

AMRS

Asset Management Report System

Document Version 1.3

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Document Control

AMRS Guide

Add Budget Template Information
Last Revised: October 30, 2026

Clarify Management Contact Change Request Information (page 11)
Last Revised: October 14, 2025

Updated Contact submit order
Last Revised: March 5, 2025

Add Overview of AMRS
Add Contact Module Instructions
Add Appendices
Last Revised: February 28, 2025

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AMRS Overview

- AMRS is a tool used by MHDC Staff and designated Property and Management Company users to facilitate compliance for funding issued by Missouri Housing Development Commission (MHDC)
- AMRS is available at https://amrs.mhdc.com
    - Google Chrome is the preferred browser

System Administrator

- Each Management Company or Property will have an AMRS System Administrator
- The System Administrator is set up by MHDC staff
- The System Administrator is responsible for setting up users and contacts in AMRS for each property and management company

MC Admin

- The MC Admin (Management Company Administrator) is marked on the User during setup
- The MC Admin has almost the same permissions and access as the System Administrator
- The MC Admin can be assigned to all of the properties in the portfolio or a selection of properties in the portfolio

Owner Managed Properties

- Parts of the guide are directed to management company System Administrators and users designated as Management Company administrators
- MHDC will make every effort to identify functionality differences for Owner Managed properties if applicable

Changes and Updates

- Users should not hesitate to reach out to MHDC if there are any places in the AMRS Guide that need modification or clarity
    - Please use the AMRS Incident Report in the title bar of AMRS
- Users may request functionality changes in AMRS
    - Please use the AMRS Incident Report in the title bar of AMRS
    - MHDC will review these requests based on business need, both MHDC and our property users, and budget availability
        - Not all requests will be implemented

Additional Resources

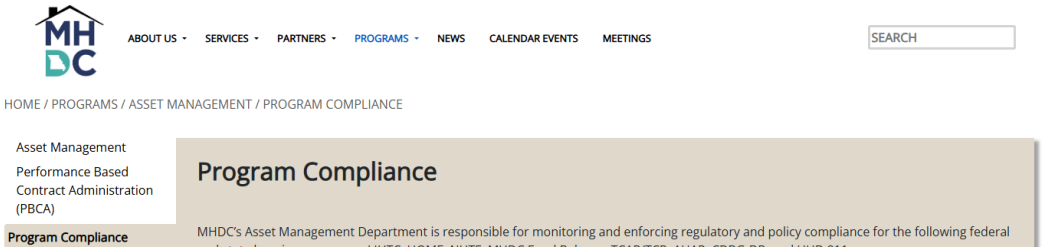
- The MHDC Website is located at: https://www.mhdc.com/
- There are 2 buttons available in AMRS



Program Compliance Resources



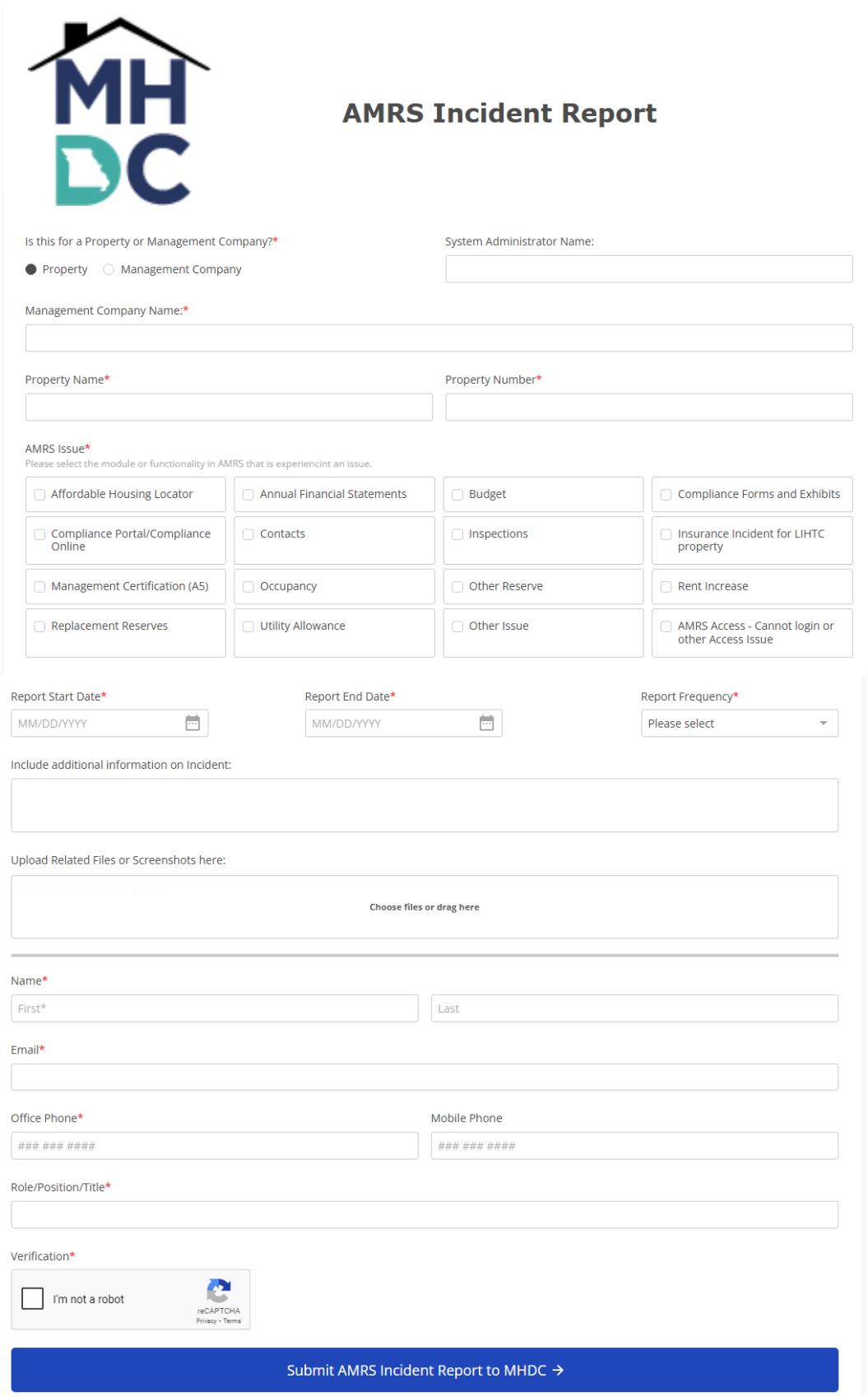
- This button opens the MHDC website at the top level of Program Compliance under Asset Management



AMRS Incident Report



- This form has been developed by MHDC for Users to report any issues with AMRS
  - Issues reported through this form send directly to designated MHDC staff
  - Complete all information to achieve a speedier resolution
    - Add screenshots or documents as applicable
- Do not submit exhibits through this form



AMRS Incident Report

Is this for a Property or Management Company?*

● Property ○ Management Company

System Administrator Name:

Management Company Name:*

Property Name*

Property Number*

AMRS Issue*

Please select the module or functionality in AMRS that is experiencint an issue.

☐ Affordable Housing Locator	☐ Annual Financial Statements	☐ Budget	☐ Compliance Forms and Exhibits
☐ Compliance Portal/Compliance Online	☐ Contacts	☐ Inspections	☐ Insurance Incident for LIHTC property
☐ Management Certification (A5)	☐ Occupancy	☐ Other Reserve	☐ Rent Increase
☐ Replacement Reserves	☐ Utility Allowance	☐ Other Issue	☐ AMRS Access - Cannot login or other Access Issue

Report Start Date* MM/DD/YYYY

Report End Date* MM/DD/YYYY

Report Frequency* Please select

Include additional information on Incident:

Upload Related Files or Screenshots here:

Choose files or drag here

Name*

First* Last

Email*

Office Phone* ### ### ####

Mobile Phone ### ### ####

Role/Position/Title*

Verification*

I'm not a robot reCAPTCHA Privacy - Terms

Submit AMRS Incident Report to MHDC →

Contact Module

Overview

The Contact Module consists of 2 pieces. The Contacts and the Contact Change Request.

