

PH Secretary Procedures

Programs either owned or managed under Public Housing:

Public Housing – *Residents Pay 30% of adjusted Income*

- Woodland Courts – 24 Elderly 4-Plex Units (Cherry, Rains, Cobb & Citizens Streets)
- Cayman Villa – 46 Family Units (601- 615 E. Alpine Street) **
- Goff Courts – 25 Family Units (601 – 613 Roseclair Streets) **
**Cayman Villa & Goff Courts same site
- Scattered Sites – 12 3/BR houses (415, 417, 419 & 421 Calion; 905 Belt; 419 N. Patrick; 415 Allis; 511 & 513 Allen; 1211 & 1213 Cartwright; and 1214 N. Main)
- Marshall/Melrose – 45 Family Units (600–708 Marshall; 701, 704, 705, 706 & 709 Melrose)
- Meadow Crest – 8 Family Units (1101 Belt Street)

Jonesboro Sunset Gardens - *Residents Pay 30% of adjusted Income*

70 Elderly Units (2500 – 2518 Ecumenical Drive)

JURHA 8 – *Market Rent Set by JURHA – no subsidy* Rents: \$400 & \$500

3 Houses owned by JURHA – no subsidy (700, 702, & 703 Melrose)

Craighead Place – *Affordable Tax Credit Housing – No Subsidy* – Rent: \$660 rent

Managed Only – Family 3/BR units (1435 Belt Street)

IMPORTANT!!!

- Separate Bank Accounts for each program
Security Deposits – Savings Accounts
Rents & Sales & Service – Checking Accounts

TO DO FIRST THING EACH MORNING

- Unlock File Cabinets
- Turn on Computer
- Retrieve Cash Drawer from PH Save (PH Bookkeepers Office)
- Check to ensure you have \$100 Petty Cash and correct change
- Print Information pertaining to Appointments
- Check with Lisa and get a copy of her appointments
- Collect Rent
- Any other duties that are required

TO DO BEFORE LEAVING EACH DAY

- Lock File Cabinets
- Put Cash Drawer in Safe
- Make sure all files are locked in filing cabinets

NEVER DO

- Leave computer open when you leave your desk
- Have money out where clients can see
- Leave another clients file lying around while working with another
- Discuss a clients information with another person nor verify that a person is a client

COLLECTING CASH:

- PAYMENT BATCH** – Bookkeeper will open a Payment Batch for each Program
 - ***It is crucial that each payment receipt is taken under the correct program batch***
 - *** Bookkeeper will open a new batch PER program after each deposit!!!!
 - Always verify that you pull up correct resident & that the unit is active as some residents have lived in more than one unit
 - ***To prevent posting to incorrect unit – ensure that the **INACTIVE** box is **Unchecked** this will ensure that only the active unit is pulled up!!!!
 - ALWAYS check to verify the source of monies are owed (Rent or S&S) and code each collected payment accordingly (refer to Codes below) – IF RENT IS OWED – any money collected is ALWAYS applied to rent owed FIRST (regardless of what resident instructs)
 - Rent payments will be entered on one line using Code 1 and all other payments (late fees, mowing, S & S) will be entered on a new line using Code 1 (with correct sub-code)

2. Codes

Two Main Cash Codes with several sub-codes

- ◆ **Code 1** – Rent, S&S, Collection Loss, etc. (deposited into checking)
- ◆ **Code 2** - Security Deposits & Pet Deposits ONLY

***Always use drop down menu for coding (sub-codes very important used to credit the correct charge column and if CASH or Check)

Code	Subcode	Description	Dr/Cr	Category	A/R?
1	0	CASH/RENT	C	1	Y
1	2	CASH/SALES & SERVICE	C	3	Y
2	0	CASH/SEC DEP	C	4	N
10	1	CHECK - APPLICATION FEE - CP	C	2	N
1	7	CHECK/DELINQUENCY	C	3	Y
2	3	CHECK/PET DEP.	C	4	N
1	5	CHECK/PMT AGREEMENT	C	4	Y
1	1	CHECK/RENT	C	1	Y
1	3	CHECK/SALES & SVC	C	3	Y

