

**November 2025 General Management Review Discussion Points:**

- **Tenant Hotline**

We are excited to announce the launch of our PBCA Section 8 Tenant Call Hotline at Minnesota Housing. The purpose of this hotline is to take all incoming resident calls and emails in one location. Our main goal for the hotline is to streamline the process and maintain consistency. When residents ask for contact information for Minnesota Housing, please provide them with our hotline phone number and email.

- 651.297.3294
- [projectbasedsection8concerns.mhfa@state.mn.us](mailto:projectbasedsection8concerns.mhfa@state.mn.us).

- **Portfolio Updates:** The PBCA/HMO team has made some adjustments to the portfolios we manage for tenant calls and operational questions. The following chart outlines who you should contact based on the property name. Please visit [Property Managers](#) for specific contact information for each Housing Management Officer (HMO).

Dave Cole	18th & Clinton Townhomes	thru	Carlson Crossing Townhomes (fka Cloverdale)
Matt Portnoe	Cascade Apartments	thru	Dublin Park Apartments
Jes Christiansen	DUNEDIN, MONTREAL CLEVELAND (St Paul RAD)	thru	Fieldcrest Townhomes aka Times Estates
John Tasto	Fontaine Towers	thru	Heritage Prairie
Toy LeMay	Hickory Ridge	thru	Lewis Park Apartments
Mark Freeman	Liberty Plaza	thru	Millpond Apartments
Darrin Pieper	Minnetonka Heights	thru	Northside Terrace Apartments
Jes Christiansen	Northway A & B	thru	Pokegama Hotel (aka PHB Apartments)
Erin Koehler	Prairie Estates	thru	Riverview Manor Apartments
Jessica Mills	Robbins Landing	thru	Southview Terrace
Tori Plaisance	Spirit Lake Manor	thru	Walnut Place
Chris Engel	Warroad Senior Living Center	thru	Zumbrota Towers

- **Lease Addendums, Attachments, Agreement, Riders, Disclosures, etc.**

Any document that's intended use is to modify or add to the lease must be done in the form of an addendum (per the Handbook) and must be approved by HUD (per the Handbook). Going forward during MORs, documents that are seen to fit into this category shall be a finding with the following corrective action: To continue use, please submit all unapproved addendums/attachments in the tenant file(s) to HUD for approval. If not approved, remove from tenant file(s) and discontinue use. If language is not in conflict with the lease and/or applicable laws, it can be incorporated into house rules. In response, submit steps taken.

- **HOTMA implementation date**

HUD release notice [H-2025-03](#) on 5/29/2025 announcing that the HOTMA final rule compliance date has been extended to January 1, 2026.

- **HOTMA Partial Implementation**

Effective immediately, owners and agents are required to follow the guidance outlined in the HUD document linked below.

Owners who implement HOTMA prior to the release of TRACS version 203A and the release of updated forms must annotate tenant files with the following information:

1. Which HOTMA provisions were implemented
2. How the family's income, assets, and mandatory deductions were determined under the implemented HOTMA provisions; and
3. If applicable, what the tenant rent would have been under the pre-HOTMA rules, and the HOTMA tenant rent amount that was entered using the "rent override" function.

These requirements will be monitored during the management and occupancy review (MOR) process.

[HUD HOTMA FAQ Link](#)

[HUD Rent Override One-pager Link](#)

- **2026 COLA**

On October 24, 2025, the Social Security Administration (SSA) announced that a 2.8% cost-of-living adjustment (COLA) will be effective as of January 2026.

- **Utility allowance data collection:**

Utility data requested from utility companies continues to be a struggle and we are seeing long delays in the processing of funding renewals. While having tenants sign a release form and requesting the data from the utility company is an option, it is not the only option. HUD Notice [15-04hsgn.pdf](#) states that tenants must provide utility data and documentation if requested. We invite owners and management agents to follow the HUD guidance and request the data directly from the tenants to collect the information as quickly as possible. A combination of data from the utility company and data directly from the tenant is acceptable. Please refer to Housing Notice [15-04hsgn.pdf](#) as well as the accompanying Q & A document for more information on how to assist tenants in collecting this data.

---

## **Training Opportunities:**

### **Ross Business Development (RBD)**

<https://www.rbdnow.com/online-training>

**National Center for Housing Management (NCHM)**

<https://www.nchm.org/online-training/>

**Quadel**

<https://quadel.com/training-and-certification/online-training-calendar/>

**Minnesota Multi Housing Association (MHA)**

<https://www.mmha.com/Certifications>

<https://www.mmha.com/Online>

**US Housing Consultants**

[US Housing Consultants - Tax Credit & HUD compliance file audits](#)

---

**To view past issues of MOR Hot Topics, visit** <https://mnhousing.gov/home/rental-housing/property-managers/section-8-811-contracts>