RCRS Overview

SAHMA Conference
Greensboro, NC
May 2025

Presented by Randa McCauley

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

- Gaining Access
- Tagging Staff Appropriately
- Layout of RCRS
- Notifications in RCRS & Email
- Annual Owners Certification
- Unit Events
- Property Activity Report

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

- Property Documents
- Audited Financials
- Rent Increases
- Reserve Requests
- Responding to Audits
  - Physical and Physicals
- Compliance Resolution Packets

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Gaining Access

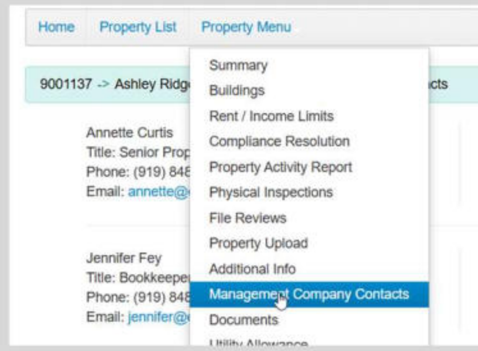
- The management companies RCRS "admin" is the individual who can give access within the management company.
  - They can reset passwords
  - They create and deactivate logins as employees change
  - They assign the level of access each person has
- If you are a new management company and no one in your organization has access, reach out to connecthelp@nchfa.com
  - Access is given to mgmt once all the required paperwork is completed

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Make sure to tag the onsite manager information to avoid noncompliance.

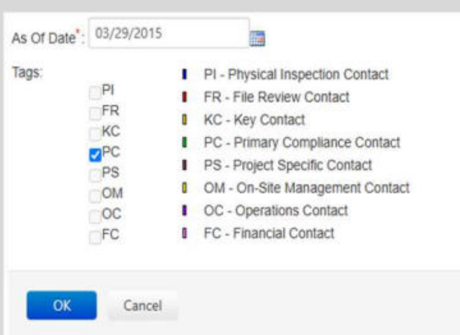
Tagging Staff

- Tagging staff in RCRS is vital to ensure the correct people get the notifications and for Agency staff to know who to contact for what
  - Not tagging staff for physical and file audits will result in non compliance
  - Most important tags are physical inspections and site contact
  - Make sure to update tags as staff changes



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Tagging Options



Reminder:

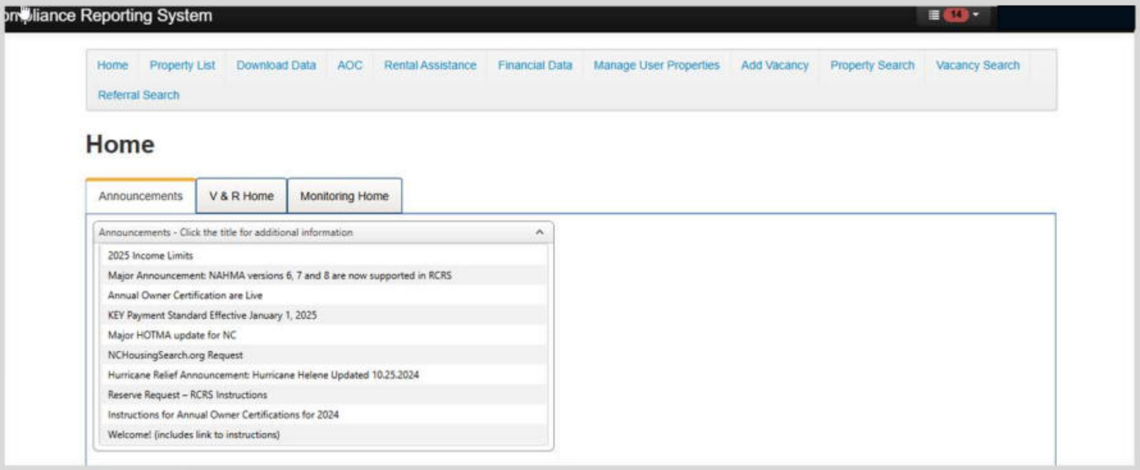
- One person can be tagged to multiple items
- Only one person can be tagged per item

Example:

- Jane Doe can be PI, FR, KC
- PI cannot have Jane Doe & Bobby Smith

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Layout of RCRS



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Home Screen

Announcements
- Sent to ALL RCRS users, not specific to funding type or property type

V&R Home
- Property Profile Sheets
- Vacant Comments
- Referral Comments
- Vacancy and Referral Summary

