

Public Housing Portal

Public Housing Agency User Guide for Shortfall Appeal Submission



U.S. Department of Housing and Urban Development

Office of Public and Indian Housing

Financial Management Division

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Public Housing Portal

The Public Housing Portal (portal) is an online platform for Public Housing Authorities (PHAs) and the Office Public and Indian Housing (PIH). PHAs can review current and historical Forms HUD-52723 and HUD-52722 data. PHAs can complete and submit Operating Fund (OpFund) required forms. This guide provides PHAs steps to create and submit the Public Housing Shortfall Appeal form.

HUD requires PHAs to complete the Shortfall Appeal form to support HUD’s Line of Credit Control System (eLOCCS) vouchers for certain Operating Fund Grants, Public Housing Grants, or supplement grant funds. The HUD Financial Management Division (FMD) review the Shortfall Appeal form before accepting the voucher in eLOCCS. PHAs should follow HUD’s instructions for the specific grant to complete the form.

https://www.hud.gov/program_offices/public_indian_housing/programs/ph/am/opfnd2024/shortfallfunding

Requesting Access to The Public Housing Portal

PHA staff must request access to the Public Housing Portal through their local Web Access Security Subsystem (WASS) security coordinator.

User Roles

WASS security coordinators must assign the users only one user role. WASS security coordinators must assign users the appropriate user role. The PHA user roles are described below:

User Role	Description
OPD	This user role is for the PHA’s Executive Director only. This user can create, edit, upload supporting documents, and manually or electronically sign or submit certifications, plans, forms, and other types of submissions.
OPE	This user can create, edit, and upload supporting documents for the submission. This user cannot sign or submit certifications, plans, forms, and other types of submissions.
OPI	This user can only read completed submissions. This user cannot create, edit, upload supporting documents, sign or submit certifications, plans, forms, and other types of submissions.
OPL	This user role is for the PHA’s Board Chair only. This user can create, edit, manually or electronically sign required Board certifications, and upload supporting documents. This user cannot sign or submit plans, forms, or other types of submissions.

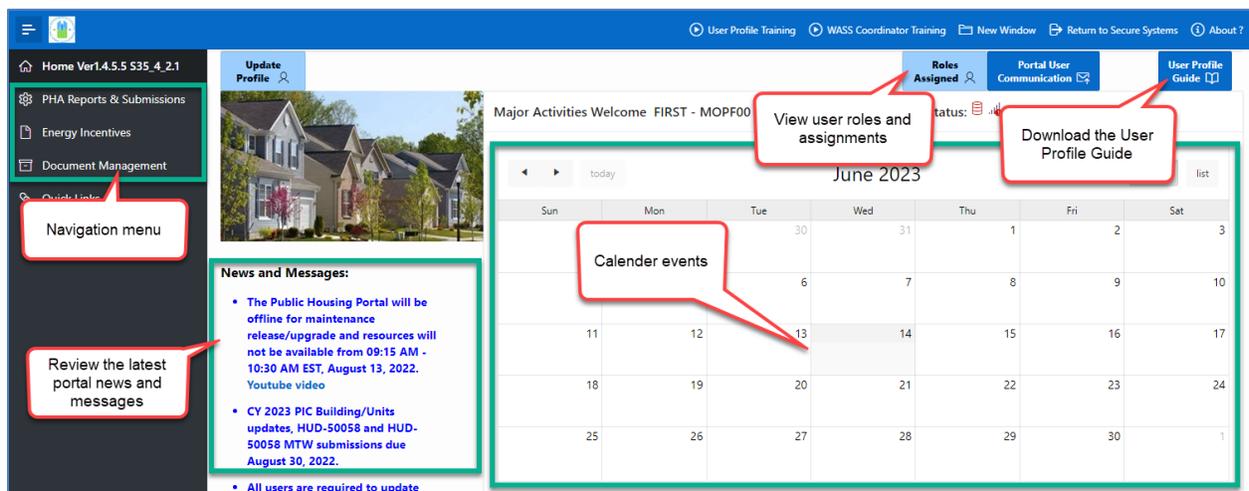
WASS security coordinator can find a user guide to assign user roles from this web page:
https://www.hud.gov/program_offices/public_indian_housing/programs/ph/am/webportal.

Navigating to Portal through Secure Systems

Using the Google Chrome web browser only, go to the portal through the Secure Systems URL: https://hudapps.hud.gov/HUD_Systems/, log in, and click the “Public housing Portal (PIH Operating Fund)” hyperlink.



The system displays the portal home page as shown below.



From the home page, PHA users can review upcoming portal submission dates, events, read the latest Portal News and Messages, download the User Profile Guide, update their User Profiles, and navigate to many of the portal's modules.

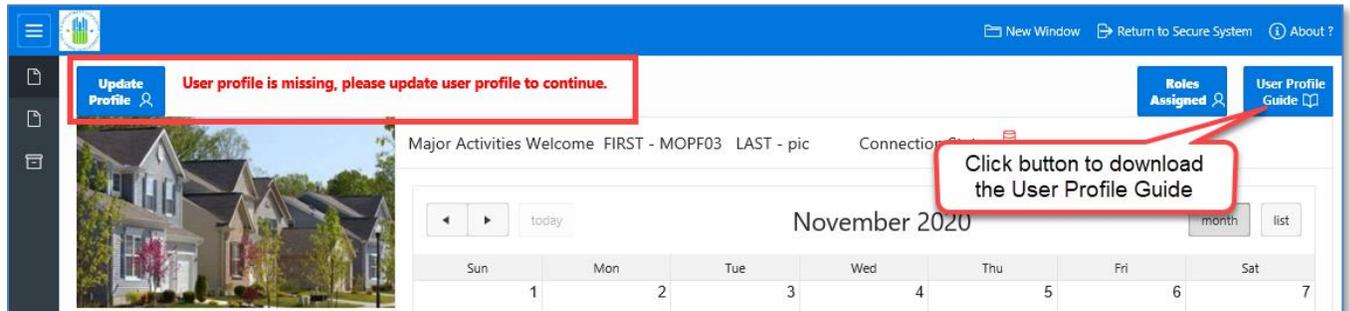


IMPORTANT:

Please use the Google Chrome browser to access the portal.

User Profile

The portal requires all users to have a user profile. Users cannot navigate the portal or access portal resources until they create their user profiles. If the user has not created a User Profile, the home page will display the following message: **User profile is missing, please update user profile to continue.**

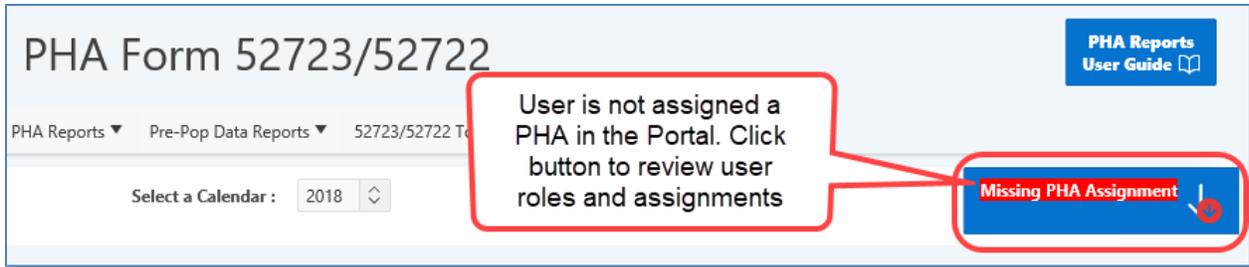


Consult the User Profile user guide to complete your User Profile. The "User Profile Guide" is available to download at the portal Home page.

