



INVESTING IN COMMUNITIES

**MULTIFAMILY REVENUE BOND PROGRAM  
WEBSITE REPORTING  
PROCEDURES & INSTRUCTIONS  
August 2013**

# WEBSITE REPORTING PROCEDURES & INSTRUCTIONS

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# **SACRAMENTO HOUSING AND REDEVELOPMENT AGENCY (SHRA)**

## **MULTIFAMILY REVENUE BOND PROGRAM**

### **WEBSITE REPORTING PROCEDURES & INSTRUCTIONS**

#### **1. OVERVIEW**

##### **1.1. Purpose**

The purpose of this document is to provide Developers, Property Managers and Compliance Managers (“Users”) with an instructional, procedures guide that will give Users of the SHRA Bond Website Reporting System (BWRS) a written guide to follow when completing the monthly Multifamily Revenue Bond Program reports. SHRA has designed the BWRS to assist Users to more efficiently complete the Multifamily Revenue Bond Program monthly reports. Additionally, the BWRS is designed to be consistent with the current bond reporting procedures, forms and regulatory requirements including:

- Bond Report format
- Affordable Rents
- Affordable Income levels
- Certification documents
- Head of Household information
- Race/Ethnicity make-up
- Income Sources
- Income calculation sheet
- Certificate of Continued Program Compliance
- Income Computation and Certification
- Tenant Income Certification (TIC) form
- Income Qualification

#### **2. USER DESIGNATIONS**

##### **2.1. User Agreement**

New users will be requested to accept the Website User Agreement (“Agreement”) when registering for an account on the BWRS (Exhibit A). Users are asked to accept the Agreement without modification and are bound by all terms and conditions. This Agreement includes all terms, conditions, notices, provisions and applicable usage guidelines related to use of the BWRS. When you create an account on the BWRS, you must provide true, accurate and complete registration information. A User that does not agree with these terms and conditions may not use or access the BWRS.

## 2.2. SHRA Admin

SHRA is the administrator of the BWRS and will administer the accounts of designated management company contacts. Administration of the BWRS accounts includes log in/password set-up, website property set-up, affordable income/rents, and monthly bond report compliance. Prior to start-up, management companies will be contacted by an SHRA Admin representative to inform them who will be administering their account.

## 2.3. Corporate User

Each management company will inform the Agency of a central contact person who will be responsible for the monthly bond report(s). This designated person's log-in identification will be as a "Corporate User", and is to be a management company staff person with a job title and responsibilities of a Compliance Manager, or a Regional Manager. As the Corporate User, this designated person is responsible for reviewing the report(s) for accuracy, facilitating any corrections necessary to the reports, and posting the bond reports to the website by the 15<sup>th</sup> of each month. Additionally, the Corporate User is responsible for overseeing the reporting of the "Property Management Users" for companies with multiple properties.

## 2.4. Property Management User


Management Companies with multiple properties may have multiple persons completing the bond reports. In this case, the Corporate User is to select persons to be designated as a Property Management User. This staff person will be using the system to complete the bond reports. The Corporate Users are responsible for the log ins/passwords of the Property Management Users.

## 3. **SHRA ADMINISTRATION - CORPORATE USER SET-UP**

Once a management company has designated a contact to be the Corporate User, SHRA Admin will assign a log in and password to the Corporate User. Upon receipt of the log in and password you may log into the site. Corporate User passwords can be changed so that it is exclusive to your company account.

## 4. **HOW TO LOG IN**

Step 1. Go to <http://compliance.shra.org/>

Step 2. Enter a valid User name and password and click  button.






The screenshot shows the login page for the SHRA Multifamily Housing Program Property Manager Site. At the top left is the SHRA logo, which features a stylized house with two figures inside. To the right of the logo, the text "MULTIFAMILY HOUSING PROGRAM" and "PROPERTY MANAGER SITE" is displayed. Below this is a navigation bar with links: "Home", "Properties", "My Account", "Reports", and "Logout". The main content area contains a login form with two input fields: "User Name:" and "Password:". Below these fields is a checkbox labeled "Remember me next time." and a "Log In" button. At the bottom of the form, there is a link that says "Forgot Username or Password?".

Step 3. Click on the box next to “Remember me next time” to enable the system to automatically fill-in your User name (Note: this may not function due to your internet browser cache).

Step 4. Invalid Password or User Name

#### 4.1. Invalid password

If your password does not provide you access to the site, click [Forgot Username or Password?](#) link. Enter your email address and click  button. Password reset instructions email will be sent to you from noReply@shra.org. Read the directions to click on the URL (or copy and paste the URL on your internet browser) provided within the email.

The link provided in the email will take you back to the Site. Enter your new password and click  button. When this message appears: “Your password has been successfully changed” click [Login](#) link. Enter your User name and new password and click  button.

*Note: You will receive an email within 5-10 minutes. Also, check your spam inbox.*

#### 4.2. Invalid User Name

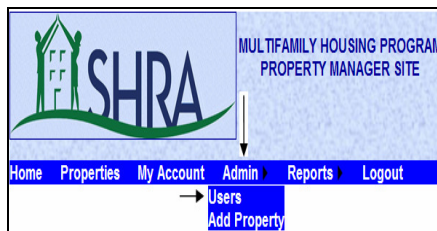
Corporate Users with an invalid User name must contact SHRA Admin to provide a valid User name. Property Management Users must contact Corporate Users for a valid User name.

## 5. PROPERTY MANAGEMENT USER SET-UP

The Corporate User is responsible for adding Property Management Users that will complete the bond reports. Corporate Users may add Property Management Users using the following steps:

Step 1. Corporate User must log in using correct User Name and password. On the toolbar above the Properties Queue, click on “Admin”.

Step 2. From the “Admin” dropdown list, click “Users” and a screen will appear with an Add User link on the left side.



Step 3. Click Add User link.



Step 4. A page will appear requesting the new User information. All of the information on this page must be completed in order for the information to be saved with the exception of a secondary phone. Once complete click Save link.

MULTIFAMILY HOUSING PROGRAM  
PROPERTY MANAGER SITE

### My Account

Name:

Title:

Company:

Address:

City:

State:

Zip:

Primary Phone:

Secondary Phone:

Email:

User Role:

Corporate User:

User ID:

[Save](#) [Cancel](#)

## 6. CORPORATE USER ASSIGNMENT OF PROPERTIES

When a Corporate User assigns a property to a Property Management User the following steps must be followed.

