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Working Together to Provide Quality Housing Throughout The Region

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Region IV Welcomes New Regional Administrator

Welcome to Mrs. Denise Cleveland-Leggett as the Southeast Regional Administrator. Mrs. Cleveland-Leggett has over thirty years of combined and extensive legal experience in public and private sectors, while also being actively involved as a business and community leader in Atlanta. She is an accomplished corporate lawyer who represented various healthcare clients in transactional and regulatory matters, including hospital acquisitions, hospital and physician contract negotiations, and clinical integrations. She has also assisted in resolving and defending matters, such as antitrust and employment law, including discrimination. She served on the Georgia Commission for Women, Georgia State Ethics Commission, State Personnel Oversight Commission and Council for the Hearing Impaired Legal Clinic, Co-Counsel. She has also served on several non-profit boards, including chairing Literacy Action, Inc., which seeks to remedy adult literacy.

Mrs. Cleveland-Leggett is a graduate of Boston University School of Law, and Oakwood College, in Alabama. She is married to Dr. Christopher J.W.B. Leggett, and they are the proud parents of two wonderful children.

SAHMA Regional Conference—Atlanta

In August 2017, newly selected Southeast Regional Administrator Denise Cleveland-Leggett spoke to the Southeastern Affordable Housing Management Association (SAHMA) Regional Conference attendees in Atlanta, with conviction and deep appreciation as she thanked them for their efforts.

Regional Administrator Cleveland-Leggett related that the partnership with SAHMA and HUD is needed more than ever and the mutual desire to make a difference in the lives of those we serve is helping to break the cycle of poverty and is bringing hope to the hopeless. While there remains much to be done, Cleveland-Leggett said, we need to innovatively work together to find solutions to the affordable housing crisis facing our nation while also helping those we serve become self-sufficient and achieve their American Dream.

The 2017 Atlanta SAHMA Regional Conference was entitled One Spirit, One Team, One Victory. It was a call for unity of effort with a strong program and agenda focused on providing current information and updates on compliance issues and regulatory requirements for Southeast regional affordable housing owners, agents and managers of multifamily affordable housing communities. HUD's Multifamily team lead by Ruben Brooks, Director, Multifamily Southeast Region, attended and participated in the sessions adding relevancy and currency to the program.

Founded in 1982, the Southeastern Affordable Housing Management Association (SAHMA) is a membership organization of owners and managers of affordable, multifamily housing in the Southeast, actively involved in many different housing programs. As a partner of the National Affordable Housing Management Association (NAHMA), SAHMA champions the preservation of the nation's stock of affordable housing.
Atlanta’s Multifamily Housing Division was recently invited to attend a team building event held at Top Golf. Participants enjoyed a fantastic lunch and played golf. Attendees included those from Asset Management, Production, and Operations.

Multifamily Production Division Director
LaDonna Mills

Congratulations to LaDonna Mills on her promotion July 9, 2017, to Multifamily Production Division Director. Prior to her appointment as Production Division Director, LaDonna served as Underwriting Branch Chief. Before becoming Branch Chief, she served in various positions with HUD such as Senior Project Manager, Project Manager and Coordinator for the State of Georgia 202/811 Capital Advance Grant Program for Supportive Housing for the Elderly and Supportive Housing for Persons with Disabilities. Prior to joining HUD in 2008, LaDonna served as Senior Collateral Risk Analyst with the Federal Home Loan Bank of Atlanta, where she was responsible for collateral reviews and underwriting of complex multifamily mortgage loans for financial institutions. During her career, she also served in various roles as Asset Manager, Senior Business Analyst, and Senior Credit Specialist at several companies including: GMAC Commercial Mortgage, Electronic Data Services and the Federal Deposit Insurance Corporation. LaDonna received a B.S. Degree in Business Management from Jackson State University, graduating Cum Laude and holds an MBA from Troy State University.

Congratulations to Ed Davis

Ed Davis recently accepted a new position in the Atlanta HUD office as Underwriting Branch Chief. Ed began his HUD career in September 2008 as a Construction Analyst. He has held positions in the Denver, Grand Rapids, Detroit, and Jacksonville offices. His prior positions also included appraiser and senior underwriter. Most recently he worked in the Jacksonville Satellite Office as one of two Underwriting Branch Chiefs in Multifamily Production.
Pet Rules Made Easy!

Pet rules should be used to provide guidance and protection to owners and tenants alike. Well-written, consistently enforced pet provisions help owners/agents avoid the potential pitfalls of allowing pets on the premises and help pet owners remain within compliance.