The Contact Module is to manage the Contacts that are required for each Property. These contacts are General Partner, Limited Partner, Primary Contact, Financial Contact, Occupancy Contact, Regional Contact, and Leasing Contact.

The property contacts will be added by each Management Company or Owner Agent. Contacts can only be added by the System Administrator or Management Company Administrator (MC Admin) roles.

Non-contact data that is entered will be removed from the data set by MHDC. This may cause a Management Company or Property to have missing Contacts that need to be updated.

Effective February 28, 2025: Contacts cannot be added or modified on the Property Dashboard. Contacts can only be viewed on the Property Dashboard. All contacts must be managed through the Contact Change Request menu option.

Effective August 1, 2025: Properties with missing Contacts will be placed in non-compliance after 30 days. This applies to existing properties and new properties.

Please contact MHDC through the AMRS Incident Report to resolve Contact issues.

Contacts

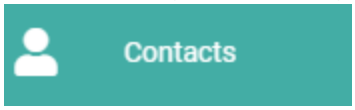
- No changes can be made on this page
- If User has access to multiple Management companies
  - Click the dropdown arrow at the top of the page to change the Management Company



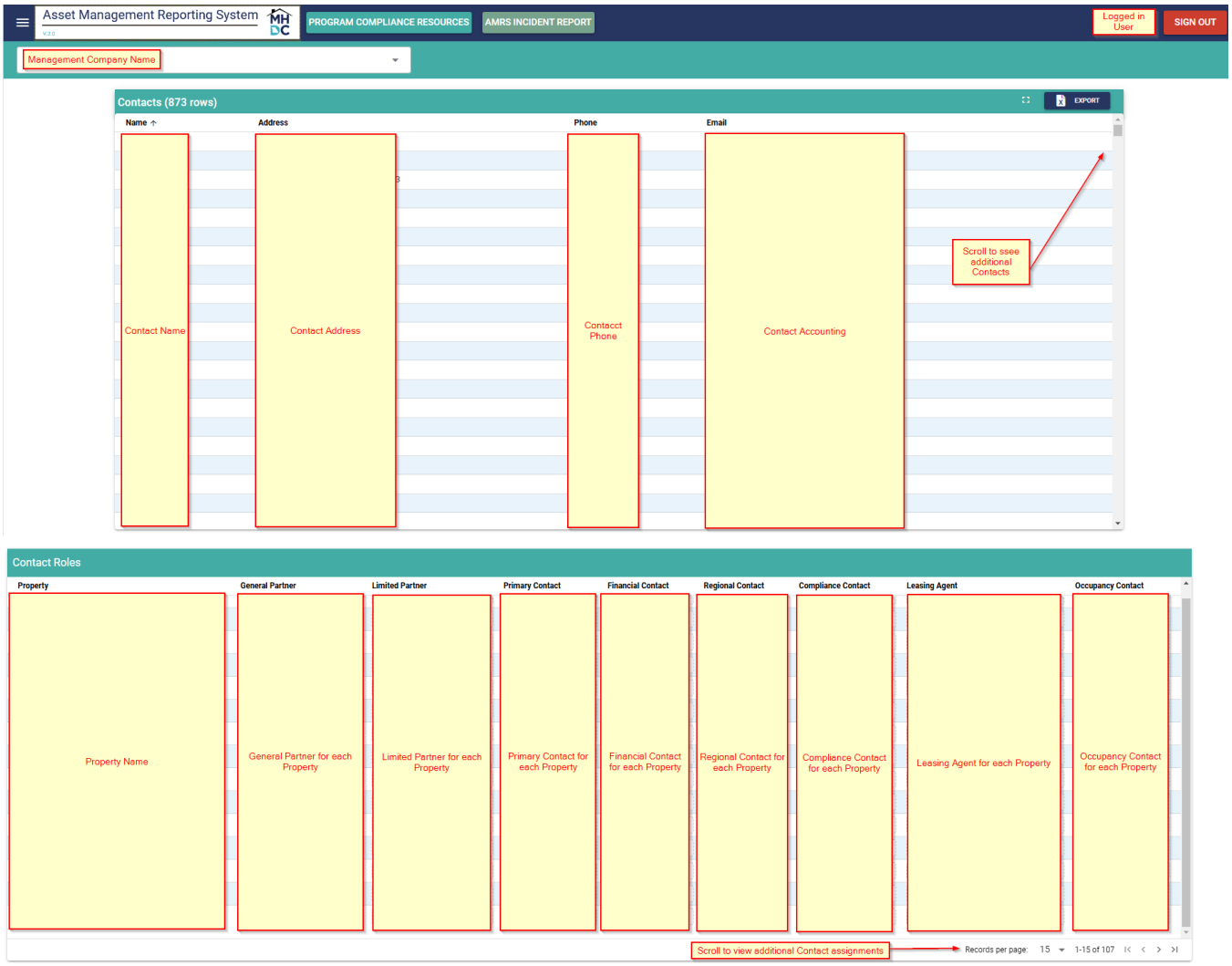
- If User is Owner Manager
  - All instances where Management Company is designated will be Property Name or Owner Managed

System Administrators and MC Admins

- In AMRS, using the left navigation bar, click Contacts



- This will display all contacts for the property that the logged in user is able to access



- If the Property has no Contact, it will display blank cells in the Contact columns

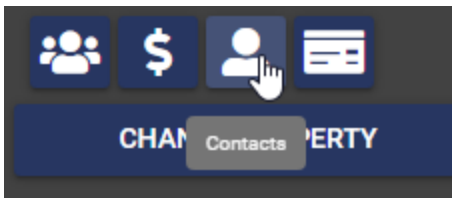


All other Users

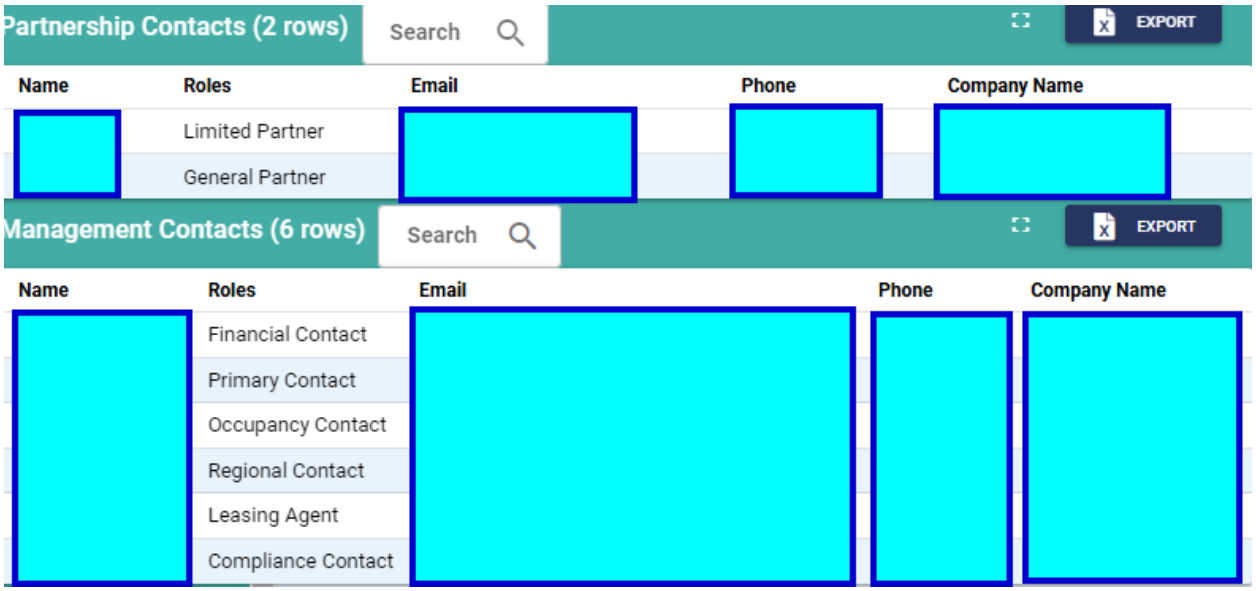
- Contact will be available from the Property page to view
- Select the property to view by using the dropdown arrow in the property box



