

Property Baseline Overview and Checklist

NHC has been reviewing Owners' monthly TRACS HAP vouchers and tenant data since the beginning of the HUD PBCA program. NHC works with over 900 properties, and we look forward to working with you too! You have been recently assigned to National Housing Compliance (NHC) effective November 1, 2019.

In order to receive your TRACS files, the first step is to go into your voucher software settings and change the 'sent to' location, currently you have TRACMPROD, and you will need to change to the NHC TRACS mail ID **TRACM32577**. You do not have to change the property TRACS mail ID or your password.

The next step, you will need to create a baseline file. A **Baseline file** is an electronic file consisting of the last full certification for each tenant currently living in the property. A certification will be one of the four types, the most recent Annual, Interim, Move In, or Initial, for each household. These will be used to build our database. If you need assistance to change your TRACS mail ID "send to" location or to create a baseline file, please contact your software vendor. Below are some best practices to prepare a baseline file:

1. Create the NOVEMBER Voucher
2. Select the most recent Voucher (**NOVEMBER**) to define the timeframe that the baseline represents. Make sure that the certification voucher processed date is the same as the voucher period for the baseline you are submitting.
3. This baseline should include the most recent:
 - Annual, Interim, Move In or Initial full Certification for each tenant.
 - Then include any additional certifications that have occurred since the last Annual, Interim, Move In or Initial (these may include any Gross Rent Records, Terminations, or Unit Transfers).

Once the baseline file has been created, the following items must be verified:

1. Verify that the tenant's Next Recertification Date is correct. Your system should automatically populate this field for you, however user-error does occur, and failure to verify the next recertification date can and will result in payment being held for late recertification.
2. Ensure that each individual in each household has an identifying valid eligibility code in the eligibility field.
3. Verify tenant and unit accessibility information, if you are not sure which tenants are handicap/disabled your software probably provides a report, run the report and/or identify tenants based on your handicap units and enter the information in the tenant status or general data field (this option is determined by your type of software. Indicate whether

status is Mobility, Hearing or Vision as required by TRACS. Depending upon your software the unit accessibility will transmit accessibility data with your address file (MAT 15).

4. Verify that the tenant's correct security deposit amount (is) contained within the basic record of the household. NHC will be processing your Special Claims request and TRACS has activated the Security Deposit field for Section 8.
5. Verify and ensure that each unit has a unit address or mailing address record. You will need to run and submit a MAT 15 (address record).

After all required data has been verified, you are ready for submission to NHC. If you are not sure of how to create a baseline file, you will need to contact the technical support for your software.

Once you are ready to transmit your baseline file, and have changed your TRACS mail ID in your software, you may contact your NHC Ambassadors that was assigned to your property during the introduction call. On this call, the NHC Ambassador can direct you as you upload the files to TRACS, verify that the files were received, and answer any questions you may have. Your NHC Ambassadors will be available to assist in a smooth transition and answer any questions you may have for the next six months. Your NHC Ambassadors are:

Deonna Wheeler deonna.wheeler@nhcinc.org 770.939.3939 Ext. 2017
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DOCUMENTATION TO SUBMIT

- Change TRACS Mail 'send to' address [from TRACSPROD to the NHC TRACS Mail ID]
- Monthly Voucher
- Voucher Baseline (Source: November Voucher-email to ambassadors)
- Most current and two previous, approved HUD 92458 Rent Schedules
- Rent Roll identifying ALL units (occupied, vacant, market, etc.) and their corresponding unit type, contract rent, and utility allowance
- Repayment Agreements
- If you have pre-approved Special Claims (for 11/1 Voucher), contact your NHC Ambassador

After transmitting you **DECEMBER** and **JANUARY** Voucher submission, please continue to email a hard copy of the voucher to aid in the reconciliation process. Include the cover sheet, the tenant assistance payment pages and the adjustment pages. Do not submit individual HUD 50059s for the tenants.

For more information on the NHC Voucher Process, please refer to our Voucher and Special Claim Overview, and the Voucher Processing Reminders and Helpful Hints included in this packet.