

WRIGHT COMPUTER SERVICES, INC.

TENANT APPLICATIONS TENANTS ACCOUNTS RECEIVABLE TRAINING WORKBOOKS

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STONE MOUNTAIN, GEORGIA

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TENANTS ACCOUNTS RECEIVABLE
WORKBOOK

MONTHLY TAR PROCEDURES

THROUGHOUT THE MONTH

POST WINDOW RECEIPTS (21)

REGULAR CASH RECEIPTS (23)

END OF DAY WINDOW RECEIPTS PROCESS (22-24 PER NOTES)

CHARGE POSTING (25)

Examples: Charges for maintenance charges, adjustments to accounts, installments, refunds, returned checks, court costs, collection loss, retroactive rents

PRINT AND UPDATE CHARGE JOURNAL (26)

_____	From Manual Posting
_____	Loaded From Excess Utilities
_____	Loaded From Move-Ins, Transfers, Vacates
_____	Loaded From Late Charges
_____	Maintenance Charges, Vacated Tenants
_____	Future File Charges

MOVE-INS, TRANSFERS, VACATES (5)

CREATE AND RUN NEGATIVE RENT CHECKS (37.80-84)

CREATE LATE CHARGES AND LETTER (37.76 & 77)

RENT COMPUTATIONS (30)

EXCESS UTILITY OPERATIONS (36)

LETTERS (35)

ADDITIONAL REPORTS (38)

INTERIMS

TRANSFER REQUESTS

RE-EXAMS

CRIMINAL TRACKING

INSPECTIONS

FAMILY SELF-SUFFICIENCY

HOMEBUYERS

VACANCY BOARD

50058 PROCESSING

PHAS

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

WINDOW RECEIPTS

- *1. Enter receipts as needed.
2. When you are ready for a journal of those receipts for your deposit:
 - a. Go to Window Receipts Journal
 - b. Print a new run
 - c.1 If you get a complete copy and it is correct and you are ready to close that journal; say "Y" at the end.
 - c.2 If the journal is not correct and/or you are not ready to close that journal, say "N".

NOTE: The details you key in after running and not clearing the journal, can be handled 2 ways:

1. When you are ready to print them, you want them on the same journal as the previous receipts - say RERUN and "Y" to new details and GIVE CORRECT JOURNAL #.
 2. When you are ready to print them, you want them on a separate journal form the previous receipts - say new run.
3. Once you say "Y" to correct? question at the end of window receipt journal printout, the journal is cleared and the window receipt person cannot get another copy of that journal.
 4. If verifies have been entered in the window receipts, print the verifies for re-keying through the cash receipts.
 5. The numerical control journal must be run and cleared from the main office for the day, before the journals can be updated.
 6. Once the numerical listing is run and cleared, the cash receipts window update will update the journal if selected.
 7. The cash receipts control journal is run and cleared to update the transactions to the DSO and general ledger.

*Note: There is also an option to enter a drawer number and also print by drawer number in order to balance individual drawers.

This is important when you are networked and your port number can change when you log off and back on between a daily posting.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

NORMAL WINDOW RECEIPTS

1. #21 Window Receipts - take money and create receipt
2. #22 Run Window Receipt Journal
3. #24 Run Cash Receipt Journal
 - #2 Print Window Journal (Verifies only)
 - #3 Print Window Journal (Numerical control)

4. #23 Window Receipts Postings and Posting Verifies
5. #24 Cash Receipts Journal
 - #1 Print Control Journal

Note: Posting Verifies - "manually post" thru #23 cash receipts.
 #35, #60, & #61 to query & edit window receipts.

QUERY WINDOW RECEIPTS

Letters and other file maintenance (#35)
 Query Window Receipts (#60)

TARWI.QUERY

AUG. 26, 2003

```

=====→TENANTS ACCOUNTS RECEIVABLE←=====
                                PROGRAM TO QUERY WINDOW RECEIPTS FILE
ENTER PORT NUMBER TO QUERY:  32                                PRINT FLAG CODES
                                                                    BLANK = Window Jrnl NOT Printed
ENTER JOURNAL NUMBER TO QUERY:                                9 = Window Jrnl Printed/NOT Updated
                                                                    8 = Window Jrnl Updtd to Acct Dept
ENTER ACCOUNT NUMBER TO QUERY:                                7 = Acct Dept Jrnl Updtd/Not Cleared
                                                                    NOT HERE = Updated to Tenant Acct

                                                                    1 = VERIFY
                                                                    9 = VOIDED

REC #      AAPPUUUUTT      P.F.  CRT      JOURNAL #      DATE      AMOUNT
  59      0101003B08      8     32      46      02/08/05      150.00
  60      01010A06      8     32      46      02/08/05      806.00
  61      0102030002      8     32      46      02/08/05      325.00
  64      01010A      32      0       0       07/25/05       20.00
  65      0101017C05      32      0       0       09/19/05      100.00
  66      0101017C05      32      0       0       09/19/05      10.00

****TOTAL OF RECEIPTS LISTED****                                1,411.00
QUERY ANY MORE (Y/N)?
    
```

EDIT WINDOW RECEIPTS

Letters and other file maintenance (#35)
 Query Window Receipts (#60)

TARWI.EDIT

AUG. 26, 2006

```

=====→TENANTS ACCOUNTS RECEIVABLE←=====
                                PROGRAM TO EDIT WINDOW RECEIPTS
ENTER RECEIPT NUMBER TO EDIT:  59
ENTER THE CORRECT PRINT FLAG:  9
ENTER THE CORRECT JOURNAL NUMBER:

REC #      AAPPUUUUTT      P.F.  CRT      JOURNAL #      DATE      AMOUNT
  59      0101003B08      9     32      0       02/08/05      150.00
    
```

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

CASH POSTING

#23. CASH RECEIPTS

(CR) REGULAR CASH POSTING
ENTER ACCOUNT NUMBER

INPUT TENANT # OR USE "A" FOR ALPHA LOOKUP

(1) POST CASH
INPUT CHECK AMOUNT
INPUT CHECK NUMBER
INPUT TRANS. DATE (MMDDYY)
INPUT POSTING DATE (MMDDYY)

REF NO	DATE	SEQ	BAL	PAY AMT	?
* - - - - -	- -				

* Q= Allows you to see the charges and credits of the tenant in order to apply cash with the correct reference number.

A carriage return (CR) after the sequence number is entered assumes sequence #1. To enter another sequence number, enter the reference number and then space over to the sequence number and enter.

** A (CR) pulls the balance of the reference number chosen, or the cash balance (whichever one is less); or, you can enter a specific amount that is less than or equal to the amount of the balance of the reference number.

*** (1) Complete

POSTING UNAPPLIED CASH

Used only when the tenant has \$0 balance, no activity or has a credit balance and sends money. A new transaction with a 999970 - 999979 reference number is created.

#23. CASH RECEIPTS

(CR) REGULAR CASH POSTING
ENTER ACCOUNT NUMBER

INPUT TENANT # OR USE "A" FOR ALPHA LOOKUP

(1) POST CASH
INPUT CHECK AMOUNT
INPUT CHECK NUMBER
INPUT TRANS. DATE (MMDDYY)
INPUT POSTING DATE (MMDDYY)

REFERENCE NUMBER

(CR)

(1) COMPLETE

BALANCE IS NOT ZERO - UNAPPLIED? (Y/N): Y

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

APPLYING UNAPPLIED CASH

23. CASH RECEIPTS

(CR) REGULAR CASH POSTING
ENTER ACCOUNT NUMBER

INPUT TENANT # OR USE "A" FOR ALPHA LOOKUP

(1) POST CASH

INPUT CHECK AMOUNT OR (UC) - (A) UC
Computer pulls up all UC for the tenant

REF. NO # (U/C) =

Enter reference number of UC to apply

Q = Query details to find charges to apply UC.
Enter reference number of selected charge.
Enter payment amount or return for balance.

(1) Complete or (2) Post Cash (if more to apply)

AUTO POST

23. CASH RECEIPTS

(CR) REGULAR CASH POSTING
ENTER ACCOUNT NUMBER

INPUT TENANT # OR USE "A" FOR ALPHA LOOKUP

(1) POST CASH

INPUT CHECK AMOUNT OR (UC) - (A) A

(A) AUTOMATIC POSTING
INPUT TENANT NUMBER OR USE "A" FOR ALPHA LOOKUP

ENTER CHECK NUMBER
ENTER CHECK AMOUNT
INPUT TRANS. DATE (MMDDYY)
INPUT POSTING DATE (MMDDYY)
(A) ACCEPT

Reads the order of transaction codes set up in the "31" record to apply cash.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

CORRECT AN INCORRECT CASH POSTING

23. CASH RECEIPTS

(CR) REGULAR CASH POSTING
ENTER ACCOUNT NUMBER (DO NOT ENTER "0")

INPUT TENANT # OR USE "A" FOR ALPHA LOOKUP

If you do not know the reference # that has an extra amount or has been posted to the wrong tenant, at the option - SELECT: (1)POST CASH (2)ADJ-C/M'S (3)QUERY ACCOUNT (4)ADJ = , choose: (3)QUERY ACCOUNT.

(1) POST CASH
ENTER AMOUNT TO CORRECT AS A (MINUS)
ENTER CHECK # OR INPUT ADJ FOR ADJUSTMENT
INPUT TRANS. DATE (MMDDYY)
INPUT POSTING DATE (MMDDYY)

REF. NO Input "Q" if you need to query account again to double check reference #, etc. Input reference # and space over -- for sequence #.

If the amount you input as a negative equals the balance that is brought up, press enter at payment amount; or, you can enter the amount to correct this transaction as a negative.

If correct posting, enter (1) to Complete.

If posting is not correct, enter (3) to delete all and start over.

When you have finished, rerun cash receipts journal for new total to balance to your deposit slips.

ADJUSTMENT USING CREDIT MEMO

Purpose: (1) Apply credit memo to balance OR
 (2) Applied to wrong charge and wish to re-apply.

23. CASH RECEIPTS

(CR) REGULAR CASH POSTING
ENTER ACCOUNT NUMBER (DO NOT ENTER "0")

INPUT TENANT # OR USE "A" FOR ALPHA LOOKUP

(2) ADJ - C/M

C/M #	SEQ #	AMT	REF #	AMT	C/M	AMT	A/R
(a)	(b)		(c)	(d)		(e)	(f)
(a)	Enter reference number of existing C/M.						
(b)	Space over to SEQ # (using sequence number 20-39 for C/M).						
(c)	Enter reference number to which you will apply the C/M. Must have a positive balance.						
(d)	Brings up balance of reference number entered in (c).						
(e)	Key in amount you wish to apply. (Do not put the negative for the credit amount - the system will "flip" it automatically.)						
(f)	(CR) to Accept, <u>R</u> to Reject.						

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

'30' RECORD SETUP

SELECT: (1)EDIT (3) QUERY (4)EXIT:

2. AUTHORITY NO. =
3. NEG RENT(F/C/H) =
4. UTILITY PROCESS =
5. RE-EXAM TYPE A/I =
6. WINDOW RECEIPTS =
7. JS FOR CHANGE =
8. JS FOR CASH JOUR =
9. LATE CHG (P/D) =
10. WORK ORDERS (Y,N)=
11. LAST CLIENT # =
12. LAST REFER. # =
13. TARSJ LAST RUN # =
14. A40CR LAST RUN # =
15. SPARE =
16. SPARE =
17. REEXAM START =
18. REEXAM END =
19. REEXAM INTERVAL =
20. INTERIM # =
21. LAST AUTO RENT =
22. LAST AUTO BILL =
23. LAST INSTALLMENT =
24. LAST HOME OWNER =
25. LAST UTILITY =
26. LAST LATE CHARGE =
27. T/C AUTOBILL #1 =
28. T/C AUTOBILL #2 =
29. T/C AUTOBILL #3 =
30. T/C AUTOBILL #4 =
31. T/C AUTOBILL #5 =
32. LAST APPLICANT # =
33. L/C PERCENT/AMT =
34. L/C MINIMUM AMT =
35. L/C MAXIMUM AMT =
36. W/O MONTHS DELAY =
37. UTI. FREQUENCY =
38. MIN RENT =
39. AMT MIN RENT =
40. RETRO RENT AUTO? =
41. FSS RENT ENTRY? =
42. WTW RENT ENTRY? =

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Record '31' Setup

Select (1) Edit, (3) Query, (4)Exit

2.	PAY. SEQ 1. START	=	300
3.	PAY. SEQ 1. END	=	300
4.	PAY. SEQ 2. START	=	1300
5.	PAY. SEQ 2. END	=	1300
6.	PAY. SEQ 3. START	=	400
7.	PAY. SEQ 3. END	=	400
8.	PAY. SEQ 4. START	=	1200
9.	PAY. SEQ 4. END	=	1200
10.	PAY. SEQ 5. START	=	1500
11.	PAY. SEQ 5. END	=	1500
12.	PAY. SEQ 6. START	=	1900
13.	PAY. SEQ 6. END	=	1900
14.	PAY. SEQ 7. START	=	900
15.	PAY. SEQ 7. END	=	900
16.	PAY. SEQ 8. START	=	1000
17.	PAY. SEQ 8. END	=	1000
18.	PAY. SEQ 9. START	=	999999
19.	PAY. SEQ 9. END	=	
20.	PAY. SEQ10. START	=	
21.	PAY. SEQ10. END	=	
22.	PAY. SEQ11. START	=	
23.	PAY. SEQ11. END	=	
24.	PAY. SEQ12. START	=	
25.	PAY. SEQ12. END	=	
26.	PAY. SEQ13. START	=	
27.	PAY. SEQ13. END	=	
28.	PAY. SEQ14. START	=	
29.	PAY. SEQ14. END	=	
30.	PAY. SEQ15. START	=	
31.	PAY. SEQ15. END	=	

**ORDER CAN
BE CHANGED**

Programs that look at this file:

- 1) Posting Window receipt journal
- 2) Posting auto cash
- 3) Applying unapplied cash
- 4) Applying credit memos

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

INSTALLMENTS

METHOD 1

IF YOU MAKE AN AGREEMENT AND CHARGE IS NOT ON TENANTS' ACCOUNT...

- (1) Through Charge Journal posting, enter the charge using transaction code that is applicable (i.e., 1200 for maintenance charge or 1500 for retro rent). Then, using the same reference number, credit the amount using a code 1900. The program then prompts for the installment set up.
- (2) Monthly, as you create installments, the monthly amount is charged to the tenant.

METHOD 2

IF OPEN BALANCE NEEDS TO BECOME AN INSTALLMENT...

- (1) Under Charge Posting Entry - enter a transaction using the reference number already assigned to the charge you wish to have become an installment. Create as CREDIT charge and use a transaction code of 1900, then key in the amount. The program then asks you questions so that it can create a record in the installment agreement file.
- (2) Once the charge journal is cleared, the balance the tenant owes is reduced.
- (3) Monthly, as you run the create installments program, the monthly charge is created.

CODES FOR TYPES OF INSTALLMENTS:

SD= Security Deposit
RR= Retro Rent
DR= Dwelling Rent
MC= Maintenance Charge

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MOVING INSTALLMENT BALANCE FROM INSTALLMENT FILE BACK TO ACCOUNTS RECEIVABLE TO PAY IT OFF OR CORRECT

1. Determine from installment file query or tenant query of the installment file the balance remaining or the amount determined to be moved back to accounts receivable.
2. Through the charge journal, post with a DEBIT (Code 1900) the amount of the balance remaining or the amount determined to be moved back to accounts receivable.

(You can use the same information or new dates and amounts at installment input, but you must use the SAME AGREEMENT NUMBER.)

- 3.** Post through cash the amount paid. USE SAME REFERENCE NUMBER AS CHARGE. (Do not use automatic post).

This will ZERO out the amount of balance remaining in the installment file and allow you to pay the charge of the installment.

** If you are taking this installment off the account (due to incorrect posting), you DO NOT use Step 3 but offset in the charge journal with a code 600 or 1000 a CREDIT of the amount you input in Step 2 to "delete" this installment correctly through accounting procedures. (Do not use a credit memo).

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

VOIDING NEGATIVE RENT CHECK

- * If End of Month Update has not been run:
 - (1) Through Charge Journal, reverse amount of check with Code 700 using same reference number the negative check has.

- * If End of Month Update has been run - (which applies Codes 300 & 700 and updates to TAR history):
 - (1) Input into Charge Journal Code 800 (returned check) as a credit.

- * Since the negative check run program updates the checks to the Accounts Payable Check Reconciliation file, you also need to input "V" void status on this check in this file.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

ADDING BACK A VACATED RESIDENT TO POST COLLECTION LOSS PAYMENTS

1. GO TO UNIT MASTER FILE OFF TAR MENU (#10 #7)
INPUT "Y" FOR VACANT AND INPUT THE TENANT NUMBER ONE LESS THAN YOU WANT THIS VACATED TENANT TO BE. (WRITE DOWN THE CURRENT TENANT NUMBER TO EDIT WHEN YOU ARE COMPLETE WITH THIS JOB.)
2. GO TO THE TENANT MASTER FILE OFF TAR MENU (#10 #1)
INPUT THE AREA/PROJECT/UNIT FOR THIS VACATED TENANT AND THEN ENTER "0" (ZERO) FOR THE TENANT NUMBER WHICH WILL BRING UP THE NEXT TENANT NUMBER FROM THE UNIT MASTER FILE.
INPUT THE NAME AND SOCIAL SECURITY NUMBER.
3. VACATE THE TENANT OFF THE TAR MENU (#10 #5 #3) WHICH WILL LOAD THE TENANT INTO THE COLLECTION LOSS FILE ALSO.
4. GO BACK TO THE UNIT MASTER FILE (#10 #7) AND ENTER THE CORRECT TENANT NUMBER (THAT YOU WROTE DOWN IN STEP 1.)
5. IF YOU NEED TO INPUT THEIR BALANCES AT MOVE OUT TIME AND/OR COLLECTION LOSS AMOUNT, INPUT INTO THE COLLECTION LOSS FILE MAINTENANCE OFF TAR MENU (#10 #10).
6. TO POST A COLLECTION LOSS PAYMENT, ENTER THROUGH THE CHARGE JOURNAL T/CODE 1100 AS A CHARGE FOR THE EXACT AMOUNT THEY ARE PAYING. YOU CAN EITHER POST T/CODE 1101 WITH THE SAME REFERENCE NUMBER FOR THE PAYMENT IN THE CHARGE JOURNAL OR CAN POST AS A WINDOW RECEIPT OR YOU CAN POST THROUGH CASH POSTING.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

COLLECTION LOSS

METHOD 1

1. If the tenant is vacated and has been written off the books, input the written off balance into the collection loss file (by social security number).
2. If the tenant pays any of this balance, input into the charge journal (#25) as code 1100 for the charge and 1101 for the payment of the same amount. When you update the charge journal (#26) and then update the balances and the END OF THE MONTH, these transactions will reduce the balance in the collection loss file.

NOTE: You may have to set up this vacated tenant in the master file if it is not on the computer.

METHOD 2

Balance of the moved out tenant is to be written off. CREDIT code 1100 for the amount to be written off. This will automatically update at END OF THE MONTH to collection loss file.

If tenant decides to pay any of the collection loss, follow step 2 in METHOD 1.

To run listing run 38.38.54 off menu.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

COLLECTION LOSS

MAINT: PUBLIC HOUSING VACATED FILE DISPLAY PAGE: 1 OF 1 PORT: 5

```

=====
1.SOCIAL SEC. #           = 409-90-5321           5.AREA NUMBER            = 01
2.LAST NAME               = STONE                   6.PROJECT NUMBER         = 01
3.FIRST NAME              = ELVIS                   7.UNIT NUMBER            = 020A
4.MIDDLE INITIAL         = G                       8.TENANT NUMBER          = 01

9.EVICTED? (Y/N)         = N
10.REASON FOR EVICT       =
11.MOVE OUT DATE         = 02/10/89

12.RENT BALANCE           =       228.40           15.LEGAL FEES            =       .00
13.UTILITIES BAL.         =        .00                   16.DMGS AT MOVE-OUT     =       .00
14.SALES/SERV BAL.       =       10.00           17.MISC. CHARGES         =       .00
                                                  TOTAL CHARGES            =   238.40
18.TYPE CODE              =    T                   20.COLLECTION LOSS       = -238.40
19.RE-RENT (Y/N)?        =    Y
                                                  21.COLLECTION LOSS PYMT  =    25.00
    
```

(CR)=CONTINUE (/)=NEXT RECORD (P)AGE (1)=SELECT:

At Move Out Program - Writes record to Collection Loss file (TAR.170.D) and loads Social Security #, write off date = 0, move-out date, tenant #, name, eviction reason, evicted Y/N, and type (S = Sec 8; T = TAR)

At End of Month - TAR Cut-off & History Update (10.37.85) - loads following amounts in fields:

- 12. Rent and Retro Rent - Codes 300's and 1500's
- 13. Util - Codes 400's
- 14. Sales Tax and Maintenance Charges - Codes 500's and 1200's
- 15. Legal Fees - Codes 900's
- 16. Not loaded
- 17. Miscellaneous Charges and all Other Charges left - Codes 1000's and all other transaction codes not used in any other field.
- 20. Collection Loss - Code 1100

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

OPTIONS FOR MOVE-IN

(1) Through Move-In Program on TENANTS ACCOUNTS RECEIVABLE MENU - 5. MOVE-IN/TRANSFER/VACATE TENANTS

- (a) * Must have applicant in APPLICANT FILE with correct status.

Pro-Rate Rent:

- (b) * If want system to pro-rate rent - must have rent in APPLICANT MASTER FILE before move in program is run (otherwise TAR personnel must input charges manually in charge journal).

Security Deposits:

- (c) * If want system to create charge and payment at move-in time - must have security deposit required in APPLICANT MASTER FILE and at move-in program return or input amount for paid. (If it is zero - TAR personnel must input charge and payment - codes 200/201 in charge journal.)

(2) If TAR personnel sets up the TENANT MASTER FILE so that they can post to new tenant, must then:

- (a) * Code status to 7 in APPLICANT MASTER FILE to record move-in.
(b) * Go back to TENANT MASTER FILE (in TAR) and input additional information.
(c) * Go to family member (& Employer) files and input information.
(d) * Run rent computation to make sure data is correct.
(e) * Post through the charge journal prorated rent and Security Deposit required and paid.
(f) * This is all done automatically if Step 1. (a)-(c) is used.

Looks at: Tenant Master

Family Member & Employer

Unit Master

Vacancy Board

Can query amount prior to move-in

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MOVE-IN PROCESS

(With Security Deposit not paid set as Installment)

1. Prepare applicant for move-in: input all family member data, rent computations to calculate rent, security deposit required and utility allowance (if applicable).
2. Move in applicant (example of what you will see on the screen):

TENANTS ACCOUNTS RECEIVABLE MOVE-IN

APPLICANT NO. (E)ND (A)LPHA
106
GEORGE WASHINGTON

SOCIAL SECURITY NO. 222-885-5555
APPLICANT STATUS 3 SELECTED

MOVE-IN DATE 10-11-03

SEC. DEPOSIT REQ. 40.00 _____*PD

AREA PROJ UNIT TENANT

(Input amount Applicant is paying for
Sec.Dep. 01 01 005E (CR)IF the amount
does not equal required it will ask
installment questions.):

The computer will assign the
next tenant number reading
from the unit master file.
(It also must be vacant.)

SET UP SEC. DEP. BALANCE DUE AS INSTALLMENT

Date of Agreement:

Number of Months:

Expiration Date: (Auto adds 1 year from
agreement)

Monthly Repayment Amount:

Is the above OK? (Y/N)

PROCEED WITH REST OF MOVE-IN QUESTIONS (WHICH ARE THE SAME).

NOTE: The installment automatically reads the installment file to determine the next installment number and automatically loads type of installment as SD (Security Deposit). The program will chain to the charge journal for you to update the pro-rated rent, Security Deposit Required and Security Deposit set up as installment (codes 1400/1900). This version does not post Sec. Dep. Paid but allows it to be posted to window receipts or cash posting. (This can be changed to have the payment show in the charge journal if this is what your Housing Authority needs.)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

STEPS TO MOVE IN APPLICANT

1. PREPARE APPLICANT FOR MOVE-IN: INPUT ALL FAMILY MEMBER DATA, RENT COMPUTATIONS TO CALCULATE RENT AND LOAD SECURITY DEPOSIT REQUIRED ALL IN APPLICATIONS FILE.
2. MOVE IN APPLICANT FOLLOWING THE PROCEDURES ON PAGES 5-5A IN TAR MANUAL. NOTE THAT THE PROGRAM WILL BRING UP THE SECURITY DEPOSIT REQUIRED FROM THE APPLICANT MASTER FILE. IF YOU ENTER AT THIS POINT, THE SYSTEM WILL AUTOMATICALLY CREATE A CHARGE AND PAYMENT FOR THE SECURITY DEPOSIT AND PRINT THIS OUT ALONG WITH PRO-RATED RENT IN THE CHARGE JOURNAL. IF YOU ENTER "0" AT SECURITY DEPOSIT, YOU WILL NEED TO POST THE SECURITY DEPOSIT PAYMENT AT WINDOW RECEIPTS. (THE CHARGE T/CODE 200 WILL STILL BE PRINTED AND UPDATED IN THE CHARGE JOURNAL.)
3. IF YOU ENTER "0" IN STEP #2 FOR SECURITY DEPOSIT PAID SO THAT YOU CAN POST THE SECURITY DEPOSIT PAYMENT IN WINDOW RECEIPTS YOU NOW HAVE 2 OPTIONS TO HANDLE THE PAYMENT:

OPTION 1 - POST CASH AS A REGULAR WINDOW RECEIPT. I WOULD ONLY DO THIS IF THE TOTAL PAYMENT EQUALS THE TOTAL CHARGES SO THAT THE AMOUNTS GET POSTED TO THE CORRECT CHARGES AND OFFSET REFERENCE NUMBERS.

OPTION 2 - POST CASH FOR SECURITY DEPOSIT AS VERIFY. ALWAYS REMEMBER THAT VERIFIES SHOW UP ON THE WINDOW RECEIPT JOURNAL BUT THEY WILL NOT POST TO THE ACCOUNT. YOU MUST POST VERIFIES SPECIFICALLY THROUGH CASH POSTING WHICH IS NUMBER #23 ON THE TAR MENU. (FOLLOW STEPS ON PAGE 23C-23E). MAKE SURE THAT YOU QUERY SO THAT YOU SELECT THE REFERENCE NUMBER OF THE SECURITY DEPOSIT CHARGE.

THESE CASH POSTING WILL NOW PRINT ON THE CASH JOURNAL TO BE UPDATED TO THE DSO AND GENERAL LEDGER.