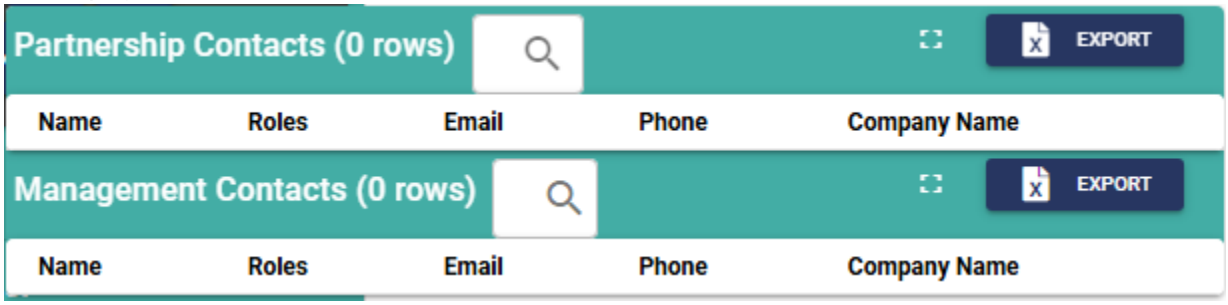
  - Select the Property to view
- In the Property Information box at the top of the left navigation bar
  - Click the Contacts head



- This will display the contacts for the property selected



- The display with no Contacts



Contact Change Request

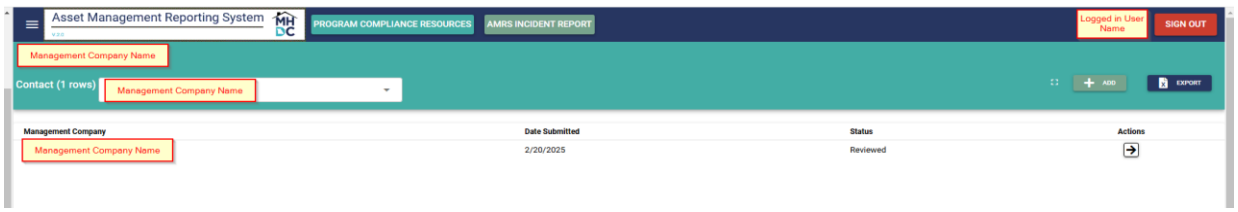
- Multiple properties can be updated in the same Contact Change Request
  - Example: If the Management Company is responsible for 10 Properties, all 10 properties can be updated with the Financial Contact and the Leasing Contact at the same time
  - Example: If the Primary Contact changes for 5 Properties, the Management Company can update the Primary Contact on all 5 Properties in one (1) Contact Change Request
    - AMRS will prompt for 5 Exhibit Ls, one (1) for each Property
  - Any combination of Properties and Contacts can be updated in the same Contact Change Request
    - Each Property will require an Exhibit L for General Partner, Limited Partner, and Primary Contact
    - Example: 3 Properties have a Primary Contact change and one(1) has a Limited Partner change
      - AMRS will prompt for 3 Exhibit Ls
      - 1 for each property
        - Property 1 and Property 2 will have just the Primary Contact
        - Property 3 will have the Primary Contact and the Limited Partner
- Only one (1) Contact Change Request is allowed until MHDC has Reviewed
- Contact Changes that do not require an Exhibit L
  - These changes will not create a Change Request for MHDC review
  - These changes will immediately be visible in the Contact grid(list)
- MHDC will Approve or Deny individual Contacts
  - MHDC only reviews Contacts that require an Exhibit L
  - For example: If a Contact Change Request has 3 individual Contacts, then each Contact is reviewed and Approved or Denied by MHDC
- Contact Change Request Status
  - Submitted: MHDC has <u>not</u> viewed the request
  - Under Review: The request is being processed
  - Reviewed: The request is complete
    - This does not mean that all Contact Change Requests have been Approved

Access Contact Change Request module

- In AMRS, using the left navigation bar, click Contact Change Request 

View Previous Change Request Details

- This is the page that will display



- If User has access to multiple Management companies
  - Click the dropdown arrow at the top of the page to change the Management Company



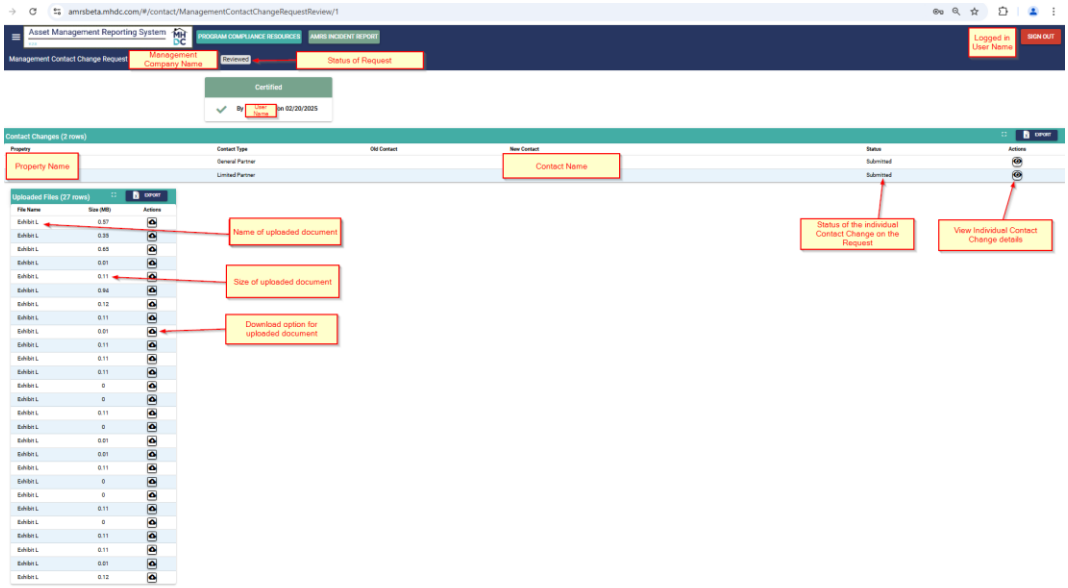
- This will display Property Name for Owner Managers

