

TDHCA

Compliance Monitoring and Tracking System (CMTS)

User Guide For Online Compliance Reporting

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INTRODUCTION

In the past, TDHCA has required rental developments to submit the Unit Status Report (USR) to the agency as requested prior to an onsite visit or to meet monthly, quarterly, or annual reporting requirements. In general, the development management team would create the USR using Excel or some other program and fax or mail the report to TDHCA for review. TDHCA personnel would then test the report for compliance.

TDHCA has created the Compliance Monitoring Tracking System (CMTS) in order to automate this process. The aim of the CMTS is to ease the burden of the monitoring process for both the properties and TDHCA staff. The system also collects information reported to the legislature indicating persons and households served by the federal and state low-income housing programs administered by the Department.

The CMTS is a web-based application, meaning that you can access the system on the internet through the TDHCA web site using a user ID and password. It allows you to enter the required compliance report or USR information online and submit that information to the agency for processing. ***The information is not reviewed by the Department until the property formally submits the report online.*** Property Management can also print the Unit Status Report at any point in the process.

The CMTS is a Department database of information that is used not only to monitor incoming compliance reports, but to more efficiently maintain information about your property. The system helps TDHCA track monitoring issues and other data such as contact information for your management team, programs that your property participates in, program requirements, other properties that may be associated with your management team, as well as buildings and units that are associated with your property.

In addition, in the near future the CMTS will provide an important feature for persons with disabilities and for individuals who may be searching the TDHCA web site for low income housing properties and available units. Please see the section entitled “Vacancy Clearinghouse Screen” for more information.

LOGIN PROCEDURES

Security built into CMTS allows only those authorized to access the system. It was designed to have an administrator ID and password assigned by TDHCA as designated by the owner with a separate password assigned to individual on-site personnel. The administrator is in charge of assigning individual password for the on-site managers.

Once you have turned your computer on and are connected to the World Wide Web you are ready to access and use the online reporting system for TDHCA.

Start your internet browser software such as Microsoft Explorer or Netscape Navigator and type in the following address:

<http://www.tdhca.state.tx.us>

This will give you access to our main web page.

From the main web site you will notice a tab near the top of the page labeled **Compliance**. Place your cursor on top of the word compliance and a drop down menu will appear.

From the drop down list you will see **Online Compliance Reporting**. Choose this option and it will take you to the Online Compliance Reporting page. Click on the **Login to the CMTS** link.

Once at the login screen, you will see a place to enter your newly assigned user ID and password. When you put in your ID and password and press the **Login** button, the system will validate the information and grant you access to the properties assigned to you.

PROPERTY SELECTION SCREEN

Once you login, you will see a list of properties assigned to you. If you are in charge of more than one property, the property names will be listed here. For each property listed, you will notice a link to the Unit Status Report, the Housing Sponsor Report, and the Edit Manager's Password feature.

Click on the link for **Unit Status Report** to enter the required Unit Status Report information for the property, or to update property information.

If you select the **Housing Sponsor Report** link you will be given the opportunity to enter a Housing Sponsor report and submit it to TDHCA. The Housing Sponsor Report is a summary of occupancy and rent information at the end of the calendar year, due the following year.

The **Edit Manager's Password** feature is only operative for the System Administrator assigned by the property owner. TDHCA provides the procedure for this feature to the System Administrator when the Administrator password is originally assigned.

As you work with the system, please be advised:

- **If there is erroneous information that you are unable to change, contact the TDHCA Compliance Division at 1-800-643-8204 and ask for the Electronic Reporting Help Desk so that we may update the information for you.**
- **If you would like to recommend clarifications to these instructions or make suggestions for improvements, email: property.userguide@tdhca.state.tx.us.**
- **If you have general technical assistance questions, please contact your technical support staff. If a question can't be answered by your technical support staff, please email our Information Systems Division at: tsupport@tdhca.state.tx.us. You can expect to hear back from us within 8 business hours.**
- **BE SURE TO INCLUDE YOUR NAME, PROPERTY NAME, AREA CODE AND PHONE NUMBER when you email TDHCA.**

PROPERTY DETAILS SCREEN

Once the **Unit Status Report** link is selected you will be taken to the **Property Details** Screen. The Property Detail currently in the TDHCA system can be seen from this screen. This screen was designed to give you valuable information concerning the program you participate in and the requirements of that program.

Information Boxes

The first box labeled *Property Detail* will give you general information about your property. Items listed such as total buildings, total units, dwelling type, and other helpful information. Some of the information categories may be blank because they do not apply to your property; others may be blank because TDHCA does not have the information or has not entered the information in.

The next box on the screen is labeled *Program Income Requirements*. This section indicates the income and rent restrictions required by the program.

