

HUD MULTIFAMILY HOUSING SOUTHEAST REGIONAL NEWS

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



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Business As Usual

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Office of Asset Management and Portfolio Oversight (OAMPO)



Toby Halliday, Director, Office of Asset Management and Portfolio Oversight (OAMPO), recently visited the Jacksonville Satellite Office, along with Don Billingsley, Multifamily Regional Director, Southeast Region. Mr. Halliday and Mr. Billingsley discussed various Multifamily Housing programs, initiatives, and upcoming changes with HUD staff.

OAMPO is an office within Multifamily Housing that promotes the highest standards of asset management practices. OAMPO is responsible for the portfolio of multifamily assets after the development phase. Its goal is to support the targeted Multifamily Housing mission within the broader mission of HUD. This is accomplished through the development of supporting policies and interpretation of policy, control of participation in the multifamily asset programs, oversight of lender and field servicing activities—including multifamily management and field operations and management of relationships with internal and external partners.



Celebrating Puerto Rico's First EnVision Center



Photo: Centros Sor Isolina Ferré designated as Puerto Rico's first EnVision Center. Southeast Administrator Denise Cleveland-Leggett, Deputy Regional Administrator Michael Browder and Field Office Director Efraín Maldonado celebrate with the center staff and Board Members.

The Centros Sor Isolina Ferré (CSIF) recently celebrated multiple successes when receiving an EnVision Center designation and reaching 50 years of service to the island of Puerto Rico. Southeast Regional Administrator Denise Cleveland-Leggett presented the organization with the designation because of their effective combination to promote leadership, supportive services, and opportunities for education and job training that have positively changed the course for youth and their families.

"When Secretary Carson gave regional leadership the opportunity to determine the best places to establish EnVision Centers, high on my list was an organization in Puerto Rico. We went to different centers, but I was impressed with Centros Sor Isolina Ferré. I was impressed not only by their facilities, but by its core foundation. Leadership is the key to the success of every human being," Cleveland-Leggett said.

"We are very proud to be the first organization designated as an EnVision Center in Puerto Rico," Luis E. Ortiz, CEO for CSIF, added. "This important designation recognizes our work of 50 years in favor of the communities with greatest need and will open doors to benefits and relationships to expand the services to our participants."

CSIF is a non-profit organization dedicated to community revitalization through educational initiatives, such as early childhood development centers and alternative high school programs; vocational training programs; prevention and health initiatives.

Giving Back to the Columbia South Carolina Community



Photo: From back – Katie Michalovic, Fatima Pittman, Sherry Copeland, Pam Scott, Brad Eoatt and Aaron Gagne off to the side.

A team of employees from the South Carolina Field Office recently volunteered at the Harvest Hope Food Bank, helping to prepare more than 2,000 bags of food.

Harvest Hope's Columbia, South Carolina location serves an average of 160 individuals every day,

with holiday numbers reaching well over 250 per day. The agency distributed over 22.9 million meals last year and fed approximately 40,425 people a week.

"It was great getting out of our normal office routine to help others," Maurice Handy from the Office of Fair Housing and Equal Opportunity said. "Harvest Hope Food Bank, like many other organizations that assist the community need volunteers. It reminds me of my military career and the camaraderie at work. We were able to laugh, relax in a different atmosphere, and learn more about others. I look forward to the next opportunity because helping is what "WE" do at HUD."

Started in 1981, Harvest Hope Food Bank provides the needs of hungry people by gathering and sharing quality food with dignity, compassion, and education for the residents of Columbia. The agency now feeds the hungry across 20 counties in South Carolina.

Black History Month—Nat Glover



During Black History month, Nathaniel "Nat" Glover, Jr. visited the Jacksonville Satellite Office to speak about his career as the first African-American elected as sheriff in the State of Florida, serving two terms from 1995 to 2003.

