td> <td>805</td> <td><input type="button" value="Edit"/></td> </tr> </tbody> </table>						Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit	MO	Print 07/15/2018	707	36	134	-98	805	<input type="button" value="Edit"/>	MO	Print 06/01/2018	707	36	134	-98	805	<input type="button" value="Edit"/>
Cert Type	Effective Date	Contract Rent	TTP	Util Allow.	Tenant Rent	HAP	Edit																						
MO	Print 07/15/2018	707	36	134	-98	805	<input type="button" value="Edit"/>																						
MO	Print 06/01/2018	707	36	134	-98	805	<input type="button" value="Edit"/>																						

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.

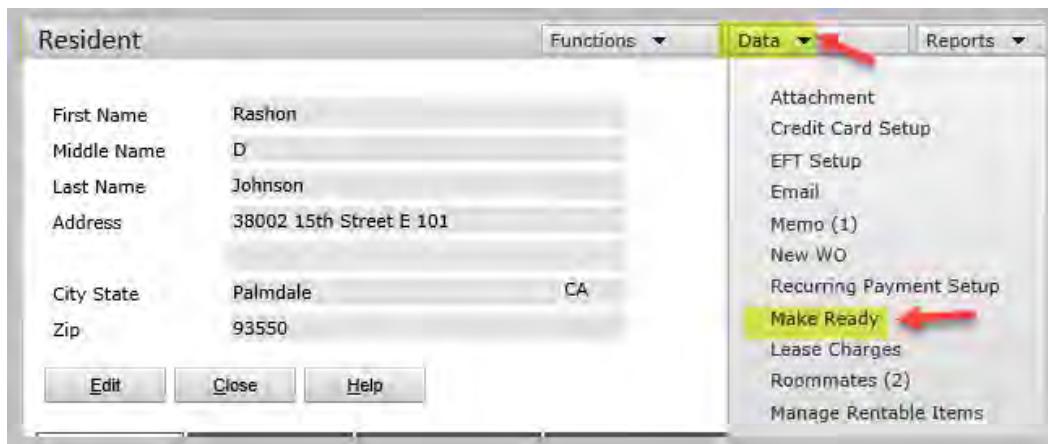
Note – remember to remove the final unit inspection work order that was created upon putting the resident in Past status or adjust the dates on the work order accordingly.

## 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.

Resident Activity	
Move In	0
Move Out	2
Deposit Accounting	3
On Notice	2
Incomplete Certs	26
Annual Certs Due	32
Unanswered Letters	0
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	12
<b>Maintenance</b>	
Pending Make Ready	16
Pending Work Requests	26
Completed WO Followup	1

Unit Statistics	
Total Units	120
Leased Units	104
Occupied Units	104
Available Units	18
Model/Down/Admin	0
On Hold Units	0
Unit Transfers	0

Traffic	
Prospect Pipeline	0
Today's Showings	0
Affordable Waiting Lists	3
Pending Applications	7

Open Batches	
Charges	New Charge Batch
Receipts	New Receipt Batch
Payables	New Payable Batch

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.

Pending Make Ready - 04/30/2020														
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.

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.

Make Ready Details

Property	ha					
Unit	12-104					
Move Out Date	03/26/2020					
<a href="#">Close</a>						
Standard						
<a href="#">Save</a>						
<input checked="" type="checkbox"/> Select	Description	Work Order	RWO	RWO Brief Desc	Start Date	# Days
<input checked="" type="checkbox"/>	2. Moveout Inspection		1	Moveout Inspection	03/23/2020	7
<input checked="" type="checkbox"/>	6. Maint/Make Ready		4	Maintenance / Make Ready	04/03/2020	7
<input checked="" type="checkbox"/>	9. Final Manager Unit Inspect		11	Final Unit Inspection	04/03/2020	7
<input checked="" type="checkbox"/>	4. Trash Out		10	Trash Out	03/26/2020	7
<input checked="" type="checkbox"/>	5. Paint		5	Paint	03/26/2020	7
<input checked="" type="checkbox"/>	7. Unit Clean		7	Unit Clean	03/26/2020	7
<input checked="" type="checkbox"/>	8. Floor (Clean/Replace)		8	Floor Clean/Replace	03/26/2020	7
<input checked="" type="checkbox"/>	3. Locks Changed		9	Locks Changed	03/26/2020	7
<input checked="" type="checkbox"/>	1. Pre MO Inspection		24	Pre-Vacancy Inspection	03/26/2020	7

- 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.

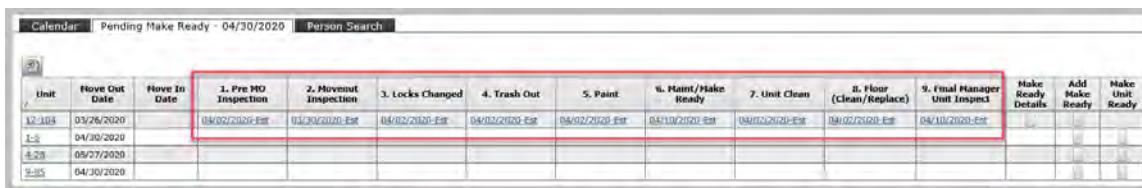
Some Make Ready work orders may need to be completed before others are started, and as such the "Start Date" column should be updated accordingly. For example, if the carpet is going to be replaced in a unit and the unit is to be repainted, it would be logical to start the carpet work after the painting 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.

- 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.

Maintenance	
Pending Make Ready	1
Pending Work Requests	102
Completed WO Followup	0

The Make Ready Status Board appears.

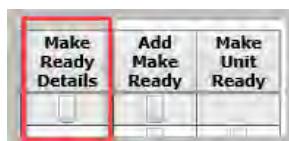


Unit	Move Out Date	Move In Date	1. Pre MO Inspection	2. Movemout Inspection	3. Locks Changed	4. Trash Out	5. Paint	6. Maint/Make Ready	7. Unit Clean	8. Floor (Clean/Replace)	9. Final Manager Unit Inspect	Make Ready Details	Add Make Ready	Make Unit Ready
12-105	03/26/2020		04/02/2020-Est	04/30/2020-Est	04/02/2020-Est	04/02/2020-Est	04/02/2020-Est	04/10/2020-Est	04/10/2020-Est	04/10/2020-Est	04/10/2020-Est			
1-2	04/30/2020													
4-23	05/27/2020													
9-35	04/30/2020													

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.

- 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.



- The Make Ready Details window appears.

Make Ready Update

Property ha - Unit 12-104 - Tenant Jennings - Move Out 3/26/2020

Unit Date Available: 04/03/2020

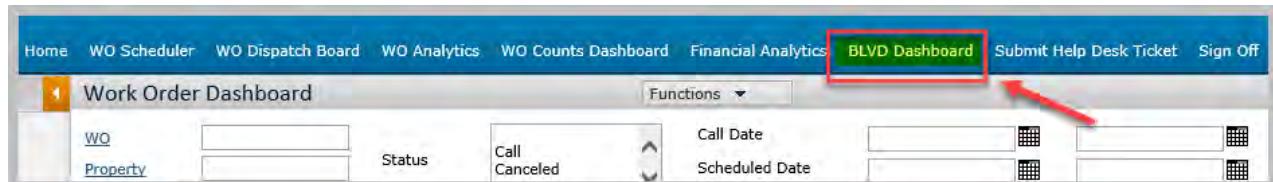
Description	Start Date	Expected Completion	Actual Completion	Complete
2. Moveout Inspection	03/26/2020	03/30/2020		<input type="checkbox"/>
6. Maint/Make Ready	04/03/2020	04/10/2020		<input type="checkbox"/>
9. Final Manager Unit Inspect	04/03/2020	04/10/2020		<input type="checkbox"/>
4. Trash Out	03/26/2020	04/02/2020	03/26/2020	<input checked="" type="checkbox"/>
5. Paint	03/26/2020	04/02/2020	03/28/2020	<input checked="" type="checkbox"/>
7. Unit Clean	03/26/2020	04/02/2020	03/26/2020	<input checked="" type="checkbox"/>
8. Floor (Clean/Replace)	03/26/2020	04/02/2020		<input type="checkbox"/>
3. Locks Changed	03/26/2020	04/02/2020		<input type="checkbox"/>
1. Pre MO Inspection	03/26/2020	04/02/2020	03/23/2020	<input checked="" type="checkbox"/>

Submit Close

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.

The screenshot shows the 'Agreement - Tenant' screen with various fields filled out. A red arrow points to the 'Functions' dropdown menu, which is open and displays three options: 'Change Agreement', 'One Time Charge' (highlighted in yellow), and 'Deactivate Agreement'. Below the dropdown, the 'Amount Unbilled' field is highlighted in yellow and contains the value '759'.

Agreement - Tenant			
Agreement Type	TENANT	Agreement	
Property	da	Status	SABRINA EDDY
Tenant	t0012475	Last Month	
Unit	715SBA		
HAP Month	10/2019		
Active Certification	AR 03/01/2019	Amount Unbilled	759
Contract	OH12M000155	Amount Unpaid	759.00
New Agreement	No	HUD Guideline	111
Agreement Date	02/08/2019	Monthly Payment Amount	110
Next Payment Due	05/01/2019	Total Expense	0
Due Day	1	Expense Billed	0
Agreement Amount	1,512	Payments Remaining	7
Previously Paid Amount	313		

Buttons at the bottom: Edit, Post, New, Delete, Help.

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.

The screenshot shows the 'Add One Time Charge' dialog box. It contains fields for 'Agreement Amount' (1,512), 'Balance' (759), 'Charge Date' (08/27/2019), and 'Amount' (759). A red arrow points to the 'Post' button at the bottom left of the dialog.

Add One Time Charge	
Agreement Amount	1,512
Balance	759
Charge Date	08/27/2019
Amount	759
<b>Post</b>	

## 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.

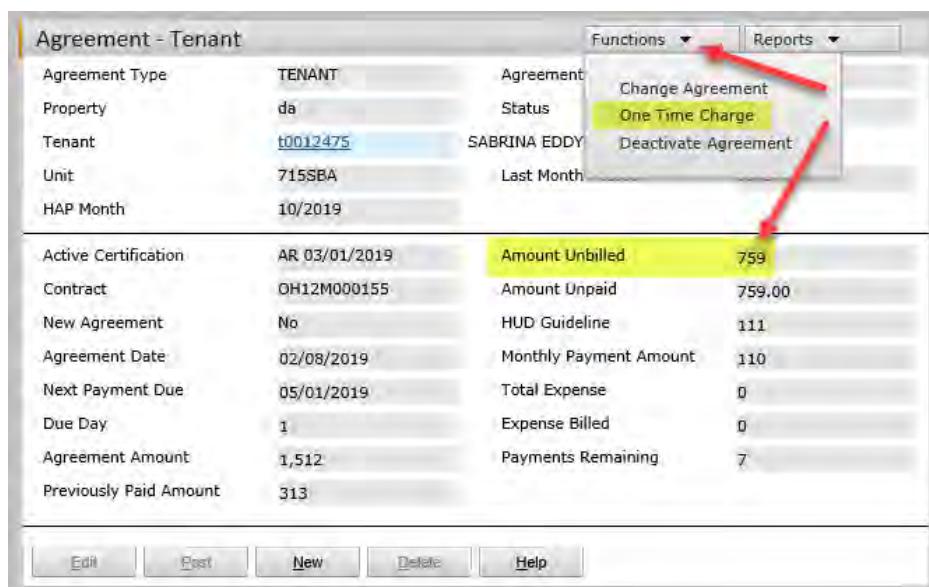
For any problematic ledger, please submit a Help Desk ticket for assistance.

**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

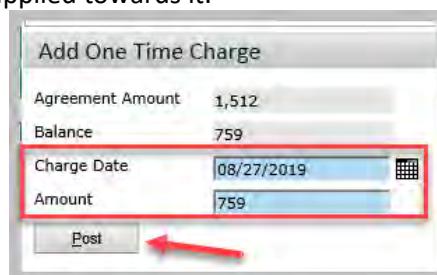
This section will walk you through reviewing the repayment agreement and adding a one-time charge for any amount not yet billed to the resident so that it shows on the ledger at move out and deposit accounting can be applied accordingly.

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.



The screenshot shows the 'Agreement - Tenant' screen. At the top right, there is a 'Functions' dropdown menu with the following options: Change Agreement, One Time Charge (highlighted in green), and Deactivate Agreement. Below the menu, the main table displays various agreement details. A yellow highlight covers the 'Amount Unbilled' column, which shows a value of 759. The table includes columns for Active Certification, Contract, New Agreement, Agreement Date, Next Payment Due, Due Day, Agreement Amount, and Previously Paid Amount. At the bottom of the screen are buttons for Edit, Post, New, Delete, and Help.

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.



The screenshot shows the 'Add One Time Charge' dialog box. It contains the following fields: Agreement Amount (1,512), Balance (759), Charge Date (08/27/2019), and Amount (759). The 'Charge Date' and 'Amount' fields are highlighted with a red box. At the bottom is a 'Post' button, which has a red arrow pointing to 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.

Community Manager Dashboard - Fairborn Apartments

Resident Activity		Unit Statistics		Tuesday, July 31, 2018	
Move In	3	Total Units	177	Prop/List	fa
Move Out	1	Leased Units	153	Add Guest	Quick Guest
Deposit Accounting	5	Occupied Units	151	Leasing Specials	Daily Activity
On Notice	2	Available Units	29	Hot Sheet	Monitor Reports
Incomplete Certs	9	Model/Down/Admin	0	New PO	New Svc. Req.
Annual Certs Due	20	On Hold Units	0	Print Letters	Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0				
Scheduled Lease Renewals	0				
Alerts	15				
Maintenance		Traffic		Open Batches	
Pending Make Ready	32	Prospect Pipeline	2	Charges	New Charge Batch
Pending Work Requests	36	Today's Showings	0	Receipts	New Receipt Batch
Completed WO Followup	0	Affordable Waiting Lists	2	Payables	New Payable Batch

Calendar | Deposit Accounting - 07/31/2018 | Person Search

Move Out Date	Unit	Resident	Deposit Acctg	Clear Applicant
05/24/2018	326WA	Parvs Koogler	<input type="checkbox"/>	<input type="checkbox"/>
06/21/2018	308BWA	Corenda Williams	<input type="checkbox"/>	<input type="checkbox"/>
06/22/2018	335DEM	Lauren Reagan	<input type="checkbox"/>	<input type="checkbox"/>
07/02/2018	210EM	Chyna Davis	<input type="checkbox"/>	<input type="checkbox"/>
07/09/2018	334WI	Deedra Jones	<input type="checkbox"/>	<input type="checkbox"/>
07/15/2018	305WI	Brittany Evans	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.

The screenshot shows the 'Affordable Move Out' screen. The 'Move Out Information' section is highlighted with a red border. It contains fields for Move Out Date (07/15/2022), Move Out Reason (2=Owner initiated, MAT), Tenant Sign Date, Owner Sign Date (07/15/2022), Extenuating Circumstances (8>No Signature Required, MAT), and Certification caused by EIV (No). Below this section are two buttons: 'Save' and '50059 Form'. The 'Key Information' section shows Contract Rent (1,535), Tenant Rent (249), HAP (1,286), Utility Allowance (65), and HAP Month (09/2022). A 'Quick Post Preview' button is highlighted with a red border. At the bottom are 'Post' and 'Cancel' buttons.

- 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.

- Click **Save**.
- Click the **50059 Form** button to print the move out cert for the file.
- 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.

Quick Post Review																		
Unit		Tenant	Cert Type	Effective Date	New Cert?	Contract Rent	Utility Allowance	Tenant Rent	HAP	Date Range	Adjust	Deposit	Rent	EI	URP	URP Rec	HAP	Billing Type
Quick Pre-Post for property evw : HAP Month 9/2022 & R Month 7/2022 A/P Month 7/2022																		
313	Alice BARCLAY (t0007330)		AR	05/01/2022		1,535	65	249	1,286	07/01/2022 - 07/31/2022	Adj	-249				-1,286	Undo	
			AR	05/01/2022		1,535	65	249	1,286	08/01/2022 - 08/31/2022	Adj	-249				-1,286	Undo	
			AR	05/01/2022		1,535	65	249	1,286	07/01/2022 - 07/15/2022	Adj	120				632	New	
			MO	07/15/2022	Y	0	0	0	0		Adj					-1,950	New	
										Total Adj		-378				-1,950		
										Total		-378				-1,950		

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 step **MUST** be completed whether the Resident has supplied a forwarding address or not. 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 Accounting																																																																							
Resident Info										Deposit Summary			Forwarding Address																																																										
Code	t0007330	Lease From				Outstanding Charges	131.00	Address	1460 Parkside Ave, Apt 313																																																														
Name	BARCLAY	Lease To				Available Credit	274.00																																																																
Property	ew - Park Place Associates	Move In	05/25/2017			Amount Of Refund	143.00																																																																
Unit	313	Move Out	07/15/2022			Amount Owed	0.00																																																																
Post Date	07/27/2022	Status	Past																																																																				
Post Month	07/2022	Expense Type	Expenses																																																																				
Agent																																																																							
Roommates																																																																							
Print Statement	<input type="checkbox"/>																																																																						
<b>Post</b>	<b>Close</b>	<b>Help</b>																																																																					
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**The Deposit Summary:**  
**Outstanding Charges:** Shows open charges are credit on the ledger prior to adding anything. This will change as data is added in the bottom section.  
**Available Credit:** Security Deposit Paid.  
**Amount of Refund/Amount Owed:** This will change as amounts are added at the bottom of the page

**Make sure to add the residents forwarding address. The address added here will populate to the refund check.**

## Deposit Interest

If your state requires interest to be returned to the resident 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.

<b>SECURITY DEPOSIT INTEREST CREDIT</b>		
(Complete everything in red)		
<b>Property:</b>	Park Place Associates	
<b>TENANT'S NAME:</b>	Alice Barclay	
<b>UNIT #</b>	313	
<b>BLVD Purchase Date:</b>	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	
<b>NOTE: If Interest was paid out yearly, you should only calculate based on last period interest credit given to date</b>		
<b>AMOUNT OF SECURITY DEPOSIT</b>	\$	274.00
<b>TOTAL Interest earned</b>	\$	8.14
<b>Less: Interest previously applied</b>	\$	(6.68)
<b>TOTAL CREDIT DUE TO RESIDENT:</b>	\$	1.46
<b>Site Directions: Fill in the items in Red, this will populate the Credit Amount due to the resident</b>		

- 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
<input checked="" type="checkbox"/>	rent	RENT 6/1/2022 to 6/30/2022	3.00	0.00
<input checked="" type="checkbox"/>	rent	RENT 7/1/2022 to 7/31/2022	249.00	0.00
<input checked="" type="checkbox"/>	rent	RENT 8/1/2022 to 8/31/2022	249.00	0.00
<input checked="" type="checkbox"/>	rent	RENT Adj AR, 07/01/2022 to 07/15,	120.00	0.00
<input checked="" type="checkbox"/>	late	Late Fee	5.00	0.00
<input checked="" type="checkbox"/>	late	Late Fee, 3 days @ \$1.00/day	3.00	0.00
<input checked="" type="checkbox"/>	rent	RENT Adj AR, 07/01/2022 to 07/31,	-249.00	0.00
<input checked="" type="checkbox"/>	rent	RENT Adj AR, 08/01/2022 to 08/31,	-249.00	0.00
<input checked="" type="checkbox"/>	secdep	:Security Deposit credit		274.00
<input type="checkbox"/>	forfeit	Forfeiture of Security Deposit	0.00	
<input checked="" type="checkbox"/>	damages	Broken lock	30.00	
<input type="checkbox"/>	damages	Damages	0.00	
<input type="checkbox"/>	damages	Damages	0.00	
<input checked="" type="checkbox"/>	sdint	Deposit Interest	0.00	1.46
<input type="checkbox"/>	rent	Adjustment to Rent	0.00	
<input type="checkbox"/>	late	Late Fees	0.00	
<input checked="" type="checkbox"/>	cleaning	Trash out	50.00	
<input type="checkbox"/>	cleaning	Cleaning	0.00	
<input type="checkbox"/>	cleaning	Cleaning	0.00	
<input type="checkbox"/>	utility	Utility Reimbursement Adjustment	0.00	
<input type="checkbox"/>	maint	Maintenance Fees	0.00	
<input type="checkbox"/>	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.

- 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**.

**Deposit Accounting**

Resident Info		Deposit Summary	
Code	t0007330	Lease From	
Name	BARCLAY	Lease To	
Property	ew - Park Place Associates	Move In	05/25/2017
Unit	313	Move Out	07/15/2022
Post Date	07/27/2022	Status	Past
Post Month	07/2022	Expense Type	Expenses
Agent			
Roommates			
Print Statement	<input type="checkbox"/>		
<b>Post</b>		<b>Close</b>	

You are returned to the resident screen with a note saying **Deposit Accounting has been posted.**

**Resident**

Deposit Accounting has been posted.

Reports ▾

- Ledger
- Unpaid Charges
- Pending Payments
- MoveOut Statement
- Deposit Statement**
- MO Letter - Pay or Go To Collections

## 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.

- 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.

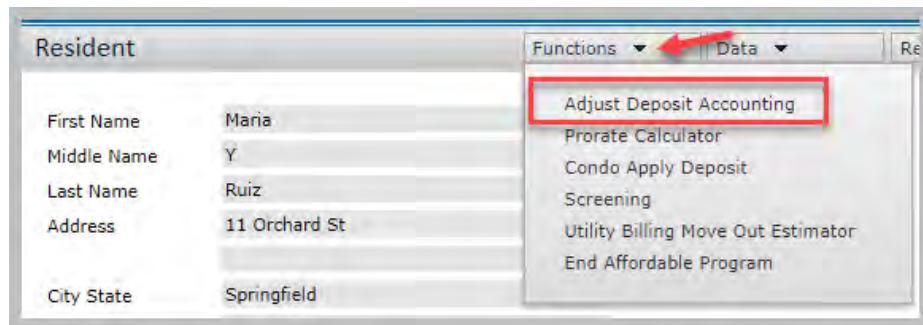
Note: If a refund is owed to the resident, Yardi creates a payable automatically when Deposit Accounting is posted.

HAP Adj AR, 04/01/2016 to 04/07/2016		21.00	260.00	91239
4/7/2016	:Security Deposit credit	(375.00)	(115.00)	91241
	Amount to be refunded	171.00	56.00	91242
4/25/2016	Agreement #42 Move Out, Undo Unpaid Tenant	(55.00)	21.00	91243
	Repayment Charges			
	RENT 5/1/2016 to 5/31/2016	747.00	768.00	91232

## 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.

Include	Charge Code	Description	Charge Amount	Credit
<input type="checkbox"/>				
			0.00	0.00

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.

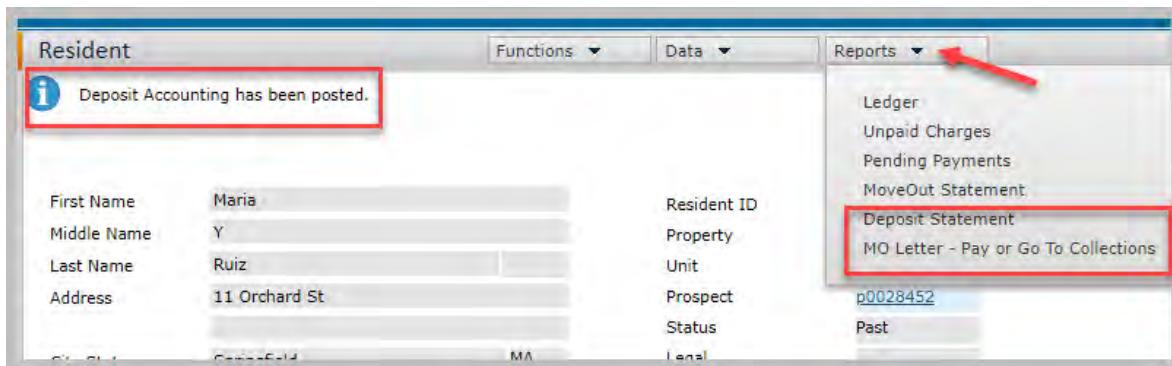
## Printing Move Out Documents

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 report 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  
 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)

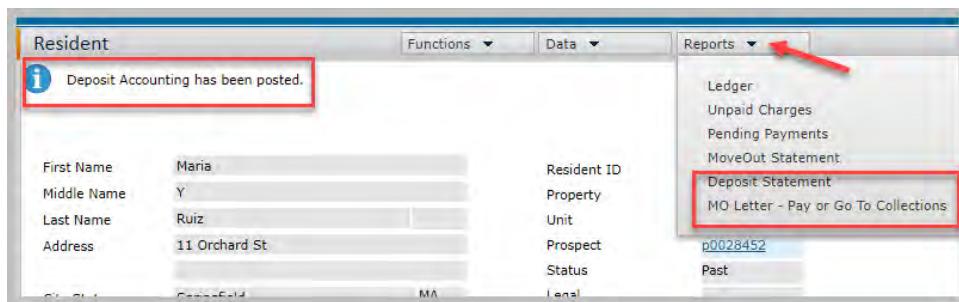
Click the **Save** option and export to **PDF**. If any changes need to be made, you can export to Excel, correct any issues, and then send to PDF from Excel.

## 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.

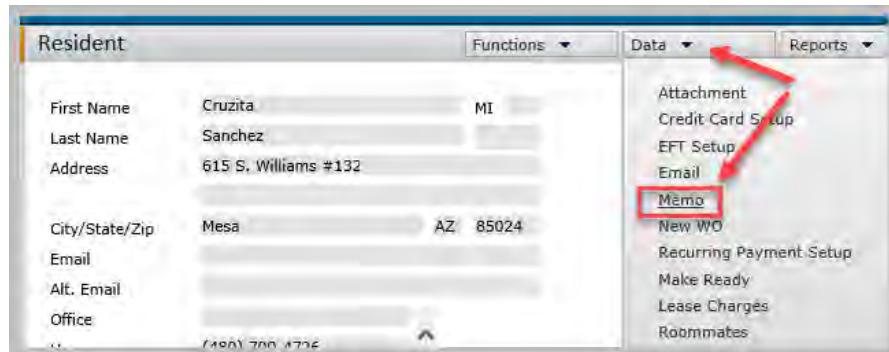
<b><u>30-DAY NOTICE TO PAY OR BE TURNED OVER TO COLLECTIONS – SEND CERTIFIED MAIL</u></b>																																																																						
To:	Maria Ruiz & Other Members 11 Orchard St Springfield, MA 01107	From:	Pynchon Townhomes LLC 101 Lowell Street Springfield, MA 01107 (413) 788-6100																																																																			
Date:	May 03, 2023																																																																					
On _____, your occupancy of the premises commonly known as <u>Pynchon Townhomes LLC</u> 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. <u>All Payments must be made within 30 days of this notice or you will be sent to collections.</u>																																																																						
<table border="1"> <thead> <tr> <th>Date</th> <th>Description</th> <th>Charges</th> <th>Payments</th> <th>Balance</th> </tr> </thead> <tbody> <tr><td>04/30/2023</td><td>Previous Balance</td><td></td><td></td><td><b>4,821.33</b></td></tr> <tr><td>05/01/2023</td><td>RENT 5/1/2023 to 5/31/2023</td><td>184.00</td><td>0.00</td><td>\$5,005.33</td></tr> <tr><td>05/03/2023</td><td>RENT Adj AR, 04/01/2023 to 05/31/2023</td><td>-368.00</td><td>0.00</td><td>\$4,637.33</td></tr> <tr><td>05/03/2023</td><td>RENT Adj AR, 04/01/2023 to 04/21/2023</td><td>129.00</td><td>0.00</td><td>\$4,766.33</td></tr> <tr><td>05/03/2023</td><td>Security Deposit credit</td><td>-94.00</td><td>0.00</td><td>\$4,672.33</td></tr> <tr><td>05/03/2023</td><td>Deposit Interest</td><td>-1.71</td><td>0.00</td><td>\$4,670.62</td></tr> <tr><td>05/03/2023</td><td>Cleaning - Trash Out</td><td>50.00</td><td>0.00</td><td>\$4,720.62</td></tr> <tr><td>05/03/2023</td><td>Damages - Broken Lock</td><td>30.00</td><td>0.00</td><td>\$4,750.62</td></tr> <tr><td></td><td></td><td></td><td></td><td>\$</td></tr> <tr><td></td><td></td><td></td><td></td><td>\$</td></tr> <tr><td></td><td></td><td></td><td></td><td>\$</td></tr> <tr><td></td><td></td><td></td><td></td><td>\$</td></tr> </tbody> </table>						Date	Description	Charges	Payments	Balance	04/30/2023	Previous Balance			<b>4,821.33</b>	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					\$					\$					\$					\$
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*****If additional charges, see next pg. <b>Ending Balance \$4,750.62</b>																																																																						
So therefore, you are hereby notified to pay the balance <u>due within 30 days</u> of this notice or you will be turned over to the collection agency.																																																																						

## Creating Memo for Move Out Letter Sent to Past Tenant

# The BLVD Group

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.

A screenshot of a "Memo Information" dialog box. At the top, it says "Memos for Tenant: Cruzita Sanchez (t0000984)". The "Type" field is set to "MO Letter Sent to R". The "Status" field is set to "Memo". In the notes section, there is a red box around the text: "Move Out Letter sent to past tenant, notifying them of payment due in 30 days or be sent to collections." A red arrow points from the text above to this note. At the bottom, there are "Save", "Close", and "Help" buttons.

## 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](mailto: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

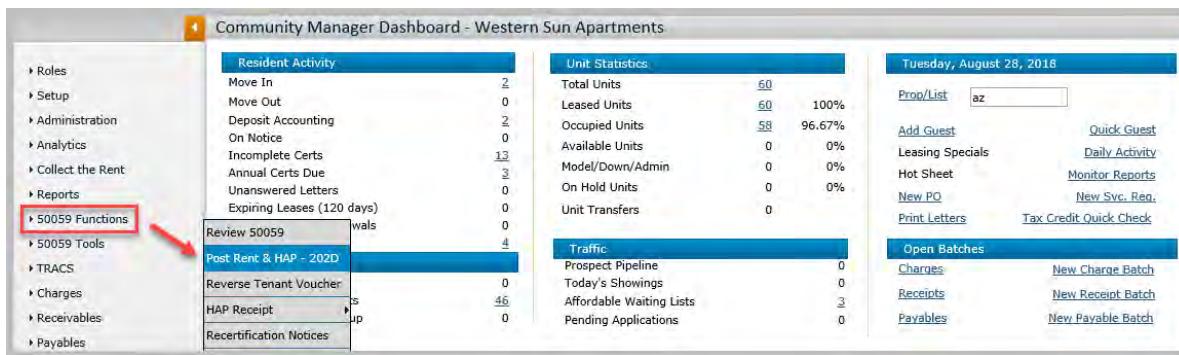
- ✓ Make sure move outs for the prior month have been completed and signed
- ✓ Make sure Move ins for the prior month have been completed.
- ✓ Review dashboard for any open certifications that need to have sign dates added prior to posting.
- ✓ Run Post Rent & HAP for one month in future.
  - Advance 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.