Step 1. Place your mouse pointer over “Admin” on the toolbar at the top of the page, and click “User” from the dropdown list. The new User information will appear.

Step 2. Click on Properties and you will see the Manage Property Access table. You may now check the box that corresponds to the property that will be assigned to the Property Management User.

MULTIFAMILY HOUSING PROGRAM  
PROPERTY MANAGER SITE

Home Properties My Account Admin Reports Logout

Welcome Admin

Users Queue

[Add User](#)

	User Name	Password	Email	User Role	Properties
<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">ABC</a>			user@shra.org	Management Company	<a href="#">Properties</a>



**Manage Property Access**

☒ 1257 B Street

☒ 14112-14116 Market Street

☒ 1500 Q Street

☒ 1510 O Street

☒ 1519 F Street

☒ 17th Street Commons

☒ 188 Santiago

[Save](#) [Cancel](#)

Step 3. Once the new User and property(s) have been added, the Corporate User must give the new Property Management User a log in and alert to change the password.

## 7. PROPERTIES QUEUE

The Properties Queue displays the properties a User can access, and complete updates to existing units. To access the Properties Queue use the following steps:

Step 1. Log in using the correct User ID and password.

Step 2. The Properties Queue will display the properties you are designated to view. The queue will display, Property Name, Units link, Property link and a CCPC link.

Properties Queue			
123			
18th & L	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
3310 Apartment Homes	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Acacia Meadows	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Antelope Ranch	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Ardenaire	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Arlington Creek	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Asbury Place	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Ashford Heights	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Ashford Park	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Atrium Court	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Bent Tree	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Breckenridge Village	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Broadway	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
California Place	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Carlton Plaza	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Casa de Angelo	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Cascades (The)	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Chesapeake Commons	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Clover Ridge	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Copperstone I Family	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Corsair Senior	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Cottage Estates	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Countrywood	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Creekside Village	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Fair Oaks Towers	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Florin Meadows	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Fremont Mews	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Greenbriar	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Greenfair Towers	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Hallmark	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
123			

*NOTE: In the case where a property needs to be added to or removed from a queue, SHRA Admin will add or remove the property within the Corporate User's portfolio*

Step 3. Click on [Property](#) link to view all of the relevant information pertaining to the specific multifamily property. The fields for the Contact and Regulatory Agreement Information have been completed by SHRA Admin.

Note, at this time the Affordability Schedule is not activated.

CONTACT & REGULATORY INFORMATION				
Property Name:	ABC Apartments			
Property Name (AKA):				
Street Address:	123 A Street			
City:	Sacramento			
Zip Code:	95814			
Web Report Contact:	Smith ▾			
Title:	Compliance Director			
Company:	ABC Company			
Phone Number and Alternate Number:	916-555-1234	916-555-4321		
Email Address:	user@shra.org			
Borrower Name:	ABC Company, LLC			
Trustee:	BNY Western Trust			
Bond Issuance Date and Title:	6/28/1999	Issue A-1, A-2, A-3		
Regulatory Agreement Date:	6/15/1999			
Loan Agreement Date:	6/15/1999			
No. of BOND Units:	20			
No. of Other Assisted Units:	80			
No. of Market Units:	0			
Total No. of Residential Units:	100			

AFFORDABILITY SCHEDULE				
	Bedroom Size	No. of Units	Unit Designation	Maximum Gross Rent
<a href="#">Delete</a>	1 ▾	5	50% ▾	761.00
<a href="#">Delete</a>	2 ▾	5	50% ▾	856.00
<a href="#">Delete</a>	3 ▾	5	50% ▾	951.25
<a href="#">Delete</a>	4 ▾	5	50% ▾	1027.50
<a href="#">Add</a>	SRO ▾		None ▾	
	<b>Total No. of Units</b>	<b>20</b>		

Step 4. To view the Unit information from the Properties Queue click on the [Units](#) link. This page is the Unit Listing Page and lists all current bond units with tenant names in ascending order by unit number. Also fields that may be accessed from this page are the [Rent](#) and [Bedroom Size](#) links.

## MULTIFAMILY HOUSING PROGRAM PROPERTY MANAGER SITE

[Home](#) [Properties](#) [My Account](#) [Admin](#) ▶ [Reports](#) ▶ [Logout](#)

### ABC Apartments

[Add Unit](#)

		<u>Unit No.</u>	<u>Bedrooms</u>	<u>Tenant (Last Name)</u>	<u>Rent</u>
<a href="#">Edit</a>	<a href="#">Delete</a>	1	3	Black	951.00
<a href="#">Edit</a>	<a href="#">Delete</a>	2	4	Yellow	1027.00
<a href="#">Edit</a>	<a href="#">Delete</a>	3	1	White	713.00
<a href="#">Edit</a>	<a href="#">Delete</a>	4	2	Rainbow	856.00
<a href="#">Edit</a>	<a href="#">Delete</a>	5	1	Blue	713.00
<a href="#">Edit</a>	<a href="#">Delete</a>	6	2	Pink	856.00
<a href="#">Edit</a>	<a href="#">Delete</a>	7	4	Turquoise	1027.00
<a href="#">Edit</a>	<a href="#">Delete</a>	8	2	Gray	856.00
<a href="#">Edit</a>	<a href="#">Delete</a>	9	3	Green	951.00

## 8. UNIT DETAILS INFORMATION

Each Corporate and Property Management User is responsible for completing the Unit Details information for the bond program participants:

Step 1. From the Properties Queue, select a property that needs to be updated. Click directly on the unit number to modify household and unit information.

