



Asset Management Notice

To: All Owners and Managers

Notice # 2021-06

From: Bob Conroy, Director of Asset Management

Issued: May 10, 2021

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I. Emergency Broadband Benefit Open for Applications May 12, 2021

The FCC has announced an Emergency Broadband Benefit in which eligible participants can receive a monthly benefit of \$50 for broadband access and up to \$75 for households on qualifying tribal lands. Participants may also receive a one-time discount of up to \$100 towards the purchase of a laptop, tablet or desktop from a participating provider. More information can be found here: [Get Emergency Broadband](#)

Those who qualify may apply three ways:

- Contact your preferred participating broadband provider directly to learn about their application process.
- Go to GetEmergencyBroadband.org to apply online and to find participating providers near you.
- Call 833-511-0311 for a mail-in application, and return it along with proof of eligibility to:
Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742

II. TRACS Forum Implementation

The Office of Multifamily Housing Programs (MFH) is re-establishing the TRACS Forum to encourage information exchange between property owners and agents, contract administrators, state housing finance agencies, housing and community development researchers, academics, policymakers, and affordable housing practitioners.

MFH is deploying the TRACS Forum on Monday, May 17, 2021 and will post updates to the [HUD TRACS web page](#).



III. USDA Food Program

HUD encourages owners and property managers to share resources available to help families in your properties access food.

All children and teens 18 and under can find meals at locations throughout New England while schools are closed. A map and list of these locations can be found at <https://www.fns.usda.gov/meals4kids>

Residents may also find useful food-related information about the U.S. Department of Agriculture's Food and Nutrition Service's response to COVID-19, including SNAP, WIC, and Pandemic EBT at <https://www.fns.usda.gov/disaster/pandemic/covid-19>

In addition, if you are interested in having your property serve as a meal site, please contact Jessica Nieves at jessica.nieves@hud.gov to determine if your property is eligible and if there is a sponsor available to serve meals nearby.

IV. REAC to Substantially Increase Inspections June 1st 2021

On Friday, HUD Secretary Marcia L. Fudge announced that HUD will substantially increase housing inspections beginning on June 1, 2021. The Secretary also issued a letter to all Public Housing Agencies (PHAs) and Multifamily property owners/agents (POAs) regarding the importance of HUD physical inspections for ensuring the whole health and well-being of the households we serve.

HUD has developed inspection protocols in consultation with the Centers for Disease Control and Prevention (CDC) to minimize the risk of COVID transmission for all parties to an inspection including residents, inspectors, and PHA/POA property representatives. HUD's Real Estate Assessment Center (REAC) will notify PHAs and POAs of its detailed plans for increasing inspections of both Public Housing and Multifamily properties.

Attachment: Asset Management Multifamily Section 8 Scoop

Please note that MaineHousing provides notices as a service to our partners. Notices are not intended to replace ongoing training and do not encompass all compliance and regulatory changes that may occur on the wide arrange of housing programs in which we work. MaineHousing recommends partners establish an ongoing training program for their staff.

MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, physical or mental disability, age, familial status or receipt of public assistance in the admission or access to or treatment in its programs and activities. In employment, MaineHousing does not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, age, physical or mental disability or genetic information. MaineHousing will provide appropriate communication auxiliary aids and services upon sufficient notice. MaineHousing will also provide this document in alternative formats upon sufficient notice. MaineHousing has designated the following person responsible for coordinating compliance with applicable federal and state nondiscrimination requirements and addressing grievances: Louise Patenaude, Maine State Housing Authority, 353 Water Street, Augusta, Maine 04330-4633, Telephone Number 1-800-452-4668 (voice in state only), (207) 626-4600 (voice) or Maine Relay 711.



May 2021

Asset Management Multifamily Scoop

Cyber Awareness Challenge 2021

Please be advised the Cyber-Awareness Challenge, which is required for EIV users to satisfy annual online security training, has changed locations. The training, now titled “Cyber Awareness Challenge 2021,” is located at <https://public.cyber.mil/training/cyber-awareness-challenge/>. The link provided in HUD Handbook 4350.3, REV-1, paragraph 9-20.A is no longer valid. EIV users must complete this training annually and print and maintain the Certificate of Completion provided.

The link to the EIV Security Awareness Training is currently not available. Our IT Department has reached out to DOD – Fort Meade and they are aware of this issue with their site and are working on it, however, they have no idea when it will be resolved. In the interim, Owner/Agent’s should document their attempt to obtain training for new staff or for staff who’s certificates have expired and attempt to log in on a weekly basis.

Income Exclusions & Updated COVID Multifamily Guidance

As a reminder HUD does not consider temporary income in rent calculations. HUD recently issued a [bulletin](#) regarding an update of the COVID Multifamily Guidance & temporary payments created in The 2021 Consolidated Appropriations Act (2021 Appropriations) and the American Rescue Plan of 2021 (ARP). Specifically mentioned are additional unemployment benefits and the Advance payment of the Child Tax Credit.

Recent MREMA Training Resources

MaineHousing recently provided a training on the Management and Occupancy Review process to the Maine Real Estate Managers Association. As part of that training a toolbox was created with a wealth of information to assist our partners interpret and apply HUD regulations, notices and guidance. The toolbox can be found [on our website](#) under the Trainings and Webinar Section. The toolbox includes a wealth of information and we highly recommend taking time to look through the information. Of particular interest are the following:

[HUD 9834 Addendum A Reference Guide](#)
[Other Resources HUD Handbooks and Weblinks](#)

Resident Services and Annual Unit Inspections

On May 7th a member of the Asset Management team participated in a national call with National Affordable Housing Management Association (NAHMA). During the call members are encouraged to share their challenges, successes, and best practices for navigating property management during the Covid-19 pandemic.

One Owner/Agent shared they have begun conducting the 2021 annual unit inspections. As part of their protocol, they requested the assistance of the Resident Service Coordinator (RSC) to accompany the inspection team. The RSC was able to work with the tenants to identify if any had behavioral health needs. In this particular instance, it was stated that 60% of tenants had some level of a behavioral health need that the RSC was able to assess.

The second benefit to having the RSC attend the unit inspections was their interaction with the tenant in regards to the tenant's access to food and basic supplies. The RSC identified that a significant amount of the tenant population did not have adequate food and/or supplies.