

# HUD MULTIFAMILY HOUSING



**Serving: Alabama, Florida, Georgia, Kentucky, Mississippi,  
North Carolina, Puerto Rico/Virgin Islands, Tennessee, and  
South Carolina**

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**VOLUME 1, ISSUE 4**

## **Keeping Our Customers Informed**

### **Inside this issue:**

SMAC Conference Bedbug Actions	2
Whitted School Notice H 2016-05	3
Leadership Award Father's Day Account Executives	4
Neighborhood Networks Tracking Homeless	5
SE Region Endorsements St. Patrick's Day Reserve for Replacements	6
8(bb) Housing Notices	7
Employee Highlights Team Building Housing Forum	8
Focus Manor Fair Housing Question TRACS Release	9
Sammies	10
Special Claims Fair Housing	11
Service Coordinator Notes Karen Wray	12
Multifamily Seek and Find	13
A Note from the Editor How to Join a LISTSERV	14



# 15th Annual Southeast Mortgagee Advisory Council Conference



The 15th Annual Southeast Mortgagee Advisory Council (SMAC) Conference recently convened in Atlanta to address the ever changing landscape of Multifamily Housing now and into the future. HUD Regional Administrator Ed Jennings, Jr., provided insightful information during his remarks to over 200 SMAC members and affiliates. Mr. Jennings brought attention to the ongoing need to ensure that properties are in good condition and that the HUD Multifamily Transformation is meeting the demands of an increasing dynamic business environment with improved customer service and accountability.

Briefly touching on Rental Assistance Demonstration (RAD) as a vehicle of opportunity for the preservation of affordable housing, Mr. Jennings gave an update concerning the program to in-

clude financial and tenant related benefits.

RAD was created to give public housing authorities (PHAs) a powerful tool to preserve and improve public housing properties and address the \$26 billion dollar nationwide backlog of deferred maintenance. RAD also gives owners of three HUD "legacy" programs (Rent Supplement, Rental Assistance Payments, and Section 8 Moderate Rehabilitation) the opportunity to enter into long-term contracts that facilitate the financing of improvements.



Throughout the first day attendees covered topics such as architectural and cost changes, updates on the Multifamily Transformation, mortgage credit, 2530 previous participation, valuation and market, and environmental assessments.

During the second day of the conference, Dan Sullivan, HUD Deputy Director, Office of Multifamily Production, Washington; Ruben Brooks, Multifamily SE Regional Center Director; and Marcia Ringo, HUD Production Division Director, Atlanta, led a discussion regarding the Southeast Region's transformation.

The Southeast Mortgagee Advisory Council was established to provide constructive advice and support to HUD's Multifamily Hub leadership and staff and to improve the effective delivery of the FHA multifamily insurance programs in the Atlanta, Greensboro and Jacksonville multifamily housing offices. For many years SMAC and HUD have worked collaboratively to improve business relationships with each other and with interested stakeholders, to make process improvements.



## Bedbug Actions for Owners/Agents

Preventative measures taken by owners and agents (O/A) are the most effective tools in preventing bed bug infestation. Owners and Agents are strongly encouraged to develop an Integrated Pest Management (IPM) Plan.

Minimum steps that should be taken to address any infestation:

- Respond with urgency to any tenant report of bed bugs. Within 24 hours of the tenant report, the O/A should make contact with the tenant, provide the tenant with information about bed bugs, and discuss measures the tenant should take in the unit before the inspection is performed.
- Following a report of bed bugs the O/A, or a qualified third party trained in bed bug detection, should inspect the dwelling unit to determine if bed bugs are present. It is critical that inspections be conducted by trained staff or third party professionals.
- When an infestation is identified, the unit and surrounding units should be treated for bed bugs according to the IPM Plan.
- An O/A may contact HUD to request financial resources for bed bug control. The Hub/PC Director may honor requests for releases from the Reserve for Replacement or Residual Receipts accounts to reimburse an Owner for bed bug treatment.

# Veranda at Whitted School Apartments

## Durham, North Carolina



HUD's Multifamily Southeast Regional Center Director, Ruben J. Brooks, recently attended the groundbreaking at the historic Whitted School in North Carolina. Continuing the ongoing Southside redevelopment in Durham, a groundbreaking ceremony for Veranda at Whitted School was held to celebrate the beginning of construction.

The property was originally established as a high school, later served as an elementary school, and then served as a Junior High before closing. Since the building's closing, it has been utilized for various agencies and community

affairs operations for Durham County.

In late 2015, HUD's Atlanta Multifamily Southeast Region Office issued a firm commitment for an FHA-insured mortgage loan under Section 221(d)(4), for the rehabilitation of the project. The former Whitted Junior High School will be redeveloped by Atlanta-based developer, Integral Group, into 79 homes for the elderly, low-income residents as well as a pre-kindergarten classrooms for 144 children that will be operated by Durham Public Schools. The project is estimated to cost \$21.5 million.