❖ This page shows previous Contact Change Requests

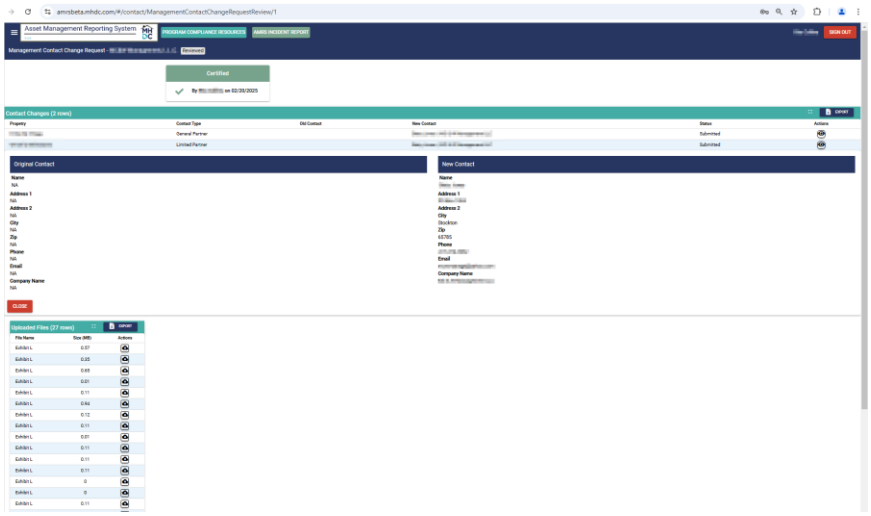
❖ Click Actions 

at the far right of a request

- This opens the details of the request



- Click to view the details of the individual request

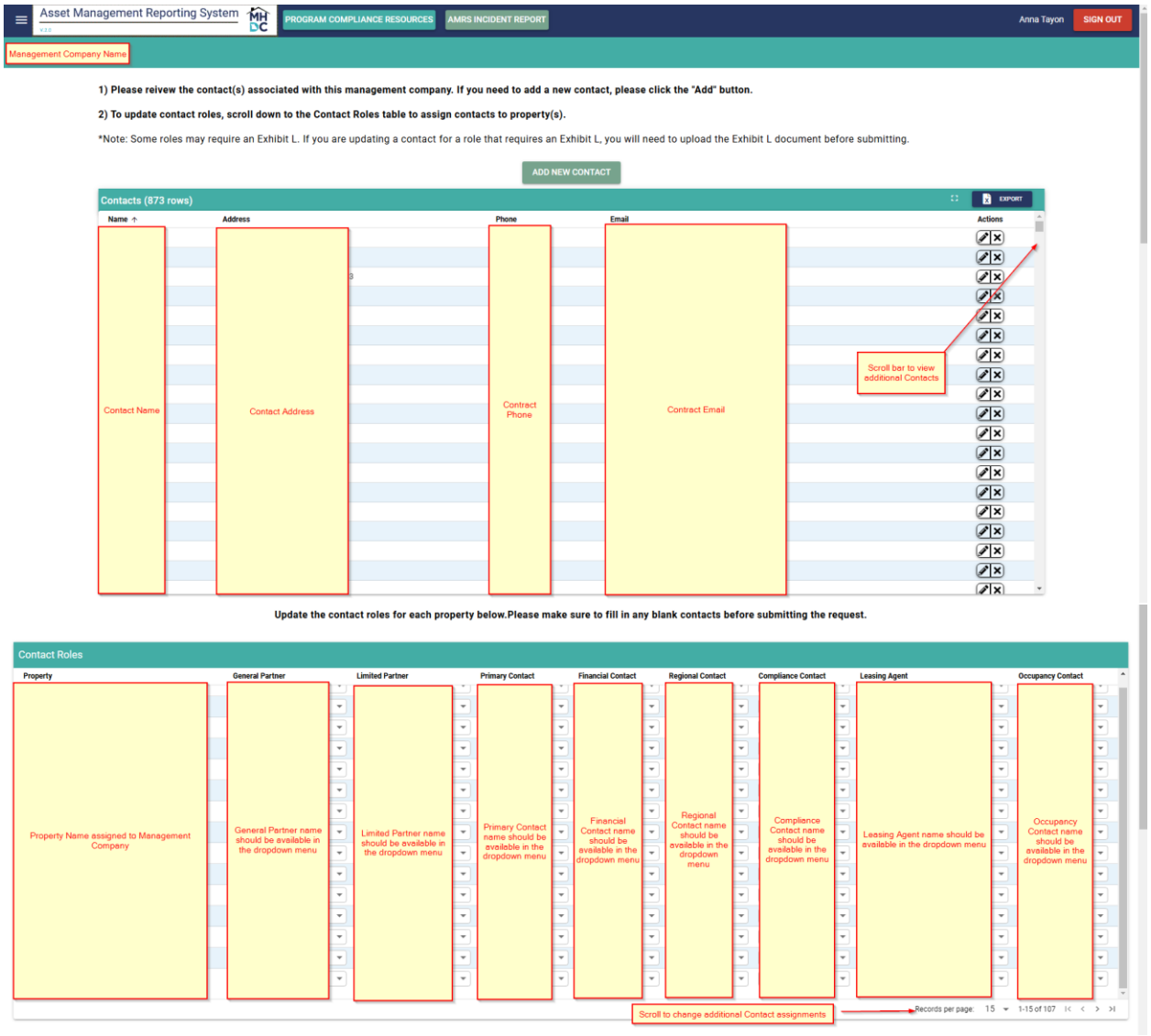


  - Original Contact is the Contact information that is no longer valid
    - N/A displays in these fields when there is no Contact
  - New Contact is the valid Contact information
  - Click CLOSE to collapse the individual Contact details
- Click to download any document that has been uploaded for the request
  - There should be one Exhibit L for each property
    - Only contacts that require an Exhibit L
      - General Partner
      - Limited Partner
      - Primary Contact

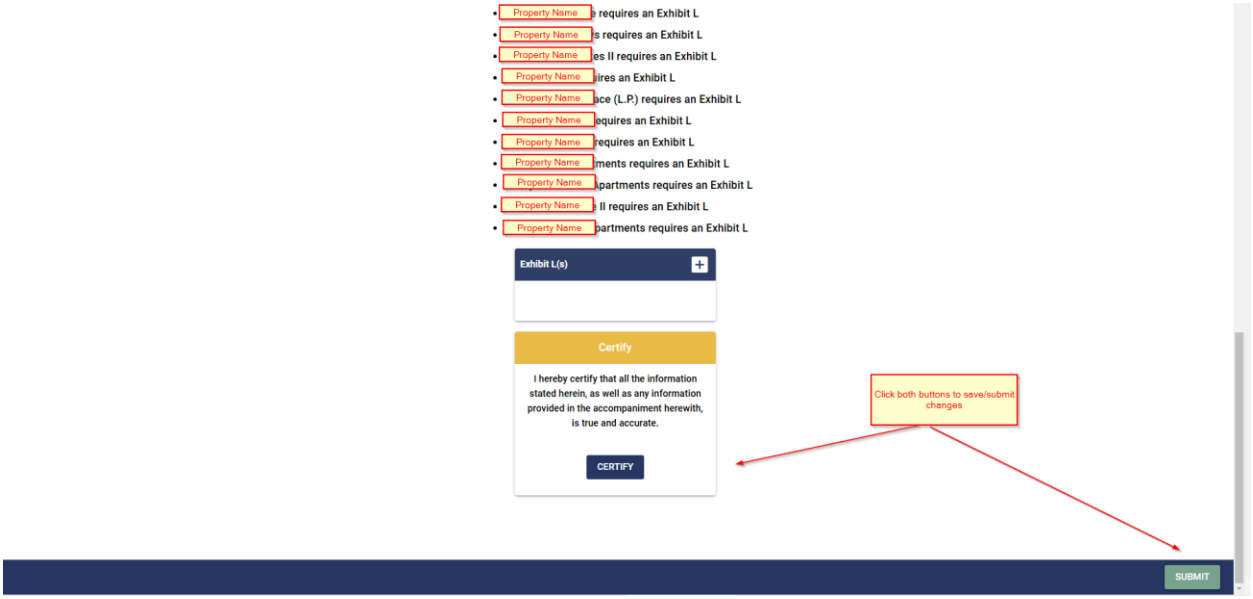
❖ Click Contact Change Request Contact Change Request to exit back to the main page

Modify Contacts/Roles

❖ Click +Add + ADD on the top right to add, edit, or assign Contacts


Asset Management Reporting System
PROGRAM COMPLIANCE RESOURCES
AMRS INCIDENT REPORT
Anna Tayon
SIGN OUT
Management Company Name
1) Please reivew the contact(s) associated with this management company. If you need to add a new contact, please click the "Add" button.
2) To update contact roles, scroll down to the Contact Roles table to assign contacts to property(s).
*Note: Some roles may require an Exhibit L. If you are updating a contact for a role that requires an Exhibit L, you will need to upload the Exhibit L document before submitting.
ADD NEW CONTACT
Contacts (873 rows)
EXPORT
Name
Address
Phone
Email
Actions
Contact Name
Contact Address
Contract Phone
Contract Email
Scroll bar to view additional Contacts
Update the contact roles for each property below.Please make sure to fill in any blank contacts before submitting the request.
Contact Roles
Property
General Partner
Limited Partner
Primary Contact
Financial Contact
Regional Contact
Compliance Contact
Leasing Agent
Occupancy Contact
Property Name assigned to Management Company
General Partner name should be available in the dropdown menu
Limited Partner name should be available in the dropdown menu
Primary Contact name should be available in the dropdown menu
Financial Contact name should be available in the dropdown menu
Regional Contact name should be available in the dropdown menu
Compliance Contact name should be available in the dropdown menu
Leasing Agent name should be available in the dropdown menu
Occupancy Contact name should be available in the dropdown menu
Scroll to change additional Contact assignments
Records per page: 15
1-15 of 107