This screenshot shows the 'Post Rent & HAP' interface. At the top, there's a 'Default Values' section with fields for Rent Charge (rent), EI Charge (ei), HAP Charge (hap), UR Due Date (5195), UR Account (utility), and UR Recovery Charge (utility). A red box highlights the 'HAP Month' field, which is set to 'Current: 05/2021'. Below this is a 'Post' button, also highlighted with a red box. The main table lists tenant charges for May 2021, including rows for 0142G and 0144G.

Unit	Tenant	Cert Type	Effective Date	New Cert?	Tenant Rent	HAP	Date Range	Adjust	Deposit	Rent	EI	URP	URP Rec	HAP	Billing Type
0142G	Limary Soto Lugo (t0006324)	GR	02/01/2021		1,248	155	05/01/2021 - 05/31/2021			1,248				155	Regular
0144G	STEPHANIE ZAMBRANO (t0003699)	IR	03/01/2021		677	897	05/01/2021 - 05/31/2021			677				897	Regular

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 1<sup>st</sup> and we are submitting for May 1<sup>st</sup> 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.

This screenshot shows the same 'Post Rent & HAP' interface after posting. The 'Advance to 06/2021' button is highlighted with a red box. The main table now shows 'Successfully Posted' messages in the HAP column for each row, indicating the charges were successfully processed. A red arrow points to the 'Successfully Posted' message in the last row.

Unit	Tenant	Cert Type	Effective Date	New Cert?	Tenant Rent	HAP	Date Range	Adjust	Deposit	Rent	EI	URP	URP Rec	HAP	Billing Type
0142G	Limary Soto Lugo (t0006324)	GR	02/01/2021		1,248	155	05/01/2021 - 05/31/2021			1,248				155	Regular
0144G	STEPHANIE ZAMBRANO (t0003699)	IR	03/01/2021		677	897	05/01/2021 - 05/31/2021			677				897	Regular
0146G	Lymanie Colon (HII) (5013)									Successfully Posted					

## 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. **The HAP Month must always be set to the month for the next Voucher to be processed.**

- From the Post Rent & HAP screen, click the Advance to mm/yyyy button.

Unit	Tenant	Cert Type	Effective Date	New Cert?	Tenant Rent	HAP	Date Range	Adjust	Deposit	Rent
0142G	Limary Soto Lugo (t0006324)	GR	02/01/2021		1,248	155	05/01/2021 - 05/31/2021			1,248
0144G	STEPHANIE ZAMBRANO (t0003699)	IR	03/01/2021		677	897	05/01/2021 - 05/31/2021	Total		677
0146G	Lymanie Colon (t0015013)							Total		677

Posting complete: Property Falls View Apartments (fv) : HAP Month 5/2021 A/R Month 3/2021 A/P Month 3/2021

Successfully Posted

Total 1,248

Successfully Posted

Total 677

Successfully Posted

The confirmation box appears with “Do you want to advance the Post Month?”

- 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:**

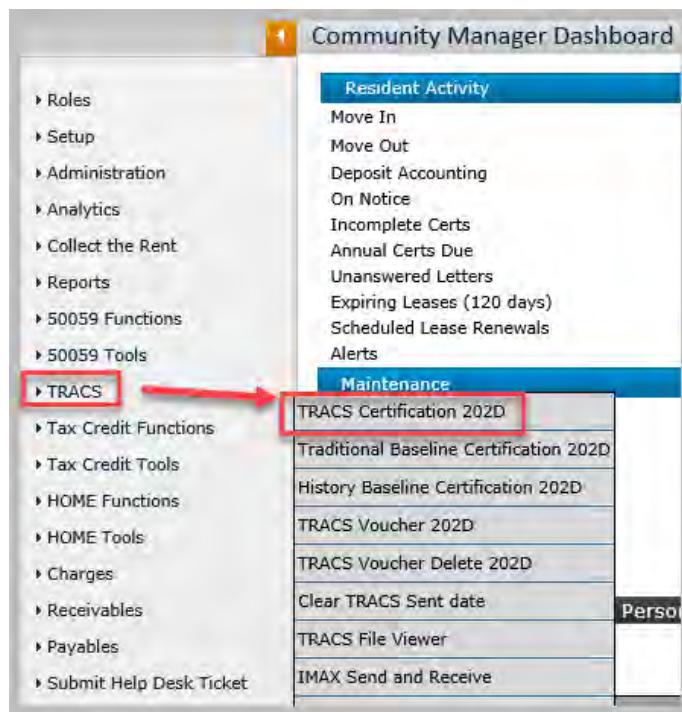
<http://www.hud.gov/offices/pih/systems/pic/faq/secadm.cfm#3>.

## 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.

A screenshot of the "Prepare TRACS Tenant Certification files" dialog box. It has several input fields:

- Property:** fv
- HAP Month (MM/YYYY):** 05/2021
- Contract:** (empty field)
- Tenant:** (empty field)
- Cert Type:** A dropdown menu containing MI, IC, AR, and other options.

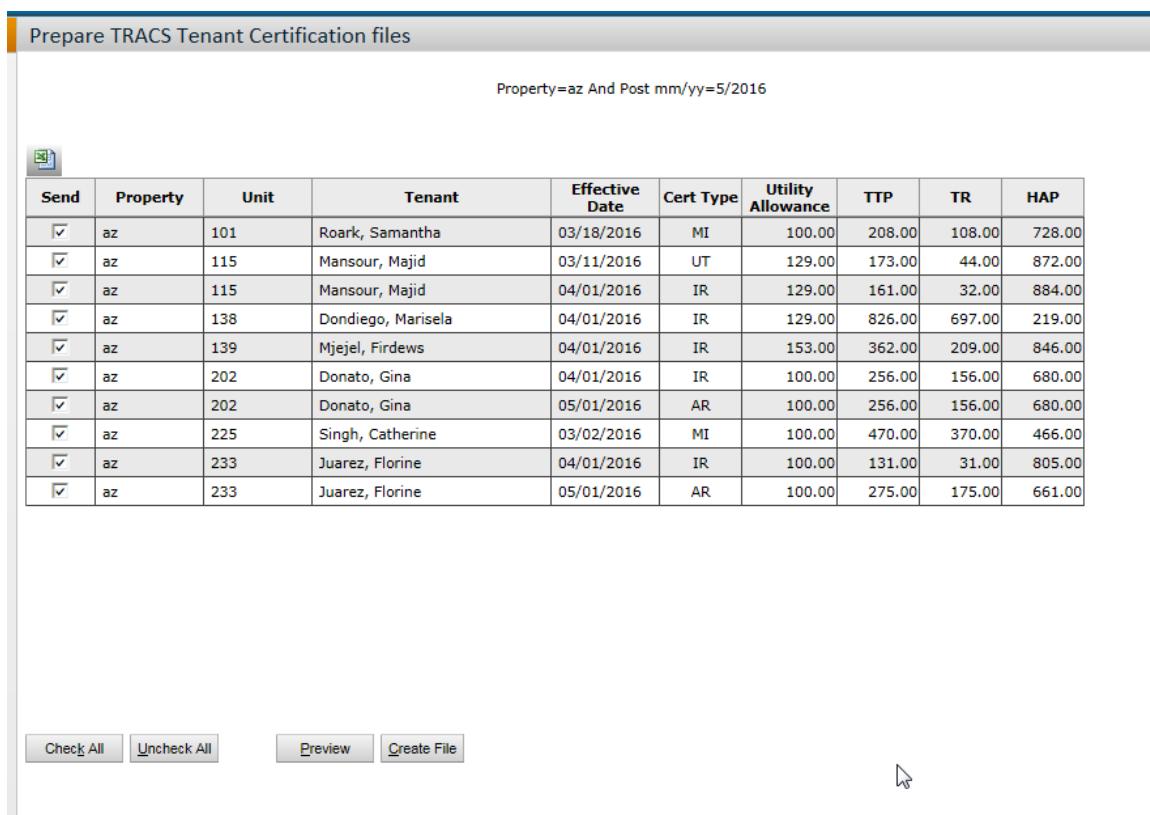
At the bottom of the dialog are two buttons: "Load" and "Help".

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.



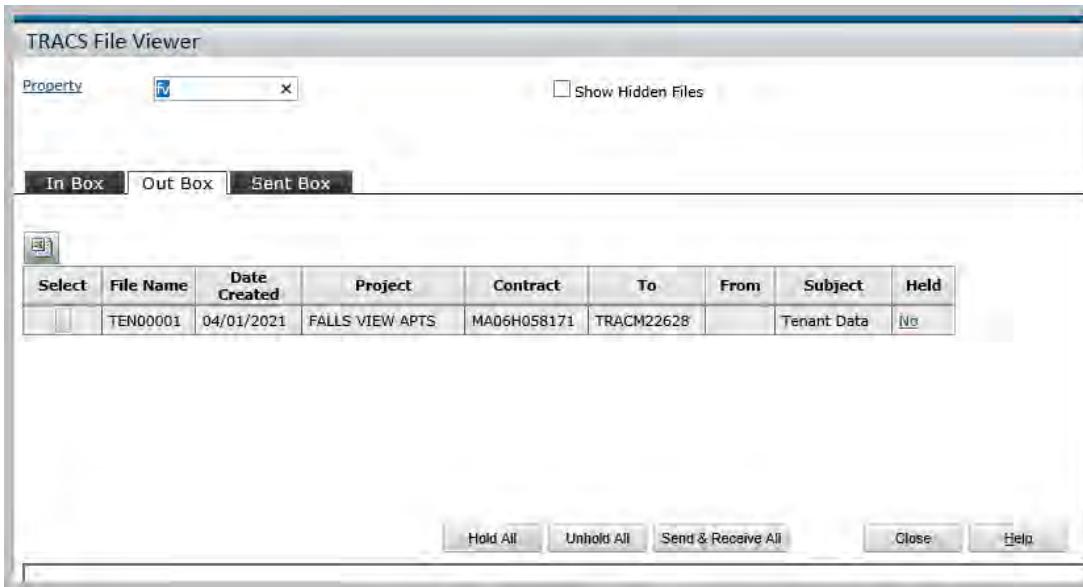
The screenshot shows a software interface titled "Prepare TRACS Tenant Certification files". At the top, it displays the filter "Property=az And Post mm/yy=5/2016". Below this is a grid table with the following columns: Send, Property, Unit, Tenant, Effective Date, Cert Type, Utility Allowance, TTP, TR, and HAP. The data grid contains 10 rows of tenant information. At the bottom of the grid, there are three buttons: "Check All", "Uncheck All", "Preview", and "Create File". A cursor arrow is positioned over the "Create File" button.

Send	Property	Unit	Tenant	Effective Date	Cert Type	Utility Allowance	TTP	TR	HAP
<input checked="" type="checkbox"/>	az	101	Roark, Samantha	03/18/2016	MI	100.00	208.00	108.00	728.00
<input checked="" type="checkbox"/>	az	115	Mansour, Majid	03/11/2016	UT	129.00	173.00	44.00	872.00
<input checked="" type="checkbox"/>	az	115	Mansour, Majid	04/01/2016	IR	129.00	161.00	32.00	884.00
<input checked="" type="checkbox"/>	az	138	Dondiego, Marisela	04/01/2016	IR	129.00	826.00	697.00	219.00
<input checked="" type="checkbox"/>	az	139	Mjejel, Firdews	04/01/2016	IR	153.00	362.00	209.00	846.00
<input checked="" type="checkbox"/>	az	202	Donato, Gina	04/01/2016	IR	100.00	256.00	156.00	680.00
<input checked="" type="checkbox"/>	az	202	Donato, Gina	05/01/2016	AR	100.00	256.00	156.00	680.00
<input checked="" type="checkbox"/>	az	225	Singh, Catherine	03/02/2016	MI	100.00	470.00	370.00	466.00
<input checked="" type="checkbox"/>	az	233	Juarez, Florine	04/01/2016	IR	100.00	131.00	31.00	805.00
<input checked="" type="checkbox"/>	az	233	Juarez, Florine	05/01/2016	AR	100.00	275.00	175.00	661.00

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.

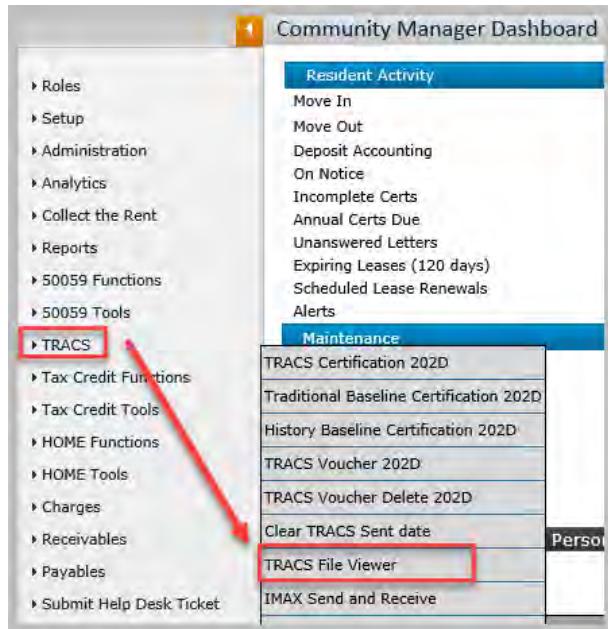
8. Once you click on “Create File”, the **TRACS File Viewer** window appears.



## Understanding the TRACS File Viewer

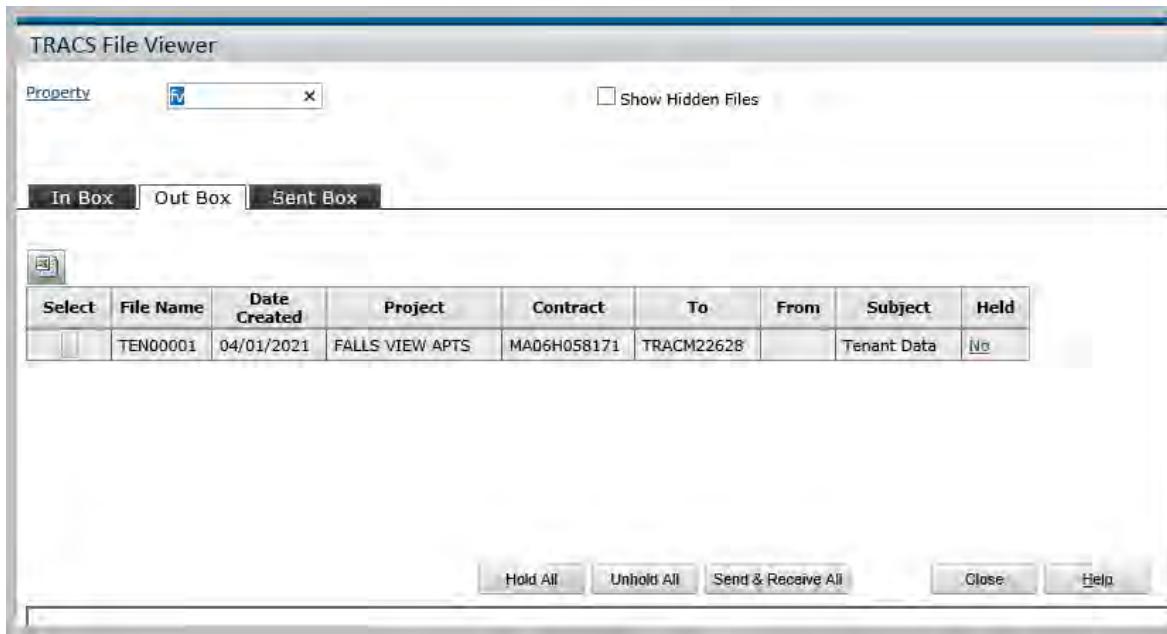
The TRACS File Viewer is a tool that is an interface to iMAX Web Server. This viewer enables you to send files to TRACS, receive TRACS messages, and review previously transmitted TRACS files for your property.

1. To open the TRACS File Viewer, from the Left Menu, click **TRACS**, then click **TRACS File Viewer**.

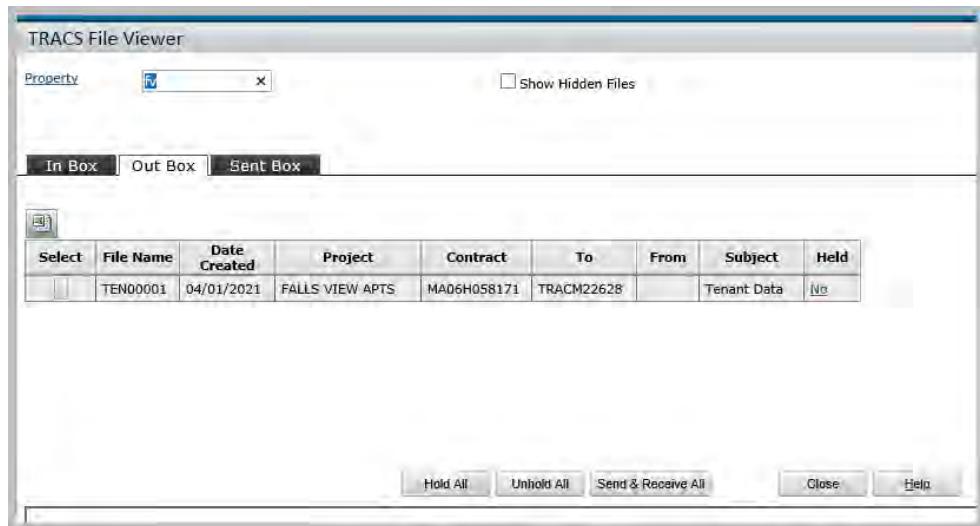


The TRACS File Viewer has three tabs: In Box, Out Box, and Sent Box.

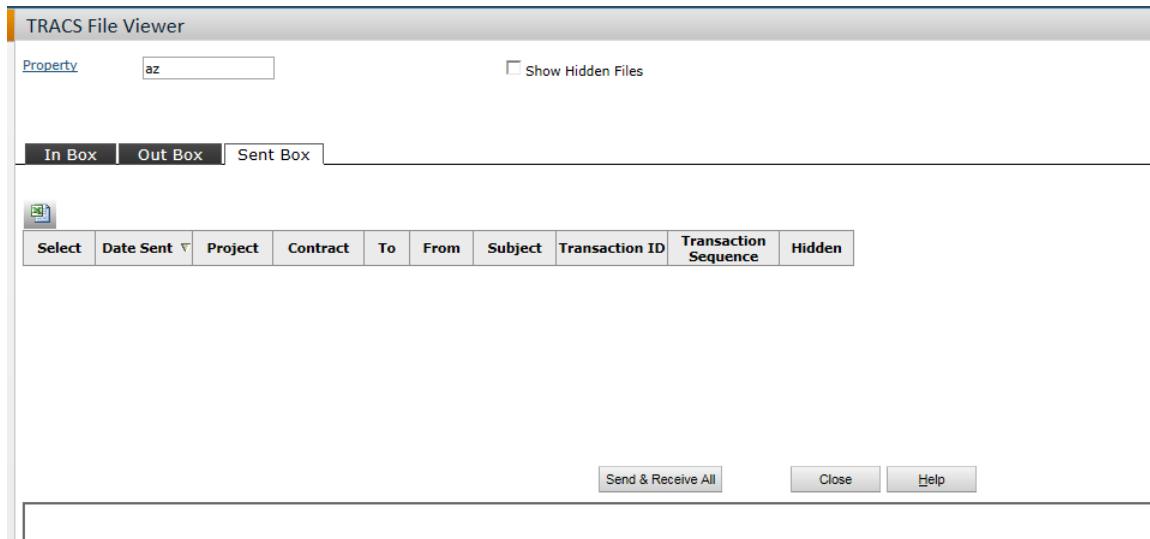
2. The InBox tab shows the messages that are stored in the Inbox folder on your server. You receive these messages during iMAX transmissions. Clicking a Select button displays the details of the selected message.



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.



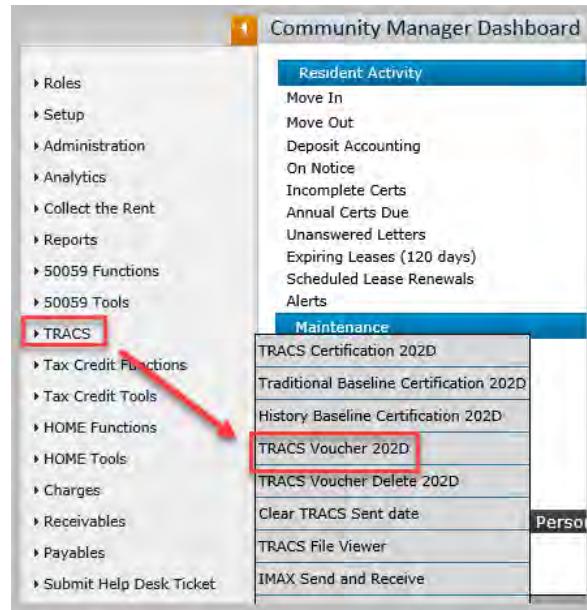
3. Close closes the TRACS File Viewer. The main menu appears.

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.

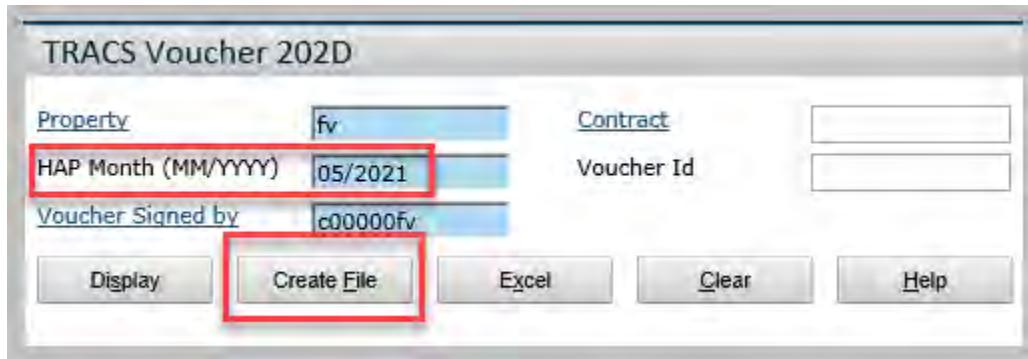
## Creating a TRACS Voucher File

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**.



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).

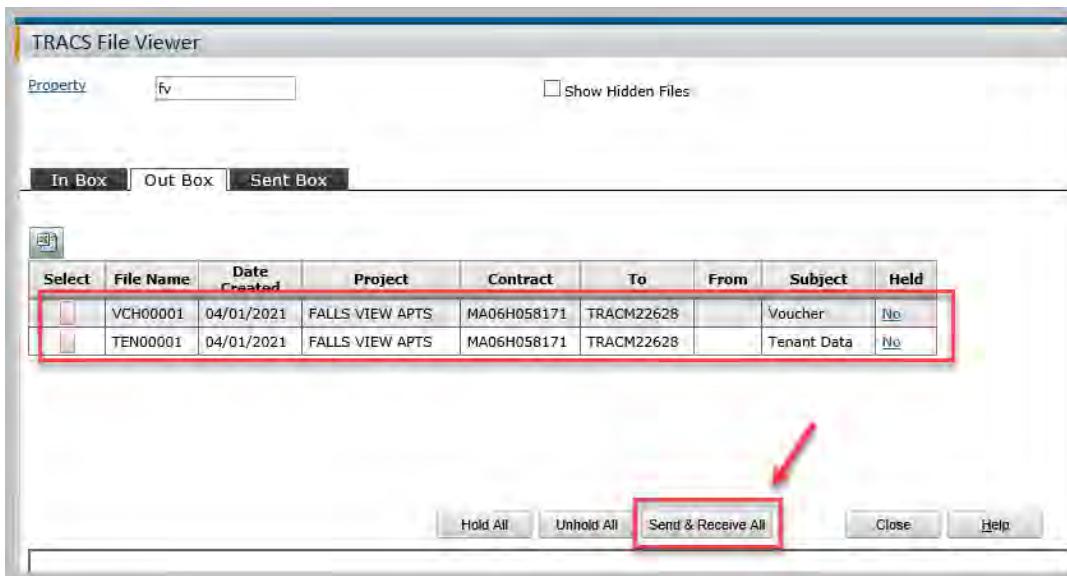
4. Click **Display** to preview the voucher details or **Create File** to create the file.

5. If you click Display the screen will look like the below.

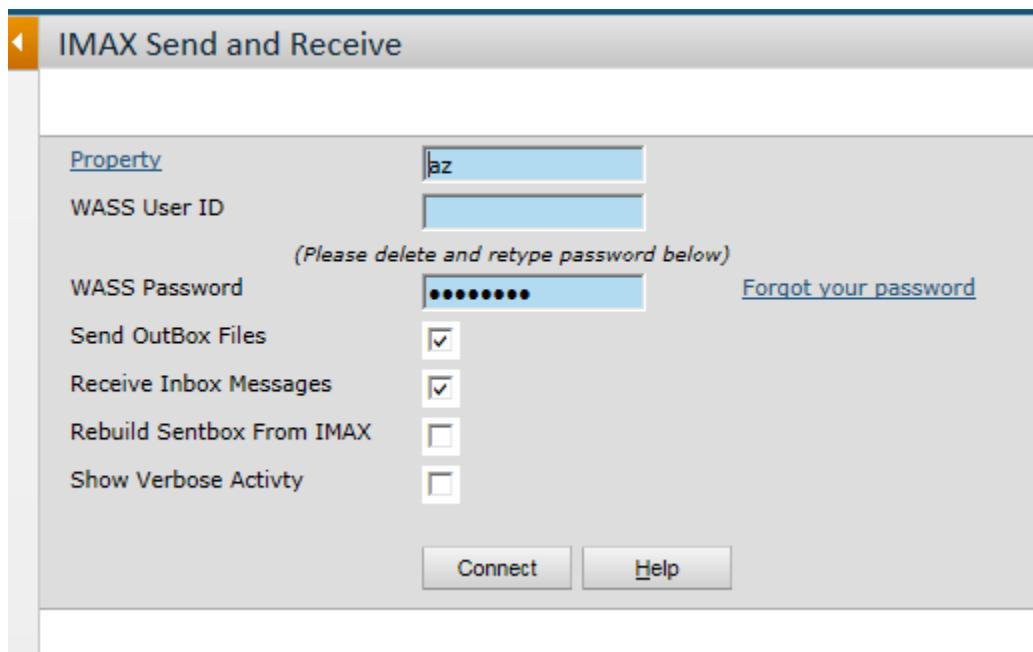
TRACS Voucher											
For post month 10/01/2017											
Project Name : FASDORN APARTMENTS Project Number : 0464064 Contract Number : 0116000991											
Assistance Payment Summary Record											
Contract #	Total Units	Subsidy Units	Market Units	Vacant Units	# Regular Billings	# Adjusted Billings	Regular Amount	Adjusted Amount	Special Claims	Miscellaneous Accounting	Repayment Agreements
0116000991	170	156	5	17	156	52	52,049	-7,504	0	0	0
Assistance Payment Detail Record											
Name of Household	Unit Number	Unit Size	Contract Rent	Utility Allowance	Certification Type	Correction Flag	Effective Date		Requested Amount		
Hill, Elizabeth M	1201B	1	639	0	GR		09/01/2017		316		
Pinto, Donald C	1201C	1	675	0	GR		09/01/2017		614		
Johnson, Tykara	1202A	2	707	154	GR		09/01/2017		816		
Hannale, Adora	1203B	2	707	154	GR		09/01/2017		816		
Mallison, Desirae	1203C	2	707	154	GR		09/01/2017		816		
Hajlani, Amira	1205D	2	707	159	GR		09/01/2017		559		
Suttilin, Nasra	1205A	2	707	159	GR		09/01/2017		818		
Zonne, Janee	1205B	2	707	154	GR		09/01/2017		816		
Jimenez, Domingue	1207C	2	694	156	HO		09/10/2017		0		
Fox, Emily	1201D	2	707	154	GR		09/01/2017		812		
Weiss, Susan H	1204A	1	639	0	GR		09/01/2017		392		
Hodkins, Dehomenes R	1204B	1	627	0	HO		09/24/2017		0		
Masse, Keith	1204C	1	639	0	GR		09/01/2017		256		
Scarabelli, Edward	1204D	1	639	0	GR		09/01/2017		609		
Faulkner, Asiana	1205A	1	639	0	GR		09/01/2017		613		
Lubbers, Tammera L	1205B	1	639	0	GR		09/01/2017		594		
Foland, Richard L	1205C	1	639	0	GR		09/01/2017		614		
Bottie, Jo Leah	1205D	1	639	0	GR		09/01/2017		547		
Myhre, Patricia S	1206A	1	647	0	GR		09/01/2017		429		
sohn, Franklin L	1206B	1	638	0	GR		09/01/2017		411		

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

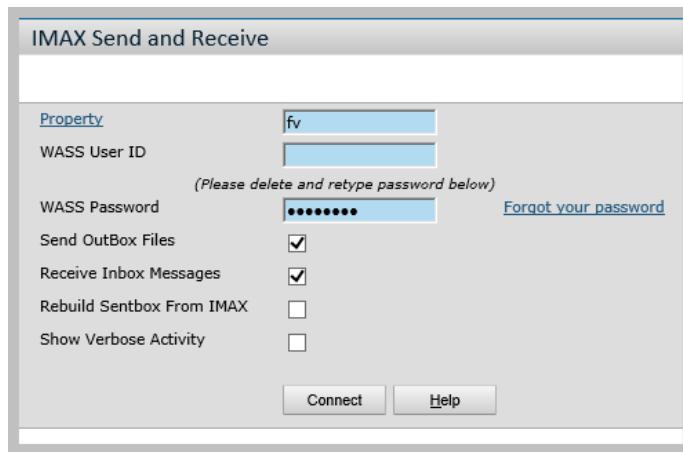
iMAX is an acronym for Integrated Multifamily Access eXchange. iMAX is the new method for transferring your TRACS files and is the replacement for TRACS Mail.

