Property Owners & Managers
Learning Exchange Presentation
April 20, 2023

Cate Aponte,
CGI Occupancy Supervisor
Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.
CGI blends our broad affordable housing industry expertise with our IT systems development and support heritage to enable federal, state and local housing agencies to continuously improve their services and comply with regulatory requirements.

We take pride in our strong partnerships with HUD and various PHA’s to advance affordable housing programs and help to improve lives of the nearly 5 million US households that receive housing assistance.
### Department Divisions

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<th>Occupancy</th>
<th>Continued Assistance</th>
<th>Inspections</th>
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<td>• First step for new program participants</td>
<td>• Receive and process RTA's</td>
<td>• Conducts Annual Recertifications</td>
<td>• Conducts Initial Inspections for leasing</td>
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<td>• Evaluates applications to determine eligibility and issue vouchers according to program</td>
<td>• Approval for Initial Inspection</td>
<td>• Completes Interim Recertifications</td>
<td>• Conducts annual inspections per HUD</td>
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<td>• Includes the Portability department</td>
<td>• Submission of signed leases and initial contract execution</td>
<td>• Maintains current contracts</td>
<td>• Follows up on tenant concerns</td>
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<td></td>
<td>• Oversees processing of rent increases</td>
<td>• MIPs for tenants moving within the program</td>
<td></td>
</tr>
</tbody>
</table>
Connecting with CGI

By phone: 833-378-2220

By email: cmha.hcv@housing.systems

In Person:
107 S High Street
Columbus Ohio 43215
2nd Floor

*Temporarily on 4th Floor
Occupancy focuses on the process of a tenant utilizing an issued voucher to lease a unit and complete a contract.

There are two key components to occupancy:

- Intake
- Leasing/Contracting

Each component plays a key part in ensuring that tenants are housed safely and swiftly in affordable and reasonable units.
Intake

RTA Submission and Review
What it means to be Reasonable
Putting the Rent Burden to Work
Ownership
Approval and Rejections
HQS Inspections
RTA Submission

As of 3/1/2023, there are only two ways that RTA’s can be received:

1) Dropped Off In-Person at the 107 S High Street Office

2) By email to one of the following addresses based on the type of voucher the unit is being submitted for:

   - Project Based Voucher-RAD Project Based Vouchers: cmha.pbvreferrals@housing.systems
   - FUP-VASH-EHV: cmha.applications@housing.systems
   - All other programs: leasing_contracting@housing.systems
Required Documents for RTA Submission

- Completed RTA Packet
- Valid Voucher, Signed by the Tenant
- Rent Burden Calculation Sheet
- Copy of the Unsigned Lease
## RTA Packet Table of Contents

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<td>Page 4</td>
<td>Reference Only</td>
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</tr>
</tbody>
</table>
## HOUSING CHOICE VOUCHER SUBSIDY STANDARDS

<table>
<thead>
<tr>
<th>Voucher Size</th>
<th>Subsidy Amount</th>
<th>Minimum # of persons</th>
<th>Maximum # of persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRO*</td>
<td>694</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>O BR*</td>
<td>926</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>1 BR</td>
<td>1035</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>2 BR</td>
<td>1279</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>3 BR</td>
<td>1568</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>4 BR</td>
<td>1734</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>5 BR</td>
<td>1994</td>
<td>5</td>
<td>12</td>
</tr>
<tr>
<td>6 BR</td>
<td>2,255</td>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td>7 BR</td>
<td>2,515</td>
<td>7</td>
<td>16</td>
</tr>
</tbody>
</table>

* These vouchers are issued for project-based units.
Request for Tenancy Approval

Owner to Complete Sign and Date

Tenant to Complete Sign and Date

<table>
<thead>
<tr>
<th>Item</th>
<th>Specific Fuel Type</th>
<th>Field By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heat</td>
<td>Natural gas, Bottled gas, Electric, Heat Pump, Oil, Other</td>
<td></td>
</tr>
<tr>
<td>Cook</td>
<td>Natural gas, Bottled gas, Electric, Other</td>
<td></td>
</tr>
<tr>
<td>Water Heating</td>
<td>Natural gas, Bottled gas, Electric, Other</td>
<td></td>
</tr>
<tr>
<td>Other Electrical</td>
<td>Dryer, TV, Fridge, etc.</td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td>Domestic, Sewer, etc.</td>
<td></td>
</tr>
<tr>
<td>Sewer</td>
<td>Domestic, Drain, etc.</td>
<td></td>
</tr>
<tr>
<td>Trash Collection</td>
<td>Domestic, Recycling, etc.</td>
<td></td>
</tr>
<tr>
<td>Air Conditioning</td>
<td>Domestic, Heat Pump, etc.</td>
<td></td>
</tr>
<tr>
<td>Other (specific)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refrigerator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Range/Microwave</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Print or Type Name of Owner/Owner Representative