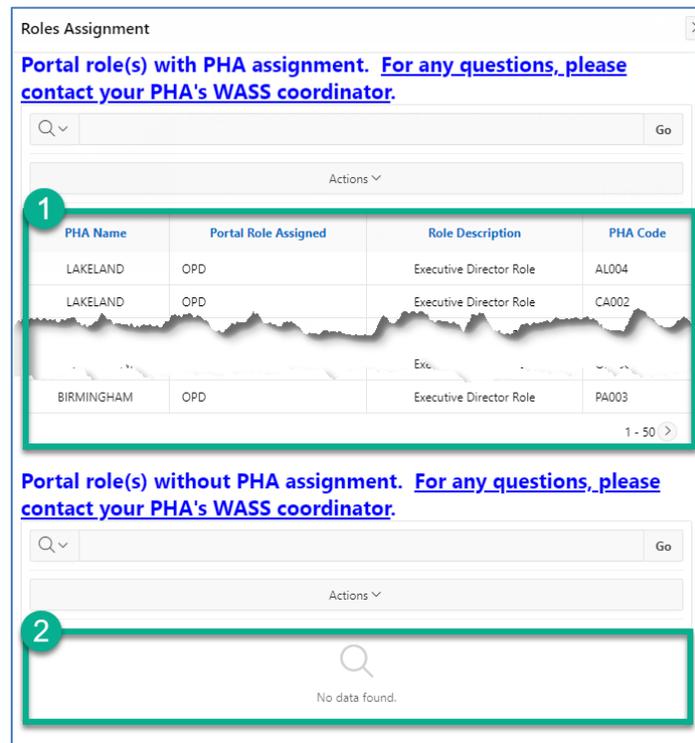
Missing PHA Assignment Warning

1. Click "PHA Reports & Submissions" in the left side navigation menu.

If the system displays the "Missing PHA Assignment" warning in the upper right corner of the "PHA Reports & Submissions" page, the PHA user must contact their WASS security coordinator to correct their user role for the portal.



2. Click the “**Missing PHA Assignment**” button to review assignments of PHAs to user roles. The pop-up window displays the user’s Portal roles and associated PHAs.
3. Contact your WASS security coordinator if you need to update your user role and/or PHA assignment(s).



The PHA assignment pop-up window is divided into two (2) areas:

Area 1: Displays Portal role(s) assigned to the user that have associated PHA(s).

Area 2: Displays Portal role(s) assigned to the user that do not have associated PHA(s).

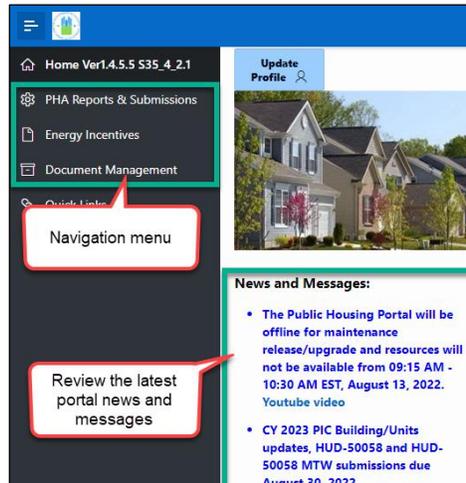
The user should contact the PHA’s WASS security coordinator to assign a PHA.



Note: Changes to the user’s roles and assignments may take up to two (2) business days. Until then, the user will not be able to access the portal.

News and Messages

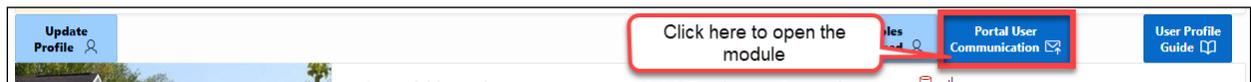
The portal provides users with the current News and Messages related to the Public Housing Portal and OpFund Grant processing. The News and Messages feed can be found on the home page:



Communication Module

The portal provides a communication module that allows users to view historical listserv and email communications containing Public and Indian Housing (PIH) guidance and instructions. This includes viewing the type of correspondence, date of correspondence, as well as the subject, and the content. The user can sort through different reports ranging from previous years' reports to sub-reports within the current calendar year.

To open this module, select the **"Portal User Communication"** button in the upper right corner of the portal home page.



The **"View/Download Portal User Communications"** page displays the following:

PHA Reports & Submissions \ View/Download Portal User Communications

Q Go 1. Primary Report Actions

View Details	CY	Communication Date	Type	Scope	Communication Subject	Communication
	2022	07/11/22 06:27AM	Email	PHA	FFY 2022 OpFund Shortfall Funding Application/Appeal due TOMORROW (07/12/2022)	** This is an unmonitored mailbox. Please do not reply. Contact your local Field Office with any questions ** Public Housing Authority: PHAs eligible for Operating Fund Shortfall funding for F...
	2022	04/19/22 08:10AM	Email	PHA	Test Add New Communication	Test Add New Communication Paragraph One Test Add New Communication Paragraph Two Test Add New Communication Paragraph Three Test Add New Communication Paragraph Four
	2022	10/07/21 04:25PM	Email	PHA	SF-424 for CY 2022 OpFund Grants due 11/5/2021	** This is an unmonitored mailbox. Please do not reply. Contact your local Field Office with any questions ** Dear Executive Directors: PHAs must submit their SF-424 and, if necessary, the forms...

Click the “Actions” drop-down menu to perform the following:

- Filter the full list of portal user communications by Column and Expression.
- Download the full list of portal user communications.
- Aggregate, group, and display the data in the chart format.

Q Go 1. Primary Report Actions

View Details	CY	Communication Date	Type	Scope	Communication Subject	Communication
	2022	07/11/22 06:27AM	Email	PHA	FFY 2022 OpFund Shortfall Funding Application/Appeal due TOMORROW (07/12/2022)	monitored mailbox. Please do not reply. Contact your local Field Office with ** Public Housing Authority: PHAs eligible for Operating Fund Shortfall
	2022	04/19/22 08:10AM	Email	PHA	Test Add New Communication	Communication Paragraph One Test Add New Communication Paragraph Tw Communication Paragraph Three Test Add New Communication Paragraph
	2022	10/07/21 04:25PM	Email	PHA	SF-424 for CY 2022 OpFund Grants due 11/5/2021	monitored mailbox. Please do not reply. Contact your local Field Office with ** Dear Executive Directors: PHAs must submit their SF-424 and, if necessary,
	2021	03/08/21 10:20AM	Email	PHA	Test 6 months	aaa
	2021	09/08/20 10:21AM	Email	PHA	Test 12 months	sssss

Actions

- Select Columns
- Filter
- Rows Per Page
- Format
- Flashback
- Save Report
- Reset
- Help
- Download

Click to download all communications

This module may help users to search, filter, sort and quickly locate correspondences from a PHA with a specific piece of information (e.g., correspondence regarding SR-FRB for a specific PHA).

