PHAnetwork – Tenant Folder Guide

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Document Version 2.3

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Table of Contents

1 Introduction

1.1 Scope and Purpose

The purpose of this document is to provide instructions and examples for each tab of the **Tenant Folder**. Each individual TAB is presented as a major Section and individual activities and/or areas within that tab are presented as sub-sections.

1.2 Overview

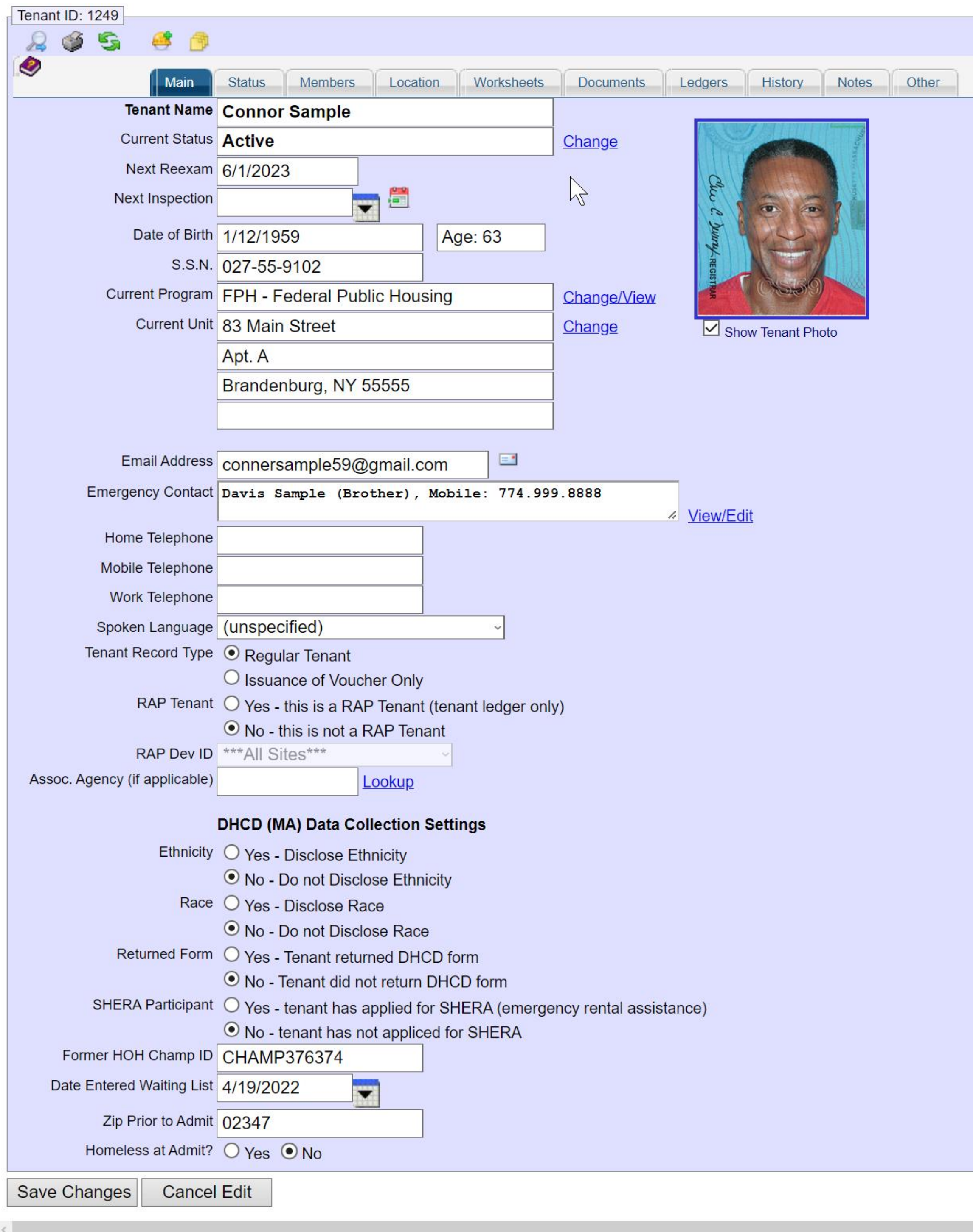
The tenant folder is divided into a number of individual tabs. The explanation of each tab is shown in the table below.

Tab	Description
Main	The ***Main*** tab has general information on the tenant. This is also where ten tenant's status can be changed (active/vacated, etc.)
Status	The ***Status*** tab shows the current status for the tenant. In addition to the Main tab, the tenant status can be changed on this tab.
Members	The ***Members*** tab shows all of the family members associated with the tenant/household. The default is to include only active members, but you can isolate to inactive members only or you can show both active and inactive members. This is also where any new family members would be added and where a change of head-of-household would be done.
Location	The ***Location*** tab shows the tenant's current unit address. If the tenant is conventional you also have an option to transfer the tenant to a new housing unit. In addition, you can view Unit History from this tab.
Worksheets	The ***Worksheets*** tab has references to all worksheets prepared for the tenant. A majority of the work processed for a tenant is done through this tab.
Documents	The ***Documents*** tab contains lists of any applicable documents for the tenant. It would include any merge-template documents uploaded for your agency, any applicable HUD forms as well as any scanned documents that you have for the tenant.
Ledgers	The ***Ledgers*** tab is where any tenant accounting can be viewed and managed. It contains separate tabs for the Tenant ledger, the Regular Repayment Ledger, the Fraud Ledger and any Deposit ledgers that you may have setup. In addition, you can manage the tenant's recurring charges through this tab. The Ledgers tab is

	where all tenant-related TAR transactions are recorded and managed.
History	The **History** tab has sections for the tenants Location history, their Rent/HAP history, Work Order history, Inspection history and the tenant's Activity log.
Notes	The ***Notes*** tab is where any regular tenant notes can be recorded and viewed. It is also where ***sticky*** notes are setup.
Other	The ***Other*** tab is used to record any custom-data elements that have been setup for your agency.

2 The Main tab

The **Main** tab of the tenant folder contains some general information about the tenant such as their current status, housing program, unit and contact information. Below is a screen image of a tenant folder on the Main tab.



This particular tenant includes a tenant image if you have chosen to include tenant photos in the tenant folder (setup through ***Tenant System options***). Most of the information is read-only for quick access, however, there are a few items that can be changed. Also, there are some links that will take you either to other tabs or procedures. The table below identifies all of the activities that can be managed through the **Main** tab.

Area/Description	Action(s)
Current Status	Clicking the Change link will allow you to change the current status of the tenant. The status options are… - Active - Vacated - Temporarily Vacated
Next Reexam	The next reexam date for the tenant is shown here. This is maintained and updated through the rent calculation worksheets.
Next Inspection	You can enter the date for the next inspection for this tenant or you can use the dropdown arrow to open a calendar and select the date. If the inspection system is in use and an inspection has been scheduled, this date will be filled in automatically. (Must click **[Save Changes]** to save)
Current Program	Clicking on the Change/View link will allow you to view and/or change the tenant's current housing program and to view their program history.
Current Unit	Clicking on the Change link will allow you to change the tenant's current unit.
Email Address	You can enter or update the tenant's email address here. (Must click **[Save Changes]** to save)
Emergency Contact	You can click on **View/Edit** to enter or update the primary emergency contact for this tenant. **NOTE**: You can have multiple emergency contacts and you can assign a priority to each one. The highest priority will appear on the **Main** tab.
Home/Mobile/Work Telephone	You can update any of the telephone numbers for the tenant. (Must click **[Save Changes]** to save)

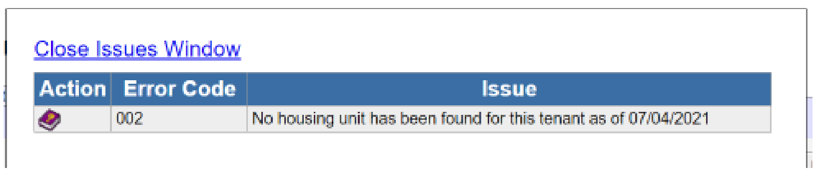
Spoken Language	If desired, you can select the tenant's spoken language. (Must click **[Save Changes]** to save)
Tenant Record Type	Be default all tenants are entered as regular tenants. If you change the option to ***Issuance of Voucher Only*** the tenant will not be part of any housing program. These types of tenants are entered simply for the ability to create an IOV action that can be submitted to HUD through the PIC system. (Must click **[Save Changes]** to save)
RAP Tenant	If this tenant is in a RAP program for the purposes of recording rents and tracking payments, then choose **Yes** for this option. Otherwise choose **No.** Typically, a tenant with this designation is entered twice and the second instance is used to create the Housing Assistance Payment. When **Yes** is selected for this option, you will also need to identify the ***RAP Development*** to which this tenant belongs.
RAP Dev ID	If you have identified this tenant as a RAP tenant, then select the Development ID in which this tenant resides.
Assoc. Agency	If this tenant is associated with a housing agency other than your own, you can click the **Lookup** button to select that agency.
DHCD (MA) Data Collection Settings	The settings under this section are specific to Massachusetts public and leased housing tenants managed under the Department of Housing and Community Development (DHCD). The relate to the annual Data Collection process. (Must click **[Save Changes]** to save)
SHERA Participant	Indicate if the tenant is participating in the SHERA (Subsidized Housing Emergency Relief Act) program. If this is set to **yes,** any export of SHERA data will include this tenant. Otherwise, the tenant will be excluded.
Former HOH CHAMP ID	If known, enter the CHAMP Waiting List ID for the head of household (MA PHA's only)

Date Entered Waiting List	If known, enter the date the tenant entered the waiting list.
Zip Prior to Admit	Enter the Zip code of the tenant prior to admission.
Homeless at Admit	Indicate if the tenant was homeless at admission

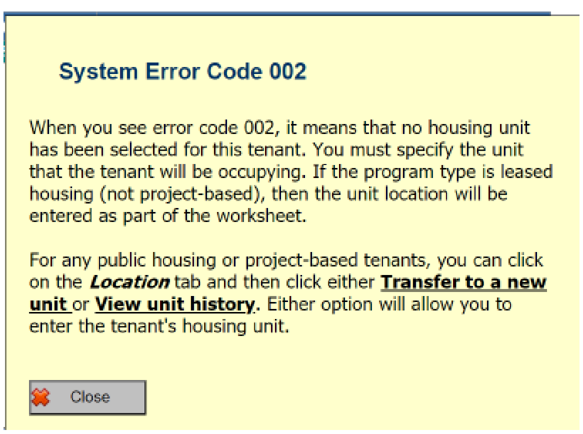
If indicated above, you must click the **[Save Changes]** button to save any information changed.

2.1 Tenant Warning Messages

When you open any tenant folder, the system does a thorough scan do detect any possible issues with the tenant. If any issues are found, you will immediately see a message similar to the following when you open the tenant folder.



Any errors or found during the scan will be shown along with an error code and a description of the error. Additionally, if you click the icon, a help window will appear with additional information on that error as shown below.

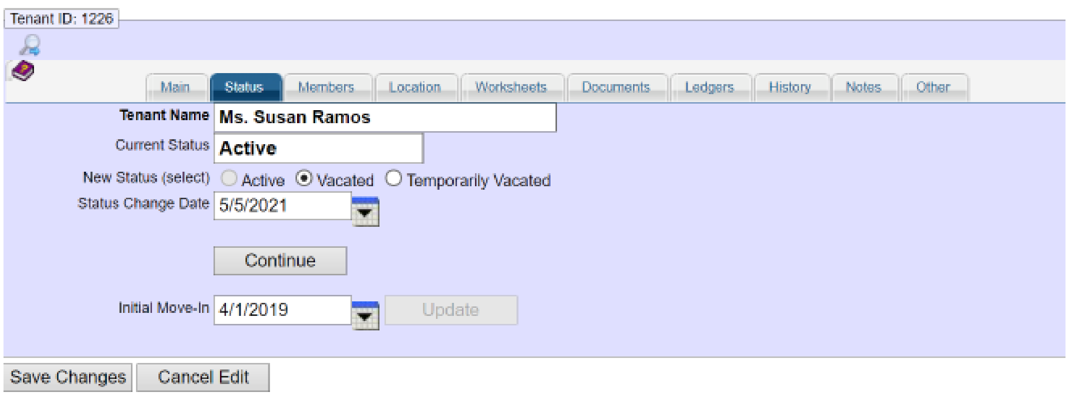


After closing the Issues window, you will see an indicator in the top/left portion of the tenant folder ( ) that when clicked will show the issues window again.

3 The Status Tab

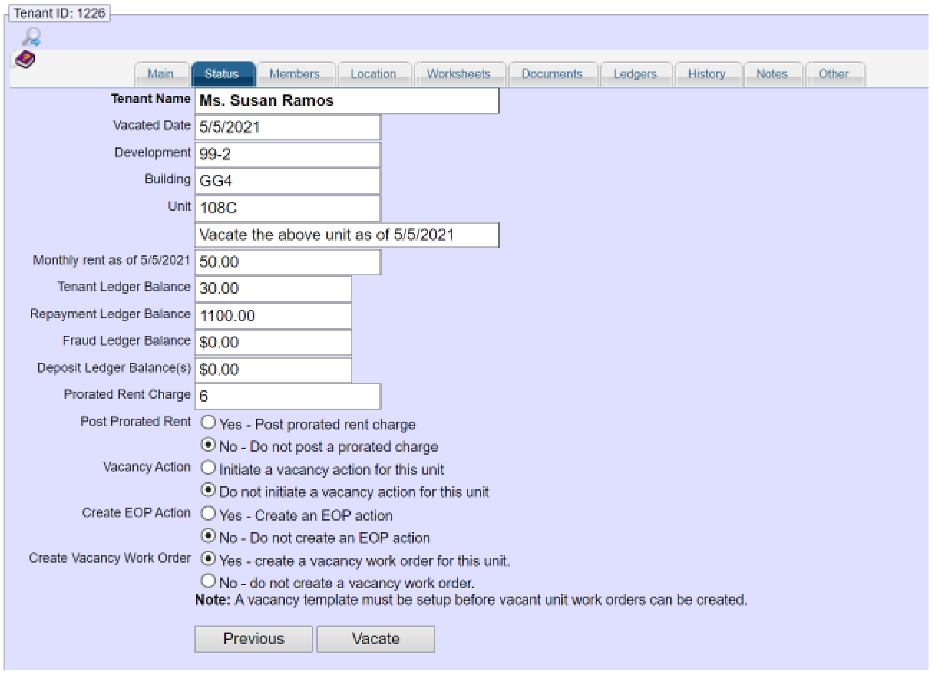
The **Status** tab is where the tenant's current status is managed. The current status is shown in large bold letters and then the new status (if any) can be selected below that along with the effective date of the change. You can also update the initial move-in date if desired. Making a change to this date will result in the **[Update]** button becoming enabled so that you can click the button to effect the change. If you are making a Status change, you must click the **[Continue]** button to move to the next step of the status change.

The Status tab is shown in the screen capture below.



3.1 Changing a Tenant's Status

If you need to change a tenant's status from Active to Vacated (or Vacated back to Active), make sure that the appropriate ***New Status*** entry is selected and that you have entered the effective date of the status change and then click the **[Continue]** button. The next step in this process will be shown as follows.



In this case, the tenant is a public housing tenant, and we are in the process of vacating the tenant. If a prorated rent charge is applicable, it will be calculated and shown. The default is NOT to post a prorated rent charge, but you can change this. If you would like to initiate a vacancy action for this unit, you can choose that option as well. A vacancy action will prepare the unit information for turnover and allow you to document the entire process.

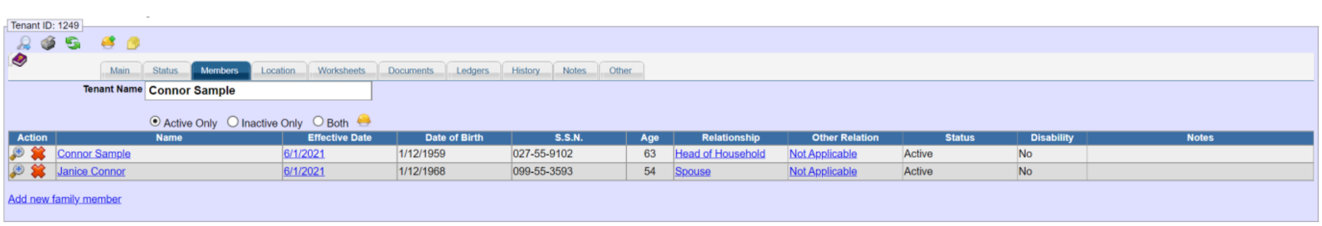
If you would like to create an End-of-Participation (EOP) action, select the **Yes** option.

If a Work Order Template has been setup for a unit turnover, you can have the system generate a vacancy work order for this housing unit. Note that the name of the template as setup in Work Orders must be **Unit Turnaround**.

Once you click the **[Vacate]** button, the desired actions will take place.

4 The Members Tab

The **Members** tab shows each active member of the household. This is also where you would add additional family members or remove active members from the household. The screen appears as follows.

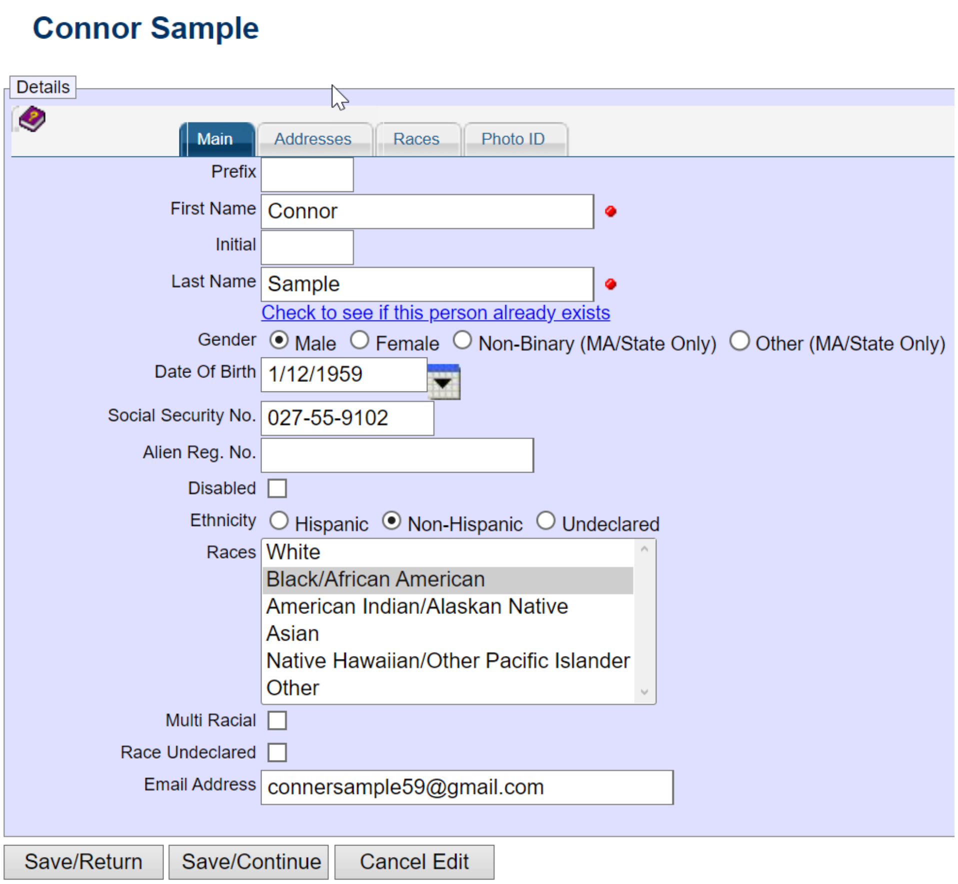


By default, when you open the tenant folder, only the currently active members are shown. You can view ***Inactive*** members only or ***both***. Changing this setting automatically refreshes the members grid to reflect the status.

Under the **Action** column in the Members grid, there are two icons. The icon will allow you to edit the member's information. Clicking on the icon will allow you to remove the member from the household. Each function is described below.

4.1 Editing a Family Member

When you click the button or click on the member's name, you can edit a family member, and a screen similar to the following will appear.



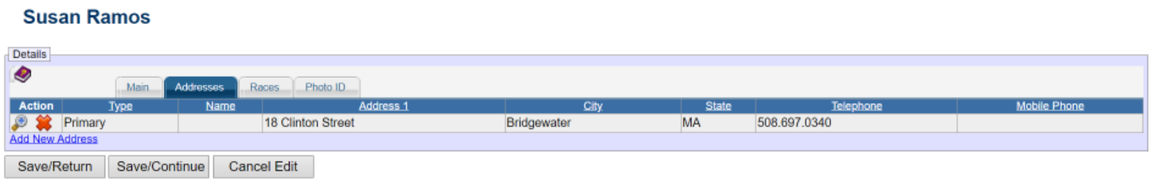
The **Main** tab of the member information contains the personal information for this person. You can enter, select and check-off various elements to identify this person. Note that at the present time, the only accepted options for ***Gender*** for Federal tenants are **Male** or **Female**.

If the member happens to be multi-racial, you can select multiple races by holding down the **[Ctrl]** key and then clicking each additional race.

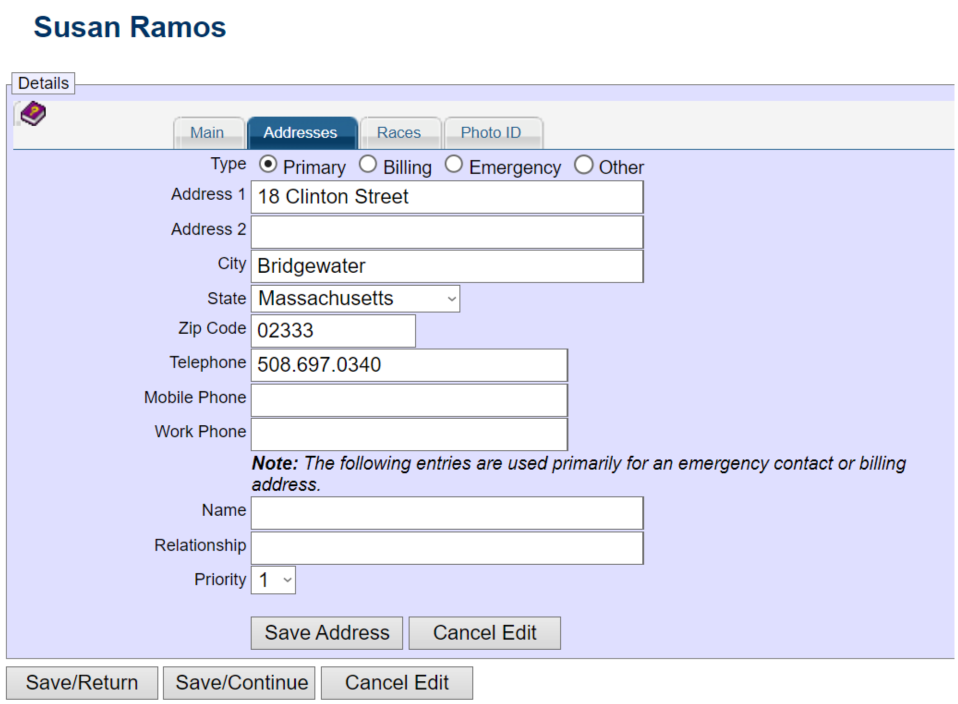
Clicking **[Save/Return]** will save any changes that you have made and will return you to the Tenant Folder on the Members tab. The members grid will be updated to reflect any changes that you have made.

Clicking the **[Save/Continue]** button will save any changes that you have made, but will leave you in the Edit Member area so that you can continue editing other elements of this person.

The **Addresses** tab allows you to enter additional mailing addresses, emergency contacts, work addresses, etc.



You can edit any existing address shown by clicking on the  icon, or you can click the **<u>Add New Address</u>** link to add a new address. An example of the address entry/edit information is shown below.



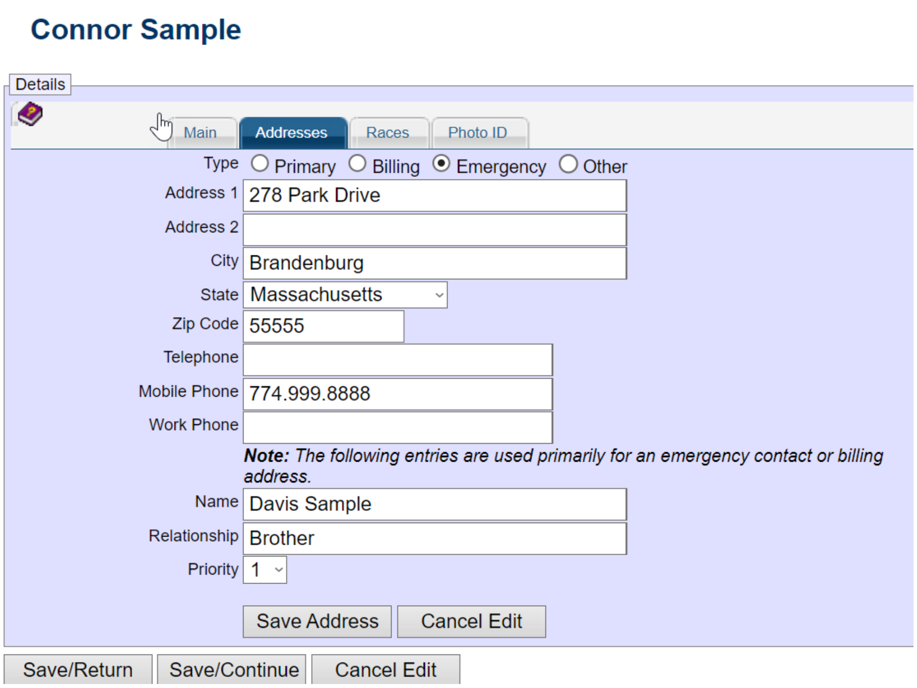
The ***Type*** of the address must be selected. The following table describes each available type.

Type	Purpose
Primary	The primary address pertains to the tenants' main address. Generally speaking, this address is only used when the member is entered as an

	Applicant into the Applicant Waiting List. After that, the primary address should be the tenant's unit address or leased-housing address.
Billing	The billing address can be used to direct tenant statements or tenant invoices to a different location, for example to a son or daughter, or maybe a P.O. box.
Emergency	The emergency contact information is entered as a separate address. This information can and should include a contact name and telephone number. **NOTE:** The emergency contact list is sourced on this information.
Other	Any other addresses or contacts for this person can be designated as other.

4.2 Adding or Editing an Address

The form used to add or edit an address is shown below.



The address types are described in the table on the previous page.

Click the **[Save Address]** button to save the address.

Click the **[Cancel Edit]** button to cancel the changes and return to the previous screen.

4.3 Changing a Member's Effective Date

It may be necessary to change the effective date that a particular family member joined the household. By default, all family members will have an effective date equal to the original move-in date. If a member subsequently joins the household, the effective date will be specified during that process and will be shown in the **Effective Date** column of the Members grid.

To change the date, click on the effective date for that member. You will be asked for the new effective date. Enter that date and then click the **[Save Change]** button.

NOTE: Changing a member's effective date can have an effect on rent calculation worksheets. If you change a date to one that is later than an existing worksheet, then that member will be removed from the worksheet when that worksheet is opened for editing. This could potentially have an effect on the calculated amount for that rent calculation worksheet.

4.4 Changing a Member's Relation

You can change a family member's relationship to the head-of-household by clicking on the current relationship in the **Relationship** column of the Members grid. The current relationship will be shown and then you will be asked to choose a different relationship. Once you have selected the new relationship click the **[Save Change]** button. The new relationship will be saved and will be reflected in the Members Grid.

Note that if you have an existing 50058 or 50059 worksheet that needs to reflect the new relationship, you must change that relationship within the 50058 or 50059 in the appropriate section of that form.

4.5 Changing Head-of-Household

If you need to change the head-of-household for a family, click on the relationship for the new head-of-household in the ***Members*** Grid. Choose **Head-of-Household** from the list of relationships and then click the **[Save Change]** button. The prior head-of-household will automatically be switched to an ***Other Adult***. If necessary, you can select a new relationship for the prior head-of-household.

4.6 Adding a new Family Member

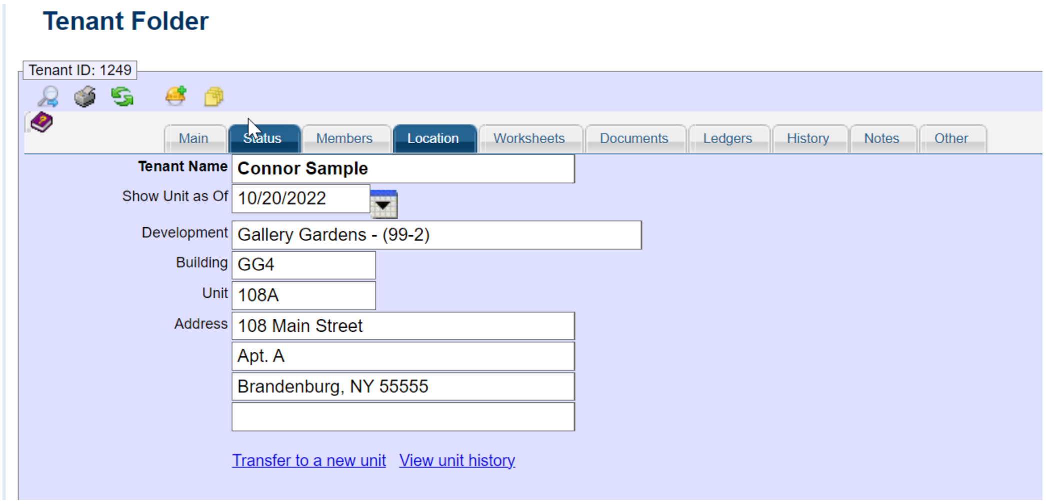
To add a new family member, click the **Add new family member** link located below the Members Grid. When you save the new family member it will ask for the effective date the person joined the household, and the relationship to the head-of-household.

You can also add a new family member by searching for existing members from other households.

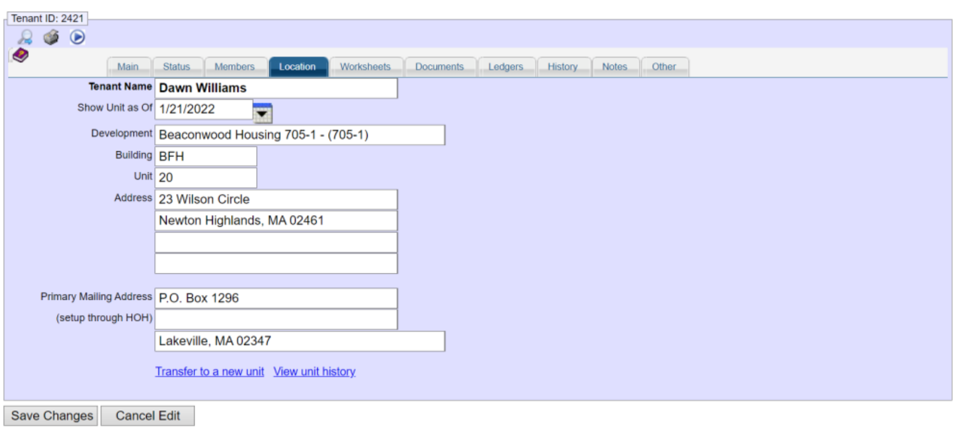
5 The Location Tab

The format of the **Location** tab will vary depending upon the type of program that the tenant is in. If the tenant is in a conventional housing program, they will have an option to Transfer to a new Unit. If they are in a leased housing program, they will only have the option of viewing unit history.