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

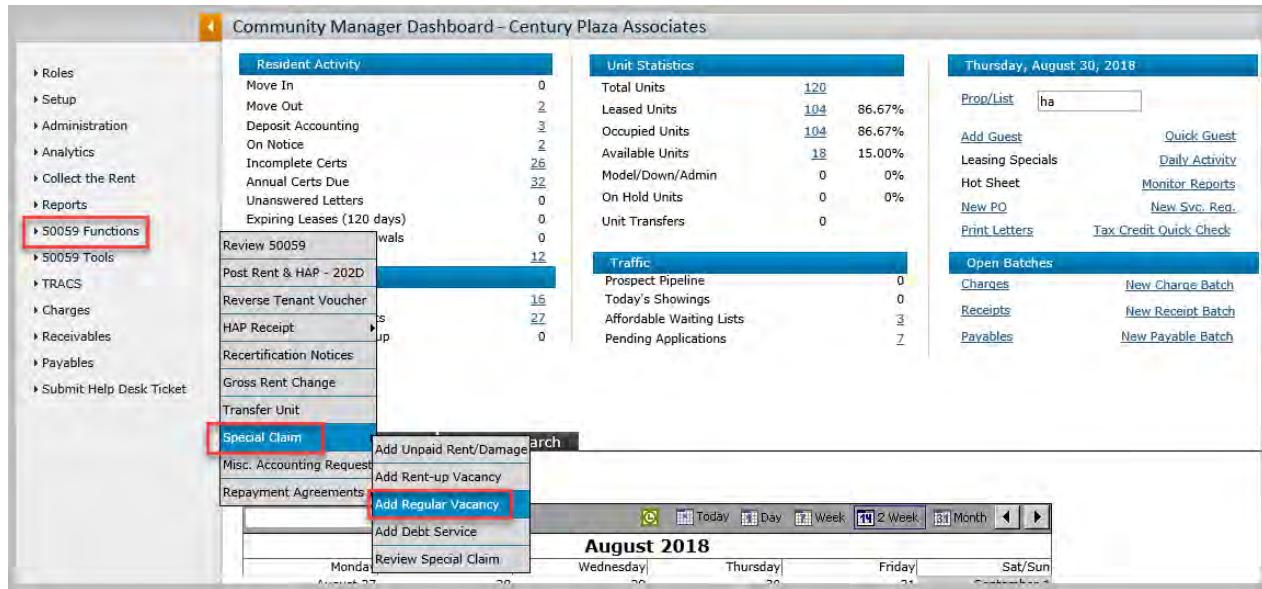
Each of these Special Claims types will be covered separately within this chapter.

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.

- From the Left Menu, select **50059 Functions > Special Claim > Add Regular Vacancy**.



- The Regular Vacancy screen appears:

The 'Regular Vacancy' screen is displayed. It has a header 'Regular Vacancy' and a sub-header 'Special Claim Information'. The form contains the following fields:
 

- Ctrl #**: 0
- Property**: ha (with a red arrow pointing to the field)
- Contract**: (with a red arrow pointing to the field)
- Claim Tenant**: (with a red arrow pointing to the field)

 At the bottom are buttons for **Save**, **Post**, **New**, **Delete**, **Print**, **Change Approval Number**, and **Help**.

- 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.

- 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.

This screenshot shows the 'Regular Vacancy' screen. At the top, there is a 'Special Claim Information' section with fields for Ctrl # (1614), Property (ha), Contract (VA36M000041), and Claim Tenant (t0005837). Below this is a 'Regular Vacancy' section with fields for Calculated (0.00), Approved (0), and Post Month. A 'Post Detail' section is also present. In the center, there is a 'Candidates' grid with columns for Unit, Tenant, Tenant Name, Claim Type, and Add Claim Detail. The 'Add Claim Detail' column contains four red-highlighted 'Add' buttons corresponding to rows 10-94, 13-115, 3-23, and 4-31. Red arrows point from the 'Unit' and 'Tenant' search boxes at the top to the 'Add Claim Detail' buttons in the grid. At the bottom, there is a 'Claim Detail' section with tabs for Unit, Tenant, Tenant Name, Regular Vacancy, and Edit.

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**.

This screenshot shows the 'Regular Vacancy' screen, identical to the previous one but with different row highlights. The 'Add Claim Detail' column for rows 10-94, 13-115, 3-23, and 4-31 is now highlighted with red boxes. Red arrows point from the 'Unit' and 'Tenant' search boxes at the top to the 'Add Claim Detail' buttons in the grid. The rest of the interface is the same as the first screenshot.

7. Regular Vacancy Detail screen opens, and all of the details will be prefilled in. Please validate your data and click **Save**.

# The BLVD Group

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.

The screenshot shows the 'Regular Vacancy Detail' window. On the left, there's a 'Candidates' grid with columns: Unit, Tenant, Tenant Name, Claim Type, and Add Claim Detail. One row is selected for 'CLARK, PLESSETTE'. On the right, detailed information is shown for this tenant:

Regular Vacancy Detail	
Tenant Name:	CLARK, PLESSETTE
1. Move Out Date	06/14/2018
2. Days to Make Unit Ready	7
3. Date Unit Ready	6/22/2018
4. Date Unit Ready + 59 days	8/20/2018
5. Date Unit Re-rented	07/19/2018
6. Days Vacant	27
7. Contract/Operating Rent at Move Out	1,250.00
8. Daily Contract/Operating Rent at Move Out	41.67
9. Contract/Operating Rent for Days Vacant (line 6 x line 8)	1125.09
• HUD Liability	0.80
10. Max. HUD Liability (line 9 x HUD Liability)	900.07
11. Amount Collected	0.00
12. Unpaid Rent (line 9 - line 11)	1125.09
<b>13. Regular Vacancy Claim (lesser of lines 10 &amp; 12)</b>	<b>900</b>

Buttons at the bottom include Save, Cancel, Delete, and Help.

8. Claim Detail is saved on the bottom of the screen.

The screenshot shows the 'Regular Vacancy' window. At the top, there are sections for 'Special Claim Information' (Ctrl #, Property, Contract, etc.) and 'Post Detail' (Calculated amount, Approved, Post Month, Charge Code). Below these are buttons for Save, Print, New, Delete, and Help.

The main area contains a 'Candidates' grid and a 'Claim Detail' table:

Claim Detail				
Unit	Tenant	Tenant Name	Regular Vacancy	Edit
9-80	t0005760	Flood, Jessica	8,748.00	
Total			8,748.00	

A red arrow points from the 'Print' button in the top bar to the 'Print' button in the 'Claim Detail' table.

9. Enter the submittal date and click **Save**. Then Click **Print** to Print the Form

Regular Vacancy

Special Claim Information		Regular Vacancy		Post Detail	
Ctrl #	1614	Submittal Date	<input type="text"/>	Calculated	900.00
Property	ha	Approval Date	<input type="text"/>	Approved	0
Contract	VA36M000041	Approval Number	<input type="text"/>	Charge Code	
Claim Tenant	t0005837	Claim Denied	<input type="checkbox"/>	HAP Month	
				Post Month	
				Charge Date	
<b>Save</b>		<b>Print</b>		<b>Change Approval Number</b>	

Unit:  Tenant:  Add Claim Detail

Candidates				
Unit	Tenant	Tenant Name	Claim Type	Add Claim Detail
13-115	t0005791	McGlove, Anthea	Regular Vacancies	<a href="#">Add</a>
3-23	t0005786	Dandridge, Tiffany	Regular Vacancies	<a href="#">Add</a>
4-31	t0005816	Tynes, Tykeira	Regular Vacancies	<a href="#">Add</a>
5-45	t0005813	McNair, Dawon	Regular Vacancies	<a href="#">Add</a>
7-55	t0005820	REST YAMASHA	Regular Vacancies	<a href="#">Add</a>

Claim Detail				
Unit	Tenant	Tenant Name	Regular Vacancy	Edit
10-94	t0005817	CLARK, PLESSETTE	900.00	<a href="#">Edit</a>
Total:			900.00	

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.

Please fill out the following form.

07/23/2014

Special Claims Schedule		U. S. Department of Housing and Urban Development		OMB Approval No. 2502-0162 (Exp. 06/30/2016)		
Instructions		Project Name		FHA Project No.		
Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9		Century Plaza		05135031		
Head of Household Name Last, First, Initial		Unit Number (1)	Type and Amount of Claim (\$)			
			Unpaid Rent from HUD 52671-A (2)	Tenant Damages from HUD 52671-A (3)	Rent-Up Vacancies from HUD 52671-B (4)	Regular Vacancies from HUD 52671-C (5)
CLARK, PLESSETTE		10 94			900	

## 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.

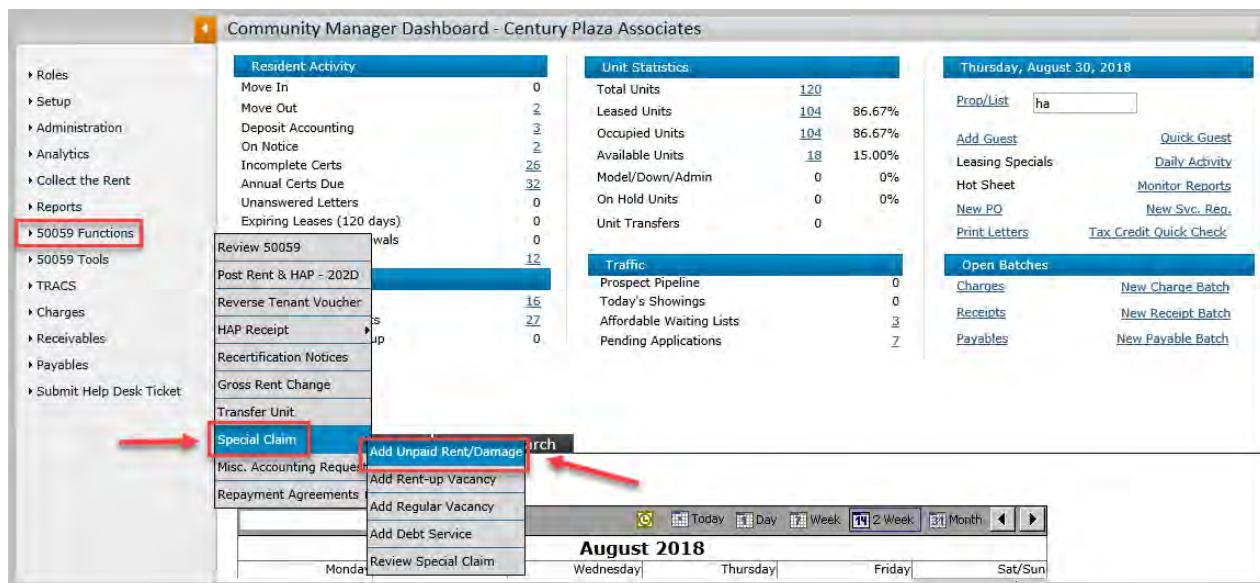
Calculations for unpaid rent and damage claims are based on unpaid rent at move-out, less any security deposit and monies already collected from the Resident. Since HUD has a limit for each special claim, it is possible to exhaust the funds permitted with the unpaid rent and be unable to collect additional 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:

Unpaid Rent/Damage

**Special Claim Information**

Ctrl # 0

Property ha

Contract

Claim Tenant

Save Post New Delete Print Change Approval Number Help

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.

Unit	Tenant	Tenant Name	Claim Type	Add Claim Detail
10-94	t0005817	CLARK, PLESCHETTE	(No Security Deposit)	Add
13-115	t0005791	McGlove, Anthea	(No Security Deposit)	Add
5-49	t0005779	Jordan, Jasmine	(No Security Deposit)	Add
9-80	t0005760	Flood, Jessica	(No Security Deposit)	Add
9-83	t0005824	Fitchett, Ciera	(No Security Deposit)	Add

**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**

**Unpaid Rent/Damage**

Special Claim Information		Unpaid Rent	Damages	Post Detail
Ctrl #	1615	Submittal Date	Calculated 0.00	HAP Month
Property	ha	Approval Date	Approved 0	Post Month
Contract	VA36M000041	Approval Number	Charge Code	Charge Date
Claim Tenant	t0005837	Claim Denied		

Save | Post | New | Delete | Print | Change Approval Number | Help

Unit	Tenant	Add Claim Detail
10-94	t0005817 CLARK, PLESCHETTE	Add
13-115	t0005791 McGlone, Anthea	Add
5-49	t0005779 Jordan, Jasmine	Add
9-80	t0005760 Flood, Jessica	Add
9-83	t0005824 Fitchett, Ciera	Add

**Claim Detail**

Unit	Tenant	Tenant Name	Unpaid Rent	Damages	Edit
------	--------	-------------	-------------	---------	------

7. The **Unpaid Rent/Damage** detail screen appears. All of the fields will be prefilled in. Please validate the data and click **Save**.

**Unpaid Rent/Damage Detail**

Candidates		Unpaid Rent/Damage Detail	
Unit	Tenant	Tenant Name	Claim Type
10-94	t0005817	CLARK, PLESCHETTE	(No Security Deposit)
13-115	t0005791	McGlone, Anthea	(No Security Deposit)
5-49	t0005779	Jordan, Jasmine	(No Security Deposit)
9-80	t0005760	Flood, Jessica	(No Security Deposit)
9-83	t0005824	Fitchett, Ciera	(No Security Deposit)

**Claim Detail**

Unit	Tenant	Tenant Name	Unpaid Rent	Damages	Edit
------	--------	-------------	-------------	---------	------

Line	Description	Value
1.	Move Out	06/14/2018
2.	Security Deposit (SD) Required	542
3.	Security Deposit Collected	150.00
4.	Greater of lines 1 and 2	542
4.	Interest on Security Deposit	0.00
5.	Amount Collected for Unpaid Rent/Damages	0.00
6.	Total Amount Collected (Add lines 3-5)	542
7.	Contract Rent/Operating Rent at Move Out	1,250
8.	Maximum HUD Liability (line 7 - line 6)	708
9.	Unpaid Rent at Move Out	1,200.00
10.	Line 9 - line 6	658
11.	Unpaid Rent Claim (Lesser of lines 8 & 10)	658
12.	Line 8 - line 11	50
13.	Damages	85.00
14.	Unused Security Deposit (Line 6 - line 9)	0.00
15.	Damage exceeding unused SD (Line 13 - line 14)	85
16.	Damages Claim (Lesser of lines 12 & 15)	50

Save | Cancel | Delete | Help

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.

Unit	Tenant	Tenant Name	Unpaid Rent	Damages	View
10-24	10005817	CLARK PLESCHETTE	\$558.00	\$0.00	<a href="#">View</a>
<b>Total:</b> \$558.00 \$0.00					

11. You will need to print the form and submit to the CA with other HUD required documents.

Please fill out the following form.

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)

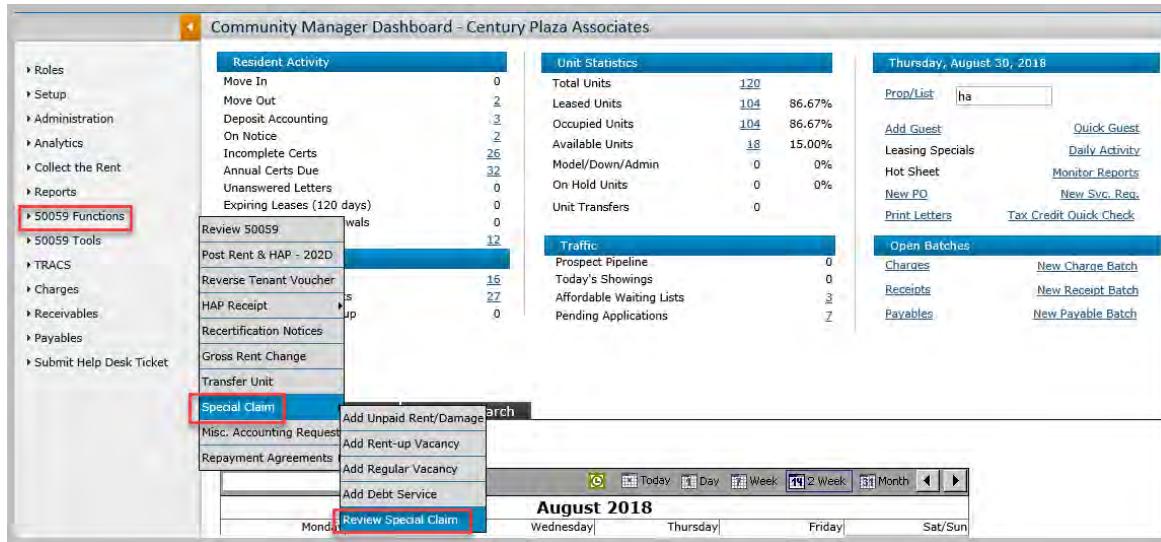
Instructions  
Follow guidelines in HUD Handbook 4350.3, Rev. 1 Chapter 9

Project Name		FHA Project No.	Section 8 / PAC / PRAC Contract No.		
Century Plaza		05135031	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
(1)	(2)	(3)	(4)	(5)	(6)
CLARK, PLESSETTE	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.

- From the Left Menu, click **50059 Functions**, > **Special Claims**, > **Review Special Claims**.



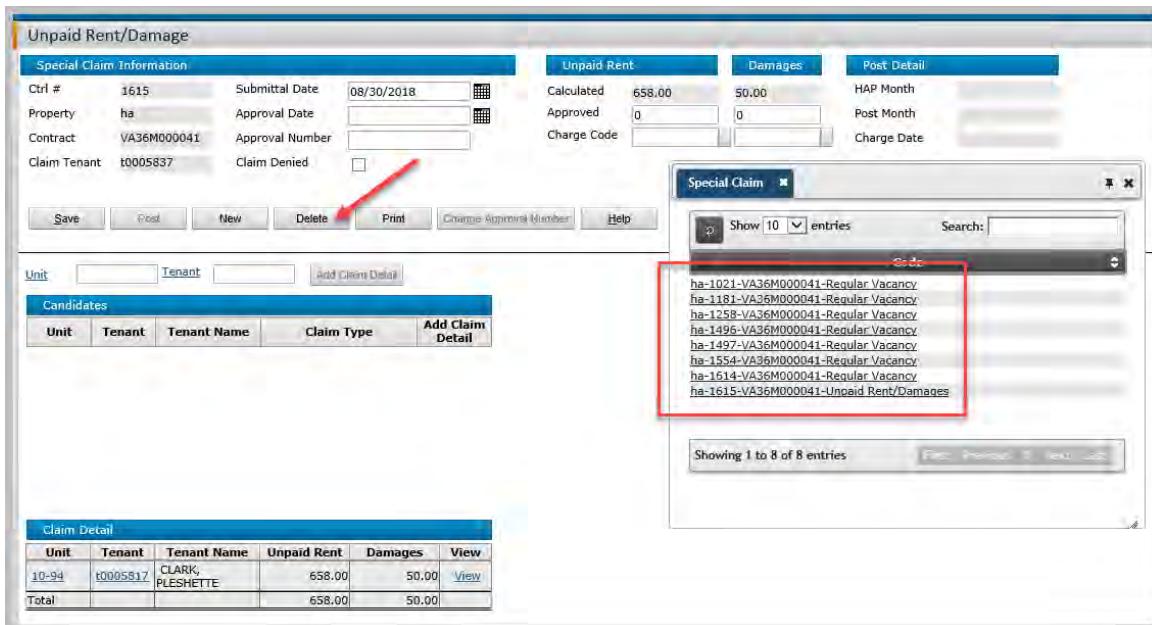
The **Review Special Claims Filter** appears.

This is a 'Special Claim' filter dialog box. It contains fields for Control Number (with a placeholder 'ha'), Property ('Century Plaza Associates'), Contract, Tenant, Status, Special Claim Type, and Display Rows (set to 1000). There are also 'Submit', 'Clear', and 'Help' buttons at the bottom.

- 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.

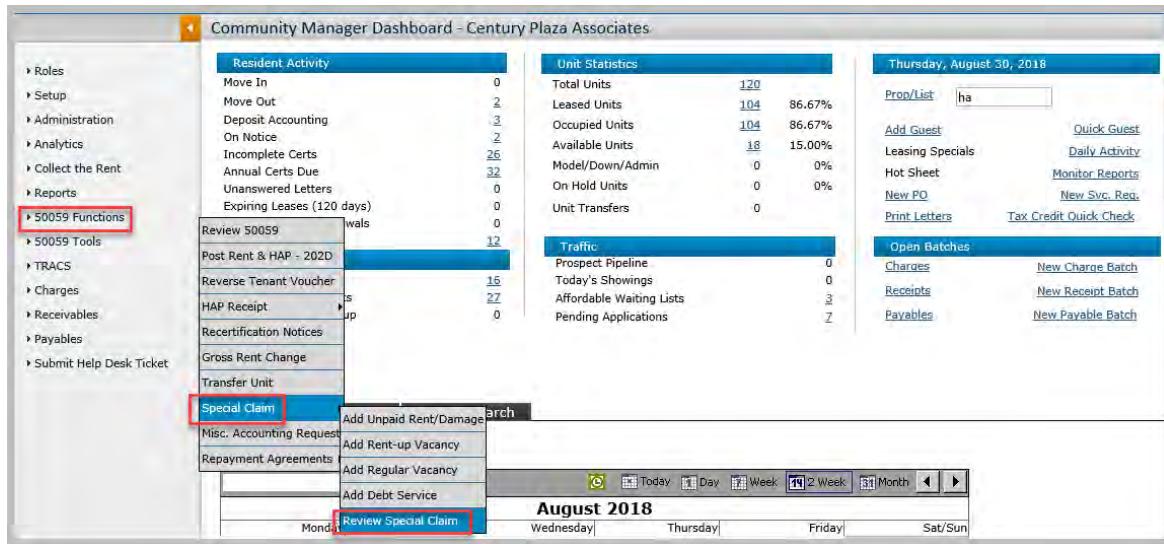


3. Click **Delete** on the appropriate claim.
4. A message “*Do you want to delete this claim?*” appears.
5. Click **OK** to delete the entire special claim.

## 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.

- From the Left Menu, click **50059 Functions > Special Claim > Review Special Claims**.



The **Review Special Claims Filter** appears.

The 'Special Claim' filter dialog box contains the following fields:

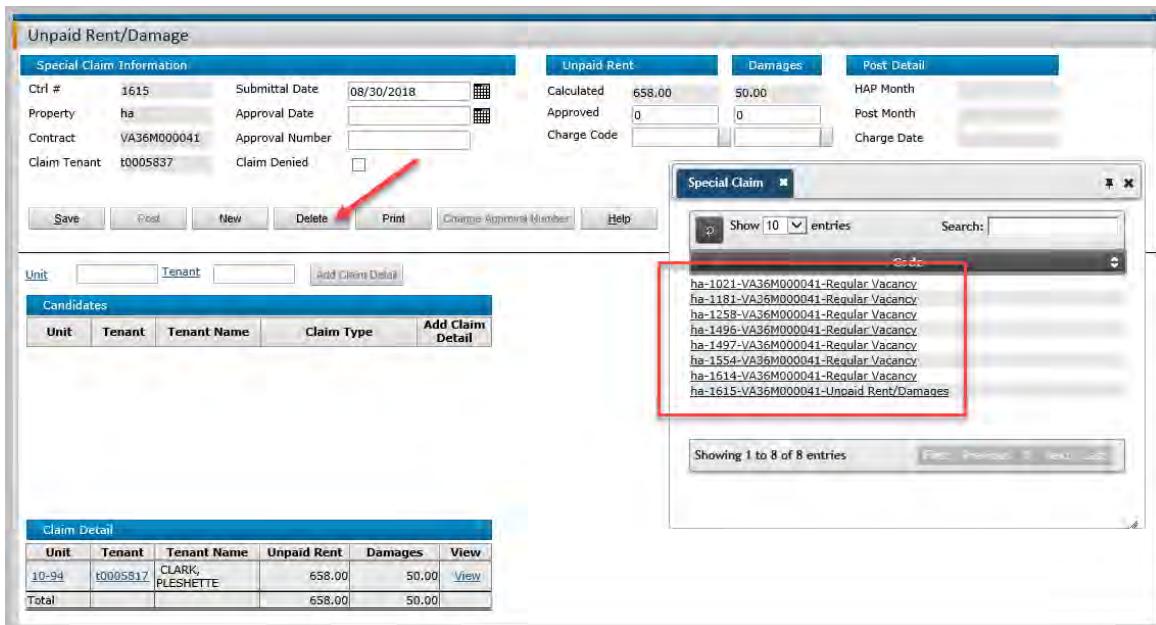
- Control Number:** Input field containing 'ha'.
- Property:** Input field containing 'Century Plaza Associates'.
- Contract:** Input field.
- Tenant:** Input field.
- Status:** Drop-down menu.
- Special Claim Type:** Drop-down menu.
- Display Rows:** Input field containing '1000'.
- Buttons:** 'Submit', 'Clear', and 'Help'.

- If you know the control number of the claim, input that in the Control Number filer. Once the filter has been updated, click **Submit**.

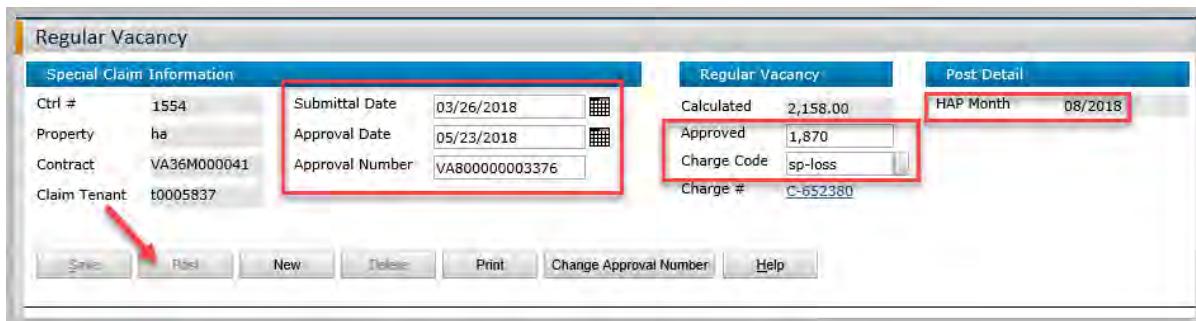
# The BLVD Group

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.



- Once the appropriate claim is displayed, the top section should be updated with the approval details.



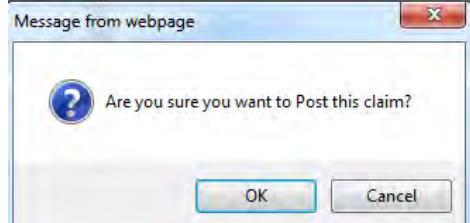
- Enter the following information in the **Special Claims** screen:
  - Submittal Date** - Enter the date the claim was submitted.
  - Approval Date** - Enter the approval date.
  - Approval Number** - Enter the approval number provided by HUD or the Contract Administrator.
- Enter the following in the **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.

Special Claim Information				Regular Vacancy		Post Detail	
Ctrl #	1554	Submittal Date	03/26/2018	Calculated	2,158.00	HAP Month	08/2018
Property	ha	Approval Date	05/23/2018	Approved	1,870		
Contract	VA36M000041	Approval Number	VAB00000003376	Charge Code	sp-loss		
Claim Tenant	t0005837			Charge #	C-652380		
<input type="button" value="Save"/> <input type="button" value="Post"/> <input type="button" value="New"/> <input type="button" value="Delete"/> <input type="button" value="Print"/> <input type="button" value="Change Approval Number"/> <input type="button" value="Help"/>							

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.

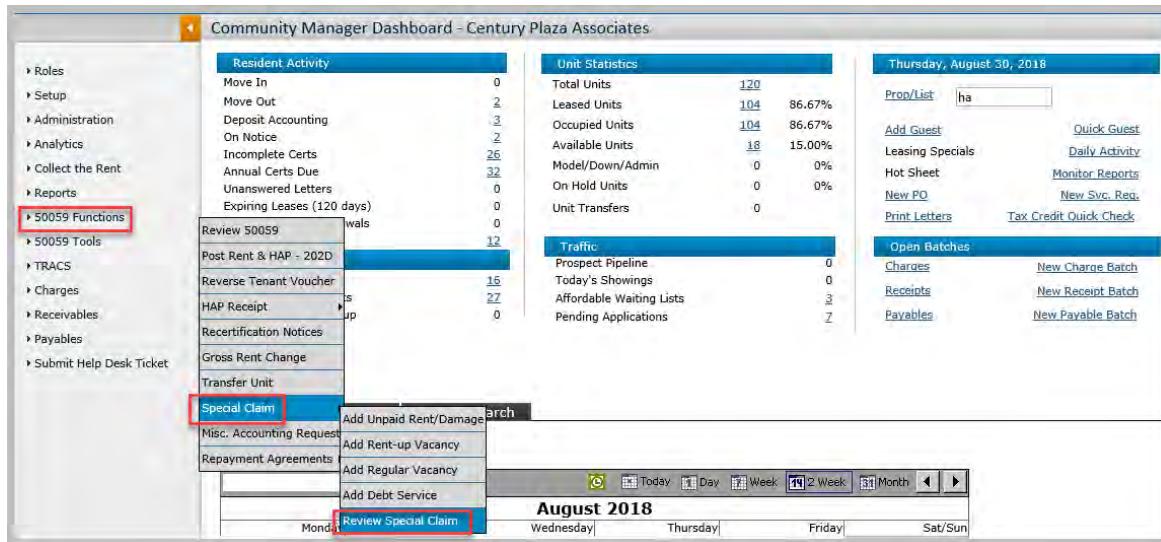
**Note:** The control number appears in the Tran column of the Claim Totals section.

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.

- From the Left Menu, click **50059 Functions > Special Claim > Review Special Claims.**



The **Review Special Claims Filter** appears.

The 'Special Claim' filter dialog box contains the following fields:

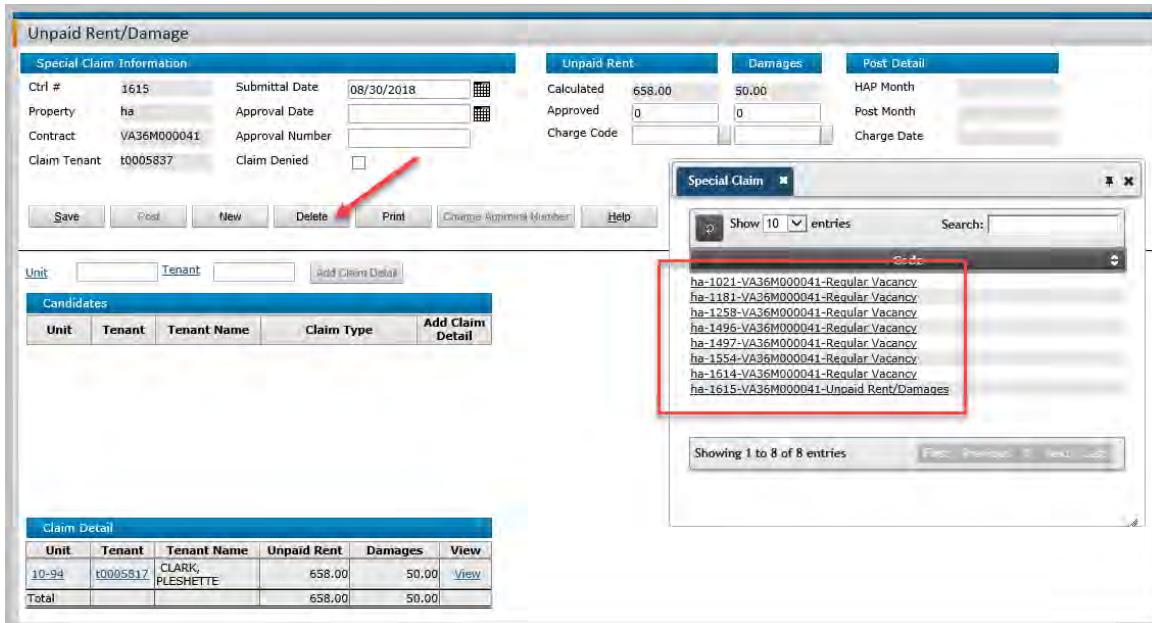
- Control Number:** Input field containing 'ha'.
- Property:** Input field containing 'Century Plaza Associates'.
- Contract:** Input field.
- Tenant:** Input field.
- Status:** Drop-down menu.
- Special Claim Type:** Drop-down menu.
- Display Rows:** Input field containing '1000'.
- Buttons:** 'Submit', 'Clear', and 'Help'.