PHA Reports & Submissions \ View/Download Portal User Communications

Q Go 4. In last 12 Months Actions

Communication Date is in the last 12 months Denotes Filter

View Details	CY	Communication Date	Type	Scope	Communication Subject	Communication
	2022	07/11/22 06:27AM	Email	PHA	FFY 2022 OpFund Shortfall Funding Application/Appeal due TOMORROW (07/12/2022)	** This is an unmonitored mailbox. Please do not reply. Contact you ** Public Housing Authority: PHAs eligible for Operating Fund Short

Click here for Actions

Users can view details from each correspondence and content from the email or download the email and file attachments, as necessary.

Note: See below details of the communication sent and you may download communication document and any associated file attachments.

Communication

Notice PIH 2021-14. PHAs that implement waivers and alternative requirements may submit forms HUD-50058 or HUD-50058 MTW no later than 90 calendar days from the effective date.

PHAs that implement waivers and alternative requirements

PHAs that implement waivers and alternative requirements consistent with Notice PIH 2021-14 may submit actions recorded on lines 2a and 2b in the form HUD-50058 or HUD-50058 MTW no later than 90 calendar days from the effective date. PHAs may only submit 90 calendar days from the effective date for transactions impacted by the waivers and alternative requirements. Such instances may be waivers and alternative requirements related to reexaminations and inspections. Although PIH provides PHAs that implement waivers and alternative requirements up to 90 days to submit their forms, PIH encourages PHAs that have the operational capacity to do so to continue submitting HUD-50058 forms within the normal 60-day

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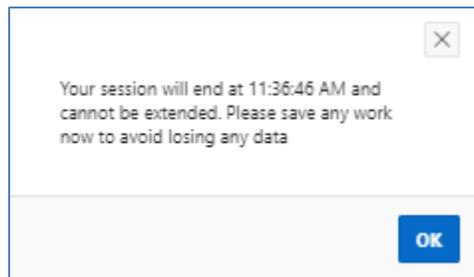
[Click here to view & download the message](#)

	File Name	File Description	Last Update User	Last Update	Attach Id	File Id
Download	2nd Reminder for timely HUD-50058 and HUD-50058 MTW submissions_20210827_PHA.pdf	Email PDF File format	LIANG ZHOU	09/14/21 04:16PM	16089	35090
Download	2nd Reminder for timely HUD-50058 and HUD-50058 MTW submissions_20210827_PHA.msg	Email File Outlook Format	LIANG ZHOU	09/14/21 04:15PM	16089	35089

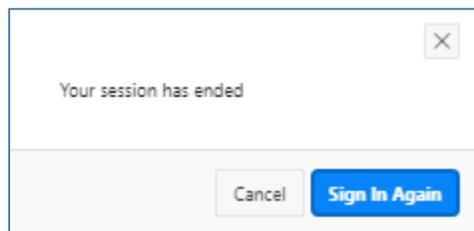
1 - 2

Session Time-Out

Due to HUD-issued security requirements, the portal terminates the user’s session after sixty (60) minutes. The system displays the following warning message five (5) minutes before the end of the session:



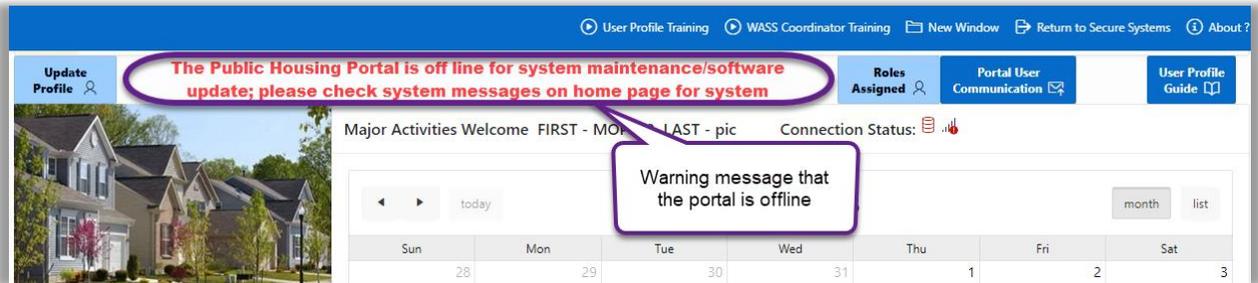
Click the “OK” button and use the remaining five (5) minutes to save any updates to forms. Once the session is terminated the portal displays the following warning message:



Click the “Sign In Again” button to return to the Secure Systems log-in page or click the “Cancel” button to close the pop-up window.

System Maintenance and Software Updates

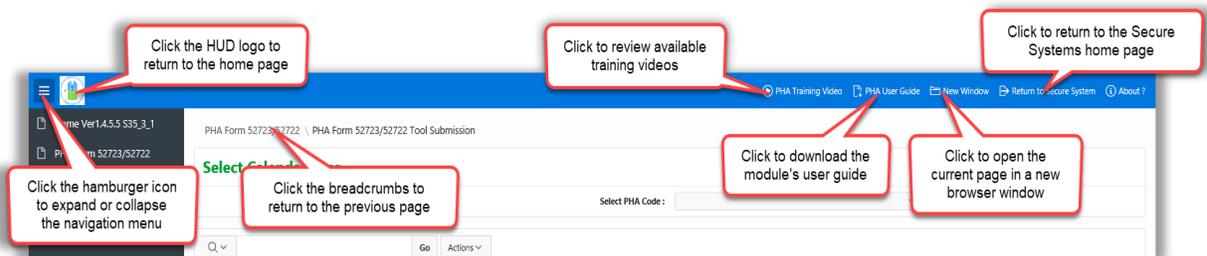
Users may be locked out of the portal during system maintenance and software updates. Users are notified when the system is offline with a warning message displayed on the home page as shown below.



The portal will be available once the system maintenance or software updates are completed.

Navigation Shortcuts and Tips

The image below provides basic top navigation shortcuts located near the top of the portal.



Users can click on the HUD logo to return to the portal's home page or click the "Return to Secure Systems" shortcut to return to Secure Systems. The portal provides breadcrumbs which are hyperlinks, indicating user's location on the website and helping to navigate the user to the previous web page. The shortcut "New Window" opens the current page in a new web browser window. Clicking the "PHA User Guide" button downloads this "PHA User Guide for Shortfall Appeal."

Below is the list of icons the user may encounter while using the portal. These icons provide users with additional functions that include downloading, filtering the reports and tables, and reviewing the definitions of data elements.