An example of the **Location** tab is shown below for a conventional housing tenant.



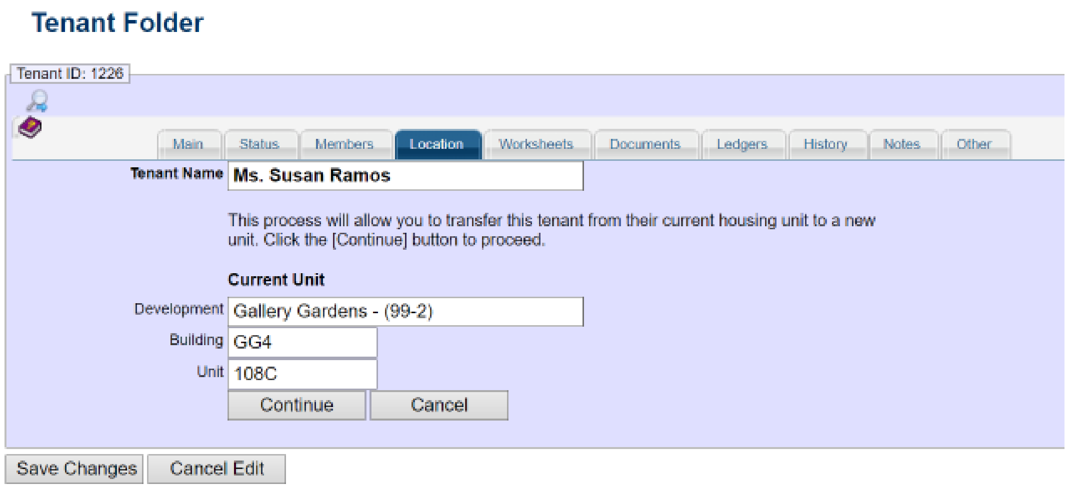
If a tenant has a primary mailing address where all correspondence should be sent, that mailing address will also be shown in the Location tab as shown here.



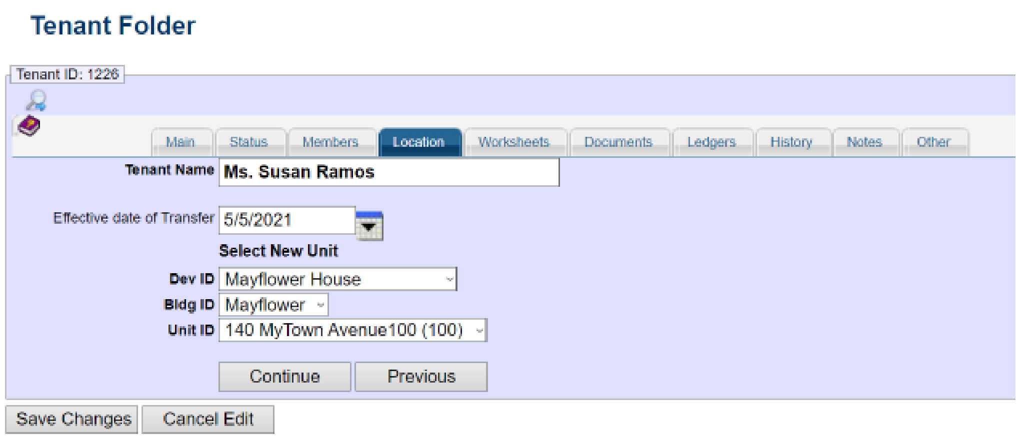
As shown above, the primary mailing address, in this case a P.O. Box is shown. If you need to edit or remove the primary mailing address you need to click on the name of the head-of-household in the ***Members*** tab. See the section on editing members for more information.

5.1 Transferring a Conventional Housing Tenant to a New Unit

To transfer a tenant to a new program, click **Transfer to a new unit**. The unit transfer process will appear as follows.

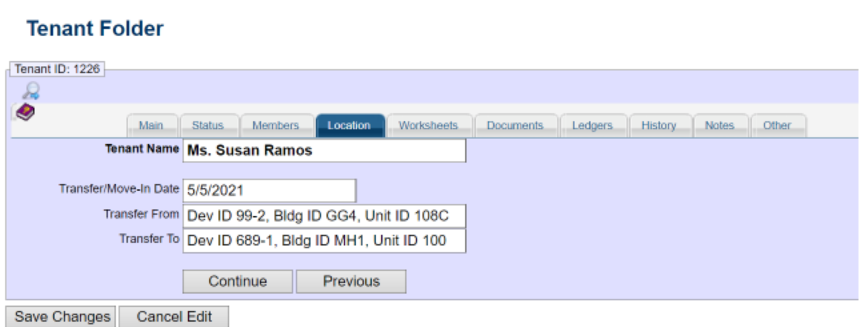


The current housing unit is shown along with a message explaining the process. To proceed, click the **[Continue]** button. The next step in the process is shown below.

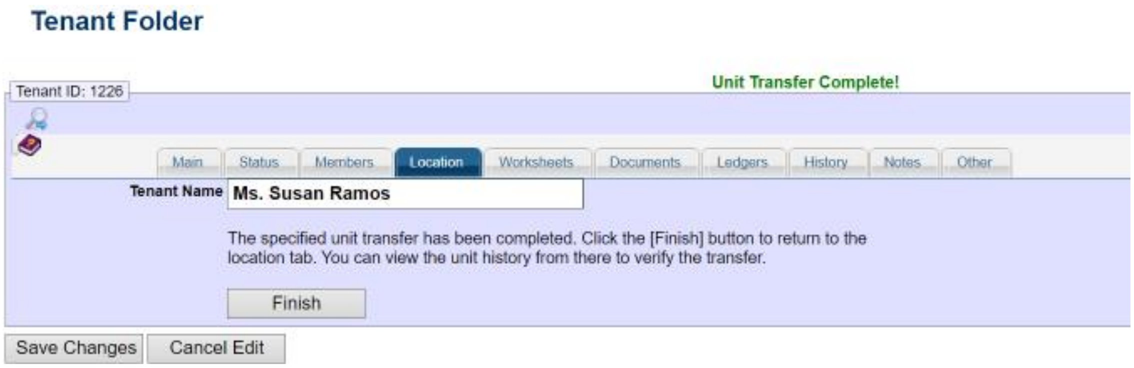


Start by entering or selecting the effective date of the transfer to the new unit.

Next, select the Development first, then the building and finally the housing unit. Then, click the **[Continue]** button to proceed to the next step.



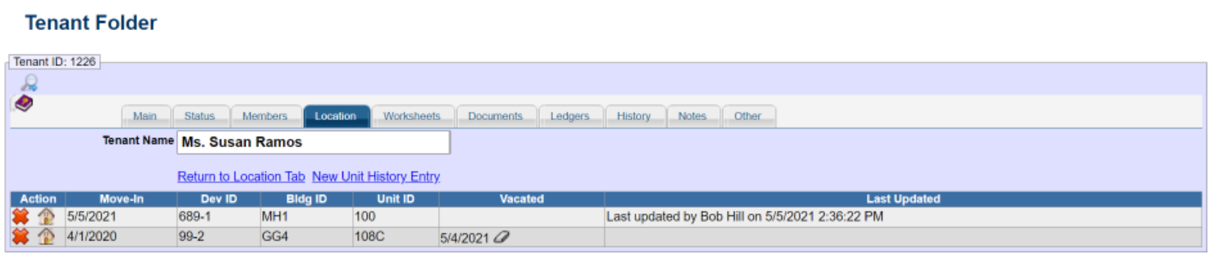
The information for both the prior and new units are shown along with the selected effective date. Click the **[Continue]** button to proceed to the next step to perform the unit transfer.



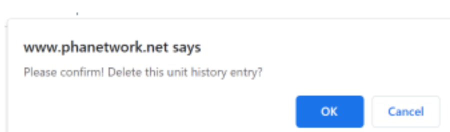
A message appears indicating that the unit transfer has been completed. Click the **[Finish]** button to return to the **Location** tab.

5.2 Deleting/Removing a Location History Entry

From time-to-time it may be necessary to remove or undo a unit transfer. This can easily be done from the Location history area. To get the location history from the **Location** tab, click **<u>View Unit History</u>** link. The unit history process will appear as follows.



Clicking on the icon under the **Action** column will delete the unit history entry. You will be asked to confirm first.



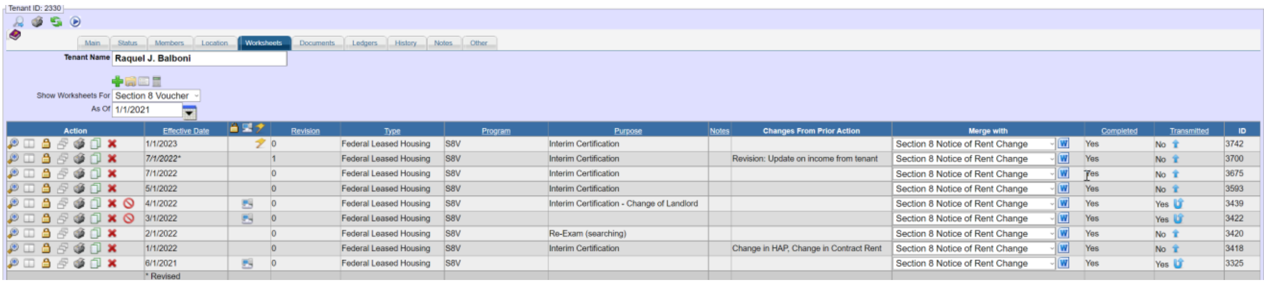
Click the **[OK]** button to delete the entry. Otherwise, click **[Cancel]**.

If you want to designate the current unit, click the icon. This will designate that unit as the tenant's current unit.

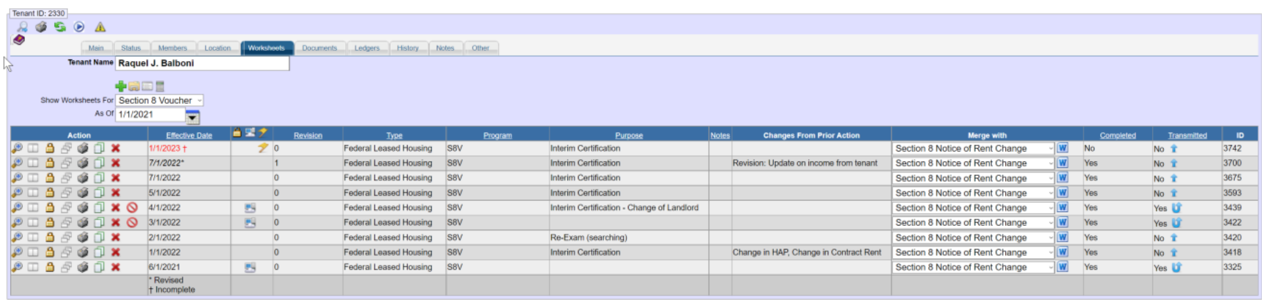
6 The Worksheets Tab

The **Worksheets** tab is where the vast majority of your time will be spent when working in the Tenant Folder. It is through the worksheets tab that rents and housing assistance payments (HAP) are calculated. This is also where recertifications are done and documents and/or templates are merged. Information for electronic filing requirements for Federal programs such as PIC and TRACS are managed through the Worksheets tab.

An example of the ***Worksheets*** tab of a tenant folder is shown below.



Below is an example of the ***Worksheets*** tab showing an incomplete worksheet and a revision.



In the example above the effective date of the incomplete worksheet is shown in red and there is a footnote below the worksheets grid. Once the worksheet is marked complete, the date will be shown in black and the footnote will disappear.

This figure also shows a revised worksheet, identified by an asterisk(*).

Additionally, the symbol shown next to the first worksheet in the list indicates that a recalculation of that worksheet may be necessary. It determines that by examining if any income, assets, deductions or exclusions have been saved AFTER the last calculation of the worksheet is done. When this is shown you should review the calculation section of that worksheet by clicking on the button.

The **Action** column of the Worksheets grid contains the following options.

Icon	Action
	Edit the worksheet details (General, Income, Assets, Deductions, Exclusions)
	View/Edit the worksheet sections (50058/50059, State Calcs, etc.)
/	Lock or Unlock the worksheet
	Revise the worksheet (creates a new worksheet with the same effective date)
	Preview/Print the Summary Worksheet
	If the worksheet is a 50058 or 50059 form, clicking this button will download the completed form for previewing and/or printing.
	Delete the Worksheet
	Void the specified 50058 worksheet (must be a submitted 50058 action with an effective date within the last 365 days).
	If this icon/button is shown, you can click on it to open the legacy version of this tenant folder in order to view the original worksheet created in the legacy Tenant version.

NOTE: (important)

When you click on the icon to open up worksheets calculation section, a ***full recalculation*** of the worksheet is performed. Assuming that the worksheet is marked ***complete***, this will result in an update of the Tenant Rent/HAP schedule for the effective date of this worksheet. If there have been any corrections and/or changes to include assets, etc. the ending result might be a change in the Rent or HAP amount for this tenant. Please be sure to check the Rent/HAP history for this tenant after completing this operation.

If you want to make sure that the Rent/HAP schedule is **not** updated for any prior, completed worksheets, then you should ***lock the worksheet*** by clicking on the icon.

Above the Worksheets grid, there is an option to add a new worksheet by clicking the icon.

Additionally, there is a selection for the type of worksheets to include in the grid. The default is for the tenant's current program. If the tenant has history in in more than one program you can change the program to include only those worksheets or you can choose to include worksheets from all programs for the tenant.

The **As Of** date determines how far back the Worksheets grid will go to include worksheets.

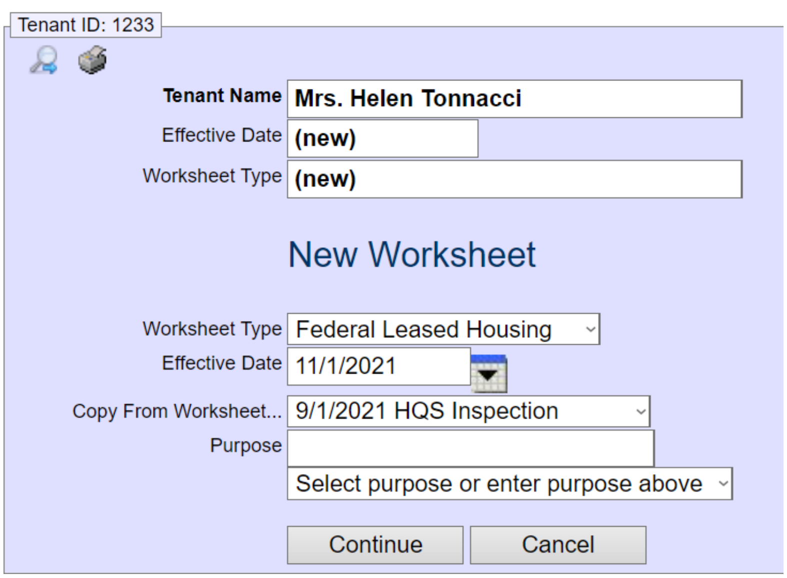
The columns of the Worksheets grid are explained as follows.

Column/Heading	Purpose
Action	This column contains the action icons that perform certain activities (see table on previous page)
Effective Date	The effective date of the worksheet. There should only be one worksheet for any given effective date unless there is a revision of a worksheet.
	This column shows the locked status ( ), the submitted/transmitted status ( ) for any electronic filing action, and the recalculation status ( ). If the lock icon appears the worksheet is locked. If the cloud-computer icon appears, the worksheet has been electronically submitted. If the yellow-flag icon appears, the worksheet may need to be recalculated.
Revision	If the worksheet has been revised, this column will show the self-incrementing revision number.
Type	The type of the worksheet. Valid types are… - State Public Housing (MA 667, 705, 200) - Federal Public Housing (50058 PH) - State Leased Housing (MA, MRVP, AHVP, DMH) - Federal Leased Housing (50058 PB, VO, MR, HO) - Managed/Leased Housing (50058/TRACS)
Purpose	The purpose of the worksheet is specified when it is created. Some examples would be Annual Re-Exam, Interim Certification, Gross Rent Change, Move-In, etc.)
Notes	Any notes entered about the worksheet would appear in this column.
Changes from Prior Action	This column indicates any changes from the prior worksheet. This is controlled through a setting in the main worksheet tab. See ***Editing Worksheet Details*** for more information.

Merge With	If you have uploaded templates applicable to this worksheet type, they will be listed in this column. Simply select the desired template and then click the icon to open the document in Microsoft Word.
Completed	Indicates if the worksheet has been marked as completed by the user.
Transmitted	Shows the status of any electronic filing. Not transmitted – Clicking this toggles the setting to transmitted. Transmitted – Clicking this toggles the setting to not transmitted.
ID	The internally assigned ID number for this worksheet. This can be helpful to technical support, so it is advisable to include this number in any Help Desk requests.

6.1 Adding a New Worksheet

When you click the icon to add a new worksheet, you will see the following screen.



The top section is read-only and is simply showing the Tenant's name and the fact that this is a new worksheet. Below the **New Worksheet** text, you see the information that needs to be entered, selected or updated. That information is summarized here.

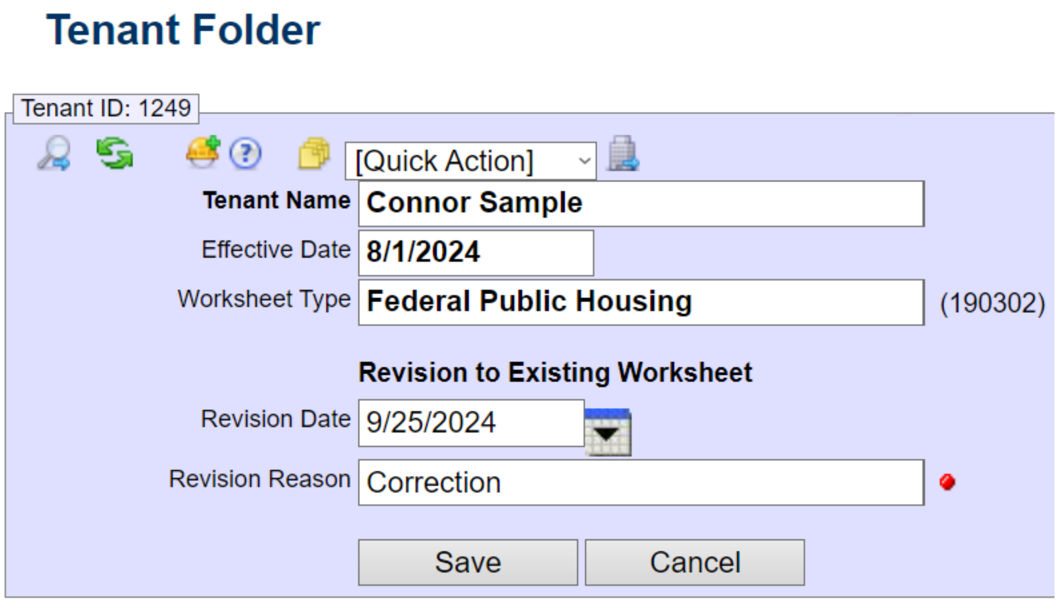
Item	Description/Purpose
Worksheet Type	This will default to the type of program in which this tenant is currently placed. You can select any program type, however, you should take caution not to select a worksheet type for which the tenant is not currently, nor has ever been enrolled.
Effective Date	Enter or select the effective date of this worksheet/action. The date will usually default to the first day of the coming month.
Copy From Worksheet…	By default, the worksheet will be copied from the most recent prior worksheet. However, you have the option of choosing any earlier worksheet as the basis for the new worksheet.
Purpose	You should enter the purpose of this worksheet (i.e. Annual Recertification, Change of Unit, Interim Change, Change in Income, etc.). You can also select from the list of standard items. Once you select one, it will automatically be placed into the ***Purpose*** entry. **Note**: The purpose ***Issuance of Voucher*** has a special meaning and will create a simple, HUD Issuance of Voucher 50058 (see Issuance of Voucher). Also, choosing Annual Certification or Interim Certification for this option on a 50058 worksheet will result in the corresponding action type in item 2a being set.

Once you have made your selections, click the **[Continue]** button to continue creating and editing this worksheet.

6.2 Revising a Worksheet

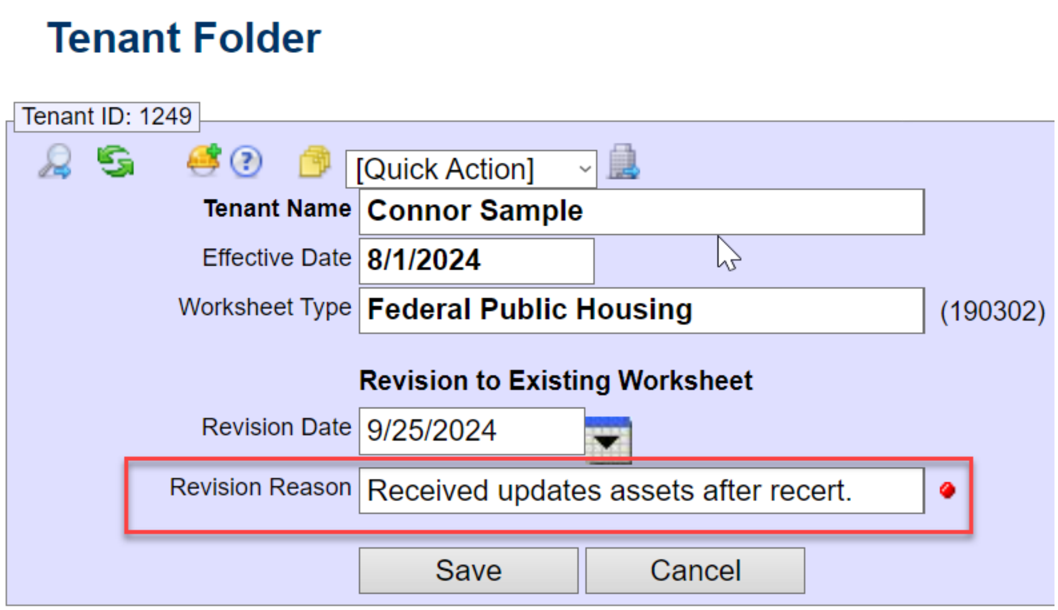
Occasionally, you may need to revise a worksheet in order to preserve the information on the original worksheet. An example might be when you do an annual recertification for a tenant and do not have all of the worksheet details, such as income updates, asset information and/or tenant medical deductions. In these cases, you could simply edit the existing worksheet, however, revising the worksheet allows you to retain the worksheet as it was ***originally*** entered while still capturing the updated tenant worksheet details.

To revise a worksheet, click the button. The **Revise Worksheet** screen will appear as shown here.

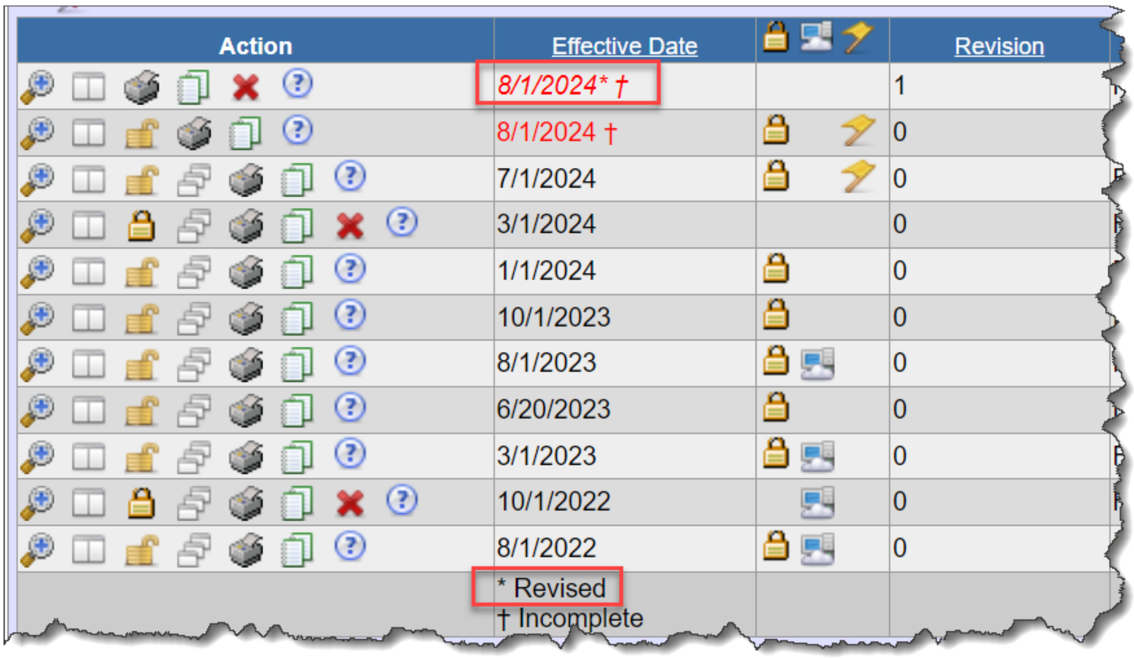


The initial worksheet information is shown for reference purposes. In this case, we are revising the 8/1/2024 worksheet for this tenant. The **revision date** defaults to the current date. This is simply the date the revision was done and has nothing to do with the worksheet effective date. Even on the revised worksheet, the effective date will remain the same as the original worksheet.

The **Revision Reason** is listed and defaults to ***Correction***. This should be updated to more-accurately describe why the worksheet is being revised. The updated information is shown here.



Once you have updated the **Revision Reason**, click the **[Save]** button to save this button. You can click the **[Cancel]** button to cancel the revision of the worksheet and no action will be taken. However, if you click the **[Save]** button, a new version of this worksheet will be created, it will be set to an ***incomplete*** status, and the original worksheet will also be set to an incomplete status. In addition, the effective date of this revised worksheet will be shown in italics as shown below.



Action	Effective Date		Revision
	8/1/2024 †*		1
	8/1/2024 †		0
	7/1/2024		0
	3/1/2024		0
	1/1/2024		0
	10/1/2023		0
	8/1/2023		0
	6/20/2023		0
	3/1/2023		0
	10/1/2022		0
	8/1/2022		0
	* Revised † Incomplete		

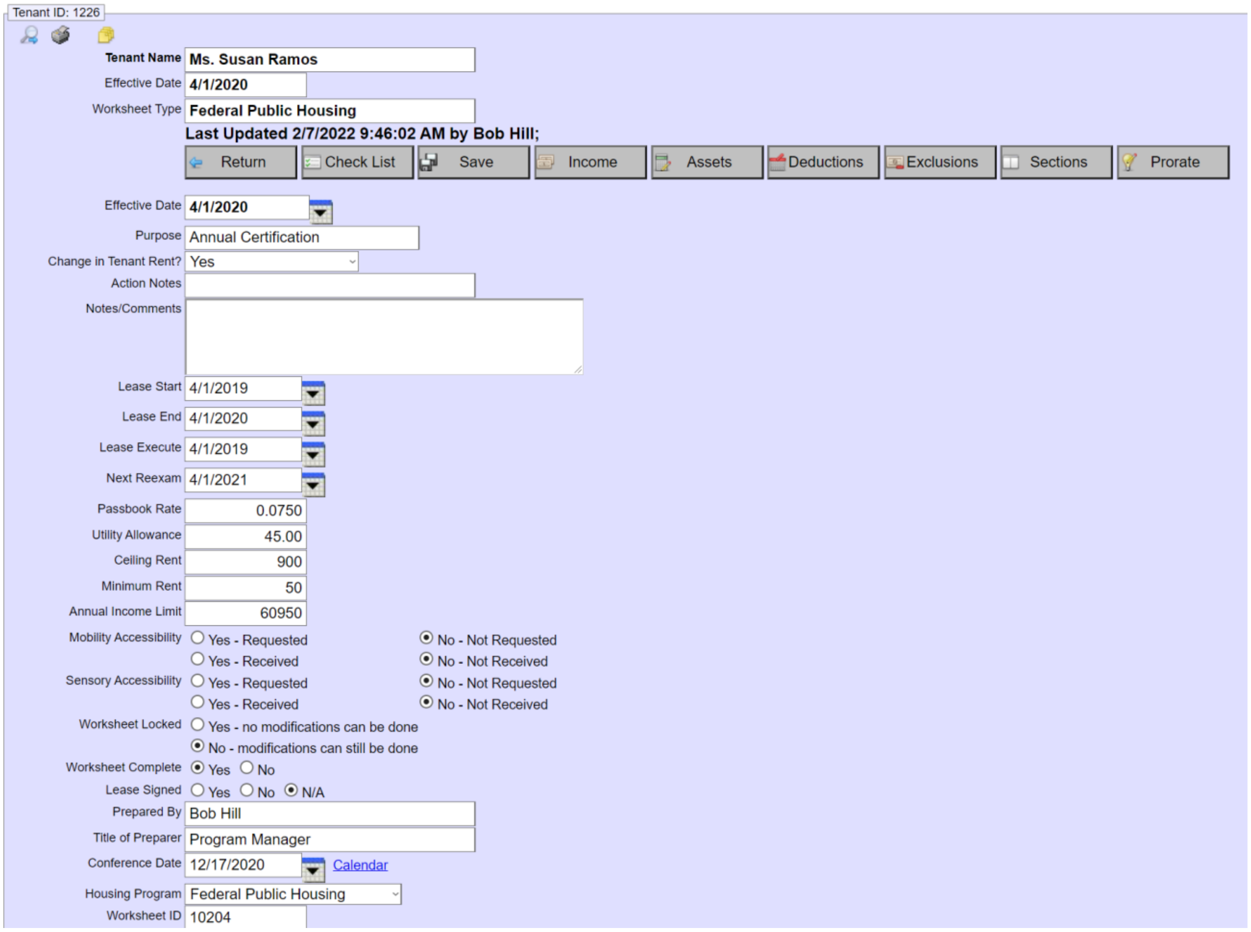
You can now edit the revised worksheet in the same manner that you would edit any other worksheet. Everything works the same, and when the worksheet is marked as complete, the Rent or HAP amount associated with this worksheet calculation will be placed into the Rent/HAP history for the effective date, in this case 8/1/2024.

6.3 Editing Worksheet Details – The General Worksheet Information

The general worksheet information contains the basic information about the rent calculation worksheet such as the effective date, the corresponding lease start and lease end dates, the next re-exam date, and other information specific to the resulting rent calculation.

Note: Regardless of the type of program that a tenant is in, the Worksheet Details will always be the same. It will include the General tab of the worksheet along with tabs to record Income, Assets, Deductions and identify Income Exclusions.

An example of the ***General*** tab of the Worksheets details is shown below.



The top three (3) lines show the information on the current worksheet, including the tenant's name, the effective date of the action and the worksheet type. These cannot be changed.

Below that is a note indicating the date and time that the worksheet was last updated along with the user who did the update.

After that, there is a ribbon of buttons that perform certain actions. These buttons are explained in the table below.

