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Description of document: Department of Housing and Urban Development (HUD)  
Main page for the Library section of the HUDatHome intranet website, Multifamily Field Office Guidance main intranet page, Civil Rights Front-End intranet page, Memo regarding Multifamily Housing Utility Analysis, 2019

Requested date: 16-February-2017

Release date: 27-September-2019

Posted date: 23-December-2019

Source of document: FOIA Request  
Office of the Executive Secretariat  
US Department of Housing and Urban Development  
451 7th St., S.W., Room 10139  
Washington, D.C. 20410  
[HUD Online FOIA Portal](#)

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U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-3000

OFFICE OF ADMINISTRATION

SEP 27 2019

RE: Freedom of Information Act Request  
FOIA Control No.: 17-FI-HQ-00721

This letter is in response to your Freedom of Information Act (FOIA) request dated February 16, 2017, and February 17, 2017. Your requests were received in the Department's FOIA Branch on February 22, 2017. You requested the following:

1. Main page for the Library section of the HUDatHome intranet website. Include each page connected by one click to the Library main page (i.e. one level down).
2. Listing of the Department of Housing and Urban Development webcasts (webcast archive) located at the HUD at work intranet website;
3. Multifamily Field Office Guidance main page at:  
<http://hudatwork.hud.gov/po/h/hm/fog/mffoghom.cfm>; Civil Rights Front-End Reviews main page at: <http://hudatwork.hud.gov/po/e/FEReview/ftheo.cfm>; and Memo regarding Multifamily Housing Utility Analysis at:  
<http://hudatwok.hud.gov/HUD/housing/doc/Memouanottofieldandowners.pdf>.

Your request is granted in part. An email has been sent to you containing the responsive documents for item 1. In response to item 2 HUD's intranet webcast archive site does not contain a listing of all HUD webcasts. Users can search for specific webcasts based on subject matter or date. In order to produce a full listing of all HUD webcasts, the Department would have to run a series of searches and create a new record to respond to this request. Agencies are not responsible for creating records in response to FOIA requests and are tasked only with releasing existing records. Thus, the Department has no records responsive to item 2 of your request. In response to item 3 of your request, I'm providing the responsive documents pertaining to each link. Please be advised that the websites you provided were incorrect. The correct website for the Multifamily Field Office Guidance main page is: [https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/housing/mfh](https://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/mfh); The correct website for the Civil Rights Front-End page is: [https://portal.hud.gov/hudportal/documents/huddoc?id=DOC\\_7846.doc](https://portal.hud.gov/hudportal/documents/huddoc?id=DOC_7846.doc); The correct website for Memo regarding Multifamily Housing Utility Analysis is: [https://www.hud.gov/sites/documents/MEMO\\_ON\\_UA\\_NOTICE.PDF](https://www.hud.gov/sites/documents/MEMO_ON_UA_NOTICE.PDF).

I am the official responsible for this determination based on information provided by the Department's Office of Housing. You may appeal this determination within 90 days from the date of this letter. If you decide to appeal, your appeal should include copies of your original FOIA request, this response letter, as well as a summary of the reasons supporting your appeal. The envelope should be plainly marked to indicate that it contains a FOIA appeal and be addressed to:

U.S. Department of Housing and Urban Development  
Attention: FOIA Appeals  
Office of Ethics and Appeals Law Division  
Office of General Counsel  
451 7<sup>th</sup> Street, SW, Suite 2130  
Washington, DC 20410

Telephone: (202) 708-3815

You may submit your appeal online at: [HUDFOIAappeals@hud.gov](mailto:HUDFOIAappeals@hud.gov), or [https://www.hud.gov/program\\_offices/administration/foia/foiaappeals](https://www.hud.gov/program_offices/administration/foia/foiaappeals), or via mail.

