# **HUD Office of Residential Care Facilities**

# **Guidance for Using the HUD Environmental Review Online System (HEROS) as an FHA Partner**

The purpose of this document is to provide instructions to consultants and lenders assisting with environmental reviews for the Office of Residential Care Facilities (ORCF), Section 232 FHA-insured projects.

Chapter 7, when referred to in this document, refers to HUD Handbook 4232.1, Section II, Production, Chapter 7, “Environmental Review”.

Partners are advised to contact [LeanThinking@hud.gov](mailto:LeanThinking@hud.gov) when early coordination with HUD is recommended in this guidance.

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## **Getting Started**

Partners may request access to HEROS at the following link: <https://us.services.docusign.net/webforms-ux/v1.0/forms/b2d16bc3bfa9649d1922a2d47b5a654f>.

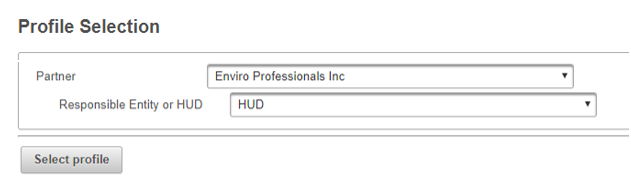
For basic information on using HEROS, including instructional videos and frequently asked questions, go to: <https://www.hudexchange.info/programs/environmental-review/heros/>.

Technical questions about HEROS should go to “Ask A Question” at <https://www.hudexchange.info/get-assistance/my-question/>.

Note that the Partner’s environmental review should be entered in HEROS and assigned to HUD at the same time, or shortly before, the mortgage insurance application is submitted to ORCF. See ORCF’s February 26, 2020 email blast article, “Submitting Environmental Reviews to ORCF in HEROS” at <https://www.hud.gov/sites/dfiles/Housing/documents/FebEmailBlast02262020.docx>.

## **Logging in to HEROS**

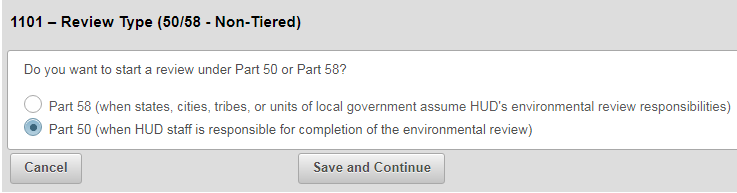
Log in to HEROS at <https://heros.hud.gov/heros/>. Select the name of your organization as the “Partner” and HUD next to “Responsible Entity or HUD.”



You will be directed to the **My Environmental Reviews** dashboard. This screen will default to showing only those reviews that are currently *assigned* to you, meaning that you can currently edit them. From this screen, you can select an existing review to edit or assign to another user. To start a new review, press the *[Start a new environmental review]* button in the upper left corner of the dashboard.

## **Screen 1101 – Review Type (Non-Tiered)**

Make sure you are working with a *non-tiered* review, and that you select **Part 50** so that HUD will be able to complete the review. Then press *[Save and Continue]* to move on to the next screen.

**Screen 1105 – Initial Screen**

When completing an FHA review, make the following selections and inputs:

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| Field | Correct Response |
| Project Name | The project name should include the name of the facility and the FHA Project Number (contact the lender if uncertain). |
| Grant/Product ID Number | Enter the FHA Number again. |
| HUD Program | 1. Select Housing: Healthcare ‐ Office of Residential Care Facilities (ORCF). 2. Select the appropriate Section 232 program. If unsure, contact the lender. |
| Estimated Total HUD Funded, Assisted, or Insured Amount | Enter 0. HUD staff will complete this. |
| Estimated Total HUD Project Cost | Enter 0. HUD staff will complete this. |
| Does this project anticipate the use of funds or assistance from another Federal agency in addition to HUD? | The response will typically be “No” for ORCF projects. Select “Yes” only if another federal agency (e.g. FEMA, EPA) is contributing funds to this project. Do *not* select “Yes” if the project is applying for Low Income Housing Tax Credits (LIHTC). |
| Does this project involve over 200 lots, dwelling units, or beds? | Select Yes or No |
| Applicant/Grant Recipient Information | Enter the lender's name and the lender contact's name. |
| HUD Preparer | Enter “TBD”. |
| Consultant Information | Enter the name of your firm and your name |

## **Screen 1125 – Project Summary**

When completing an ORCF review, make the following selections and inputs:

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| Field | Correct Response |
| Description of the proposed project | Describe all physical aspects of the project, such as the proposed work, plans for multiple phases of development, size, number of buildings, year project was constructed, number of units, number of beds, land area, and activities to be undertaken. State whether the project involves an increase in the residential capacity of the facility. Include details of the physical impacts of the project, including whether there will be ground disturbance, construction, demolition, tree removal, site clearing, or expansion of paved areas.  If more space is required, upload a separate document below. |
| Address | Provide a street address for the project. |
| Location Information | If the project involves new construction, affects more than one street address, or otherwise requires further explanation, describe the full geographic scope of the project in this space |
| Upload | Upload the site survey, site map, photos of the project, and other information describing the project and its location. For existing facilities, upload the list of proposed repairs and improvements (critical, non-critical and borrower proposed repairs).  **Important:** Prior to submitting the HEROS review, confirm with the lender that the list of repairs and proposed work that you considered during the review is current and accurate. |
| Field Inspection | Leave this section empty for HUD to complete. |
| What activities are involved in the project? | Select all planned or anticipated activities. For guidance on categorizing an activity as “Maintenance”, see [Notice CPD-16-02](https://www.hudexchange.info/resources/documents/Guidance-Categorizing-Activity-as-Maintenance-Environmental-Regulations-24-CFR-Parts-50-and-58.pdf)) and [*Additional Guidance on Maintenance in Environmental Review of Office of Housing Programs*](https://www.hudexchange.info/programs/environmental-review/housing/fact-sheets/#component_menu_title_id_additional-guidance-on-maintenance-in-environmental-review-of-office-of-housing-programs) |
| Will the project require a change in land use | Select “Yes” if the project involves converting a non-residential structure to residential use. Otherwise, select “No”. |
| What is the planned use of the affected property | Select *Residential building(s) > Multifamily*. |

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| Uploading Documents: File names uploaded to HEROS must be free of all special characters. Special characters are any characters that are not alphanumeric (such as: & , ‘ “ / \* ^ $ % # @ !). Files with these characters will prevent the environmental review record from generating or posting to the HUD Exchange. |

## **Screen 1315 – Level of Review**

On this screen, you will make a preliminary selection regarding the required level of environmental review based on the project description and activities involved. The final decision will be made by HUD. There are 4 possible selections on this screen:

1. Categorically excluded **not** subject to the federal laws and authorities cited in 24 CFR 50.4 (**CENST**)
   * This selection is appropriate if all anticipated activities are listed in an exclusion in 24 CFR 50.19(b). The following FHA transactions are CENST:
     + 223(a)(7) projects when the proposed work involves only routine maintenance (i.e., no repairs, rehab, new impacts as defined in [Notice CPD-16-02](https://www.hudexchange.info/resources/documents/Guidance-Categorizing-Activity-as-Maintenance-Environmental-Regulations-24-CFR-Parts-50-and-58.pdf)).
     + 223(f) if:
       - Project is already in HUD’s portfolio; **and**
       - Involves only routine maintenance (no repairs, rehab, new impacts as defined in [Notice CPD-16-02](https://www.hudexchange.info/resources/documents/Guidance-Categorizing-Activity-as-Maintenance-Environmental-Regulations-24-CFR-Parts-50-and-58.pdf)).
2. Categorically excluded **subject to** the federal laws and authorities cited in 24 CFR 50.4 (**CEST**)
   * This selection is appropriate if all anticipated activities are listed in an exclusion in 24 CFR 50.20(a). ORCF transactions are CEST in the following cases:
     + Purchased or refinanced healthcare facilities under Section 223(f) of the National Housing Act (24 CFR 50.20(a)(5))
     + Rehabilitation and improvement of residential care facilities when the following conditions are met (24 CFR 50.20(a)(2)(ii)):
       - Unit density is not changed more than 20 percent;
       - The project does not involve changes in land use from residential to non-residential; and
       - The estimated cost of rehabilitation is less than 75 percent of the total estimated cost of replacement after rehabilitation.
3. Environmental Assessment (**EA**)
   * This selection is appropriate for Section 232 new construction projects and projects that do *not* conform to the above requirements for CENST or CEST.
4. Environmental Impact Statement (**EIS**)
   * An EIS is required if the project impacts more than 2,500 units or if it has been determined to have a potentially significant impact on the human environment. An EIS level review is normally not applicable to Section 232 projects.

