Yardi Voyager
Affordable Housing
LIHTC Leasing Workflow Training Guide

Documentation and Online Help Published
by
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Document Changes

The following table lists the plug-in versions documented in each manual revision. To determine which plug-in versions you use, select **Administration > About**. If a manual documents multiple plugins, use the manual revision associated with the most recent plug-in version you use.

A number following the revision letter indicates changes since the previous revision are non-substantive: style, pagination, and so on. Thus, revision a.1 contains the same substantive material as revision a.

Publication Date	Document Revision	Newly Documented Software	Other Substantive Changes
11 February 2020	i	Affordable Plug-in 7.11 Affordable Reports Plug-in 7.10	
12 April 2018	h	Affordable Plug-in 7.7 Affordable Reports Plug-in 7.6	
7 July 2016	g	Affordable Plug-in 7.1 Affordable Reports Plug-in 7.1	
23 October 2014	f.1		
28 August 2014	f	Affordable Plug-In 2.2	Voyager 7.0

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Introduction

About Yardi Voyager Affordable Housing

With Yardi Voyager Affordable Housing, you can manage properties that operate under Low Income Tax Credit (LITHTC), HOME, Rural Development Section 515, HUD project-based housing, or a combination of these programs. Yardi Voyager Affordable Housing integrates compliance, accounting, and property management within a single system.

About the Documentation

This guide furnishes training lessons for beginning Voyager Affordable Housing users. The lessons are designed to be completed sequentially. Completing the exercises at the end of each lesson can help to reinforce your knowledge.

Your system administrator customizes Yardi Voyager Affordable Housing and manages the security settings. Customization and security settings affect the appearance of Yardi Voyager Affordable Housing and determine the options that are available to users. Most screens and menu paths described in this document are for a standard implementation with the least restrictive security settings. The screens and descriptions may not match those that you see when you use Yardi Voyager Affordable Housing. This document does not typically describe fields like **Name** or **Unit #**, for which the purpose is self-evident. Unless otherwise indicated, menu paths are for the side menu.

Yardi Voyager Affordable Housing relies on the Yardi Voyager core and residential systems. For information about these systems, see the Yardi Voyager core and residential guides.

You can find the latest documentation on Yardi our FPI Intranet:

https://sites.google.com/a/fpimgt.com/myteamfpi/?pli=1

If you need help determining your logon name and password contact your **FPI Residential Software Department.**

Notes

An information note provides background information. For example, it may explain how changes made in one screen affect data that appears in another screen.

A caution note explains how to avoid a potential problem, or indicates that a process will cause irreversible changes to your data.

A tip describes a way to get more from your software. For example, it may explain an alternative way to perform a task.

CHAPTER1

LIHTC Guest Card Workflow

In this lesson

This lesson explains how to add guest cards for LIHTC prospects.

Introduction to LIHTC Guest Card Workflow

Prospect guest cards document prospects who are actively seeking rental housing. A guest card keeps all information for a prospective household in a single location and simplifies application processing.

The leasing and qualification process begins when you add the prospect's guest card. Although you use the same initial leasing steps for all households, you must qualify a household for LIHTC housing before the household moves in.

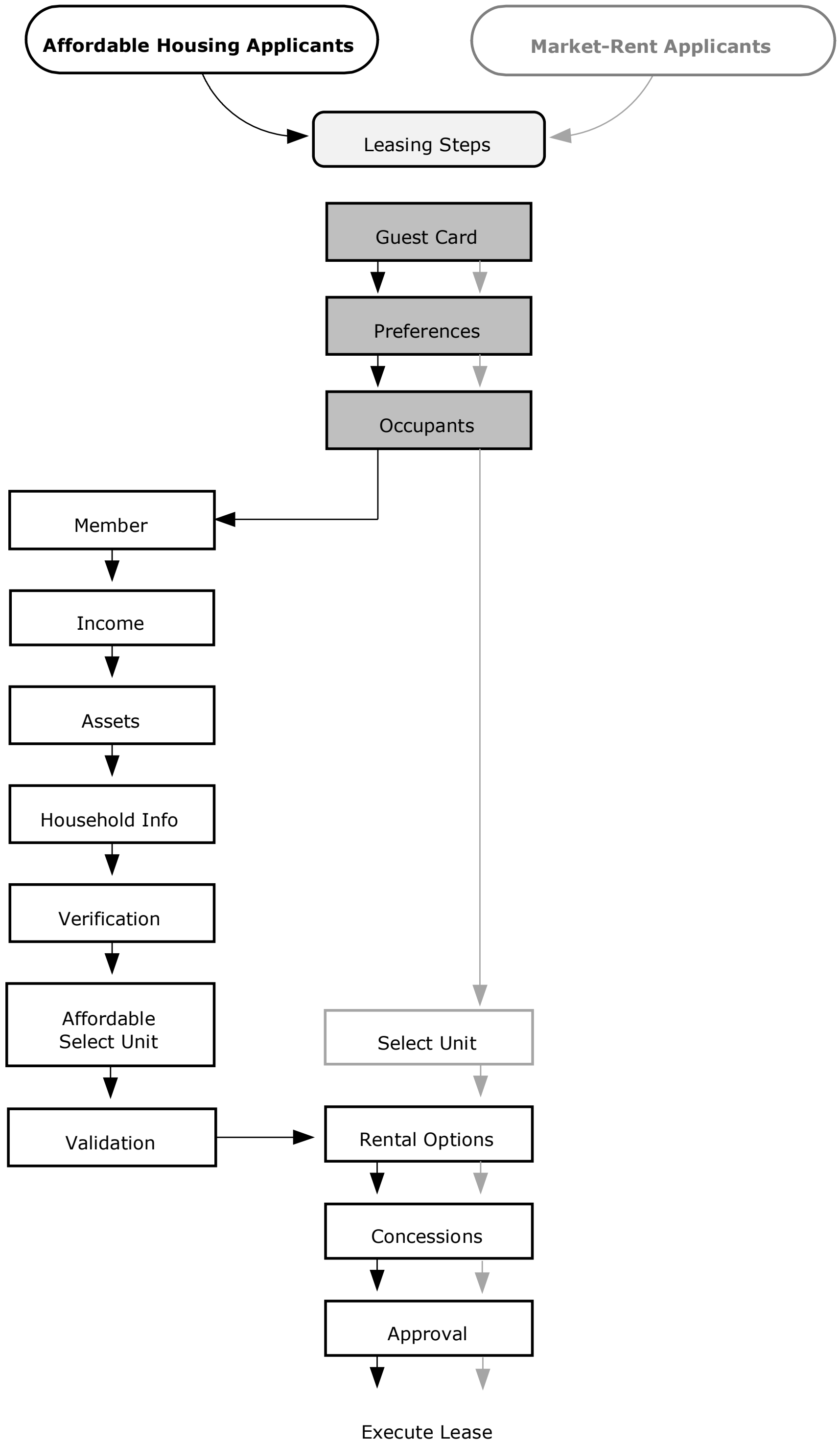
This lesson describes how to begin the leasing process for a new LIHTC prospect. In this lesson, you will learn how to complete the following tasks:

1 Add a guest card for an LIHTC household.

2 Add additional adult family members as occupants.

You will also learn how to find prospects and record contacts with the prospects.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Guest Card**, **Preferences**, and **Occupants** leasing steps are the subjects of this lesson.



Voyager helps you to quickly complete Voyager screens. For fields that you can complete by typing, typing the first few characters automatically displays a selection list based on information that you previously used in that field. You can either select from the displayed list or complete the field by continuing to type.

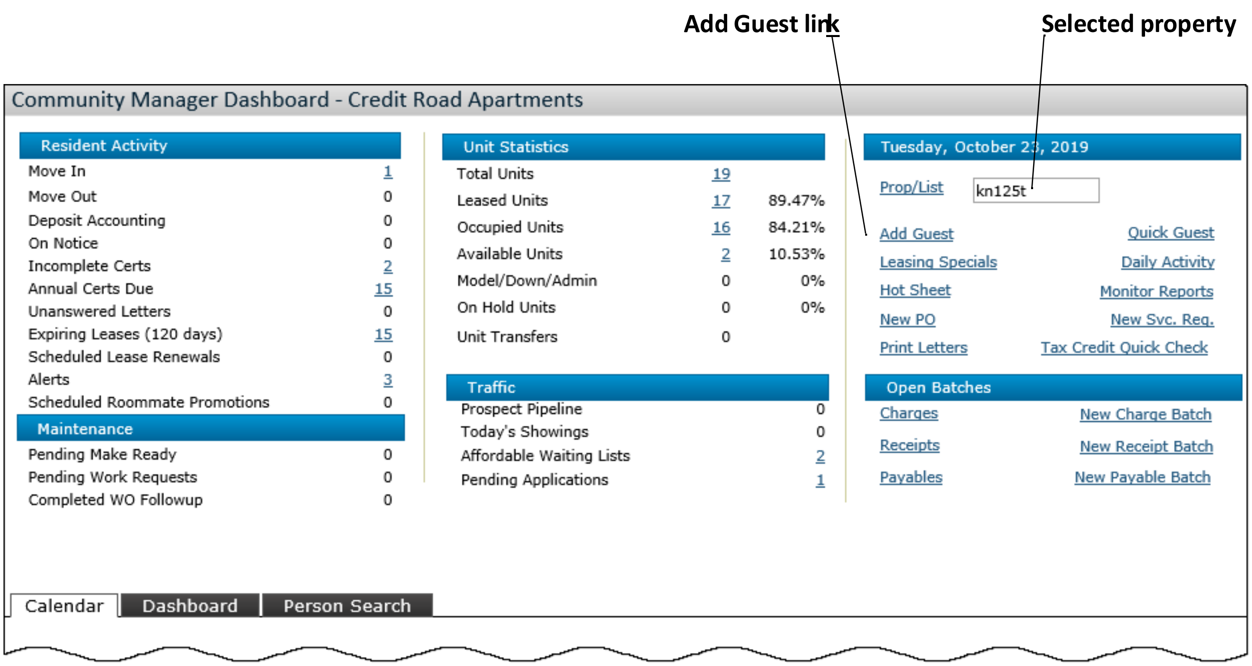
Adding Guest Cards for LIHTC Prospects

Adding a guest card automatically adds the household to the **Prospect Pipeline** on the **Community Manager Dashboard**. The name on the guest card becomes the name of the household head for certification purposes and the name on the **Resident** screen for the household after move-in.

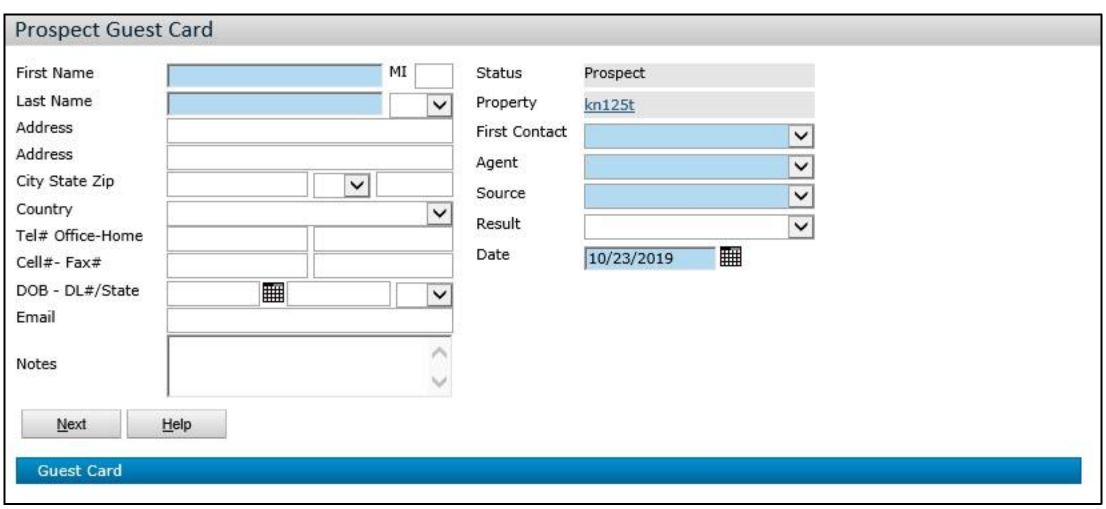
To add a guest card for an LIHTC prospect

1 In the **Prop/List** field on the **Community Manager Dashboard**, select the property. The **Community Manager Dashboard** displays the information for the selected property.

2 Click the **Add Guest** link.



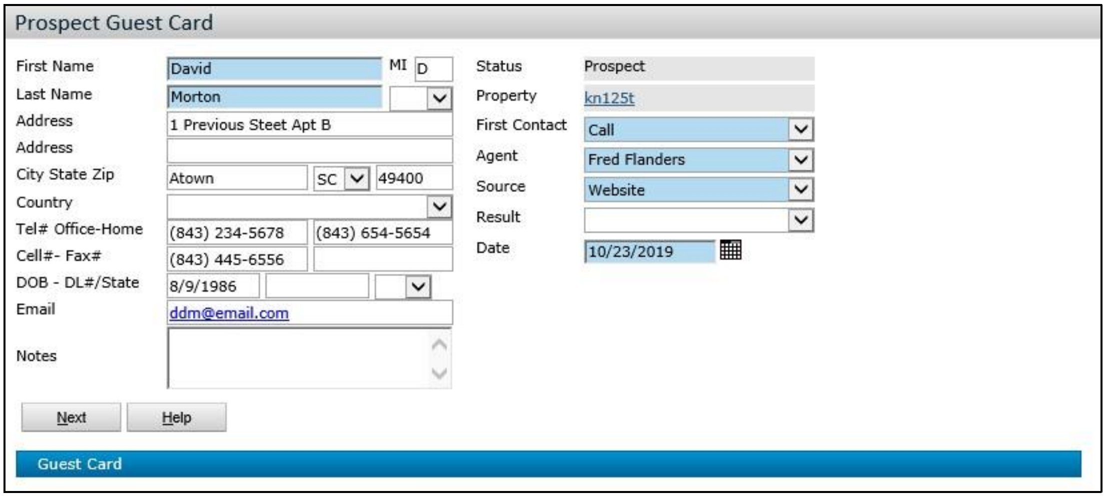
The **Prospect Guest Card**screen appears.



1 Complete the information for the household head: **FPI POLICY STATES ALL DATA ENTERED MUST BE IN CAPITAL LETTERS. Special characters such as !#$%^&* cannot be used in Voyager as they can cause data corruption.**

First Name	Type the first name of the household head.
MI	Type the first letter of the member's middle name.
Last Name	Type the last name of the household head.
Address	On the first line, type name of the property in which the prospect lives; for example: Oldtown Apartments. Or, type the street address; for example: 1 Previous Street Apt 1B. If you typed the property name on the first line, type the street address and apartment number on the second line.
City State Zip	Type the name of the city. Press the TAB key on your computer. Type or select the two-character state code; for example, SC. In the next field, type the ZIP code.
Tel # Office-Home **Cell#-Fax#**	In the field on the left, type the phone number where the prospect can be contacted at work. Include the area code. Type the phone number without formatting; for example: 8432345678. Voyager will format the number for you. Press the TAB key. In the field on the right, type the phone number where the prospect can be contacted at home. Press the TAB key. If the prospect has a cell phone or FAX number, type those numbers in the same way.
DOB-DL# / State	You may record the date of birth now or later during the qualification process. If you record the date of birth now, Voyager will include it in the member's information for qualification purposes. To record it now, type the date without formatting; for example: 090876. Press the TAB key. Voyager formats the date; for example: 08/09/1986. If needed, you can also add prospect's drivers' license information. In the field on the right, type the driver's license number and select the licensing state.
Email	Type the email address of the household head.
Notes	Type notes or remarks, if needed.
First Contact	Select the way that the prospect head contacted you.
Agent	Select the leasing agent who is working with the prospect.
Source	Select eh way that the prospect learned about the property.
Date	This date is the day that the prospect initially contacted you. the system date on your workstation appears. Change the date if needed.

The following graphic shows the **Prospect Guest Card** screen completed for a household head.

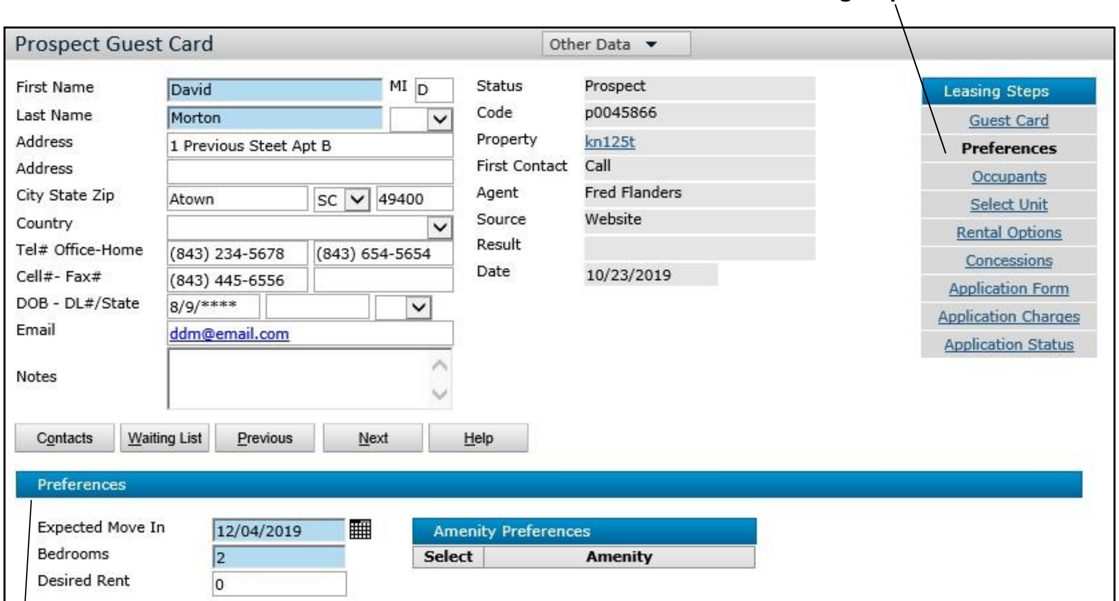


3 Click the **Next** button. The **Preferences** tab appears in the bottom part of the screen. A **Leasing Steps** menu appears in the top part of the screen, on the right.

If a waiting list is set up in this property in Voyager, the **Waiting List** button appears. You can now add the prospect to the waiting list.

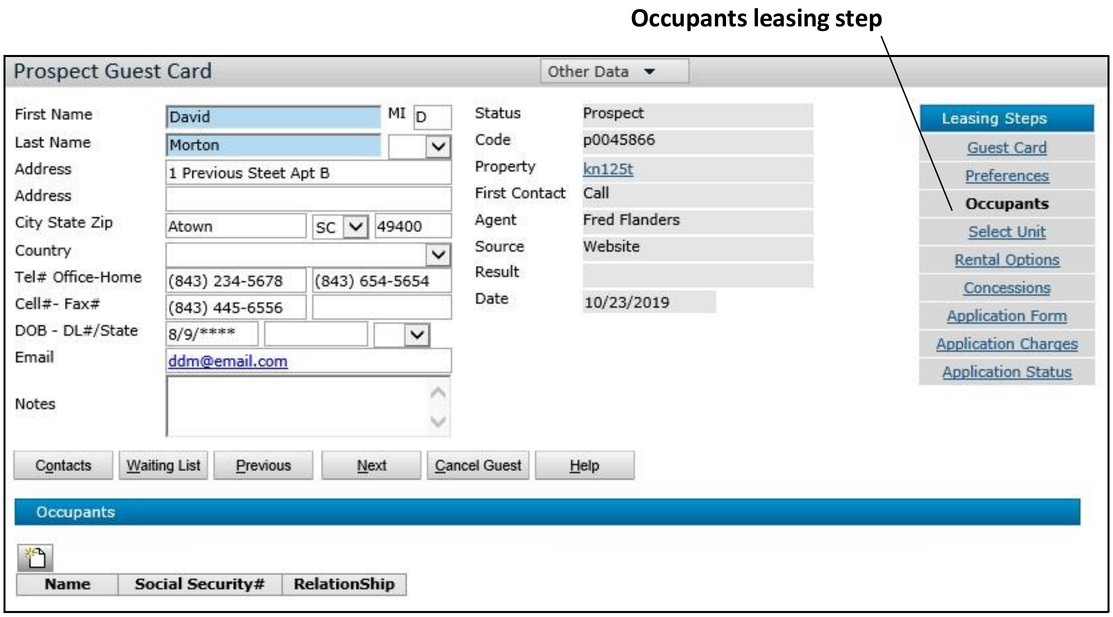
4 Type the household's expected move-in date and the number of bedrooms needed.

Preferences leasing step

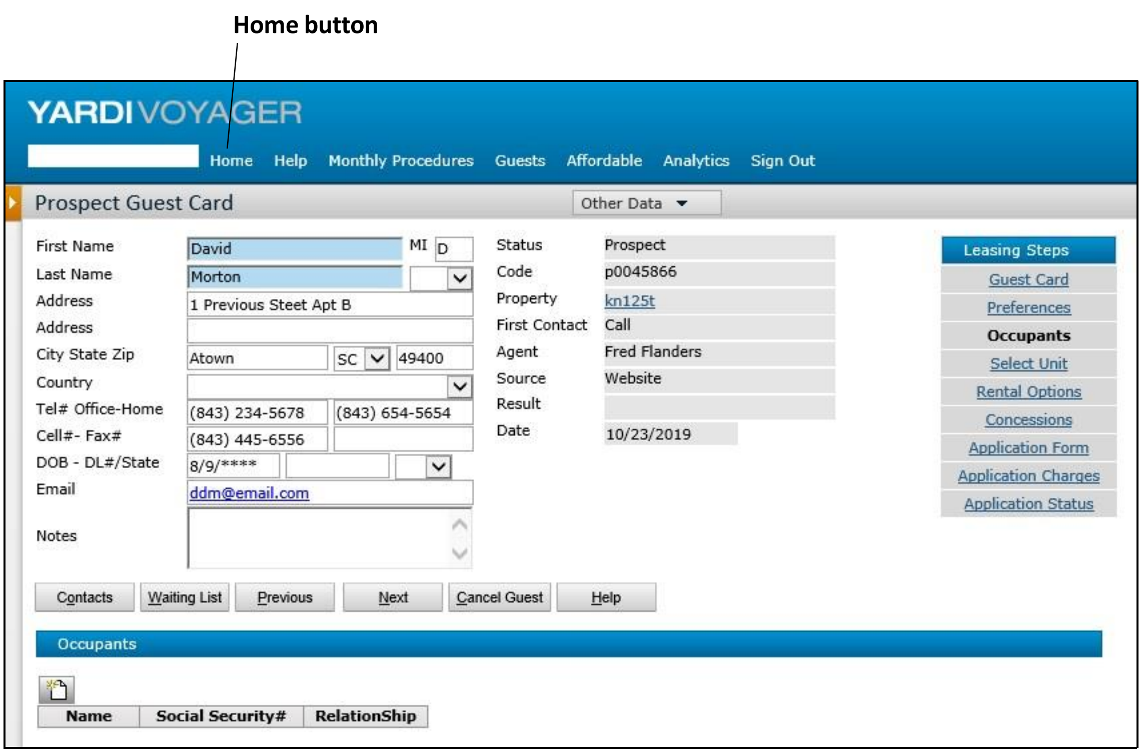


Preferences tab

2 Click **Next** to advance to the **Occupants** leasing step. The **Occupants** tab appears in the bottom part of the screen. **Per FPI policy, you will only enter Occupants 18 or over who are lease holders in this step. You will be able to enter dependents and non-family members in the Compliance Workflow.**



You have now added enough information to the household's guest card for Voyager to save the guest card. If needed, you could click the **Home** button in the top part of the screen and continue later. We will continue with the **Occupants** leasing step.



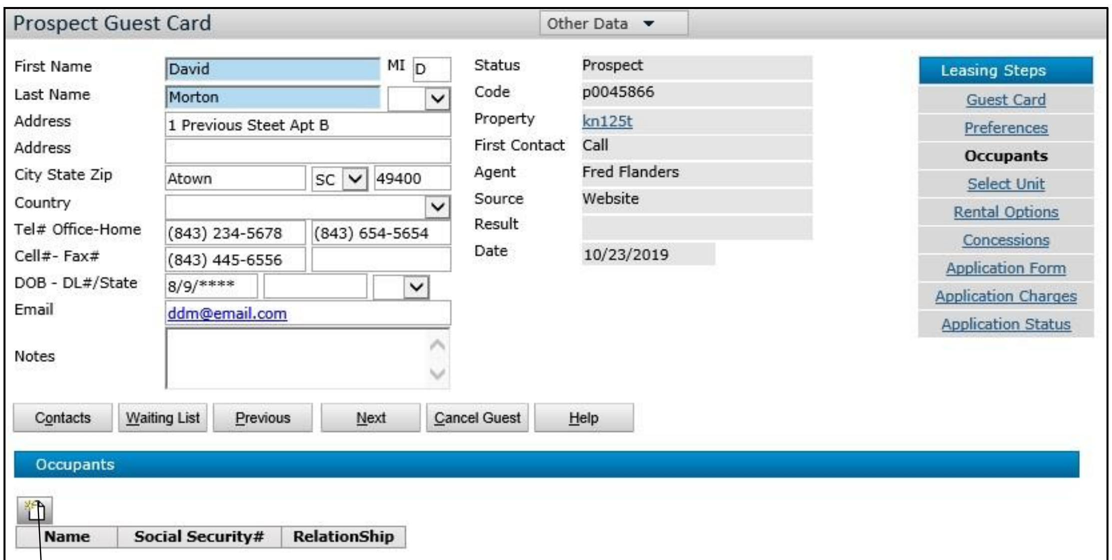
When you qualify an affordable housing household, your first step is to complete the **Member** screen for each household member. Voyager partially completes the **Member** screen for the household head. Voyager also automatically completes the name, date of birth, and Social Security number on the **Member** screen for members added as occupants. You will add more details when you complete the qualification steps.

Voyager adds member information for occupants *only* if you add the occupants now, the first time that you use the **Occupants** leasing step. If you return to the **Occupants** step from other leasing steps and add information for additional occupants, Voyager will *not* complete the **Member** screen for those additional occupants.

Adding a household member as am apartment occupant also adds the person to the **Roommates** section of the **Resident** screen. When the household becomes a resident household, you will be able to search your Voyager database to find the household member. You may want to add the spouse, cohead, or all adult members of the household as occupants

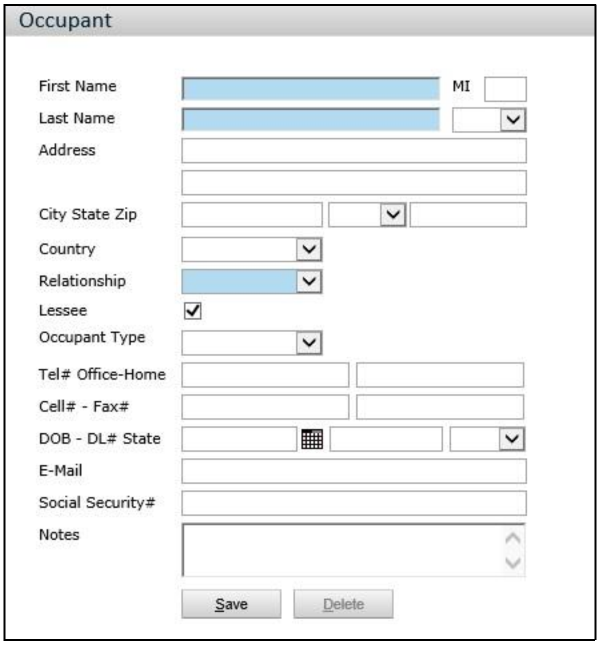
To add a household member as an occupant

1 On the **Occupants** tab, click the **Add Occupant** button .



Add Occupant

The **Occupant** screen appears.

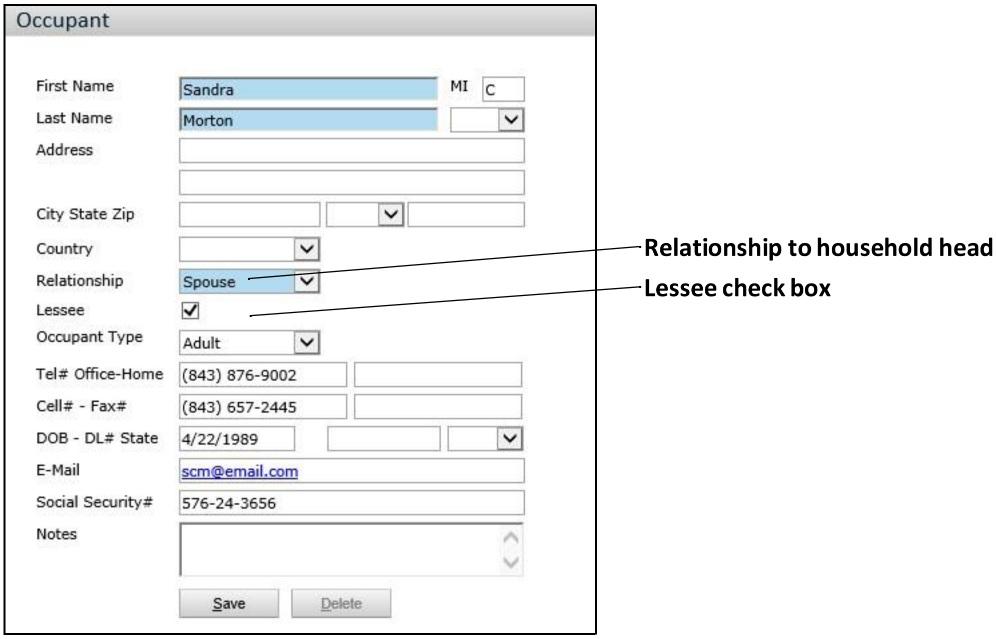


2 Complete the following information for the occupant:

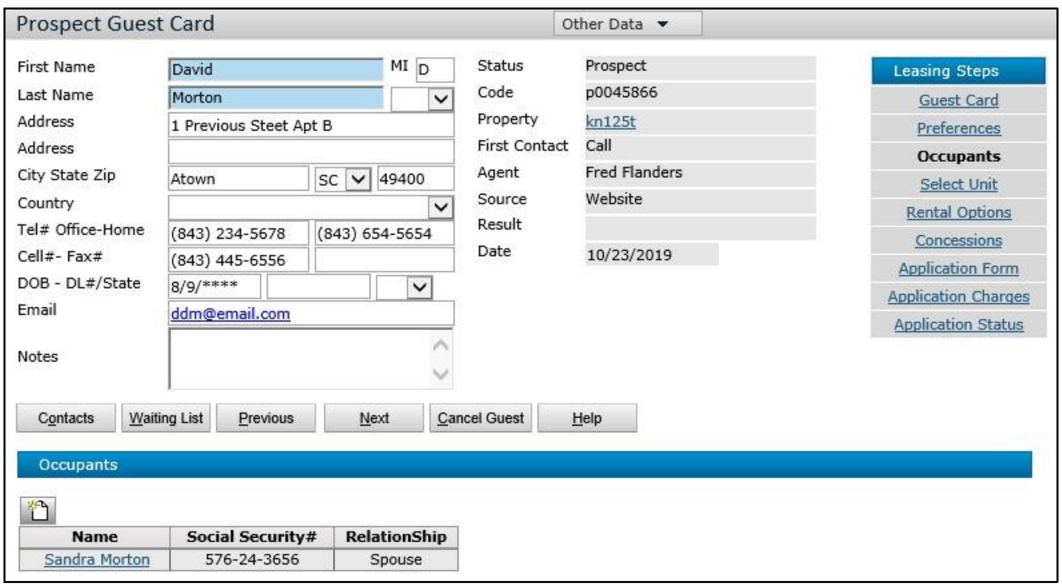
First Name	Type the household member's first name.
MI	Type the first letter of the member's middle name.
Last Name	In the field on the left, type the household member's last name. In the field on the right, select the prefix that applies.
Relationship	Select the occupant's relationship to the household head. If the person is a spouse, select **Spouse**. For all persons other than a spouse, select **Other**.
Lessee	If this person is an adult family member, select this check box. HUD requires all adult family members to be responsible for the lease.
Occupant Type	Select **Adult** or **Minor**.
DOB	Type the member's date of birth
Social Security #	Type the member's Social Security number.

3 Add other information, as needed by your management organization.

The following graphic shows the **Occupant** screen completed for an adult family member who is a spouse.



4 Click **Save**. The **Occupant** screen closes. The person's name, Social Security number, and relationship appear on the **Occupants** tab.



Recording Contacts with Prospects

You may be tracking many prospects at any one time and need ways to remember details about each prospect. Documenting contact events helps you to remember these details.

When you add a prospect's guest card, Voyager automatically adds a first-contact event to the guest card. The description automatically shows the words **First contact**. You can add notes and other information. You can also document additional contact events so that you can document all communication with the prospect.

To document a contact event for a prospect

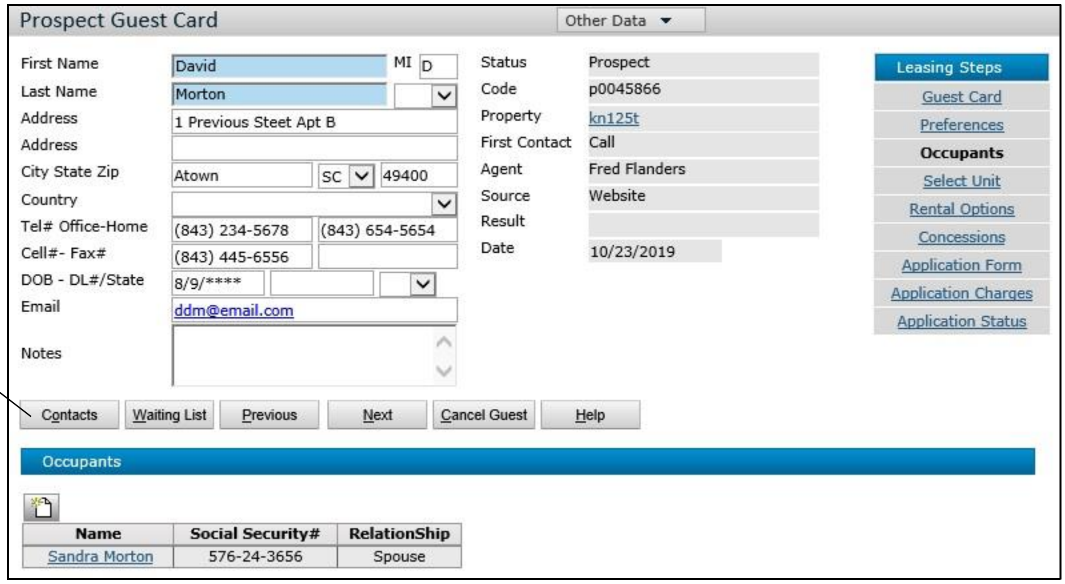
1 Open the **Prospect Guest Card** screen for the prospect.

a On the **Community Manager Dashboard**, select the property.

b In the **Traffic** section of the dashboard, click the number for the **Prospect Pipeline**. The **Prospect Pipeline** appears in the bottom part of the dashboard, displaying a row for each guest in the pipeline. **c** Click the name of the prospect. the **Prospect Guest Card** screen appears.

