

Posted November 17, 2009

Notice H 2009-11

Owners must not pursue eviction of individuals subject to a state lifetime sex offender registration who were admitted prior to June 25, 2001 (the effective date of the Screening and Eviction for Drug Abuse and other Criminal Activity final rule) unless they commit criminal activity or some other violation of their lease agreement while they are living in the federally assisted housing. See Section V.B of Notice H 2009-11 issued on September 9, 2009.

Posted October 14, 2009

iMAX Download Issue - Update

EDS performed system maintenance on the iMAX Servers over the weekend, as a result some users are reporting errors when downloading files. The problem stems from a server access issue when uploading files to one of the two iMAX servers. Any files uploaded to iMAX from Sunday, October 11th at 12:00 PM EST through Monday, October 12th at 8:00 PM EST, may need to be re-uploaded.

Posted October 13, 2009

iMAX Temporarily Unavailable for System Maintenance

EDS will be performing system maintenance on the iMAX Database Server from 8:30 P.M. until 10:30 P.M. EST on Tuesday, October 13, 2009. During this time iMAX will be temporarily unavailable. We apologize for any inconvenience this may cause. Please contact the MF Help Desk at 1-800-767-7588 if you experience any problems with iMAX after 10:30 P.M., Tuesday, October 13th.

iMAX Download Issue

EDS performed system maintenance on the iMAX Servers over the weekend, as a result some users are reporting errors when downloading files. The TRACS Staff is working diligently with EDS to resolve the issue as soon as possible. Once the issue is resolved this message will be updated.

Posted September 17, 2009

iMAX Temporarily Unavailable for System Maintenance

EDS will be performing system maintenance on the iMAX Database Server from 6:00 A.M. until 12:00 P.M. EST on Sunday, September 20, 2009. During this time iMAX will be temporarily unavailable. We apologize for any inconvenience this may cause. Please contact the MF Help Desk at 1-800-767-7588 if you experience any problems with iMAX after 12:00 P.M., Sunday, September 20th.

Posted September 1, 2009

TRACS Industry Meeting

The October 2009 TRACS Industry meeting has been cancelled. The next meeting is scheduled for March 17-18, 2010. Additional information on the next meeting will be provided as we approach the new dates.

Posted August 10, 2009

TRACS 202C Document Update

The documents listed below from the Monthly Activity Transmission (MAT) User's Guide have been updated as described and posted to the TRACS Documents page.

- **Chapter 4: TRACS Operating Tips**

Section 4.16, "Uses of the Previous Head Information Fields in the MAT10, Section 2 Record", has been updated to document usage of the six "previous" fields as reflected in the MAT User's Guide.

Section 4.22.4, "HAP Payments for Late Recertifications", has been revised to reflect new guidance pertinent to Change 3 of the HUD Handbook 4350.3.

- **Chapter 5: Mat Tenant System Record Formats and Definitions**

Introductory information, as well as Definitions and Edits for each of the "Previous" fields in the MAT10, Section 2: Basic Record, have been updated to reflect their purpose and usage.

The *first* **Note**: under MAT10 Section 2: Basic Record, MAT Field 11, Transaction Effective Date, Definitions and Edits, has been updated to match the revised language on household splits and swaps in Chapter 4, TRACS Operating Tips.

Posted July 16, 2009

TRACS Industry Group Meeting Presentations

Presentations from the June 15-16, 2009 TRACS Industry Group Meeting are available for on line viewing at the TRACS Industry Meetings link

(<http://www.hud.gov/offices/hsg/mfh/trx/trxmeet.cfm>).

Posted June 17, 2009

TRACS 202C Document Update

The documents listed below have been updated as described and posted to the TRACS Documents page:

- **Attachment 2_MAT_Chap05_202C**
Updated Chapter 5, MAT Tenant System Record Formats and Definitions, field 86, “Secondary Subsidy Type”, to clarify when the field should be populated with a value.

- **TRACS 202C Industry Specification**
Updated Chapter 3: MAT Guide Changes and Additions, Section 3.6
Modifications to MAT10 Section 2: Basic Record, Field 86: “Secondary Subsidy Type” to synchronize the definition with Chapter 5 of the MAT Guide.