Monitoring Home
- Rental Assistance Payment Requests
- Monitoring Activity

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Home Screen – V&R Home

This is where you will navigate all things V&R
- Vacancy Comments
- Referral Comments
- Vacancy and Referrals Summary

Note: Clicking the any of the hyperlinks (except referral name) will take you to the property summary page and provide even more detail on the property level. Clicking the referral name will take you to the referral detail.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Home Screen – Monitoring Home

This is where you will see pending KEY payments and monitoring activity for the properties in your portfolio
- Lists Rental Assistance Payments
  - Includes request #, property name, approval date, and check info
- Lists Monitoring Activity
  - Inspector/file reviewer
  - Anticipated review date
    - Rough Schedule: only shows month and year
    - Confirmed Schedule: shows a date and time

05/22/2025 9:00 A.M.	Physical Inspection	Aspen Spring	Heidi Holt	(919) 480-2877	htholt@nchfa.com
May/2025	File Review	Berkeley Spring Apts	Randa McCauley	(919) 981-2691	rjmccauley@nchfa.com

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Navigation Bar & Notifications

The RED dot: top right hand corner of RCRS

There will NOT be a notification for unresolved compliance issued that require a compliance resolution packet.

- This notification area tells you what you have pending under your portfolio
  - If you are an admin you will see all outstanding items for all properties under that management company
- Clicking each line item will take you to that specific item
  - If an item was sent back, you will be able to see the return reasons

Riverwood Haven

Clicking the text box will open that activity item

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

This Navigation bar will look different for different level users!

Navigation Bar & Notifications

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

<u>Property List</u>

- List every property associated with your login
- You can search in the top right corner if you have pages of properties
- Clicking the blue APN number will open that property
- Clicking the blue "Rental Assistance" will take you to the payment history for that property

APN		Property Name	City	County	Type	Utility Allowance Eff. Date	Utility Allowance History
9002733	Rental Assistance	Mingo Village Apartments	Knightdale	Wake	Family	01/01/2025	Show History
9002742	Rental Assistance	Randall Place	Goldsboro	Wayne	Family	04/08/2025	Show History
9002858	Rental Assistance	Lions Spring	Clayton	Johnston	Elderly (55)	01/01/2025	Show History

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Navigation Bar & Notifications

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

AOC

APN	Property Name	Cycle	Date Submitted	AOC View	AOC Print	AOC History
9000708	Griffith Commons	2024		View		

- Click View to answer the questions for year-end and hit save
- Click Print to generate the Annual Owner Certification for the Owner to sign

APN	Property Name	Cycle	Date Submitted	AOC View	AOC Print	AOC History
9001241	Mashburn Gap Apartments	2024		Upload & Submit	Print	Show History
9001355	Partnership Village Phase II	2024		Upload & Submit	Print	Show History
9197606	The Arbor at Cotton Grove	2024		Upload & Submit	Print	Show History

- Click Upload & Submit to answer the questions for year-end
- Once all questions are answered, you can print the certification and have it signed
- Once it has been signed, you can upload and submit the AOC for Agency review
  - It will either be accepted or returned for corrections
  - This is due for every property by Feb 10th of every year. Those in the IRS period, not submitting on time will result in an 8823

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

If an AOC is returned for corrections and re-submitted after Feb 10th, it is considered late and subject to noncompliance. Potentially resulting in an 8823

Navigation Bar & Notifications

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

Rental Assistance

- This is where you can see all payments made to properties associated with your login. Clicking on each to view will open the actual payment request
- If there is no "Date Approved" it has not been processed and paid

		Request Number	Date Requested	Property	Housing Assistance Type	Date Approved
Delete	View	103183	04/28/2025	Wood Spring	Key Assistance Program	
Delete	View	103182	04/28/2025	Wakefield Spring	Key Assistance Program	04/28/2025

- You can also Create a New Payment from this screen (top right)

Create New Payment

Date Approved	Amount

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Navigation Bar & Notifications

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

<u>Financial Data</u>

- This tab is where you will enter your annual audited financials for a property
- We will go into detail on how to enter in part 2 of this class

<u>Manager User Properties</u>

- Only users label as an admin will have this access
- This list is all users associated with the management company
- The only clickable section is the “Assign Properties”
  - Once you click you can assign the properties that are visible to that User