NOTE: IF SECURITY DEPOSIT REQUIRED IS "0" THEN THE SECURITY DEPOSIT CHARGE (CODE 200) DOES NOT GET CREATED. THEREFORE YOU NEED TO POST THIS CHARGE IN THE CHARGE JOURNAL BEFORE YOU CAN POST THE PAYMENT TO IT.

IF THE RESIDENT DOES NOT PAY ALL OF THE SECURITY DEPOSIT AT TIME OF MOVE-IN, YOU MUST SET UP THE AMOUNT NOT PAID AS AN INSTALLMENT: CODE 1400 DEBIT (POSITIVE) FOR AMOUNT LEFT TO PAY CODE 1900 CREDIT (NEGATIVE) FOR SAME AMOUNT USING SAME REF#.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SECURITY DEPOSITS/PET DEPOSITS

METHOD 1

- (1) Move in applicant through move-in program (#5 off TAR menu).
 - at Security Deposit key in amount (or Return).
 - at Pet Deposit key in amount (or Return).

NOTE: That puts the charge and the credit both in the charge journal.

- (2) Run and clear (if correct) the charge journal (#26 off TAR menu).

METHOD 2

- (1) Move in applicant through move-in program (#5 off TAR menu).
 - at Security Deposit key in 0.
 - at Pet Deposit key in 0.

NOTE: That puts the charge only for the deposit in the charge journal.

- (2)* Run and clear (if correct) the charge journal (#26 off TAR menu).
 - (3)* Post the security deposit or pet deposit paid through window receipts, tagging that receipt as a verify! (#21 off TAR menu).
 - (4) Run, balance, and okay your window receipts journal for the day. (#22 off TAR menu).
 - (5) Run the cash receipts journal for window verifies. (#24, #2 off TAR menu).
 - (6) Post the cash through actual cash receipts using #23 off the TAR menu and calling up the reference # assigned to that detail on instruction #2 above.
- * You can do steps 3, 4 & 5 before or after step 2. The important thing is to do 2 - 5 before step 6.

METHOD 3

- (1) Enter the charge (Code 200 - Security Deposit)
(Code 1600 - Pet Deposit)
through the charge posting entry #25 as a CHARGE.
- (2) Enter the credit (Code 201 - Security Deposit)
(Code 1601 - Pet Deposit)
through the charge posting entry #25 as a CHARGE.
- (3) Run and clear (if correct) the charge journal (#26 off TAR menu).

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

METHOD 4

- 1) Move in applicant with security deposit required already loaded into applicant master (page 4).
- 2) Post payment of Security Deposit.
- 3) At the end of the month, the Security Deposit required and paid will not update to the history file until the total amount required is paid.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SECURITY & PET DEPOSITS AS INSTALLMENTS

METHOD 1

- (1) In move-in process, enter partial amount paid for security or pet deposit
- (2) In charge journal enter:

1400 (1700 Pet)	Debit amount owed - balance remaining
1900	Credit amount owed - balance remaining

(set up installment information)

METHOD 2

- (1) In move-in process, enter 0 for deposit amount paid.
- (2) In charge journal enter:

1400 (1700 Pet)	Debit total amount due for deposit
1900	Credit amount owed - balance remaining after partial cash received

(set up installment information)
- (3) After charge journal is cleared, post cash through specific posting of cash receipts for the partial amount paid.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT TRANSFER PROCEDURES

SELECT #5 MOVE-IN, TRANSFERS, VACATES ON TAR MENU
THEN #2 TRANSFERS

FOLLOW THE INSTRUCTIONS IN THE MANUAL. THE NEW UNIT MUST BE VACANT AND THE PROGRAM WILL ASSIGN THE NEXT TENANT NUMBER AUTOMATICALLY.

THE PROGRAM WILL REVERSE OUT ALL THE CHARGES IN THE "OLD" UNIT AND TRANSFER THEM INTO THE "NEW" UNIT.

THE PROGRAM WILL ASK AT THE END FOR A PRINTER NUMBER TO PRINT THESE AUTOMATIC CHARGES. ENTER "Y" TO UPDATE THESE CHARGES TO THE TENANT'S ACCOUNT AND GIVE THIS JOURNAL TO ACCOUNTING (JUST LIKE WINDOW RECEIPT JOURNALS.)

******* THEN, PROCESS A RENT COMPUTATION (#30 ON MENU) FOR THE TENANT IN THE NEW UNIT.**

WRIGHT COMPUTER SERVICES, INC. - TENANT TRANSFERS

	AREA	PROJ	UNIT	TENANT	
FROM:	1	1	6A	6	CHRISTINE , FLEMMING
TO:	1	1	1B	02	SOC. SEC. NUMBER: 247-66-4408

*** UNIT IS AVAILABLE ***

CORRECT TENANT? (Y)ES (N)O: Y

01 - OVER INCOME	06 - ILLNESS OR DEATH	11 - MOVED W/O NOTICE
02 - LEASE VIOLATION	07 - SPACE NEEDS	12 - PURCHASED HOME
03 - RENT NON-PYMNT	08 - DISLIKE LOCATION	13 - OTHER
- LEAVING CITY	09 - RENT TOO HIGH	14 - SOCIAL PROBLEMS
05 - FAMILY SEPRTD	10 - DISLIKE REGULATIONS	

REASON FOR TRANSFER: 13

DO YOU WISH TO AUTOMATICALLY CREATE WORK ORDERS? (Y/N)
SHIFTING TENANT ACCTS. RECEIVABLE RECORDS . . . PLEASE WAIT . . .

Options: Create work orders on vacated unit

Options: Create up to 6 work orders
Prints move out charges form

Can edit move out address in Tenant Master file and reprint move out form.

**WRIGHT COMPUTER SERVICES, INC.
STONE MOUNTAIN, GEORGIA**

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MOVE-OUT PROCEDURES

(Notes in Manual, Section I.A Pages 5b-c)

SELECT #5 MOVE-IN, TRANSFER, VACATE ON MENU
THEN #3 VACATE

FOLLOW THE INSTRUCTIONS IN YOUR MANUAL.

THE PROGRAM WILL PRINTOUT A MOVE-OUT FORM WITH THE CURRENT CHARGES AND THE PRO-RATED MOVE-OUT CHARGES/CREDITS AND SECURITY DEPOSIT CREDIT.

THE PROGRAM WILL ASK AT THE END FOR A PRINTER NUMBER TO PRINT THE AUTOMATICALLY CREATED MOVE-OUT CHARGES AND CREDITS. ENTER "Y" TO UPDATE THE CHARGES AND GIVE A COPY OF THE CHARGE JOURNAL TO ACCOUNTING (SAME AS WINDOW RECEIPT JOURNALS).

**NOTE: IF YOU NEED TO REPRINT THE MOVE-OUT FORM
SELECT #5 #5 OF THE TAR MENU. (THIS CAN BE USED TO PRINT AFTER MAINTENANCE
CHARGES ARE POSTED, FOR AN UPDATE MOVE-OUT FORM.)**

OPTIONAL: PRINT VACATE LETTER (#35 #46 VACATE LETTER)

WRIGHT COMPUTER SERVICES, INC. - VACATE TENANTS

ENTER MOVE-OUT DATE: MMDDYY 083103

AREA PROJ UNIT TENANT
FROM: 1__ 1__ 5E__ 4__ BARBARA ,ESPY
SOC. SEC. NUMBER: 340-24-3210

EVICTED? (Y/N): Y
EVICTION REASON: NON-PAYMENT OF RENT _____

01 - OVER INCOME	06 - ILLNESS OR DEATH	11 - MOVED W/O NOTICE
02 - LEASE VIOLATION	07 - SPACE NEEDS	12 - PURCHASED HOME
03 - RENT NON-PYMNT	08 - DISLIKE LOCATION	13 - OTHER
- LEAVING CITY	09 - RENT TOO HIGH	14 - SOCIAL PROBLEMS
05 - FAMILY SEPRTD	10 - DISLIKE REGULATIONS	

REASON FOR VACATE: _____

MOVE OUT ADDRESS 1: P.O. BOX 123 _____

MOVE OUT ADDRESS 2: _____

MOVE OUT CITY/STATE: ANYTOWN, US _____

MOVE OUT ZIP CODE: 12345 _____

(A)CCEPT (R)EJECT: A

DO YOU WISH TO AUTOMATICALLY CREATE WORK ORDERS? (Y)

IS THIS UNIT A TRANSFER IN UNIT (Y/N) N

METER POSTING MONTH: 3

ENTER ELEC. READING: _____

ENTER GAS READING: _____

ENTER WATER READING: _____

ENTER OTHER READING: _____

RE-RENT TO THIS TENANT (Y/N)

**WRIGHT COMPUTER SERVICES, INC.
STONE MOUNTAIN, GEORGIA**

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 37 - MONTHLY PROCEDURES

AUG. 29, 2006 11:21:55		PORT #: 5
TENANT MONTHLY PROCEDURES		WRIGHT COMPUTER SERVICES
---- BEGINNING OF MONTH ----		
70. TENANT LEDGER **BALANCES ONLY		
71. CREATE RENTAL TRANSACTIONS		
72. CREATE AUTO BILL TRANSACTIONS		
73. CREATE INSTALLMENT TRANSACTIONS		
74. PRINT TENANT STATEMENTS		
75. PRINT TENANT LEDGER		
76. CREATE LATE CHARGE TRANSACTIONS		
77. PRINT TENANT LATE CHARGE LETTERS		
78. FUTURE BILLINGS LIST ONE DAY		
79. FUTURE BILLINGS LIST AND RELEASE		
		--- NEGATIVE RENT PROCESSING ---
		80. BUILD/PRINT NEGATIVE CHECK FILE
		81. EDIT/CORRECT NEG. CHECK FILE
		82. PRINT NEG. RENT LISTING
		83. PRINT NEG. RENT CHECKS
		84. PRINT CHECK REGISTER & UPDATE
		----- END OF MONTH -----
		85. T.A.R. CUTOFF & HISTORY UPDATE
		86. PRINT D.S.O. FOR THE MONTH
		87. UPDATE DAILY STMT OF OPERATIONS
		88. GENERAL LEDGER INTERFACE
		----- HOMEBUYERS -----
		89. HOMEBUYER PROCESSING
@ Copyright 1983 - 2006, Wright Computer Services, Inc.		

(XX)-Selection (B)ulletin E(X)it:

---- NEGATIVE RENT PROCESSING----

80. Reads negative rents created 1st of month

 MODIFICATION: Reads open item file and pays balances remaining after charges
 applied

81. Edit-Add-Delete

 Refund checks - negative pro-rated rents

 CO-PAYEE - Utility company pg 3.25 Tenant Master

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

NEGATIVE RENT CHECKS

(For Tenant Utility Checks and/or Adjustments
And Refunds to Vacated Tenants)

- SELECT #10 TENANT ACCOUNTING
#37 MONTHLY PROCEDURES
1. #80 BUILD AND PRINT NEGATIVE RENT CHECK FILE
(Pulls Negative Rents that were charged to the tenant on the 1st of month)
Spot check rents to make sure correct.
 2. #81 EDIT/CORRECT NEGATIVE RENT CHECK FILE
(Allows you to change the amount or delete a detail for a tenant.) It also
allows you to ADD any tenant to print a check such as Pro-rated Negative
amount from a new move-in or refund check to a Vacated tenant that has
been approved.)
 3. IF changes were made in Step 2. PRINT NEGATIVE RENT LISTING #82
 4. #83 PRINT NEGATIVE RENT CHECKS
(Use Accounts Payable Checks)
 5. #84 PRINT CHECK REGISTER AND UPDATE
(Balances should equal balance of negative rents listing.) This updates
to the Accounts Payable Check Reconciliation file and to the charge
journal to update to the tenants' accounts.
 6. PRINT CHARGE JOURNAL AND UPDATE #26
(Print range of CRT's using only CRT you built #81 from and ONLY update if
equals check register.)
This will post transaction code 700 to the tenants to "pay" negative
rents, refunds and/or pro-rate move-in negative rent amounts.
- NOTE: YOU CAN ENTER THE REFUNDS FOR VACATED TENANTS WHEN YOU PROCESS THIS RUN
OR INPUT SEPARATELY STARTING WITH #81.
- NOTE: FOR "VOIDED" CHECKS, POST IN ACCOUNTS PAYABLE THROUGH CHECK
RECONCILIATION FILE AND IN TAR SIDE REVERSE OUT AMOUNT OF NEGATIVE
RENT USING SAME T/CODE (700) AND REFERENCE NUMBER.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

RECORD '32' SETUP

SELECT: (1)EDIT (3)QUERY (4)EXIT:

2.	CO-PAYEE #1	=	
3.	CO-PAYEE #2	=	
4.	CO-PAYEE #3	=	
5.	CO-PAYEE #4	=	
6.	CO-PAYEE #5	=	
7.	CO-PAYEE #6	=	
8.	CO-PAYEE #7	=	
9.	CO-PAYEE #8	=	
10.	CO-PAYEE #9	=	
11.	CO-PAYEE #10	=	
12.	CO-PAYEE #11	=	
13.	CO-PAYEE #12	=	

Each field has 20 alpha/numeric digits for a co-payee name entry. This file is to be set up if co-payees are an option for the negative rent payments.

(Enter co-payee number on page 3, field number 25 in the Tenant Master file).

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

LATE CHARGES

(Created after Window/Cash Receipts Daily Processing)

1. SELECT #10 TAR ACCOUNTING
#37 MONTHLY PROCEDURES
#76 CREATE LATE CHARGES

2. PRINT CHARGE JOURNAL FOR YOUR PORT TO PRINT LATE CHARGES CREATED.

IF you need to delete any late charges BEFORE you update charge journal, select #35.56 on TAR menu. THEN rerun charge journal and update when correct.

Note: If you do not want to charge a specific resident a late charge, enter "N" in field 24, page 3 of the Tenant Master file.

* '30 RECORD- % OF RENT OR FLAT DOLLAR AMOUNT

* UPDATES TO CHARGE JOURNAL OR FUTURES FILE

HOW IT CHARGES

(1)By "Y" in transaction code file

OR (2)Specific Transaction codes in program

OR (3)Total Balance

- CUT-OFF DATE

- LETTER

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

HOUSING AUTHORITY OF THE CITY OF ANYTOWN
165 SOUTH FRENCH BROAD AVENUE
ANYTOWN, USA 12345

[LATE CHARGE LETTER]

#37 #77

PHONE: 912/384-5812

PROJECT : EDGEMONT ELMS LIMITED
TENANT #: 01-01-0190-07

NOTICE DATE: 02/10/06

DEAN D MATTHEWS
19-D MTN VIEW HOMES
ANYTOWN, USA 12345

You occupy as a monthly tenant, the premises described above. Your rent, payable in advance, in the amount of \$560.00 is unpaid and past due. You owe \$140.00 in accrued charges.

You are hereby notified to pay \$700.00 within 14 days. If this sum is not paid within 14 days, your lease will be canceled 14 days from the date of this notice. (See #19 (a)-1 of your lease).

If you have not paid the account or vacated the premises 14 days FROM THE DATE OF THIS NOTICE, a dispossessionary warrant will be issued and the charges for the warrant will be added to your account

Be advised of your right to request a hearing with the Executive Director upon the proposed eviction and also your rights under the Grievance Procedure, a copy of which is posted on the Bulletin Board in the Lobby of the Housing Office.

If you have any questions please feel free to come see me at the office anytime between 8:00 am and 5:00 pm Monday through Friday.

Executive Director

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

RENT COMPUTATIONS

FOR MOVE-INS, TRANSFERS, INTERIMS, RE-CERTS, AND (VACATES)

1. IF there are any new family members, ADD to the Family Member file. (#2 #1)
2. IF the new family member is employed, ADD to the Family Member Employer file.
(#2 #2) (OPTIONAL)
3. IF you need to RENUMBER the family members to DELETE or put INCOME family members in the correct order, select #13 RENUMBER on the menu. (Head of Household **ALWAYS** stays as family member #1)
4. ON-LINE RECERTIFICATIONS (OPTIONAL)

NOTE: IF NONE OF THE ABOVE APPLY, ONLY PROCESS STEP 5.

5. RUN RENT COMPUTATIONS (#30 ON MENU)

----- Prints Worksheet with Before/After Calculations
----- Allows to update re-certification dates for next year
----- Updates to future rent file (not tenant master)
----- Prints new Rent Change Letter for that Tenant (OPTIONAL)
----- Prints and loads 50058
----- Prints 1st page of Lease (OPTIONAL)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 36 - UTILITY OPERATIONS

AUG. 29, 2006 11:21:55	PORT #: 5
TENANT UTILITY OPERATIONS	WRIGHT COMPUTER SERVICES
----- UTILITY OPERATIONS -----	
61. PRINT METER READING WORKSHEET	
62. ENTER METER READINGS	
63. UTILITY METER MAINTENANCE	
64. EXCESS UTILITY CHARGE LISTING	
65. CREATE EXCESS UTILITY CHARGES	
66. ENTER ALLOWANCES BY UNIT	
67. PRINT METER ALLOWANCES	
68. PRINT METER READINGS	
69. CREATE METER RECORD QUICKLY	
70. PRINT EXCESS CHARGE LETTERS	
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(XX)-Selection (B)ulletin E(X)it:

----- UTILITY OPERATIONS -----

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Setting Up TAR Utility Program

1. Create meter file for each development (project) with excess utility charges. On TAR menu #36 Utility Operations, #69 Create Meter Record Quickly.
2. Load the allowances for each project and type of utility and by bedroom size. On TAR menu #36 Utility Operations, #66 Enter Allowances by Unit.
3. Load previous month of readings. #36 Utility Operations, #62 Enter Meter Readings.
4. Post current month of readings. #36 Utility Operations, #62 Enter Meter Readings.
5. Print Utility Charge listing. #36 Utility Operations, #64 Excess Utility Charge listing. (This will let you know what the charges will be before you actually charge the account.)
6. If a correction is needed for a specific unit: #36 Utility Operations, #63 Utility Meter Maintenance will allow you to edit that unit.
7. Create excess utility charges. #36 Utility Operations, #65 Create excess utility charges.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Regular Monthly Utility Procedures

1. Post current month of readings. (#36, #62)
(You may print #61 for the person reading the meters to write down the new readings.)
2. Excess Utility Charge listing. (#36, #64)
3. If corrections are needed. (#36, #63)
4. Create excess utility charges. (#36, #65)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

AUG. 26, 2006 11:21:55 TENANT LETTERS/OTHER MAINT.	PORT #: 5 WRIGHT COMPUTER SERVICES
<p style="text-align: center;">----- LETTERS -----</p> 40. DWELLING LEASE 41. MAINTENANCE LETTER 42. RE-EXAM LETTER 43. 15 - DAY LETTERS 44. 30 - DAY LETTERS 45. ZERO INCOME LETTER 46. PRINT VACATE LETTERS 47. TENANT RENT CHANGE LETTERS 48. RE-EXAM LABELS 49. TENANT INFO NEED LETTER 50. ALPHA FAMILY MEMBER QUERY 65. PROJECT NOTES FILE	<p style="text-align: center;">----- OTHER MAINTENANCE -----</p> 51. HUD-50058 (MTCS) OPERATIONS 52. FAMILY SELF-SUFFICIENCY 53. STICKER PROGRAM 54. CRIMINAL TRACKING OPERATIONS 55. PHA INSPECTION SYSTEM 56. POSTING JOURNAL MAINTENANCE 57. FUTURE BILLING MAINTENANCE 58. FUTURE RENT FILE MAINTENANCE 59. INSPECTOR/COUNSELOR FILE 60. QUERY WINDOW RECEIPTS 61. EDIT WINDOW RECEIPTS FILE 62. PET DATA BASE
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(XX)-Selection (B)ulletin E(X)it:

SELECTION 35 - LETTERS

- 40. First page of Dwelling Lease with family member information

- 41. From TAR or Work Orders - from future charges T/code 1200

- 42. By re-exam date OR by calendar

- 43. By CUT-OFF DATE

- 44. By CUT-OFF DATE

- 45. Zero Income Letter

- 46. From move-out program - loads vacate flag in Tenant Master

- Clears flag after printing

- 47. From rent computation -loads flag in Tenant Master

- Same letter can chain from 50058

- 48. Labels by re-exam date

- 49. Information needed -add verbiage to print on letter

- 50. Query family members by Social Security Number and Alpha to find tenant number

- 65. Notes for statements (optional)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Anytown Housing Authority
100 Main Street
Anytown, USA 12345

[WORK ORDER MAINTENANCE LETTER]
(from work order side)

DATE: OCTOBER 26, 2006
RESIDENT: 00--0149-07
W/O: 9536

HORTON A LILLIAN
1055 REEDY PLACE, APT. 149
ANYTOWN, USA 12345

Dear Resident:

Our Maintenance Department performed work in your apartment on 10/13/05 for which there are charges.

GC02 -- GROUND MAINT/SHRUBBERY	9.00
--------------------------------	------

THE TOTAL CHARGE FOR THE ABOVE IS:	<u>9.00</u>
------------------------------------	-------------

As indicated in your lease, this charge is due on 12/01/05 which is the first day of the second month after the work is completed. If you disagree with these charges you have a right to request a grievance hearing within five days of the receipt of this notice pursuant to the Anytown Housing Authority's grievance procedure which is an attachment to your lease. If you have any questions about these charges, please contact the office.

Sincerely,

Anytown Housing Authority

Work Order side

Reads and Itemizes tasks

TAR Side

Reads future file or open
item file for transaction
code 1200 (do not get task
detail)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

HOUSING AUTHORITY OF THE CITY OF ANYTOWN
100 MAIN STREET
ANYTOWN, USA 12345
PHONE: (770) 555-1234

[14-DAY LATE LETTER]
#35 #43

DATE: OCTOBER 11, 2006

CHRISTINE C CALLAHAN
200 MAIN STREET
ANYTOWN, USA 12345

Account No: 01-01-0018-01

Dear CHRISTINE C CALLAHAN

Please be advised that the Anytown Housing Authority Management through the undersigned, hereby gives notice to you:

1. To vacate the premises in 14 days by 10/26/05 for non-payment of rent.
2. No partial payment will be accepted during the 14 day period. FULL PAYMENT ONLY.
3. If your RENT balance of \$695.00 is not received by 10/26/05, your lease will be terminated under the terms outlined in SECTION 19 of your lease agreement.
4. Your account has also been charged a penalty of \$25.00 or 10% of your rental amount (whichever is greater) for non-payment of rent.
5. According to Section 6 of your lease, charges for other than rent shall be due and collectible the fifteenth day following written notification of the charge. Such charges shall be considered delinquent on the fifth working day of the month following the due date.

Please be further advised that this is a notice of proposed adverse action. You have the right to a hearing under the PHA's grievance procedure. Please refer to your copy of the grievance procedure or the one posted at the office for the necessary steps.

Thank You,

Executive Director

*By cut off date

*Can be used as an
eviction letter or
court papers

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

ANYTOWN HOUSING AUTHORITY
6878 MAX CLELAND BLVD.
LITHONIA, GA 12345
PHONE: 7-788-1139
FAX: 7-786-7546

[ZERO INCOME LETTER]

#35 #45

TENANT #: 01-01-005E-02

NOTICE DATE: 09/05/05

JOHN FEETS
5-E MTN VIEW HOMES
ANYTOWN, US 12345

Dear John Feets:

It has been sixty (60) days since you last reported "no income." If you still have no income, you must provide the following information:

- **Print out from SRS regarding; TAF, GA, and/or Food Stamps
- **Social Security Print Out
- **Verification of Unemployment Income

In addition, you will be required to complete a no income questionnaire.

If you have income at this time, please contact your manager to verify. Failure to provide the requested information may result in the forfeiture of your Lease Agreement with the Housing Authority.

Should you have questions, contact me at (913) 281-3300, ext. 433.

Sincerely,

Mr. Clark Kent
Director of Housing Managment

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Anytown Housing Authority
100 Main Street
Anytown, USA 12345

SEPTEMBER 18, 2006

[#46 VACATE LETTER]

JACK M HYLES
P.O. BOX 123
ANYTOWN, US 12345

DEAR JACK M HYLES:

WHEN YOU MOVED FROM APT. 003B ON 9/17/05 IN EDMONT ELMS LIMITED, YOUR ACCOUNT SHOWED THE FOLLOWING AMOUNTS:

9/17/03	INSTALLMENT	2	25.00
9/17/03	SEC DEP TO AR	2	-50.00
9/17/03	DWELLING RENTAL	2	-65.00
9/01/03	DWELLING RENTAL	3657	150.00
8/01/03	DWELLING RENTAL	3786	<u>150.00</u>
	BALANCE		210.00
	SEC. DEPOSIT		.00
	INSTALL BALANCE		<u>.00</u>
AMOUNT OWED			<u>210.00</u>

THE ABOVE AMOUNT IS DUE AND PAYABLE IMMEDIATELY. IF YOU ARE UNABLE TO MAKE FULL PAYMENT. PLEASE CONTACT THIS OFFICE WITHIN TEN (10) DAYS TO SET UP A PAYMENT AGREEMENT. THIS ACCOUNT WILL BE TURNED OVER TO COLLECTIONS INC., FOR HANDLING IF WE DO NOT HEAR FROM YOU.

UNTIL YOUR ACCOUNT IS PAID IN FULL YOU WILL NOT BE ABLE TO QUALIFY FOR ASSISTANCE IN LO RENT HOUSING OR SECTION 8 ASSISTANCE SHOULD YOU EVER NEED THIS GOVERNMENT SERVICE IN THE FUTURE.

PLEASE CALL OUR OFFICE (245-0135) IF YOU HAVE ANY QUESTIONS.

SINCERELY,

ANYTOWN HOUSING AUTHORITY

*Prints from vacate flag
in Tenant Master file
(page 5) that is loaded
when move-out is processed.

*Clears flag when you clear flag
when letter is completed.

WRIGHT COMPUTER SERVICES, INC.
STONE MOUNTAIN, GEORGIA

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Anytown Housing Authority
100 Main Street
Anytown, USA 12345

SEPTEMBER 18, 2006

[#49 INFORMATION NEEDED LETTER]

HANNA, ROBERT A
9-A MTN VIEW HOMES
ANYTOWN, US 12345

DEAR TENANT:

To date, it has been impossible to complete the work up on your file. Please provide us with the following information:

**WE NEED THE SOCIAL SECURITY NUMBERS OF YOUR CHILDREN.
ALSO, PLEASE PROVIDE INCOME VERIFICATION!**

Failure to provide this information could result in the loss of your unit. We need this information no later than, 09/30/05.

