

Posted February 4, 2011

TRACS Industry Meeting

The TRACS Industry meeting will be held Tuesday, March 8, 2011 and Wednesday, March 9, 2011, at the Department of Housing and Urban Department at 451 7th Street, S.W., Washington, D.C. in the Brooke-Mondale auditorium. All participants should enter the HUD building through the South Visitor's Entrance (near 7th and E Street, SW). In order to participate in the conference, you must register by cutting and pasting the link below into your browser's address bar.

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

All participants must be registered by February 18, 2011. If you require a property pass for your computer equipment, please send an email to Wrkgrp@hud.gov.

Meeting Times

Tuesday, March 8, 2011

1:00 p.m. Opening Remarks
5:00 p.m. Conclude Day 1

Wednesday, March 9, 2011

8:30 a.m. Recap Day 1
3:00 p.m. Conclude Day 2

Tentative Meeting Agenda Topics

- Policy
- Active Partners Performance System (APPS)
- MF End User Support Services (formally MF Help Desk)
- Certification
- Voucher and Special Claims
- Next Generation Voucher Management System (NGVMS) Business Process Re-engineering
- TRACS

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TRACS Industry Group Meeting
March 8-9, 2011
HUD Brooke-Mondale Auditorium Suites A & B
451 7th Street S.W.
Washington D.C. 20410

Day 1	March 8, 2011	
12:00 PM - 1:00 PM	Registration	
01:00 PM - 1:30 PM	Opening Remarks	Carol J. Galante Deputy Assistant Secretary Multifamily Housing Programs
		Lanier M. Hylton HUD Conference Moderator
01:30 PM - 02:30 PM	Occupancy Policy	Mary Ross Industry Partner
02:30 PM - 02:45 PM	Break	
02:45 PM - 03:45 PM	Occupancy Policy (continued)	Mary Ross Industry Partner
3:45 PM - 04:15 PM	Next Generation Voucher Management System	Juan Garcia Project Manager
04:15 PM - 05:00 PM	Multifamily End User Support System	Ernest Brice Project Leader Net.America



TRACS Industry Group Meeting
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451 7th Street S.W.
Washington D.C. 20410

Day 2	March 9, 2011	
08:30 AM - 08:45 AM	Recap Day 1 Session	Lanier M. Hylton HUD Conference Moderator
08:45 AM - 10:00 AM	Tenant Certification	Jed Graef Industry Partner Jenny Dyer Industry Partner
10:00 AM - 10:15 AM	Break	
10:15 AM - 11:15 AM	Tenant Certification(continued)	Jed Graef Industry Partner Jenny Dyer Industry Partner
11:15 AM - 12:00 PM	Active Partners Performance System (APPS)	Jim Collins Project Manager
12:00 PM - 01:00 PM	Lunch	
01:00 PM - 01:30 PM	Voucher/Special Claims	Janel Ganim Industry Partner Jenny Dyer Industry Partner
01:30 PM - 02:00 PM	Department of Energy (DOE) Weatherization Program	Michael Freedberg Program Manager
02:00 PM - 02:45 PM	TRACS	Gustavo Sapiurka Industry Partner
02:45 PM - 03:00 PM	Closing Remarks	

Posted January 6, 2011

Notice Requiring Owners with Project-Based Rental Assistance Contracts or Section 202 or 811 Project Rental Assistance Contracts to Obtain Dun and Bradstreet Numbering System (DUNS) Numbers and to Register in the Central Contractor Registration (CCR)

Notice H 2011-01-11 was issued on January 5, 2011, providing the regulatory reporting requirements and guidance for legal entities receiving federal assistance. Rental assistance payments made under Project-Based Section 8 or Section 202 or 811 Project Rental Assistance Contracts are covered under these requirements. Owners must obtain a DUNS number and have an active, valid registration in CCR within 60 days of the publication date of this Notice. An owner's failure to obtain a DUNS number and CCR registration within the timeframe allotted may result in the suspension of housing assistance payments or rental assistance payments.

The notice includes guidance for the following:

- Background on Public Law 109-282, The Federal Funding Accountability and Transparency Act of 2006
- Deadline for obtaining DUNS Numbers and Registration in CCR
- Process for Obtaining a DUNS Number and Registration in CCR
- Utilization of CCR and DUNS information

The Notice is posted on: HUDCLIPS at: <http://www.hud.gov/offices/adm/hudclips/notices/hsg/>

Posted December 22, 2010

MISSING/NON-PROCESSED FILES:

Due to a network drive disconnect in the iMAX Server cluster occurring between Monday December 20th and Tuesday December 21st, you may experience a situation where a TIN number was assigned for an uploaded file, however the file was never received or processed by TRACS. If this occurred, please simply re-upload your file(s). Everything has now been brought back on-line, and no further issues are being reported. Please contact the Multi-Family Hotline if you experience any further issues.