A Pet Addendum may be attached to the HUD Model Lease for Subsidized Programs, HUD-90105-A, and incorporated by reference or by including rules relative to pets in the House Rules, which may be attached as an addendum as well. If an owner chooses to incorporate pet related provisions into their lease as an addendum or with language added to the house rules, the language must comply with 24 CFR Part 5 Subpart C, Chapter 32 of Handbook 4350.1 Rev-1, and state and local law.

Required Content and Key Drafting Considerations

Pet rules must include provisions relative to inoculations, sanitary standards and exercise, pet restraints, registration, and tenant notifications if an owner/agent refuses to register a pet. These rules must be reasonable and applicable to common household pets only.

Sanitary standards must be established to govern the disposal of pet waste. These standards must include either the designation of areas for the deposit of pet waste and for exercise or a provision instructing tenants to remove their pets from the premises. Rules requiring periodic litter box maintenance should be included as well.

Appropriate pet restraint and control rules are required and a provision must also be included requiring that pets be registered with the owner/agent. The registration provision must include requirements detailing vaccination; including vaccination certification by a licensed veterinarian. The registration must also include information sufficient to identify the pet as that of a common household pet and relevant demographic information, such as name, address, and phone number of the responsible party, as well as an alternate party should alternative living arrangements be necessary.

The pet addendum must include tenant notification procedures for the pet registration status. At the owner’s discretion, the addendum may include provisions relating to the density of the proportion of tenants to pets, pet size, pet type, and other discretionary provisions.

Pet deposits must be refundable, cannot be required for pets other than cats or dogs (i.e. hamsters, fish, etc.), and must not exceed $300. The deposit may be paid gradually by the pet owner, not to exceed $50 initially and/or $10 per month.

Prohibitions

It is important to note that pet rules are not applicable to and must not limit the owner/agent’s obligations to grant reasonable accommodations for support, service, therapy, or assistance animals. Furthermore, restrictions must not be used to deny or limit housing to people with disabilities who require the use of a service or assistance animal. Including an acknowledgement or clarifying statement relative to reasonable accommodations is recommended.

Since the reasonable standard applies to rules governing pets, it naturally follows that unreasonable rules should be excluded. For example, a rule requiring the removal of a pet’s vocal cords falls into this category and should not be included. Pet owners may not take on additional financial obligations designed to compensate an owner/agent either. Examples of additional financial obligations include insurance to cover damage caused by pets, agreements imposing unlawful strict liability on the pet owner, or indemnity language.

Ultimately, the pet rules must be limited to those necessary to protect the condition of the pet owner’s unit, the general condition of the premises, and the health and safety of the tenants, employees and the public.

Quick Tips

The rules contained herein are applicable to pet provisions being added to the HUD-90105-A for subsidized properties by an addendum or as additions to the House Rules. Model Lease HUD-90105-B for Section 202/8 and Section 202 PRAC includes pet related provisions. The same is true for the Model Lease for 202 PRAC, HUD-90105-C, and Model Lease for 811 PRAC, HUD-90105-D. Modifications and/or additions to the HUD-90105-B, HUD-90105-C and HUD-90105-D are not necessary.

Pet addendum language may be taken from the HUD Model Lease for Section 202/8 or 202 PAC (HUD-90105-B) when HUD Model Lease for Subsidized Programs, 90105-A is used. All of the above referenced leases may be found by clicking here.

Keep the tenants in the loop. Tenants must be provided notification when the owner/agent is amending or developing pet rules. Notification is also required when the owner/agent refuses to register a pet, a pet rule violation occurs, pet removal is required, or when there is an increase in the amount of the security deposit.

The declawing of cats is an elective surgical procedure that may be harmful and is costly. As such, cat owners should not be required to declaw their cats.

A pet rule violation may not be the basis for termination of tenancy, unless the pet owner has failed to remove the pet or cure the violation. This violation must be sufficient to terminate tenancy under the terms of the lease and applicable law.

Shy away from overly broad and/or too restrictive language. Remember, any modifications to the Model Lease, HUD-90105-A, must be approved by HUD or the Contract Administrator. The modification procedures can be found in HUD Handbook 4350.3 Rev-1, Chapter 6.

Be specific. Being specific not only helps us here at HUD, but it can help owners when an issue involving a pet arises. For example, HUD cannot approve an addendum that states that pets will be restricted to/from certain areas when those certain areas are not identified.