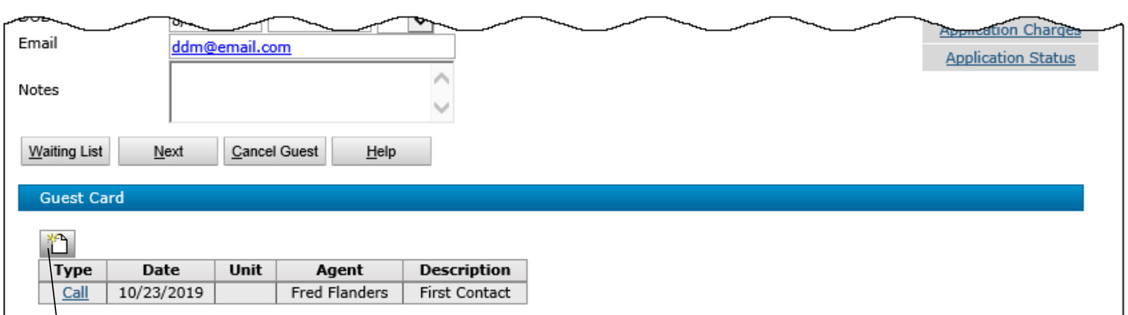
2 Click the **Contacts** button in the top part of the screen.

Contacts button



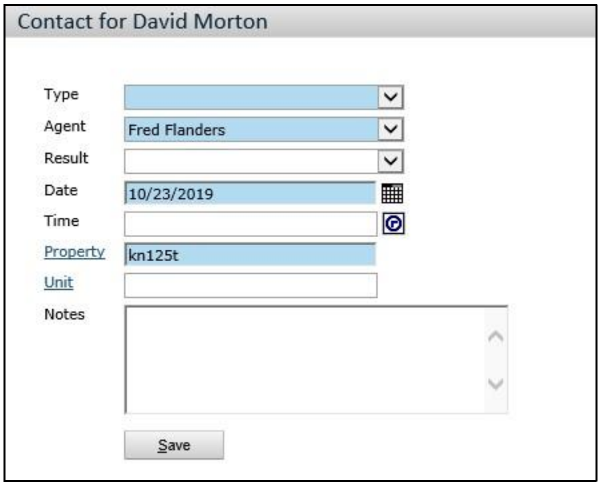
The list of contacts appears in the bottom part of the screen.

Voyager automatically adds a first contact record when you add a prospect's guest card. Its description is **First Contact**. You can open this contact record and edit it, if needed.



Add Contact button

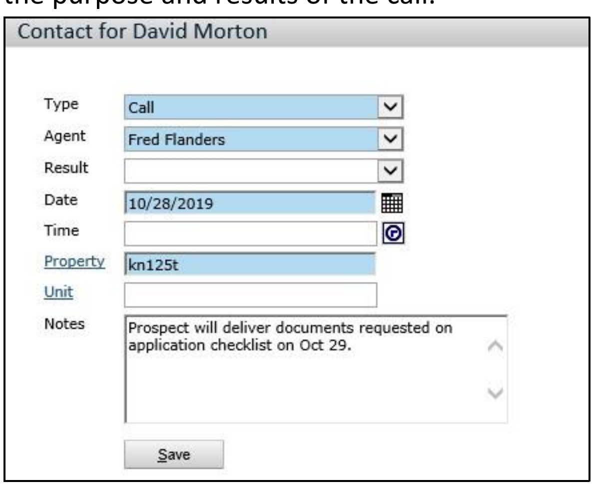
3 Click the **Add Contact** button . The **Contact** screen appears.



4 Add the following information:

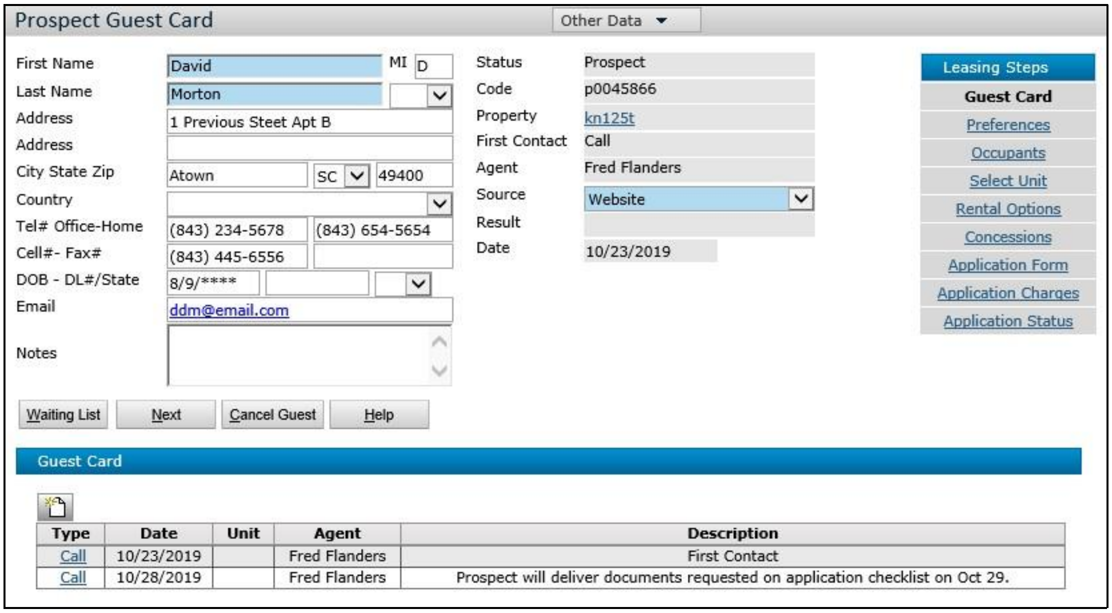
Type	Select the type of contact event.
Agent	The agent selected when you added the prospect's guest card appears. If needed, select a different agent.
Date	The system date on your workstation appears. If you are recording notes for a contact event that you made on another day, type the date, or click the **Calendar** button and select the date of the event. If you are documenting an appointment, type the date of the appointment.
Result	Select the result of the contact, if needed.
Time	Type the time, or click the **Clock** button and select the time that the prospect made the contact or the time of the scheduled appointment.
Unit	If this contact is about a specific apartment, type the unit code or select the apartment.
Notes	Type your notes or remarks.

The following graphic shows the **Contact** screen completed for telephone call. The notes document the purpose and results of the call.



5 Click **Save**. The **Contact** screen closes. The contact record appears in the bottom part of the **Prospect Guest Card** screen.

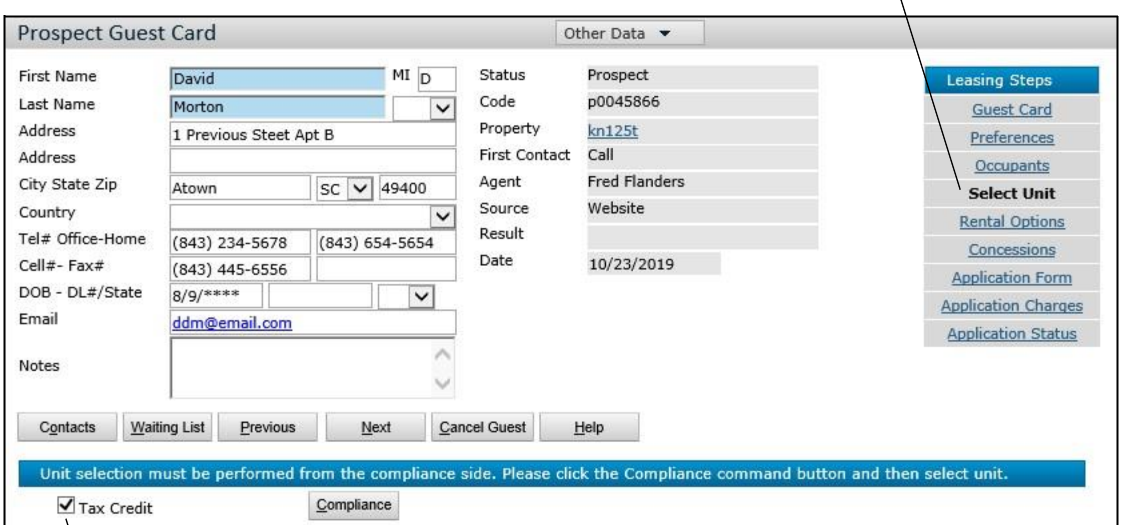
When you save a contact for an appointment, the appointment appears on the **Calendar** tab of the **Community Manager Dashboard** for the user adding the appointment. The appointment will also appear in the Daily Activity report.



6 Click **Next** to advance to the **Select Unit** step.

If the property is set up so that LIHTC residents are a default tenant type, the **Tax Credit** check box in the bottom part of the screen is automatically selected. No available apartments appear. You will select an apartment after qualifying the household. You are ready to begin the qualification process.

Select Unit leasing step



Tax Credit check box

If the property contains a mix of market-rent and LIHTC residents, and if LIHTC is not selected as a default tenant type for the project, a list of available apartments appears on the **Select Unit** tab. Although you can select an apartment before qualifying the household, selecting an apartment after you complete the qualification process ensures that the resident qualifies for the apartment. When the qualification process is complete and the household qualifies, the **Select Unit** tab appears again showing only available apartments for which the household qualifies.

If the property is set up to allow only one applicant per apartment, a selected apartment becomes unavailable for other households. If you select an apartment and then discover that the household is unqualified, you may miss the opportunity to assign the apartment to a qualified household.

7 If the **Tax Credit** check box is not selected, select this check box. Available apartments no longer appear in the bottom part of the screen.

You are ready to begin the qualification process for this guest. You will now learn how to use the **Community Manager Dashboard** to find the prospect for whom you have just recorded a contact event.

8 Click the **Home** button in the top part of the **Community Manager Dashboard**.

To learn how begin the qualification process for a prospect whom you have added as a guest, see Chapter 2, "LIHTC Household Member Documentation."

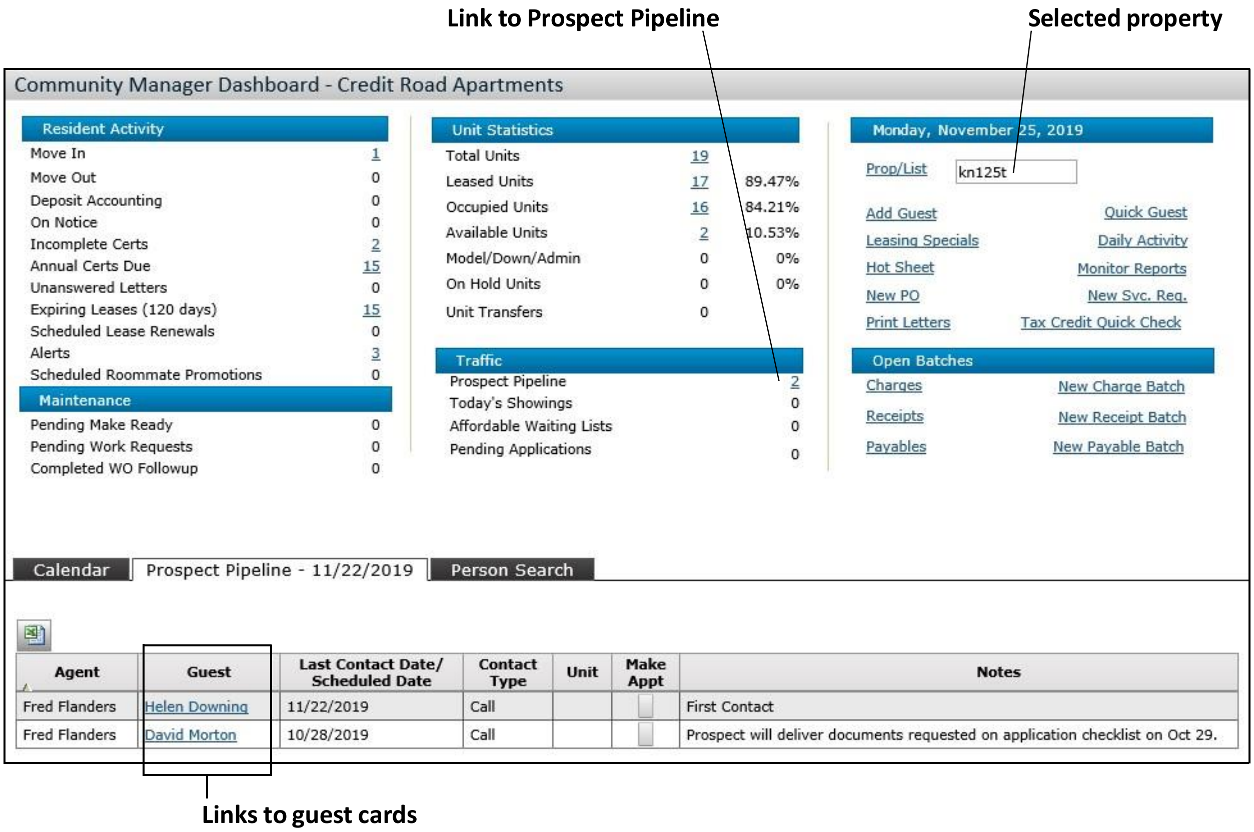
Selecting Prospects from the Prospect Pipeline

Use the **Prospect Pipeline** on the **Community Manager Dashboard** to review the active prospects for a selected property or property list. Active prospects are households for which you have documented activity within the last thirty days. Each time that you add a guest card for a prospect, the **Prospect Pipeline** total increases by one.

To select a guest on the Prospect Pipeline

1 On the **Community Manager Dashboard**, select the property. Information for the selected property appears on the dashboard.

2 In the **Traffic** section of the dashboard, click the number to the right of **Prospect Pipeline**. The **Prospect Pipeline** tab appears in the bottom part of the screen, displaying a list of the active prospects. The prospect names are links to their guest cards.



3 Click the name of the prospect with whom you want to work. The **Prospect Guest Card** screen appears.

- If you are ready to qualify the prospect, or if you are in the process of qualifying the prospect, **Select Unit** is the selected leasing step.
- If you are in the process of adding the person's guest card and have not yet begun the qualification process, the selected leasing step is the step that you were completing when you stopped working.

Finding Specific Prospects and Residents

You can use a person search to find any prospect in your database, whether or not the prospect is an active prospect. You can also use person searches to find residents and persons added when you completed the **Occupants** leasing step. You can search by name, code, phone number, social security number, e-mail address, or driver's license.

In this lesson, you will search for a person by the person's name.

To search for a specific guest by last name

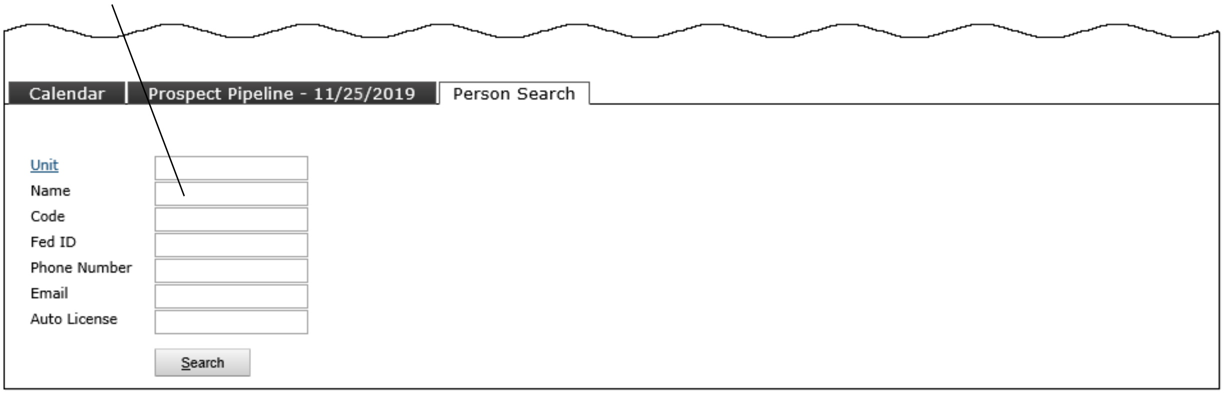
1 On the **Community Manager Dashboard**, click the **Person Search** tab. The **Person Search** tab appears in the bottom part of the dashboard.

2 In the **Name** field, the person's last name.

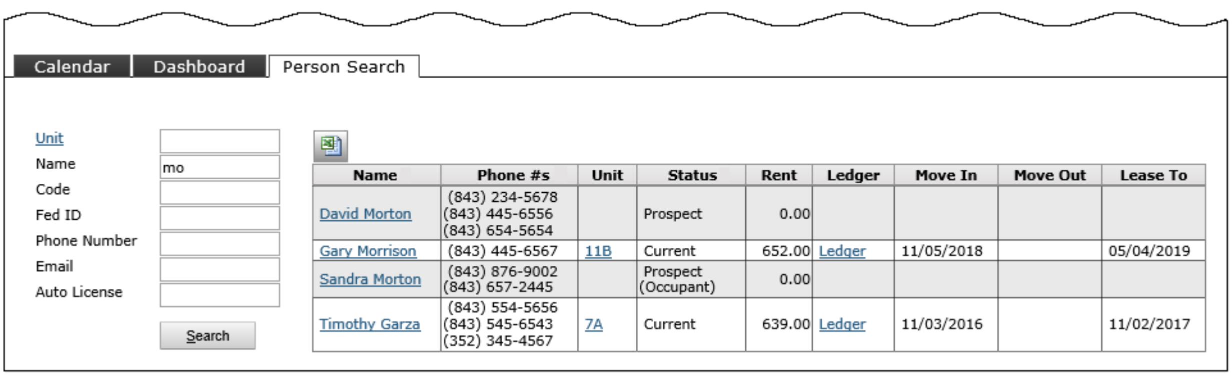
If you do not remember a person's entire name, you can type a few letters of the first or last name. Voyager will find all people with letters that match. For example, if you were searching for Lilly Li, you might type **Lilly**, **Li**, or **li**.

Voyager will find all people whose names contain the letters that you type. The letters could be at the beginning, middle, or ending of a name. Person search is not case sensitive.

Name field



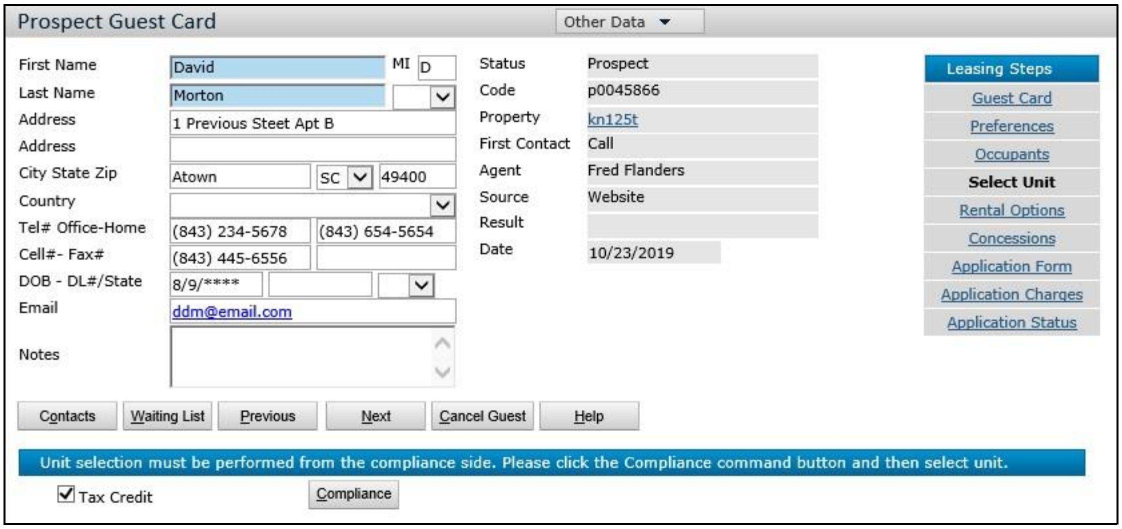
3 Click **Search**. A list of people matching your selection criteria appears. Names of prospects are links to the **Prospect Guest Card** screen. If the list includes residents, resident names are links to the **Resident** screen.



Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
David Morton	(843) 234-5678 (843) 445-6556 (843) 654-5654		Prospect	0.00				
Gary Morrison	(843) 445-6567	11B	Current	652.00	Ledger	11/05/2018		05/04/2019
Sandra Morton	(843) 876-9002 (843) 657-2445		Prospect (Occupant)	0.00				
Timothy Garza	(843) 554-5656 (843) 545-6543 (352) 345-4567	7A	Current	639.00	Ledger	11/03/2016		11/02/2017

4 Click the name of the prospect with whom you want to work.

The **Prospect Guest Card** screen appears. The selected step on the **Leasing Steps** menu is the last step that you completed for the prospect.



Conclusion

You should now be able to add a guest card for a household head, select a prospect from the prospect pipeline, use a person-search to find a prospect or resident, and document a contact event for a prospect. Completing the following exercises will help you to retain your new knowledge.

CHAPTER2

LIHTC Household Member Documentation

In this lesson

This lesson explains how to record member information needed for qualifying LIHTC households.

Voyager Affordable Housing also includes HUD project-based, Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Member** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen examples and information described in this lesson will vary from the Voyager screens that you see.

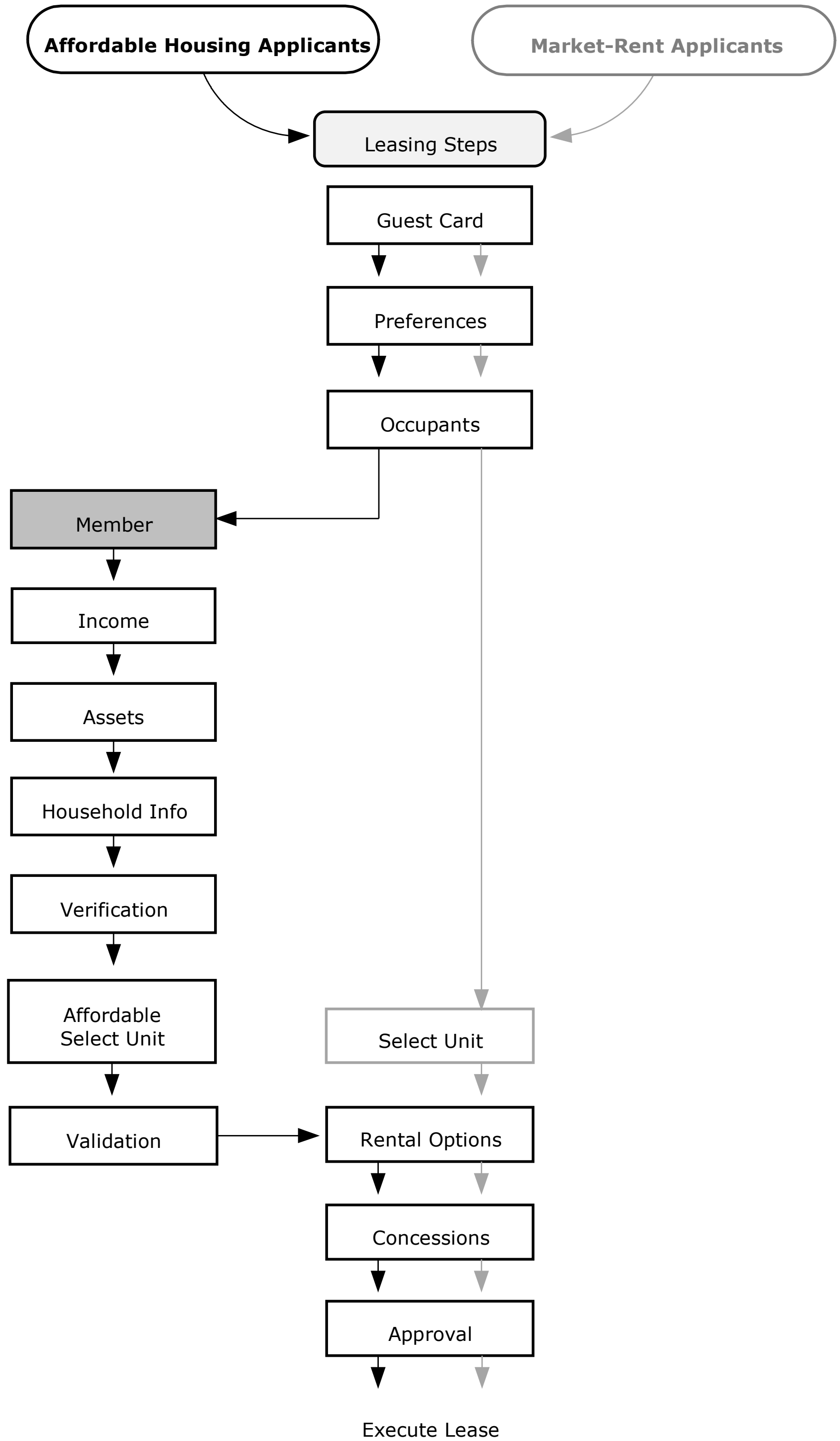
Introduction to LIHTC Member Documentation

Affordable housing qualification begins by documenting personal information about each member of the household. You will record information for each person living in the apartment with the household, whether or not the person is considered to be a family member.

In this lesson, you will learn how to complete the following tasks:

1. Record information for the household head.
2. Record information for people whom you added through the **Occupants** guest card leasing step.
3. Record member information for all additional household members.

The following chart shows the leasing workflow for LIHTC housing applicants. Documenting household members is the subject of this lesson.



This lesson assumes that you have added a guest card for the household, completed the **Preferences** and **Occupants** leasing steps, and you are ready to begin qualifying the household for LIHTC housing.

Documenting LIHTC Household Heads

When you add a guest card for an affordable housing prospect, Voyager automatically creates a member record for that person and assigns the person's family status as household *head*. The **Member** screen is only partially completed. You must open the screen and add the additional information needed for the household's certification.

In this lesson, you have added a guest card for a prospective LIHTC household and are ready to begin the affordable housing qualification process. The name on the guest card is that of the household head.

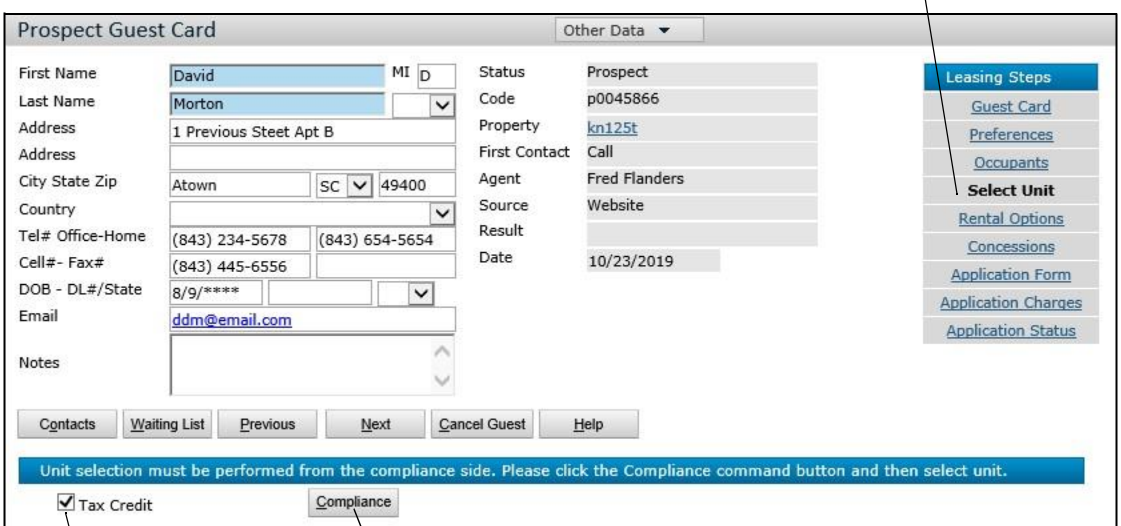
Your first steps are to complete the member information for the household head and for those members whom you added when you completed the **Occupants** leasing step.

To complete the member information for a household head

1 Open the prospect guest card for the household that you are qualifying.

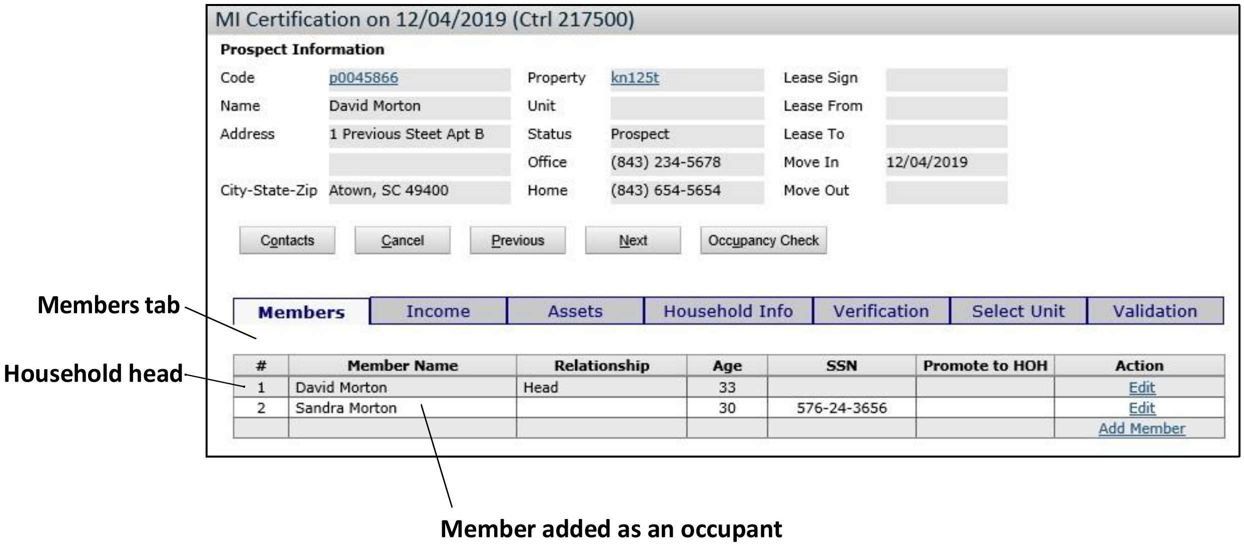
The **Prospect Guest Card** screen appears. **Select Unit** is the selected leasing step. Because the household is qualifying for HUD 50059 housing, the **Tax Credit** check box is selected.

Select Unit leasing step



Tax Credit check box **Compliance button**

2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears. The **Members** tab is open in the bottom part of the screen, showing the name of the household head and the name of each person added as an occupant.

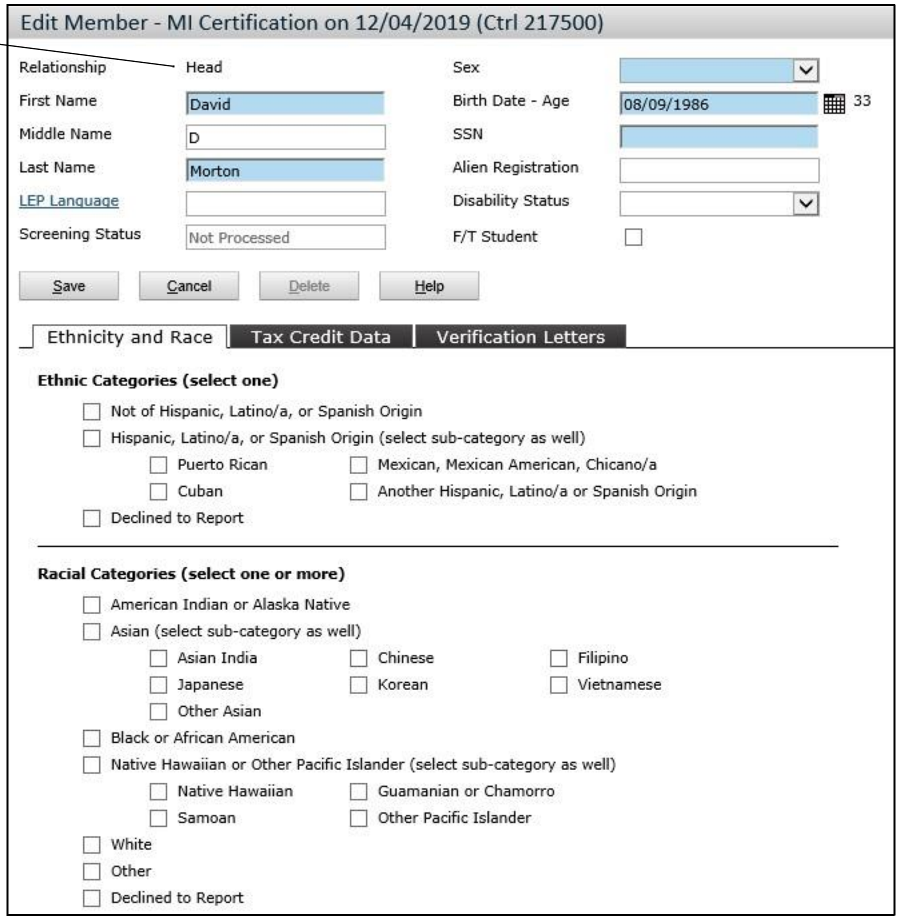

MI Certification on 12/04/2019 (Ctrl 217500)
Prospect Information
Code p0045866
Name David Morton
Address 1 Previous Steet Apt B
City-State-Zip Atown, SC 49400
Property kn125t
Unit
Status Prospect
Office (843) 234-5678
Home (843) 654-5654
Lease Sign
Lease From
Lease To
Move In 12/04/2019
Move Out
Contacts
Cancel
Previous
Next
Occupancy Check
Members
Income
Assets
Household Info
Verification
Select Unit
Validation
Member Name Relationship Age SSN Promote to HOH Action
1 David Morton Head 33 Edit
2 Sandra Morton 30 576-24-3656 Edit
Add Member
Members tab
Household head
Member added as an occupant

3 On the **Members** tab, click the **Edit** link on the row displaying the name of the household head.

The **Member** screen appears. The **Relationship** shows the word **Head**.

The following graphic shows an example of the **Member** screen as it appears for a household head the first time that you open it. If you entered the person's date of birth when you added the guest card, the person's name and date of birth appears. If not, only the name appears.

Relationship



4 Complete the following information the top part of the screen.

Relationship	For a household head, Voyager automatically selects **Head**. You cannot change this information for a household head.
Middle Name	If you typed a middle initial when you added the person's guest card, the middle initial appears. Type the person's complete middle name.
LEP Language	If this person has limited capability to speak, read, or write in the English language, select the person's primary language.
Sex	Select the gender of the household head.

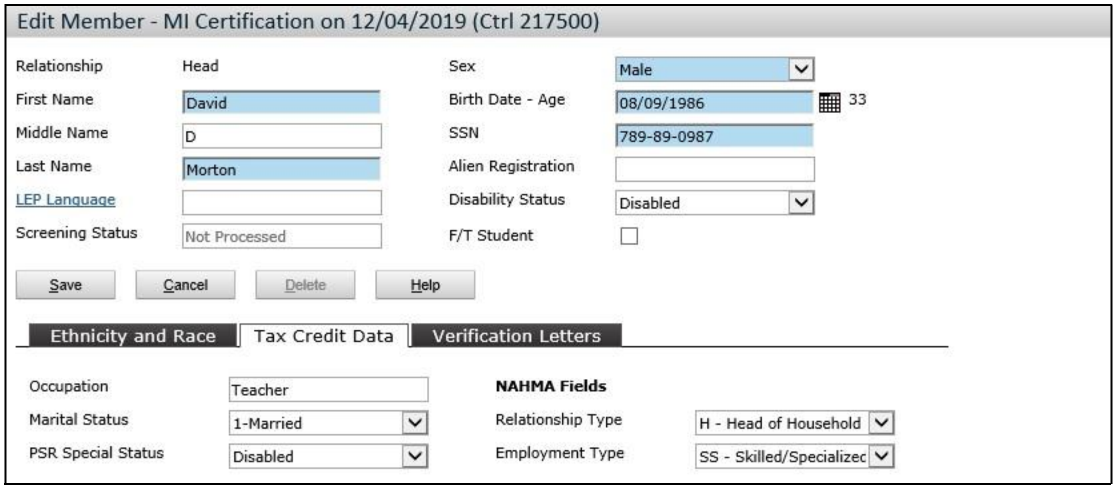
Birth Date - Age	If you entered the date of birth on the household's guest card, the date appears. The **Age** field automatically displays the person's age as of the estimated effective date of the move-in certification. If you did not enter a date of birth, type the month, day, and year and then press the Tab key.
SSN	Type the Social Security number of the household head.
Alien Registration	If the household head is not a citizen of the United States, type the person's alien registration identification number.
Disability Status	If the household head is disabled, select **Disabled**. If not, leave this field empty. If **Declined to Report** appears as an option, the member does not want to declare a disability status, and the housing program for which the member is qualifying allows this option, you would select **Declined to Report**.
F/T Student	If the household head is a full-time student, select this check box.