Button	Action/Activity
Return	Clicking this button will return to the Worksheets Grid.
Check List	The **Check List** button will take you to your agency-defined check list for worksheets of this program type. The checklist must be setup from the Program Setup/Maintenance area. For more information on setting up your check list, view the Tenant Setup/Maintenance User Guide.

Save	Clicking this icon will **Save** any changes made to the worksheet. This also usually triggers a recalculation of the worksheet. If the worksheet is currently ***locked***, this button will not be available.
Income	This button takes you to the income entry area where you can enter and/or update any income entries for the rent calculation worksheet.
Assets	This button takes you to the asset entry area where you can enter and/or update any income entries for the rent calculation worksheet.
Deductions	This button takes you to the deduction entry area where you can define any deductions that should be included in the rent calculation.
Exclusions	If any income should be excluded from the final income calculation, clicking this button will take you to the grid where you an itemize those income exclusions.
Sections	The **Sections** button takes you to the sections specific to the particular program for which this worksheet is defined. This might be a single section for a State (MA) worksheet, or it could be the 50058 form for a Federal Public or Leased Housing worksheet or the 50059 for a TRACS worksheet.
Prorate	Clicking the Prorate button will allow you to post a prorated rent charge to the tenant's ledger based on the move-in date and the calculated rent for the worksheet.

6.4 Editing the General Worksheet Information

The summary entries for the worksheet are explained in the following table.

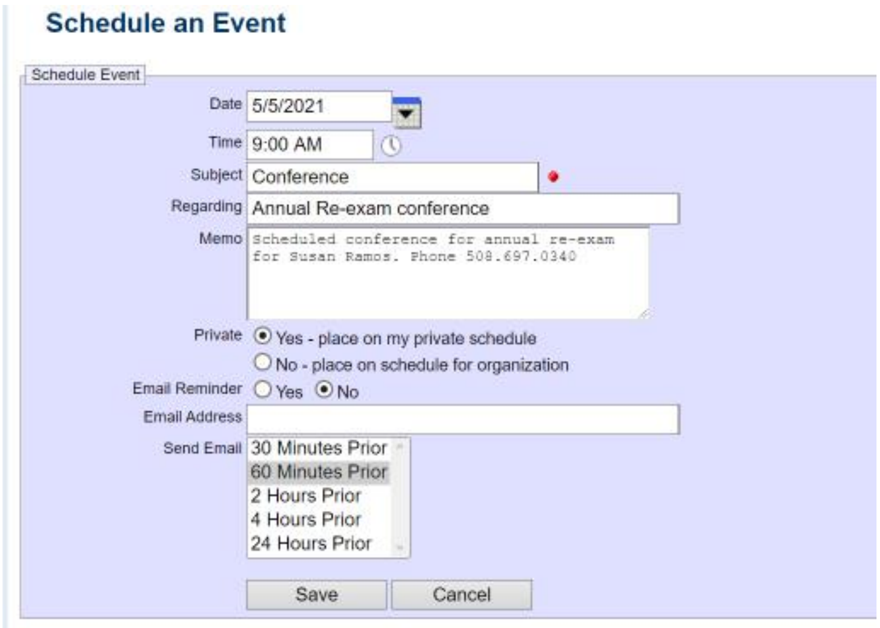
Prompt	Description
Effective Date	Enter or select the effective date of this worksheet. This should be a unique date as it is not advisable to have multiple worksheets for the same date unless through the ***Revise*** option. This entry should have been entered or selecting when the worksheet was initially added.
Purpose	Enter the purpose of the worksheet. This should have been entered or selected with the worksheet was initially added.

Change in Tenant Rent (Public Housing)	If this worksheet is for a public housing tenant, this entry allows you to indicate if this worksheet results in a change in tenant rent from the previous worksheet. The options are as follows. • Yes – this is a change in rent • No – this is not a change in rent • N/A – change is not applicable in this instance • Auto – Let system decide after saving worksheet
Change in HAP (Leased Housing Only)	As with the change in tenant rent described above, you can specify a change in HAP in the same fashion.
Change on Contract Rent (Leased Housing Only)	You can also specify a change in contract rent for a leased housing tenant using the same options described in the change to Rent (above.)
Action Notes	Here you can enter any brief notes specific to this worksheet action.
Notes/Comments	You can enter more detailed notes or comments in this area.
Lease Start	Enter or select the date that the tenant's lease will start for this worksheet.
Lease End	Enter or select the date that the tenant's lease will end for this worksheet.
Lease Execute	Specify the lease execute date associated with this worksheet.
Next Reexam	Enter or select the date of the next annual re-exam for this tenant based on this worksheet.
Passbook Rate	Enter the passbook rate (as a percentage) for this worksheet. You can override this in some instances such as on the HUD-50058 and the HUD-50059. The passbook rates are setup by program so on a new worksheet for a tenant, the passbook rate will default to the rate setup in that program.
Utility Allowance	Enter the utility allowance. This will be superseded through the HUD-50058 and HUD-50059, and in some cases, this is for informational purposes only.
Ceiling Rent	If applicable, enter the ceiling rent for this tenant and program. This will affect certain calculations such as the State Public Housing worksheet calculation.

Minimum Rent	If applicable, enter the minimum rent for this tenant and program. This will affect certain calculations such as the State Public Housing worksheet calculation.
Annual Income Limit	This is for informational purposes only and will be superseded by the amounts calculated on the HUD-50058 and HUD-50059.
Mobility Accessibility	You can identify if any accessibility options have been requested by this tenant and if they have been received.
Sensory Accessibility	You can also identify if any sensory-accessibility options have been requested by this tenant and if they have been received.
Worksheet Locked	You can lock or unlock a worksheet using this setting. If the worksheet is locked, the entries are read-only and no calculations will be done.
Lease Signed	You can indicate whether or not the tenant has signed the lease associated with this worksheet.
Prepared By	Enter the name of the person who prepared this worksheet. This should default to your name.
Title of Preparer	Indicate the title of the person who is preparing this worksheet.
Conference Date	If you have requested and scheduled a conference with this tenant. The date will appear here.
Housing Program	The housing program will be selected automatically based on the effective date of this worksheet and the tenant's program history. However, you can change this if necessary.
Worksheet ID	This is the internally assigned ID number for this worksheet. If you need to post a technical support issue through the help desk for this worksheet, this information is helpful to the technical support rep.

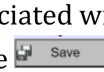
6.5 Adding a Conference to the Calendar

One of the last items on the General section of the worksheet allows you to schedule a conference with the tenant and place it on the agency-wide calendar. This is done by clicking on the **Calendar** link next to the ***Conference Date*** entry. An example of the agency-wide calendar is shown below.



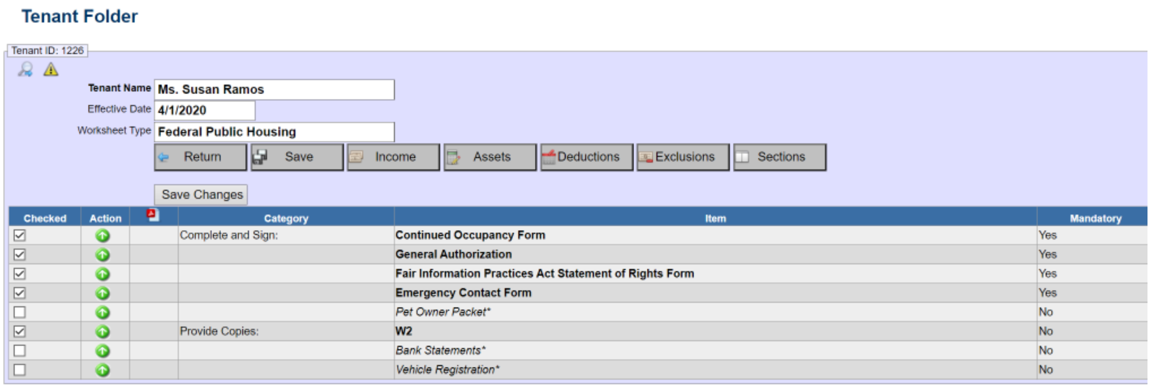
You will select the date and time of the conference and then decide if you want this on your private calendar or on the agency-wide calendar. You can also have an email alert sent to remind you of the meeting. Once you click the **[Save]** button, the scheduled date will be placed into the ***Conference Date*** entry for the worksheet.

6.6 Setting the Housing Program

If necessary, you can update and/or correct the Housing Program associated with the worksheet. This is done by selecting that program and then clicking the  button. If you do change the program this way, please note that the detail section of the worksheet may change if the program is a new type (i.e. changing from Federal Public Housing to Federal Housing Choice Voucher.)

6.7 Working with the Worksheet Checklist

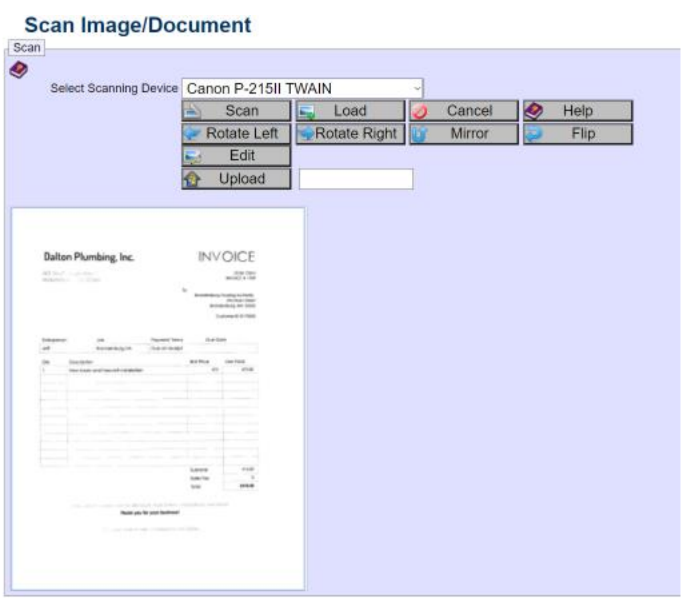
When you click the **[Check List]** button, assuming a check list has been setup for the tenant's program, it will look similar to the following.



The items shown here are agency-defined items. For more information on setting up a check list consult the ***Tenant Setup User Guide***.

You can check off each item by clicking the check box in the ***Checked*** column. Some of the items are designated as *mandatory* which means that the worksheet **cannot** be marked as completed unless these items are checked off.

You can also scan and save any applicable documents associated with a check list entry. To do this, click on the icon. The scan/acquire page will appear as follows.

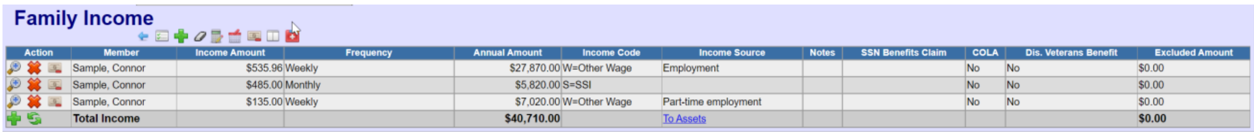


Clicking the **[Scan]** button will access your scanner and allow you to scan page(s) that can be saved. Once you have completed the scan, click the **[Upload]** button to save it.

Once you have completed working with the check list, click the **[Save Changes]** button.

6.8 Adding/Updating Income

The income entries that make up the tenant's gross income are added by clicking on the **[Income]** button or the icon. The income entry is shown below.


Family Income

Action	Member	Income Amount	Frequency	Annual Amount	Income Code	Income Source	Notes	SSN Benefits Claim	COLA	Dis. Veterans Benefit	Excluded Amount
	Sample, Connor	$535.96	Weekly	$27,870.00	W=Other Wage	Employment			No	No	$0.00
	Sample, Connor	$485.00	Monthly	$5,820.00	S=SSI				No	No	$0.00
	Sample, Connor	$135.00	Weekly	$7,020.00	W=Other Wage	Part-time employment			No	No	$0.00
	Total Income			**$40,710.00**		To Assets					**$0.00**

You must select the household member who is responsible for any given income entry. Then, you enter the **Income Amount**. This next entry shows the frequency on which this income amount is paid. The choices are **Annually, Weekly, Bi-Weekly, Semi-Monthly, Monthly, Quarterly** and **Semiannually**. If you have chosen a frequency, you can skip over the **Annual Amount** as this will be calculated once the income entry has been saved.

Next, you need to select the appropriate income code from the list of available options. For the **Income Source**, you can enter any additional information about the income code selected to help describe this income entry. You can enter any **notes** that you would like to further describe the income entry.

If there is a **SSN Benefits Claim** number associated with this income entry you can enter that in the designated entry.

The **COLA** check box indicates whether or not this income entry can be automatically increased due to a cost-of-living increase. This is primarily used for those situations where biannual recertifications are done.

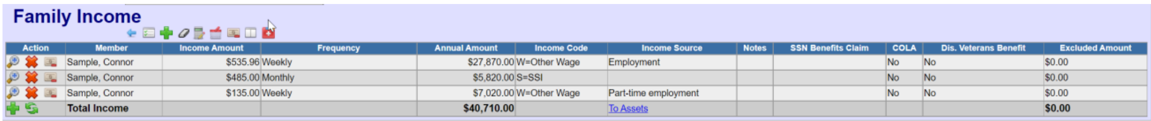
If any portion of the income should be excluded, you can enter that in the **Excluded Amount** entry.

Once you have completed the entry, click the icon. To cancel editing without saving, click the icon.

The icon in the Actions column is used to designated that particular income entry as ***excluded*** from the rent calculation. The result is that the income line will be automatically placed into the Income Exclusions area for State (MA) worksheets. For Federal 50058 worksheets, the excluded amount will be placed in the same entry as the income amount in the Excluded income column and will be factored into the income calculation on the 50058.

If for any reason you need to delete an income entry, click the icon.

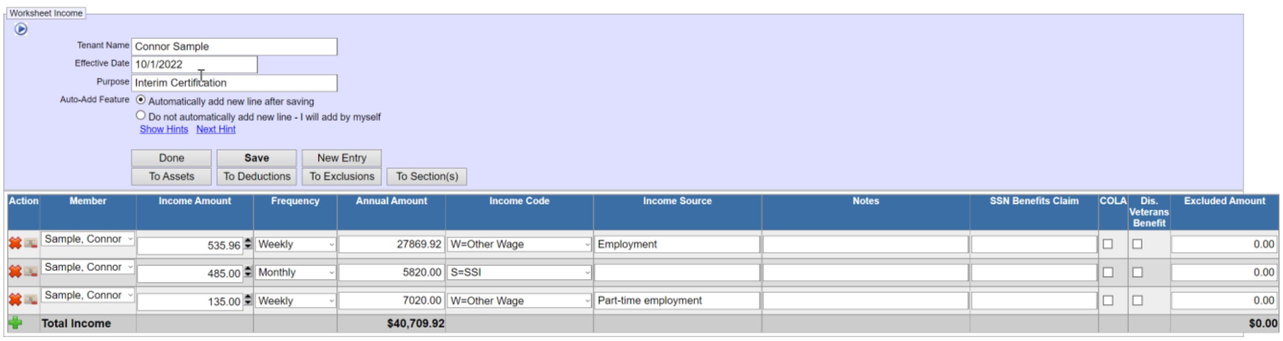
The completed Income entries are shown below.



6.9 Full-page Editing of Income

In addition to the method described above, you also have the option of editing the income full screen. This allows you to edit all income entries at once without having to save each one after editing. All income entries are saved at once when you are complete.

To enter the full-page editing option click on the button on the toolbar. You will see the a screen similar to the following.



Each income line is in edit mode which means that you can move from entry to entry by pressing the [Tab] key on your keyboard.

By default, the **Auto-Add Feature** is set to ***Automatically add a new line after saving***. When this is set, each time you save, a new entry is added to the end and the screen cursor is placed into the Income Amount entry for that new line. If you choose ***Do not automatically add new line – I will add by myself***, you will need to click either the [New Entry] button or the button below the income editing grid.

There are several buttons above the income grid which are explained here.

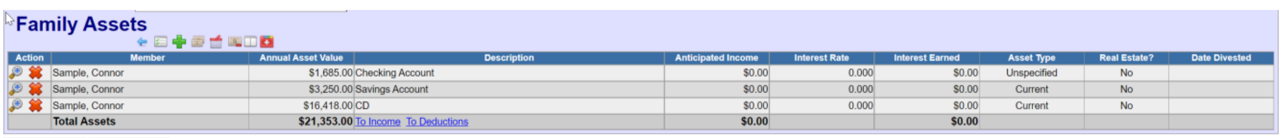
Button	Purpose
[Done]	Click the [Done] button when you are finished editing income entries. This will return you to the Rent Worksheet.
[Save]	Click [Save] to save the income entries. You will stay in the income editor but any changes you have made will be saved.
[New Entry]	Click this button to add a new income line. The screen cursor will automatically be placed into the **Income Amount** for the new entry.
[To Assets]	Click this button to go directly to the full-page Asset editing section.

Button	Purpose
[To Deductions]	Click this button to go directly to the full-page Deductions editing section.
[To Exclusions]	Click this button to go directly to the full-page Exclusions editing section. Note that this section has different meaning for 50058 and 50058 worksheets.
[To Section(s)]	Clicking on this button will take you directly to the worksheet calculation section (or sections) for the type of worksheet you are editing.

NOTE: If there are blank entries (i.e., entries with no income amounts, the entry will not be saved)

6.10 Adding/Updating Worksheet Assets

Any assets that need to be recorded for the rent worksheet are entered into the Assets grid. You click either the **[Assets]** button or the icon. The assets entry is shown below.


Family Assets

Action	Member	Annual Asset Value	Description	Anticipated Income	Interest Rate	Interest Earned	Asset Type	Real Estate?	Date Divested
	Sample, Connor	$1,685.00	Checking Account	$0.00	0.000	$0.00	Unspecified	No	
	Sample, Connor	$3,250.00	Savings Account	$0.00	0.000	$0.00	Current	No	
	Sample, Connor	$16,418.00	CD	$0.00	0.000	$0.00	Current	No	
	Total Assets	$21,353.00	To Income To Deductions	$0.00		$0.00			

As with the income entry, you would first select the household member who is responsible for the asset. Next you would enter the Annual Asset value. In the description column you would enter a description of the asset such as **Savings Account** or **IRA**. If you know the anticipated income for the asset, you can enter that in the **Anticipated Income** entry.

By default, assets are calculated at the default passbook rate entered along with the worksheet, and which is designated in the program setup. However, if a particular asset involves a higher interest rate, you can enter that rate into the **Interest Rate** column. If you enter an interest rate there, upon saving the asset, the **Interest Earned** will be calculated for you automatically based upon the **Annual Asset Value**.

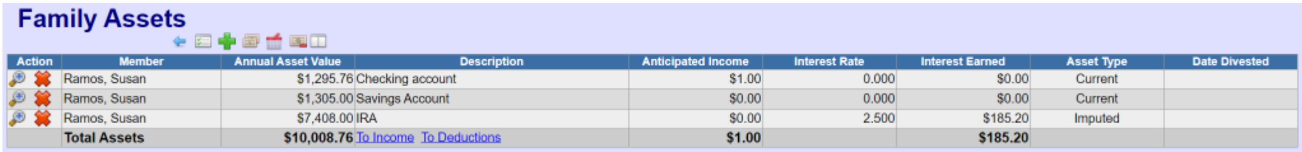
You can select the asset type as either ***Current, Imputed*** or ***Unspecified***. **NOTE:** If this asset is to be reported on a **50059** worksheet then you must select either ***Current*** or ***Imputed***.

If the asset was divested and you know the date divested you can enter that date as well.

Once you have completed the entry, click the icon. To cancel editing without saving, click the icon.

If for any reason you need to delete an asset entry, click the icon.

The completed Asset entries are shown below.

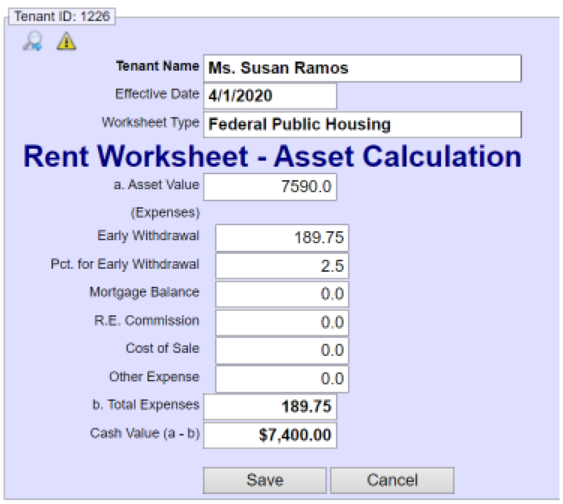


Family Assets

Action	Member	Annual Asset Value	Description	Anticipated Income	Interest Rate	Interest Earned	Asset Type	Date Divested
	Ramos, Susan	$1,295.76	Checking account	$1.00	0.000	$0.00	Current	
	Ramos, Susan	$1,305.00	Savings Account	$0.00	0.000	$0.00	Current	
	Ramos, Susan	$7,408.00	IRA	$0.00	2.500	$185.20	Imputed	
	Total Assets	**$10,008.76**	To Income To Deductions	**$1.00**		**$185.20**		

6.11 Asset Calculator

When editing assets for a rent worksheet, you can click on the next to any asset entry to bring up the Asset Calculator. This calculator allows you to calculate the exact value of the asset including any expenses incurred while converting the asset to cash. An example of the Asset Calculator is shown below.



Tenant ID: 1226

Tenant Name	Ms. Susan Ramos
Effective Date	4/1/2020
Worksheet Type	Federal Public Housing

Rent Worksheet - Asset Calculation

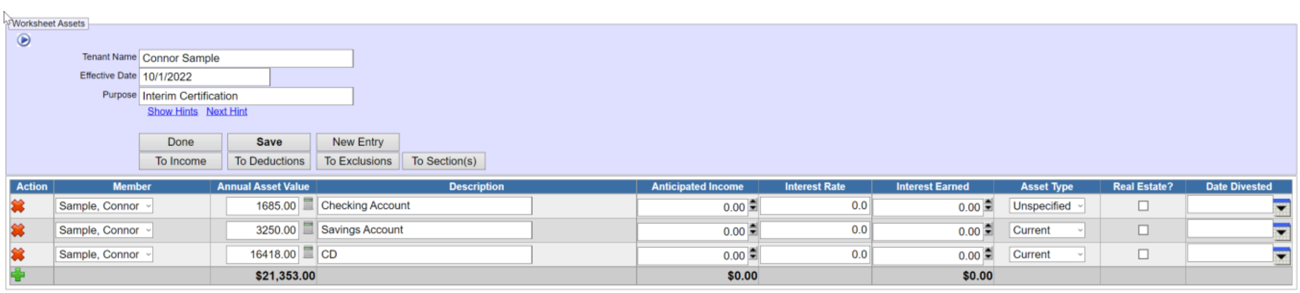
a. Asset Value	7590.0
(Expenses)	
Early Withdrawal	189.75
Pct. for Early Withdrawal	2.5
Mortgage Balance	0.0
R.E. Commission	0.0
Cost of Sale	0.0
Other Expense	0.0
b. Total Expenses	**189.75**
Cash Value (a - b)	**$7,400.00**

Save Cancel

If you click the **[Save]** button the cash value of the asset will be saved for this entry.

6.12 Using the Full-Page Asset Editor

As with the income section, you can also edit assets in full-page mode by clicking on the button. The screen will appear as shown here.



Worksheet Assets

Tenant Name	Connor Sample
Effective Date	10/1/2022
Purpose	Interim Certification

Show Hints Next Hint

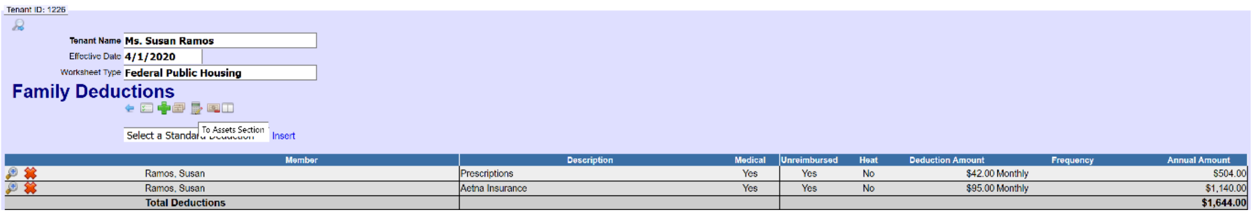
Done | **Save** | New Entry
To Income | To Deductions | To Exclusions | To Section(s)

Action	Member	Annual Asset Value	Description	Anticipated Income	Interest Rate	Interest Earned	Asset Type	Real Estate?	Date Divested
	Sample, Connor	1685.00	Checking Account	0.00	0.0	0.00	Unspecified		
	Sample, Connor	3250.00	Savings Account	0.00	0.0	0.00	Current		
	Sample, Connor	16418.00	CD	0.00	0.0	0.00	Current		
		$21,353.00		**$0.00**		**$0.00**			

For more information, see the section entitled Full Page Editing of Income.

6.13 Entering and Updating Worksheet Deductions

Any deductions that are used to reduce the Gross Annual Income are entered through the Deductions area. To get there click either the **[Deductions]** button or the icon. An example of the Deductions grid is shown below.



In addition to entering a description of the deduction, you can identify if it is a medical deduction and if it is an unreimbursed medical deduction. You can also designate if the deduction is for heat. The deduction amount is entered and then the frequency of the deduction is selected. When you save the deduction, the Annual Amount is calculated automatically.

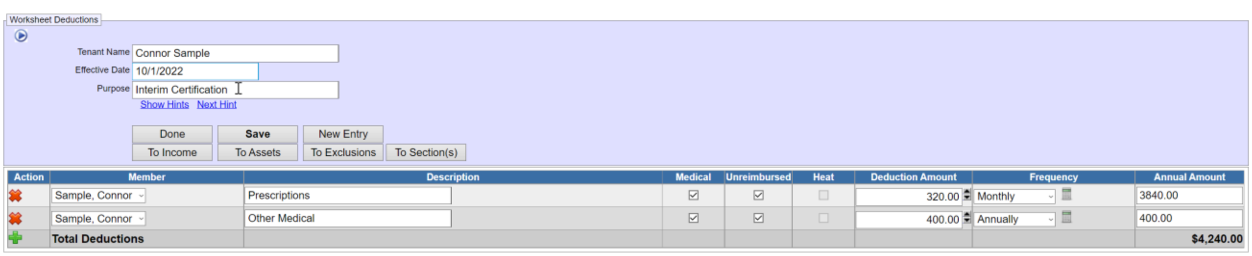
For a Federal tenant reporting on the 50058 Family Report, any deductions listed as medical and unreimbursed will automatically be reported on field 8k on section 8 of the 50058. From the 50058 entry for 8k, you can click on the icon and it will bring you to the deductions entry.

Also note, that only unreimbursed medical deductions will be recognized on the 50058 form. All other deductions/allowances should be entered through the 50058 form itself.

As with income and assets, clicking on the icon will save the deduction and clicking on the icon will cancel the editing of the deduction. If for any reason you need to delete a deduction, click the icon.

6.14 Using the Full-Page Deductions Editor

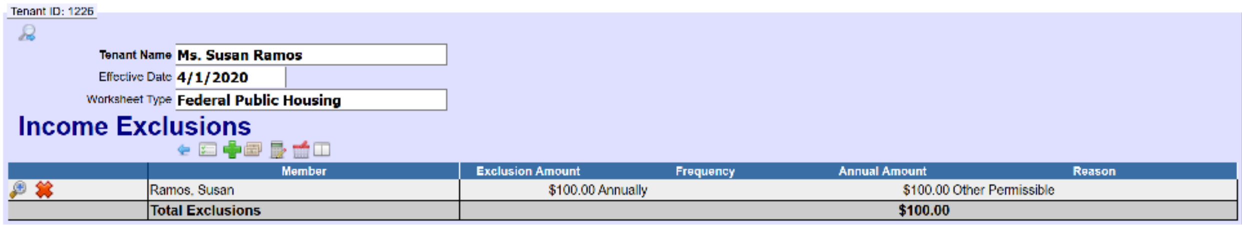
You can edit the Deductions in full-page mode by clicking on the button. A screen similar to below will appear.



6.15 Entering Excluded Income

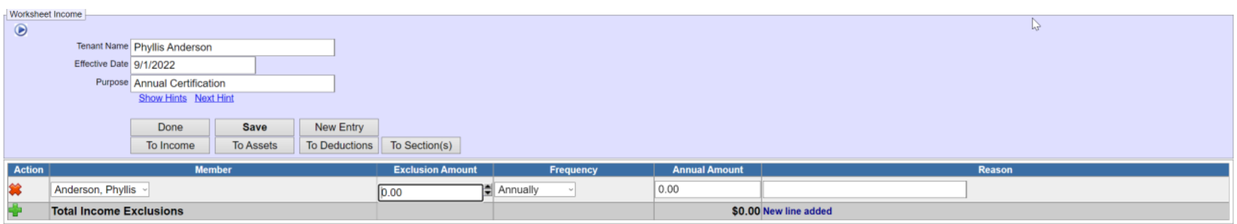
If any income identified through the Income section should be excluded for any reason, enter those through the Exclusions area. You can get to the Exclusions by either clicking the

[Exclusions] button or by clicking on the icon. An example of the exclusions grid is shown below.



6.16 Editing Exclusions on Full-Page Mode

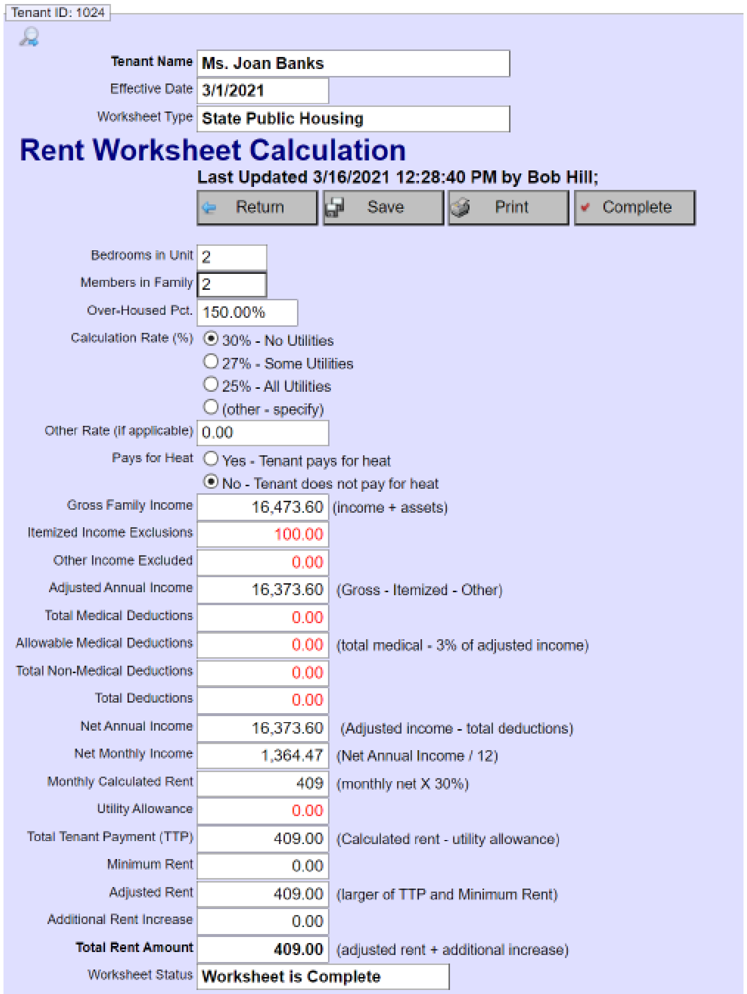
You can edit income exclusions (State (MA) worksheets) in full page mode by clicking on the button. The screen will appear as follows.



