I. Special Claim Submissions:

- Special Claims must be received within **180 calendar days from the Ready for Occupancy Date**

- Email Special Claims to:
  - Illinois: SpecialClaimsIL@nhcinc.org
  - Georgia: SpecialClaimsGA@nhcinc.org

- Email Format:
  - Email size should not exceed 25MB (NHC will not accept files larger)
  - Subject line: Contract Number-Property Name Special Claim Submission

- Email attachments should be named as follows:
  - Attachments for Vacancy Claims: Contract Number–V– Unit #
    Example (Ex. IL0777777777-V-24)
  - Attachments for Unpaid Rent & Damages: Contract Number–D– Unit #
    Example (Ex. IL0777777777-D-24)

II. Required Documentation with Submissions:

**Security Deposits:**

- Verify the required security deposit:
  - Copy of signed lease showing deposit

- Verify the security deposit was received:
  - Copy of Tenant Ledger or Copy of Receipts/cashed check/money order

- Verify the status of the security deposit:
  - Copy of the Security Deposit Disposition Notice (dated within 30 days of the Move Out date)

**Wait Lists:**

- Provide copy of waitlist for the subject unit size (ex. 2 BD)

- The waitlist should be in chronological order of applicants (by date/time)

- Provide the status of all waitlist applicants (initial contact dates and status)

- If no wait list, provide a copy of the advertisement and/or invoice date within the claim period (60 days or re-rented date)

**TRACS Documentation:**

- Provide a copy of the Move In/ Move Out TRACS report

- Provide a copy of the Unit Transfer using the TRACS Certification Query/Certification History List Report

- If the certification does not appear in TRACS, **DO NOT SUBMIT THE CLAIM**; contact your Voucher Analyst to determine if TRACS assistance is required at TRACS@hud.gov
III. Appeals:

- If special claim is adjusted or denied, it can be appealed within 30 days of notification.
- Appeals must be submitted via email with ALL documentation; not just documentation that was communicated as missing.
- Email Special Claims to:
  - **Illinois:** SpecialClaimsIL@nhcinc.org
  - **Georgia:** SpecialClaimsGA@nhcinc.org
- Email Format:
  - Email size should not exceed 25MB (NHC will not accept files larger).
  - Subject line: Special Claims Appeal, Property Name–Contract Number.

*Please direct any questions to your assigned Voucher Analyst*