5 Complete the following information on the **Ethnicity and Race** tab.

Ethnic Categories (select one)	Select the ethnic category of the household head. If you select **Hispanic, Latino/and or Spanish Origin**, select one or more sub-categories. Options for race include **Declined to Report**. If you are not required to select an ethnic category and the person does not want to specify ethnicity, select **Declined to Report**.
Racial Categories (select one or more)	Select the race of the household head. You can select more than one race. Options for race include **Declined to Report**. If you are not required to select a race and the person does not want to specify a race, select **Declined to Report**.

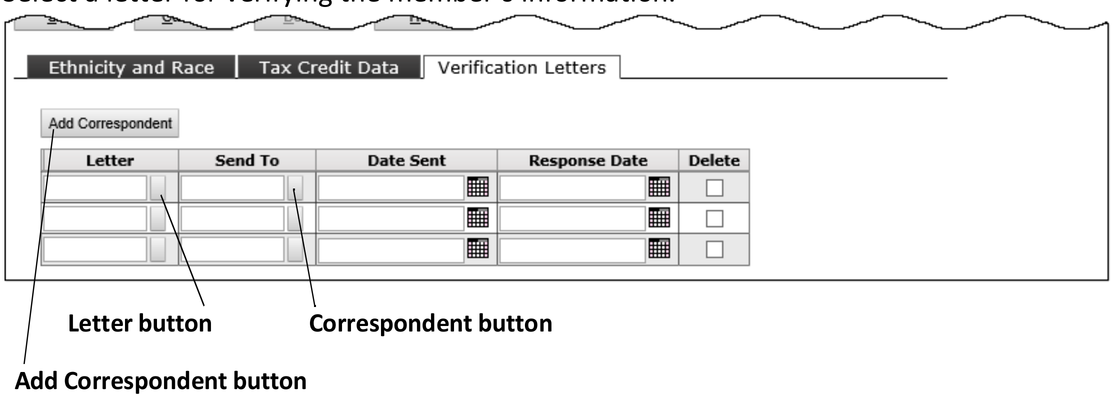
6 Complete the following information on the **Tax Credit Data** tab.

Occupation	Type a brief description of the person's job.
Marital Status	If this field appears on the screen, select the person's marriage status.
PSR Special Status	If the person is elderly or disabled, select the status that applies for your state's project status report **NOTE** *PSR* (project state report) is the term in Voyager for the report that a state periodically requires to monitor the performance of housing projects and determine compliance with housing program rules. Although most states require this report annually, some states require the report more frequently.
Relationship Type	If your state agency uses the NAHMA-XML standard for tax credit state reports, select the relationship type that identifies this person as household head.
Employment Type	If your state agency uses the NAHMA-XML standard for tax credit state reports, select the person's type of employment.



7 Click the **Verification Letters** tab.

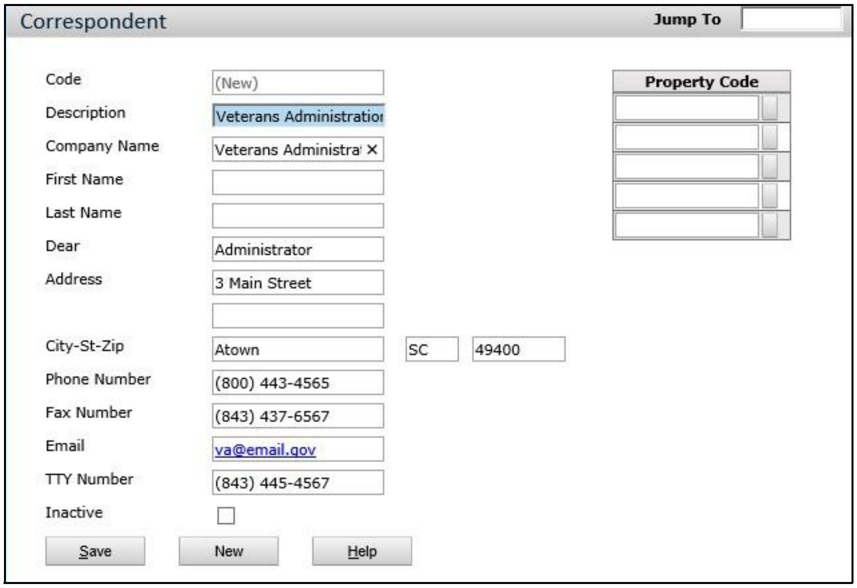
8 Select a letter for verifying the member's information.



- **a** Click the **Letter** button located to the right of the first **Letter** field. A selection list of letters appears.
- **b** Select a letter and click **OK**. The selection list closes. The code of the selected letter appears in the **Letter** field.

9 Add correspondent information for the person or organization that will receive your letter.

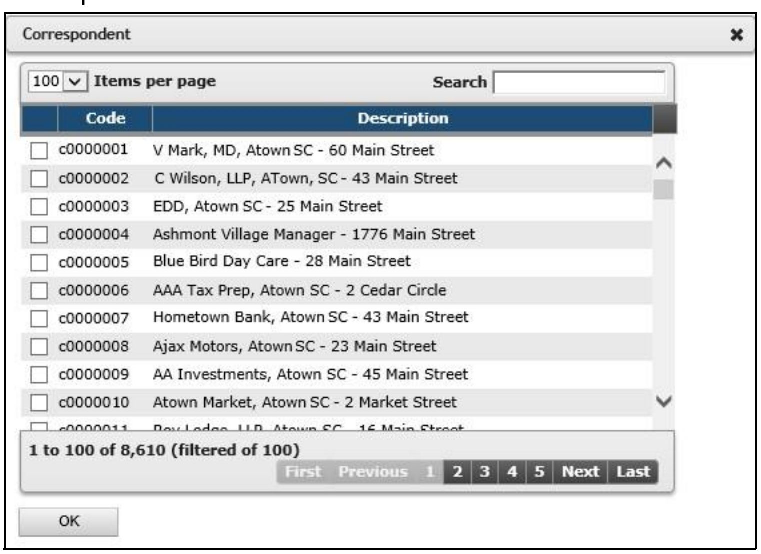
- **a** Click the **Add Correspondent** button. The **Correspondent** screen appears.
- **b** Complete the information for the correspondent, click **Save**, and then close the **Correspondent** screen.



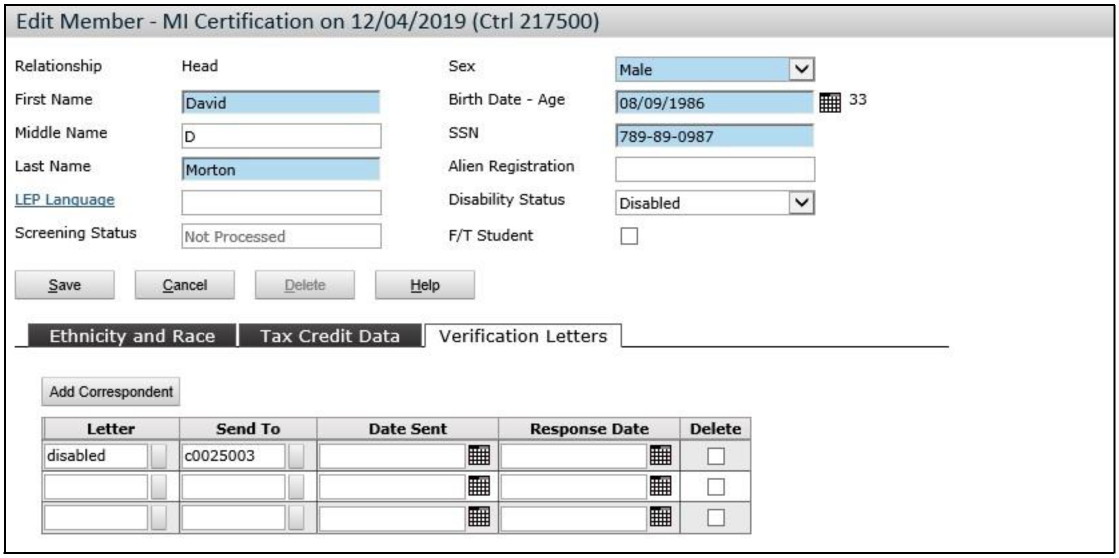
You can now select this correspondent for the letter.

10 Select the correspondent that you just added.

a Click the **Correspondent** button to the right of the first **Send To** field. A selection list of correspondents appears. You can use the **Search** field in the top part of the screen to find the correspondent.

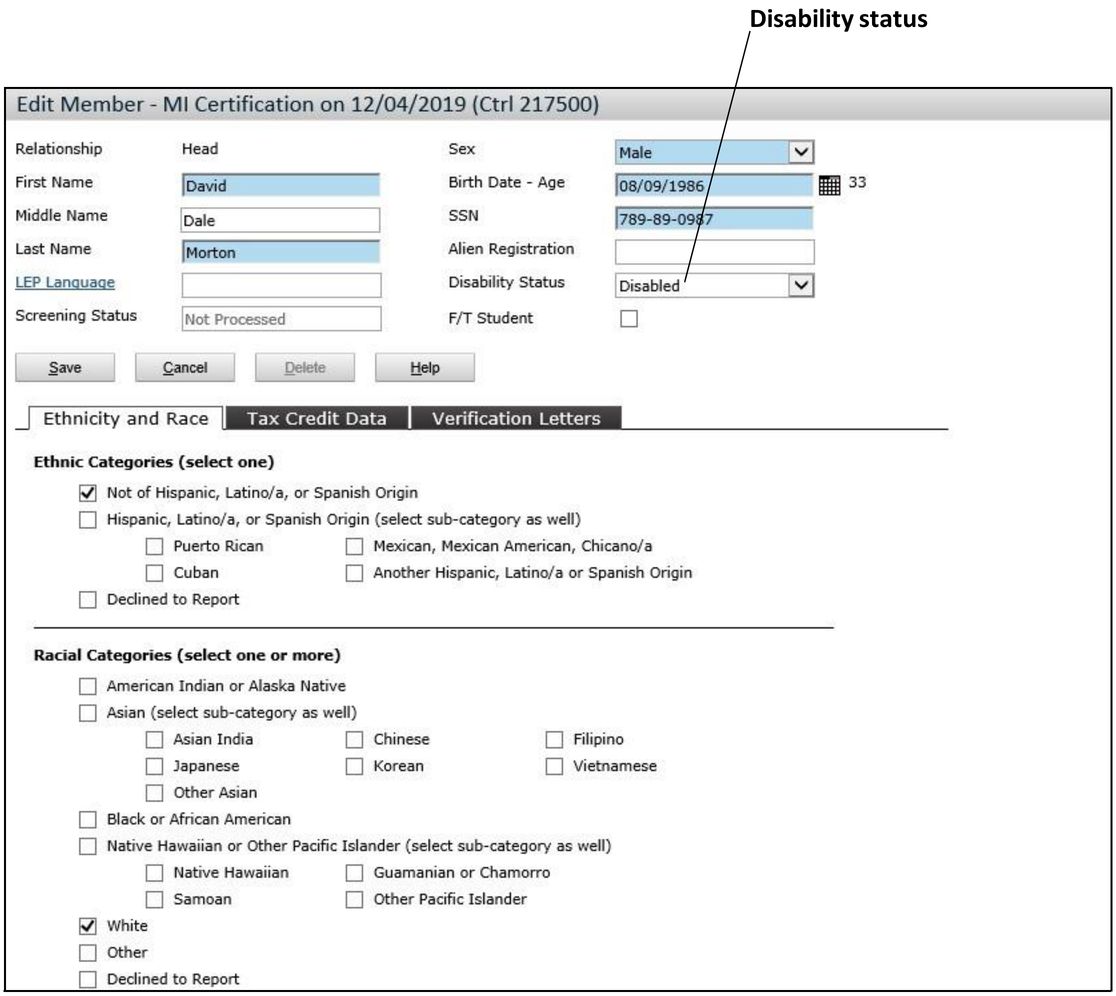


b Select the correspondent and then click **OK**. The selection list closes. The code of the selected correspondent appears in the **Send To** field.



Date Sent and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. If you are printing verification letters in Voyager, leave these fields empty. Record the sent and received dates later in the **Verification** step after you print the letters. You can concurrently record these dates for all selected member, income, asset, and expense verification letters.

The following graphic shows an example of the **Member** screen completed for a disabled household head.



11 Carefully review all information on the **Member** screen to ensure that it is complete and correct.

12 Click **Save**. The **Member** screen closes.

Documenting LIHTC Household Members Added as Occupants

When you use the **Occupants** guest-card leasing step to add a household member, Voyager partially completes the **Member** screen for that person. You must add the additional information needed for the certification.

To complete member information for a person added to a household's guest card as an occupant

1. On the **Family Members** tab, click the **Edit** link on the row displaying the name of the household member. The **Member** screen appears.
2. Add the following information in the **Family Member Data** section:

Relationship	Select this person's relationship to the household head. Options are: **Spouse** This person is the marriage partner of the household head. If you select **Spouse**, you cannot define another member as co-head. There can be a spouse or co-head, but not both. If there is a spouse, designate that person as the spouse on each recertification. **Dependent** This person is age 17 or younger, 18 or older and disabled or a full-time student, a child temporarily absent due to placement in a foster home, a child who is subject to a joint custody agreement (lives in the apartment at least 50% of time), a full-time student (regardless of age) who is away at school but who lives with the household during school breaks, or a child being adopted (or custody being sought) and currently living in the apartment. **Live-in** This person lives in the apartment but is not a member of the household. Include foster adults, live-in attendants, and children of live-in attendants. Review the regulatory definitions of these terms. People in this category do not have rights under the lease. People in this category are not considered members of the household and you should not count their incomes in determining the household's annual income. **Unborn Child** This person is the unborn child of an expectant mother who is a family member. **Cohead** This person is the co-head of the household but not the spouse of the household head. If you select **Cohead**, you cannot define another member as spouse. There can be a spouse or co-head, but not both. If there is a co-head, designate that person as co-head on each recertification. **Other** The relationship of this person to the household is other than a relationship included on this list. **Foster** This person is a foster child under the age of 18, the child of a foster child, or a foster adult.
First Name	The first name that you typed on the **Occupant** screen appears. If needed, you can change the name.
Middle Initial	If you typed a middle initial on the **Occupant** screen when you added this person as an occupant, the middle initial appears. Type the person's complete middle name.
Last Name	The last name that you typed on the **Occupant** screen appears. If needed, you can change the name.
LEP Language	If this person has limited capability to speak, read, or write in the English language, select the person's primary language.
Sex	Select the person's gender.
Birth Date - Age	If you typed the person's date of birth when you added the person as an occupant, the date appears. If not, type the person's date of birth and then press the Tab key. The **Age** field automatically displays the person's age.
SSN	If you typed the person's Social Security number when you added the person as an occupant, the Social Security number appears. If not, type the number.

Alien Registration	If the household member is not a citizen of the United States, type the person's alien registration identification number.
Disability Status	If this person is a disabled spouse, co-head of household, or dependent, select **Disabled**. If the member is not disabled, you can leave this field empty. If **Declined to Report** appears as an option, the member does not want to declare a disability status, and the housing program for which the member is qualifying allows this option, select **Declined to Report**.
F/T Student	If this person is a full-time student as of the effective date of this certification and a full-time student, select this check box.

3 Complete the following information on the **Ethnicity and Race** tab.

Ethnic Categories (select one)	Select the member's ethnic category. If you select **Hispanic, Latino/and or Spanish Origin**, select one or more sub-categories. Options for race include **Declined to Report**. If you are not required to select an ethnic category and the person does not want to specify ethnicity, select **Declined to Report**.
Racial Categories (select one or more)	Select the member's race. You can select more than one race. Options for race include **Declined to Report**. If you are not required to select a race and the person does not want to specify a race, select **Declined to Report**.

4 Complete the following information on the **Tax Credit Data** tab.

Occupation	Type a brief description of the person's job.
Marital Status	If this field appears on the screen, select the person's marriage status.
PSR Special Status	If the person is elderly or 55565disabled, select the status that applies for your state's project status report **NOTE** *PSR* (project state report) is the term in Voyager for the report that a state periodically requires to monitor the performance of housing projects and determine compliance with housing program rules. Although most states require this report annually, some states require the report more frequently.
Relationship Type	If your state agency uses the NAHMA-XML standard for tax credit status reports, select the relationship type that identifies this person as household head.
Employment Type	If your state agency uses the NAHMA-XML standard for tax credit status reports, select the person's type of employment.

5 If you entered information that you need to verify, select the needed letters and correspondents.

a Click the **Verification Letters** tab.

b On the first empty row in the grid, select the appropriate

letter.

c Select the correspondent who will be the recipient of letter

the letter.

d Repeat these steps, as needed.

6 Click **Save**. The **Member** screen closes.

Documenting LIHTC Household Members

You must document all persons living in the apartment with the household, whether or not those persons are considered to be family members. Examples include elderly parents, dependents, foster children, foster adults, and live-in aids.

To document an LIHTC household member

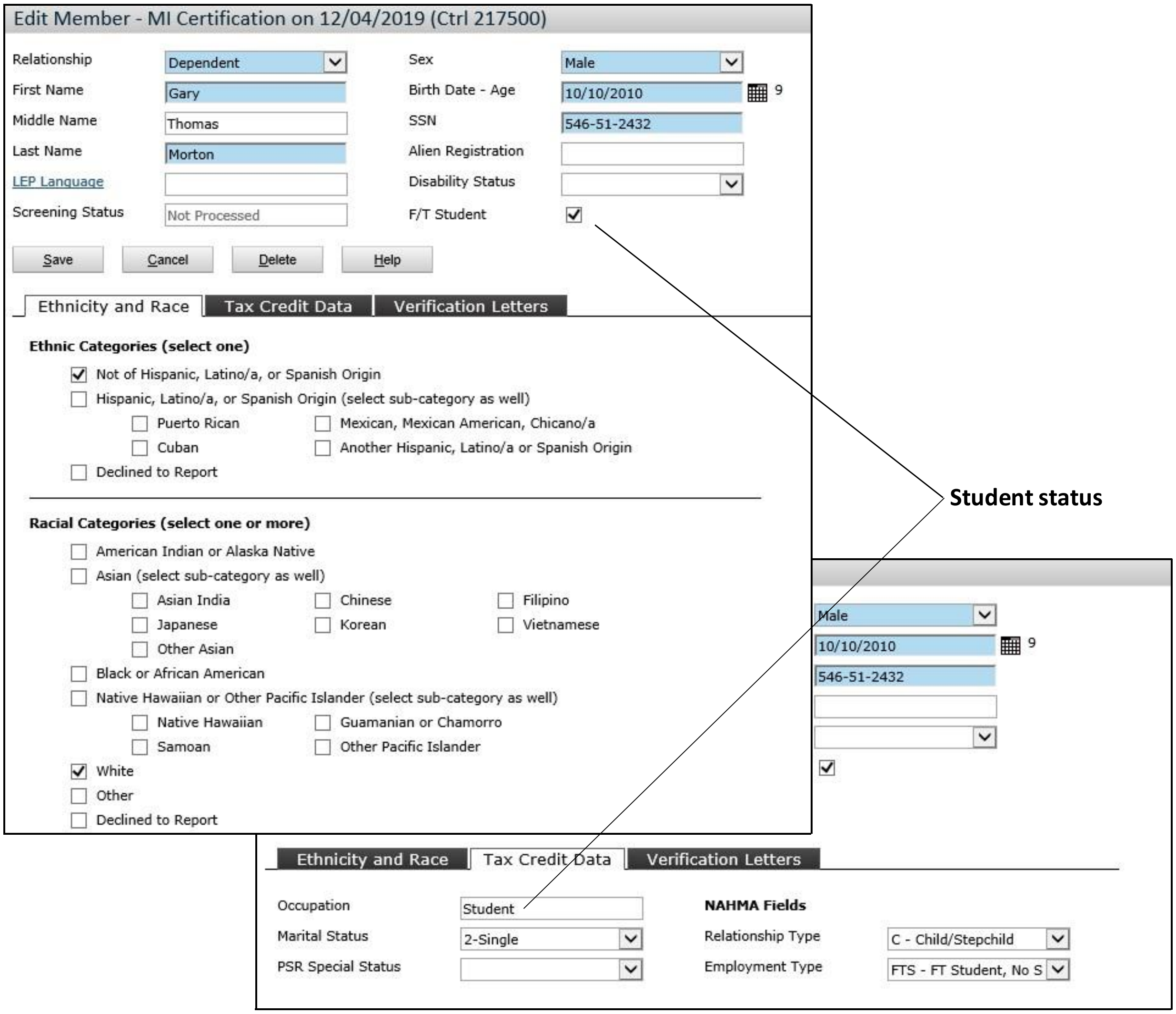
1 On the **Family Members** tab, click the **Add Member** link. The **Member** screen appears.

2 Add all needed information for the member.

3 Select verification letters and correspondents, if needed.

4 Click **Save**. The **Member** screen closes. The member record appears on the **Member** tab.

The following graphic shows the **Member** screen completed for a dependent minor child. This child is a full-time student.



The following graphic shows the **Members** tab for a household with five members.


MI Certification on 12/04/2019 (Ctrl 217688)

Resident Information

Code	t0035113	Property	kn125t	Lease Sign	12/02/2019
Name	David Morton	Unit	20	Lease From	12/03/2019
Address	42 Credit Road 21	Status	Current	Lease To	12/02/2020
		Office	(843) 234-5678	Move In	12/03/2019
City-State-Zip	Atown, SC 49400	Home	(843) 654-5654	Move Out	

Contacts | Cancel | Previous | Next

Members | Income | Assets | Household Info | Verification | Validation

#	Member Name	Relationship	Age	SSN	Promote to HOH	Action
1	David Morton	Head	33	789-89-0987		Edit
2	Sandra Morton	Spouse	30	576-24-3656		Edit
3	Gary Morton	Dependent	9	546-51-2432		Edit
4	Danielle Morton	Dependent	6	346-56-7673		Edit
5	Louise Fletcher	Other	69	465-67-8789		Add Member

Conclusion

You should now be able to document members of a prospective LIHTC household. Completing the following exercises will help you to retain your new knowledge.

CHAPTER3

LIHTC Family Income Documentation

In this lesson

This lesson explains how to document household income when you are qualifying a household for LIHTC housing.

Voyager Affordable Housing also includes HUD project-based programs, Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Income** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen examples and information described in this lesson will vary from the Voyager screens that you see.

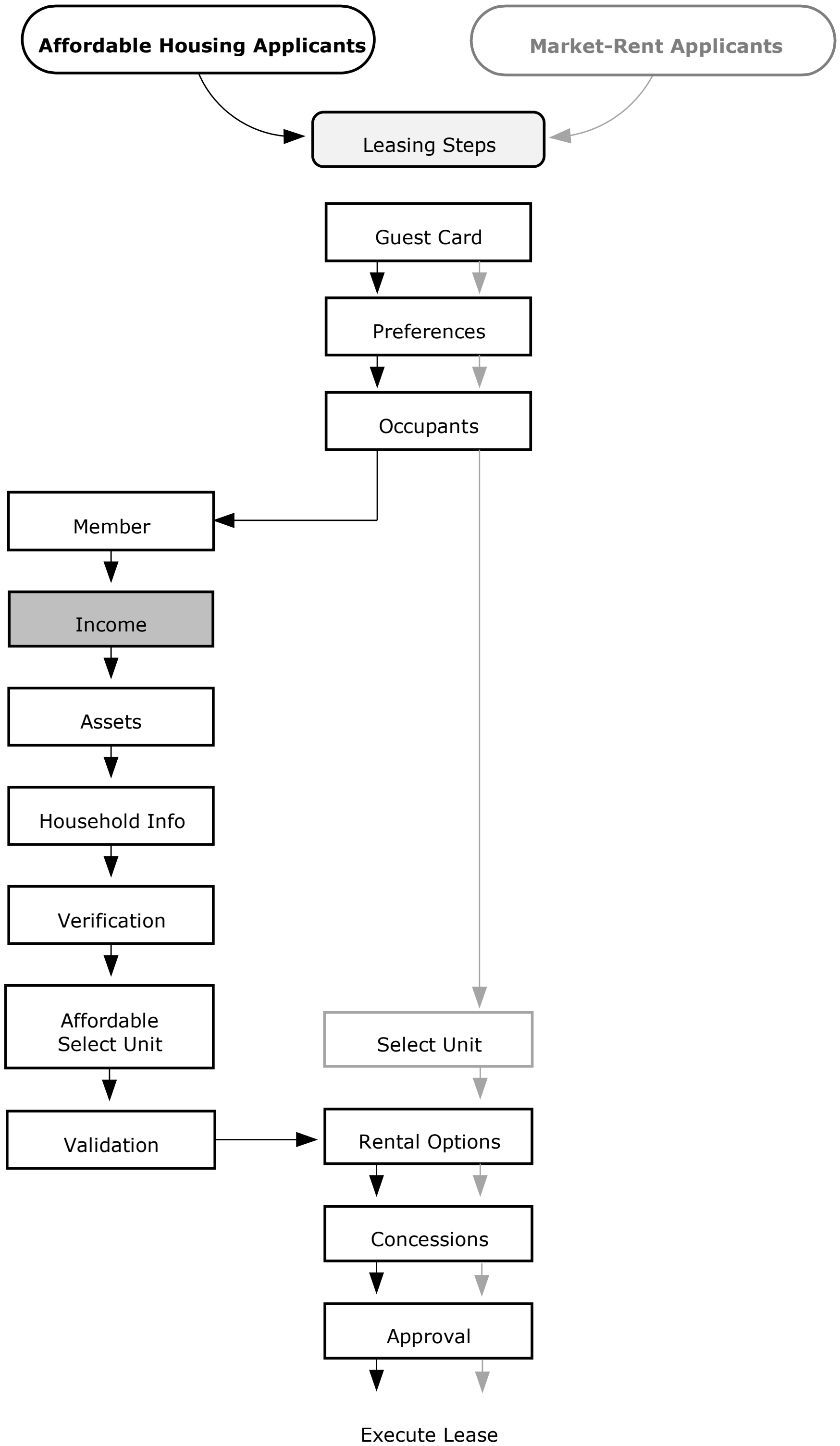
Introduction to Family Income Documentation

Annual family income determines the household's eligibility for affordable housing. Examples of income are wages and salaries from employment, profits from a business, public assistance payments, and pensions. You must document income from all sources unless you have a specific reason to exclude the income such as a statute or law.

In this lesson, you will learn how to document earned and unearned annual income.

Do not include income from assets such as bank accounts and stock dividends. You will use the **Asset** screen to document income from assets.

The following chart shows the leasing workflow for LIHTC housing applicants. Documenting family income is the subject of this lesson.



This lesson assumes that you have added a guest card for the household and have completed the **Member** screen for each household member.

Documenting Family Income

For establishing household income, affordable housing program documentation often refers to household members as *family members*. Examples of family members are household heads, spouses, co-heads, and dependent children of family members.

Document all income for adult family members and children over the age of eighteen who are not dependent full-time students. Also document the first $480 of earned income for full-time students over the age of eighteen, unearned income for dependent children under the age of eighteen, and all income of foster adults.

You must include the earned income of foster adults. You must also include unearned income of foster children except payments that the family receives from official foster-care relationship sources for the care of a foster child or adult. LIHTC uses the HUD rules for income documentation. For information about income limits and family size, see *HUD Handbook 4350.3 REV–1, CHG–4, par. 5-6*. For information about household members whose income is to be included or excluded, see *HUD Handbook 4350.3 REV–1 CHG–4. Figure 5-2.*

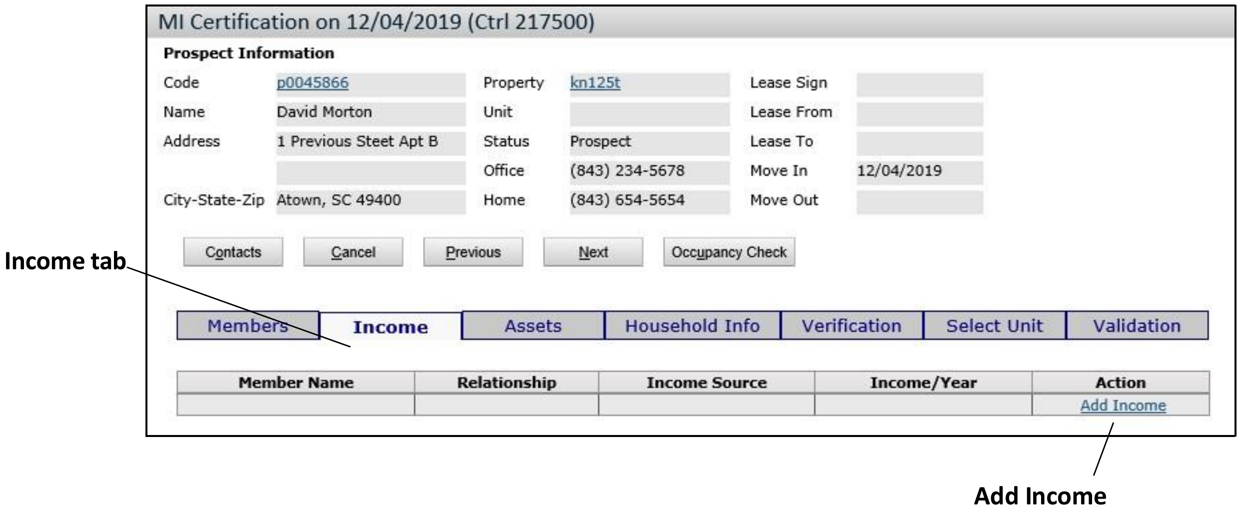
Separately document each income source. For example, if a family member has two jobs, document each job separately.

To document family income

1 Open the prospect guest card for the household that you are qualifying.

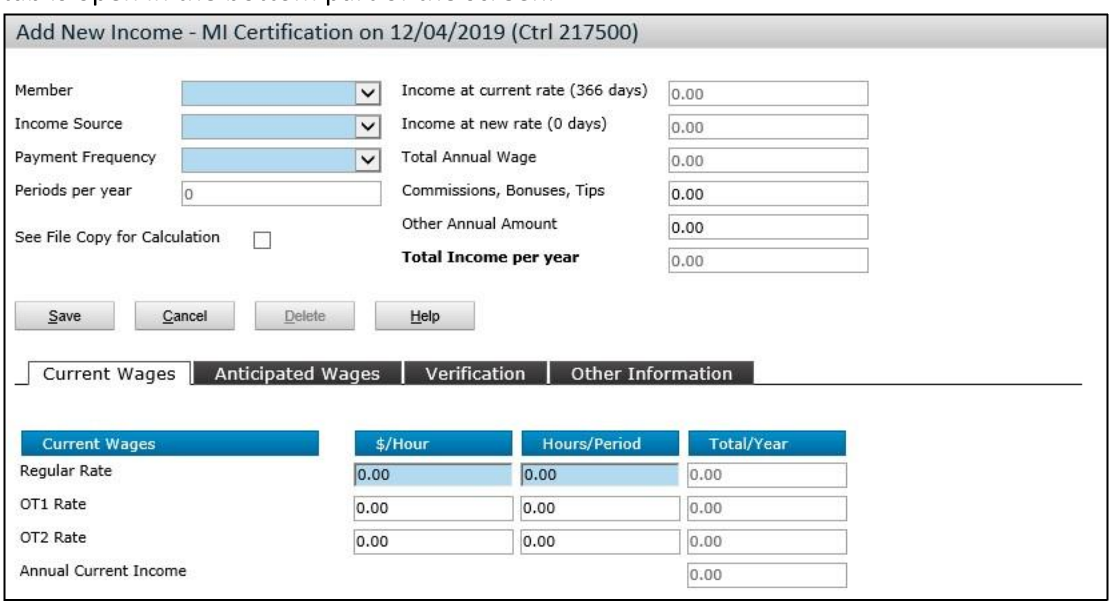
2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears. The **Members** tab appears in the bottom part of the screen.

3 Click the **Income** tab.



To document family income

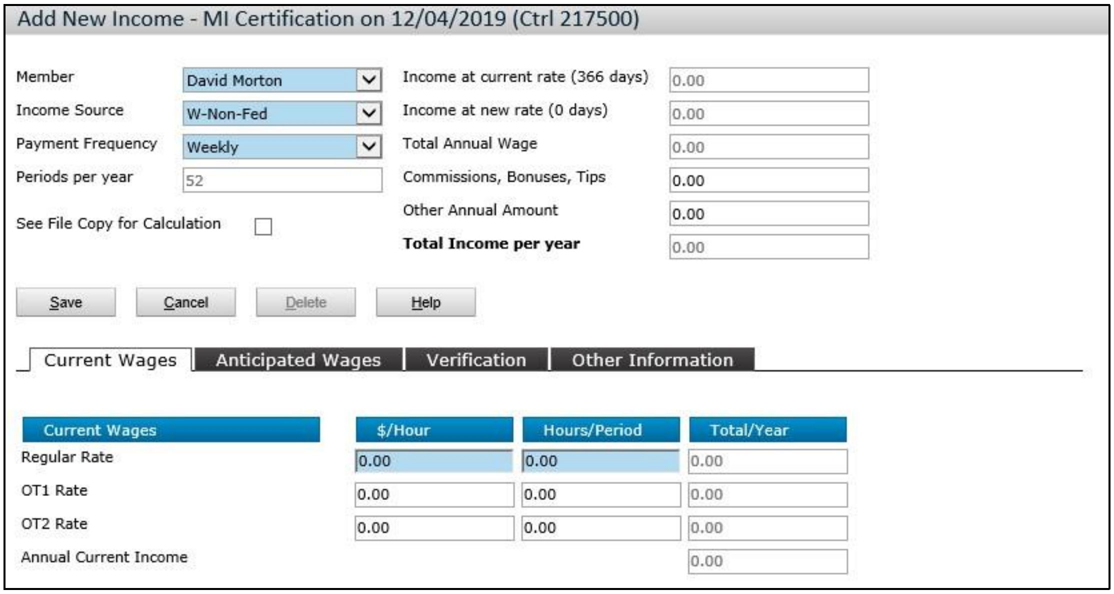
1 On the **Income** tab, click the **Add Income** link. An empty **Income** screen appears. The **Current Wages** tab is open in the bottom part of the screen.



2 Complete the top part of the screen.

Member	Select the family member who warns the income.