In addition, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows:

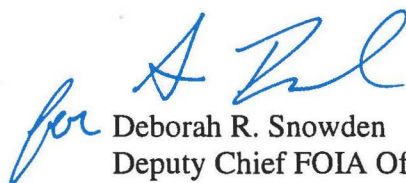
Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road-OGIS  
College Park, Maryland 20740-6001

Telephone: 202-741-5770; Toll free: 1-877-684-6448  
Fax: 202-741-5769  
Email: [ogis@nara.gov](mailto:ogis@nara.gov)

For your information, your FOIA request, including your identity and any information made available, is releasable to the public under subsequent FOIA requests. In responding to these requests, the Department does not release personal information, such as home address, telephone number, or Social Security number, all of which are protected from disclosure under FOIA Exemption 6.

If you have any questions regarding your request, please contact Mr. Garry Cox at (202) 402-5984. Thank you for your interest in the Department's programs and policies.

Sincerely,

A handwritten signature in blue ink, appearing to read "for A R L", is written over the typed name and title of the signatory.

Deborah R. Snowden  
Deputy Chief FOIA Officer  
FOIA Branch  
Office of the Executive Secretariat

Thursday, September 12, 2019



(/HUD/haw/home)

Quick Links

(/HUD/haw/assist/quicklinks)



Employee Locator



(https://twitter.com/HUDgov)



(http://www.youtube.com/HUDchannel)



(http://www.facebook.com/pages/Washington-DC/US-Department-of-

Housing-and-Urban-Development/74178981954)



(http://www.flickr.com/photos/hudopa/)

**Home** (<http://hudatwork.hud.gov>)**About HUD** (/HUD/haw/includes/menu\_abouthud)**Pay and Benefits** (/HUD/haw/includes/menu\_jobsandbenefits)**Services** (/HUD/haw/includes/menu\_admservices)**Emergencies and Security** (/HUD/haw/includes/menu\_emergenciessecurity)**Information Technology** (/HUD/haw/includes/menu\_comptech)**News** (/HUD/haw/includes/menu\_newsandevents)**Library** (/HUD/haw/includes/menu\_library)

## Library

- HUD Library (<https://www.huduser.gov/library/index.html>)
- Federal Register (<https://www.federalregister.gov/>)
- HUD Technical Videos (HUD TV) (/HUD/haw/HUDTV)
- **Subscription Services**
  - Lexis/Nexis (<https://www.lexisnexis.com/en-us/gateway.page>)
  - WestLaw (<http://web2.westlaw.com/signon/default.wl?bhcp=1&newdoor=true>)
  - Pacer (<https://www.pacer.gov/>)
- **HUD References**
  - Glossary ([https://www.hud.gov/program\\_offices/comm\\_planning/library/glossary](https://www.hud.gov/program_offices/comm_planning/library/glossary))
  - Email Responses (/HUD/pa/po/w/webteam/webmail/boilrplt)
  - Acronyms (<https://www.hud.gov/about/acronyms>)
  - Phonebooks/Directories (/HUD/haw/hudpeople/)
  - Photographs/Graphics (/HUD/haw/graphics)
  - HUD's Direct Distribution Center (/HUD/chco/po/ars/dds)
  - Research Publications (/HUD/pdr/po/r/pdrpubli)
- **Regions**
  - Region I (/HUD/regions/lo/1/library/)
  - Region II (/HUD/regions/lo/2/library/)
  - Region III (/HUD/regions/lo/3/library/)
  - Region IV (/HUD/regions/lo/4/library/)
  - Region V (/HUD/regions/lo/5/library/)
  - Region VI (/HUD/regions/lo/6/library/)
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  - Region VIII (/HUD/regions/lo/8/library/)
  - Region IX (/HUD/regions/lo/9/library/)
  - Region X (/HUD/regions/lo/10/library/)

Content current as of June 25, 2019

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(https://www.facebook.com/HUD/)

(https://www.hud.gov/program\_offices/field)



Welcome to the HUD Library Portal



The HUD Library provides a broad range of housing, economic, demographic, management, and social science research and data. We welcome suggestions for additional resources and services that the HUD Library may provide.

For questions or connectivity issues, please contact [library@hud.gov](mailto:library@hud.gov) or visit the Library in Room 8141.

