Agenda

- MHDC Staff
- New MHDC Website
- Asset Management Updates
- AMRS 2.0
- Certification Portal
- Inspections
- Compliance Accounting

Asset Management Contacts

Scott Hanak
Director of Asset management
shanak@mhdc.com

Candace Maupins
Program Compliance
Administrator
cmaupins@mhdc.com
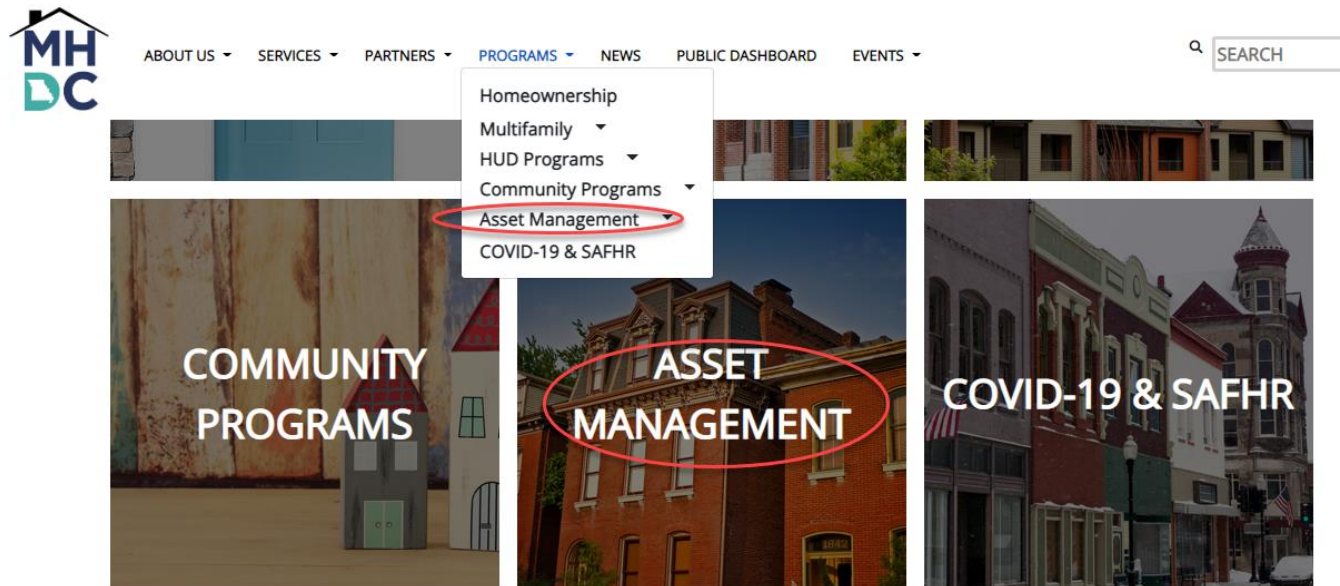
Paula Brewster
Asset Manager
paula.brewster@mhdc.com

Tasha Douglas
Asset Manager
tdouglas@mhdc.com

Sandi Thomas
HUD PBCA Manager
sandi.Thomas@mhdc.com

Jeff Waltemate
Staff Attorney
jeffrey.waltemate@mhdc.com

MHDC – STL
505 N. 7th Street
St. Louis, MO 63101
20th Floor, Ste. 2000
314-877-1350

Missouri Housing
Development Commission
MHDC

New MHDC Website

Don't worry – It's still there!!
http://mhdc-legacy.mhdc.com/

- VAWA Forms Notice
- Non-Compliance Fee
- Bed Bug Notice
- MHDC Electronic Desk Review
- Securing Kitchen Ranges Notice

New MHDC Website

New MHDC Website

New MHDC Website

New MHDC Website

New MHDC Website

New MHDC Website

Asset Management Updates

- 2023 Rent Increase Procedures
- 2023 Management Fee
- Management Agent Certification
- Electronic Desk Reviews
- Electronic Signature Policy

2023 Rent Increase

- MHDC will allow automatic rent increase requests of **6%** for <u>both</u> Family and Elderly developments.

- Adjusted the budget based rent increase % cap for family properties to **8%**.

- Compliance still matters.

- MHDC still must issue a Schedule II before rent increase can take affect.

