COMPLIANCE MONITORING SYSTEM
USER INSTRUCTIONS

Revised 12/3/2010

Read these User Instructions fully and carefully before you begin. Print and refer to them as you use the CM System. If you need assistance, please contact a HOME program compliance officer by calling 1-800-657-3701.

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Property owners/agents must report all activity in HOME-assisted units, including move-ins, annual re-certifications, move-outs, and transfers to different units in the order in which the activity occurred. For example:

In 2009, owner reported in CM System that Household A moved in to unit 101 on 5/1/2009. Household A was recertified on 5/1/2010 and then moved out on 9/30/2010. Household B moved into unit 101 on 10/1/2010.

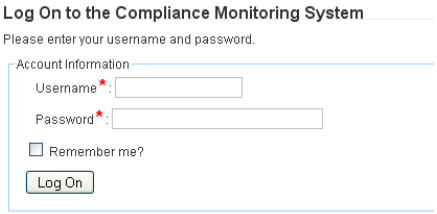
Report the 2010 activity for unit 101 in the following order: 1) report the 5/1/2010 recertification for Household A; 2) report the 9/30/2010 move-out for Household A; 3) report the 10/1/2010 move-in for Household B. Failure to report activity in the order in which it occurred will result in problems for the CM System which can only be corrected by MN Housing staff.

A. Log On to Compliance Monitoring System

1. Enter the Username and Password exactly as it appears in the letter you received.

2. **Keep your new Password in a safe place as you will need it for future logins.** You will **not** be prompted to re-set your password as in the past. Passwords expire every 90 days and you must contact your compliance officer for a new one when it expires or if you forget or lose your password.

3. Point and click on the Log On button.

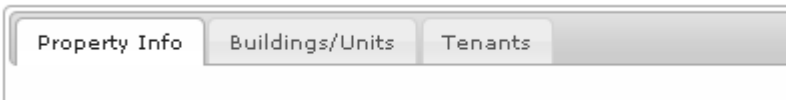


IMPORTANT: For security purposes, the CM System is set to "Time-Out" after 10 minutes if there is no activity. If this happens, you must log in again.

B. Navigating Property Info, Building/Unit, Tenants tabs:

1. Click on the *Property Info* tab. You will see only your property. If you own more than one HOME-funded property monitored by Minnesota Housing you may see all of your properties on an additional tab titled *Properties*. See the **Helpful Hints** section below for more information.

2. Notice the other tabs next to the *Property Info* tab.



3. Click on the second tab, titled *Buildings/Units*. You will see the address(es) for the building(s) in the property.

4. Click on the underlined link for the building address containing HOME unit(s) you are reporting. If any information is incorrect, please contact your HOME compliance officer. Note that when we set up your property, if the Total Sq Ft Area for a unit was unknown, we entered a "1". For properties with fixed HOME units, we do not need to correct the square footage field. For properties with floating HOME units, please advise your HOME compliance officer of the correct unit square footage if you have not already done so. If you are not sure if your HOME units are fixed or floating, please see **Helpful Hints** below.

5. If there is more than one building, start with the first building and navigate back to the *Building/Units* tab when you are ready to report activity in the next building. If you see an <u>extra building</u> called *Section 8*, please ignore it.

6. The Tenants tab will display the tenant activity that you report, as shown below.

Unit Nbr	Nbr Bedrooms	Tenant	Initial Cert	Last Cert	Move-In Date	Move-Out Date	Trans-In Date	Trans-Out Date
103	1 Bedroom	Doe, Jane		02/01/09	02/01/08			

7. If you do not see the Property Info, Building/Unit and Tenant tabs, click the >>*Property*>> link at the top of the page, below the Minnesota Housing logo. This will bring you back to the screen where the tabs appear.

C. Reporting a Move-in/Initial Certification:

If you have not already reported the move-out or transfer for the previous household, you must first follow the instructions in section E below, Reporting a Move-out, or section F, Reporting a Unit Transfer, before you can report a move-in for a new household. **CAUTION:** Do not use the resubmit button to report a new household in the same unit. This will cause problems in the CM System that can only be corrected by the HOME compliance officer.

1. In the *Building/Units* tab, in the bottom section titled **Building Units**, find the unit for which you are reporting the move-in.