Code	Subcode	Description	Dr/Cr	Category	A/R?
1	7	CHECK/DELINQUENCY	C	3	Y
1	8	RETRO PAYMENT	C	2	Y
2	0	CASH/SEC DEP	C	4	N
2	1	CHECK/SEC DEP	C	4	N
2	2	CASH/PET DEPOSIT	C	4	N
2	3	CHECK/PET DEP.	C	4	N
2	4	RETURNED DEPOSIT CK	D	4	N
2	5	RETURNED PET DEP CK	D	4	N
3	0	DWELLING RENT	D	1	Y

3. Inputting Money & Printing Receipt

- Tenant Accounting
 - Select # 4 - Transactions
 - Select # 2 – Transactions
 - Batch field – click on drop box and select correct batch (per program & type of payment)
 - Under Transaction Field
 - ****Ensure that the Inactive Tenant box is not checked*
 - ♦ Tab to bottom – last BLANK line – **IMPORTANT!!!!**
 - ♦ In 1st Column click on drop down box
 - Go to Heading line & click on Last
 - Immediately type residents last name and double on correct resident name and click OK
 - Unit # will populate on last line verify amount owed by.....
 - Checking the category box bottom left – the amount owed (rent or other)
 - ***IF....there is not an amount owed displayed - ask tenant what the payment is for (usually a key charge or a OWED balance that has been written off to Collection Loss) – If either of these are the case print 3 receipts (see below)
 - ***ANOTHER reason for a zero balance could be that you have pulled Up wrong account --- IF YOU CAN NOT DETERMINE WHY the balance owed is ZERO – check with Manager or bookkeeper!!!!

❖ Inputting Money & Printing Receipt (cont)

- Tab to amount – put in amount to be applied to each amount owed (1st apply money collect to rent owed)
- REMEMBER – Rent is collected on one line and any S&S (mowing, late fees, maintenance) will be entered on the next line (ensure that next line is populated with the correct unit & tenant account number)
- Under reference type in what money is to be applied to e.g. (rent, mowing, late fee, etc)
- Click on drop down box and select the correct code under each category and if check or cash
- Tab through remaining columns (self populating)
- Do not tab to next line until receipt is printed
- Click on Print Receipt button & print two receipts (3 if for key charge or collection loss that is not on system)
 - ♦ Give one to tenant
 - ♦ Initial second receipt and place in cash drawer
 - ♦ If 3rd receipt is printed – give to PH Bookkeeper so that a charge batch can be created

ISSUING PURCHASE ORDERS (P.O.)

When an employee calls for a PO (**NEVER GIVE A PO to a caller who is not an employee**)

- Click on Purchase Order Icon on Desk top
- In the *Type* box always type “A”
- Ask Employee the name of the Vendor
- In the Vendor field click on drop down box and type Vendor’s name, click on correct vendor and click OK
- Under “Ship To” box click on drop down box and depending on information given select
 - ◆ Jonesboro Housing Authority (if going to be shipped to Administrative office)
 - ◆ Central Maintenance (if going to be shipped to Maintenance Shop)
 - ◆ Pick-up (if employee is picking up)
 - ◆ Services (if a service and not material or equipment)
- Under “Unit ID” click on drop down box and select ALL
- Under “PO Category” ask employee and select from drop down box the one that best fits the purchase
- Skip the “Group” field
- Enter date under the “Date Requested” field
- Tab through “Date Received”
- Under “By” field type in persons’ name who is requesting the P.O.
- Tab through other fields until it ask if you would like to save, click “yes” and give the PO # to the caller
- On the first line of the “General” box enter specific information obtained from caller
 - ◆ If for particular address enter information under the “Description” column;
 - ◆ IF for service of a vehicle enter the name of the driver; and
 - ◆ Any other pertinent information that will identify the expense