Click this icon to expand or minimize the navigation menu



Click this icon to download a report to a CSV file of the data displayed



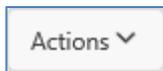
Click this icon to expand or minimize the tables



Click this icon to read the definition of the data element



Click this icon before the search bar to select a column heading to filter tables



Click this button to reveal additional features to manipulate reports and tables, such as download the report or filter the data



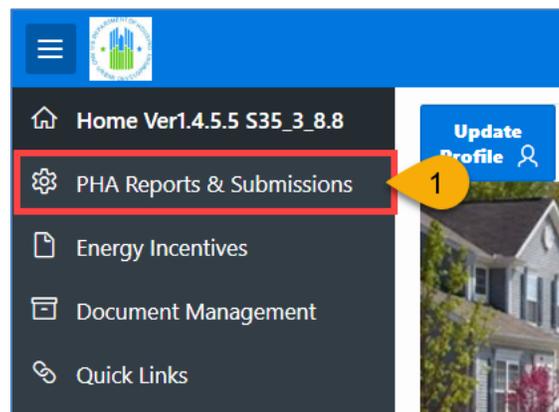
Click this button to view and download the module's user guide



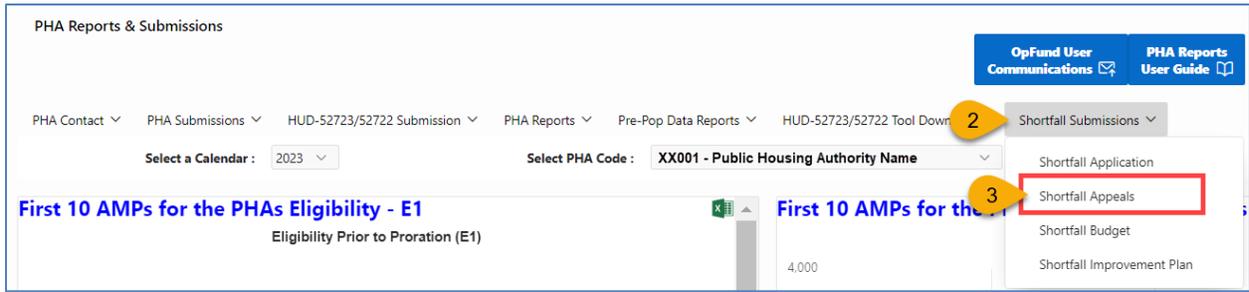
Click this button to open the module's training video (videos include options to select subtitles/closed captions and auto-translate to over fifty languages including Spanish)

Navigate to the Shortfall Appeal Module

If a PHA wishes to receive Shortfall funding and believes that the information utilized by HUD to calculate its eligibility or eligibility amount is inaccurate, or the Financial Data Schedule (FDS) data itself is inaccurate, the PHA may choose to appeal to HUD. Follow these steps from the main page in the Public Housing Portal to find the Shortfall Appeal module.



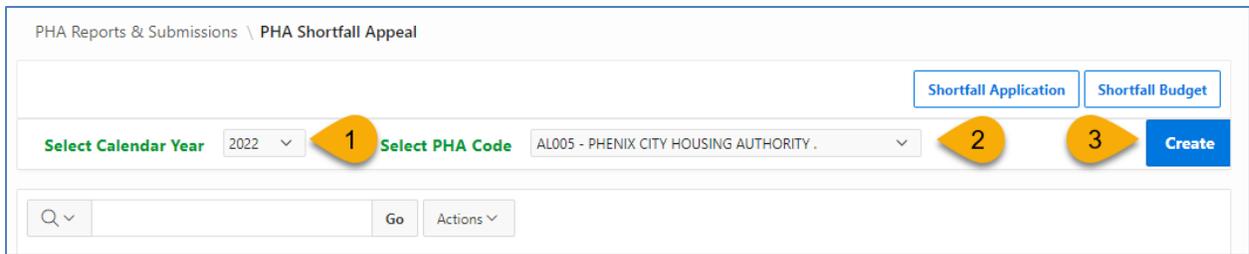
1. Click “PHA Reports and Submissions” in the left side navigation menu.



2. Click the “Shortfall Submissions” drop-down menu.
3. Select “Shortfall Appeals” from the drop-down menu.

Create the Shortfall Appeal Submission

PHAs must submit a single Shortfall Appeal submission for each PHA. Follow these steps to create the Shortfall Appeal.



1. **Select Calendar Year:** Select the calendar year HUD appropriated the grant funds to the PHA.
2. **Select PHA Code:** Select the PHA code.
3. Click the “Create” button.

The Public Housing Portal displays the form to Appeal Published Shortfall Eligibility with certain fields prepopulated.

View/Search/Edit/Update Public Housing Agency (PHA) Form to Appeal Published Shortfall Eligibility Amount

The above referenced agency is applying for Shortfall funds and has submitted accurate and complete financial data to the U.S. Department of Housing and Urban Development (HUD).

As specified in the Shortfall Notice, please submit the following items to submit your appeal:

- * 1) a re-calculation of Operating Reserves assuming the amount of the requested appeal is approved
- * 2) a copy of the approved FDS that contains the error
- * 3) an indication of the corrected entries and financial information
- * 4) for PHAs that will submit a revised financial statement to HUD, a written concurrence from the PHA's auditor
- * 5) a signed statement (signed pdf is acceptable) by the PHA's Executive Director certifying that the submitted information is accurate
- 6) other documentation to support appeal outside of the above categories

* Justification for appeal: 4

* PHA Contact Name: 5 * Phone Number: 6

Created User	Created Date
Submitted User	Submitted Date
Last Updated User	Last Updated Date

- 4. **Justification for Appeal:** The form requires PHAs to enter a justification for appeal.
- 5. **PHA Contact Name:** Click the drop-down menu to select the correct PHA Contact Name available within your PHA.
- 6. **Phone Number:** Correct any errors in the Phone Number with the corresponding PHA Contact Name.

New Window Return to Secure System About ?

< Return PHA Selection 7 [Create](#) [Status Log](#)

This page is for demonstration and testing only (Application in Development/ User Acceptance Testing (UAT) phases).

Operating Fund Grant Program - Appeal for Funds from Shortfall Funding Set-Aside

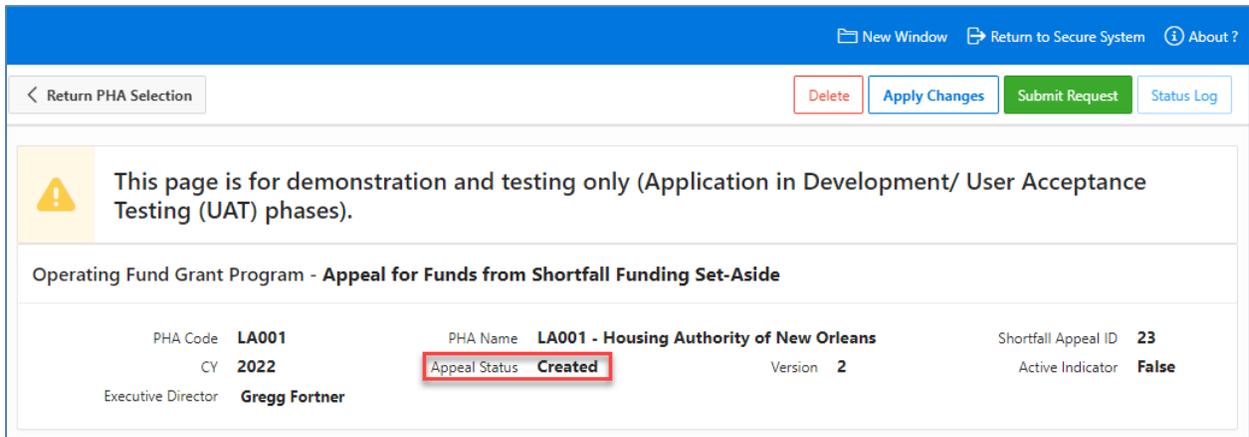
PHA Code	AL005	PHA Name	AL005 - PHENIX CITY HOUSING AUTHORITY	Shortfall Appeal ID	
CY	2022	Appeal Status	Version	Active Indicator	
Executive Director	Mary Mayrose				

7. Click the “**Create**” button.

The Shortfall Appeal submission is created.

