Chapter 12: Servicing

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Servicing

The *Servicing* pages contain all associated financing instruments and/or subsidy contracts for a specific property. The information contained in the *Servicing* tabs include associated financing instruments, associated subsidy contract information, Reserve Tracking information, other public subsidy information, and Interest Reduction Payment (IRP) information. In this section PBCA's have view only access to each tab.

Objectives:

By the end of this chapter, you will be able to:

- View all contracts and financing instruments associated to a property
- View public subsidy programs for a property; dollar amount and effective date per program
- View Interest Reduction Payment (IRP) Information
- View Reserve for Replacement balance and deposit information
- Describe funding

12.1 Association to Property

The Association to Property page displays a view only list of all associated subsidized contracts and associated financing to the property. This page is divided into two tables, one for the contract information and one for the financing information.

The *Associated to Financing* table displays the *FHA number, the Section of the Act, Current Status Detail and the Primary Loan indicator*. The *Associated Subsidized Contract* table displays the *Contract Number and the Current Contract Status*.

Accessing the Servicing Page:

To access the **Servicing** page you must first select a specific property. Once you have selected a property, the **Property Attributes** page displays. From the **Property Attributes** page you can select the *Servicing* link from the ***iREMS*** sidebar. (See Chapter 3: Asset Management Portfolio/Dashboard or Chapter 2. Getting Started for detailed information.)

✍ *The Property Header located at the top of the page, displays the Property ID, Name, Contract/FHA#, Active Status, Watch List and Troubled Status. This Header will appear on most of the pages in* ***iREMS****. There is also a search feature in the header that allows the user to select a different property without having to return to the Portfolio/Dashboard to make the change.*

Figure 12-1. Association to Property page

12.2 Reserve Tracking

Reserve for Replacement accounts is set up to replace capital items that were on the property at the time of final endorsement. The account is funded monthly with the mortgage payment. HUD reviews and approves all requests for release of these funds from the agent/owner and sends any approved requests to the servicing mortgagee.

At the top of the ***Reserve for Replacement Balance and Deposit List*** there is a "*Reserve Account Required?*" field with a "*Yes or No"* radio button. In addition, a "*Reserve Account Effective Date"* field has been added with a date entry box. The Project Manager assigned to the property would be responsible for setting this "*Yes/No*" indicator, and the *Date* to show the date they set the indicator.

The *Reserve Tracking* tab allows you to track the Reserve for Replacement balance and deposit information and any requests for the release of funds.

The **Reserve for Replacement Balance and Deposit List** displays a table with monthly deposit information for a Reserve for Replacement account. This page allows you to track monthly deposit information. In cases where the deposits have been suspended for a time period with HUD's approval, you can view the start and end dates of the suspension.

Also on this page is a list of any requests for release of funds. The requests are displayed in the **Request for Release of Funds** table. You can track the request for release of funds from the date the request is made to the date approved. Multiple deposit records and requests for release of funds can be view on this page.

To view Reserve for Replacement information

1. From the **Servicing** page, click on the *Reserve Tracking* tab and the **Reserve for Replacement Balance and Deposit List** displays.

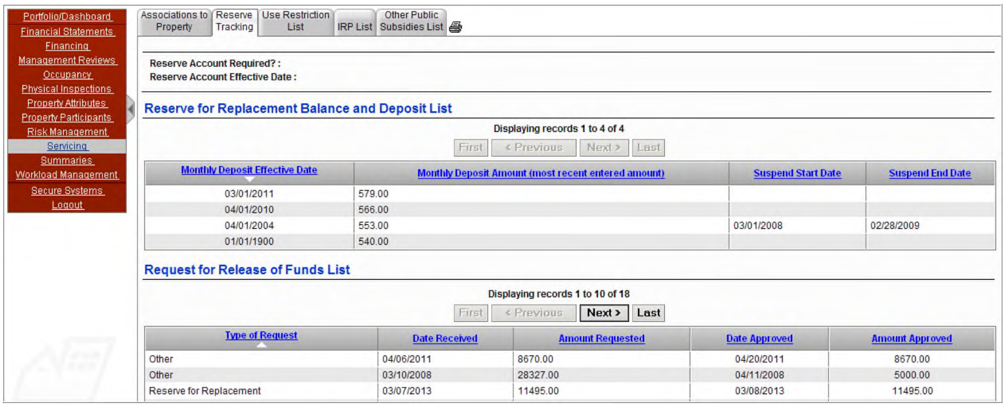

Figure 12-2. Reserve for Replacement Balance and Deposit List

2. View data in the *Reserve for Replacement Balance and Deposit List* table or the *Request for Release of Funds List* table.