The screenshot shows the 'AP Purchase Order Menu v.16' application window. At the top is a menu bar with options: File, 1-Purchase Orders, Reports, AP Support Files, Security, Navigate, Window, and Help. Below the menu bar is a toolbar with icons for Clear/Add, Clear All, Save, Delete, Print, and other functions. The main area contains a form titled 'AP Purchase Orders'. This form has several input fields for 'Type', 'Vendor', 'PO#', 'Ship To', 'Unit ID', 'PO Category', 'Group', 'Date Requested', 'By', 'Date Received', and 'Status'. There are also buttons for 'Void', 'Save', 'Print', 'Print Default', 'Preview', 'Subtotal', 'Shipping', 'Total', 'GL', and 'Correct GL.'. Below the form is a tabbed section with tabs for 'General', 'Vendor/Ship', 'General Comment', and 'Reserved'. The 'General' tab is active, showing two tables. The left table has columns: Qty, Description, Unit, Unit Price, Extension, V..., and W/D Item >. The right table has columns: Account and Amount. Below these tables are fields for 'Serial Number:', 'Description', 'Reg#', 'Year', 'Make', 'Model', and 'Color'. There are also 'Up', 'Down', and 'Complete' buttons. The bottom status bar indicates 'AP Purchase Orders'.

WORK ORDERS

- ◆ Select the Work Order Icon
- ◆ Click on View
- ◆ Select #1 – Work Order

1. ISSUING WORK ORDER

- Issue Date field
 - ◆ Tab through -- if entering a called in or current work order the current date will populate.
 - ◆ Input actual date of a work order if the work order was initiated when maintenance was on-call (usually emergency work order only)
 - Tab to Tenant ID and click on drop down box
 - ◆ Click on 1st open white box & a tenant listing will pop up
 - ◆ Mouse up to heading and click on “Last”, immediately type residents’ last name and double click on correct resident (Screen will populate w/tenants name & address)
 - Tab through “Requested By” field and resident’s name will populate
***If requested by employee type over the residents name
 - Tab to “Task” field – use drop down box to select the task that best describes work order requested – for more specific task select from the “Descriptions”
 - Tab through “Enter Date” field
 - Tab to “Time” enter current time
 - Tab to “Staff” enter your staff ID #
 - Click on “Priority” drop down box and select what best fits work order
***WO called in by resident usually fall under “R” (resident called in) or “E” (emergency)
 - Click on the “Requested” field and entered the information pertaining to work needed
 - Print Work order and put in box for Maintenance to pick up
 - ◆ **Emergency W.O. MUST be immediately called in to the person who is responsible for WO (usually the Maintenance Call phone #) or call the person who has picked up WO that date (morning and evening)
- IF uncertain if work requested is an Emergency call maintenance

WORK that MUST be listed as EMERGENCY (E) and called in

- Main line water leaks or overflows
- Serious A/C leaks
- Sewer back-up
- Stopped up toilet
- Pilot light out on furnace – DURING winter months only
- A/C out DURING SUMMER MONTHS
- Frozen water lines
- Electricity off for no known reason (ask resident to check breakers and check with neighbors to make sure it is not a power outage)
- Refrigerator has completely stopped cooling
- Window or door busted so that it cannot be secured
- Smoke detector battery is low or dead

**** In some cases use your own judgment

2. Entering completed Work Order

- Enter WO #
- Using information from WO
 - ◆ Input completed date
 - ◆ Input your Staff ID
- Under Labor tab
 - ◆ Enter Maintenance Staff ID(s) of person(s) completing WO
 - ◆ Time taken to complete WO(from W.O.)
 - ◆ Indicate if tenant should be charged by checking box
- Under Parts Tab
 - ◆ Input according to information on WO
- Click Save Button