2. Click on *Edit*. This opens the unit screen.

Building Units

Unit #		Nbr Bedr
101	Edit	1 BR
102	Edit	1 BR

3. In the section toward the bottom titled *Current Tenant Data*, click on the *Setup Tenant* link.

Current Tenant Data

(Unit Unoccupied)

Setup Tenant

4. This opens the *Household Data* screen.

Enter Household Data

Activity*: Initial Certification Annual Recertification Effective Date*:

Move-In Date*:

Head of Household

Last Name*: First Name*:

Race: White Black/African American American Indian/Alaska Native Native Hawaiian/Pacific Islander Asian

Ethnicity: Head of Household Gender: Head of Household Date of Birth:

Household Characteristics

Homeless Homeless for at least 12 months or more than 4 times in 3 years

Number of occupants age 18 and over*: Number of occupants under age 18*:

At least one occupant is Mobility Impaired At least one occupant is Disabled

Gross Annual Household Income*: Main Source of Income:

Tenant Contribution*: Utility Allowance*: Non-Optional Charges*:

Rental Assistance Amount*: Assistance Type: No rental assistance

Create

Cancel

5. For *Activity*, click on the circle to the left of *Initial Certification*.

6. Enter the *Effective Date* or select from the pop-up calendar. The *Effective Date* will be the same as the *Move-In Date*, which you will enter in the box below.

7. Complete the sections for *Head of Household* and *Household Characteristics* from the household's Tenant Survey, lease, and other move-in records. **IMPORTANT:** You must enter information in all of the fields with a red asterisk (*), even if the value is zero (e.g., if the unit does not receive rental assistance, you must still enter 0). You will not be able to save the record until all required data is entered.

8. Enter the rent, utility allowance and other information as follows:

   a. *Tenant Contribution* is the monthly amount the tenant is required to pay for rent under your lease. The tenant contribution plus rental assistance should equal the contract rent.

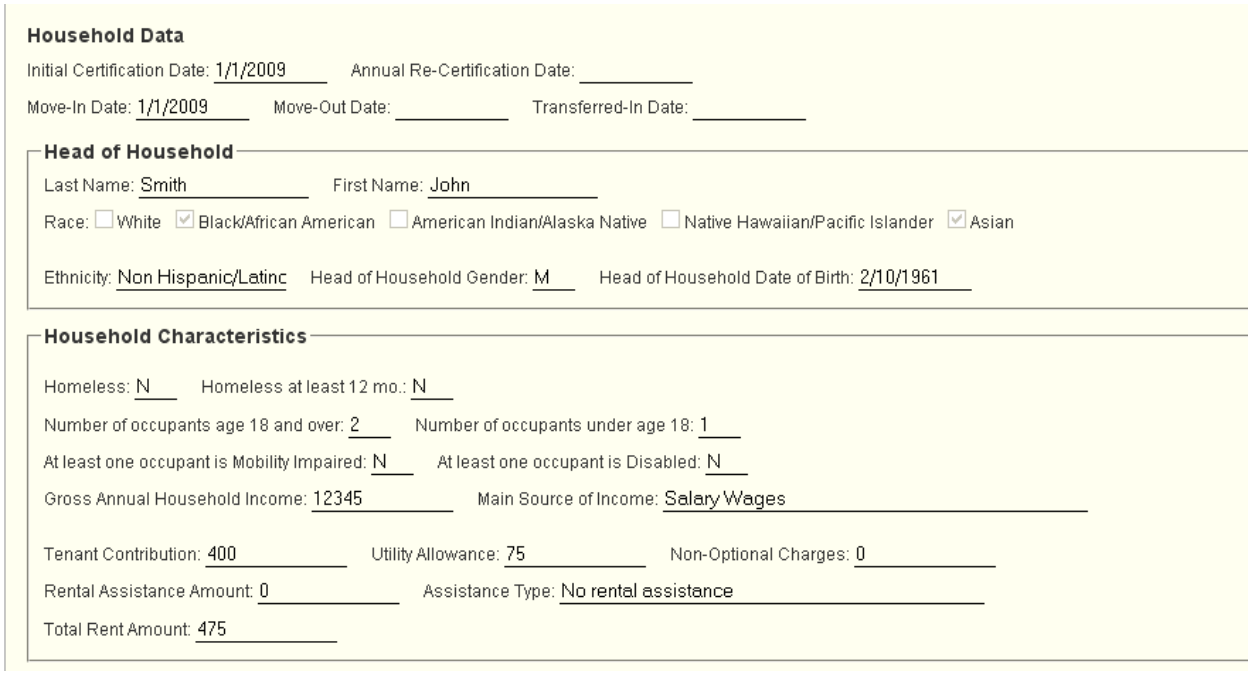
   b. *Utility Allowance* is an estimated cost for tenant-paid utilities, based on unit size, type, and location. To find current Utility Allowances for your property, see the **Helpful Hints** section below.