Posted June 11, 2009

iMAX - Upload Errors

Some users are experiencing issues uploading files to iMAX using their Web browser. The TRACS Team is aware of the problem and is working to resolve the issue as quickly as possible. A configuration change is planned for after 8:00 pm tonight, which should reduce the number of upload failures currently being encountered. As a result, we will not be opening any new Service Desk Tickets. Anyone that receives an upload error may try the following to resolve the issue:

- 1) Using your web browser internet options, clear history and delete cookies.
- 2) Split large files into multiple files.
- 3) Upload a smaller number of files at one time.
- 4) Wait 15-30 minutes and then retry your upload.

If you continue to experience an issue and are unable to upload files that are causing impact to Voucher Payments, please contact Deatrie.M.Perry@hud.gov and she will assist in uploading your files to iMAX. We ask for your patience as we work to get this resolved.

Posted June 3, 2009

TRACS INDUSTRY GROUP MEETING INFORMATION

The TRACS Industry Group Meeting will be held on June 15 and 16 at HUD Brooke-Mondale Auditorium Suites A & B. All meeting attendees should enter the HUD building on the South Visitor's Entrance (near 7th and E Street S.W.).

If you plan to bring any equipment (LAPTOP, etc.), please email MF_TRACS_working_group@hud.gov using the subject "Property Pass" NLT June 10, 2009 to have a property pass created for you. Include the following information in the email:

First and Last Name:

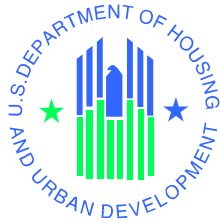
Type of Equipment (LAPTOP, etc):

Make:

Model:

Serial Number:

Ø III, a * Å [& { ^ } Østed June 1, 2009:



TRACS Industry Group Meeting
June 15-16, 2009
HUD Brooke-Mondale Auditorium Suites A & B
451 7th Street S.W.
Washington D.C. 20410

| Day 1 | June 15, 2009 | |
|---------------------|--|---|
| 08:30 AM – 09:00 AM | Registration | |
| 09:00 AM – 09:30 AM | Opening Remarks | Carol J. Galante (DAS Multifamily Housing) Lanier M. Hylton |
| 09:30 AM – 10:15 AM | Disaster Housing Assistance Program (DHAP) | Fredrick Tombar III (Senior Advisor Office of the Secretary) |
| 10:15 AM – 10:30 AM | Break | |
| 10:30 AM – 11:00 AM | Automated Voucher Reconciliation at the CA Level | Jed Graef |
| 11:00 AM – 12:30 PM | TRACS 202C Forum | Mary Ross Jed Graef |
| 12:30 PM – 01:30 PM | Lunch iREMS Data Sharing Working Group Breakout Session (HUD RM 6155) | Naseem Saab |
| 01:30 PM – 02:00 PM | Error Tracking & Reporting | Frank Murphy |
| 02:00 PM – 02:45 PM | HUD Policy/EIV Updates | Gail Williamson David Sandler |
| 02:45 PM – 03:00 PM | Break | |
| 03:00 PM – 04:00 PM | iREMS (integrated Real Estate Management System) Data Sharing Update | Naseem Saab |



TRACS Industry Group Meeting
June 15-16, 2009
HUD Brooke-Mondale Auditorium Suites A & B
451 7th Street S.W.
Washington D.C. 20410

| Day 2 | June 16, 2009 | |
|---------------------|--|-----------------------------------|
| 09:00 AM – 09:30 AM | Recap Day 1 Session | Lanier Hylton |
| 09:30 AM – 10:30 AM | Office of Housing Assistance Contract Administration Oversight Update (ACC Revision, ACC Rebid & Funding) | Deb Lear |
| 10:30 AM – 11:00 AM | Security Awareness | Marian Cody |
| 11:00 AM – 11:15 AM | Break | |
| 11:15 AM – 11:45 AM | Auto OCAF (Operation Cost Adjustment Factor) Pilot | Gail Williamson Yvette Viviani |
| 11:45 AM – 12:30 PM | LIHTC (Low Income Housing Tax Credit Update) | Mike Hollar |
| 12:30 PM – 01:00 PM | Closeout Activities | Lanier M. Hylton |

Posted May 11, 2009

URGENT!!

Deadline Extended to May 22, 2009 for Submission of Information for Access to the SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS (SAVE) System

NOTE: Please disregard this message if you already responded. Do NOT resubmit and please do NOT call to see if your information was received. Unless you received an email failure message, your information was received and is being processed.