Click here for more details on the mandatory and discretionary rules and click here for a chart that summarizes those rules.

As a reminder, it is imperative that state and/or local law be adhered to in drafting, implementing and enforcing the pet related rules.

24 CFR 5.303, 309; Fair Housing Act; Section 504 Rehabilitation Act of 1973.

Southeast Region Multifamily Housing Loans Endorsed FY 2017

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<th>#Units/Beds</th>
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<tr>
<td>Coops</td>
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Legal Recognition in Jacksonville

Recently, attorneys in the Jacksonville Office of Counsel were recognized in the 2017 Florida Trend’s Legal Elite edition. Chief Counsel Ingrid Osborn and Attorney Advisor, and Jamie Karpman were among 67 lawyers selected as the top Government and Non Profit Florida lawyers. The lawyers listed in the 2017 edition exemplify a standard of excellence in their profession. Legal Elite presents a prestigious roster of attorneys chosen for recognition by their peers. The entire Legal Elite report can be viewed by clicking here.

Florida Christian Home Apartments

Florida Christian Home Apartments is an elderly property located in Jacksonville, Florida, serving 180 families. It has been owned by Florida Christian Home Apartments, Inc. since 1970 and has been managed by SPM, LLC. since 2009. The Murray Hill Preservation Society donated a mural as part of a community project created to liven up the neighborhood and encourage new businesses and restaurants to move in to vacant spaces. The art will breathe new life into the community and surrounding areas. The painting was designed to create a visual landmark and draw spectators to view the art in the Murray Hill vicinity.
Princeton Towers
Seniors Celebrate Improved Quality of Life

The colors, the new cabinets, the improved security, the refurbished courtyard! Residents of Princeton Towers in Birmingham's West End community are ecstatic.

The two adjacent towers built in 1978 and 1983 for senior housing was in real need of an upgrade when the owners of the property secured a mortgage loan to make the long-needed repairs. The loan was insured by HUD in April of 2016 and changes began.

Repairs included the installation of new security cameras; wood-like flooring throughout the common areas of the buildings and in the main living area of the apartments; colorful paint on the walls where tenants exit the elevators; new cabinets in each unit; a new roof in the area connecting the property; and a newly refurbished courtyard for the tenants to sit outside and enjoy fresh air.

Friday July 14, 2017, was the seniors' turn to rejoice. All 240 units have been re-done. Patricia Hoban-Moore, HUD's field Office Director in Alabama, and the HUD team attending the event were received by residents and staff with heartfelt appreciation to HUD for the support given to the project. Residents said they felt safer and appreciated as a result of the improvements.

A barbeque lunch with ice cream as dessert was the perfect note to declare end of construction and a brand-new chapter with improved quality of life in their homes.

HUD Management and Occupancy Review

Common Findings

Is your property charging prospective tenants fees that have not been pre-approved by the HUD Office? Is your property requiring the purchase of liability insurance by tenants? Is your property offering an option of purchasing security deposit insurance in lieu of making a full security deposit?

These are just a few of the findings discovered during recent management and occupancy reviews of HUD-insured but unsubsidized properties.

Owners and their managing agents should be familiar with their Regulatory Agreements and the requirements therein. Some Regulatory Agreements require pre-approval prior to charging fees and making such requirements, while other Regulatory Agreements may prohibit such actions altogether.

If your property is practicing any of the above, you should stop immediately, review the requirements of your Regulatory Agreement, and if applicable, make a formal request to your HUD Office for approval.

Regulatory Agreements may vary due to the type of loan or due to the date of the HUD-insured loan closing. Stop, review, request. Don’t receive a finding during a management and occupancy review.
Multifamily Seek and Find

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Important Policy and Program Announcements

DUNS Number Required on All Voucher Submissions—memorandum, dated June 2, 2017, implements the requirement to include the Dun & Bradstreet’s (D&B) Data Numbering System (DUNS) Numbers on all vouchers submitted to Tenant Rental Assistance Certification System (TRACS). Effective December 1, 2017, approximately six months from the date of this memorandum, vouchers that do not contain an active DUNS number will generate a Tenant Rental Assistance Certification System (TRACS) fatal error and will not receive payment until corrected. For technical support questions regarding a DUNS number, contact the SAM Federal Service Desk at 1-866-606-8220.