   c. *Non-optional Charges* are any additional monthly fees that you require such as month-to-month lease fees, where applicable.

d. *Rental Assistance Amount* is the amount paid on the tenant's behalf under a state or federal rental assistance program such as Section 8 or Rural Development. If the household receives rental assistance you *must* designate whether it is project-based (property has a contract for rental assistance) or tenant-based (tenant receives a voucher) by using the pull-down menu under Assistance Type.

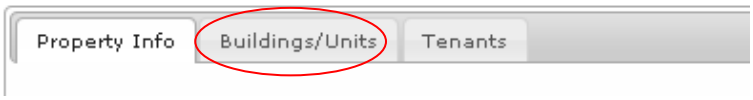
9. Demographic data, such as race, ethnicity, gender, homeless status, etc., is requested but not required. If the household has provided some or all of this information, enter it in the appropriate spaces. If not, leave the fields blank. For *Race*, click on all that apply. Please note that Minnesota Housing reports on the demographics of populations served by our loan programs to our Board of Directors and the MN Legislature.

10. When all information has been entered, click on the *Create* button at the bottom of the screen to save the record. Here is a sample of what a completed move-in tenant record for 2009 looked like:



11. Click on *Return to Property Display* at the top right-hand side of the screen. This will return you to the *Property Info* screen.

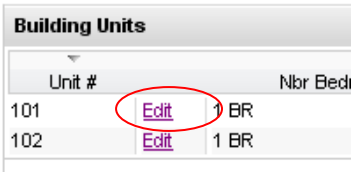
12. Click on *Building/Units* tab to navigate back to the same or a different building to report the next household.



D. Reporting an Annual Recertification for an Existing Tenant:

If you have not already reported the move-in for the current household, you must follow the instructions in section C, above, for Move-in/Initial Certification before you can report the household's annual recertification.

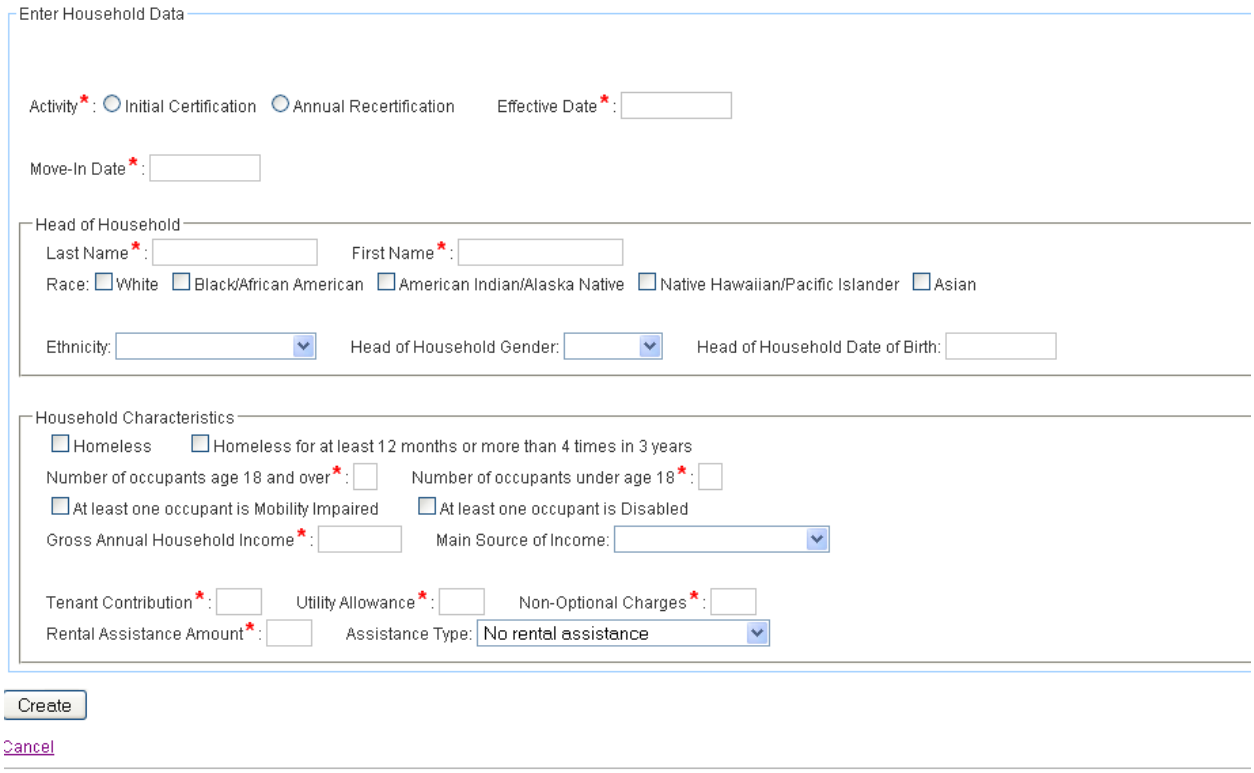
1. In the section titled *Building Units*, find the unit for which you are reporting tenant data and click on *Edit*. This opens the unit screen.