On May 8, 2009, the Department of Housing and Urban Development (HUD) sent out a RHIP Listserv message and an iMAX mail message requesting property owners or management agents to designate one person for each HUD assisted property they own or manage who will need to use the SAVE system to verify the citizenship status of applicants or tenants who are noncitizens and who claim eligible immigration status.

HUD is excited about the opportunity to get as many of its assisted properties access to the SAVE system as possible and have **extended the deadline to May 22, 2009**, in an effort to make this happen.

Why should you designate someone to get access to the SAVE System?

To ensure that HUD's rental assistance is provided only to eligible noncitizens, owners and management agents **must** use the SAVE system to verify the validity of citizenship documents provided by applicants or tenants who are noncitizens and who claim eligible immigration status.

I don't have any noncitizen tenants and never get any noncitizen applicants. Why should my property get access to the SAVE system?

There is always a chance that a noncitizen will apply to live in your property. Since the SAVE system is required to verify the validity of citizenship documents should this occur, it is best to be prepared and get access now.

What you need to do:

- 1) Download the excel spreadsheet from the following website under the heading "Excel Spreadsheet for Access to SAVE System and fill in each column for the person designated to have access to the SAVE system:
<http://www.hud.gov/offices/hsg/mfh/rhiip/mfhrhiip.cfm>
- 2) Send it by email to SAVEaccess@hud.gov
- 3) The deadline for submission is **May 22, 2009**.

HUD will compile the information received and forward it to DHS by June 5, 2009, for uploading into the SAVE system. After the uploading is completed (on or around June 14,

2009), each person that has been uploaded into the SAVE system will receive an email with their User ID and temporary password to access the SAVE system.

Already have access to SAVE?

Due to the fact that DHS is streamlining the SAVE database, if your property already has access to the SAVE system, you still need to designate one person to have access and complete the information requested above by the established deadline so that this person will receive a new User ID and temporary password. We apologize for any inconvenience this may cause you.

Need more than one person to have access to SAVE?

If your property has access to SAVE now and more than one person has access, or if your property does not have access to SAVE currently and you need more than one person to have access, additional people can be provided access through a manual process that will take place at HUD after June 15, 2009. Further instructions will be forthcoming prior to June 15, 2009.

If you have any questions regarding this request you may contact Kevin Garner at (202) 402-2057 or (202) 708-3000.

Posted May 4, 2009

TRACS Industry Meeting

The TRACS Industry Meeting will be held on Monday, June 15, 2009 and Tuesday, June 16, 2009 at the Department of Housing and Urban Development (HUD) Brooke-Mondale Auditorium on 451 Seventh Street SW, Washington, DC. All meeting attendees should enter the HUD building through the South Visitor's Entrance (near 7th and E Street SW).

To register, please go to the following link:

<https://web.psi-it.com/TracsRegistration/survey/registration.asp>

Registration needs to be completed by June 8, 2009.

(Not an active link you must cut and paste or type it into your browser's address bar).

Posted April 28, 2009

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Monday, June 15, 2009 and Tuesday, June 16, 2009 at the Department of Housing and Urban Development (HUD) Brooke-Mondale Auditorium on 451 Seventh Street SW, Washington, DC. All meeting attendees should enter the HUD building through the South Visitor's Entrance (near 7th and E Street SW). Information regarding Industry Meeting registration and a final agenda will be posted at a later date.

Meeting Times

Monday June 15, 2009

9:00 AM Opening Remarks
4:00 PM Conclude Day 1

Tuesday June 16, 2009

9:00 AM Opening
1:30 PM Conclude Day 2

Tentative Meeting Agenda Items

- TRACS 202C
- TRACS/iMAX Updates
- HUD Policy/RHIIP Updates
- Automated Voucher Reconciliation at the CA Level
- Low Income Housing Tax Credit
- iREMS Data Sharing and Auto Operation Cost Adjustment Factor (OCAF)
- Error Tracking & Reporting
- EIV
- Disaster Housing Assistance Program (DHAP)
- ACC Revision, ACC Rebid & Funding

Posted April 21, 2009

TRACS NOTICE

The TRACS on-line queries must only be accessed between 6:00 AM and 8:00 PM EST. TRACS has an overnight daily batch process and therefore running these queries outside the designated window impact the timely completion of the batch cycle and can produce query time-out errors. Therefore, please refrain from using the TRACS on-line queries Monday through Friday from 8:00 PM until approximately 6:00 AM EST.