The development of the 79-unit, three story garden style rental community will operate as an affordable elderly apartment community for seniors age 62 and older. Fifty-nine (59) units are restricted to households earning equal to or less than 60% Area Median Income (AMI) and 20 units restricted to households earning equal to or less than 30% of AMI. The site will offer quality housing

units, Low Income Housing Tax Credit (LIHTC), and Section 8 Project-Based Vouchers. The property is anticipated to feature standard energy efficiency features and common amenities such as a library, community center, computer center, indoor and outdoor sitting areas, and an exercise wellness center designed to enhance the quality of living for Durham seniors.

Whitted School will soon become 79 beautiful and affordable homes for seniors in combination with a preschool center on the same property. Construction is expected to be completed in December, 2016.



## Revision of Tenant Participation Requirements

### **Housing Notice H 2016-05, Issued March 31, 2016.**

This Notice restates requirements issued through Notice H 2014-12 and revises penalties for non-compliance. Specifically, the revisions expand the property types that may be assessed civil money penalties to additionally include non-insured projects that have a project-based Section 8 contract that has been renewed under the Multifamily Assisted Housing Reform and Affordability Act of 1997 (MAHRA). In addition, the notice expands discussion of accessible meeting space and clarifies the role of HUD-initiated conciliation in resolving tenant complaints. All other sections of Notice H 2014-12 are incorporated with minor or no revisions.

The Department of Housing and Urban Development's regulations governing tenant participation in multifamily housing projects are found at 24 CFR Part 245 Subpart B. These regulations reflect the Department's commitment to tenant participation, individually and through legitimate tenant organizations as defined in 24 CFR 245.110. The Department believes that tenant participation is an important element to maintaining sustainable projects and communities. This Notice addresses available sanctions and the use of civil money penalties as tools to enforce the Department's commitment to tenant participation.

24 CFR 245.100 provides tenants of a covered multifamily housing project the right to establish and operate a tenant organization for the purpose of address-

ing issues related to their living environment as well as activities related to housing and community development. A tenant organization is considered legitimate if it has been established by the tenants of a multifamily housing project covered under Section 245.10 for the purpose described above, meets regularly, operates democratically, is representative of all residents in the development, and is completely independent of owners, management, and their representatives. The definition of legitimate tenant organization includes "organizing committees" newly formed by residents, and does not require specific structures, written by-laws, elections, or resident petitions.

To view the Notice in its entirety, please [click here](#).



# Willie Taylor

## Winner of the 2016 Georgia DOT Leadership Award



The HUD Multifamily Southeast Regional Newsletter would like to recognize Deputy Regional Administrator, Willie C. Taylor, for winning the Georgia DOT Leadership Award at the 2016 Georgia Commute Honors. [Click here](#) to view the YouTube link.

Over the past twelve months, Mr. Taylor has logged more than 334 clean commutes. Under Mr. Taylor's leadership as Deputy Regional Administrator, his workplace also won Best Overall Program at last year's Georgia Commute Honors.

## Father's Day 2016

For the sixth year, HUD is asking Public Housing Authorities, Multifamily owners, and managing agents to host a Father's Day event during the month of June. The goal of these Father's Day events is to create a space where fathers can connect with their children, and, with the help of local partners such as the DOL funded One Stop Career Centers, provide resources for the Dads. Since the initiative began in 2011, hundreds of events have been held across the country, including an incredible 1,144 events last year. To learn more and find out how you can help go to [www.hud.gov/fathersday](http://www.hud.gov/fathersday). To view the Secretary's video message regarding Father's Day 2016, [click here](#).

## Who Is My Account Executive?

Ever wonder who's your Account Executive, what's their telephone number or how to contact them via email?

Well, the search is over. Visit: [www.hud.gov](http://www.hud.gov), go to State Info, choose the state where your property is located, click on Contact my Local Office, and click Multifamily Housing. You will then see a link that says Multifamily Properties in the State of (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee, Puerto Rico/Virgin Islands). Or, you can go to <http://portal.hud.gov/hudportal/HUD?src=/states/georgia/working/localpo/mfhsg>, and select one of the one of the states listed. Next, select Office Contacts and a list of individuals will appear with their telephone numbers. Or, click on the name of the person you need to contact and an email box will appear.

Selecting "Properties in the State of" will take you to a report that is alphabetical by property name. The report provides the Account Executive's name with their email address and tele-

phone number, IREMS ID and Servicing Site. The IREMS ID is a unique identifier for HUD, it is the 80000000 number that is associated with your property. The Servicing Site identifies which mail box you should use for correspondence.

For example, if the Servicing Site is Atlanta, Birmingham, Columbia, Greensboro, Jackson, Knoxville, Louisville or Nashville, you should send General Correspondence to [ATL.INCOMING@hud.gov](mailto:ATL.INCOMING@hud.gov), Monthly Accounting Reports to [ATL.MARS@hud.gov](mailto:ATL.MARS@hud.gov), and Service Coordinator Grants to: [ATL.GRANTS@hud.gov](mailto:ATL.GRANTS@hud.gov).