A lifetime resident of Jacksonville, Florida, he joined the Jacksonville Sheriff's Office (JSO) in 1966 as an officer, became an investigator in the Detective Division in 1969, and was promoted to Sergeant in 1974. In 1991, he was named Director of Police Services, which is one of the JSO's top positions.

After retiring from the Sheriff's Office, Mr. Glover became President of Edward Waters College, which is Florida's oldest independent school for higher education. It is also the first historically black college (HBCU) established in the state of Florida. The school was originally opened in 1866, with the name being changed to Edward Waters College in 1892 in honor of the third Bishop of the AME Church. Mr. Glover served as the 29th President of the college from 2010 until his retirement in 2018.

Connect with us on Twitter and LinkedIn for job postings and headquarters news!

Introducing New Multifamily Staff in Jacksonville Satellite Office



Denise Hoban, Information Specialist, came to HUD from the Small Business Administration's Government Contracting and Business Development Department in Washington, DC. There her role focused on data engineering and analysis of federal prime procurement contracts. Previously Denise worked in healthcare focusing on hospital finance and information technology support, insurance data analysis, and human resources/workforce analytics.

Denise is married and has two adult sons living in Reno, Nevada. In her spare time, Denise loves all things creative from wall décor to jewelry.

Thelma Hutchinson, Construction Analyst, came to HUD from Veterans Affairs in Indianapolis, Indiana, where she was a Senior Appraiser/Specially Adapted Housing Agent. Previously Thelma worked as a civilian for the Department of the Navy at Camp Pendleton.

Thelma moved to Jacksonville in December 2019 with her two dogs. She is enjoying the Florida weather and discovering what the Jacksonville area has to offer.



Charles Jones, Account Executive, Account Executive Branch 2, is a Marine Corps veteran who has prior experience with the FDIC and the Department of the Navy. He is a native of Jacksonville, Florida.

Charles has two master's degrees, one in Finance and the other in Business Administration. In his spare time he enjoys working in his garden and volunteering with local non-profit organizations throughout the city.

Tyra Mason, Account Executive, Account Executive Branch 1, is a Florida native who relocated to Jacksonville in January after spending four years with the Social Security Administration in Kansas City, Missouri. She has an undergraduate degree in Criminal Justice and a graduate degree in Public Administration from Florida A&M University and a graduate degree in Legal Administration from the University of Denver.

In Tyra's spare time she enjoys reading, going to the beach, spending time with her family, and watching college football.



Clarimarie Mullen, Program Assistant, Account Executive Branch 3, came to HUD from the Department of the Navy in Great Lakes, Illinois. She has an undergraduate degree in Labor Relations and a graduate degree in Business Administration.

In her spare time Clarimarie enjoys the outdoors, exercise, and spending time with her son. Now that she is in Florida, she plans to spend time at the beach.

Jacalyn Slemmer, Account Executive, Account Executive Branch 1, has worked in the housing industry for 29 years. Prior to coming to HUD she was the Housing Chief/Asset Manager at White Sands Missile Range. Her housing experience includes being the executive director of a housing association, asset management, and real estate sales.

Jacalyn has a master's degree in Business Administration.



SECRETARY BEN CARSON LAUNCHES AFFORDABLE HOUSING BUS TOUR

HUD News—The nationwide tour will focus on eliminating barriers to affordable housing development.

LOUISVILLE, KY -- U.S. Department of Housing and Urban Development (HUD) Secretary Ben Carson recently kicked off the “Driving Affordable Housing Across America Bus Tour” in Louisville, Kentucky, where he toured St. Cecilia Senior Housing Apartments, a public private partnership that provides affordable housing to a portion of Louisville’s low-income, senior citizens. In addition to the tour, Secretary Carson participated in a roundtable with community members aimed at reducing regulatory barriers to affordable housing and innovative ways to create more affordable housing; particularly for Louisville’s most vulnerable populations.