The system's automated income and rent testing will be based on the income and rent levels you see displayed in this section; ***make sure it is correct***. If your property participates in two or more programs or allocations, the system's compliance income and rent testing will occur using the most restrictive income and rent limits as indicated in this box. If you participate in the Home program you will notice two areas in this box. One labeled Home (I) and one for Home (L). These are for Home (I)initial occupancy requirements, and Home (L)ong term occupancy requirements.

The *Program Participation* section will list the identification numbers assigned by the Department for each program that the property participates in. For each program listed, you will notice a link labeled **profile**. By clicking on **profile** you will be taken to a screen that lists the details about the program. Details include the set aside and other useful information about requirements under the specific program. ***Make sure to check the profile information for accuracy***.

The physical *Address Detail* section of the screen lists details about the property and information related to that address. The next two sections list the *Management Company* that is on record with TDHCA and the name of the *Onsite Manager*. The last section on the screen labeled *Contact Information* contains the property business phone.

Links

There are several links at the top of the screen, some of which are repeated on other screens. Links generally navigate you to other screens; information about those screens will be provided in more detail in later chapters.

Update Property Information – This screen gives you the ability to update some information about your property such as contact information, amenities, and vacancy information.

Enter Unit Occupancy – This takes you to a list of the units assigned to your property. This is where you will be entering detailed information about the households that reside in these units.

Submit Unit Status Report – This is where you will submit the household and other Unit Status Report information to TDHCA for the compliance reporting requirement.

Vacancy Clearinghouse – This link will take you to a screen that will be available to the general public using the World Wide Web. Information such as vacancies, property amenities, required deposits that you enter on the Update Property Information screen, and information about accessible units for persons with disabilities that you enter in the Enter Unit Occupancy screen, is displayed here.

Property Selection – This link will lead you back to the opening screen where you may select a different property, if applicable.

Logout – This link will log you out of the TDHCA system.

Adobe Acrobat Reader - To view reports from our system, you will need a program called Adobe Acrobat Reader. A link is provided on the system screen which allows you to download and install this program. Just click on the link and follow the on screen instructions to complete this task if you do not already have Adobe Acrobat Reader installed.

UPDATE PROPERTY INFORMATION SCREEN

The information displayed and entered to this screen is automatically displayed on the Vacancy Clearinghouse Screen, which will be accessible to the public on the TDHCA web site. Once the Clearinghouse Screen is deployed to the public, it is very important to maintain this information current at all times. Please see the chapter on the Vacancy Clearinghouse for more information.

Once the link to Update Property Information is selected, the property *Contact Information* such as the property phone number and fax number, vacancy information by unit type, *Property Amenities, Utilities in Rent* (utilities included in the rent), and *Required Deposits* can be updated.

To add or edit information, simply click the left mouse button with the cursor on **add** or **edit** link and fill in or edit the appropriate information. Once all information has been entered, be sure to click the **save** button to save the information to our database.

Please take note of the two information boxes:

- *Units Designed for Persons with Mobility and Vision or Hearing Impairments*

Accessible unit information is automatically summarized from information entered on the Enter Unit Occupancy screen, then displayed on this screen. For example, information on this screen may indicate that your property has several two-bedroom two-bath units designed and equipped with features for individuals with mobility impairments. *Use this screen to indicate if one or more of those units are vacant, or enter 0 if none are vacant.* Once you enter vacancy information, a date will automatically appear.

- *General Unit Information*

This information box displays summary unit information and allows you to enter property-wide vacancies and indicate the rent by unit type. *Use this screen to indicate if one or more units are vacant, or enter 0 if none are vacant.*

Once the information is updated click on the link labeled **Property Details** to return to the first screen or Logout.

ENTER UNIT OCCUPANCY SCREEN

To enter the household information for the property simply click on the **Enter Unit Occupancy** link from the Property Details page. This will take you to the Unit Selection screen containing a list of the property units.

Select the unit to enter data by clicking on the **unit #** link for the unit; this takes you to the screen to enter information for that unit. The unit number and unit type will be identified at the top of the screen. Enter the required information for the household.

Navigation of the Household Screen

At the top of the screen you will notice two pull down boxes, one for Building ID Number and one for Unit Number.

Go to Building: If your property is LIHTC, you will see the BIN (Building Identification Number) of the unit you selected. Choosing a different BIN from the drop down list of buildings and clicking on the **GO** button will take you to that building. The units listed in the *Unit #* drop down box are for that BIN only. To choose a unit in another BIN, the proper BIN number must be chosen.

Unit #: Programs other than LIHTC will have all of the unit numbers listed in the drop down box. You can choose a different unit at any time from the drop down list.

Previous and Next These buttons will allow sequential navigation to other units or buildings within the same building or property.

Exit **The Exit button will exit the screen without saving** and take you back to the unit selection screen.

Summary of Required Information

For households designated as low income or eligible tenant households, complete the fields in the Household Information, Household Composition, and Unit Accessibility Design boxes, as indicated in the definitions below.