If the Servicing Site is Jacksonville or the Caribbean, send general items to be processed to:

[JAX.Incoming@hud.gov](mailto:JAX.Incoming@hud.gov), Monthly Accounting Reports to: [JAX.MARS@hud.gov](mailto:JAX.MARS@hud.gov) and Service Coordinator grant items to: [JAX.GRANTS@hud.gov](mailto:JAX.GRANTS@hud.gov).

follows: request type (9250, rent increase, etc.) IREMS ID, FHA number or contract number, name of project, and name of the state where the property is located.

Make sure the attachment you send is for the property in your subject line and only send one work item per email. Do not copy the Account Executive with the incoming email or monthly account reports. Make sure all of the attachments are PDF files, and not zip files. You may contact your Account Executive directly as a follow up to see if they have received a document or if you have technical questions.

Some states have more than one Servicing Site so pay close attention to what the Servicing Site is for your specific property. We encourage you to visit each of the state webpages for multifamily in Region IV. The webpages also include Staff Directories for each state as well as our newsletters.

Address the subject of your email as

# New Neighborhood Networks Computerized Learning Center In San Juan, Puerto Rico



The San Juan Multifamily team recently coordinated and attended the opening of a new Neighborhood Networks Computerized Learning Center (NN) in the town of Humacao, Puerto Rico at La Estancia Apartments, a multifamily rental project. There are 67 families at the property, including approximately 135 children, that will now have access to computer technology. The NN initiative has been an excellent owner tool to reduce vandalism, and educate families for eventually becoming self-sufficient.

In the picture are representatives of Fernando M. Sumaza Corporation, Inc., owner and identity of interest agent, with Gabriel, a resident and Stefanny Piña, Account Executive from HUD.

## Tracking the Formerly Homeless in Multifamily Assisted Housing

### **Request to Owners to Correct Data for New Move-Ins with Previous Housing Code of 2**

HUD released the **202.D version (MAT 10 Section 2a Field 23)** of the Tenant Rental Assistance Certification System (TRACS) that was effective on March 1, 2015, to facilitate the capture of data on whether or not an individual or family was homeless prior to admission to a multifamily property. Two new codes were added to the MAT10, Section 2 Previous Housing Code field to more accurately report the previous homelessness status. There are now five active codes:

1 = Substandard (**Physically substandard and does not include overcrowding**)

2 = Without or Soon to be Without Housing (**No Longer Valid for New Move-In Certifications**)

3 = Standard

4 = Conventional Public Housing (Owned by Public Housing Agency)

5 = Lacking a fixed Nighttime Residence (**NEW**)

6 = Fleeing/Attempting to Flee Violence (**NEW**)

Previous Housing Code 2 (Without or Soon to be Without Housing) is no longer a valid code for a new move-in tenant certification and property staff should **NOT** select Code 2.

For a tenant moving in (**after October 1, 2015**), who was formerly homeless, property staff should select **Code 5, "Lacking a Fixed Nighttime Residence"** in TRACS. This applies to individuals and families who lack a fixed, regular and adequate nighttime residence, including an individual who resided in an emergency shelter or a place not meant for human habitation, or who is exiting an institution where he or she temporarily resided.

### **Correcting Data**

TRACS Data Quality Checks identified tenant certifications for new move-ins after October 1, 2015, that incorrectly used previous housing code 2. It is essential that TRACS maintains correct data on homeless individuals and families moving into assisted housing, therefore, it

allows property owners and agents to make corrections in the records they create and submit to TRACS.

Check all certifications for residents who moved in on or after October 1, 2015. If the Previous Housing Code of 2 was used incorrectly, please submit a corrected TRACS certification using Housing Code 5.

### **Future TRACS System Enhancement for Previous Housing Code 2**

Multifamily Housing Programs will be upgrading TRACS with a new business rule that generates a fatal error for Previous Housing Code 2. This new business rule focuses on enhancements that improve the reliability of homeless data submitted to TRACS. The new error message will be: "MAT10 rejected. Previous Housing Code = 2 is no longer permitted".

Owners and Agents will be alerted of any future scheduled activities and/or system enhancements that will affect our affordable housing partners.

# Southeast Region Multifamily Housing Loans Endorsed FY 2016



Criteria	#Loans	#Units/ Beds	Amount
241 Improvement/Additions Apts/Co-ops	1	8	\$900,000
NC/SR	25	4,590	\$426,600,000
Refinance 223f and A7 Purchase	59	9,441	\$512,700,000
Risk Sharing	0	0	0
<b>Total</b>	<b>85</b>	<b>14,039</b>	<b>\$940,200,000</b>

## Reserve for Replacement

### Release of Funds Policy for the Southeast Region

- ♦ \$1,000 balance per unit is to be maintained in the Reserve for Replacement Account. However, exceptions may occur for those releases relating to life, health, and safety of the residents and for releases relating to unit turnover needs.
  - ♦ If the asset has a PCNA, then releases will be in accordance with the PCNA.