Posted April 15, 2009

TRACS 202C Implementation Issues

Since the implementation of TRACS Release 202C, a number of issues and questions have surfaced regarding Voucher and Certification processing protocols in 202C. A clarification document relative to 202C implementation issues is now posted (TRACS 202C Clarification Draft) on the TRACS Documents Page for review and comment.

Posted April 6, 2009

TRACSMAIL (Update)

This problem with the TRACSMAIL IDs has been corrected. Password resets may continue. Anyone that received a password reset April 2, or before 2:00 pm April 3, can go back to using the original password that you were using before this problem occurred.

Posted April 3, 2009

TRACSMAIL

Many users are failing authentication on their TRACSMAIL ID. The problem has been identified. We are working to resolve it as quickly as possible. We are currently NOT resetting anymore passwords at this time. Anyone that received a password reset anytime yesterday or today will fail authentication again once the problem is fixed. You can go back to using the original password that you were using before this problem occurred. If you received a new IMAX ID it will not work once the problem is fixed until it is recreated in the table. We ask for your patience as we work to get this resolved as quickly as possible. We will update you once the fix is applied.

Posted March 26, 2009

30 Day Extension to File Financial Statements

REVISED: Due to HUD infrastructure performance problems, MF property owners have experienced difficulties submitting their financial statements due March 30, 2009 (for owners with a fiscal year end = 12/31). The Office of Multifamily Housing Programs, Office of Asset Management has authorized REAC to implement a blanket 30 day extension for owners whose project fiscal year ends 12/31/2008 only. Owners/auditors should not request an extension in FASS; the extension has been automatically implemented. The extended FASS due date is 04/30/2009. Owners who submit the financial statements on or before 4/30/2009 will not be referred to the Departmental Enforcement Center or be flagged in the Active Partners Performance System. **Please contact the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC) on 1-888-245-4860 or via email REAC_TAC@HUD.GOV for assistance or further guidance**

Posted March 5, 2009

TRACSMAIL

TRACSMAIL is back online. HUD will continue to accept files via TRACSMAIL until 3/13/2009.

Posted March 3, 2009

TRACSMAIL

TRACSMAIL users are experiencing problems sending and receiving message. HUD is aware of the problem and is working with the vendors to resolve it as quickly as possible. We will provide periodic updates until the problem is resolved. Thanks in advance for your patience.

Posted February 27, 2009

TRACSMAIL FINAL DAYS

TRACSMAIL goes offline Sunday March 1, 2009 12am. As of Saturday February 20, 2009 HUD received TRACS files via TRACSMAIL from 469 mailboxes. Since Section 8 and 202/8 files are transmitted to Contract Administrators (CAs), HUD cannot determine how many of these contracts are still submitting to CAs using TRACSMail. Effective 3/1/2009 TRACSMAIL is no longer HUD's official system for file submissions. HUD will begin disabling TRACSMAIL services 3/11/2009.

If you have not completed the conversion from TRACSMAIL to IMAX by 2/28/2009 you can still submit files in IMAX via HUD's Secure System with the following link: https://hudapps.hud.gov/HUD_Systems/index.cfm. You must have a valid WASS/Secure Systems M-ID and password, the iMAX role must be set up and you must know the TRACSMAIL/IMAX/TRACS id and password used for the property.

| <u>WASS ID</u> | <u>TRACSMAIL/IMAX/TRACS ID</u> |
|----------------|--------------------------------|
| EX. M55551 | TRACM99991 |

WASS Coordinators can look up WASS M-IDs and passwords by signing on to Secure Systems and accessing the User Maintenance option. The WASS Coordinator can enter the first and last name for users and look up the WASS ID (M-ID). If the coordinator cannot look up the WASS ID (M-ID) and you do not know your WASS ID (M-ID), you must contact the REAC TAC at 1-888-245-4860 or via email REAC_TAC@HUD.GOV. The MF Help Desk does not issue or maintain WASS IDs and passwords.

If you know your WASS ID (M-ID) but do not know your password, you can reset your password from the REAC web site at <http://www.hud.gov/offices/react/>. Click on the "Password Reset" option on the upper right side of the screen and a new password will be sent to the email address established for the user.

If you have never requested a WASS ID or password, you can do so by accessing the following HUD web site at https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp.

If you are using vendor software and do not know your TRACSMAIL/IMAX/TRACS ID please contact your software vendor for assistance. The TRACSMail ID and TRACSMail password is often maintained in your software and your vendor may be able to assist in finding that number in your software. If you do not know the password

for your TRACSMAIL/IMAX/TRACS ID please contact the MF Help Desk to have it reset.