Income Source	Select the source of this income. Options are: **PE–Pension** Veterans' pensions, military retirement, or income from all other pensions and annuities. **A–TANF** Income from Temporary Assistance for Needy Families. **SS–Soc Sec** Social Security income. **G–Gen Asst** Income from any general assistance sources. **SI–SSI** Supplemental Social Security income. **CS–Child Support** Income from child support that the member receives. **M–Military** Income from military sources. **F–Federal** Income from federal government sources. **W–Non-Fed** Salaries, wages, tips, commission bonuses, or other income from nongovernment sources. **U–Unemployment** Income from unemployment compensation. **I–Indian Trust** Income from an established Indian trust. **B–Business** Income from business sources, including distributed profits and business net income. **N–Other** Income from any other source, such as alimony, that the member receives.
Payment Frequency	Select the rate of occurrence for the income payments. Options are: **Hourly** The member receives a check or a payment for each hour worked. **Daily** The member receives a check or a payment for each day worked. **Weekly** he member receives payment once a week. **Bi-weekly** The member receives payment once every two weeks. **Semi-monthly** The member receives payment twice each month. **Monthly** The member receives payment once each month. **Annual** The member receives an annual salary. **Other** The member receives payment in some other kind of period.
Pay periods per year	Voyager automatically completes this field by calculating the number of regular payment periods per year, based on the **Payment Frequency** field. If the number of payment periods differs from the number displayed, type the number of times per year that the member receives the income payments. For example, if the person is paid monthly and works the entire year, you would type 12. If the person is paid weekly and works 50 weeks per year, you would type 50.
See File Copy for Calculation	If you need to alert your staff to refer to the paper files for the household or other documentation for income calculation details, select this check box. For example, a member may have more than one anticipated change in income per year, or other circumstances may make income calculations too complex to show in accurate detail. Clicking this check box alerts you or your staff to refer to paper files or other supporting documentation for more information.

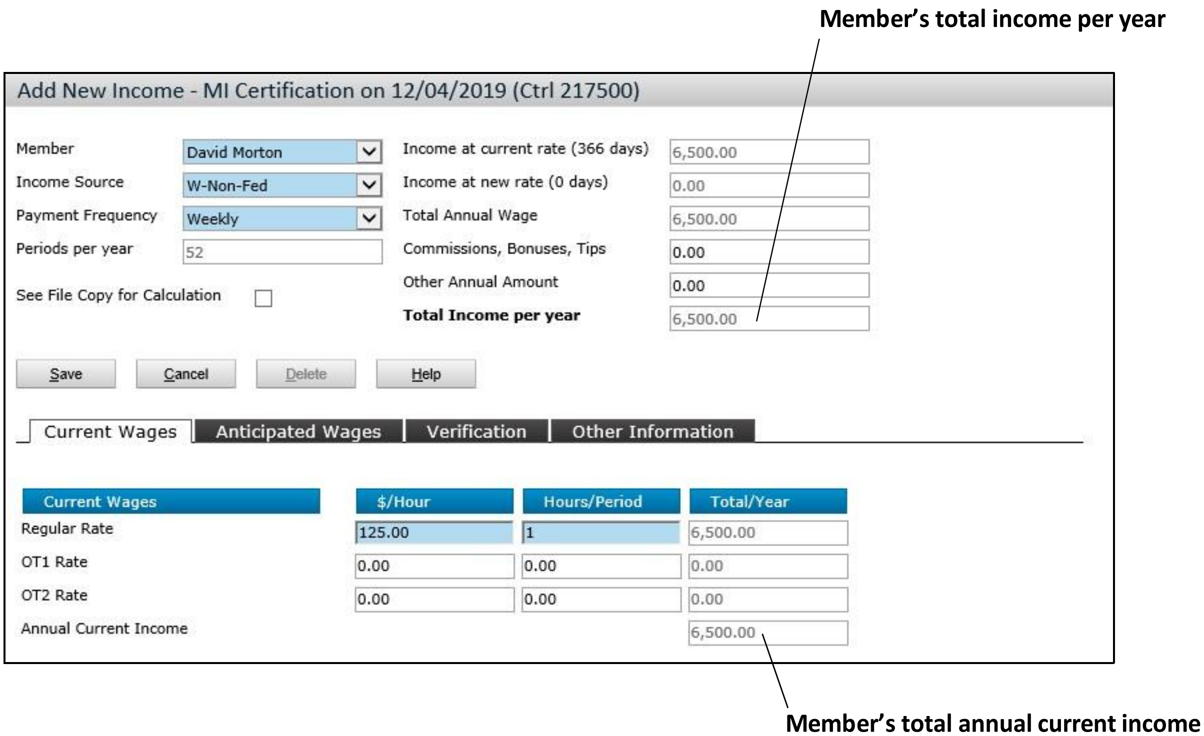


3 Complete the **Current Wages** tab in the bottom part of the screen. This information documents the person's current payment and payment period.

Regular Rate	**$/Hour** Type the dollar amount that the member regularly receives for each income payment period. For example, if the payment frequency is weekly, the member is paid $8 per hour, and you want to calculate the income at the hourly rate, you would type 8. If the payment frequency is weekly and the member receives a paycheck of $300 each week, you would type 300. **Hours/Period** Type the number representing the payment period for the income that you typed in the **$/Hour** field. For example, if the payment frequency is weekly and the member is paid $300 each week, you would type 1.

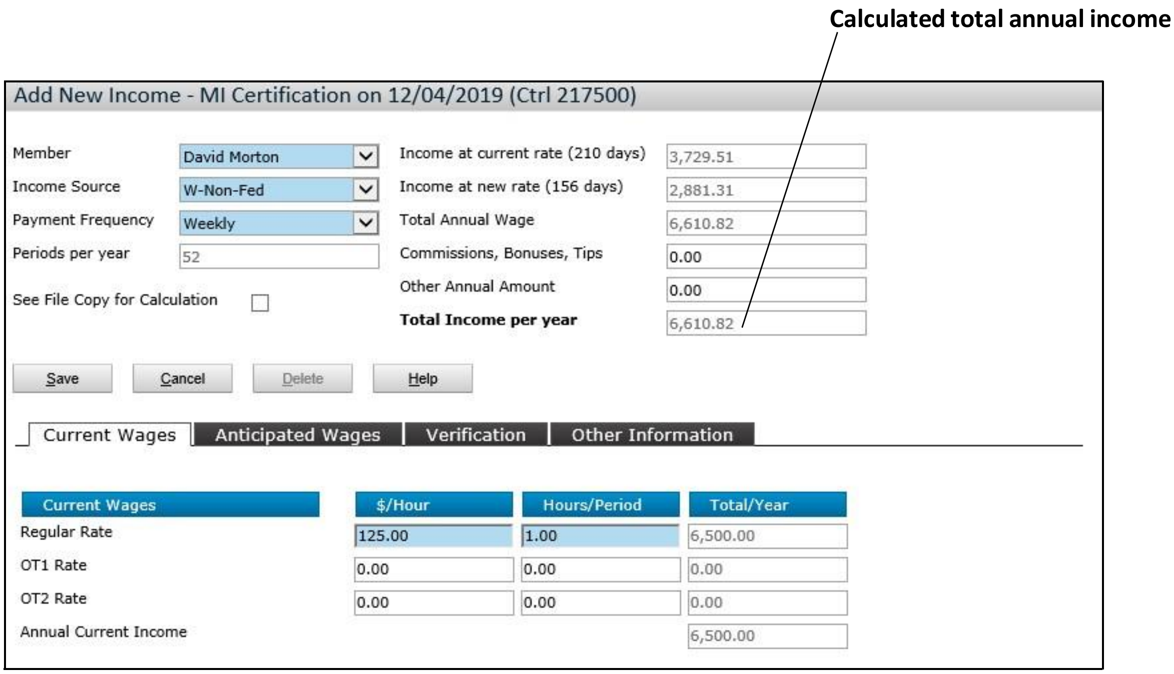
4 Review the amount in each **Total/Year** field. Voyager automatically calculates these amounts, based on the **$/Hour** and **Hrs/Period** fields in each row. The total current income appears below the last row.

The following graphic shows the total of current wages for a household member paid weekly. The person earns $125.00 each week.



5 Review the following information in the top part of the screen. Voyager automatically calculates these amounts based on the number of days that the member received the income at the specified income rate.

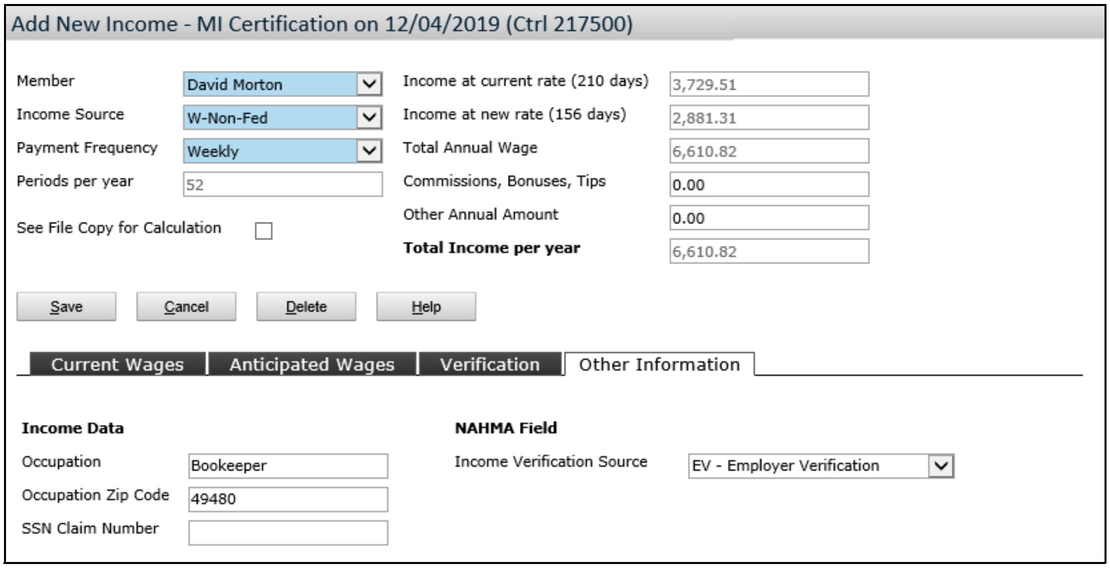
Income at current rate ([#] days)	The total amount of current income appears for the number of days displayed in this field label. Voyager automatically calculates this amount.
Income at new rate ([#] days)	The total anticipated income for the number of days displayed in this field label.
Total Annual Wage	The sum of the total annual current and anticipated income appears.
Total Income per year	The member's total annual income from this source appears.



6 Click the **Other Information** tab and complete the information, as needed.

Occupation	Type the members vocation or type of job.
Occupation ZIP Code	Type the ZIP code of the address where the member works.
SSN Claim Number	If the person receives this income under a Social Security number that is *different* from the member's own Social Security number, type the Social Security claim number under which this family member receives the income. **NOTE** Type this number only if this number is *different* from the member's own Social Security number. If needed, include the alpha/numeric suffix attached to the end of the Social Security claim number.
Income Verification Source	If the property is located in a state that uses the NAHMA-XML standard for tax credit state reports, select in the Income Verification Source field the way that you will verify the income.

The following graphic shows the **Other Information** tab completed for the household head in our example.



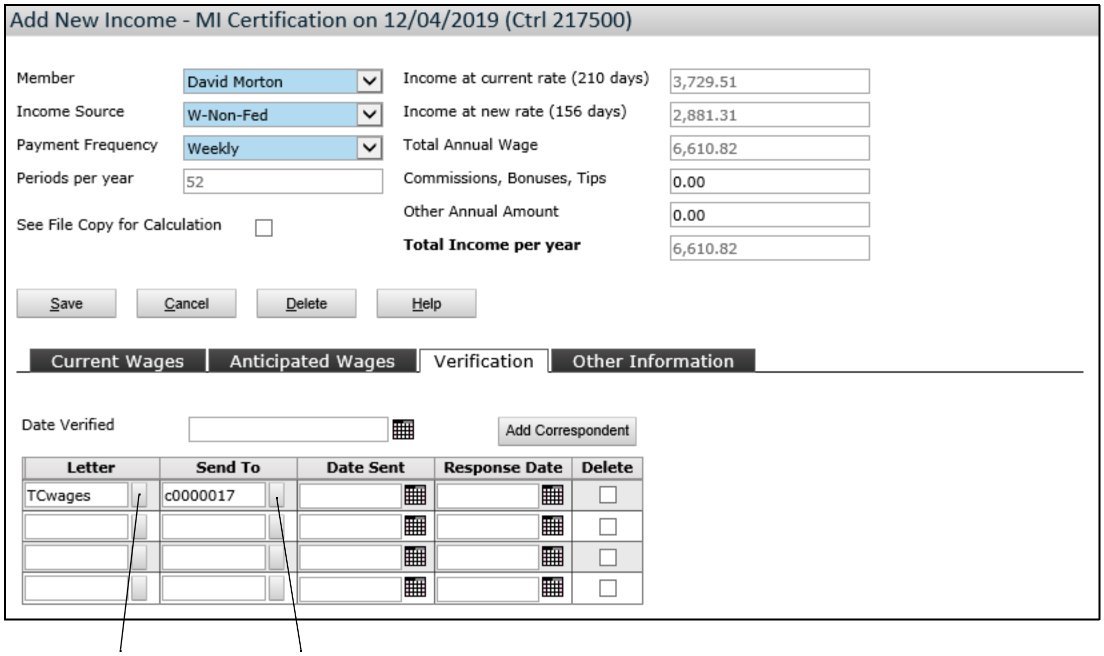
7 Click the **Verification** tab.

8 Select a letter and letter recipient (*correspondent*) for verifying the income information.

   a Click the **Letter** button located to the right of the first **Letter** field. A selection list of letters appears. Select a letter and click **OK**. The selection list closes. The code of the selected letter appears in the **Letter** field.

   b Click the **Correspondent** button located to the right of the first **Send To** field. A selection list of correspondents appears. Select a correspondent and click **OK**. The selection list closes. The code of the selected correspondent appears in the **Send To** field.

If you are sending a letter and have not already set up the correspondent, you must add the correspondent before you can select that correspondent. This guide explains how to add a correspondent in Chapter 2, "LIHTC Household Member Documentation." If needed, refer to "Documenting LIHTC Household Heads" on page 26



Letter button **Correspondent button**

Date Sent and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. You can also record the sent and received dates later at the **Verification** step. In the **Verification** step, you can record these dates for all selected member, income, asset, and expense verification letters. In this lesson, do not type a date now. You will type the dates when you complete the **Verification** step.

Leave the **Date Verified** field empty. If your management organization requires you to complete it or if you verify this information outside of Voyager, complete it after receiving the response to your verification letter and confirming that all information on this screen is complete and accurate.

10 I If this person receives annual income from commissions, bonuses, or tips, type the total annual amount in the **Commissions, Bonuses, Tips** field in the top part of the screen.

11 Carefully review all information on the **Income** screen to ensure that it is complete and correct.

12 When you are finished, click **Save**. The **Income** screen closes. The income appears on the **Income** tab.

13 Add a record for regular income earned by every family member who is 18 or more years of age.

Conclusion

You should now be able to document family income. Completing the following exercises will help you to retain your new knowledge.

CHAPTER4

LIHTC Family Asset Documentation

In this lesson

This lesson explains how to document family assets when you are qualifying a household for LIHTC housing.

Voyager Affordable Housing also includes HUD project-based programs), Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Asset** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen examples and information described in this lesson may vary from the Voyager screens that you see.

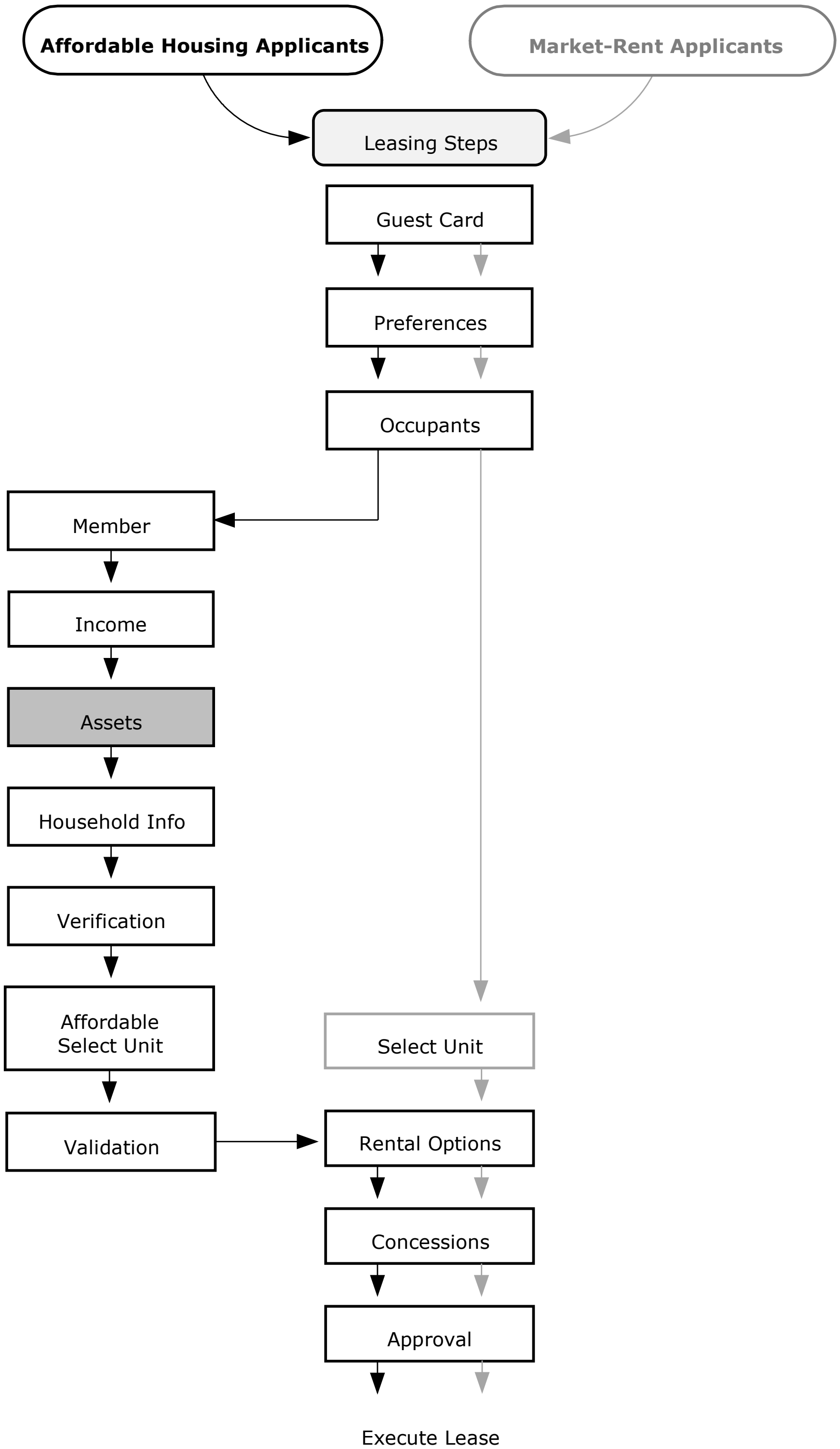
Introduction to Family Asset Documentation

A household’s annual income includes income from family assets. *Assets* are cash or items of value that may be turned into cash. Examples of assets are cash, checking accounts, savings accounts, shares of stock, and real estate. One-time payments are usually considered to be assets. You must document all income from assets.

In this lesson, you will learn how to complete the following tasks:

1. Document income from assets that family members currently hold.
2. Document income from imputed assets.

The following chart shows the leasing workflow for LIHTC housing applicants. Documenting family assets is the subject of this lesson.



This lesson assumes that you have added a guest card for the household and completed all of the previous qualification steps shown on this chart.

Documenting Income from Current Assets

For affordable housing, assets consist of two types: *current* assets and *imputed* assets. Current assets are assets that a family member now owns. Imputed assets are assets that a family member sold or divested for less than fair market value within two years before the effective date of the household's certification.

You must document each family asset separately. For example, if a family member has two checking accounts at the same bank, document each account separately.

When you are qualifying a household for LIHTC housing and the total value of the family's assets is over $5000, you must use the higher of actual or *imputed* income. Imputed income is income that the asset would earn at the current passbook savings rate.

Voyager simplifies these asset income calculations. If the total of family assets is over $5000, Voyager automatically compares imputed income to actual income and uses the greater amount for the certification. You do not need to manually calculate and compare actual and imputed income.

To document income from a current asset

1 Open the **Prospect Guest Card** screen for the household that you are qualifying.

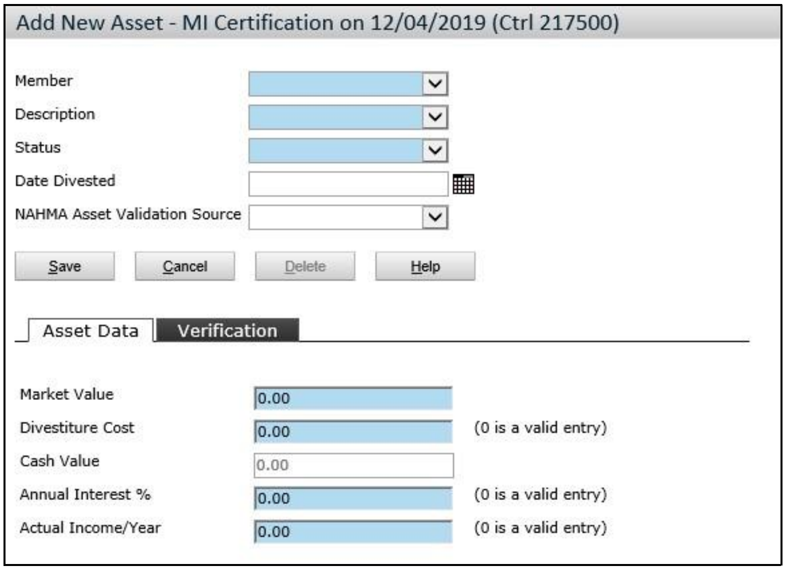
2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears. The **Members** is open in the bottom part of the screen.

3 Click the **Assets** tab.

Assets tab

Add Asset

4 Click **Add Asset**. The **Asset** screen appears.



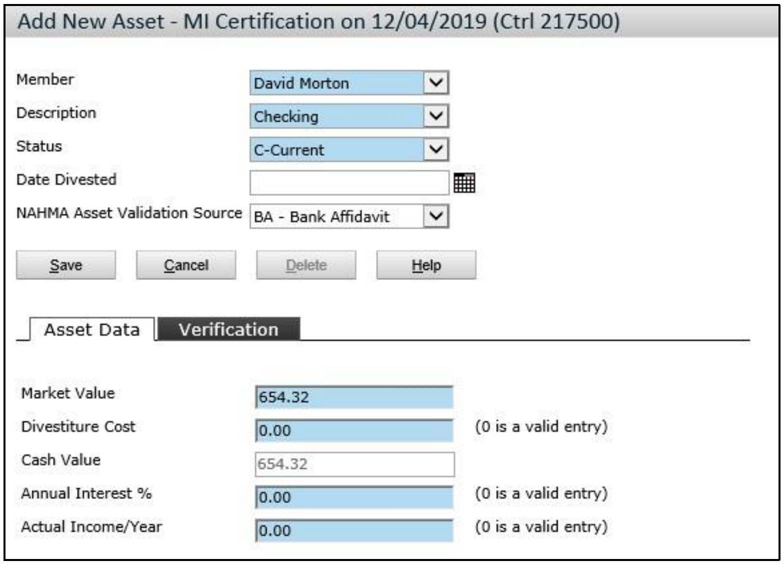
5 Complete the information in the top part of the screen.

Member	Select the name of the household member who is the owner of the asset.
Description	Type or select a brief description of the asset. Examples include checking accounts, savings accounts, IRA accounts, and stamp collections.
Status	Select **C-Current**.
Date Divested	For a current asset, leave this field empty.
NAHMA Asset Validation Source	If the property is located in a state that uses the NAHMA-XML standard for tax credit state reports, select the way that you will verify the asset income.

6 Complete the information on the **Asset Data** tab in the bottom part of the screen.

Market Value	Type the market value of the asset.
Divestiture Cost	For a current asset, leave this field at **0.00** (zero). Voyager automatically completes the **Cash Value** field. The cash value of the asset is the market value less the divestiture cost.
Annual Interest %	Type the amount of interest that the asset earns per year. If the asset does not earn interest, leave this field at **0.00** (zero).
Actual Income/Year	If you completed the **Market Value** and **Annual Interest%** fields, Voyager automatically completes this field. For assets earning income from a source other than interest, type the income per year that this asset produces. If the asset earns no income, leave this field at 0.00 (zero).

The following graphic shows an example of the **Asset** screen completed for a checking account that earns no interest.

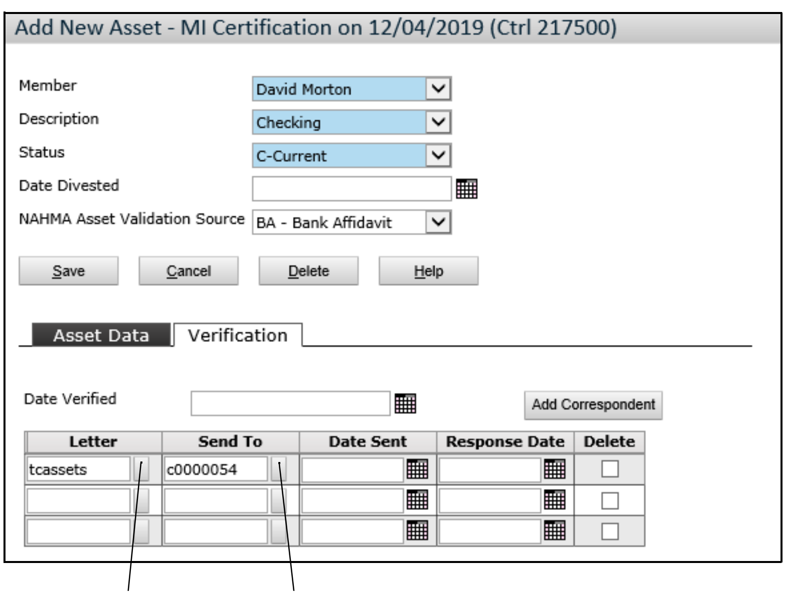


7 Select a letter and correspondent for verifying the asset information.

- **a** Click the **Letter** button located to the right of the first **Letter** field. A selection list of letters appears. Select a letter and click **OK**. The selection list closes. The code of the selected letter appears in the **Letter** field.

- **b** Click the **Correspondent** button to the right of the first **Send To** field. A selection list of correspondents appears. Select a correspondent and click **OK**. The selection list closes. The code of the selected correspondent appears in the **Send To** field.

If you are sending a letter and have not already set up the correspondent, you must set up the correspondent before you can select that correspondent. This guide explains how to add a correspondent in Chapter 2, "LIHTC Household Member Documentation." Refer to "Documenting LIHTC Household Heads" on page 26 in that chapter.



Letter button **Correspondent button**

Date Sent and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. If you are printing verification letters in Voyager, leave these fields empty. You will record the sent and received dates later after you print the letters. You can concurrently record these dates in the for all selected member, income, asset, and expense verification letters.

Leave the **Date Verified** field empty. If your management organization requires you to complete it or if you verify this information outside of Voyager, complete it after receiving the response to your verification letter and confirming that all information on this screen is complete and accurate.

8 Carefully review all information on the **Asset** screen to ensure that it is complete and correct.

9 When you are finished, click **Save**. The **Asset** screen closes. The asset appears on the **Assets** tab.

Documenting Income from Imputed Assets

If a family has sold or divested an asset for more than $1,000 less than fair market value within the previous two years before the effective date of the certification, HUD regards that the asset as an *imputed* asset. An imputed asset is an asset attributed to its former owner.

You are required to calculate income from an imputed asset. Imputed income is not actual income that the family receives. It is income that the asset would be expected to earn at the current passbook savings rate if the family currently owned the asset.

In our example, the mother of the household head transferred title of her home to her son before moving in with her daughter. Her home was worth $175,000. She incurred $1,750 in expenses to complete the transfer.

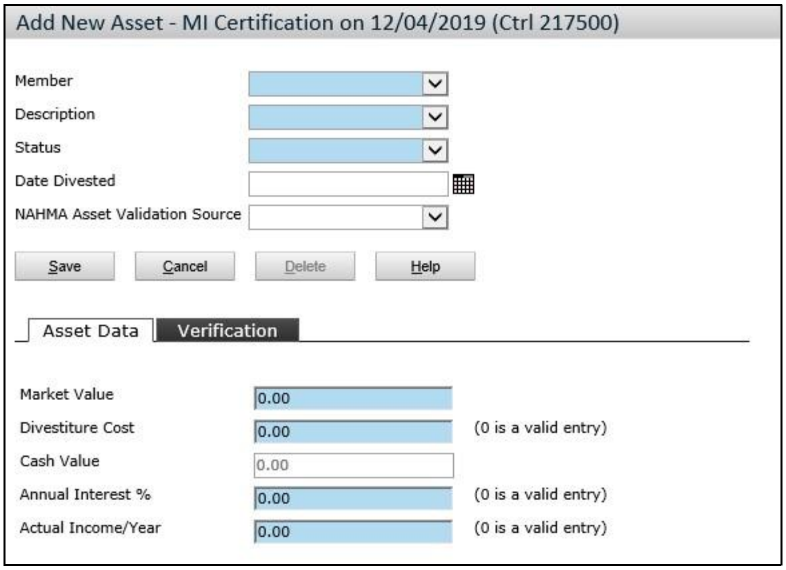
To document income for an imputed asset

1 Open the **Prospect Guest Card** screen for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears.

3 Click the **Assets** tab.

4 Click **Add Asset**. The **Asset** screen appears.



5 Complete the information in the top part of the screen.

Member	Select the family member who was the owner of the asset.
Description	Type or select a brief description of the asset. Examples include checking accounts, savings accounts, IRA accounts, and stamp collections.
Status	Select **I-Imputed**.
Date Divested	Type the month, day, and year that the person sold of divested this asset.
NAHMA Asset Validation Source	Select the source that you will use to verify the asset value.

6 Complete the information on the **Asset Data** tab in the bottom part of the screen.

Market Value	Type the market value of the asset.
Divestiture Cost	Type the total cost that the member incurred to sell or divest the asset. If the member incurred no costs, leave this field at **0.00** (zero). Voyager automatically completes the **Cash Value** field. The cash value of the asset is the market value less the divestiture cost.
Annual Interest %	For an imputed asset, leave this field at **0.00** (zero). Voyager calculates the income based on the passbook interest rate defined in Voyager System Administration. **NOTE** LIHTC requires property owners and management organizations to document income from an imputed asset at the HUD passbook interest rate current as of the certification effective date. Your database administrator defines the HUD passbook rate on the **Affordable Options** screen in Voyager System Administration.

Actual Income/Year	Voyager automatically completes the **Actual Income/year** field. The income per year is the market value multiplied by the annual interest rate. Because you left the annual interest rate at zero, the asset will show no income. For the certification, Voyager will calculate the annual income for the certification based on the passbook percentage defined on the **Affordable Options** screen in Voyager System Administration. The imputed income from the asset will appear on the printed tax credit certification form.

7 Click the **Verification** tab.

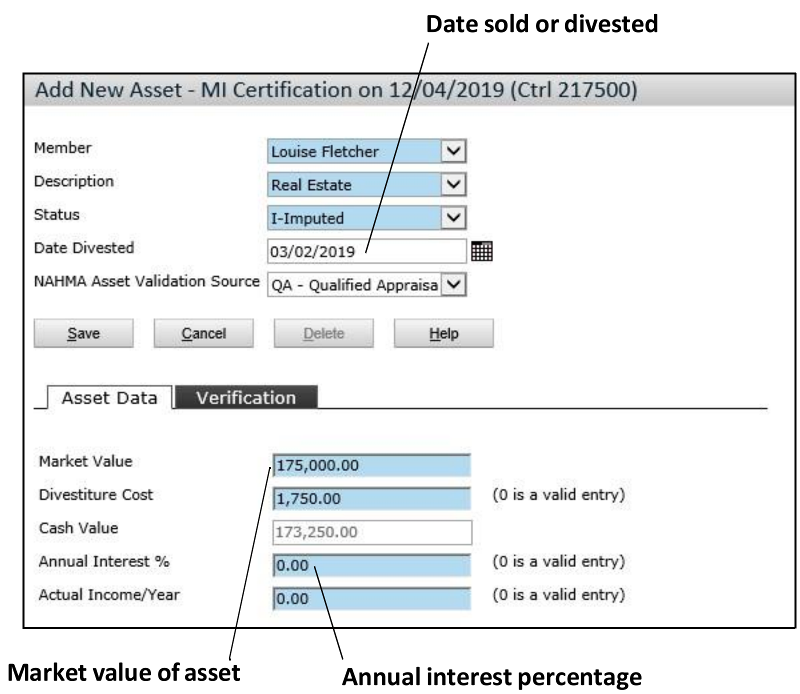
8 Select a letter and letter recipient (correspondent) for verifying the asset information.

Date Sent and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. If you are printing verification letters in Voyager, leave these fields empty. You will record the sent and received dates later after you print the letters. You can concurrently record these dates in the for all selected member, income, asset, and expense verification letters.

Leave the **Date Verified** field empty. If your management organization requires you to complete it or if you verify this information outside of Voyager, complete it after receiving the response to your verification letter and confirming that all information on this screen is complete and accurate.

9 Carefully review the information to ensure that it is complete and correct.

The following graphic shows the **Asset** screen for a real estate property that the family member had sold or for less than fair market value within two years previous to the certification effective date. The member paid $$1,750 in expenses to divest this asset.



10 When you are finished, click **Save**. The **Asset** screen closes. The asset appears on the **Assets** tab.

Conclusion

You should now be able to document current and imputed family assets. Completing the following exercises will help you to retain your new knowledge.

CHAPTER5

LIHTC Household Information

In this lesson

In this lesson, you have documented information needed for each member of an LIHTC household. This lesson explains how to complete the additional information that applies to the entire household.