Completing the Document Upload Section

After clicking the “**Create**” button, the Appeal Status is now Created.



The screenshot shows a web application interface with a blue header bar containing navigation links: "New Window", "Return to Secure System", and "About?". Below the header is a navigation bar with a "Return PHA Selection" button and four action buttons: "Delete", "Apply Changes", "Submit Request", and "Status Log". A yellow warning box contains the text: "This page is for demonstration and testing only (Application in Development/ User Acceptance Testing (UAT) phases)." Below this is the title "Operating Fund Grant Program - Appeal for Funds from Shortfall Funding Set-Aside". The main content area displays the following details:

PHA Code	LA001	PHA Name	LA001 - Housing Authority of New Orleans	Shortfall Appeal ID	23
CY	2022	Appeal Status	Created	Version	2
Executive Director	Gregg Fortner	Active Indicator	False		

The form requires PHAs to upload five documents in order to be considered for an appeal.

View/Search/Edit/Update Public Housing Agency (PHA) Form to Appeal Published Shortfall Eligibility Amount

The above referenced agency is applying for Shortfall funds and has submitted accurate and complete financial data to the U.S. Department of Housing and Urban Development (HUD).

As specified in the Shortfall Notice, please submit the following items to submit your appeal:

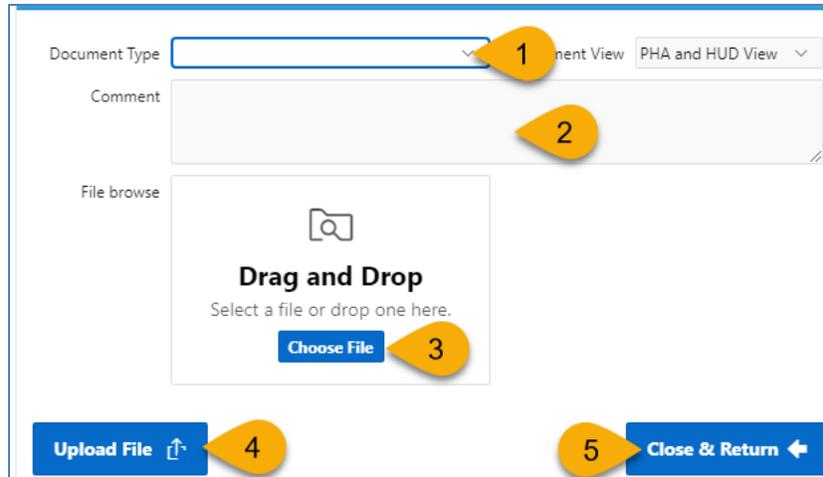
- 1  * 1) a re-calculation of Operating Reserves assuming the amount of the requested appeal is approved
- 2  * 2) a copy of the approved FDS that contains the error
- 3  * 3) an indication of the corrected entries and financial information
- 4  * 4) for PHAs that will submit a revised financial statement to HUD, a written concurrence from the PHA's auditor
- 5  * 5) a signed statement (signed pdf is acceptable) by the PHA's Executive Director certifying that the submitted information is accurate
- 6  6) other documentation to support appeal outside of the above categories

* Justification for appeal:
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* PHA Contact Name * Phone Number
Created User **Mohsin Shahzad** Created Date **03/18/2022 08:43AM**
Submitted User Submitted Date
Last Updated User **Mohsin Shahzad** Last Updated Date **03/18/2022 08:43AM**

1. **Upload 1 (Required)**: a re-calculation of Operating Reserves assuming the amount of the requested appeal is accepted.
2. **Upload 2 (Required)**: a copy of the approved FDS that contains the error
3. **Upload 3 (Required)**: an indication of the corrected entries and financial information
4. **Upload 4 (Required)**: for PHAs that will submit a revised financial statement to HUD, a written concurrence from the PHA's auditor
5. **Upload 5 (Required)**: a signed statement (signed pdf is acceptable) by the PHA's Executive Director certifying that the submitted information is accurate
6. **Upload 6 (Optional)**: other documents to support appeal outside of the above categories

For example, click the Upload button () to upload the re-calculation of Operating Reserves.



1. **Document Type:** Select the “Operating Reserve Re-Calculation.”
2. **Comment:** Enter comments related to the document.
3. **File browse:** Click the folder icon to browse and select the file.
4. Click the “Upload File” button.

The file appears in a list at the bottom of the browser.

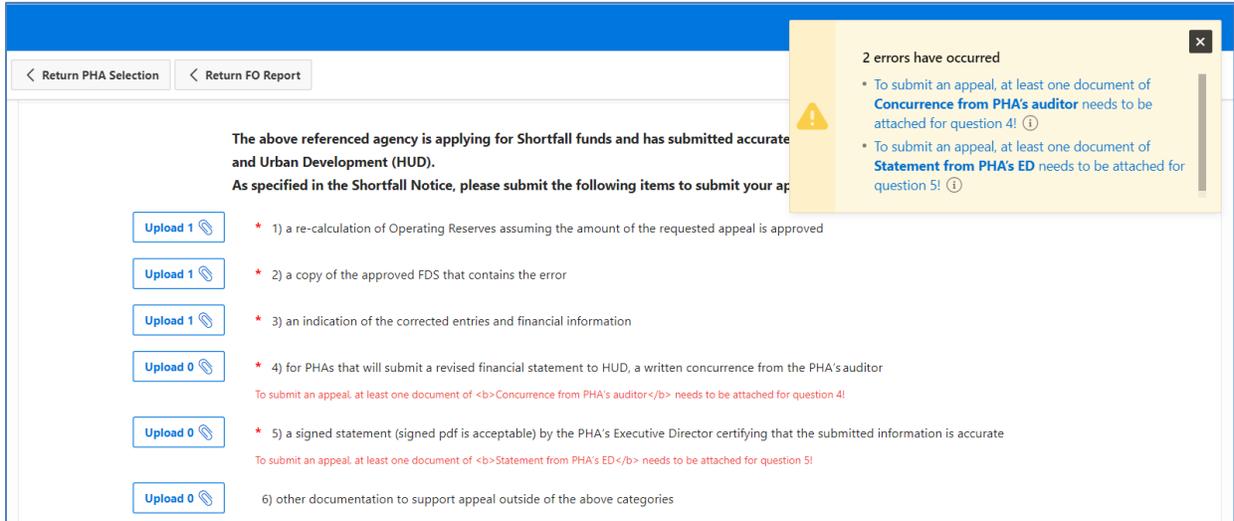
Document ID	Download	Attach id	File ID	File Name	File Description	Comment	Upload Date	Upload User	Delete File	Document Status (PHA)
1719	Download	4486	7759	Shortfall Appeals File Attachment_1.pdf	Operating Reserve Re-Calculation	-	03/16/22 04:58PM	Mohsin Shahzad		Uploaded

Click the “**Download**” hyperlink to open and download the file. Click the trash can icon () to delete the file. The PHA can upload additional documents as necessary.