Due to the high volume of calls that MF Help Desk, Software Vendors Help Desk and REAC TAC are receiving we ask that you be patient when calling and emailing. We also ask that you do not send multiple emails or make multiple calls to the Help Desk. HUD staff is working diligently to address your calls and emails as quickly as possible.

Posted February 12, 2009

Proposed Delay in Effective Date for Refinement of Income and Rent Determination Final Rule

A Notice of Proposed Delay in Effective Date for the Refinement of Income and Rent Determination Requirements in Public and Assisted Housing Programs final rule was published in the Federal Register on February 11, 2009. The Notice requests public comment on a 60-day delay in the March 30, 2009, effective date and the delayed September 30, 2009, effective date for the Enterprise Income Verification (EIV) system to be mandatory for multifamily housing program users. The Notice also solicits comments generally on the final rule itself.

In addition, clarification is made in the Notice that the final rule requirements on the use of social security numbers for determining program eligibility do not apply to individuals in mixed families who do not contend eligible immigration status under HUD's noncitizen regulations.

A link to the Notice may be found under What's New on the Multifamily Housing website at: <http://www.hud.gov/offices/hsg/hsgmulti.cfm>.

Posted February 2, 2009

TRACSMail & iMAX Back Up

All problems with iMax and TRACSMAIL have been resolved. Please notify the Multifamily Help Desk if you experience any problems with either system.

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TRACSMail & iMAX Server Down

There is a known issue logging into the TRACSMail server on IPlanet and iMAX. HUD is currently investigating this issue and is working quickly to get it resolved. An update on TRACSMAIL and iMAX will be provided when the status changes. We apologize for the inconvenience.

Posted January 29, 2009

iMAX Temporarily Unavailable for System Maintenance

EDS will be performing system maintenance on the iMAX Database Server from 9:00 P.M. until 11:00 P.M. EST on Monday, February 2, 2009. During this time iMAX will be temporarily unavailable. We apologize for any inconvenience this may cause. Please contact the MF Help Desk at 1-800-767-7588 if you experience any problems with iMAX after 11:00 P.M., Monday, February 2nd.

Posted January 26, 2009

iMAX User Guide

The User Guide for iMAX on TRACS website under the **Documents** link has been updated (<http://www.hud.gov/offices/hsg/mfh/trx/pdf/imaxuserguide.pdf>).

Please report any problems with iMAX to Multifamily Helpdesk via phone (1-800-767-7588) or email (TRACS@hud.gov) with the subject line iMAX.

iMAX Access Update/Reminder

In order to access iMAX, the following are required:

- A valid WASS ID. If you do not currently have a WASS Multifamily (M) ID please use the following link to request one:
https://hudapps.hud.gov/public/wass/public/independent/indreg_page.jsp
- Role: IME - iMAX (TRACSMail replacement) for external – can be assigned by your coordinator
- All WASS IDs must be added to the LDAP directory for web services. **Once the user has been assigned the IME role, it will take 24-48 hours before the user is added into the imaxuser group for web services. You do not need to call the Help Desk and request to be added.**
- All problems/questions/request related to iMAX must be sent to the MF Help Desk via phone (1-800-767-7588) or email (TRACS@hud.gov) with the subject line iMAX.
- If you receive Authentication failure error before contacting the Help Desk please ensure that you have the IME-IMAX role assigned and allow 48 hours before you are added to the LDAP directory for web services.

Posted January 22, 2009

TRACS Industry Meeting Rescheduled

The TRACS Industry Meeting has been tentatively rescheduled for June 15th and 16th, 2009 at the HUD Brooke-Mondale Auditorium, at 451 7th Street SW Washington D.C. 20410. Comments concerning the proposed meeting dates can be e-mailed to mf_tracs_working_group@hud.gov.

Posted January 12, 2009

TRACS Industry Meeting Postponed

The TRACS Industry Meeting planned for March 11 and 12, 2009 has been postponed. A new date for the TRACS Industry Meeting is TBD. We apologize for any inconvenience that this may have caused.

Posted January 8, 2009

iMAX

All problems with iMax and TRACSMAIL have been resolved.
Please notify the Multifamily Help Desk if you experience any problems with either system..

Posted January 7, 2009

iMAX

Imax application is currently down. We will provide an update when the status change.