## **Screen 2005 – Related Federal Laws and Authorities Summary**

This screen lists all the related laws and authorities that must be complied with for this transaction based on the level of review. Click on the name of each law and authority in **blue text** in the left column to navigate to the individual screen for each law and authority.

Within each individual screen, respond to the series of questions to determine whether the project complies (or can, with mitigation, comply) with that law or authority. After selecting each response, press the <**Next**> button to move on to the next screen. When you have completed all required questions, you will be directed to the “Screen Summary” to summarize compliance. A compliance determination will be automatically generated; you should use this space to add any further analysis or discussion to clarify your conclusions. You may also want to include in this space notes for the HUD staff who will be responsible for completing the review.

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| Note: HUD will review and evaluate all your responses and documentation and complete all compliance steps as needed. As a Partner, not a HUD employee, you will not be able to complete the full analysis for all laws and authorities. For example, Partners should not contact tribes under the National Historic Preservation Act, or complete Section 7 consultation under the Endangered Species Act or publish notices for the 8-Step Process under Part 55 without HUD’s approval. You should however perform research and describe and upload detailed documentation to assist HUD with the reviews. You may suggest mitigation measures or project improvements, but the final decision will be HUD’s.  Use the compliance determination to explain what actions you took and your suggested course of action to HUD. Your compliance determination should make it clear to HUD which responses are final and which are only advisory. HUD will complete the screen after reviewing your comments and supporting data. |

### **The comments below address some of the related Laws and Authorities. For HUD guidance on all of the related Laws and Authorities, visit** [**https://www.onecpd.info/environmental-review/federal-related-laws-and-authorities/**](https://www.onecpd.info/environmental-review/federal-related-laws-and-authorities/)