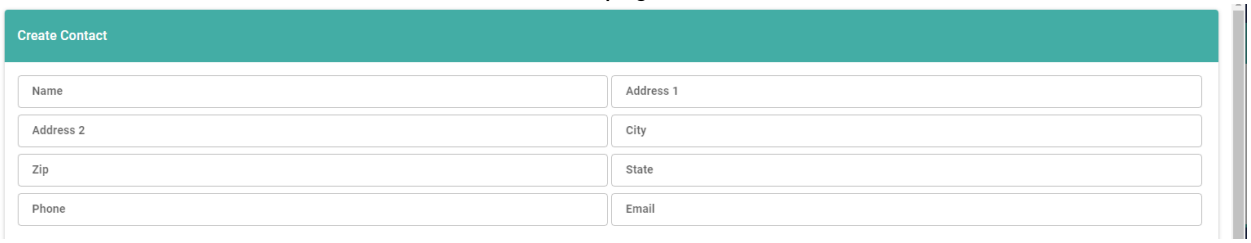
Certify and Submit Requirements



- ❖ User must Certify and Submit all Contact Change Requests
  - o Failure to click Certify and Submit will cause all changes to be lost when page is closed
- ❖ The page will identify each property that requires an Exhibit L
  - o The Exhibit L should have the Property Name in the title
    - for example: PropertyName_ExhibitL
    - The Exhibit L is available on the MHDC website
      - It is under Compliance Resources->Exhibits & Forms
  - o Once the Exhibit L files are uploaded, the Change Request will finalize and Save.
- ❖ All Contact changes are made from this page

Add Contacts

- ❖ Click Add New Contact button in the middle of the page ADD NEW CONTACT

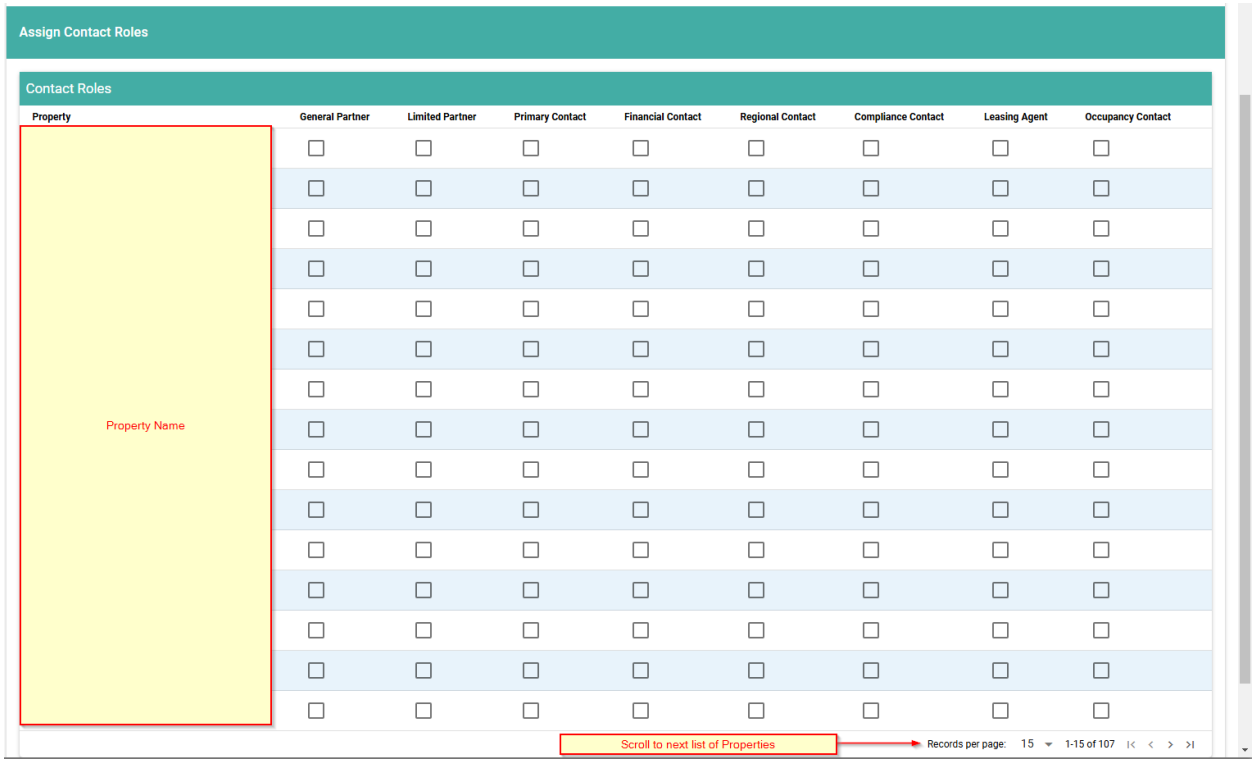


  - o Name: Full name of the Contact
  - o Address 1: Street address for the Contact, not the management company
    - Only use the Management Company address if the Contact is officed at the Management Company
  - o Address 2: Suite or Office number for the Contact
    - This may also be an alternate address if applicable
  - o City: City where the Contact is officed/resides
  - o State: State where the Contact is officed/resides
    - Please use the 2-digit abbreviation from the USPS
  - o Phone: Phone Number of the Contact
    - Please use the Contact's Primary phone number

- This can be either an Office or a Mobile number
- Email: This is the Email address for the Contact
  - AMRS uses this email address for all emails that are directed to the Contact's role

Assign New Contact

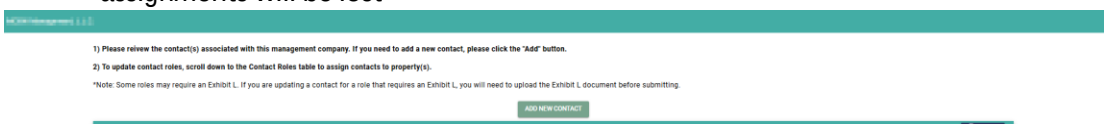
- Contact assignment is not required when adding a new Contact



- Click the checkbox under the Contact Role and across from the Property Name to assign a Contact to that Property and that Role
  - The Contact can be assigned to multiple properties as different Contact Types
    - Any Contact can fulfill multiple roles
      - for example: a Contact can be a Financial Contact for one property and an Occupancy Contact for another property
- Click the arrow to move to the next page
  - Changes will be kept until all pages have been reviewed and Contact has been assigned



- Click the Cancel button to close the page
  - If the Cancel button is clicked, all Contact information and assignments will be lost
- Click the Save button to exit to the Modify Contacts/Roles page
  - If the Add New Contact page is closed without clicking Save, all Contact information and assignments will be lost