2023 Management Fee

- Management fee for 2023 will be $45 per occupied unit.

- $3 increase from 2022.

- Increase based on US Inflation Calculator Index.

- Previous adjustments since 2019 were based on annual Missouri OCAF factor which was similar to Rural Development's process until this year.

Missouri Housing
Development Commission
MHDC

Management Agent Certification

- Check MHDC's website to make sure your company is certified!
- Exhibit A-5 Management Agent Certification must now be submitted in AMRS.
- Initial submission can only be viewed by the Management Company's System Administrator.
- System administrators can designate additional staff by giving permission in the users module.
- Management Agent Certification approval letter is saved in AMRS and can be accessed.

Missouri Housing
Development Commission
MHDC

Management Agent Certification

https://mhdc.com/programs/asset-management/program-compliance/compliance-resources/management-certification-and-fees/

Management Agent Certification

- System Administrators and all Designated users will see this banner.

Bell Management Inc's Asset Management Certification will expire on 10/10/2021 and is due on 7/10/2021	SUBMIT CERTIFICATION
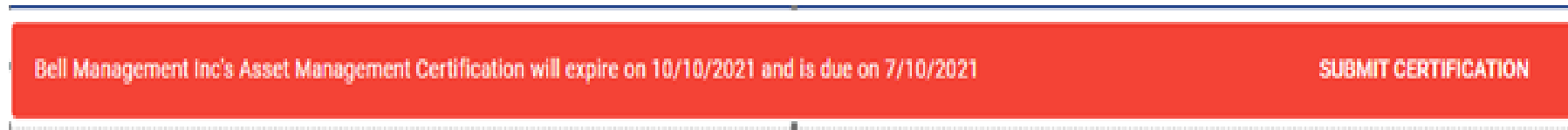
- To

Management Company	Is MC Admin
Boone County Family Resources	☐

Management Company
Certification (A5) 🚫

🔒 Only MC Admins can access this module
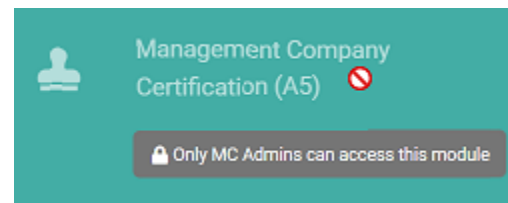
If you see this – the System Administrator has not given you access to the module

Management Agent Certification

Finding the Management Company Approved Management Certification letter

Electronic Desk Reviews (EDR)

- MHDC has permanently adopted the Electronic Desk Review Policy that was utilized when MHDC temporarily suspended inspections.
- See full policy on MHDC's website under Compliance Resources/Notices.
- Planned utilization:
  - Inclement weather
  - Health/Safety reasons
  - Inspector scheduling conflicts
- EDRs are to be submitted at www.mhdc.com/bigfile

Electronic Signature Policy

- See full policy on MHDC's website under Compliance Resources/Notices.

- This policy is optional! Not an MHDC requirement.

- Policy includes guidance on electronic signature, transmission, and storage.

- Adopts HUD's Notice 2020-10 policy and guidance on electronic signature.

- Must complete Exhibit A-23 Electronic Signature Policy Certification and uploaded in AMRS.

- An exhibit that requires notarization still must be notarized.

Electronic Signature Policy

Navigating AMRS

- The System Administrator
- Property Dashboard
- The To do list
- Changing Contacts
- Updating Affordable Housing locator
- Finding my approval letters
  - Schedule IIs
  - Budgets
  - Financial Statements

Missouri Housing
Development Commission
MHDC

Navigating AMRS

- Inspection History
- VAWA Transfer Requests
- Special Needs Occupancy
- Compliance Forms

AMRS – System Administrator

- Every Management Company must have a designated AMRS System Administrator.

- The System Administrator will be responsible for setting up all other users within the management company.

- The System Administrator has access rights to view the status of the entire portfolio.

- MHDC verifies all change requests before accepting any new system administrator change.

Missouri Housing
Development Commission

MHDC

AMRS – System Administrator

AMRS – System Administrator

AMRS System Administrator - Add or Change

The System Administrator in AMRS will have access to all of the MHDC properties listed for the Management Company in AMRS ; the System Administrator is the person responsible for setting up users for each property. MHDC has updated AMRS so that the System Administrator can add and modify users for the Management Company, Owner, and CPA. Each Management Company can only have one System Administrator.