Posted December 3, 2010

TRACS Users

The TRACS Queries, iMAX/iMAT and iCON will be unavailable due to a system release starting at 8pm EST on 12/3/2010. A notice will be posted to the announcement page and sent out via iMAX when the subsystems are available.

Posted November 1, 2010

TIME CONVERSION ISSUE WITH iMAT

A potential time-conversion issue exists with iMAT regarding transmissions that are created **after** 12:59:59pm (local time) within the site software.

The date/time stamp located on the TENHR and VCHHR records is typically generated automatically by the site software and does not change when the file is up-loaded to HUD. However, when any transmission is created after 12:59:59pm on the TENHR or VCHHR records, iMAT currently (incorrectly) determines that the time is invalid and replaces that time with the current iMAT process time. Therefore, if multiple transmissions created by the site software **after** 12:59:59pm are uploaded to iMAX from the same TRACM id within the same iMAT process interval (which usually every 15 minutes), then iMAT's will deem them duplicates, and will only stage the last one from the group for the nightly full batch cycle.

Software changes are already in progress, however in the interim, it is **highly** recommended that you avoid uploading multiple files that were created after 12:59:59pm within iMAT process interval.

Posted October 28, 2010

TRACS Processing

Due to the TRACS Tenant cycle failure on Tuesday night (now resolved), there was also a delay in processing the tenant and voucher transmissions submitted since 5:30pm on Tuesday, 10/26/2010. (These normally would have processed last night.) As a result, tenant and voucher data from these transmissions are not available for viewing via the TRACS Tenant and Voucher Queries. It is expected that this data should be processed tonight (10/28/2010.) We apologize for any inconvenience.

Posted October 27, 2010

TRACS TENANT CYCLE FAILURE

The TRACS Tenant cycle experienced issues last evening, and as a result processing tenant certifications failed. You may experience a day delay with data being available in the TRACS On-Line Tenant Query. You will not receive any Tenant Cycle Messages (TYCTEN) in iMAX until the issue is resolved. Work is underway to resolve the failure, and processing will resume thereafter. Please contact the helpdesk with any questions. We apologize for any inconvenience.

Posted October 15, 2010

Section 8 Vouchers Suspended by TRACS

A Customer Service Message for Owners/Management Agents (O/A) and Contract Administrators (CA) from the Financial Operations Division (FOD), Office of Housing Assistance Contract Administration Oversight (HACAO), Office of Multifamily Housing, U.S. Department of Housing and Urban Development, Washington DC.

Step 1: Your voucher may already be paid!

Many O/As and CAs submit vouchers for manual review that have already been paid or will be paid. This is not necessary and can be avoided by first checking the voucher Status Code in TRACS Voucher Query before transmitting the voucher for FOD.

- **Status Code P00** voucher paid, do not transmit voucher to FOD
- **Status Code P10** voucher will be paid, do not transmit voucher to FOD

Step 2: If the Status Code is T03, T31, T51, or T52 the O/A must transmit the voucher to FOD for manual review.

Email a digital copy (Adobe Acrobat PDF file) of the voucher to VoucherProcessing@hud.gov

Help us avoid mix-ups and delays in reviewing your voucher by following these FILE NAME and Email SUBJECT LINE requirements.

- The **FILE NAME** must be the "Contract number plus month (three letters) and year (two digits)." For example: NC19Q051000 JUL 10
- Email each voucher separately if submitting multiple vouchers.
- The Email **SUBJECT LINE** must be the "Contract number plus month (three letters) year (two digits)." Same as above example: NC19Q051000 JUL 10

Alternative **FAX** instructions—the **FAX COVER SHEET** must include O/A or CA contact person's

- Name
- Telephone number
- Fax number
- Email address.
- **NEW FAX telephone number: 202-708-1300**

Step 3: If the Status Code is T91 or T92, only Traditional Contract Administrator (TCA) submitted vouchers must be manually reviewed by the FOD. TCA must email digital copy (Adobe Acrobat PDF file) of the voucher to the FOD for manual review. Please follow above file name and email subject name requirements or alternative FAX requirements.

Step 4: If the Status Code is T30, FOD will contact O/A or CA, as appropriate.

Step 5: If the Status Code is T53, O/A or CA should contact the TRACS Help Desk if assistance is needed.