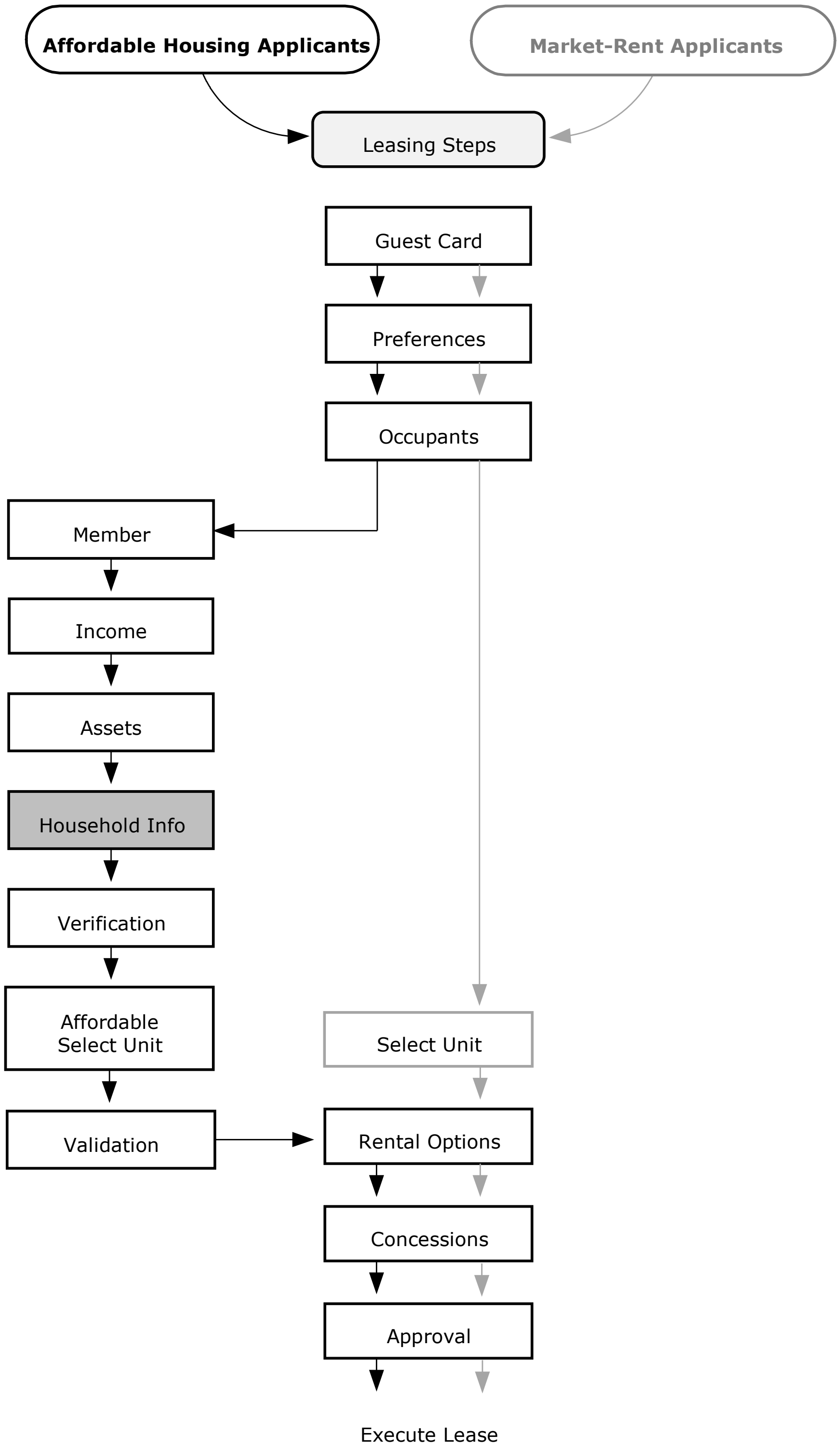
Voyager Affordable Housing also includes HUD project-based housing, Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Household Info** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen example described in this lesson will vary from the Voyager screen that you see.

Introduction to LIHTC Household Information

After you have documented the details for each household member, you are ready to add the information that applies to the entire household.

- If the household is qualifying under a student exception, you must identify the exception.
- Some states have special social services programs available for LIHTC families. If the family is receiving social services under one of these programs, you must identify the household as a social-services family.

The following chart shows the leasing workflow for LIHTC housing applicants. Documenting information that applies to the entire household is the subject of this lesson.



This lesson assumes that you have added a guest card for the household and completed all previous qualification steps shown on this chart.

Documenting LIHTC Household Information

Although most of the information needed for qualifying a household applies to individual members, some information applies to the household as a whole. For LIHTC, household information includes a full-time student exception and whether the household receives social services. If these circumstances apply, your final step before verification is to add this information.

To document household information for LIHTC

1 Open the prospect guest card for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears.

3 Click the **Household Info** tab.

4 Add the following information, as needed.

Student Exception	If the household is composed entirely of full-time students, select the student exception that makes this household eligible for LIHTC housing.

5 When you are finished, click **Next**. The **Verification** tab appears in the bottom part of the screen.

You are ready to verify the information that you have documented.

Conclusion

You should now be able to add the final information needed for an LIHTC household. Completing the following exercises will help you to keep your new knowledge.

CHAPTER6

LIHTC Verification

In this lesson:

This lesson explains how to print the verification letters that you selected for verifying family members, income, assets, and expenses, record the letters as sent, record the letters as sent, and record responses to the letters.

Introduction to LIHTC Verification and Validation

Verification confirms the accuracy of information that household members supply when they are qualifying for affordable housing. Verification provides documented evidence that a household is qualified. Affordable housing programs prefer third-party written verification.

In this lesson, you will learn how to complete the following tasks:

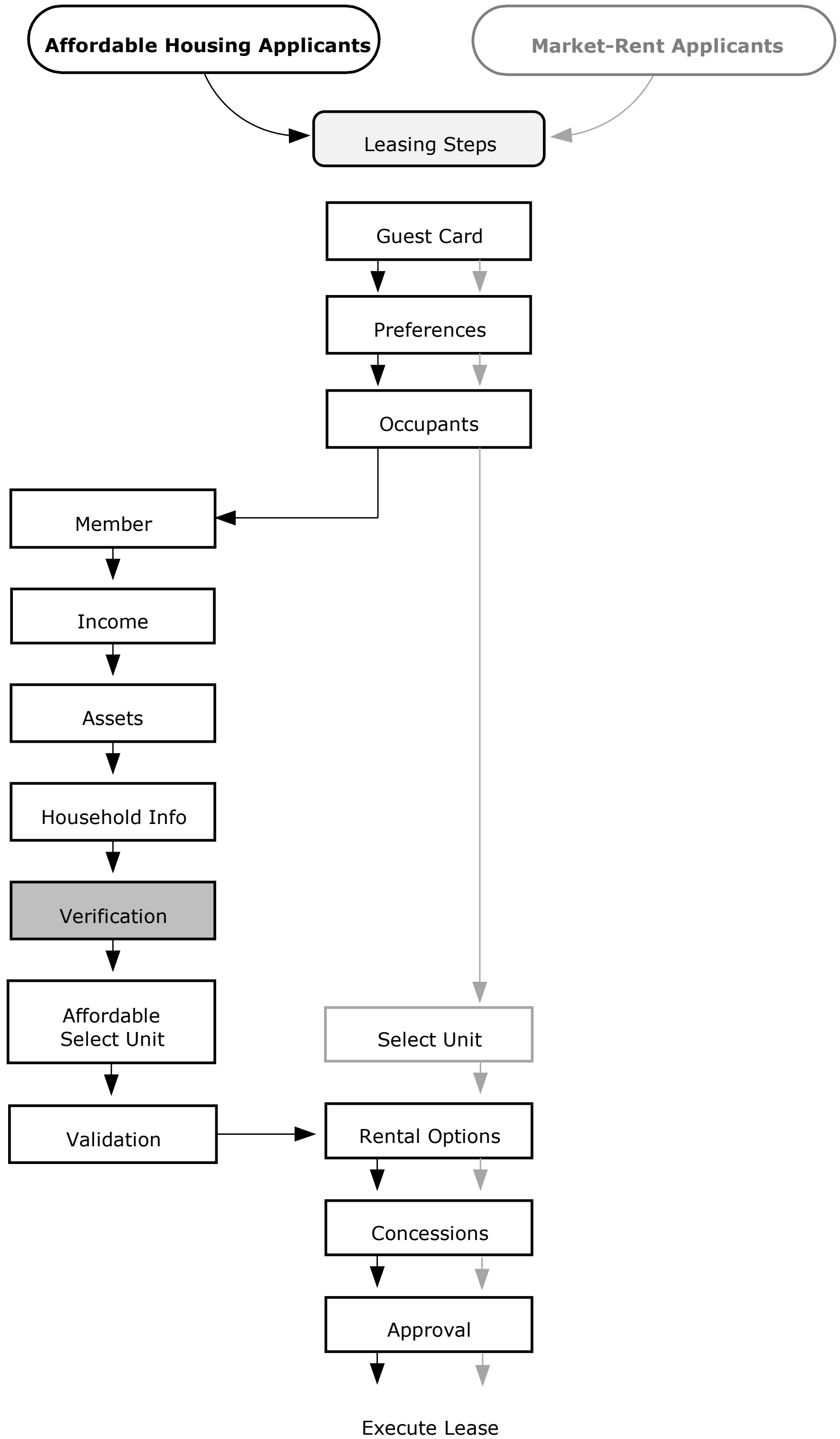
1 Print the verification letters that you have previously selected.

2 Record verification letter-sent dates.

3 Record verification letter-response dates.

4 Record verification confirmation dates for income and assets.

The following chart shows the leasing workflow for LIHTC housing applicants. The verification process is the subject of this lesson.



This lesson assumes that you have added a guest card for the household and completed all previous qualification steps shown on this chart.

Printing Verification Letters

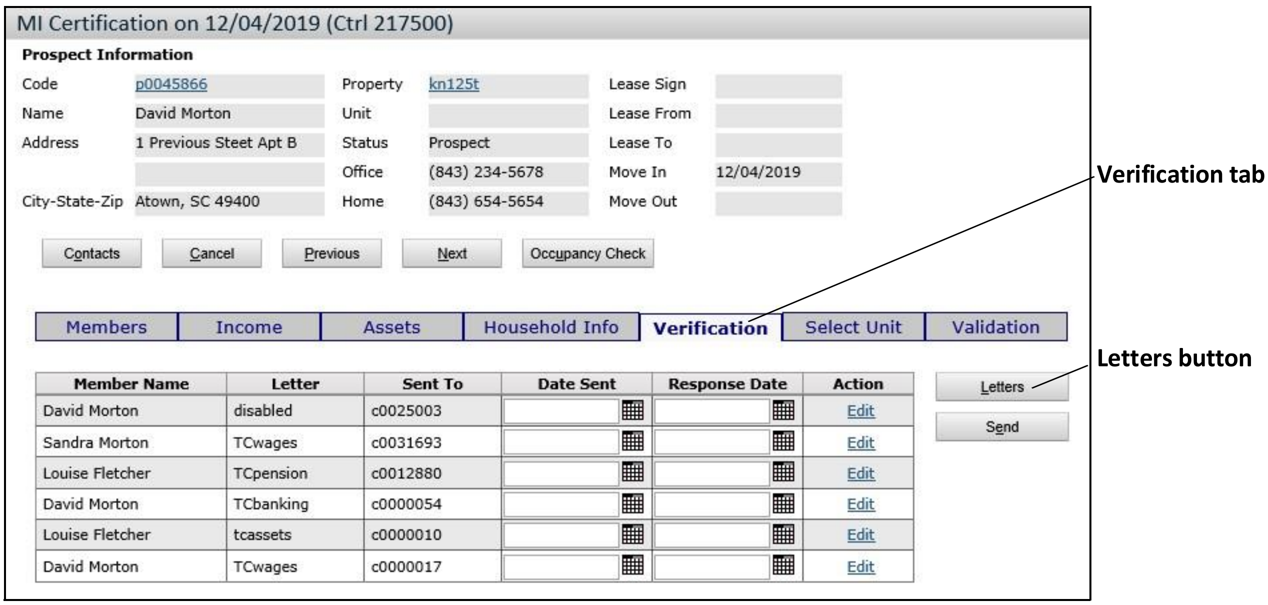
When you documented household member, family income, and family assets for an LIHTC household, you selected verification letters and correspondents (letter recipients) for verifying that information. You can print in a single process one letter, several letters, or all of your selected verification letters.

To print verification letters

1 Open the prospect guest card for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears.

3 Click the **Verification** tab.



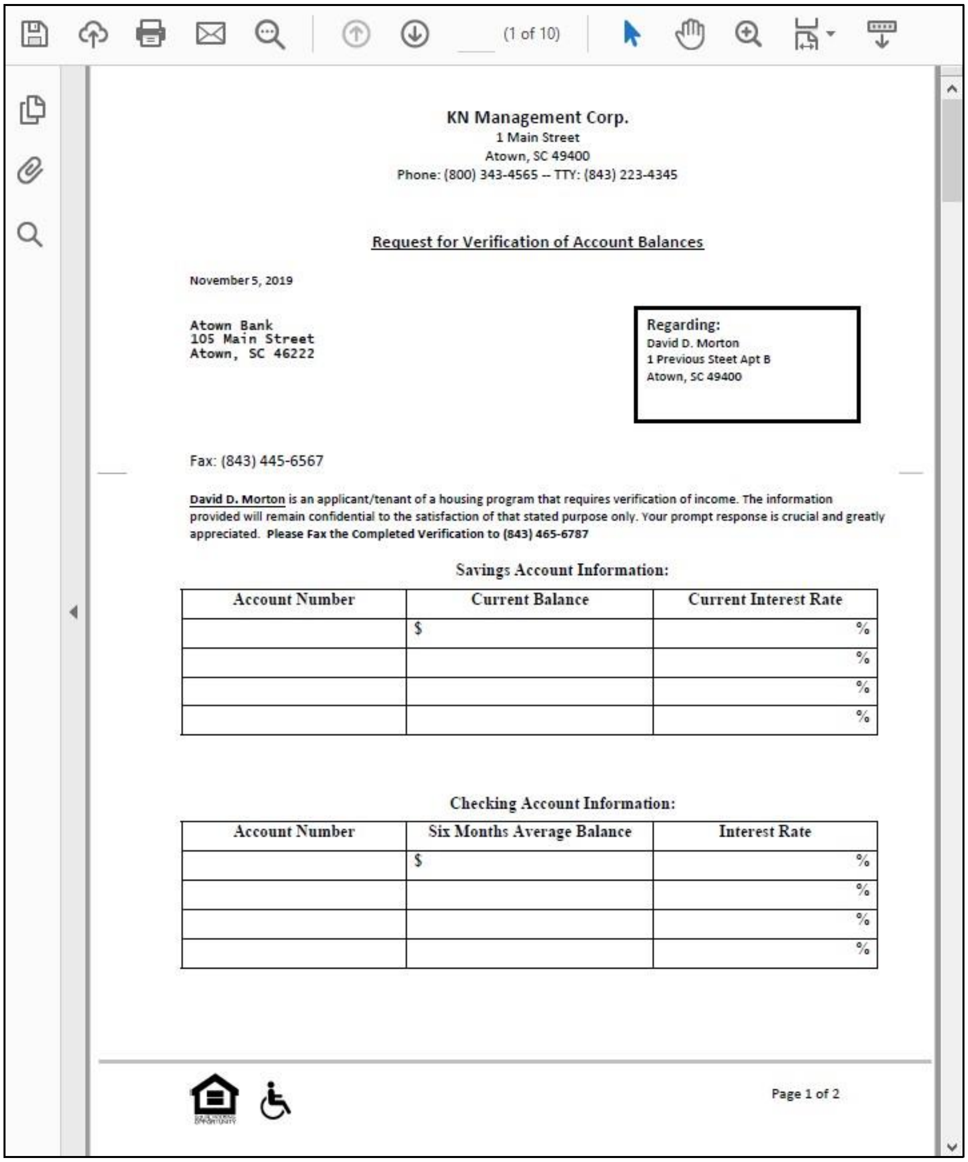
4 Click the **Letters** button on the **Verification** tab.

- If your database is set up to use only the standard Voyager letters, the letters appear. Standard letters are Adobe PDF files.

- If your database is set up for custom MS Word verification letters created with Yardi FillDocs and you have selected letters of more than one format, such as PDF and DOCX, a **Documents to download** screen appears with links to the letters in each format. Click the link for the letter that you want to print. The letter appears.

You can use the scroll bar that appears on the right side of your screen to view all of the verification letters.

The following graphic shows an example of an income verification letter as it appears on the screen. The position and appearance of the buttons depends on your browser.



(1 of 10)

KN Management Corp.
1 Main Street
Atown, SC 49400
Phone: (800) 343-4565 – TTY: (843) 223-4345

Request for Verification of Account Balances

November 5, 2019

Atown Bank
105 Main Street
Atown, SC 46222

Regarding:
David D. Morton
1 Previous Steet Apt B
Atown, SC 49400

Fax: (843) 445-6567

David D. Morton is an applicant/tenant of a housing program that requires verification of income. The information provided will remain confidential to the satisfaction of that stated purpose only. Your prompt response is crucial and greatly appreciated. Please Fax the Completed Verification to (843) 465-6787

Savings Account Information:

Account Number	Current Balance	Current Interest Rate
	$	%
		%
		%
		%

Checking Account Information:

Account Number	Six Months Average Balance	Interest Rate
	$	%
		%
		%
		%

Page 1 of 2

5 Print the letters.

After printing and sending the letters, you are ready to document the dates that you sent them. Voyager tracks an unanswered letter by it's letter-sent date.

Tracking unanswered verification letters is critical for on-time certification completion.

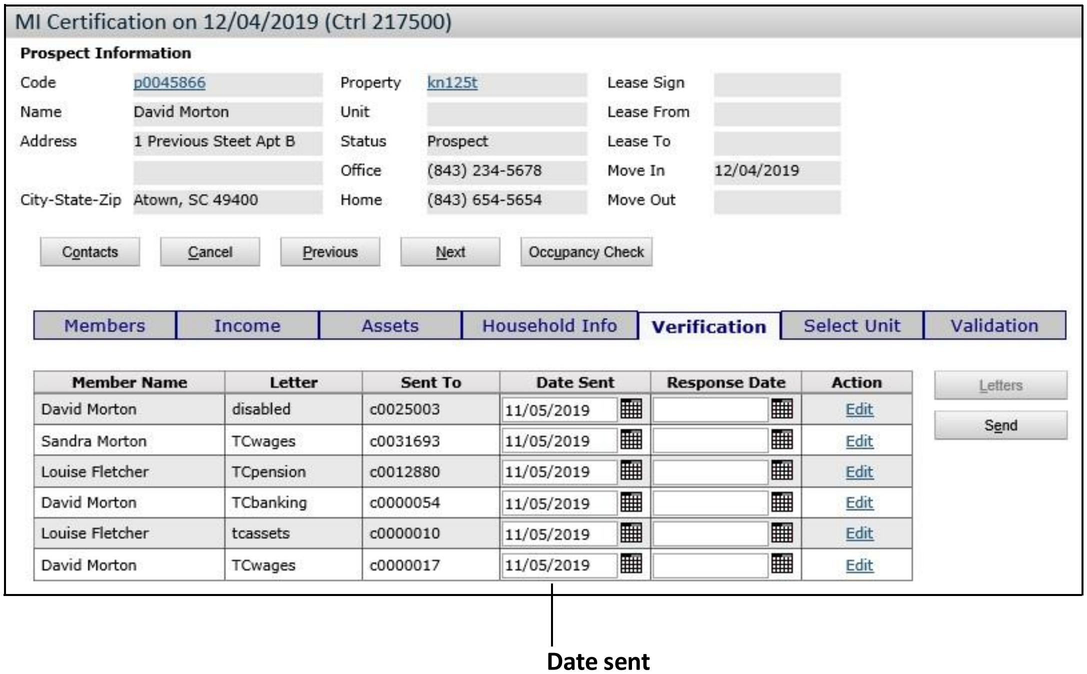
Voyager tracks the number of unanswered days from the letter-sent date. After the maximum number of days pass,

Voyager adds the letter to the **Unanswered Letters** list on the **Community Manager Dashboard**. You can click the **Unanswered Letters** link on the **Community Manager Dashboard** and review letters for which you have not received responses.

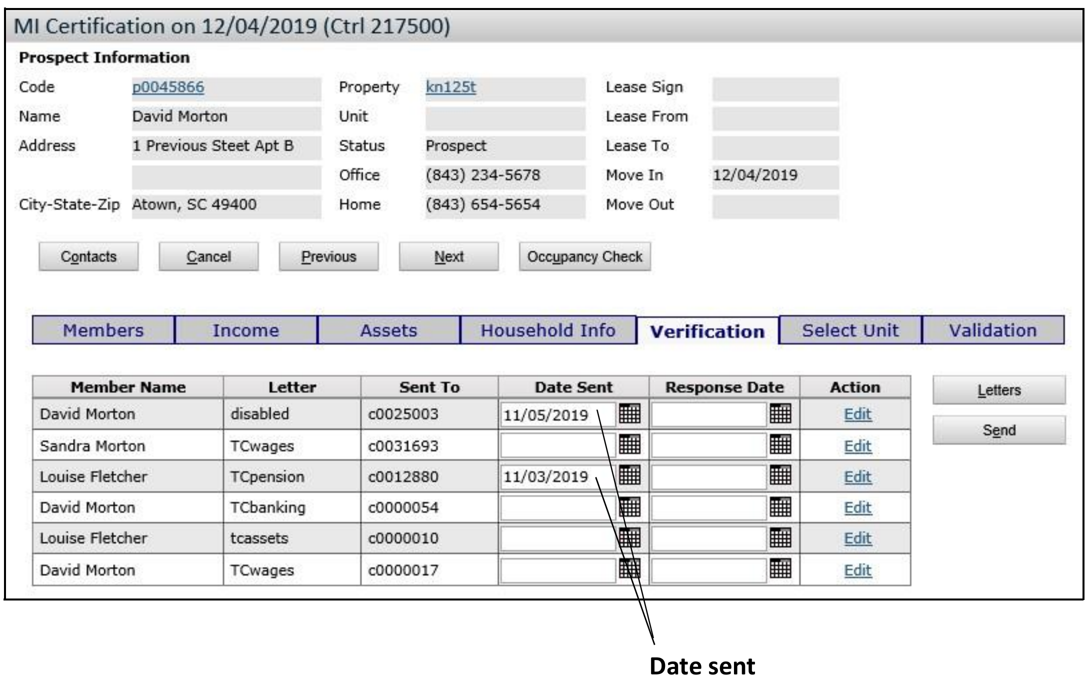
To document the date that you send verification letters 1

Take one of the following steps:

- If you want to document all letters as sent on the system date of your workstation, click the **Send** button. Voyager enters the system date in the **Date Sent** field for all letters on the list.



- If you want to document a different letter-sent date for a specific letter, type the date in the **Date Sent** field for that letter.



Recording Verification Letter Response Dates

Documenting a response date for a verification letter confirms that you received a response to the letter. Recording a response date also confirms that you have reviewed the letter and if needed updated your records so that the information in your records matches the information in the letter.

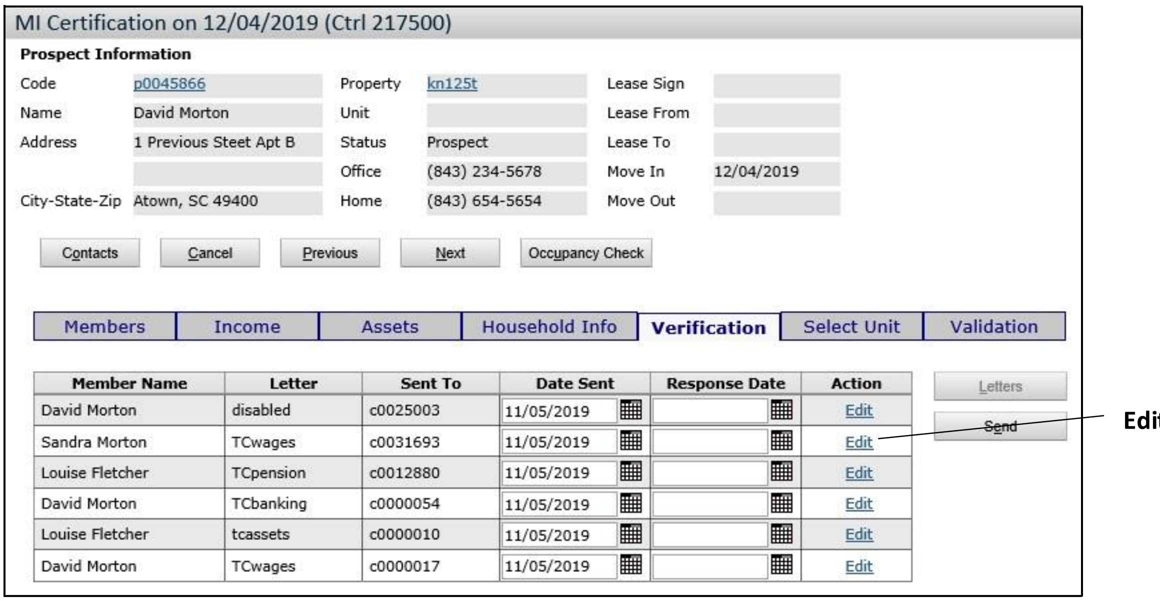
To document the date that you received a verification letter response

1. Open the prospect guest card for the household that you are qualifying.

2. On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears.

3. Click the **Verification** tab. The **Verification** tab displays a list of the letters that you selected when you added the family member, income, asset, and expense information for the household.

4. On the row displaying the verification letter for which you have received a response, click the **Edit** link.



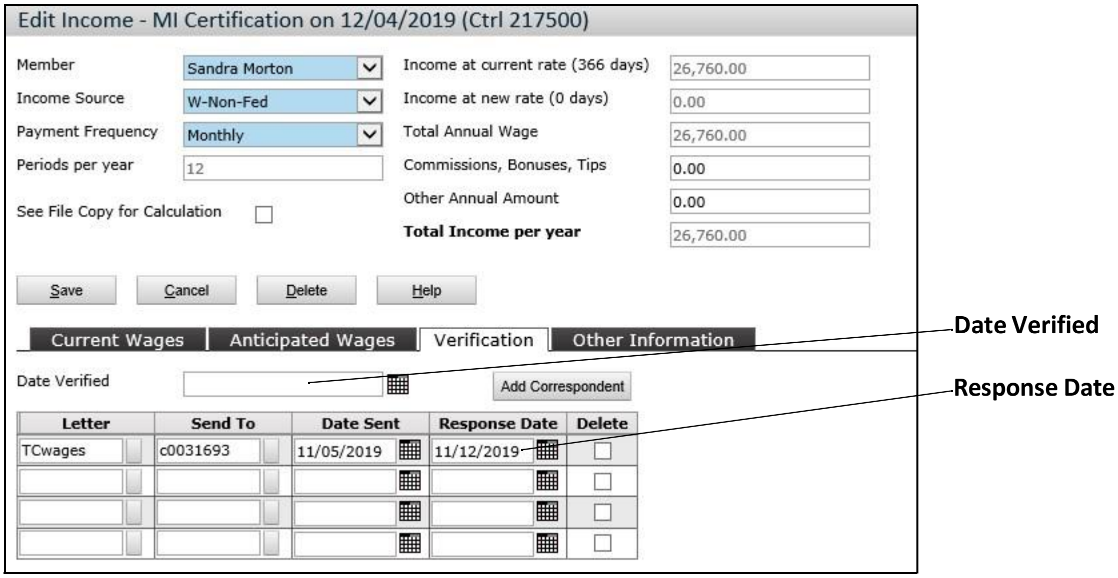
The screen appears that contains the information you are verifying.

5. Carefully review the information and update it with any needed changes.

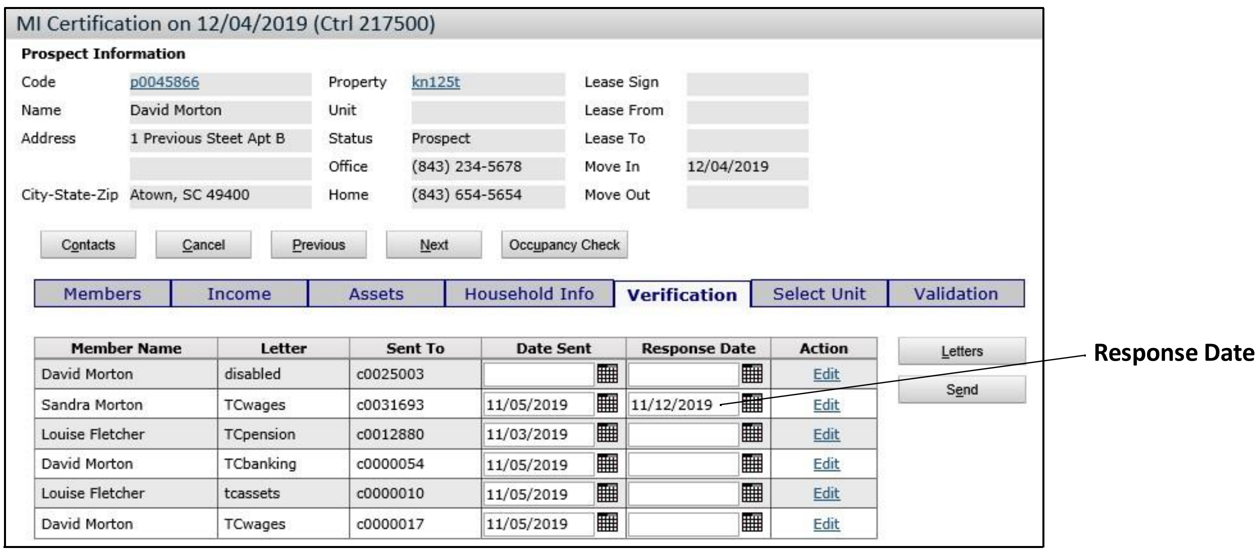
6. In the **Response Date** field on the row displaying the letter, type the date that you received the response.

A **Date Verified** field appears on the **Verification** tab of the **Income** and **Asset** screens for recording the date that you verified the information. If your management organization requires you to complete this field, type the date that you verified the information and updated it, if needed, based on the verification response.

The following graphic shows an example of the **Verification** tab on the **Income** screen.



7 Click **Save**. The screen closes. The response date appears in the **Response Date** field on the **Verification** tab.



8 Repeat these steps for each verification response that you receive.

Conclusion

You should now be able to print verification letters, record the letters as sent, record the dates that you received a response to each letter, and confirm that the household qualifies for the project. Completing the following exercises will help you to retain your new knowledge.

CHAPTER7

LIHTC Apartment Selection and Validation

In this lesson:

This lesson explains how to select an apartment for a qualified LIHTC applicant household and confirm that the household qualifies for the selected apartment.

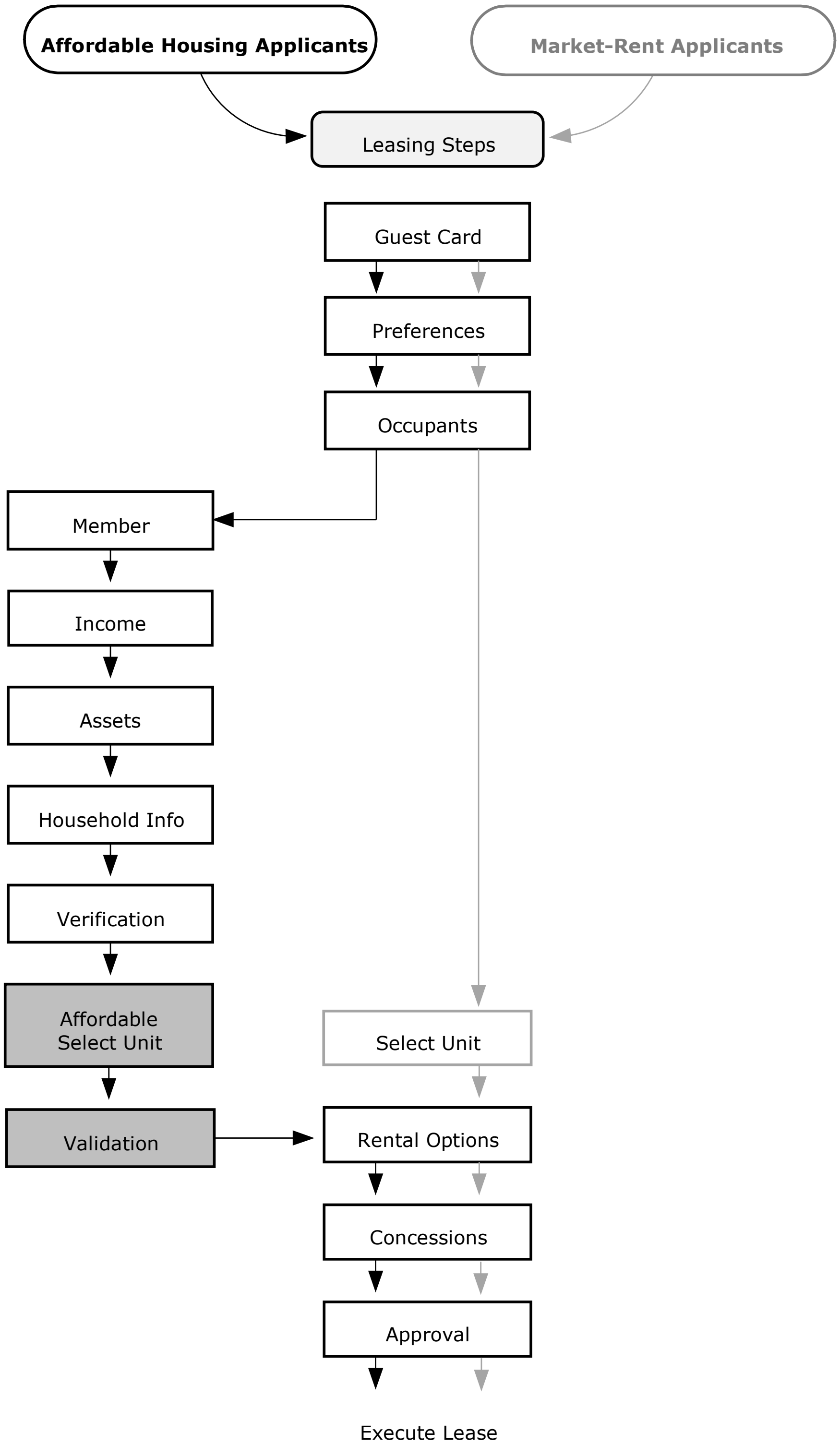
Introduction to LIHTC Apartment Selection and Validation

Selecting an apartment assigns apartment to the household. If the property is set up so that only one household can be assigned to an apartment, selecting an apartment for a household makes it unavailable for selection by any other household.

In this lesson, you will learn how to complete the following tasks:

1. Review apartment information during the selection process.
2. Select an apartment for a qualified prospective LIHTC household.
3. Remove the apartment assignment and select a different apartment for the household.
4. Confirm that the household qualifies for the selected LIHTC apartment.

The following chart shows the leasing workflow for LIHTC housing applicants. Selecting an apartment for a household and confirming the household’s eligibility is the subject of this lesson.



This lesson assumes that you have completed the qualification steps for the household and are ready to select an apartment.

Selecting an Apartment for an LIHTC Household

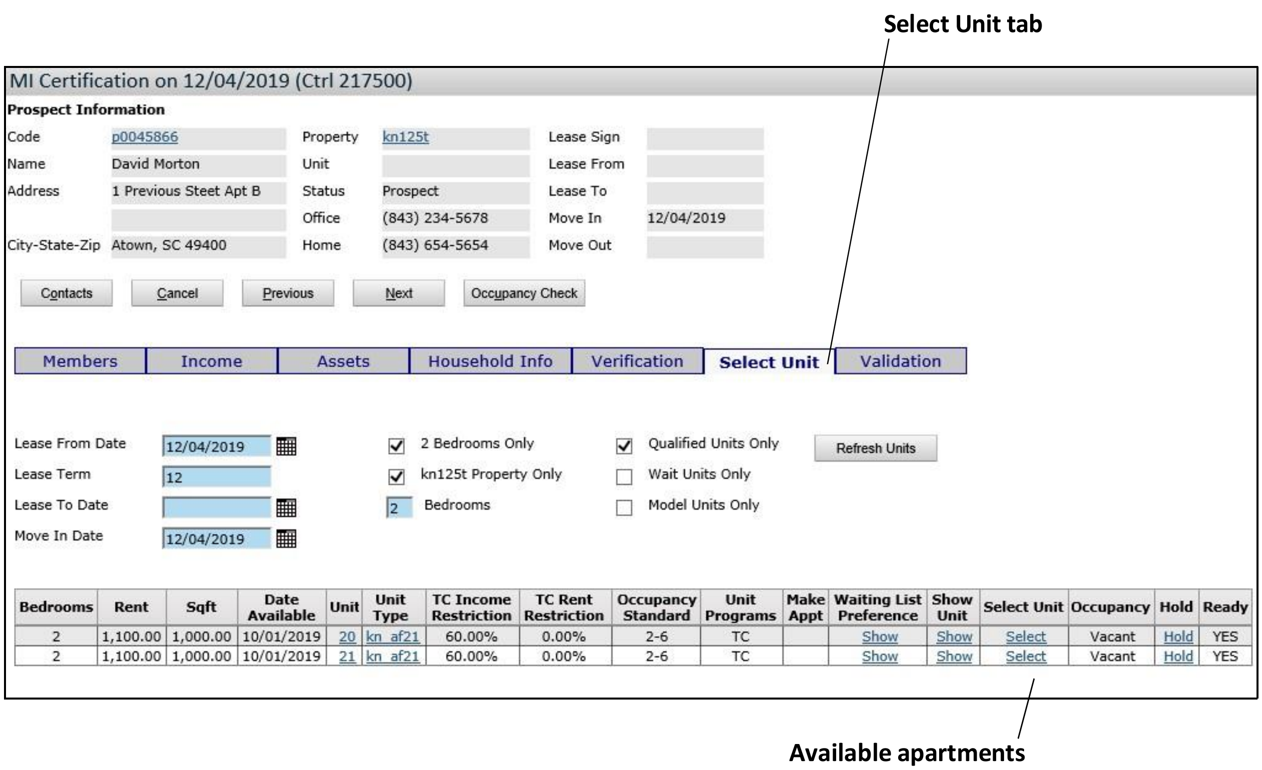
After you have completed the qualification process for an LIHTC prospect household and determined that the household is qualified for the project, you are ready to select an apartment. When you select an apartment after qualifying a household for the project, Voyager displays only available apartments that the household is qualified to occupy.