## St. Patrick's Day Celebration in Jacksonville



Each year on March 17th people across the world celebrate St. Patrick's Day. The celebration originally began as a religious feast for St. Patrick, a patron saint of Ireland, but has since become an international festival celebrating Irish culture. In celebration of St. Patrick's Day, Jacksonville, Florida, Multifamily Housing staff pitched in with all sorts of green food and drinks. It made for an interesting and delicious event.

Pictured to the left are Belinda Koros, Chief, Account Executive Branch 2, and Crystal Cervone, Account Executive, both of the Jacksonville Satellite Office located in Jacksonville, Florida.



## 8(bb) Transaction Benefits Families of Dade Oaks Apartments



Dade Oaks Apartments, was a 69-unit development located in Dade City, Florida. The property was developed by the Pasco County Housing Authority (PCHA) in 1978. All units were assisted under a Multifamily Section 8 Housing Assistance Payment (HAP) Contract.

Dade Oaks had challenges from the very start. The first of which was a slab-on-grade construction, coupled with a location at the bottom of a drainage basin area resulting in ongoing flooding issues. During the rainy seasons, several hundred sandbags were required to divert water from flowing into the units. Over the years, Dade Oaks deteriorated to a level that placed the affordable housing at risk.

PCHA and Gorman & Company (National Housing Developers who specializes in the preservation of affordable housing, construction and revitalization of communities) developed a partnership by way of a request for proposal. The initial vision was for a substantial renovation of Dade Oaks. However, after further study this option was dismissed and in 2014 a plan was provided HUD which included the development of a property to become known as Hilltop

Landings, to mirror Dade Oaks. The proposed financing included a FHA 221(d)(4) mortgage leveraged with 4% Tax Credits, HOME Funds from the Florida Housing Finance Corporation, and subsidy funds from Pasco County. It was contingent upon HUD's approval of the transfer of the Section 8 Budget Authority allocated to Dade Oaks to Hilltop Landings, under Section 8(bb) of the U.S. Housing Act of 1937. Upon completion of this transaction, Dade Oaks Apartments would be demolished and the land would be repurposed. This proposal demonstrated a need and a viable solution to preserve the 69 units of affordable housing.

In August of 2014, HUD approved the proposal. In September 2014, the Firm Commitment for the FHA Mortgage was issued and construction commenced March 2015. Hilltop Landings is nearing 100 percent completion with the issuance of permission to occupy for 51 units, which will allow the 46 families remaining at Dade Oaks to begin relocating to this newly constructed property, with the new 20-year HAP Contract effective June 1, 2016. A Ribbon Cutting Ceremony was held Thursday, May 12, 2016, where partners and supporters including several County Commissioners, Representatives of Senators Bill Nelson and Wilton Simpson, HUD representatives, and most importantly residents of Dade Oaks Apartments, gathered to celebrate the completion of this long awaited new development.

Residents who had been frustrated for

years, are now seeing the opportunity for a brighter future as these 69 affordable housing units at Dade Oaks Apartments have been successfully preserved with the transfer of budget authority to Hilltop Landings under the authority of Section 8(bb).

To view a video clip about this property, [click here](#).

The 8(bb) process is a viable tool for HUD and its Housing Partners to preserve and protect project-based Section 8 Housing in situations such as Opt-Outs; underutilized Section 8 housing due to change in market conditions; replacement of housing that has become functionally obsolete; housing destroyed in a natural disaster; or in cases of enforcement. Guidance relating to Section 8(bb) of the United States Housing Act of 1937 is provided in Housing Notice 2015-03, [click here](#).

For more information about Section 8 (bb), please contact your Account Executive or Debra Varley, Asset Resolution Specialist at 904-208-6056 or by email at [Debra.L.Varley@HUD.gov](mailto:Debra.L.Varley@HUD.gov).



	<b>2016 Housing Notices</b>
<b>Document #</b>	<b>Title</b>
<b>2016-05</b>	<b>Revision of Tenant Participation Requirements in Accordance with 24 CFR Part 245</b>
<b>2016-04</b>	<b>Home Equity Conversion Mortgage (HECM) Program: Loss Mitigation Guidance for HECMs in Default due to Unpaid Property Charges</b>
<b>2016-03</b>	<b>Home Equity Conversion Mortgage (HECM) Program: Home Equity Conversion Mortgage (HECM) Due and Payable Policies</b>
<b>2016-02</b>	<b>Home Equity Conversion Mortgage (HECM) Program: Non-Borrowing Spouse, Mortgagee Options for Home Equity Conversion Mortgages (HECMs) with FHA Case Numbers Assigned</b>
<b>2016-01</b>	<b>Passbook Savings Rate Effective February 1, 2016</b>

# Employee Highlights



**Jennie Chambers-Jones**, is an Account Executive in the Multifamily Housing Division for the Southeast Region, located in the Jackson, Mississippi Field Office. Jennie has worked in the Jackson, Mississippi HUD Office for almost 30 years. She originally came to HUD in 1986 as a Clerk-Typist and a Program Assistant. In 1999, she was accepted into the Upward Mobility Program as a Project Manager in Multifamily Housing Management Division. Jennie likes having the opportunity to work with property owners and managers as they provide affordable housing for families in Mississippi.