- If you know the control number of the claim, input that in the Control Number filer. Once the filter has been updated, click **Submit**.

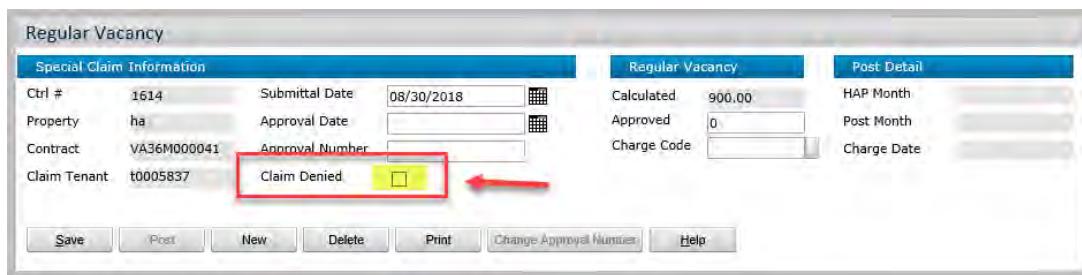
# The BLVD Group

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.



- Once the appropriate claim is displayed, click the **Box** next to **Claim denied**.



- A message "Are you sure you want to deny this claim?" appears.
- 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 the 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 than 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.

Agreement - Tenant			
Agreement Type	TENANT	Agreement ID	
Property	ha	Status	
Tenant	t0005788	Angela Rosales	
Unit	2-11	Last Month Posted	
HAP Month	10/2018		
Active Certification	IR 01/01/2018	Amount Unbilled	3834
Contract	VA36M000041	Amount Unpaid	3834
New Agreement	Yes	HUD Guideline	175
Agreement Date	08/31/2018	Monthly Payment Amount	100
First Payment Due	09/01/2018	Total Expense	0
Due Day	1	Expense Billed	0
Agreement Amount	3834	Payments Remaining	39
Lump Sum Amount Paid	0	38 payments of \$100 and a final payment of \$34.	
<input type="button" value="Save"/> <input type="button" value="Post"/> <input type="button" value="New"/> <input type="button" value="Delete"/> <input type="button" value="Help"/>			

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 15<sup>th</sup> 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 received 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.

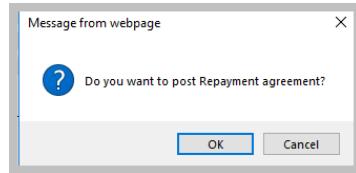
Date	Description	Amount	Created By	Created On	Modified By	Modified On	Delete
08/31/2018	Administrative Expenses	757					<input type="checkbox"/>
		0					<input type="checkbox"/>
		0					<input type="checkbox"/>

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**.

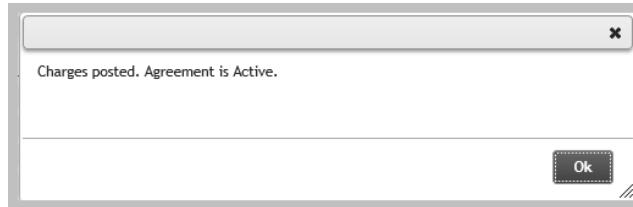
The agreement appears in Adobe PDF. This is a legal document that summarizes the repayment plan terms and conditions. Have the tenant sign the document. Once this is signed and the contract administrator has also agreed on the repayment, the repayment can be posted so that the amount is added to the voucher and the reversal charges are added to the ledgers.

Agreement - Tenant		Reports	
Agreement Type	TENANT	Agreement	<a href="#">Agreement</a>
Property	ha	Status	<a href="#">Agreement Ledger-HAP</a>
Tenant	t0005788	Angela Rosales	<a href="#">Agreement Ledger-Non HAP</a>
Unit	2-11	Last Month	<a href="#">Agreement Balance</a>
HAP Month	10/2018		
Active Certification	IR 01/01/2018	Amount Unbilled	3,834
Contract	VA36M000041	Amount Unpaid	3,834.00
New Agreement	Yes	HUD Guideline	175
Agreement Date	08/31/2018	Monthly Payment Amount	100
First Payment Due	09/01/2018	Total Expense	757
Due Day	1	Expense Billed	0
Agreement Amount	3,834	Payments Remaining	39
Lump Sum Amount Paid	0		
<input type="button" value="Edit"/> <input type="button" value="Post"/> <input type="button" value="New"/> <input type="button" value="Delete"/> <input type="button" value="Help"/>			
Created 08/31/2018 at 01:02:08 PM by tshaw			

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 Coverage looks 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		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):	2. Project Name:			3. FHA / EH / Non-Insured Proj. No:			4. Section 8 / PAC / PRAC Contract No:			5. Type of Subsidy:	
10/2018	Century Plaza			05135031			VA36M00041			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:

- From the side menu, select **50059 Functions > Repayment Agreements > Add Agreement Owner/Agent 202D**.  
The **Agreement-Owner/Agent** Screen appears.

The screenshot shows the 'Agreement - Owner/Agent' window with the following data:

Field	Value	Notes
Agreement Type	OWNER/AGENT	
Property	ha	Status
Tenant	t0005837	
Unit	13-119	Last Month Posted
HAP Month	10/2018	
Contract	VA36M000041	Unpaid Amount: 3500
New Agreement	Yes	O/A Monthly Payment Amount: 500
Agreement Date	08/31/2018	Payments Remaining: 7
First Payment Due	09/01/2018	6 payments of \$500 and a final payment of \$500.
Agreement Amount	3500	
Lump Sum Amount Paid	0	

Buttons at the bottom: Save, Post, New, Delete, Help.

Below the main form is a section titled 'Event Log' with fields for Date, Type, Hours, Notes, and a 'Add to Event Log' button.

At the very bottom is a toolbar with buttons for Edit, Date, Type, Hours, Notes, Created By, Created On, Modified By, and Modified On.

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.

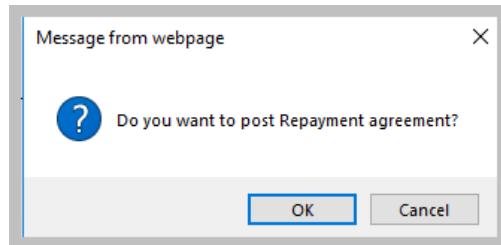
**Lump Sum Amount Paid:** If the tenant paid any lump sum amount up front, put that amount here, otherwise leave this amount blank.

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):	2. Project Name:	3. FHA / EH / Non-Insured Proj. No:			4. Section 8 / PAC / PRAC Contract No:			5. Type of Subsidy:			
10/2018	Century Plaza	05135031			VA36M000041			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	211	227	08/31/18	Owner	3,500	3,500	0	3,500	0	3,500	
		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:

- From the side menu, select **50059 Functions > Repayment Agreements > Add Agreement 202D**. The **Agreement-Tenant** Screen appears.

The screenshot shows the 'Agreement - Tenant' window. At the top, the 'Agreement Type' dropdown is set to 'NO AGREEMENT' and is highlighted with a red box. Below it, the 'Property' field contains 'Jha'. The 'Tenant' field shows 't0005799' and 'Estralla Nguyen'. The 'Unit' field is '4-27' and 'Last Month Posted'. The 'HAP Month' is '10/2018'. The main table contains the following data:

Active Certification	AR-1 03/01/2018	Amount Unbilled	1500
Contract	VA36M000041	Amount Unpaid	1500
New Agreement	Yes	HUD Guideline	33
Agreement Date		Monthly Payment Amount	0
First Payment Due		Total Expense	0
Due Day		Expense Billed	0
Agreement Amount	1500	Payments Remaining	N/A
Lump Sum Amount Paid	0		

At the bottom are buttons for Save, Post, New, Delete, and Help.

- Agreement Type:** Select **NO AGREEMENT**
- 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 received 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.

Date	Description	Amount	Created By	Created On	Modified By	Modified On	Delete
08/31/2018	Administrative Cost	300					<input type="checkbox"/>
		0					<input type="checkbox"/>
		0					<input type="checkbox"/>

- 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 posts 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.

- 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.

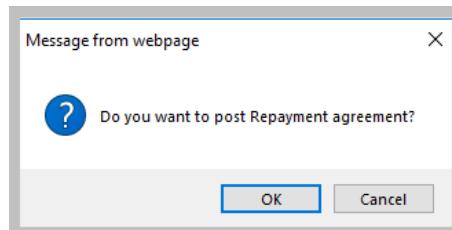
**Agreement - Tenant**

Agreement Type	NO AGREEMENT	Agreement	Agreement Ledger-HAP
Property	ha	Status	Agreement Ledger-Non HAP
Tenant	t0005759	Estralla Nguyen	
Unit	4-27	Last Month Posted	
HAP Month	10/2018		
Active Certification	AR-1 03/01/2018	Amount Unbilled	1,500
Contract	VA36M000041	Amount Unpaid	1,500.00
New Agreement	Yes	HUD Guideline	33
Agreement Date		Monthly Payment Amount	0
First Payment Due		Total Expense	300
Due Day		Expense Billed	0
Agreement Amount	1,500	Payments Remaining	N/A
Lump Sum Amount Paid	0		

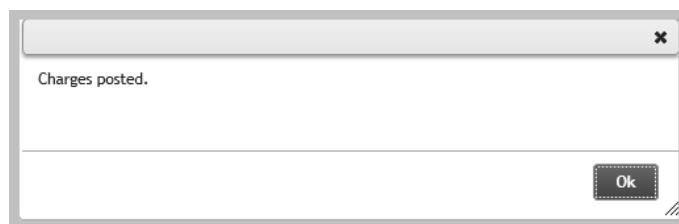
Created 08/31/2018 at 01:26:14 PM by tshaw

**Buttons:** Edit, Post, New, Delete, Help

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 Coverage would look like the following after posting the repayment agreement:

Part III - Breakdown of Assistance Payment Requested		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:

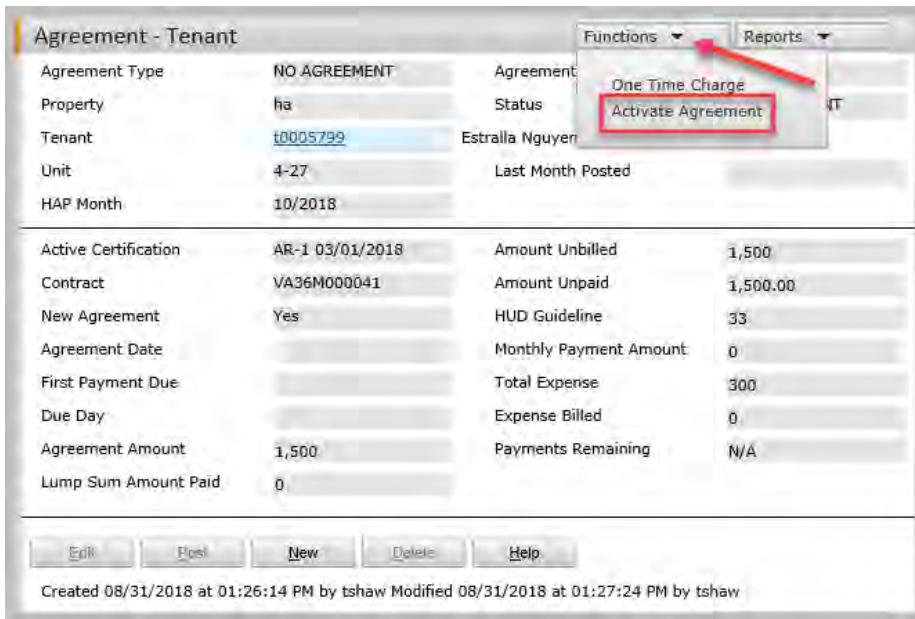
1. Asst. Pymts Due For (mm/yyyy): 10/2018	2. Project Name: Century Plaza			3. FHA / EH / Non-Insured Proj. No: 05135031			4. Section 8 / PAC / PRAC Contract No: VA36M000041			5. Type of Subsidy: 1: Sec 8	
6. Head of Household Name (Last, First)	7. Unit Number	8. Agreement ID	9. Agreement Date	10. Agreement 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)
Rosales, Angela	2 11	227 226	08/31/18 08/31/18	Owner Tenant	3,500 3,834	3,500 3,834	0	3,500 0	0	3,500 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.



The screenshot shows a software interface titled 'Agreement - Tenant'. At the top, there are two dropdown menus: 'Functions' and 'Reports'. A red arrow points to the 'Functions' menu, specifically to the 'Activate Agreement' option which is highlighted with a red box. Below the menu, there is a table with various fields such as 'Agreement Type' (NO AGREEMENT), 'Property' (tshaw), 'Tenant' (t0005799), 'Unit' (4-27), 'HAP Month' (10/2018), 'Active Certification' (AR-1 03/01/2018), 'Contract' (VA36M000041), 'New Agreement' (Yes), 'Agreement Date', 'First Payment Due', 'Due Day', 'Agreement Amount' (1,500), 'Lump Sum Amount Paid' (0), 'Amount Unbilled' (1,500), 'Amount Unpaid' (1,500.00), 'HUD Guideline' (33), 'Monthly Payment Amount' (0), 'Total Expense' (300), 'Expense Billed' (0), and 'Payments Remaining' (N/A). At the bottom of the screen, there are buttons for 'Edit', 'Post', 'New', 'Delete', and 'Help'. A status bar at the bottom indicates: 'Created 08/31/2018 at 01:26:14 PM by tshaw Modified 08/31/2018 at 01:27:24 PM by tshaw'.

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
<input type="button" value="Save"/> <input type="button" value="Post"/> <input type="button" value="Delete"/>	

**Active Certification:** This should always be the most current certification. This is used to calculate 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 15<sup>th</sup> 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

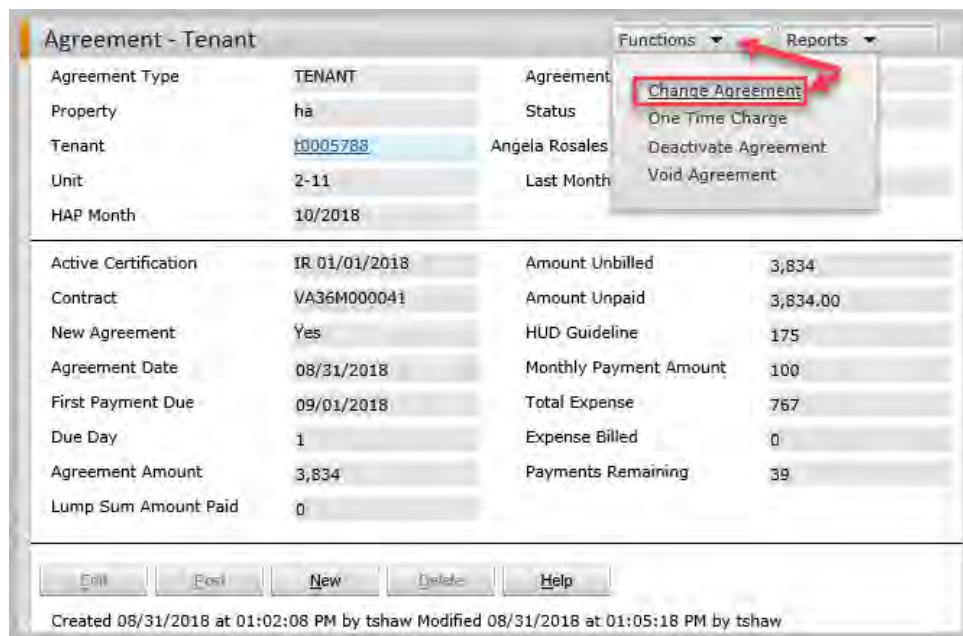
Circumstances may occur that require you to change the terms of a repayment agreement. For example, a household is having a hard time paying the agreed upon payment, or they have lost their job, or had a baby, several factors can happen that may require a change to the agreement. It could also be that 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.



The screenshot shows the 'Agreement - Tenant' screen. At the top, there is a form with fields for Agreement Type (TENANT), Property (ha), Tenant (t0005788), Unit (2-11), and HAP Month (10/2018). To the right of the form is a 'Functions' dropdown menu with the following options: Change Agreement (highlighted with a red box and arrow), One Time Charge, Deactivate Agreement, and Void Agreement. Below the form is a table with various repayment details. At the bottom of the screen, there are buttons for Edit, Post, New, Delete, and Help, along with a timestamp: Created 08/31/2018 at 01:02:08 PM by tshaw Modified 08/31/2018 at 01:05:18 PM by tshaw.

Active Certification	IR 01/01/2018	Amount Unbilled	3,834
Contract	VA36M000041	Amount Unpaid	3,834.00
New Agreement	Yes	HUD Guideline	175
Agreement Date	08/31/2018	Monthly Payment Amount	100
First Payment Due	09/01/2018	Total Expense	767
Due Day	1	Expense Billed	0
Agreement Amount	3,834	Payments Remaining	39
Lump Sum Amount Paid	0		

4. Complete the Change Agreement Screen:

Change Agreement	
Change#	1
Change Month (MM/YYYY)	08/2018
Active Certification	IR 01/01/2018
Agreement Amount	3,834
Lump Sum Amount Paid	0
Amount Unbilled	3,834
Amount Unpaid	3,834
HUD Guideline	175
Monthly Payment Amount	75
New Due Day	1
Payments Remaining	52
Reason	Changed monthly amount.
<input type="button" value="Save"/> <input type="button" value="Post"/> <input type="button" value="Delete"/>	

Change Agreement	
Change#	1
Change Month (MM/YYYY)	08/2018
Active Certification	IR 01/01/2018
Agreement Amount	3,834
Lump Sum Amount Paid	0
Amount Unbilled	3,834
Amount Unpaid	3,834
HUD Guideline	175
Monthly Payment Amount	75
New Due Day	1
Payments Remaining	52
Reason	Changed monthly amount.
<input type="button" value="Edit"/> <input type="button" value="Post"/> <input type="button" value="Delete"/>	

**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.

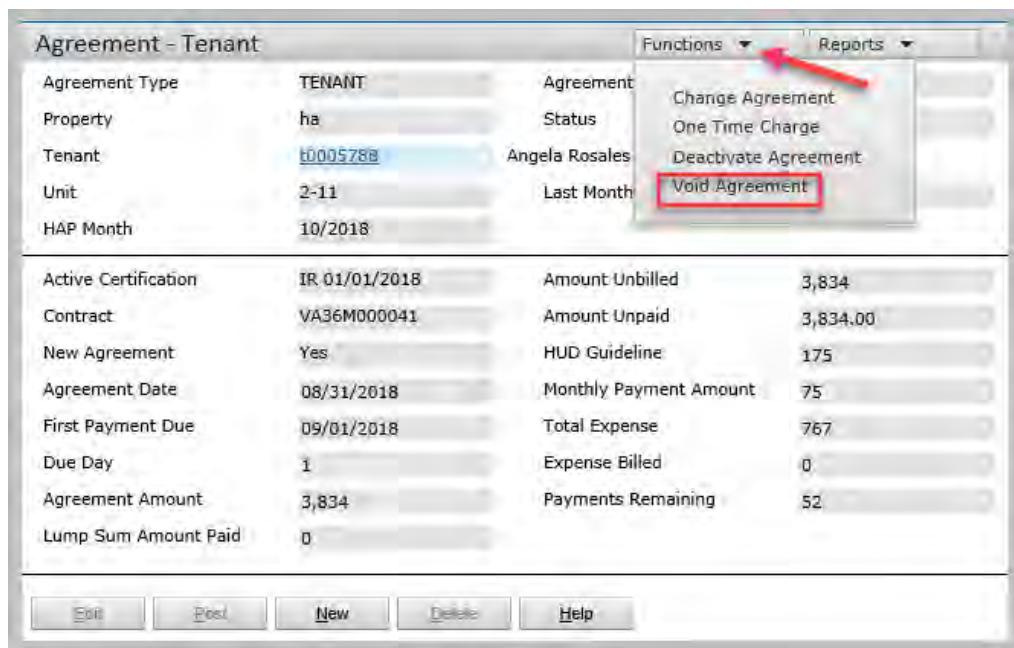
Change	Change Month	Status	Certification	Effective Date	Agreement Amount	Monthly Payment	Due Day	Reason	Created By	Created On	Modified By	Modified On
1	08/2018	ACTIVE	IR	01/01/2018	3,834	75	1	Changed monthly amount.	tshaw	08/31/2018 at 01:40:41 PM	tshaw	08/31/2018 at 01:41:48 PM
Original	08/2018	REPLACED	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

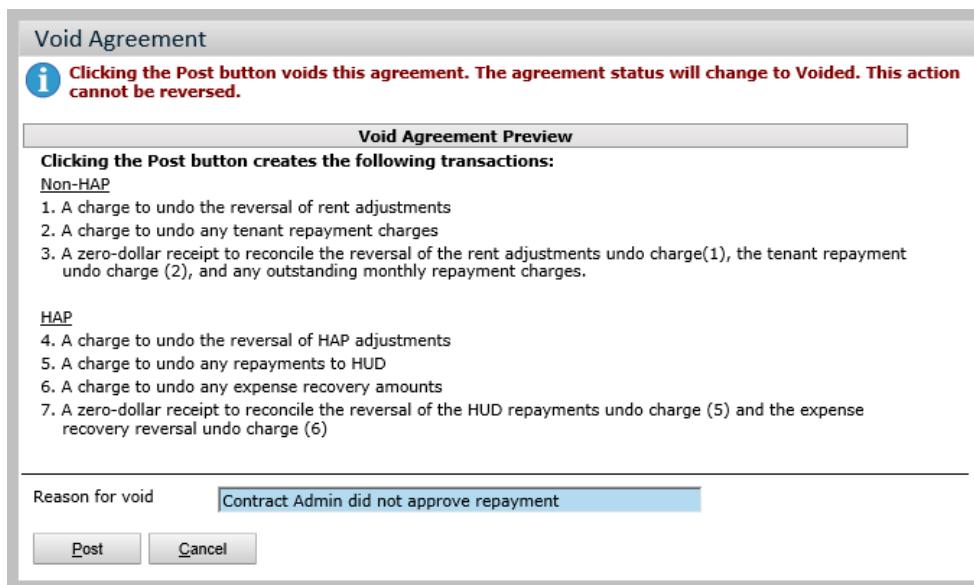
## **Void Agreement**

**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.

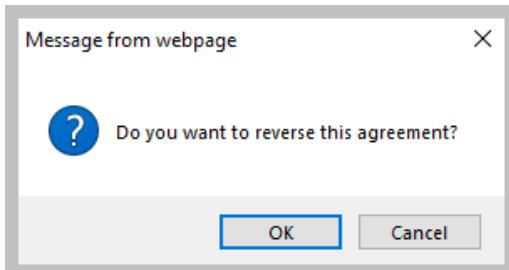
**To void a tenant repayment agreement:**

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?



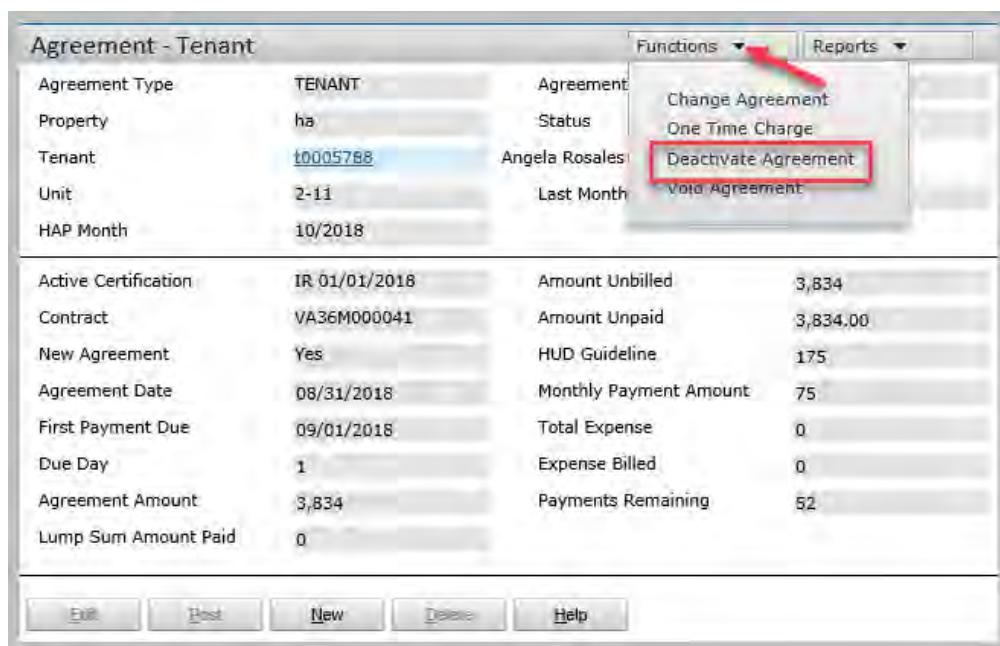
The status of the agreement changes from Active to Voided.

## 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 changed to Inactive. You can active this again at any time.

**Deactivate Agreement**

Reason	Temporarily deactivate due to hardship
<b>Save</b>	

Note: Voyager updates the information on the Change History tab of the agreement screen.

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	LASTACTIVE	IR	01/01/2018	3,834	75	1	Temporarily deactivate due to hardship	tshaw	08/31/2018 at 01:49:25 PM	tshaw	08/31/2018 at 01:47:46 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.

Agreement - Tenant

Functions Reports (arrow pointing here)

Agreement Type: TENANT  
Property: ha  
Tenant: [#0005788](#) Status: Angela Rosales  
Unit: 2-11 Last Month Posted:  
HAP Month: 10/2018

Agreement  
Agreement Ledger-HAP  
Agreement Ledger-Non HAP  
Agreement Balance

Active Certification	IR 01/01/2018	Amount Unbilled	3,834
Contract	VA36M009041	Amount Unpaid	3,834.00
New Agreement	Yes	HUD Guideline	175
Agreement Date	08/31/2018	Monthly Payment Amount	75
First Payment Due	09/01/2018	Total Expense	0
Due Day	1	Expense Billed	0
Agreement Amount	3,834	Payments Remaining	52
Lump Sum Amount Paid	0	51 payments of \$75 and a final payment of \$9.	

Exit Post New Delete Help

## 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

Agreement Amount	3,834
Balance	3,834
Charge Date	08/31/2018
Amount	100
<b>Post</b>	

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.

Agreement Ledger - HAP

Tenant: Angela Rosales (t0005788)  
Agreement #229

Date	Description	Charge	Payment	Balance	Chg/Rec
08/31/2018	Agreement #229 Reversal of HAP Adjustments	3834.00		3834.00	C-703547

PDF    Excel

## 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.

Batch Receipt		
(new)		
Total Declared	Entered	0.00
Items Declared	Entered	0
Description		
Notes		
Deposit Date		
Deposit Memo		
<input type="button" value="Save"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/> <input type="button" value="Post"/> <input type="button" value="Report"/> <input type="button" value="Delete"/>		

- **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.

Receipt					
Id	Payee	Name	Amount	Notes	Edit

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.}

**Receipt**

Property	ha	Display Type	Standard Recie
Unit	2-11	Batch	Unposted Batch 43667
Payer	t0005788	Date Received	08/31/2018
Total Amount	100.00	Post Month	08/2018
Check Number	74158	Cash Acct	1120
Payment Method	Check	Print Receipt	<input type="checkbox"/>
Non-Person Payer			
<input type="button" value="Save"/> <input type="button" value="Fill"/> <input type="button" value="Reselect"/> <input type="button" value="Erase Distribution"/> <input type="button" value="Create Charge"/> <input type="button" value="Help"/>			

Charges		Tenant Info							
Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge
100.00	repayten	S125	08/31/2018	100.00	100.00	0.00	:REPAY	Agreement #229 Tenant One-Time Repayment Charge	G-703548
0.00				-3,734.00	-3,734.00	0.00			

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.

The screenshot shows the 'Batch Receipt' window. At the top, it displays basic information: Id (43667), Total Declared (100.00), Entered (1), and a timestamp (08/31/2018 01:55). It also shows the user who created it (tshaw) and the date (08/31/2018 2:01 PM). Below this, there's a 'Notes' section. Further down, there are fields for 'Deposit Date' (08/31/2018) and 'Deposit Memo'. At the bottom of the main window, there are buttons for 'Edit', 'New', 'Close', 'Help', 'Post', and 'Report'. The 'Report' button is highlighted with a red box. Below the main window, there's a smaller 'Receipt' window showing a single receipt entry:

Receipt				
<input type="button" value="New"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	<input type="button" value="Print"/>	<input type="button" value="Exit"/>
<b>Id</b>	<b>Payee</b>	<b>Name</b>	<b>Amount</b>	<b>Notes</b>
333063	t0005788	Angela Rosales	100.00	<input type="checkbox"/>

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.