“It was a pleasure to kick off our ‘Driving Affordable Housing Across America Bus Tour’ at St. Cecilia Senior Housing Apartments in Louisville today,” said Secretary Carson. “This affordable housing development is a model that should be replicated in other communities across our nation.”

“Families, businesses, nonprofits, and community leaders all have concerns about the rising cost of housing,” continued Secretary Carson. “This bus tour is an opportunity to bring everyone to the table so we can work together to eliminate outdated regulations and increase our nation’s supply of affordable housing.”

The “Driving Affordable Housing Across America Bus Tour” is a part of the work Secretary Carson

is undertaking as the Chair of the [White House Council on Eliminating Regulatory Barriers to Affordable Housing established in June 2019](#). The Council’s eight Federal member agencies are engaging with governments at all levels—State, local, and Tribal—and other private-sector and non-profit stakeholders on ways to increase our country’s housing supply so more Americans have access to affordable housing.

Secretary Carson’s “Driving Affordable Housing Across America Bus Tour” will run through June 2020. For more information on Council’s work and tour locations, please visit www.hud.gov/drivingaffordablehousing or follow along via social media using #DrivingAffordableHousing.



Operating Cost Adjustment Factors (OCAFs) for Fiscal Year 2020

RHIPP Listserv Posting #433

The Operating Cost Adjustment Factors (OCAFs) for fiscal year (FY) 2020, were published on November 22, 2019, in the [Federal Register](#). These factors are used for adjusting or establishing Section 8 rents under the Multifamily Assisted Housing Reform and Affordability Act of 1997 (MAHRA), as amended, for projects assisted with Section 8 Housing Assistance Payments. The factors are effective February 11, 2020.

The FY 2020 Multifamily Utility Allowance Factors, which may be used to adjust baseline utility allowances prepared in accordance with Housing Notice 2015-04, are also now available on [HUDUser](#).

To view the RHIP Tips Archives, under "Listserv-Multifamily RHIP Tips" at http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh/rhiip/mfhrhiip

To sign-up for the Listserv, to receive current RHIP related information from HUD <http://portal.hud.gov/hudportal/HUD?src=/subscribe/maillinglist>

HUD ISSUES GUIDANCE ON REASONABLE ACCOMMODATIONS UNDER THE FAIR HOUSING ACT RELATING TO ASSISTANCE ANIMALS

HUD News—WASHINGTON – The U.S. Department of Housing and Urban Development (HUD) recently announced the publication of guidance clarifying how housing providers can comply with the Fair Housing Act when assessing a person's request to have an animal in housing to provide assistance because of a disability.

The Fair Housing Act prohibits discrimination in housing against individuals who have disabilities that affect a major life activity. The Act requires housing providers to permit a change or exception to a rule, policy, practice, or service that may be necessary to provide people with disabilities that affect a major life activity an equal opportunity to use and enjoy their home. In most circumstances, a refusal to make such a change or exception, known as a reasonable accommodation, is unlawful. A common reasonable accommodation is an exception to a no pet policy. A person with a disability that affects a major life activity may require the assistance of an animal that does work, performs tasks, or provides therapeutic emotional support because of the disability. Housing providers may confirm, if it is not apparent, whether the requested accommodation is needed because of a disability that affects a major life activity and is a reasonable request.

This new Assistance Animal Notice will help housing providers in this process by offering a step-by-step set of best practices for complying with the Act when assessing accommodation requests involving animals and information that a person may need to provide about his or her disability-related need for the requested accommodation, including supporting information from a health care professional. [Read the Notice.](#)

"Countless Americans rely on assistance animals to fill a void, providing

individuals with disabilities with the means to have a home that supports their quality of life," Secretary Ben Carson stated. "In my many discussions with housing providers and residents impacted by the need for assistance, I recognized the necessity for further clarity regarding support animals to provide peace of mind to individuals with disabilities while also taking in account the concerns of housing providers. Today's announcement responds to the ambiguity surrounding proper documentation for assistance animals with clarity and compassion to provide an equal opportunity for a person living with a disability to use and enjoy their home."