Name	Login Email	Office Phone	Admin	Properties
Tim Morgan	tim@eccmgt.com	(919) 848-2041	No	Assign Properties
Annette Curtis	annette@eccmgt.com	(919) 848-2041 x204	Yes	Assign Properties
Sherre Whitley	sherre@eccmgt.com	(919) 848-2041 x202	Yes	Assign Properties

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Navigation Bar & Notifications

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

<u>Add Vacancy</u>

- This is to add a vacancy for Vacancy & Referral ONLY
  - This does NOT add unit events to RCRS

<u>Property/Vacancy/Referral Search</u>

- These functions are specific for V&R not RCRS

V&R and RCRS do NOT communicate with each other.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu

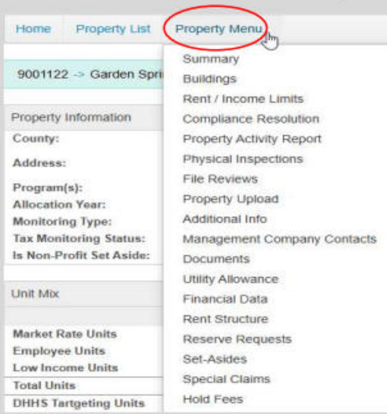
On the main navigation, once you select a property by clicking the blue APN it will take you to the property level information

The “home” screen for the property will show you
- Property Information: County, Address, Agency Programs, Allocation Year, Tax Monitoring Status
- Unit Mix: the number of required vs reported unit types
- Set Aside Information: 1st year credits were claimed, set-aside types
- General: project type, BIN numbers, Agency programs
- Tax Credit Allocation
- Management Agent Information
- Owner Information
- Monitoring Information: audit types for that monitoring year, date and monitor

The only clickable link on the property level home screen is the rent/income limits towards the bottom

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu



All items on the “property menu” are property specific. We will discuss some items in this section and some in Part 2.

Property List > APN > Property Menu > ???

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu

Property List → APN → Property Menu → Buildings

Entering Unit Events
- Clicking the "buildings" will show all the BINS for the property.
  - This includes this # of required/reported units of each, the PIS date of each and the physical address of each
- Clicking the BIN will show all the units in that BIN
  - This includes all the information listed above and occupied/vacant, unit type, bedroom size, and tenant name
- Clicking the Unit Number will show all the unit events for that unit and allow you to add unit events
- Clicking the Event will show the specific details for that event and allow you to upload documents

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu

Property List → APN → Property Menu → Property Upload

Adding a Unit Events (Automatically)
- If you are using software that creates a file that can be imported into RCRS without data entry, you can upload here

  9002733 -> Mingo Village Apartments -> Property Upload
- Click Choose File > Select File from Computer > Enter Email > Click Upload & Validate
- Mgmt will have to check to ensure data was transmitted correctly (including income and assets)

Only XML files may be uploaded

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu

Property List > APN > Property Menu > Buildings

<u>Adding a Unit Event (Manually)</u>

- Click the BIN > Click the Unit # > Add Unit Event
  - Located midway on the right side of the page
- Select Event Type
- Select if HOTMA Rules are applied
- Select Event Date
- Select Tenant Type (Low Income, Market, Employee)
- Housing Assistance Type (if assistance, those fields will open)
- Enter Tenant Rent
- Enter Program Type (this step is VERY important for HOME and NHTF)
- Select set-asides being assigned to household
- Enter Student Status

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu

Property List > APN > Property Menu > Buildings

<u>Entering Income & Assets (Manually)</u>

- Click the BIN > Click the Unit # > Click the Unit Event
- Halfway down you will be able to add Tenant Information, Income, and Assets

Tenants — Add Tenant

		Name	Household Relationship	SSN	DOB
Delete	Edit	gomo u fcoxu	Head of household	7093	02/07/1961
Delete	Edit	kipymno e gwymhajc	Co-Head	4972	11/04/1980

Income — Add Income

		Tenant	Type	Verification Source	Annual Amount	Details
Delete	Edit	gomo u fcoxu	Social Security (both personal and dual entitlements)	Not Verified	$16,086	$16,086 Annual
Delete	Edit	kipymno e gwymhajc	Social Security (both personal and dual entitlements)	Not Verified	$10,843	$10,843 Annual
					$26,929	

Assets — Add Asset

		Tenant	Description	Type	Verification Source	Value	Annual Income	Code	Income Type
Delete	Edit	gomo u fcoxu		Other	Not Verified	$104	$0	Not Applicable	Not Applicable
						$104	$0		

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

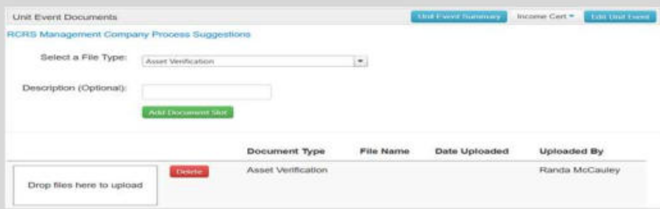
30 days!!!