17th Street Commons			
HOUSEHOLD INFORMATION		UNIT INFORMATION	
Head of Household Last Name:	<input type="text"/>	Unit No.:	<input type="text"/>
Social Security No.:	<input type="text"/>	Bedroom Size:	0 <input type="button" value="v"/>
Move-In Date:	<input type="text"/>	Unit Designation:	None <input type="button" value="v"/>
Move-Out Date:	<input type="text"/>	Tenant Rent:	0 <input type="text"/>
Recertification Due Date:	<input type="text"/>	Utility Allowance:	0 <input type="text"/>
Recertification Effective Date:	<input type="text"/>	Subsidy: (if applicable)	0 <input type="text"/>
Recertification Completed Date:	<input type="text"/>	Gross Rent:	\$0 <input type="text"/>
Household Size:	1 <input type="button" value="v"/>	SHRA Funding Programs:	
Household Gross Annual Income:	<input type="text"/>	<input type="checkbox"/> Bond	<input type="checkbox"/> HOME
Household Type: (drop down list, select one only)	None <input type="button" value="v"/>	<input type="checkbox"/> CDBG	<input type="checkbox"/> Housing Trust Fund
Race/Ethnicity of the Head of Household: (drop down list, select one only)	None <input type="button" value="v"/>	<input type="checkbox"/> Deferred Rehabilitation Loan	<input type="checkbox"/> Inclusionary Housing
Source of Income:		<input type="checkbox"/> Tax Credit (Apply 140% Rule)	<input type="checkbox"/> HCV
<input type="checkbox"/> Employment	<input type="checkbox"/> SSA	<input type="checkbox"/> Pension	<input type="checkbox"/> Alimony
<input type="checkbox"/> Self-Employed	<input type="checkbox"/> AFDC/TANF/CalWorks	<input type="checkbox"/> Unemployment	<input type="checkbox"/> Recurring Gift
<input type="checkbox"/> Own Business/Indep. Contr.	<input type="checkbox"/> GA	<input type="checkbox"/> VA	<input type="checkbox"/> Assets
<input type="checkbox"/> SSI	<input type="checkbox"/> Disability	<input type="checkbox"/> Child Support	
Other Funding Programs:			
<input type="checkbox"/> Tax Credit (Apply 140% Rule)			
<input type="checkbox"/> HCV			
<input type="checkbox"/> Shelter + Care			
<input type="checkbox"/> Mental Health Services Act			
<input type="checkbox"/> Tax Increment			
UPLOAD FILES			
CC File	<input type="text"/>	<input type="button" value="Browse..."/>	
TIC File	<input type="text"/>	<input type="button" value="Browse..."/>	
AICS File	<input type="text"/>	<input type="button" value="Browse..."/>	
<input type="button" value="Upload Files"/>			
<a href="#">Save</a> <a href="#">Cancel</a>			
<a href="#">Back to Units Listing</a>			

Step 2. The Unit Details screen is divided into two (2) primary sections that must be completed.

### Section 1: HOUSEHOLD INFORMATION

- **Head of Household Last Name**  
Must complete using Head of Household last name.
- **Social Security Number (SSN)**  
Provide last four (4) digits of the Head of Household SSN. If no SSN, use 9999.

*Note: SHRA is collecting the last four (4) digits of the SSN for identification purposes only.*

- **Move-In Date**

Must complete using the date of move-in as listed on the lease agreement.

- **Move-Out Date**

Must complete using the date the resident vacated the unit.

- **Recertification Due Date**

Will automatically update using the anniversary move-in date.

- **Recertification Effective Date**

The Recertification Effective Date field is for Users to enter manually but does not affect any of the move-in or recertification date fields for compliance. The field is available for Users to complete by entering a date that may alert management staff of the date the annual recertification is to be completed.

*Note: Do not enter a date in this field for move-ins; otherwise, an error message will appear: "Invalid Recertification Effective Date." Only complete on recertification.*

- **Recertification Completed Date**

This field will automatically change anytime the Household Gross Annual Income is updated.

- **Household Size**

Must be complete using the number of household members that are listed on the Income Computation and Certification (ICC) form, or the Tenant Income Certification form (TIC). Click on the dropdown list to select household size.

- **Household Gross Annual Income**

Must be completed using the gross annual income of all members of the household who are 18-years of age or older and asset income and benefits of minors.

- **Household Type**

Must complete by clicking on one of dropdown options of Household Type designations:

1. Single/Non-Elderly
2. Elderly
3. Single Parent
4. Two Parents
5. Other

- **Race/Ethnicity**

Must complete by clicking on one of the dropdown options of the Race/Ethnicity designations, which is Consistent with TCAC designations:

1. White
2. Black/African American
3. American+ Indian/Alaska Native
4. Asian
5. Native Hawaiian/Pacific Islander
6. Other
7. Hispanic
8. Did not respond

- **Source(s) of Income**

Must complete by checking one or more of the boxes indicating the households income source(s) for all members 18-years of age or older and asset income and benefits of minors.

1. Employment
2. Self-Employed
3. Own Business/Independent Contractor
4. SSI
5. SSA
6. AFDC/TANF/CalWorks
7. GA
8. Disability
9. Pension
10. Unemployment
11. VA
12. Child Support
13. Alimony
14. Recurring Gift
15. Assets

The Legend Resource Form will provide all relevant coding for the above listed fields (Exhibit B)

## Section 2: UNIT INFORMATION

- **Unit Number**

Must complete using the unit number of the Apartment as labeled on the door or building.

- **Bedroom Size**

Must complete by selecting the number of bedrooms in the unit.  
(Square footage and bathrooms are not included)

- **Unit Designation**

Must complete by clicking on one of the dropdown percentage of median income level designations.

- **Tenant Rent**

Enter the tenant rent. For tenants with a rental subsidy, enter the tenant portion of the rent payment.

- **Utility Allowance**  
The utility allowance is the allowance pre-approved by SHRA based on the published Housing Authority utility allowance schedule.
- **Subsidy** (if applicable)  
Must complete by entering the amount of subsidy provided by the Housing Authority or HUD.
- **Gross Rent**  
The field for the gross rent will automatically calculate from the tenant rent plus the utility allowance. If a subsidy is entered, the field for the gross rent will automatically calculate from the tenant rent plus the subsidy. The gross amount must not exceed the Bond or TCAC Gross Rent Limits as listed on the Legend Resource Form (Exhibit A).
- **SHRA Funding Programs**  
Must complete by checking the box next to Bond.

**SHRA Funding Programs:**

☒ Bond

- **Other Funding Programs**  
If applicable, must complete by checking box.
  1. Tax Credit (Apply 140% Rule)
  2. HCV
  3. Shelter Plus Care

## 9. **ADD A NEW MOVE-IN**

When adding New Move-In:

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the property for the new move-in.

Step 3. Table displays with Edit, Delete, Unit No., Bedrooms, Tenant Last Name and Rent.

Step 4. On the Unit Listing page, click Add Unit link.