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New Resources Released to Guide Owners Operating an FSS Program—FSS Programs administered by private owners of HUD-assisted properties, Multifamily Housing is pleased to announce:

• Family Self-Sufficiency Program Guidebook for Owners of Project-Based Section 8 Developments. This guidebook provides an overview of the FSS program for owners of HUD assisted multifamily housing and outlines the steps owners need to take to establish and operate an FSS program.

• Multifamily FSS Page on HUD Exchange. This new website provides owners with comprehensive information on the Multifamily FSS program, including recorded webinars and applicable guidance materials. Two additional resources, tailored to PHA-run FSS programs, have been released by PIH. They include information relevant to all resident-serving programs with a goal of economic self-sufficiency:

• Administering an Effective Family Self-Sufficiency Program: A Guidebook Based on Evidence and Promising Practices

• FSS Online Training

Both can be found on the FSS Resource Library page on the HUDExchange. Any questions regarding MF FSS may be sent to the program email box by clicking here.

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The U.S. Department of Housing and Urban Development’s final rule regarding the implementation of housing protections authorized in the Violence Against Women Reauthorization Act of 2013 (VAWA) was published in the Federal Register on November 16, 2016. This final rule is a critical step in protecting housing of survivors of domestic violence, dating violence, sexual assault, and stalking. The rule affects all owners and management agents of properties under Multifamily Housing’s rental assistance programs and became effective 30 days after publication, on December 16, 2016. The Notice should be used in conjunction with the final rule and includes the following critical components:

• Continuation of the core protections across all multifamily housing programs, ensuring survivors of domestic violence, dating violence, sexual assault, or stalking are not denied assistance as an applicant; are not evicted or have assistance terminated due to having been a victim, or for being affiliated with a victim.

• Emergency transfers – Emergency transfer provisions of the final rule became effective June 14, 2017. The Notice provides more detailed guidance on developing an emergency transfer plan and facilitating internal and external emergency transfers.

• Protections against adverse effects of abuse – Domestic violence can often have negative economic consequences on a survivor, such as poor credit and/or rental history. The Notice discusses how owners and agents should take such adverse factors into consideration, to avoid denying tenancy or occupancy rights based solely on adverse factors resulting from domestic violence, dating violence, sexual assault, or stalking.

• Documentation and timing – The Notice provides details on types of documentation that may be required to request VAWA protections and emergency transfers, as well as the certification option that may minimize possible barriers to obtaining third-party documentation. The Notice also discusses reasonable timeframes for applicants or tenants to provide requested documentation.

NEW! Translated VAWA forms HUD-5380, 5381, 5382, and 5383 can be found by clicking here. Form HUD-91066 is obsolete and removed from HUDClips. Form HUD-91067 is in the process of being revised, refer to the Notice for guidance.
HUD encourages owners and agents to monitor and track their properties energy usage to control and reduce energy costs.

Portfolio Manager is a free, secure online resource that enables owners and management agents to track and manage energy and water consumption at the property and portfolio level. Owners and management agents can use it to identify under-performing buildings, set investment priorities, monitor and verify efficiency improvements, receive EPA recognition for superior energy performance, and report building and portfolio performance. Sign-up by clicking here and receive a Portfolio ID Number. Submit the portfolio ID number with the property’s iREMS Property number to by clicking here. For more information, visit the Environmental Protection Agency’s ENERGY STAR blog by clicking here.

The Better Buildings Challenge is a voluntary leadership initiative that asks building owners, developers, and managers to make a public commitment to energy efficiency. Please note that if the owner registers for the BBC by pledging to reduce their energy costs by 20% over the next 10 years, the management agent can receive an additional management add-on fee of up to $4 per unit per month (not to exceed $5,000 per year) for eligible expenses increased by the owners/agents in support of achieving the BBC Goals for reducing energy and water consumption at participating properties. To register for the Better Buildings Challenge, please go to the following web site by clicking here.
Section 8 Renewal Policy Guidebook—Revised

On June 30, 2017, HUD issued a revised Section 8 Renewal Policy Guide. Changes to the text of the guide are in *italics*, except for Chapter 9 that was completely reorganized and updated. The changes:

1. Clarify that Account Executives can round up or down the amount of time on the Preservation Agreement, depending on the amount of time remaining on the contract being terminated. (See Note after Section 2-4. A.2.a)

2. Clarify that an owner who wishes to renew under Option Three can renew for the lesser of 20 years or the remaining term of the use agreement. (See Section 2-4. B.3.e.)