Sincerely yours,

ANYTOWN HOUSING AUTHORITY

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 38 - TENANT/MGMNT. REPORTS

AUG. 29, 2006 11:21:55		PORT #: 5
TENANT MGMNT. REPORTS		WRIGHT COMPUTER SERVICES
<p>---- DEMOGRAPHIC REPORTS ----</p> <ol style="list-style-type: none"> 1. ALPHABETIC TENANT LISTING 2. TENANT DATA ON 5 X 8 STOCK 3. TENANT MAILING LABELS 4. TENANT NOTES LISTING 5. FAMILIES BY NET INCOME 6. FAMILIES BY INCOME RANGES 7. INCOME RANGES (LOW, VERY LOW) 8. FAMS. BY RENT RANGE BY PROJECT 9. FAMS. BY MAJOR SOURCE OF INC. 10. FAMILIES BY YEAR ADMITTED 11. FAMILY MEMBERS BY AGE 12. CHILDREN BY AGE BY PROJECT 13. # OF CHILDREN BY AGE BY PROJ. 14. # OF FAMILIES BY # OF CHILDREN 15. ACTIVE TENANTS W/ ZERO RENT 16. NUMERICAL TENANT LISTING 17. TENANT OPEN/HISTORY LIST 18. FAM. MBRS W/INC EXCLUSIONS 	<p>--- TENANT ACCTING. REPORTS ---</p> <ol style="list-style-type: none"> 21. TRANSACTION LIST 22. TRANSACTION LIST - TRANS CODE 23. DELINQUENCY REPORT 24. EXCEPTION REPORT 25. TENANT HISTORY LISTING 26. TENANTS UNDER LEGAL ACTION 27. TENANTS UNDER COLLECT. AFTER CHARGE OFF 28. INSTALLMENT ACCOUNTS LIST 29. CHAPTER 13 ACCOUNT LIST 30. MONTHLY RENT CHANGE LISTING 31. TENANT RENT CHANGE LABELS 32. RENT ROLL LISTING 33. VACATED UNIT LISTING 34. SECURITY DEPOSIT BALANCES 38. ** OCCUPANCY/RE-EXAM REPORTS ** 39. ** SPECIAL PROGRAMS-THIS PHA ** 	
@ Copyright 1983 - 2006 Wright Computer Services, Inc.		

(XX)-Selection (B)ulletin E(X)it:

AUG. 29, 2003 11:21:55		PORT #: 5
OCCUPANCY/RE-EXAM REPORTS		WRIGHT COMPUTER SERVICES
<p>---- OCCUPANCY REPORTS ----</p> <ol style="list-style-type: none"> 41. UNIT MASTER LISTING 42. INTERIM REPORT FORM 43. MONTHLY INTERIM LISTING 44. MONTHLY INTERIM RE-EXAM 45. UNPRINTED INTERIM FORMS 46. TRANSFER REQUEST LISTING 47. REQUESTED 'TO PROJECT' LISTING 48. >3 LATE CHARGE LISTING 50. VACANCY BOARD REPORT 51. VACANCY HISTORY REPORT 52. VACANCY EXCEPTION REPORT 54. COLLECTION LOSS REPORT 	<p>----- RE-EXAM REPORTS -----</p> <ol style="list-style-type: none"> 58. FAMILY MBRS W/INVALID SS#'S 59. FAMILY MBR DATA CHECK (50058) 60. TENANTS TO BE RE-EXAMED 61. TENANTS SHOWING NEXT RE-EXAM 62. RE-EXAM DATE CONFLICT REPORT 63. RE-EXAM INITIAL FORMS 64. RE-EXAM FINAL FORMS 65. RE-EXAM BLANK FORMS 66. RE-EXAM INSPECTION SCHEDULE 67. RE-EXAM INTERVIEW SCHEDULE 68. RE-EXAM FINAL FORM ONE AT TIME 69. RE-EXAM INITIAL FORM [1 TENANT] 70. ON-LINE RECERTIFICATION <p>----- HUD FORMS -----</p> <ol style="list-style-type: none"> 76. HUD FORM 51234 77. HUD FORM 52295 	
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(XX)-Selection (B)ulletin E(X)it:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

12. INTERIM MASTER

FILE MAINTENANCE (SETUP)

- 1. PHA - TENANT REPORTED CHANGES
- 2. S/8 - TENANT REPORTED CHANGES

(CR) = SELECT E(X)IT:

MAINT: PHA - TENANT REPORTED CHANGES DISPLAY PAGE: 1 OF 2 PORT: 6

```

=====
1.INTERIM NUMBER      = 21
27.AREA                = 0
28.PROJECT             = 1
29.UNIT                = 019C
30.TENANT              = 1
2.NEW EMPLOYMNT FOR   = PAULINE TAYLOR
3.NEW EMPLOYER ADDR    = SEARS, ROEBUCK & CO
4.NEW EMPLOYER ADDR    = ATLANTA, GEORGIA 30303
5.DATE EMPLOYED        = 9/01/
6.RATE OF PAY          = $5.60
10.DATE UNEMPLOYED    = / / 0
7.OLD RATE             = $4.35
11.EMPLOYER NAME      =
8.NEW RATE             = $.00
12.EMPLOYER ADDR      =
9.EFFECTIVE DATE      = / / 0
13.BENEFIT RATE       = $.00
14.FAMILY ADDITION?   = Y
15.FAMILY DELETION?   =
16.MEMBER NAME #1     = BONNIE SUE TAYLOR
17.MEMBER RELATN #1   = DAUGHTER
18.BIRTH DATE #1      = 8/14/
19.MEMBER NAME #2     =
20.MEMBER RELATN #2   =
21.BIRTH DATE #2      = / / 0
22.OTHER (SPECIFY)    = RETRO RENT DUE
23.OTHER               = SETUP INSTALLMENT AGREEMENT
24.OTHER               = RR DUE=$350/PAY MON INST=$50
25.NEW RENT EFFCTVE   = 9/01/
26.456-12-3789
(CR)=CONTINUE (/)=NEXT RECORD (P)AGE (1)=SELECT:
    
```

-Holds information when resident calls or comes in to update their family composition

-Prior to rent change

-Can hold multiple changes (sequence number)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT: PHA - TENANT REPORTED CHANGES DISPLAY PAGE: 2 OF 2 PORT: 6

1.INTERIM NUMBER	=	21			
2.REPORTED BY	=	PAULINE TAYLOR			
3.IN PERSON ?	=		4.BY TELEPHONE ?	=	Y
5.TAKEN BY	=	MARY WRIGHT			
6.DATE TAKEN	=	09/09/			
7.DATE ENTERED	=	09/09/	12.DATE COMPLETED	=	/ / 0
8.DATE RECEIVED	=	09/09/	13.DATE POSTED ACCT	=	/ / 0
9.CHANGED UP	=	Y	14.NUMBER OF DAYS	=	0
10.CHANGED DOWN	=		15.TYPE CODE	=	T
11.NO CHANGE	=		16.FORM PRINTED	=	Y

(CR)=CONTINUE (/)=NEXT RECORD (P)AGE (1)=SELECT:

Select from the TARMENU - Other Systems - Section: #38 TENANT/MGMT. REPORTS and from the sub-menu #39. OCCUPANCY/RE-EXAM REPORT and the following reports:

- #42. INTERIM REPORT FORM
- #43. MONTHLY INTERIM LISTING
- #44. MONTHLY INTERIM RE-EXAM
- #45. UNPRINTED INTERIM FORM

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Report #42. INTERIM REPORT FORM

To print this report, you must know the interim number for the form.

Resident Reported Changes

PAULINE TAYLOR
19C LINCOLN HOMES
CLARKSVILLE, TN 370-

Number : 21
Acct Number : 0001019C01
Social Security : 456123789

Date Reported : 0909
Effective Date of Change :

1. New Employment: For :
New Employee : SEARS, ROEBUCK & CO.
Address : ATLANTA, GEORGIA 30303
Date Employed : 801 Rate of Pay : 5.60
2. Change in Income: Old Rate: 4.35 New Rate: 0.00 Efftv Date: 901
3. Unemployment : Date Unemployed : 0 Benefit Rate : 0.00
Employer :
Address :
4. Change in Family Composition - Addition [Y] Deletion []
Name: BONNIE SUE TAYLOR Birth : 0814 Relation : DAUGHTER
Name: Birth : 0 Relation :

Note : Any increase in family composition other than birth requires special approval.

5. Other (specify) : RETRO RENT DUE New Rent Eff Date : 0901

Reported By : PAULINE TAYLOR [] In Person [Y] Telephone

Date : 0909 Taken By : MARY WRIGHT
(Housing Authority Staff)

Any hardship reported must be re-verified within 30 days. If you do not agree with the above information, you must notify us within three (3) days of receipt of this form. Failure to notify us would indicate you are in agreement that this information is correct. This form can be mailed to the resident or hand delivered.

(original - resident file, copy - resident)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Report #43. MONTHLY INTERIM LISTING

To print this report, you must answer the following questions:

BEGINNING INTERIM NUMBER : (Enter a range or (CR) to default
 ENDING INTERIM NUMBER : for all interims to list)
 BEGINNING DATE RECEIVED : (Enter a date range or (CR) to default for all dates to list)
 ENDING DATE RECEIVED : (Enter a date range or (CR) to default for all completed dates)
 BEGINNING DATE COMPLETED : (Enter a "C" or "S" or (CR) to default to "Both")
 (C) ONVENTIONAL, (S) ECTION 8, OR (B) OTH: (Enter a "C" or "N" or (CR) to default to "Both")
 (C) OMPLETED, (N) ON-COMPLETED, OR (B) OTH :

ALIGN FORM AND SELECT PRINTER :

TARINTERIM.RPT Worksheet Listing Report SEP 19, 2006 0:11:27

Interim Acct/Cert Number	Tenant Name	Date Rec'd	Date Cmpl't	Up/Dn/Chge	No Posted	Date Days	Number
21	TAYLOR, PAULINE	0909	0	Y	0	0	0001019C01
		999999	0	0	0	0	

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Report #44. MONTHLY INTERIM RE-EXAM

To print this report, you will need to enter the month and year of the re-exam period.

Monthly Re-Examination Report for Re-Exam Period : 0905 OCT 9, 2006

- Re-Examinations -	TAR	Sec 8

A. Number of Interims on Hand Beginning of Month	: 1	0
B. Number of Interims Processed During Month	: 0	0
C. Number of Interims Received During Month	: 0	0
D. Number of Interims Pending End of Month	: 1	0
E. Number of Interims Still Pending Over 30 Days Old	: 1	0
F. Number of Re-Examinations to be done for Month	: 175	0
G. Number of Re-Examinations Completed on Time	: 157	0
H. Number of Re-Examinations Pending at End of Month	: 18	0

The system states the following information on the screen:

Processing TAR Records
Processing Section 8 Records
Processing Interim Records

Printing Report...

PURGE COMPLETED INTERIMS (Y/N) : ****NOTE**** Answering "Y" will purge all completed Interims. Answering "N" will exit and leave the files intact for a future printing.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Report #45. UNPRINTED INTERIM FORM

This is a report that will list any interims that have been entered but not printed. The timeliness of printing this report should be after interims have been added to the system but before Report #42. INTERIM REPORT FORM has been run. This report lists the interim numbers for use in printing Report #42.

TARINTERIM.UNP

Unprinted Forms Listing

OCT 9, 2006 6:19:36

Interim Number	Tenant Name	Date Rec'd
21	TAYLOR, PAULINE	0901

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

"11. TRANSFER REQUEST"

MAINT: TENANTS TRANSFER REQUEST FILE EDIT PAGE: 1 OF 1 PORT: 6

```
=====
1.CURRENT AREA           = 01                MABEL      L JONES
2.CURRENT PROJECT       = 01
3.CURRENT UNIT          = 002B
4.CURRENT TENANT        = 01
5.SEQUENCE NO.         = 01

6.TRANSFER AREA         =
7.TRANSFER TO PROJ      =
8.TRANSFER TO UNIT      =
9.TRANSFER DATE         = / / 0
10.REQUEST DATE        = 9/05/05

11.CANCEL *DATE*       = / / 0
12.CURRENT BEDROOMS    = 3
13.REQUEST BEDROOMS    = 1
14.TRANSFER MESSAGE     = ELDERLY-CHANGE IN FAMILY COMP.
15.NO. OF DAYS         = 0
```

INPUT LINE # TO EDIT (CR)=COMPLETE (P)AGE E(X)IT:

- Family size change - bedroom size needed

- Need to move - "closer to work"

"problem with neighbor"

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

[EXHIBIT 1]

[#38 #38 #46]

AUTHORITY: TN010

TRANSFER REQUESTS - DETAIL LISTING
FOR: ANYTOWN HOUSING AUTHORITY
IN: TENANT# SEQ.

AS OF: APR 18, 2006

PAGE: 1

CURRENT LOCATION	NAME	REASON FOR TRANSFER	BEDRM CR RQ	REQUESTD DATE	TRNSFRED DATE	CANCEL DATE	# DAYS	TRANSFER LOCATION
00-01-003E-01-00	COLLINS, STEPHANIE L	INCREASE IN FAMILY	2 3		4/18/05		0	00-02-017D
00-01-0D-01-00	SUGGS, CHARLENE E	NEED SMALLER SPACE	3 2		3/07/05		0	00-02-001H
00-01-010D-01-00	HUTCHISON, KRYSTAL J	NEED MORE SPACE	2 4		3/05/05		0	- -
00-01-014B-01-00	SURFACE, JOANNA G	DISLIKE NEIGHBORS	4 4		3/05/05		0	- -
00-02-015D-02-00	PEARSON, BARBARA A	MOVE-PROJ WHERE OTH.FM LIVES	2 2		3/05/05		0	00-01-001A

[EXHIBIT 2]

AUTHORITY: TN010

TRANSFER REQUESTS - DETAIL LISTING
FOR: ANYTOWN HOUSING AUTHORITY
IN: REQUESTED DATE SEQ.

AS OF: APR 18, 2006

PAGE: 1

CURRENT LOCATION	NAME	REASON FOR TRANSFER	BEDRM CR RQ	REQUESTD DATE	TRNSFRED DATE	CANCEL DATE	# DAYS	TRANSFER LOCATION
00-01-010D-01-00	HUTCHISON, KRYSTAL J	NEED MORE SPACE	2 4		3/05/05		0	- -
00-01-014B-01-00	SURFACE, JOANNA G	DISLIKE NEIGHBORS	4 4		3/05/05		0	- -
00-02-015D-02-00	PEARSON, BARBARA A	MOVE-PROJ WHERE OTH. FM LIVES	2 2		3/05/05		0	00-01-001A
00-01-0D-01-00	SUGGS, CHARLENE E	NEED SMALLER SPACE	3 2		3/07/05		0	00-02-001H
00-01-003E-01-00	COLLINS, STEPHANIE L	INCREASE IN FAMILY	2 3		4/18/05		0	00-02-017D

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

[#38 #38 #47]

[EXHIBIT 3]

AUTHORITY: US001
AS OF: APR 18, 2006

TRANSFER REQUESTS - 'TO PROJECT' LIST
FOR: ANYTOWN HOUSING AUTHORITY
IN: TENANT# SEQ.

PAGE: 1

CURRENT LOCATION	NAME	REASON FOR TRANSFER	BEDRM CR RQ	REQUESTD DATE	TRNSFRED DATE	CANCEL DATE	# DAYS	TRANSFER LOCATION
00-01-003E-01-00	COLLINS, STEPHANIE L	INCREASE IN FAMILY	2 3	4/18/05			0	00-02-017D
00-01-0D-01-00	SUGGS, CHARLENE E	NEED SMALLER SPACE	3 2	3/07/05			0	00-02-001H

BUILDING INTERVIEW CALENDAR

For Tenants' Accounts Receivables

1. Print check list to clean up files (#38 #38 #59)
2. Print re-exam list to see who is to be interviewed (#38.38.60)
3. Build interview calendar for the month you will be doing the interviews for recertifications. (#3 on TAR menu).
4. Print interview schedule listing.
(#38 #38 #67 on TAR menu.)
5. IF you need to edit the time or date for specific interviews, edit the re-exam file. (#4 on TAR menu). (OPTIONAL)

(You may want to print the interviews schedule again for your final copy).
6. Print interview re-exam letter.
(#35 #42 on TAR menu).
7. Do interviews - rent computations
8. Print Tenants to be re-examed to check re-exams not completed (#38.38.60)
9. Periodically, purge re-exam file. (at least once a year)

Notes:

- (1) Counselor number is on page 3, field #23 in the Tenant Master File
- (2) Inspector number is on page 1, field #30 of the Unit Master File.
- (3) Select the counselor/inspector file (#35 #59) to add or edit a counselor or inspector.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

RE-EXAM LETTER EXAMPLE

ANYTOWN HOUSING AUTHORITY
P.O. BOX 4928
ANYTOWN, USA 31208

Tenant ID : 01-01-0B-01

Name : ELLA MCDANIEL
Addr : 4-B MTN VIEW HOMES
City : ANYTOWN, US 12345

Dear Resident :

RE : Annual Re-Examination

It is time for your annual re-examination. You are requested to come to the office located in Garden Apartments at the corner of Thurston St. & Howe St. (behind Scott Towers apartments on Augusta St.) on 10/14/06 at 9:00 a.m.

It is also necessary for us to re-inspect your unit. An inspector will be at your residence on 10/24/05. Please arrange to have someone at home. If the inspector is unable to gain entrance to complete the inspection, this could result in the loss of your assistance.

For your interview, please bring the following information and records such as receipts, canceled checks, and statements concerning:

1. Name, Birth Certificate, and Social Security Number of each person living in your unit.
2. Names and Dates of employment at all places where any family member was employed during the past twelve months and the amount earned. Also, bring the name and address of the present employer(s) of all family members.
3. Name and Address of each person who was paid for the care of a child under age 13 or handicapped family member so that you or a member of your family was able to work.
4. Medical Expenses not covered by insurance that were incurred by any elderly, handicapped, or disabled member of the family.
5. Verification of amount of current assets including interest earned or any assets disposed of within the past two years.
6. Copy of your most current tax return.

If you are unable to come at the time requested, let us know immediately at 271-2670 so that we can schedule you for another time. Please take the time to talk over the income and expenses of the members of your family with them so that you can bring this information to your conference.

Please let us have your full cooperation, as failure to do so could result in the loss of your unit.

Sincerely,

Occupancy Specialist

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

ANYTOWN HOUSING AUTHORITY

RECAP OF FAMILIES BEING RE-EXAMINED FOR CONTINUED OCCUPANCY
 PROJECT US001-01-01
 AS OF: OCT 12, 2006

[#38.38.60]

UNIT TN	TENANT NAME	STREET ADDRESS	INTRVW	STATUS	RENT	NEW RENT	ADJ RENT	RETRO RENT	TEMP RENT	SPEC'L REEXAM	CURR BDRM	TRSF BDRM	OT
001A-08	MARYANNABELLE K GEOGIA	100 MAINTMAINTMAINA S			98	!	!	!	!	!	2	!	
0028-07	GEORGE P WRIGHT	2-B MTN VIEW HOMES			556	!	!	!	!	!	3	!	
003A-	GEORGE C WRIGHT, JR.	3-A MTN VIEW HOMES			478	!	!	!	!	!	2	!	
003B-08	JACK M HYLES	3-B MTN VIEW HOMES			150	!	!	!	!	!	3	!	
0a-06	JOHN P WRIGHT	4-A MTN VIEW HOMES			403	!	!	!	!	!	3	!	
0B-02	MARK S WRIGHT	4-B MTN VIEW HOMES			478	!	!	!	!	!	3	!	

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

CRIMINAL TRACKING SYSTEM

(Input of Files)

1. Enter by Social Security number the family member that has a police report. (They could also be the victim.) The program only allows you to input a family member by Social Security number.
2. The information on the first page will pull from the family member file.
3. Enter the information for the Incident starting with Incident #1 on page 2 and page 3. On page 3, INCIDENT DATE is the only date you must input for reporting purposes. You have 5 Incidents per Social Security number. You have on the menu an option to clear/delete an incident in order to put in a new incident after you have used all 5. This selection is #3 on the Criminal Tracking menu.
4. You will note the codes that are the original codes to be used. I have also noted where you can use your codes from your police report. Also, if there is a field that you will not use but we can replace it with field that you need, please let me know, so I can set it up for you.
5. When you have input around 5 family members, please call me so I can set up the query with the codes and descriptions you have used.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT. CRIMINAL TRACKING - FAM MBR EDIT

PAGE: 1 OF 9 PORT: 32

=====
LAST INC#: 2

1. SOCIAL SEC. NO. = 260--9292
2. AAPPUUUUTTF = 0101005D05
3. LAST NAME-F/MBR = WHITE
4. FIRST NAME-F/MBR = SNOW
5. MIDDLE INIT-F/MB = D
6. RESIDENT TERMN? = Y 8. OLD/TRNSF F/MBR# =
7. RELATIONSHIP CD = 22

F A M I L Y M E M B E R S

. 260--9292 S WHITE

INPUT LINE # TO EDIT (CR)=COMPLETE (P)AGE E(X)IT:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT. CRIMINAL TRACKING - FAM MBR EDIT

PAGE: 2 OF 9 PORT: 32

```

=====
1. SOCIAL SEC. NO.           = 260--9292
2. *** INCIDENT #1         = BROKEN WINDOW
3. #1 POLICE DIV.          = 01
4. #1 CASE NUMBER          = 12354FD
5. #1 SUSP LST NAME        = WILLIAMS
6. #1 SUSP 1ST NAME        = HARRY
7. #1 COMPLAINT            = NOISY
8. #1 COMPL ADDRESS        =
9. #1 SUSP RESDNT?         =
10. #1 SUSP TENANT#        =
11. #1 SUSP BIRTHDTE       = / / 0
12. #1 FELNY/MISDMNR       = M
13. #1 TIME OF INCDT       = 1015
14. #1 DAY OF WEEK         = 3

15. #1 BARD PER INVL       =
16. #1 DTE PERS BARD       =
17. #1 NAME BARD PER       =

18. #1 STATUS              = P
19. #1 F/MBR VICTIM?      = N
20. #1 MISC MTG 1          = 01
21. #1 MISC MTG 1 DT      = / / 0
22. #1 MISC MTG 2          =
23. #1 MISC MTG 2 DT      = / / 0

24. #1 DRUG RELATED?      =
25. #1 DRUG TYPE          =
26. #1 WEAPON USED?       =
27. #1 WEAPON TYPE        =
    
```

INPUT LINE # TO EDIT (CR) = COMPLETE (P)AGE E(X)IT:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT: CRIMINAL TRACKING - FAM MBR

EDIT

PAGE: 3 OF 9

PORT: 32

1. SOCIAL SEC. NO.	=	260--9292			
2. #1 LOU DATE	=	/ / 0	8. #1 SOC SRV CN DT	=	/ / 0
3. #1 OFF INTV DTE	=	/ / 0	9. #1 DEMAND LTR DT	=	/ / 0
4. #1 RSC BRIEF DTE	=	/ / 0	10. #1 DSP/ACT DATE	=	/ / 0
5. #1 CONF W/RSC DT	=	/ / 0	11. #1 WRIT ACT DATE	=	/ / 0
6. #1 CNT HSG MG DT	=	/ / 0	12. #1 LOU FILED DTE	=	/ / 0
7. #1 TRM/LT SNT DT	=	/ / 0	13. #1 DATE OF INCDT	=	4/01/
14. ###INCIDENT #2	=	BLEW UP TOILET W/ CHERRY BOMB			
15. #2 POLICE DIV.	=				
16. #2 CASE NUMBER	=				
17. #2 SUSP LST NAME	=				
18. #2 SUSP 1 ST NAME	=				
19. #2 COMPLAINT	=				
20. #2 COMPL ADDRESS	=				
21. #2 SUSP RESDNT?	=				
22. #2 SUSP TENANT #	=				
23. #2 SUSP BIRTHDTE	=	/ / -			

INPUT LINE # TO EDIT (CR) = COMPLETE (P)AGE E(X)IT:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

CODES FOR CRIMINAL TRACKING FILE

(3) 01=SCAT 02=CITY 03=COUNTY

(7) Description of complaint. (You could also choose to use your CODES for this field; either the letter such as C=Complaint V=Victim, etc. or write them out.)

(12) F=Felony M=Misdemeanor

(14) 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday
5 = Thursday 6 = Friday 7 = Saturday

(18) P = Pending C = Closed O = Open

Or you can use your codes:

A = Active U = Unfounded S = Suspended M = MIR
C = Cleared by Arrest E = Exceptionally Cleared
X = Administratively Closed I = Information Only

(25) 1 = Amphetamine 2 = Barbiturate 3 = Cocaine 4 = Hallucinagen
5 = Heroinn 6 = Marijuana 7 = Methamphetamine
8 = Opium 9 = Synthetic Narcotic 10 = Unknown

(27) 1=Black Jack 2=Butcher Knife 3=Explosives 4=Cut/Stab Instrmt
5=Gas/Carb Mon. 6=Handgun 7=Shotgun 8=Hands/Feet
9=Pocket Knife 10=Poison 11=Rifle 12=Rock
13=Simulated Gun 14=Toy 15=Vehicle 16=Threats
17=Other 18=Unknown

TENANTS ACCOUNTS

RECEIVABLES

INSPECTIONS

CALENDAR

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

BUILDING INSPECTION CALENDAR
For Tenants' Accounts
Receivables

1. Building inspection calendar for the month you will be doing the inspections.
(#3 on TAR menu).
2. Print inspection schedule listing.
(#38 #38 #66 on TAR menu.)
3. IF you need to edit the time or date for specific inspections, edit the re-exam
file. (#4 on TAR menu.)
(You may want to print the inspection schedule again for your final copy.)
4. Print inspection letter.
(#35 #50 on TAR menu).
5. Periodically, purge re-exam file.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TARSCHEDULE

RE-EXAM INSPECTION SCHEDULE

AUG 5, 2006

INSPCT DATE	ACCT NUM	NAME/ADDRESS	BDRMS	INTERVIEW TIME	INTERVIEW DATE
8/16/06	0101001A08	GEOGIA, MARYANNABELLE 100 MAINTMAINTMAINA STRETRERRR ANYTOWN, US 123456789	2	930	1201
INSPECTOR	: 1		RE-EXAM	DATE:	100106
8/16/06	0101002B07	WRIGHT, GEORGE 2-B MTN VIEW HOMES ANYTOWN, US 12345	3	930	211
INSPECTOR	: 1		RE-EXAM	DATE:	100106
8/17/06	0101003A	WRIGHT, JR., GEORGE 3-A MTN VIEW HOMES ANYTOWN, US 12345	2	1000	211
INSPECTOR	: 1		RE-EXAM	DATE:	100106
8/17/06	0101005A	WRIGHT, JR., GEORGE 5-A MTN VIEW HOMES ANYTOWN, US 12345	3	1030	211
INSPECTOR	: 1		RE-EXAM	DATE:	100106

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SOMEWHERE HOUSING AUTHORITY
110 WEST ANYWHERE STREET
SOMEWHERE, NC 12345

PHONE: (7) 555-9811 FAX: (7) 555-8780

Tenant Id: 01-01-001A-08

AUG 5, 2006

TO: MARYANNABELLE, GEORGIA
100 MAINTMAINTMAINA STRETRERRR
ANYTOWN, US 12345-6789

FROM: Angela Graham, Lease Enforcement Coordinator

SUBJECT: Housing/Maintenance Bi-Annual Inspection

The bi-annual housekeeping and maintenance inspection will be completed on the above referenced unit, during the month of AUGUST. The inspection is schedule for 08/16/06. Please be prepared.