"For decades, HUD has recognized the rights of individuals with disabilities to keep an assistance animal in the home where it is a reasonable accommodation," Anna María Fariás, HUD's Assistant Secretary for Fair Housing and Equal Opportunity said. "Housing is unique, and a person with a disability that affects a major life activity might need an animal that provides support in ways that is not readily apparent to housing providers. For example, veterans or senior citizens may need the assistance or therapeutic support of an animal to help them cope with the symptoms of a disability that affects a major life activity. This guidance will help housing providers to recognize the important way assistance animals can improve the lives of persons with disabilities and to meet their obligation to grant such accommodations."

HUD General Counsel Paul Compton added, "With the Assistance Animals Notice, both housing providers and individuals with disabilities will better understand their rights and obligations under the Fair Housing Act regarding assistance animals, particularly emotional support animals. For

housing providers, this is a tool that can be used to help them lawfully navigate various sets of sometimes complex circumstances to ensure that reasonable accommodations are provided where required so that persons with a disability-related need for an assistance animal have an equal opportunity to use and enjoy their housing. The guidance will help ensure that these important legal rights are asserted only in appropriate circumstances."

Additionally, this new Assistance Animal Notice provides information on the types of animals that typically may be appropriate and best practices for when the requested animal is one that is not traditionally kept in the home. It also provides information for both housing providers and persons with disabilities regarding the reliability of documentation of a disability or disability-related need for an animal that is obtained from third parties, including internet-based services offering animal certifications or registrations for purchase.

Because they apply to more types of facilities than housing, the laws applicable to public accommodations and government funded facilities, including Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, while sometimes overlapping with the Fair Housing Act, have different, and sometimes narrower, requirements. Similarly, public transportation and common carriers, such as airlines, are also subject to different rules. The Assistance Animal Notice does not address those circumstances. Persons who believe they have experienced housing discrimination may file a complaint of discrimination by contacting HUD's Office of Fair Housing and Equal Opportunity at (800) 669-9777 or visiting [How to File a Complaint](#) on HUD's website.

Southeast Region Multifamily Housing Loans Endorsed in FY 2020

Criteria	#Loans	#Units/ Beds	Amount (Millions)
241 Improvement/Additions	1	225	\$2,600,000
New Construction and Substantial Rehabilitation	28	5,440	\$761,400,000
Refinance 223f and A7 Purchase	38	6,657	\$578,600,000
Total	67	12,322	\$1,342,600,000

Utility Allowance Factors

The FY 2020 Multifamily Utility Allowance Factors, which may be used to adjust baseline utility allowances prepared in accordance with Housing Notice 2015-04, are available on [HUDUser](#).

2020 Median Gross Rents by Zip Code are Now Available on the Section 8 Renewal Policy Site

Median Gross Rents are used to determine when HUD will procure a third party rent comparability study (RCS) in conjunction with Section 8 Project-based Rental Assistance rent setting. Section 9-14 of the Section 8 Renewal Policy Guide provides instructions for comparing the median rents, as derived by an owner's appraiser in a RCS, with Census Bureau estimates of the median rents in the project's zip code. When the median rent in the owner's study exceeds 140 percent of the median gross rent by zip code, then HUD must commission a third-party RCS for comparison purposes. The new median gross rents are effective for any RCS signed by the owner's appraiser on or after February 11, 2020.

[Click here](#) to access the Section 8 Renewal Policy Site.

Ask the Grant Specialist



Erica Shaw, HUD Grant Specialist,
Jacksonville Satellite Office

Question: Who is required to complete the HUD's Standard for Success (SfS) reporting? Is this reporting only applicable to Service Coordinators funded through a grant, or are Service Coordinators that are funded through a budget required to submit reports to HUD?