3. Clarify that an owner who wishes to terminate an existing Option Four contract and renew the contract under Option Four, can do so. (See Section 2-4. B.4)

4. Clarify that if an owner of a project with an existing Preservation Exhibit wishes to terminate the contract and renew early, the new Preservation Exhibit will replace the existing Preservation Exhibit and include only the number of years remaining on the contract being terminated. (See Section 2-4. D)

5. Clarify that an RCS is not required at any subsequent MTM “Full” renewal during the life of the use agreement. (See Note after 2-5. E.3.)

6. Clarify that an RCS is not required at any subsequent ELIHHA or LIHPHRA contract renewal unless the Plan of Action indicates otherwise. (See Note after 2-5. E.3.)

7. Direct users to Handbook 4350.1 for instructions on combining contracts but clarify that Account Executives can only combine contracts that are in the same FMR area. (See Section 2-10)

8. Remove Section 2-12. A.2.f on 202 repayments and distributions as the Department has issued Notice 13-17 (Deleted Section 2-12.A.2.f)

9. Clarify that the revised conditions for receiving increased distributions listed in Section 2-12. E apply to all projects, not just those renewed after August 2015. (See Note after Section 2-12. E.)

10. Clarify the vacancy rate to be used in a budget based rent increase request. (See Section 2-15. A.2.)

11. Remove “Developer Fee” from the Note after Section 2-15. B.

12. Revise the factor for increasing the reserve for replacement deposits from the OCAF to the most recent Table 2 of the “Regional AAF with Highest Utility Excluded”. (See second note after Section 2-16)

13. Clarify that the term “partially assisted” is defined in 24 CFR 880.201, 881.201, or 883.302. (See 2-16)

14. Revise Section 2-17. C.1 last line to say that tenant notifications on utility analyses do not have to be separate from a rent increase notification.

15. Move the criteria that a project must be owned by a profit motivated entity from General Eligibility Criteria (Section 3-2. D) to Entitlement Eligibility Criteria (See Section 3-3. E).

16. Remove text in Section 3-3. E.1.d concerning an LLC and a managing general partner because LLC entities do not have a managing general partner. The same text was removed from Section 15-3. A.2. (See Section 3-3. E.1.d. and Section 15-3. A.2.)

17. Clarify that nonprofits meeting one of the three discretionary criteria can participate in Option One B. (See Note after Section 3-6. A.)

18. Clarify that when terminating a MAHRA contract early the owner must agree to the terms of the Preservation Exhibit. (See Section 3-7.A.1.)

19. Clarify that projects currently renewed under Option Four in addition to those currently renewed under Option Two can reduce rents to market to qualify for renewal under Option Two. (See Note after Section 4-1)

20. Clarify the criteria under which a 202 project that has been refinanced for a second time may be eligible for MTM. (See Section 5-1.H.)

21. Revise the text in Section 7-6 to say that an Option 5 project can request to renew under MTM if the project is being transferred or sold. (See Section 7-6)

22. Clarify that a FHA appraisal can still be used as a substitute for a HUD Third-Party RCS. (See Note after Section 9-14.)

23. Clarify that only HUD staff are to review the HUD-commissioned RCS. (See Section 9-14.C)

24. Clarify that HUD staff may comment on a study reviewed by a review appraiser but the final rent determination is the responsibility of the review appraiser. (See Note at the end of Section 9-16)

25. Add text to Section 15-1 to clarify that nonprofits that meet one of the statutory criteria can also renew under Option One B and that for profit owners can renew under Option One or Option Two. (See Section 15-1.)

26. Delete language in section 15-3 because an LLC does not have a “general partner.”

27. Made technical revisions to the environmental review process as part of a Chapter 15 transaction. (See 15-13. A.2)

Changes to the Guide are denoted by *italicized* text. You can find the new Guide by clicking here.
Aiding Puerto Rico

The Jacksonville Satellite Office recently reached out to the office staff for donations to aid staff located in Puerto Rico. Headquarters Leadership agreed to assist the office in getting supplies to them. Below is just a sample of what was collected.

Employee Recognition Day in Jacksonville
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.

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.

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
- go to Mailing List
- 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; Florida MF Production Insured; and Florida MF Production TAP Informational Site
- Georgia, Puerto Rico/U.S. Virgin Islands, and Tennessee—Atlanta Multifamily Housing Hub Partners; and Georgia Multifamily Business Partners
- Kentucky—KY MF Owners and Management Agents; Louisville Multifamily Program Center; and KY Multifamily Partners
- Puerto Rico—San Juan Field Office Multifamily Program Center

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