3. To view detailed information, highlight and click on one of the entries in the table.

12.2.1 Reserve Tracking Detail

The **Reserve for Replacement Balance and Deposit Detail** page allows you to view detailed information on monthly deposits. If you select the link from the list on the **Reserve for Replacement Balance and Deposit Detail** page you can view existing detailed information.

To view reserve for replacement balance and deposit detailed information:

1. From the **Associations to Property** page, click on the Reserve Tracking tab and the Reserve Tracking page displays.

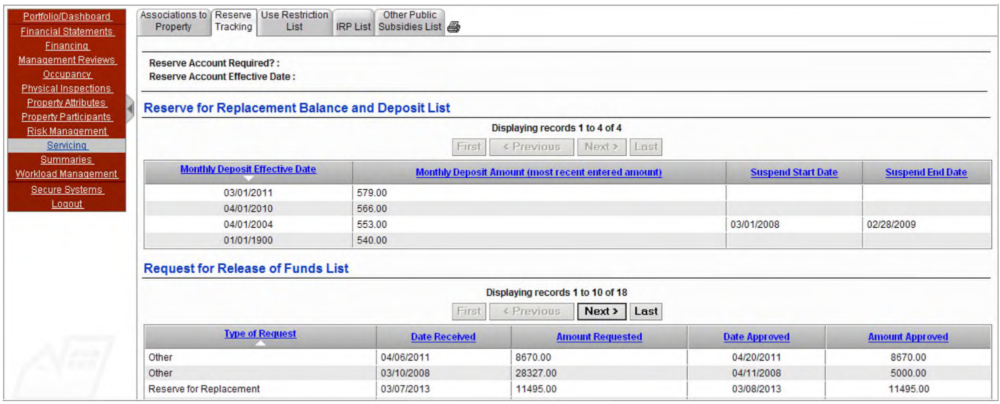

Figure 12-3. Reserve Tracking page

2. Highlight and click on a row in the *Reserve for Replacement Balance and Deposit* List table and the **Reserve for Replacement Balance and Deposit Detail** page displays.

Figure 12-4. Reserve for Replacement Balance & Deposit page

3. View the information.

4. Click on Back to return to the **Reserve for Replacement Balance & Deposit** page.

To view monthly request for release of funds detailed information:

1. From the *Reserve Tracking* tab, highlight and click on a row in the *Request for Release of Funds Detail* section and the **Request for Release of Funds** page displays.

Figure 12-5. Request for Release of Funds Detail page

2. View the information.

3. Click on Back to return to the **Reserve for Replacement Balance & Deposit** page.

12.3 Use Restriction List

Use Restriction/Lock-out is a conditional contract that typically occurs at the termination of a contract. Conditions of the contract are determined by a compromised agreement between HUD and the owner, reflecting specific terms, unit quantity, effective dates, and termination dates. The agreement can occur for many reasons (e.g., the beginning of a new action, such as the sale of a property). Most of the information included in the agreement is found on the *Use Restriction List* tab. This page also displays other fields associated with the property, such as the *Reason for Restriction*, *Use Restriction Status*, *Date of Recordation*, and *Quantity of Units Restricted.*

All users can view the **Use Restriction List** page. Multifamily Housing (MFH) users with edit rights can update the **Use Restriction/Lock-out Detail** page. Performance Based Contract Administrators have view only rights to the Use Restriction pages.

To access the Use Restriction List page:

1. From the **Association to Property** page, click on the *Use Restriction List* tab and the **Use Restriction/Lock – Out List** page displays.