MULTIFAMILY HOUSING PROGRAM  
PROPERTY MANAGER SITE

[Home](#)
[Properties](#)
[My Account](#)
[Admin](#)
[Reports](#)
[Logout](#)

↓

ABC Apartments

[Add Unit](#)

		Unit No.	Bedrooms	Tenant (Last Name)	Rent
<a href="#">Edit</a>	<a href="#">Delete</a>	1	3	Black	951.00
<a href="#">Edit</a>	<a href="#">Delete</a>	2	4	Yellow	1027.00
<a href="#">Edit</a>	<a href="#">Delete</a>	3	1	White	713.00
<a href="#">Edit</a>	<a href="#">Delete</a>	4	2	Rainbow	856.00
<a href="#">Edit</a>	<a href="#">Delete</a>	5	1	Blue	713.00
<a href="#">Edit</a>	<a href="#">Delete</a>	6	2	Pink	856.00
<a href="#">Edit</a>	<a href="#">Delete</a>	7	4	Turquoise	1027.00
<a href="#">Edit</a>	<a href="#">Delete</a>	8	2	Gray	856.00
<a href="#">Edit</a>	<a href="#">Delete</a>	9	3	Green	951.00

Step 5. You are now in the Unit Details screen. Click on Edit and complete all of the fields on the screen.

Step 6. Be sure to click on the box next to Bond under the heading of SHRA Funding Programs.

SHRA Funding Programs:

☒ Bond

Step 7. Click [Save](#) link at the bottom of the page to secure new household and unit information .

#### 9.1. Upload ICC or TIC and AICS/Income Calculation form

For Bond Program reporting, all new move-ins must have a completed Income Computation and Certification (ICC) form or a Tenant Income Certification (TIC) form, and an Agency Income Calculation Sheet (AICS), or an Agency approved income calculation form from the management company. The following steps must be used to upload these forms for posting with the bond report.

UPLOAD FILES

ICC File  [Browse...](#)

TIC File  [Browse...](#)

AICS File  [Browse...](#)

[Upload Files](#)

[Update](#)
[Cancel](#)
[Back to Units Listing](#)

Step 1. From the Unit Details screen click Edit link at the top or bottom of the page. At the bottom of the page, locate and click [Browse...](#) button with the corresponding ICC or TIC and AICS/Income Calculation form. Documents from your PC are displayed.

Step 2. Locate, select, and click on the completed move-in reporting document. Once selected, click [Upload Files](#) button at the bottom left side of the screen.

*Note: Due to limited space on the web server, upload 1 page for the ICC or up to 3 pages of the TIC and all pages of the AICS/Income Calculation forms.*

Step 3. The field adjacent to the Browse tab will display the file directory. A message displays in “red” indicating the status of the 3 categories of files. “Uploaded file:” ICC or TIC, or AICS/Income calculation. See examples below:

#### **TIC and AICS/Income Calculation form Upload**

UPLOAD FILES		
ICC File	<input type="text"/> <a href="#">Browse...</a>	No file has been selected for upload...
TIC File	<input type="text"/> <a href="#">Browse...</a>	Uploaded file: TIC_ABC Apts_Gray #8.pdf
AICS File	<input type="text"/> <a href="#">Browse...</a>	Uploaded file: AICS_ABC Apts_Gray #8.xls
<a href="#">Upload Files</a>		
<a href="#">Update</a> <a href="#">Cancel</a> <a href="#">Back to Units Listing</a>		

#### **ICC and AICS/Income Calculation form Upload**

UPLOAD FILES		
ICC File	<input type="text"/> <a href="#">Browse...</a>	Uploaded file: ICC_ABC Apts_Green #9.pdf
TIC File	<input type="text"/> <a href="#">Browse...</a>	No file has been selected for upload...
AICS File	<input type="text"/> <a href="#">Browse...</a>	Uploaded file: AICS_ABC Apts_Green #9.xls
<a href="#">Upload Files</a>		
<a href="#">Update</a> <a href="#">Cancel</a> <a href="#">Back to Units Listing</a>		

Step 4. To send selected files to the website, click Update at the bottom of the screen. Upon completion of the upload, you will be returned to the Unit Listing page

Step 5. Click on the unit(s) with uploaded files. Click TIC or ICC link, as well as the AICS link to view the appropriate documents uploaded by the User(s).

*Note: These files will be automatically removed from the site 60 days after uploading.*

## 9.2. AICS/Income Calculation form

When using the AICS form, the household gross annual income will auto-populate the household gross annual income field on the Unit Details screen. If not using the AICS, the household gross annual income from the Agency approved income calculation form must be entered manually.

## 10. ADD A UNIT

### 10.1. Existing Unit

When adding an existing unit to the ongoing residents, the following procedures must be applied:

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the property that needs an added unit.

Step 3. From the Unit Listings table click on the Add Unit link. You are now in the Unit Details screen.



Step 4. Complete all of the fields of the Unit Details screen to add the new unit. With the exception of Move-out date, Recertification Due Date, Recertification Effective Date and Recertification Completed Date.

Step 5. Click Save link at the bottom of the page to secure new unit/record information.

### 10.2. Vacant Retained or Dropped Unit

When adding a vacant retained or dropped unit, the following procedures must be applied:

Step 1. Complete steps 1 through 3 above.

Step 2. In the Unit Details screen, locate the Household Size, click the dropdown list and select Vacant Retained or Dropped.

Step 3. Enter the tenant's Move-Out Date or the date the unit is no longer designated as a Bond unit.

Step 4. Locate the Sources of Income, uncheck any of the boxes that indicate the household's source(s) of income.

Step 5. Locate Unit Designation, and using the drop down list select the correct AMI percentage for the unit designation.


Step 6. Click Save link at the bottom of the page to secure new unit/record information.

#### 11. **DELETE A UNIT**

When deleting a unit from the existing ongoing residents the following procedures must be applied:

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the property with the unit(s) to be deleted.

Step 3. Locate the unit that you wish to delete and click Delete link. A message box will display asking "Are you sure you want to delete this unit?" Click  button to confirm.

*NOTE: The unit will be deleted from the unit listing, as well as the Ongoing Tenants category of the Bond Report.*

#### 12. **ANNUAL RECERTIFICATION**

When completing an annual recertification the following steps must be followed:

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the unit for the annual recertification.

Step 3. Table displays with Edit, Delete, Unit No., Bedrooms, Tenant Last Name and Rent.

Step 4. On the Unit Listings page select the Unit No. for which the annual recertification is to be completed. You will enter the Unit Details screen of the unit to be recertified.