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| Compliance Factor Screen | How to complete as an FHA Partner |
| Flood Insurance | The answer to the first question on this screen is always “Yes” for ORCF projects. A “Yes” answer means that a review is needed to determine if flood insurance is required.  At <https://msc.fema.gov/portal/home>, create a FIRMette from the Flood Insurance Rate Map (FIRM) with the site marked on the map. Upload the map to the Flood Insurance screen.  Also upload the “*Standard Flood Hazard Determination Form*” (SFHDF) received from the Lender, prepared by a qualified third-party flood-zone determination firm. The SFHDF must indicate "life-of-loan" monitoring and coverage.  If any portion of a building or insurable equipment is located in a 100-year flood zone on the effective FIRM, flood insurance is required. See instructions for the Housing Requirements - Screen Summary section below for additional flood insurance requirements specific to ORCF projects. |
| Contamination and Toxic Substances | Chapter 7 of the Section 232 handbook lays out specific requirements for documenting and mitigating site contamination. Ensure that your submissions follow this guidance, including obtaining No Further Action Letters or equivalent from LSTF authorities when contamination is above de minimis levels. Note that Section 232 projects are considered residential properties and must meet residential standards for contamination.  Confirm that HUD is identified as an authorized user of the Phase I Environmental Assessment (ESA).  Indicate the dates the following ESA components were conducted, and specify the 180-day viability date of the ESA:  (i) interviews with owners, operators, and occupants;  (ii) searches for recorded environmental cleanup liens (performed by or on behalf of the user);  (iii) reviews of federal, tribal, state, and local government records;  (iv) visual inspections of the subject property and of adjoining properties; and  (v) the declaration by the environmental professional responsible for the assessment or update.  Underground storage tanks (USTs) containing hazardous waste or petroleum products require supporting documentation to be acceptable. Integrity testing and an operations and maintenance plan may be required, and the documentation should be uploaded when applicable. |
| Endangered Species | Endangered or threatened species may be impacted by activities such as tree removal, site clearing, and site alterations. If consultation is required, Partners should upload documentation, such as an [IPaC](https://ecos.fws.gov/ipac/) report and supporting documentation, and provide an analysis to assist HUD with its review. |
| Explosive and Flammable Hazards | Upload documentation pertaining to existing and proposed hazardous operations and Aboveground Storage Tanks (ASTs) on this screen. Confirm with the lender and/or borrower whether any new ASTs will be installed at the project.  In addition to the regulatory requirements outlined in HEROS, ORCF requires an evaluation of the risks associated with proximity to hazardous facilities for existing projects that are not increasing residential density. Follow the guidance contained in Chapter 7 and upload the applicable documentation in HEROS.  **Aboveground Propane Storage Tanks** with a water capacity up to 1,000 gallons that comply with NFPA Code 58 (2017) may qualify for an exclusion. See ORCF’s [February 26, 2020 email blast](https://www.hud.gov/sites/dfiles/Housing/documents/FebEmailBlast02262020.docx) article, *New Environmental Rule Conforming the Acceptable Separation Distance (ASD) Standards for Propane Tanks to Industry Standards*.  To qualify a propane AST for the exemption, upload documentation of #1 or #2 below in HEROS.  1. Documentation that the propane tank is 1,000 gallons or less in volume, and confirmation that the state or locality has adopted NFPA 58 (2017 version), available at CodeFinder™ (nfpa.org); or   1. Documentation that the propane tank is 1,000 gallons or less in volume, and documentation that a qualified person has determined that the individual tank complies with NFPA 58 (2017), using HUD’s “Sample Memo: Documentation of Compliance with NFPA 58 (2017)” memo or other similar documentation. |
| Floodplain Management | Partners should upload the current  [FIRMette](https://msc.fema.gov/portal) if not auto filled from the Flood Insurance screen. Partners must also determine whether there are any preliminary, pending, or advisory flood maps or elevations; if there are, these must also be uploaded in the Floodplain Management screen.  On April 23, 2024, HUD published a Final Rule, *“Floodplain Management and Protection of Wetlands”* (24 CFR Part 55),updating certain requirements and implementing the Federal Flood Risk Management Standard (FFRMS).  Mortgage insurance applications submitted on or after January 1, 2025, must comply with the revised regulation.  Section 232 applications submitted between May 24, 2024 (the effective date of the revised regulation) and January 1, 2025, may follow either the revised regulation or the previous regulation. However, the selected regulation must be followed in its entirety; the requirements cannot be mixed between the two regulations.  All Section 232 projects are considered critical actions. The area of concern for critical actions per the previous CFR is identified as the 500-year (0.2 percent annual chance) floodplain and is described in the revised regulation at 24 CFR 55.7(c) and (d)(2).  If a portion of the project site is located in the applicable floodplain, the decision making process described at 24 CFR 55.20 is required. Partners should provide documentation to assist HUD with completing that process. When a full 8-step process is required, public notices must not be published until HUD has specifically approved the notice for publication.  When a Section 232 project site is located in a floodplain, Partners should obtain documentation of the following items from the lender and upload the documents:  a) Preparation of and participation in an early flood warning system. Indicate the specific method(s) used to monitor weather conditions and flooding alerts.    b) An emergency evacuation and relocation plan, including names and addresses of like facilities (i.e., similar residential healthcare facilities) that have agreements or contracts with the subject to serve as temporary relocation sites for the subject’s residents.    c) Identification of evacuation route(s) out of the 500-year floodplain. Provide road maps and the flood zone designations of relocation sites outside of the 500-year floodplain.    d) Identification marks of past or estimated flood levels on all structures. Note: This part is not applicable if all structures are located outside the 100-year and 500-year floodplain and have not flooded in the past; or when utilizing the revised CFR (effective May 24).    e) All new and renewal leases or contracts must contain an acknowledgement signed by the residents or their representatives indicating they have been advised of the portions of the site that are in a floodplain and that flood insurance is available for their personal property. Upload an example of the notice that will be used. |