Duplicate or change requests may be verified with the Primary contact for the Management Company.

System Administrator*

◉ Add System Administrator   ○ Change System Administrator

Management Company*

[   ]

Name

First	Last

Email*

[   ]

Office Phone

[### ### ####]

Mobile Phone

[### ### ####]

Role/Position/Title

Missouri Housing
Development Commission
MHDC

AMRS – System Administrator – Adding Users

AMRS – System Administrator – Noncompliance

AMRS – Property Dashboard

AMRS – The To Do list

AMRS – Changing Contacts

AMRS – Affordable Housing Locator

MHDC must approve!

AMRS – Approval Letters - AFS

AMRS – Approval Letters - Budgets

AMRS – Approval Letters – Schedule II

AMRS – Inspection History

AMRS – VAWA Transfer Requests

AMRS – Special Needs Reporting

AMRS – Compliance Forms

Compliance Forms (8 rows)

Name	Last Submitted	Next Due Date
Bond Compliance Tenant Data	Q2 2022	10/31/2022
IRS 8703	2021	3/31/2023
Exhibit J	NA	
Exhibit J-1	NA	
Exhibit A-2	NA	
Exhibit G	NA	
AFHMP	12/01/2021	
E-Signature Policy	NA	

Sidebar menu:
- AFS
- AHL
- Distribution Request
- ToDo List
- Budget
- Contact Changes
- Occupancy
- Notification of Loss/ Insurance Claims
- Other Reserve
- Rent Increase
- Replacement Reserve
- Utility Allowance
- TCAP/TCR
- Compliance Forms
- Inspections

CHANGE PROPERTY

Missouri Housing Development Commission
MHDC

Upcoming AMRS Due Dates

- 10/1/2022 – O/As can begin submitting 2023 budgets.

- 11/15/2022 – 2023 budgets are due; rent increase requests for a 1/1/2023 effective date are due.

- 12/15/2022 – rent increase requests for a 2/1/2023 effective date are due.

- 1/3/2023 – Quarter 4 Utility Allowance and all rent increase requests are due. Note: the date has been changed due to the New Year holiday.

- 3/31/2023 – 2022 Audit Financial Statements are due.

Missouri Housing
Development Commission
MHDC

Certification Portal

- Patience, Patience, Patience.
- Please report all issues so we can provide feedback to our developer.
- Best to utilize the Certification Portal in Chrome.
- Certification Portal information including the user guide can be found at https://mhdc.com/programs/asset-management/program-compliance/compliance-resources/certification-portal/
- MHDC Certification Portal Contacts:
    - Tammi Ewing at tewing@mhdc.com
    - Candace Maupins at cmaupins@mhdc.com

Missouri Housing
Development Commission
MHDC

Certification Portal

- Reporting is still the same, quarterly submissions until 100% occupancy is achieved.

- MUST let MHDC know when 100% so reporting frequency can be switched to annual.

- Let MHDC know if there are floating HOME, LIHTC, etc units as MHDC needs to update the designations on the back end in order for the project to pass the IRS compliance test.

- Annual Owner Certs are ALWAYS submitted before submitting tenant certs and AOCS should cover the same reporting period as the tenant certs.

Certification Portal

- Old COL System
  - "Main Manager" was the only person that could submit, as on-site managers could only enter data.

- New Certification Portal System
  - "The Main Manager" is now called a "Super User." "Super Users" now setup roles in the certification portal and assign onsite management login credentials.
  - Onsite staff can only see properties they are assigned.

Missouri Housing
Development Commission
MHDC

Certification Portal

Not Ready = Open for next reporting period
Ready = Tenant Certification is ready to submit
Submitted = Tenant Certification has been submitted to MHDC

Note: The date in the Last Report Date column is the last date the report was tested and posted.

Property Inspections

- When the Owner/Agent receives an inspection appointment letter email from the assigned Compliance Officer, please be sure to upload the completed ***Exhibit C-5 Management Questionnaire*** *and all* requested pre-inspection documents listed *on the* on the Ex. C-1 that is attached to the email, **within seven (7) business days prior to the inspection date**.