Email address (best method because messages and responses are tracked):

TRACS@hud.gov

Telephone: 1-800-767-7588

Step 6: All other status messages and codes: O/A must contact the Multifamily Housing Project Manager in the HUD Hub or Program Center office that serves the project.

Information by State: <http://portal.hud.gov/portal/page/portal/HUD/states>

Posted October 8, 2010

TRACS VOUCHER CYCLE FAILURE

The TRACS Voucher cycle experienced issues last evening, and as a result processing tenant certifications and electronic vouchers failed. You may experience a day delay with data being available in the TRACS On-Line Reports: Tenant Query, Voucher Query and Voucher Datamart. You will not receive any Voucher Cycle Messages (VCHCYC) in iMAX until the issue is resolved. Work is underway to resolve the failure, and processing will resume thereafter. We are hopeful the cycle will be completed in time to include cycle messages (VCHCYC) in the 2:00pm outbound iMAX sweep.

Posted October 4, 2010

iMAX Users

As discussed in the industry calls earlier this year, the March industry meeting, and in the iMAX industry spec released in 4/2010 (updated in 8/2010 to change the release date from 9/3/2010 to 10/1/2010 - <http://www.hud.gov/offices/hsg/mfh/trx/pdf/imaxindustryspec.pdf>), iMAX now requires users to accept the TRACS rules of behavior prior to accessing any TRACS subsystems or sending files to TRACS via iMAX.

In order to accept the ROB, log in to WASS (hudapps.hud.gov/HUD_Systems) and select the iMAX link from the WASS menu. If you have not accepted the ROB within the last year, you will be presented with the ROB page.

Please call the help desk with any issues.

Posted October 1, 2010

(RESOLVED) EXTERNAL USERS UNABLE TO ACCESS TRACS QUERIES

The issue affecting external HUD users that prevented them from accessing the TRACS Queries has been resolved. If you experience any further issues, please contact the Multi-Family Hotline for assistance.

Posted September 30, 2010

EXTERNAL USERS UNABLE TO ACCESS TRACS QUERIES

At this time, users external to HUD Headquarters receive an error when selecting the TRACS Query option under Secure Systems. The TRACS Staff is aware of the situation and is working with the LAN Staff to have the issue resolved. If you need immediate assistance with a particular contract, you may contact the Multi-Family Hotline for assistance, however please keep in mind call volume and assistance time. A status announcement will be posted as soon as possible.

Posted September 29, 2010

TRACS Industry Group Meeting Cancellation Notice

The Office Multifamily Housing Programs regrets to inform you that the next TRACS Industry Group Meeting scheduled for October 27, 2010 and October 28, 2010, at HUD Headquarters, Washington, DC, will not take place.

This is due to a lack of available conference rooms in the HUD Headquarters building and the lack of available hotel rooms in the Washington metropolitan area during October 27 and 28th.

We apologize for any inconvenience this may cause you. Multifamily Housing intends to reschedule the TRACS Industry Group Meeting for a later date and will publish full details when they become available.

Posted August 30, 2010

WASS "I" id ISSUE

Recently, changes were put into effect that tightened security at HUD, especially surrounding Secure Systems and the TRACS Query pages. Due to this tightened security, if you possess a WASS id that begins with the letter "I", you may have noticed that you can no longer access the TRACS Queries. In the event you are in this situation, please take the following steps to disable your current "I" id and obtain a new "M" WASS id:

- 1) Have your System Coordinator remove all "roles" from your "I" id and it will automatically go "Inactive"
- 2) Use this Multi-family ID Application link to register for a new "M" id
https://hudapps.hud.gov/public/wass/public/participant/partreg_page.jsp
- 3) The process should take approximately 24 hours, but if you experience any issues, send an email to Reac_tac@hud.gov

Additionally, if you have recently received a new WASS id and were surprised it began with the letter "I", but were expecting a "M", please follow the same procedures above in order to ensure your system access is uninterrupted.

Posted August 26, 2010

iMAX Industry Specification Update

The Integrated Multifamily Access eXchange (iMAX) Industry Specifications located on the TRACS Documents Page (<http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm>) has been updated to reflect the change in release from September 3, 2010 to October 1, 2010.

Posted on August 26, 2010

UPDATE
TRACS RULES OF BEHAVIOR (ROB) and SECURITY TRAINING

The deadline for accepting the TRACS ROB and completing Security Training has been extended to October 1, 2010. TRACS users must accept the TRACS ROB through the Integrated Multi-family Access Exchange System (iMAX) or TRACS Menu Link via HUD's Secure Systems (WASS).

Any TRACS user that submits tenant and voucher data to HUD via vendor software and/or iMAX web services will not be able to transmit data after October 1, 2010 if they have not previously accepted the ROB and completed the required Security Training.