Property Level Menu

Property List > APN > Property Menu > Buildings

Uploading Documents

- Whether you manually entered the unit event, or uploaded a file from your software, you must still upload the documents for all move-ins
- Click the BIN > Unit # > Unit Event > Documents (top right)
- Select the File Type (you can add a description if you want)
  - This will bring that file to the bottom
  - You have two options to upload 1) drag and drop 2) click and select from your computer



NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Level Menu

Property List > APN > Property Menu > Buildings

Helpful Hints

- If a unit event is RED, it has not been completed and will not show on the Property Activity Report
  - To mark a unit complete: BIN > Unit # > Event > Edit Unit Event (top right) > Mark Unit Complete > OK
- Unit events MUST be entered within 30 days of the event
  - Documents MUST be uploaded to move-ins within 30-days of MI date
- Once the AOC is submitted, the events for the year are locked and cannot be edited without reaching out to compliancehelp@nchfa.com
- For File Reviews, the auditor will look at the oldest date when determining if files were uploaded on time. We understand you will audit your own files and update some later.

30 DAYS!!!!!

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Activity Report

Property List → APN → Property Menu → Property Activity Report

Report By Period
- Will only pull events with effective dates within the timeframe
- This is a great report if you are matching with your software to ensure all events were transmitted properly
- No information will be listed for a unit if there is not an event in that timeframe

Report By Year
- Will only pull events with effective dates for that year
- If no event occurred for that year, the unit type will say "NO"

Report By Status
- The most popular
- Generates a report to show what the current status of each unit is
- Every unit should have an event (except for a rent up where a unit has never been occupied

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Activity Report

Property List → APN → Property Menu → Property Activity Report

- Prior to submitting the Annual Owners Certification print this report to compare to ensure all unit events are reported and reported correctly
- Page 1 of the Property Activity Report
  - Shows audit frequency, total # of units, set asides and required/reported, ownership entity, management entity, all funding types, property type
- If any of the information is incorrect, please reach out to the Agency so we can look into it and correct it if needed

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Documents

Property List → APN → Property Menu → Documents

Management Documents

		Type	Last Received	Last Approved	Return Reason	Date Returned	Date Canceled	Canceled Reason
Upload	View	Affirmative and Fair Housing Marketing plan	01/12/2021	02/02/2021				
Upload	View	Blank Lease	02/09/2018	09/05/2018				
Upload	View	Tenant Selection Policy	02/24/2021	03/22/2021				
Upload	View	Management Plan	01/03/2024	01/10/2024				
Upload	View	Utility Allowance Documentation	01/17/2025	01/21/2025				
Upload	View	Completed Form 8609	01/24/2025	01/27/2025				

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Property Documents

Property List → APN → Property Menu → Documents

- New Funding: All documents (minus UA and 8609) are required prior to loan closing
- Affirmative and Fair Housing Marketing Plan
  - Must be updated every 5 years (and/or when management/ownership changes)
  - All properties must submit and approval
- Lease
  - Upload required Addenda to match funding (Tax Credit, HOME, NHTF)
  - Must be updated if lease changes
- Tenant Selection Policy (TSP)
  - Include checklist (found at www.nchfa.com)
  - Refer to Agency website for current requirements
  - Must be updated when management/ownership changes or ANY change to the TSP
- 8609
  - Upload once Part II is signed
  - This document should only be uploaded one time (unless there is a new allocation)

Ensure AFHMP and TSP posted at the site matches what is approved in RCRS.

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Audited Financials can also be viewed on the property level.