- **If your property is Risk Share and/or FHA insured PBS8**, be sure to have a copy of your most recent REAC inspection report and supporting documentation of all corrections made, if applicable. MHDC MUST follow up on the REAC.

- REAC deficiencies are UPCS, 8823 reportable findings.

Missouri Housing
Development Commission
MHDC

Property Inspections

- **<u>Extension Requests:</u>** Due within ten (10) calendar days of the date the report (C-12) is issued to the O/A. This information is noted on the inspection report ratings letter.

- The Ex. T Request for Extension can be found on our website.

- **The extension request must contain explanation and details of the corrective action plan for <u>each specific deficiency</u> noted on the request.** An **anticipated completion date** is also required to be listed for <u>each</u> deficiency.

- The amount of time requested must be reasonable and the explanation should address that. **No more than 180 days** from the inspection report issuance date may be granted.

Missouri Housing
Development Commission

MHDC

Property Inspections

- **The <u>Ex. Z Housing Priority Site Visit Certification for Special Needs and/or Service Enriched Properties</u>** set-aside questionnaire must be completed if the project has the Special Needs and/or Service Enriched Priority.

- The O/A must reach out to Scott Hanak and Remona Miller if they are having issues with their LRA/Service Provider.

- The O/A must be aware of this priority if it is applicable to the property and maintain any necessary documentation for review.

- See Special Needs/Service Enriched FAQ on our website for further reference.

Property Inspections

- **The <u>Ex. Z Housing Priority Site Visit Certification for Special Needs and/or Service Enriched Properties</u>** set-aside questionnaire must be completed if the project has the Special Needs and/or Service Enriched Priority.

- The O/A must reach out to Scott Hanak and Remona Miller if they are having issues with their LRA/Service Provider.

- The O/A must be aware of this priority if it is applicable to the property and maintain any necessary documentation for review.

- See Special Needs/Service Enriched FAQ on our website for further reference.

Property Inspections

- **Accessibility Requirements:** MHDC requires properties given funding for limited scope rehab or new construction to comply with building and accessibility codes.
  - **UPCS Definitions Guide:**
    - *1. All FHEO inspectable items are intended to determine if the building/unit is compliant with FHEO requirements. (i.e. wheel chairs, walkers, etc.).*
      - *a. This inspectable item applies to all occupied buildings regardless of building type that have areas outside of the building that are commonly used by all residents. Outside common areas include parking lots, patios, play areas, and freestanding and attached common buildings such as a laundry building.*

      Applicability: first occupancy after March 13, 1991 and new additions.

Compliance Accounting

- Replacement Reserves relaxed requirements ended 6/30/2022.
  - Item must meet the age requirement in the useful life schedule.
  - Invoice cannot be more than one year old.
  - Minimum required R4R balance is 24 months.

- Rent Increases.
  - Noncompliance will delay the review of a rent increase.
  - Property occupancy must be 90% or greater over a rolling 12 month period.
  - Current Rents on rent roll must be charged to at least 90% of the tenants listed.
  - Budget Based Increases – approved amount may be lower than requested if DCR and net surplus is higher than acceptable levels.
  - Make sure the Exhibit A-21 Notice to Residents is signed, posted in common areas, and provided to each resident.
  - Properties with less than 13 units need to submit rent increase requests through AMRS and include rent roll, MHDC budget spreadsheet (A-10), and tenant notification.

Missouri Housing
Development Commission
MHDC

Compliance Accounting

- Annual Financial Statements.
  - Due Date for 2022 AFS is March 31, 2023.
  - Submission window will open February 1, 2023.
  - AFS will come via email to the Primary and Financial Contacts.
  - Extensions are NOT automatic.
    - Must be requested and approved by MHDC staff.
    - Extensions must provide a legitimate reason for delay

- Surplus Cash.
  - Recommend submitting distribution request with audit, (these are reviewed first).
  - AFS review has to be closed before distributions are reviewed, so late (or no) response(s) can delay review.
  - Noncompliance will delay the review.
  - Surplus Cash payments MUST be made within 15 days of the approval letter; otherwise, property will be place in noncompliance.
  - Distributions MUST be taken by December 31st.