

Certification Portal (CP) Frequently Asked Questions

The CP is MHDC's tenant data collection system that MHDC is required to collect and monitor to ensure the development's compliance with the requirements of the Section 42 Low Income Housing Tax Credit (LIHTC) Program. Visit mhdc.com for Certification Portal instructions and consult the MHDC Compliance Manuals for additional guidance.

1. What is the site address for the CP?

<https://CP.mhdc.com/>

2. When should I start reporting in the CP?

CP reporting is required quarterly beginning when the first unit is occupied and continuing until the property is fully leased. Once the property reaches 100% occupancy, reporting changes to an annual schedule. The Owner/Agent (O/A) must notify MHDC when the property is fully leased so that MHDC can update the property's reporting frequency in the CP system. Average Income Test (AIT) annual reporting is required in the CP and in AMRS for end of year reporting (December 31), and when required or requested by MHDC.

The seasonal reporting schedule below identifies when reporting should begin. The schedule is based on the year in which the last building is placed in service.

SEASONAL REPORTING SCHEDULE			
Placed-in-Service Date	Activity Period Covered	CP Report Due Date	Exhibit A & K and Housing Priority Certification Due Date
1990, 1991, 1992, 1993, 2006, 2010, 2014, 2018, 2022, 2026, 2030, 2034, 2038	April 1 – March 31	April 15	April 30
1994, 1995, 1996, 1997, 2007, 2011, 2015, 2019, 2023, 2027, 2031, 2035, 2039, 2043	July 1 – June 30	July 15	July 31
1998, 1999, 2000, 2001, 2008, 2012, 2016, 2020, 2024, 2028, 2032, 2036, 2040, 2044	October 1 – September 30	October 15	October 31
2002, 2003, 2004, 2005, 2009, 2013, 2017, 2021, 2025, 2029, 2033, 2037, 2041, 2045	January 1 – December 31	January 15	January 31

3. When should the MHDC Exhibit A: Owner's Certification of Continuing Program Compliance be submitted?

In order for resident data to be uploaded in CP, an Exhibit A Annual Owner's Certification of Continuing Compliance must be uploaded in CP first. The Exhibit A must be submitted by the last day of the month following the CP submission due date.

4. Where do I get my initial username and password for CP?

Contact MHDC Asset Management at asset.mgmt@mhdc.com, attention Program Compliance Administrator.

5. What do I do if I forget or accidentally change my username or password?

The assigned CP Super User of the property can log into the system and set up your User ID, Password and assign specific projects to you. Contact your CP Super User for log in credentials. The CP Super User may also reset usernames and passwords under "User Management" in CP.

6. What if the CP Super User does not have the username or password?

Contact MHDC Asset Management at asset.mgmt@mhdc.com, attention: Program Compliance Administrator. The password will be reset to the default.

7. How do I add units in CP?

Proceed to buildings from the main page; proceed to units, select the first blue tab "Unit Definition"; select the first blue tab "New," and enter the unit information.

8. What is the maximum number of characters that can be entered for a unit number?

Five.

9. How do I enter a new reporting period?

This can be done in two ways. 1) Click on the "Change Report Period" button (Buildings screen), then enter the new reporting period, or 2) Enter the reporting period in one unit in each building.

10. How do I change an incorrect report period?

If an incorrect reporting period is entered, it can be corrected. The Change Report Period process is accessed from the buildings sub-menu. Click on the "Change Report Period" button. That will take you to the Change Report Period screen. The current reporting period is the default but can be changed. To change the reporting period, click on the first date box. Enter the correct start date and select the Tab key to move to the next box. Enter the correct ending date and click on the "Update" button.

11. How do I change an incorrect rent change date?

Once a rent change date is saved, CP will not allow a date to be entered that is earlier than the date saved. The CP user must delete that entry by going to Units; Delete Tenant Certs, highlight the entry, and then click Delete. That will return the unit to the prior entry. Correct data may then be entered.

12. What do I do when I receive a "Project Locked" message?

The CP Super User can reset the locked project. The CP Super User must login into CP; select the project and click on the "Use Management" icon on the top right banner. Then, select "Reset Locked Project" on the User Management screen. On the next screen, "On-Site Managers," select the user and click the "Reset Locked Project" button. The project should be unlocked and available to edit.

13. On the "Buildings" Page, under the column "Tenant Recert Status", what does the status, "Not Ready" and "Ready" mean?

The status "Not Ready" means the building is open for the next reporting period (shown below).

The status "Ready" means the building is ready to submit (shown below).

Buildings								
Import Building Data View Details Change Report Period Submit Tenant Certs Proceed to Units Reports Close								
Bldg Select	Building ID Number	Placed in Service Date	Last Report Date	IRS Compliance Status	HOME Compliance Status	Agency Compliance Status	Tenant Recert Status	Last Submission Date
☒	MO-01-12201	06/03/02	12/31/13	In compliance	Not tested	In compliance	NOT READY	00/00/00
☐	MO-01-12202	06/26/02	12/31/12	In compliance	Not tested	In compliance	SUBMITTED	01/15/14
☐	MO-01-12203	06/26/02	12/31/12	In compliance	Not tested	In compliance	READY	00/00/00

14. What is the proper procedure for transfers in CP?

The proper procedure for transfers in the same building is to select the unit and select "Unit Transfer." A unit transfer data box will open displaying only vacant units within the same building or within another building (if building to building transfers are allowed). Enter all the transfer information and click "Update" when completed.

15. I keep getting an error with the message "page unavailable" or "this page cannot be found." What's wrong?

This is typically an internet connectivity problem. CP is supported by either Microsoft Edge or Google Chrome. Verify that your system is connected to the Internet and refresh the page. If you continue to get this error, please reach out to MHDC for further assistance.

16. How do I know my submission was successful?

When your submission is successful you will receive a status box (shown below) stating "In Compliance." Also, at that point, the building is unlocked and you may begin entering the tenant activity for the new reporting period.

Welcome, JRI Management! Thursday, March 8, 2007

Project ID: 01-414 Merchandise Mart Project

Report Submission Status [Data](#)

GENERAL COMPLIANCE INFORMATION		COMPLIANCE TEST RESULTS	
Compliance Status:	IN COMPLIANCE	IRS Compliance Status:	IN COMPLIANCE
Building Numbers:	MO-03-20162	Agency Compliance Status:	IN COMPLIANCE
Report Period:	01/01/06 to 12/31/06	HOME Compliance Status:	NOT TESTED
		Other:	

17. How do I request an extension to submit my CP report?

Extensions are not granted for CP report submissions.

18. What happens if I don't submit my CP report?

Properties that fail to submit their CP report will be placed out of compliance and an 8823 will be issued. Once the report is submitted correctly, a corrected 8823 will be issued and the property will be placed back into compliance.

For additional assistance, contact MHDC Asset Management at asset.mgmt@mhdc.com, attention: Compliance Support.