The screenshot shows a software window titled "WO Work Order" with a menu bar (File, Views, Reports, Support, Navigate, Window, Help) and a toolbar. The form contains several input fields and buttons. At the top, there are fields for "Work Order #", "Issue Date", "Total Cost", "Stat", and "Tenant Status". Below these are "Tenant ID" (with Last, First, and # sub-fields), "Address", and an "Update Address" button. Further down are "Requested By", "Entered Date", "Completed Date", "Task", "Time", "Staff" (with two sub-fields), "Void Date", "Inactive Tenants" checkbox, and a "Complete" button. At the bottom of the form are "Priority", "Phone1", "Phone2", "Enter Apt Yn", "Charge Tenant", "Notice Sent Yn", and "Notice Date". Below the form is a tabbed interface with "Work", "Labor", and "Parts" tabs. The "Labor" tab is active, showing two large text areas labeled "Requested:" and "Performed:". A "Print" button is located at the bottom right of the form.

The screenshot shows a dialog box titled "WO Task Lookup List" with a table of tasks. The table has two columns: "Task" and "Description". The task "1 REGULAR/MISC." is highlighted in blue. Below the table are "Ok", "Cancel", and "Search..." buttons.

Task	Description
2	REFRIGERATOR/RANGE
1	REGULAR/MISC.
409	REPAIR AIR COND TOO COLD
410	REPAIR AIR COND BLOWING ALWAYS
408	REPAIR AIR COND. TOO HOT
205	REPAIR BATHROOM EXHAUST FAN
815	REPAIR COUNTER TOP(COST/LABOR)
913	REPAIR FENCE
5018	REPAIR FENCE

The screenshot shows a dialog box titled "WO Priority Lookup List" with a table of priorities. The table has two columns: "Code" and "Description". The priority "S Staff Initiated Main" is highlighted in blue. Below the table are "Ok", "Cancel", and "Search..." buttons.

Code	Description
G	Grounds
I	Inspection
M	Move-in Inspection
W	NOT USED
B	NOT USED
U	NOT USED
P	Preventative Mainten
R	Resident Initiated Mai
S	Staff Initiated Main

ZERO INCOME

Following every quarter month (January, April, July & October) residents reporting ZERO income must fill out a ZERO Income Statement. These forms are mailed to residents around the 15 of the month prior and MUST be turned in and REVIEWED before resident can pick up their utility check.

- **Acquire a list of tenants with zero income**
 - Run Tenant by Income Level Report in Tenant Accounting (TA)
 - #7 - Reports
 - #3 – Other
 - #7 – Print “Tenant Income Level Report”
 - ◆ Leave Blank Area & Project fields
 - ◆ Click on Print
 - Take report highlight all Resident’s name & Tenant ID who has a 0 under annual income column. Do not include areas 071 JURHA 8, 062 Sunset Gardens, & 091 Craighead Place (mark an “x” through these projects)
- **Zero Income Action**
 - Open Tenant Accounting
 - #3 – Rexam
 - #12 – Perform Action
 - ◆ “Last” field type in resident’s last name, highlight & double click
 - Click Action ID drop down box select “Zero Income” and click “OK” button
 - Input current date in “Action Date” field
 - Type your name in “your signature” field
 - Type date (10 days from current date) in “Return infor By D” field
 - Current date in “Mail Date Letter” field
 - Click the Begin button (Merge letter will print)
 - Two copies of merge letter will print, place one copy in resident’s file
 - Fold second copy over a Zero Income packet and mail
- **Utility Checks of Zero Income residents**
 - The Utility Check will have a sticky note “zero income” on it, and the tenant did not bring back the Zero Income Statement, do not give the resident their Utility Check UNTIL they have returned the Zero Income Statement. The resident can either leave and bring back the statement or you can give them another form on clipboard and have them complete in the LOBBY.
 - You MUST review the ZERO Income Statement before handling over the check.
 - Check that are fields are filled out, if the question does not apply to them they MUST write NONE, never N/A. If they have written N/A in response to a question, hand them a new form to fill out and advise them to write NONE in response to a question that does not apply to them.
 - Resident MUST explain how they pay their expenses and if they say someone is helping them with any of the expenses, be sure they provide the name, address and phone number of the person who does. **YOU must verify information.** NEVER COMPLETE ANY PART OF THE FORM the resident must complete in his or her own handwriting.
 - Any income reporting including receiving money for expenses requires a rent recalculation. GIVE File with verified information to manager for calculating.