Jennie enjoys bowling and is a member of the Jackson Mid-South Bowling Senate. She bowls twice a week, one evening with the Bowlers for Christ League and another evening with the Sunday Night Rookies League. She enjoys competitive bowling across the South and MID-South in The National Bowling Association, Inc. and the United States Bowling Congress bowling tournaments. Her second hobby is watching football and is a huge fan of the Dallas Cowboys.

Jennie's daughter has inherited her love of sports and is working on a Master's degree in Sports Management and is the Assistant Manager of Athletic Media Relations at Jackson State University.

**Jessica Carlson** is an Account Executive in the Multifamily Housing Division located in the Louisville, Kentucky Field Office. Jessica has worked in Multifamily since July 2001. She began her HUD career while still in college working toward her Bachelor's degree in Business Administration and finance at the University of Kentucky, as a student intern.

During the past year, Jessica participated in the HUD Management Development Program, shadowing the Kentucky Field Office Director. At the conclusion of her Program, Jessica returned to coach the next class. She has demonstrated strong leadership skills in various projects involving the reorganization of the Multifamily Housing Division. She is a navigator for Wave 5 after receiving training by participating in two weeks of boot camp divided between New York and San Francisco and three weeks of asset management training in Baltimore during Wave 4.



Jessica was recognized by the Louisville Office in the fall of 2015, by being named Employee of the Year for the HUD Kentucky Office.

*(Pictured above is John Hamm, Chief, Account Executive Branch, Jessica Carlson, and HUD Kentucky Field Office Director, Christopher Taylor.)*

## Team Building in Birmingham



Staff from Division 1, Branch 2 (Alabama), participated in Earth Week by cleaning out old workstations, files, and electronically storing records in the Birmingham, Alabama Office that remained post Multifamily Transformation. In addition, the Branch honored Gail Hector, Program Assistant, for Administrative Professionals week with some snacks and gifts selected for her while making time for internal trainings and staff meetings. The team enjoyed an afternoon of creativity at Do It Yourself Crafts in Homewood, Alabama.

## Atlanta Regional Housing Forum

Staff from Division 1, Branch 2, (Georgia) attended the quarterly Atlanta Regional Housing Forum at St. Luke's Episcopal in downtown Atlanta. The Forum's topic was Equitable Transit Oriented Development (ETOD), a concept involving careful development of housing, office, retail and other amenities in a walkable neighborhood within a half mile of public transportation. Representatives from MARTA provided schematics for ETPDs at 4 prominent MARTA stations. Many of these developments involve HUD participant Columbia Residential. Development plans involve FHA financing. For more information [click here](#).



# Focus Manor - Louisville, Mississippi



Focus Manor was conceived by Pastor George Miller as a way to provide much needed homes for persons with disabilities in the Louisville community. Pastor Miller's vision was made possible by a HUD grant through the Section 811 program. Focus Manor consists of thirteen one-bedroom apartments and one two-bedroom apartment. All apartments are designed to be wheelchair accessible. A large lobby is provided for group activities and social interaction. Laundry facilities and a large patio are also provided for use by the residents. All are contained in a single story building.

Focus Manor was constructed using the LEED for Homes rating system, as administered by the U.S. Green Building Council. A LEED Gold certification was awarded to the project. Focus Manor was built with special attention to details related to energy efficiency, by providing tightly sealed joints and highly insulated walls and attic spaces. Energy efficient appliances, heating and cooling equipment, water heaters, plumbing fixtures, and light fixtures were selected for use in this project.

The exterior features of the building and the lawn areas were designed to promote further energy efficiency by use of heat reflective materials and large roof overhangs to shade windows, as well as drought tolerant landscaping and the use of ground cover to reduce the amount of lawn maintenance. Excessive storm water drainage will be collected on-site and released slowly in order to promote good conservation practices.

Construction materials and resources were selected that would reduce waste and promote locally manufactured items. All materials were required to comply with Emission and Recycled Content Standards in order to qualify for LEED credit points.

Special attention was given to providing a higher level of indoor air quality for the facility. This was accomplished by sealing all air leakage points and by introducing fresh air into the living units and common use areas. Low volatile organic compounds (VOC) paint was chosen for the interior spaces. No products containing formaldehyde were utilized on this project.