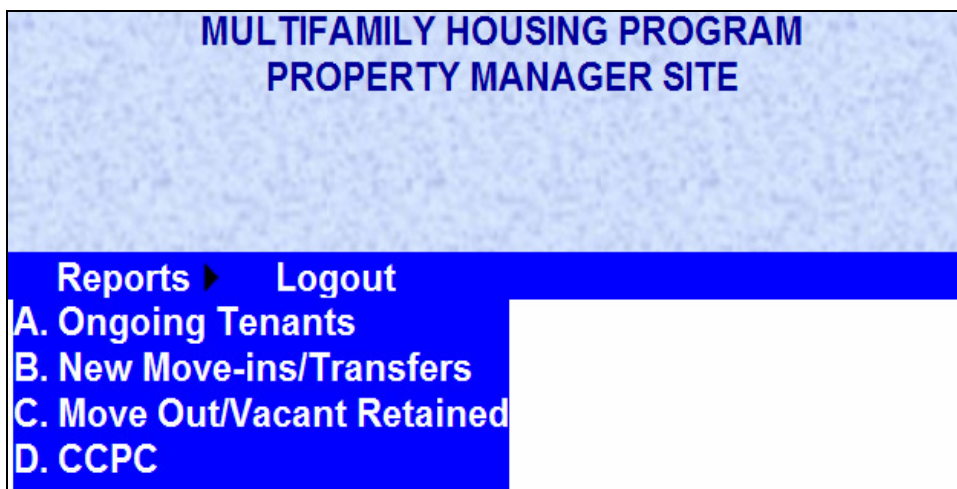
Step 5. From Unit Details screen of the unit being recertified click Edit link at the top or bottom of the page. The categories are now editable (Insert Mode).

Step 6. Edit all household information pertaining to any changes for the annual recertification. Be reminded, the recertification may include changes to the Household Information as well as the Unit Information so be sure to view the fields in each section when editing.

Step 7. Once all changes have been made, recheck to make sure that the annual income is consistent with the Unit Designation's AMI percentage. Also, make sure that the Bond check box is checked, and that the Source(s) of Income check boxes have been completed. If the resident reports no income make sure to select the "No Income Reported" check box.

Step 8. Click on the Update link at the bottom of the page to secure the annual recertification changes.

Step 9. To view the changes made for the annual recertification select the Reports link from the toolbar on top of each screen. From the drop down selection click on section of the Bond Report you wish to review (A, B, C or D). Once you have selected the section click on the Select Property link above the toolbar. When selected, to view the report of the property selected click on the Show Report button to the right of Select Property tab.



### 13. ANNUAL RECERTIFICATION DATES

The Unit Details page has three (3) dates which affect the annual recertification compliance: 1) Move-in Date; 2) Recertification Due Date; and 3) Recertification Completion Date. When completing the annual recertification, each of these dates must be consistent with the correct recertification timeline (month and year) to be in compliance with the annual recertification.

#### 13.1. Move-in Date

The Move-in date is the original date that the tenant moved into the unit. This date is not to change unless the resident is residing in a non-bond unit at the property, and transfer to a bond regulated unit. Or, the resident is income eligible for the bond program and management re-designates the unit as a new bond assisted unit. In each of these instances the tenant's move-in income must be adjusted to the date they become a bond tenant, which will then set the move-in and recertification due date.

#### 13.2. Recertification Due Date

The Recertification Due Date field is automatically populated based on the anniversary date of the Move-in date. The annual recertification must be completed within the month of the anniversary due date.

*Example: An annual recertification due 1/12/13 and completed 1/30/13 will not be cited as noncompliant (late) for the Bond Program documentation requirements, as long as it was completed within the month of the annual recertification due date.*

#### 13.3. Recertification Completion Date

The Recertification Completion Date field is auto-populated based on the date in which the annual income is changed for the annual recertification. If the date of the income change is not within the month of the anniversary move-in date then a **red text** message will appear indicating non-compliance.

*Note 1: If there is no change in the annual income, Users must still re-enter the existing income in order for the Recertification Completion Date field to activate the Recertification Due Date for the next year and show compliance.*

*Note 2: The Recertification Effective Date field is for Users to enter manually but does not affect any of the move-in or recertification date fields for compliance. The field is available for Users to complete by entering a date that may alert management staff of the date the annual recertification is to be completed.*

## 14. UNIT UPDATES

For Users to update an existing unit's status the following steps must be followed:

#### 14.1. Rent Update from Unit Listings screen:

To update the rent of one or more units from the Unit Listing screen, the following steps must be completed:

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the property with the unit(s) that needs to be updated.

Step 3. Unit Listings screen appears with Edit, Delete, Unit No., Bedrooms, Tenant Last Name and Rent. Click Edit link of the unit you wish to change rent.

Step 4. Locate the Rent column and change the rent to the amount needed.

Step 5. Click Update link to save the change.

ABC Apartments					
<a href="#">Add Unit</a>		Unit No.	Bedrooms	Tenant (Last Name)	Rent
<a href="#">Edit</a>	<a href="#">Delete</a>	1	3	Black	951.00
<a href="#">Update</a>	<a href="#">Cancel</a>	<a href="#">Delete</a> 2	4	Yellow	1027.00
<a href="#">Edit</a>	<a href="#">Delete</a>	3	1	White	713.00
<a href="#">Edit</a>	<a href="#">Delete</a>	4	2	Rainbow	\$56.00
<a href="#">Edit</a>	<a href="#">Delete</a>	5	1	Blue	713.00
<a href="#">Edit</a>	<a href="#">Delete</a>	6	2	Pink	\$56.00
<a href="#">Edit</a>	<a href="#">Delete</a>	7	4	Turquoise	1027.00
<a href="#">Edit</a>	<a href="#">Delete</a>	8	2	Gray	\$56.00
<a href="#">Edit</a>	<a href="#">Delete</a>	9	3	Green	951.00

*Note: if the rent change re-designates a unit's AMI level then you must go into the Unit Details page and change the Unit Designation to coincide with the increased or lowered rent.*

This procedure may also be used to make changes from the Unit Listing screen for the Bedroom Size, Tenant Last Name and Unit No. However, make sure to review the Unit Details screen for any changes made from the Unit Listing screen.

*Note: Some changes may affect certain fields that must be updated in order to save the new information.*

#### 14.2. Unit Details Update:

To update all unit characteristics from the Unit Details screen, Users must complete the following steps:

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the property with the unit(s) to be updated.