| Historic Preservation | Partners must review the project and recommend a finding of effect. If the work exceeds the level of “routine maintenance” (for guidance see [Notice CPD-16-02](https://www.hudexchange.info/resources/documents/Guidance-Categorizing-Activity-as-Maintenance-Environmental-Regulations-24-CFR-Parts-50-and-58.pdf)) Partners should contact the State Historic Preservation Officer (SHPO) by utilizing the delegation of authority announced in ORCF’s [March 24, 2021](https://www.hud.gov/sites/dfiles/Housing/documents/MarEmailBlast03242021.docx) and [February 3, 2023](https://www.hud.gov/sites/dfiles/Housing/documents/FebEmailBlast02032023.docx) email blasts.  Lenders and their consultants must follow the Delegation Memorandum’s requirements, including sending a copy of the Memorandum when corresponding with the SHPO. Consultants must also research and follow specific SHPO protocols, which vary from state to state.  The Delegation Memorandum Housingis available online at: [https://www.hud.gov /sites/dfiles/Housing/documents/HousingSection106.pdf](https://www.hud.gov/sites/dfiles/Housing/documents/HousingSection106.pdf)  **When a project requires Tribal consultation**, such as when ground disturbance is proposed, **HUD must contact the Tribes directly**. Lenders should submit early Tribal consultation requests to ORCF via [LeanThinking@hud.gov](mailto:LeanThinking@hud.gov).  For projects that involve ground disturbance, see instructions for the *Housing Requirements - Screen Summary* section below regarding a special condition that ORCF uses. Also notify the lender that any alterations or ground disturbance must not occur prior to HUD’s completion of Section 106 consultation.  If not utilizing the delegation of authority, Partners should assist HUD by assembling information for HUD’s Section 106 review. Include studies, historic property surveys, and other documents as necessary. In HEROS, Partners should make preliminary recommendations regarding the Area of Potential Effects (APE), consulting parties, and determinations of eligibility and effect, and should document their conclusions. Partners may request technical assistance from the State Historic Preservation Officer (SHPO) to identify historic properties. Partners should provide HUD with drafted documentation that HUD may edit and utilize when contacting the SHPO. |
| Wetlands Protection | Partners should identify the project on the [National Wetlands Inventory](https://www.fws.gov/wetlands/data/Mapper.html) map and upload the map.  For projects involving ground disturbance: If the site contains a wetland or is adjacent to a wetland, Partners should determine whether to consult with US Fish and Wildlife or complete a wetlands delineation survey. If the 8-Step Process is required under 24 CFR 55.20, coordinate with HUD prior to the application’s submission via [Leanthinking@hud.gov](mailto:Leanthinking@hud.gov).  In all cases, when wetlands exist at or on a project site, (regardless of whether the 8-step process is required), ORCF requires a special condition. See instructions for the *Housing Requirements - Screen Summary* section below, regarding the special condition for Wetlands. The purpose of the condition is to ensure that future work during the term of the HUD-insured mortgage that might impact a wetland will be reviewed for compliance with wetlands protection regulations prior to the start of the work. |
| Housing Requirements | The Housing Requirements screen contains sections related to Lead Based Paint, Asbestos, Radon, and Nuisances and Hazards including pipelines, fall distance from towers, overhead high voltage transmission lines, railroad tracks, and distance from oil or gas wells. Upload supporting documentation.  Water quality should also be addressed on the Housing Requirements screen. If the project is served by a public water supplier, upload the supplier’s most recent water quality report. Address any water quality violations or concerns and recommend additional testing and mitigation if warranted.  Private water supplies must be confirmed to meet the requirements of the health authority with jurisdiction. If there are no local or state water quality standards, then water quality must meet the EPA Primary Drinking Water Standards.  ***Housing Requirements > Screen Summary***  Enter all recommended mitigation measures or special conditions in the Screen Summary box on the Housing Requirements screen. This is where the HUD Underwriter will look for environmental conditions.  (Do not enter mitigation measures and conditions on Screen 5000, as noted below)  Below are examples of mitigation measures/conditions which Partners should recommend when applicable.   * **When Flood Insurance is required**, add a mitigation measure which states:   + **Flood Insurance:** ORCF requires flood insurance coverage in addition to the NFIP amount. See Handbook 4232.1, Section II, Production, Chapter14.7.H for coverage requirements. * **Floodplain Management:** When an 8-Step or 5-Step process for floodplains is required, include the following special conditions:   + **Flood preparedness:** The borrower shall certify it has implemented and will observe the flood emergency preparedness plan that was submitted for the project including:     - 1. Preparation of and participation in an early warning system;     - 2. An emergency evacuation and relocation plan;     - 3. Identification of evacuation route(s) out of the 500-year floodplain.     - 4. The past or estimated flood level has been identified and permanently marked on all structures. (*See Floodplain Management section above for applicability*.)   + **Floodplain Notification:** The borrower must certify that all new and renewal leases or resident contracts will contain an acknowledgement signed by the resident or their agent indicating they have been advised of the portions of the site that are in a floodplain and that flood insurance is available for their personal property. * **When a wetland exists on or adjacent to the project site** add the following condition:   + **Wetlands Restriction:**  The following statement is to appear in a rider to the Borrower Regulatory Agreement: WETLANDS RESTRICTION. While any mortgage insured by HUD is in effect, Borrower shall not perform construction activities on the Mortgaged Property that impact any area that qualifies as a wetland by the U.S. Army Corps of Engineers 1989 delineation procedures or the U.S. Fish and Wildlife Service "Classification of Wetlands and Deepwater Habitats of the United States" without first obtaining the consent of HUD and any applicable federal, state, or local permits. Please note that this definition includes wetlands that are not defined as jurisdictional under Section 404 of the Clean Water Act and is to be interpreted consistent with 24 CFR Part 55. * **When ground disturbance will occur,** add:   + Archaeological Site, Human Remains, or Cultural Resources of Tribal or Historic Interest: If an archaeological site, human remains, or cultural resources of historic or tribal interest are revealed during the project's construction, the project manager must immediately stop work in the area of the discovery and notify HUD within 48 hours. HUD will contact the State Historic Preservation Officer (SHPO), participating tribes and other consulting parties and continue Section 106 consultation. If ground disturbance is to occur after the loan closing, the closing package must contain a certification of this condition from the borrower. |