Users that encounter problems printing the ROB during the TRACS acceptance process may obtain a copy of the ROB from the TRACS document page (<http://www.hud.gov/offices/hsg/mfh/trx/trxdocs.cfm>).

If you have any questions regarding this update please send and email to MFTRACSSECURITY@HUD.GOV

Posted July 29, 2010

TRACS INDUSTRY MEETING AGENDA

See below documents for Days 1 & 2:



TRACS 202D Industry Group Meeting
August 2-3, 2010
HUD Brooke-Mondale Auditorium Suites A & B
451 7th Street S.W.
Washington D.C. 20410

Day 1	August 2, 2010	
12:00 PM – 1:00 PM	Registration	
01:00 PM – 1:30 PM	Opening Remarks	Lanier M. Hylton
01:30 PM – 02:30 PM	Policy	Mary Ross
02:30 PM – 02:45 PM	Break	
02:45 PM – 03:45 PM	Policy (continued)	Mary Ross
03:45 PM – 04:45 PM	Certification	Jed Graef
04:45 PM – 05:00 PM	Remarks	



TRACS 202D Industry Group Meeting
August 2-3, 2010
HUD Brooke-Mondale Auditorium Suites A & B
451 7th Street S.W.
Washington D.C. 20410

Day 2	August 3, 2010	
09:00 AM – 09:15 AM	Recap Day 1 Session	Lanier M. Hylton
09:15 AM – 10:15 AM	Certification (continued)	Jed Graef
10:15 AM – 10:30 AM	Break	
10:30 AM – 11:30 AM	TRACS	Gustavo Sapiurka
11:30 AM – 01:00 PM	Lunch and Breakout Sessions Policy Working Group Certification Working Group TRACS Working Group Voucher/Special Claims Working Group	
01:00 PM – 02:00 PM	TRACS (continued)	Gustavo Sapiurka
02:00 PM – 02:15 PM	Break	
02:15 PM – 03:45 PM	Voucher/Special Claims	Janel Ganim Jenny Dyer
03:45 PM – 04:00 PM	Closing Remarks	

Posted July 16, 2010

iMAX Users

Due to an iMAX server issue, please QA/confirm the update in TRACS for any voucher/tenant data submitted between 5pm Wednesday (July 14, 2010) – 8:30pm Thursday (July 15, 2010). We have put procedures in place to try to ensure that this will not occur again. Please contact the help desk at tracs@hud.gov with any questions or if assistance is needed.

Owner/agents and Contract Administrators who transmitted data to TRACS during this period should check Secure Systems/TRACS Voucher and Certification Queries to make sure all data was received.

We apologize for any inconvenience that this may have caused.

Posted July 13, 2010

TRACS Industry Meeting

The TRACS Industry Meeting will be held on Monday, August 2, 2010 (half day session beginning at 1:00 PM) and Tuesday, August 3, 2010 (full day session beginning at 9:00 AM) the Department of Housing and Urban Development (HUD) Brooke-Mondale Auditorium on 451 Seventh Street SW, Washington, DC. All meeting participants should enter the HUD building through the South Visitor's Entrance (near 7th and E Street SW). To register, you must cut and paste or type the link below into your browsers' address bar:

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

Registration needs to be complete by July 26, 2010.

Note: As mentioned during the March 2010 TRACS Industry Meeting, the primary focus of the August 2010 meeting is for participants to have an open dialogue on issues relative to the next major TRACS Release (TRACS 202D). Multifamily Housing has established four TRACS 202D sub-working groups to present and manage the different types of issues. The TRACS 202D sub-groups and group chairpersons are listed below:

202D Sub-Group

Policy
Certification
TRACS
Voucher-Special Claim

Chairperson

Mary Ross
Jed Graef
Gustavo Sapiurka
Janel Ganim
Jenny Dyer (co-chair)

Participants wishing to have issues considered for TRACS 202D must send a detailed description of the issue to MF_TRACS_WORKING_GROUP@hud.gov as soon as possible but not later than Monday, July 19, 2010 using the 202D Sub-group name as the subject (e.g. "Policy", "TRACS", etc.).

Posted July 9, 2010

IMAX User

Due to an iMAX deployment issue, please QA/confirm the update in TRACS for any voucher/tenant data submitted between 5pm Wednesday (July 7, 2010) - noon Friday (July 9, 2010). Please contact the help desk at tracs@hud.gov with any questions or if assistance is needed. We apologize for any inconvenience!