- Click Certify and Submit to apply the changes

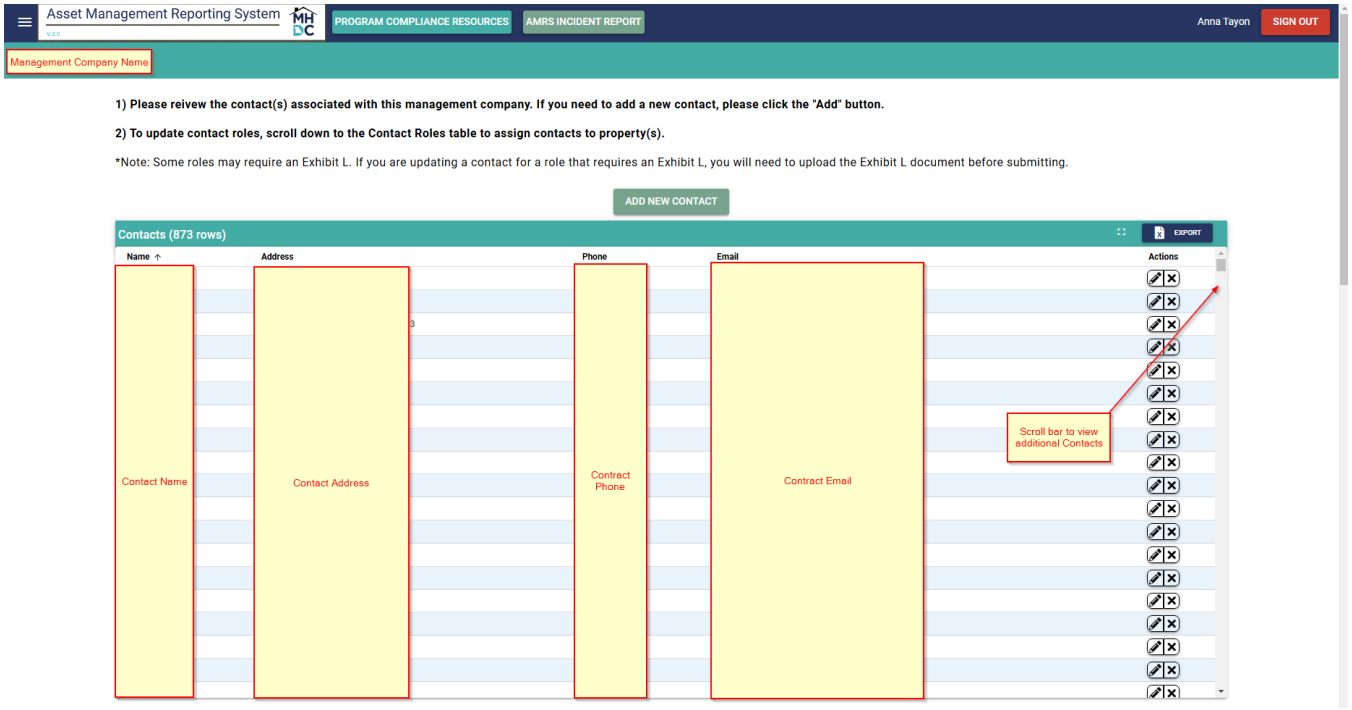
- Both options must be clicked to submit changes

❖ The Modify Contact/Roles page will prompt to upload the Exhibit L
- One Exhibit L is required per Property
- The Exhibit L should have the Property Name in the title
  - It is under Compliance Resources->Exhibits & Forms
    - for example: PropertyName_ExhibitL
    - The Exhibit L is available on the MHDC website
      - It is under Compliance Resources->Exhibits & Forms

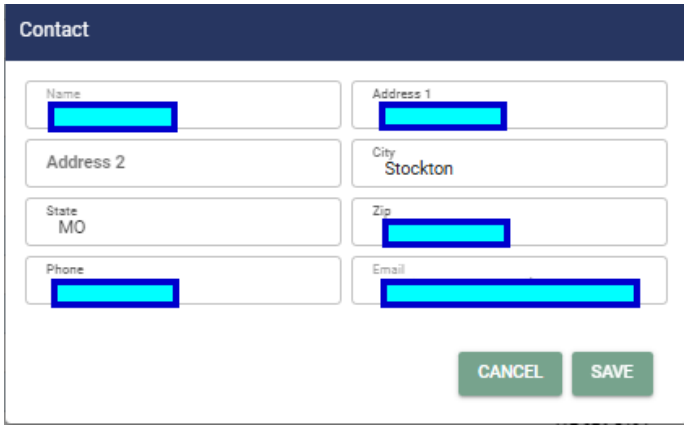
Modify Contact

❖ From the Contacts Grid(List)

Edit Contact



❖ Click Edit  at the end of the Contact Name record



- Name: Full name of the Contact
  - This field cannot be changed

        - If the Contact name has changed, a new Contact should be added
            - Existing Contact should be removed
    - Address 1: Street address for the Contact, not the management company
        - Only use the Management Company address if the Contact is officed at the Management Company
    - Address 2: Suite or Office number for the Contact
        - This may also be an alternate address if applicable
    - City: City where the Contact is officed/resides
    - State: State where the Contact is officed/resides
        - Please use the 2-digit abbreviation from the USPS
    - Phone: Phone Number of the Contact
        - Please use the Contact's Primary phone number
        - This can be either an Office or a Mobile number
    - Email: This is the Email address for the Contact
        - This field cannot be changed
        - If the Contact email has changed, a new Contact should be added
            - Existing Contact should be removed

- Click Cancel 

    - Changes are canceled and dialog box will close
- Clicking off the dialog box
    - Dialog box will close and changes will be lost
- Click Save 

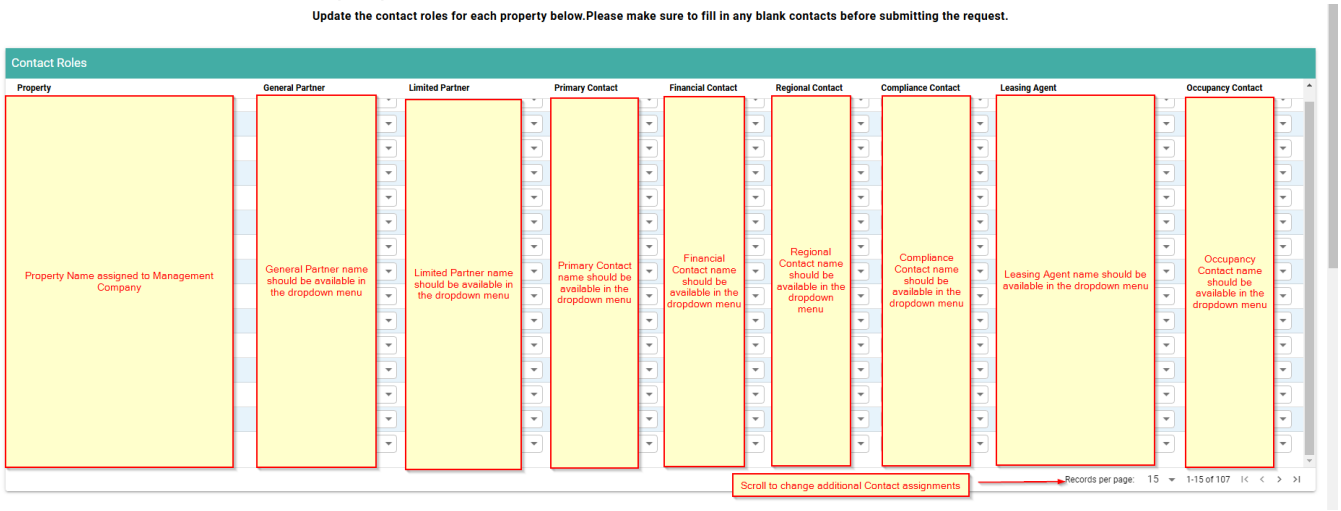
    - Dialog box will close and changes will be saved
    - From the Modify Contacts/Roles page
        - Click Certify
        - Click Submit
        - Upload Exhibit L (if applicable)
    - Failure to click Certify and Submit will result in Changes being lost

Remove Contacts

- Click Delete  at the end of the Contact Name record
    - The Contact will be removed from the Contacts Grid(List)
        - Click Certify
        - Click Submit
    - Failure to click Certify and Submit will reverse the Delete command

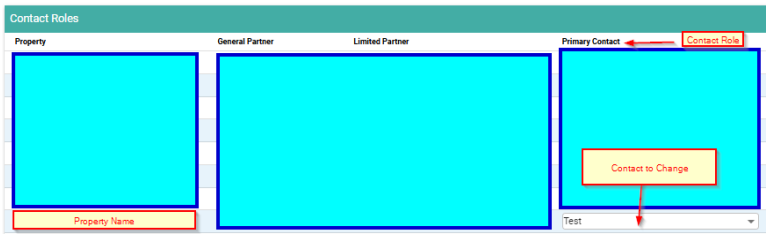
Assign/Reassign Contacts

- From the Contact Roles Grid(List)

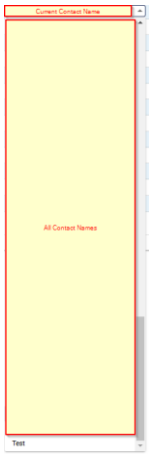


- Click on the dropdown arrow 

to identify available Contacts
  - This will display Contacts on the Property for Owner Managed Properties