Focus Manor is providing a high degree of energy efficiency, comfort, and economic benefits for its residents, as power usage and water consumption are greatly reduced.

## Fair Housing Question of the Quarter

**Dear Fair Housing Equal Opportunity Specialist: Do I really have to ask potential residents if they require the use of an accessible unit? Sincerely, A Concerned Owner.**

**Reply:** Yes! All applicants and current residents at lease renewal must be asked if they require the use of the features of an accessible unit. However, owners and agents are not to ask what the disability is, because that would be in violation of the Fair Housing Act. Owners and agents must ensure that all residents, that have a physical disability that would require the features of an accessible unit, have an opportunity to lease a unit that meets their needs. Units do not have to be designated as a handicap unit to be considered usable as an accessible unit. This is a requirement regardless whether or not the property receives subsidy. All properties fall under the Fair Housing Act and must have measures in place to allow reasonable accommodations to perspective and current tenants.

## TRACS Release 202D (MAT 10 Section 2a Field 23)

Property owners and agents of assisted housing are reminded that HUD released the 202D version of TRACS on March 1, 2015. There are now five active codes for the MAT10, Section 2 Previous Housing Code field. When a tenant moves in (after October 1, 2015), who was formerly homeless, property staff should select code 5, "Lacking a Fixed Nighttime Residence" in TRACS. Property staff should NOT select Code 2, "Without or Soon to Be Without Housing," as it is no longer a valid entry for new move-ins. If any transmissions have been coded a 2, please correct to code 5 and resubmit.

It is critical that TRACS maintains correct data on homeless individuals and families moving into assisted housing. This is why TRACS allows property agents and owners to make corrections in the records they create and submitted to TRACS. Not making this correction could possibly be a finding on the property's next management and occupancy review.

# 2016 Samuel J. Heyman Service to America Medals



Federal employees are responsible for many noteworthy and inspiring accomplishments that are seldom recognized or celebrated. The Samuel J. Heyman Service to America Medals (Sammies) highlight excellence in our federal workforce and inspire other talented and dedicated individuals to go into public service. Ms. Yolanda Perez, currently a Senior Account Executive at the San Juan Multifamily Office in Puerto Rico, was nominated by the Partnership for Public Service for the Career Achievement Award, one of the seven award categories. This medal recognizes a federal employee for significant accomplishments throughout a lifetime of achievements in public service. Nominees must have at least 20 years of career federal civil service to compete.

Yolanda commenced her federal career with the U. S. Department of the Navy in 1978. Throughout her years of service with the Department of Defense in the Equal Opportunity Program field, she was the recipient of the Navy Fellowship Program, which assisted in the bringing of women into non-traditional occupations in the Federal civil service for Naval installations in the Southeast Region of the United States. She was also

named Federal Woman of the Year for establishment of the only and first FEW Chapter in Puerto Rico.

Moving into the world of housing with the U. S. Department of Housing and Urban Development in 1987, she contributed to the establishment of a profitable Employee Recognition Program while performing as Personnel Manager. Subsequently, she rotated thru special work assignments with the Fair Housing and Equal Opportunity Division at the San Juan HUD Office. Upon the transfer of administrative functions from the New York HUD Office to the Atlanta HUD Office, Ms. Perez accepted a reassignment as Chief, Loan Management Branch in 1992. Under her supervision, she was part of the establishment of a Settlement between the former Urban Renewal Corporation, a government-related housing provider that was abolished by law. The proceeds of this action resulted in recapturing over \$42 million dollars of Section 8 HAP assistance to be retained in a Special Escrow Account for affordable housing initiatives for the 78 communities in Puerto Rico. Otherwise, these funds would have been recaptured at the HUD Headquarters level and not have been reserved specifically for Puerto Rico properties.

She became a mother in 1995, resigned her position as Branch Chief, and was reassigned as a Senior Project Manager. As such, she was the Departmental Enforcement Center (DEC) liaison and assisted in the foreclosure of two insured Hospitals on the Island. The sale of these 2 assets returned to the Department \$18 million dollars after paying the FHA insurance claim. Dealing with seriously troubled projects, she was instrumental in recovering \$2.5 million dollars of unauthorized distributions from a debarred owner, and recouped about \$3 million

dollars from owners unwilling to pay Section 201 Flexible Subsidy Loans granted in 1983.

A business teacher by profession, Yolanda loves to teach, and is known by the multifamily stakeholders as an excellent presenter and speaker in multifamily development and management programs. Working as a team member with other Account Executives in the San Juan Office, she has encouraged and subsequently opened Neighborhood Networks Computerized Learning Centers at about 20 sites, reducing vandalism and encouraging families to be self-sufficient.