Inspections start daily at 9:00 a.m., and will continue until all units are inspected. Inclement weather could be cause for delay or rescheduling. IF THE INSPECTION CANNOT BE CONDUCTED DURING THE WEEK SCHEDULED, THEY WILL BE CONDUCTED THE FOLLOWING WEEK. No further notice will be given.

Residents are encouraged to be present when possible, but your presence is not mandatory. You are reminded that three (3) unsatisfactory inspections could result in lease termination.

Please do not call the Administrative Office, inquiring about the specific time or date your unit will be inspected.

Sincerely,

Inspector

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

PHA INSPECTION MENU	PORT#: 31
<p style="text-align: center;">-----FILE MAINTENANCE-----</p> <p>1. DESCRIPTION FILE 2. RESPONSE FILE 3. INSPECTOR FILE</p> <p style="text-align: center;">-----INSPECTION PROCESSING-----</p> <p>10. BUILD INSPECTION FILE 12. PRINT INSPECTION FORM-1ST PAGE 13. POST INSPECTION RESPONSES 14. PURGE-INSPECTION FILE</p> <p style="text-align: center;">-----LETTERS-----</p> <p>20. QUALITY CONTROL LETTER</p>	<p style="text-align: center;">-----REPORTS-----</p> <p>21. DESCRIPTION FILE LIST 22. RESPONES FILE LIST 23. INSPECTOR FILE LIST 24. TENANTS INSPECTION DATES</p> <p>28. INSPECTIONS BY INSPECTOR</p> <p style="text-align: center;">-----LETTERS-----</p> <p>35. FAILED ITEM LETTER 36. PASSED LETTER 37. TWO WEEK LETTER</p>
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(xx) – Selection (B)ulletin E(X)it:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

PROCESSING REGULAR INSPECTIONS (for TAR)

SELECT THE INSPECTION MENU OFF TAR MENU (either under #35 or #38 #38)

1. **Build inspections** by loading the NEXT inspection date and building the file in Area-Project-Unit-Tenant # range. #10
2. Print out Inspections - 1st page (#12) and attach to inspection booklet to give to inspector to use as they inspect.
3. When the inspector brings back the completed inspection form, **post inspections** by inspection number. (#13)

Note: You need to post AT LEAST inspector, inspection date and STATUS. Also post to any rooms that failed or that need to have comments posted.

When you select "Completed", the inspection month and date will update to the UNIT master file.

4. **Print letters** per your PHA's needs.

Example: Print Failed letter which will post a letter with an abatement date and attached all rooms that have comments posted to them.

Note: The letters print per STATUS posted such as "F" will print failed letter, "P" will print passed letter.

5. **Purge inspections #14** (You can purge by type of inspections such as all passed or you can purge all inspections.)

Note: The inspection file is HUGE, so you need to purge at a minimum every 6 months. After the purge, you have the option to update inspection dates to the Tenant Master file for all the inspections you have selected to purge.

6. Optional: **Reports**

Example: Print Inspections (#25) for all failed to see which ones still need follow-up.

Print Inspections by owner (#29) to see which owners seem to have a lot of "failed."

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT: AUTHORITY MASTER EDIT PAGE: 1 OF 1 PORT: 31
=====

- 1. AUTHORITY NUMBER = US001
- 2. AREA NUMBER = 0
- 3. PROJECT NUMBER = 0

- 4. AUTHORITY NAME = ANYTOWN HOUSING AUTHORITY
- 5. ADDRESS LINE 1 = 100 EAST MAIN STREET
- 6. ADDRESS LINE 2 = P.O. BOX 1898
- 10.CITY / STATE = ANYTOWN, US
- 11.ZIP CODE = 12345
- 12.EXEC. DIRECTOR = MR. BOB WHITE
- 13.HUD ID PROJ. NO. = GA06P070001
- 14.NUMBER OF UNITS = 0
- 15.TELEPHONE NUMBER = 770/555-1234
- 16.INSPECTION # = 4150

INPUT LINE # TO EDIT (CR) = COMPLETE (P)AGE E(X)IT:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

S8730.PHA

EDGEMONT ELMS LIMITED
TENANT INSPECTION LISTING

PAGE: 1
DATE: AUG 2006
TIME: 10:25

CERT. NUMBER	TENANT'S NAME	INSPECTOR	INSP. NO.
0101001A08	MARYANNABELLE K GEOGIA	1	408
0101002B07	GEORGE P WRIGHT	2	409
0101003A	GEORGE C WRIGHT, JR.	2	410
0101005A	GEORGE C WRIGHT, JR.	2	411
0101005B06	MCDONALDS	2	412
0101005D10	JEFF H COWAN	2	413
0101005E02	JOHN FEETS	2	414
0101006A06	CHRISTINE FLEMMING	2	415

NUMBER OF TENANTS LISTED: 8
NUMBER OF SUPPRESSED TENANTS: 0
NUMBER OF INACTIVE TENANTS: 0
NUMBER OF VACATED TENANTS: 0
REPORT COMPLETE

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

INSPECTION FORM

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

SECTION 8
EXISTING HOUSING PROGRAM

OMB NO. 2502-0185

PHA ANYTOWN HOUSING AUTHORITY
INSPECTOR MS WILMA FLINTSTONE
CENSUS TRACT 55
PROJECT 01-01

[TEN# 0101021C07]REQ DTE:08//
DATE LAST INSP 10/01/03 DATE OF INSP08/26/
TYPE OF INSP RE-EXAM
HOUSING TYPE INSPECTION #416

1. GENERAL INFORMATION

ADDRESS OF INSPECTED UNIT: STREET: 21-C MTN VIEW HOMES
CITY/STATE: ANYTOWN, US 12345 COUNTY: 0
NAME OF FAMILY JULIE A COWAN

CURRENT ADDRESS OF FAMILY: STREET: _____
CITY: _____ COUNTY: _____ STATE: _____ ZIP: _____
CURRENT TELEPHONE OF FAMILY: 770-111-2222

NAME OF OWNER OR AGENT AUTHORIZED TO LEASE UNIT INSPECTED:

B. SUMMARY DECISION ON UNIT (TO BE COMPLETED AFTER FORM HAS BEEN
FILLED OUT)

_____ PASS

_____ FAIL

_____ INCONCLUSIVE

_____ SECTION 8 OCCUPANCY STANDARD 2

C. HOW TO FILL OUT THIS CHECKLIST

SEE INSTRUCTION BOOKLET

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SECTION 8 - TENANT INSPECTION FORM: Inspection #: 416

CERT.#: 0101021C07 PROJECT: GA06P070001 CENSUS/TRACT:55 LANDLORD: 0

1. TYPE INSPECTION :R RE-EXAM	5. DATE LAST INSPECTION: 10/01/
2. INSPECTOR # :2 MS WILMA	6. STATUS :
3. DATE OF REQUEST: 8//	7. HOUSING TYPE :
	8. OCCUP. STANDARD : 2

RETURN TO CONTINUE OR (X) LINE TO EDIT:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

ANYTOWN HOUSING AUTHORITY
100 EAST MAIN STREET
P.O. BOX 1898
ANYTOWN, US 12345
PHONE: 684-3102

Date: AUG 4, 2006

01-01-021C-07
JULIE A COWAN
21-C MTN VIEW HOMES
ANYTOWN, US 12345

Dear Tenant:

Enclosed is a copy of the Housing Quality report for the dwelling unit noted above.

The inspection reveals that this unit does not meet the Housing Quality Standards. Final approval will be granted when the 'Fail Items' noted have been repaired and approved.

Please see that these items are completed as soon as possible. Regulations do not allow contracts to be executed, leases to be approved or HAP checks to be processed until the 'fail items' have been re-inspected and approved.

IT IS YOUR RESPONSIBILITY TO NOTIFY THIS OFFICE WHEN ALL REPAIRS HAVE BEEN COMPLETED, OTHERWISE WE WILL ASSUME THAT THE REPAIRS HAVE NOT BEEN MADE.

NOTE: For FAMILIES UNDERGOING RECERTIFICATION, the required repairs should be made within thirty days of receipt of this letter to avoid interruption or delay of Housing Assistance payments. If the required repairs are not approved prior to 08/31/, rents will be abated from that date until approval.

Should you have any questions or if assistance is required, please do not hesitate to contact me at 684-3102.

Sincerely,

MS WILMA FLINTSTONE
Public Housing - Housing Inspector

Inspection #: 416

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

2. KITCHEN

ITEM #	DESCRIPTION	FAIL	APPROVAL DATE
2.	1 KITCHEN AREA PRESENT Is there a kitchen?	yes	00/00/00
2.	3 ELECTRICAL HAZARDS		00/00/00

Is the kitchen free from electrical hazards? INSTALL COVER PLATE ON
 ELECTRICAL WALL SWITCH

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

S8780.PHA

ANYTOWN HOUSING AUTHORITY
LISTING OF INSPECTION DATES
AS OF 08/05/05

PAGE: 1
DATE: AUG

CERT. NUMBER	TENANT'S NAME	LAST INSPECTION DATE (UNIT FILE)	LAST RE-EXAM DATE	NEXT RE-EXAM DATE
0101001A07	PAUL WRIGHT	08/15/05	08/01/05	08/01/06
0101001A08	MARYANNABELLE K GEOGIA	08/15/05	05/01/05	05/01/06
0101001B01	CHRISTINE C CALLAHAN	08/15/05	12/01/05	12/01/06
0101002B01	PAUL G WRIGHT	01/15/05		01/01/06
0101002B02	MARY K WRIGHT	01/15/05	03/01/05	03/01/06
0101002B03	PAUL A WRIGHT	01/15/05	08/01/05	08/01/06
0101002B06	GEORGE C WRIGHT, JR.	01/15/05	12/01/05	12/01/06
0101002B07	GEORGE P WRIGHT	01/15/05	05/01/05	05/01/06
0101003A03	MARSHALL L BRICE	01/15/05	08/01/05	08/01/06

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

S8792

ANYTOWN HOUSING AUTHORITY
LISTING OF INSPECTION SYSTEM
INSPECTION FILE - BY INSPECTOR

INSPECTION #: 416 TYPE OF INSP: RE-EXAM DATE OF REQ: 08/04/05
INSPECTOR: 2-MS WILMA FLINTSTONE PROJECT: DATE OF INSP: 08/26/05
STATUS: FAILED HOUSING TYPE: DATE OF LAST: 10/01/04

TENANT INFO: 01-01-021C-07

JULIE A COWAN
21-C MTN VIEW HOMES
ANYTOWN, US 12345

770-111-2222

END OF REPORT

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 35 - OTHER MAINTENANCE

SELECTION 52. FAMILY SELF-SUFFICIENCY

AUG. 29, 2006 11:21:55		PORT #: 5
FAMILY SELF-SUFFICIENCY MENU		WRIGHT COMPUTER SERVICES
<p>----- CREATE/EDIT -----</p> <ol style="list-style-type: none"> 1. FSS PARTICIPANT FILE 2. FSS GOALS FILE 3. FSS HISTORY FILE <p>----- FILE LISTINGS -----</p> <ol style="list-style-type: none"> 4. FSS PARTICIPANT FILE 5. FSS GOALS FILE 6. FSS HISTORY FILE 7. FSS ESCROW LEDGER 8. FSS CHANGED ESCROW REPORT 9. RE-EXAM LIST FOR FSS ONLY 10. FSS WORKSHEET 	<p>----- PROCESSING -----</p> <ol style="list-style-type: none"> 11. SET UP A PARTICIPANT 12. SET UP A PARTICIPANT'S GOALS 13. ALLOCATE INTEREST TO ESCROW 14. PAYMENTS/ADJUSTMENTS TO ESCROW 15. FSS ESCROW BALANCE LETTERS <p>----- UTILITIES -----</p> <ol style="list-style-type: none"> 20. EXPAND FSS PARTICIPANT FILE 21. EXPAND FSS HISTORY FILE 24. REBUILD PARTICIPANT DIRECTORY 25. REBUILD HISTORY DIRECTORIES 30. FSS LABELS 	
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(XX)-Selection (B)ulletin E(X)it:

----- CREATE/EDIT -----

- * #11 Sets up participant (and goals) and flags tenant master (page 5)

- RENT COMPUTATION - can update all information

- * Escrow is loaded and created into futures charges files, then charge journal when rents are created and updated at month end

- * When you update the charge journal:

- escrow payment and interest earned and balances are updated to FSS participant and history file

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

F . S . S . P R O C E S S I N G

DAILY:

- Add any new participants
- Enter any needed file information about participants you have talked to or met with
- Run any history file details for accounts you are working on where you need detail
- Run a #5 goals list for any participant that you meet with to sign while they are there

MONTHLY:

- Toward the end of the month (20th-24th) run #7 and #8 off the FSS Menu. You then take last month's #7 and using the "changed listing" (#8), add or subtract whatever you should and that should balance to the new "this month" #7 ledger.
- Run #29 off the FSS Menu to get a listing of any vacated tenants. This lets you make sure you inactivate and note any graduates that should be paid or terminated participants that should not.
- Make any notations as to needed changes and get that to accounting.
- Create any escrow (done during beginning of month in the accounting department) (#14)
- Allocate interest for month (done by accounting) (#13)

AS NEEDED:

- #30 – Labels of active participants
- #4 – Listing of Participants Information
- #5 – Goals Listing for File
- #6 – History Detail for any participant you are working with on cleaning up their file
- #9 (or #15) – Print FSS worksheet and/or 50058 when warranted

Note: Number selections on additional programs and reports may vary per client.

FSS Processing

ON ENROLLMENT

- Set up a participant (#11)
- Go to participant master file and fill in the necessary fields on pages 1, 2, & 3. Make sure the “Needs” fields say Y or N in column A and are BLANK in columns B & C. (#1)
- Make sure a rent calculation gets done and that FSS ENROLLMENT is selected when asked.

ON PROGRESS

- Make sure goals get set up and then edited when necessary (#12-add) (#2-edit)
- Whenever you change or add goals, be sure to print out a new goals list (#5)
- Make sure whenever rent calculations are done, that the rent calculation person says FSS PROGRESS when selected and bypass all other FSS questions.

ON EXIT

- If they graduate, then the FSS coordinator needs to fill in the appropriate fields and see to it that a rent calculation gets done for a 50058 to get sent specifying FSS EXIT when selected and using a 50058 transaction type (8) FSS/WTW Addendum
- If a person vacates; then BEFORE a final end of participation 50058 is done, the FSS coordinator needs to prep the FSS file.

FSS ESCROW CALCULATIONS

Basically when you enter into FSS, your earned income at that time is your **base**. So is the amount of **rent** you are paying. Unless you increase your **earned income** and therefore the **rent** you pay, you'll never draw escrow.

Whenever a rent computation gets done, the **new earned income** is figured, along with the **new rent** you'll be paying. To figure escrow you take the difference between your starting base and the new earned income amount. It then figures 30% of that difference. If you are a rental voucher, that's the amount it works with. Otherwise, it also figures the 10% amount and then compares the 30% amount to the 10% amount to the ceiling rent – if any, to the welfare rent-if any, to the minimum rent-if any and ultimately takes the highest of those. Next it subtracts this new amount from the new rent amount you will be paying and holds that figure. It also subtracts what you were paying when you entered the program from what the new rent amount is and stores that amount. Finally, it takes the lesser of those two figures and that is your new escrow. If you have gone over the very low-income limit, it subtracts that from your earned income and figures 30% of that difference. It then subtracts that difference from the calculated escrow and you only accrue the net of those two.

FOR EXAMPLE:

Base Earned Income was:	5603
Base Rent Paid was:	56

New annual income is:	10000
New earned income is:	9000
Increase in earned income is:	3397
Difference between annual and:	6603
Increase	

New rent amount:	250
30% of difference (6603):	165
10% of difference (6603):	55
Minimum rent:	50
Difference between new amt(250):	85
And 30% of difference (6603)	
Difference between new amt (250):	194
And base rent paid (56)	

**The lesser of (194) of (85): 85

**My income is not over very low-income limit of 19,000 so I don't have to subtract anything and I accrue 85.00

FEB 16, 2006 19:21:55
 HOMEBUYERS PROCESSING MENU

PORT #: 5
 WRIGHT COMPUTER SERVICES

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

---- HOMEBUYERS PROCESSING ----

1. CREATE MONTHLY PAYMNT DETAILS
2. PRINT HOME OWNERSHIP LEDGER
3. ALLOCATE INTEREST TO RESERVES

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(XX)-Selection (B)ulletin E(X)it:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

INFORMATION ON OPERATIONS OF HOMEBUYERS

To activate the Homebuyer Program:

1. Set up A/R account in the Project file of the Homebuyer/Turnkey Project- (suggested account 0100001124XX).
2. Set up A/Cs in Transaction Code File as follows:
30-00 HB-CUR PAYMENT 1124
31-00 HB-O.E. CUR PAY 3110
32-00 HB-EMPR CUR PAY 2161 (OR HB Reserve A/C)
33-00 HB-NRMR CUR PAY 2162 (OR HB Non-routine. Maint. A/C)
34-00 HB-E/D CUR PAY 3110
35-00 HB-EMPR INT INC 2161
36-00 HB-NRMR INT INC 2162
37-00 HB-EMPR CUR CHG 2161
38-00 HB-NRMR CUR CHG 2162
3. In Field #8 of the HB Tenant File, enter "Y" to activate this tenant's file as a homebuyer file.
4. Fields: 14.OPERATING EXP. / 15.NON-ROUTINE MAINT. / 16.OWNER RESERVE / 17.EXCESS OVER MIN. / 18.MONTHLY PAYMENT are Year-To-Date or Totals-To-Date Fields. At setup only, enter the totals on the books. These fields will be automatically maintained by the computer operations after initial setup.
5. Fields: 9.OPERATING EXP. / 10.NON-ROUTINE MAINT. / 11.OWNER RESERVE / 12.EXCESS OVER MIN. / 13.MONTHLY PAYMENT are Current Balances. These balances should be initially setup and changed only if payment terms change. For clarification of data entry:

9.OPERATING EXP. Can be a debit or credit (This is a set amount)
10.NON-ROUTINE. MAINT. Can be a debit or credit (This is a set amount)
11.OWNER RESERVE This is a fixed debit amount
12.EXCESS OVER MIN. Can be a debit or credit (This is a net offset to
9.OPERATING EXP.)

**** THE NET OF THESE 4 ENTRIES SHOULD BE "0" ****

13.MONTHLY PAYMENT Enter the monthly payment

OPERATIONS

89. HOMEBUYER PROCESSING

- Monthly - 1. CREATE MONTHLY PAYMENT DETAILS
Anytime - 2. PRINT HOMEBUYER LEDGER
* - 3. ALLOCATE INTEREST TO RESERVES

This may be done monthly, quarterly, or at the maturity of a CD of the operating reserve funds. The interest in total for Non-routine Maintenance and Owner Reserve are calculated separately and entered in the appropriate areas of this program. The program will automatically prorate the correct interest to each tenant's account - bypassing a tenant with a debit balance on his account.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 40 - VACANCY BOARD MENU

AUG. 29, 2006 11:21:55		PORT #: 32
VACANCY BOARD MENU		WRIGHT COMPUTER SERVICES
<p style="text-align: center;">- - - - FILE MAINTENANCE - - - -</p> <p>1. VACANCY BAORD FILE</p> <p style="text-align: center;">- - - - MAINTENANCE - - - -</p> <p>2. VACANCY BOARD W/O UPDATE 3. VACANCY BOARD POWER ON/OFF 4. MAINT. MONTHLY AVERAGE REPORT 5. MAINT. UNITS BY SYSTEM DATE 6. ENTER COMMENT ON DAMAGED UNITS 7. TURN WATER OFF FOR HOUSES</p> <p>10. REBUILD VACANCY DIRECTORIES</p> <p>15. **OVERALL V/B VIEW/REPORT 16. **DETAIL V/B VIEW/REPORT</p>		<p style="text-align: center;">- - - - -OCCUPANCY - - - - -</p> <p>21. POST OFF/ACC/REFUS/SENT MGT 22. OCCUP. MONTHLY AVERAGE REPORT 23. OCCUP UNITS BY SYSTEM DATE 24. OCCUP DAILY VACANCY LISTING</p> <p style="text-align: center;">- - - - -MANAGEMENT - - - - -</p> <p>35. RETURN UNIT TO MAINTENANCE 36. RETURN UNIT TO OCCUPANCY 37. CREATE TRANSFER OUT W/O'S 38. MGMNT MONTHLY AVERAGE REPORT 39. MGMNT UNITS BY SYSTEM DATE</p> <p style="text-align: center;">- - - - -ACCOUNTING - - - - -</p> <p>44. ACCTING NOT RECEIVED REPORT 45. ENTER VACANT UNIT FORM REC. 46. VACANCY REPORT MOVEOUT/MOVEIN 47. VACANCY BOARD BY MOVEOUT DATE 48. YTD VACANCY BOARD LIST/CLEAR</p>
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(XX)-Selection (B)ulletin E(X)it:

1. This selection allows you to query all the turnaround information about a particular unit. If your security level is high enough, you are allowed to edit things in this file. It is designed for the system to maintain it, not you, by manually keying in the information.

2. This selection is off the work order menu as well and is normally run off that selection. It updates the work orders' status, the unit status, and dates and days for maintenance in the vacancy board file.

3. This selection allows you to track turning the power on and off on a unit between residents.

4. -5. These two reports run units and their status in reference to maintenance.

6. This allows you to enter comments on damaged units for reference on daily vacancy list.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

7. You can also track turning the water off if you choose.

10. Rebuilding the vacancy board directories is done if you ever find garbage in the file or seem to be missing details.

15. This report runs a comprehensive list of the units progress through the turnaround process.

21. This is the selection that lets you post offers and refusals into the application file. This selection is also off your application menu. When the applicant accepts a unit, this program updates dates, # days, etc. into the vacancy board file for the occupancy department.

22. -23. These two reports run units and their status in reference to occupancy.

24. This report should be run daily since the status of units change daily. All departments run a copy for themselves.

35. -36. These selections allow you to return the unit to either the maintenance department or the occupancy department, depending on what's wrong.

37. A few housing authorities use this program to create work orders for transferred out units. Most housing authorities have their transfer program automatically create them just like their vacate program.

38. -39. These two reports run units and their status in reference to management.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

44. -45. These programs allow you to flag/track if the necessary paper work has been received or not in accounting in regards to move-outs and move-ins.

46. This report runs in unit sequence and totals the vacant ones versus the housed units, giving the total number of days.

47. This report runs in move-out date sequence, showing the status, dates and # days of each unit.

48. This report has to be run, at least at year-end and AFTER PHAS indicator #1 is run and found to be okay.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Field #5-6, 12, 21=Dates that are computer generated. #5, #12, and #21 happen at moveout or transfer time. #6 happens at movein time. These dates should not be altered except in tracked exceptions where keying errors were made during the moveout or transfer process. If the authorized personnel goes to the trouble of correcting the problem by resetting stuff so that they can redo the computer process of moveout or transfer, the vacancy board will take care of itself. If you manually 'fix' the tenant master and/or unit master; you must do the same for the vacancy board file.

Field #23=0-mod 1 - maintenance 2 - occupancy 3 - management 4-turned around (moved into) 5 - user defined (special units). The system updates this status as the 'unit' moves along in the process. Some housing authorities do not have both an occupancy and a management department. Therefore, their vacancy board process goes 1/2/4 or 1/3/4.

Field #13-14, 32=These are extraneous fields that are actually being updated, but there are other buckets being used to actually track that same information.

Field #15-16, 18-19, 33-34=These fields are used if and only if during the normal processing, a unit gets rerouted for some reason. An example might be that occupancy selects an applicant and sends that unit to management to arrange the walk through. When management is dealing with that applicant they discover they have 4 kids, not 2 as their application states. The manager would 'send that unit back to occupancy' so they and the system would know that another applicant had to be found. These 'send backs/reroutes' are done through selections off the actual vacancy board menu itself.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Field #7,9-11=These # days are calculated by the system programs that 'move' the unit along. Maintenance days are computed when the Vacancy Board Work Order update program is run and all of the work order status spots say 'C'. The number of days is calculated from maintenance received date to maintenance finished date. It also adds the calculated amount to the total # of days and to the YTD total # days and YTD maintenance days. The occupancy # of days are figured either when the movein is done(if you have no management department) or when the tenant applications posting offers person 'sends that unit to management'. Finally, the # of management days get figured at movein time. Any difference in the total turn around time (vacate to lease)and the individual department days goes to management (down time).

** Most of the fields on page one of the file maintenance get cleared out and started fresh at each moveout.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT: VACANCY BOARD FILE EDIT PAGE: 2 OF 4 PORT: 32

=====

- 1. AREA NUMBER = 0
- 2. PROJECT NUMBER = 0
- 3. UNIT NUMBER =
- 4. ADDRESS =

- 5. EST COMPLTE DATE = / / 0
- 6. COMMENTS =
- 7. GENERATED BY =
- 8. UNIT STATUS = 0
- 9. WATER OFF DATE = / / 0

INPUT LINE # TO EDIT (CR) - COMPLETE (P)AGE E (X)IT:

Field #5 = This date gets automatically computed and entered at moveout or transfer time. Most housing authorities have that be 12-20 days from moveout date.

