

We have received your comments regarding the functionality after the HUD Enforcement Management System (HEMS) 1.0 release for system changes. You certainly made some very good observations. We have addressed many of your concerns with the release of HEMS 1.1.

Effective 12/14/2015, the following twenty-eight (28) feedback items were incorporated in HEMS release 1.1:

HUD Feedback Number	Description
1	If a case only had a single issue selected, the Complaint, Determination, and FIR contained an extra "and" in the text of the case reports.
2	The Case Search was not returning the same results as TEAPOTS when entering the last name of the complainant. The search was only returning open cases. HEMS 1.1 returns all cases whether open or closed.
3	Letters were not always generated at 8.5X11, causing them to not print in some offices. HEMS 1.1 generates all letters at 8.5X11, using standard letter paper.
4	Some letters were not picking up the correct signature block. FIR was using the Determination signature block.
5	Respondent and Respondent Representative letter were not generating for Closure letters.
6	A time zone issue was causing the date validation code to reject valid dates after midnight, Greenwich Mean Time (GMT), which affected the west coast and Hawaii during working hours.
7	The search function was only returning open cases. HEMS 1.1 returns all cases whether open or closed.
8	Several issues have been corrected that prevented data from saving 1) Date Validation Issues (issues 826, 842) 2) Processing events (issues 769, 791, 841) 3) Case Closures (issues 840, 861)
9	FHAP users could not close certain cases with closure codes 16 or 18
10	A time zone issue was causing the date validation code to reject valid dates after midnight, Greenwich Mean Time (GMT), which affected the

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	west coast and Hawaii during working hours.
11	If a user created, a Conciliation Record but did not enter a Party/Contact, the case could no longer be opened and would generate errors.
12	The search function was only returning open cases. HEMS 1.1 returns all cases whether open or closed.
13	Some Interview data from TEAPOTS was not ported to HEMS during the HEMS 1.0 release. An additional 98,000 interviews were ported with the 1.1 release.
14	When editing a closure record, selecting closure for lack of jurisdiction or withdrawn after resolution would not let the user save the record.
15	Hearing Start Date on the FHAP Referral Screen may now be a future date.
16	An issue causing HEM Cache refresh from updating properly was resolved. This did not affect end users.
17	Several issues were causing the Processing Events Screen to not save data properly
18	The text for closure codes has been updated to accurately reflect the closure type.
19	Addresses are no longer required for Complainant Contacts, Other Aggrieved Parties, or Witnesses to File a case.
20	The search function was only returning open cases. HEMS 1.1 returns all cases whether open or closed.
21	HEMS standard reports are now available to all users.
22	Act/Decide is now checked by default when generating the case print
23	The dashboard now displays HUD filing date.
24	The text editor box now has an "Undo" button.
25	Chronology of case is now included on the Intake Overview section.

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26	Description of Other Authority Case Numbers now includes AFFH Cases
27	Extra Space removed from Parties/Witnesses screen when shrinking the screen horizontally
28	"Email" is now available as a choice for "Conciliation Method"

Your continuous feedback is appreciated. If you have any questions or concerns, please send an email to HEMS@hud.gov.

Thank you,

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