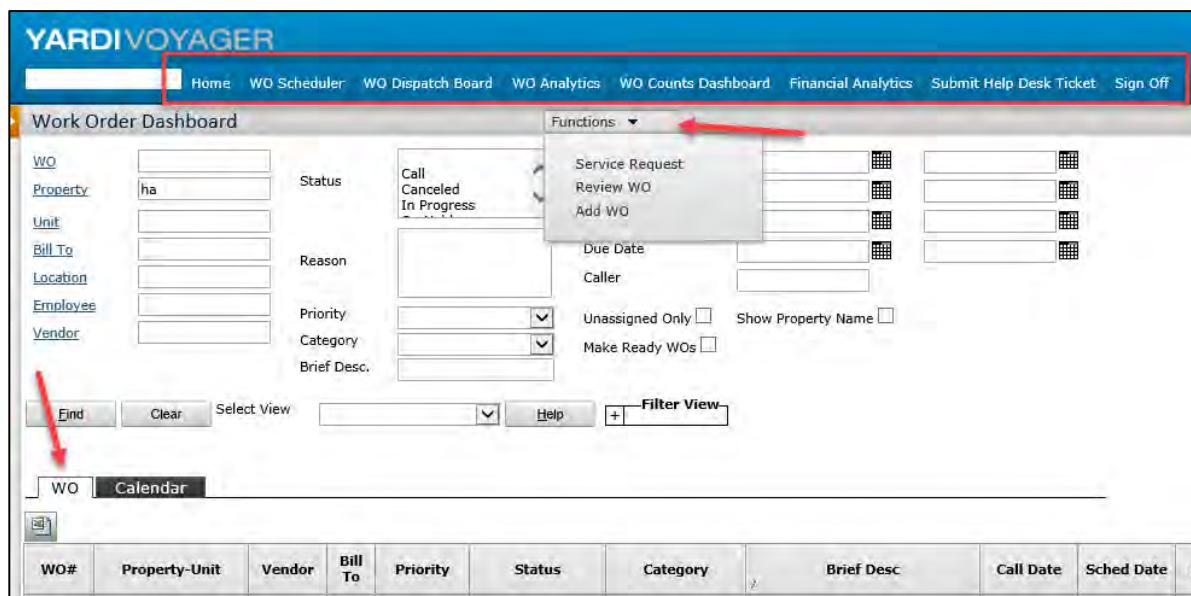
## Post Agreement Charges

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.

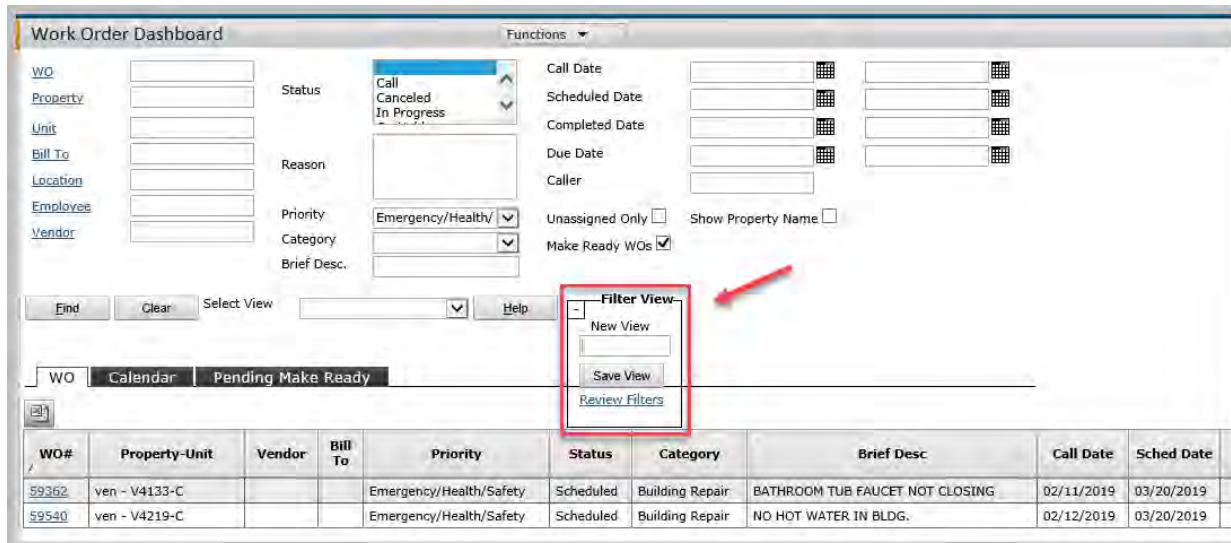
The screenshot shows the 'Work Order Dashboard' window. At the top, there are several input fields for filtering work orders: 'Property', 'Unit', 'Bill To', 'Location', 'Employee', and 'Vendor'. To the right of these are dropdown menus for 'Status' (set to 'Call Canceled' with 'In Progress' highlighted), 'Reason', 'Priority', 'Category', and 'Brief Desc.'. Further right are date pickers for 'Call Date', 'Scheduled Date', 'Completed Date', and 'Due Date' (set to 02/01/2019) and a 'Caller' field. Below these are three checkboxes: 'Unassigned Only' (unchecked), 'Show Property Name' (unchecked), and 'Make Ready WOs' (checked). At the bottom of the filter section are buttons for 'Find', 'Clear', 'Select View', 'Help', and '+ Filter View'. Below the filter area, a tab bar has 'WO', 'Calendar', and 'Pending Make Ready' tabs, with 'Pending Make Ready' being the active tab. A red arrow points to this tab. The main content area displays a table of work orders with columns: Property, Bedrooms, Rent, SqFt, Date Ready, Unit, Occupancy, Make Ready, and Adjust Date. The table contains three rows of data.

Property	Bedrooms	Rent	SqFt	Date Ready	Unit	Occupancy	Make Ready	Adjust Date
mf	2	914.00	0.000000	03/13/2019	907	Notice		
nh	2	1,276.00	892.000000	03/14/2019	24-10	Notice		
ha	3	0.00	950.000000	03/14/2019	10-94	Notice		

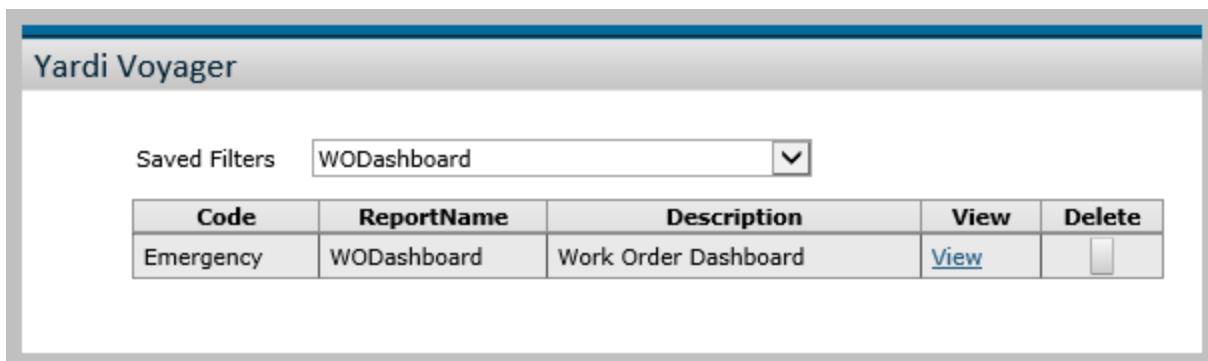
## Save Filter Options on Maintenance Dashboard

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.

By Status		Now > 24 hrs		By Employee		By Priority		By Vendor		
		Open	Closed			Open	Closed	Open	Closed	
Call		367	367			131	280	Brian Cozy	0	7
Canceled		10	10			21	71	Rick Martin	5	18
In Progress		4	4			2	0	Waltham Services	3	0
Scheduled		125	123			95	161			
Work Completed		771	771			93	42			

WO /	Property	Unit	Vendor	Asset	Brief Description	Priority	Category	SubCategory	Status	Call Date
Click the filter counts to display rows.										

Show 25 entries | Search:

Showing 0 to 0 of 0 entries | First | Previous | Next | Last

## 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	Landscaping / Erosion
Cooling System	Lighting
Doors / Entry	Plumbing
Driveway / Parking Lots	Retail Space
Electrical	Roofing
Elevators	Security System
Fire / Safety	Sidewalks
Foundation	Siding
Generator	Signage
Gutter / Downspouts	Staircase / Rails
Heating System	Trash Compactor / Dumpster
Hallways	Windows / Glass

## MAINTENANCE PROCEDURES

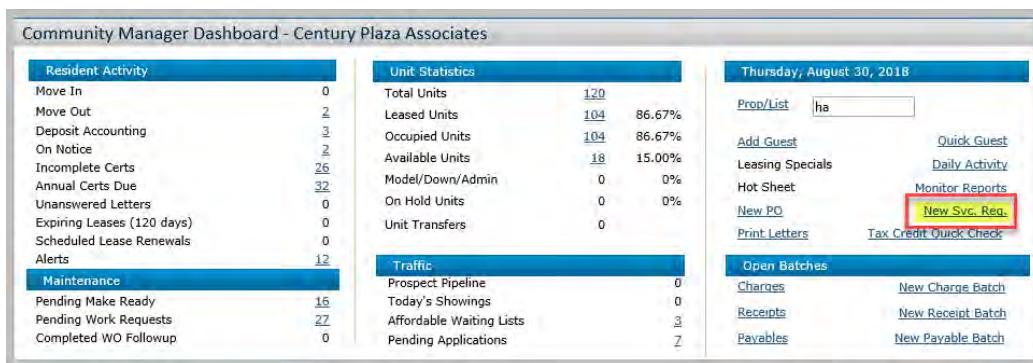
Tracking maintenance activity requires continuous attention. This chapter explains how Yardi Voyager helps managers maintain maintenance activity.

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.

- To create a new Service Request, on the community dashboard, click on **New Svc. Req.** From the maintenance dashboard, click Functions > Service Request.



- The Service Request-Page 1 screen will be displayed.

The screenshot shows the 'Service Request (New Work Order)' page. On the left, there is a 'Property/Unit/Tenant' section with dropdown menus for Property (set to 'ha'), Unit, Tenant, and Location. Below these is an 'Address' field containing 'Century Plaza Assocat 135 Lassiter Drive #9 Hampton VA, 23666'. To the right is a 'Search Caller' section with fields for Caller Name, Caller Address, Caller Phone, and Caller Email, along with 'Search', 'History', 'Next', 'Clear', and 'Help' buttons. On the far right, there are four checkboxes: 'Include Property Address', 'Include Unit Address', 'Include Tenant Address', and 'Tenant Only'. The 'Include Property Address' checkbox is checked.

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.

The screenshot shows the 'Service Request (New Work Order)' screen. In the 'Property/Unit/Tenant' section, 'Property' is set to 'ha' and 'Unit' is set to '10-91'. Below this, an address is listed: '135 Lassiter Drive #91, Hampton VA, 23666'. In the 'Search Caller' section, there is a text input field containing 'ha'. To the right of the search input are four checkboxes: 'Include Property Address', 'Include Unit Address', 'Include Tenant Address', and 'Tenant Only'. Below these checkboxes are buttons for 'Search', 'History', 'Next', 'Clear', and 'Help'. At the bottom of the screen, there is a table with columns: Select, Property, Unit, Tenant Code, Tenant Status, Name, Email, Phone, Contact Type, and Caller Addr. A red arrow points to the 'Select' column for the row where 'ha' is listed. Another red arrow points to the 'Name' column for the same row, which contains 'Dorothy Slade'.

Select	Property	Unit	Tenant Code	Tenant Status	Name	Email	Phone	Contact Type	Caller Addr
<input type="checkbox"/>	ha	10-91	t0005739	Current	Dorothy Slade			Tenant	135 Lassiter Drive #91, Hampton, VA 23666

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.

The screenshot shows the 'New WO' screen of the BLVD Capital software. At the top, there are tabs for 'New WO' and 'Unit History'. Below this, there are several input fields and dropdown menus:

- Brief Description:** A text input field.
- Priority:** A dropdown menu with options including 'Emergency/Health/Safety', 'High', 'Medium', 'Low', and 'Routine'.
- Asset:** A text input field.
- Template:** A text input field.
- Employee:** A text input field.
- Category:** A dropdown menu.
- SubCategory:** A dropdown menu.
- Ok to Enter ?**: A checked checkbox.
- Problem Description:** A large text area with scroll bars.
- Access Notes:** Another large text area with scroll bars.

At the bottom of the screen are several buttons: Save, New Call, Same Caller, Close, Clear, and Print.

- **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.

Service Request (WO 47653)

Work Order 47653

Property	ha	Address	Century Plaza Associate 135 Lassiter Drive #9 Hampton VA, 23666
Unit		Search Caller	
Tenant		Caller Name	Dorothy Slade
Location		Caller Address	135 Lassiter Drive #91, Hamp
		Caller Phone	
		Caller Email	

New WO | Unit History | WO 47653

Brief Description	Kitchen Sink leaking	Appliances	
Priority	High	User defined 2	
Asset		User defined 3	
Template		User defined 4	
Employee		User defined 5	
Category	Plumbing	User defined 6	
SubCategory		User defined 7	

Ok to Enter ?

Problem Description  
Kitchen Sink Leaking

Access Notes

Save | New Call | Same Caller | Close | Edit | Print

## Updating Work Orders

Updates can be made until a Work Order is completed or canceled.

- 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.

The screenshot shows the Community Manager Dashboard for Century Plaza Associates. On the left, under Resident Activity, there is a section for Maintenance. Within this section, the "Pending Work Requests" row is highlighted with a red box. The value shown is 28. To the right of this, there are three main sections: Unit Statistics, Traffic, and a sidebar with various links like Prop/List, Add Guest, Leasing Specials, etc. The date displayed is Thursday, August 30, 2018.

- 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.

A screenshot of a work order list table. The columns are: WO#, Brief Description, Call Date, Unit, Resident, Phone #, Category, Status, Assign, Complete, and Reason Incomplete. The first row (WO# 39344) has its entire row highlighted with a red box. The second row (WO# 40589) and third row (WO# 40899) are also visible. The "Brief Description" column contains entries like "hole in wall", "windows won't open", and "RAILING CAME OFF". The "Status" column shows values like "Routine", "Call", and "On Hold". The "Assign" and "Complete" columns contain small checkboxes. The "Reason Incomplete" column is empty for all rows shown.

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.

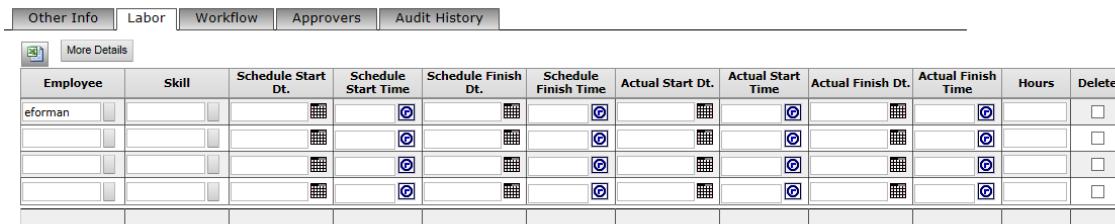
WO#	Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
13462	hole in bthrm ceiling	08/26/2016	132	Cruzita Sanchez		Routine	Call			
17189		01/04/2017	119	Waleed Al Obaidi			Call			
17806	Roaches	01/30/2017	105	Fatima Hamed			Call			
17817	Leaking kitchen sink	01/30/2017	201	Veronica Ganbo			Call			
18071	Closet door and stove corner	02/08/2017	119	Waleed Al Obaidi			Call			
18160	Gate	02/15/2017	118	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 Abdurrasool			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**.

Work Order #47653

Status: Call	Vendor:	Display Type: Default																								
Reason: ha	Expense Type:	Brief Description: Kitchen Sink leaking																								
Property: Century Plaza Associates 135 Lassiter Drive #9 Newport News Hampton VA, 23666	Template:	Occupant Code:																								
Building:	Priority: High	Occupant Name:																								
Floor:	Category: Plumbing	Caller Name: Dorothy Slade																								
Unit:	SubCategory:	Caller Phone:																								
Location:	Resolution:	Related WO:																								
Bill To:	Due Date:	Origin: SR																								
Asset:		Created By: tshaw On 08/30/2018																								
Access/Entry Notes:	No Follow Up: <input checked="" type="checkbox"/>	Updated By: tshaw On 08/30/2018																								
Problem Description: Kitchen Sink Leaking																										
<input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Print"/> <input type="button" value="Help"/> <input type="button" value="View Occupant"/> <input type="button" value="Ready To Post?"/>																										
<input type="button" value="Other Info"/> <input type="button" value="Labor"/> <input type="button" value="Workflow"/> <input type="button" value="Approvers"/> <input type="button" value="Audit History"/>																										
<table border="1"> <thead> <tr> <th colspan="3">General Info</th> </tr> </thead> <tbody> <tr> <td>Appliances</td> <td>Billing Info</td> <td>Status Dates</td> </tr> <tr> <td>User defined 2</td> <td>Batch Name</td> <td>WO Status: Call</td> </tr> <tr> <td>User defined 3</td> <td>Invoice Number</td> <td>Date: 08/30/2018</td> </tr> <tr> <td>User defined 4</td> <td>Invoice Date</td> <td>Time: 3:38 PM</td> </tr> <tr> <td>User defined 5</td> <td>Exch Rate</td> <td></td> </tr> <tr> <td>User defined 6</td> <td>Pay Tran Total</td> <td></td> </tr> <tr> <td>User defined 7</td> <td>Pay Base Total</td> <td></td> </tr> </tbody> </table>			General Info			Appliances	Billing Info	Status Dates	User defined 2	Batch Name	WO Status: Call	User defined 3	Invoice Number	Date: 08/30/2018	User defined 4	Invoice Date	Time: 3:38 PM	User defined 5	Exch Rate		User defined 6	Pay Tran Total		User defined 7	Pay Base Total	
General Info																										
Appliances	Billing Info	Status Dates																								
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User defined 4	Invoice Date	Time: 3:38 PM																								
User defined 5	Exch Rate																									
User defined 6	Pay Tran Total																									
User defined 7	Pay Base Total																									
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Approvals																										
Workflow:																										
Status:																										
Current Step:																										
Next Step:																										

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.



Labor											
Employee	Skill	Schedule Start Dt.	Schedule Start Time	Schedule Finish Dt.	Schedule Finish Time	Actual Start Dt.	Actual Start Time	Actual Finish Dt.	Actual Finish Time	Hours	Delete
eforman											<input type="checkbox"/>
											<input type="checkbox"/>
											<input type="checkbox"/>
											<input type="checkbox"/>
											<input type="checkbox"/>
											<input type="checkbox"/>
											<input type="checkbox"/>
											<input type="checkbox"/>

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.

General Info				
Purpose of Work Order	<input type="text"/> <input type="button" value="..."/>			
Inspection ID	<input type="text"/> <input type="button" value="..."/>			
WO ID	<input type="text"/> <input type="button" value="..."/>			
Area	<input type="text"/> <input type="button" value="..."/>			
Location	<input type="text"/> <input type="button" value="..."/>			
Item	<input type="text"/> <input type="button" value="..."/>			
User defined 7	<input type="text"/> <input type="button" value="..."/>			

Billing Info		
Batch Name	<input type="text"/> <input type="button" value="..."/>	
Invoice Number	<input type="text"/> <input type="button" value="..."/>	
Invoice Date	<input type="text"/> <input type="button" value="..."/>	
Exch Rate	<input type="text"/> <input type="button" value="..."/>	
Pay Tran Total	<input type="text"/> <input type="button" value="..."/>	
Pay Base Total	<input type="text"/> <input type="button" value="..."/>	

Status Dates		
WO Status	Date	Time
Call	10/23/2019	<input type="button" value="..."/> 12:03 PM <input checked="" type="checkbox"/>
Work Completed	10/30/2019	<input type="button" value="..."/> 1:44 PM <input checked="" type="checkbox"/>

Approvals		
Workflow	<input type="text"/> <input type="button" value="..."/>	
Status	<input type="text"/> <input type="button" value="..."/>	
Current Step	<input type="text"/> <input type="button" value="..."/>	
Next Step	<input type="text"/> <input type="button" value="..."/>	
Notes	<input type="text"/> <input type="button" value="..."/>	

Full Description	Print Full Description? <input type="checkbox"/>	Technician Notes	Tenant Responsible <input type="checkbox"/>
Repair kitchen faucet leaking			

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.

The screenshot shows the 'Work Order #47653' screen. In the top right corner, there is a 'Functions' dropdown menu with several options: Attachment, Memo (which is highlighted with a red arrow), Contact, and Work Order Email. The main body of the screen displays various details about the work order, including Status (Call), Reason (ha), Property (Century Plaza Associate, 135 Lassiter Drive #9, Newport News, Hampton VA, 23666), Building, Floor, Unit, Location, Bill To, Asset, Vendor, Expense Type, Template, Priority, Category, SubCategory, Resolution, Due Date, and various contact and status fields. At the bottom, there are buttons for Edit, New, Print, Help, View Occupant, and Ready To Post?.

2. The **Memo Information** screen appears. Previous memos will be listed at the top of the screen.

The screenshot shows the 'Memo Information' screen for Work Order #47653. The title bar says 'Memos for Work Order: Kitchen Sink leaking (47653)'. Below it is a table with columns: Date, Type, Status, and Notes. The Date field is populated with '08/30/2018'. The Time field shows '12:57 PM'. The Type field is set to 'Memo'. The Status field is set to 'Result'. The Agents field is set to 'tshaw'. The Notes field is empty. There is also a 'Show on Calendar' checkbox. At the bottom are Save, Close, and Help buttons.

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.

Community Manager Dashboard - Century Plaza Associates			
<b>Resident Activity</b>		<b>Unit Statistics</b>	
Move In	0	Total Units	120
Move Out	2	Leased Units	104 86.67%
Deposit Accounting	3	Occupied Units	104 86.67%
On Notice	2	Available Units	18 15.00%
Incomplete Certs	26	Model/Down/Admin	0 0%
Annual Certs Due	32	On Hold Units	0 0%
Unanswered Letters	0	Unit Transfers	0
Expiring Leases (120 days)	0		
Scheduled Lease Renewals	0		
Alerts	12		
<b>Maintenance</b>		<b>Traffic</b>	
Pending Make Ready	16	Prospect Pipeline	0
Pending Work Requests	28	Today's Showings	0
Completed WO Followup	0	Affordable Waiting Lists	3
		Pending Applications	7
<b>Thursday, August 30, 2018</b>			
<a href="#">Prop/List</a>	ha	<a href="#">Quick G</a>	
<a href="#">Add Guest</a>		<a href="#">Leasing Specials</a>	Daily Act
<a href="#">Hot Sheet</a>		<a href="#">Monitor Rep</a>	
<a href="#">New PO</a>		<a href="#">New Svc</a>	
<a href="#">Print Letters</a>		<a href="#">Tax Credit Quick Ch</a>	
<b>Open Batches</b>			
<a href="#">Charges</a>		<a href="#">New Charge Bi</a>	
<a href="#">Receipts</a>		<a href="#">New Receipt Bi</a>	
<a href="#">Payables</a>		<a href="#">New Payable Bi</a>	

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			
41060	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	Laune Banks		Routine	Call			
45367	oven is not working	07/18/2018	8-73	Patrice Vinstor		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**.

Complete Work Order 40689

Completion Date: 08/30/2018 Completion Time: 4:00 PM

Completion Notes:  
Replaced window

Technician Notes:  
ordering window parts MR

**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.

Pending Work Requests - 08/30/2018											
<input type="checkbox"/> Exclude Make Ready WOs		Brief Description	Call Date	Unit	Resident	Phone #	Category	Status	Assign	Complete	Reason Incomplete
WO#											
39344		hole in wall	05/02/2018	4-42	Alexis Butler		Routine	Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40689		windows won't open	05/18/2018	8-66	Shawneequa Howard		Routine	On Hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40899		RAILING CAME OFF	05/22/2018	8-66	Shawneequa Howard			Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41086		window broke	05/25/2018	4-36	Amber Jackson			Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41860		dining room floor needs repair	06/06/2018	8-65	Joyce Johnson		Flooring	Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42148		kitchen needs baseboard	06/11/2018	11-98	Flora Heckstall		Flooring	Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44597		loose stair	07/09/2018	2-78	Laune Banks		Routine	Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45367		oven is not working	07/18/2018	8-73	Patrice Winston		Appliance	Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45597		Carpet medal piece came up	07/20/2018	3-23	Jeannie Williams		Routine	Call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

Work Order #42148

Status	Call	Vendor	Display Type	Default
Reason		Expense Type	Brief Description	kitchen needs baseboard
Property	ha	Template	Occupant Code	t0005740
Building	Century Plaza Associat 135 Lassiter Drive #9 Newport News Hampton VA, 23666	Priority	Occupant Name	Flora Heckstall
Floor	ha11	Category	Caller Name	Flora Heckstall
Unit	11-98	SubCategory	Caller Phone	
Location	135 Lassiter Drive #98 Hampton VA, 23666	Resolution	Caller Email	
Bill To		Due Date	Related WO	
Asset			Origin	WO
Access/Entry Notes	Ok to Enter <input checked="" type="checkbox"/>	No Follow Up <input type="checkbox"/>	Problem Description	kitchen needs baseboard around cabinets
<input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Print"/> <input type="button" value="Help"/> <input type="button" value="View Occupant"/> <input type="button" value="Ready To Post?"/>				
<input type="button" value="Other Info"/> <input type="button" value="Labor"/> <input type="button" value="Workflow"/> <input type="button" value="Approvers"/> <input type="button" value="Audit History"/>				

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**.

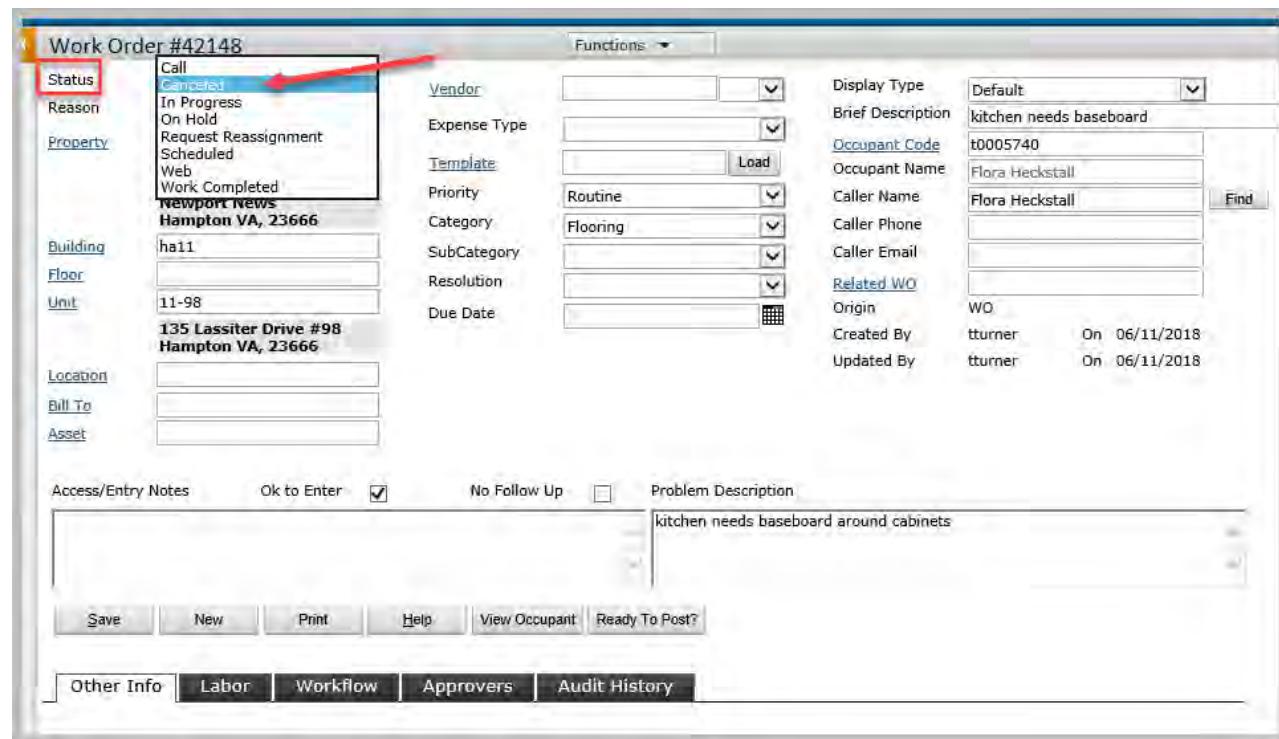
## Canceling a Service Request

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.

- 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.

- Click on the drop-down menu in the **Status** field and choose **Canceled** from the drop-down list.



The screenshot shows the Yardi Work Order interface for Work Order #42148. On the left, there is a sidebar with sections for Status (highlighted with a red box), Reason, Property, Building, Floor, Unit, Location, Bill To, and Asset. The Status dropdown menu is open, showing options: Call, Canceled, In Progress, On Hold, Request Reassignment, Scheduled, Web, and Work Completed. An arrow points from the text above to this dropdown menu. The main work area contains fields for Vendor, Expense Type, Template (with a 'Load' button), Priority, Category, SubCategory, Resolution, Due Date, Display Type (set to Default), Brief Description (kitchen needs baseboard), Occupant Code (t0005740), Occupant Name (Flora Heckstall), Caller Name (Flora Heckstall), Caller Phone, Caller Email, Related WO, Origin (WO), Created By (tturner) on 06/11/2018, and Updated By (tturner) on 06/11/2018. Below these fields is a 'Functions' dropdown menu. At the bottom, there are buttons for Save, New, Print, Help, View Occupant, Ready To Post?, and tabs for Other Info, Labor, Workflow, Approvers, and Audit History. The Problem Description field contains the note "kitchen needs baseboard around cabinets".

- Click **Save**.
- 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**.

The screenshot shows the YARDI VOYAGER software interface. At the top, there is a blue header bar with the YARDI VOYAGER logo and various menu options: Home, Help, Monthly Procedures, Guests, Work Orders, Affordable, Analytics, Sign Out, Submit Help Desk Ticket, and SaaS Messages. Below the header is a grey navigation bar with a sidebar containing links like Roles, Setup, Administration, Analytics, Collect the Rent, Reports, 50059 Functions, 50059 Tools, TRACS, Charges, Receivables, Payables, and Submit Help Desk Ticket. The main content area is titled 'Community Manager Dashboard'. It features several tables and sections: '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), 'Statistics' (Total Units: 120, Leased Units: 104, Occupied Units: 104, Available Units: 18, Model/Down/Admin: 0, On Hold Units: 0, Unit Transfers: 0), 'Traffic' (Prospect Pipeline: 0, Today's Showings: 0, Affordable Waiting Lists: 3, Pending Applications: 7), and a 'Hot Sheet' section with links for Add Guest, Quick Guest, Leasing Specials, Daily Activity, Monitor Reports, New PO, New Svc. Req., Print Letters, Tax Credit Quick Check, Charges, Receipts, and Payables. At the bottom, there are links for Calendar, Dashboard, and Person Search.