Field #6 = This can be filled out from a selection off the vacancy board menu. It is used in 'special' circumstances so that everyone knows why it is vacant for an extended period.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT: VACANCY BOARD FILE EDIT PAGE: 3 OF 4 PORT: 32
 =====

1.	AREA NUMBER	=	0		
2.	PROJECT NUMBER	=	0		
3.	UNIT NUMBER	=			
4.	ADDRESS	=			
5.	MAINT. RECEIVED	=	/	/	0
6.	MAINT. FINISHED	=	/	/	0
				11. YTD MAINT DAYS	= 0
7.	OCCUP. RECEIVED	=	/	/	0
8.	OCCUP. FINISHED	=	/	/	0
				12. YTD OCCUP DAYS	= 0
				13. YTD MGMNT DAYS	= 0
9.	MGMT. RECEIVED	=	/	/	0
10.	MGMT. FINISHED	=	/	/	0
				14. YTD TOTAL DAYS	= 0

INPUT LINE # TO EDIT (CR) = COMPLETE (P)AGE E(X)IT:

Field #5 and generated date (#12, page 1) should be the same and get loaded during the moveout or transfer process.
 Field #6 and #7 should be the same dates and get loaded when the vacancy board work order update finishes updating the last of the work orders required on this unit.
 Field #8 and #9 should be the same dates and get loaded when the occupancy person loads the offer acceptance and 'sends to management' from the TAP posting program. If you have no management department, #8 and date leased (#6, page 1) should be the same dates and there will be no management dates. If you have no occupancy department, field #6 and #9 should be the same dates and you should have no occupancy dates.
 Field #10 and date leased (#6, page 1) should be the same and get updated at movein time.

Field #11-14=These get updated at each stage stated earlier and are cleared out at the end of the fiscal year when #48 off your vacancy board menu is run and the 'Y' option is selected. It will only clear them IF THE UNIT IS NOT VACANT.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

MAINT: VACANCY BOARD FILE EDIT PAGE: 4 OF 4 PORT: 32
=====

1. AREA NUMBER = 0 4. DATE VACATED =/ / 0
2. PROJ NUMBER = 0 5. DATE LEASED =/ / 0
3. UNIT NUMBER

6. # TIMES VACANT = 0

7. YTD # MOD DAYS = 0
8. DATE WENT TO MOD = / / 0
9. DATE OUT OF MOD = / / 0

10. YTD # DAYS EXMPT= 0
11. DATE START EXMPT= / / 0
12. DATE ENDED EXMPT= / / 0

INPUT LINE # TO EDIT (CR) = COMPLETE (P)AGE E(X)IT:

Field #6=This number is bumped every time a moveout or transfer is done to that unit.

Field #7-9=If you enter the beginning date, the PHAS knows that it is in 'mod' mode. The unit status should also become a '0' when a moveout gets done. When you later enter the ending date, the # mod days get calculated for you. If they need altering for some reason (??), you can edit the # mod days.

Field #10-12=If you enter the beginning date, the PHAS knows that it is in 'exempt' mode. The unit status on some housing authorities become a '5' when a moveout or transfer is done. When you later enter the ending date, the # of exempt days get figured for you. Again, you may manually alter them if you need to.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

[Report #15]

MONTHLY AVERAGE REPORT
MOVE-OUT DATE RANGE: 030101 TO 031231
AS OF: SEP 2, 2006 16:06:00

PAGE 61

UNIT	BDRM	MOVE-OUT DATE	OCCUP REC'D	MGMNT REC'D	DATE MOVED-IN	UNIT STAT	M/I-OCC DAYS	OCC-MGT DAYS	MGT-M/I	M/O-M/I DAYS
01-01-0A 4-A MTN VIEW HOMES	3	7/14/05	7/30/05	8/15/05	/ / 0	3	16	16	0	32
01-01-0B 4-B MTN VIEW HOMES	3	3/10/05	3/31/05	/ / 0	/ / 0	2	21	0	0	21
01-01-006A MTN VIEW HOMES	3	3/11/05	7/25/05	7/25/05	7/24/05	4	136	0	0	136
01-01-020C-20-C MTN VIEW HOMES	2	3/20/05	/ / 0	/ / 0	/ / 0	1	0	0	0	0
01-01-020D 20-D MTN VIEW HOMES	2	3/09/05	3/11/05	3/11/05	3/11/05	4	2	0	0	2

AVERAGE M/OUT-OCC DAYS = 43.75
 AVERAGE OCC-MGMT DAYS = 16.00
 AVERAGE MGMNT-M/IN DAYS = .00
 Total average days = 38.20

There are several versions of this program. The example enclosed is the simplest. It is a good report for scanning dates. One version shows # of days for each group; both current and ytd. Another version shows the work orders and their dates. One version shows # of days for each group; both current and ytd. Another version shows the work orders and their dates.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

OCCUPANCY UNITS BY GENERATED DATE
FOR: ANYTOWN HOUSING AUTHORITY
MAR 2, 2006 09:37:11

PAGE: 1

[Report#23]

--- UNIT ---	GEN DATE	DATE OCCUP DATE	UNIT STAT	DAYS
0101-4-B MTN VIEW HOMES	2/26/05	3/01/05	2	1

This report is #23 off your vacancy board menu. It is just like #5 and #39. You also have the monthly average report that look similar and is run for a single month at a time. These reports should be run monthly for each department to check it's average # of days and see how it is doing. I would probably run both, but for sure the one by system (generated) date.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

VACANCY BOARD DAILY REPORT
 0/0/0 THRU 12/31/99
 OCT 02, 2006 09:32:50

[Report#24]

PAGE: 1

UNIT	BDRM	TRANS IN	MOVEOUT DATE	SYS/DATE	EST COMP DATE	COMP DATE	SELECTION DATE	MOVE-IN DATE	STAT
01-01-018B 18-B MTN VIEW HOMES	2	N	9/17/04	9/17/05	9/29/05	/ / 0	/ / 0	/ / 0	1
01-01-019B 19-B MTN VIEW HOMES	2		9/18/04	9/18/05	9/30/05	/ / 0	/ / 0	/ / 0	1
01-01-0B MTN VIEW HOMES	3		2/26/05	2/26/05	3/20/05	3/01/05	/ / 0	/ / 0	2
01-01-020C-20-C MTN VIEW HOMES	2	N	3/20/05	3/28/05	4/17/05	/ / 0	/ / 0	/ / 0	1
01-01-0A 4-A MTN VIEW HOMES	3	N	7/14/05	7/25/05	8/15/05	7/30/05	8/15/05	/ / 0	3

This report needs to be printed everyday!! Every department could run one for themselves, if they choose. Occupancy (or the people responsible for choosing applications) should for sure run it daily.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

VACANCY BOARD PROCESS

ON A MOVE OUT WITH WORK ORDERS

The Vacancy board gets loaded with vacated date, generated date, maintenance received date, a Vacancy board unit status 1, and an estimated complete date (default = 12 days). If you send the unit into mod, the unit status becomes 0.

Every day when the Vacancy Board/Work Order Update Program is run it checks to see if the Work Orders for that unit is complete. If so, it enters a "C" next to that Work Order in the Vacancy Board file.

When all work orders listed in that unit are completed, it puts that day's date in maintenance released/finished date and occupancy received date. It makes the Vacancy Board unit status a 2.

If your occupancy department and management department are the same when that unit is moved in to; it becomes a status 4 and the occupancy released/finished date gets loaded. If occupancy and management are different, when occupancy has an applicant accept an offered unit and they send the unit to management from the post offers/refusals program; that unit becomes a status 3. The occupancy released/finished date and management received date are loaded. Then when it is moved into; the Vacancy Board unit status becomes a 4 and the leased date and management released/finished date are also loaded.

NOTE: At each stage, the corresponding # of Days is calculated and loaded.

ON A TRANSFER WITH WORK ORDERS

Moved Out of Unit:

The Vacancy Board gets loaded with vacated date, generated date, maintenance received date, estimated complete date, and transfer date. It loads the status with a 1 and puts a Y in the transfer-out flag.

After this, it is treated the exact same way as a move-out.

Moved Into Unit:

If the Vacancy Board unit status is a 3; it loads the management buckets mentioned above, along with the other items (# days, leased date, etc).

If the Vacancy Board unit status is a 2; it loads the occupancy buckets mentioned above, along with the other items.

If the Vacancy Board unit status is a 1; it probably warns you that the Vacancy Board isn't ready. It loads maintenance released/finished date, maintenance # of days, and leased date. It does still make it a status 4 in the Vacancy Board.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

WITHOUT CREATING WORK ORDERS

On a Move Out:

The Vacancy Board gets loaded with the dates mentioned on the regular move-out. It becomes a status 1, but no Work Order numbers get loaded. Therefore, it never becomes a status 2.

Choices

1. When you find out the Work Orders are done you can go and manually change that unit to a status 2 and load the occupancy received date and maintenance finished date.
2. You can go load the appropriate Work Order Numbers in the buckets in the Vacancy Board file as soon as you know what they are. Then it works like normal.
3. We could have the Vacancy Board created with a status 2 and the occupancy received date loaded with the system date and all the days will be tracked under occupancy until they send it to management as mentioned before, or until move in time.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

DAILY:

- Run Occupancy Daily Vacancy Listing (occupancy department at least) (all department should run)
- Post Offers/Refusals either off the TAP menu or the V/B menu
- Close /update Work Orders and run V/B W/O update (should be on your W/O menu so you don't forget)
- Moveins, Moveouts, Transfers

MONTHLY:

- Run Vacancy Board by Moveout Date (#47)
- Run Vacancy Board Moveout/Movein (#46)
- Each department should run their
 - Monthly Average Report
 - Units by System Date
- Run Overall Review Report (compare with PHAS01) either ours or one you have created off the report generator

ANNUALLY:

- Run any wanted reports for YTDs
- Run and verify as 'good' PHAS01*
- Run and clear YTD Vacancy Board List/Clear*

* Must be done as close to Fiscal year end as possible!

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

VACANCY BOARD PROCESS

Move-out

- Creates work orders and loads work order numbers into the VB file with "0" for open.
- Status should be "4" in VB file.
- Changes status in VB to "1". (If MOD, changes to "0")
- Loads Maintenance Received Date, Date Vacated, Date Generated and Estimated Completion Date.
- Clears out Total Days, Maintenance, Occupancy and Management days (page 1 on VB menu).
- When the move-out work orders are completed and the VB update on the Work Order menu is run (BEFORE W/O UPDATE), it will change the status in the VB file to "C" for closed for each of the work orders. Then when the last of the work orders are completed it will change the status to "2" and load the Maintenance Finished Date and either Occupancy or Management Received Date which now makes the unit ready for move-in (without getting the VB message when moving in a resident).
- Calculates Maintenance YTD days.
- Calculates Maintenance days.

Move-in

- Changes the VB status to "4"
- It should be a "2" if moving in from Maintenance.
- It should be a "3" if moving in from Occupancy (Using Offers program on the Applications menu).
- Will load Date Leased, Management Finished Date (or Occupancy Finished Date).
- Calculates Management or Occupancy YTD days.

Transfers

- Handles transferred from unit as a vacant unit.
- VB Status in current unit should be "4" and vacant unit you are transferring to should be status "2" or "3" depending if you are using Occupancy department or not.
- Loads additional date of Transferred Out Date.
- Handles transferred to unit as a move-in unit.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 35 - OTHER MAINTENANCE

SELECTION 51. HUD-50058 (MTCS) OPERATIONS

AUG. 29, 2006 15:07:40		PORT #: 33
NEW HUD 50058 PROCESSING		WRIGHT COMPUTER SERVICES
-NEW HUD50058 OPERATIONS-		
*** APRIL 1, 2006 ***		
1. ADD HUD-50058 TO MTCS FILE		12. REPORT TO LIST 50058 DATA
2. HUD-50058 FILE MAINTENANCE		13. PURGE RECORDS FROM R1258 FILE
3. PRINT SELECTED HUD-50058s		
4. CREATE 50058 UPLOAD TEXT FILE		14. REPORT TO LIST 50058 BY TYPE
6. COPY 50058 TEXT FILE - DISKETTE		
8. COPY 50058 TEXT FILE - DIRECTORY		
10. HUD-50058 CORRECTION UTILITY		
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(XX)-Selection (B)ulletin E(X)it:

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

STEPS IN CORRECTING 50058'S AND INCREASING PERCENTAGES

1. Print 50058 error check list. This list will print ALL active family members that are missing important information for the 50058 such as SS#, birth date, race code, community service code (only 1-4 are now valid), etc. (For TAR #38 #39 #50) (For S/8 #50 #33)
2. Print list of active family members with invalid Social Security numbers. As of February, 2006, ALL family members must have a SS#. If they do not, then an Alternate ID number must be retrieved from PIC (for a limited amount of time). (For TAR #38 #39 #57) (For S/8 #50 #34).
 - ➔ You have MANY family members that are missing information and to avoid more fatal errors in NEW 50058's, you should print these reports out and correct them in the Family Member files.
 - ➔ You need to use the SS# Report in order to either get a SS# or AID# (from PIC) in order to avoid more fatal errors and also correct any fatal errors as a result of this new change.
3. Take each month, correct the error using the guide sent. You can either correct by correcting the family member file and then running the rent computations again using the same date as the original. OR you can correct the 50058 file and the Family Member file (if needed), change the "sent to MTCS" flag on page 4 of the 50058 Basic record and then sent this corrections. DO NOT PROCEED TO THE NEXT MONTH UNTIL ALL THE ERROR YOU CAN CORRECT ARE CORRECTED SINCE THEY BUILD ON EACH SUCH AS VACATES, MOVE-INS AND TRANSFERS.

Helpful Hints:

- ALL family members must have a race code AND ethnicity code.
- ALL family members in PHA/TAR much as a community service code of 1-4 (see 50058 for description of codes)
- ALL family members must have a VALID social security number or an AID number from PIC.
- When you process a transfer, you ONLY create a rent computation and 50058 on the NEW UNIT and use transaction type "7 = change of unit".
- The EFFECTIVE date on ALL move-ins, transfers and vacates must be their actual move-in, transfer or vacate date. (not first of month unless that is the actual date of transaction.)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

50058 Fatal Errors

Fatal Error 4006-PHA Code for tenant does not match with existing PHA Code in database.

Solution- Usually this means another PHA has not processed the EOP (end of participation). Take the "sent to MTCS" flag off and try re-sending until it accepts it. (You will not be able to do a Move-In 50058 and any other 50058's for this person UNTIL the other PHA processes their EOP 50058.

Fatal Error 4014-Project number does not exist for selected PHA.

Solution- Possibly related to above error 4006. Or a 50058 was processed on an OLD unit for a transfer instead of NEW unit. Double check actual resident that has the error.

Fatal Error 42- Head of Household or Former Head of Household SSN should be same as the one existing for this Building Number, Building Entrance number & Unit Number.

Solution- Usually the PREVIOUS household has not been reported to PIC as a vacate (EOP). You need to process and EOP for the previous resident using their vacate date or if transferred, process a rent computation/50058 as transaction type "7= change of unit".

Fatal Error 44-Building Number, Building Entrance Number & Unit Number should be vacant in case of New Admission, Historical Adjustment, or Other Change of Unit.

Solution- Usually the PREVIOUS household has not been reported to PIC as a vacate (EOP). You need to process and EOP for the previous resident using their vacate date or if transferred, process a rent computation/50058 as transaction type "7= change of unit".

Fatal Error 46-The submitted combination of Building Number, Building Entrance Number & Unit Number does not exist for selected development number.

Solution- Possibly related to above error 4006 and 4014. Or a 50058 was processed on an OLD unit for a transfer instead of NEW unit. Double check actual resident that has the error.

Fatal Error 4064-Program Type for tenant does not match with existing Program Type in database.

Solution- Either the Program type (1) on page 5, field # 19 is missing OR the resident is in another program in your PHA such as Section 8 and has not been vacated (EOP) from there.

Fatal Error 4166-SSN cannot equal 000000000, 111111111, 222222222, 333333333,

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

4444444444, 5555555555, 6666666666, 7777777777, 8888888888, 9999999999, 123456789, or 090909090

Solution- EVERY family member must a valid social security number OR an ALTERNATE ID NUMBER (AID) that you get from PIC (for a small period of time). Since February, 2006, '0" and "999999999" are not longer accepted for ANY family member including infants.

Fatal Error 4172-Required Household record for End of Participation could not be found.

Solution- Process a new EOP or rent computation/50058 for the vacated resident. Make sure you use the vacate date as the effective date.

Fatal Error 4174-No 50058 data for this Head of Household exist. At least one New Admission or Historical Adjustment record should be present for any other Action Types to be accepted.

Solution- Process a rent computation/50058 for the resident using the move-in date as the effective date. IF the move-in date is greater than 12 months, we suggest you use a transaction type "14 = historical" instead of " 1= Move-in".

Fatal Error 4200-MCSR must be a 4 when effective date minus date of birth is less than 18.

Solution- ALL family members in Tenant Accounting must have a community service code of 1-4. ALL family members that are less than 18 years old, elderly, handicapped or disabled should be a code 4. (Code 5 is not longer valid.)

Fatal Error-Meeting Community Service Requirement of Member must have value as one of 1,2,3,4.

Solution- ALL family members in Tenant Accounting must have a community service code of 1-4. ALL family members that are less than 18 years old, elderly, handicapped or disabled should be a code 4. (Code 5 is not longer valid.)

Fatal Error 42-MCSR must be 4 when relationship code is equal to 'F', 'Y', 'E', or 'L'.

Solution- ALL family members in Tenant Accounting must have a community service code of 1-4. ALL family members that are less than 18 years old, elderly, handicapped or disabled should be a code 4. (Code 5 is not longer valid.)

Fatal Error 4344- Income exclusion must be less than or equal to 7d.

Solution- Process the rent computation again. Make sure you enter WHOLE dollar figures for your annual amounts including assets.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Fatal Error 4956-PHA Code of PHA Administrating FSS Contract. If valued should be a valid PHA Code

Solution- *It is possible that the PHA code is incorrect in the 50058 file. You can correct it, change the "sent to MTCS" flag to "0" and resend the 50058.*

Fatal Error 4978-Employed Indicator must equal 'F', 'P' or 'N' when 17b or 17e equals 'E' or 'P'.

Solution- *FSS codes must be answered in the groups of "3" as seen in the BOX on the 50058. How you answer the first question, determines how the next 2 questions are answered or left blank. (see FSS chart)*

Fatal Error 5294-An SSN/AID cannot appear more than once in the same household.

Solution- *The 50058 has more than one family member with the same social security number. You will need to research the individual household, correct in both the family member file and 50058.*

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

JUN 5, 2006 11:21:55 PHAS WORKSHEET SYSTEM	PORT #: 5 WRIGHT COMPUTER SERVICES
----- INDICATOR SHEETS -----	
1. INDICATOR # 1-VACANCY RATE 2. INDICATOR # 3-UNCOLLECTED RENT 3. INDICATOR # 4-W/O PERFORMANCE 4. INDICATOR # 5-INSPECTIONS/HQS 6. INDICATOR # 6-FINANCIAL STATS 8. INDICATOR # 8-SECURITY/HIST.	11. TAR OPEN/HIST TRACKING LIST 12. BACKUP DETAIL FOR INDICATOR 3 15. SYSTEMS INSPECTIONS FILE
@ Copyright 1983 - 2006, Wright Computer Services, Inc.	

(XX)-Selection (B)ulletin E(X)it:

#11 - Can print any range of tenants, transaction codes and date range

For Example: Rent roll for November 2004

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SAMPLE WORKSHEET - INDICATOR #1

VACANCY RATE AND UNIT TURNAROUND TIME

STONE MOUNTAIN HOUSING AUTHORITY

DATES: 01/01/05-12/31/05

APP- UNIT	# DYS AVAIL	# TMS	# MOD DAYS	# DAYS EXEMPTED OTHER	YTD VACANT # DAYS	T/AROUND # DAYS	ADJUSTED T/AROUND # DAYS	VACANCY		*TURNAROUND*	
								ACT VAC %	RATE ADJ VAC %	ACT AVG DAYS	ADJ AVG DAYS
001-022G	365	0	0	0	45*	45	45	12.32%	12.32%	45.00	45.00
001-050D	365	1	0	0	45*	45	45	12.32%	12.32%	45.00	45.00
001-117A	365	1	0	0	45	45	45	12.32%	12.32%	45.00	45.00
01-01	16,060		0	15	1,980	1,980	1,965	12.32%	12.23%	32.45	32.21
02-0300	365	2	0	0	45	45	45	12.32%	12.32%	22.50	22.50
01-02	365		0	0	45	45	45	12.32%	12.32%	22.50	22.50
GRAND	16,425		0	15	2,025	2,025	2,010	12.32%	12.23%	32.14	31.90

#DYS AVAIL = This gets calculated based on the fiscal year end date versus the beginning date to use.

#TMS = This comes from field #6, pg 4 of the vacancy board file. This field is actually # of times vacant. The program recalcs that into # of times turned around.

#MOD DAYS = This comes from field #7, pg 4 of the vacancy board file. This field gets figured automatically when an ending date is entered into the vacancy board file. Field #9, pg. 4

#DAYS EXEMPTED OTHER - This comes from field #10, pg4 of the vacancy board file. It gets figured automatically when an ending date is entered into the vacancy board file, field #12, pg 4.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

===== HUD PHAS WORKSHEETS SYSTEM=====

WORKSHEET --- INDICATOR #1

ENTER FISCAL YEAR END (MMDDYY) 123105
ENTER BEG DATE TO USE (MMDDYY) 010105

ENTER BEGINNING AA-PP: 0001
ENTER ENDING AA-PP: 9999

DO YOU WANT WORKSHEET SUMMARY PAGE ONLY? (Y/N) N
ALIGN FORMS AND SELECT PRINTER: 9

(A)CCEPT (R)EJECT E(X)IT

This indicator pulls its information from the vacancy board (R10VB) and
the unit master (R10UI) files.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SAMPLE WORKSHEET ---- INDICATOR #1

SUMMARY TOTALS

DATES: 01/01/05 THRU 12/31/05

=====

COMPONENT #1

1.	Total # of ACC Units	45
2.	# of Units-Mod (Stat=1 or Type=2)	3
3.	# of Units-Non/Dwelling (Type=1)	0
	A. # Non/Dwelling Days	0
4.	# of Units-Uninhabitable (Stat=5)	0
	A. # Uninhabitable Days	0
5.	# of Units-Other Closed (Stat=3/4/EMP)	6
	A. # Deprogrammed Days	365
	B. # Employees' Units Days	1,825
6.	# of Units Exempted-Total	6
7.	# of Units Actually Available	39
8.	# of ACC Days Available (#1 * 365)	16,425
9.	# of Days Actually Available (#7 * 365)	14,235
10.	# of Vacant Days	2,025
	11. # of Days-Mod	0
	12. # of Days Other Exempted	15
13.	# of Vacant Days-Adjusted	2,010
14.	ACTUAL VACANCY RATE (#10/#9)	14.22%
15.	ADJUSTED RATE (#13/#9)	14.12%

=====

COMPONENT #2

16.	Total # Vacant Units Re-occupied	63
17.	# of Turnaround Days	2,025
18.	# of Turnaround Days-Adjusted	2,010
19.	Average # Days-Actual	32.14
20.	Average # Days-Adjusted	31.90
21.	Average # Days-Down Time	.63
22.	Average # Days-Make Ready	1.34
23.	Average # Days-Lease Up	.87

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

INDICATOR #1

General Description and definition:

There are two components to this indicator. Component #1 is vacancy percentage and progress in reducing vacancies. Component #2 is unit turnaround time. All HA's (housing authorities) are graded on component #1. If you score below a "C" on component #1, you will also be graded on component #2.

Documentation:

HA's **must** maintain records of their vacancies and turnaround time. The system should contain the following dates - vacated date, maintenance informed date, date unit ready for occupancy, and the new lease effective date. The HA is responsible for supplying all numbers relating to days available and eligible exemption days.

Additional records that can be used as a source: Rent register, HUD51234, HUD52295, HUD52564, modernization logs/budgets/schedules, census data; are some examples.

Methods of Calculation:

Component #1 - Vacancy rate is figured by using # of dwelling units avail*# of days available against the # of days the available units were vacant. For adjusted vacancy rate, you factor in the modernization and other exempt days. Remember that assessment days will not be the entire year if you had new property come on line during the assessment year.

Component #2-This includes all calendar days from one resident to the next. This calculates down time, make ready, and lease up time. The annual average is figured by counting total # days between the expiration of the lease, the moveout date, or the date the HA became aware that the resident moved out and the new lease effective date, for all units that were re-occupied during the assessment year. You then have an adjustment factor for mod and exempt.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Scoring:

Component #1 - Vacancy Rate

- A = An actual rate of 3% or less, **or** an adjusted vacancy rate of 2% or less
- B = An actual rate of >3% and <5% **or** an adjusted rate of >2% and <=3%.
- C = An actual rate of >5% and <=7% **or** an adjusted rate of > 3% and <=4% **or** the HA has reduced its actual vacancy rate by at least 15 percentage points within the last 3 years and has an adjusted rate of >5% and <=5%.
- D = An actual rate of >7% and <=9% **or** an adjusted rate of >4% and <=5% **or** the HA has reduced its actual rate by at least 10 percentage points and has an adjusted rate of >5% and <=6%.
- E = An actual rate of >9% and <=10% **or** an adjusted rate of >5% and <=6% **or** the HA has reduced its actual rate by at least 5 percentage points and has an adjusted rate of >6% and <=7%
- F = An actual rate of >10% **or** an adjusted rate >7% **or** an adjusted rate of >6% and <=7% and the HA has not reduced its actual rate by at least 5 percentage points.

Component #2 - Unit Turnaround Time

- A = The average # of calendar days between when a unit is vacated and the new lease takes effect for units re-occupied during the assessment year is <=20 calendar days.
- B = The average # of calendar days is > 20 and < = 25.
- C = The average # of calendar days is > 25 and < = 30.
- D = The average # of calendar days is > 30 and < = 40.
- E = The average # of calendar days is > 40 and < = 50.
- F = The average # of calendar days if > 50.

Note: You must report turnaround time, but you are only scored on it if your component #1 score is <C.