6.17 State (MA) Public Housing Worksheet

The State (MA) Public Housing Worksheet is fairly simple and required almost no editing. Most of the calculation is entered through the Income, Assets, Deductions and Exclusions section.

An example of a State (MA) Public Housing Worksheet is shown below.



Tenant ID: 1024

Tenant Name	Ms. Joan Banks
Effective Date	3/1/2021
Worksheet Type	State Public Housing

Rent Worksheet Calculation

Last Updated 3/16/2021 12:28:40 PM by Bob Hill;

Return | Save | Print | Complete

Bedrooms in Unit	2	
Members in Family	2	
Over-Housed Pct.	150.00%	
Calculation Rate (%)	(•) 30% - No Utilities ( ) 27% - Some Utilities ( ) 25% - All Utilities ( ) (other - specify)	
Other Rate (if applicable)	0.00	
Pays for Heat	( ) Yes - Tenant pays for heat (•) No - Tenant does not pay for heat	
Gross Family Income	16,473.60	(income + assets)
Itemized Income Exclusions	100.00	
Other Income Excluded	0.00	
Adjusted Annual Income	16,373.60	(Gross - Itemized - Other)
Total Medical Deductions	0.00	
Allowable Medical Deductions	0.00	(total medical - 3% of adjusted income)
Total Non-Medical Deductions	0.00	
Total Deductions	0.00	
Net Annual Income	16,373.60	(Adjusted income - total deductions)
Net Monthly Income	1,364.47	(Net Annual Income / 12)
Monthly Calculated Rent	409	(monthly net X 30%)
Utility Allowance	0.00	
Total Tenant Payment (TTP)	409.00	(Calculated rent - utility allowance)
Minimum Rent	0.00	
Adjusted Rent	409.00	(larger of TTP and Minimum Rent)
Additional Rent Increase	0.00	
Total Rent Amount	**409.00**	(adjusted rent + additional increase)
Worksheet Status	Worksheet is Complete	

The calculation rates shown come from the Program setup. If these do not reflect the accurate percentages, you should check the program setup. In some cases, the percentage will be different depending upon whether or not utilities are included, so you can choose the percentage that applies to this tenant.

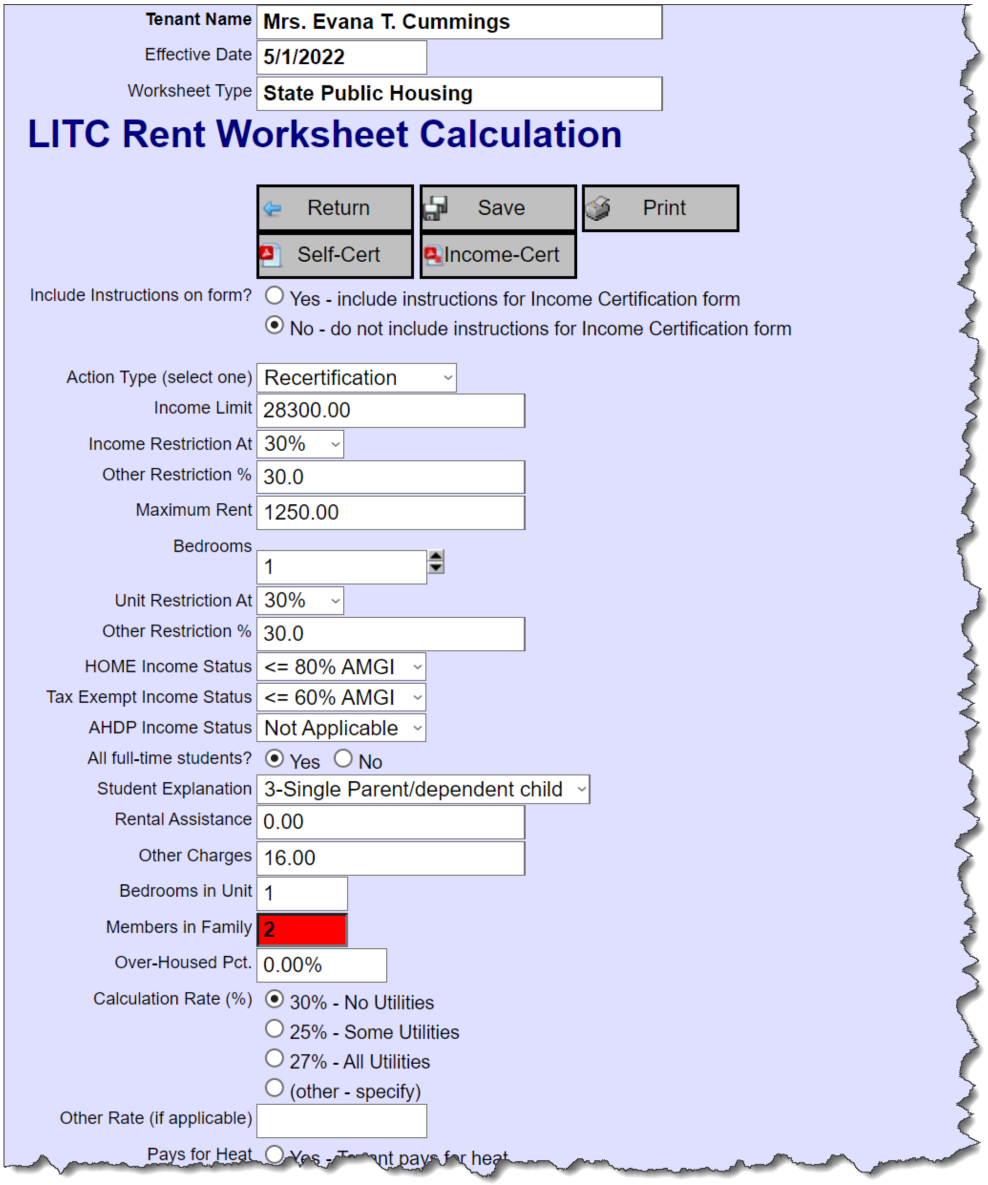
You can also indicate whether or not the tenant pays for heat.

The remaining entries are all part of the rent calculation and cannot be edited. The final tenant calculated rent amount is shown in bold at the bottom of the form as well as the completion status of the worksheet (*complete or incomplete*).

6.18 State (NJ) Low Income Tax Credit (LITC) Worksheet

The State (NJ) LITC Public Housing Worksheet conforms to the New Jersey LITC program and produces both the one-page Tenant Income (self) Certification form as well as the four-page Tenant Income Certification form.

The calculation sheet is shown below.



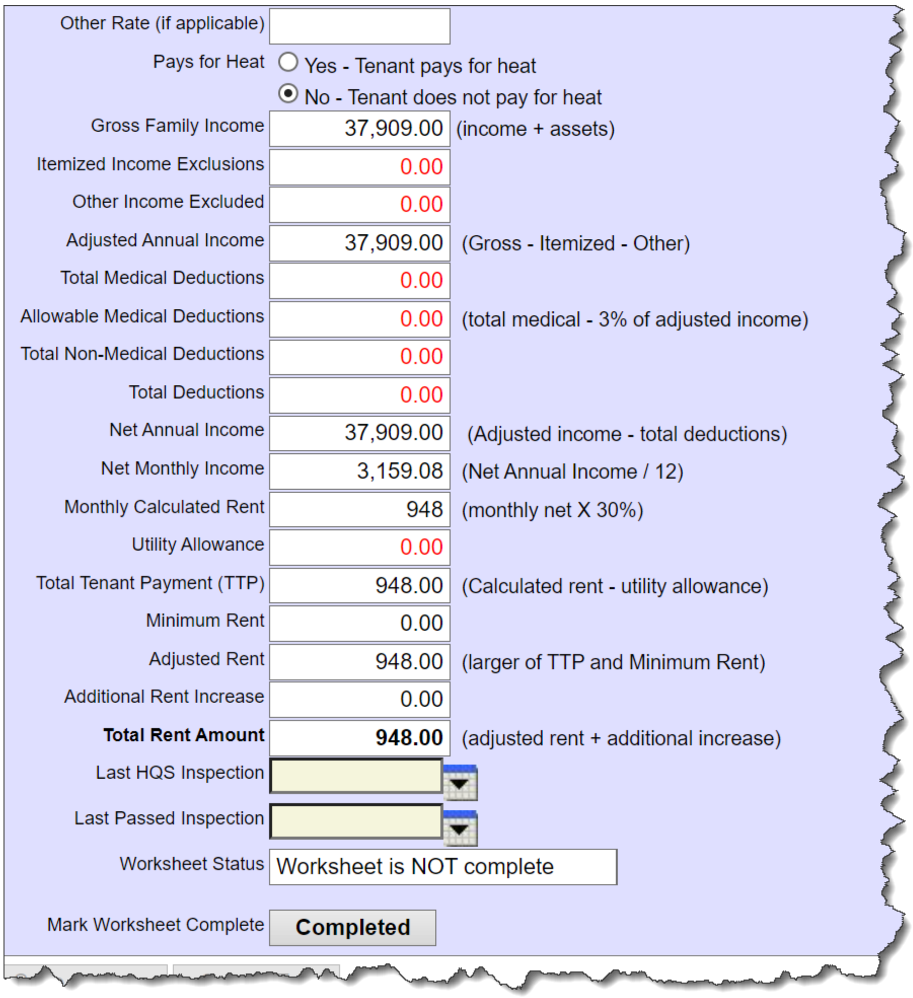
Tenant Name: Mrs. Evana T. Cummings
Effective Date: 5/1/2022
Worksheet Type: State Public Housing

LITC Rent Worksheet Calculation

Return | Save | Print
Self-Cert | Income-Cert

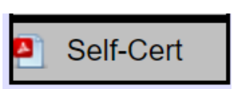
Include Instructions on form? ○ Yes - include instructions for Income Certification form ◉ No - do not include instructions for Income Certification form

Action Type (select one)	Recertification
Income Limit	28300.00
Income Restriction At	30%
Other Restriction %	30.0
Maximum Rent	1250.00
Bedrooms	1
Unit Restriction At	30%
Other Restriction %	30.0
HOME Income Status	<= 80% AMGI
Tax Exempt Income Status	<= 60% AMGI
AHDP Income Status	Not Applicable
All full-time students?	◉ Yes ○ No
Student Explanation	3-Single Parent/dependent child
Rental Assistance	0.00
Other Charges	16.00
Bedrooms in Unit	1
Members in Family	2
Over-Housed Pct.	0.00%
Calculation Rate (%)	◉ 30% - No Utilities ○ 25% - Some Utilities ○ 27% - All Utilities ○ (other - specify)
Other Rate (if applicable)	
Pays for Heat	○ Yes - Tenant pays for heat



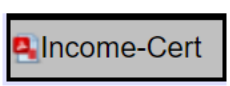
Other Rate (if applicable)		
Pays for Heat	○ Yes - Tenant pays for heat ◉ No - Tenant does not pay for heat	
Gross Family Income	37,909.00	(income + assets)
Itemized Income Exclusions	0.00	
Other Income Excluded	0.00	
Adjusted Annual Income	37,909.00	(Gross - Itemized - Other)
Total Medical Deductions	0.00	
Allowable Medical Deductions	0.00	(total medical - 3% of adjusted income)
Total Non-Medical Deductions	0.00	
Total Deductions	0.00	
Net Annual Income	37,909.00	(Adjusted income - total deductions)
Net Monthly Income	3,159.08	(Net Annual Income / 12)
Monthly Calculated Rent	948	(monthly net X 30%)
Utility Allowance	0.00	
Total Tenant Payment (TTP)	948.00	(Calculated rent - utility allowance)
Minimum Rent	0.00	
Adjusted Rent	948.00	(larger of TTP and Minimum Rent)
Additional Rent Increase	0.00	
Total Rent Amount	**948.00**	(adjusted rent + additional increase)
Last HQS Inspection		
Last Passed Inspection		
Worksheet Status	Worksheet is NOT complete	
Mark Worksheet Complete	Completed	

To preview and download the self-certification form, simply click the



button. You will be prompted to download the completed form.

The preview and download the full Tenant Certification form, click the



Button. You will be prompted to download the completed form. By default, the instruction pages are not included in this form. However, if you choose Yes to **include instructions for Income Certification form**, the instruction pages will be added.

You must select the ***Action Type***. The possible selections are **Move-In, Initial Certification, Recertification** and **Other**.

The entries in the calculation refer directly to the NJ-LITC forms. For detailed instructions on these entries consult the Tenant Income Certification form by including the instructions.

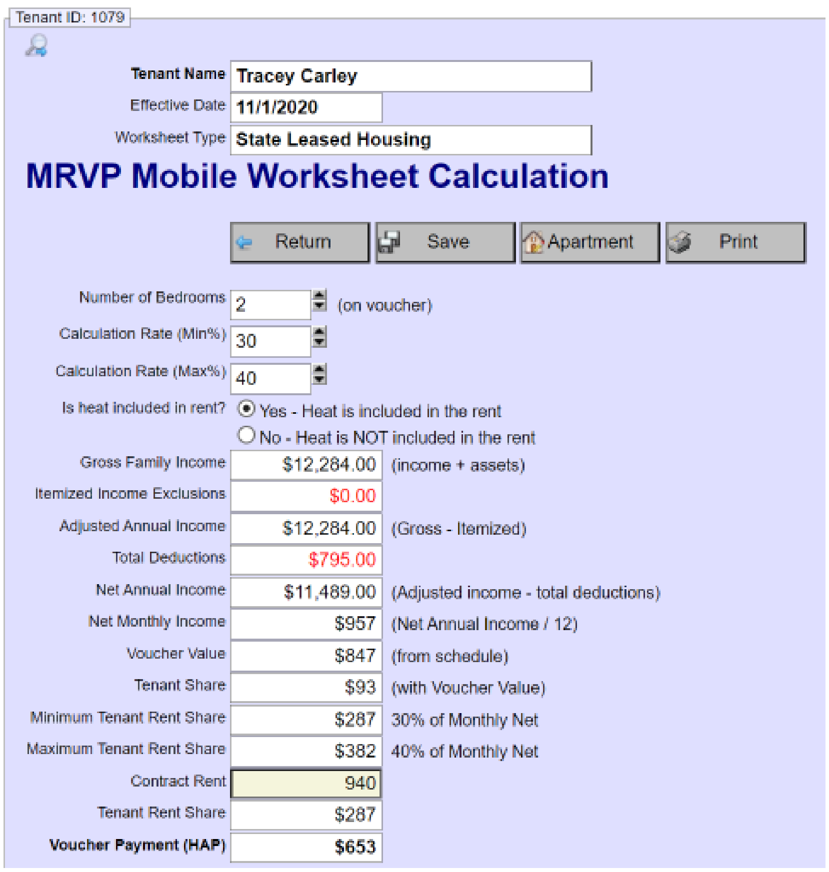
The final/total rent amount will be calculated and shown in bold. You can also specify the last date of the HQS inspection as well as the last date that the unit passed inspection.

The completion status of the worksheet will be shown. In the example above, the worksheet is shown as NOT complete. If you have reviewed the worksheet for accuracy and are sure that the calculation is correct, you can click the **[Completed]** button to mark the worksheet as complete.

6.19 State (MA) Leased Housing Worksheet

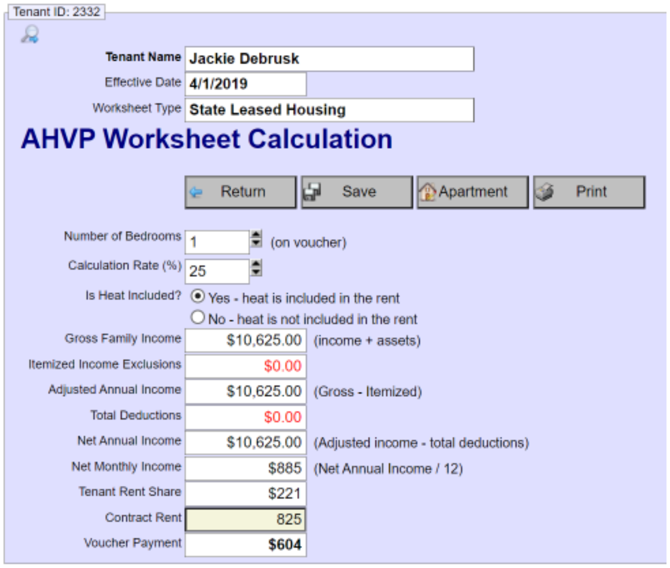
The State (MA) Leased Housing Worksheet is slightly more in depth than the State Public Housing worksheet as there are a few additional required entries. An example of the State (MA) MRVP worksheet is shown below.

6.19.1 MRVP Mobile Worksheet



For the MRVP Mobile Worksheet calculation, you must specify the number of bedrooms and the contract rent amount. The minimum and maximum calculation rates will be filled in automatically from the program setup. The remaining entries are calculated.

6.19.2 AHVP Worksheet



Tenant ID: 2332

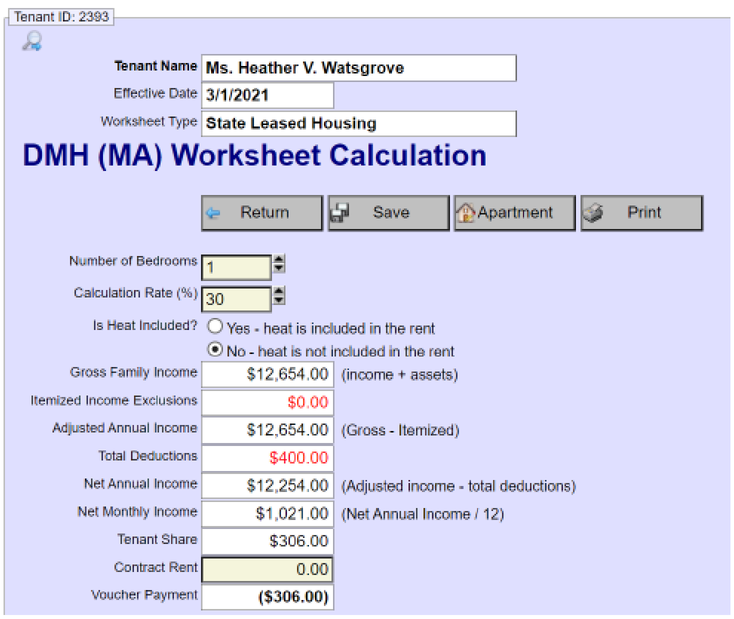
Tenant Name	Jackie Debrusk
Effective Date	4/1/2019
Worksheet Type	State Leased Housing

AHVP Worksheet Calculation

Return | Save | Apartment | Print

Number of Bedrooms	1	(on voucher)
Calculation Rate (%)	25	
Is Heat Included?	(•) Yes - heat is included in the rent ( ) No - heat is not included in the rent	
Gross Family Income	$10,625.00	(income + assets)
Itemized Income Exclusions	$0.00	
Adjusted Annual Income	$10,625.00	(Gross - Itemized)
Total Deductions	$0.00	
Net Annual Income	$10,625.00	(Adjusted income - total deductions)
Net Monthly Income	$885	(Net Annual Income / 12)
Tenant Rent Share	$221	
Contract Rent	825	
Voucher Payment	**$604**	

6.19.3 DMH Worksheet



Tenant ID: 2393

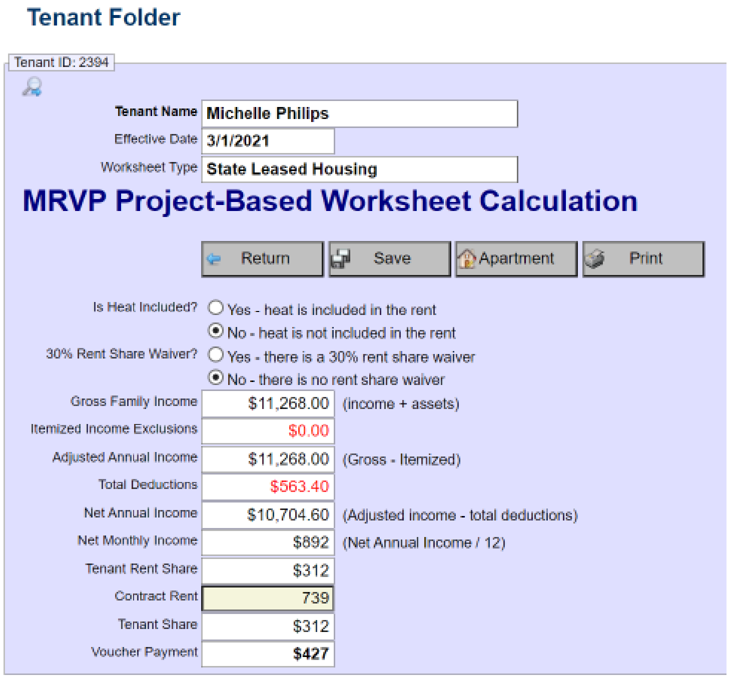
Tenant Name	Ms. Heather V. Watsgrove
Effective Date	3/1/2021
Worksheet Type	State Leased Housing

DMH (MA) Worksheet Calculation

Return | Save | Apartment | Print

Number of Bedrooms	1	
Calculation Rate (%)	30	
Is Heat Included?	( ) Yes - heat is included in the rent (•) No - heat is not included in the rent	
Gross Family Income	$12,654.00	(income + assets)
Itemized Income Exclusions	$0.00	
Adjusted Annual Income	$12,654.00	(Gross - Itemized)
Total Deductions	$400.00	
Net Annual Income	$12,254.00	(Adjusted income - total deductions)
Net Monthly Income	$1,021.00	(Net Annual Income / 12)
Tenant Share	$306.00	
Contract Rent	0.00	
Voucher Payment	**($306.00)**	

6.19.4 MRVP Project-Based Worksheet


Tenant Folder

Tenant ID: 2394

Tenant Name: Michelle Philips
Effective Date: 3/1/2021
Worksheet Type: State Leased Housing

MRVP Project-Based Worksheet Calculation

Return | Save | Apartment | Print

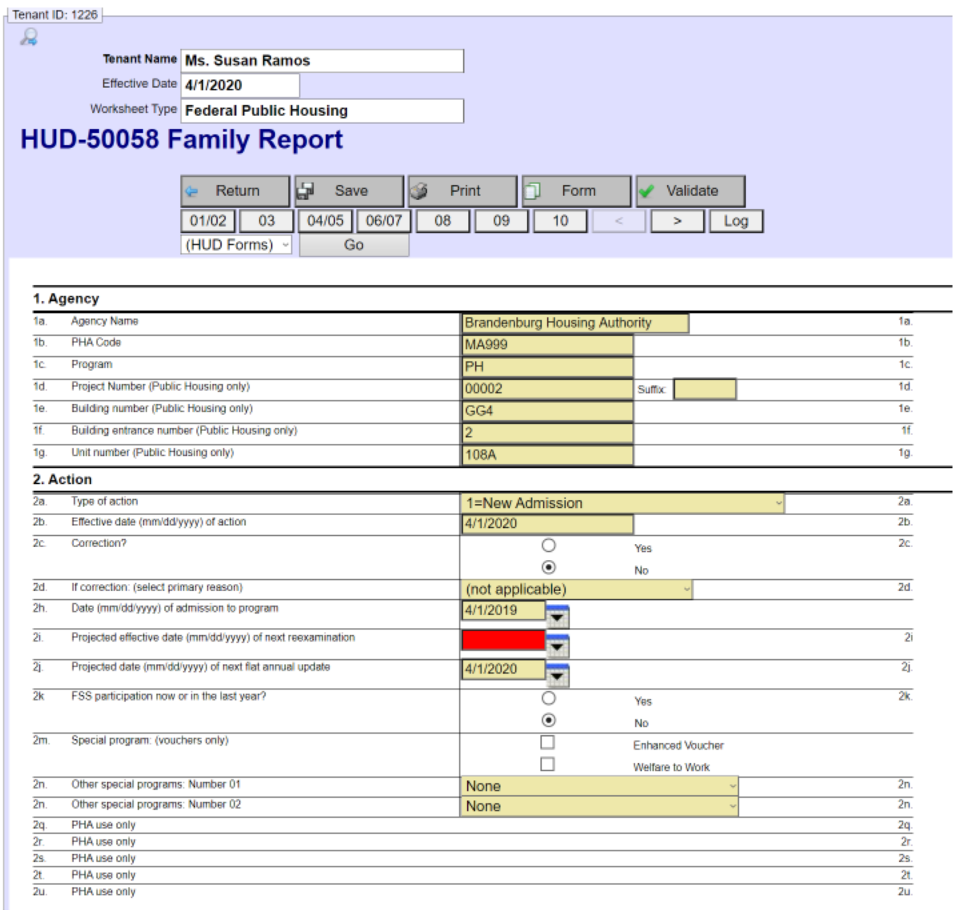
Is Heat Included? ○ Yes - heat is included in the rent ◉ No - heat is not included in the rent
30% Rent Share Waiver? ○ Yes - there is a 30% rent share waiver ◉ No - there is no rent share waiver

Gross Family Income	$11,268.00	(income + assets)
Itemized Income Exclusions	$0.00	
Adjusted Annual Income	$11,268.00	(Gross - Itemized)
Total Deductions	$563.40	
Net Annual Income	$10,704.60	(Adjusted income - total deductions)
Net Monthly Income	$892	(Net Annual Income / 12)
Tenant Rent Share	$312	
Contract Rent	739	
Tenant Share	$312	
Voucher Payment	**$427**	

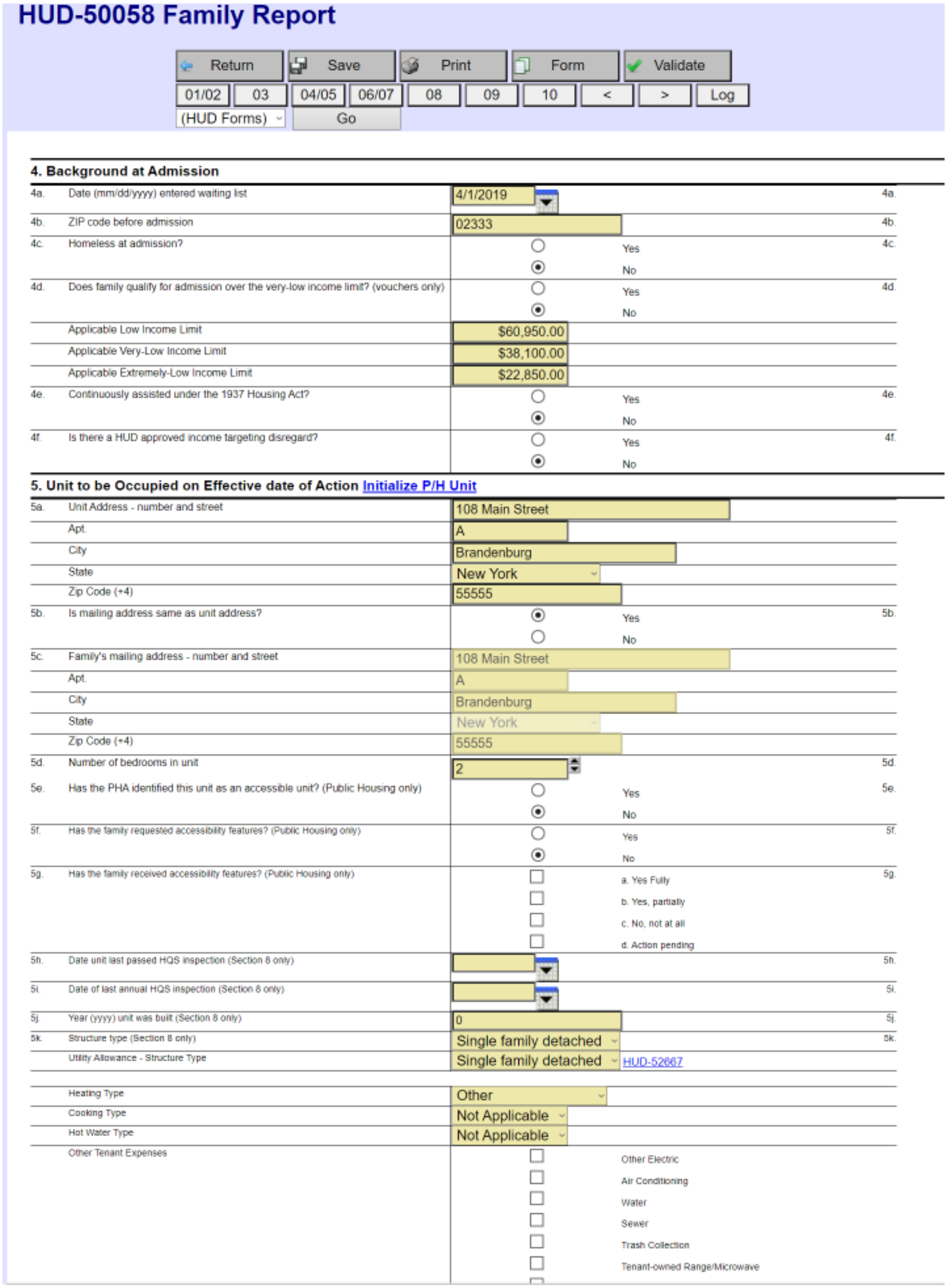
6.20 Federal Public Housing and Leased Housing Worksheets

Federal Public Housing and Leased Housing Worksheets are calculated using the HUD-50058 form. Since the functionality of the 50058 form is well-documented by HUD and there are numerous publications with instructions on completing this form, the User Guide will merely illustrate how to open and navigate the 50058 form.

An example 50058 form is shown below starting with the first page of the 50058.



Entry fields are highlighted in a light, tan color. The button-bar above the form will allow you to quickly go to any section of the 50058. For example, clicking the **[04/05]** button will take you to sections 4 and 5 of the 50058 as shown in the following screen capture.



HUD-50058 Family Report

Return | Save | Print | Form | Validate

01/02 | 03 | 04/05 | 06/07 | 08 | 09 | 10 | < | > | Log

(HUD Forms) | Go

4. Background at Admission

4a.	Date (mm/dd/yyyy) entered waiting list	4/1/2019	4a.
4b.	ZIP code before admission	02333	4b.
4c.	Homeless at admission?	Yes / No (No selected)	4c.
4d.	Does family qualify for admission over the very-low income limit? (vouchers only)	Yes / No (No selected)	4d.
	Applicable Low Income Limit	$60,950.00	
	Applicable Very-Low Income Limit	$38,100.00	
	Applicable Extremely-Low Income Limit	$22,850.00	
4e.	Continuously assisted under the 1937 Housing Act?	Yes / No (No selected)	4e.
4f.	Is there a HUD approved income targeting disregard?	Yes / No (No selected)	4f.