## LEGAL STATUS

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## LEGAL STATUS

Current Issue

123 documents from 49 agencies (188 Pages)  
97 Notices 4 Presidential Documents 6 Proposed Rules 16 Rules

Public InspectionSpecial Filing

updated on 11:15 AM on Thursday, September 12, 2019

7 documents from 7 agencies

3 Notices 2 Presidential Documents  
2 Rules

Regular Filing

updated on 8:45 AM on Thursday, September 12, 2019

86 documents from 40 agencies

56 Notices 8 Proposed Rules 22 Rules

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Welfare



Threatened Species Status for Graham's Beardtongue and White River Beardtongue; Designation of Critical Habitat for Graham's Beardtongue and White River Beardtongue

Suggested Searches

[view all \(/environment\)](#)  
Endangered & Threatened Species  
(/endangered-threatened-species)  
805 documents in the last year  
46 open for comment  
Taking of Marine Mammals (/taking-of-marine-mammals)  
233 documents in the last year  
14 open for comment  
Fishery Management (/fishery-management)  
1358 documents in the last year  
44 open for comment  
Parks & Recreation (/parks-recreation)  
807 documents in the last year  
26 open for comment  
Migratory Bird Protection (/migratory-bird-protection)

POPULAR DOCUMENTS

Nondiscrimination in Health and Health Education Programs or Activities  
(<https://www.federalregister.gov/documents/2019/06/14/2019-11512/nondiscrimination-in-health-and-health-education-programs-or-activities>)

Apprenticeship Programs, Labor Standards for Registration, Amendment of Regulations  
(<https://www.federalregister.gov/documents/2019/06/25/2019-13076/apprenticeship-programs-labor-standards-for-registration-amendment-of-regulations>)

Endangered and Threatened Wildlife and Plants; Removing the Gray Wolf (*Canis lupus*) (<https://www.federalregister.gov/documents/2019/03/15/2019-04420/endangered-and-threatened-wildlife-and-plants-removing-the-gray-wolf-canis-lupus>)

PRESIDENTIAL DOCUMENTS**Executive Order 13886**

Modernizing Sanctions To Combat Te  
(<https://www.federalregister.gov/docur/19895/modernizing-sanctions-to-comt>)  
Thursday, September 12, 2019

**Notice**

Continuation of the National Emergen  
Foreign Interference in or Underminin  
United States Elections  
(<https://www.federalregister.gov/docur/19849/continuation-of-the-national-em-to-foreign-interference-in-or-undermini>)  
Wednesday, September 11, 2019

**Proclamation**



National Environmental Policy Act (NEPA) Compliance  
(<https://www.federalregister.gov/documents/2019/06/13/2019-12195/national-environmental-policy-act-nepa-compliance>)

Revision of Categorical Eligibility in the Supplemental Nutrition Assistance Program (SNAP)  
(<https://www.federalregister.gov/documents/2019/07/24/2019-15670/revision-of-categorical-eligibility-in-the-supplemental-nutrition-assistance-program-snap>)

Implementing Legal Requirements Regarding the Equal Opportunity Clause's Religious Exemption  
(<https://www.federalregister.gov/documents/2019/08/15/2019-17472/implementing-legal-requirements-regarding-the-equal-opportunity-clauses-religious-exemption>)

Housing and Community Development Act of 1980: Verification of Eligible Status (<https://www.federalregister.gov/documents/2019/05/10/2019-09566/housing-and-community-development-act-of-1980-verification-of-eligible-status>)

Request for Comment on the Consumer Inflation Measures Produced by Federal Statistical Agencies  
(<https://www.federalregister.gov/documents/2019/05/07/2019-09106/request-for-comment-on-the-consumer-inflation-measures-produced-by-federal-statistical-agencies>)

National Historically Black Colleges ar  
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(<https://www.federalregister.gov/docur>  
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## EXPLORE TOPICS (CFR INDEXING TERMS)

Go to a specific topic

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Search

Employee Locator



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(http://www.flickr.com/photos/hudopa/)