Please Note: Additional adjustments may be possible if the physical or neighborhood conditions apply.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

INDICATOR #2

General Description and Definition:

This measurement is to be made by HUD field offices. It will be excluded for any HA not doing modernization. There are five components:

- Component #1-Unexpended Funds Over 3 FFY's Old
- Component #2-Timeliness of Fund Obligations
- Component #3-Adequacy of Contract Administration
- Component #4-Quality of the Physical Work
- Component #5-Adequacy of Budget Controls

HUD certifies this indicator and therefore no worksheets were produced for this indicator.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

PHAS03

AUG 30, 2006

=====
HUD PHAS WORKSHEETS SYSTEM
WORKSHEET ---- INDICATOR #3

ENTER FISCAL YEAR END (MMDDYY) 123105

ENTER BEG DATE TO USE (MMDDYY) 010105

ENTER BEGINNING AA-PP: 0001

ENTER ENDING AA-PP: 9999

DO YOU WISH TO RESORT? (Y/N) Y

(A)CCEPT (R)EJECT E(X)IT A
CLEARING OLD SORT FILE

REBUILDING SORT FILE FROM R10HS FEB 12, 2006 14:23:35

REBUILDING SORT FILE FROM R10TA FEB 12, 2006 14:23:36

ALIGN FORMS AND SELECT PRINTER: _____

This program asks if you wish to resort. The only time you would say 'N' is if you
wanted to make sure it gave you the exact same results as last time you sorted.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

WORKSHEET --- INDICATOR #3

AREA PROJECT SUMMARY LISTING

-PP	PROJECT NAME	BALANCE PRIOR YEAR	CURRENT DWELL RENT	TOTAL RENT	CURRENT COLLECTIOIN	DWELL RENT WRITTEN OFF	CURRENT \$\$ REC-W/O	CURR. RENT UNCOLL.	%%
		12,505.80		71,354.40		-150.00		57,231.77	
-01	EDGEMONT ELMS LIMITED	895.17	58,848.60	17,999.17	-13,972.63	.00	-14,122.63	1,999.17	80.20%
-02	TEST PROJECT		1,1.00		.00		.00		100.00%
GRAND TOTAL		13,400.97	59,952.60	73,353.57	-13,972.63	-150.00	-14,122.63	59,230.94	80.74%

Balance Prior Year: This field adds the previous fiscal years figures together and determines what was still unpaid.

Current Dwelling Rent: This field adds up code 300's for all residents that got charged rent during this assessment year. If you had a 'negative rent' charge on The 1st day of the month, it is assuming it is a utility reimbursement and is ignoring that detail.

Total Rent: This field is prior year and current dwelling rent added together.

Current Collection: This field adds code 301's, as well as 101's and 1901's to the Extent of unpaid rent for a particular resident.

Dwell Rent Written Off: This field takes 1101's into account if it is written off rent that was written off and collected in this assessment year.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Current \$\$ Rec-W/Off: This field adds all 'collections' together.

Curr. Rent Uncollected: This field takes all collections from all charges and the
Result is what is left unpaid.

%%: This field displays the percentage of uncollected rent to total rent charged.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

WORKSHEET --- INDICATOR #3

THE BALANCE OF RENT UNCOLLECTED AS A PERCENTAGE OF RENTS TO BE COLLECTED

PHA: STONE MOUNTAIN HOUSING AUTHORITY

FYE: 12/31/05

1. Balance of rents uncollected at the end of the prior fiscal year	3,751.10
2. Current dwelling rents charges to residents in the current fiscal year 90,640.84	
3. Total dwelling rent to be collected	94,391.94
4. Collections received for dwelling rent reported in (3)	-92,555.28
5. Dwelling rent charges reported in (3) written off as collection losses during the current fiscal year AND COLLECTED DURING THE CURRENT FISCAL YEAR.	-25.00
6. Line 4 plus 5	-92,580.28
7. Rents uncollected for the current fiscal year (Line 3 - line 6)	1,811.66
8. (Line 7 divided by Line 3)	1.91%

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

INDICATOR #3

General Description and Definition:

This indicator has no individual components. It checks the balance of rents uncollected as a percentage of total rents to be collected.

Documentation:

Dwelling rents can be found in the monthly rent rolls for the 12 months of the fiscal year plus any prorated rent charged excluding utility reimbursements and retro rent. You also need the prior year's unpaid rent. Since it wants uncollected rent, we have to figure the paid and subtract from the owed.

Additional records that can be used as a source: HUD52295, HUD52595, HUD52599, Rent Rolls, Cash Receipts Journals, Charge Journals, G/L account 3110, are some examples. Please note: the PHMAP 7460.5 Guidebook page 4-1, part 4-2 specifically states a) that the prior year owed amount might be the C2 and C3 blocks from the HUD52295 and b) that the recurring monthly dwelling rent charges is **neither** the amount that would be block B3 on the HUD52295, nor the amount recorded in G/L account 3110, since that contains utility reimbursements credits (and perhaps retro rent).

Methods of Calculation:

Divide the total amount of rent uncollected during the assessed HA FY by the total amount of rent due during the year.

$$\frac{\text{Rent Uncollected}}{\text{Rent to be collected}} = \% \text{ dwelling rent uncollected}$$

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Scoring:

- A = The percent of dwelling rent uncollected in the immediate past fiscal year is $\leq 2\%$ of total dwelling rent to be collected.
- B = The percent is $> 2\%$ and $\leq 4\%$.
- C = The percent is $> 4\%$ and $\leq 6\%$.
- D = The percent is $> 6\%$ and $\leq 8\%$.
- E = The percent is $> 8\%$ and $\leq 10\%$.
- F = The percent is $> 10\%$.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT HISTORY/OPEN ITEM DETAIL FOR CERTAIN TRANSACTION CODES #11

ENTER BEGINNING DATE (MMDDYY): 010105
ENTER ENDING THROUGH DATE (MMDDYY): 123105

BEGINNING:

AREA	PROJ	UNIT	TENANT
00	00	0000	00

ENDING:

AREA	PROJ	UNIT	TENANT
99	99	ZZZZ	99

ENTER BEGINNING TRANS CODE: 300_
ENTER ENDING TRANS CODE: 301_

ALIGN FORMS AND SELECT PRINTER 10

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT OPEN ITEM AND HISTORY TRANSACTION LIST
 FOR: WRIGHT COMPUTER SERVICES, INC.
 DATES: 01/01/05 THRU 12/31/05
 CODES: 300 - 301 ** = IN OPEN ITEM

Feb 12, 2006

Page: 12

-UNIT TT	RESIDENT NAME	CLIENT	REF #	TRANS. DATE	AMOUNT	TRANS. CODE	RUNNING TOTAL
= 56127.20	0301-12051.43						
2-0300-03	GEORGE C WRIGHT	7	8382	3/01/05	\$ 276.00 DWELLING RENTAL**	300	\$ 276.00
			8592	6/01/05	\$ 276.00 DWELLING RENTAL**	300	\$ 552.00
			8875	6/01/05	\$ 276.00 DWELLING RENTAL**	300	\$ 828.00
			9481	10/01/05	\$ 276.00 DWELLING RENTAL**	300	\$ 11.00
0102 TOTAL AMOUNT = 11.00	TRANSACTION CODE TOTALS:						\$ 11.00
GRAND TOTAL AMOUNT: = 57231.20 0301=12051.43	TRANSACTION CODE TOTALS:						\$45179.77

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

PHAS INDICATOR #3

Rules of Calculation on Indicator #3:

The following calculations are done for a resident and the end results for that individual resident are added into the total.

For each resident, I take the following transactions into account - 300(rent) 301(rent payments) 101(unapplied cash) 1901(installment payments) 1100(collection loss charge) 1101(collection loss payment) 700(refund to resident) 300's negatives if dated day 01. Once I am done with that resident's details; I go to a routine that analyzes these totals for potential processing.

Prior Years Uncollected Rent = any 300's and 301's added together that are dated up through the last day of the previous year (i.e.: up through 12/31/96 if you are processing 01/01/97 - 12/31/97). If those net to negative or 0; I do not include this resident's prior year details in the prior year balance because he had no uncollected rent. If he has a positive balance after adding 300's and 301's, I then take 101's into account. I will use up to the amount of unpaid rent if they have that much in unapplied cash. If they still have a positive balance, I check to see if they had any code 1101's where they paid back any written off amounts. If I still have a positive balance, I finally look at 1901's and use up to the balance of unpaid rent if they have that much in paid installments. Whatever is left is finally the net balance of unpaid rent for that resident and it gets loaded into the overall total.

Current Dwelling Rent = any 300's that were charged during the current fiscal year (i.e.: this example would be 01/01/97 - 12/31/97). I have reincluded any negative rents that did not have corresponding refunds to match against.

Current Collection = any 301's that were collected during the current fiscal year. This includes any 101's and 1901's I was able to use as described in the prior years' definition.

Dwelling Rent Written Off and Collected = any 1101's if they had corresponding 1100's dated during this current fiscal year. That means they were both written off and collected in the current fiscal year.

Current Rent Uncollected: This is prior year+ current charges - current collection.

Overall % = Current rent uncollected / (prior year + current rent)

Explanations of Columns/Totals of Backup Detail Report:

AAPP-Client = This is the area, project, and client # of the resident. You are not used to referencing a resident by client #, so there will be a way to do a quick query and find that actual resident's name and account if you need to.

Ref/Inv = This is the reference # of the detail printed.

Date = This is the transaction date associated with that reference #.

Code = This is the transaction code associated with that reference #.

Rent Chrg - On the detail and TTL total lines are Code 300 amounts.

On the USED total lines are Code 300 amounts with negative 1st of the month rents that had no corresponding 700 amount **added back**.

Rent Pymt = On the detail and TTL total lines are Code 301 amounts.

On the USED total lines are Code 301 amounts + any 101 amounts and 1901 amounts that **were used** to offset the rent charge amount.

U/Cash = On the detail and TTL total lines are Code 101 amounts.

On the USED total line is the amount that **was used** as a collection against an owed rent charge.

Ins Pymt = On the detail and TTL total lines are Code 1901 amounts.

On the USED total line is the amount that **was used** as a collection against an owed rent charge.

Coll Pymt = On the detail and TTL total lines are Code 1101 amounts.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

On the USED total line is the amount that **was used** as a written off amount that was collected.

1st of Mth Neg Rents = On the detail and TTL total lines are Code 300 amounts that are negative and were dated the 1st of the month.

On the USED total line is the amount that stayed excluded from the rent charge total.

Comparison of Indicator #3 and Backup Detail:

On the backup report, if you run Detail Detail, you get individual details and then a total for that client/resident and then AA/PP totals and finally authority totals. If running detail detail, the following transactions will print - 300, 301, 101, 1901, 1100, 1101, 700. The 1100's will print in the COLL PYMT column with an * showing. That's to indicate that it doesn't add into the total. The 700's will print in the 1st of MTH NEG RENT column with an * showing. They also do not add into the totals. Both of these transactions show however because on Indicator #3 they are used in determining how much of the 1101's and the negative rent amounts get used versus ignored.

You will compare the USED total lines of each AA/PP total and/or the Authority total with Indicator #3.

The Used Prior line columns Rent Chrg + Rent Pymt should equal the balance prior year on PHMAP03. The next 3 columns on the Used Prior line indicate the amounts that got added into the rent payment column. The last column indicates how much negative rent date the 1st of the month stayed excluded from the prior year calculation.

The Used Current line column Rent Chrg should balance to the current dwelling rent column on Indicator #3. The Rent Pymt column should balance to the current collection column on Indicator #3. The next 2 columns indicate the amounts that were added into the rent payment column. The Coll Pymt column should balance to the Dwelling Rent Written Off column on Indicator #3.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

BACKUP DETAIL FOR INDICATOR #3

DATES: 01/01/05 - 12/31/05

Dec 9, 2006

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PP-CLIENT	RENT CHRG	RENT PYMT	U/CASH	INS PYMT	COLL PYMT	1 ST OF MTH RES RENTS
GRAND TOTALL PRIOR YRS:	107,550.13	-98,123.13	-1,282.00	-1,436.66	-125.00	-3,734.00
GRAND TOTAL CURRENT YR:	93,403.60	-94,360.01	-1,643.87	- 555.00	.00	-3,080.00
GRAND USED PRIOR YRS:	59,990.00	-51,733.55	- 571.00	- 936.66	-125.00	-3,420.00
GRAND USED CURRENT YT:	91,740.50	-95,073.20	- 524.07	- 25.00	.00	-1,437.00

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

END/BEGINNING OF MONTH PROCEDURES

REPORTS AND BALANCING FOR END OF MONTH

APPLY UNAPPLIED CASH (#31)
APPLY CREDIT MEMO (#32) (Run #24 Cash Receipts Journal and #26 Charge Journal to Clear)
BALANCE RENT ROLL (#38.32)
MONTHLY RENT CHANGE LISTING (#38.30)
TENANT BALANCE REPORT (#29)
DSO (#27) ALWAYS THE 31ST OF ALL MONTHS

WHEN TENANT BALANCE REPORT AND DSO ARE BALANCED WITH END OF MONTH DATES PROCEED:

END OF MONTH

CREATE RENT (DATE = 1st OF NEXT MONTH (#37.71)
CREATE AUTO BILLS (#37.72)
CREATE INSTALLMENTS (DATE= 1st OF NEXT MONTH (#37.73)
TENANT LEDGER (AS EOM) (#37.75)
DELINQUENCY REPORT (#38.23) [Optional]
52295 (#38.38.77)
TENANT BILLS/STATEMENTS (#37.74)
INTERFACE - CREATE G/L BATCHES #37. #88 #1/2

CANNOT GO BACK

TAR CUTOFF AND HISTORY UPDATE (#37.85)
UPDATE DSO (#37.87)

BEGINNING NEW MONTH

PRINT FUTURE BILLINGS LIST (#37.78) (Optional)
RELEASE FUTURE BILLINGS (#37.79)
(RELEASE DATE = 1st DAY OF NEXT MONTH)
PRINT AND UPDATE CHARGE JOURNAL FOR FUTURE CHARGES (#26)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

Unapplied cash

Applies in order of '31' record

A must for PHAs #3 – Uncollected rent

APPLY CREDIT MEMOS

Applies in order of '31' record

A must for PHAs #3 – Uncollected rent

Audit Trail – Option to omit vacates

RENT ROLL

Balance New Rents

MONTHLY RENT CHANGE LISTING

- w/new future rents

- prints from "Y" loaded during rent computation

- clear flag

- future rent listing 38.39

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

BALANCING THE TAR FROM THE TENANT BALANCE REPORT TO THE DSO TO THE GENERAL LEDGER BATCH:

(1) TENANT BALANCE REPORT (TBR)

Taking the balance from your previous TBR and adding and subtracting your current cash and charge journals will give the new balance of your current TBR.

(2) DSO

A = Current balance on TBR to 1st ending balance on DSO.

B = Security/Pet Deposit paid on TBR to Security Deposits ending balance plus Pet Deposits ending balance on DSO.

C = Installment balance on TBR to Installment accounts ending balance on DSO.

(3) GENERAL LEDGER BATCH

The batch created with the same data for the SAME DATES (whether ending for a week's work or another time span) will balance per project and project based accounts (such as 010000111101 corresponds with Project 1) to the DSO of that specific project and date.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

WRIGHT COMPUTER SERVICES
AS OF: 07/07/05

TENANT BALANCE REPORT

PAGE 1

AA-PP-UUUU-TT	-----TENANT NAME-----	STATUS	MONTHLY RENT	SEC/PET PAID	CURRENT BALANCE	03/07 RENT	UTILITY	OTHER	INSTALL. BALANCE	
01-01-022E-06	GREENE, JULIA		-35.00	.00	-175.00*	-175.00	.00	.00	.00	
01-01-022F-03	BRYSON, EUNICE		214.00	.00	518.00	754.00	.00	-236.00	303.00	
01-01-022H-03	FEETS, JOHN		316.00	.00	1580.00	1580.00	.00	.00	.00	
01-01-023B-01	WRIGHT, GEORGE		208.00	100.00	960.00	960.00	.00	.00	.00	
01-01-050B-01	COWAN, SUSAN	-VAC-	.00	41.00	221.00	498.00	.12	-277.00	.00	
01-01-055A-01	WRIGHT, GEORGE		265.00	.00	1325.00	1325.00	.00	.00	.00	
01-01-055A-02	WRIGHT, PAUL		319.00	-125.00	420.00	861.00	.00	-441.00	.00	
** PROJECT TOTALS -CURRENT: 85			13516.50	5755.00	649.14	61591.58	2661.91	-2.35	1064.05	
52295: * CRED BAL=				64742.37	62124.58	2593.14	24.65			
** PROJECT TOTALS -VACATED: 8			184.00	-259.00	1649.64	1590.00	88.64	-29.00	0.00	
52295:				1649.64	1590.00	88.64	-29.00			
** PROJECT TOTALS **			93	13700.50	-6014.00	65698.78	63181.58	2750.55	-233.35	1064.05
52295: *CRED BAL=				66392.01	63714.58	2681.78	-4.35			
				(B)	(A)	(C)				

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TAR085

**ANYTOWN HOUSING AUTHORITY
DAILY STATEMENT OF OPERATIONS (CURRENT MONTH)
FOR THE PERIOD ENDED 7/31/05**

PROJECT NO. US001-01-01 EDGEMONT ELMS LIMITED

	<u>BALANCE BEG-PERIOD</u>	<u>TRANSACTIONS - 7/31/95</u>			<u>BALANCE RND-PERIOD</u>
		<u>DEBIT</u>	<u>CREDIT</u>	<u>NET</u>	
TENANTS ACCOUNTS RECEIVABLE:					
BEGINNING BALANCE	14756.82	.00	.00	.00	14756.82
CHARGES:					
DWELLING RENTAL	62734.00	.00	.00	.00	62734.00
EXCESS UTILITIES	.00	.00	.00	.00	.00
NON-DWELLING RENT	.00	.00	.00	.00	.00
TRANSFERS TO/FROM PROJECTS	-290.00	.00	.00	.00	-290.00
REFUNDS TO TENANTS	.00	.00	.00	.00	.00
RETURNED CHECKS	.00	.00	.00	.00	.00
COURT COSTS	.00	.00	.00	.00	.00
MISCELLANEOUS	-300.00	.00	.00	.00	-300.00
MAINTENANCE CHARGES	-75.00	.00	.00	.00	-75.00
LATE CHARGES	-20.00	.00	.00	.00	-20.00
RETROACTIVE RENT CHARGES	195.50	.00	.00	.00	195.50
AUTO CHARGE #1	.00	.00	.00	.00	.00
AUTO CHARGE #2	.00	.00	.00	.00	.00
AUTO CHARGE #3	.00	.00	.00	.00	.00
AUTO CHARGE #4	.00	.00	.00	.00	.00
AUTO CHARGE #5	.00	.00	.00	.00	.00
TOTAL CHARGES	62244.50	.00	.00	.00	62244.50
CREDITS:					
CASH RECEIPTS	-11202.54	.00	-100.00	-100.00	-11302.54
COLLECTION LOSSES	.00	.00	.00	.00	.00
TRANSFERS FROM/TO SECURITY DEPOSITS	.00	.00	.00	.00	.00
TRANSFERS TO/FROM PET DEPOSITS	.00	.00	.00	.00	.00
TRANSFERS TO/FROM CHAPTER 13	.00	.00	.00	.00	.00
TRANSFERS TO/FROM INSTALLMENTS	.00	.00	.00	.00	.00
TOTAL CREDITS	-11202.54	.00	-100.00	-100.00	-11302.54
NET TOTAL	511.96	.00	-100.00	-100.00	50941.96
ENDING BALANCE	65798.78	.00	-100.00	-100.00	65698.78<-(A)
SECURITY DEPOSITS:					
BEGINNING BALANCE	-5889.00	.00	.00	.00	-5889.00
SECURITY DEPOSIT RECEIPTS	-100.00	.00	.00	.00	-100.00
TRANSFERS TO/FROM TENANTS RECEIVABLE	.00	.00	.00	.00	.00
ENDING BALANCE	-5989.00	.00	.00	.00	-5989.00<-(B)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TAR085

ANYTOWN HOUSING AUTHORITY
 STATEMENT OF OPERATIONS (CURRENT MONTH)
 FOR THE PERIOD ENDED 7/31/05
 (CONTINUED)

PROJECT NO. US001-01-01 EDGEMONT ELMS LIMITED

	<u>BALANCE</u> <u>BEG-PERIOD</u>	<u>TRANSACTIONS - 7/31/95</u>			<u>BALANCE</u> <u>END-PERIOD</u>
		<u>DEBIT</u>	<u>CREDIT</u>	<u>NET</u>	
PET DEPOSITS:					
BEGINNING BALANCE	-25.00	.00	.00	-25.00	
PET DEPOSIT RECEIPTS	.00	.00	.00	.00	.00
TRANSFERS TO/FROM TENANT RECEIVABLE	.00	.00	.00	.00	.00
ENDING BALANCE	-25.00	.00	.00	.00	-25.00<-(B)
CHAPTER 13 ACCOUNTS:					
BEGINNING BALANCE	.00	.00	.00	.00	.00
TRANSFERS FROM/TO TENANT RECEIVABLE	.00	.00	.00	.00	.00
ENDING BALANCE	.00	.00	.00	.00	.00
INSTALLMENT ACCOUNTS:					
BEGINNING BALANCE	1064.05	.00	.00	.00	1064.05
TRANSFERS FROM/TO TENANTS RECEIVABLE	.00	.00	.00	.00	.00
ENDING BALANCE	1064.05	.00	.00	.00	1064.05<-(C)
NET RECEIVABLES & SECURITY DEPOSITS	60848.83	.00	-100.00	-100.00	60748.83

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TO GET DSO IN BALANCE TO TENANT BALANCE REPORT

1. Print Tenant Balance Report as of the end of the current month.
(#29 on TAR menu)
2. Print DSO as of the end of the same month but always using the 31st no matter what month you are printing.
(example:02-31-05) (#27 on TAR menu)
3. Take the difference of the TBR and DSO and post to the beginning balance code in the DSO per project. You will post to month "2" which is for current month (month "1" is prior month) (#39 #4 on TAR menu)

Beginning balance codes:

0001 = Regular balance
0002 = Security Deposit balance
0016 = Pet Deposit balance
0019 = Installment balance

When you post, you can either replace the balance in the beginning balance field or you can enter the difference in DAY 1 Debit/Credit.

4. Reprint the DSO and TBR as in steps 1 & 2 to make sure they are balanced. If not,
repeat step 3.
5. IF you are interfacing to the General Ledger, you must adjust with a "JV" the amount that you are adjusting to DSO.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

SELECTION 37 - MONTHLY PROCEDURES

AUG. 29, 2006	11:21:55	PORT #: 5
TENANT MONTHLY PROCEDURES		WRIGHT COMPUTER SERVICES
<p>----- BEGINNING OF MONTH -----</p> <p>70. TENANT LEDGER BALANCE ONLY</p> <p>71. CREATE RENTAL TRANSACTIONS</p> <p>72. CREATE AUTO BILL TRANSACTIONS</p> <p>73. CREATE INSTALLMENT TRANSACTIONS</p> <p>74. PRINT TENANT STATEMENTS</p> <p>75. PRINT TENANT LEDGER</p> <p>76. CREATE LATE CHARGE TRANSACTIONS</p> <p>77. PRINT TENANT LATE CHARGE LETTERS</p> <p>78. FUTURE BILLINGS LIST ONE DAY</p> <p>79. FUTURE BILLINGS LIST AND RELEASE</p>		
<p>----- NEGATIVE RENT PROCESSING ---</p> <p>80. BUILD/PRINT NEGATIVE CHECK FILE</p> <p>81. EDIT/CORRECT NEG. CHECK FILE</p> <p>82. PRINT NEG. RENT LISTING</p> <p>83. PRINT NEG. RENT CHECKS</p> <p>84. PRINT CHECK REGISTER & UPDATE</p> <p>----- END OF MONTH -----</p> <p>85. T.A.R. CUTOFF & HISTORY UPDATE</p> <p>86. PRINT D.S.O. FOR THE MONTH</p> <p>87. UPDATE DAILY STMT OF OPERATIONS</p> <p>88. GENERAL LEDGER INTERFACE</p> <p>----- HOMEBUYERS -----</p> <p>89. HOMEBUYER PROCESSING</p>		
@ Copyright 1983 - 2006, Wright Computer Services, Inc.		

(XX)-Selection (B)ulletin E(X)it:

----- BEGINNING OF MONTH -----

70. TENANT LEDGER BALANCES ONLY
-
-
-
71. CREATE RENTAL TRANSACTIONS
-
- Rent = Future File**
-
- Restart**
-
72. CREATE AUTO BILL TRANSACTION
-
- Ex: Auto charges for lawn, cable, A/C, refrigerator**
-
- Also: HAP rents, adjustments to "regular rent"**
-
73. CREATE INSTALLMENT TRANSACTION
-
- Monthly charges – reduces installment balance**
-
- Reduces TBR**
-

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

74. **PRINT TENANT STATEMENTS**

Statement mailers

1st part statements

8-1/2 x 11 letter - bills

OPTIONS: "Balance forward"

Prints "other charges" only - not rent

75. **PRINT TENANT LEDGER**

Reads future file up to ending date

- Beginning date - enter for all tenant's charges

- Ending date - closing date of month or 1st of next month to match statements

85. **TAR CUTOFF & HISTORY UPDATE**

- With same reference # = 0

- Overall balance = 0

- Vacates - updates balances & collection loss

87. **UPDATE DAILY STMT.OF OPERATIONS**

Shifts ending and beginning balances

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

REPORT OF TENANTS ACCOUNTS RECEIVABLE (TARS) HUD-52295

A. Basic Identification Data

ANYTOWN HOUSING AUTHORITY
3050 AMWILER ROAD
ATLANTA, GA 30360

2. Type of Program	3. Total Units Avail	4. Project No.
PHA Owned-Rental Housing	92	US00101

5. Fiscal Yr Beg Date	6. Report End Date
1/01/05	7/07/05

B. Charges to Tenants	1. # Units-TIP	2. Ttl Chrgs	3. D/Rent	4. R/Rent	5. Exc Util	6. Addl Chrgs
	75	15,363.50	14,823.50	115.00	.00	425.00

C. Receivables	# Accts	D/Rent	R/Rent	Exc Util	Addl Chrgs	Total Amts
TIP: One Month or Less Delinq. Over One Month Delinq.	0 ⁽²¹⁾	.00 ⁽¹⁾	.00 ⁽²⁾	.00 ⁽³⁾	.00 ⁽⁴⁾	.00 ⁽⁵⁾
65,806.42 ⁽¹⁰⁾	75 ⁽²²⁾	62,124.58 ⁽⁶⁾		822.50 ⁽⁷⁾	2,593.14 ⁽⁸⁾	266.20 ⁽⁹⁾
TOTAL	75 ⁽²³⁾					65,806.42 ⁽¹⁹⁾
Vacated TAR	4 ⁽²⁴⁾	1,590.00 ⁽¹¹⁾	30.00 ⁽¹²⁾	88.64 ⁽¹³⁾	-59.00 ⁽¹⁴⁾	1,649.64 ⁽¹⁵⁾
TOTAL	79 ⁽²⁵⁾					67,456.06 ⁽¹⁶⁾

D. TARs	# Accts	Balances
Undr Formal Repay Agreement	4	1,064.05 ⁽¹⁷⁾
Undr Formal Repay w/Payments Up-to-Date	4	1,064.05 ⁽²⁰⁾
Excluding Amts Coverd by Formal Up-to-Date Repay Agreement	71	64,742.37 ⁽¹⁸⁾

E. Percentage Analysis	TIP A/R
1. % of Accts Delinq to # of TIP's	100.00%
2. % of Amt Delinq to Ttl Chrgs	428.32%
3. % of Amt Delinq to Chrgs for Cur D/Rent	443.93%
4. % of D/Rent Rec to Chrgs for Cur D/Rent	0.00%
5. % of Amt Delinq (excluding amts covered up-to-date repay agreement) to Ttl Chrgs	421.40%

F. Collection LOSSES	1. Amt Chrgd-Current	2. Amt Chrgd YTD
	.00	.00

Note: (F1) Transaction codes 1100's, from the open item file within date range given (not history).
(F2) All in open item file for previous month's and all 1100's in history file for this fiscal year.