2. In the section titled Current Tenant Data, click on the *View Tenant Details* link.

3. In the upper, right-hand corner, click on Re-submit.

4. This will open the *Household Data Screen* for the existing tenant.



5. Next to *Activity*, click on the circle to the left of *Annual Recertification*.

6. Enter (or select the date from the pop-up calendar) the Annual Recertification Effective Date from the 2010 recertification (Tenant Survey or Tenant Income Certification). Note that in

order to be in full compliance with HOME, the effective date of the annual recertification must not be later than one year from the previous certification.

7. The *Move-In Date* will already be populated—do not change this date. This is the date you already reported that the HOME-qualified household moved into the unit.

8. Update the sections for *Head of Household* and *Household Characteristics* from the household's 2010 Tenant Survey, lease, and other recertification records. You *must* enter information in all of the fields with a red asterisk (*), even if the value is zero (e.g., if a unit does not receive rental assistance, enter 0). You will not be able to save the record until all required data is entered.

9. Update with 2010 rent amounts.

   a. *Tenant Contribution* is the monthly amount the tenant is required to pay for rent under your lease. The tenant contribution plus rental assistance should equal the contract rent.

   b. *Utility Allowance* is an estimated cost for tenant-paid utilities, based on unit size, type, and location. To find current Utility Allowances for your property, see the **Helpful Hints** section below.

   c. *Non-Optional Charges* are any additional monthly fees that you require such as month-to-month lease fees, where applicable.

   d. *Rental Assistance Amount* is the amount paid on the tenant's behalf under a state or federal rental assistance program such as Section 8 or Rural Development. If the household receives rental assistance you *must* designate whether it is project-based (property has a contract for rental assistance) or tenant-based (tenant receives a voucher) by using the pull-down menu under Assistance Type.

10. Demographic data, such as race, ethnicity, gender, homeless status, etc., is requested but not required. If the household has provided some or all of this information, enter it in the appropriate spaces. If not, leave the fields blank. For race, click on all that apply. Please note that Minnesota Housing reports on the demographics of populations served by our loan programs to our Board of Directors and the MN Legislature.

11. When all information has been entered, click on the "*Create*" button at the bottom of the screen to save the record. This is what a completed 2009 recertification record looked like (note that for 2010, you must report 2010 recertification dates):

Household Data

Initial Certification Date: _____ Annual Re-Certification Date: 2/1/2009

Move-In Date: 2/1/2008 Move-Out Date: _____ Transferred-In Date: _____

Head of Household

Last Name: Doe First Name: Jane

Race: ☑ White ☑ Black/African American ☐ American Indian/Alaska Native ☐ Native Hawaiian/Pacific Islander ☐ Asian

Ethnicity: Hispanic/Latino Head of Household Gender: F Head of Household Date of Birth: 3/6/1949

Household Characteristics

Homeless: N Homeless at least 12 mo.: N

Number of occupants age 18 and over: 1 Number of occupants under age 18: 1

At least one occupant is Mobility Impaired: N At least one occupant is Disabled: N

Gross Annual Household Income: 12567 Main Source of Income: Salary Wages

Tenant Contribution: 450 Utility Allowance: 75 Non-Optional Charges: 0

Rental Assistance Amount: 100 Assistance Type: Tenant-based assistance

Total Rent Amount: 625

E. Reporting a Move-out.

1. To report a move-out of an existing occupant, click on the tab titled "*Buildings/Units*". Select the building, and in the *Building/Units* section you will see a status of "O" for occupied, under the heading "*Occ*?", followed by the tenant name.