For Market Rate households, complete only the following:

- Move In Date
- Household Name
- Tenant Paid Rent
- Utility Allowance, Housing Assistance and Assistance Payment (when applicable)

- Do not make an income selection or select Market Rate for the appropriate program(s) for the property.
- Move Out Date (when applicable)
- Unit accessibility Design (if applicable).

Household Information Box

Placing your cursor in the first field labeled *Move In Date*, to begin data entry. Navigate this portion of the screen by clicking on each field individually, or by using the tab button on the keyboard to advance to the next field. To move back from one field to the previous field, press the tab key while holding down the shift key. For fields with a pull down arrow next to them, click on the pull down to see all of the options, then use the up and down arrow keys on your keyboard to scroll through the available values.

If you have inadvertently clicked on a pull down menu which is not applicable to your property, be sure to select the blank space on the list so that nothing is selected or entered in the field.

Move In Date Enter the date the household moved in to the unit. Remember to complete this for Market as well as Qualifying Units. Example of date format: 01/01/2003.

TIC Effective Date Enter the effective date of the most recent Income Certification form.

Name Enter the last name to indicate the head of the household name. Remember to complete this for Market as well as Qualifying Units. For a household with multiple heads of household, enter a slash between the names. Example: Brown/Smith/Lopez.

Annual income Enter the amount* from Row L on the Income Certification form: Total Annual Household Income from all Sources. Do not enter a comma in the numerical values. Example: 25000. ****Please note that for household income you must round to the nearest whole dollar amount with no decimals.***

Tenant Paid Rent Enter the amount of rent the household currently pays. Remember to complete this for Market as well as Qualifying Units.

Utility Allowance Enter the Utility Allowance amount. If the owner pays all utilities, enter zero. (Leave blank if the property is AHDP with no other program layers; Utility Allowance is not applicable to AHDP.)

Household Size Enter the number of people in the household.

Housing Assistance If there is rental assistance, select one from the drop-down list: Rural Development, Other, Section 8. Leave blank if there is no rental assistance.

Assistance Payment Enter the amount of rent assistance if you have indicated a Housing Assistance type in the previous field.

*LIHTC, BOND,
HOME, HTF,
AHDP*

MARK ALL THAT APPLY.

Be sure to complete this for each program applicable to the property. If the unit is a Qualifying Unit or an Eligible Tenant Unit, select the appropriate income restriction from the drop-down list. If the unit is an unrestricted unit, select Market Unit from the drop down list or leave blank.

For applicable qualifying units, be sure to select the appropriate qualification for over income (OI) at recertification. PLEASE NOTE that you can not have an over income household at move in—an OI at move would be an ineligible household, which constitutes noncompliance.

Recertification Mark the household as recertified by pressing the space bar on the keyboard when the box is selected, or by clicking to mark the box. Leave blank if this is an initial certification.

Move Out Date Enter the date the household moved out of the unit. ***Press Mark Vacant at the bottom of the screen if the household has moved out and the unit is vacant.*** This will mark the unit as vacant in the system, rather than occupied, and move you forward to the next unit. Remember to complete this for Market as well as Qualifying Units.

Special Needs If the household meets the required special needs category for the program and the unit is a designated Special Needs unit, select the correct Special Needs category. Leave blank if not applicable.

Household Composition Box

Indicate the number of household members that fit the household composition categories.

Ethnicity

Complete the Ethnicity categories, entering the number of household members that are Hispanic and the number of household members that are Not Hispanic.

The total from the Ethnicity fields must equal the total number of household members.

Race

Complete the Race categories, entering the number of household members as applicable.

- The single race categories are: White, Black/African American, Asian, American Indian/Alaska Native, and Native Hawaiian/Other Pacific Islander. Note: Definitions of the single race category are provided through the link **[definitions]** and on the Supplement to the Income Certification (third page of the Income Certification form).
- The multi race categories are: American Indian/Alaska Native & White, Asian & White, Black/African American & White, American Indian/Alaska Native & Black/African American and Other Multi Racial.

The total from the Race fields must equal the total number of household members.

Other

Complete the Other composition codes as applicable: Elderly, Disabled, and Elderly & Disabled.

Information concerning racial or ethnic categories may be taken from the third page of the Income Certification form. The other composition categories (Elderly, Disabled, and Elderly & Disabled) may be entered on an as-known basis, or based on qualification criteria if the property is an elderly project or designed for individuals with disabilities.

Unit Accessibility Design Box

Several low income housing programs administered by TDHCA have accessibility requirements in addition to the requirements of the Fair Housing Act. If the unit meets the design and construction standards specified by Section 504 of the 1973 Rehabilitation Act (HOME program and LIHTC if applicable per Qualified Application Plan) or similar requirements (Housing Trust Fund), click on **add** and select the appropriate design type. Click on the **definitions** link for more information.