APN > Property Menu > Financial Data

Audited Financials

Home | Property List | Download Data | AOC | Rental Assistance | Financial Data | Manage User Properties | Add Vacancy | Property Search | Vacancy Search | Referral Search

- This tab is where you will enter your annual audited financials for a property
- All audited financials are due May 1st if the FYE is 12/31 (or 120 days after FYE)
- Instructions to enter are located on the Agency website
  - Rental Housing > Rental Owners & Managers > Policies, Resources and Forms > Ownership/Management > Loan Requirements > Instructions for Data Entry of Audits
- Search function allows you to type property name or cycle year to narrow your search
- Click start to begin the data entry. The bottom of the screen will allow you to upload the PDF version of the audited financial
  - This screen will also show if an audit has been returned and the return reason. Once an audit has been approved/accepted it will disappear from this screen
  - If you see update, the process has already been started but not fully submitted

Search:

APN	Property Name	Cycle	Date Submitted	Date Returned	Return Reason	
9001136	Berkeley Spring Apts	2024				Start
9001148	Auburn Trace Apartments	2024				Start
9110948	Poyner Spring	2012				Update

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Instructions include helpful tips to ensure submissions meet all required criteria

Rent Increases

Property List > APN > Property Menu > Rent Structure

- Instructions to enter are located on the Agency website
  - Rental Housing > Rental Owners & Managers > Policies, Resources and Forms > Ownership/Management > Loan Requirements > Rent Increase Process
- Who needs to seek Agency approval prior to increasing rents:
  - All properties with active Agency loan
    - With HOME/NHTF even if the loan is paid; if the property is still in the affordability period prior approval is required
  - State Tax Credits (WHLP) allocated 2024 or later
  - All properties awarded allocations 2025 or later (regardless of funding source)

PRIOR APPROVAL REQUIRED

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Rent Increases

Property List > APN > Property Menu > Rent Structure

- Most recent approved rent structure is displayed including the effective date and any "special instructions" in regards to the increase
- To submit a rent increase
  - Click the Add Proposed Rent Structure button
  - Enter the effective date, new rents, updated UA (make sure to hit update after each line item). Click the OK button once completed
  - Click the Add Budget button (enter the proposed budget for the year of the increase being suggested). Click OK once completed
  - Once you are satisfied and double checked, hit the SUBMIT button in the top right
  - Last step is to confirm by clicking the OK button
    - You should now see a Pending Approval button that is not clickable. If you do not see this, the increase has not been submitted for review

1 Bedroom	3	564	0	140	$704 (+$25)	31%	50% ($1,119)	☑	Update
1 Bedroom	2	820	0	140	$960 (+$25)	42%	50% ($1,119)	☑	Update
1 Bedroom	6	895	0	140	$1,035	46%	50% ($1,119)	☑	Update
1 Bedroom	1	820	0	140	$960 (+$25)	42%	50% ($1,119)	☑	Update

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Reserve Requests

Property List > APN > Property Menu > Reserve Requests

- Instructions to enter are located on the Agency website
  - Rental Housing > Rental Owners & Managers > Policies, Resources and Forms > Ownership/Management > Loan Requirements > Reserve Request Process
- Who needs to seek Agency approval prior to withdrawing money:
  - All properties with active Agency loan
- Note: Just because another entity approves the request, does not mean the Agency will

Instructions include helpful tips to ensure submissions meet all required criteria

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Reserve Requests

Property List → APN → Property Menu → Reserve Request

- List shows all submitted/approved/denied/cancelled requests
- List can be sorted by each column
- Click the magnifying glass on the left side to open a specific request
- To submit a new request
  - Click the Add Reserve Request button
    - If this button is not available, it is very likely there is already one open (more than one cannot be open at a time)
  - Enter the amount, reserve type and comments. Click the Save button once completed
    - You cannot add documents until you finish this step completely
  - To add documents, click each Upload button, attached document and click OK
  - After all three documents are added click OK
  - Once you are satisfied and double checked, hit the SUBMIT button in the top right
  - Last step is to confirm by clicking the OK button

		$5,000	Replacement	Pending		$0	Please see attached invoice for HVAC replacement.
	04/22/2025	$16,447	Replacement	Submitted		$0	For the replacement of 3 HVAC units
	09/11/2023	$5,808	Replacement	Approved	10/04/2023	$5,808	For the replacement of 1 HVAC

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Responding to Audits

- All open items will be found in the notification area (Red dot in the top right)
  - Exception: Compliance Resolution Packets will not appear here, mgmt is responsible for keeping up with if one is needed

14

- Awaiting Final Report Response (3)
- Awaiting Management Document Resubmission (1)
- Awaiting Annual Owner Certification Submission (1)
- Awaiting Rent Structure Response (1)
- Awaiting Referral Contact (1)
- Awaiting Vacancy Reservation (1)
- Awaiting Completion NAHMA Events (5)
- Awaiting Reserve Request Return Resubmittal (1)

Click the link for the item(s) you would like to address and it takes you to that worklist