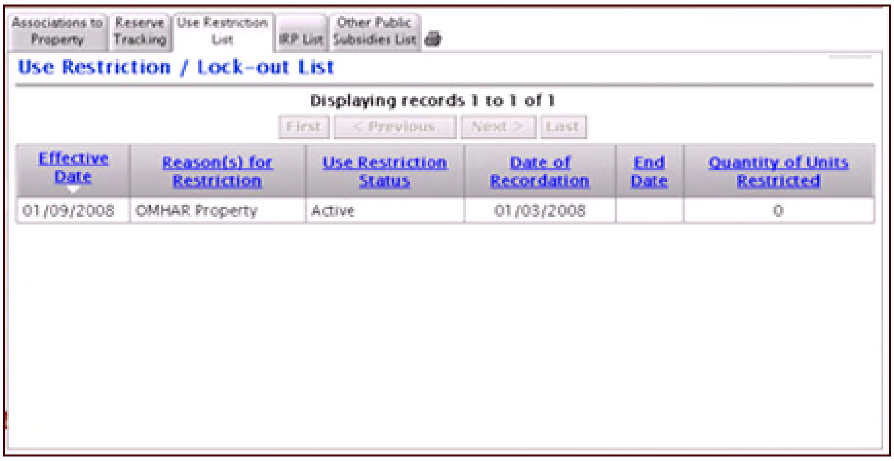

Figure 12-6. Use/Restriction/Lock-out List

2. View the Use Restriction information.

12.3.1 Use Restriction/Lock Out Detail

Information displayed on the **Use Restriction/Lock-Out List** page is updated by authorized users on the **Use Restriction/Lock-Out Detail** page. Information on both the **Use Restriction/Lock-Out List** page and the **Use Restriction/Lock-Out Detail** pages are view only for Performance Based Contractor Administrators. The **Use Restriction/Lock-Out Detail** page displays detailed information including the *Use Restriction Status*, various *dates*, *Reason for termination* and *Comments.*

To view detailed Use Restriction/Lock-Out information:

1. From the **Use Restriction/Lock-Out List** page, highlight and click on a use restriction and the **Use Restriction/Lock-Out Detail** page displays.

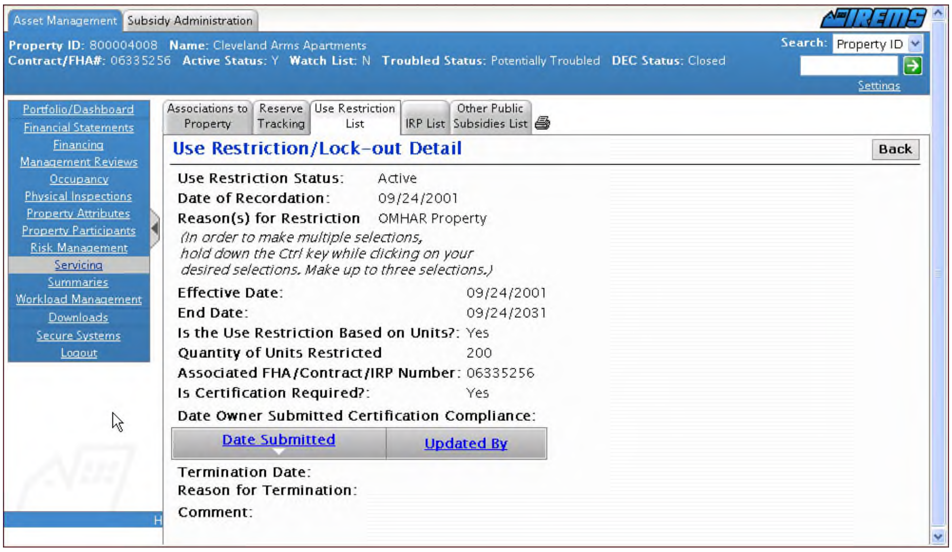

Figure 12-7. Use Restriction/Lock - Out Detail page

2. View the information.

3. Click on the Back button to return to the **Use Restriction/Lock-Out** page.

12.4 IRP List

The Interest Reduction Payment (IRP) information associated with the property provides links to the related detail page. The IRP List is displayed in a table format. Contract Administrators have view only rights to the **IRP List** and to the **IRP information** detail pages.

The IRP information (Non-Insured Number, Previous Associated Financing, Current Associated Financing, IRP Status, HUD Approved Date, HUD Execution Date and IRP End Date) displays in the summary table on the **Summary** page. The Termination Date, Suspend Payment Start Date, Suspend Payment End Date, Payee Name, and Comments are also entered on the Detail page, but are not displayed in the summary table.

To access the IRP List page:

1. From the **Association to Property** page, click on the *IRP List* tab and the **IRP List** page displays.

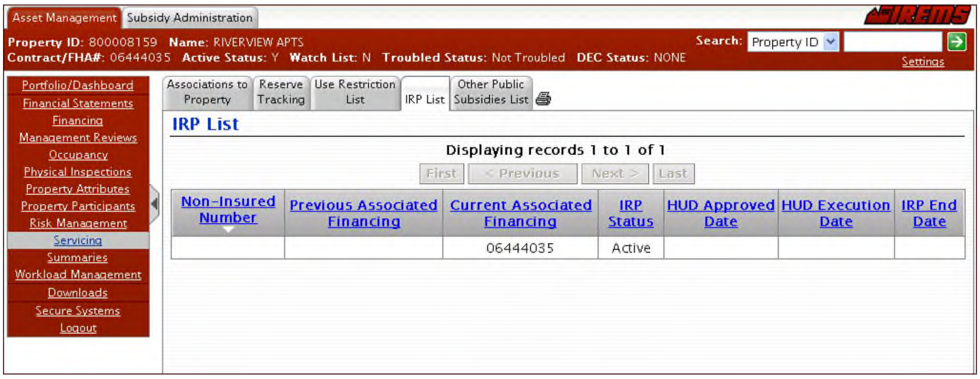

Figure 12-8. IRP List page

2. View IRP information.
3. Click on another tab to exit the IRP page.

12.4.1 IRP Detail

Detailed information is entered on the **IRP Detail** page by authorized users. Contract Administrators can view all detailed information displayed on the **IRP Detail** page.

To view IRP information:

1. From the **IRP List** page, highlight and click on an IRP record and the **IRP Detail** page displays.

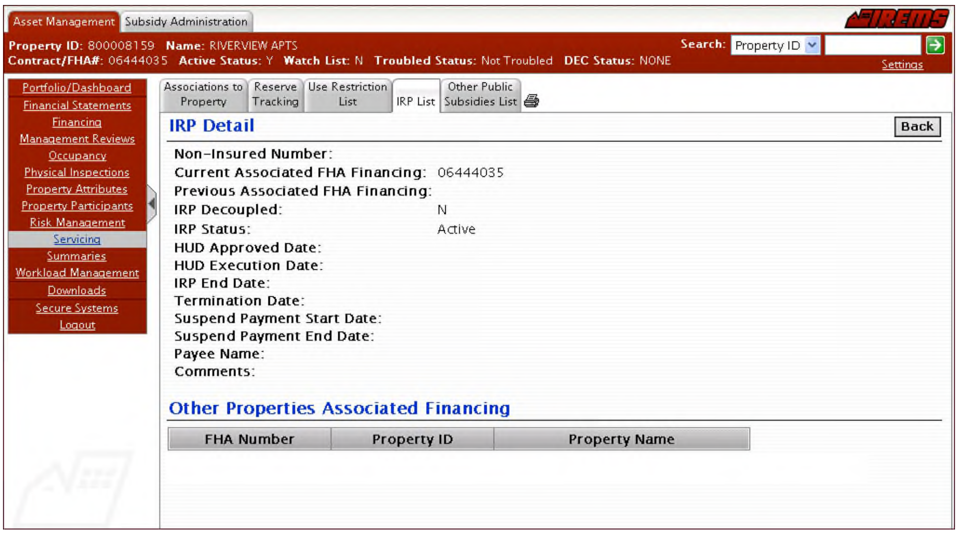

Figure 12-9. IRP Detail page

2. View the information.

3. Click on **Back** to return to the **IRP List** page.

12.5 Other Public Subsidies List

The **Other Public Subsidies List** page displays a list of all other public subsidies associated with a property. This information is displayed in a table that includes the subsidy type, the amount of subsidy, effective date and expiration date. In addition, there is a *Describe Funding* narrative. If you enter comments in this field, you must click on **Save** to save this information.

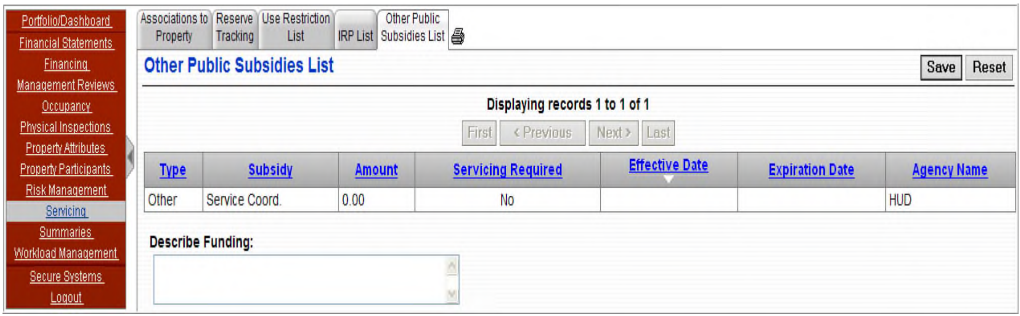

Figure 12-10. Other Public Subsidies List page

To enter comments on the other public subsidies list page:

1. From the **Associations to Property** page, click on the *Other Public Subsidies List* tab and the **Other Public Subsidies List** page displays.

2. Enter text in the Describe Funding narrative field.

3. Click on **Save** and the save was successful message displays.