Posted July 8, 2010

High TRACS Voucher Volume

Due to an unusually high volume of voucher data transmitted to TRACS on July 7, 2010, users may experience a one business day delay in their voucher actually processing. Please do not resubmit immediately if you suspect your voucher has not been received, re-check the following business day before resulting to resubmission.

Posted July 1, 2010

iMAX Temporarily Unavailable

Multifamily Housing will be releasing another application to the servers used by iMAX from 9:00 PM July 2, 2010 through 10:00 AM July 3, 2010 EST. During this time iMAX will be temporarily unavailable. We apologize for any inconvenience this may cause.

Posted June 29, 2010

Affirmative Fair Housing Marketing Plan

Effective May 1, 2010, a new version of the Affirmative Fair Housing Marketing Plan (AFHMP) Plan was implemented. When a owner/agent is required to submit a new AFHMP (once every 5 years), the new version of the AFHMP (form HUD-935.2A) must be submitted. The latest version of form HUD-935.2A is posted on Hudclips and can be downloaded at the following website:

<http://www.hud.gov/offices/adm/hudclips/forms/files/935-2a.pdf>

Please be advised that the previous edition of form HUD-935 will no longer be accepted.

Posted June 24, 2010

**Multifamily Housing Seeks Participants
For TRACS 202D Working Group**

Multifamily Housing (MFH) is establishing a working group to identify items for possible inclusion in TRACS Release 202D. MFH is soliciting representatives from our Business Partner community to participate in the TRACS 202D Working Group.

Representatives will be expected to participate in conference calls, industry meetings, industry meeting breakout sessions, discussion forums and e-mail correspondence.

MFH will select a representative to chair/lead the working group. The Working Group Lead will be paired with an individual from the MFH staff for communication and logistic purposes.

The first two working group conference call sessions are tentatively planned for July 7, 2010 and July 21, 2010. Information relative to the conference call sessions will be e-mailed to representatives that register for the working group.

Please go to the following link to register for the working group (under item number 7 only check TRACS Working Group for 202D):

<http://www.surveymonkey.com/s.asp?u=159873210862>

Questions concerning this announcement may be sent to:
MF_TRACS_WORKING_GROUP@HUD.GOV

Posted June 24, 2010

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Monday, August 02, 2010 and Tuesday, August 03, 2010 at the Department of Housing and Urban Development (HUD), in the Robert C. Weaver Bldg, Brooke-Mondale Auditorium on 451 Seventh Street SW, Washington, DC.

All meeting participants 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 August 02, 2010

1:00 PM Opening Remarks
5:00 PM Conclude Day 1

Tuesday August 03, 2010

9:00 AM Opening
4:00 PM Conclude Day 2

Tentative Meeting Agenda Items

- Review of Proposed Technical Specification Document for TRACS 202D
- Compilation of Topics that Require Clarification from Other HUD Departments
- Re-write and clarification regarding Error Messages
- TRACS/iMAX Rules of Behavior and HUD/CA/OA Requirements
- PBCA Transition
- HUD Policy Update
- WASS Update
- Help Desk Update

Posted June 3, 2010

Choice Neighborhoods Initiative

HUD has posted a Notice of Funding Availability (NOFA) Pre-Notice to assist potential applicants prepare for an upcoming Choice Neighborhoods competitive funding process. Choice Neighborhoods will support communities that are using place-based solutions to create neighborhoods of opportunity. Choice Neighborhoods funds are intended to transform distressed public and assisted housing into sustainable, mixed-income housing, to support positive outcomes for families in the development and in the neighborhood, and to transform neighborhoods of concentrated poverty into viable, mixed-income neighborhoods with access to key assets and services.

This NOFA Pre-Notice identifies key program elements and outlines the framework of the competition HUD will use to award Fiscal Year 2010 funding. The actual, forthcoming NOFA will contain the selection criteria for awarding Choice Neighborhoods grants and specific requirements that will apply to selected grantees. Potential applicants are advised to monitor HUD's website for posting of the NOFA later this summer. In Fiscal Year 2010, approximately \$62 million is available for implementation grants and approximately \$3 million is available for planning grants. The Administration has requested an additional \$250 million in Fiscal Year 2011 funding.

The NOFA Pre-Notice and other information on the Choice Neighborhoods program can be found at HUD's Choice Neighborhoods webpage (www.hud.gov/cn). For questions on the NOFA Pre-Notice, please contact Ms. Caroline Clayton at Caroline.C.Clayton@hud.gov or (202) 402-5461.

For information on future Choice Neighborhoods funding, please see HUD's FY2011 Budget webpage (<http://portal.hud.gov/portal/page/portal/HUD/fy2011budget>). For questions on the FY 2011 budget or the Choice Neighborhoods legislation, please contact Bernard Fulton at Bernard.b.fulton@hud.gov.