Print or Type Name of Household Head

Owner/Owner Representative Signature

Aid of Household Signature

Business Address

Present Address

Telephone Number

Date (mm/dd/yyyy)

Telephone Number

Date (mm/dd/yyyy)
Disclosure of Information on Lead-Based Paint and/or
Lead-Based Paint Hazards

THIS FORM MUST BE COMPLETED AND ATTACHED TO THE REQUEST FOR TENANCY APPROVAL FORM

Lead Warning Statement: Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor's Disclosure (Initial)

(a) Presence of lead-based paint or lead-based paint hazards (check one below): □ Presence of lead-based paint or lead-based paint hazards (check one below): Owner Initials

Must Check One

□ Known lead-based paint and/or lead-based paint hazards are present in the housing (explain): Owner Initials

(b) Records and reports available to the lessor (check one below): Owner Initials

Must Check One

□ Lessor has provided the lessor with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below): Owner Initials

□ Lessor has no records or reports pertaining to lead-based paint and/or lead-based paint hazards in the housing: Owner Initials

Lessees' Acknowledgment (Initial)

(c) Lessee has received copies of all information listed above: Tenant Initials

(d) Lessee has received the pamphlet, Protect Your Family From Lead in Your Home: Tenant Initials

Agent’s Acknowledgment (Initial)

(v) Agent has informed the lessor of the lessor’s obligations under 42 U.S.C. 4852d and is aware of their responsibility to ensure compliance: Agent Initials

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information provided by the signatory is true and accurate.

Lessor Date

Leasee Date

Agent Date

Date
Owner/Tenant Utility Billing Affidavit

Re: ____________________________

Street Address of Assisted Unit _______

City __________________ State _______ Zip Code _______

1. All separately metered utilities that are the tenant’s responsibility must be billed in the name of the tenant or the tenant’s assigned designee within 30 days of the move in date.

2. For any utility that is the tenant’s responsibility, which is not separately metered, and for which the landlord is billing the tenant, the landlord must bill the tenant using the same ratio, percentage, or calculation that is used for like units that are unassisted.

3. The landlord hereby certifies that for any such non-metered utility for which the tenant is being billed, the landlord is billing the tenant using the same ratio, percentage, or calculation that is used for like units that are unassisted.

4. Failure to have the utilities on as described above can result in the abatement of rent, termination of assistance or the cancelation of a contract at the sole discretion of CMHA.

______________________________ Date
Signature of Tenant (Head of Household) Tenant Sign and Date

______________________________ Date
Signature of Owner/Agent Owner/Agent Sign and Date
Vendor and Property Management Information

To be completed by New Vendors:

Is the unit listed on the Franklin County Auditor Website?  □ YES  or  □ NO (If yes, please complete below)

Who is listed as the owner on the Franklin County Auditor website?

Vendor Address:

Vendor Phone Number:

Contact Name:

E-mail Address:

To be completed by Existing Vendors:

Vendor ID (required):  Vendor Name:

Vendor Address:

Vendor Phone Number:

Contact Name:

E-mail Address:

Is there a Property Management Agreement or authorized agent contracted for the unit?  □ YES  or  □ NO (If yes, please complete below)

Property Management Company:

Property Management Address:

Contact Name:

Contact Phone Number:

**To obtain a vendor ID, new vendors must complete an IRS Form W-9. A letter will be e-mailed to the vendor. CMHA will utilize the contact information noted on this form. Please be advised that payment on the Housing Assistance Payment Contract (HAP Contract) may be delayed if the IRS Form W-9 is not received by the Occupancy Department. Please submit the IRS Form W-9 via e-mail to leasing_contracting@housing.systems**

**Vendors with a Property Management Agreement, Power of Attorney or guardianship documentation are required to submit verification to CMHA. Initial payment on the HAP Contract may be delayed until all documentation is received. Please submit via e-mail to leasing_contracting@housing.systems**

**Please do not submit personal and company sensitive information via the family for privacy concerns. (Example: IRS Form W-9 requires social security number or EIN).**
Vendor and Property Management Contact Form

It is important to have accurate and specific contact information for the Owner/Property Management company during the Occupancy process so effective communication can be achieved. Having specific contact information for each step of the process will ensure that CGI is contacting the correct person for the issue at hand and the Occupancy processing does not encounter any unnecessary delays.

