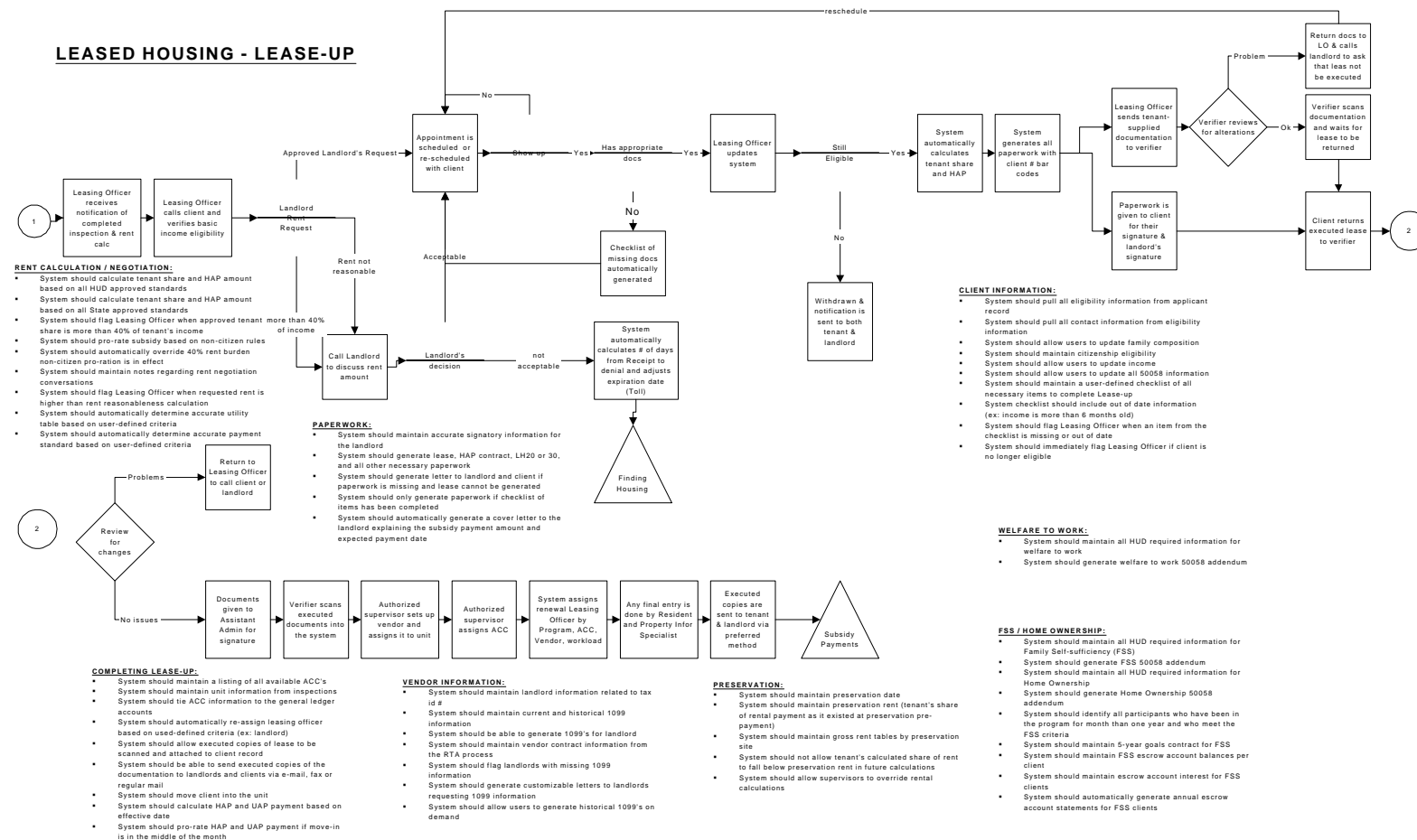


Leased Housing – Lease-up:

Overview

The BHA's Leased Housing Division is currently leasing approximately 200 new units in the City of Boston per month. Eligibility, rent calculations, and final tenant figures are all manually calculated by the Leasing Officer. The information is then sent to Program Control for a final verification tenant share review and data entry. Our proposed system specifications would have the computer performing many of the mathematical functions, greatly reducing human error and corrections. While efficiency and accuracy is important to the BHA, system controls around executing increases and decreases in subsidy payments is of primary importance to this process.