5. Unit to be Occupied on Effective date of Action Initialize P/H Unit

5a.	Unit Address - number and street	108 Main Street	
	Apt	A	
	City	Brandenburg	
	State	New York	
	Zip Code (+4)	55555	
5b.	Is mailing address same as unit address?	Yes / No (Yes selected)	5b.
5c.	Family's mailing address - number and street	108 Main Street	
	Apt	A	
	City	Brandenburg	
	State	New York	
	Zip Code (+4)	55555	
5d.	Number of bedrooms in unit	2	5d.
5e.	Has the PHA identified this unit as an accessible unit? (Public Housing only)	Yes / No (No selected)	5e.
5f.	Has the family requested accessibility features? (Public Housing only)	Yes / No (No selected)	5f.
5g.	Has the family received accessibility features? (Public Housing only)	a. Yes Fully / b. Yes, partially / c. No, not at all / d. Action pending	5g.
5h.	Date unit last passed HQS inspection (Section 8 only)		5h.
5i.	Date of last annual HQS inspection (Section 8 only)		5i.
5j.	Year (yyyy) unit was built (Section 8 only)	0	5j.
5k.	Structure type (Section 8 only)	Single family detached	5k.
	Utility Allowance - Structure Type	Single family detached HUD-52667	
	Heating Type	Other	
	Cooking Type	Not Applicable	
	Hot Water Type	Not Applicable	
	Other Tenant Expenses	Other Electric / Air Conditioning / Water / Sewer / Trash Collection / Tenant-owned Range/Microwave	

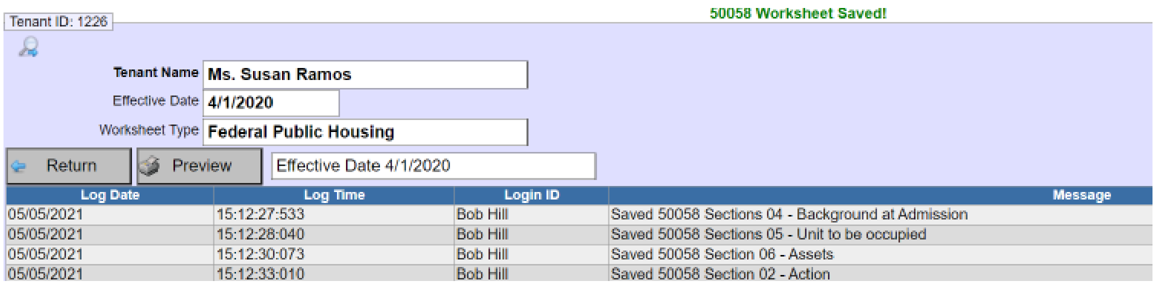
If any changes are made to any section of the 50058 form you must click the **[Save]** button to save those changes.

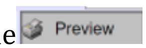
Clicking the **[Form]** button will create a printable copy of the HUD-50058 form for this rent worksheet.

Clicking the **[<]** and **[>]** buttons will save the current section's information and then move either back to the previous section or forward to the next section.

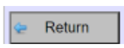
6.20.1 Viewing the 50058 Activity Log

Changes to the 50058 are automatically logged so that you can see who has made changes to any worksheet. An example of the 50058 activity log is shown here.



The log shows the date and time of the activity, the logged in user and a description of what was saved. Clicking the 

button will allow you preview and/or print a hard copy of the log.

Clicking the 

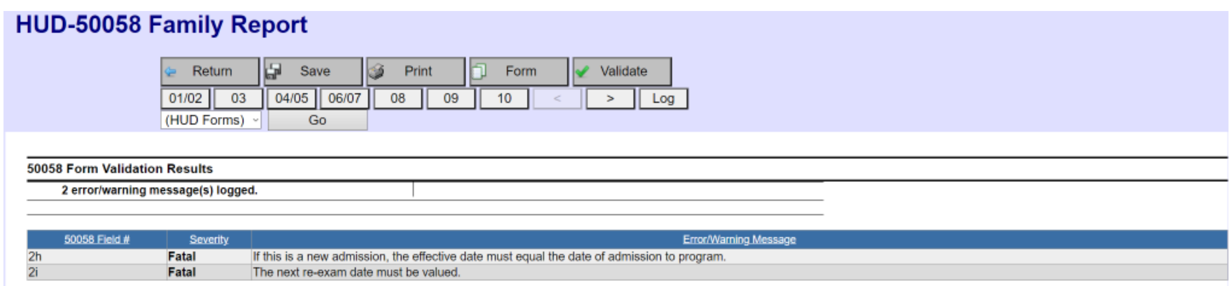
button will return you to the 50058.

6.20.2 50058 Validation

Clicking the **[Validate]** button will perform a validation check of the 50058 and will report any errors.

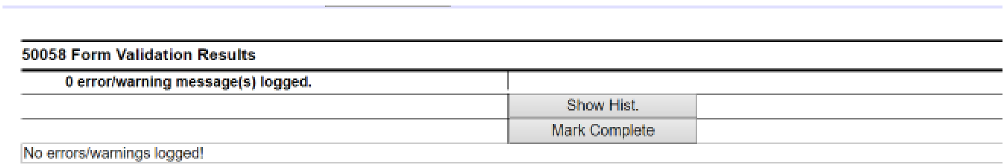
The following screen capture shows an example of an error reported on a 50058 form.

Clicking the **[Validate]** button will perform a validation check of the 50058 and will report any errors.

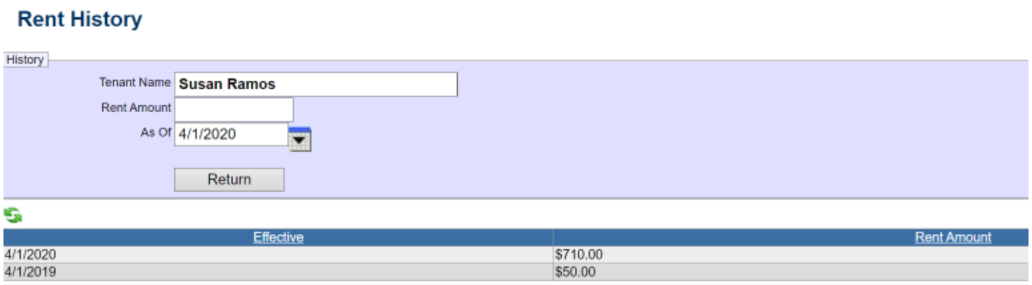


The error is shown along with the severity of the error. In addition, there is a reference to the exact entry on the 50058 that caused the error.

If there are no errors, or once you have corrected any errors, the validation will indicate that the 50058 form has passed validation. You also have the option to set the status of the worksheet complete by clicking the **[Mark Complete]** button as shown in the following screen capture.

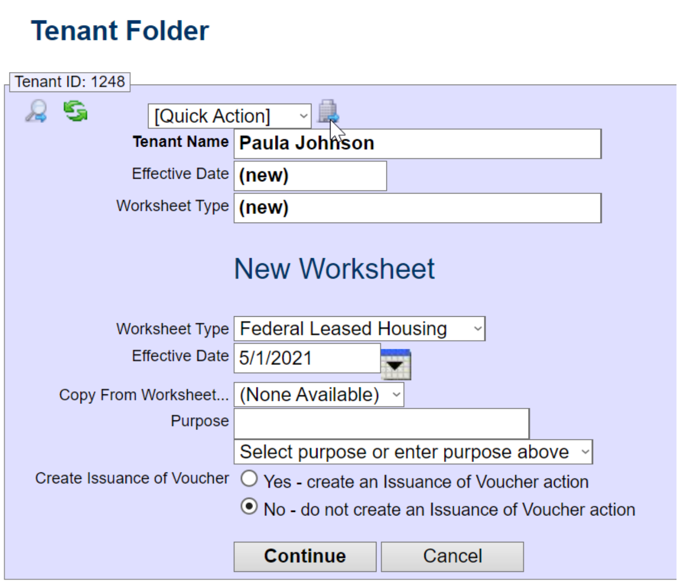


You can also view the Rent and/or HAP history for this tenant. This allows you to determine if the calculated amount is consistent with prior years. An example of the history is shown here.



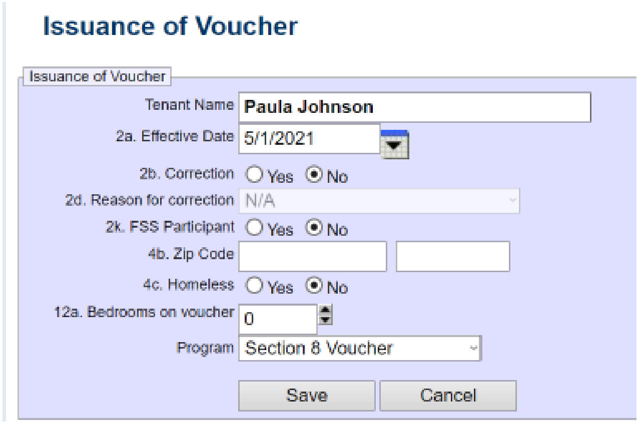
6.21 Creating an Issuance of Voucher Action

You can easily create an Issuance of Voucher action for a Federal Leased Housing tenant. This simplified entry collects the minimal required information to submit an Issuance of Voucher action to PIC. To create an Issuance of Voucher action, click the icon. The **New Worksheet** process will appear as follows.

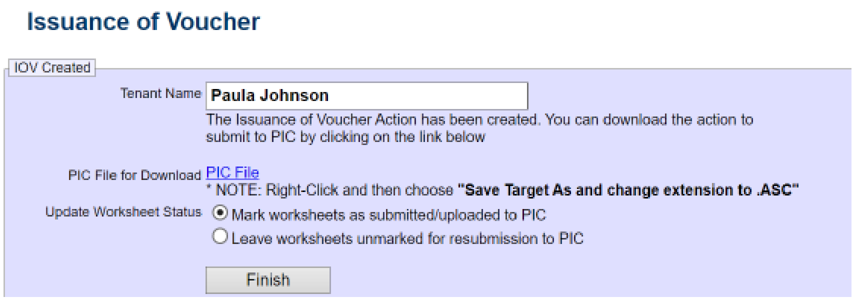


Choose ***Yes – create an issuance of Voucher Action*** and then click the **[Continue]** button.

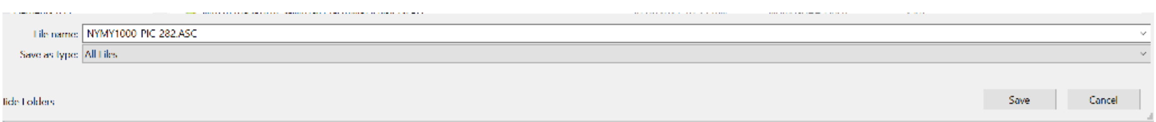
When you do, the Issuance of Voucher area will appear as follows.



Complete the information shown and then click the **[Save]** button. When you do, the process will look similar to below.



You can right-click on the **PIC File** link to download and save the PIC file to be uploaded into the HUD PIC system. Choose **Save Target As** and then change the extension of the file from .TXT to **.ASC**. **NOTE:** This is a required step. If you try to upload a .TXT file to PIC, it will be rejected. However, due to security reasons, your browser will not allow you to download a file with a .ASC extension. Therefore, the file must be downloaded as a .TXT file, and when you save it, you change the extension of the file from .TXT to .ASC.



Once the file has been saved to your computer, you can sign in to HUD-PIC and upload the action.

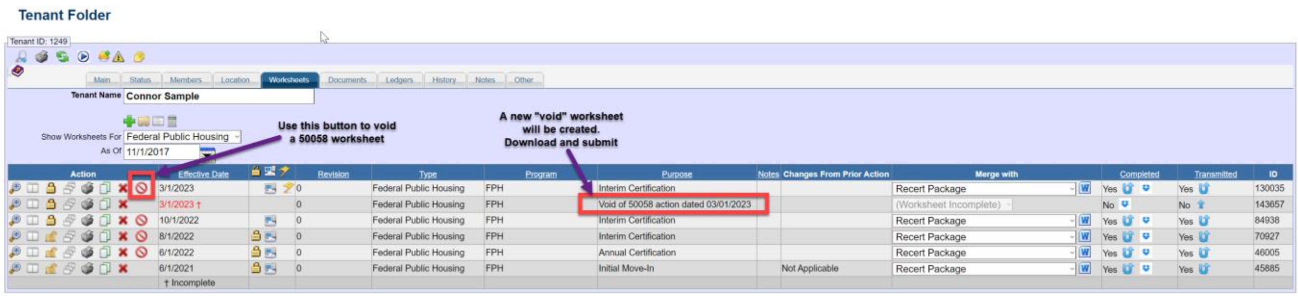
6.22 Voiding a 50058 Action

If you have a 50058 action submitted in PIC and you need to remove it, the process involves sending a Void action for the same effective date.

To create the void, simply locate that worksheet in the tenant folder and click the button. This will change the action type for this worksheet to a void. When you do this, a copy of this worksheet will be created with an Action Type of Void.

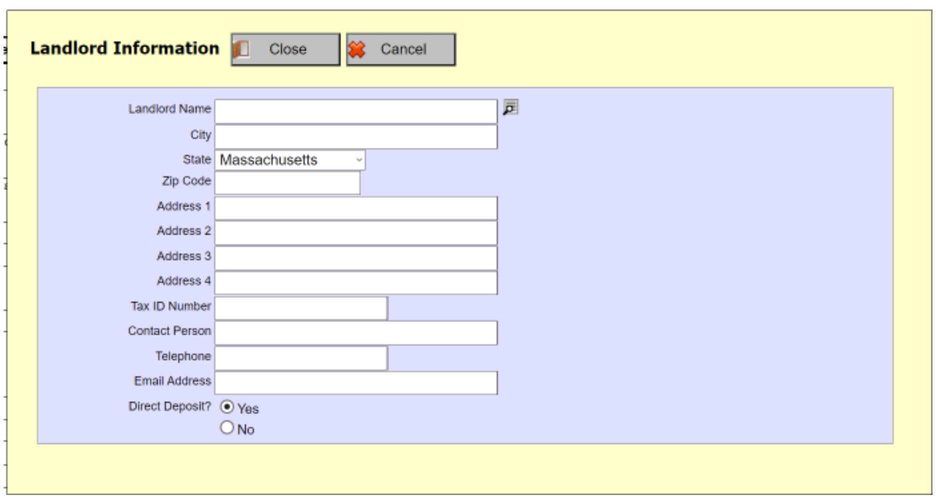
At this point, you need to download the PIC Action through the Create PIC File Transmission process and then upload the resulting file to PIC. This will remove this action from PIC.

Once you have confirmed that the action has in fact been voided (removed) from PIC, you can then delete the voided worksheet.

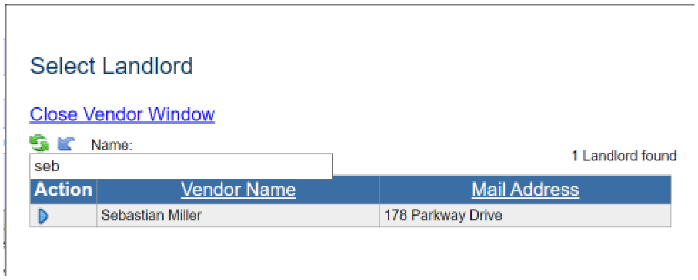


6.23 Editing the 50058 Housing Choice Vouchers Section

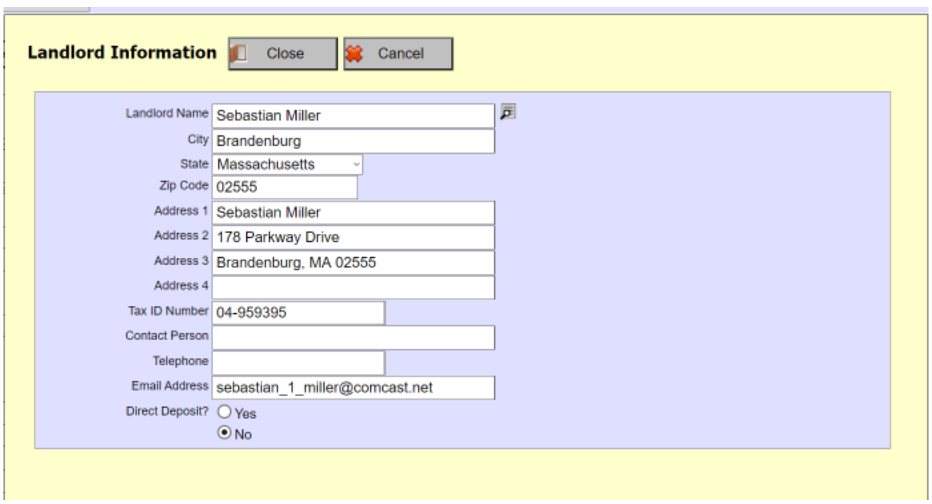
If the tenant is in a Housing Choice Voucher program, the information is recorded on tab 12 of the 50058 Family Report. In PHAnetwork, there is an additional requirement that you connect the tenant's HAP to a specific vendor/landlord. This is done by clicking the **Show Owner** link on Section 12. When you do, you will see something similar to the following.



This form allows you to select a landlord or add a new landlord. If the landlord already exists in your system you can click on the icon to select the vendor/landlord. The following screen shows the vendor/landlord selection screen.



You can enter part of the landlord's name in the entry box and then click the icon to search for that landlord. Then, click the to select that landlord. The landlord's name and address will be returned to the Landlord Information window. The landlord information will be filled in as follows.



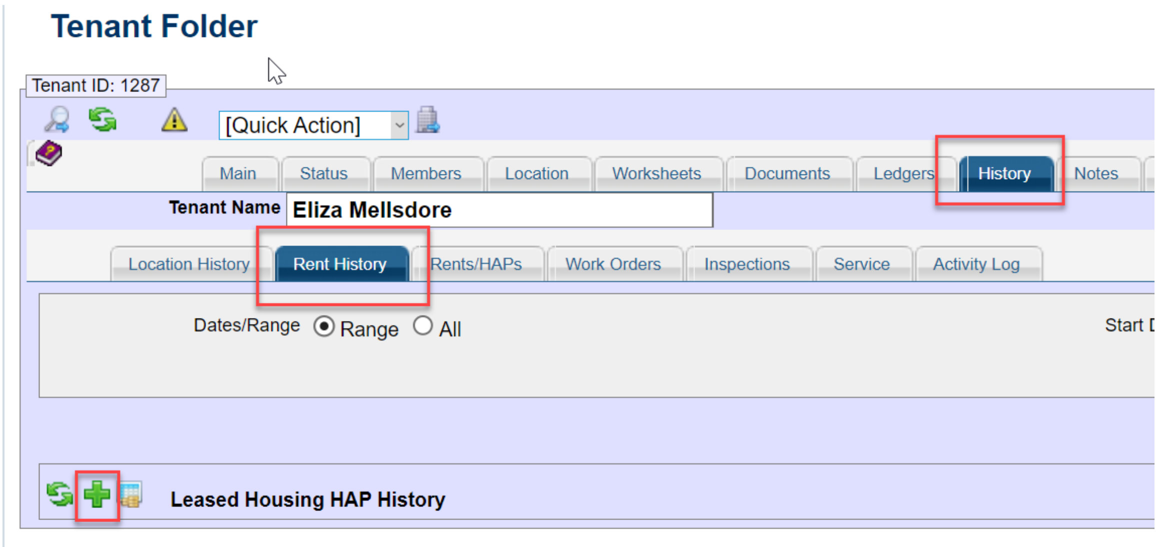
Click the **[Close]** button to close the landlord information window. Then click the **[Save Changes]** button to save that information on section 12 of the 50058 form.

Note: The procedure is similar for ***Project-Based Vouchers*** and ***Moderate Rehab***.

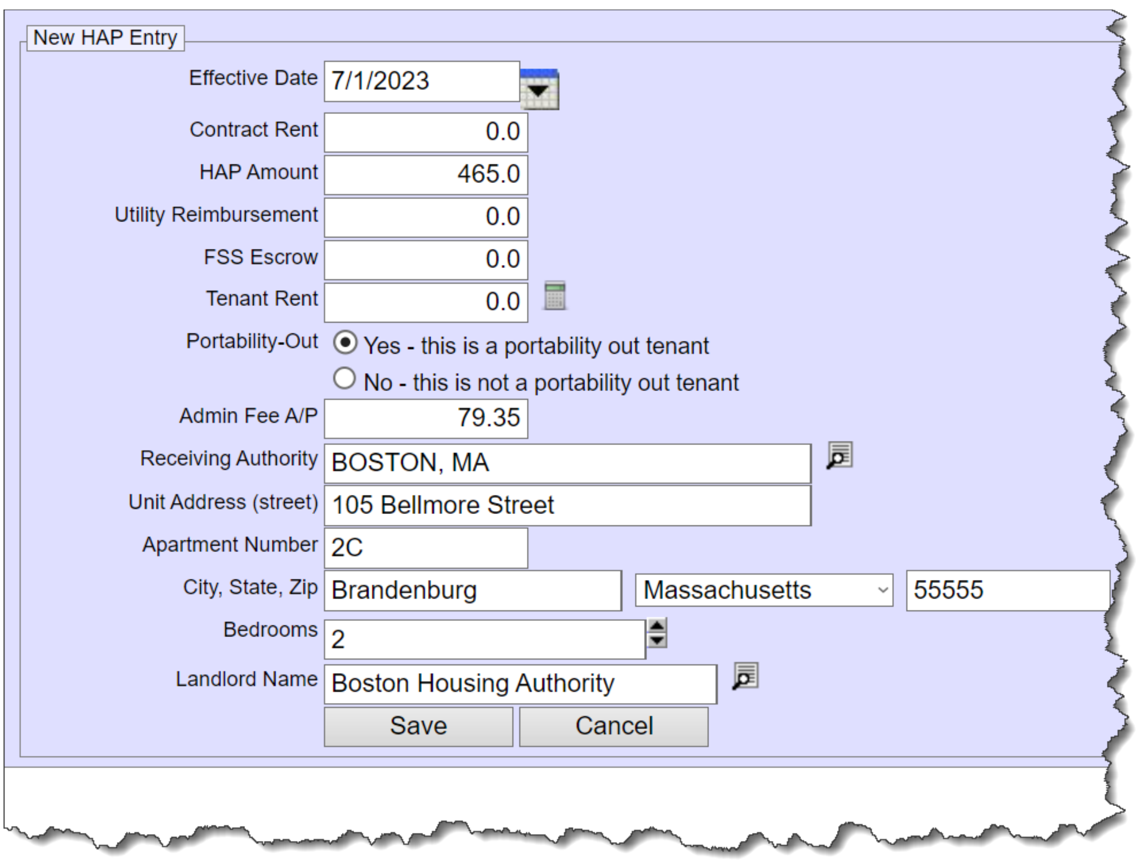
6.24 Working with Portability-Out Tenants

Portability-out tenants do not need 50058 worksheets since they are porting-out to another agency who will be responsible for the management of the voucher. For a port-out tenant, you only need to create a HAP (rent) schedule entry and indicate through that process that the tenant is a port-out.

To create a port-out entry, go to the ***History*** tab and then click as shown below.



When you do, the following section will appear.



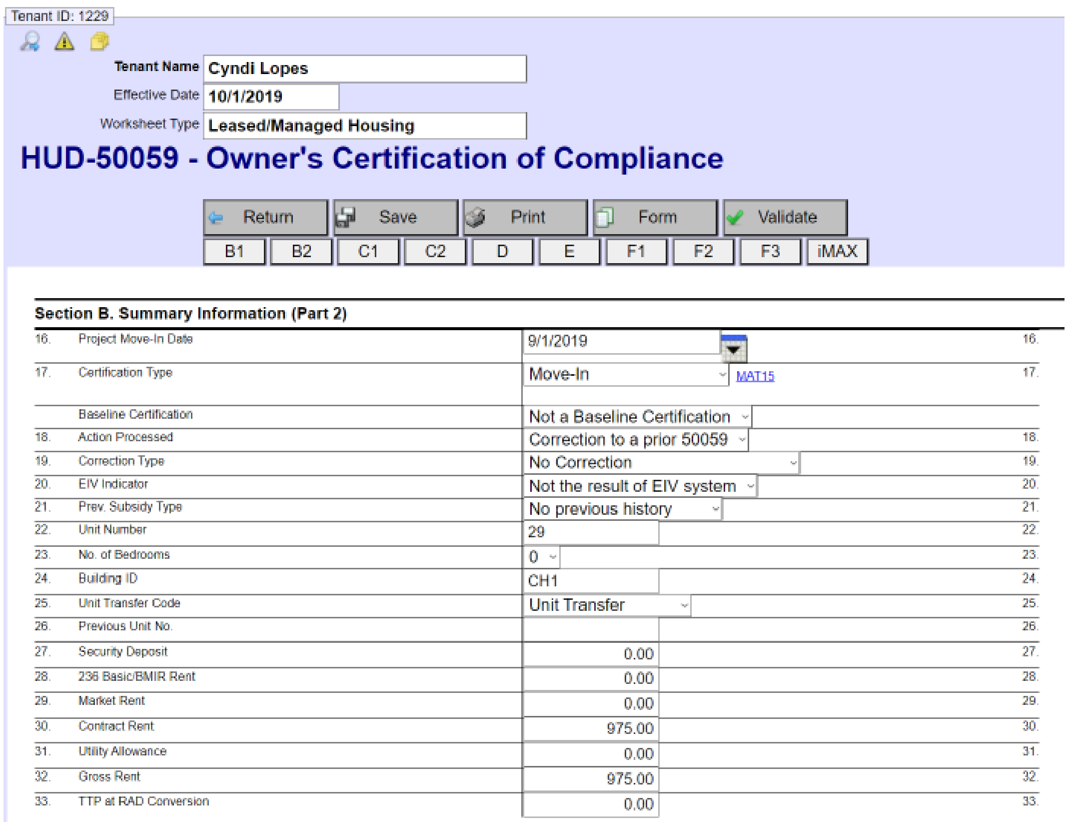
You will need to enter the ***Effective Date***, the ***HAP*** amount and the ***Admin Fee A/P*** (Accounts Payable). You can optionally specify the receiving authority by clicking on the button.

In addition, you will need to enter the apartment/unit that the tenant will be occupying and specify the number of bedrooms. Finally, you must select the landlord which will be the receiving authority. In the example above, the landlord is the ***Boston Housing Authority***.

Once this entry is saved, the Boston Housing Authority will receive a monthly HAP of $465 along with an admin fee of $79.35.

6.25 Federal TRACS/50059 Worksheets

If you have a program whose rent calculation is done through the TRACS program on a HUD-50059 form, the worksheet will closely resemble that form. Below is an example of a TRACS tenant worksheet.


Tenant ID: 1229

Tenant Name: Cyndi Lopes
Effective Date: 10/1/2019
Worksheet Type: Leased/Managed Housing

HUD-50059 - Owner's Certification of Compliance

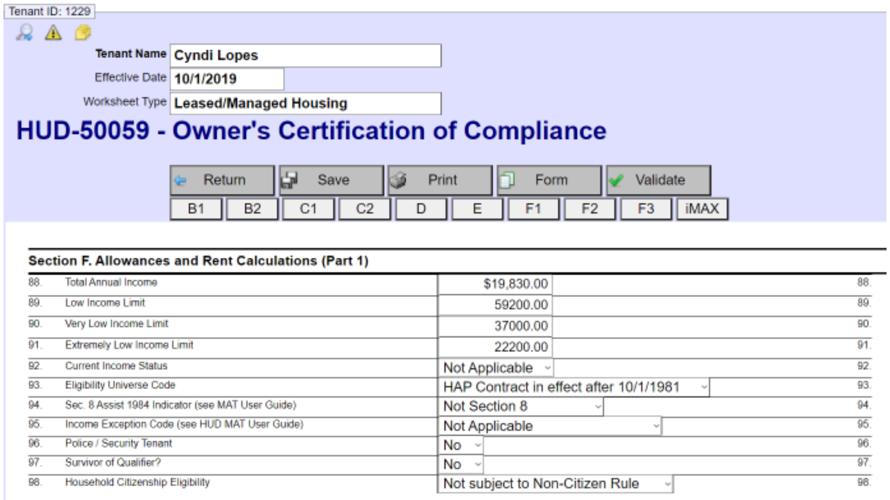
Return | Save | Print | Form | Validate

B1 | B2 | C1 | C2 | D | E | F1 | F2 | F3 | iMAX

Section B. Summary Information (Part 2)

16.	Project Move-In Date	9/1/2019	16.
17.	Certification Type	Move-In MAT15	17.
	Baseline Certification	Not a Baseline Certification	
18.	Action Processed	Correction to a prior 50059	18.
19.	Correction Type	No Correction	19.
20.	EIV Indicator	Not the result of EIV system	20.
21.	Prev. Subsidy Type	No previous history	21.
22.	Unit Number	29	22.
23.	No. of Bedrooms	0	23.
24.	Building ID	CH1	24.
25.	Unit Transfer Code	Unit Transfer	25.
26.	Previous Unit No.		26.
27.	Security Deposit	0.00	27.
28.	236 Basic/BMIR Rent	0.00	28.
29.	Market Rent	0.00	29.
30.	Contract Rent	975.00	30.
31.	Utility Allowance	0.00	31.
32.	Gross Rent	975.00	32.
33.	TTP at RAD Conversion	0.00	33.

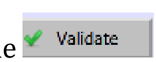
The band of buttons labeled **B1** through **F3** correlate to the various sections of the HUD-50059 form. Clicking on any button will take you to that section. For example, clicking on the **[F1]** button will take you to section F1 as shown below.



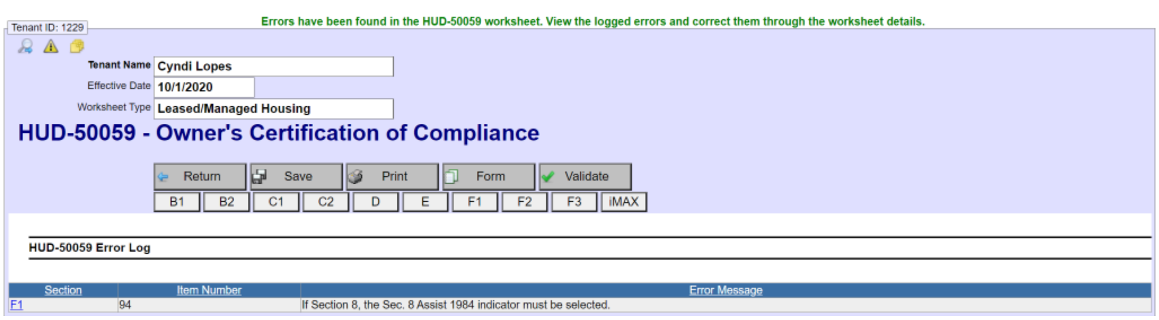
Depending upon the **Certification Type** shown in item #17 on section B2, additional options may appear to provide more detail. The list of actions below explains the additional information available.