For a single point of contact that will be the only person involved in the various steps of the Occupancy process, please complete Section A - Single Point of Contact.

For multiple points of contact for the various steps of the Occupancy process, please complete Section B - Multiple Contacts. Please make sure you list the accurate and specific contact information for each step of the process.

Section A - Single Contact

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
</table>

Section B - Multiple Contacts

<table>
<thead>
<tr>
<th>Inspections Contact Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
</table>

This should be the person CGI will contact to schedule the inspection, address failed HQS items, address maintenance, contact prior to arriving for inspection, etc.

<table>
<thead>
<tr>
<th>Leasing/Contracting Contact Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
</table>

This should be the person CGI will contact regarding RTAs, RTA approvals/rejections, rent negotiation, lease compliance with HUD requirements and any corrections that are needed to lease, submission of Contracting documents, etc.

<table>
<thead>
<tr>
<th>Payments Contact Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
</table>

This should be the person CGI will contact for new vendor set-up, over-payments, payment reconciliation, etc.

<table>
<thead>
<tr>
<th>Other Contact Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
</table>

Reason for contact:
# Rent Reasonableness Addendum

**Tenant Name**

**Unit Address**

**Owner Name**

**Client #**

**Vendor #**

### Check one for each section

<table>
<thead>
<tr>
<th>Type of Unit</th>
<th>Square Footage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Family Detached</td>
<td>0-100 or less</td>
</tr>
<tr>
<td>Low Rise</td>
<td>1001-1250</td>
</tr>
<tr>
<td>Semi-Detached</td>
<td>1251-1500</td>
</tr>
<tr>
<td>Manufactured Home</td>
<td>1501 or more</td>
</tr>
<tr>
<td>High Rise with Elevator</td>
<td>751-1000</td>
</tr>
</tbody>
</table>

### Location/Neighborhood/Area

- Residential
- Commercial
- Industrial/Residential
- Industrial/Commercial

### Check all that apply

**Accessibility to Services**

- Shopping
- School
- Transit/Bus/Park
- Daycare

**Management & Maintenance of Building**

- On Site Maintenance
- Guard Dog
- Snow Removal
- Security Guard
- Owner Live in the Building

**Facilities for the Building**

- Intercom
- Security System
- Cable TV Hookup
- Laundry Facilities
- Community Room
- Recreational Facility
- Handicap Access
- Garage

**Amenities Provided by Owner**

- New Stove
- New Refrigerator
- Microwave Oven
- New Kitchen Cabinets
- Dishwasher
- Bathtub/Kitchen
- Storage Room
- Den/Office Room
- Garage Access

**Check all that apply**

- New Windows
- New Carpet
- New Closet Doors
- New Coat Closet
- New Halls

### Check if any major renovations have been made

- Yes
- No

If yes, please check what was completed and list the year the renovation was made:

- New Roof
- New Siding
- New Windows
- New Flooring Throughout Year
- New Wiring Throughout Year
- New Lighting Throughout Year
- New Bathroom Cabinets/Vanity Year
- New Appliances Year
- Other:

Year
Section 8 Programs Landlord Certification of Responsibility

Re:

Street Address of Assisted Unit

City State Zip Code

1. I certify that I am the legal or the legally designated agent for the above referenced unit, and that the tenant has no ownership in this dwelling.
2. I understand that I should carefully screen the family for suitability for tenancy, including the family’s background with respect to such factors as rent and utility payment history, criminal record for unit and premises, respecting the rights of others to the peaceful enjoyment of their housing, and drug-related and criminal activity that is a threat to the life, safety, or property of others.
3. I understand that I may collect a security deposit from the tenant that is not in excess of private market practice, or in excess amounts that I charge to unassisted tenants.
4. I understand my obligation to offer a lease to the tenant and that the lease may not differ in form or content from any other lease that I am currently using for any unassisted tenants.
5. I understand that the family members listed on the Housing Assistance Payments Contract are the only individuals permitted to reside in the unit. I understand that CMHA and I must grant prior written approval for other persons to be added to the household.
6. I understand that I am not permitted to live in the unit while I am receiving housing assistance payments.
7. I agree to comply with all requirements contained in the lease, tenancy addendum, Housing Assistance Payments Contract, parts A, B and C. I understand that it is imperative that I fully understand the terms and conditions of the lease, tenancy addendum and the HAP Contract.
8. I understand that I must submit to their consideration for and to CMHA for their review, any new lease or lease or lease revision a minimum of sixty (60) days in advance of the effective date of the lease or lease revision.
9. I understand that I must provide CMHA with written request for any rent increase a minimum of sixty (60) days in advance of the increase and in accordance with the provisions of the lease and HAP Contract.
10. I understand that the tenant’s portion of the contract rent is determined by CMHA and that it is illegal to charge any additional amounts for rent or any other item not specified in the lease, which has not been specifically approved by CMHA.
11. I understand that I may not lease a unit to my family members, including all occupants, who are related to me in any of the following ways: parent, child, grandparent, grandchild, sibling, or brother. I understand that CMHA may grant prior written approval if the rental unit will provide reasonable accommodations for a family member who has a person with disabilities.
12. I understand that I may not assign the HAP Contract to a new owner without the prior written consent of CMHA.
13. I understand my obligations in compliance with the Housing Assistance Payments Contract to perform necessary maintenance so the units continue to comply with Housing Quality Standards.

Section 8 Programs Landlord Certification of Responsibility

14. I understand that should the assisted unit become vacant, I am responsible for notifying CMHA immediately in writing. I also understand that the HAP Contract and payment will terminate immediately.
15. I understand that I should attempt to resolve disputes between the tenant and me and contact CMHA in writing, only in serious disputes that we are unable to resolve.
16. I understand that I must promptly give CMHA a copy of any owner-eviction notice to the tenant and to comply with all State and local eviction procedures.
17. I acknowledge that I have been briefed on the Section 8 Program. I understand that my failure to fulfill the above may result in the withholding, abatement, or termination of Housing Assistance Payments for the contract unit or another unit, and or being barred from participating in CMHA Housing programs.
18. I understand that knowingly supplying false, incomplete, or inaccurate information is punishable under Federal or State Criminal Law.

Signature of Owner/Agent

Date

Warning: Title 18, US Code Section 1001, states that a person who knowingly and willingly makes false or fraudulent statements to any Department or Agency of the United States is guilty of a felony. State law may also provide penalties for false of fraudulent statements.
NEW VENDOR SETUP

You will need the following items to successfully setup a New Vendor ID:

☐ Proof of Ownership: This may be only in the form of a signed Settlement Statement (signed by the buyer and the seller), a recorded deed (registered with the Franklin County Auditor), a current tax bill, or a current insurance bill. The Franklin County Auditor site may not be submitted as proof of ownership.

☐ Assignment of Housing Payments Contract and Lease Form

☐ Authorization Agreement for ACH Payments Form

☐ Property Management Agreement (if applicable)

☐ IRS Form W-9 with owner's information (not property management company information)

It is our goal to process all new vendor requests in a timely manner. Please be advised that CGI is unable to prepare your HAF Contract to disburse payment until we establish your vendor ID.

You will receive information for E-disbursement (electronic payment) via email at the address you provide on the ACH Authorization Agreement form.

To submit the change of ownership, you can submit all documents by:

➢ email: leasing_contracting@housing-systems

➢ Via mail:
  PO Box 163490
  Columbus, OH 43216

➢ In person during normal business hours 8:00 AM-4:30 PM at:
  107 S. High St.
  2nd Floor,
  Columbus, OH 43215
  Temporarily Located on the 4th Floor
Rent Burden Test - Affordability

-Serves as our guide in determining affordability for the tenant

-Serves as the tenant and landlords guide in determining affordability for the tenant

Payment Standard per bedroom + MAI x 10% = Maximum Gross Rent

Contract Rent + Utility Allowance = Gross Rent

Gross Rent MUST BE LOWER OR EQUAL TO the Maximum Gross Rent to be affordable for the tenant
Utility Allowance

When considering the cost of housing, HUD acknowledges that the cost of housing is just the building- it’s utilities too.

Utility Allowance is determined by the utilities a tenant is listed as responsible for on the RTA and in the lease.

*As of April 1st, 2023, there is an additional amount allotted to any tenant paying for electric and/or gas utilities

- If both fuel sources are utilized in utilities paid by the tenant, they are eligible to receive both allowances

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What does it mean to be Rent Reasonable?