Step 3. Table displays with Unit No., Bedrooms, Tenant Last Name and Rent.

Step 4. Click on the Unit number to open to a Unit Details screen.

Step 5. Select the Edit link at the top or bottom of the screen. You may now edit the information directly in any of the specified fields.

*Note: Be advised, for some of the field changes, if information is changed, information in some of the other fields must also be changed to save and update the record.*

ABC Apartments			
HOUSEHOLD INFORMATION		UNIT INFORMATION	
Head of Household Last Name:	Black	Unit No.:	101
Last 4 Digits of Social Security No.:	9999	Bedroom Size:	2
Move-In Date:	05/01/2000	Unit Designation:	50%
Move-Out Date:		Tenant Rent:	\$860.00
Recertification Due Date:	05/31/2013	Utility Allowance:	\$40.00
Recertification Effective Date:		Subsidy: (if applicable)	\$0.00
Recertification Completed Date:	12/03/2012	Gross Rent:	\$900
Household Size:	3	SHRA Funding Programs:	
Household Gross Annual Income:	\$41,110.00	<input checked="" type="checkbox"/> Bond	
Household Type: (drop down list, select one only)	Single Parent	Other Funding Programs:	
Race/Ethnicity of the Head of Household: (drop down list, select one only)	American Indian/Alaska Native	<input checked="" type="checkbox"/> Tax Credit (Apply 140% Rule)	<input type="checkbox"/> HCV <input type="checkbox"/> Shelter + Care
Source of Income:			
<input checked="" type="checkbox"/> Employment	<input type="checkbox"/> SSA	<input type="checkbox"/> Pension	<input type="checkbox"/> Alimony
<input type="checkbox"/> Self-Employed	<input type="checkbox"/> AFDC/TANF/CalWorks	<input type="checkbox"/> Unemployment	<input type="checkbox"/> Recurring Gift
<input type="checkbox"/> Own Business/Indep. Contr.	<input type="checkbox"/> GA	<input type="checkbox"/> VA	<input type="checkbox"/> Assets
<input type="checkbox"/> SSI	<input type="checkbox"/> Disability	<input type="checkbox"/> Child Support	

Step 6. Select the Save link at the bottom of the screen to secure the changes.

### 14.3. Change of Units:

If the tenant is being changed to another affordable unit and there is no annual recertification scheduled, the Corporate or Property Management User must use the procedures as outlined in the Move-out and New Move-in Section of this document.

## 15. BOND REPORT



The Bond Report is comprised of the following Sections:

- A. Ongoing Tenants
- B. New Move-ins/Transfers
- C. Move Out/Vacant Retained
- D. Certificate of Continued Program Compliance

#### 15.1. Ongoing Tenants (A):

For the BWRS report start-up, Corporate and Property Management Users are to complete the existing Ongoing Tenant information for each project using the most current bond report. Existing tenants are not to have uploaded certification documents as required with new move-ins.

##### 15.1.1. Auto-Compliance Fields

The Ongoing Tenants (A) of the report includes five (5) specific fields/columns that will automatically indicate when an entry is non-compliant in **red text**. **The fields are as follows:**

1. Recertification Completion Date
2. Recertification Effective Date
3. Household Size
4. Gross Annual Income
5. Tenant Rent

#### 15.2. New Move-Ins/Transfers (B):

The tenant fields for the New Move-ins are consistent with those of the Ongoing Tenants. New Move-in tenant information must be completed by the first or the last day of each month. To complete New Move-in information, Users are to follow the steps as outlined above in Section 8: Add a New Move-in of this document. A unit Transfer is to be completed using the procedures of a New Move-in and where necessary Add Unit.

#### 15.3. Move-Outs/Vacant Retained (C):

Corporate Users are responsible for ensuring that all move outs and vacated units are tracked to determine if the unit is Dropped or Vacant Retained. Corporate and Property Management Users must employ the following steps to record a Dropped or Vacant Retained unit.

Step 1. Log in using the correct User name and password.

Step 2. From the Properties Queue select the property with the unit(s) to be updated.

Step 3. Table displays with Unit No., Bedrooms, Tenant Last Name and Rent.

Step 4. Click on the Unit number to open to the Unit Details screen.

Step 5. Click Edit link to access the fields.

Step 6. Enter the tenant's Move-Out Date, or the date the unit is no longer designated as a Bond unit.

Step 7. Locate the House Size, click the dropdown list and select Vacant Retained or Dropped.

Step 8. Locate the Sources of Income, uncheck any of the boxes that indicate the household's source(s) of income.

Step 9. Locate Unit Designation, and using the drop down list select the correct AMI percentage for the unit designation.

Step 10. Click Update link at the bottom of the page and click on the tab.

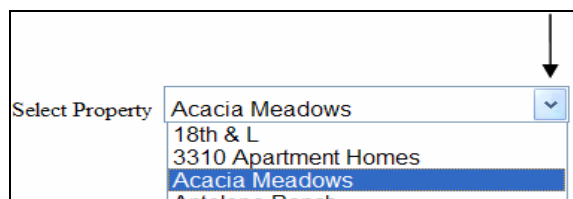
#### 15.4. Review of the Bond Report

Monthly updates to the bond reports can be reviewed by using the Reports link on the toolbar located at the top of the web screens. To view the changes made to the Bond Report complete the following steps:

Step 1. Log in using the correct User name and password.

Step 2. To view Sections A. Ongoing Tenants; B. New Move-ins/Transfers; C. Move outs/Vacant Retained; or D. Certificate of Continued Program Compliance, place mouse pointer over "Reports" and click on the toolbar. A drop down will display each of these sections.

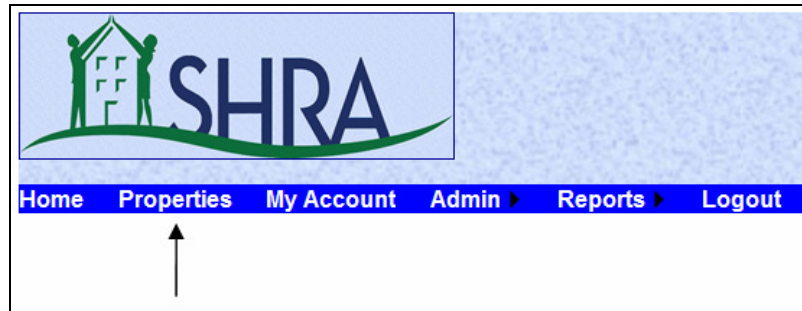
Step 3. Click the section you wish to review and the screen of that report section will appear. Select Property from the dropdown list; the page will refresh and display the property you selected



## 16. CERTIFICATE OF CONTINUING PROGRAM COMPLIANCE

The second section of the Bond Report is the Certificate of Continuing Program Compliance (CCPC).

