

HELPFUL HINTS FOR THE PROCESSING OF SPECIAL CLAIMS

Required Forms for all regular vacancy claims

A HUD FORM 52671-C signed and dated for each unit; **one original and one copy.**

A HUD FORM 52670-A part 2 signed and dated for each claim PACKAGE listing ALL units in the package; **one original and one copy.**

You only need to provide (1) copy for items listed below for a regular vacancy claim. **One copy for each unit submitted UNLESS otherwise noted.**

1. Copy of the waiting lists that shows the MOVE IN Tenant name(s). ONE copy of appropriate pages of waiting list for WHOLE PACKAGE is sufficient.
2. Documentation of Applicant contacts on the waiting list with the dates of contact and the applicant's response. This documentation should include the outcome of each contact (i.e., the unit number offered, applicants name, date applicant was contacted, response of applicant and the reason the unit was denied.) ONE copy for the WHOLE PACKAGE is sufficient. OR
3. IF unit is not filled from Waiting List - Documentation of Marketing Efforts such as advertisement of the availability of the unit, or invoices for advertising expenses that substantiate the date marketing occurred in accordance with the AFHMP. ONE copy for the WHOLE PACKAGE is sufficient. and;
4. Copy of the reconditioning unit log or other maintenance record for each unit showing:
 - Move out date
 - Start & finish of each process (painting, cleaning, maintenance, etc.)
 - Date the unit is ready for occupancy Date unit is re-rented
5. Copy of the signed Move In 50059 for the tenant that has vacated. If the move out is caused by a UNIT Transfer – the Move In 50059 from the unit VACATED must be submitted.
6. Documentation that the correct Security Deposit was collected. This would be a copy of the Original Lease (full lease does NOT need to be submitted; submit first page, security deposit page and signature pages only.) OR a copy of the tenant rent ledger card or a copy of the receipt(s) for security deposit.
 - ***If the owner did not collect from the tenant the maximum allowable security deposit the Special Claim for Vacancy will be adjusted accordingly.*** Example: \$200 security deposit should have been collected from tenant, \$50 was the actual amount collected. Any Special Claim for vacancy would be reduced by \$150.00 due to the difference between what should have been collected and what was collected.
7. A Copy of the Security Deposit Disposition notice sent to the tenant.

8. The required checklist for the claim type being submitted appropriately marked to show the contents of the special claims package for each unit.
9. If tenant was not receiving subsidy at time of move out, documentation showing the Reason for the Termination. Terminations due to Non Compliance issues will be eligible for Special Claims.
10. If the new move-in is for a Market Renter you would also provide a copy of the lease pages indicating the unit number and start date of occupancy. (This would apply only to regular vacancy claims).

Required forms for un-paid rent and/or tenant damages

A HUD FORM 52671-A signed and dated ONE for each unit, **one original and one copy**.

A HUD FORM 52670-A part 2 signed and dated for each claim PACKAGE listing ALL units in the package; **one original and one copy**.

You only need to provide (1) copy for items listed below for Un-paid rent/damage claim.

1. Copy of the signed Move In 50059 for the tenant that has vacated. If the move out is caused by a UNIT Transfer – the Move In 50059 from the unit VACATED must be submitted.
2. Documentation that the correct Security Deposit was collected. This would be a copy of the Original Lease (full lease does NOT need to be submitted; submit first page, security deposit page and signature pages only.) OR a copy of the tenant rent ledger card or a copy of the receipt(s) for security deposit.
 - a. ***If the owner did not collect from the tenant the maximum allowable security deposit the Special Claim for unpaid rent / damages will be adjusted accordingly.*** Example: \$200 security deposit should have been collected from tenant, \$50 was the actual amount collected. Any Special Claim for unpaid rent / damages would be reduced by \$150.00 due to the difference between what should have been collected and what was collected.
3. Certified letter to tenant detailing the unpaid rent and other charges, the disposition of the security deposit, a demand for payment, and notice to the tenant that failure to pay the sums due will result in the owner/agent hiring a collection agency to collect the debt. The letter MUST include a notice to the tenant that they have a right to discuss the charges with the owner/agent.
4. Documentation that the matter was turned over to a collection agency for collection and that the collection agency has attempted to collect the debt (i.e., a copy of the agency's first demand letter)
5. A Copy of the Security Deposit Disposition notice sent to the tenant. The notice should include:
 - move out date,
 - amount of security deposit collected,
 - amount of security deposit returned and
 - any charges withheld from the deposit.

6. Documentation that other charges that were due under the lease that demonstrates the charges were approved by HUD.
7. The required checklist for the claim type being submitted appropriately marked to show the contents of the claims package.

Additionally for DAMAGE CLAIMS the following items must be included:

8. Copy of the Move In and Move out Inspection reports.
9. The Owner/agent must certify the submitted claim is not the result of normal wear and tear or routine maintenance.
10. A repair cost breakdown that must include at least one of the following:
 - a. Invoices
 - b. Receipts
 - c. Owner/Agent certification
 - d. Other documentation acceptable by HUD or the CA.
 - e. The Owner/Agent must determine the useful life expectancy of replaceable items that have been damaged by the tenant.
11. Copy of the unit reconditioning log or other maintenance record for each unit showing;
 - Move out date
 - Start & finish of each process (painting, cleaning, maintenance, etc.)
 - Date the unit is ready for occupancy
 - Date unit is re-rented

If claim is for unpaid rent and other charges due under the lease for the same unit and tenant the claim for tenant damages must be calculated on the same form HUD 52671-A and filed as one claim.

If the tenant was not receiving subsidy at time of move out, submit documentation showing the Reason for the Termination. Terminations due to Non Compliance issues will be eligible for Special Claims.

- If a package is "INCOMPLETE" you will be notified in writing via fax, email or letter. This notification will state
 - the reason the claim is incomplete and
 - a date that the complete package is due.
- IF the complete package is NOT returned within 30 days of the date of the notification the claim will automatically be DENIED.

IMPORTANT: The claim period for all special claims is 180 days, there is no additional time provided with a re-submission of incomplete packages.

Once you have received the approval letter which includes the assigned Claim ID # and the month in which the claim will be paid, then and only then would you include that information on your voucher.