To select an apartment for a qualified LIHTC household

1 Open the prospect guest card for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **MI Certification** compliance workflow screen appears.

3 Click the **Select Unit**tab.



4 Place your insertion point in the **Lease Term** field and press the TAB key. Voyager automatically completes the **Lease To Date** field on the **Select Unit** tab based on the information in **Lease From Date** and **Lease Term**.

The **Lease From Date** shows the expected move-in date that you entered when you added the household's guest card. The **Lease Term** field shows the standard leasing term, in months, set up for the property. If needed, you can change this date and term.

5 If needed, review apartment information during the apartment selection process.

- If you want to review information about a specific apartment, click the unit code. The **Unit** screen appears. When you are finished, close the **Unit** screen.

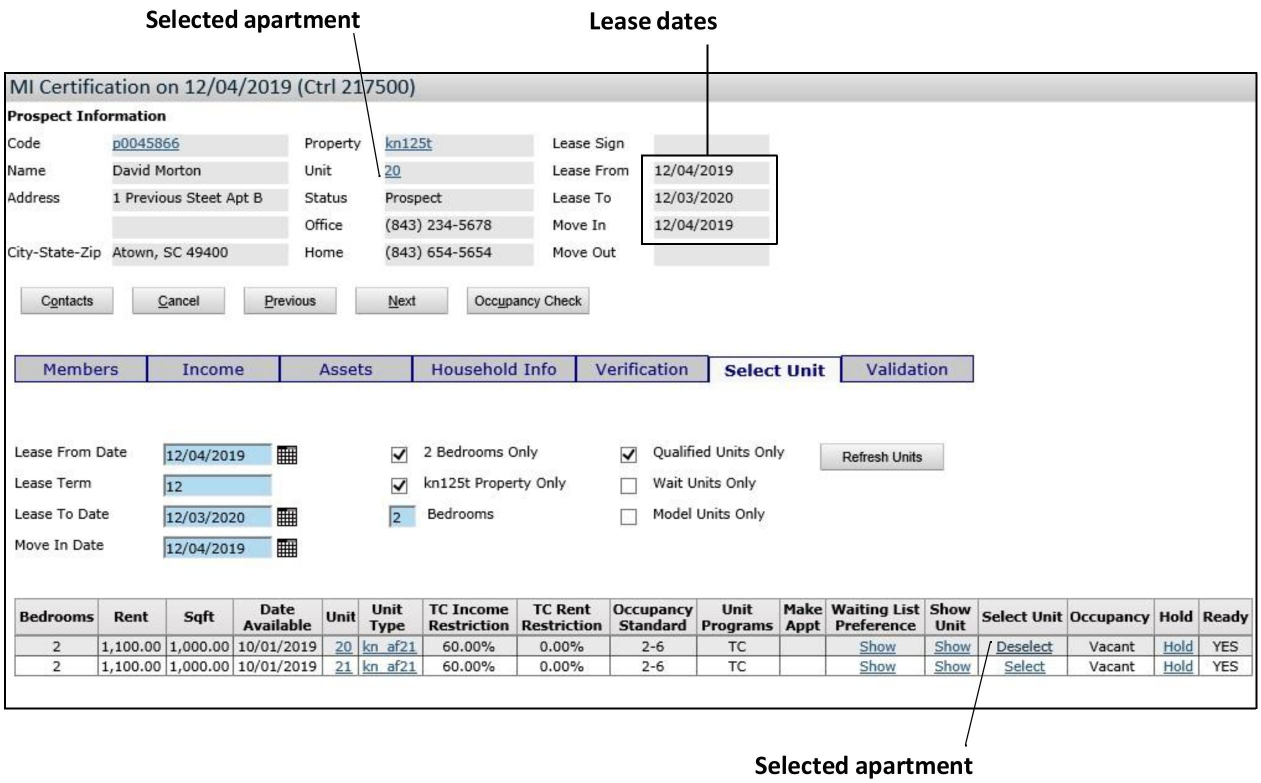
- If you want to review the information about a unit type, click the unit type code. The **Unit Type** screen appears. When you are finished, close the **Unit** or **Unit Type** screen.

You are ready to select an apartment for this household.

6 On the row displaying the apartment that you want to select for the household, click **Select**.

You have assigned the apartment to the household. The apartment code appears in the **Unit** field in the top part of the screen. The **Select** link on the row for the selected apartment changes to **Deselect**.

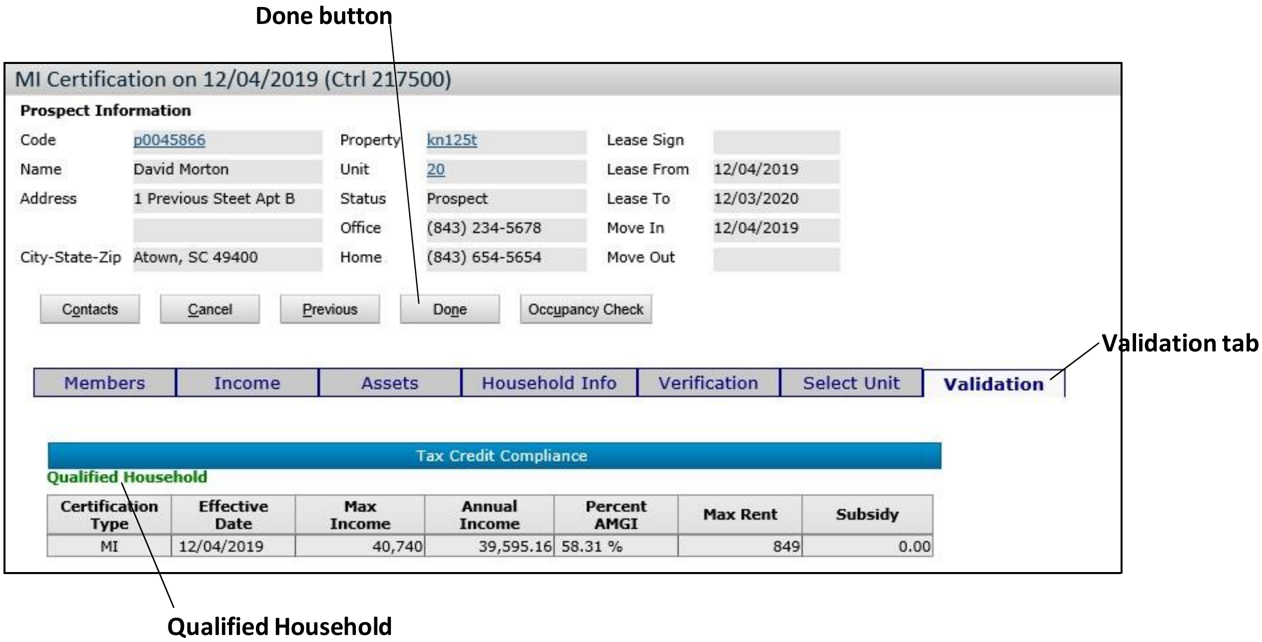
The following graphic shows the **Select Unit** tab with an apartment selected. In this example, the selected apartment is unit 20.



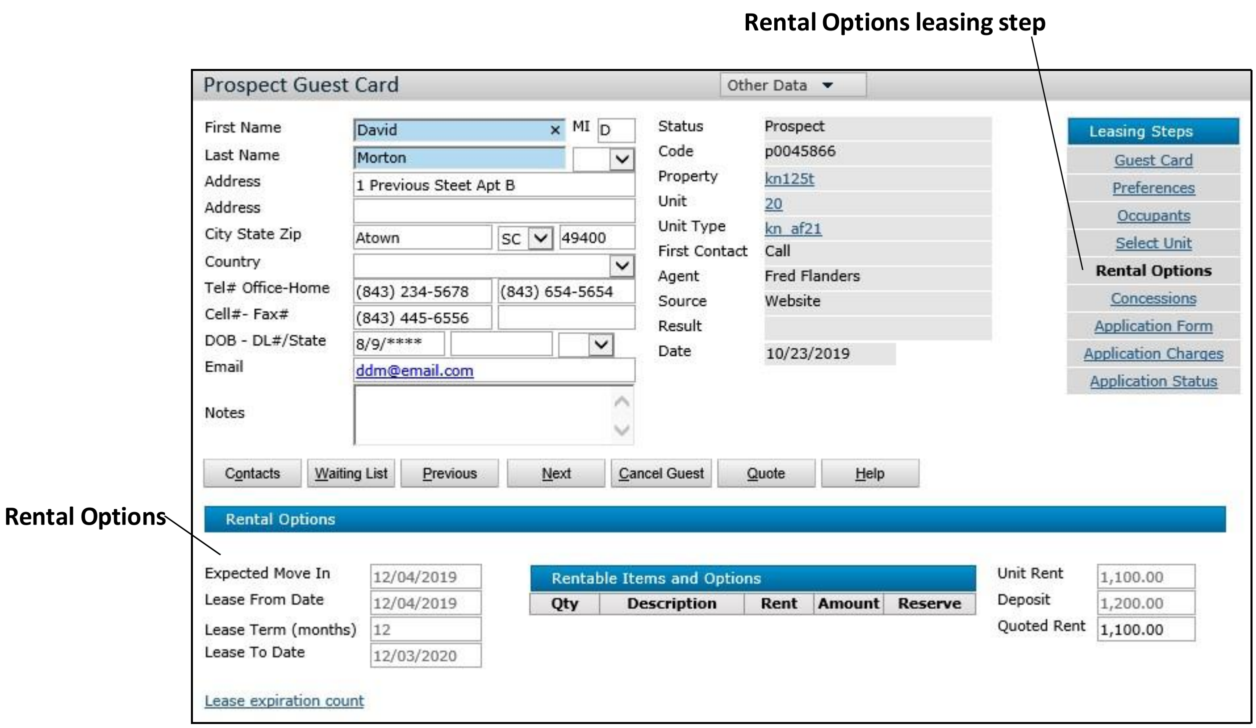
If you select an apartment and then need to select a different apartment, click **Select** on the row for the apartment that the household now wants. Voyager automatically selects the apartment and updates the **Select Unit** column in the grid.

To confirm that the household qualifies for the property and apartment

1 Click the **Next** button in the top part of the screen. The **Validation** tab appears in the bottom part of the screen. Qualified Household appears under the **Tax Credit Compliance** heading in the bottom part of the screen.



2 Click the **Done** button in the top part of the screen. The **Prospect Guest Card** screen appears. The **Rental Options** tab appears in the bottom part of the screen.



You have finished the affordable housing qualification and apartment assignment process. You are ready to proceed with the lease.

Conclusion

You should now be able to select an apartment for a qualified LIHTC household. Completing the following exercises will help you to retain your new knowledge.

CHAPTER8

LIHTC Applicant Approval and Lease Execution

In this lesson:

This lesson explains how to complete the final applicant approval and lease execution process for a qualified LIHTC household. Genesis[2]

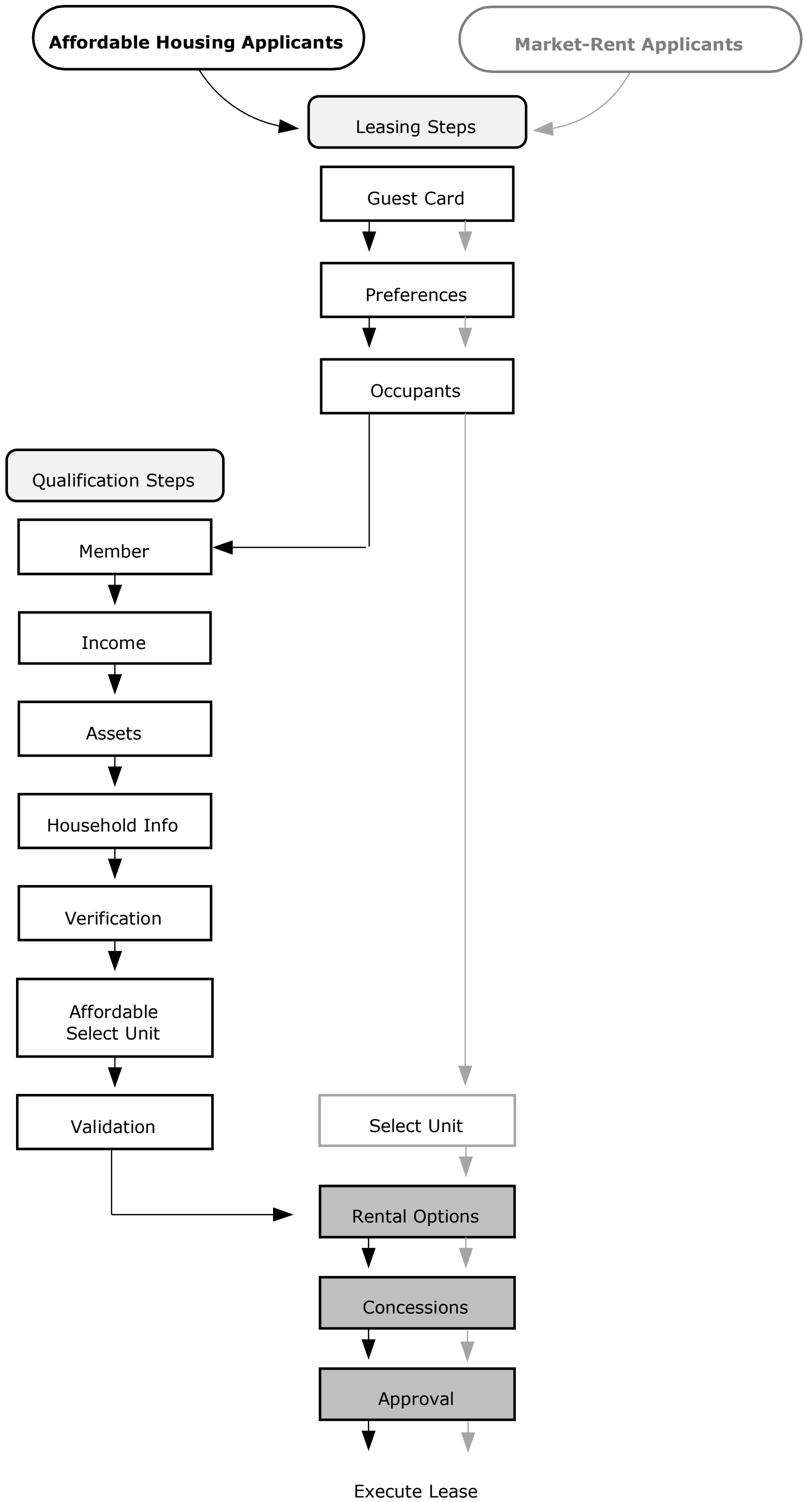
Introduction to LIHTC Applicant Approval and Lease Execution

After you have qualified an LIHTC prospect household and assigned an apartment, you are ready to approve the application and execute the lease.

In this lesson, you will learn how to complete the following tasks:

1. Approve an LIHTC household for move-in.
2. Record the lease execution date.
3. Review the information recorded for the move-in tax credit certification.
4. Print the tax credit certification form.

The following chart shows the leasing workflow for LIHTC housing applicants. The final four leasing steps, **Rental Options**, **Concessions**, **Approval**, and **Execute Lease**, are the subjects of this lesson.



For this lesson, you have completed the qualification process, selected the apartment, and clicked the **Done** button on the **Select Unit** tab. You are on the **Rental Options** leasing step on the **Prospect Guest Card** screen.

Approving Qualified LIHTC Applicants

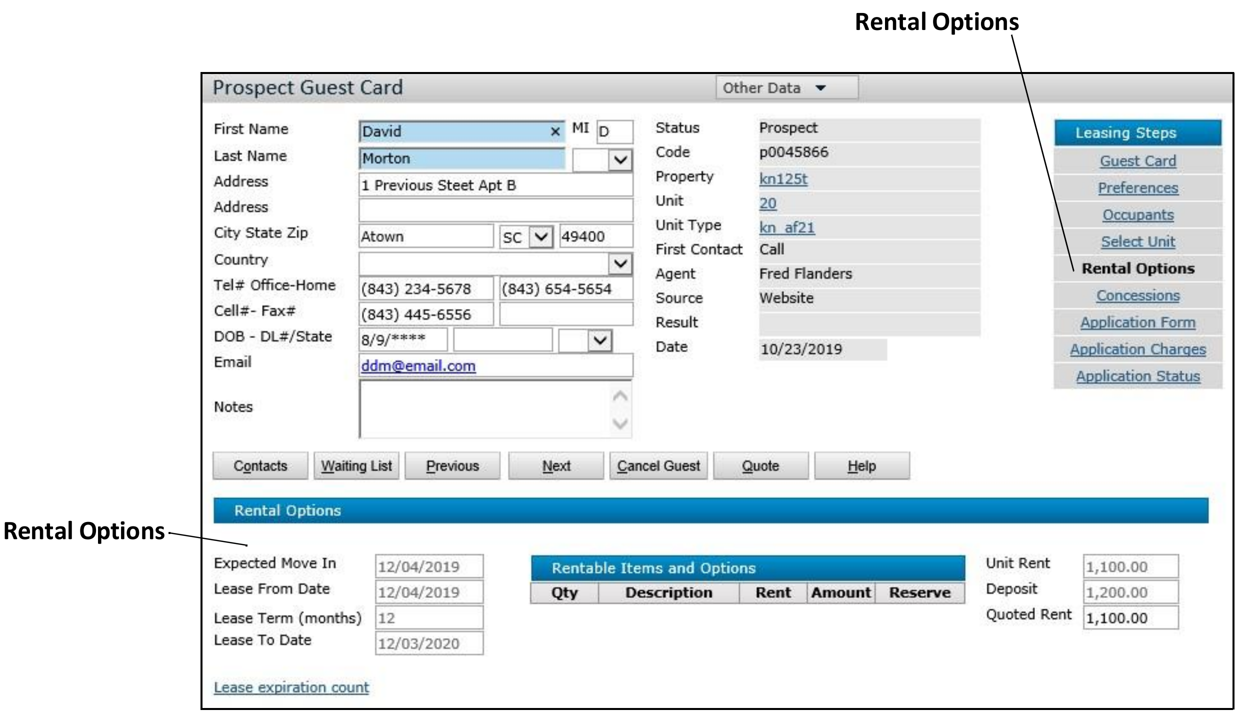
After the LIHTC applicant household has been approved in On-Site and assigned an apartment, you are ready to approve the household for move-in.

To approve a qualified LIHTC applicant

1 Open the guest card for the household that you are qualifying. The **Prospect Guest Card** screen appears. **Rental Options** is the selected leasing step. The **Rental Options** tab appears in the bottom part of the screen.

- *Rental options* are leasing or other contract options. An example is a shorter lease term than you usually require.
- *Rentable items* are items available for rent in addition to a resident's apartment. Examples are a refrigerator or a parking space.

In the following graphic, no rental options or items are set up for the selected apartment.



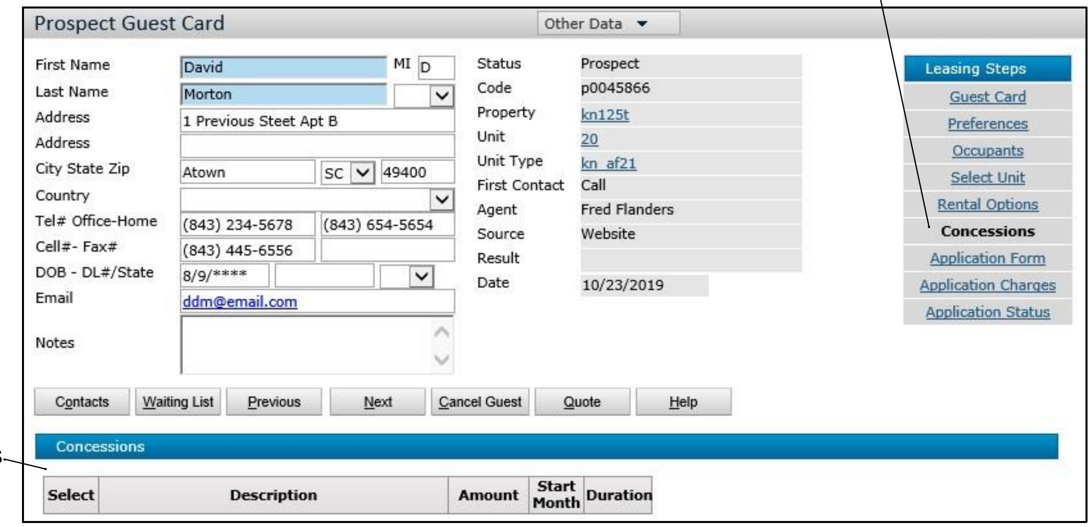
2 Click **Next** to advance to the **Concessions** leasing step.

Concessions are items of value or benefits offered during lease negotiations. An example is a free month of rent offered as a leasing incentive. If concessions are set up in Voyager for the selected apartment, the **Concessions** leasing step displays them.

Most LIHTC properties do not use concessions. In the following graphic, no concessions or items are set up for the property.

Concessions

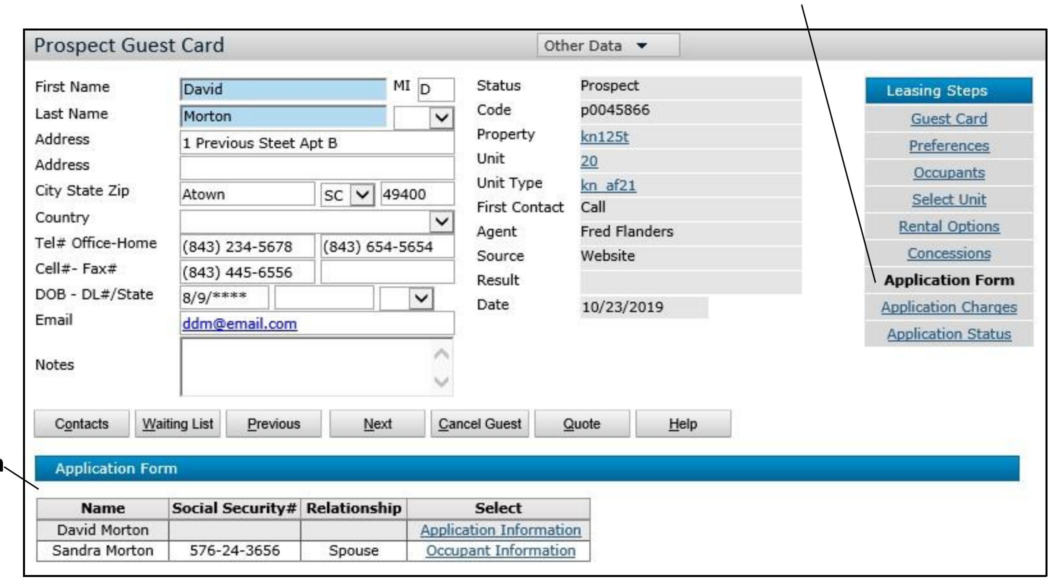
Concessions



3 Click **Next** to advance to the **Application Form** leasing step. The **Application Form** tab displays the names of the household head and each member whom you added as an occupant.

Application Form

Application Form



You can record on the application form additional information that was not part of the household's qualification documentation. Vehicle and emergency contact information that you add on the application form will appear on the **Resident** screen.

4 If you want to add additional details to a household's application, take the following steps:

a For the household head, click the **Application Information** link.

b For household members listed as occupants, click the **Occupant Information** link.

The **Application** screen appears.

c Add the needed information. If you want to print the application form, click the **Print** button.

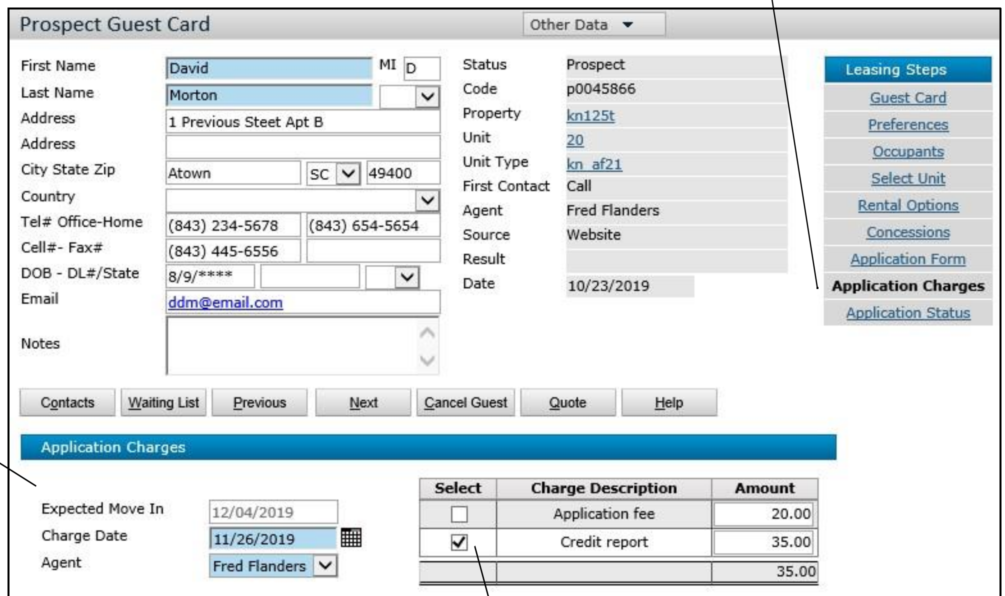
d When you are finished, click **Save**. The **Application** screen closes.

5 When you are ready to proceed, click **Next** to advance to the **Application Charges** leasing step.

In the following graphic showing the **Application Charges** tab, charges are set up for application processing and credit reports. One of the charges is selected.

Application Charges

Application Charges



Selected application charge

The charges that appear are the charges set up for the unit type assigned to the household's selected apartment. The default charge date is the system date on your workstation.

6 If application charges are available for this apartment, select the charges that you want to create for the household.

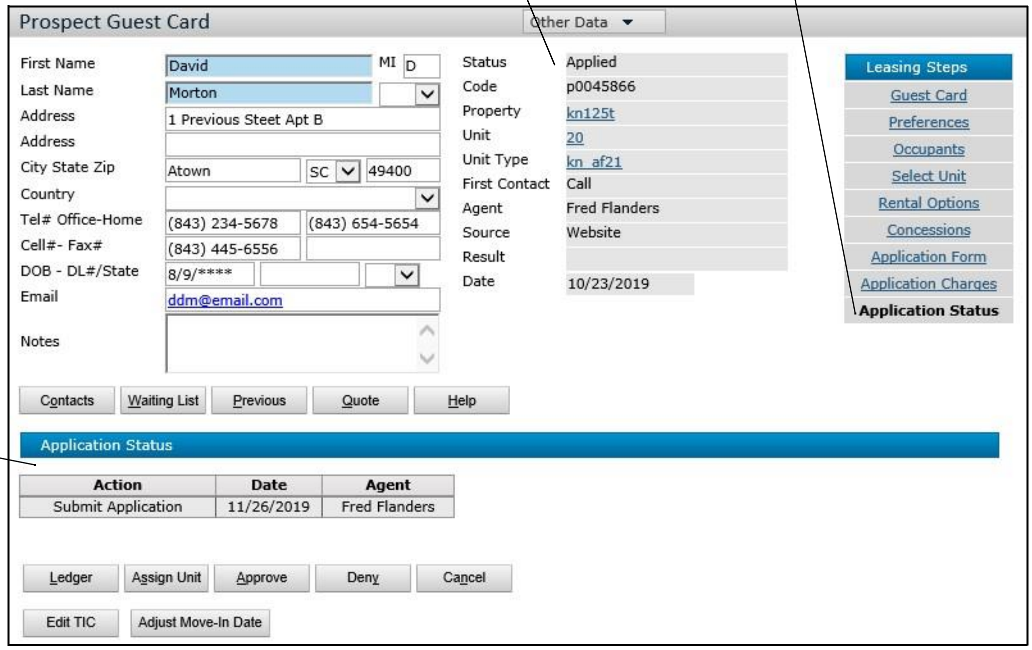
Completing the **Application Charges** leasing step changes the household's rental status prospect to pending applicant. Voyager automatically removes the household from the prospect pipeline and adds the household to the list of pending applicants. The **Prospect Pipeline** total on the **Community Manager Dashboard** decreases by one and the and the **Pending Applications** total increases by one.

7 Click **Next**. A confirmation message appears for posting the selected application charges.

8 Click **OK**. Voyager advances to the **Application Status** leasing step. The **Application Status** tab appears in the bottom part of the screen. The household's status is now **Applied**.

Applied status **Application Status**

Application Status



At this step, you can review the tenant income certification to ensure that it is complete and correct before approving the household. You can also print copies of the certification.

- If you want to review the certification, click the **Edit TIC** button. The **Tax Credit Certification** screen appears. This screen contains a summary of the resident's tenant income certification. Close the **Tax Credit Certification** screen when you are finished.
- If you want to review the family details, open the **Tax Credit Certification** screen. Click the **Family Info** button in the top part of the screen. The **MI Certification** compliance workflow screen appears. Click each tab and review the information, as needed. When you are finished, close the **MI Certification** compliance workflow screen and then close the **Tax Credit Certification** screen.
- If you want to print a copy of the tenant income certification form, open the **Tax Credit Certification** screen. On the **Reports** menu in the top part of the **Tax Credit Certification** screen, select the certification form that you want to use. The form appears. You can print the displayed form. When you are finished, close the screen displaying the form and then close the **Tax Credit Certification** screen.

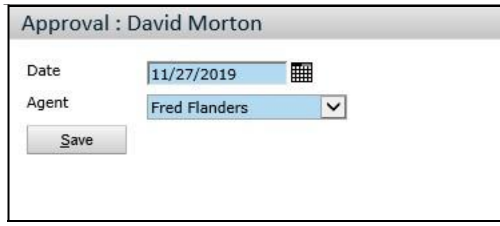
You can also adjust the move-in date, assign the household to a different apartment, cancel the household, or deny the household, if needed.

If you adjust a household's move-in date before you approve the household, Voyager requires you to repeat the qualification steps. When you proceed through the steps after adjusting a move-in date, you do not need to change any information or reselect the applicant's apartment.

9 On the **Application Status** tab when the household's credit and screening from On-Site.com has been approved, click the **Approve** button. The **Approval** screen appears.

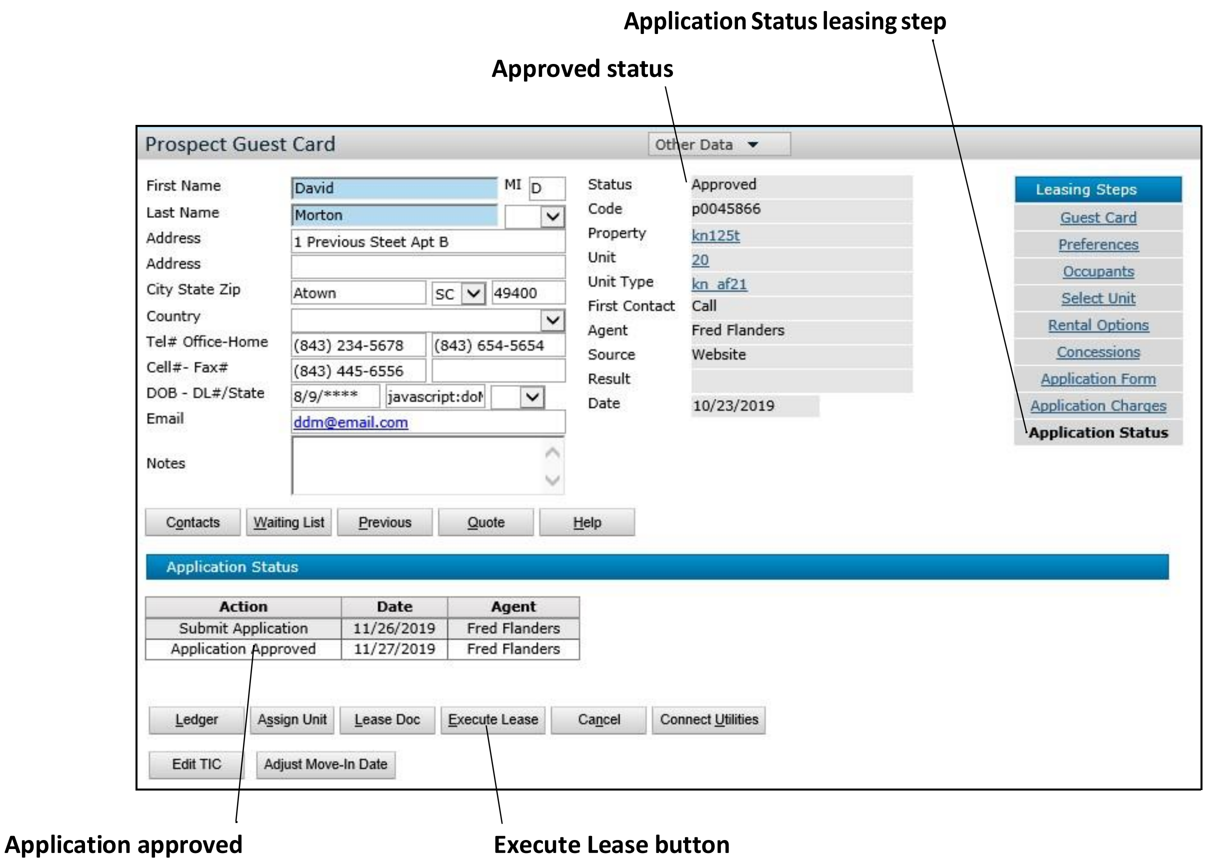
10 Complete the screen.

Date	The system date on your computer appears. If needed, type a different date.
Agent	The leasing agent initially assigned on the household's guest card appears. If needed, select a different agent.



11 Click **Save**. A confirmation message appears. Click **OK**.

The **Application Status** tab appears in the bottom part of the screen. The household's status is now **Approved**. You are ready to execute the lease.



A **Lease Doc** button appears on the **Application Status** tab for an approved applicant. If you need to print the applicant's lease, click the **Lease Doc** button and print the lease.

