The Rental Housing Integrity Improvement Project

THE U.S. Department of Housing and Urban Development (HUD) includes in its mission a commitment to increasing access to affordable housing. HUD's Office of Multifamily Housing Programs helps HUD achieve this goal by providing rental assistance to eligible tenants.

HUD started the Rental Housing Integrity Improvement Project (RHIIP) to make sure that rental assistance payments, made on behalf of HUD assisted tenants, are correct. RHIIP is an effort to ensure that the money available for rental assistance goes to those who need it most.

The Role of HUD's Office of Multifamily Housing Programs

HUD's Office of Multifamily Housing Programs has taken several actions to support RHIIP. These include:

- Updating Handbook 4350.3 Rev-1, *Occupancy Requirements of Subsidized Multifamily Housing Programs* so those who use and administer rental assistance have access to current information.

- Issuing the "Rent and Income Determination Quality Control Monitoring Guide" to provide technical guidance and tools that will help contract administrators improve their monitoring activities and bring about the correction of errors in rent.

- Making available fact sheets that answer the question of "How Your Rent is Determined" for tenants living in assisted housing.

- Training HUD staff and contract administrators to help them understand how income and rent are determined and how to perform quality control monitoring.

- Distributing information to property owners and rental assistance contract administrators about the *Automation Rule* to help them understand the requirements for providing current and correct tenant information to the Tenant Rental Assistance Certification System (TRACS).

- Developing a system to track errors discovered during monitoring reviews.

These actions have produced positive results towards achieving HUD's goal to reduce the number and dollar amount of errors made in determining a household's income and deductions. The Office of Multifamily Housing Programs continues to build upon its success. But real progress in eliminating errors depends upon cooperation among tenants, property owners and management agents.

The Role of Tenants

TENANTS of HUD-assisted properties play a very important role in the Rental Housing Integrity Improvement Project because they supply the information that is used to determine rent.

As a tenant, it is your responsibility to:

- Provide current and correct information to your property manager at certification or recertification.

- Provide documents to support the information given to your manager.

- Consent to the release of information by a third party for verification.

- Report any changes in income, benefits, and family composition to your manager.

- Know the rules and regulations governing your assisted apartment and follow them.

If you think that your income or rental assistance is not being calculated correctly, please contact your local HUD field office. For help locating the nearest field office, please call the Multifamily Housing Clearinghouse at 1-800-685-8470.

The Role of Property Owners, Management Agents, and On-site Managers

THOSE who manage the properties that participate in multifamily rental assistance programs are on the front line of efforts to make sure that rental assistance disbursements are correct. The cooperation and commitment of owners and managers is key to ensuring RHIIP's success.

As an owner, management agent, or on-site manager, it is your responsibility to:

- Know the rules and regulations governing how to determine income and calculate rent at your property.

- Ensure all staff are trained on these requirements and know how to apply them correctly.

- Keep a copy of Handbook 4350.3 Rev-1, *Occupancy Requirements of Subsidized Multifamily Housing Programs,* and other relevant program information for reference. To order or view a copy of the handbook, go to www.hudclips.org.

- Verify tenant information through third-party sources.

- Conduct certifications and recertifications in a timely manner and submit all tenant certification data to the Tenant Rental Assistance Certification System (TRACS).

- Maintain complete and comprehensive files on all assisted tenants and secure confidential data.

- Establish quality control procedures to ensure tenant data in files and HUD systems are correct.

- Establish thorough interview procedures to identify all sources of income and other tenant information.

- Cooperate fully in any reviews performed by HUD or contract administrator staff.

- Contact your local contract administrator or HUD field office if you have any questions concerning income determination and rent calculation.

Working Together to Achieve Success

For the Rental Housing Integrity Improvement Project (RHIIP), success comes from cooperation. HUD's Office of Multifamily Housing Programs is dedicated to working with tenants, property owners, managers, and contract administrators to make sure that eligible tenants receive the rental assistance that they deserve.

For More Information

- Visit HUD's Multifamily Housing RHIIP website at www.hud.gov/offices/hsg/mfh/rhiip/mfhrhiip.cfm.
- Contact the RHIIP Multifamily Help Desk Coordinator at your local HUD field office. For help locating the nearest field office, please call the Multifamily Housing Clearinghouse at 1-800-685-8470.
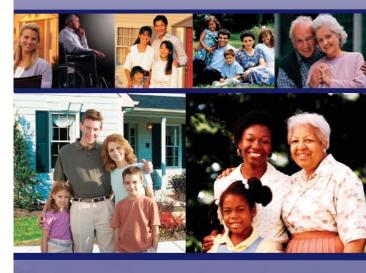
RHIIP

RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT

&You

Ensuring the Right Benefits Go to the Right Persons