Step 1. To view the CCPC, click “Properties” from the toolbar menu.



Step 2. Click the CCPC link next to the property of choice.

Home Properties My Account Reports Logout			
Properties Queue			
1 2 3			
18th & L	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
3310 Apartment Homes	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Acacia Meadows	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>
Antelope Ranch	<a href="#">Units</a>	<a href="#">Property</a>	<a href="#">CCPC</a>

### 16.1. Borrower and Regulatory Information

SHRA Admin will complete the Borrower and Regulatory Agreement information of the Bond Report when completing the property information set-up. Information is as follows:

- Borrower
- Apartment Name
- Regulatory Agreement Date
- Trustee Name
- Loan Agreement Date

## 16.2. Property Summary

The Property Summary information is the sum result of the information reported from Sections A, B, and C of the Bond Report. In order to complete this section of the CCPC the following steps must be completed:

Step 1. To complete the Property Summary information, click [Edit](#) link at the bottom of the page. Enter the correct information based on the results from Sections A, B, and C of the Bond Report.

Step 2. To complete the CCPC, remain in the Edit mode and complete the Sign and Submit section at the bottom of the page, which includes:

- Name
- Corporate User Name
- Title
- Date
- Company
- Email Address
- Phone Number
- Alternate Number (optional)

CERTIFICATE OF CONTINUING PROGRAM COMPLIANCE			
The undersigned Borrower Representative of <input type="text"/> , (Borrower) of <input type="text"/> (Property) has read and is thoroughly familiar with the provisions of the various documents associated with the borrower's participation in the Housing Authority of the City/County of Sacramento (Issuer) Multifamily Housing Program, such documents including:			
The Regulatory Agreement and Declaration of Restrictive Covenants dated <input type="text"/> among the Borrower, the Issuer and <input type="text"/>			
The Loan Agreement among the Borrower, Issuer and the Trustee is dated <input type="text"/>			
<b>Property Summary</b>			
As of the date of this Certificate, the following percentages of completed residential units in the property are occupied by Very Low, Low/Moderate Income Tenants (as such term is defined in the Regulatory Agreement) or are currently vacant and being held available for such occupancy and have been so held continuously since the date a Very Low, Low/Moderate Income Tenant vacated such unit. Additional property information is also included.			
	Number of Units	Percent of Property	
<b>Occupied by Bond Tenants and Vacant Retained</b>			
Occupied by Bond Very-Low (50%) Income	<input type="text"/>	<input type="text"/>	
Occupied by Bond Low (60%) Income	<input type="text"/>	<input type="text"/>	
Occupied by Bond Low-Mod (80%) Income	<input type="text"/>	<input type="text"/>	
Vacant Retained	<input type="text"/>	<input type="text"/>	
Total Occupied by Bond Tenants and Vacant Retained	<input type="text"/>	<input type="text"/>	
Occupied by Other	<input type="text"/>	<input type="text"/>	
Other Vacant Units (exclude Bond Vacant Retained)	<input type="text"/>	<input type="text"/>	
Total Residential Units on the Property	<input type="text"/>	<input type="text"/>	
<b>Sign and Submit</b>			
By signing this Certificate of Continuing Program Compliance electronically below, you certify the following:			
1) the Borrower has completed and filed all required Bond Program eligibility documentation and has verified the annual incomes of all applicants/residents in accordance with the terms and provisions of the Issuer and Regulatory Agreement, and			
2) All of the information you provided is true and complete to the best of your knowledge.			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name	Corporate User Name	Title	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Company	Email Address	Phone Number	Alternate Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<a href="#">Edit</a> <a href="#">Back To Property Details</a>			

## 17. BOND REPORT COMPLETION

### 17.1. Posting

The date entered on the CCPC is considered the Posting Date of the Bond Report.

### 17.2. Report Period

All Bond Reports must be completed no later than the 15<sup>th</sup> of each month for tenant/unit activity occurring from the first day to the last day of the previous month. However, the BWRS allows for data to be entered from the 1<sup>st</sup> to the 14<sup>th</sup> of each month without any noncompliance cited.

*Note 1: However, if a new move-in is completed after the monthly reporting period from the 1<sup>st</sup> to 14<sup>th</sup> the new move-in will not show on the report due to be completed by the 15<sup>th</sup>.*

*Note 2: It is **very important** that you complete all rental/unit activity during the monthly reporting period! If there is a new move-in as indicated in Note 1 above, make sure to keep the unit as a vacant retained and the new move-in will show on the next monthly report.*

### 17.3. Bond Report Exceptions

SHRA Admin will communicate Bond report errors to the Corporate User. The Corporate User must ensure that corrections are completed within five (5) business days of notification from SHRA.

### 17.4. Non-Compliance

Failure to post the Bond Report or correct Bond Report errors within five (5) business days will result in a Notice of Non-Compliance to the Owner. Following the first notice if the report errors are not completed within 7-days of the date of notification, a second notice will be issued stating that default provisions will be enforced if compliance is not met within 30-days working days of the date of the letter. SHRA will also send a copy to the Trustee.

## 18. BWRS TROUBLE-SHOOTING

In the event that a USER has a technical difficulty, see Exhibit C, BWRS Trouble-Shooting Tips. The Exhibit provides some specific steps to take when dealing with BWRS reporting issues. For items not covered in Exhibit C, contact your SHRA Admin staff person.

*Note: Please do not email the SHRA Admin directly, use [bwrs@shra.org](mailto:bwrs@shra.org). For problems with login information, Corporate User must contact the assigned SHRA Admin.*

**Sacramento Housing and Redevelopment Agency  
Bond Website Reporting System User Agreement**

**Terms and Conditions**

Please read this Agreement thoroughly before accessing or using the Sacramento Housing and Redevelopment Agency ("SHRA") Bond Website Reporting System ("BWRS") available on [www.shra.org](http://www.shra.org).