2. The Work Order filter appears.

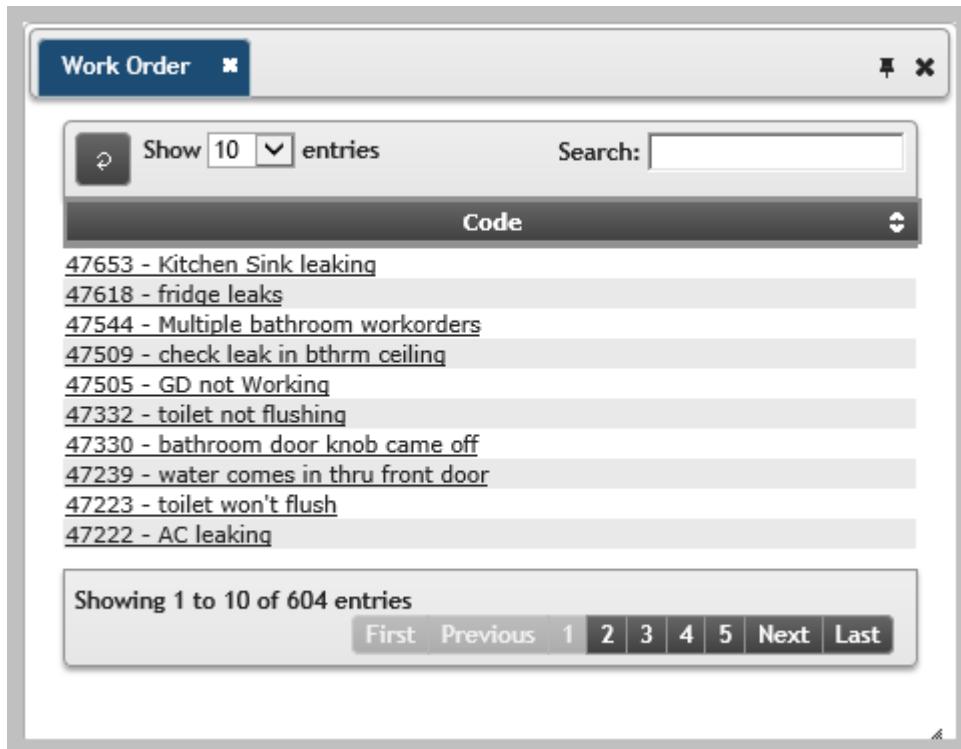
Work Order	
<u>Property</u>	ha Century Plaza Associates
<u>WO</u>	
<u>Unit</u>	
<u>Building</u>	
<u>Bill to Tenant</u>	
<u>Recurring WO</u>	
<u>Category</u>	Routine Unit Turnover Emergency
<u>Item Type</u>	
<u>Batch Name</u>	
<u>Vendor</u>	
<u>Employee</u>	
<u>Created By</u>	
<u>Status</u>	Call Canceled In Progress
<u>Priority</u>	Emergency High Medium
<u>Origin</u>	WO SR PM
Call Date	-to-
Scheduled Date	-to-
Work Compl.	-to-
Due Date	-to-
Display Rows	1000
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>	

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 tasks 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 work 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.

Resident Activity	
Move In	0
Move Out	2
Deposit Accounting	3
On Notice	2
Incomplete Certs	26
Annual Certs Due	32
Unanswered Letters	0
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	12
<b>Maintenance</b>	
Pending Make Ready	<b>16</b>
Pending Work Requests	26
Completed WO Followup	1

Unit Statistics		
Total Units	120	
Leased Units	104	86.67%
Occupied Units	104	86.67%
Available Units	18	15.00%
Model/Down/Admin	0	0%
On Hold Units	0	0%
Unit Transfers	0	

Traffic	
Prospect Pipeline	0
Today's Showings	0
Affordable Waiting Lists	3
Pending Applications	7

Open Batches	
Charges	New Charge Batch
Receipts	New Receipt Batch
Payables	New Payable Batch

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.

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.

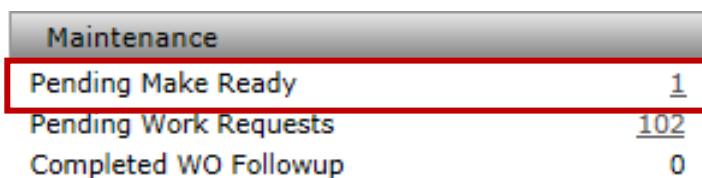
Select	Description	Work Order	RWO	RWO Brief Desc	Start Date	# Days
<input checked="" type="checkbox"/>	2. Moveout Inspection		1	Moveout Inspection	03/23/2020	7
<input checked="" type="checkbox"/>	6. Maint/Make Ready		4	Maintenance / Make Ready	04/03/2020	7
<input checked="" type="checkbox"/>	9. Final Manager Unit Inspect		11	Final Unit Inspection	04/03/2020	7
<input checked="" type="checkbox"/>	4. Trash Out		10	Trash Out	03/26/2020	7
<input checked="" type="checkbox"/>	5. Paint		5	Paint	03/26/2020	7
<input checked="" type="checkbox"/>	7. Unit Clean		7	Unit Clean	03/26/2020	7
<input checked="" type="checkbox"/>	8. Floor (Clean/Replace)		8	Floor Clean/Replace	03/26/2020	7
<input checked="" type="checkbox"/>	3. Locks Changed		9	Locks Changed	03/26/2020	7
<input checked="" type="checkbox"/>	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.

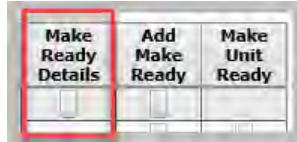
Unit	Move Out Date	Move In Date	1. Pre MO Inspection	2. Movement Inspection	3. Locks Changed	4. Trash Out	5. Paint	6. Maint/Make Ready	7. Unit Clean	8. Floor (Clean/Replace)	9. Final Manager Unit Inspect	Make Ready Details	Add Make Ready	Make Unit Ready
12-105	05/26/2020	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri	05/07/2020-Fri			
1-8	04/30/2020													
4-28	05/27/2020													
9-85	04/30/2020													

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.

Make Ready Update

Property ha - Unit 12-104 - Tenant Jennings - Move Out 3/26/2020

Unit Date Available: 04/03/2020

Description	Start Date	Expected Completion	Actual Completion	Complete
2. Moveout Inspection	03/26/2020	03/30/2020		<input type="checkbox"/>
6. Maint/Make Ready	04/03/2020	04/10/2020		<input type="checkbox"/>
9. Final Manager Unit Inspect	04/03/2020	04/10/2020		<input type="checkbox"/>
4. Trash Out	03/26/2020	04/02/2020	03/26/2020	<input checked="" type="checkbox"/>
5. Paint	03/26/2020	04/02/2020	03/28/2020	<input checked="" type="checkbox"/>
7. Unit Clean	03/26/2020	04/02/2020	03/26/2020	<input checked="" type="checkbox"/>
8. Floor (Clean/Replace)	03/26/2020	04/02/2020		<input type="checkbox"/>
3. Locks Changed	03/26/2020	04/02/2020		<input type="checkbox"/>
1. Pre MO Inspection	03/26/2020	04/02/2020	03/23/2020	<input checked="" type="checkbox"/>

Submit Close

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**.

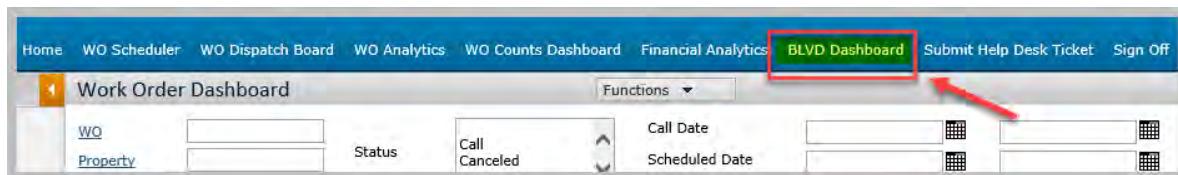
18. The Make Ready Status Board displays the updated status of the Make Ready work orders by showing the actual completion date.

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**.

The screenshot shows the YARDI VOYAGER interface with the following elements:

- Left Sidebar (Roles):** Includes links for Roles, Setup, Administration, Analytics, Reports, 50059 Functions, 50059 Tools, TRACS, Tax Credit Functions, Tax Credit Tools, HOME Functions, HOME Tools, and Rural Dev Functions. The 'Maintenance' link is highlighted with a red arrow.
- Dashboard Content:**
  - Resident Activity:** Shows counts for various categories like Administration, Advanced Maintenance, Basic iData Menu, BLVD 50059 PM, BLVD Community Manager, Close Month Reports & Letters, Custom Reports, ETL, Financial Manager, i1099, and Payment Processing Admin.
  - Unit Statistics:** Displays total units (120), leased units (104, 86.67%), occupied units (104, 86.67%), available units (18, 15.00%), Model/Down/Admin (0, 0%), On Hold Units (0, 0%), and Unit Transfers (0).
  - Traffic:** Shows Prospect Pipeline (0), Today's Showings (0), Affordable Waiting Lists (3), and Pending Applications (2).

2. On the Left Side Menu, Select **Add WO Template**.

The screenshot shows the YARDI VOYAGER interface with the following elements:

- Left Sidebar (Add WO Template):** Includes links for Roles, Review WO, Add WO, Post WO, Review Recurring WO, Add Recurring WO, Post Recurring WO, Review WO Template, Add WO Template (highlighted with a red box and arrow), and Employee WO Time.
- Work Order Dashboard:** A form for creating a new work order. It includes fields for WO, Property, Unit, Bill To, Location, Employee, Vendor, Status (set to Call Canceled In Progress), Reason (set to Lack of Funding, Outsourced to Third, Waiting for Material), Priority, Category, Brief Desc., Call Date, Scheduled Date, Completed Date, Due Date, Caller, Unassigned Only checkbox, Show checkbox, and Make Ready WOs checkbox. Buttons include Find, Clear, Select View, Help, and Filter View.

3. The **New Work Order Template** screen appears.

The screenshot shows the 'New Work Order Template' dialog box. At the top, there's a 'Data/Reports' dropdown menu. The main area contains several input fields and dropdown menus:

- Template Code:** Smoke
- Brief Description:** Smoke Detectors
- Property:** (Blank)
- Address:** (Blank)
- Priority:** Routine
- Category:** (Blank)
- SubCategory:** (Blank)
- Asset:** (Blank)
- Problem Description:** Check batteries in smoke detectors

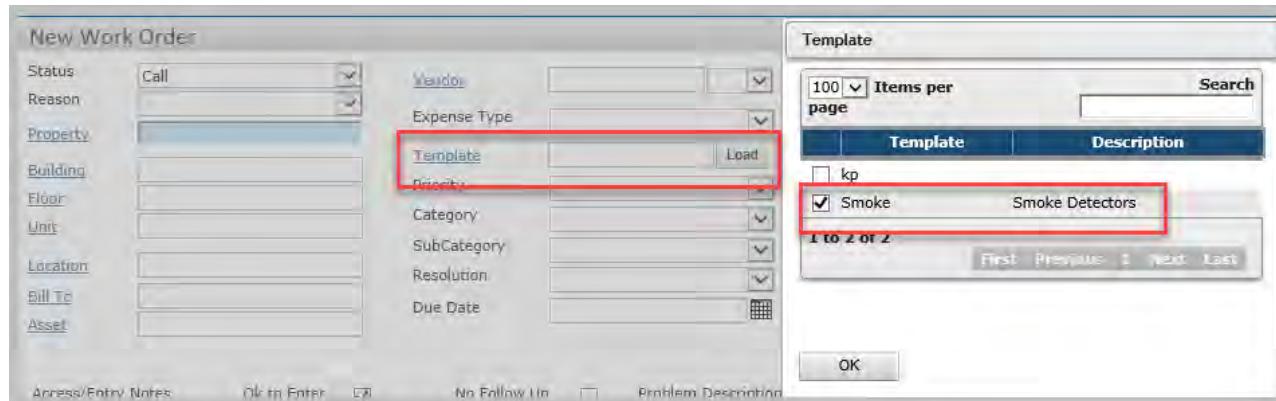
At the bottom, there are three buttons: Save, New, and Help. Below the buttons, there are two tabs: 'Other Info' (selected) and 'Labor Payables/Charges'. Under the 'Status History' tab, it shows:

Created By:	tshaw	On	08/30/2018
Updated By:	tshaw	On	08/30/2018

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.

- To use this template, open a new Work Order.



- Click the **Template** hyperlink and select the appropriate Template.
- Click **OK**.

Click Load.

Notice that the **Description**, **Category**, and **Problem Description** will be filled in automatically from the Template once Load is selected.

The screenshot shows the 'New Work Order' dialog box with the 'Smoke' template loaded. The 'Description' field contains 'Smoke Detectors', and the 'Category' field contains 'Smoke'. The 'Problem Description' field at the bottom contains 'Check batteries in smoke detectors'. The 'Template' field in the main dialog is also set to 'Smoke'.

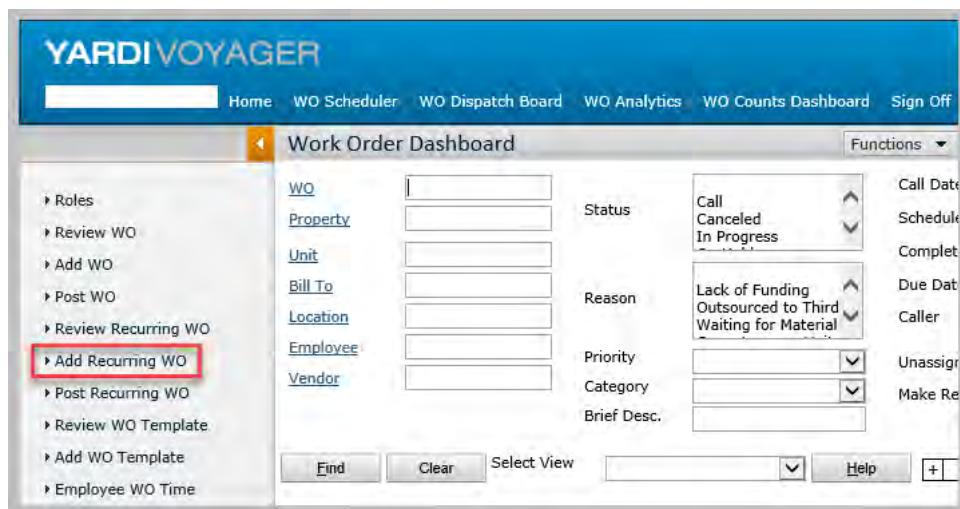
- Enter any additional details not automatically populated as part of the Template.
- Click **Save**.

## 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.

- From the Left Side Menu, select **Add Recurring WO**.



The **Recurring Work Order** screen appears.

- 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.**

Schedule Time				
Start Time	Duration (minutes)	End Time	First Sched. Time	Last Sched. Time
8:00 AM	30	8:30 AM		

**Recurrence Pattern**

Daily       Every  day(s)  
 Weekly       Every Weekday  
 Monthly       Every  hour(s)  
 Yearly       Every  minute(s)  
       Every  time(s) per day

**Range of Recurrence**

Start Date:         End After:  occurrences   
 End By:    
 No End Date

**Save**

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.

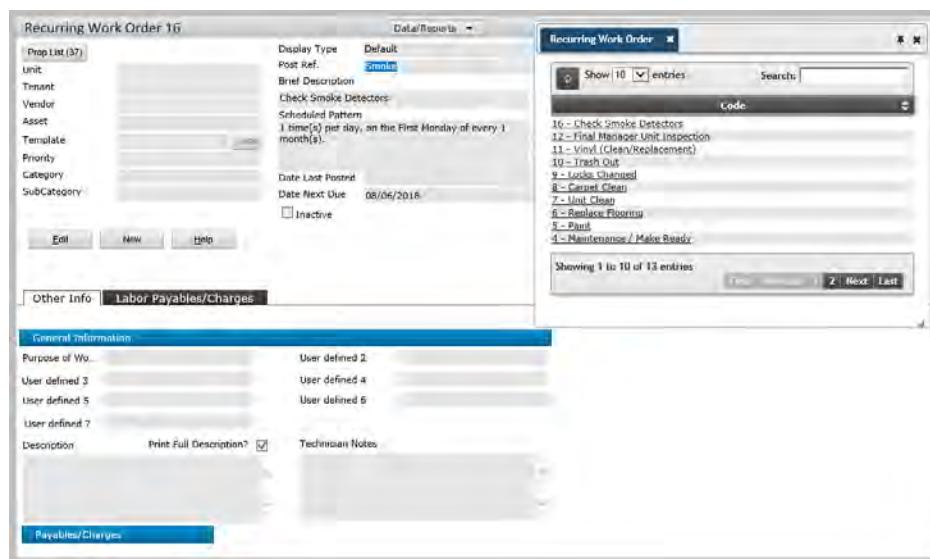
- To review existing Recurring Work Orders, from the Left Side Menu, **Review Recurring WO**.

- The Recurring Work Order filter will be displayed.

- 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.

- To access the **Post Recurring WO** function, from the Left Side Menu, select **Post Recurring WO**.

The screenshot shows the YARDI VOYAGER Work Order Dashboard. On the left, there is a vertical menu with several options, one of which, 'Post Recurring WO', is highlighted with a red box. The main area of the dashboard is titled 'Work Order Dashboard' and contains various search and filter fields for work orders, such as 'Property', 'Status', 'Reason', 'Priority', and 'Category'. Below these fields are buttons for 'Find', 'Clear', 'Select View', 'Help', and 'Filter View'.

- The **Post Recurring Work Orders** filter will be displayed.

The screenshot shows the 'Recurring Work Order Post' dialog box. It contains several input fields: 'Recur WO' (text box), 'Property' (dropdown), 'Unit' (dropdown), 'Bill To' (dropdown), 'Vendor' (dropdown), 'Post Code' (text box), 'Category' (dropdown), 'Priority' (dropdown), 'Brief Desc' (text box), and 'Due Date' (calendar). At the bottom of the dialog are buttons for 'Submit', 'Cancel', 'Preview', 'Post', 'Clear', and 'Help'. A checkbox labeled 'For All Units' is located in the upper right area of the form, and it is also highlighted with a red box.

- 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					<input type="checkbox"/>
15	Recurring Grounds WO	Grounds	oa				Grounds	<input type="checkbox"/>
16	Check Smoke Detectors	Smoke	fa					<input type="checkbox"/>

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		<input checked="" type="checkbox"/>
21	rm	35101B	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		<input checked="" type="checkbox"/>
21	rm	35101C	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		<input checked="" type="checkbox"/>
21	rm	35101D	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		<input type="checkbox"/>
21	rm	35102A	Routine	Scheduled	10/23/2019	Spray for roaches and bed bugs		<input type="checkbox"/>

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.

Purchase Information		Warranty/Maint Contract		Replacement Information	
Supplier		Vendor		Code	
Purch. Price	0.00	Dt. Expiration		Date	
Life	0.00	Cost	0.00	Exp. Acct	
Dt. Purchased				Rsv. Acct	
Dt. Retired				Repl Cost	0.00
				Alloc	0.00
				YTD	0.00
				Total	0.00

- **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

- To print the **Asset Directory**, select **Reports > Asset Directory** from the side menu of the maintenance role. The report filter appears.

Asset Directory

Property	Lake Park East	
Asset		
Unit		
Asset Vendor		
Warranty Vendor		
Replace Date		
Destination	Screen	
<input type="button" value="Advanced"/> <input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>		
File or Code: rs_Maint_Asset_dir.txt		

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 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 of Replacement	Notes
asset0001	GE	RGB200DM3WW	FH154156	ref	Milin-Estate	318	valmar	valmar		595.00	0.00	10/07/2013	10/07/2013	
asset0002	GE	RGB200DM4WW	FH154150	ref	Milin-Estate	320	valmar	valmar		595.00	0.00			
asset0003	Cerpet	RGB200DM1WW	SL14720W	ref	Milin-Estate	306	shareri	shareri		0.00	0.00			
asset0004	GE	RGB200DM1WW	SL14720W	ref	Milin-Estate	306	valmar	valmar		395.00	0.00			
asset0005	GE	RGB200DM3WW	FH154157B	ref	Milin-Estate	318	valmar	valmar		545.00	0.00	10/22/2013	10/22/2013	installed 10/22/2013

## 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 screenshot shows the YARDI VOYAGER software interface. The top navigation bar includes links for Home, WO Scheduler, WO Dispatch Board, WO Analytics (which is highlighted), WO Counts Dashboard, and Sign Off. The main content area is titled "Work Order Analytics". On the left, there's a sidebar with various navigation links. The main panel has several filter dropdowns and checkboxes for "Report Type", "Summarize By", and "Period Date". At the bottom of the main panel is a "Display" button, which is the target of a red arrow. Below the main panel is a table titled "User Defined Filter & column Setup" showing work order categories and their opening, created, closed, and closing balances.

Category	Opening Balance	Created	Closed	Closing Balance
(Undefined)	0	2	2	0
1. Moveout Inspection	0	10	7	3
2. Locks Changed	2	10	4	8
3. Trash Out	0	9	1	8
4. Paint	0	9	2	7
5. Maintenance / Make Ready	1	10	3	8
6. Unit Clean	1	9	2	8
8. Vinyl (Clean/Replacement)	0	9	1	8
9. Final Manager Unit Inspect	1	9	1	9
Appliance	0	8	5	3
Cabinets	0	3	3	0

The table below describes the work order analytics reports available

Report Name	Menu Path and Report Type	Description
Work Order Cost Analysis	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Cost Analysis</b>	The Cost Analysis report shows you the average cost per work order and the average turnaround in days.
Work Order Aging	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Aging</b>	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	<b>Work Order Dashboard</b>	The Priority report shows the number of work orders for each

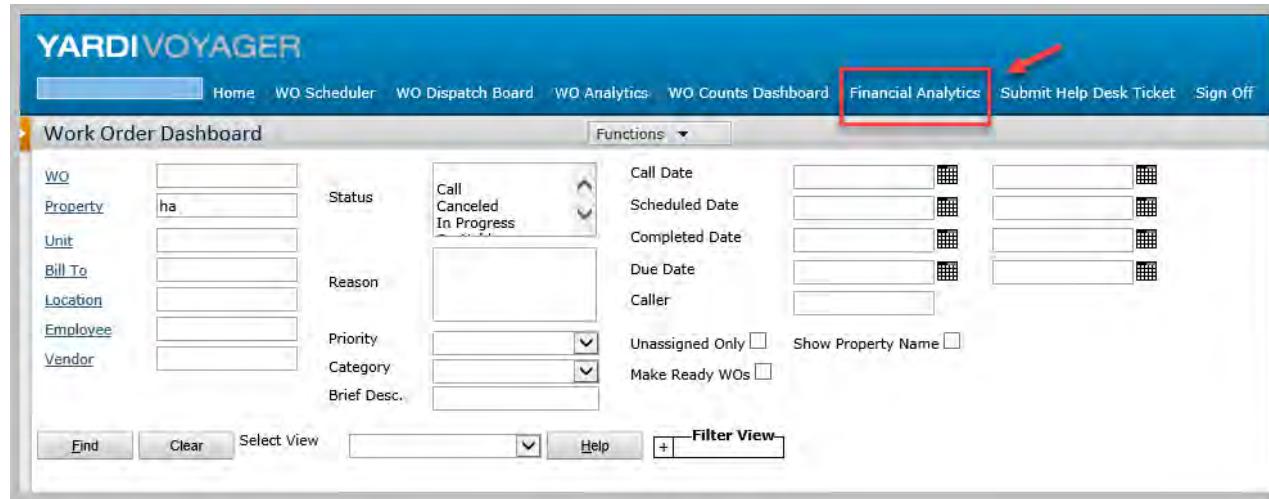
Priority	<b>Top Menu - WO Analytics - Priority</b>	priority category, for example, High, Medium, Low, Emergency, and so on.
Work Order Status	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Status</b>	The Status report shows the number of work orders for each status category, for example, Call, Scheduled, InProgress, Work Complete, and so on.
Work Order Month	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Month</b>	The Month report shows the number of work orders for the current month and the preceding 11 months.
Work Order Day	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Day</b>	The Day report shows the number of work orders for each weekday.
Directory	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Directory</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Completed Activity</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Period Activity</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics - Average Per Day</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Period Overview</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Employee Activity</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Employee Activity &gt; Actual Hours Drill-Down</b>	Click the label of the Actual Hours column to drill down to the Employee Detail report sorted by employee.
Employee Detail WO#	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Employee Activity &gt; WO# Drill-Down</b>	Click the label of the WO# column to drill down to the Employee Detail report sorted by work order.
Employee Calendars	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Employee Calendar (Day by Day, Week by Week, or Month)</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Employee Directory</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b>	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

	<b>- Completion Summary</b>	average labor and material cost per work order, as well as the average total cost per work order.
Completion Detail	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Completion Detail</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Completion Detail</b>	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	<b>Work Order Dashboard</b> <b>Top Menu - WO Analytics</b> <b>- Completion Detail</b>	The Open Work Order report displays information about work orders that were not completed during a particular time period. It displays whether or not 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.

The screenshot shows the 'Financial Reports' screen. At the top, there are filter options: Property (blvd), Book (Cash), Account Tree (blvd cash flow), Report Type (Budget Comparison), Period (12/2019 to 12/2019), and Report Columns (Details). To the right of these filters are buttons for Clear, PDF, Excel, and Display (which is highlighted with a red arrow). Below the filters is a table of financial data:

	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	% Var	Annual
<b>5000 REVENUE</b>									
<b>5100 RENT REVENUE - GROSS POTENTIAL</b>	20,377.00	0.00	20,377.00	N/A	235,961.33	0.00	235,961.33	N/A	0.00
5120 Rent Revenue - Apartments	105,186.00	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
5121 Member Assistance Payments (Sect 8)	334.00	0.00	334.00	N/A	-133.73	0.00	-133.73	N/A	0.00
5125 Prepaid Rent (Cash)	0.00	0.00	0.00	N/A	-5,445.00	0.00	-5,445.00	N/A	0.00
5135 HAP Repayment	-205.00	0.00	-205.00	N/A	0.00	-11,219.42	11,219.42	100.00	-11,219.42
5155 Delinquency	0.00	-945.91	945.91	100.00	0.00	0.00	0.00	N/A	0.00
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
<b>5199 TOTAL RENT REVENUE - GROSS POTENTIAL</b>	<b>123,829.00</b>	<b>125,175.68</b>	<b>-1,346.68</b>	<b>-1.08</b>	<b>1,461,377.60</b>	<b>1,484,703.76</b>	<b>-23,326.16</b>	<b>-1.57</b>	<b>1,484,703.76</b>
<b>5200 VACANCIES</b>									
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
<b>5299 TOTAL VACANCIES</b>	<b>0.00</b>	<b>-2,102.03</b>	<b>2,102.03</b>	<b>100.00</b>	<b>0.00</b>	<b>-30,279.88</b>	<b>30,279.88</b>	<b>100.00</b>	<b>-30,279.88</b>
<b>5900 OTHER REVENUE</b>									

Book = Cash

Account Tree = blvd Cash flow

Report Type = Budget Comparison

## 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 screenshot shows the YARDI VOYAGER interface. At the top, there's a blue header bar with the YARDI VOYAGER logo and a navigation menu including Home, Help, Monthly Procedures, Reports and Letters (which is highlighted with a red box and an arrow), Guests, Work Orders, Affordable, Analytics, Submit Help Desk Ticket, and Sign Out. Below the header is a yellow banner displaying 'Community Manager Dashboard - Western Sun Apartments'. The main content area is divided into several sections: 'Resident Activity' (Move In: 0, Move Out: 1, Deposit Accounting: 0, On Notice: 2, Incomplete Certs: 11, Annual Certs Due: 16, Unanswered Letters: 0, Expiring Leases (120 days): 0, Scheduled Lease Renewals: 0, Alerts: 1); 'Unit Statistics' (Total Units: 60, Leased Units: 58, Occupied Units: 58, Available Units: 4, Model/Down/Admin: 0, On Hold Units: 0, Unit Transfers: 0); a date stamp 'Wednesday, March 31, 2021'; and 'Traffic' (Prospect Pipeline: 0, Today's Showings: 0, Affordable Waiting Lists: 3, Pending Applications: 0). To the right, there are links for 'Prop/List' (ws), 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, and Payables, New Payable Batch.

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**.

The screenshot shows the 'Residential Reports' window. In the top right, there is a dropdown menu labeled 'Report Type' with 'Box Score Summary' selected. Below it, another dropdown 'Summarize By' has 'Property' selected. A red box highlights these two dropdowns. At the bottom of the window, there are three tabs: 'Availability', 'Resident Activity', and 'Conversion Ratios'. Each tab displays data for a single property, 'Times Square on the Hill (fw)', with various numerical values for units, rent, and activity counts.

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.

This screenshot shows the 'Charge Register' search interface. It includes fields for Property (set to 'ha'), Unit, Tenant, Status, post date mm/yy (set to '03/2019'), trans date, Account, AR Account, Charge Code (set to 'rent'), Control Number >=, Batch#, Search Remarks, Destination (set to 'Screen'), and several buttons for Advanced, Submit, Clear, and Help. At the bottom, it shows the file or code: 'rs\_Tenant\_Charge\_Reg.txt'.

## 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**.

The screenshot shows the YARDI VOYAGER interface. The top navigation bar has a 'Community Manager Dashboard - Century Plaza As' tab. Below it, the 'Analytics' menu is highlighted with a red box. A dropdown menu is open under 'Analytics', showing options like 'Affordable Reports' and 'Affordable Receivable Reports', which is also highlighted with a red box. The dashboard itself displays various reports and statistics, such as 'Resident Activity', 'Unit Status', 'Traffic', and 'Open Batches'.

2. Select the **Receivable Aging Detail** under the **Report Type**.

This screenshot shows the 'Receivable Reports' search interface. It includes fields for Property (sh), Tenant Status (Current), Charge Code (rent), and Report Type (Receivable Aging Detail). The 'Receivable Aging Detail' field is highlighted with a red box. Below the search bar is a table showing tenant data, with the first few rows for 'Granada Terrace (sh)' and 'Serna, Maria'.

Tenant	Tran#	Date	Month	Charge Code	Charge Amount	Current Owed	0-30 Owed	31-60 Owed	61-90 Owed	Over 90 Owed	Pre-payments	Suspense	Remarks
Granada Terrace (sh)													
(1000686) Palacio, Kenia													
sh - 1301-104 - Current	C-711837	10/01/2018	10/2018	rent	43.00	11.00	0.00	0.00	0.00	11.00	0.00	0.00	RENT 10/1/2018 to 10/31/2018
sh - 1301-104 - Current	C-739057	11/01/2018	11/2018	rent	43.00	43.00	0.00	-43.00	0.00	0.00	0.00	0.00	RENT 11/1/2018 to 11/30/2018
sh - 1301-104 - Current	C-763220	12/01/2018	12/2018	rent	43.00	43.00	43.00	0.00	0.00	0.00	0.00	0.00	RENT 12/1/2018 to 12/31/2018
<b>Total</b>					<b>129.00</b>	<b>97.00</b>	<b>43.00</b>	<b>43.00</b>	<b>0.00</b>	<b>11.00</b>	<b>0.00</b>	<b>0.00</b>	
(10001979) Serna, Maria	C-769750	12/01/2018	12/2018	rent	185.00	41.00	41.00	0.00	0.00	0.00	0.00	0.00	RENT 12/1/2018 to 12/31/2018
<b>Total</b>					<b>185.00</b>	<b>41.00</b>	<b>41.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
(10001980) Escareno, Evelyn	C-739059	11/01/2018	11/2018	rent	104.00	69.00	0.00	69.00	0.00	0.00	0.00	0.00	RENT 11/1/2018 to 11/30/2018
sh - 1301-108 - Current	C-763226	12/01/2018	12/2018	rent	104.00	104.00	104.00	0.00	0.00	0.00	0.00	0.00	RENT 12/1/2018 to 12/31/2018
<b>Total</b>					<b>208.00</b>	<b>173.00</b>	<b>104.00</b>	<b>69.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
(10008230) Padillow, Donisha	R-360026	10/25/2018	10/2018	(Prepay)	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.00	
<b>Total</b>					<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-1.00</b>	<b>0.00</b>	

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.