Response: Back in 2017, during the pilot program, Standards for Success was a voluntary initiative. However, as of 2019, SFS has replaced the HUD-92446 Semi-Annual Performance Report as the new reporting framework for the Multi-family Housing Service Coordination Program. Yes, it applies to both budget-based and grant recipients. An explanation of the full SFS program can be found at the following link: <https://www.hudexchange.info/programs/standards-for-success/mfsc/>

All grant recipients were automatically enrolled in the SFS program. However, budget-based recipients were instructed to sign up on their own. The site to register can be found here:

https://docs.google.com/forms/d/e/1FAIpQLSeFh7xMGzhLcmMC2VA-Cif9d_dqiabgigNiNDrtLQcHavHBGw/viewform

A popular question that I get is how reports are uploaded to SFS. The SFS link above describes the process in more detail. Most Service Coordinators are already using one of the below forms of software to produce the forms. These are the compatible software links:

- **GrantSolutions inForm**—This is the cost-free HUD-provided online data collection and reporting tool found at [GrantSolutions](#). For additional user access to your GrantSolutions inForm account, please complete, sign, and submit the [GrantSolutions User Account Request Form](#) to help@grantsolutions.gov.
- **AASC Online**—This online data collection and reporting software is to be used by current AASC Online members. Interested SfS participants may voluntarily join this service at any time by going to [AASC Online](#).
- **FamilyMetrics Software**—This online data collection and reporting software is to be used by current FamilyMetrics members. Interested SfS participants may voluntarily join this service at any time by going to [FamilyMetrics](#).
- **Other Case Management System**—If you choose to use another case management system, it must render for submission either an XML or Excel file per the HUD-provided XML and Excel file templates.

File Templates

[XML File Template](#)

[Excel File Template](#)

Instructions

[Quick Sheet: Upload Report to OLDC in Excel or XML Format](#)

If anyone is having any trouble with signing up or has questions about the SFS site in general, here is a list of helpful contacts follow this link: <https://www.hudexchange.info/programs/standards-for-success/contacts/>.



Multifamily Housing Seek and Find

Y S T Z O O Y P K T R N U W P G Y B Q
G V I P T L X R X E I L Y G R E N E U
W I D D H B N K O C U T R O P E R Q A
H C G E R L T O R T A Q R R O F Q Z L
Z T O P T J Z C K L U R I X L T G H I
I I R A S J E L I P T T S N A E P L T
M M Y R E U T B T E E J A O U G A S Y
C N R T R J I L C G L Q E T N A R D E
A A U M E C V V H R H L G H S G N K S
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Affordable
Bus
Carson
Department
Energy
Fine
Guaranty
Housing
Interest

Join
Kitchen
Loan
Mortgage
Note
Operation
Purchase
Quality
Report

Statutory
Treasury
Unique
Victim
Warranty
Xray
Youth
Zoo

A Note from the Editor



We hope this issue of the Multifamily Housing Southeast Regional News was 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 anyone who 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**. 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 the Jacksonville, Florida Multifamily LISTSERV.

**Jacksonville Satellite Office
FHA Office of Multifamily Housing
400 West Bay Street, Suite 1015
Jacksonville, FL 32202**

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**
- Click on RESOURCES
- Search Mailing List
- Arrow down and select a state from the list
- 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. To unsubscribe, please do so from the same webpage site that you joined.

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

- Alabama - Birmingham Multifamily Program Center
- Florida - Jax/Orl MF HSG
- Atlanta Multifamily Housing Hub Partners
- Georgia Multifamily Business Partners
- KY MF Owners and Management Agents
- Louisville Multifamily Program Center
- KY Multifamily Partners
- Mississippi Multifamily Partners
- North Carolina Multifamily Partners
- San Juan Field Office Multifamily Program Center
- South Carolina Multifamily Partners

News from headquarters –click on the link to the Multifamily home page here: **https://www.hud.gov/program_offices/housing/mfh** for the latest notices & grant awards.

HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all.