**1. User Acceptance of this Agreement**

By using this website ("Site") as provided by SHRA, the Corporate User and Property Management User ("User") accepts this Website User Agreement ("Agreement") without modification and is bound by all terms and conditions herein. This Agreement includes all terms, conditions, notices, provisions and applicable usage guidelines related to use of the Site. When you create an account on the Site, you shall provide true, accurate and complete registration information. A User that does not agree with these terms and conditions may not use or access the BWRS. SHRA reserves the right to terminate any User's access to the Site and any or all of its data at any time without notice, for any reason whatsoever.

This Agreement constitutes the entire agreement between the User and SHRA and supersedes any and all other agreements, representations and understandings, whether written or oral. This Agreement may not be modified or amended by the User without the prior written consent of SHRA. The headings used in this Agreement is for convenience only, and such headings are not to be used in determining the meaning or interpretation of these the terms or conditions of use of the Site.

**2. Purpose of the Site**

SHRA has created the Site to enable developers and management companies to record, manage and report the Multifamily Revenue Bond Program activity each month. The BWRS is designed to be consistent with the non-electronic form of bond reporting procedures, forms and regulatory requirements, including: Certificate of Continuing Program Compliance, Recap of Income Qualification Report, Income Computation and Certification, Tenant Income Certification form and an Income Calculation Sheet.

**3. Ownership**

The content on the Site, including, without limitation, text, software, scripts, graphics, photos, sounds, videos, interactive features, and the like ("Content"), as well as certain other names, logos, and materials displayed on or through the Site that constitute trademarks ("Marks") are owned by or licensed to SHRA and are subject to copyright, trademark, and other intellectual property rights under U.S. and international laws.

**4. SHRA's Right to Modify the Site, Terms and Conditions**

SHRA reserves the right to modify, update, alter or discontinue the Site, including the terms and conditions of this Agreement, with or without notice to you. SHRA shall not be liable to you or any third party should SHRA exercise its right to modify or discontinue the Site. Any modifications and revisions are effective immediately upon publication on this Site, and the User's continued use after any change indicates acceptance of any changes.

**5. Use of the Site and Content**

You agree not to reproduce, duplicate, copy, sell, resell or exploit for any purposes the Site, or any portion of the Site, including, without limitation, Content and Marks, except as authorized by these Terms and Conditions or as otherwise authorized in writing by SHRA and its applicable licensors. You must abide by all copyright notices, information, or restrictions contained in or associated with any Content. You agree that SHRA may use any information SHRA obtains about you in accordance with the provisions of SHRA's Privacy Policy.

Prohibited content and activities include, without limitation, the following: (a) violating any local, state, national, or international law or regulation; (b) knowingly transmitting any material that contains adware, malware, spyware, software viruses, or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment; (c) impersonating any person or entity, or otherwise misrepresenting your affiliation with a person or entity; (d) interfering with or disrupting the Site or servers or networks connected to the Site, or disobeying any requirements, procedures, policies, or regulations of networks connected to the Site.

**Legend Resource Form**

Sources of Income		Race/Ethnicity		Household Type	
1	Employment	1	White	1	Single/Non-Elderly
2	Self-Employed	2	Black/African American	2	Elderly
3	Own Business/Indep. Contr.	3	American Indian/Alaska Native	3	Single Parent
4	SSI	4	Asian	4	Two Parents
5	SSA	5	Native Hawaiian/Pacific Islander	5	Other
6	AFDC/TANF/CalWorks	6	Other		
7	GA	7	Hispanic		
8	Disability	8	Did not respond		
9	Pension				
10	Unemployment				
11	VA				
12	Child Support				
13	Alimony				
14	Recurring Gift				
15	Assets				
16	Other				
17	No Income Reported				

<b>BOND INCOME LIMITS</b>						
(Current as of March 1, 2013)						
Household Size	50% AMI	140%	60% AMI	140%	80% AMI	140%
1	26,650	37,310	31,980	44,772	42,640	59,896
2	30,450	42,630	36,540	51,156	48,720	68,208
3	34,250	47,950	41,100	57,540	54,800	76,720
4	38,050	53,270	45,660	63,924	60,880	85,232
5	41,100	57,540	49,320	69,048	65,760	92,064
6	44,150	61,810	52,980	74,172	70,640	98,896
7	47,200	66,080	56,640	79,296	75,520	105,728
8	50,250	70,350	60,300	84,420	80,400	112,560
9	53,250	74,550	63,900	89,460	85,200	119,280
10	56,300	78,820	67,560	94,584	90,080	126,112
11	59,350	83,090	71,220	99,708	94,960	132,944

<b>BOND &amp; TCAC GROSS RENT LIMITS</b>					
(Current as of March 1, 2013)					
Unit Size	50 % AMI		60 % AMI		80 % AMI
	BOND	TCAC	BOND	TCAC	BOND
Studio	666.25	666.00	799.50	799.00	1,066.00
1-bedroom	761.25	713.00	913.50	856.00	1,218.00
2-bedroom	856.25	856.00	1,027.50	1,027.00	1,370.00
3-bedroom	951.25	989.00	1,141.50	1,187.00	1,522.00
4-bedroom	1,027.50	1,103.00	1,233.00	1,324.00	1,644.00
5-bedroom	1,103.75	1,218.00	1,324.50	1,461.00	1,766.00

**TCAC Properties**

Bond Rents are MORE restrictive for 3, 4 and 5 bedroom units at 50% and 60% AMI.

### **BWRS Trouble-Shooting Tips**

Property Managers must report any issues to their Corporate User first. This will help the Corporate User and SHRA to understand the nature of a reported problem and the severity. If the issue is also being reported by other Property Managers the Corporate User can relay this information to SHRA which further helps with setting the severity of the issue.

When reporting issues please include the following types of information in the form of an email addressed to [bwrs@shra.org](mailto:bwrs@shra.org) :

- A description of the nature of the problem
- Where you were within in the application when the problem occurred
- What steps/tasks you were trying to complete when the problem occurred
  - Attaching print screens as a separate attachment can also be very helpful
- Your contact information

Response Time:

Reporting your issue via email to the address listed above automatically logs the problem. SHRA monitor's helpdesk requests Monday – Friday during normal business hours and will make every attempt to respond to your reported issue in a timely manner.

- The Corporate User will be notified in a response to their original email as an issue is assigned, updated and completed. It is the responsibility of the Corporate User to disseminate the email updates as required.
- If there is a major system issue or upgrade that will require time to resolve, a notification email will be sent to the Corporate User. It is the responsibility of the Corporate User to disseminate the email notice as required.