Compliance Reports

Property	ha	Tenant Status	Current Past	Bedroom Size	ALL BR Sizes	<input checked="" type="checkbox"/> Show Grid	Display
Contract		Effective Date		Show 'On List'	Yes	<input type="checkbox"/>	PDF
Building		Month / Year		Show 'Moved In'	No	<input type="checkbox"/>	Excel
Unit Type		Report Type	Waiting List Demographics	Show 'Removed'	No	<input type="checkbox"/>	Clear
Unit		Summarize By	Property				
Tenant							

Waiting List Demographics  
Property: Century Plaza Associates (ha)  
Effective Date: 08/31/2018

HUD Rank	HUD ELL Rank	TC Rank	Prospect Property	Name and Address	BR Size Preference	Effective Date	Effective Time	Household Size	Annual Income	Comment
Century Plaza Associates (ha)				Kiesha Rodriguez 102 Doolittle Rd Apt 26 Hampton, VA 23669 Cell: (757) 921-5628	3BR-First Choice	03/02/2017	10:15 AM	1	0.00	
1		1	ha	Anita Hebron	3BR-First Choice	07/16/2017	3:38 PM	1	0.00	
2		2	ha	Lakitta Fullz	3BR-First Choice	08/22/2017	3:15 PM	4	0.00	
3		3	ha	Shaquantel Harris 2901 West Mercury Apt 4 Hampton, VA 23666 Cell: (757) 975-7155	1BR-First Choice	08/31/2017	2:53 PM	1	0.00	
4		4	ha							

**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.

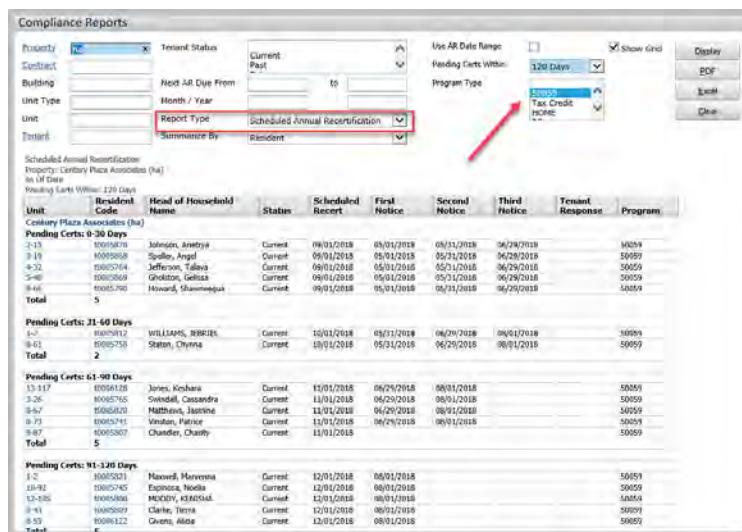
## Scheduled Annual Recertification

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.



**Compliance Reports**

Property	Tenant Status	Current / Past	Next 45 Days From	To	Month / Year	Report Type	Summarize By	Use All Date Range	Pending Certs Within	Program Type	Show Grid	Display
Building						Scheduled Annual Recertification	Resident	<input checked="" type="checkbox"/>	120 Days	Tax Credit	<input checked="" type="checkbox"/>	PDF
Unit Type								<input type="checkbox"/>		ICRC	<input type="checkbox"/>	Excel
Unit								<input type="checkbox"/>			<input type="checkbox"/>	Data
Tenant								<input type="checkbox"/>			<input type="checkbox"/>	

**Scheduled Annual Recertification**  
Property: Century Plaza Associates (ha)  
as of Date:  
Pending Early Within: 120 Days  
Century Plaza Associates (ha)

Unit	Building Code	Head of Household Name	Status	Scheduled Recert	First Notice	Second Notice	Third Notice	Tenant Response	Program
1-13	00005787	Jones, Annetra	Current	09/01/2018	09/01/2018	09/21/2018	09/29/2018	10/09/2018	50059
1-14	00005788	Smith, Angel	Current	09/01/2018	09/01/2018	09/21/2018	09/29/2018	10/09/2018	50059
1-22	00005789	Jefferson, Talleah	Current	09/01/2018	09/01/2018	09/21/2018	09/29/2018	10/09/2018	50059
2-40	00005790	Gholston, Gellissa	Current	09/01/2018	09/01/2018	09/21/2018	09/29/2018	10/09/2018	50059
2-41	00005791	Howard, Shannaejuk	Current	09/01/2018	09/01/2018	09/21/2018	09/29/2018	10/09/2018	50059
<b>Total</b>	<b>5</b>								

**Pending Certs: 0-30 Days**

1-12	00005792	WILLIAMS, JERRIE	Current	10/01/2018	09/31/2018	09/29/2018	09/01/2018	10/09/2018	50059
1-61	00005793	Stalter, Chynna	Current	10/01/2018	09/31/2018	09/29/2018	09/01/2018	10/09/2018	50059
<b>Total</b>	<b>2</b>								

**Pending Certs: 31-60 Days**

1-17	00005794	Jones, Krishna	Current	11/01/2018	09/29/2018	09/31/2018	09/01/2018	10/09/2018	50059
3-26	00005795	Swindell, Cassandra	Current	11/01/2018	09/29/2018	09/31/2018	09/01/2018	10/09/2018	50059
4-27	00005796	Anderson, Larine	Current	11/01/2018	09/29/2018	09/31/2018	09/01/2018	10/09/2018	50059
8-75	00005797	Vander, Felicia	Current	11/01/2018	09/29/2018	09/31/2018	09/01/2018	10/09/2018	50059
8-87	00005798	Chandler, Charity	Current	11/01/2018	09/29/2018	09/31/2018	09/01/2018	10/09/2018	50059
<b>Total</b>	<b>5</b>								

**Pending Certs: 61-90 Days**

1-2	00005799	Naheed, Marvenna	Current	12/01/2018	09/01/2018			10/09/2018	50059
10-92	00005745	Espinosa, Nodis	Current	12/01/2018	09/01/2018			10/09/2018	50059
12-105	00005746	MCGEE, KIMMIAH	Current	12/01/2018	09/01/2018			10/09/2018	50059
18-94	00005859	Clarke, Terra	Current	12/01/2018	09/01/2018			10/09/2018	50059
18-95	00006122	Owens, Adale	Current	12/01/2018	09/01/2018			10/09/2018	50059
<b>Total</b>	<b>6</b>								

**Pending Certs: 91-120 Days**

1-2	00005701								
10-92	00005745								
12-105	00005746								
18-94	00005859								
18-95	00006122								
<b>Total</b>	<b>6</b>								

## 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.

Category	Opening Balance	Created	Closed	Closing Balance
(Undefined)	0	2	2	0
1. Moveout Inspection	0	10	7	3
2. Locks Changed	2	10	4	8
3. Trash Out	0	9	1	8
4. Paint	0	9	2	7
5. Maintenance / Make Ready	1	10	3	8
6. Unit Clean	1	9	2	8
8. Vinyl (Clean/Replacement)	0	9	1	8
9. Final Manager Unit Inspect	1	9	1	9
Appliance	0	8	5	3
Cabinets	0	3	3	0

## 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 screenshot shows the YARDI VOYAGER Community Manager Dashboard for Century Plaza As. The top navigation bar includes links for Home, Help, Monthly Procedures, Guests, Work Orders, Affordable, Analytics (which is highlighted with a red box), Sign Out, Submit Help Desk Ticket, and SaaS Messages. Below the navigation is a sidebar with various administrative links like Roles, Setup, Administration, Analytics, Collect the Rent, Reports, 50059 Functions, 50059 Tools, TRACS, Tax Credit Functions, and Tax Credit Tools. The main dashboard area displays Resident Activity, Unit Status, and Traffic data. A red arrow points to the 'Analytics' link in the top menu.

The **Financial Reports** filter screen appears.

The screenshot shows the 'Financial Reports' filter screen. It includes fields for Property (set to 'ha'), Book ('cash'), Account Tree ('blvd cash flow'), Report Type ('12 Month Statement'), Period ('01/2018' to '06/2018'), and Report Columns ('Actual'). There are also checkboxes for Grid, Freeze Pane, Decimals, Show Property Name, Suppress Zero, Graph, Summary, Tree Level, Show Acct. Code, and Budget. On the right side, there are buttons for Clear, PDF, Excel, and Display.

**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

Financial Reports

5000	REVENUE	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Total
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**

blvd cash flow  
ysi\_bs  
ysi\_tb  
ysi\_cf

**Yardi Report Name**

Income Statement  
Balance Sheet  
Trial Balance  
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

Financial Reports

		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	519.00	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

Financial Reports

		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	519.00	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”.

- A new window appears.



5. Click the link to drill into the account details.

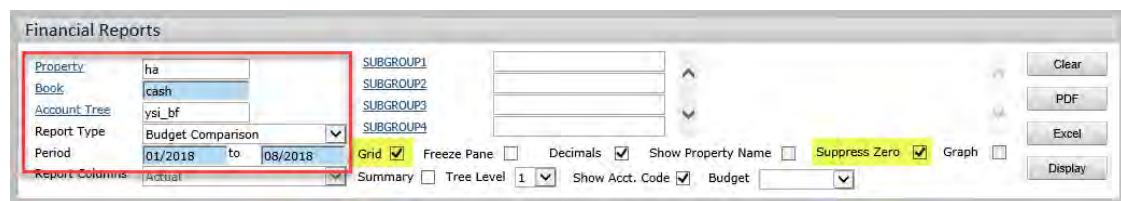
Account Detail										
<a href="#">Excel</a> <a href="#">PDF</a>										
Property = ha										
<b>Account Detail</b>										
Period = Jun 2018 Book = Cash ; Tree = blvd cash flow										
Property	Account	Date	Period	Person	Control	Reference	Amount	Remarks		
ha	5120 Rent Revenue - Apartments	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	Camplin (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	MAP Sales	-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
5995	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
5986	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
5999	TOTAL OTHER REVENUE	253,559.25	0.00	253,559.25	N/A	253,559.25	0.00	253,559.25
6000	EXPENSES							
6101	VARIABLE EXPENSES	1,170,456.12	0.00	1,170,456.12	N/A	1,170,456.12	0.00	1,170,456.12
6105	SAFARIES EXPENSES							

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	-6,624.00	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
6000	EXPENSES							
		70,664.33	86,804.81	100,980.35	85,212.99	74,066.60	300,365.69	718,094.77

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**.

Property	Property Name	Date	Period	Person/Description	Control	Reference	Debit	Credit	Balance	Remarks
<b>Cash in Bank - Control</b>										<b>264,651.84 = Beginning Balance =</b>
1125	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422157	4561 1301272711	0.00	75.00	264,576.84	:Prog Gen Reverses receipt Ctrl# 412451 (Re-applied receipt)
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		0.00	23.00	264,553.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		0.00	450.00	264,103.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		0.00	75.00	264,028.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		0.00	95.00	263,933.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		23.00	0.00	263,956.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		450.00	0.00	264,406.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		75.00	0.00	264,481.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/11/2018	03/2019	MILLNER (0009744)	R-422158		95.00	0.00	264,576.84	:Prog Gen Reverses receipt Ctrl# 421719
fv	Times Square on the Hill	12/17/2018	03/2019	MATHEWS (0009708)	R-422147	9703915885483	0.00	15.00	264,561.84	:Prog Gen Reverses receipt Ctrl# 412288 (Re-applied receipt)
							0.00	0.00		

## 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**.

The screenshot shows the 'Affordable Reports' filter screen. The 'Report Type' dropdown is highlighted with a red box. Other fields include 'Property' (ha), 'Contract', 'Building', 'Unit Type', 'Unit', and 'Tenant'. Buttons for 'Display', 'PDF', 'Excel', and 'Clear' are also visible.

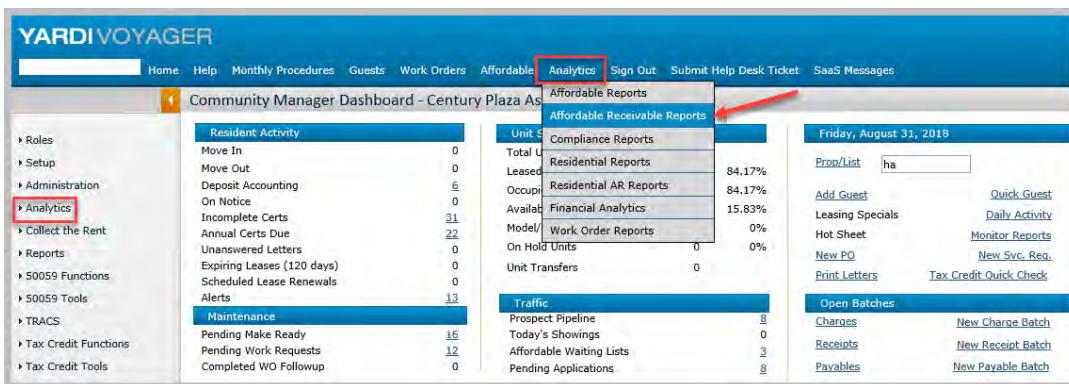
Affordable Rent Roll															
Property: Century Plaza Associates (ha) As Of Date: 09/01/2018															
Unit	Unit Type	Unit Sq Ft	Bed Rooms	Tenant Name	Program	Contract No.	Tran Type	Effective Date	Market Rent	Gross Rent	Contract Rent	RD Basic Rent	Subsidy		
1-1	ha2	770	2	Haves, Cleo	Sec 8	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, Shaqueema	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.

- To run an **Affordable Aging Detail**, from the **Top Menu**, select > **Analytics** > **Select Affordable Receivable Reports**.



- Select the **Receivable Aging Detail** under the **Report Type**.

The screenshot shows the 'Receivable Reports' filter screen. It includes fields for Property (sh), Tenant Status (Current), Charge Code (rent), Report Type (Receivable Aging Detail), and Summarize By (Resident). A red box highlights the 'Report Type' dropdown. Other fields like Age as of, Post To (MM/YY), and HUD Subsidies (Exclude) are also visible. Below the filter, a table displays 'Affordable Aging Detail' for various tenants across different months, showing rent amounts and owing details. A red box highlights the first row of the table.

Tenant	Tran#	Date	Month	Charge Code	Charge Amount	Current Owed	0-30 Owed	31-60 Owed	61-90 Owed	Over 90 Owed	Pre-payments	Suspense	Remarks
Grandada Terrace (sh)													
(10006868) Palanco, Kenya													
sh - 1301-104 - Current	C-711837	10/01/2018	10/2018	rent	43.00	11.00	0.00	0.00	0.00	11.00	0.00	0.00	RENT 10/1/2018 to 10/31/2018
sh - 1301-104 - Current	C-739057	11/01/2018	11/2018	rent	43.00	43.00	0.00	-43.00	0.00	0.00	0.00	0.00	RENT 11/1/2018 to 11/30/2018
sh - 1301-104 - Current	C-763220	12/01/2018	12/2018	rent	43.00	43.00	43.00	0.00	0.00	0.00	0.00	0.00	RENT 12/1/2018 to 12/31/2018
<b>Total</b>					<b>129.00</b>	<b>97.00</b>	<b>43.00</b>	<b>43.00</b>	<b>0.00</b>	<b>11.00</b>	<b>0.00</b>	<b>0.00</b>	
(10001979) Senra, Maria													
sh - 1301-107 - Current	C-769750	12/01/2018	12/2018	rent	185.00	41.00	41.00	0.00	0.00	0.00	0.00	0.00	RENT 12/1/2018 to 12/31/2018
<b>Total</b>					<b>185.00</b>	<b>41.00</b>	<b>41.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
(10001980) Escareno, Evelyn													
sh - 1301-108 - Current	C-739059	11/01/2018	11/2018	rent	104.00	69.00	0.00	69.00	0.00	0.00	0.00	0.00	RENT 11/1/2018 to 11/30/2018
sh - 1301-108 - Current	C-763226	12/01/2018	12/2018	rent	104.00	104.00	104.00	0.00	0.00	0.00	0.00	0.00	RENT 12/1/2018 to 12/31/2018
<b>Total</b>					<b>208.00</b>	<b>173.00</b>	<b>104.00</b>	<b>69.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
(10008230) Padillow, Dominisha													
sh - 1301-110 - Current	R-360026	10/25/2018	10/2018	(Prepay)	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.00	
<b>Total</b>					<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-1.00</b>	<b>0.00</b>	

- 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**.

Availability											
Code	Name	Avg. Sq Ft.	Avg. Rent	Units Occupied	No Notice	Vacant Rented	Vacant Unrented	Notice Rented	Notice Unrented	Avail	Model
fw	Times Square on the Hill	979	827	200	188	3	6	0	3	9	0
	Total	979	827	200	188	3	6	0	3	9	0

Resident Activity											
Code	Name	Units	Move In	Reverse Move In	Move Out	Cancel Move Out	Notice/Skip/Early Term	Cancel Notice	Rented	On-Site Transfer	Month To Month
fw	Times Square on the Hill	200	1	0	0	0	0	0	4	0	0
	Total	200	1	0	0	0	0	0	4	0	0

Conversion Ratios											
First Contact											
Code	Name	Calls	Walk-in	Email	Other	SMS	Web	Chat	Unq. First Contact	Show	Applied
fw	Times Square on the Hill	2	2	0	2	0	0	0	0	0	2
	Total	2	2	0	2	0	0	0	0	0	2

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
fv	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
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	
<b>Total:</b>	<b>6</b>					

## 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.

Compliance Reports

Property	ha	Tenant Status	Current Past	Show Incomplete Certs	<input checked="" type="checkbox"/>	Show Grid	<input checked="" type="checkbox"/>	Display	
Contract		Effective Date	01/01/2018 to 08/31/2018			<input type="checkbox"/>	Show Graph	PDF	
Building		Month / Year					Excel		
Unit Type		Report Type	Certification Count					Clear	
Unit		Summarize By	Month						
Certification Count: Property: Century Plaza Associates (ha) Effective Date: 01/01/2018-08/31/2018									
Effective Month	Move-In	Initial	Annual	Interim	Unit Transfer	Gross Rent	Termination	Move-Out	Total
<b>Century Plaza Associates (ha)</b>									
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
<b>Total: 2018</b>	<b>37</b>	<b>27</b>	<b>130</b>	<b>50</b>	<b>12</b>	<b>0</b>	<b>20</b>	<b>28</b>	<b>304</b>

- **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.

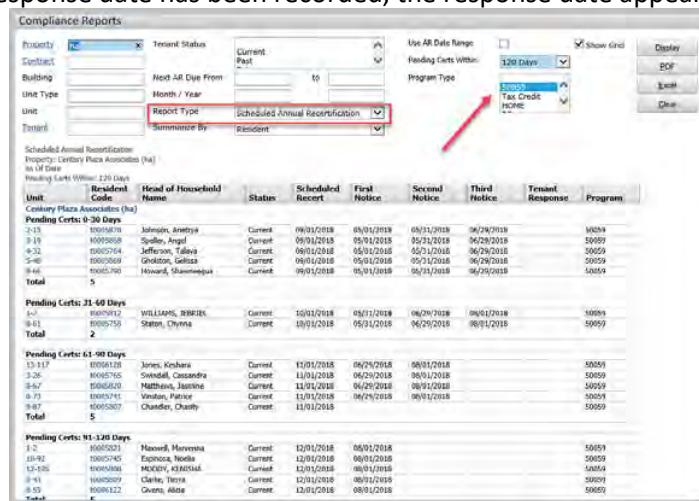
## Scheduled Annual Recertification

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.



The screenshot shows the 'Compliance Reports' window with the following configuration:

- Report Type:** Scheduled Annual Recertification (highlighted with a red box)
- Program Type:** Section 8 (highlighted with a red arrow)
- Summarize By:** Resident
- Use All Date Range:** Pending Certs Within: 120 Days

The results table displays data for three categories of pending certifications:

- Pending Certs 0-30 Days:**

Unit	Resident Code	Head of Household Name	Status	Scheduled Recert	First Notice	Second Notice	Third Notice	Tenant Response	Program
3-13	80085754	Johansson, Arelyta	Current	08/01/2018	08/05/2018	08/11/2018	08/17/2018	08/24/2018	50059
3-19	80095658	Spoeller, Angel	Current	09/01/2018	09/25/2018	09/25/2018	09/25/2018	09/25/2018	50059
3-32	80055764	Jefferson, Taliva	Current	08/01/2018	08/01/2018	05/12/2018	06/29/2018	06/29/2018	50059
3-40	80005060	Gholston, Gellissa	Current	09/01/2018	09/01/2018	09/11/2018	09/29/2018	09/29/2018	50059
3-46	80085798	Howard, Shannaequa	Current	08/01/2018	08/01/2018	08/25/2018	08/25/2018	08/25/2018	50059
<b>Total</b>	<b>5</b>								
- Pending Certs: 31-60 Days:**

Unit	Resident Code	Head of Household Name	Status	Scheduled Recert	First Notice	Second Notice	Third Notice	Tenant Response	Program
3-1	80085912	WILLIAMS, BERRIE	Current	10/01/2018	08/11/2018	08/29/2018	08/29/2018	08/29/2018	50059
3-61	80085758	Staten, Chynna	Current	10/01/2018	08/31/2018	09/29/2018	08/31/2018	08/31/2018	50059
<b>Total</b>	<b>2</b>								
- Pending Certs: 61-90 Days:**

Unit	Resident Code	Head of Household Name	Status	Scheduled Recert	First Notice	Second Notice	Third Notice	Tenant Response	Program
3-117	80085128	Jones, Keshara	Current	11/01/2018	08/29/2018	08/31/2018	08/31/2018	08/31/2018	50059
3-20	80085765	Swindell, Cassandra	Current	11/01/2018	08/29/2018	08/31/2018	08/31/2018	08/31/2018	50059
3-47	80085769	Swindell, Cassandra	Current	11/01/2018	08/29/2018	08/31/2018	08/31/2018	08/31/2018	50059
3-73	80085741	Ventura, Patricia	Current	11/01/2018	08/27/2018	08/31/2018	08/31/2018	08/31/2018	50059
3-87	80085807	Chander, Parvati	Current	11/01/2018					50059
<b>Total</b>	<b>5</b>								
- Pending Certs: 91-120 Days:**

Unit	Resident Code	Head of Household Name	Status	Scheduled Recert	First Notice	Second Notice	Third Notice	Tenant Response	Program
3-2	80085321	Hansen, J. Hayvena	Current	12/01/2018	08/30/2018				50059
3-43	80085742	Alvarado, Noelle	Current	12/01/2018	08/30/2018				50059
3-50	80085760	Morozov, Alena	Current	12/01/2018	08/31/2018				50059
3-51	80085309	Clarke, Terra	Current	12/01/2018	08/31/2018				50059
3-53	80085322	Givens, Akos	Current	12/01/2018	08/31/2018				50059
<b>Total</b>	<b>5</b>								

## 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**.

Compliance Reports

Property	Contract	Building	Unit Type	Unit	Tenant	Tenant Status	Date Submitted	Current Past	Claim Status	Claim Type	Un-Submitted	Show Grid	Display	PDF	Excel	Clear																																																																																																																																																																																																																																																																																											
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## 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**.

The screenshot shows the 'Work Order Analytics' window with various filter options and a report table.

**Left Panel (Filters):**

- WO #:** lew
- Property:** lew
- Unit:** lew
- Vendor:** lew
- Template:** lew
- Asset:** lew
- Employee:** lew
- Skill:** lew
- Created By:** lew
- Updated By:** lew

**Report Type:** Status (dropdown) - Summarize By Category (dropdown)

**Date Range:** Call Date, Schedule Date, Complete Date

**Approval Status:** Approved, Pending, Denied

**Right Panel (Report Options):**

- Status:** Grids (checkbox), Decimals (checkbox), SubCategory (checkbox), Bill To (checkbox), Tenant Caused (checkbox), Attachment (checkbox), Problem Description (checkbox), Technician Notes (checkbox), Access Notes (checkbox), Origin (checkbox), Related WO (checkbox), Recurring WO (checkbox), WO Template (checkbox), Vendor (checkbox), Asset (checkbox), Caller Name (checkbox), Employee (checkbox), Skill (checkbox), Scheduled Hours (checkbox), Actual Hours (checkbox), Pay/Charge Total (checkbox), Pay/Charge Checked (checkbox), Pay/Charge UnChecked (checkbox)

**Buttons:** Display (highlighted with a red arrow), Clear, Select View (dropdown), Report, User Defined Filter & column Setup (highlighted with a red arrow).

**Report Table:**

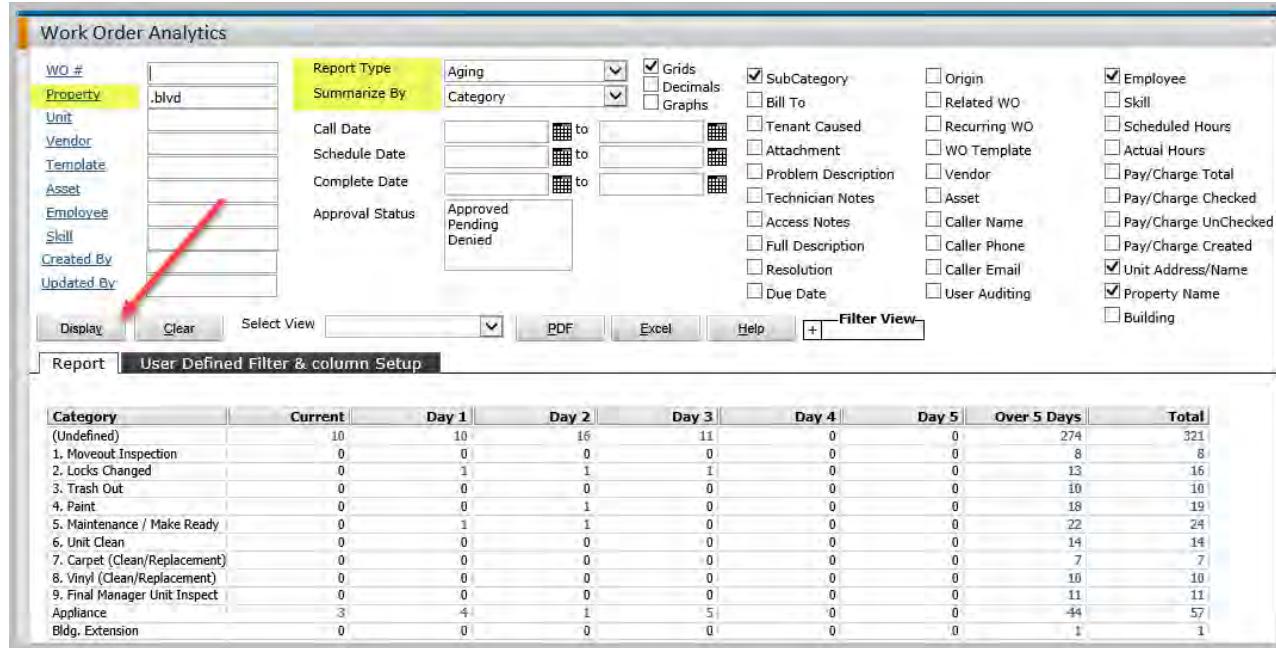
Category	Call	In Progress	Scheduled	Total
1. Moveout Inspection	0	0	3	3
2. Locks Changed	0	0	8	8
3. Trash Out	0	0	8	8
4. Paint	0	0	7	7
5. Maintenance / Make Ready	0	0	8	8
6. Unit Clean	0	0	8	8
8. Vinyl (Clean/Replacement)	0	0	8	8
9. Final Manager Unit Inspect	0	0	9	9
Appliance	3	0	1	4
Doors & Locks	10	0	8	18
Electrical And Lighting	3	0	0	3
Flooring	2	0	0	2
Health and Safety	1	0	0	1
HVAC	2	0	0	2
Mgmt Annual Inspection	0	0	2	2
Pest Issues	1	0	0	1
Plumbing	7	0	6	13
Smoke Detect/Fire Ext.	1	0	0	1
Windows/Window Covering	0	0	1	1
<b>Total:</b>	<b>30</b>	<b>0</b>	<b>77</b>	<b>107</b>

**Filter Legend:**

- Status:** Call (highlighted), Canceled, In Progress (highlighted), On Hold, Scheduled
- Priority:** Emergency, High, Low, Medium, Routine
- Origin:** WO, SR, PM, MR
- Category:** SubCategory

## Aging Work Order Report

To generate an **Aging Work Order Report**, use the **Work Order Analytics**. Complete the report filter and click **Display**.



The screenshot shows the 'Work Order Analytics' application window. On the left, there is a sidebar with dropdown menus for 'WO #', 'Property' (set to '.blvd'), 'Unit', 'Vendor', 'Template', 'Asset', 'Employee', 'Skill', 'Created By', and 'Updated By'. The 'Property' field is highlighted with a yellow background. In the center, there are several filter sections: 'Report Type' (set to 'Aging'), 'Summarize By' (set to 'Category'), date ranges for 'Call Date', 'Schedule Date', and 'Complete Date', and a dropdown for 'Approval Status' (set to 'Approved'). To the right of these are numerous checkboxes for various filters like 'Grids', 'Decimals', 'Graphs', 'SubCategory', 'Bill To', etc., many of which are checked. At the bottom of the filter section are buttons for 'Display' (highlighted with a red arrow), 'Clear', 'Select View', 'PDF', 'Excel', 'Help', and 'Filter View'. Below the filter section is a tab bar with 'Report' (selected) and 'User Defined Filter & column Setup'. The main area contains a table with columns: Category, Current, Day 1, Day 2, Day 3, Day 4, Day 5, Over 5 Days, and Total. The data rows include categories like Moveout Inspection, Locks Changed, Trash Out, Paint, Maintenance / Make Ready, Unit Clean, Carpet (Clean/Replacement), Vinyl (Clean/Replacement), Final Manager Unit Inspect, Appliance, and Bldg. Extension, with their respective counts for each day and total.