Certification Type	Additional Information Available
Move-In	A link to the MAT15 address information
MAT-40 Move-Out	A link to the move-out details for the MAT-40 action
MAT-65 Termination	A link to the details for the MAT-65 termination action
MAT-70 UT/Gross Rent	A link to the details for the MAT-70 Gross Rent change or Unit Transfer

6.26 Validating a HUD-50059

To check if all of the information is correct on a HUD-50059 form, click on the 

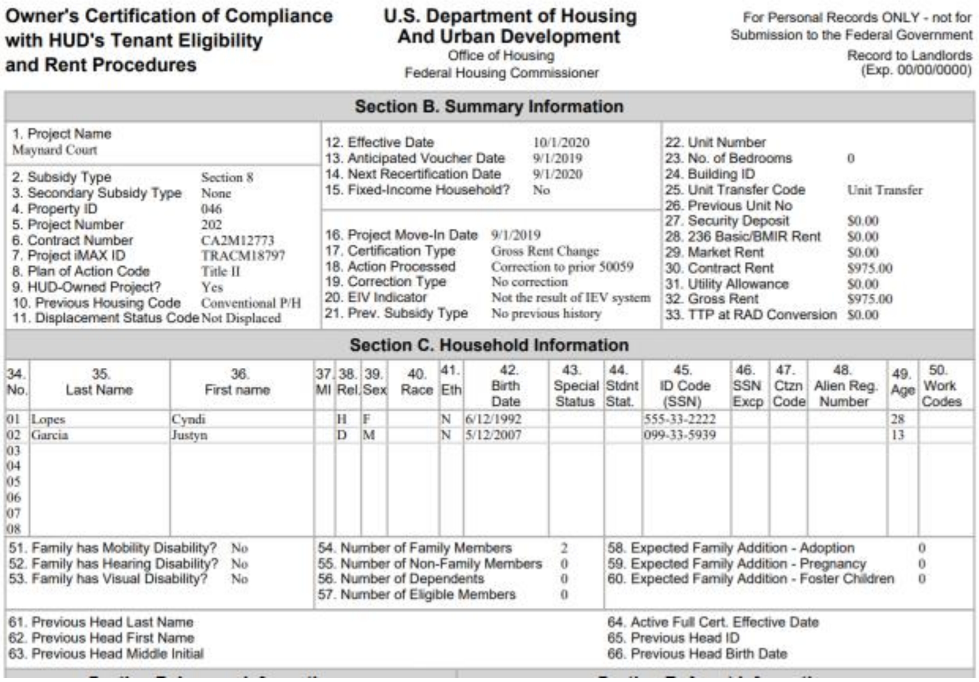
button. If there are any errors, they will be reported as shown below.



The error is shown along with the item number and a link to the section where the item can be found and corrected.

6.27 Preview/Printing a HUD-50059

You can get a copy of the HUD-50059 for any worksheet by clicking on the Form button. When you do you will get a hardcopy of the form similar to the following.



Owner's Certification of Compliance with HUD's Tenant Eligibility and Rent Procedures

U.S. Department of Housing And Urban Development
Office of Housing
Federal Housing Commissioner

For Personal Records ONLY - not for Submission to the Federal Government
Record to Landlords
(Exp. 00/00/0000)

Section B. Summary Information

1. Project Name
Maynard Court

2. Subsidy Type: Section 8
3. Secondary Subsidy Type: None
4. Property ID: 046
5. Project Number: 202
6. Contract Number: CA2M12773
7. Project iMAX ID: TRACM18797
8. Plan of Action Code: Title II
9. HUD-Owned Project?: Yes
10. Previous Housing Code: Conventional P/H
11. Displacement Status Code: Not Displaced

12. Effective Date: 10/1/2020
13. Anticipated Voucher Date: 9/1/2019
14. Next Recertification Date: 9/1/2020
15. Fixed-Income Household?: No

16. Project Move-In Date: 9/1/2019
17. Certification Type: Gross Rent Change
18. Action Processed: Correction to prior 50059
19. Correction Type: No correction
20. EIV Indicator: Not the result of IEV system
21. Prev. Subsidy Type: No previous history

22. Unit Number
23. No. of Bedrooms: 0
24. Building ID
25. Unit Transfer Code: Unit Transfer
26. Previous Unit No
27. Security Deposit: $0.00
28. 236 Basic/BMIR Rent: $0.00
29. Market Rent: $0.00
30. Contract Rent: $975.00
31. Utility Allowance: $0.00
32. Gross Rent: $975.00
33. TTP at RAD Conversion: $0.00

Section C. Household Information

34. No.	35. Last Name	36. First name	37. MI	38. Rel.	39. Sex	40. Race	41. Eth	42. Birth Date	43. Special Status	44. Stdnt Stat.	45. ID Code (SSN)	46. SSN Excp	47. Ctzn Code	48. Alien Reg. Number	49. Age	50. Work Codes
01	Lopes	Cyndi		H	F		N	6/12/1992			555-33-2222				28	
02	Garcia	Justyn		D	M		N	5/12/2007			099-33-5939				13	
03																
04																
05																
06																
07																
08																

51. Family has Mobility Disability?: No
52. Family has Hearing Disability?: No
53. Family has Visual Disability?: No

54. Number of Family Members: 2
55. Number of Non-Family Members: 0
56. Number of Dependents: 0
57. Number of Eligible Members: 0

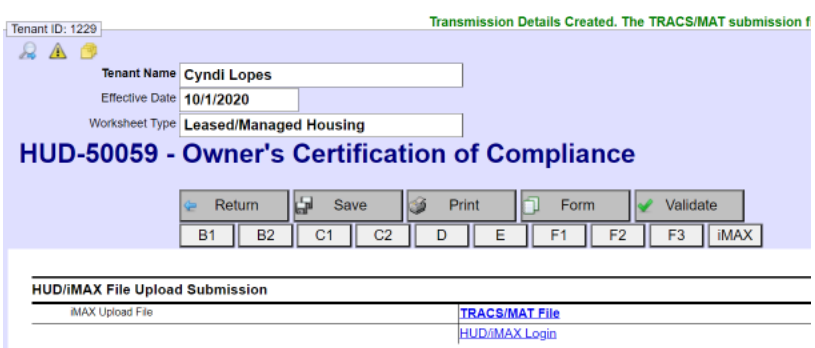
58. Expected Family Addition - Adoption: 0
59. Expected Family Addition - Pregnancy: 0
60. Expected Family Addition - Foster Children: 0

61. Previous Head Last Name
62. Previous Head First Name
63. Previous Head Middle Initial

64. Active Full Cert. Effective Date
65. Previous Head ID
66. Previous Head Birth Date

6.28 Creating a MAT Transmission

If you have completed the entry of the HUD-50059 worksheet and you are ready to upload the action to iMAX for submission to TRACS, click the **[iMAX]** button. The screen will appear as follows.



To download the generated MAT file, right-click on the **TRACS/MAT File** link, and then choose ***Save Link As*** or ***Saved Link Content As*** and then save the file to your computer. Note that the exact menu option will vary depending upon which browser and browser version you are working with.

You will be prompted to save the file to a location on your computer. It is best to setup a standard folder where all submissions will be saved, and perhaps to setup sub-folders by Year and Month.

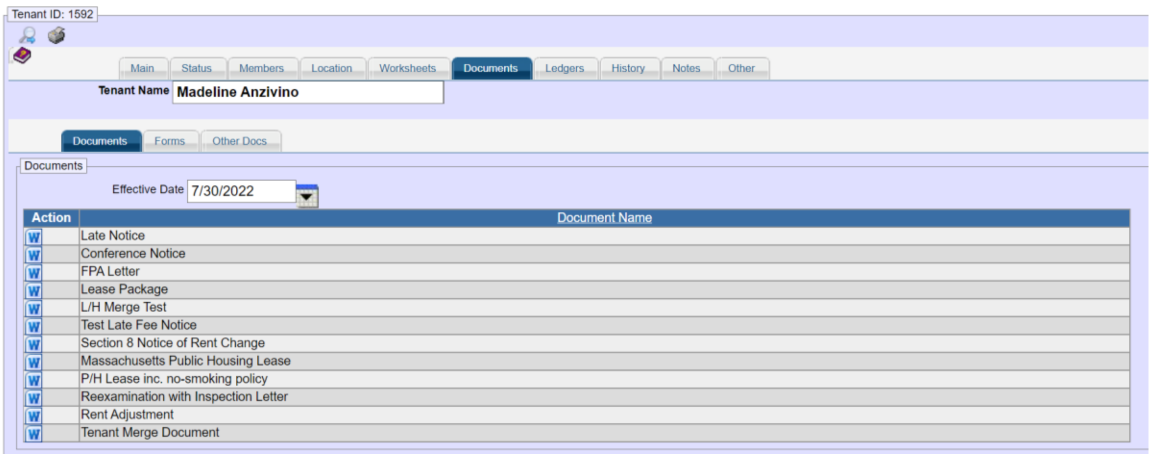
Once the file has been saved, you can click the **HUD/iMAX Login** link to take you to the HUD Secure Systems sign in.

6.29 Creating Multiple MAT Actions

You can create each Monthly Activity Transmission (MAT) file as you complete them, or you can create a single file with multiple MAT actions. This is done through the **Prepare MAT File(s)** menu option in the Tenant Management module. Consult the ***TRACS/MAT User Guide*** for more information on creating a submission with multiple files.

7 The Documents Tab

The Documents tab contains a variety of documents that you can print, view and upload for tenants. The tab is sub-divided into three separate tabs as shown below.

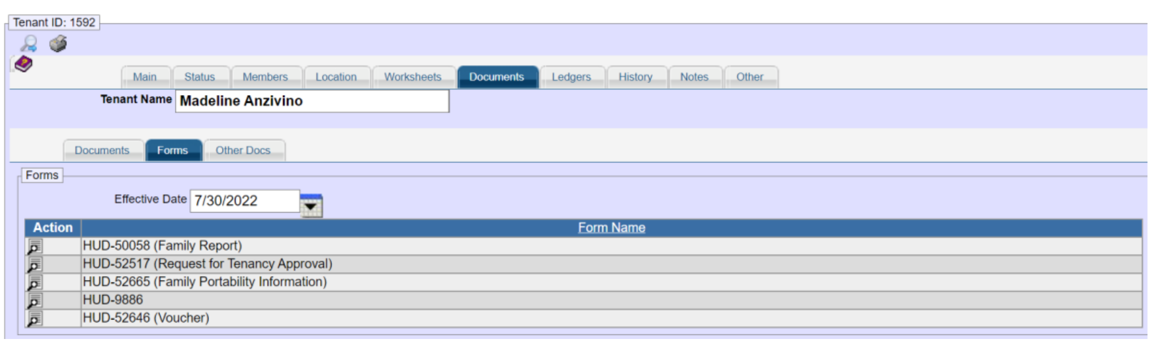


7.1.1 Merge Documents

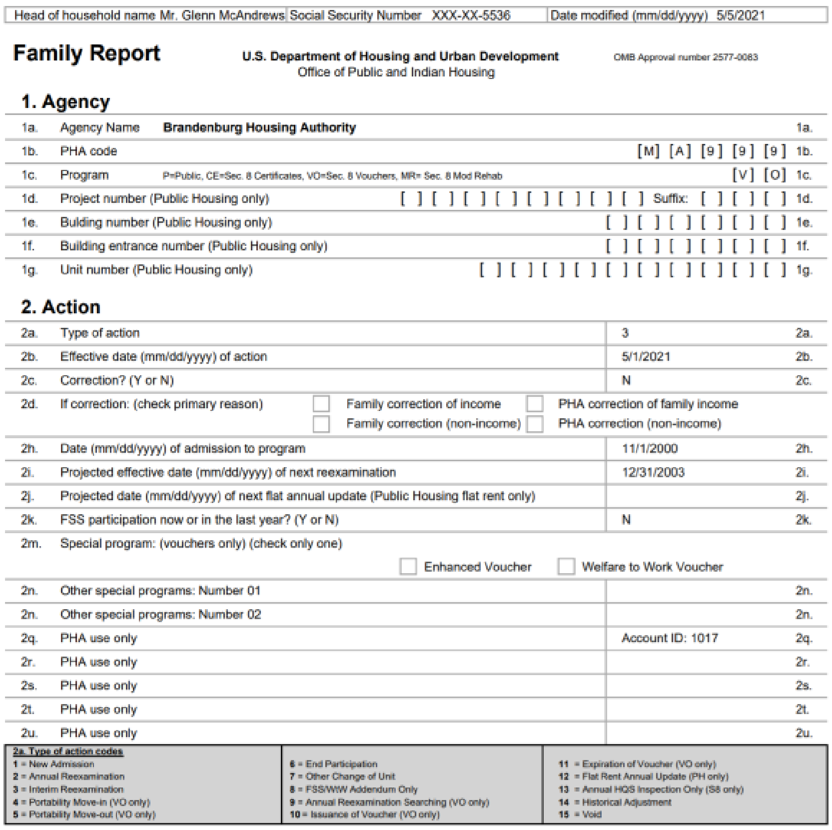
The first tab, **Documents**, includes any uploaded Word merge templates for your agency that are applicable for this tenant. Clicking on the W icon will merge that template with tenant information and the resulting Word document will be opened for review, further editing or printing.

7.1.2 Forms

The second tab, **Forms** will include any applicable Federal or State forms for the user. As shown below, for this particular tenant there are five HUD forms that can be generated for preview.



Click on the icon to open that document as shown in the following screen prints.



Head of household name Mr. Glenn McAndrews | Social Security Number XXX-XX-5536 | Date modified (mm/dd/yyyy) 5/5/2021

Family Report

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing

OMB Approval number 2577-0083

1. Agency

1a.	Agency Name	Brandenburg Housing Authority	1a.
1b.	PHA code	[M] [A] [9] [9] [9]	1b.
1c.	Program P=Public, CE=Sec. 8 Certificates, VO=Sec. 8 Vouchers, MR= Sec. 8 Mod Rehab	[V] [O]	1c.
1d.	Project number (Public Housing only)	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] Suffix: [ ] [ ] [ ]	1d.
1e.	Bulding number (Public Housing only)	[ ] [ ] [ ] [ ] [ ] [ ]	1e.
1f.	Building entrance number (Public Housing only)	[ ] [ ] [ ] [ ] [ ] [ ]	1f.
1g.	Unit number (Public Housing only)	[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]	1g.

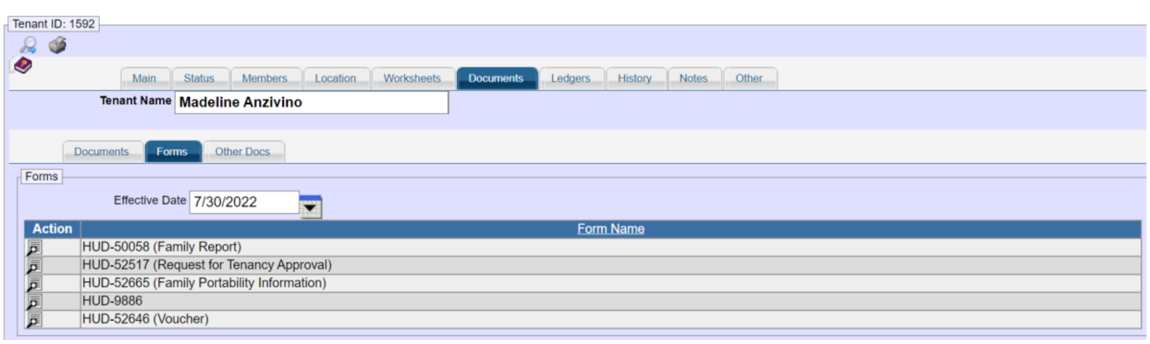
2. Action

2a.	Type of action	3	2a.
2b.	Effective date (mm/dd/yyyy) of action	5/1/2021	2b.
2c.	Correction? (Y or N)	N	2c.
2d.	If correction: (check primary reason) ☐ Family correction of income ☐ PHA correction of family income ☐ Family correction (non-income) ☐ PHA correction (non-income)		
2h.	Date (mm/dd/yyyy) of admission to program	11/1/2000	2h.
2i.	Projected effective date (mm/dd/yyyy) of next reexamination	12/31/2003	2i.
2j.	Projected date (mm/dd/yyyy) of next flat annual update (Public Housing flat rent only)		2j.
2k.	FSS participation now or in the last year? (Y or N)	N	2k.
2m.	Special program: (vouchers only) (check only one) ☐ Enhanced Voucher ☐ Welfare to Work Voucher		
2n.	Other special programs: Number 01		2n.
2n.	Other special programs: Number 02		2n.
2q.	PHA use only	Account ID: 1017	2q.
2r.	PHA use only		2r.
2s.	PHA use only		2s.
2t.	PHA use only		2t.
2u.	PHA use only		2u.

2a. Type of action codes
1 = New Admission
2 = Annual Reexamination
3 = Interim Reexamination
4 = Portability Move-in (VO only)
5 = Portability Move-out (VO only)
6 = End Participation
7 = Other Change of Unit
8 = FSS/WtW Addendum Only
9 = Annual Reexamination Searching (VO only)
10 = Issuance of Voucher (VO only)
11 = Expiration of Voucher (VO only)
12 = Flat Rent Annual Update (PH only)
13 = Annual HQS Inspection Only (S8 only)
14 = Historical Adjustment
15 = Void

7.1.3 Other Documents

The final tab on the Documents section is labeled ***Other Docs***. This section is used to save scanned documents for the tenant. Basically, any form or document that you need to save for the tenant can be uploaded with a few restrictions to size and number of pages. The following screen capture shows the details of the ***Other Docs*** tab.

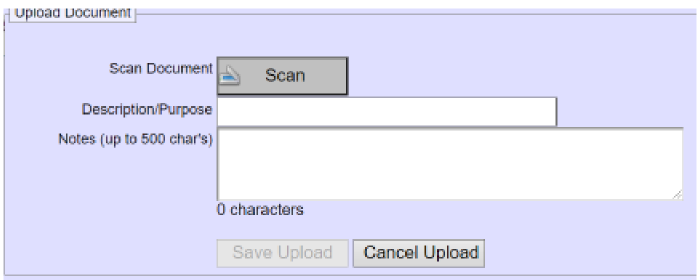


Click on the icon to open and view the previously saved document. If you need to remove a document for any reason, click the icon.

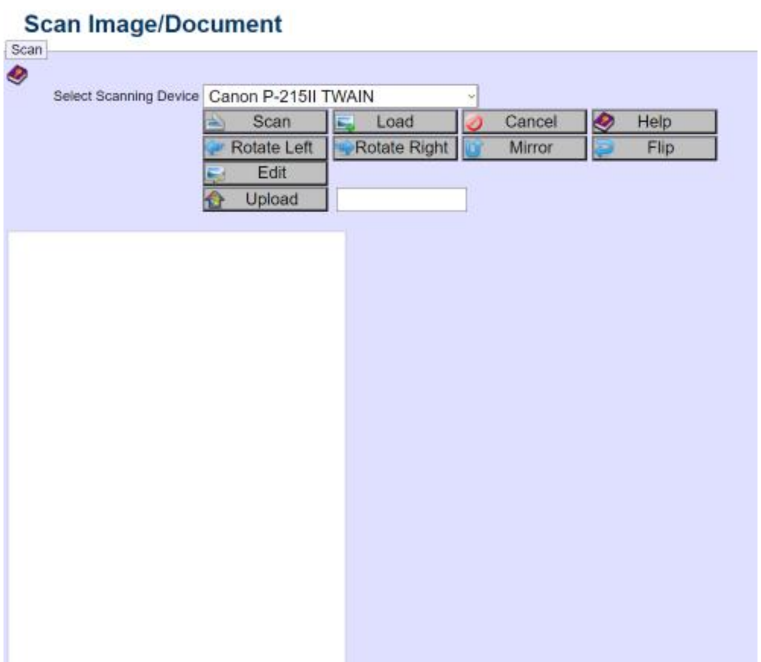
You can also narrow down your search by date. The default is to include **All Dates**, but you can click the **Range** option and then enter the starting and ending date for the range. Next, click the icon to reload the documents for the specified range of dates.

7.1.4 Scanning and Uploading Documents

To scan a new document, click the button. The scan/acquire option will appear as shown here.



When you click on the Scan button, the following screen will appear.



The various buttons in the Scan Image/Document area are explained as follows…

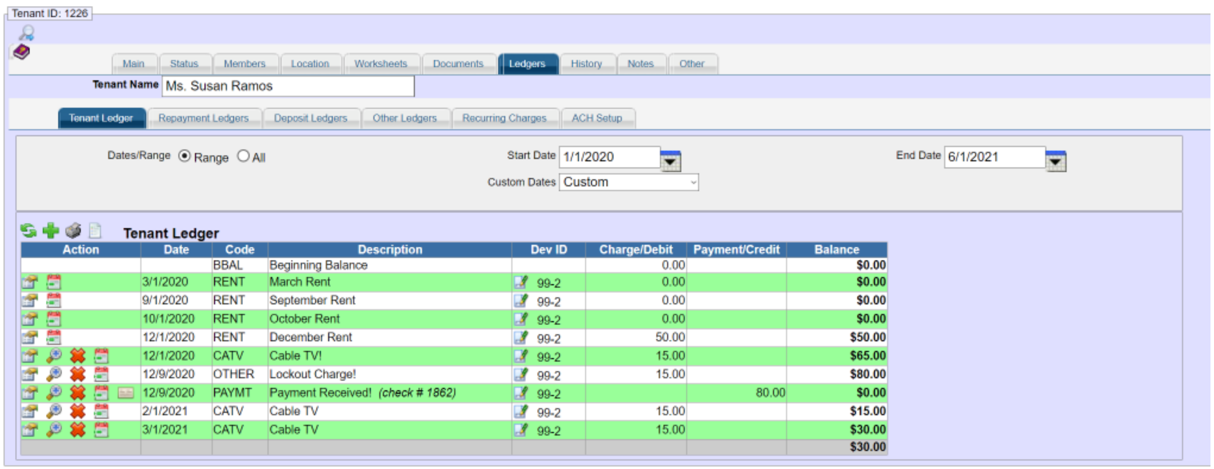
Button	Description

Scan	Scan will initiate the scan and will present the resulting scan in the Preview window.
Load	Load will allow you to load a previously scanned and saved document from your computer.
Cancel	Cancel will exit the process.
Help	Clicking [Help] will show a help document explaining all of the options.
Rotate Left/Right	The rotate will allow you to rotate the document either left or right in the preview window.
Mirror	Mirror will create a mirror image of the scanned document.
Flip	The Flip button will result in the image being flipped upside down (useful if the document was scanned upside down).
Edit	This will open the document/image editor allowing you to make additional changes/edits.
Upload	Once you have scanned and adjusted your document, click the Upload button to upload it so that it can be saved with the tenant's folder.

8 The Ledgers Tab

The **Ledgers** tab, like the **Worksheets** tab is a fairly comprehensive section of the tenant folder. It is through the Ledgers tab that you will manage the tenant accounts receivable (TAR) elements of the tenant. This includes posting of various charges, recording of cash receipts, managing and updating repayment ledgers, tracking tenant deposits (security, pet, etc.), and setting up any tenant recurring charges.

An example of the Ledger tab is shown below. The currently selected ledger tab is for the ***Tenant Ledger***.



Each separate tab is explained in the table below.

Tab	Description
Tenant Ledger	The tenant ledger is where normal automated rent charges are posted as well as any tenant-ledger related charges, payments and credits.
Repayment Ledgers	The repayment ledgers tab is where any repayments are tracked for either regular repayments or fraud repayments.
Deposit Ledgers	The deposit ledgers tab is the area where any deposits for agency-defined deposit ledgers are recorded. You can setup as many different deposit ledgers as you need to such as a security deposit ledger, a pet deposit ledger, and FSS escrow deposit ledger, etc.
Other Ledgers	This ledger tab is for future use and is currently not available.

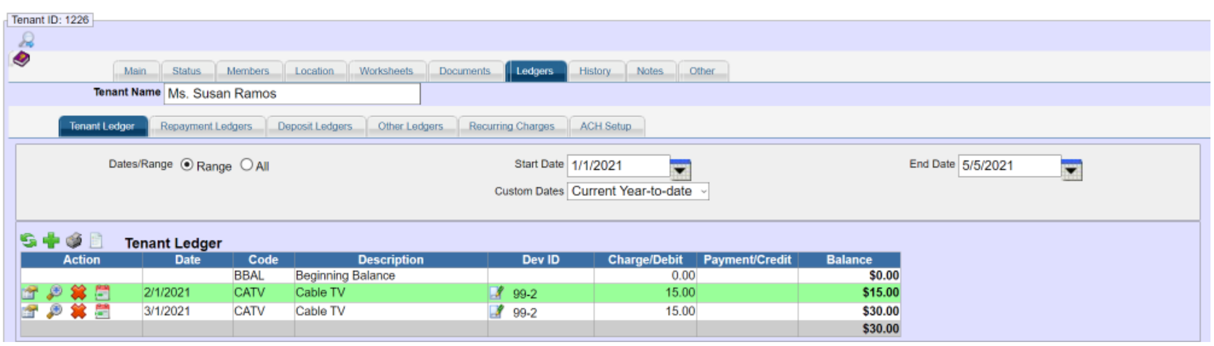
Recurring Charges	Any recurring monthly charges such as cable TV, excess utilities, etc. are setup and managed through this tab.
ACH Setup	ACH setup is used to setup the Automated Clearing House (ACH) information for any tenant participating in automatic direct deposits. The information on this tab would include the tenants bank routing number and bank account number.

8.1 Working with the Tenant Ledger Tab

The tenant ledger tab will show any recorded tenant ledger charges such as automated rent charges, manually posted charges and payments and the tenant's running balance. You can specify a date range for which to view or you can optionally choose to show transactions for all dates. In addition, you can select any of the following ***custom*** date ranges.

- **Current Month** – Shows first to the end of the current month
- **Prior Month** – Shows first to the end of the previous month
- **Current Year-to-date** – Shows from the first day of the year through the current date
- **Current Year** – Shows from the first day of the year to the last day of the year

An example of the tenant ledger showing the current year-to-date is shown below.



If you manually change the starting and/or ending dates, you will need to click the refresh icon ( ) to refresh the tenant ledger grid.

Additional icons above the Tenant Ledger grid have the following actions:

- Add a new transaction (charge, adjustment, payment, etc.)
- Preview/Print a hardcopy of the tenant ledger as shown
- Preview/Print a tenant statement

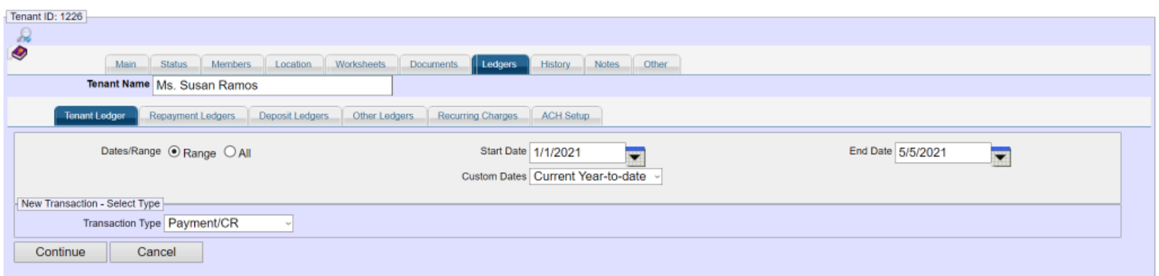
The columns within the tenant ledger are described as follows.

<table>
<tr><th>Column Heading</th><th>Description</th></tr>
<tr><td>Action</td><td>This column includes various icons that when clicked, will perform certain actions.
<table>
<tr><td></td><td>View the details of the transaction (read-only)</td></tr>
<tr><td></td><td>Delete the transaction</td></tr>
<tr><td></td><td>Edit the transaction</td></tr>
<tr><td></td><td>Show an aging summary</td></tr>
</table></td></tr>
<tr><td>Date</td><td>This is the date of the transaction</td></tr>
<tr><td>Code</td><td>The code representing the type of charge, credit, payment, etc.
<table>
<tr><td>RENT</td><td>Rent Charge – automatically posted from Rent Roll process</td></tr>
<tr><td>RRENT</td><td>Retro-Rent charge – manually posted</td></tr>
<tr><td>PRENT</td><td>Partial-Rent charge – can be manually posted or automatically posted through a calculated proration.</td></tr>
<tr><td>OTHER</td><td>Other charge such as a maintenance charge, recurring charge, etc.</td></tr>
<tr><td>PBAL</td><td>Prior balance – shown when tenant ledger was converted from a prior software application.</td></tr>
<tr><td>LATE</td><td>Late Fee</td></tr>
<tr><td>LEGAL</td><td>Legal Fee</td></tr>
<tr><td>CATV</td><td>Cable-TV charge</td></tr>
<tr><td>WRITE</td><td>A write-off transaction</td></tr>
<tr><td>PAYMT</td><td>Payment by check or direct debit</td></tr>
<tr><td>ADJ</td><td>Adjusting transaction</td></tr>
<tr><td>RETCK</td><td>Returned Check</td></tr>
</table></td></tr>
<tr><td>Description</td><td>This column shows the description of the transaction.</td></tr>
</table>

DevID	The associated development ID when the transaction was posted (Public Housing types only)
Charge/Debit	The charge/debit amount of the transaction. This will include any types of charges or debit adjustments.
Payment/Credit	The payment/credit amount of the transaction. This will include any payments and credit adjustments.
Balance	The balance after the debit/credit amount of the transaction has been applied to the immediate previous balance shown.

8.2 Adding a new Tenant Ledger Transaction

To add a new transaction to the tenant ledger, click the icon. You will be guided step-by-step through the process. The first step will appear as shown below.

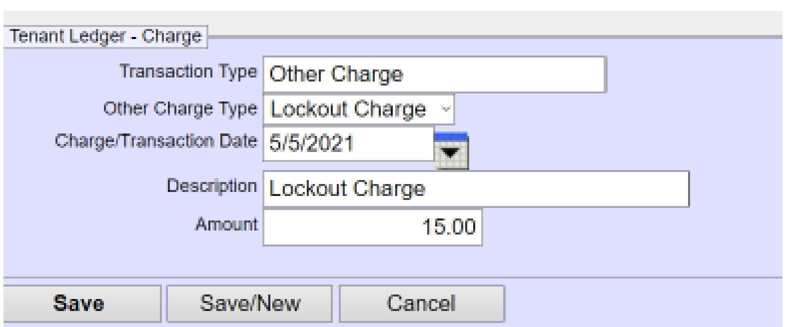


Select the type of transaction from the dropdown list. The default transaction type for the tenant ledger is a Payment/CR. A full list of transaction types and their purposes are shown in the table below.

Transaction Type	Description
Retro-Rent Charge	A charge to account for retro-active rent not previously charged.
Partial Rent Charge	A partial rent charge, or it could also be for a full-month's rent charge if necessary. Usually full-month rent charges are posted through the Rent Roll process.
Other Charge	Any type of other charge, such as a maintenance charge that cannot be classified though the other charge types available.
Prior Balance	The tenant's prior balance before starting tenant ledger with PHAnetwork.
Late Fee	A late fee charge. The late fee charges are usually posted through the Late Charge process, but they can also be manually posted.

Legal Fee	Any charge to recover legal fees.
Cable TV	A charge for cable-tv service. These charges are usually setup through the Recurring Charge process and posted automatically, but they can also be posted manually if necessary.
Write-Off	A write-off transaction where the tenant's balance, or a portion of that balance, is written-off for accounting purposes.
Adjustment	A debit or credit adjustment to the tenant's account. These are mainly used to correct a prior error and to either increase or decrease the tenant's balance.
Returned Check	A returned check transaction. For these types of transactions you must select the check that was returned. The system will automatically create a debit adjustment for the check amount, and then you will have the option of also charging a service fee for the returned check.
Reverse C/R	Similar to a returned check, the reverse C/R will undo a previous payment.

In our example, we will post a maintenance charge to the tenant for a lockout and will choose the ***Other Charge*** transaction type.