Work List: Awaiting Final Report Response

3 Monitoring Activities

	Property	Management Company	Year	Type	# Units	Compliance Monitor	Response Deadline
	Riverwood Haven	Evergreen Construction Company	2025	PI	6	Randa McCauley	04/16/2025
	Randall Place	Evergreen Construction Company	2025	PI	4	Randa McCauley	04/15/2025
	Aspen Spring	Evergreen Construction Company	2025	FR	9	Tammy Douglas	04/27/2025

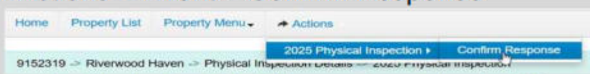
Click the magnifying glass next to the property specific item you would like to address and it takes you to that specific property

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Responding to Audits

Once you have gotten to the property specific screen, you will see a new Actions tab

- Click Actions > Event > Confirm Response



- Select the file (only ONE file can be uploaded, less than 10mb). Click OK
- This process is the same for all responses (except compliance resolution packets)

Helpful Hints:

1) Ensure work orders are signed and dated with details on what was completed
2) If the letter requests a picture, send a picture
3) Ensure pictures are labeled with unit numbers
4) Quotes or plans of actions will NOT correct a noncompliance. It will remain open until the work is completed

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

All audit related documents are located under:
Property List > APN > Property Menu > Documents

Responding to Audits

Final Reports

- Once you have responded to the original audit (if a response was necessary) a Final Report is created and released
  - If all noncompliance was corrected/cleared – no additional response is needed
  - If there are OPEN items – you have 15 days to provide additional documentation
    - After this 15 days – all open noncompliance is reported to the IRS
      - The only way to correct these open items is to submit a Compliance Resolution Packet

Feedback Documents

	Description	Created Date
View	2025 Physical Inspection - Compliance Results Letter (No Issues)	03/17/2025
View	2025 Preliminary Inspection Report	03/09/2025
View	2025 Physical Inspection - Notification Letter	02/19/2025
View	2024 Physical Inspection - Final Report	12/13/2024
View	2024 File Review - Compliance Results Letter (No Issues)	07/24/2024

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Compliance Resolution Packets

Property List → APN → Property Menu → Compliance Resolution

If all noncompliance items have been corrected/cleared you will NOT be able to do this step

- Click Add Compliance Resolution Packet in the top right corner
- Select the Monitoring Activity from the drop down menu
  - All audits with open noncompliance will appear
- Select the open items you are responding to by checking the box to the left of the year. Click OK


Monitoring Activity

FR-06/17/2024

Issue Selection

	Year	Type	Building	Unit	Description
☐	2024	FR	NC-01-00805	30	File documentation submitted for review is not adequate. Please provide all pages of the Social Security letter. The bottom of the only page provided says "see next page". *UPDATE* Only 6 pages of the 8 page Social Security letter were provided.

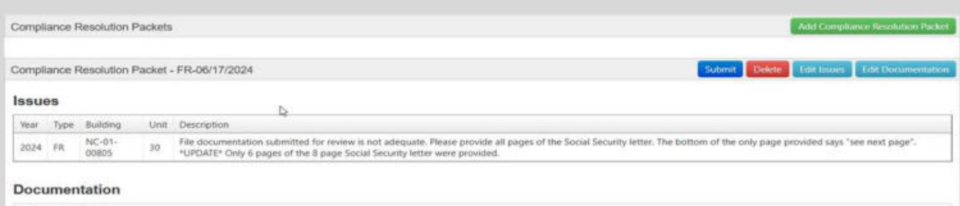
OK Cancel

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com

Compliance Resolution Packets

Property List → APN → Property Menu → Compliance Resolution

- Click Edit Documentation
- Choose File. Click Add. Click Done.
  - This is the ONLY time you can add multiple files to respond to open noncompliance (once you add a file, it opens the "Choose File" option to add additional)
- Click Submit


Compliance Resolution Packets — Add Compliance Resolution Packet

Compliance Resolution Packet - FR-06/17/2024 — Submit Delete Edit Issues Edit Documentation

Issues

Year	Type	Building	Unit	Description
2024	FR	NC-01-00805	30	File documentation submitted for review is not adequate. Please provide all pages of the Social Security letter. The bottom of the only page provided says "see next page". *UPDATE* Only 6 pages of the 8 page Social Security letter were provided.

Documentation

No documents found

NORTH CAROLINA HOUSING FINANCE AGENCY
HousingBuildsNC.com