Posted May 27, 2010

Multifamily Housing Enterprise Income Verification (EIV) Users:

We have disabled the following 3 reports because of errors:

1. Income Discrepancy Detail by Contract,
2. Income Discrepancy Detail by Project; and
3. Income Report by Project.

The remaining EIV reports will accessible to MFH users.
We apologize for the inconvenience that this may cause.

Posted April 30, 2010

iMAX Users

Please be aware that the release scheduled for 4/30/2010, including the automation of the Rules of Behavior, will potentially be delayed. We do not anticipate that the delay will be longer than 7 days. Another announcement will be posted when the final date is determined and/or if the release will go out as scheduled.

Posted April 9, 2010

IMPLEMENTATION OF TRACS RULES OF BEHAVIOR (ROB) and SECURITY TRAINING

As part of HUD's initiative to ensure the highest level of protection for our resident's data, there will be some changes to the systems used to transmit TRACS files and to review information provided via the TRACS database in HUD's Secure Systems (WASS).

If you are sending files using iMAX and/or you are accessing the reports available in the TRACS database that is part of Secure Systems (WASS), you are **REQUIRED** to agree to abide by the TRACS Rules of Behavior (ROB) and take the online TRACS Security Awareness Training once a year.

Effective May 1, 2010 (this will not be available before May 1, 2010), when you log in to Secure Systems and then click on the iMAX option, current and new users will be prompted to accept the Rules of Behavior Document. In addition, users will be required to complete the TRACS Security Awareness Training Questionnaire within 30 days of accepting the Rules of Behavior.

If you are sending files using a program that has adopted the Web User Interface, such as HUDManager, you must complete these steps in order to be able to transmit (upload) your TRACS vouchers and certifications or receive error messages. You will be automatically prompted to do so when you log in to Secure Systems and click on the iMAX option.

If you do not transmit TRACS files, but you access TRACS queries, you will be required to complete these functions no later than July 3, 2010.

If you are sending TRACS files directly from your software, using a program that has adopted a System to System interface, such as OneSite, iCAM, Yardi Voyager, Cornerstone, HDS or CATRACr, each user should take the time to log in to Secure Systems to accept the Rules of Behavior. This must be done no later than September 3, 2010.

Failure to complete these tasks by the appropriate deadlines will result in errors and you will not be able to send TRACS files.

You will be automatically prompted to complete the Rules of Behavior acknowledgement and the Security Awareness Training Questionnaire once a year.

If you have any questions regarding these requirements please send an email to MFTRACSSECURITY@HUD.GOV.

Posted April 2, 2010

**April 30, 2010 IMPLEMENTATION OF
TRACS RULES OF BEHAVIOR (ROB) and SECURITY TRAINING
For TRACS External Users**

If you use, operate, or manage a Federal computer system related to the Tenant Rental Assistance Certification System (TRACS), you are **REQUIRED** to take security training and accept the TRACS Rules of Behavior (ROB) annually, as mandated by the Federal Information Security Management Act (FISMA) and Office of Management and Budget (OMB) Circular A-130.

Effective May 1, 2010, TRACS current and new users must accept the ROB prior to accessing the iMAX application (user interface.) Users must also complete the Security Training no later than 30 days after accepting the Rules of Behavior in order to be in compliance.

Additionally, if the ROB has not already been accepted via iMAX, users of the TRACS Online Tenant and Voucher Queries will be prompted to accept the ROB effective 7/3/2010. The ROB only needs to be accepted once per year and is effective for all TRACS subsystems.

All TRACS external users must accept the Rules of Behavior and follow the guidance provided in the Rules of Behavior. Any user that submits tenant and voucher data to HUD via vendor software and/or iMAX web services will not be able to transmit data after September 4, 2010 if they have not previously accepted the ROB and completed the required Security Training.

If you have any questions regarding these requirements please send an email to MFTRACSSECURITY@HUD.GOV.

Posted March 30, 2010

iMAX Industry Specification

The “Integrated Multifamily Access eXchange (iMAX) Industry Specifications” which can be found under TRACS Documents on the TRACS site was previously updated to reflect the system changes planned for the 4/30/2010 (Rules of Behavior acceptance available via the iMAX user interface) and 9/3/2010 (ROB must be accepted to transmit files, MAT edit process modernized, new error message format(s)) iMAX releases - has been updated, per the industry request, to ensure that the trailer records are the same format for errors/no errors and all current fields will still be returned. Changes/updates regarding the 4/30/2010 and 9/3/2010 releases are listed in the Change History section, and are also highlighted throughout the document.