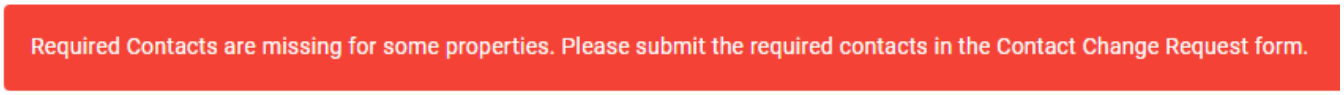


- Select the new Contact from the list



  - This can be done for multiple Properties and Contact Roles at the same time
- Click Certify
- Click Submit
  - Failure to click Certify and Submit will result in Changes being lost
- Upload Exhibit L (if applicable)

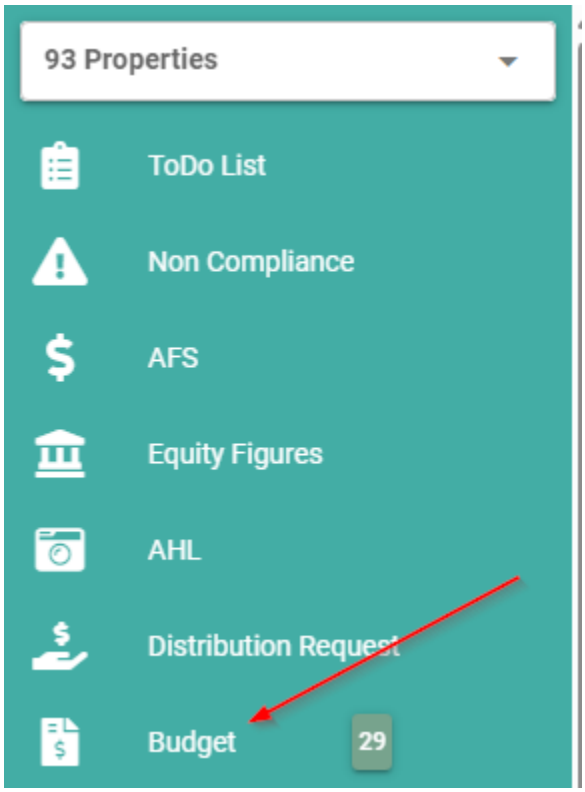
Contact Reminder on ToDo List

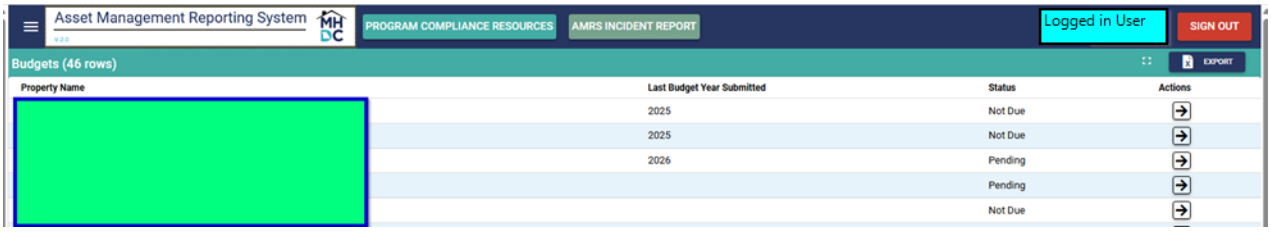


- This reminder will be on the ToDo list when the System Administrator or MC Admin signs into the AMRS system

Budget

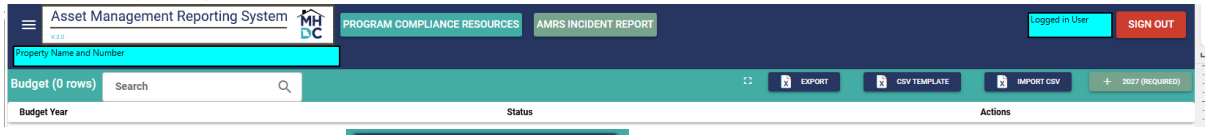
The Budget module is to add and submit Budgets. On the Left Navigation Menu, click Budget

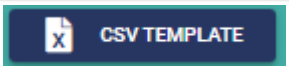




A. Download Budget Template

- On the Property page under Budgets



  - Click CSV Template 

    - A file called BudgetTemplateImport.csv will download to the Downloads folder

B. Complete Budget Template

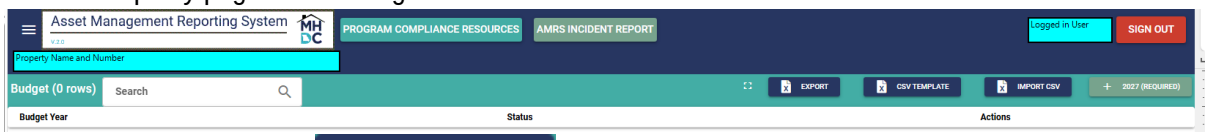
- Open .csv file in Excel (or other Spreadsheet application)
  - This file can be opened in a Text Application, but will be more difficult to update
  - The categories (Name column) in the .csv file will match the categories in AMRS
    - All items marked TRUE in the Required column must be completed

	A	B	C	D	E	F
1	Category_Id	Name	Code	Required	Actuals	Budget
2	1	Rent Revenue - Gross Potential	5120	TRUE		
3	4	Tenant Assistance Payments	5121	FALSE		
4	5	Rent Revenue - Stores and Commercial	5140	FALSE		
5	6	Garage and Parking Spaces	5170	FALSE		
6	7	Flexible Subsidy Income	5180	FALSE		
7	8	Miscellaneous Rent Revenue	5190	FALSE		
8	9	Excess Rent	5191	FALSE		
9	10	Rent Revenue / Insurance	5192	FALSE		
10	11	Special Claims Revenue	5193	FALSE		
11	12	Retained Excess Income	5194	FALSE		
12	2	Vacancies - Apartments	5220	TRUE		
13	3	Vacancies - Stores and Commercial	5240	FALSE		
14	13	Vacancies - Rental Concessions	5250	FALSE		
15	92	Vacancies - Rents Loss To Lease	5260	FALSE		
16	14	Vacancies - Garage and Parking Spaces	5270	FALSE		
17	15	Vacancies - Miscellaneous	5290	FALSE		
18	68	Supportive Services Revenue	5390	FALSE		
19	16	Financial Revenue - Project Operations	5410	FALSE		
20	17	Revenue from Investments - Residual Receipts	5430	FALSE		
21	18	Revenue from Investments - Replacement Reserve	5440	FALSE		
22	19	Revenue from Investments - Miscellaneous	5490	FALSE		
23	20	Laundry and Vending Revenue	5910	FALSE		
24	21	Tenant Charges	5920	FALSE		
25	22	Interest Reduction Payment Revenue	5945	FALSE		
26	23	Cable TV / Internet Access Revenue	5954	FALSE		