Document ID	Download	Attach id	File ID	File Name	File Description	Comment	Upload Date	Upload User	Delete File	Document Status (PHA)
1725	Download	4492	7765	Shortfall Appeals File Attachment_1.pdf	Operating Reserve Re-Calculation	-	03/17/22 11:02AM	Mohsin Shahzad		Uploaded
1719	Download	4486	7759	Shortfall Appeals File Attachment_1.pdf	Operating Reserve Re-Calculation	-	03/16/22 04:58PM	Mohsin Shahzad		Uploaded

5. Click the “Close & Return” button.

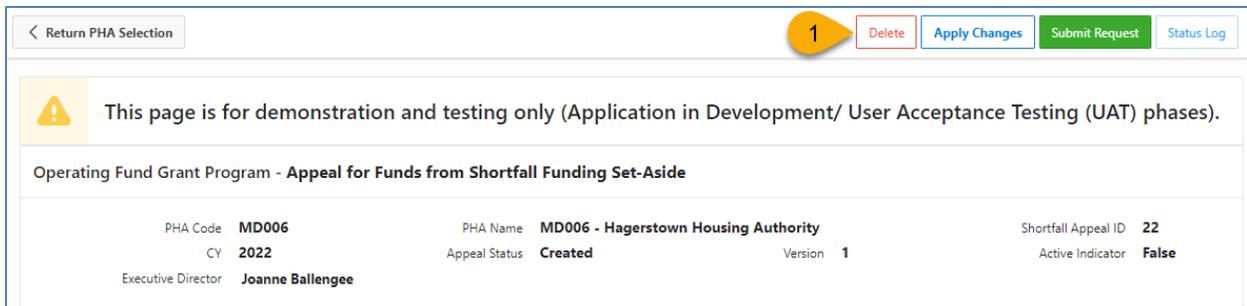
Continue to upload required documents detailed as **Upload 2** through **Upload 5** as detailed above, and **Upload 6** if applicable.



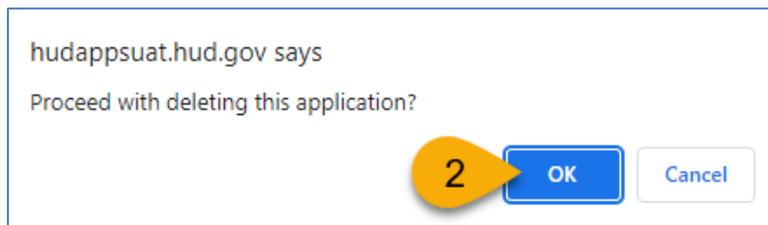
You cannot submit the Shortfall Appeal without submitting all required documentation, **Upload 1** through **Upload 5**.

Delete the Shortfall Appeal

PHAs may delete the Shortfall Appeal form prior to submission if the PHA decides to not proceed with Shortfall Appeal.



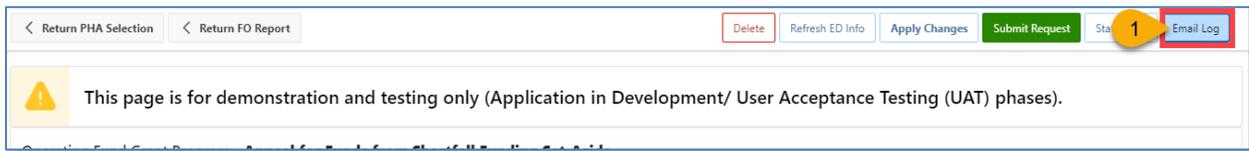
1. Click the **"Delete"** button.



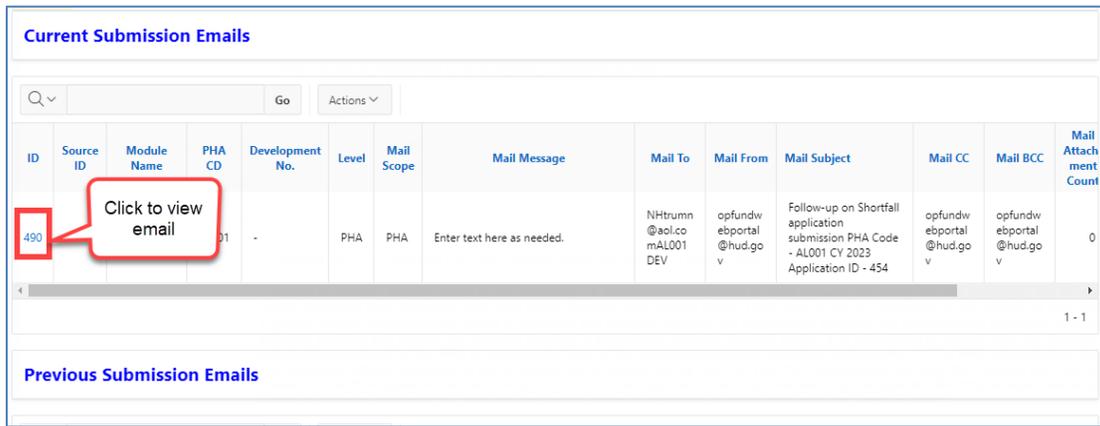
2. Click the **"OK"** button in the pop-up window.

View Email Log

To view the email log:



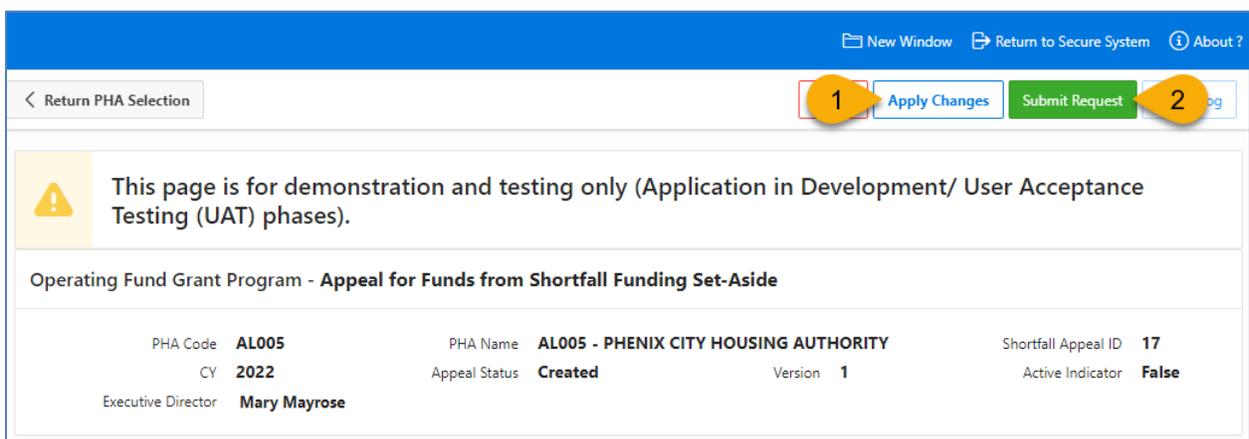
1. Click the “Email Log” button.