In this example, the ***transaction type*** selected was for an *Other Charge*. As a result, the ***Other Charge Type*** dropdown list is shown where you can select the type of the other charge. These are agency-defined, custom charge types which can be setup through the **Tenants Accounts Receivable (TAR)** section of PHAnetwork.

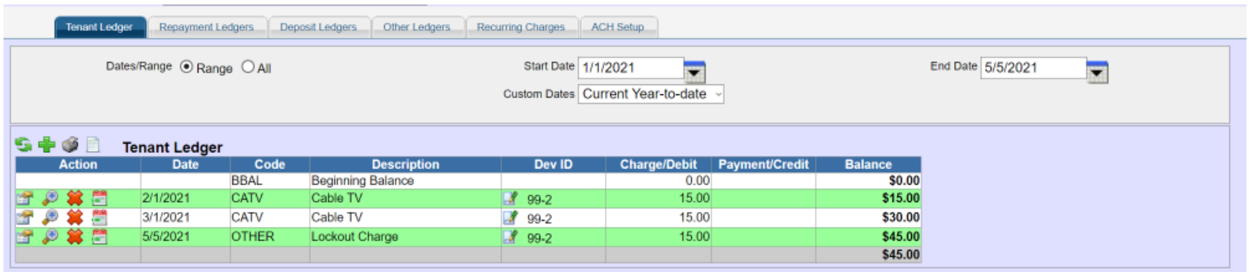
Because **Lockout Charge** was selected, the description of the transaction was set, and because we have setup a default amount of $15.00 for a lockout charge, the amount was also filled in.

Click **[Save]** to save the transaction and return to the tenant ledger grid.

Click **[Save/New]** to save the transaction and then add another transaction.

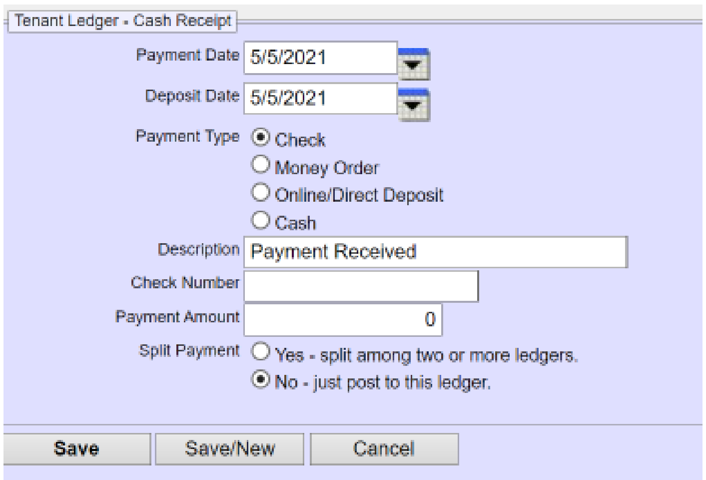
Click **[Cancel]** to cancel the entry of the transaction.

The result of saving this transaction is shown below.



8.3 Entering a Payment

To enter a payment, click the icon and then select ***Payment/CR*** as the transaction type. Then click the **[Continue]** button. The payment entry will appear as shown below.



The **payment date** and the **deposit date** will default to the current date. If you change the deposit date to a later date, then each subsequent payment that you enter will use that new date.

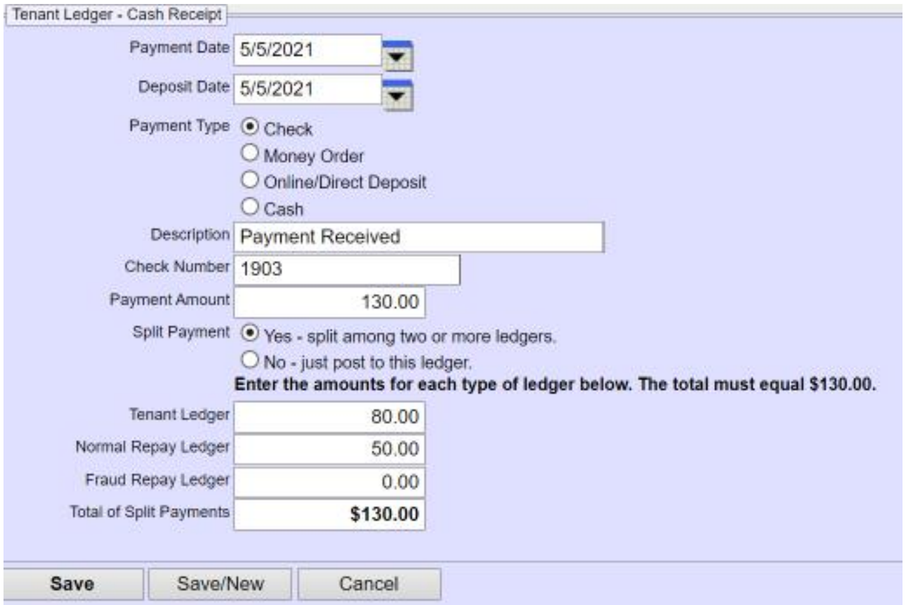
Select the type of the payment. The choices are ***Check, Money Order, Online/Direct Deposit*** and ***Cash***.

The description will default to ***Payment Received***, but you can change this if necessary.

If the payment is from a check or money order, enter the check number.

Enter the amount of the payment next to ***payment amount***.

If this is a single payment to be posted fully to the tenant ledger, then the default response for ***split payment*** is fine. However, if the tenant is making a payment to be posted to the tenant ledger and also the repayment ledger, the fraud ledger or both, change the option for ***split payment*** to **Yes**. The following additional entries will appear.



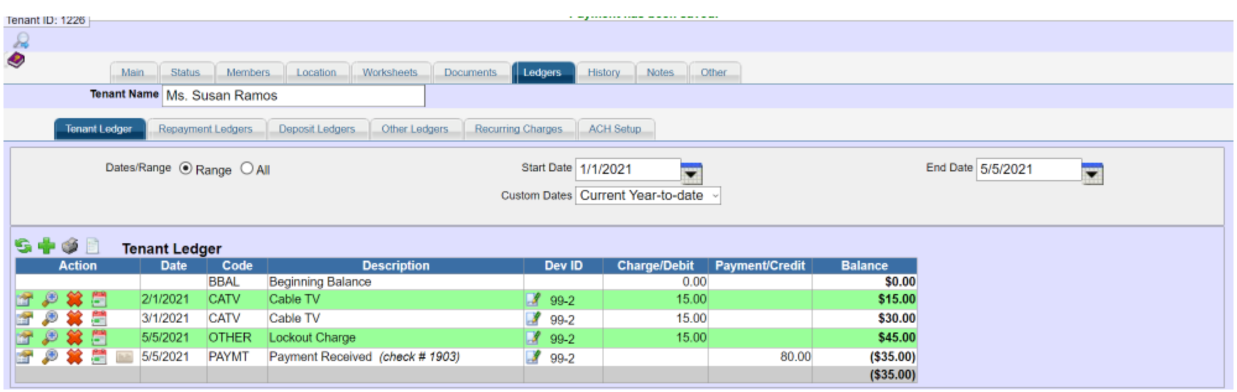
In this example, check #1903 was entered for a total amount of $130. The payment will be split between the tenant ledger and the repayment ledger where $80 will be posted to the tenant ledger, and the balance of $50 will be posted to the repayment ledger.

Click **[Save]** to save the payment and return to the tenant ledger grid.

Click **[Save/New]** to save the payment and then add another payment.

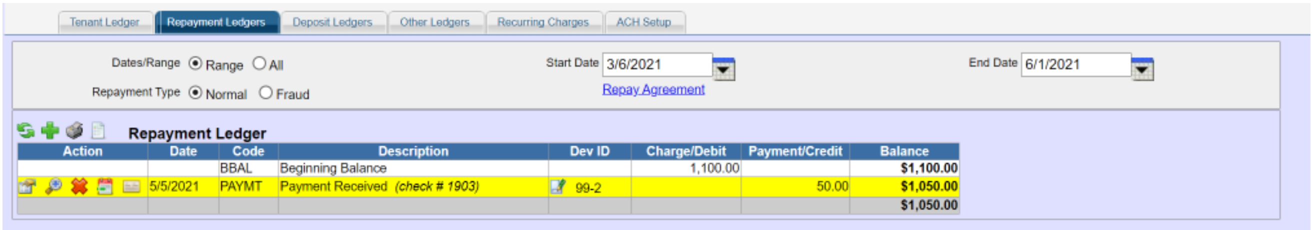
Click **[Cancel]** to cancel the entry of the payment.

The result of saving this payment is shown below.



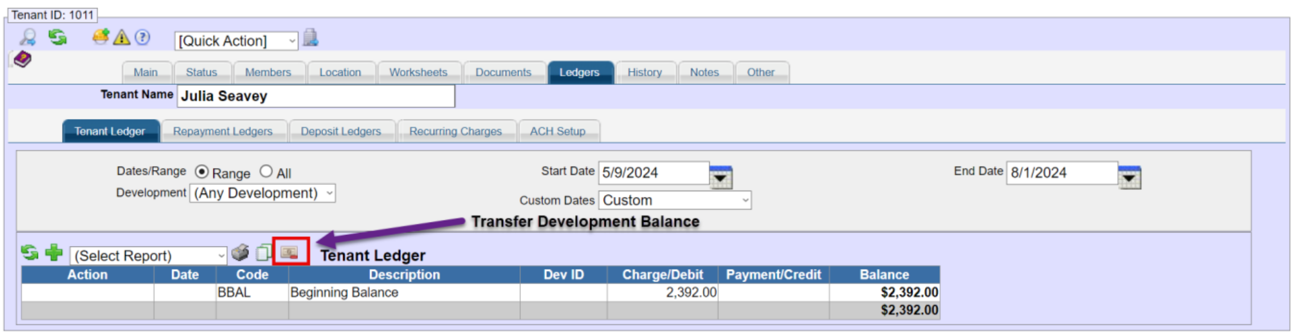
Action	Date	Code	Description	Dev ID	Charge/Debit	Payment/Credit	Balance
		BBAL	Beginning Balance		0.00		**$0.00**
	2/1/2021	CATV	Cable TV	99-2	15.00		**$15.00**
	3/1/2021	CATV	Cable TV	99-2	15.00		**$30.00**
	5/5/2021	OTHER	Lockout Charge	99-2	15.00		**$45.00**
	5/5/2021	PAYMT	Payment Received *(check # 1903)*	99-2		80.00	**($35.00)**
							($35.00)

If we view the repayment ledger for this tenant we will see the $50 payment as shown below.

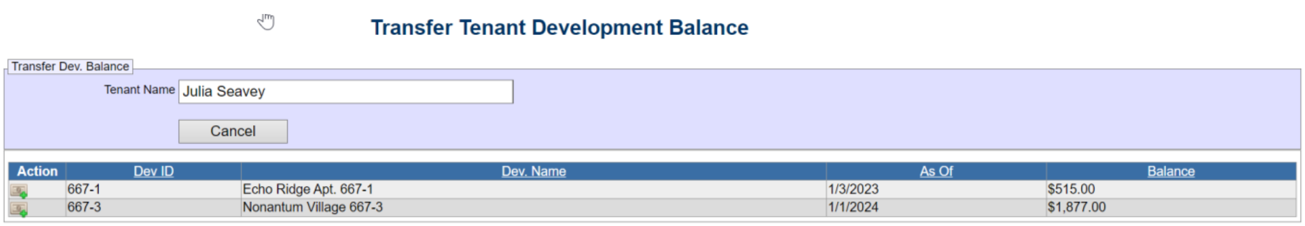


8.4 Transferring a Balance

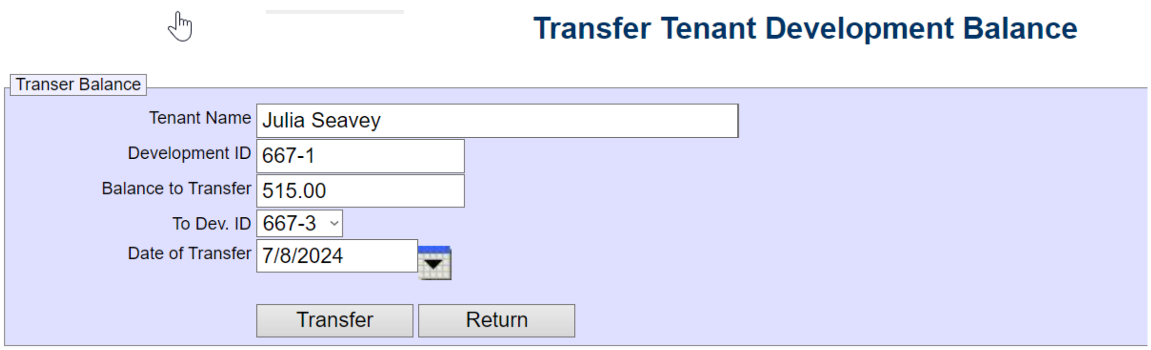
In the event that a tenant transfers from one development to another, the tenant may be left with tenant ledger balances for each development. In most cases, it is acceptable to ***transfer*** the balance left in the prior development/unit to the new development/unit. When this condition exists (tenant has balances in more than one development), you will see the additional button above the Action column.



When you click on this button, you will be taken to the Transfer Tenant Development Balance area. From there, the balance for each development will be listed as shown here.

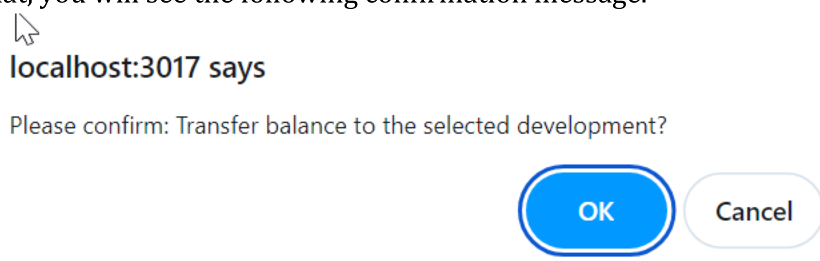


Click on the button next to development whose balance you would like to transfer. The transfer option will appear as shown.

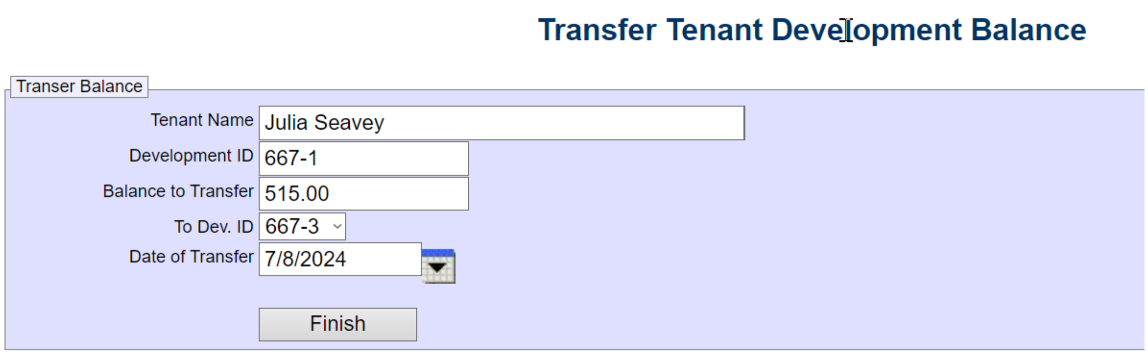


Select the development to which the balance should be transferred. Assuming the tenant has only been an occupant of two (2) developments, this list will contain only a single development, which is different from the development selected in the prior step.

Enter or select the date of the transfer and then click the **[Transfer]** button. Once you do that, you will see the following confirmation message.



Click the **[OK]** button to continue with the transfer, or click the **[Cancel]** button to cancel this process. Once you click the [OK] button you should see a screen similar to this.



Click the **[Finish]** button to return to the tenant ledger. The balance in the prior development should now be $0 and the previous balance for that development has now been transferred to the selected development.

8.5 Working with the Repayment Ledgers

The **Repayment Ledger** tab is actually two separate ledgers. The default ledger to view is the ***normal*** repayment ledger. You can also check the ***fraud*** button to switch to the fraud ledger. Each tenant can have separate repayment transactions for regular or normal repayments and for the collection of fraudulent, retro-rent charges.

When you are viewing the **normal** repayment ledger, in addition to the **Normal** button being selected, the grid lines will have a yellow background.

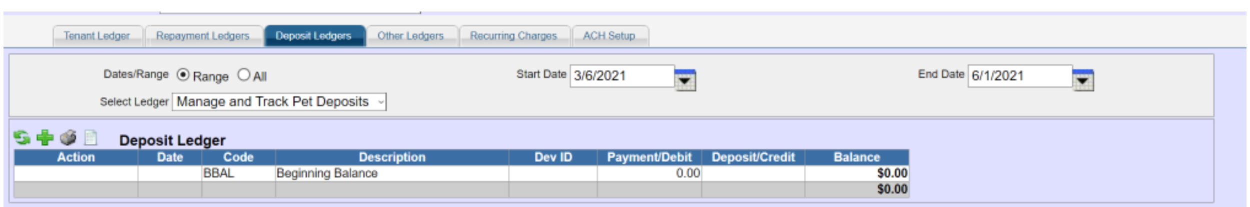
When you are viewing the **fraud** repayment ledger, the selected grid lines will have a light-red background.

Entering transactions into the Repayment Ledgers is identical to the earlier discussion on the Tenant Ledger, so please refer to that section for instructions. The only variance is that there is a limited set of charge types for the repayment ledger.

8.6 Working with Deposit Ledgers

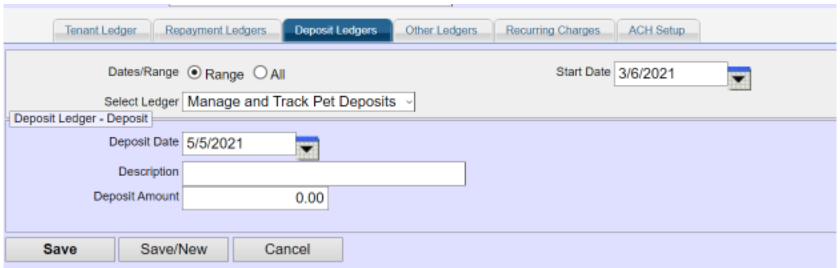
Before you can work with Deposit Ledgers in the Ledgers tab of the tenant folder, each deposit ledger that your agency uses must be setup through the ***Setup/Maintain Deposit Ledgers*** menu option in the **Tenant Accounts Receivable** area. For more information, consult the user guide for the Tenant Accounts Receivable module.

For our example, we have previously setup two (2) deposit ledgers. One will manage Security Deposits and the other will manage Pet Deposits.

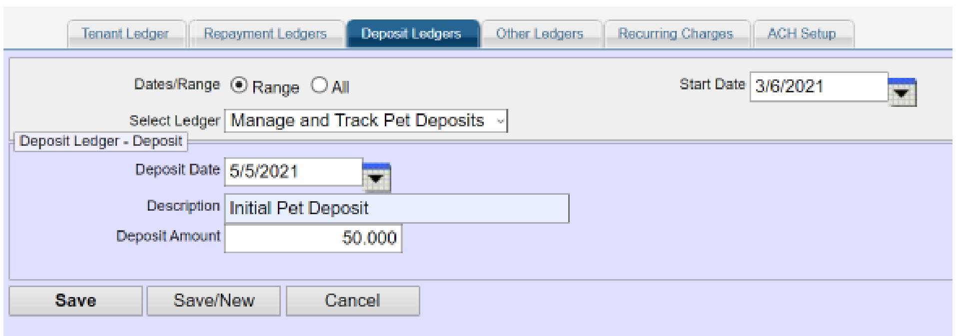


In addition to the range of dates available in the Tenant and Repayment ledgers, you also have an additional selection for the deposit ledger to work with. We are currently working with the Pet Deposit ledger. If we wanted to switch to the security deposit ledger for this tenant we would just select that from the drop-down list. When you select a different deposit ledger, the deposit ledger grid automatically refreshes to show the details of that ledger.

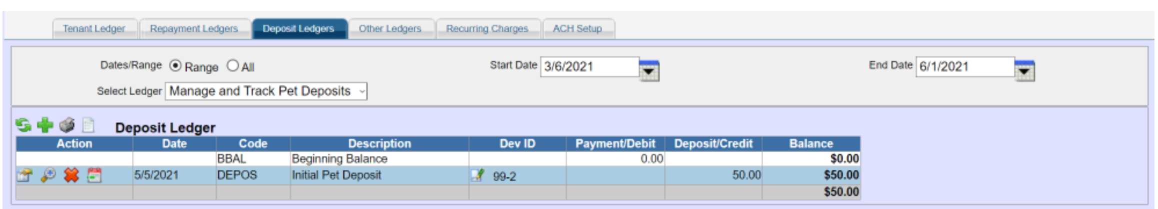
We'll enter a new pet deposit for $50. To do this, we'll click the icon. When we do, the following screen appears.



The transaction types available to use are to record a **Deposit**, make a **Payment** to the tenant, enter an **Adjustment**, or create a **Forfeiture** transaction against the tenant's deposit ledger. We will choose the **Deposit** option for this transaction and then click the **[Continue]** button.



After entering the information for the transaction we'll click the **[Save]** button. The result of the new transaction as shown as follows.



The new transaction is shown in the Deposit ledger grid. In the **Action** column we have the following four options.

 View the details of this transaction

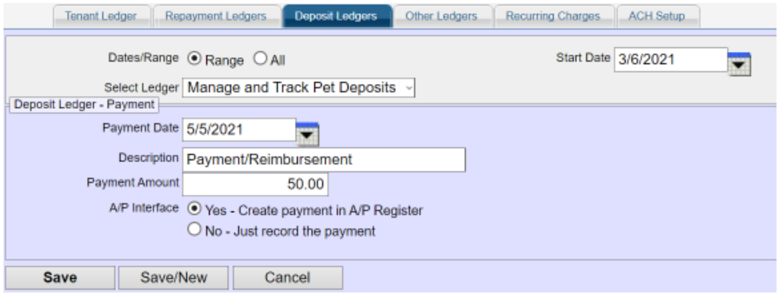
 Edit this transaction

 Delete this transaction

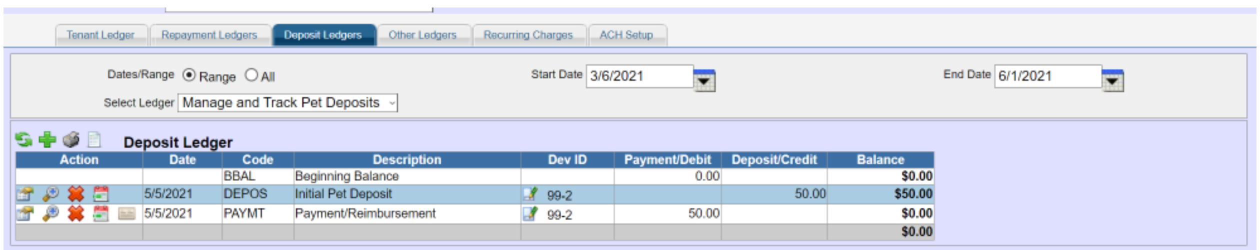
 Show an aging summary

8.7 Paying a Tenant from the Deposit Ledger

If you need to refund a tenant's deposit ledger amount, you can do this easily through a **Payment** transaction. The screen below shows what this will look like.



If you would like to issue and print a check through the **Accounts Payable** system, then choose the default **Yes** response. Otherwise, choose **No**. Once you save the application, the Deposit ledger grid will look like the following.

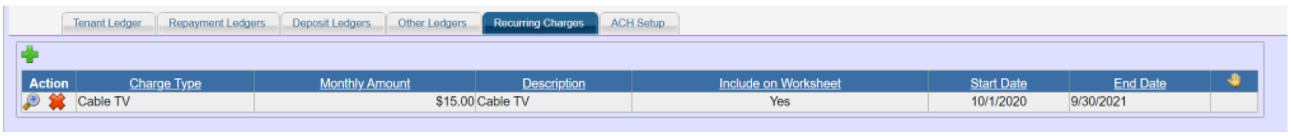


Action	Date	Code	Description	Dev ID	Payment/Debit	Deposit/Credit	Balance
		BBAL	Beginning Balance		0.00		$0.00
	5/5/2021	DEPOS	Initial Pet Deposit	99-2		50.00	$50.00
	5/5/2021	PAYMT	Payment/Reimbursement	99-2	50.00		$0.00
							$0.00

8.8 Recurring Charges

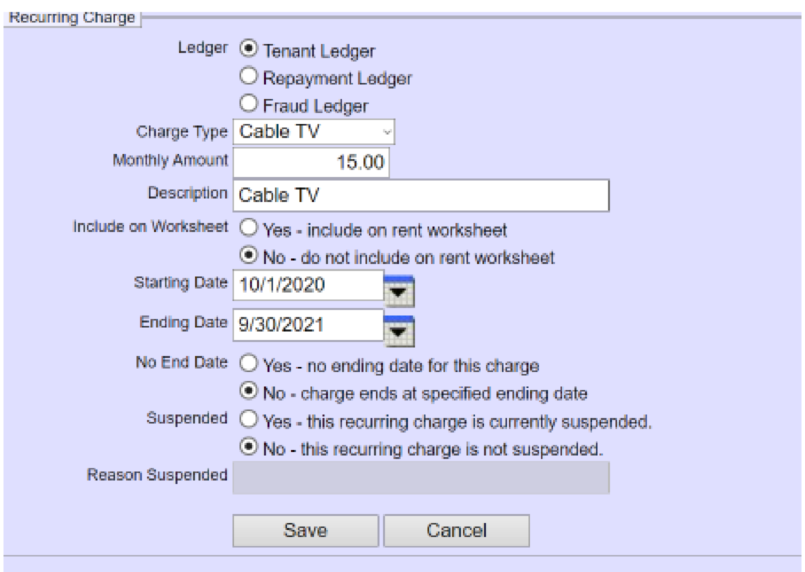
Recurring charges are used to record special monthly charges and fees such as Cable TV, Excess Utilities or any other miscellaneous charge that you may need to post on a recurring monthly basis.

An example of the ***Recurring Charges*** grid is shown below.



Each recurring charge for a tenant will be shown. To edit a recurring charge click on the icon. If you would like to delete a recurring charge, click on the icon.

The setup information on a recurring charge is shown below.



The table below describes the various entries for a recurring ledger along with a detailed explanation.

Prompt	Description/Explanation
Ledger	You must choose to which ledger a recurring charge will be posted. Your options are… • Tenant Ledger • Repayment Ledger • Fraud Ledger
Charge Type	Select the appropriate charge type from the list. Options include… • Excess Utilities • Cable TV • Other
Monthly Amount	Enter the full, monthly amount to be charged to the tenant.
Description	Enter a description of the charge. This description will be the transaction description in the specified ledger when the charge is processed.
Include on Worksheet	If you choose **Yes** for this option, this charge will appear as an itemized fee at the end of the tenant's summary worksheet. The idea is to show the tenant what their full monthly payment will be with their calculated rent amount plus any additional recurring charges. I If you choose **No**, the charge will not appear on the summary worksheet.
Starting Date	Enter or select the starting date on which this recurring charge should become active.
Ending Date	Enter the ending date after which this charge will no longer be active. The **No End Date** option below the **Ending Date**, if set to **Yes** will override this end date and the charge will continue until a change is made.
No End Date	If **Yes** is selected here, the charge will continue indefinitely. The only thing that would stop the charge is if it were deleted or if this entry were changed to **No**, and the specified ending date had expired. Additionally if **Suspended** (see below) is **Yes** the charge will not be posted.

Suspended	You can temporarily ***suspend*** any recurring charge if necessary. An example might be for an Air Conditioning charge that you only post during the summer months. After the summer has ended, you can suspend the charge until the following spring when you would remove the suspension.
Reason Suspended	If you do choose to suspend a recurring charge you need to specify the reason for the suspension.

Click the **[Save]** button to save the changes to the recurring charge.

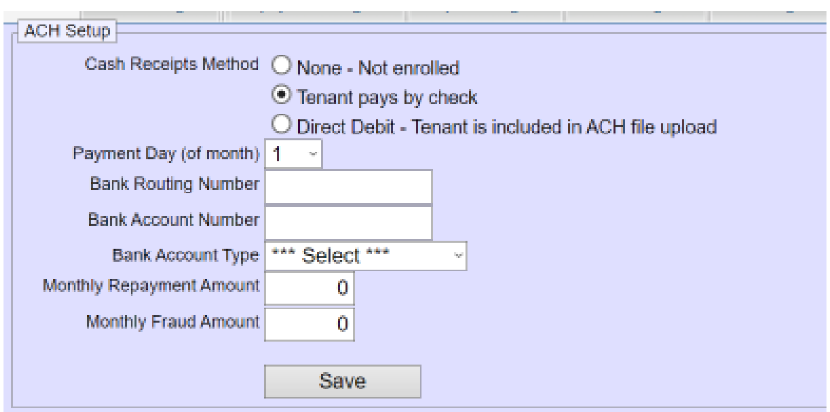
Click the **[Cancel]** button to cancel any editing you have done without saving.

Entering Recurring charges for a tenant does not result in any immediate posting to the tenant's ledgers. You must run the monthly Recurring Charge process in order to create and release recurring charges to the tenant ledgers. Consult the **Tenant Accounts Receivable** user guide for more information on processing recurring charges.

8.9 ACH Setup

Under the ACH setup tab, you identify the information required to process an automated, direct-debit banking charge from the tenant's bank account directly into your agency's bank account. You can also identify if the tenant participates in the internal automated cash-receipts process (explained in more detail below).

An example of the ACH Setup information is shown below.



An explanation of the entries is as follows.

<table>
<tr><th>Prompt</th><th>Description/Explanation</th></tr>
<tr><td>Cash Receipts Method</td><td>Here you define the automated cash receipts method used for this tenant. The options are…
None – Not Enrolled
Tenant Pays by check
Direct Debit – Tenant is included in ACH file upload
If you choose Tenant pays by check, then the tenant will appear in the automatic cash receipts process in the Tenant Accounts Receivable module. This is typically used for those tenants that faithfully pay their rent to make the process of creating cash payments easier.

If you choose Direct Debit, then you will need to enter the bank routing number, the bank account number and select the bank account type. These tenants will be included in the ACH direct debit process where you process and create a file that can be downloaded, and then uploaded through your online banking system.</td></tr>
<tr><td>Payment Day (of month)</td><td>You can select the day on which this tenant typically pays their rent. This is used for any tenants that pay by check so that you can group tenants by their likely payment dates. It has no effect if the tenant participates in the direct debit process.</td></tr>
<tr><td>Bank Routing Number</td><td>Enter a valid bank routing number for the tenant’s bank account.</td></tr>
<tr><td>Bank Account Number</td><td>Enter the tenant’s bank account number.</td></tr>
<tr><td>Bank Account Type</td><td>Choose the type of the tenant’s bank account. The options available are…
Checking Account
Savings Account</td></tr>
</table>

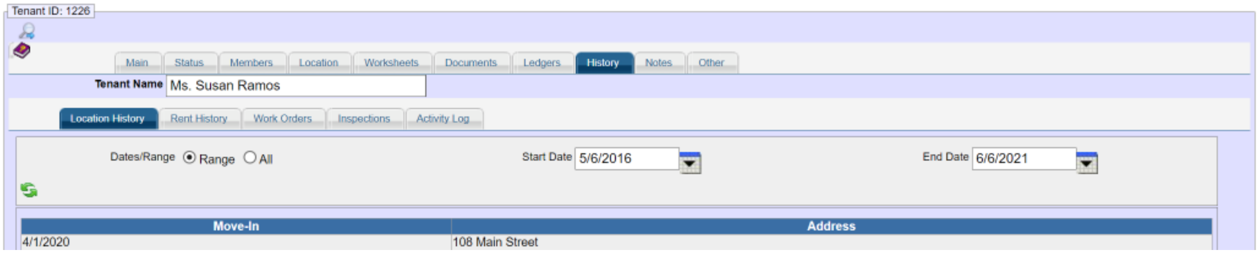
When you have completed the entry of the ACH information, click the **[Save]** button.