Posted March 25, 2010

EXTENSION OF TIME FRAMES TO FILE ANNUAL FINANCIAL STATEMENTS

Due to system performance problems, many MF property owners have not been able to submit their financial statements due March 30, 2010 (for owners with a fiscal year end = 12/31). The Office of Asset Management has authorized REAC to implement a blanket **30 day extension for fiscal year end 12/31/2009 only**.

Owners/auditors do not have to request an extension in FASS; the extension will be automatically implemented. The **new FASS due date is 04/30/2010**. This also means that owners who submit on or before 4/30/2010 will not be referred to the DEC.

Posted March 12, 2010

TRACS Industry Meeting Agenda

See below document.



TRACS Industry Group Meeting
March 17-18, 2010
HUD Brooke-Mondale Auditorium Suites A & B
451 7th Street S.W.
Washington D.C. 20410

Day 1	March 17, 2010	
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 – 10:00 AM	FHA (Federal Housing Administration) Transformation	Joseph Smith (GDAS Housing)
10:00 AM – 10:30 AM	HUD Update	Lanier M. Hylton
10:30 AM – 11:00 AM	HUD Ideas In Action	Tim McCarthy
11:00 AM – 11:15 AM	Break	
11:15 AM – 12:00 PM	iMAT (Integrated Monthly Activity Transmission)	Deatrie Perry
12:00 PM – 01:30 PM	Lunch	
01:30 PM – 02:00 PM	LIHTC (Low Income Housing Tax Credit) Update	Mike Hollar
02:00 PM – 02:30 PM	iREMS (Integrated Real Estate Management System) Data Sharing	Naseem Saab
02:30 PM – 03:00 PM	APPS (Active Partners Performance System) Update	Devasia V. Karimpanal James E. Collins
03:00 PM – 03:15 PM	Break	
03:15 PM – 04:00 PM	HUD Policy Changes and EIV Updates	Gail Williamson David Sandler



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March 17-18, 2010
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Day 2	March 18, 2010	
09:00 AM – 09:30 AM	Recap Day 1 Session	Lanier M. Hylton
09:30 AM – 10:00 AM	WASS (WEB Access Subsystem)	Anthony Lavender
10:00 AM – 11:00 AM	Office of Housing Assistance Contract Administration Oversight Updates (ACC Revision, ACC Rebid & Funding)	Deborah Lear
11:00 AM – 11:15 AM	Break	
11:15 AM – 11:45 AM	Auto OCAF (Operating Cost Adjustment Factor) Update	Gail Williamson Yvette Viviani
11:45 AM – 12:00 PM	Closeout	Lanier M. Hylton

Posted March 12, 2010

Change in Voucher Submission for Manual Review

In order to provide more prompt and effective service to project owners when vouchers require manual reviews, the Financial Operations Division FOD will be receiving, tracking, and approving vouchers through its Chicago office. At this time, only vouchers rejected by TRACS for payment with Activity Codes T31, T52, T91, and T92 require manual review. Effective March 12, 2010, we are implementing the following change: Owners/management agents are asked to use a scanner to transform each printed voucher into a digital copy and save it as a .pdf file (this is easy to do if you are not already doing it). Use the contract number as the file name. Then, attach the .pdf files to an e-mail message addressed to voucherprocessing@hud.gov. If you don't presently have the capability to scan and e-mail vouchers to our voucher processing mailbox, you may temporarily fax them to 312-886-7941. Vouchers are no longer received at fax number 816-426-6174. Please do not both email and fax the same voucher. If you have questions about this process, please email voucherprocessing@hud.gov.

Posted March 1, 2010

iMAX Industry Specification

The iMAX Industry Specification has been updated to reflect the system changes planned for the 4/30/2010 (Rules of Behavior acceptance available via the iMAX user interface) and 9/3/2010 (ROB must be accepted to transmit files, MAT edit process modernized, new error message format(s)) iMAX releases. Changes/updates are listed in the Change History section, and are also highlighted throughout the document.

The iMAX Industry Specification is listed on the TRACS Documents page.

Posted February 23, 2010

TRACS INDUSTRY GROUP MEETING INFORMATION

The TRACS Industry Group Meeting will be held on March 17 and 18 at HUD Brooke-Mondale Auditorium Suites A & B. All meeting attendees should enter the HUD building through 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 March 10, 2010 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:

Posted February 22, 2010

Preserving Affordable Housing

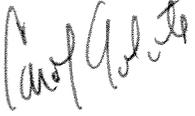
See the below Memorandum with the Subject: "Waivers to the Section 8 Regulations and the Section 8 Renewal Guide."