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

HOW TO BALANCE THE HUD 52295

Section B: B2 through B6 should equal the charges on the first page of the DSO - with the authority totals.

Note: Each project may not balance exactly because of transfers. The DSO is a daily report. If a resident transfers after a charge is incurred on the computer, then all of the resident's details go to the new project the resident transferred to. However, the detail in the DSO stays in the project that charge was incurred in.

Note: You can also balance Section B with the charge journals from the month.

Section C: C1 + C6 (includes installment balances that are coded 'DR') = B off the TBR. (Dwelling Rent + the amount of installment balances that are coded 'DR'.)

C3 + C8 (includes installment balances that are coded 'EU') = C off the TBR. (Excess Utilities + the amount of installment balances that are coded 'EU'.)

C2 + C7 + C4 + C9 (includes installment balances that are coded 'RR' or anything other than the above codes) = D and E off the TBR. (Retro Rent + the rest of the installment balances not included above.)

*C5 + C10 (includes installment balances) = A + E off the TBR.

C11 = G off the TBR.

C13 = H off the TBR.

C12 + C14 = I off the TBR.

*C15 = F off the TBR.

C16 = K + O off the TBR.

Note: Running an installment agreement listing will allow you to know what installments go where.

Section D: *D17 = O off the TBR or the grand total balance on the installment agreement list.

D18 = C19 - D20.

Section E: E1 = C23 / B1
E2 = C19 / B2
E3 = C19 / B3
E4 = (C1 + C2) / (B3 + B4)
E5 = D18 / G B2

* TO BALANCE TBR TO 52295 OVERALL

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TAR135

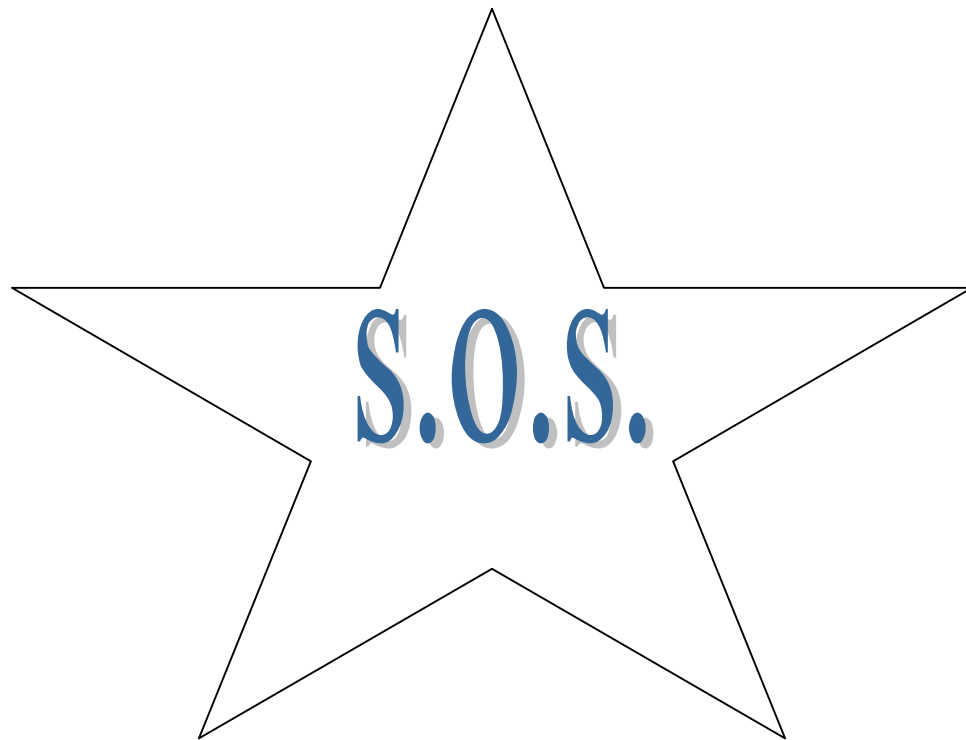
WEST POINT HOUSING AUTHORITY

LISTING OF INSTALLMENT AGREEMENTS
AS OF: JUL 10, 2006 15:43:17
PROJECT: 01-01 EDGEMONT ELMS LIMITED

PAGE: 1

TRANS CODE	TYPE AGREE	UNIT NO.	TENANT NO.	AGREE. NO.	TENANT NAME	AGREE DATE	EXPIRE DATE	AGREE TOTAL	MONTHLY PAYMENT	NO. OF MONTHS	BALANCE REMAINING
1900	SD	006C	07	01	BETTY R WILLIAMSON	10/06/94	12/31/	20.00	10.00	1	10.00
1900	RR	007E		01	MARY LEWIS	01/25/92	05/01/02	346.58	110.00	3	324.00
1900		015E		01	RUTH L CHEEKS	08/01/88	12/31/03	732.00	20.33	36	427.05
1900	RR	022F	03	01	EUNICE BRYSON	01/25/94	03/01/	99.00	33.00	3	33.00
1900	RR	022F	03	02	EUNICE BRYSON	12/01/89	09/30/02	150.00	15.00	10	160.00
1900	RR	022F	03	03	EUNICE BRYSON	05/12/89	10/01/	120.00	10.00	12	110.00
PROJECT TOTALS								1,467.58	198.33		1,064.05

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK



System Operations and Solutions

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

PROCESS PROBLEMS AND SOLUTIONS

(1) Charging futures - restart - "double on reports"

1) Delete charge journal and re-create

2) Delete double charges from open items & DSO

(2) Releasing futures - stop - 3720 - V2 = 5

1) Expand (not rebuild) TARSF

TARSF. DIR (2) before releasing or printing statements

(3) Query or report - same tenants shows up more than once

Rebuild tenant directories

(4) Negative rents do not show up on tenants' accounts

Charge journal probably not printed or updated (or futures file)

(5) DSO will not run

1) Kill TARDOS PP PP = port #

2) Run DSO again

or new proj - create DSO #39.0 quickly 1 & 2

(6) Rent change before creating rent charges (future and charge journal files)

1) Edit future rent charge file 37.57

or 2) Restart/re-create rents - same dates

or 3) Change charge journal file before update 37.56

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

(7) Transactions printing on wrong tenant.

TARSF.DIR2

(8) Trying to print - Err 76.

"Someone" using printer or Tenant Master file.

(9) Rent computation is incorrect:

- (1) Family member #1 must be the only family member with a relationship code of 20.
- (2) Birthdate of each family member must have the complete year included (ex: 03141956)
- (3) Field for rent calculation percentage should be 30.
- (4) 10% rule: rent cannot be less than 10% of family income (prior to deductions.)
- (5) Check to see if assigned rent, flat rent or ceiling rent has an amount.

(10) Report "stuck" when printing tenant reports.

"someone" in file like Tenant Master

(11) Error 28 (Futures file).

Bad date in transaction

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

(12) Error 28 Print Family Member Reports

; V1\$ to find family member with bad date or missing data

OR V\$ V2\$ (or V\$ or V2\$)

(13) Stop 3030 Printing Cash Receipts Journal.

Call WCS

Resident with >20 req # to same charge

- clean up to avoid..

(14) Escaping out of reports.

Turn printer off 1st

Control D & C

Turn printer back on to clear buffer (memory)

(15) Stop 3080 releasing futures.

TARSF.DIR(2) BEFORE releasing

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

4 STEPS TO CORRECT STOP 3790 (V2=5) ON WINDOW RECEIPT POSTING

1. At a pound sign type # KILL 3/TARWI11.OLD
(If "not found", continue to Step 2)

2. At a pound sign type # CHANGE 3/TARWI11

NEW NAME? TARWI11.OLD
--->RETURN THROUGH REST OF QUESTIONS
UNTIL YOU ARE AT A POUND SIGN.

3. # 1 ON MAIN MENU (SYSTEMS CONTROL)

2 ALLOCATE FILES
FILE NAME ? TARWI
of RECORDS? 500

(when it asks for file name again hit enter until you are back at pound sign)

4. At a pound sign type in # TARWI.EXP

(when it goes back to a pound sign, with no stops, you are finished and ready to post window receipts again)

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT APPLICATIONS SYSTEM

TENANT APPLICATIONS SYSTEM

```
AUG. 29, 2006      11:21:55                                PORT #: 5
M A I N   M E N U                                WRIGHT COMPUTER SERVICES
1. SYSTEM CONTROL
----- ACCOUNTING -----
2. ACCOUNTS PAYABLE
3. PAYROLL / PERSONNEL
4. GENERAL LEDGER / FINANCIALS
5. PURCHASING
----- MAINTENANCE -----
6. MAINTENANCE WORK ORDERS
7. INVENTORY CONTROL
8. LAND, STRUCTURES & EQUIPMENT
9. PREVENTATIVE MAINTENANCE
----- OCCUPANCY -----
10. TENANT ACCOUNTING & MANAGEMENT
11. SECTION 8 ACCOUNTING
12. TENANT APPLICATIONS
----- OFFICE AUTOMATION -----
13. WORD PROCESSING
14. REPORT GENERATOR
15. SPREADSHEET
16. PHMAP REPORTING
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```

(XX)-Selection (B)ulletin E(X)it: 12

SELECTION 12. TENANT APPLICATIONS

TENANT ACCOUNTS RECEIVABLE TRAINING WORKBOOK

TENANT APPLICATIONS SYSTEM

TENANT APPLICATIONS SYSTEM

AUG. 29, 2006 11:21:55 M A I N M E N U		PORT #: 5 WRIGHT COMPUTER SERVICES
1. SYSTEM CONTROL ----- ACCOUNTING ----- 2. ACCOUNTS PAYABLE 3. PAYROLL / PERSONNEL 4. GENERAL LEDGER / FINANCIALS 5. PURCHASING ----- MAINTENANCE ----- 6. MAINTENANCE WORK ORDERS 7. INVENTORY CONTROL 8. LAND, STRUCTURES & EQUIPMENT 9. PREVENTATIVE MAINTENANCE	----- OCCUPANCY ----- 10. TENANT ACCOUNTING & MANAGEMENT 11. SECTION 8 ACCOUNTING 12. TENANT APPLICATIONS ----- OFFICE AUTOMATION ----- 13. WORD PROCESSING 14. REPORT GENERATOR 15. SPREADSHEET 16. PHMAP REPORTING	
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(XX)-Selection (B)ulletin E(X)it:

SELECTION 12. TENANT APPLICATIONS

TENANT APPLICATIONS TRAINING WORKBOOK

AUG. 29, 2006 11:21:55		PORT #: 5
APPLICATION/WAITING LIST MENU		WRIGHT COMPUTER SERVICES
<p>----EXPAND FILES----</p> <ol style="list-style-type: none">1. SCAN FOR APPLICANT2. APPLICANT MASTER3. APPLICANT FAMILY MEMBER4. APPLICANT EMPLOYER5. PRINT AN APPLICATION6. QUERY PRORATED MOVE-IN RENT7. BARRED FROM PHA FILE <p>-----APPLICANT PROCESSING-----</p> <ol style="list-style-type: none">10. APPLICANT QUERY11. POST OFFERS/REFUSALS12. RENT COMPUTATIONS - PHA13. MOVE IN APPLICANT TO TEN. ACCTS.REC.14. MOVE IN APPLICANT TO SECTION 815. CALCULATE NEW POSITION/PRIORITY16. RENT COMPUTATIONS - S/817. RENUMBER FAMILY MEMBERS18. BARRED FILE QUERY19. BARRED FILE LIST	<p>--- REPORTS/LETTERS ---</p> <ol style="list-style-type: none">21. PRE-SORT UTILITY FOR REPORTS22. APPLICATIONS REPORTING UTILITY23. APPLICATIONS BY BEDROOM SIZE, PRIORITY, DATE, TIME24. STATISTICS - APPLICANTS HOUSED25. PRINT ADMISSIONS LOG26. OUTSTANDING OFFERS REPORT27. APPLICATIONS LABEL UTILITY28. APPLICATION OPTIONS LISTINGS31. APPLICATION UPDATE LETTER32. APPLICATION REJECTION LETTER33. APPLICATION NEEDED LETTER34. APPLICATION ELIGIBLE LETTER35. PHA SELECTION LETTER36. S/8 SELECTION LETTER <p>39. SPECIAL FUNCTIONS</p> <ol style="list-style-type: none">40. ON-LINE APPLICATION	
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(XX)-Selection (B)ulletin E(X)it:

-----FILE MAINTENANCE-----

TENANT APPLICATIONS TRAINING WORKBOOK

-SCAN-

(By Social Security #)

WRIGHT COMPUTER SERVICES, I APPLICANT CHECKER

ENTER SOCIAL SECURITY # TO 'SCAN': 255986868

ENTER LAST NAME TO 'SCAN': _____*

SOCIAL SECURITY # CHECK FOR: 255-98-6868

IN FILE -----NAME-----

OTHER INFO

TENANT CLARK D KENT
TAR VAC CLARK D KENT
16.80

TEN#: 01-01-013F-03 VAC
TEN#: 01/01/013F/03 BAL: -

APPLIC. CLARK D KENT
S8=2

APPLICATION #: 10008 PHA = 2

SECT. 8 CLARK D KENT
VAC

SECT. 8 CERT. #: E0010001

END OF SCAN "RETURN" TO CONTINUE E(X) IT:

TENANT APPLICATIONS TRAINING WORKBOOK

-SCAN-
(Alphabetically)

WRIGHT COMPUTER SERVICES, I APPLICANT CHECKER

ENTER SOCIAL SECURITY # TO 'SCAN': _____

ENTER LAST NAME TO 'SCAN': KENT _____*

SOCIAL SECURITY # CHECK FOR:

SCAN FOR MATCH ON: KENT

APPLICANT FILE 3/R10AM87

=====

CLARK	D KENT	APPLICANT #:	10008	PHA= 2	S8= 2
-------	--------	--------------	-------	--------	-------

END (1) - CONT. SEARCH (2) = EXIT (3) = NEXT FILE: 3

TENANT APPLICATIONS TRAINING WORKBOOK

SOCIAL SECURITY # CHECK FOR: 255-98-6868
SCAN FOR MATCH ON: KENT TAR TENANT FILE 3/R10TR87

=====

CLARK D KENT TEN#: 01-01-013F-03 VAC

END (1)=CONT. SEARCH (2)=EXIT (3)=NEXT FILE: 3

SOCIAL SECURITY # CHECK FOR: 255-98-6868
SCAN FOR MATCH ON: KENT TAR VACATED FILE 3/R10VT87

=====

CLARK KENT SOCIAL SECURITY #: 255-98-6868 BAL: =
16.80

END (1)=CONT. SEARCH (2)=EXIT (3)=NEXT FILE: 3

TENANT APPLICATIONS TRAINING WORKBOOK

SOCIAL SECURITY #CHECK FOR: 255-98-6868

SCAN FOR MATCH ON: KENT SECTION 8 TENANT FILE 3/S80TR83

=====

CLARK	KENT	CERTIFICATE #:	E0010010	VAC
CLARK	KENT	CERTIFICATE #:	E0010001	VAC

END (1)=CONT. SEARCH (2)=EXIT (3)=NEXT FILE: 3

SOCIAL SECURITY #CHECK FOR: 255-98-6868

SCAN FOR MATCH ON: KENT SECTION 8 VACATED FILE 3/S80VT83

=====

CLARK	KENT	CERTIFICATE #:	E0010010	BAL:	.00
-------	------	----------------	----------	------	-----

END (1)=CONT. SEARCH (2)=EXIT:

TENANT APPLICATIONS TRAINING WORKBOOK

PHA INSTRUCTIONS FOR VOUCHER ISSUANCE AND EXPIRATION

```

AUG. 29, 2006      11:21:55                                PORT #: 35
NEW SECTION 8 MENU                                         WRIGHT COMPUTER SERVICES
-----FILE MAINTENANCE -----
1. AUTHORITY/PROJECT
2. LANDLORD/OWNER
3. CERTIFICATE FILE
4. TENANT MASTER FILE
5. FAMILY MEMBER/EMPLOYER FILE
6. CHANGE FAIR MARKET RENT
7. RENT COMPUTATIONS
8. VOUCHER ISSUANCE/CANCELLATION
9. LANDLORD FACTOR FILE
10. OTHER FILE MAINTENANCE
-----QUERYS-----
20. TENANT QUERY
21. LANDLORD/OWNER QUERY
22. COLLECTION LOSS QUERY
23. CERTIFICATE/UNIT QUERY
24. INTERIM FILE QUERY
25. ALPHA/SS# FAMILY MEMBER QUERY

-----CHECK PROCESSING-----
30. BALANCE REPORT
31. BUILD PAY RECORD FILE
32. PRINT TO BE PAID REGISTER
33. PRINT CHECKS
34. PRINT CHECK REGISTER
35. UPDATE DETAILS TO HISTORY
37. ENTER MANUAL CHECKS
38. ENTER VOIDE CHECKS
-----OTHER SYSTEMS/RPTS/LTRS-----
40. OTHER RELATED SYSTEMS
50. SECTION 8 REPORTS
60. SECTION 8 LETTERS
70. UTILITIES

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(XX)-Selection (B)ulletin E(X)it:

On the NEW SECTION 8 MENU you will find a selection entitled "VOUCHER ISSUANCE/CANCELLATION" (Selection #8 above). This selection is for the purpose of preparing the required HUD-50058 to report the issuance or expiration of a Voucher (HUD-50058) Item 2a. Type of Action 10 or 11) when the person being issued the Voucher or for whom the Voucher has expired is not a housed tenant (an applicant only). BEFORE SELECTING THIS OPTION, THE PHA should have the applicant set up under TAP MENU, Selection #2, Format #2 which is entitled "ISSUANCE/CANCELLATION-VOUCHER". The applicant family members should also be set up so that they will be available for the HUD-50058 processing.

```

AUG. 29, 2006      11:21:55                                PORT #: 35
APPLICATION/WAITING LIST MENU                               WRIGHT COMPUTER SERVICES
-----FILE MAINTENANCE-----
1. SCAN FOR APPLICANT
2. APPLICANT MASTER FILE
3. APPLICANT FAMILY MEMBER FILE
4. APPLICANT EMPLOYER FILE
5. PRINT AN APPLICAIION
6. QUERY PRO-RATED MOVE-IN RENT
7. BARRED FROM PHA FILE
--APPLICANT PROCESSING--
9. CALC PRIORITY (PHA & S/8)
10. APPLICANT QUERY
11. POST OFFERS/REFUSALS
12. RENT COMUTATIONS
13. MOVE IN APPLICANT TO T.A.R.
14. MOVE IN APPLICANT TO SECT. 8
15. CALC. NEW POSITION/PRIORITY
16. PRINT APPLICAT. [8 ½ X 11]
17. RENUMBER FAMILY MEMBERS
18. BARRED FILE QUERY
19. BARRED FILE LIST

-----REPORTS/LETTERS-----
21. PRE-SORT UTILITY FOR REPORTS
22. APPLICATION REPORTING UTILITY
23. APPLICATIONS BY BEDROOM SIZE,PRIORITY,
    DATE & TIME
24. STATISTICS - APPLICANTS HOUSED
25. PRINT ADISSIONS LOG
26. OUTSTANDING OFFERS REPORT
27. APPLICATIONS LABEL UTILITY
28. APPLICATION OPTIONS LISTING
31. APPLICATION UPDATE LETTER
32. APPLICATION REJECTION LETTER
33. INFORMATION NEEDED LETTER
34. APPLICATION ELIGIBLE LETTER
35. PHA SELECTION LETTER
36. SECTION 8 SELECTION LETTER
39. SPECIAL FUNCTIONS
40. ON-LINE RECERTIFICATION

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TENANT APPLICATIONS TRAINING WORKBOOK

PHA INSTRUCTIONS FOR VOUCHER ISSUANCE AND EXPIRATION

From the APPLICATION/WAITING LIST MENU (shown above), select number 2 (APPLICANT MASTER FILE). The following screen will appear:

AUG. 29, 2006 11:21:55
NEW SECTION 8 MENU

PORT #: 35
WRIGHT COMPUTER SERVICES

-----APPLICATION SYSTEM-----

1. APPLICATION MASTER
2. ISSUANCE/CANCELLATION VOUCHER

(CR) SELECT E(X)IT: _____

Select number 2 (ISSUANCE/CANCELLATION-VOUCHER), and this next screen will appear:

TENANT APPLICATIONS TRAINING WORKBOOK

MAINT: ISSUANCE/CANCELLATION-VOUCHER EDIT PAGE: 1 OF 1 PORT: 32
=====

1. APPLICATION #	= 10008	21.NO. OF MINORS	= 0
2. LAST NAME	= KENT	22.NO. OF WORKERS	= 0
3. FIRST NAME	= CLARK	23.VCHR NO. ISSUED	=
4. MIDDLE INITIAL	= D	E0010001	
5. CUR. ADDRESS #1	= 222	24.VCHR ISSUE DATE	=
APPLETREE DR.		05/03/05	
6. CUR. ADDRESS #2	=	25.VCHR CANCEL DATE	= / / 0
7. CUR. CITY/STATE	= ATLANTA, GA	26.VCHR LEASE DATE	= /
8. CUR. ZIP CODE	= 30331	/ 0	
9. CUR. TELEPHONE	= 4/699-4581		
10.MARITAL STATUS	= S		
11.# BDRMS NEEDED	= 1		
12.SEX OF HEAD	= M		
13.RACE OF HEAD	= 1		
14.ETHNICITY-HEAD	= 2		
15.SOC.SEC.#-HEAD	= 255-98-6868		
16.ELDERLY?	=		
17.HANDICAPPED?	=		
18.DISABLED?	=		
19.FAMILY SIZE	= 2		
20.NO. OF ADULTS	= 2		

INPUT LINE # TO EDIT (CR)=COMPLETE (P)AGE E(X)IT:

TENANT APPLICATIONS TRAINING WORKBOOK

MAINT: BARRED PERSONS FILE EDIT PAGE: 1 OF 1 RT: 34

=====

- 1. SS# / DR LIC # = 260--9292
- 2. NOTICE # = 12345

- 3. FIRST NAME = ELIZA
- 4. MIDDLE INITIAL = C
- 5. LAST NAME = WASHINGTON

- 6. DATE BARRED = 2/01/03
- 7. DATE OF BIRTH = 3/01/66

- 8. ADDRESS = 1200 WALNUT GROVE
- 9. REASON BARRED = FRAUD ON DOCUMENT.
- 10. (SPARE) = ARRESTED 031988

- 11. (SPARE) = 0

INPUT LINE # TO EDIT (CR)=COMPLETE (P)AGE E(X)IT:

TENANT APPLICATIONS TRAINING WORKBOOK

TENANT APPLICATIONS

SECTION B - APPLICANT PROCESSING

If the user selects "11" **POST OFFERS/REFUSALS** from the Applications Menu, the following will appear on the screen:

ANYTOWN HOUSING AUTHORITY POST OFFERS/REFUSALS

ENTER APPLICANT # or (XXXXXXXXXXXX) = ALPHA OR SS#: 10002
APPLICANT NAME: HINESVILLE , HANK R SOC. SEC. #: 111-22-3333
S/8 PRITY: 1 POS. ON WAIT LIST: 0 PHA PRITY: 6 POS. ON WAIT LIST: 0

NO.	OFFER DATE	DESCRIPTION	REFUSAL RSN	ACC/REF DATE
1.	__/__/__	_____	__	__/__/__
2.	__/__/__	_____	__	__/__/__
3.	__/__/__	_____	__	__/__/__

1=POST OFFER 2=POST REFUSAL 3=POST ACCEPTANCE 4=SEND APPL TO MGT E (X) IT:

Choosing off the menu, you can enter an offer or refusal which will update the applicant master file (Fields 4.5 thru 4.17).

You may enter the applicant numerically, alphabetically or by Social Security Number.

To get a listing of outstanding offers, select **26. OUTSTANDING OFFERS REPORT** from the Applications Menu.

TENANT APPLICATIONS TRAINING WORKBOOK

#23 APPLICATIONS BY BEDROOM SIZE, PRIORITY, DATE & TIME

WRIGHT COMPUTER SERVICES, INC.
 LISTING OF APPLICANTS
 # BEDROOMS/PRIORITY/DATE/TIME SEQ.

PAGE 1
 OCT 10, 2006

APP. #	APPLICANT NAME	CURRENT ADDRESS	S.S. #	APP DATE	APP TIME	BDRM SIZE	PHA PRIOR	S/8	PHA WAIT	S/8 LIST
10010	ERIC, L. SABLE	2036 MOUNT CLARI RD STN MTN, GA 30087	526-89-2345	2/01/05	1:25P	1	1	1	1	1
10008	CLARK, D. KENT	222 APPLETREE DR. ATLANTA, GA 30331	255-98-6868	3/11/05	2:13P	1	2	2	2	5
10006	CAROLYN, R. HODGES	1924 SPRING AVE. EAST POINT, GA	259-21-6682	1/31/05	5:25P	1	3		3	0
10009	LISA, BRUCE	123 MAIN ST ANYTOWN, GA 30324		11/10/05	1:20P	1	3	1	4	2
10005	WILLIAM, HARRIS	222 WINE ATLANTA, GA 30021	240-42-5236	7/31/05	2:25P	2	4	2	1	4

*Must Run #15 Calculate before Printing Waiting List.

TENANT APPLICATIONS TRAINING WORKBOOK

TENANT APPLICATIONS

SECTION C - REPORTS/LETTERS

If the user selects "26" **OUTSTANDING OFFERS REPORT** from the Applications Menu, the following will appear on the screen:

ANYTOWN HOUSING AUTHORITY

OUTSTANDING OFFERS REPORT

- 1. PHA APPLICANTS
- 2. S/8 APPLICANTS
- 3. B O T H

SELECT: 1

(Enter the selection of 1,2, or 3 to print offers for PHA, Section 8 or both types of housing.)

ALIGN FORMS & SELECT PRINTER: 1

(A)CCEPT E(X)IT: A

A report of your offers to the applicants prints reading the applicant master file. The offers and refusals may be entered directly into the applicant master file (Fields 4-5 through 4-17) OR through Selection #11. POST OFFERS/REFUSALS from the Applications Menu. The later will update the applicant master file immediately upon input.

The report gives the applicant's number, name, social security number along with the dates, reasons and descriptions of the offers and/or refusals of each applicant involved. The following is an example of this report:

OUTSTANDING OFFER REPORT
ANYTOWN HOUSING AUTHORITY

AS OF : MAR 15, 2006

PAGE 1

APPL. #	--APPLICANT NAME --	SOC. SEC.#	DATE	OFFER DATE	REFUSAL DATE	P	S	H	8	OFFER DESC	RSN
*****	BATSONM JR, WILLIAM	891-34-8715	3/10/03	/	/	0				ELLIS ST.	1

TENANT APPLICATIONS TRAINING WORKBOOK

#31 APPLICATION UPDATE LETTER

Sept 1, 2006

CLARK KENT
222 APPLETREE DR.
ATLANTA, GA 30331

APP. NO. : 10008

BDRM SIZE: 1

Dear Applicant:

We are currently updating our files to determine if you are still interested in Public Housing with the Housing Authority of Anytown. You are requested to come into our office on _____, at _____ to update your file and determine your eligibility. You are required to bring with you the following information:

- 1) Picture Identification;
- 2) Birth Certificates for all family members;
- 3) Social Security Cards for all family members;
- 4) Verification of total family income (Employment, AFDC, SS, SSI, etc.)

If you are unable to keep this appointment, please contact the Public Housing Office at 730-6799. If we have not heard from you by _____, we will assume that you are no longer interested in Public Housing through this agency and will remove your name from our waiting list.

Sincerely,

Director of Housing

TENANT APPLICATIONS TRAINING WORKBOOK

ANYTOWN HOUSING AUTHORITY
6878 MAX CLELAND BLVD.
ANYTOWN, GA 12345
PHONE: 770-555-1234

[#32 REJECTION LETTER]

OCT 8, 2006

BEVERLY HOWARTH
120 WALKER DRIVE
STONE MOUNTAIN, GA 30087

APP. NO. : 10030

BDRM SIZE: 1

DEAR APPLICANT,

NOTIFICATION OF INELIGIBILITY FOR HOUSING ASSISTANCE

We regret to inform you that your application for Housing dated 7/01/05 has been placed in our inactive file for the following reason:

FRAUD ON APPLICATIONS

You have the right to request an informal review of this decision. The purpose of the review is to provide you the opportunity to submit information to show a change in the circumstances which resulted in your application being placed in the inactive file. If you wish, you may schedule an appointment prior to the informal review to examine the information used in the evaluation of your application. Your request for an informal review must be made within ten (10) days.

If you have questions concerning this matter or if you wish to schedule an informal review, please call the Public Housing Office at 469-1818.

Sincerely Yours,

HOUSING AUTHORITY OF ANYTOWN

*Must have "N" for Approved on Page 4
Prints reason for Disapproval from Applicant Master file (page4)

TENANT APPLICATIONS TRAINING WORKBOOK

ANYTOWN HOUSING AUTHORITY
6878 MAX CLELAND BLVD.
ANYTOWN, GA 12345
PHONE: 770/555-1234

[#33 APPLICATION NEEDED LETTER]

Sept 29, 2006

CLARK KENT
222 APPLETREE DR.
ATLANTA, GA 30331

APP. NO.: 10008

BDRM SIZE: 1

DEAR APPLICANT:

This is to inform you that according to our records, your application for housing with us is incomplete.

If you are still interested in housing assistance, please provide us with the following information:

INCOME VERIFICATION
SOCIAL SECURITY NUMBERS OF ALL FAMILY MEMBERS

If we do not hear from you by 09/30/05, we will have no alternative but to assume you are no longer interested and your application will be retired.

Sincerely,

Deborah Thompson
Resident Screening Specialist

TENANT APPLICATIONS TRAINING WORKBOOK

ANYTOWN HOUSING AUTHORITY
6878 MAX CLELAND BLVD.
LITHONIA, GA 12345
PHONE: 770-555-1234

#35 PHA SELECTION LETTER

AUGUST 26, 2006

CLARK KENT
222 APPLETREE DR.
ATLANTA, GA 30331

APP. NO.: 10008

BDRM SIZE: 1

DEAR APPLICANT:

We are pleased to offer you unit # 006A at 6-A MTN VIEW HOMES. If you are interested in this unit, please contact the Resident Selector at 469-1818 immediately. We cannot hold a unit more than three (3) working days.

At the time of move in, you will need to pay your security deposit of \$100.00 and the amount of rent required for the number of days left in the month. Upon acceptance of the unit, you may begin to pay on the security deposit while awaiting for the unit to be cleaned and any necessary repairs completed. This unit should be ready on 09/15/05.

As per our Tenant Selection plan, you are offered a unit based on the location containing the largest number of vacancies. If you are unable to accept the above unit, we will place your application on our inactive list. At that time, you would be ineligible to re-apply within a twelve month period.

If you have any questions, please contact us immediately. We will be glad to discuss your individual situation with you.

Sincerely yours,

PHA Staff

TENANT APPLICATIONS TRAINING WORKBOOK

EXAMPLE

PUBLIC HOUSING - NEW PRIORITIES

<u>Priority</u>	<u>CATEGORY</u>	<u>Points</u>
1	Without Housing + Elderly/Handicapped/Disabled	1100
2	Elderly/Handicapped/Disabled	1000
3	Without Housing + Working avg. 20 hrs for longer than 90 days	900
4	Working avg. 20 hours for longer than 90 days	800
5	Without Housing + Working avg. 20 hours for less than 90 days	700
6	Working avg. 20 hours for less than 90 days	600
7	Without Housing + TANF recipient	500
8	TANF recipient	400
9	Without Housing	100
10	No Preference	----

TENANT APPLICATIONS TRAINING WORKBOOK

EXAMPLE

- PRIORITIES -

MAINT: TAR - APPLICATION MASTER DISPLAY PAGE: 2 OF 6 PORT: 123

=====

1. APPLICANT #	=	47593		
2. LAST NAME	=	BRASWELL		
3. FIRST NAME	=	CATHERINE		
4. MIDDLE INITIAL	=			
5. FAMILY/SERVICEMN	=		21. SUB-STD HOUSING?	=
6. BRANCH - SERVICE	=	0	22. *W/O HOUSING ?	=
7. FAMILY VETERAN	=		23. STD. HOUSING?	=
8. NO. SERVICE CONN.	=		24. OTHER?	=
9. OTHER	=		25. NOT KNOWN	=
10. NOT KNOWN	=			
11. OLD AGE ASSIST.	=		26. URBAN RENEW SITE	=
12. AID DEPEND CHILD	=		27. ANOTHER PHA?	=
13. AID FOR BLIND?	=		28. OTHER DISPLCEMNT	=
				=
14. AID PRT/TOT DISB	=		29. NOT KNOWN	=
15. OTH. PUBLIC ASST	=		30. *NATURAL DISASTR	=
16. ORG. PVT. RELIEF	=		31. NOT DISPLACED	=
17. SOCIAL SEC. ?	=			
18. OTHER GOV'T AID?	=			
19. OTHER PVT ORGAN.	=			
20. NONE	=			
			32. *ELDERLY?	=
			33. *HANDICAPPED?	=
			34. *DISABLED? =	=
			35. PHYSICALLY?	=
			36. MENTALLY?	=
				=
			37. FAMILY FLAG?	= N
			38. 10% EXCEPT. USED	=
			39. MORE 50% RENT?	=
			40. ASSETS DSP < 2 YTS	=

(CR) = CONTINUE

(/) = NEXT RECORD

(P) AGE

(1) = SELECT

TENANT APPLICATIONS TRAINING WORKBOOK

EXAMPLE

- PRIORITIES -

MAINT: TAR - APPLICATION MASTER DISPLAY PAGE: 3 OF 6 PORT: 123