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## **Additional screens applicable to Environmental Assessment level reviews**

## If your project requires an Environmental Assessment (EA) level of review, the Screen *4010-EA Factors–Summary* and Screen *4100-Environmental Assessment Analysis* will become available and should be completed. **Environmental Assessment level reviews must address Climate Change and Energy Efficiency per the August 25, 2022 ORCF Email Blast.**

## EA guidance can be found here: [Updated Environmental Assessment Factors and Categories eGuide Now Available - HUD Exchange](https://www.hudexchange.info/news/environmental-assessment-guide-and-resources/)

**Screen 5000 – Mitigation Measures and Conditions**

Please do not make entries on this screen. As noted in the Housing Requirements section above, enter all mitigation measures and conditions in the Screen Summary box on the Housing Requirements screen. HUD will determine which conditions to list on Screen 5000 and will enter them during its review.

## **Screen 6220 – Package Screen (50/58)**

On this screen, you may generate a preview of the Environmental Review Record (ERR) to review your work and/or to submit it to a lender for review and approval. The summary report will include links to the back-up documentation. These links will only work for people with HEROS access. Otherwise, you will need to send copies of back-up documentation outside of the system.

## **The Final Step: Assigning the Review to HUD**

When you are ready to assign the HEROS review to HUD, select the red <Assign Review> button above the left side menu and assign the review to Wayne Harris. *Please* ***do not contact Wayne Harris regarding HEROS****; his name is only used to store the HEROS submissions until a HUD environmental reviewer is assigned to the project.*

When the “Assign Review” page opens, search for Wayne Harris by first and last name. The name should appear on a line below, along with the role (i.e., HUD), email address, and location. Select that line and enter any comments for HUD in the textbox provided. Then press <***Assign***>.

Graphical user interface

Description automatically generated

HEROS will send you an email confirming the assignment. *As noted above, please* ***do not contact Wayne Harris regarding HEROS****.* Questions regarding HEROS may be submitted to [LeanThinking@hud.gov](mailto:LeanThinking@hud.gov).

[LeanThinking@hud.gov](mailto:LeanThinking@hud.gov) may also be contacted when the steps above recommend early coordination with HUD.

**Notes regarding CENST Level Reviews**

HUD must document environmental reviews for all projects, including CENST 223(a)(7)s and CENST 223(f) projects. 223(f) projects are CENST if they are already in HUD’s portfolio and all work meets the definition of maintenance as defined in [Notice CPD-16-02](https://www.hudexchange.info/resources/documents/Guidance-Categorizing-Activity-as-Maintenance-Environmental-Regulations-24-CFR-Parts-50-and-58.pdf)). Partners may complete CENST reviews directly in HEROS.

If on *Screen 1315 – Level of Review* you indicate that a 223(a)(7) or 223(f) project is CENST, you will only see two requirements on *Screen 2005 – Related Federal Laws and Authorities Summary*:

* Flood Insurance; and
* Housing Requirements

To complete the Housing Requirements screen for CENST reviews, post the documentation for any studies or topics that were addressed.

Note that ORCF requires certain additional documentation for CENST projects whose sites are located in a floodplain. Supporting documentation for the items listed below should be uploaded in the Housing Requirements screen.

a. Preparation of and participation in an early warning system;

b. An emergency evacuation and relocation plan;

c. Identification of evacuation route(s) out of the 500-year floodplain.