Building Units

Unit #		Nbr Bedrooms	Sq Ft	Accessible	Visual Imp	Hearing Imp	Spl Needs	Occ?	Tenant	Unit-History
101	Edit	1 BR	500	N	N	N	N	O	Smith, John	Unit-History

2. Click on the tenant name, and the record for the current household will appear.

3. In the upper, right hand corner, click on the "*Move Out*" link.

Compliance Home » User Home » Property » Tenant »

Return to Property Display Move Out Transfer Out Re-submit

4. A pop-up will appear, asking for the move-out date. Enter the move-out date or select the date from the pop-up calendar.

5. Click OK.

6. Click on *Return to Property Display* and you will return to the tabs where you can navigate to the same or another building.

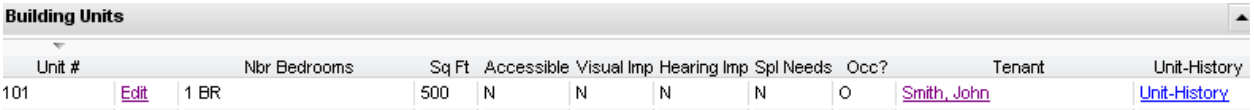
7. If a new household occupied the unit before 12/31/2010, report the move-in following the instructions for **Move-in**.

F. Reporting a Unit Transfer:

Report a Unit Transfer if a household has transferred from one HOME-assisted unit in the property to another. Do not report it as a move-out and a move-in.

Remember to report the activity in the order in which it occurred. For example, Household A, a longtime resident, was recertified in unit 101 on 6/1/2010. On 11/1/2010, Household A transferred to unit 202. First, report the recertification for Household A in unit 101, following the steps above for **Reporting an Annual Recertification**. Then report the transfer following instructions below.

1. Click on the *Buildings/Units* tab. Select the building, and in the *Building/Units* section you will see a status of "O" for occupied, under the heading "*Occ*?", followed by the tenant name.



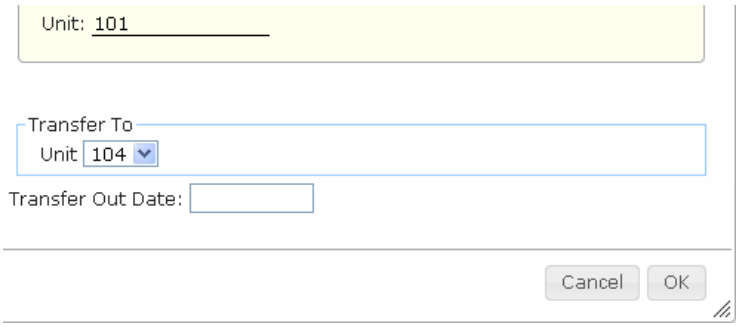
Building Units

Unit #		Nbr Bedrooms	Sq Ft	Accessible	Visual Imp	Hearing Imp	Spl Needs	Occ?	Tenant	Unit-History
101	Edit	1 BR	500	N	N	N	N	O	Smith, John	Unit-History

2. Click on the tenant name, and the information you reported for that household will reappear.

3. In the upper, right hand corner, click on the *Transfer Out* link.

4. A pop-up will appear, asking for the building and unit to transfer to, as well as the Transfer Out date. Using the arrows, select both the building and unit that the household has transferred to, and enter the date the household transferred out of the unit (or select the date from the pop-up calendar). Note that the system will not allow you to transfer a household into a unit that is already occupied. If you reported a household in the unit this household is transferring in to, you must first report the move-out of the prior household, following instructions above for **Reporting a Move-out**.



5. Click *OK*.

6. Now, click on *Return to Property Display* and you will be returned to the *Property Info* tab where you can navigate to the same or another building by clicking on the *Building/Units* tab.

7. If a new household occupied the now vacant unit before 12/31/2010, report the new move-in following the instructions above for **Reporting a Move-in**.

G. Correcting a Reporting Error:

1. If you discover that you have made an error in reporting, and/or you do not see the *Property Info*, *Building/Unit* or *Tenant* tabs, navigate to the >>*Property*>> link at the top of the page, below the Minnesota Housing logo.