Search: Search for videos on PIH, CPD, and Housing topics

☒ Title ☐ Description ☐ Keywords[Home \(http://hudatwork.hud.gov\)](http://hudatwork.hud.gov)[About HUD \(/HUD/haw/includes/menu\\_abouthud\)](/HUD/haw/includes/menu_abouthud)[Pay and Benefits \(/HUD/haw/includes/menu\\_jobsandbenefits\)](/HUD/haw/includes/menu_jobsandbenefits)[Services \(/HUD/haw/includes/menu\\_admservices\)](/HUD/haw/includes/menu_admservices)[Emergencies and Security \(/HUD/haw/includes/menu\\_emergenciessecurity\)](/HUD/haw/includes/menu_emergenciessecurity)[Information Technology \(/HUD/haw/includes/menu\\_comptech\)](/HUD/haw/includes/menu_comptech)[News \(/HUD/haw/includes/menu\\_newsandevents\)](/HUD/haw/includes/menu_newsandevents)[Library \(/HUD/haw/includes/menu\\_library\)](/HUD/haw/includes/menu_library)

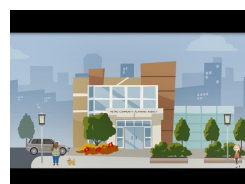
## HUD Technical Videos (HUD TV)

This video directory serves as a centralized location where HUD video links are featured on a variety of technical topics from the Offices of CPD, Housing and PIH. While some of the videos may qualify as a training video, HUD TV is not the system of record to obtain credit.

**CPD: Multifamily Housing****Introduction to the Uniform Relocation Assistance**[https://www.youtube.com/watch?time\\_continue=12&v=ZsX3-Ybeicg](https://www.youtube.com/watch?time_continue=12&v=ZsX3-Ybeicg)

8-part web based modular training course on the basic information and resources to HUD grantees and funding recipients on URA requirements for HUD funded projects.

Keywords:

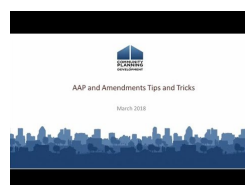
[Uniform Relocation Act \(\)](#) [HOME \(\)](#) [Section 104\(d\) \(\)](#) [Federal Funds \(\)](#) [Acquisition \(\)](#)  
[Displacement \(\)](#) [Recapitalization \(\)](#) [Multifamily \(\)](#)[https://www.youtube.com/watch?time\\_continue=12&v=ZsX3-Ybeicg](https://www.youtube.com/watch?time_continue=12&v=ZsX3-Ybeicg)

Posted: 11/9/2017

**CPD: HOME****Best Practices for the Consolidated Plan and Action Plan in the eCon Planning**<https://www.youtube.com/watch?v=ZhA93ZRrTGo>

Question and Answer webinar for all State and Entitlement grantees on best practices for successful set up of the Action Plan in the eCon Planning Suite and reviewed the process, timing, and steps required to complete amendments.

Keywords:

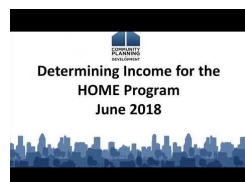
[Consolidated Action Plan \(\)](#) [HOME \(\)](#) [ESG \(\)](#) [HOPWA \(\)](#)<https://www.youtube.com/watch?v=ZhA93ZRrTGo>

Posted: 3/29/2018

**CPD: HOME****Determining Income for the HOME Program**[https://www.youtube.com/watch?v=Eq7MSKSC\\_04](https://www.youtube.com/watch?v=Eq7MSKSC_04)

This video describes the HOME Income definitions. It also provides training on how to properly calculate income for HOME eligibility and for recertification including setting rent levels for over income households.

Keywords:

[HOME \(\)](#) [Income Determination \(\)](#) [HOME Eligibility \(\)](#) [Multifamily \(\)](#)[https://www.youtube.com/watch?v=Eq7MSKSC\\_04](https://www.youtube.com/watch?v=Eq7MSKSC_04)

Posted: 6/29/2018

**CPD: CDBG**

### Browse by Topic

- ☐ PIH
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- ☐ Multifamily Housing
- ☐ Public Housing
- ☐ RAD
- ☐ REAC
- ☐ All Topics

### Contact Us

We would be happy to answer any questions you may have. You also may email us with any suggested videos to add or remove. The HUD TV team will respond shortly!