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-8000

FEB 22 2010

MEMORANDUM FOR: All Hub and Program Center Directors
All Contract Administrators

FROM:  Carol J. Galante, Deputy Assistant Secretary for Multifamily
Housing Programs, HT

SUBJECT: Waivers to the Section 8 Regulations and the Section 8
Renewal Guide

The Department is committed to preserving the existing stock of affordable housing. To assist in this effort, the Office of Multifamily Housing Programs is proposing changes to the Section 8 regulations and revising parts of the Section 8 Renewal Guide.

Until the changes are finalized, you may recommend that Headquarters waive certain parts of the Section 8 regulations and the Renewal Guide. Specifically, Headquarters will on a case-by-case basis, entertain the following:

- A. Regulatory waiver requests of 880.205(a), 881.205(a) and 883.306(a) for a nonprofit owner with a new regulation Section 8 contract for new construction or substantial rehabilitation that wishes to receive:
 - 1. A distribution limited to six percent on initial equity investment for projects for elderly families, or
 - 2. A distribution limited to ten percent on initial equity investment for projects for non-elderly families, or
 - 3. Unlimited distributions for preserving long term affordability under Chapter 15, Nonprofit Section 8 Preservation Effort.
- B. Section 8 Renewal Guide waiver requests for certain sections of Chapter 3 and Chapter 15.
 - 1. Chapter 3, Option One – Mark-Up-To-Market

The Note found after Section 3-2D on page two that permits rents to be increased up to but not exceeding the use restricted levels.

2. Chapter 15, Nonprofit Section 8 Preservation Effort
 - a. Section 15-8, Cap on Market Rents, that requires the project manager or contract administrator to lower the comparable market rents in the rent comparability study to reflect any use restriction on the rents that can be charged; for example, tax credit restricted rents. This waiver will allow rents to go up to the market rent level, as determined by the rent comparability study.
 - b. Item A., Section 15-13, Project Eligibility, that requires the project to have a Real Estate Assessment Center (“REAC”) score greater than 30.
 - c. The prohibition against for-profit owners who wish to comply with the requirements of Chapter 15 from obtaining the benefits available under the chapter. Thus, the owner will know the rents permitted after the rehabilitation is completed.

Finally, you are reminded that upon completion of processing under Item C of Section 15-6, Budget-Based Rent Increase, the PM/CA must inform the Owner of the new rents. This will assist the owner in obtaining financing.

Waivers may be issued in relation to specific preservation transactions, either potential or in progress. Major features of the transaction should be clearly defined. Waivers will not be issued for transactions that have already closed. Waiver requests should indicate the specific provision(s) to be waived and describe, in detail, the preservation transaction, including: proposed sources of financing (including federal, state, local, and private sources); proposed change in project ownership; timing of the transaction; and how the waiver(s) would facilitate the preservation of the project. The waiver request should indicate if any related requests have been or will be submitted to allow for prepayment of the existing mortgage, decoupling of Interest Reduction Payments, or deferral of flexible subsidy loans.

All waiver requests with supporting documentation must be reviewed and approved by the Hub Director and faxed to Willie Spearmon, Director, Office of Housing Assistance and Grant Administration. The fax number is (202) 708-3104. Waiver requests may be denied by a Hub Director without HQ concurrence.

If you have any questions, please contact Stan Houle at (202) 402-2572 or Kerry Mulholland at (202) 402-2649.

Posted February 15, 2010

TRACS Industry Meeting

The TRACS Industry Meeting will be held on Wednesday, March 17, 2010 and Thursday, March 18, 2010 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, you must cut and paste or type the link below into your browser's address bar:

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

Registration needs to be completed by March 10, 2010.

Posted January 4, 2010

TRACS INDUSTRY MEETING NEWS

The TRACS Industry Meeting will be held on Wednesday, March 17, 2010 and Thursday, March 18, 2010 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

Wednesday March 17, 2010

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

Thursday March 18, 2010

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

Tentative Meeting Agenda Items

- iMAT (Integrated Monthly Activity Transmission)
- TRACS 202D
- Automated TRACS Rules of Behavior
- LIHTC (Low Income Housing Tax Credit)
- HUD Policy Changes
- iREMS (Integrated Real Estate Management System) Data Sharing
- Auto OCAF (Operation Cost Adjustment Factor)
- APPS (Active Partners Performance System)
- EIV (Enterprise Income Verification) Updates
- WASS (WEB Access Subsystem)
- ACC Revision, ACC Rebid & Funding
- FHA (Federal Housing Administration) Transformation Initiative
- HUD Ideas In Action

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.

=====

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.