



NHC Best Practices for Submission of Special Claims

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