Name:

Email:

Subject:

Message:

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([https://www.youtube.com/watch?v=H7Lxw\\_QUj28](https://www.youtube.com/watch?v=H7Lxw_QUj28)) Posted: 5/2/2017

### Best Practices for Action Plan Set-Up and Amendments in the eCon Planning Suite ([https://www.youtube.com/watch?v=H7Lxw\\_QUj28](https://www.youtube.com/watch?v=H7Lxw_QUj28))

Best practices to successfully set up your Action Plan in eCon Planning Suite and reviewing the process, timing, and steps required to complete amendments.

Keywords:

Consolidated Action Plan () Office of Block Grant Assistance () Action Plan ()

eCon Planning Suite ()



([https://www.youtube.com/watch?v=rFhtS\\_-uwM](https://www.youtube.com/watch?v=rFhtS_-uwM)) Posted: 9/28/2018

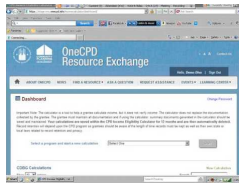
CPD: Multifamily Housing

### URA Overview ([https://www.youtube.com/watch?v=rFhtS\\_-uwM](https://www.youtube.com/watch?v=rFhtS_-uwM))

Overview of the Uniform Relocation Assistance and Real Property Acquisition Policies Act.

Keywords:

URA () Uniform Relocation Act () Relocation () HOME () Section 8 () RAD ()



(<https://www.youtube.com/watch?v=x0a1gPIHUHU#action=share>)  
Posted: 11/15/2012

CPD: HOME

### Using the Income Calculator for Rental and TBRA Programs

(<https://www.youtube.com/watch?v=x0a1gPIHUHU#action=share>)

Using the CPD Income Eligibility Calculator to determine and document the adjusted income and rental assistance amounts for CPD program beneficiaries.

Keywords:

HOPWA () Eligibility () Recordkeeping () CDBG () BEDI () Section 108 TBRA ()



(<https://www.youtube.com/watch?v=IYcK-UYGVKM#action=share>)  
Posted: 7/10/2018

CPD: HOME

### Rental Housing Compliance - Part 1 (<https://www.youtube.com/watch?v=IYcK-UYGVKM#action=share>)

Role of Participating Jurisdictions and property managers during the HOME affordability period.

Keywords:

Rental Compliance () Income Recertification () Rent Adjustments ()



(<https://www.youtube.com/watch?v=y5X0587OQBA#action=share>)  
Posted: 7/10/2018

CPD: HOME

### Rental Housing Compliance - Part 2 (<https://www.youtube.com/watch?v=y5X0587OQBA#action=share>)

Role of Participating Jurisdictions and property managers during the HOME affordability period.

Keywords:

Rental Compliance () Income Recertification () Rent Adjustments () Affordable ()

Housing: Multifamily Housing

### 2017 HUD Preservation Workbook and Recapitalization Excel Tool Webinar (<https://www.youtube.com/watch?v=K1gt5A7owM&feature=youtu.be>)



(<https://www.youtube.com/watch?v=K1gt5A7owM&feature=youtu.be>)

Posted: 12/7/2017

owners explore and make decisions about whether and how to preserve their property and develop a preservation plan. The Recapitalization Excel Tool helps owners capture the current financial structure of their property, incorporate the cost of capital improvements, and determine alternatives for financial restructuring.

Keywords:

Recapitalization ()

This webinar introduces participants to the recently published companion products - the HUD Preservation Workbook: Successful Stewardship of Multifamily Housing Recapitalization and the Recapitalization Excel Tool - which were designed to assist owners in becoming familiar with the steps involved in developing a strategy for preserving their HUD-insured and/or assisted affordable multifamily rental properties. The workbook is designed to help



(<https://www.youtube.com/watch?v=HFQ-wYaQNeM&feature=youtu.be>)

Posted: 1/30/2018

Introduction to stakeholders on converting Mod Rehab and Mod SRO contracts under the RAD to basic eligibility requirements, application process and benefits of RAD conversion.