Executing Leases for Approved LIHTC Applicants

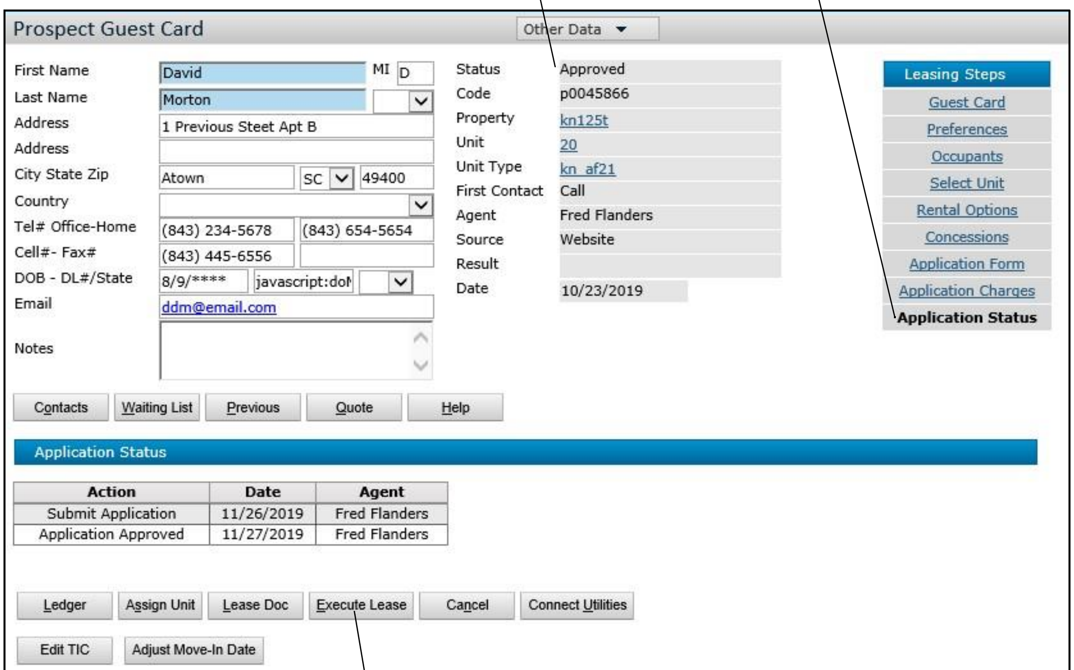
The total number of pending applicants appears in the **Traffic** section on the **Community Manager Dashboard** screen. Clicking the number displays the **Pending Applications** tab in the bottom part of the screen. Clicking the name of a pending applicant displays the applicant's guest card.

To record the lease execution for an approved LIHTC applicant

1 Open the prospect guest card for the household that you are qualifying. The **Prospect Guest Card** screen appears. **Application Status** is the selected leasing step. The **Application Status** tab appears in the bottom part of the screen.

Application Status leasing step

Approved status

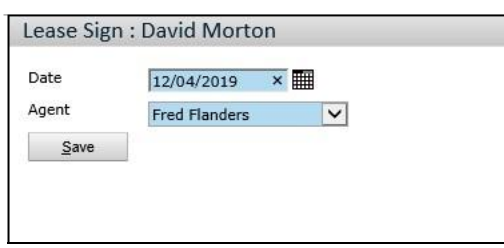


Execute Lease button

2 On the **Application Status** tab when the Lease and any addendum has been signed., click the **Execute Lease** button. The **Lease Sign** screen appears.

3 Complete the screen.

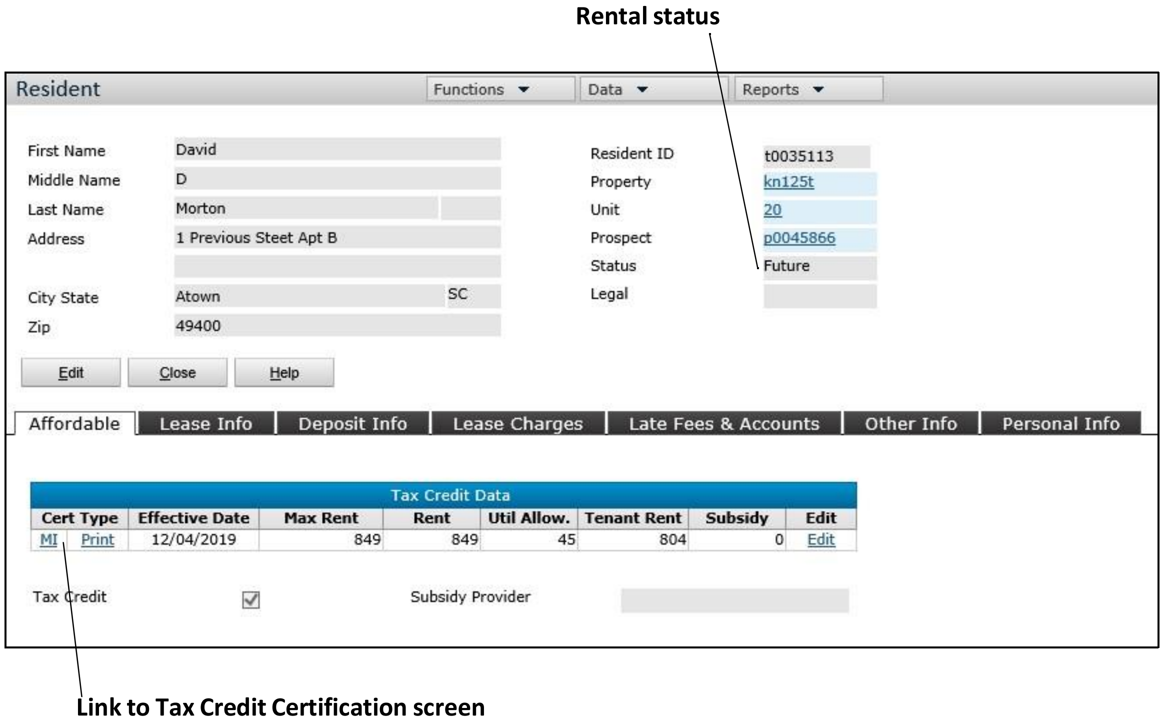
Date	The system date on your workstation appears. If needed, type a different date.
Agent	The leasing agent initially assigned on the household's guest card appears. If needed, select a different agent.



4 Click **Save**. A confirmation message appears. Click **OK**. The **Resident** screen appears.

The household is now a future resident in the property. The status on the **Resident** screen is **Future**. You are ready to process the move-in.

The **Affordable** tab appears in the bottom part of the screen. It shows information about the move in tenant income certification, including the effective date and rent information. Three links appear for the certification: **MI**, **Print**, and **Edit**.



The **Affordable** tab shows information about the move-in TIC, including the effective date and rent payment information. Three links appear for the certification: **MI**, **Print**, and **Edit**.

- Clicking **MI** displays the **Tax Credit Certification** screen.
- Clicking **Edit** displays the **MI Certification** compliance workflow screen containing the information that you recorded to qualify the household. You can review the information or make needed changes before you record the date completed. Print the certification form for all household members to sign.
- Clicking **Print** displays the state tenant income certification (TIC). You can print the TIC or save it as a file on your workstation or network. You must provide a copy of the TIC for property owners and all adult members of the household to sign before move-in day.

5 Review the information on the Resident screen.

6 If you make any additions or changes, click **Save**.

Reviewing Incomplete Tax Credit Certifications

The **Resident Activity** section on the **Community Manager Dashboard** displays the total number of incomplete certifications for a selected property. You can display and review the **Tax Credit Certification** screen from the **Incomplete Certs** list.

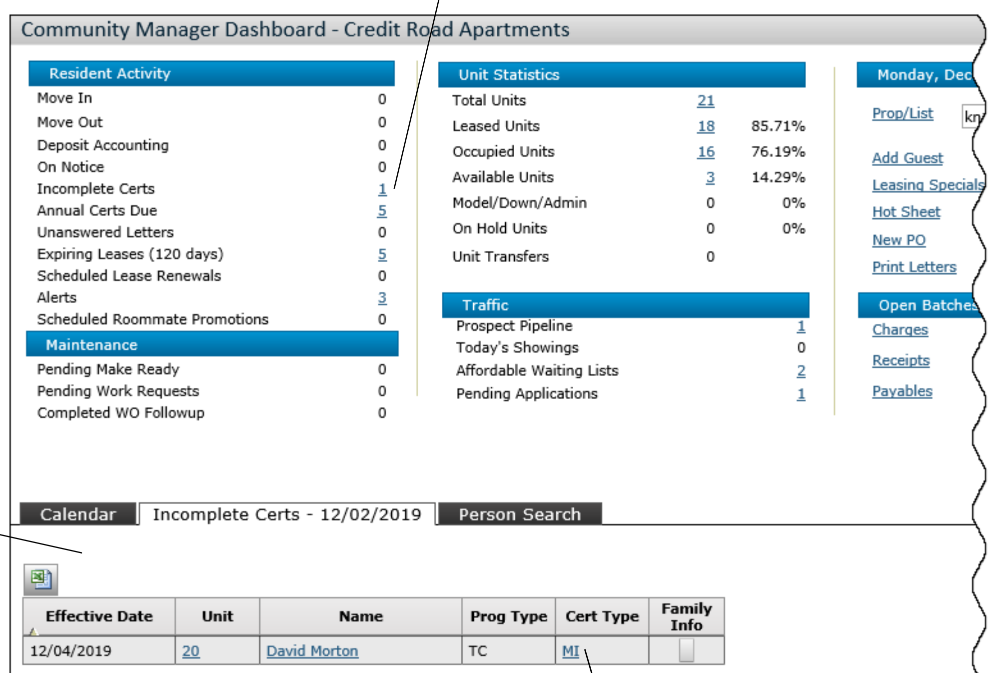
The **Resident** screen also contains a link to the household's certification.

To review a move-in tax credit certification before completion

1 In the **Resident Activity** section on the **Community Manager Dashboard**, click **Incomplete Certs**.

The **Incomplete Certs** summary appears in the bottom part of the dashboard. The **Prog Type** field displays the type of certification that is incomplete for each resident. The **Cert Type** field displays a link to that certification.

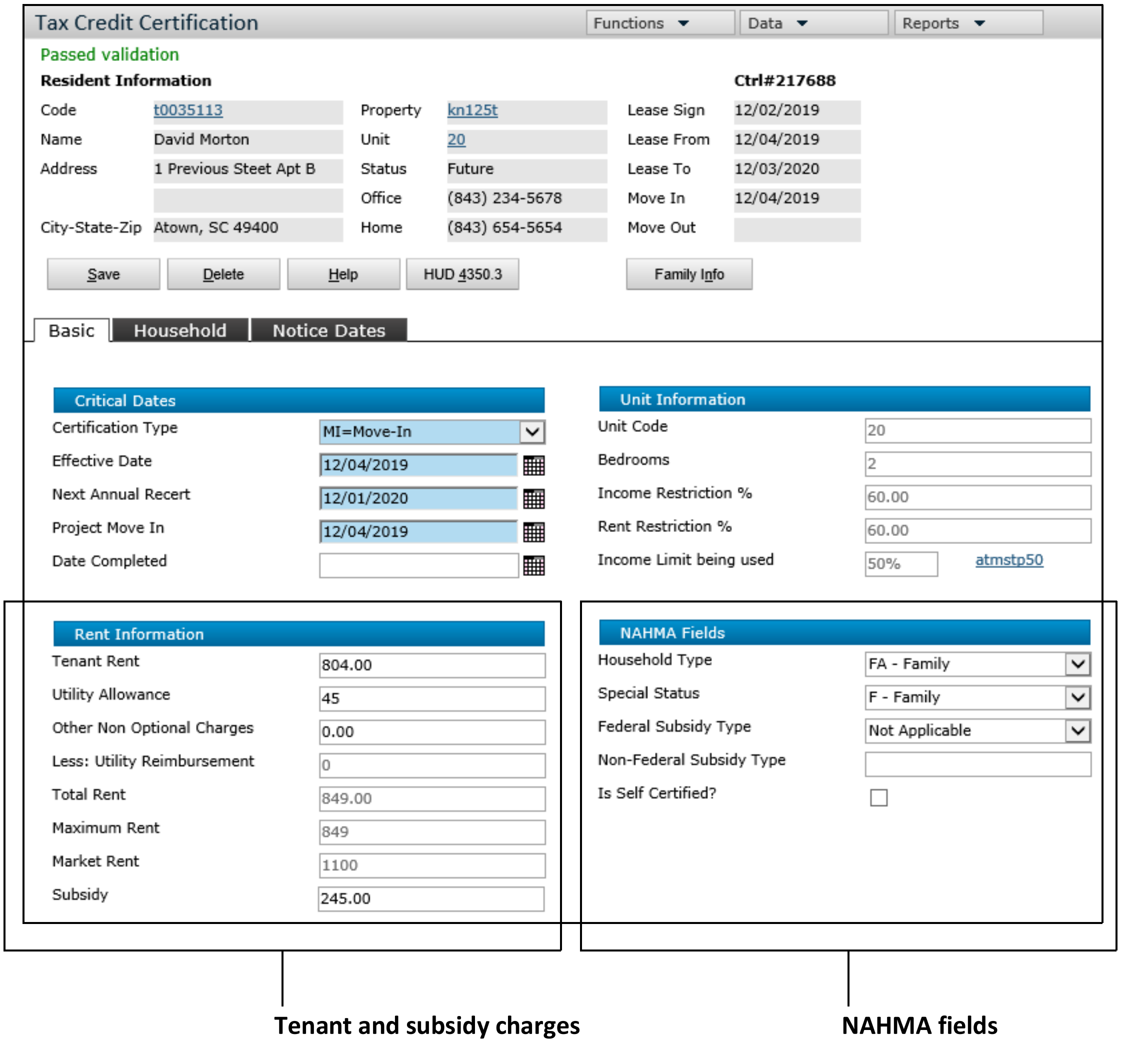
Incomplete certifications



Incomplete Certs tab

MI link

2 In the **Cert Type** field for the future resident and certification that you want to review, click the **MI** link. The **Tax Credit Certification** screen appears.



3 Review the **Rent Information** section on the **Basic** tab.

a Review the rent and subsidy information. Make adjustments, if needed.

Tenant Rent	The amount of rent that the resident will pay appears. Make adjustments if needed
Utility Allowance	The utility allowance for the apartment appears. Make adjustments if needed.
Other Non Optional Charges	If needed, type the total amount of miscellaneous charges that you require of this resident. **NOTE** The total amount of the tenant rent, the utility allowance, and other nonoptional charges cannot be greater than the amount in the **Total Rent** field. Make adjustments if needed.

b Add the following information, if needed.

Utility Reimbursement	If you pay utility reimbursements to this resident, type the amount that you reimburse the resident for utility expenses.

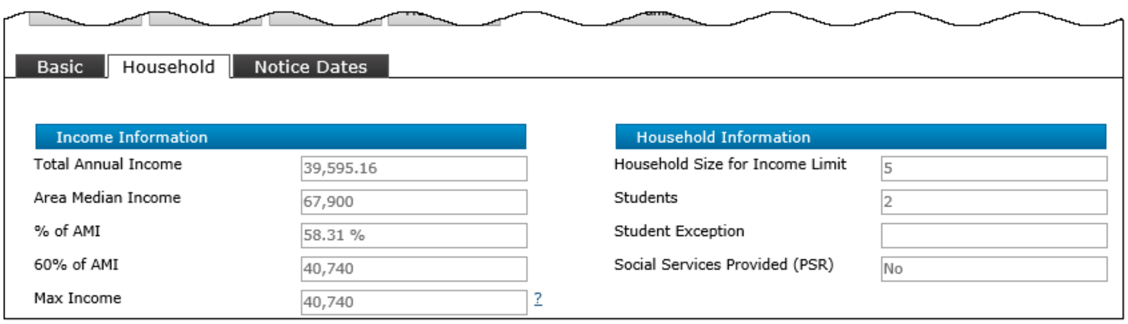
Subsidy	If you receive a tenant-based subsidy on behalf of the resident, type the subsidy amount. **NOTE** If the resident is also a HUD project-based resident, the project-based subsidy automatically appears.

4 If your management organization submits tax credit state reports in the NAHMA-XML file format, add the following Information in the **NAHMA Fields** section, as needed.

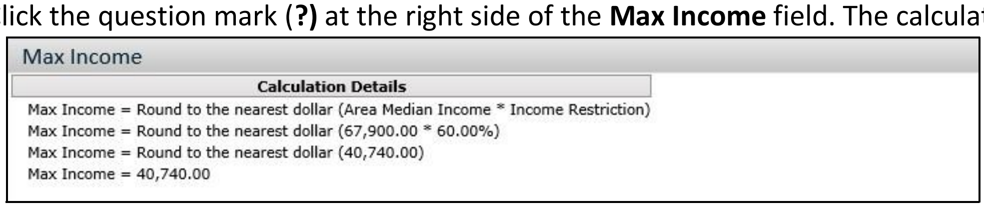
Household Type	If needed, select the appropriate household type.
Special Status	If a special status applies to the household, select the special status. If more than one special status applies, select the household's primary special status. If the household has no special status, select **U-Undesignated** or leave this field empty.
Federal Subsidy Type	If the household has an additional subsidy provided by a federal subsidy source, select the type of subsidy. If the household has no additional subsidy, select **Not applicable**.
Non-Federal Subsidy Type	If the household has an additional subsidy provided by a regional, state, county, or local program, type the name or a brief description of the subsidy program.
Is Self Certified	If the family's income for this certification is self-certified, select this check box.

5 Review how Voyager calculated the tax credit maximum income for this certification. **a** Click the

Household tab.



b Click the question mark (**?)** at the right side of the **Max Income** field. The calculation details appear.



c Close the calculation details screen when you are finished.

6 Review the income calculation worksheet for this certification:

a Click the **Reports** button in the top part of the **Tax Credit Certification** screen. **b** Select

Income Worksheet. The worksheet appears.

1 of 1 100% Find | Next

Tax Credit - Annual Income Calculation Worksheet

Property Code:	kn125t	**Household Name:**	David D. Morton	**Certification Date:**	12/04/2019
Property Name:	Credit Road Apartments	**Tenant Code:**	t0035113	**Certification Type:**	MI
Unit Code:	20	**Unit Size:**	2 Br		(Crtl# 217688)

MemberName:	Relationship:	Gender:	DOB:	Age:	Citizenship:	Disabled	Elderly	F/T Student:	Eligible Student:	Joint Custody
David D. Morton	Head	M	08/09/1986	33		X				
Sandra C. Morton	Spouse	F	04/22/1989	30						
Gary T. Morton	Dependent	M	10/10/2010	9				X		
Danielle L. Morton	Dependent	F	12/21/2012	6				X		
Louise A. Fletcher	Other	F	09/10/1950	69						

Income Calculations:

Member:	Source:	Frequency:	$/Hr:	Hrs/Per:	Per/Yr:		Inc Per Yr:
David D. Morton	Non-Federal Wage	Weekly	Regular $125.00	* 1.00	* 52.00	=	$6,500.00
			Current rate 6,500.00 * (210.00 Days / 366.00 Days)			=	$3,729.51
	Anticipated Wage Change on: 07/01/2020		Regular $130.00	* 1.00	* 52.00	=	$6,760.00
			Anticipated Rate 6,760.00 * (156.00 Days / 366.00 Days)			=	$2,881.31
			Net Non-Federal Wage for David D. Morton			=	$6,610.82
Sandra C. Morton	Non-Federal Wage	Monthly	Regular $2,230.00	* 1.00	* 12.00	=	$26,760.00
Louise A. Fletcher	Social Security	Monthly	Regular $510.00	* 1.00	* 12.00	=	$6,120.00
					Total of all income Sources	=	$39,490.82

Asset Calculations:

Member:	Description:	Status:	Divested:	Divest Cost:	Mkt Value:	Int %:	Inc. per Yr:
David D. Morton	Checking	Current		$0.00	$654.32	0.00 %	$0.00
Louise A. Fletcher	Real Estate	Imputed	03/02/2019	$1,750.00	$175,000.00	0.00 %	$0.00
				$1,750.00	$175,654.32		$0.00

Total Annual Income:

If net total family assets exceeds $5,000.00 you must calculate imputed income from assets at 0.06% and use the greater of actual income from assets or imputed income from assets.

Total Mkt Value:	-	Total Sale / Divest Cost:	=	Total Asset Cash Value:	*	Pass Book Rate %:	=	Total Imputed Assets:
$175,654.32		$1,750.00		$173,904.32		0.06		$104.34

**Since total asset value of $175,654.32 is more than $5,000.00, annual income must include greater of:

Total Imputed Assets:	OR	Total Asset Income:	=	**Greater Asset Income:**
$104.34		$0.00		**$104.34**

Total Income	+	Imputed Assets	=	**Total Annual Income**
$39,490.82		$104.34		**$39,595.16**

Qualifying Income limit at 60.00%= $40,740.00 Variance= $-1,144.84

c Close the worksheet screen when you are finished.

7 When you have finished your review, click **Save**. The **Tax Credit Certification** screen closes.

You are ready to print the certification for all adult household members and property owners to sign.

Printing Tax Credit Certification Forms

The property owners and all adult household members must sign a printed copy of the tax credit certification before move-in. By signing the certification (TIC), each person is confirming that the information is complete, accurate, and represents the financial condition and composition of the household as of the certification-effective date.

You can print copies of the certification form when you are reviewing the **Tax Credit Certification** screen. Print copies for property owners and all adult household members to sign.

To print a tenant income certification from the Tax Credit Certification screen 1 If

the **Tax Credit Certification** screen is not open, open it.

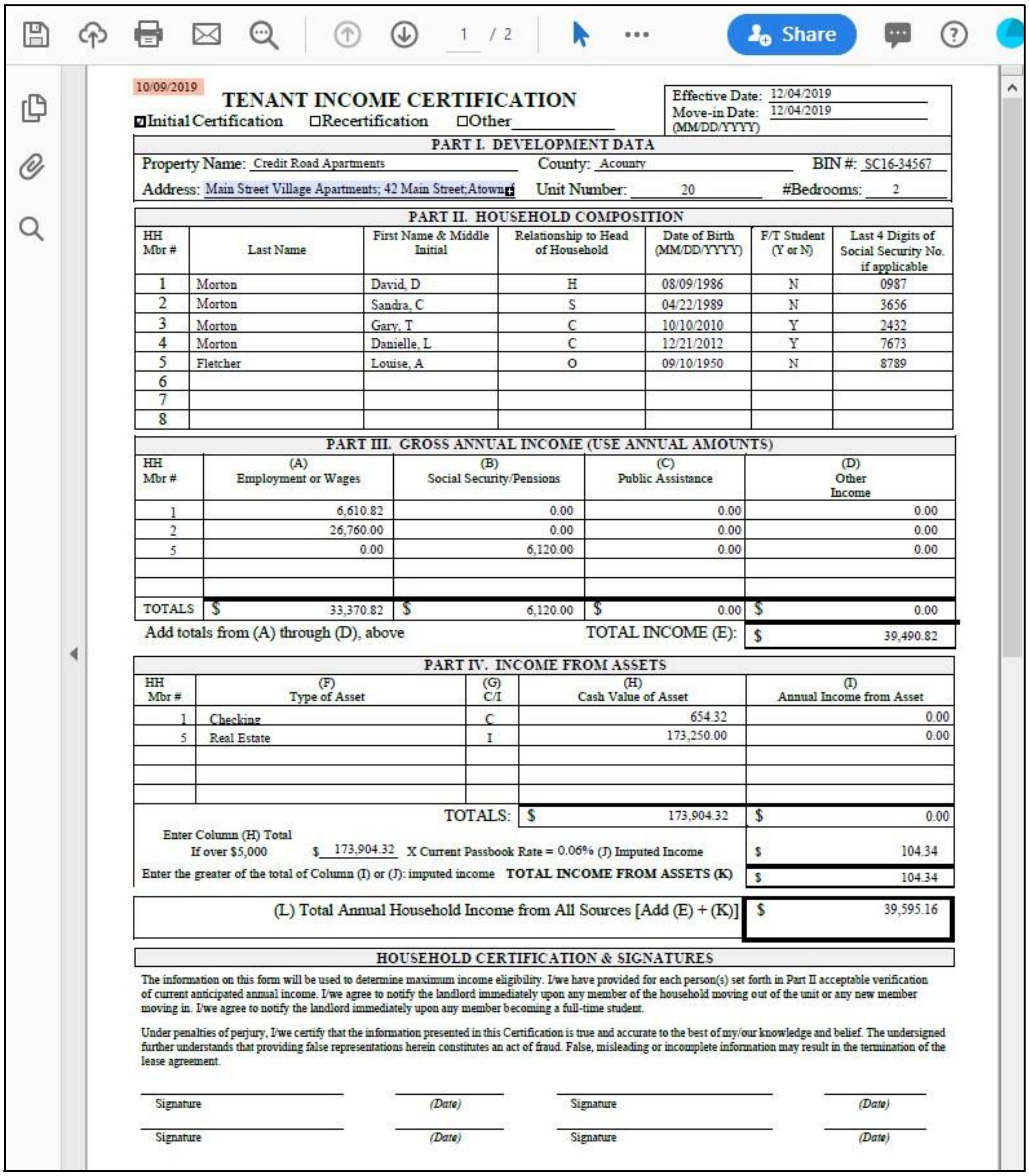
2 On the **Reports** menu in the top part of the **Tax Credit Certification** screen, select one of the following:

NCSHA TIC	Print the certification form from the National Council of State Housing Agencies.
State TIC	Print the certification form used by the state in which the property is located.

The tax credit certification form appears.

- If you selected **NCSHA TIC**, the National Council State Housing Agencies form appears.
- If you selected **State TIC**, the certification form appears for the state in which the property is located.

  The following graphic shows an example of the NCSHA certification form. The position and appearance of the buttons depends on the browser that you are using.



10/09/2019

TENANT INCOME CERTIFICATION

☒Initial Certification ☐Recertification ☐Other

Effective Date: 12/04/2019
Move-in Date: 12/04/2019
(MM/DD/YYYY)

PART I. DEVELOPMENT DATA

Property Name: Credit Road Apartments County: Acounty BIN #: SC16-34567

Address: Main Street Village Apartments; 42 Main Street;Atown Unit Number: 20 #Bedrooms: 2

PART II. HOUSEHOLD COMPOSITION

HH Mbr #	Last Name	First Name & Middle Initial	Relationship to Head of Household	Date of Birth (MM/DD/YYYY)	F/T Student (Y or N)	Last 4 Digits of Social Security No. if applicable
1	Morton	David, D	H	08/09/1986	N	0987
2	Morton	Sandra, C	S	04/22/1989	N	3656
3	Morton	Gary, T	C	10/10/2010	Y	2432
4	Morton	Danielle, L	C	12/21/2012	Y	7673
5	Fletcher	Louise, A	O	09/10/1950	N	8789
6						
7						
8						

PART III. GROSS ANNUAL INCOME (USE ANNUAL AMOUNTS)

HH Mbr #	(A) Employment or Wages	(B) Social Security/Pensions	(C) Public Assistance	(D) Other Income
1	6,610.82	0.00	0.00	0.00
2	26,760.00	0.00	0.00	0.00
5	0.00	6,120.00	0.00	0.00
TOTALS	$ 33,370.82	$ 6,120.00	$ 0.00	$ 0.00

Add totals from (A) through (D), above TOTAL INCOME (E): $ 39,490.82

PART IV. INCOME FROM ASSETS

HH Mbr #	(F) Type of Asset	(G) C/I	(H) Cash Value of Asset	(I) Annual Income from Asset
1	Checking	C	654.32	0.00
5	Real Estate	I	173,250.00	0.00
		TOTALS:	$ 173,904.32	$ 0.00

Enter Column (H) Total If over $5,000 $ 173,904.32 X Current Passbook Rate = 0.06% (J) Imputed Income $ 104.34

Enter the greater of the total of Column (I) or (J): imputed income TOTAL INCOME FROM ASSETS (K) $ 104.34

(L) Total Annual Household Income from All Sources [Add (E) + (K)] $ 39,595.16

HOUSEHOLD CERTIFICATION & SIGNATURES

The information on this form will be used to determine maximum income eligibility. I/we have provided for each person(s) set forth in Part II acceptable verification of current anticipated annual income. I/we agree to notify the landlord immediately upon any member of the household moving out of the unit or any new member moving in. I/we agree to notify the landlord immediately upon any member becoming a full-time student.

Under penalties of perjury, I/we certify that the information presented in this Certification is true and accurate to the best of my/our knowledge and belief. The undersigned further understands that providing false representations herein constitutes an act of fraud. False, misleading or incomplete information may result in the termination of the lease agreement.

Signature (Date) Signature (Date)

Signature (Date) Signature (Date)

3 Review all pages of the form.

4 When you are ready to print, click the **Print** button on the displayed form. A **Print** dialog box appears.

a Ensure that your printer settings are correct and that you have selected the number of copies that you want to print.

b Click the **Print** button in the dialog box. Your printer prints the TIC.

c Close the screen displaying the form. the **Tax Credit Certification** screen appears.

5 Click the **Home** button in the top part of the screen. The **Community Manager Dashboard** appears.

You can also print the 50059 certification form from the **Resident** screen. Open the **Resident** screen. You will see on the **Affordable** tab a summary of the resident's certifications. A **Print** link appears on each row of the certification summary.

Conclusion

You should now be able to approve a qualified LIHTC household, review the TIC information, record the lease execution date, and print the TIC form. Completing the following exercises will help you to retain your new knowledge.

CHAPTER9

LIHTC Household Move-In

In this lesson:

This lesson explains how to complete a move-in for an LIHTC household.

For this lesson, you have completed the qualification process and executed the household’s lease. The household is a future resident ready for move-in.

Introduction to LIHTC Move-In

After you have qualified an LIHTC household and executed the lease, you are ready to proceed with the move-in. Completing a move-in establishes the household as a current resident of the property and completes the qualification and leasing workflow for that household.

In this lesson, you will learn how to complete the following tasks:

1 Adjust move-in dates.

2 Record the completion date on a move-in TIC.

3 Move in the household.

Voyager helps you to quickly complete Voyager screens. For fields that you can complete by typing, typing the first few characters automatically displays a selection list based on information that you previously used in that field. You can either select from the displayed list or complete the field by continuing to type.

Chapter 9: LIHTC Household Move-In

Move-In Date Adjustments Overview

Although many households move in on their scheduled move-in dates, occasions occur in which the move-in is either delayed or moved forward. When you adjust the move-in date, Voyager automatically adjusts the move-in date and certification-effective date on the **Tax Credit** screen and adjusts the move-in date on the **Lease Info** tab of the **Resident** screen.

- If you adjust the lease-from and lease-to dates when you adjust the move-in date, Voyager updates that information in the **Resident** screen.
- If you had added the certification completed date on the **Tax Credit** screen, adjusting the move-in date clears that date.

Adjusting Move-In Dates for Future Residents

The **Move In** total on the **Community Manager Dashboard** includes households with executed leases that begin on your workstation's system date and households with executed leases that begin on days in the past but the move-in has not been recorded. The **Move In** total does not include move ins scheduled for *future* days. When you need to adjust a move-in date for a household with an executed lease that begins in the future, you must adjust the date from the **Functions** menu on the **Resident** screen.

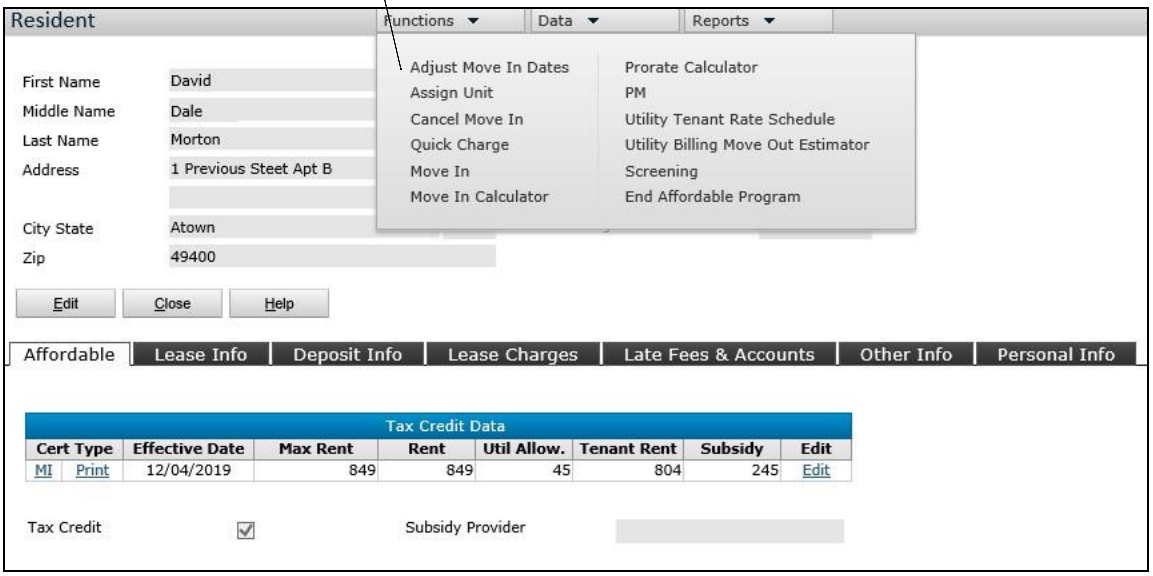
To adjust the move-in date for a household scheduled to move in on a future date 1

Open **Resident** screen for the future resident household.

- **a** On the **Community Manager Dashboard**, click the **Person Search** tab.
- **b** In the **Name** field on the **Person Search** tab, type the first or last name of the household head and then click the **Search** button. A list of people who match your selection criteria appears.
- **c** Click the name of the household head. The **Resident** screen appears. The household's rental status is **Future**.

2 From the **Functions** menu of the **Resident** screen, click **Adjust Move In Dates**.

Adjust Move In Dates



p

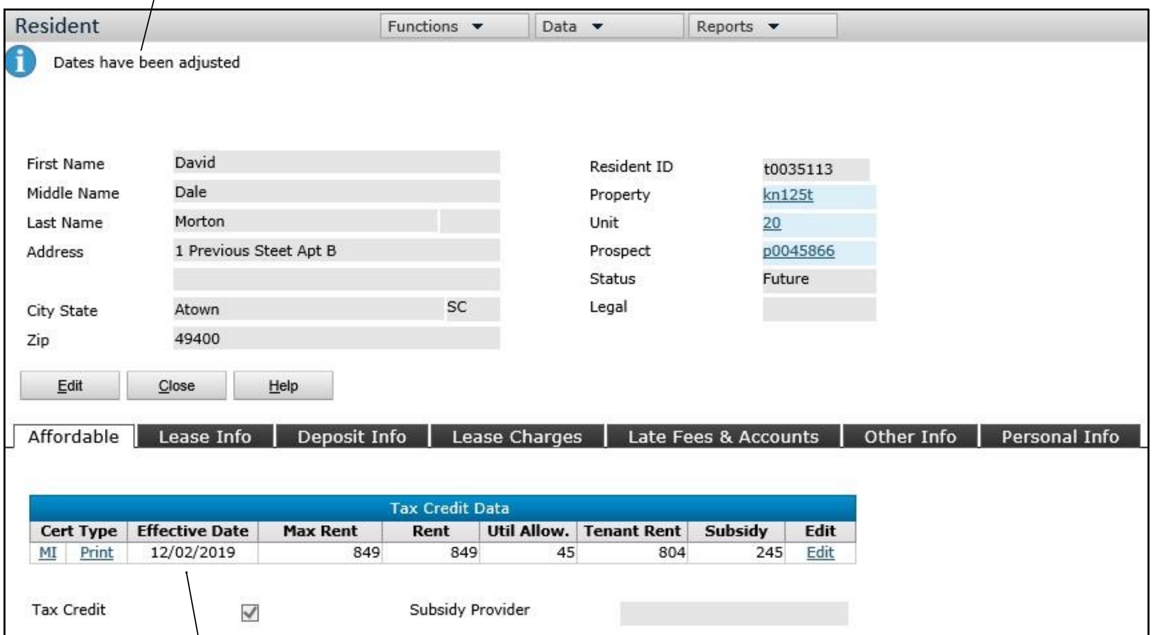
The **Adjust Move In Dates** screen appears.