ANNUAL REVALS

Around the 15th of each month, Reval Packets are mailed out. The Reval process begins three (3) months prior to the effective Reval effective date, e.g. in October the January Revals process will begin.

▪ **Printing Reval List**

- Open Tenant Accounting
- #3 – Rexam
- #1 – Print Rexam's
 - Leave Area and project blank for all programs
 - Type in # of the month you will be working on – e.g. for May – type 5
 - Click Print
- The printed report will list all revals due for the month, the Housing Manager will complete JSG and Craighead Place Revals, so you will need to give her the listings for these two programs. **MAKE SURE YOU GIVE TO MANAGER!!**
- From Excel you will print the annual work log
 - (U) Drive
 - 1 PH Rent Training
 - Annual Revals Folder
 - Annualworkloglist.PH
 - Update the names and dates on spreadsheet, print and give to Gail

• **Scheduling Appointments**

- ◆ Utilizing your Appointment book schedule appointments 30 minutes apart – BEST TO schedule all appointments AFTER the 7th day of the month
 - Open Tenant Accounting
 - #3 – Rexam
 - #12 – Perform Action
 - Click drop box “Last” field type in resident’s last name (from reeval list), highlight & double click
 - Click Action ID drop down box select “PH ANNAPPT” click OK
 - Fill in Action Date, Day & Date of Appointment, Time of Appointment & Lease Expiration (leave blank Interview MO YE) and click Begin
 - Two (2) copies of three pages (Letter & VAWA) will print, keep one copy paper clip and keep in file
 - Add to second copy (above), 9886 form(s) for each adult (18+) member to sign, a yellow Personal Declaration Sheet, which list all documents to be brought to the scheduled appointment and mail
 - A 9886 form for each adult (18+) member will be placed in file to be signed during appointment

- **Reval Scheduled Appointment**
 - Collect signed and dated 9886 form(s) from each adult (18+) household member(s) MUST HAVE IN FILE before running EIV report(s)
 - Collect proof of all income, must be current
 - Ask ALL elderly or disabled if they pay any medical expenses out of pocket and ask for verification
 - Reference the most recent Green Sheet (rent calculation sheet) to make sure all income and deductions are current – QUESTION DEDUCTIONS, INCOME AND ASSETS LISTED ON SHEET!
- **NEEDED FOR REVAL APPOINTMENT**
 - ◆ Self Certification of Assets (must be completed by resident)
 - ◆ Supplement/Application Addendum
 - ◆ Attachment 3 (penalties for providing false information)
 - ◆ Annual Renewal/Community Recertification
 - ◆ Community Service Log (if any adult member (18+ is unemployed)
 - ◆ Four (4) page yellow packet
 - ◆ Print Tenant Profile
 - Open Tenant Accounting
 - #3 – View
 - #1 – Tenant
 - Click drop box “Last” field type in resident’s last name—highlight tenant name & double click
 - Click Profile Button on the right side of screen (under trans button) PRINT
 - ◆ Print Tenant Profile 3rd Page
 - Open Tenant Accounting
 - #3 – View
 - #1 – Tenant
 - Click drop box “Last” field type in resident’s last name—highlight tenant name & double click
 - Click 50058
 - Click the filename drop box at the bottom of screen
 - Select Tenant Profile 3rd page.doc
 - Click “Open” then Merge
 - ◆ **HUD Form 9886 – Adult members (18+) MUST sign and date**
 - ◆ EIV – print after all 9886 forms are signed
 - ◆ ALWAYS check the last Green Sheet (calculation of rent) to make sure information is still the same
 - ◆ All documentation/information listed on Personal Declaration Sheet that was mailed with appointment letter
- **Scheduling a Second Appointment for No-Shows**
 - Open Tenant Accounting
 - #3 – Rexam
 - #12 – Perform Action
 - Click drop box “Last” field type in resident’s last name (from reeval list), highlight & double click
 - Click Action ID drop down box select “PH ANNAPPT2” click OK
 - Fill in Action Date with Day & Date of Appointment, Time of Appointment and click Begin
 - Two copies of appointment letter will print – mail one and file the other