Keywords:

Housing: RAD

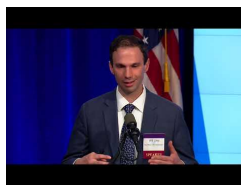
**RAD Conversion of Moderate Rehabilitation Contracts**

(<https://www.youtube.com/watch?v=HFQ-wYaQNeM&feature=youtu.be>)

Introduction to stakeholders on converting Mod Rehab and Mod SRO contracts under the RAD to basic eligibility requirements, application process and benefits of RAD conversion.

Keywords:

Moderate Rehabilitation ()



(<https://www.youtube.com/watch?v=nKAqeu1HT7E>)

Posted: 6/6/2018

Housing: RAD

**The RAD Roadmap** (<https://www.youtube.com/watch?v=nKAqeu1HT7E>)

Introduction to the RAD Process.

Keywords:

Recapitalization () RAD ()



(<https://www.youtube.com/watch?v=BMOkL5A99HI&feature=youtu.be>)

Posted: 12/8/2018

Housing: Multifamily Housing

**Strategies to Preserve and Refinance Affordable Housing Properties**

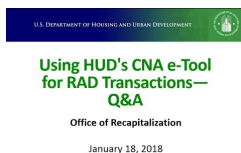
(<https://www.youtube.com/watch?v=BMOkL5A99HI&feature=youtu.be>)

Information on how to get started on refinancing, recapitalizing, and renovating older MF buildings that receive HUD support and subsidies.

Keywords:

Recapitalization () RAD () Section 202 () Section 236 () Rent Supp ()

Rental Assistance Payment (RAP) () Flexible Subsidy Loans () Section 8 ()



(<https://www.youtube.com/watch?v=gLntj0J2VrE&feature=youtu.be>)

Posted: 1/18/2018

Housing: RAD

**Using HUD's CNA e-Tool for RAD Transactions**

(<https://www.youtube.com/watch?v=gLntj0J2VrE&feature=youtu.be>)

Q&A about implementing HUD's Capital Needs Assessment (CNA) e-tool for non-FHA Rental Assistance Demonstration (RAD) transactions.

Keywords:

Rental Assistance Demonstration () Capital Needs Assessments () CNA E-Tool ()

**Housing:** RAD



(<https://www.youtube.com/watch?v=meeeQjiUQZw>) Posted: 3/16/2018

**Keys to a Successful RAD Conversion - Environmental Reviews and HEROS Submissions** (<https://www.youtube.com/watch?v=meeeQjiUQZw>)

Environmental Review and HEROs submission on all HUD-assisted projects.

Keywords:

Recapitalization () Rental Assistance Demonstration () HEROS ()  
Environmental Review ()

**Housing:** Multifamily Housing



(<https://www.youtube.com/watch?v=ZcWS2IFjVg&feature=youtu.be>) Posted: 9/12/2018

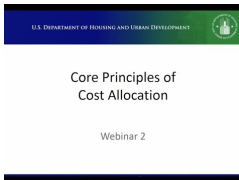
**CNA e-Tool Briefing** (<https://www.youtube.com/watch?v=ZcWS2IFjVg&feature=youtu.be>)

Release 2.3 & Assessment Tool 1.2 v7

Keywords:

Capital Needs Assessment Tool () CNA E-Tool () Recapitalization () RAD ()

**Housing:** Multifamily Housing



(<https://www.youtube.com/watch?v=3zdEwxnOjmo&feature=youtu.be>) Posted: 7/17/2018

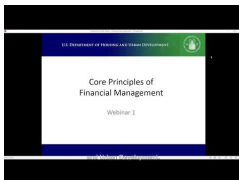
**Core Principles of Cost Allocation** (<https://www.youtube.com/watch?v=3zdEwxnOjmo&feature=youtu.be>)

Core Principles of Cost Allocation

Keywords:

Multifamily Housing Grant Programs () Assisted Living Conversion Program ()  
Congregate Housing Services Program () Section 811 () Service Coordinators ()  
Section 202 ()