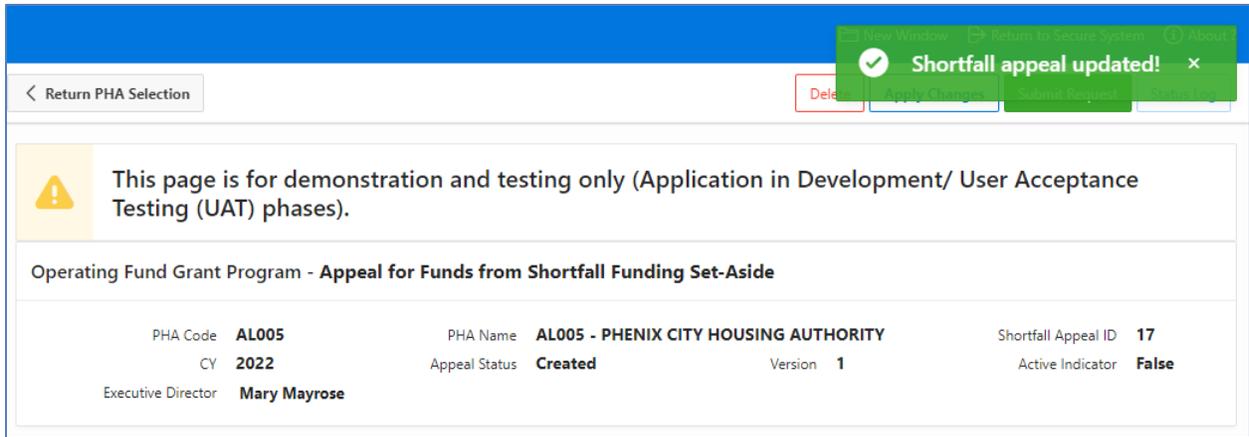
The current and previous emails display summary of the email. Click the hyperlink to view more details about the content of those emails.

Submit Shortfall Appeal

To submit the shortfall appeal:

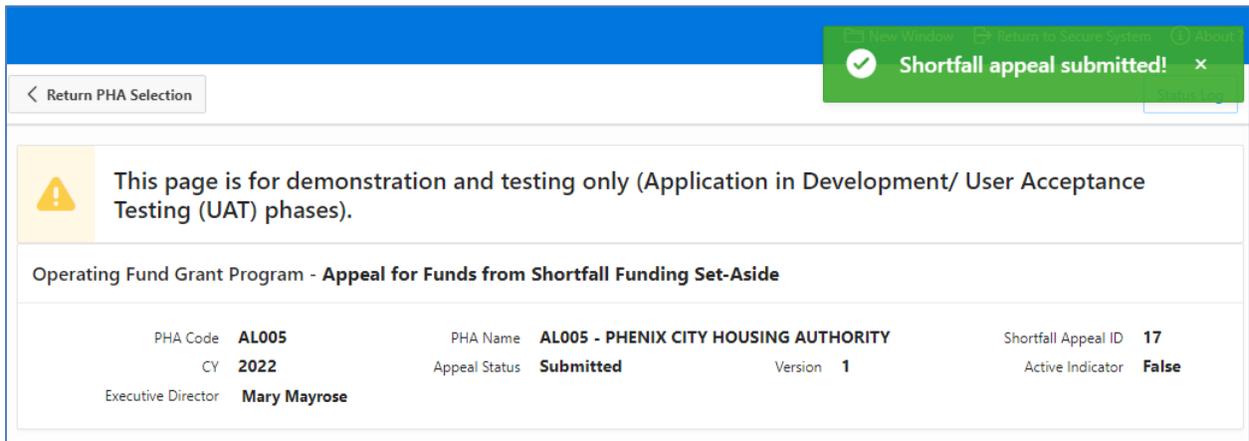


1. PHAs may continue to make updates and Click “Apply Changes” to reflect any updates.



In addition, PHA may upload any necessary supporting documents as required.

2. Click "Submit Request" once the Shortfall Appeal form is completed.



The Shortfall Appeal is submitted. The PHA cannot update or delete a submitted form. The PHA cannot resubmit the form until the FMD either completes review processes or returns the form.

Received Submission

The Public Housing Portal notifies the PHA's ED when a Shortfall Appeal form is submitted by email.

HUD received your Shortfall Appeal and your submission can be viewed by selecting the following from the main navigation:

[PHA Reports & Submissions](#) → [Shortfall Submissions](#) → [Shortfall Appeal](#)

If you have any questions, please contact PHFMDShortfallfunding@hud.gov by email.

Sincerely,

Office of Public Housing

US Department of Housing & Urban Development

Accepted Submissions

The Public Housing Portal notifies the PHA's ED when the HUD accepts their Shortfall Appeal by email.

HUD reviewed and accepted your Shortfall appeal. You may submit a Shortfall application within 7 calendar days as required. Your current submission can be viewed by selecting the following from the main navigation:

[PHA Reports & Submissions](#) → [Shortfall Submissions](#) → [Shortfall Appeal](#)

If you have any questions, please contact PHFMDShortfallfunding@hud.gov by email.

Sincerely,

Office of Public Housing

US Department of Housing & Urban Development

Returned Submissions

The FMD may return the PHA's Shortfall Appeal form if the appeal contains errors, omissions, missing or incorrect documentation, or any other reason. The Public Housing Portal notifies the PHA's ED when FMD returns their appeal by email.

HUD reviewed and returned your Shortfall appeal submission. You may review further and resubmit your shortfall appeal with appropriate corrections as requested. It is important that you submit your shortfall appeal timely in order to receive Shortfall funding. Your current submission can be viewed by selecting the following from the main navigation:

[PHA Reports & Submissions](#) → [Shortfall Submissions](#) → [Shortfall Appeal](#)

Return comment: **Return comments**

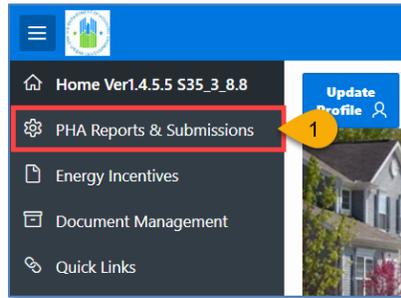
If you have any questions, please contact PHFMDShortfallfunding@hud.gov by email.

Sincerely,

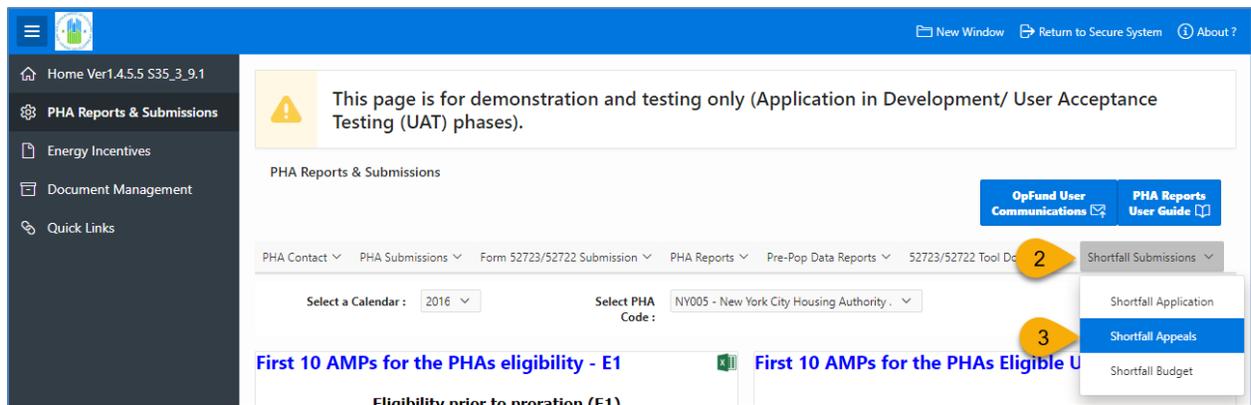
Office of Public Housing

US Department of Housing & Urban Development

The “Return Comments” provides the reason the FMD returned the submissions. PHAs must navigate to the Shortfall Appeal module and correct and resubmit the Shortfall Appeal form.