SPECIALS

ALL SPECIAL (INTERIM) REVALS

- Verify that 9886 form(s) in file are signed and dated within the last 15 months and that each adult member (18+) has signed 9886 form
- Run EIV from HUD's Secure Systems using M# assigned
 - VERY IMPORTANT – LOG access on EIV Log
- Print Tenant Profile
 - Open Tenant Accounting
 - #3 – View
 - #1 – Tenant
 - Click drop box "Last" field type in resident's last name—highlight tenant name & double click
 - Click Profile Button on the right side of screen (under transaction button)
 - Print
- Print Tenant Profile 3rd Page
 - Open Tenant Accounting
 - #3 – View
 - #1 – Tenant
 - Click drop box "Last" field type in resident's last name—highlight tenant name & double click
 - Click 50058
 - Click the filename drop box at the bottom of screen
 - Select Tenant Profile 3rd page.doc
 - Click "Open" then Merge
 - Get Yellow and Pink Special forms from drawer

Specials for Income Increase

- Have resident complete Yellow Special Form
- Use the Pink Sheet (Checklist) to ensure all required forms/documents are collected
- Resident will fill out 3rd Page (refer to instructions above under All Specials)
- Print Employment Verification with Residents Name and Social Security #)
 - Open Tenant Accounting
 - #3 – View
 - #1 – Tenant
 - Click drop box "Last" field type in resident's last name—highlight tenant name & double click
 - Click 50058
 - Click the filename drop box at the bottom of screen
 - Select empverify
 - Click "Open" then Merge
- Have resident sign Employment verification
- Have resident sign EIV
- Make copies of check stubs (2 most recent consecutive)
- Make copies of Employment Verification and if resident has changed jobs send verification to new employer and old employer (mail or fax) RESIDENT CAN NOT CARRY TO EMPLOYER

Specials for Income Decrease (MUST be reported by end of Current Month)

- Have resident complete Yellow Special Form
- Use the Pink Sheet (Checklist) to ensure all required forms/documents are collected
- Resident will fill out 3rd Page (refer to instruction above under All Specials)
- Have resident sign Employment verification
- Have resident sign EIV
- Make copies of Employment Verification (mail or fax) RESIDENT CAN NOT CARRY TO EMPLOYER

Specials for Same Source income (such as hours being cut)

- Have resident complete Yellow Special Form
- Use the Pink Sheet (Checklist) to ensure all required forms/documents are collected
- Resident will fill out 3rd Page (refer to instruction above under All Specials)
- Have resident sign Employment verification
- Have resident sign EIV
- Make copies of one months' worth of check stubs showing a decrease in income

Specials for Adding Member (Add Member File Packet)

- Make copies of check stubs, Birth Certificates, Social Security Cards and Photo ID'S
- New Member must sign the following
 - Debts Owed and EIV Brochure
 - Citizenship Declaration
 - Entrance Acknowledgement
 - Smoke Detector's Notice
 - Current lease in file
 - VAWA, in file
 - Form 9886 (sign and date)
 - Attachment 3, in file
- Head of Household completes "Add to Family Size"
- Head of Household completes Yellow Special Sheet
- Head of Household completes Tenant 3rd Page (refer to instructions under All Specials) and all adult members (18+) must sign
- All Adult members MUST sign EIV

