

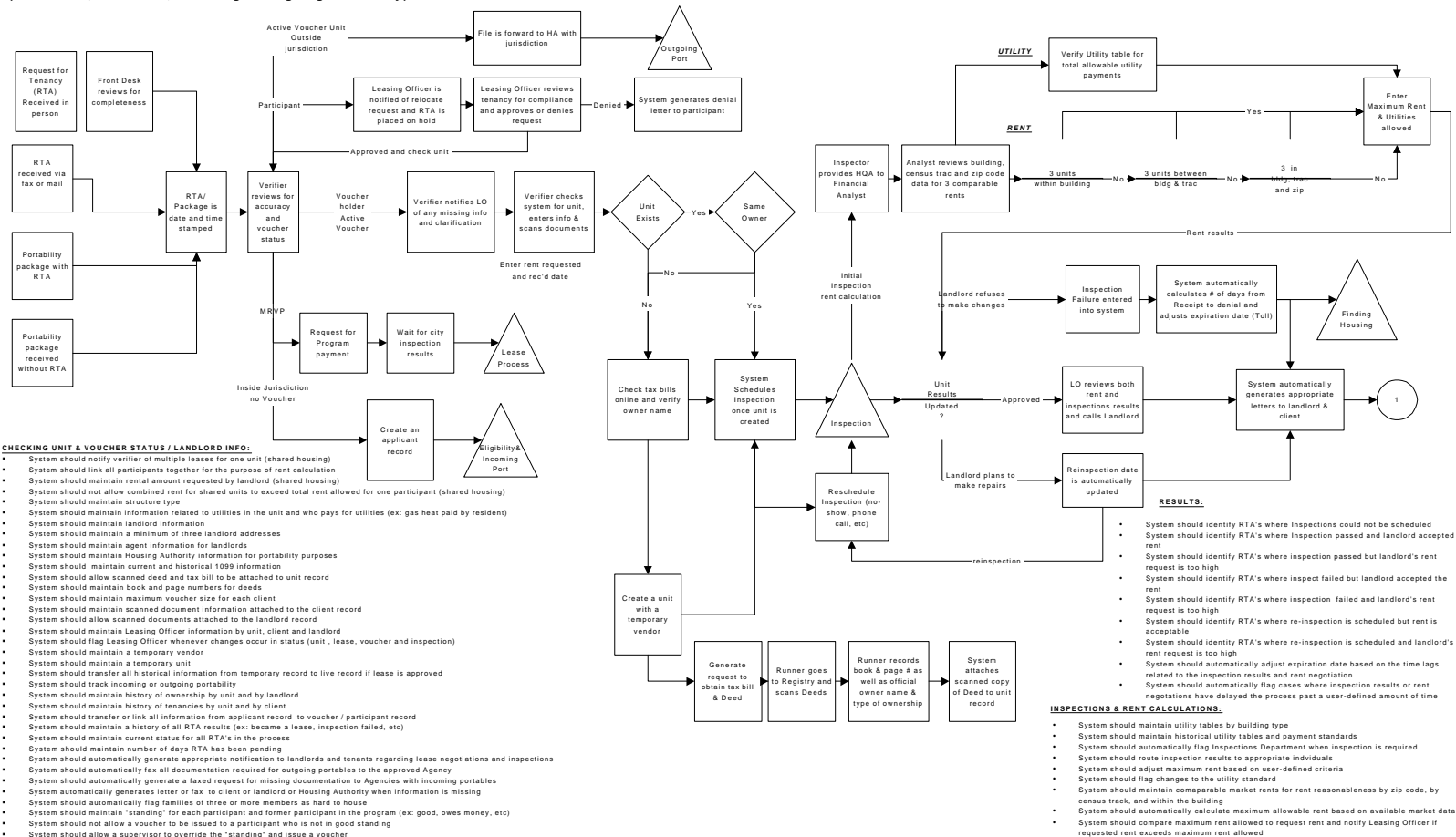
Leased Housing – Request For Tenancy Approval:

Overview

The BHA's Leased Housing Department is currently processing approximately 300 – 400 Boston unit RTAs per month and 200 –300 “portable” (units located out of the city limits) RTAs per month. This process is a multiple step process with hand-offs to inspections, leasing officers, aides, supervisors, and outside agencies. Multiple outcomes require multiple actions/decisions to be made; all of which are manually maintained and tracked. The proposed system specifications would have the various combinations of outcomes mapped and would respond appropriately to each with a minimum of manual intervention.

Future Workflow Process Maps:

REQUEST FOR TENANCY (RTA) RECEIVED (New Lease, Relocates, Incoming & Outgoing Portability)