As a community leader, she is the President of the Puerto Rico Association of American Mothers, Inc., a non-governmental organization (NGO) accepted to work at the United Nations in favor of family sustainability issues, community engagement in support of no human trafficking, and women progressing towards technology. She is also the National Treasurer of their Board of Directors, headquartered in Washington, DC. She contributes on housing counseling issues for the poor as a radio broadcaster at a local radio station in Puerto Rico.

During her 38 years of continued Federal service, Ms. Perez has been awarded many outstanding performance achievement awards, has attended courses at Cornell University on Labor Law, at the University of Maryland at College Park for Community Development programs, and at the University of Harvard in their Public Trust program.

The 36 finalists, from more than 350 nominations, were announced the first week of May during Public Service Recognition Week. Honorees will be recognized at an awards gala in Washington, D.C. in the fall.

## It's Summer Time!

As we enter the summer season it is time to begin our spring cleaning! Remember pressure washing parking areas will help to make your asphalt last longer and look more appealing. Laundry rooms should be cleaned on a regular basis, but now that it is summer, consider giving it a deep cleaning. Flowers, shrubs and trees that you planted in early spring are probably ready for pruning. Make sure tree limbs do not touch your buildings and roofs and that shrubs do not block egress.

# Special Claims Processing Points of Contact for the Southeast Region

The Southeast Region has designated 3 points of contact for Special Claims processing to assist with the timely processing of these requests. These contacts have been assigned based on the 3 Divisions of Asset Management:

**Vernell Stephen**  
(Atlanta Asset Management Division 1)  
**Linda Magee**  
(Atlanta Asset Management Division 2)  
**Mike Hoffon**  
(Jacksonville Asset Management Division)

Special Claims for properties assigned to Atlanta Asset Management Division 1 and 2 should continue to be emailed to [ATL.Incoming@hud.gov](mailto:ATL.Incoming@hud.gov) and for properties assigned to the Jacksonville Asset Management Division should be emailed to [JAX.incoming@hud.gov](mailto:JAX.incoming@hud.gov). Please do not email special claims directly to the POC but to the correct incoming mail box. The point of contacts will be reviewing and approving your requests and may be reaching out to you for additional information. Here is their contact information for questions:

Special Claims POC	Phone Number	Email Address	
Vernell Stephen	803-765-5692	<a href="mailto:Vernell.d.stephen@hud.gov">Vernell.d.stephen@hud.gov</a>	Atlanta AM Div #1
Linda Magee	601-608-1766	<a href="mailto:Linda.s.magee@hud.gov">Linda.s.magee@hud.gov</a>	Atlanta AM Div #2
Michael Hoffon	904-208-6107	<a href="mailto:Michael.g.hoffon@hud.gov">Michael.g.hoffon@hud.gov</a>	Jacksonville AM Div

To assist you in determining which office your project is serviced from, please look the property up by location in the list by State found at the following links:

Southeast Multifamily Region: <http://portal.hud.gov/hudportal/HUD?src=/states/georgia/working/localpo/mfhsg>  
Jacksonville Satellite Office: <http://portal.hud.gov/hudportal/HUD?src=/states/florida/working/mf>

## Fair Housing—It's Your Right



The Fair Housing Act protects people from discrimination when they are renting, buying, or securing financing for any housing. The prohibitions specifically cover discrimination because of race, color, national origin, religion, sex, disability and the presence of children.

Complaints filed with HUD are investigated by the Office of Fair Housing and

Equal Opportunity (FHEO). If the complaint is not successfully conciliated, FHEO determines whether reasonable cause exists to believe that a discriminatory housing practice has occurred. Where reasonable cause is found, the parties to the complaint are notified by HUD's issuance of a Determination, as well as a Charge of Discrimination, and a hearing is scheduled before a HUD administrative law judge (ALJ). Either party - complainant or respondent - may cause the HUD-scheduled administrative proceeding to be terminated by electing instead to have the matter litigated in Federal court. Whenever a party has so elected, the Department of Justice takes over HUD's role as counsel seeking resolution of the charge on behalf of the aggrieved persons, and the matter proceeds as a civil action. Either form of action - the ALJ proceeding or the civil action in Federal court - is subject to review in the U.S. Court of Appeals.

The Fair Housing Act covers most housing. In some circumstances, the Act exempts owner-occupied buildings

with no more than four units, single-family housing sold or rented without the use of a broker, and housing operated by organizations and private clubs that limit occupancy to members.

HUD is ready to help with any problem of housing discrimination. If you think your rights have been violated, the Housing Discrimination Complaint Form is available for you to download ([click here](#)), complete and return, or complete online and submit, or you may write HUD a letter, or telephone the HUD Office nearest you. You have one year after an alleged violation to file a complaint with HUD, but you should file it as soon as possible.

If you are disabled, HUD also provides, a toll-free TTY phone for the hearing impaired at 1-800-927-9275, interpreters, tapes and braille materials, and assistance in reading and completing forms.

For more information, [click here](#).