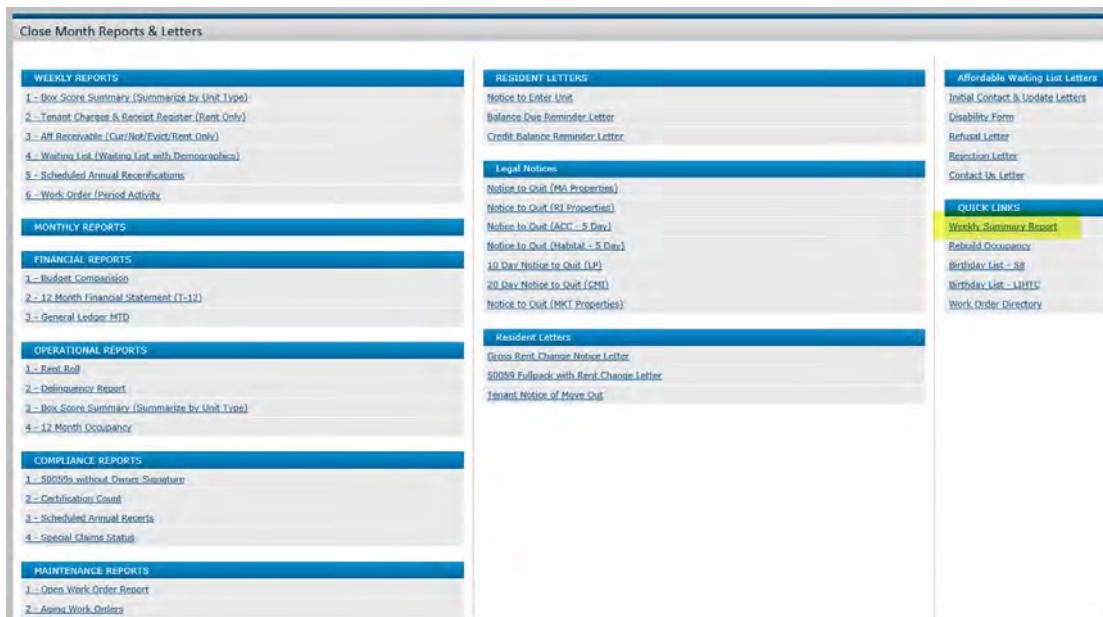
Category	Current	Day 1	Day 2	Day 3	Day 4	Day 5	Over 5 Days	Total
(Undefined)	10	10	16	11	0	0	274	321
1. Moveout Inspection	0	0	0	0	0	0	8	8
2. Locks Changed	0	1	1	1	0	0	13	16
3. Trash Out	0	0	0	0	0	0	10	10
4. Paint	0	0	1	0	0	0	18	19
5. Maintenance / Make Ready	0	1	1	0	0	0	22	24
6. Unit Clean	0	0	0	0	0	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.

Weekly Summary Report

Property	fw	Times Square on the Hill	
Effective Date	03/16/2019	-to-	03/22/2019
Destination	Screen		
<input type="button" value="Advanced"/> <input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>			
File or Code: rs_aff_Weekly_Summary_CPR32952_SSRS.txt			

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.

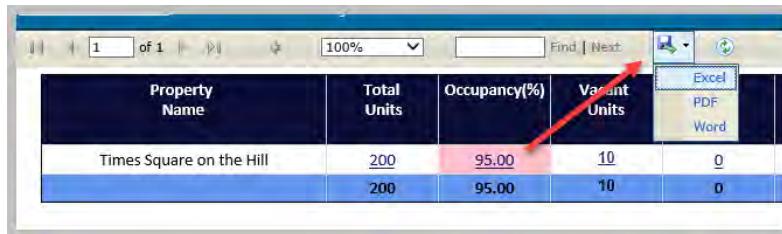
The screenshot shows a Microsoft Excel spreadsheet titled "Weekly Summary Report". The main table has columns for Property Name, Total Units, Occupancy(%), Vacant Units, Move In's, Move Outs, Units on Notice, Evictions, Current Mt Delinquency (\$), Total Non Current Delinquency (\$), # of Delinquent Units, # of Delinquent Units (>\$1000), Current Period WOs Completed, WO Called During Period, % WOs Closed for Period, Total WOs Outstanding, and Certs Due (0-30 Days). The data for "Times Square on the Hill" shows 200 total units, 95.00% occupancy, 10 vacant units, 0 move ins, 3 move outs, 1 unit on notice, 0 evictions, \$5,917.19 current delinquency, \$53.89 total non-current delinquency, 32 delinquent units, 0 units over \$1000, 0 completed WOs, 0 called WOs, 0 closed WOs, 9 total WOs, and 1 cert due. Below the table is a legend for occupancy status:

	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%-97.5%	0.6%-1.0% of GPR	20.1%-25.0%	N/A	6-10 days	15.0-19.5%
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 10. 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	fv2a	2	722.00		1032.000000
fw	21-0137	fv2a	2	722.00		1032.000000
fw	15-0088	fv3a	3	852.00	03/19/2018	1110.000000
fw	2115	fv2	2	1020.00	01/07/2019	1032.000000
fw	15-0089	fv3	3	1150.00	01/09/2019	1110.000000
fw	8-0040	fv3	3	1150.00	02/07/2019	1110.000000
fw	20-0123	fv2a	2	722.00	02/13/2019	1032.000000
fw	2-0017	fv3a	3	852.00	03/11/2019	1110.000000
fw	24-0148	fv2	2	1020.00	03/25/2019	1032.000000
fw	17-0098	fv2a	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.

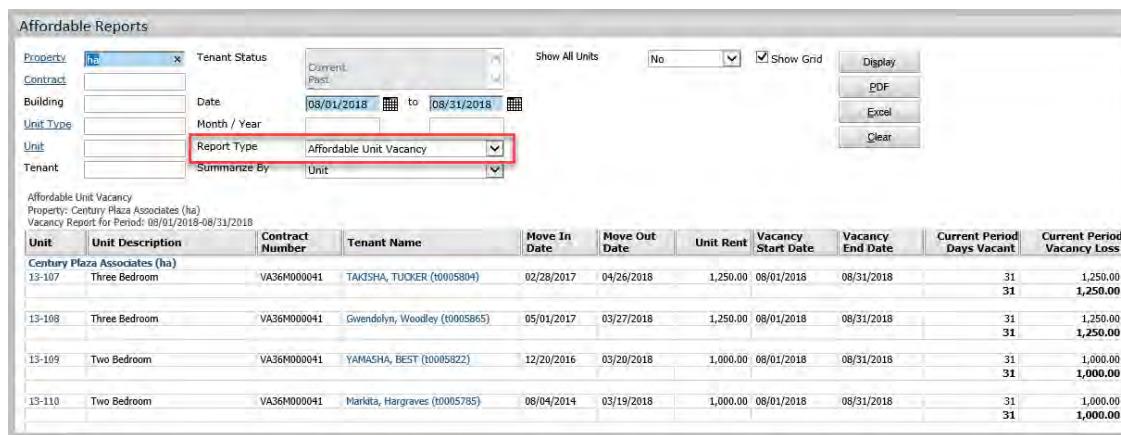
You can access these reports via the **Top Menu > Analytics > Affordable Reports**, or from the **Side Menu > Analytics > Affordable Reports**.

The screenshot shows the YARDI VOYAGER software interface. The top navigation bar includes links for Home, Help, Monthly Procedures, Guests, Work Orders, Affordable, Analytics, Sign Out, Submit, Help Desk Ticket, and SaaS Messages. A red box highlights the 'Analytics' link in the sidebar under 'Community Manager Dashboard - Century Plaza Assets'. Another red box highlights the 'Affordable Reports' link in the top navigation bar. The main dashboard area displays several reports: 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), Unit Status (Total Units, Leased, Occupied, Available, Model, On Hold Units, Unit Transfers), Financial Analytics (Compliance Reports, Residential Reports, Residential AR Reports, Financial Analytics, Work Order Reports), Traffic (Prospect Pipeline, Today's Showings, Affordable Waiting Lists, Pending Applications), and a Friday, August 31, 2018 summary table.

## 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**.



The screenshot shows the 'Affordable Reports' interface. In the 'Report Type' dropdown, 'Affordable Unit Vacancy' is selected and highlighted with a red box. The report table below shows data for units 13-107, 13-108, 13-109, and 13-110, all listed as 'Three Bedroom' units with 'VA36M000041' as the contract number. The table includes columns for Unit, Unit Description, Contract Number, Tenant Name, Move In Date, Move Out Date, Unit Rent, Vacancy Start Date, Vacancy End Date, Current Period Days Vacant, and Current Period Vacancy Loss.

Unit	Unit Description	Contract Number	Tenant Name	Move In Date	Move Out Date	Unit Rent	Vacancy Start Date	Vacancy End Date	Current Period Days Vacant	Current Period Vacancy Loss
13-107	Three Bedroom	VA36M000041	TAKISHA, TUCKER (10005804)	02/28/2017	04/26/2018	1,250.00	08/01/2018	08/31/2018	31	1,250.00
13-108	Three Bedroom	VA36M000041	Gwendolyn, Wooley (10005865)	05/01/2017	03/27/2018	1,250.00	08/01/2018	08/31/2018	31	1,250.00
13-109	Two Bedroom	VA36M000041	YAMASHA, BEST (10005822)	12/20/2016	03/29/2018	1,000.00	08/01/2018	08/31/2018	31	1,000.00
13-110	Two Bedroom	VA36M000041	Markita, Hargraves (10005785)	08/04/2014	03/19/2018	1,000.00	08/01/2018	08/31/2018	31	1,000.00

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

Unit	Unit Type	Resident	Name	Market Rent	Loss/Gain to Lease	Potential Rent	Economic Vacancy	Actual Rent	Actual Subsidy	Excess Income	Utility Reimb	Rent Adjustments	Subsidy Adjustments
I-1	hs2	ID005735	Glor Hayes	1,000.00	0.00	1,000.00	0.00	120.00	0.00	0.00	0.00	0.00	0.00
I-2	hs2	ID005821	Marvinna Maxwell	1,000.00	0.00	1,000.00	0.00	515.00	485.00	0.00	0.00	0.00	0.00
I-3	hs2	ID005762	Rapunzel Almon	1,000.00	0.00	1,000.00	0.00	160.00	140.00	0.00	0.00	0.00	0.00
I-4	hs2	ID005753	James Robinson	1,000.00	0.00	1,000.00	157.00	845.00	0.00	0.00	0.00	0.00	0.00
I-5	hs2	ID005770	Nicole Thomas	1,000.00	0.00	1,000.00	0.00	0.00	1,075.00	0.00	75.00	0.00	0.00

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	<p>This value may come from several places depending on the type of resident.</p> <p><u>50059 or Combo Property:</u></p> <ul style="list-style-type: none"> <li>- Pulls <b>Contract Rent</b> from current certification (Section 236 pulls <b>Basic Rent</b> from current certification)</li> <li>- If certification <b>Contract Rent</b> is blank or 0 then pulls <b>Contact Rent</b> from Unit screen</li> <li>- If unit <b>Contract Rent</b> is blank or 0 then <b>Unit Rent</b> from Unit screen</li> </ul> <p><u>Market, Tax Credit, Home, or Vacant:</u></p> <ul style="list-style-type: none"> <li>- Pulls <b>Contract Rent</b> from Unit Screen</li> <li>- If unit <b>Contract Rent</b> is blank or 0 then <b>Unit Rent</b> from Unit screen</li> </ul> <p><u>Rural Development:</u></p> <ul style="list-style-type: none"> <li>- Pulls <b>RD Basic Rent</b> from certification</li> <li>- If certification <b>Basic Rent</b> is blank or 0 then pulls <b>RD Basic Rent</b> from Unit screen</li> <li>- If unit <b>RD Basic Rent</b> is blank or 0 then pulls the <b>Unit Rent</b> from Unit screen</li> </ul>
Loss/Gain to Lease	<p>Reports the difference as a loss or gain. Calculated value using the following equation (using columns):</p> $\text{Market Rent} - \text{Potential Rent} = \text{Loss}/\text{Gain to Lease}$
Potential Rent	<p>This value may come from several places depending on the type of resident.</p> <p><u>50059 or Combo:</u></p> <ul style="list-style-type: none"> <li>- Pulls the <b>Contract Rent</b> from current certification</li> </ul> <p><u>Vacant:</u></p> <ul style="list-style-type: none"> <li>- Pulls the <b>Contract Rent</b> from unit, If blank or 0 then pulls <b>Unit Rent</b> from Unit Screen</li> </ul> <p><u>Market, Tax Credit, HOME or Rural Development :</u></p> <p>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 <b>As of Date</b> (from filter) and lease charges have charge codes of type Rent.</p>

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 <b>As Of Month</b> (from filter) that are assigned to the <b>Rent</b> account (from <b>Affordable GPR Accounts</b> ) for all residents in the unit where the charge's <b>Reference</b> 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 <b>As Of Month</b> (from filter) that are assigned to the <b>Subsidy</b> accounts (from <b>Affordable GPR Accounts</b> ) for all residents in the unit where the charge's <b>Reference</b> 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 <b>As Of Month</b> (from filter) to the <b>Excess Income</b> account (from <b>Affordable GPR Accounts</b> ) for all residents in the unit.
Utility Reimb	Total of payable details with a post month equal to the <b>As Of Month</b> (from filter) to the <b>Utility Reimbursement</b> account defined in <b>Affordable Accounts</b> screen, for all residents in the unit.
Rent Adjustments	Total of all charges with a post month equal to the <b>As Of Month</b> (from filter) for all residents in the unit and the charge <b>Reference</b> field starts with :Rent Adj and uses <b>Rent Account</b> (from <b>Affordable GPR Accounts</b> )
Subsidy Adjustments	Total of all charges with a post month equal to the <b>As Of Month</b> (from filter) for all residents in the unit and the charge <b>Reference</b> field starts with :HAP Adj and uses <b>Subsidy account</b> (from <b>Affordable GPR Accounts</b> )
Column Name	Data Location
Concession	Total of all charges with a post month equal to <b>As Of Month</b> (from filter) to the <b>Concession</b> account (from <b>Affordable GPR Accounts</b> ) for all residents in the unit.
Write Off	Total of all charges with a post month equal to the <b>As Of Month</b> (from filter) to the <b>Write-off</b> account (from <b>Affordable GPR Accounts</b> ) 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 <b>As Of Month</b> (from filter) applied to charges with a post month equal to <b>As of Month</b> for all Residents in the unit and posted to the <b>Rent or Subsidy</b> accounts (from <b>Affordable GPR Accounts</b> )
Receipts Prior	Total of all receipt details with a post month equal to <b>As Of Month</b> (from filter) applied to charges with a post month <b>prior to As of Month</b> for all Residents in the unit and posted to the <b>Rent or Subsidy</b> accounts (from <b>Affordable GPR Accounts</b> ).
Current Unpaid Charges	Total of all unpaid charge details with a post month equal to <b>As Of Month</b> (from filter) for all residents in the unit and posted to the <b>Rent</b> accounts (from <b>Affordable GPR Accounts</b> ).
Current Subsidy Unpaid Charges	Total of all unpaid charge details with a post month equal to <b>As Of Month</b> (from filter) for all Residents in the Unit and posted to the <b>Subsidy</b> accounts (from <b>Affordable GPR Accounts</b> ).
Prepays	Total of all receipt details with a post month equal to <b>As Of Month</b> (from filter) for all Residents in the Unit and posted to the <b>Prepaid Rent</b> accounts (from <b>Affordable GPR Accounts</b> ).

## Compliance Reports

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**.

The screenshot shows the YARDI VOYAGER Community Manager Dashboard. At the top, there is a navigation bar with links: Home, Help, Monthly Procedures, Guests, Work Orders, Affordable, Analytics (which is highlighted with a red box), Sign Out, Submit Help Desk Ticket, and SaaS Messages. Below the navigation bar is the main dashboard area. On the left, there is a sidebar with various menu items under categories like Roles, Setup, Administration, Analytics, Collect the Rent, Reports, 50059 Functions, 50059 Tools, TRACS, Tax Credit Functions, and Tax Credit Tools. The main dashboard has several sections: Resident Activity, Unit Status, Traffic, and Open Batches. A modal window titled "Community Manager Dashboard - Century Plaza As" is open over the main dashboard. This modal has tabs for "Affordable Reports", "Affordable Receivable Reports", and "Compliance Reports". The "Compliance Reports" tab is highlighted with a red arrow pointing to it. To the right of the modal, there is a date "Friday, August 31, 2018" and a search bar with "Prop/Unit" and "ha". Below the search bar are links for Add Guest, Quick Guest, Leasing Specials, Daily Activity, Hot Sheet, Monitor Reports, New PO, New Svc. Reg., Print Letters, Tax Credit Quick Check, Charges, New Charge Batch, Receipts, New Receipt Batch, and Payables, New Payable Batch.

## 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.

Compliance Reports

Property	ha	Tenant Status	Current	Program Type	All	Show Grid	Display			
Contract		As Of Date	Past	Age			PDF			
Building		Month / Year					Excel			
Unit Type		Report Type	Certification Listing				Clear			
Unit		Summarize By	Head Of Household							
Certification Listing Property: Century Plaza Associates (ha) As Of Date: 08/31/2018										
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	Aitmon, 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	QR	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.

Compliance Reports

Property	ha	Tenant Status	Current Past	<input checked="" type="checkbox"/> Show Grid	Display
Contract		Date			PDF
Building		Month / Year			Excel
Unit Type		Report Type	Unit Mapping		Clear
Unit		Summarize By	Unit		
Tenant					

Unit Mapping  
Property: Century Plaza Associates (ha)  
As Of Date

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	Show LIHTC Residents	Include	Show Grid	Display
Contract		As of Date	08/31/2018	Show Vacant Units	Yes	PDF	
Building		Month / Year				Excel	
Unit Type		Report Type	Max Rent Audit			Clear	
Unit		Summarize By	Property				
Tenant							

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	Latvia 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	Tiayra 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 Top Menu, Select **Analytics > Residential Reports**.

1. The **Residential Reports** filter screen appears.

**Security Deposit Activity**  
Century Real Associates (ha)  
Period = 08/2018-08/2018

Property	Unit	Resident Code	Resident	Prior Deposit Billed	Prior Recents	Current Dep.Billed	Current Records	Deposits On Hand	(Prpd)/Delinq Deposits	Deposits Forfeited
ha	1-1	t0005735	GEO Hayes (Current)	240.00	240.00	0.00	0.00	240.00	0.00	0.00
ha	1-2	t0005921	Maverick Maxwell (Current)	571.00	571.00	0.00	0.00	570.00	0.00	0.00
ha	1-3	t0005762	Rapaport Robinson (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	t0005912	JEFFREY WATSON (Current)	87.00	87.00	0.00	0.00	87.00	0.00	0.00
ha	1-8	t0005964	Shaquna 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	Mollie Espinoza (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	0.00	0.00	0.00	180.00
ha	10-94	t0005895	Lila Carter (Current)	312.00	300.00	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	t0006528	Rose Rackett (Current)	51.00	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**.

Unit	Unit Type	Resident Status	Proposal Expiration	Market Rent	Unit SqFt	Sec Dep On Hand	Resident Name	Actual Rent	Lease From	Lease To	Move Out	Tel Num (Office)	Tel Num (Home)
Proposed 13-115	Two Bedroom	Current		0.00	770	114.00	t0007987	Tracy Oliver	0.00	08/02/2018	07/31/2019		
Total for ha (1)				0.00	770	114.00			0.00				
Total for Proposed (1)				0.00	770	114.00			0.00				

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.

The screenshot shows the 'Residential Reports' interface with the 'Unit Statistics' section selected. The top navigation bar includes fields for 'Property' (set to 'The'), 'Date' (08/01/2018 to 08/31/2018), 'Report Type' (Unit Statistics), and 'Summarize By' (UnitType). Buttons for 'Excel', 'PDF', 'Display' (which is highlighted), and 'Clear' are also present.

**Unit Statistics**

Century Plaza Associates (1a)  
As Of : 08/31/2018

Unit Type	Total Units	Occupied Units	Occupied Percent	Total SqFt	Occupied SqFt	Average Market Rent Per Unit	Average Occupied Rent Per Unit	Total Market Rent	Occupied Market Rent	Occupied Potential Rent	Loss/Gain To Lease	Ready To Rent	Not Ready To Rent	Model	Admin	Down
One Bedroom (ha1)	24	22	91.66	18,480	16,940	39.33	0.00	944.00	944.00	0.00	944.00	1	1	0	0	0
Two Bedroom (ha2)	72	59	81.94	55,440	45,430	0.00	14.28	0.00	0.00	843.00	0	13	0	0	0	
Three Bedroom (ha3)	24	20	83.33	22,800	19,000	52.08	45.65	1,250.00	1,250.00	913.00	337.00	2	2	0	0	0
<b>Total</b>	<b>120</b>	<b>101</b>	<b>84.16</b>	<b>96,720</b>	<b>81,370</b>	<b>18.28</b>	<b>17.38</b>	<b>2,194.00</b>	<b>2,194.00</b>	<b>1,756.00</b>	<b>438.00</b>	<b>3</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Property Summary**

Physical Occupancy	Occupied	Occupied Percent	Vacant	Vacant Percent	Total	Rental Rates	Occupied \$/SqFt	Percent	Vacant \$/SqFt	Percent	Total \$/SqFt	Total %
Square Footage	81,370	84.12	15,350	15.87	96,720	Market Rent	2,194.00	0.02	100.00	0.00	0.00	100.00
Unit Count	101	84.16	19	15.83	120	Occupied Rent	1,756.00	0.02	80.03	0.00	0.00	80.03
						Loss To Lease	438.00	0.00	19.96	0.00	0.00	0.00

Exposure to Vacancy	Units	Percent	Make Ready Status	Units	Percent	Residential Activity	Month-to-Date
Total Vacant	19	15.83	Total Vacant Units	19	100.00	Move Ins	1
Less Vacant Rented	0	0.00	Ready to Rent	3	15.78	Reverse Move Ins	0
Less Notice Rented	0	0.00	Not Ready to Rent	16	84.21	Move Outs	3
Less Non Revenue	0	0.00	Non Revenue	0	0.00	Cancel Move Outs	0
Plus All Notices	0	0.00				Renewals	0
<b>Net Exposure to Vacancy</b>	<b>19</b>	<b>15.83</b>				S skips/Notices/Early Term	<b>1</b>
						Evictions	0

## 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.

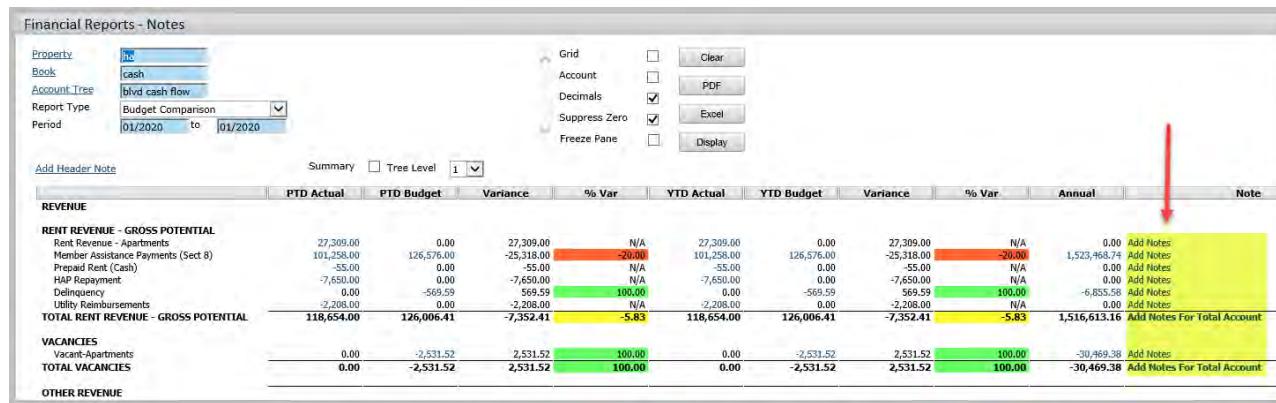
Date	11/11/2019	Show on Calendar <input type="checkbox"/>
Time	7:55 AM	
Type	Delinquency	
Status	Memo	
Result		
Agents		
Notes	Sent res 5-day notice on 11/6. Will file UD on 11/12 if not paid	
<input type="button" value="Save"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/> <input type="button" value="Delete"/>		

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.



The screenshot shows a software interface titled "Financial Reports - Notes". The top section contains filters for "Property" (set to "BLVD"), "Book" (set to "cash"), "Account Tree" (set to "blvd cash flow"), "Report Type" (set to "Budget Comparison"), and "Period" (set to "01/2020 to 01/2020"). Below the filters are buttons for "Grid", "Clear", "PDF", "Excel", "Freeze Pane", and "Display". A red arrow points from the "Display" button towards the "Note" column in the grid below. The main area is a grid with columns: PTD Actual, PTD Budget, Variance, % Var, YTD Actual, YTD Budget, Variance, % Var, Annual, and Note. The grid displays financial data for "REVENUE", "VACANCIES", and "OTHER REVENUE" categories. A yellow highlight covers the entire "REVENUE" section, and a red arrow points to the "Note" column for the "TOTAL RENT REVENUE - GROSS POTENTIAL" row.

	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	% Var	Annual	Note
<b>REVENUE</b>										
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
<b>TOTAL RENT REVENUE - GROSS POTENTIAL</b>	<b>118,654.00</b>	<b>126,006.41</b>	<b>-7,352.41</b>	<b>-5.83</b>	<b>118,654.00</b>	<b>126,006.41</b>	<b>-7,352.41</b>	<b>-5.83</b>	<b>1,516,613.16</b>	<b>Add Notes For Total Account</b>
<b>VACANCIES</b>										
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
<b>TOTAL VACANCIES</b>	<b>0.00</b>	<b>-2,531.52</b>	<b>2,531.52</b>	<b>100.00</b>	<b>0.00</b>	<b>-2,531.52</b>	<b>2,531.52</b>	<b>100.00</b>	<b>-30,469.38</b>	<b>Add Notes For Total Account</b>
<b>OTHER REVENUE</b>										

## Add Notes

Notes should be added for any account that you believe needs a note for management.

- 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.

View	Del.	Property	Book	Tree	Report Name	From	To	Account Node	Segments	Notes
	<input type="checkbox"/>	ha	Cash	blvd cash flow	Budget Comparison	01/2020	01/2020	5120		Type notes here to appear on the report.

- Click **New** to add a new note to the account. This opens the note section of the screen.
- Type any notes to be added to the report, then click **Save**. The note moves to the bottom of the screen.

View	Del.	Property	Book	Tree	Report Name	From	To	Account Node	Segments	Notes
	<input type="checkbox"/>	ha	Cash	blvd cash flow	Budget Comparison	01/2020	01/2020	5120		Type notes here to appear on the report.

- 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.

	PTD Actual	PTD Budget	Variance	% Var	YTD Actual	YTD Budget	Variance	% Var	Annual	Note
<b>REVENUE</b>										
<b>RENT REVENUE - GROSS POTENTIAL</b>										
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	Type notes here to appear on the report.
Member Assistance Payments (Set 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
Total Rent Revenue	126,502.00	0.00	126,502.00	N/A	126,502.00	0.00	126,502.00	N/A	0.00	Add Notes

The **Note** screen appears.

View	Del.	Property	Book	Tree	Report Name	From	To	Account Node	Segments	Notes
		ha	Cash	blvd cash flow	Budget Comparison	01/2020	01/2020	5120		Type notes here to appear on the report.

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.

## 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 screenshot shows the YARDI VOYAGER interface. The top navigation bar includes links for Home, Help, Monthly Procedures, Reports and Letters (which is highlighted with a red box and an arrow), Guests, Work Orders, Affordable, Analytics, Submit Help Desk Ticket, and Sign Out. Below the navigation is a dashboard titled "Community Manager Dashboard - Western Sun Apartments". The dashboard is divided into several sections: "Resident Activity" (Move In, Move Out, Deposit Accounting, On Notice, Incomplete Certs, Annual Certs Due, Expiring Leases (120 days), Unanswered Letters, Scheduled Lease Renewals, Alerts), "Unit Statistics" (Total Units, Leased Units, Occupied Units, Available Units, Model/Down/Admin, On Hold Units, Unit Transfers), a date field "Wednesday, March 31, 2021", and sections for "Traffic", "Prospect Pipeline", "Today's Showings", "Affordable Waiting Lists", and "Pending Applications". On the left, a sidebar lists various management functions like Roles, Setup, Administration, Analytics, Collect the Rent, Reports, 5005 Functions, 5005 Tools, TRACS, Tax Credit Functions, Tax Credit Tools, and HOME Functions.

The Resident Letters can be found in the second column.

This screenshot shows the "RESIDENT BALANCE LETTERS" section of the YARDI VOYAGER menu. It includes links for 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, and a Legal Notices section.

- [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.

This screenshot shows the "Resident Letters" section of the YARDI VOYAGER menu. It includes links for Notice to Enter Unit, Lease Violation Notice, Roommate Release Letter, Fraud Letter - TM, Gross Rent Change Notice Letter, 5005 Fullpack with Rent Change Letter, Termination Letter - Failure to Recertify, Termination of S8 - Over Income, and Move Out Letter - Pay or be turned over to collections.

- [Resident Letters](#)
- [Notice to Enter Unit](#)
- [Lease Violation Notice](#)
- [Roommate Release Letter](#)
- [Fraud Letter - TM](#)
- [Gross Rent Change Notice Letter](#)
- [5005 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.

<b>Affordable Waiting List Letters</b>
<a href="#">Initial Contact &amp; Update Letters</a>
<a href="#">Disability Form</a>
<a href="#">Refusal Letter</a>
<a href="#">Rejection Letter</a>
<a href="#">Contact Us Letter</a>
<b>QUICK LINKS</b>
<a href="#">Weekly Summary Report</a>
<a href="#">Rebuild Occupancy</a>
<a href="#">Birthday List - S8</a>
<a href="#">Birthday List - LIHTC</a>
<a href="#">Work Order Directory</a>
<b>MOR REPORTS</b>
<a href="#">Move Out Reasons - Help Track Evictions</a>
<a href="#">Income Targeting - 50059 Statistics</a>
<a href="#">Demographics Report</a>
<a href="#">Rent Roll</a>
<a href="#">Vacancy Report for Unit Turnover</a>
<a href="#">Payable Run Report - 5195 Account</a>
<a href="#">Historical Waiting List with Demographics</a>
<a href="#">Move In/Out Report</a>
<a href="#">Work Order - Period Activity Report</a>
<b>USER MANUALS &amp; Quick Documents</b>
<a href="#">Full BLVD User Guide</a>
<a href="#">Compliance Manual</a>
<a href="#">Maintenance User Guide</a>
<a href="#">Accounts Receivable User Guide</a>
<a href="#">Weekly Report Instructions</a>
<a href="#">Reports Overview</a>
<a href="#">Deposit Accounting Procedures</a>

- 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.