If accessibility has already been defined for this unit, you may edit the information by choosing the **edit** link.

Summary information from this section is automatically displayed on the Vacancy Clearinghouse Screen. Though the system allows you to enter a “Description” for each Design type, this information does not display on the Vacancy Clearinghouse Screen. However the Department hopes to provide this information to the public through a future enhancement. We therefore recommend you enter the descriptive information if helpful to characterize special features of an accessibility unit. Special features can include installed grab bars and their locations, for example.

Selections at the bottom of the screen

Save and Next: Once the household information is complete, click on the **Save and Next** button and this will advance you to the next unit within the same building or property.

Save and Exit: The **Save and Exit** button will save the current information and take you to the unit selection screen.

*NOTE: Before entering a new household, marking a unit as vacant, or marking a unit as down, you must enter the move out date of the current household. The **New Household** button will clear the current entry and allow you to input a new household into that unit. The **Mark Unit as Vacant** button will change the unit status to vacant and current household information will continue to be displayed. The **Mark Down** button will change the unit status to down, indicating that the unit is a down unit.*

Once you have returned to the Unit Selection Screen after pressing the **Save and Exit** button (use the **Exit** button at the top of the screen if you do not need to save a new record) you can return to the properties detail page by clicking on the **Property Details** link.

Please note:

- *The household information that you have entered will not be reviewed by TDHCA until you choose to submit the Unit Status Report to TDHCA.*
- *The option to submit the USR to TDHCA will not be available to you until a report is due or a monitoring review has been scheduled by TDHCA. Reports scheduled and due are listed on the Submit Unit Status Report Screen.*

- **SUBMIT UNIT STATUS REPORT (USR) SCREEN**

When you are ready to submit the USR to TDHCA, click on the **Submit Unit Status Report** link on the Property Details page. The Submit Unit Status Report takes you to a screen that lists the current USR and any previous USR reports you may have submitted to TDHCA.

Before submitting the current USR to TDHCA, click on **Preview Before Submitting** in order to review the report and print a copy (click on the print icon) for your files.

- **Please note that you need to have the Adobe Acrobat Reader program to preview or print any unit status reports.** If you do not have Adobe Acrobat Reader installed, return to the Property Details screen and click on the Adobe Acrobat Reader icon. This will take you through a simple installation procedure.
- **Please note that once you preview and print your USR reports using the Acrobat reader program and you are ready to return to the TDHCA screens, simply use the back button to return to the Submit USR Screen.**

When you are ready to submit the Report, click on the link labeled **Submit**.

When you choose **Submit** for the current USR, you will be asked if you are sure that you want to submit the USR. The **Submit** link will not be available on the screen until a review has been scheduled and the USR is due to TDHCA.

This screen also allows you to review past USR reports submitted to TDHCA by clicking on the link labeled **Print As Submitted** next to the USR you select per Due Date and Submitted Date information.

To return to the Properties Details screen, click on the **Property Details** link or choose another property by clicking on the **Property Selection** link.

Logout by choosing the **Logout** link.

VACANCY CLEARINGHOUSE SCREEN*

**Pending implementation. You will be notified at a later date when this screen is available to the public through the TDHCA web site.*

The link labeled **Vacancy Clearinghouse** will give you a snap shot picture of the information that will soon be available on the World Wide Web for individuals interested in vacancies at your property. This information is especially important as it meets regulatory requirements for TDHCA to provide information through the TDHCA web site about units designed for individuals with disabilities.

Though maintaining vacancy information about units designed for individuals with disabilities is voluntary, TDHCA strongly encourages property owners to require property management maintain the vacancy information for these units, and for all property units, current at all times.

You cannot update the information from this screen.

- To update Property Contact, Vacancy and other information such as Property Amenities, Utilities in Rent, and Required Deposits, select the link labeled **Update Property Information** on the Property Details screen.
- To update the information pertaining to unit accessibility design types, proceed to the link labeled Property Details and click on **Enter Unit Occupancy**. Select the specific unit and update the accessibility information for that particular unit.

Updates to these screens will automatically update the Vacancy Clearinghouse screen.

HOUSING SPONSOR REPORT SCREEN

From the main property selection screen, a Housing Sponsor Report can be entered and submitted to TDHCA. By clicking on the link labeled Housing Sponsor Report, you will be taken to a screen where the required Housing Sponsor Report information can be entered.

Once data entry is complete, submit the data by clicking on the button labeled **Submit your HSR Report** which is located at the bottom of the form.

If you click on the back button on your web browser program's screen before submitting the HSR to TDHCA, will return you to the Property Selection screen and no data will be submitted to TDHCA.

LOGOUT OF THE SYSTEM

Once you have completed all of the desired tasks for this session, simply click the Logoff link and you will be logged off the TDHCA system.