**Housing:** Multifamily Housing



(<https://www.youtube.com/watch?v=zDTXxpn64cl#action=share>) Posted: 7/17/2018

**Core Principles of Financial Management** (<https://www.youtube.com/watch?v=zDTXxpn64cl#action=share>)

Intro to the principals of financial management for HUD grantee and sub-recipient

Keywords:

Budgeting () Accounting () Financial Cost Principles () Fund Management ()  
Internal Controls () Federal Cost Principles () Accounting () Audits ()

**Housing:** Multifamily Housing



(<https://www.youtube.com/watch?v=fdT2I-XDBns&feature=youtu.be>) Posted: 11/8/2016

**Previous Participation Review Training** (<https://www.youtube.com/watch?v=fdT2I-XDBns&feature=youtu.be>)

Overview of how to complete a previous participation review

Keywords:

Multifamily () APPS () 2530 Review () Previous Participation () Mortgage Credit ()  
Office of Healthcare () Asset Management ()

**Housing:** Environmental



**Environmental Training** (<https://www.youtube.com/playlist?list=PLDYbj6cykYZ8OojfTibnokevSgwg39HJU>)

Two day training on completing environmental reviews

Keywords:

Multifamily () RAD ()

(<https://www.youtube.com/playlist?list=PLDYbj6cykYZ8OojfTibnokevSgwg39HJU>)

Posted: 6/1/2016

**Housing:** Multifamily Housing



**Accessibility Compliance** (<https://www.youtube.com/playlist?list=PLDYbj6cykYZ-xtZMV9HJQOjV6wgUZsdb1>)

Two day training on completing environmental reviews

Keywords:

Accessibility () Office of Healthcare ()

(<https://www.youtube.com/playlist?list=PLDYbj6cykYZ-xtZMV9HJQOjV6wgUZsdb1>)

Posted: 5/1/2012

**Housing:** Multifamily Housing



**Tax Exempt Deals 101** (<https://www.youtube.com/watch?v=Zqg88rChO7M&feature=youtu.be>)

Overview of tax exempt bond financing for projects with low income housing tax credits (LIHTC)

Keywords:

LIHTC () 4% bonds () Office of General Counsel () Asset Management ()

(<https://www.youtube.com/watch?v=Zqg88rChO7M&feature=youtu.be>)

Posted: 10/26/2018

**Housing:** Multifamily Housing



**SEBA Multifamily Underwriting Series Level 1**

(<https://www.youtube.com/playlist?list=PLDYbj6cykYZ-btAZqTPHyDfb77JWbTQVp>)

In-depth course on multifamily valuation and mortgage credit analysis

Keywords:

Underwriting () Asset Management () Mortgage Credit () Valuation ()

(<https://www.youtube.com/playlist?list=PLDYbj6cykYZ-btAZqTPHyDfb77JWbTQVp>)

Posted: 1/15/2014 - 3/26/2014

**Housing:** Multifamily Housing



**SEBA Multifamily Underwriting Series Level 2**

(<https://www.youtube.com/playlist?list=PLDYbj6cykYZ-hMBHu6M66aClzRgClwtOn>)

In-depth course on multifamily valuation and mortgage credit analysis

Keywords:

Underwriting () Asset Management () Mortgage Credit () Valuation ()

(<https://www.youtube.com/playlist?list=PLDYbj6cykYZ-hMBHu6M66aClzRgClwtOn>)



list=PLDYbj6cykYZ-  
hMBHu6M66aClzRgClwtOn)  
Posted: 1/14/2015 - 3/11/2015



([https://www.youtube.com/playlist?](https://www.youtube.com/playlist?list=PLDYbj6cykYZ8XjxKcMCtzLEAdoxTT7IZY)

list=PLDYbj6cykYZ8XjxKcMCtzLEAdoxTT7IZY)

