



MEMO TO MULTI-FAMILY ASSET MANAGEMENT PARTNERS

Date: April 10, 2020

The purpose of this memo is to provide information to help our multi-family partners address the COVID-19 crisis that threatens the health and safety of the people we serve together. We are committed to doing whatever we can to help and support you.

Included in this memo is information about New Hampshire Housing Finance Authority (NHHFA) policies and programs for helping to address the pandemic and related problems; notices from national and state agencies on their policies and recommendations, including policy guidance and waivers/extensions where applicable; and best practices that are provided for informational purposes.

Please refer to our website for the most up-to-date information from NHHFA and HUD: www.nhhfa.org/asset-management

1. Refer to NHHFA's April 10, 2020 [*Notice to Owners and Management Agents of Multi-Family Properties Regarding NHHFA Reserve and Forbearance Policies.*](#)
2. Refer to NHHFA's March 16, 2020 [*Notice Regarding Housing Inspections for Multi-Family Housing Programs & COVID-19.*](#)
3. New HUD Limits have been published. We encourage all owners and managers to consider the circumstances when deciding if and when to raise rent where allowed because of the new HUD limits. We applaud the many partners who have proactively worked with residents on payment plans, suspension of late fees, and other measures to mitigate the hardship many residents are currently facing.
4. For owners/managers working on applications, move-ins or re-certifications for tenants impacted by the pandemic, NHHFA has adopted the recently approved HUD guidelines (HUD Q&A for Office of Multifamily Stakeholders Coronavirus (COVID-19), April 2, 2020) for all NHHFA funded projects. It allows:
 - a. Electronic signatures can be obtained in the interim with the caveat that original "wet" signatures be obtained at a later date when it is safe to do so. This applies to the following documents:
 - i. Application
 - ii. Tenant Income Certification Form (TIC)
 - iii. Release of Information Form
 - iv. Lease and all Lease Addendums (including lease amendments)
 - v. Affidavits of unemployment
 - vi. Zero Income Forms



- b. Tenants can provide the background documentation for income/assets electronically and collect the original documents at a later date these including but not limited to:
 - i. SS/SSI Awards
 - ii. Bank Statements
 - iii. Public Assistance Documents
 - c. The files need to be properly documented with either a clarification note or memo that states why the “wet” signatures and/or original documents were obtained at a later date.
5. The National Council of State Housing Agencies has advocated for specific extensions and accommodations in this letter: www.ncsha.org/wp-content/uploads/NCSHA-Letter-to-IRS-on-COVID-19-and-the-Housing-Credit-Program.pdf. IRS staff have informed NCSHA that they are working on a response.

Supportive Services

1. Partners who provide supportive services to their residents are encouraged to employ other means including telephone and videoconferencing.
2. Alternative methods of service delivery will be allowed in order to comply with service plans and regulatory requirements; service providers are encouraged to contact their asset managers with any questions.
3. Please make note of the [State of New Hampshire BEAS General Memorandum \(GM\)](#).

If you have any questions, please contact us. We know this is a challenging time and we are here to support your efforts.

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