



TRACS Experienced Delays Processing Vouchers

The Tenant Rental Assistance Certification System (TRACS) could not process voucher data Thursday-Friday, November 1-2, 2018, resulting in NO subsidy payments disbursed to owners.

TRACS is a HUD-owned computer system developed to help improve financial controls over Office of Housing rental assistance programs by automating manual procedures and incorporating automated controls for tenant certifications and voucher subsidy payments.

Resolution of TRACS System Error

The issue has been resolved, and the only portion of the subsidy payment process that won't be current as of today will be the LOCCS disbursement through the Federal Reserve to each owner's bank account.

LOCCS will process the subsidy payments through the Federal Reserve today so that all outstanding subsidy payments will be back to normal by tomorrow, Tuesday, November 6, 2018.

Multifamily Housing Help Desk Support 1-800-767-7588

Stakeholders should direct all inquiries regarding the impact of TRACS delayed processing of voucher submissions to the Office of Multifamily Housing Programs' Help Desk.

Stakeholders will be able to reach a Help Desk Analyst during normal business hours or can leave a voicemail requesting technical assistance.