# Service Coordinator Notes

There is a bit of confusion as to where to send things regarding the Service Coordinators in Multifamily Program (SCMF) grants. If you are confused, hopefully this information will help you out.

Remember the only form you are NEVER to send via email is the HUD-27054, LOCCS Access Authorization Form. The reason we cannot accept the form by electronic means is that the form contains protected personally identifiable information. The HUD-27054 form needs to be mailed by regular mail or shipped to the Grants Specialist servicing the grant.

We encourage all other information related to the SCMF grants be emailed to the following mailboxes.

## If the SCMF grant number starts

### with:

AL, FL, KY, NC, SC, or PR  
GA, MS or TN

### Send email to:

[JAX.Grants@hud.gov](mailto:JAX.Grants@hud.gov)  
[ATL.Grants@hud.gov](mailto:ATL.Grants@hud.gov)

### Grants Specialist

Debra D. Gaddy  
Donna Dudgeon

### Telephone

904-208-6156  
678-732-2942

## Highlighting Service Coordinators

Service Coordinators are definitely an asset to the properties they serve. Our plan is to spotlight a Service Coordinator in each issue of this newsletter. Our first profile is a Service Coordinator at Savannah Summit, in Savannah, GA. Karen Wray has been a Service Coordinator since 2003 and will be retiring at the end of May. Here is her profile:



♦ How did you come to be a Service Coordinator?

**As a social worker I chose to change my focus 13 years ago to seniors following positive experiences with church visitation. Besides, I too was aging, wanted to age successfully, and pass it on!**

♦ What is your favorite part of being a Service Coordinator?

**Watching residents problem solve and feel good about their accomplishments.**

♦ In 10 words or less, what does a typical workday look like?

**Paperwork and then meet with residents, both scheduled and unscheduled.**

♦ Explain how you feel a Service Coordinator benefits a property and its residents.

**Residents receive consistent personal, social and home management support from a Service Coordinator. As more wellness events become available, the property gains a stronger, more cohesive community.**

♦ If you could change one thing about service coordination what would it be?

**Have access to more transportation services because it limits residents' access to activities in the community.**

♦ What is your most memorable experience as a Service Coordinator?

**Organizing a successful 4-week exercise program (2K a DAY) including walking and chair exercises.**

♦ What advice do you have for new Service Coordinators?

**Take advantage of the flexibility to bring new services and activities to the building as well as get residents involved in the planning.**

♦ You will be retiring at the end of May, what are your plans in retirement?

**Remain a community advocate for seniors through local coalitions, read, exercise, visit with family and work more counted cross stitch projects.**

Best wishes for a long and enjoyable retirement!



# Multifamily Seek and Find



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P G Z E N I T H U R O S C A G I E H  
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Pair  
Quick  
Rate

Trade  
Use  
Volunteer  
Warranty  
Xray  
Youth  
Zenith

## *A Note from the Editor*



We hope this issue of the Multifamily Housing Southeast Regional News, will be beneficial to you and your staff. It is our intention to provide you, our customers, with a newsletter several times throughout the year about events, changes, and issues that affect you. Please feel free to forward the newsletter on to whomever else you may feel would benefit from it. Suggestions for topics are always welcome. Please direct your suggestions to my attention, Janice S. Gordon, Senior Account Executive, (aka Editor in Chief) via email at: [Janice.S.Gordon@hud.gov](mailto:Janice.S.Gordon@hud.gov).

You may also contact me by telephone at 904-208-6003.

To receive future copies of this newsletter, if you did not receive this one directly, please contact your local HUD Multifamily Office, or sign up for one of the LISTSERVs listed at the right.

## HOW TO JOIN A MULTIFAMILY LISTSERV

A Multifamily LISTSERV is an electronic mailing list for housing partners. The goal is to provide our partners with notices, updates, and technical information electronically instead of by mail. You are encouraged to join a LISTSERV by following these instructions:

- [www.hud.gov](http://www.hud.gov)
- Click on RESOURCES
- go to Mailing Lists
- Select a state from the list on the right side of the page
- Click on the appropriate multifamily link \*
- Enter your complete email address

You will receive a confirmation email which needs to be responded to within the required time frame and then you will be added to the list. This will enable you to receive a copy of all messages that are transmitted from this list.

\*The following is a list of Multifamily mailing lists by state in Southeast Region IV:

- Alabama—Birmingham Multifamily Program Center
- Florida—Jax/Orl MF HSG
- Georgia, Puerto Rico/U.S. Virgin Islands, and Tennessee—Atlanta Multifamily Housing Hub Partners
- Kentucky—KY MF Owners and Management Agents
- Puerto Rico—San Juan Field Office Multifamily Program Center

Jacksonville Satellite Office  
FHA Office of Multifamily Housing  
400 West Bay Street, Suite 1015  
Jacksonville, FL 32202  
904-232-1777  
FAX: 904-232-1532