Future Workflow Process Maps:



No.	Process	Requirement Description	P*	Comments
1.	Rent Calculation / Negotiation:	System should calculate tenant share and HAP amount based on all HUD approved standards	1	
2.	Rent Calculation / Negotiation:	System should calculate tenant share and HAP amount based on all State approved standards	1	
3.	Rent Calculation / Negotiation:	System should flag Leasing Officer when approved tenant share is more than 40% of tenant's income	1	
4.	Rent Calculation / Negotiation:	System should pro-rate subsidy based on non-citizen rules	1	
5.	Rent Calculation / Negotiation:	System should automatically override 40% rent burden non-citizen pro-ration is in effect	1	
6.	Rent Calculation / Negotiation:	System should maintain notes regarding rent negotiation conversations	3	
7.	Rent Calculation / Negotiation:	System should flag Leasing Officer when requested rent is higher than rent reasonableness calculation	2	
8.	Rent Calculation / Negotiation:	System should automatically determine accurate utility table based on user-defined criteria	1	
9.	Rent Calculation / Negotiation:	System should automatically determine accurate payment standard based on user-defined criteria	1	
10.	Client Information:	System should pull all eligibility information from applicant record	1	
11.	Client Information:	System should pull all contact information from eligibility information	1	
12.	Client Information:	System should allow users to update family composition	1	
13.	Client Information:	System should maintain citizenship eligibility	1	
14.	Client Information:	System should allow users to update income	1	
15.	Client Information:	System should allow users to update all 50058 information	1	
16.	Client Information:	System should maintain a user-defined checklist of all necessary items to complete Lease-up	3	
17.	Client Information:	System checklist should include out of date information (ex: income is more than 6 months old)	3	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
18.	Client Information:	System should flag Leasing Officer when an item from the checklist is missing or out of date	3	
19.	Client Information:	System should immediately flag Leasing Officer if client is no longer eligible	1	
20.	Paperwork:	System should maintain accurate signatory information for the landlord	2	
21.	Paperwork:	System should generate lease, HAP contract, LH20 or 30, and all other necessary paperwork	2	
22.	Paperwork:	System should generate letter to landlord and client if paperwork is missing and lease cannot be generated	2	
23.	Paperwork:	System should only generate paperwork if checklist of items has been completed	3	
24.	Paperwork:	System should automatically generate a cover letter to the landlord explaining the subsidy payment amount and expected payment date	2	
25.	Completing Lease-up:	System should maintain a listing of all available ACC's	1	
26.	Completing Lease-up:	System should maintain unit information from inspections	1	
27.	Completing Lease-up:	System should tie ACC information to the general ledger accounts	1	
28.	Completing Lease-up:	System should automatically re-assign leasing officer based on used-defined criteria (ex: landlord)	3	
29.	Completing Lease-up:	System should allow executed copies of lease to be scanned and attached to client record	3	
30.	Completing Lease-up:	System should be able to send executed copies of the documentation to landlords and clients via e-mail, fax or regular mail	3	
31.	Completing Lease-up:	System should move client into the unit	1	
32.	Completing Lease-up:	System should calculate HAP and UAP payment based on effective date	1	
33.	Completing Lease-up:	System should pro-rate HAP and UAP payment if move-in is in the middle of the month	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
34.	Vendor Information:	System should maintain landlord information related to tax id #	1	
35.	Vendor Information:	System should maintain current and historical 1099 information	1	
36.	Vendor Information:	System should be able to generate 1099's for landlord	1	
37.	Vendor Information:	System should maintain vendor contract information from the RTA process	1	
38.	Vendor Information:	System should flag landlords with missing 1099 information	1	
39.	Vendor Information:	System should generate customizable letters to landlords requesting 1099 information	3	
40.	Vendor Information:	System should allow users to generate historical 1099's on demand	1	
41.	Welfare to Work:	System should maintain all HUD required information for welfare to work	1	
42.	Welfare to Work:	System should generate welfare to work 50058 addendum	1	
43.	FSS / Home Ownership:	System should maintain all HUD required information for Family Self-sufficiency (FSS)	1	
44.	FSS / Home Ownership:	System should generate FSS 50058 addendum	1	
45.	FSS / Home Ownership:	System should maintain all HUD required information for Home Ownership	1	
46.	FSS / Home Ownership:	System should generate Home Ownership 50058 addendum	1	
47.	FSS / Home Ownership:	System should identify all participants who have been in the program for month than one year and who meet the FSS criteria	2	
48.	FSS / Home Ownership:	System should maintain 5-year goals contract for FSS	2	
49.	FSS / Home Ownership:	System should maintain FSS escrow account balances per client	1	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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No.	Process	Requirement Description	P*	Comments
50.	FSS / Home Ownership:	System should maintain escrow account interest for FSS clients	1	
51.	FSS / Home Ownership:	System should automatically generate annual escrow account statements for FSS clients	1	
52.	Preservation:	System should maintain preservation date	1	
53.	Preservation:	System should maintain preservation rent (tenant's share of rental payment as it existed at preservation pre-payment)	1	
54.	Preservation:	System should maintain gross rent tables by preservation site	1	
55.	Preservation:	System should not allow tenant's calculated share of rent to fall below preservation rent in future calculations	1	
56.	Preservation:	System should allow supervisors to override rental calculations	1	

Legend:

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