9 The History Tab

The **History** tab shows history for the tenant's location, rent history, work order history, unit inspection history and an activity log that shows a variety of activities involving the tenant.

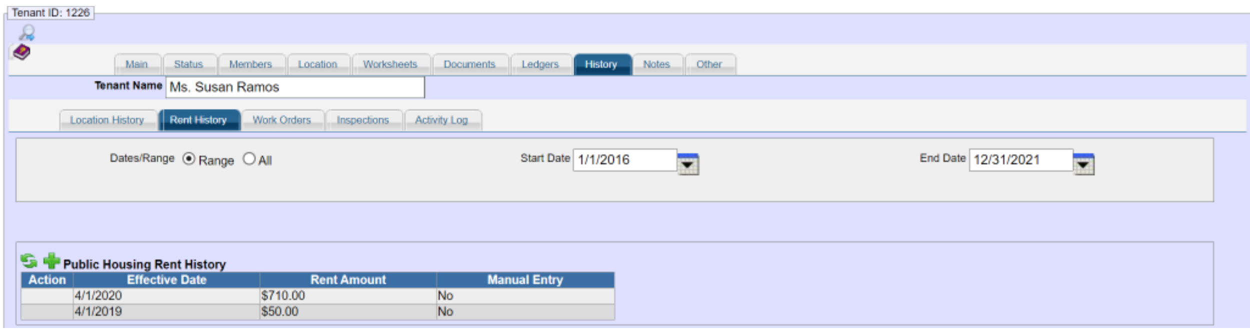
9.1 Location History

The location history shows a tenant's historical locations (units) over a period of time. You can specify a range of dates or you can include all dates. Below is an example of the location history for a tenant.

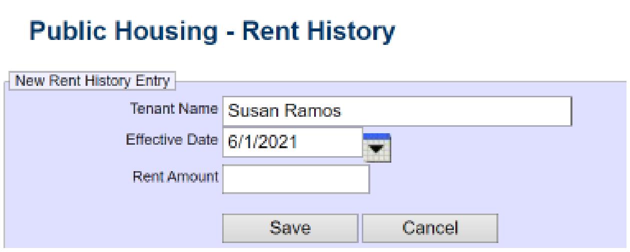


9.2 Rent History

Rent history (or HAP history for leased housing tenants) shows the tenant's calculated, or manually entered rent or HAP amounts over a period of time. You can specify a range of dates or you can include all dates. Below is an example of the rent history for a tenant.



If the rent (or HAP) entry shown was entered manually, then the **Action** column will have icons to edit ( ) or delete ( ) the rent history entry. You can also add a manual rent or HAP entry by clicking on the button. If you need to enter a manual rent amount, it will look like the following.



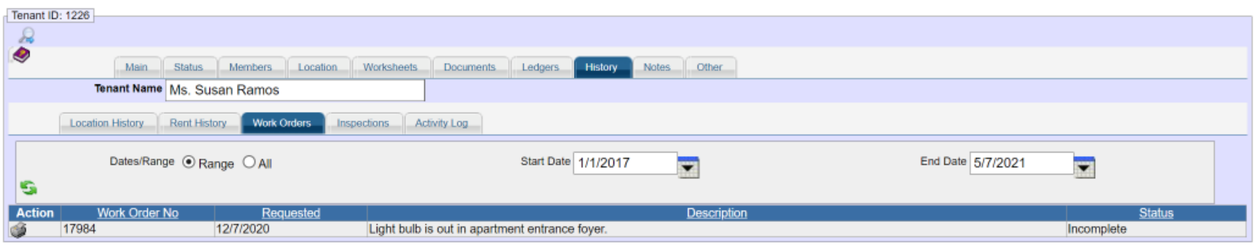
Enter or select the effective date for the new rent history entry, enter the amount and then click the **[Save]** button to save the new rent amount. Click the **[Cancel]** button to cancel the entry of the new rent amount.

In general, rent history is created by the rent worksheets that are entered over time, either for an annual certification or some interim change. You should not be entering manual rent entries unless you have a reason for not creating a rent calculation worksheet.

The rent history is the deciding factor when posting a rent charge to the tenant's ledger. The Rent Roll process looks to the rent history for every tenant and determines the latest rent entry in the history as of the date of the rent roll. If you are not sure why a particular rent amount was posted, review the rent history and it will show where the amount originated. All of this applies similarly to HAP amounts for leased housing tenants.

9.3 Work Orders

Any work orders generated for this tenant will appear under the Work Order history tab. As always, you can include a range of dates or you can show all work orders for a particular tenant. Below is an example of the Work Order history for a tenant.



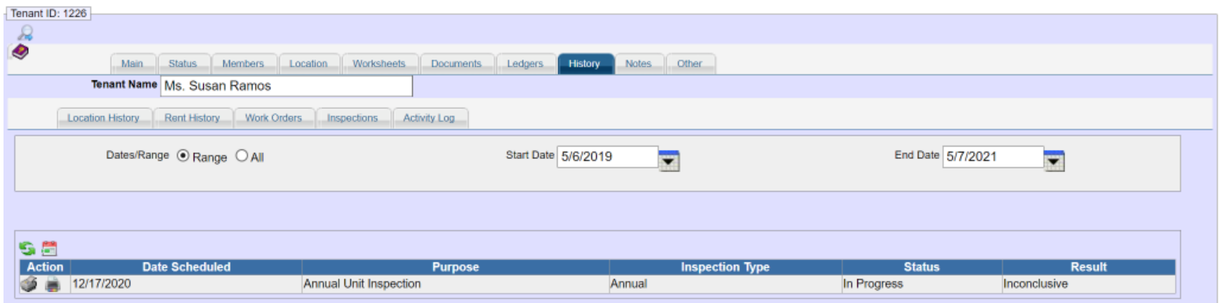
The work order number and date requested are shown along with the description of the work order and the current status of each work order.

Clicking the icon will allow you to preview and/or print a copy of the work order.

9.4 Unit Inspections

Any unit inspections scheduled for the tenant's unit (public housing or leased housing) will be shown in the Inspections history tab. This would include any past inspections as well as any future inspections scheduled. You can also click on the  icon to schedule an inspection for the tenant.

An example of the unit inspection history for a tenant is shown below.



The action column includes two (2) icons for each inspection. They are defined as follows…

 Preview/Print a full inspection report

 Preview/Print a summary inspection report showing only recorded discrepancies

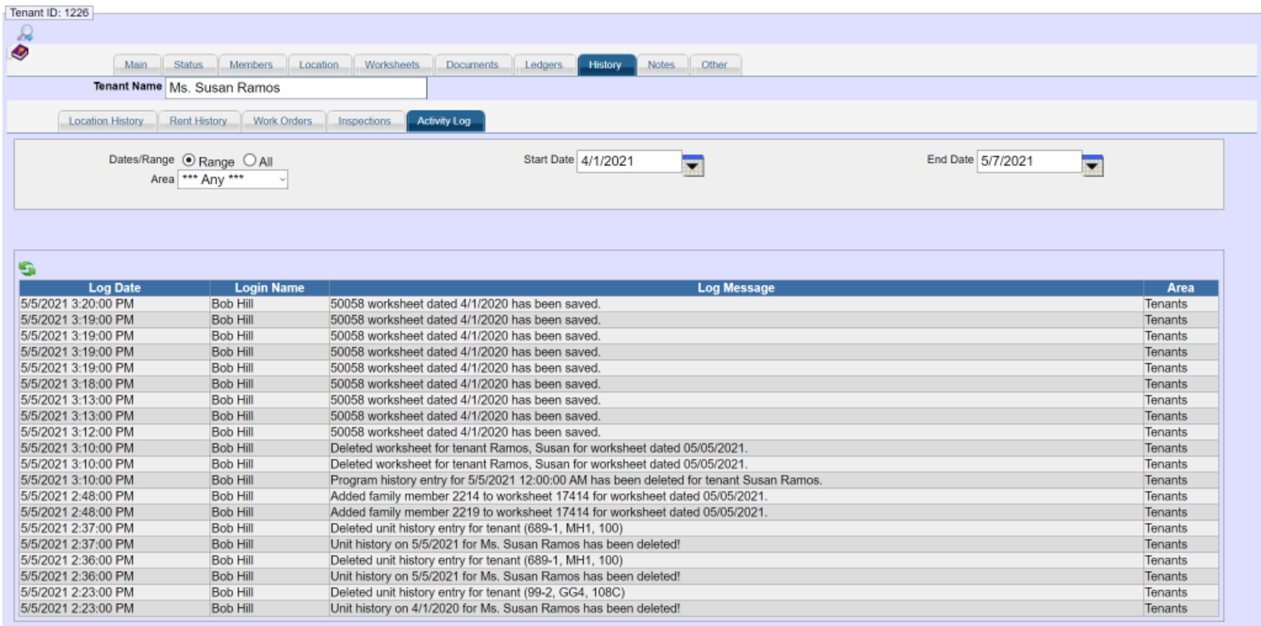
In addition, the following information is shown for each inspection.

- Date Scheduled
- Purpose
- Inspection Type
- Status (in progress, completed, etc.)
- Result (passed, failed, inconclusive)

9.5 The Activity Log

The activity log shows any logged activities that concern the tenant. The number of reasons for activity log entries is too numerous to list, but they would include any changes to tenant rent or HAP amounts, deletions of transactions, deletions or modifications of tenant worksheets and rent/HAP calculations, removal of household members, etc.

An example of the Activity Log is shown below.



Log Date	Login Name	Log Message	Area
5/5/2021 3:20:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:19:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:19:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:19:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:19:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:18:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:13:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:13:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:12:00 PM	Bob Hill	50058 worksheet dated 4/1/2020 has been saved.	Tenants
5/5/2021 3:10:00 PM	Bob Hill	Deleted worksheet for tenant Ramos, Susan for worksheet dated 05/05/2021.	Tenants
5/5/2021 3:10:00 PM	Bob Hill	Deleted worksheet for tenant Ramos, Susan for worksheet dated 05/05/2021.	Tenants
5/5/2021 3:10:00 PM	Bob Hill	Program history entry for 5/5/2021 12:00:00 AM has been deleted for tenant Susan Ramos.	Tenants
5/5/2021 2:48:00 PM	Bob Hill	Added family member 2214 to worksheet 17414 for worksheet dated 05/05/2021.	Tenants
5/5/2021 2:48:00 PM	Bob Hill	Added family member 2219 to worksheet 17414 for worksheet dated 05/05/2021.	Tenants
5/5/2021 2:37:00 PM	Bob Hill	Deleted unit history entry for tenant (689-1, MH1, 100)	Tenants
5/5/2021 2:37:00 PM	Bob Hill	Unit history on 5/5/2021 for Ms. Susan Ramos has been deleted!	Tenants
5/5/2021 2:36:00 PM	Bob Hill	Deleted unit history entry for tenant (689-1, MH1, 100)	Tenants
5/5/2021 2:36:00 PM	Bob Hill	Unit history on 5/5/2021 for Ms. Susan Ramos has been deleted!	Tenants
5/5/2021 2:23:00 PM	Bob Hill	Deleted unit history entry for tenant (99-2, GG4, 108C)	Tenants
5/5/2021 2:23:00 PM	Bob Hill	Unit history on 4/1/2020 for Ms. Susan Ramos has been deleted!	Tenants

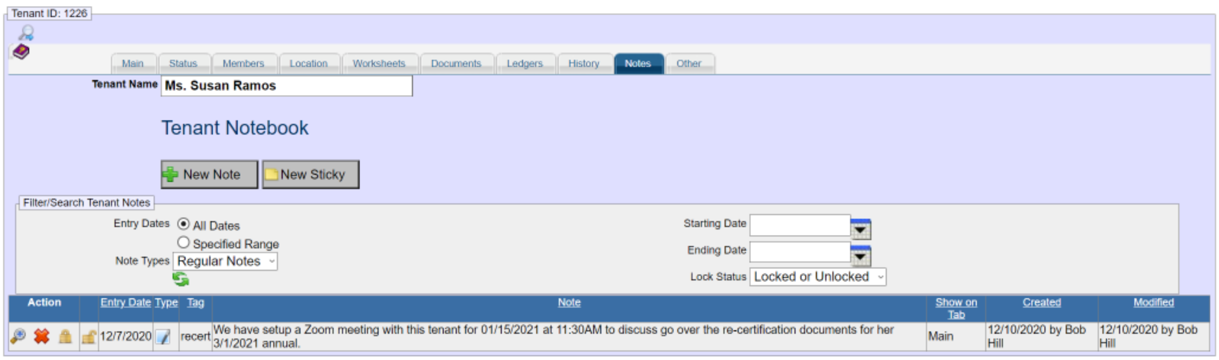
The following columns are included in the activity log.

- Log Date (date and time of the event)
- Login Name (user login ID of user who triggered/created the activity)
- Log Message
- Area

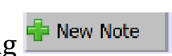
10 Tenant Notes

The **Notes** tab allows for detailed note-taking for a tenant. You can enter regular chronological notes and you can also create ***sticky*** notes that popup when you open a tenant's folder.

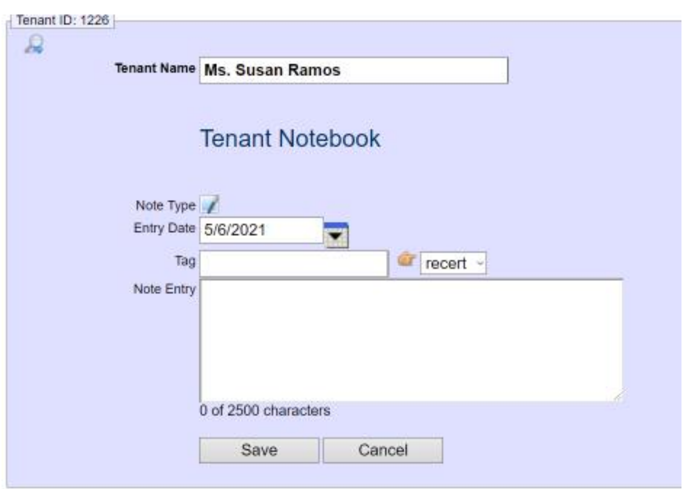
An example of the Notes tab is shown below.



From this example, we can see that we have a single note saved for this tenant. The default is to include notes from all dates, but you can specify a range of dates to isolate to a specified period of time. You can also choose to show ***regular notes***, ***sticky notes*** *or* ***both types***. In addition, you can filter out ***locked*** or ***unlocked*** notes.

When you create a new regular note by clicking 

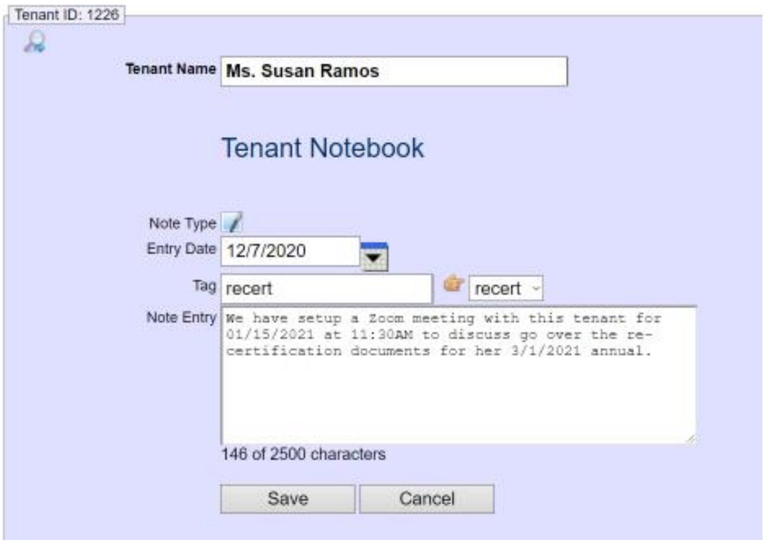
the note entry will appear as follows.



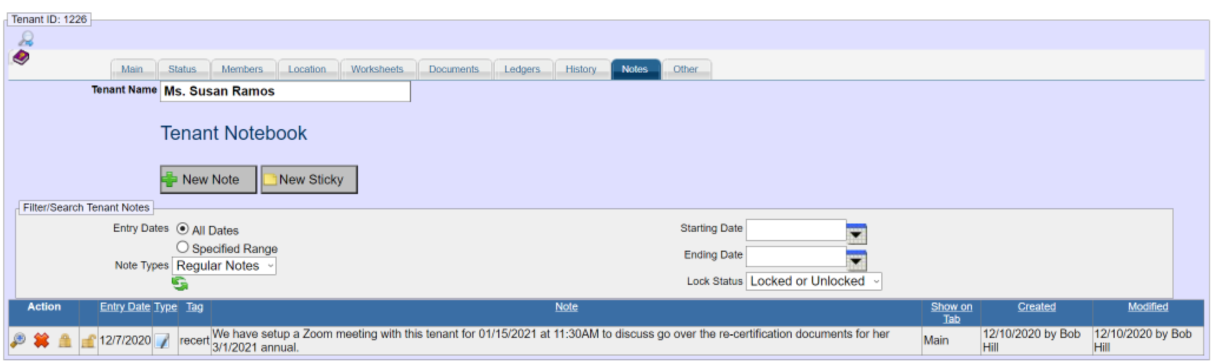
The ***Note Type*** shows this as a regular note. Enter or select the entry date for the note. You can specify a ***tag*** for the note if you want to categorize the note. For example, if the note is related to a re-certification process, you can create a tag called **re-cert**. The note will be associated with that tag. After you have created some tags, you can recall them by selecting them from the dropdown list to the right and then click the  button.

For the note entry, you can enter up to 2500 characters. As you type, it will tell you how many characters you have used and how many you have remaining. When you near the end of the note capacity, the indicators will change to red to let you know you are reaching the limit.

Below is the completed note information ready for saving.



Click the **[Save]** button to save the note or click **[Cancel]** to exit without saving. After saving, the note will be displayed in the Notes grid.



Once a note is saved, the following icons appear in the **Action** column. They are described as follows…

 Edit the note entry

 Delete the note.

Lock this note (see details on locked notes below)

Unlock this note

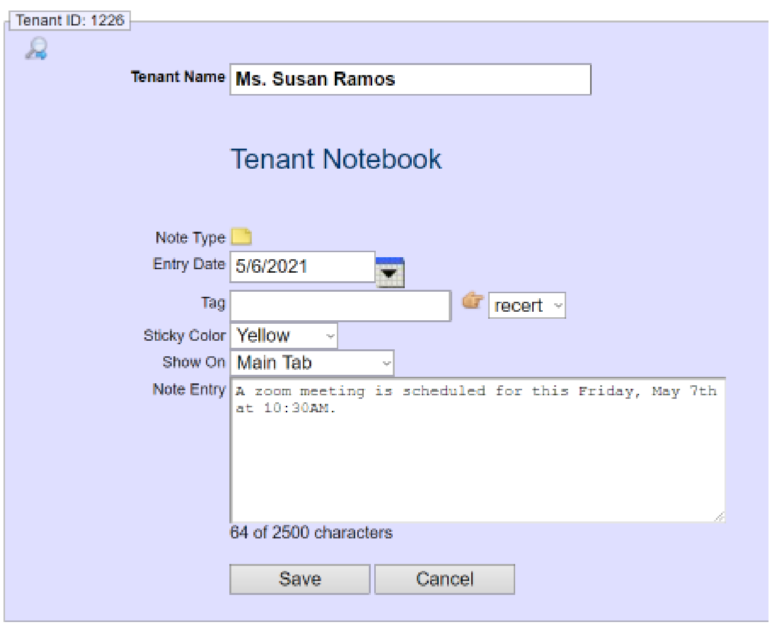
10.1 Locking Notes

If a note is ***locked,*** and a particular user does not have full note-taking permissions, they will not be able to see the note in the tenant's Notes tab. This is a way of hiding sensitive information from those users who should not have permissions to see them.

10.2 Sticky Notes

Sticky notes are a special type of note that appears as a pop-up when you open a tenant folder. You can specify on which tab the note will appear and you can specify the background color of the note. This is helpful if you would like to further categorize your sticky notes by color. For example regular notes could have a yellow background while any notes regarding tenant ledger could have a green background.

An example of the entry of a sticky note is shown below.



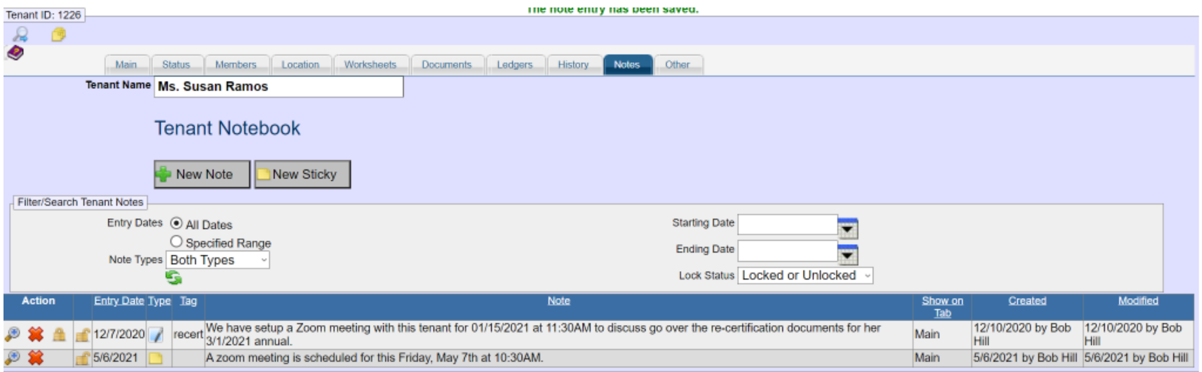
In this example, the sticky color has been set to yellow and we have chosen to show this sticky note when the tenant is on the Main tab, which is the default tab when the tenant folder is opened. The other choices for tabs are…

- Status Tab
- Members Tab
- Location Tab
- Worksheets Tab
- Ledger Tab

Click the **[Save]** button to save the sticky note or click **[Cancel]** to exit without saving.

NOTE: You can only have up to 3 sticky notes for a single tenant.

After the stick note has been saved, the Notes grid will look similar to the following.

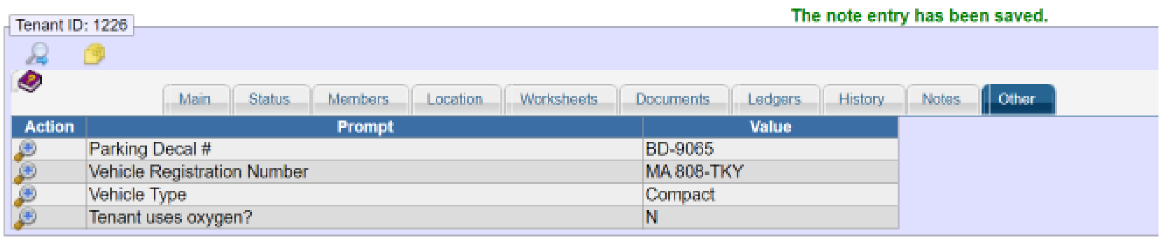


An example of the sticky note as it appears on the ***Main*** tab is shown below.

You can click the 📌 icon to close the sticky note. At the top/left corner of the tenant folder, you will see a stack of sticky notes ( ). Clicking on the button will bring the sticky note back into view.

11 The Other Tab

The **Other** tab is used for any user-defined data-fields that you would like to capture for each tenant. The next section will show how to setup custom data fields. An example of the **Other** tab for a tenant is shown below.



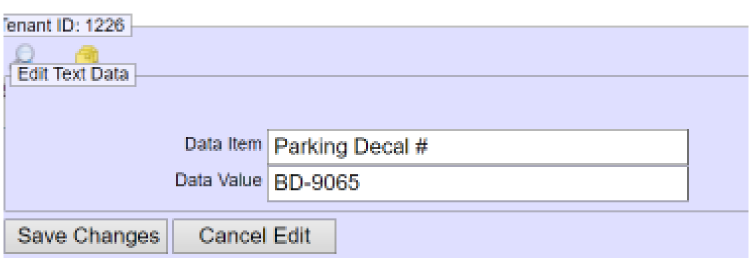
Every custom field setup for your agency will be shown in the grid along with the response (if any). To edit a response, click the icon.

The entry will vary depending upon the setup of the custom field. There are three (3) types of entries that you can create.

- Text Entries – simple text
- Yes/No Entries
- Lists – select one option for a predefined list

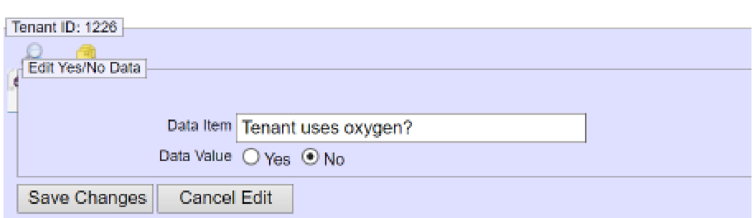
11.1 Custom Entry – Text Type

Below is an example of responding to a custom text field.



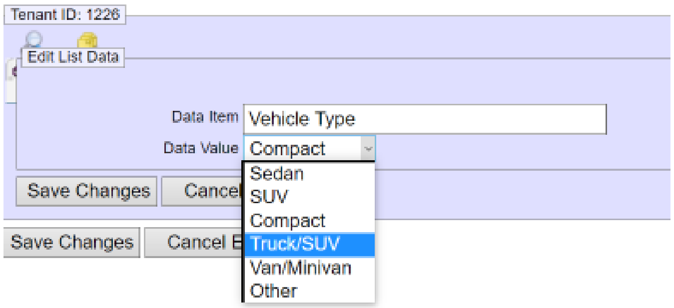
11.2 Custom Entry – Yes/No Type

Below is an example of responding to a custom yes/no field.



11.3 Custom Entry – List Selection

Below is an example of responding to a custom list field.

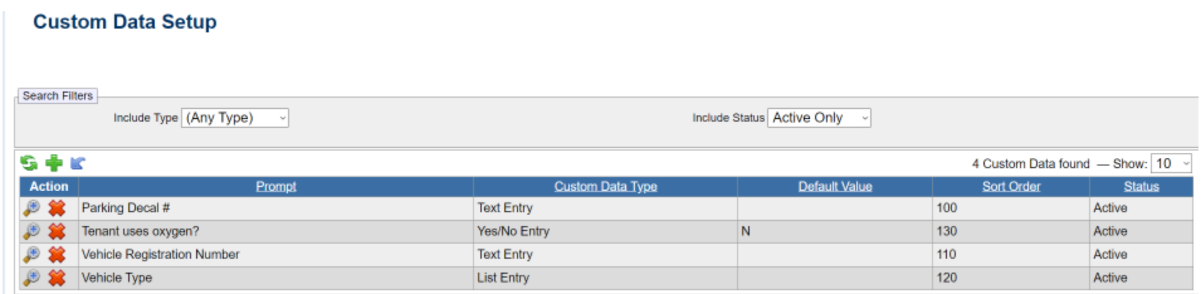


As you can see from the above example, a list of vehicle types was setup for this custom entry. We just need to select the appropriate entry and then click the **[Save Changes]** button.

12 Custom Data Setup

You can setup as many custom data fields as necessary through the **Setup Custom Data** menu option in the **Tenant Management** module.

When you click on the menu option, the **Setup Custom Data** screen appears as follows.



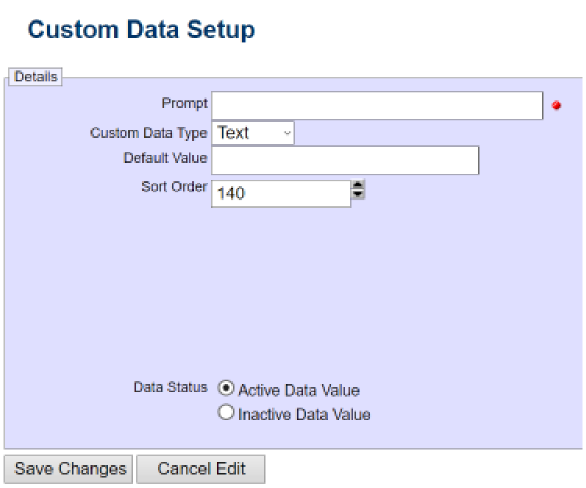
In the Search Filters section, you can choose to include any type of custom field or you can choose a specific type (text, yes/no or list). You can also filter your list to show only active custom fields, inactive custom fields or either status.

To edit an existing custom field, click the icon.

To delete a custom field, click the icon. **NOTE:** you will not be allowed to delete a custom field if it has been used in any tenant folder. If you would no longer like to include that custom data entry on tenant folders, you can change the status of the entry to ***inactive***.

12.1 Entering a Custom Data Field

To enter a new custom data field, click the icon. The entry screen will appear as follows.

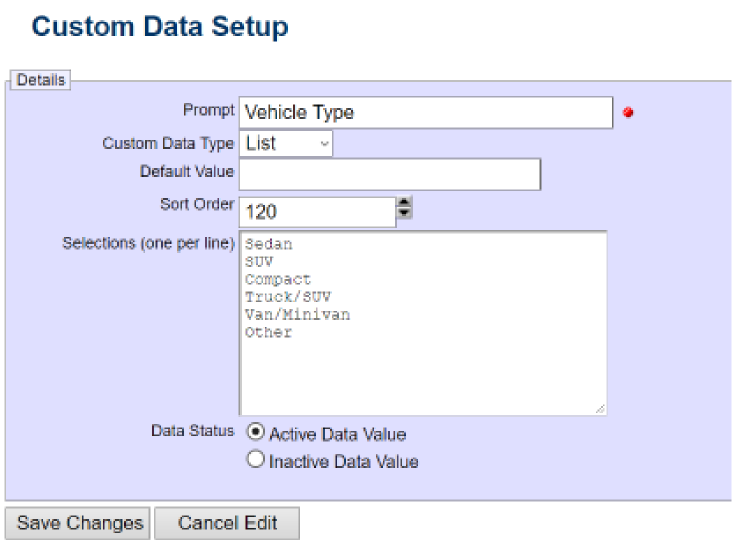


The default type for a new entry is a text custom field. The prompt will be the description that the user sees in the tenant folder.

The custom data type can be a **text** entry, a **yes/no** entry or a **list** entry. The setup area will change depending upon what type of data element is being entered.

You can setup a default response for a text entry or a yes/no entry. For yes/no, the default response should reflect the majority of responses you will get. For example, if you had a question about an oxygen tank in use, the default response would be "N" for no.

Below is an example of a **list** type custom field.



In the ***Selections*** entry, enter each list item on a single line.

Click the **[Save Changes]** button to save the custom field.

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