1. Click “PHA Reports and Submissions” in the left side navigation menu.



2. Click the “Shortfall submissions” drop-down menu.
3. Select “Shortfall Appeals” from the drop-down menu.

Select Calendar Year: 2022 Select PHA Code: LA001 - Housing Authority of New Orleans

Search: [] Go Actions

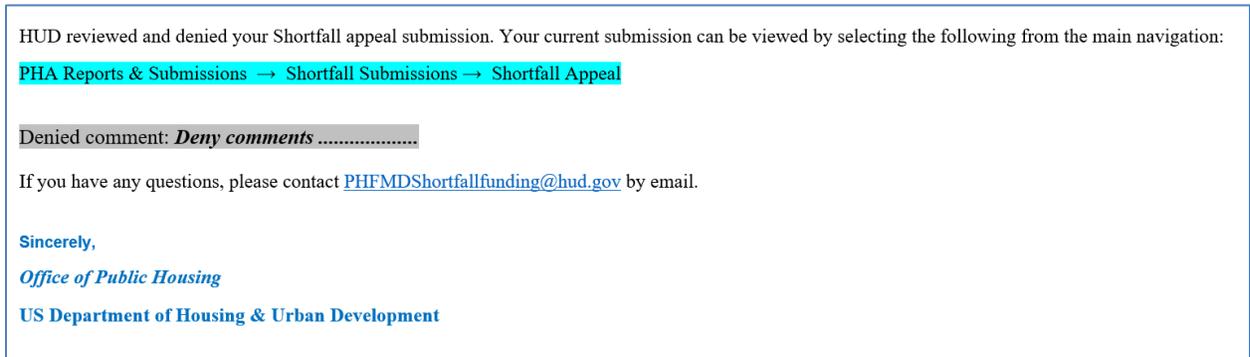
Appeal ID	PHA Code	Calendar Year	Version	Status	PHA Name	Executive Director	PHA Phone Number	PHA Contact Name	PHA Comment	Active Indicator	Return Comment	Last Updated User	Last Updated Date	Created User	Created Date	Submitted User	Submitted Date
	LA001	2022	1	Created	LA001 - Housing Authority of New Orleans	Gregg Fortner	5046703269	Gregg Fortner	Enter the justification for appeal here.	FALSE	This submission is returned because of documentation issues.	Johnson Abraham	03/17/2022 02:04PM	Mohsin Shahzad	03/16/2022 03:33PM	Mohsin Shahzad	03/17/2022 01:59PM

4. **Select Calendar Year:** Select the calendar year HUD appropriated the grant funds to the PHA.
5. **Select PHA Code:** Select the PHA code.
6. Click the pencil icon (✎) to review and update the returned Shortfall Appeal form.

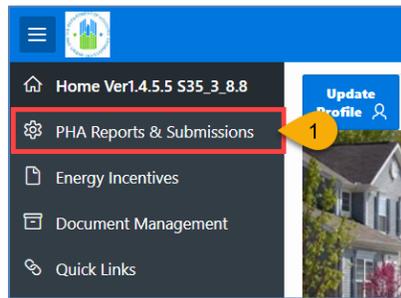
The PHA has seven (7) calendar days from the returned date or Shortfall Appeal due date, whichever is later, to resubmit the form.

Denied Submissions

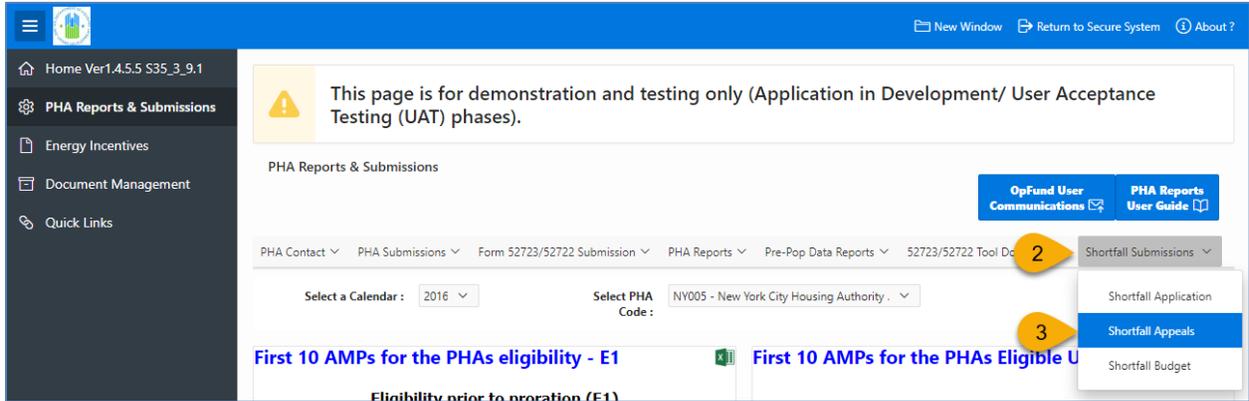
The FMD may deny the PHA’s Shortfall Appeal form if the PHA does not submit its corrected FDS, or the submission cannot be accepted due to other errors. The Public Housing Portal notifies the PHA’s ED when FMD denies their forms by email.



The “Return/Denied Comments” section provides the reason the FMD denied the submission. If your PHA can submit a corrected FDS, or fix the other errors, then the PHA may create a new Shortfall Appeal submission.



1. Click “PHA Reports and Submissions” in the left side navigation menu.



2. Click the “Shortfall submissions” drop-down menu.
3. Select “Shortfall Appeals” from the drop-down menu.

Appeal ID	PHA Code	Calendar Year	Version	Status	PHA Name	Executive Director	PHA Phone Number	PHA Contact Name	PHA Comment	Active Indicator	Return Comment	Last Updated User	Last Updated Date	Created User	Created Date	Submitted User	Submitted Date
LA001	LA001	2022	1	Denied	LA001 - Housing Authority of New Orleans	Gregg Fortner	5046703269	Gregg Fortner	Enter the justification for appeal here.	FALSE	This submission is returned because of documentation issues.	Johnson Abraham	03/17/2022 02:23PM	Mohsin Shahzad	03/16/2022 03:33PM	Johnson Abraham	03/17/2022 02:23PM

4. **Select Calendar Year:** Select the calendar year HUD appropriated the grant funds to the PHA.
5. **Select PHA Code:** Select the PHA code.
6. Click the pencil icon (✎) to review the denied return comment reason.
7. Click the “Create” button to create a new Shortfall Appeal submission.

Questions

If you have comments, questions, or need help finding information in the Public Housing Portal, we are here to help!

- If you have questions about Operating Fund Grants, calculating or understanding Operating Fund eligibility, PIH regulations or notices, contact your local FO or email PHFMDShortfallfunding@hud.gov.
- If you have questions about Shortfall funding, refer to the latest PIH Notice for guidance and who to contact.

- If you have questions or technical issues regarding your access to the Public Housing Portal, Contact the Real Estate Assessment Center – Technical Assistance Center (REAC-TAC) by calling 1-888-245-4860 Option #4 or send an email REAC_TAC@hud.gov.
- For questions regarding technical issues with using the Public Housing Portal, contact publichousingportal@hud.gov.