- Save the .csv file to Import

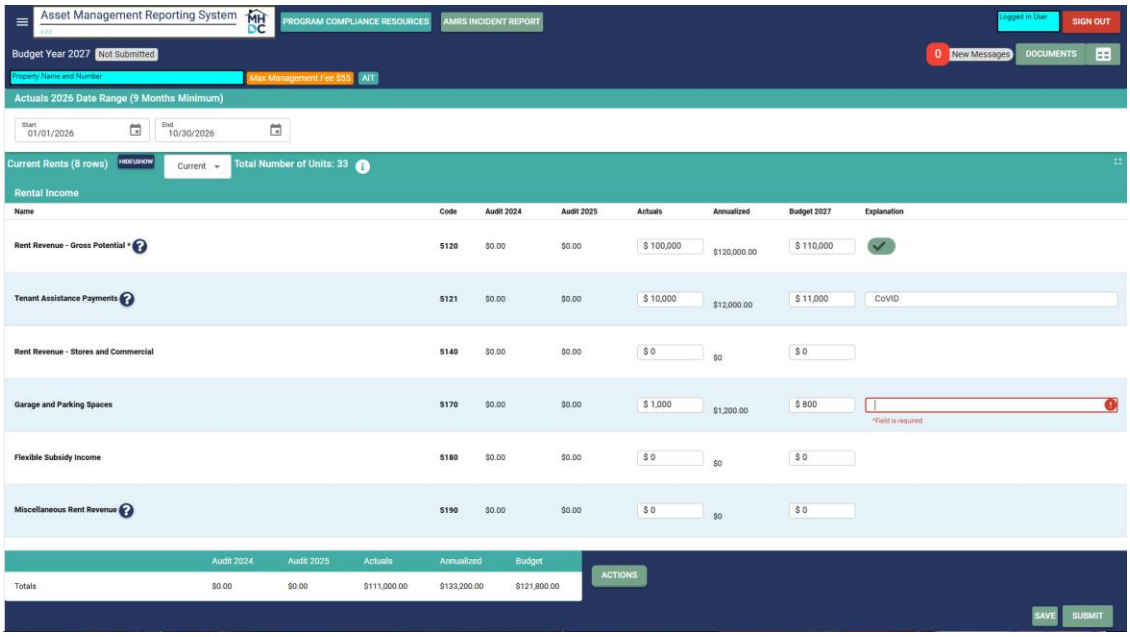
C. Upload Budget Template

❖ On the Property page under Budgets



- Click Import CSV 

  - Select file in File Explorer
    - Click Open
      - The file will upload to AMRS and open the next Budget in the Budget Year that is due

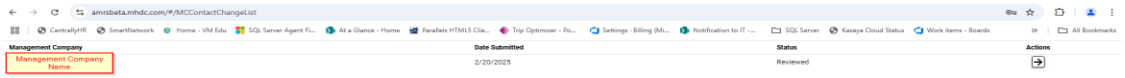


- Explanations are not included in the Import
  - Explanations are Required on some categories
- Click Save on each section

Appendices

A. Common Buttons in AMRS

- Action Buttons are generally under the Actions column in a grid(list)
  - Open or View line item
    - Information will open in expanded view on page
    - Information will display in Dialogue box
  - Go to new page or screen
  - Download document
    - Download any document attached to the Property or Management Company
      - MHDC initiated documents
      - Property or Management Company documents
  - Edit line item
    - Edit functionality will vary depending on the grid(list) that is displayed
  - Line item is no longer available to Property/Management Company/MHDC
    - This will remove, deactivate, or delete depending on the grid(list) that is displayed
    - Be cautious when using this option
  - Test Arrow in a field generally designates a dropdown box
    - Dropdown box data is specific to the page purpose and contents
- EXPORT Export from the page to a .csv file
  - .CSV files can be opened with Excel or other spreadsheet software
- Maximize the page to view all grid(list) items at once
  - This view can be closed by pressing F5 on the keyboard



B. Contact Roles and Definitions

- General Partner
  - This is the General Partner or Owner of the property
  - This Contact requires an Exhibit L uploaded at the time of change
- Limited Partner
  - This is the Limited Partner or Owner of the property
  - Not all Properties have a Limited Partner
  - This Contact requires an Exhibit L uploaded at the time of change
- Primary Contact
  - This is the designated point of contact for the property
  - This Contact requires an Exhibit L uploaded at the time of change
- Financial Contact
  - This is the person who is responsible for all Annual Financial Statement and Budget information
- Occupancy Contact
  - This is the person for all Occupancy related information based on the reporting requirements in AMRS
  - This person may be the Leasing Contact also
- Regional Contact
  - This is the person responsible for a segment of the Management Company's portfolio
  - This person is generally responsible for multiple properties
  - This person may be the Leasing Contact also
- Leasing Contact
  - This is the person responsible for the Properties' Tenant related information
  - This person is generally officed at the Property Site
  - This person may be the Occupancy Contact also

C. AMRS Emails with Recipient Grid

Category	Purpose	User	General Partner	System Admin	Primary	Regional
8823	8823 Issuance		X		X	X
A5	A5 Approved and added to Certified List			X	X	
A5	A5 Due Date Reminder			X	X	
A5	A5 Issue Resolved			X	X	
A5	Management Company Certification Questions	X			X	X
A5	Management Company Certified			X	X	
A5	Management Company Not Certified			X	X	
A5	Management Company removed from Certified List		X	X	X	X
Active	Lease Up Started Active Status			X	X	X
AFS	AFS Review Complete				X	
AHL	AHL Photo Approved/Denied				X	
All	AFS, Budget, Reserve, insurance Review questions	X			X	
All	Unsubmitted requests removed after 1 month Replacement Reserve, Other Reserves				X	
Budget/AFS	Extension Request Approved/Denied				X	
Compliance	Compliance Form (Exhibit) Approved/Denied				X	X
Compliance	Management Company Exhibit questions	X			X	X
Compliance	Non-Compliance Resolved		X		X	X
Compliance	When property is put in Non-Compliance		X		X	X
Certification Portal	Certification Portal Questions	X			X	X
Decontrol	Decontrol Ended		X		X	X
Decontrol	Decontrol Schedule II on Property				X	X
Decontrol	Decontrol Started		X		X	X
Distribution	Distribution Request Approve/Deny				X	
Equity	Equity Figures Available				X	
Insurance Claims	Insurance claims questions	X			X	
Inspection	Inspection Closeout letters	X	X		X	X
Inspection	Inspection follow-up	X	X		X	X
Inspection	Inspection Letter Uploaded		X		X	X
Inspection	Inspection Noncompliance letters	X	X		X	X
Inspection	Inspection Reports	X	X		X	X

Category	Purpose	Compliance	Financial	Occupancy	Leasing	Created By	Certified by
8823	8823 Issuance	X					
A5	A5 Approved and added to Certified List						
A5	A5 Due Date Reminder						
A5	A5 Issue Resolved						
A5	Management Company Certification Questions	X					
A5	Management Company Certified						
A5	Management Company Not Certified						
A5	Management Company removed from Certified List	X					
Active	Lease Up Started Active Status	X		X			
AFS	AFS Review Complete		X				X
AHL	AHL Photo Approved/Denied					X	
All	AFS, Budget, Reserve, insurance Review questions		X				
All	Unsubmitted requests removed after 1 month Replacement Reserve, Other Reserves					X	
Budget/AFS	Extension Request Approved/Denied		X			X	
Compliance	Compliance Form (Exhibit) Approved/Denied	X					
Compliance	Management Company Exhibit questions	X					
Compliance	Non-Compliance Resolved	X					
Compliance	When property is put in Non-Compliance	X					
Certification Portal	Certification Portal Questions	X					
Decontrol	Decontrol Ended	X					
Decontrol	Decontrol Schedule II on Property	X					
Decontrol	Decontrol Started	X					
Distribution	Distribution Request Approve/Deny		X				X
Equity	Equity Figures Available		X				
Insurance Claims	Insurance claims questions		X				
Inspection	Inspection Closeout letters	X					
Inspection	Inspection follow-up	X					
Inspection	Inspection Letter Uploaded	X					
Inspection	Inspection Noncompliance letters	X					
Inspection	Inspection Reports	X					

Category	Purpose	User	General Partner	System Admin	Primary	Regional
Password	When User selects Forgot Password from Login page	X				
Replacement Reserve	Replacement Reserve Adjustment/Denial letters	Posted to the Replacement Reserve Request on the Property				
Replacement Reserve	Replacement Reserve Balance below Threshold				X	
Replacement Reserve	Replacement Reserve Balance Payment Reinstated				X	
Schedule II	When Schedule II is completed				X	X
Task	Task Request status change					
Task	When Management Company/User completes a scheduled task					
Utility Allowance	Utility Allowance Submitted, Non-Compliance Closed				X	X
User	Goes to new created user	X				

Category	Purpose	Compliance	Financial	Occupancy	Leasing	Created By	Certified by
Password	When User selects Forgot Password from Login page						
Replacement Reserve	Replacement Reserve Adjustment/Denial letters						
Replacement Reserve	Replacement Reserve Balance below Threshold		X				
Replacement Reserve	Replacement Reserve Balance Payment Reinstated		X				
Schedule II	When Schedule II is completed	X					
Task	Task Request status change					X	X
Task	When Management Company/User completes a scheduled task					X	X
Utility Allowance	Utility Allowance Submitted, Non-Compliance Closed	X					
User	Goes to new created user						