2. Once you see the tabs, click on the *Tenants tab*.

3. You will see a list of the households you reported with their certification, recertification, move-in, move-out and/or transfer dates. Click on the tenant name for the household you wish to correct. The *Tenant Details* screen containing the most currently reported household information will appear.

4. To correct information except a Move-out or Transfer Date, click on the *Re-submit* link.

5. This will allow you to make corrections to the data reported. Note that you must click either the Initial Certification or Annual Recertification button and enter ***the same Effective Date as the incorrect record***. Entering the ***same Effective Date*** replaces the incorrect record. However, if you enter a different Effective Date, the system will see it as an additional (re)certification. This may cause confusion so please be careful! **IMPORTANT**: Do not use the resubmit button to report a new household in the same unit. This will cause problems in the CM System that can only be corrected by the HOME compliance officer. To report a new household, see instructions in section C, Reporting a Move-in/Initial Certification.

6. When finished, click the Save button at the bottom of the screen.

7. To correct a Move-out date, click on *Move Out* and a pop-up will appear where you can change the move-out date. When finished, click *OK*.

8. To correct a Transfer Out, click on *Transfer Out* and a pop-up will appear where you can change the unit the household transferred to, or the date. When finished, click *OK*.

H. Log Off:

When you are finished reporting to Minnesota Housing, click "*Log Off*" in the upper, right-hand corner of the screen. If you are unable to report all of your HOME units in one session, you may log in at any time and finish any remaining units.

After the February 15th reporting deadline the tenant information reported in the CM System and the completed, signed and submitted Deferred Loan Owner Certification will be reviewed to determine whether your property was HOME compliant in calendar year 2010. If any information is missing, incomplete or appears to be out of compliance, owner will receive a notice of noncompliance with an explanation of the findings and a short correction period with which to make corrections and submit evidence of correction.

You may log on to the CM System and report subsequent activity at any time. You do not have to wait until the next reporting deadline to enter compliance information. Please remember to always report activity in the order that it occurred.

I. Forgot Username or Password?

Contact a HOME Compliance Officer by calling 1-800-657-3701. A new Username and/or Password will need to be re-set by our Information Technology staff. You will be contacted with the new Username and/or Password when this process is complete.

J. Helpful Hints:

Fixed or Floating HOME Units: All HOME rental properties are designated as having fixed units or floating units. HOME Rental Rehab properties where 100% of the units are HOME-assisted are considered fixed unit properties. Unless otherwise specified in the property's legal documents, all other properties have floating HOME units. For information on maintaining rent & income compliance in fixed and floating units, please refer to the HOME Rental Rehabilitation Program Compliance Manual, available on Minnesota Housing's website.

Owners with more than one HOME-funded property: If you own more than one HOME-funded property monitored by Minnesota Housing you may see all of your properties on the tab titled *Properties*. Because the Username and Password are assigned to each unique owner, properties must be owned under the *same name* in order for more than one property to display with the same Username and Password. To see properties owned under different names you will need to login with the Username and Password assigned to the property owner. For example, you are general partner of ABC Partnership that owns Property A and XYZ Partnership that owns Property B. Even though you are general partner of both Property A and B, ABC Partnership and XYZ Partnership are different property owners; therefore, you need the

Username and Password for ABC Partnership to report on Property A, and the Username and Password for XYZ Partnership to report on Property B.

Utility Allowance: Utility Allowance is a required Household Characteristics field and is an estimate of tenant-paid utilities based on unit size and type. To find the Utility Allowances for your property, contact the local housing authority for your county or city. They should have a list of allowances broken down by each utility (electricity, gas heat, water, etc.) and unit size/type. Calculate your total Utility Allowance by adding the costs listed for any utilities paid by your tenant. For example, if all utilities are paid by the owner (not the tenant) except water ($15) and cooking gas ($19), the total Utility Allowance will be $34.

Initial Certification vs. Annual Recertification: When a new tenant first moves into the property, the owner must perform an initial certification of the tenant's income, which includes verification of income and assets. The initial certification can be used for Reporting a Move-In. Existing tenants need their incomes and data recertified on an annual basis. This information can be used for Reporting an Annual Recertification. Properties with more than a 5-year affordability period must verify income and assets for all re-certifications performed in every 6th year of the affordability period. For example, a property with a 20-year affordability period must verify income and assets in year 6, year 12, and year 18.

For more information on the process of performing tenant certifications, please refer to the HOME Rental Rehabilitation Program Compliance Manual, available on Minnesota Housing's website.