Specials for Removing Household Member

- Head of Household must complete Yellow Special Sheet
- Complete Tenant Profile 3rd Page (refer to instructions under All Specials)
- All Adult HH Members (18+) must sign EIV
- Head of Household completes Remove Member(s) sheet
- Obtain a copy of the member(s) leaving the household New lease, electric bill as proof of new residency

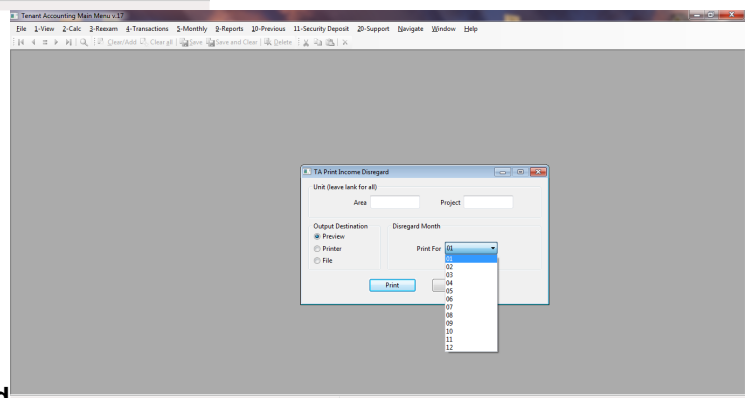
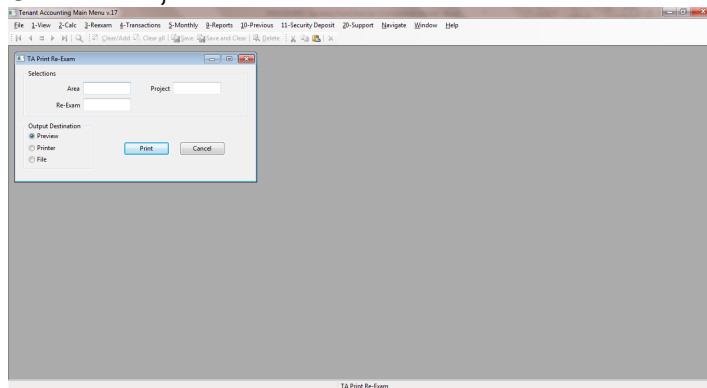
TENANT INCOME DISREGARD

Task 1	Typing Re-Evaluation Letters and Verifying Income for 50% Disregard at completion of 12 months full disregard
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- ❖ Every month print a list of tenants that need to be re-evaluated and tenants that are completing their 12 months of full income disregard. This list should be printed by the 15th of each month. This should be done by the following schedule:

Task Date Range to Send letter	Date Range for Recert Appt.	Lease Expiration to Type for Re-Exam Report & Disregard Date TENANTS BY INCOME DISREGUARD MONTH Public Housing	Deadline for Annuals and Disregard Income Verifications to be Completed and in Manager/Coordinator's Hand for calculation & entry
January 15-20	February 8-15	5	March 20 for 5/1 Annual
February 15-20	March 8-15	6	April 20 for 6/1 AR
March 15-20	April 8-15	7	May 20 for 7/1 AR
April 15-20	May 8-15	8	June 20 for 8/1 AR
May 15-20	June 8-15	9	July 20 for 9/1 AR
June 15-20	July 8-15	10	August 20 for 10/1 AR
July 15-20	August 8-15	11	September 20 for 11/1 AR
August 15-20	September 8-15	12	October 20 for 12/1 AR
September 15-20	October 8-15	1	November 20 for 1/1 AR
October 15-20	November 8-15	2	December 20 for 2/1 AR
November 15-20	December 8-15	3	January 20 for 3/1 AR
December 15-20	January 8-15	4	February 20 for 4/1 AR

3 Rexam, 1 Print Reexams



9 Reports, 3 Other, 10 Income Disregard