No.	Process	Requirement Description	P*	Comments
1.	Checking unit / Voucher status / Landlord info:	System should notify verifier of multiple leases for one unit (shared housing)	2	
2.	Checking unit / Voucher status / Landlord info:	System should link all participants together for the purpose of rent calculation	1	
3.	Checking unit / Voucher status / Landlord info:	System should maintain rental amount requested by landlord (shared housing)	3	
4.	Checking unit / Voucher status / Landlord info:	System should not allow combined rent for shared units to exceed total rent allowed for one participant (shared housing)	1	
5.	Checking unit / Voucher status / Landlord info:	System should maintain structure type	1	
6.	Checking unit / Voucher status / Landlord info:	System should maintain information related to utilities in the unit and who pays for utilities (ex: gas heat paid by resident)	1	
7.	Checking unit / Voucher status / Landlord info:	System should maintain landlord information	1	
8.	Checking unit / Voucher status / Landlord info:	System should maintain a minimum of three landlord addresses	1	
9.	Checking unit / Voucher status / Landlord info:	System should maintain agent information for landlords	1	
10.	Checking unit / Voucher status / Landlord info:	System should maintain Housing Authority information for portability purposes	1	
11.	Checking unit / Voucher status / Landlord info:	System should maintain current and historical 1099 information	1	
12.	Checking unit / Voucher status / Landlord info:	System should allow scanned deed and tax bill to be attached to unit record	3	
13.	Checking unit / Voucher status / Landlord info:	System should maintain book and page numbers for deeds	3	
14.	Checking unit / Voucher status / Landlord info:	System should maintain maximum voucher size for each client	1	
15.	Checking unit / Voucher status / Landlord info:	System should maintain scanned document information attached to the client record	3	
16.	Checking unit / Voucher status / Landlord info:	System should allow scanned documents attached to the landlord record	3	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
17.	Checking unit / Voucher status / Landlord info:	System should maintain Leasing Officer information by unit, client and landlord	1	
18.	Checking unit / Voucher status / Landlord info:	System should flag Leasing Officer whenever changes occur in status (unit , lease, voucher and inspection)	2	
19.	Checking unit / Voucher status / Landlord info:	System should maintain a temporary vendor	1	
20.	Checking unit / Voucher status / Landlord info:	System should maintain a temporary unit	1	
21.	Checking unit / Voucher status / Landlord info:	System should transfer all historical information from temporary record to live record if lease is approved	1	
22.	Checking unit / Voucher status / Landlord info:	System should track incoming or outgoing portability	1	
23.	Checking unit / Voucher status / Landlord info:	System should maintain history of ownership by unit and by landlord	1	
24.	Checking unit / Voucher status / Landlord info:	System should maintain history of tenancies by unit and by client	1	
25.	Checking unit / Voucher status / Landlord info:	System should transfer or link all information from applicant record to voucher / participant record	1	
26.	Checking unit / Voucher status / Landlord info:	System should maintain a history of all RTA results (ex: became a lease, inspection failed, etc)	3	
27.	Checking unit / Voucher status / Landlord info:	System should maintain current status for all RTA's in the process	3	
28.	Checking unit / Voucher status / Landlord info:	System should maintain number of days RTA has been pending	3	
29.	Checking unit / Voucher status / Landlord info:	System should automatically generate appropriate notification to landlords and tenants regarding lease negotiations and inspections	2	
30.	Checking unit / Voucher status / Landlord info:	System should automatically fax all documentation required for outgoing portables to the approved Agency	3	
31.	Checking unit / Voucher status / Landlord info:	System should automatically generate a faxed request for missing documentation to Agencies with incoming portables	3	
32.	Checking unit / Voucher status / Landlord info:	System automatically generates letter or fax to client or landlord or Housing Authority when information is missing	3	

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33.	Checking unit / Voucher status / Landlord info:	System should automatically flag families of three or more members as hard to house	1	
34.	Checking unit / Voucher status / Landlord info:	System should maintain "standing" for each participant and former participant in the program (ex: good, owes money, etc)	1	
35.	Checking unit / Voucher status / Landlord info:	System should not allow a voucher to be issued to a participant who is not in good standing	1	
36.	Checking unit / Voucher status / Landlord info:	System should allow a supervisor to override the "standing" and issue a voucher	1	
37.	Inspections & Rent Calculations:	System should maintain utility tables by building type	1	
38.	Inspections & Rent Calculations:	System should maintain historical utility tables and payment standards	1	
39.	Inspections & Rent Calculations:	System should automatically flag Inspections Department when inspection is required	1	
40.	Inspections & Rent Calculations:	System should route inspection results to appropriate individuals	2	
41.	Inspections & Rent Calculations:	System should adjust maximum rent based on user-defined criteria	2	
42.	Inspections & Rent Calculations:	System should flag changes to the utility standard	2	
43.	Inspections & Rent Calculations:	System should maintain comparable market rents for rent reasonableness by zip code, by census track, and within the building	2	
44.	Inspections & Rent Calculations:	System should automatically calculate maximum allowable rent based on available market data	2	
45.	Inspections & Rent Calculations:	System should compare maximum rent allowed to request rent and notify Leasing Officer if requested rent exceeds maximum rent allowed	3	
46.	Results:	System should identify RTA's where Inspections could not be scheduled	3	
47.	Results:	System should identify RTA's where Inspection passed and landlord accepted rent	3	

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No.	Process	Requirement Description	P*	Comments
48.	Results:	System should identify RTA's where inspection passed but landlord's rent request is too high	3	
49.	Results:	System should identify RTA's where inspect failed but landlord accepted the rent	3	
50.	Results:	System should identify RTA's where inspection failed and landlord's rent request is too high	3	
51.	Results:	System should identify RTA's where re-inspection is scheduled but rent is acceptable	3	
52.	Results:	System should identify RTA's where re-inspection is scheduled and landlord's rent request is too high	3	
53.	Results:	System should automatically adjust expiration date based on the time lags related to the inspection results and rent negotiation	3	
54.	Results:	System should automatically flag cases where inspection results or rent negotiations have delayed the process past a user-defined amount of time	3	

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