```
=====
1. APPLICANT #           = 47593           20. FAMILY SIZE           = 1
2. LAST NAME            = BRASSWELL        21. #OF ADULTS           = 1
3. FIRST NAME           = CATHERINE        22. #OF MINORS           = 0
4. MIDDLE INITIAL       =                   23. #OF WORKERS          = 0
5. LANDLORD NAME        =                   24. PHA EMPLOYEE ?       = N
6. LANDLORD ADDR. 1     =                   25. DOM. VIOLENCE?       =
7. LANDLORD ADDR. 2     =                   26. DTE LAST MAINT.      = 2/17/05
8. LANDLORD CITY/ST     =                   27. S/8 CERT ISS DTE     = / / 0
9. LANDLORD ZIP CDE     =                   28. S/8 CERT CAN DTE     = / / 0
10. LANDLORD TEL. #     = / - 0           29. S/8 CERT LSD DTE     = / / 0
11. SEX                 = F               30. DTE INCOME VERIF     = / / 0
12. RACE CODE           = 2               31. DATE CITZN VERIF     = / / 0
13. ETHNICITY CODE      = 2               32. DOB HEAD-OF-HSHD     = 10/31/59
14. MAIN INC. SRC CD    =                   33. (50058 INFO)         =
15. MAIN INC. SRC CD    = 0               34. *TANF RECIPIENT      =
16. 1-LAST COOR. DATE  = 2/12/05        35. *NO PREFERENCE       =
17. 1-LAST COORS.      = REC M/IN        36. *WORK/20 HRS> 90     =
                        PAPERWORK          37. *WORK/20 HRS< 90     =
18. 2-LAST COOR. DATE  = 1/28/03        38. WELFARE RENT         = 0
19. 2-LAST COORES.     = SEND APPT        39. CEILING RENT         = 0
                        LETTER/SA          40. LETTER FLAGS         = 1121
=====
```

(CR) = CONTINUE (/) = NEXT RECORD (P)AGE (1) = SELECT:

TENANT APPLICATIONS TRAINING WORKBOOK

EXAMPLE

PHA - POSITION ON WAIT LIST/PRIORITY CALD CONTROL RECORD

 Ln. Fact. -----Title----- Ln. Fact. -----Title-----

1.	_____	DOM. VIOLENCE	13.	_____	50% RENT INC.
2.	_____	URBAN RENEWAL	14.	_____	SPEC CODE #1
3.	_____	ANOTHER PHA	15.	<u>400</u>	TANF RECIP.
4.	_____	OTHER	16.	_____	NO PREF
5.	_____	NOT KNOWN	17.	<u>800</u>	WORK/20HRS>90
6.	_____	NAT. DISASTER	18.	<u>600</u>	WORK/20HRS<90
7.	_____	NOT DISPLACED	19.	<u>1000</u>	ELDERLY
8.	_____	SUB-STD HUSNG	20.	<u>1000</u>	HANDICAPPED
9.	<u>100</u>	W/O HOUSING	21.	<u>1000</u>	DISABLED
10.	_____	STD. HOUSING	22.	_____	SPARE
11.	_____	OTHER HOUSING	23.	_____	SPARE
12.	_____	NOT KNOWN	24.	_____	FAMILY FLAG

XX = Line to Edit E(X)IT (R)ENT (I)NCOME TABLE (P)RIORITY Table:

TENANT APPLICATIONS TRAINING WORKBOOK

SECTION 8 - POSITION ON WAIT LIST/PRIORITY CALC CONTROL RECORD

Pr. Cde. PRIORITY POINTS

1.	1100
2.	1000
3.	900
4.	800
5.	700
6.	600
7.	500
8.	400
9.	100

XX = Line to Edit E(X)IT (I)NCOME TABLE (F)ACTORS (R)ENT TABLE:

TENANT APPLICATIONS TRAINING WORKBOOK

TENANT APPLICATIONS

If the user selects "39" **SPECIAL FUNCTIONS** from the Applications Menu and "48 **APPL END MONTH REPORT**" from the sub-menu, the following will appear on the screen:

APPLICATION END MONTH REPORT

USES WIDE PAPER OR 132 SCREEN

BEGIN DAY OF MONTH: (Enter MMDDYY)
ENDING DAY OF MONTH: (Enter MMDDYY)
 *Displays Date Setup

ALIGN FORMS AND SELECT THE PRINTER:

You will see the applications organizing on screen with a report similar to the following printing to the printer:

APPLICANT END-OF-MONTH STATISTICAL REPORTING									
(PUBLIC HOUSING)					(SECTION 8 HOUSING)				
	THIS MONTH	YEAR TO DATE				THIS MONTH	YEAR TO DATE		
BLACK	2	2				1	1		
WHITE	3	3				3	3		
ELDERLY	1	2				1	2		
OTHER	25	25				17	17		
BEDROOM SIZES					BEDROOM SIZES				
[1	2	3	4	5]	[1	2	3	4	5]
RECEIVED BETWEEN	000201 AND 000228								
11	13	3	0	0	5	9	5	0	0
NUMBER ACTIVE AT END MONTH					NUMBER ACTIVE AT END MONTH				
8	8	2	0	0	5	8	5	0	0
TOTAL PH APPLICATIONS 27					TOTAL S8 APPLICATIONS 19				
ACTIVE PH APPLICATIONS 18					ACTIVE S8 APPLICATIONS 18				
PLACED PH APPLICATIONS 9					PLACED S8 APPLICATIONS 1				
BLACK	=				Number of Blacks to be entered this month				
WHITE	=				Number of Whites to be entered this month				
ELDERLY	=				Number of Elderly to be entered this month				
OTHER	=				Number of Other Races (or has been Left blank) to be entered this month				
TOTAL PH/S8 APPLICATIONS	=				Total number of applications entered This month for PHA/S8				
ACTIVE PH/S8 APPLICATIONS	=				Total number of active applications (not housed) this month for PHA/S80				
PLACED PH/S8 APPLICATIONS	=				This keys on the Move-in date - Total number of moved-in applicants in this				

TENANT APPLICATIONS TRAINING WORKBOOK

month for PHA/S8

TENANT APPLICATIONS TRAINING WORKBOOK

-----NOTES UTILITY -----

TENANT APPLICATIONS TRAINING WORKBOOK

SELECTION 40 - VACANCY BOARD MENU

AUG. 29, 2006 11:21:55 VACANCY BOARD MENU	PORT #: 5 WRIGHT COMPUTER SERVICES, INC.
<p>----- FILE DISPLAY -----</p> <p>1. VACANCY BOARD DISPLAY</p> <p>----- MAINTENANCE -----</p> <p>2. VACANCY BOARD W/O UPDATE 3. VACANCY BOARD POWER ON/OFF 4. MAINT. MONTHLY AVERAGE REPORT 5. MAINT. UNITS BY SYSTEM DATE 6. ENTER COMMENT ON DAMAGED UNITS 7. TURN WATER OFF FOR HOUSES ONLY</p> <p>10. REBUILD VACANCY DIRECTORIES 15. **OVERALL V/B VIEW/REPORT</p>	<p>----- OCCUPANCY -----</p> <p>21. POST OFF/ACC/REFUS/SENT MGT 22. OCCUP. MONTHLY AVERAGE REPORT 23. OCCUP. UNITS BY SYSTEM DATE 24. OCCUP. DAILY VACANCY LISTING</p> <p>----- MANAGEMENT -----</p> <p>35. RETURN UNIT TO MAINTENANCE 36. RETURN UNIT TO OCCUPANCY 37. CREATE TRANSFER OUT W/O'S</p> <p>38. MGMNT MONTHLY AVERAGE REPORT 39. MGMNT UNITS BY SYSTEM DATE</p> <p>----- ACCOUNTING -----</p> <p>44. ACCOUNTING NOT RECEIVED REPORT 45. ENTER VACANT UNIT FORM REC. 46. VACANCY REPORT MOVEOUT/MOVEIN 47. VACANCY BOARD BY MOVEOUT DATE 48. YTD VACANCY BOARD LIST/CLEAR</p>
@ Copyright 1983 - 2006, Wright Computer Service, Inc.	

(XX)-Selection (B)ulletin E(X)it:

----- FILE DISPLAY -----

TENANT APPLICATIONS TRAINING WORKBOOK

VACANCY BOARD DAILY REPORT

/0/ THRU 12/31/05
MAR 29, 2003 09:32:50

AA-PP-UNIT ----- ADDRESS -----	TRAN BDRM	MOVEOUT IN	DATE	EST COMP SYS/DATE	DATE	STAT	
02-02-5305 PIONEER HOMES APT 53 E	2	N	11/19/05	11/19/05	12/9/05	3	1
02-03-0212 MIGLIORE MANOR APT 2 M	3	Y	3/31/05	3/31/05	4/01/05	3	
01-01-39 MRAVLAGE MANOR APT 39 D	2	N	5/31/05	5/31/05	6/01/05	2	
02-03-1903 MIGLIORE MANOR APT 19C	3	N	5/31/05	5/31/05	6/14/05	3	1
02-03-19 MIGLIORE MANOR APT 19D	3	N	5/31/05	5/31/05	6/14/05	3	1
02-03-2007 MIGLIORE MANOR APT 20G	2	N	5/31/05	5/31/05	6/14/05	3	1
02-03-1905 MIGLIORE MANOR APT 19E	4	N	5/31/05	5/31/05	6/14/05	3	1
02-03-1908 MIGLIORE MANOR APT 19H	4	N	5/31/05	5/31/05	6/14/05	3	1
02-03-1909 MIGLIORE MANOR APT 19J	3	N	5/31/05	5/31/05	6/14/05	3	1
02-03-2003 MIGLIORE MANOR APT 20B	3	N	5/31/05	5/31/05	6/14/05	3	1

This report needs to be printed everyday!! Every department could run one for themselves, if they choose. Occupancy (or the people responsible for choosing applications) should for sure run it daily.

SPECIAL NOTES

TENANT APPLICATIONS TRAINING WORKBOOK

TENANT APPLICATION / WAITING LIST (EXAMPLE PROCEDURE)

NEW APPLICATIONS

1. SCAN applicant to check if already an applicant, tenant (and its status) and/or Vacated (also owing a balance.) #1 on TAP MENU.
2. Input APPLICANT (#2).
3. Input ALL Family Members (just page 1). (#3)
4. If any Family Member is working input their employer file (#4).
5. Process RENT COMPUTATION (#12) to load income and get RENT calculated.
6. Print Applicant and Family Member information (#16).

WHEN YOU GET VERIFICATION TO DETERMINE ELIGIBILITY

1. Post STATUS 2 in Applicant Master file if all passes verification.
2. Post STATUS 4 or 5 Applicant is Withdrawn or Ineligible.

WHEN YOU NEED TO PRINT A WAITING LIST

1. Make sure all applicants have correct status. (ONLY status 2 will be on waiting list.)
2. Calculate position and priority (#15 on menu).
3. Print Applications Waiting List by priority, bedroom and date and time. (#23)

TO GET AN APPLICANT READY FOR MOVE-IN

1. Applicant Screening
2. Make sure the following is posted in the Applicant Master file:
Status = 3, Calculated RENT, Sec. Deposit Required, Approved = Y, Offer Date, Offer Description, Approval Date.
3. Print Approval Letters to give to Managers

NOTE: AT LEAST ONCE A MONTH, PRINT ALL STATUS "3" TO SEE WHICH APPLICANTS HAVE NOT BEEN HOUSED. (#22, FLAG FIELD 39. FOR 3).

TENANT APPLICATIONS TRAINING WORKBOOK

OPTIONS FOR MOVE-IN

(1) Through Move-In Program on TENANTS ACCOUNTS RECEIVABLE MENU - 5. MOVE-IN/TRANSFER/VACATE TENANTS

(a) * Must have applicant in APPLICANT FILE with correct status.

Pro-Rate Rent:

(b) * If want system to pro-rate rent - must have rent in APPLICANT MASTER FILE before move in program is run (otherwise TAR personnel must input charges manually in charge journal).

Security Deposits:

(c) * If want system to create charge and payment at move-in time - must have security deposit required in APPLICANT MASTER FILE and at move-in program return or input amount for paid. (If it is zero - TAR personnel must input charge and payment - codes 200/201 in charge journal.)

(2) If TAR personnel sets up the TENANT MASTER FILE so that they can post to new tenant, must then:

(a) * Code status to 7 in APPLICANT MASTER FILE to record move-in.

(b) * Go back to TENANT MASTER FILE (in TAR) and input additional information.

(c) * Go to family member (& Employer) files and input information.

(d) * Run rent computation to make sure data is correct.

(e) * Post through the charge journal prorated rent and Security deposit required and paid.

(f) * This is all done automatically if Step 1. (a)-(c) is used.

TENANT APPLICATIONS TRAINING WORKBOOK

MOVE-IN PROCESS

(With Security Deposit not paid set as Installment)

1. Prepare applicant for move-in: input all family member data, rent computations to calculate rent, security deposit required and utility allowance (if applicable).
2. Move in applicant (example of what you will see on the screen):

TENANTS ACCOUNTS RECEIVABLE MOVE-IN

APPLICANT NO. (E)ND (A)LPHA
106
GEORGE WASHINGTON

SOCIAL SECURITY NO. 222-885-5555
APPLICANT STATUS 3 SELECTED

MOVE-IN DATE 2-18-97

SEC. DEPOSIT REQ. 40.00 _____*PD

AREA PROJ UNIT TENANT

(Input amount Applicant is paying for Sec.Dep.
01 01 005E (CR) IF the
amount does not equal required it will ask
installment questions.):

The computer will assign the
next tenant number reading
from the unit master file.
(It also must be vacant.)

SET UP SEC. DEP. BALANCE DUE AS INSTALLMENT

Date of Agreement:
Number of Months:
Expiration Date:(Auto adds 1 year from
agreement)
Monthly Repayment Amount:

Is the above OK? (Y/N)

PROCEED WITH REST OF MOVE-IN QUESTIONS (WHICH ARE THE SAME).

NOTE: The installment automatically reads the installment file to determine the next installment number and automatically loads type of installment as SD (Security Deposit). The program will chain to the charge journal for you to update the pro-rated rent, Security Deposit Required and Security Deposit set up as installment (codes 1400/1900). This version does not post Sec. Dep. Paid but allows it to be posted to window receipts or cash posting. (This can be changed to have the payment show in the charge journal if this is what your Housing Authority needs.)

3. Print charge journal to update charges.
4. Process rent computations and 50058's.

TENANT APPLICATIONS TRAINING WORKBOOK

STEPS TO MOVE IN APPLICANT

1. PREPARE APPLICANT FOR MOVE-IN: INPUT ALL FAMILY MEMBER DATA, RENT COMPUTATIONS TO CALCULATE RENT AND LOAD SECURITY DEPOSIT REQUIRED ALL IN APPLICATIONS FILE.
2. MOVE IN APPLICANT FOLLOWING THE PROCEDURES ON PAGES 5-5A IN TAR MANUAL. NOTE THAT THE PROGRAM WILL BRING UP THE SECURITY DEPOSIT REQUIRED FROM THE APPLICANT MASTER FILE. IF YOU ENTER AT THIS POINT, THE SYSTEM WILL AUTOMATICALLY CREATE A CHARGE AND PAYMENT FOR THE SECURITY DEPOSIT AND PRINT THIS OUT ALONG WITH PRO-RATED RENT IN THE CHARGE JOURNAL. IF YOU ENTER "0" AT SECURITY DEPOSIT, YOU WILL NEED TO POST THE SECURITY DEPOSIT PAYMENT AT WINDOW RECEIPTS. (THE CHARGE T/CODE 200 WILL STILL BE PRINTED AND UPDATED IN THE CHARGE JOURNAL.)

3. IF YOU ENTER "0" IN STEP #2 FOR SECURITY DEPOSIT PAID SO THAT YOU CAN POST THE SECURITY DEPOSIT PAYMENT IN WINDOW RECEIPTS YOU NOW HAVE 2 OPTIONS TO HANDLE THE PAYMENT:

OPTION 1 - POST CASH AS A REGULAR WINDOW RECEIPT. I WOULD ONLY DO THIS IF THE TOTAL PAYMENT EQUALS THE TOTAL CHARGES SO THAT THE AMOUNTS GET POSTED TO THE CORRECT CHARGES AND OFFSET REFERENCE NUMBERS.

OPTION 2 - POST CASH FOR SECURITY DEPOSIT AS **VERIFY**. ALWAYS REMEMBER THAT VERIFIES SHOW UP ON THE WINDOW RECEIPT JOURNAL BUT THEY WILL NOT POST TO THE ACCOUNT. YOU MUST POST VERIFIES SPECIFICALLY THROUGH CASH POSTING WHICH IS NUMBER #23 ON THE TAR MENU. (FOLLOW STEPS ON PAGE 23C-23E). MAKE SURE THAT YOU QUERY SO THAT YOU SELECT THE REFERENCE NUMBER OF THE SECURITY DEPOSIT CHARGE.

THESE CASH POSTING WILL NOW PRINT ON THE CASH JOURNAL TO BE UPDATED TO THE DSO AND GENERAL LEDGER.

NOTE: IF SECURITY DEPOSIT REQUIRED IS "0" THEN THE SECURITY DEPOSIT CHARGE (CODE 200) DOES NOT GET CREATED. THEREFORE YOU NEED TO POST THIS CHARGE IN THE CHARGE JOURNAL BEFORE YOU CAN POST THE PAYMENT TO IT.

IF THE RESIDENT DOES NOT PAY ALL OF THE SECURITY DEPOSIT AT TIME OF MOVE-IN, YOU MUST SET UP THE AMOUNT NOT PAID AS AN INSTALLMENT: CODE 1400 DEBIT (POSITIVE) FOR AMOUNT LEFT TO PAY CODE 1900 CREDIT (NEGATIVE) FOR SAME AMOUNT USING SAME REF#.



SYSTEM OPERATIONS AND SOLUTIONS

TENANT APPLICATIONS TRAINING WORKBOOK

PROBLEMS/SOLUTIONS

- (1) Rent calculation is not correct:
- (a) Family member #1 must be the only family member with a relationship code of 20.
 - (b) Birthdate of each family member must have the complete year included [Ex. 03141956]
 - (c) Field for rent calculation percentage should be 30.
 - (d) 10% rule: Rent cannot be less than 10% of family income (prior to deductions).
-
-
-

- (2) ERR 76 trying to print.

Printer in use

or someone in applicant master file

- (3) Alphabetical printout or query bringing up incorrect names.

; V1\$ to find family bad data

** rebuild applicant master 39.45

- (4) Query or other reports seem "stuck".

"someone" in applicant master or has not accepted new applic. #

- (5) Stop 7020 adding new applicant. (;V2 = 5) or (;V2 = 3)

Must EXPAND applic. Master (R10AM)

(May need to call WCS)