In short, it is our means of ensuring that the tenant is getting their money’s worth

Rent Reasonableness utilizes the RTA form and the Rent Reasonableness Addendum to determine what features a property contains and determines how much a property is able to charge.

Things that impact Rent Reasonableness:

1) Property Details: Bedroom Size, Number of Bathrooms, Build or Renovation Date, Square Footage, whether or not laundry is in unit, the presence of a balcony or patio, off street parking, etc

2) Utilities Included in the Rent Amount
Determining Rent Reasonableness

As part of the RTA process, we utilize the forms in the RTA packet and plug them in to a software called Novogradac.

Novogradac uses the information we take from these forms to not only determine whether the rent a landlord is asking for is appropriate, it uses data such as proximity to resources and comparable properties to determine the maximum amount that can be charged for each unit.
Verifying Ownership

The final step before we can approve a unit and send it to inspection is verifying the ownership of a unit. We run into three different scenarios at this point:

IF a landlord is an established landlord AND the unit is already in our system, we are able to use the Franklin County Auditor

IF a landlord is an established landlord BUT the unit is new, we need to verify ownership with a more substantial document such as a deed

IF a landlord is a NEW LANDLORD, then we both need to complete the new vendor set up process and verify ownership with a more substantial document

(Per CMHA Admin Plan)
HQS Inspection

Once an RTA is approved and entered into the system, it transmits to OnCue, CGI’s inspection software.

Once transmitted to Oncue, Inspection Coordinators will call the Landlord and verify the inspection time and date.

Inspections occur within 7-10 days of RTA Approval.
HQS Inspections (Cont)

- If the unit passes the initial inspection, we can proceed with contracting.

- If no one is there for the inspection to occur, a reinspection will be scheduled.

- If the unit fails the initial inspection, a fail report will be issued. A reinspection will be scheduled for 3 weeks from initial to allow time for repairs.

- If a unit receives two inconclusives OR two fails, the RTA will be rejected.
CGI OnCue Inspections Portal and CGI Landlord Portal
Leasing/Contracting

Ready Notifications
Lease Requirements
Leasing Up/Executing the HAP
A bit of a HCV Program Vocabulary Lesson

**HAP vs UAP**

**HAP** refers to the Housing Assistance Payments Contract, which is the official document that completes a contract between a landlord and HUD.

**UAP** refers to the Utility Allowance Payment, which is a sum that is sometimes received by a tenant to assist with utility payments (dependent on income).

**TTP vs Tenant Rent**

**TTP** (**Total Tenant Portion**) is 30% of the tenant’s income, and the HUD expectation for what the tenant will be responsible for paying.

**Tenant Rent** refers to the TTP (including the 10% MAI if it is included) MINUS the Utility Allowance.
Leasing/Contracting

Following a passed inspection, we issue a ready notification and the HAP Contract and Tenancy Addendum to provide to the landlord.

The ready notification outlines the following things:

*Effective Date:*

*Contract Rent:*

*Tenant Portion:*

*CMHA’s Portion: (AKA HAP Portion)*

It provides guidance for submission of a signed lease with the appropriate dates and to ensure we are in agreement of these amounts prior to the HAP Contract being executed.

A signed lease should start the day after the inspection passes (or a reasonable time after in which the tenant moves in) and should end the last day of the month before the lease starts.

Example: 3/15/2023-2/28/2024
Lease Requirements

- Dates must be for one year
- Lease must end on the last day of the month prior in the following year
- Must confirm responsibility of the utilities on the lease
- Must not contain any automatic renewal fees
- No automatic rent increases
- Must contain all required addendums
Leasing Up/Executing the HAP Contract

Once the lease is received with the corrected dates, we are able to proceed with the HAP contract.

We do a final check to ensure all info is correct in Scyphus and on the returned and signed contract, we are then able to execute the contract.

Once we upload the signed documents and sign the leasing checklist in Scyphus, the contract dates will generate in the contracting screen. Payments will begin according to the next pay schedule.

- Lease- agreement between the tenant and landlord
- HAP/IRD- agreement between HUD and the landlord

In order to remain HUD compliant, all contracts must be executed within 60 days of a passed Inspection.
- Currently, we operate off of two check runs: The first of the month check run and the mid month check run

- Initial payments will be issued depending on when the contract is completed.

- After initial payment, all payments will be issued at the first of the month