3 Adjust the date in one or more of the following fields as needed.

Move In	Type the new move-in date.
Lease From	Type the new date that the lease begins and press the Tab key. Voyager automatically adjusts the date in the **Lease To** field according to the lease term.
Term	Type the new lease term and press the TAB key. Voyager automatically adjusts the date in the **Lease To** field according to the adjusted lease term.
Lease to	Type the date that the adjusted lease ends.

4 Click **Post**. Voyager adjusts the dates and updates the effective date of the move-in tax credit certification. The **Resident** screen appears. A confirmation message appears in the top part of the screen.

Confirmation message



New effective date of certification

5 Click the **Lease Info** tab and review the new lease-sign and move-in dates. Edit the lease-sign date, if needed.

6 Click the **Affordable** tab and then click the **MI** link. The **Tax Credit Certification** screen appears. Review and save the information.

You will need to print new copies of the tax credit certification for the property owners and adult household members to sign. If you had previously recorded date completed on the **Tax Credit Certification** screen, Voyager cleared the date when you adjusted the move-in date.

Adjusting Move-In Dates on Move-In Day

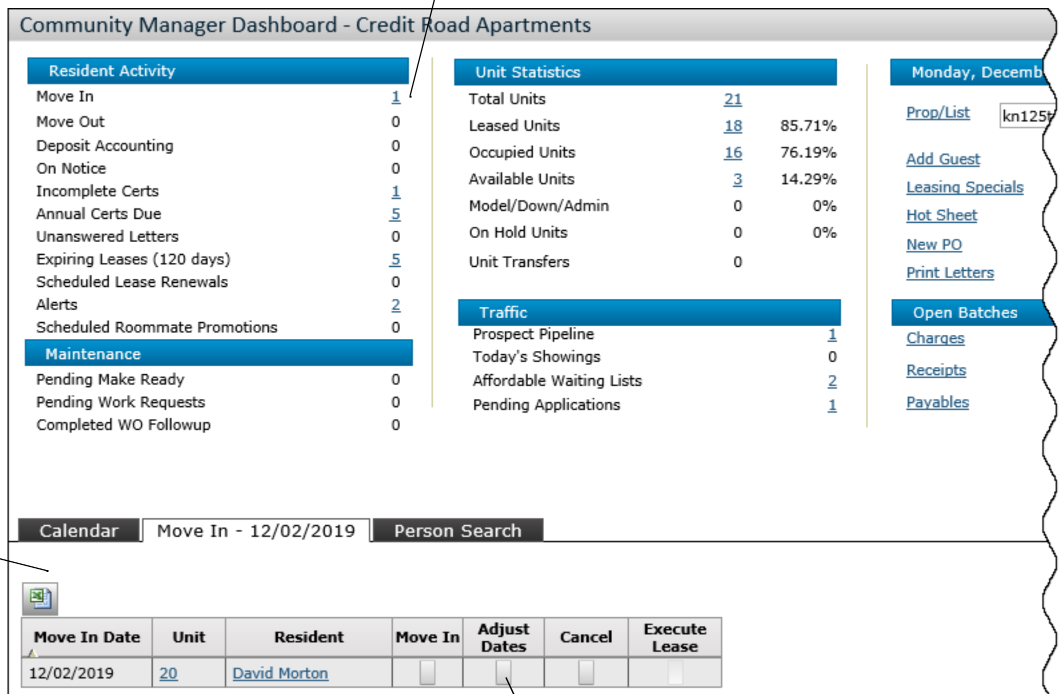
The easiest way to adjust a household's move-in date when that date is *on or before* your workstation's system date is to adjust the date from the **Community Manager Dashboard**.

The **Move In** total on the **Community Manager Dashboard** includes households scheduled for move-in on the current day or on a date before the current day. Clicking that total opens the **Move In** tab in the bottom part of the screen.

To adjust the move-in date for a household scheduled to move in on or before the current date

1 In the **Resident Activity** section on the **Community Manager Dashboard**, click the number to the right of **Move In**. The **Move In** tab appears in the bottom part of the screen.

Move In



Move In tab

Adjust Dates

2 On the row displaying the resident for which you are adjusting the move-in date, click the **Adjust Dates** button . The **Adjust Move In Dates** screen appears.

3 Adjust the date in one or more of the following fields as needed.

Move In	Type the new move-in date.
Lease From	Type the new date that the lease begins and press the Tab key. Voyager automatically adjusts the date in the **Lease To** field according to the lease term.
Term	Type the new lease term and press the Tab key. Voyager automatically adjusts the date in the **Lease To** field according to the adjusted lease term.
Lease to	Type the date that the adjusted lease ends.

4 Click **Post**. Voyager adjusts the dates and displays a confirmation message. Click **OK**.

5 Click the **Lease Info** tab and review the new lease-sign and move-in dates. Edit the lease-sign date, if needed.

6 Click the **Affordable** tab and then click the **MI** link. The **Tax Credit Certification** screen appears. Review and save the information.

You will need to print new copies of the tax credit certification for the property owners and adult household members to sign. If you had previously recorded the certification completed date on the **Tax Credit Certification** screen, Voyager cleared that date when you adjusted the move-in date. You will need to type a new certification-completed date and save the certification again.

Recording Completion of the Move-In Tax Credit Certification

You cannot move in an LIHTC household until all adult household members have signed a copy of the tax credit certification. Recording the date that the certification was completed confirms that all family members have signed a printed copy of the TIC form.

After you have recorded and saved the date that a TIC became complete, you cannot make further changes to the TIC. Ensure that the information is complete and accurate and that all adult household members have signed before you record the date-completed.

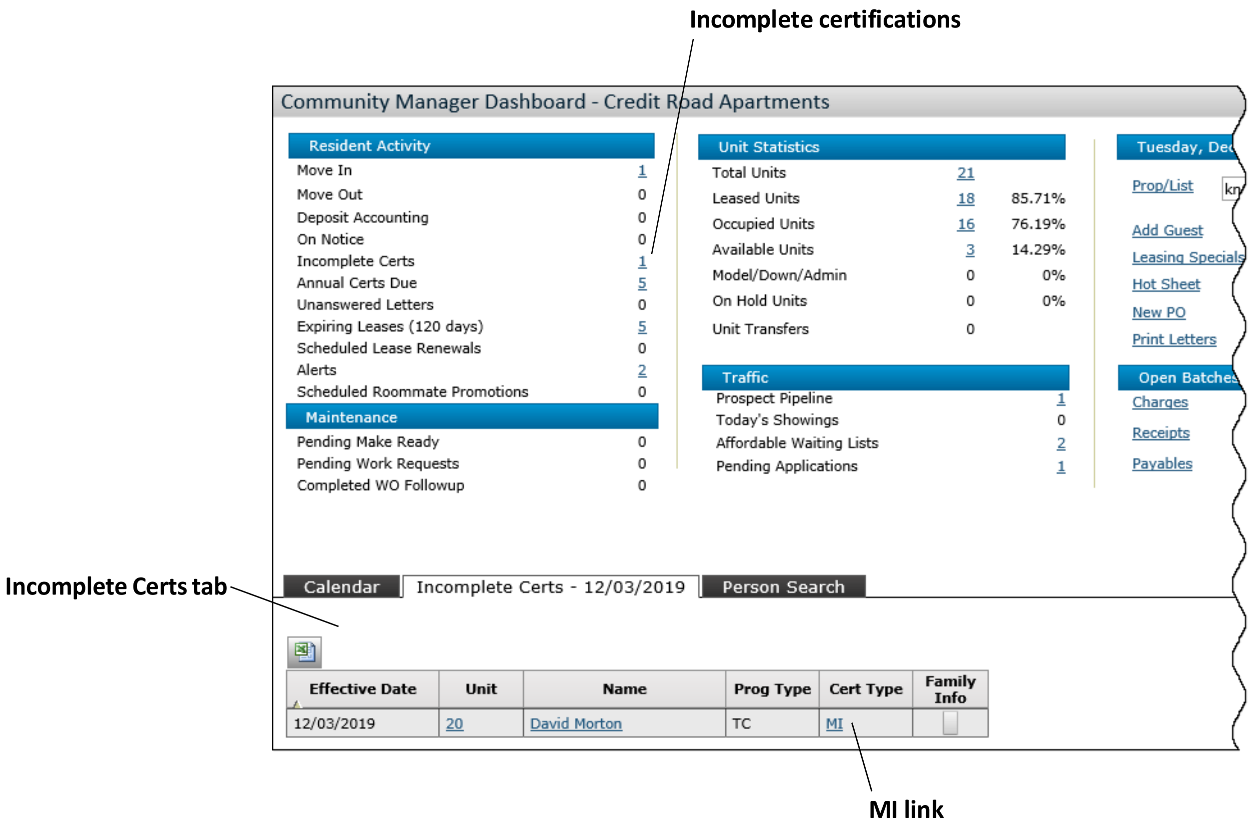
The **Resident Activity** section on the **Community Manager Dashboard** displays the total number of incomplete certifications for a selected property. You can display the **Tax Credit Certification** screen from the **Incomplete Certs** list.

The **Resident** screen also contains a link to the household's certification.

To record the date that a tax credit certification complete

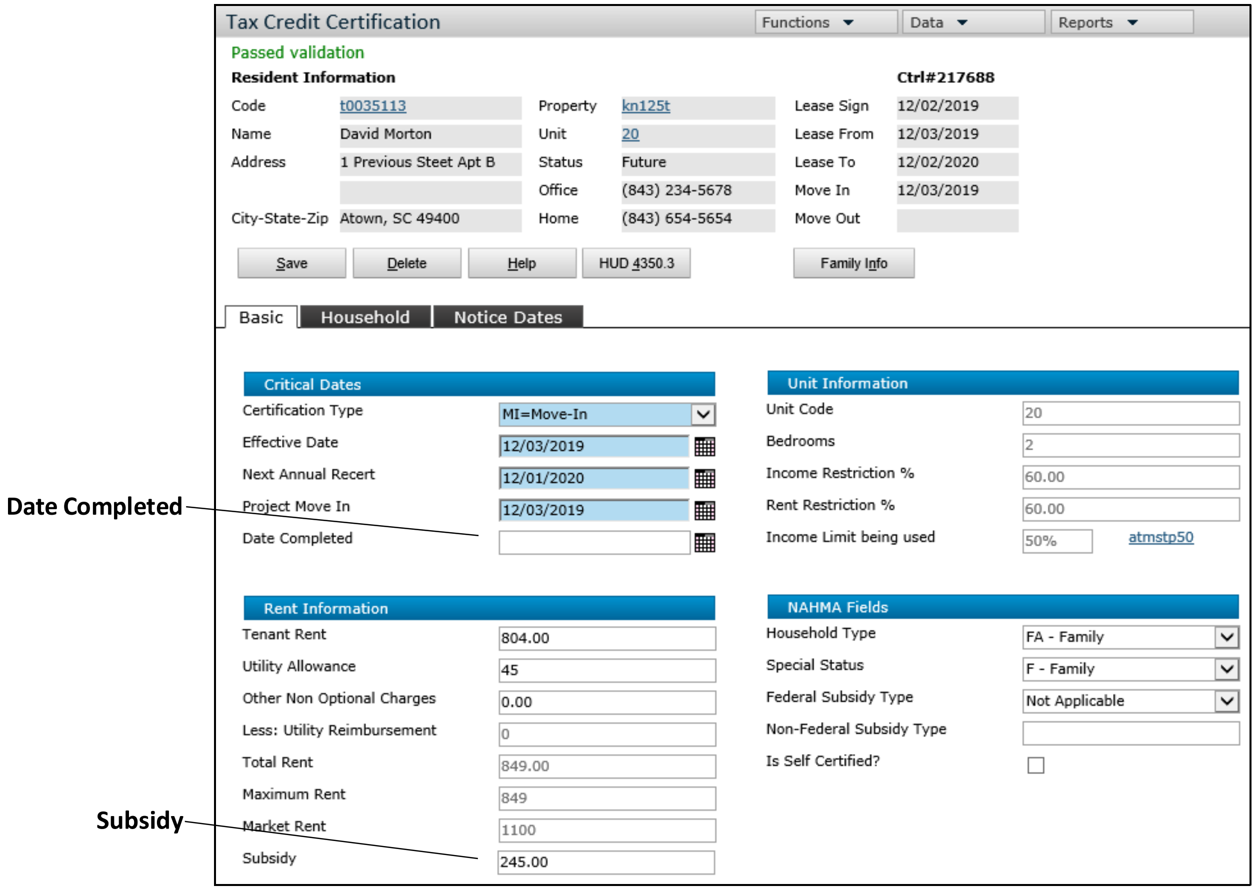
1 In the **Resident Activity** section on the **Community Manager Dashboard**, click **Incomplete Certs**.

The **Incomplete Certs** summary appears in the bottom part of the dashboard. The **Prog Type** field displays the type of certification that is incomplete for each resident. The **Cert Type** field displays a link to that certification.



2 In the **Cert Type** field for the certification of the future resident, click the **MI** link. The **Tax Credit Certification** screen appears.

The following graphic shows a tax credit move-in certification for a household with tenant-based subsidy.



3 Review the information on all tabs on the certification again.

4 When the property owners and all adult household members have signed a printed copy of the certification form, type in the **Date Completed** field on the **Basic** tab the date that the certification became complete.

After you type the date completed and save the certification, you cannot make further changes.

5 Click **Save**. You are ready to proceed with the move-in.

Moving In LIHTC Households

Processing a move-in posts move-in charges for the household and updates the household's resident status. For LIHTC residents, Voyager posts rent charges due at move-in based on the accounts receivable month of the project. You can open the **Resident** screen and review the resident's ledgers.

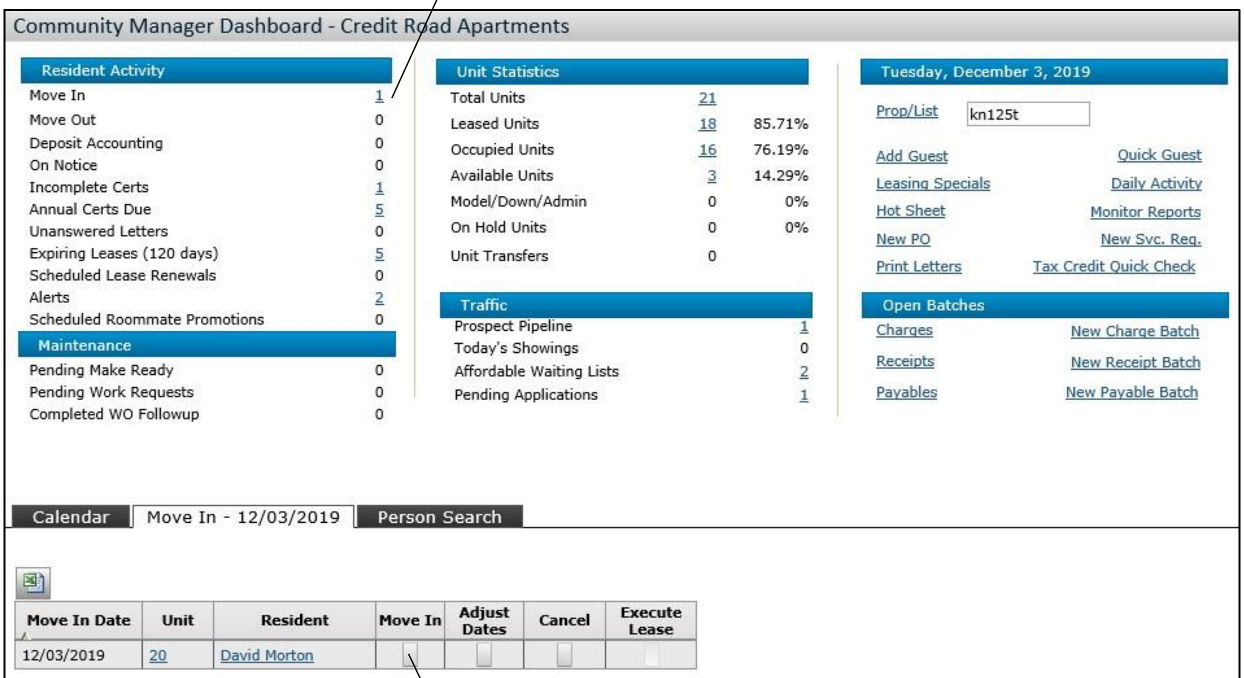
To process a move for an LIHTC household

1 On the **Community Manager Dashboard**, select the subject property. In the **Resident Activity** section of the dashboard, you see the total number of households ready for move-in.

Completing a move-in automatically decreases the **Move In** number by one.

2 Click the number to the right of **Move In**. The **Move In** tab appears in the bottom part of the screen, displaying a list of residents ready for move-in.

Number of households scheduled for move-in

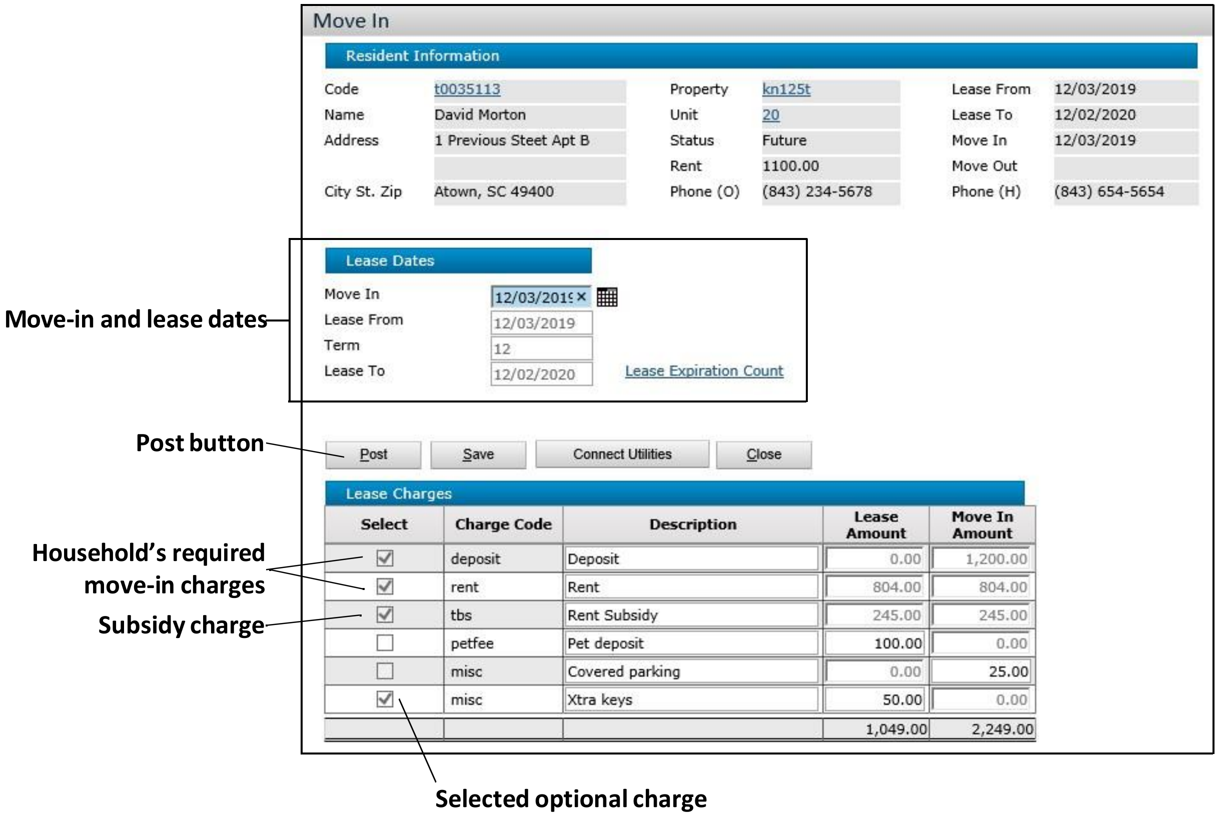


Move In button for David Morton

3 On the row displaying the household that you are moving in, click the **Move In** button .

The **Move In** screen appears. Required move-in charges are automatically selected. If additional charges apply for the household, you can select those charges

In the following graphic, deposit, prorated rent, and prorated subsidy charges are automatically selected. The user has selected an additional charge for extra keys to the apartment.

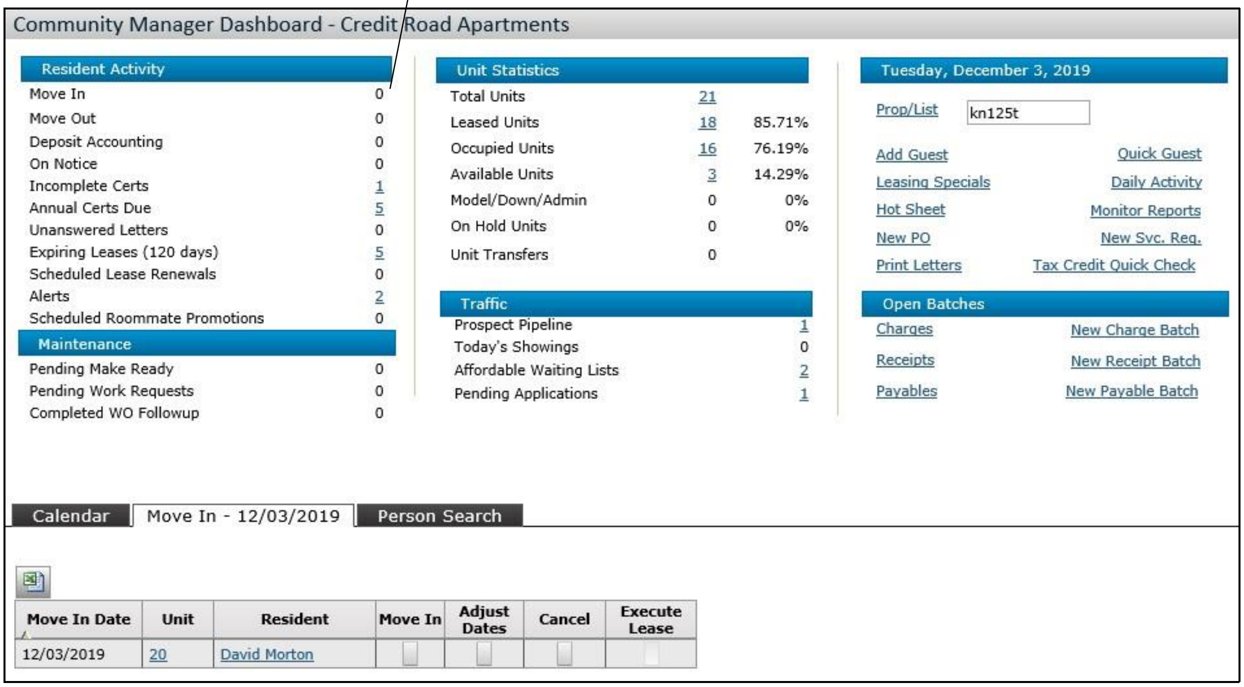


4 Review the move-in charges to ensure that they are complete and accurate.

5 Click the **Post** button. Voyager processes the move-in and displays a confirmation message.

You have completed the move-in. The **Community Manager Dashboard** appears. Voyager has decreased the total **Move In** number by one.

Number of households scheduled for move-in



You are ready to review the **Resident** screen and resident ledgers.

Reviewing Ledgers for Tax Credit Residents

Posting move-in adds move-in charges to the household's ledgers. Voyager provides three ledgers that show these transactions:

- **Resident Ledger** This ledger is the household's complete ledger. You can review all transactions, paid and unpaid.
- **Ledger-Non-HAP** This ledger contains only transactions that are not housing assistance transactions. Examples include resident rent and miscellaneous charges.
- **Ledger-HAP** This ledger shows only housing assistance payment (HAP) transactions. If a household has a subsidy, the subsidy transactions appear on this ledger.

Voyager also provides ledger for reviewing only unpaid charges and pending payments.

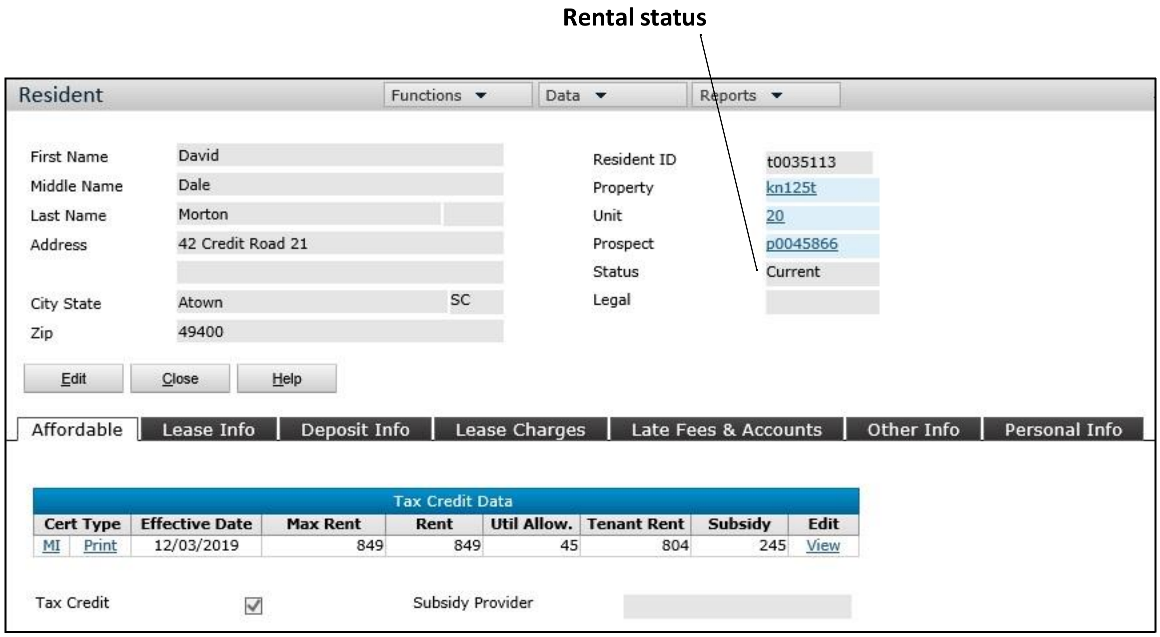
The household used for our example in this lesson has housing assistance. We will review the resident's complete ledger, HAP ledger, and unpaid charges ledger.

To review a household's resident ledgers

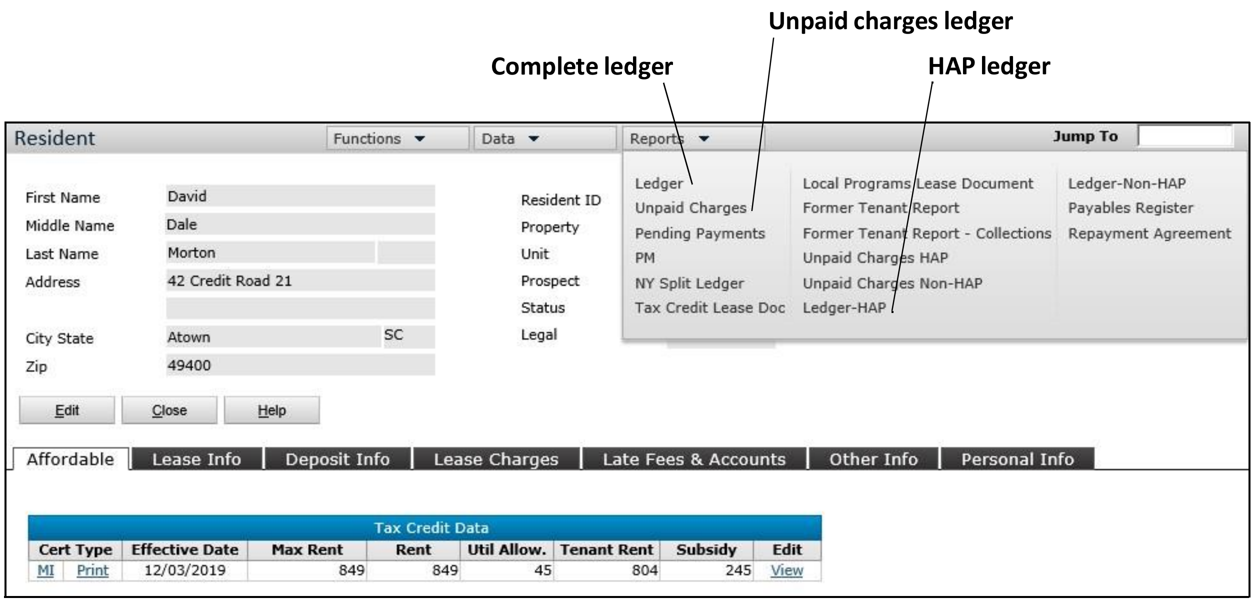
1 To review a new household's resident ledgers,

open the **Resident** screen.

2 Click the name of the household head. The **Resident** screen appears. For the household that you just moved in, the rental status is now **Current**.

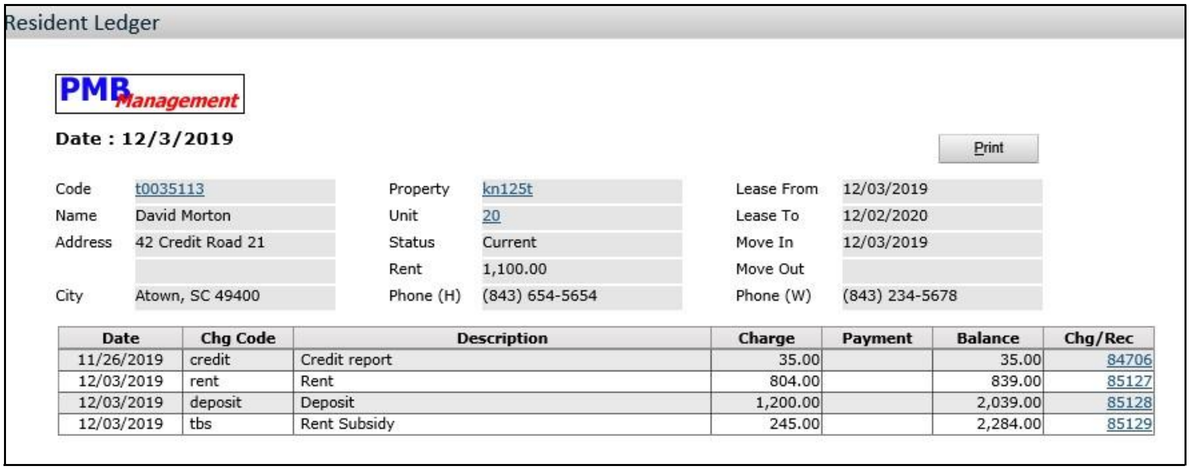


You can find the resident's ledgers on the **Reports** menu in the top part of the **Resident** screen. A list of reports appears, including resident ledgers.



3 Review each of the following ledgers. Close each ledger when you are done.

a From the **Reports** menu, click **Ledger** to review the household's compete ledger. The **Resident Ledger** screen appears.


Resident Ledger

PMB Management

Date : 12/3/2019

Print

Code	t0035113	Property	kn125t	Lease From	12/03/2019
Name	David Morton	Unit	20	Lease To	12/02/2020
Address	42 Credit Road 21	Status	Current	Move In	12/03/2019
		Rent	1,100.00	Move Out	
City	Atown, SC 49400	Phone (H)	(843) 654-5654	Phone (W)	(843) 234-5678

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
11/26/2019	credit	Credit report	35.00		35.00	84706
12/03/2019	rent	Rent	804.00		839.00	85127
12/03/2019	deposit	Deposit	1,200.00		2,039.00	85128
12/03/2019	tbs	Rent Subsidy	245.00		2,284.00	85129

b From the **Reports** menu, click **HAP Ledger** to review the household's subsidy ledger. The **Resident Ledger (Only HAP)** screen appears.


Resident Ledger (Only HAP)

PMB Management

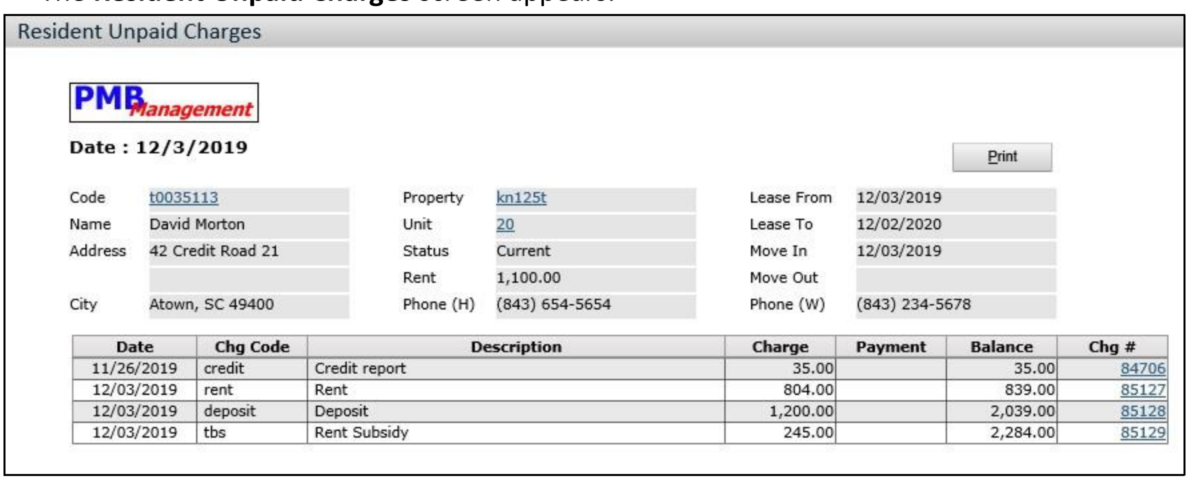
Date : 12/3/2019

Print

Code	t0035113	Property	kn125t	Lease From	12/03/2019
Name	David Morton	Unit	20	Lease To	12/02/2020
Address	42 Credit Road 21	Status	Current	Move In	12/03/2019
		Rent	1,100.00	Move Out	
City	Atown, SC 49400	Phone (H)	(843) 654-5654	Phone (W)	(843) 234-5678

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
12/03/2019	tbs	Rent Subsidy	245.00		245.00	85129

c From the **Reports** menu, click **Unpaid Charge**s to display the household's unpaid charges ledger. The **Resident Unpaid Charges** screen appears.


Resident Unpaid Charges

PMB Management

Date : 12/3/2019

Print

Code	t0035113	Property	kn125t	Lease From	12/03/2019
Name	David Morton	Unit	20	Lease To	12/02/2020
Address	42 Credit Road 21	Status	Current	Move In	12/03/2019
		Rent	1,100.00	Move Out	
City	Atown, SC 49400	Phone (H)	(843) 654-5654	Phone (W)	(843) 234-5678

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12/03/2019	deposit	Deposit	1,200.00		2,039.00	85128
12/03/2019	tbs	Rent Subsidy	245.00		2,284.00	85129

A resident's ledger contains paid and unpaid charges and receipts for paid charges. The unpaid charges ledger contains only unpaid charges. Because you have just completed the move in, both ledgers will display the same transactions.

Conclusion

You have completed a move-in for a qualified LIHTC household. Completing the following exercises will help you to retain your new knowledge.