Posted: 5/22/17 & 5/23/18

**Housing:** Multifamily Housing

**ABA Closing School** ([https://www.youtube.com/playlist?](https://www.youtube.com/playlist?list=PLDYbj6cykYZ8XjxKcMCtzLEAdoxTT7IZY)

list=PLDYbj6cykYZ8XjxKcMCtzLEAdoxTT7IZY)

In-depth presentation on closing reviews for MFH FHA-insured loans

Keywords:

Closing Review () Office of General Counsel ()



([https://www.youtube.com/watch?](https://www.youtube.com/watch?v=VVoYymchhA8)

v=VVoYymchhA8) Posted: 6/5/2018

**Housing:** Multifamily Housing

**Section 811 PRA: HUD Secure Systems - Grantee Set-up Guide**

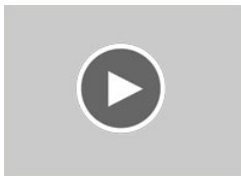
(<https://www.youtube.com/watch?v=VVoYymchhA8>)

This webinar covers several topics related to HUD Secure Systems including:

Keywords:

Direct Deposit () Rental Assistance Contracts () HUD Secure Systems ()

Section 811 ()



([https://www.hudexchange.info/trainings/courses/section-811-pra-811-pra-](https://www.hudexchange.info/trainings/courses/section-811-pra-811-pra-program-overview)

811-pra-811-pra-program-

overview) Posted: 4/5/2018

**Housing:** Multifamily Housing

**Section 811 PRA: 811 PRA Program Overview**

([https://www.hudexchange.info/trainings/courses/section-811-pra-811-pra-](https://www.hudexchange.info/trainings/courses/section-811-pra-811-pra-program-overview)

program-overview)

This webinar provides an outline of the 811 Project Rental Assistance (PRA) Program, including:

Keywords:

Project Rental Assistance () Section 811 ()



([https://www.hudexchange.info/trainings/courses/section-811-pra-unit-](https://www.hudexchange.info/trainings/courses/section-811-pra-unit-identification)

811-pra-unit-identification) Posted:

4/5/2018

**Housing:** Multifamily Housing

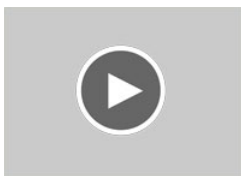
**Section 811 PRA: Unit Identification**

([https://www.hudexchange.info/trainings/courses/section-811-pra-unit-](https://www.hudexchange.info/trainings/courses/section-811-pra-unit-identification)

This webinar discusses unit identification, a key component of 811 Project Rental Assistance (PRA) Program implementation. Program overview

Keywords:

Rental Assistance Contracts () Expenditures () PRA () Section 811 ()



([https://www.hudexchange.info/trainings/courses/section-811-pra-from-](https://www.hudexchange.info/trainings/courses/section-811-pra-from-outreach-to-move-in)

**Housing:** Multifamily Housing

**Section 811 PRA: From Outreach to Move-In**

([https://www.hudexchange.info/trainings/courses/section-811-pra-from-](https://www.hudexchange.info/trainings/courses/section-811-pra-from-outreach-to-move-in)

This webinar provides guidance for 811 Project Rental Assistance (PRA) programs around navigating the process from outreach to move-in.

Keywords:

Project Rental Assistance () Eligible Households () Outreach () Section 811 ()

811-pra-from-outreach-to-move-in)

Posted: 4/5/2018

**Housing:** Multifamily Housing**Section 811 PRA: Ongoing Grantee Responsibilities**

(<https://www.hudexchange.info/trainings/courses/section-811-pra-ongoing-grantee-responsibilities>)

This webinar discusses grantee responsibilities and program management beyond implementation for the 811 Project Rental Assistance (PRA) Program.

Keywords:

(<https://www.hudexchange.info/trainings/courses/section-811-pra-ongoing-grantee-responsibilities>) Project Rental Assistance () Eligible Households () Outreach () Section 811 ()

811-pra-ongoing-grantee-responsibilities) Posted: 4/5/2018

**Housing:** Multifamily Housing**Section 811 PRA: Reasonable Accommodation in 811 PRA Part 2**

(<https://www.youtube.com/watch?v=xmQeH8eExZU>)

This webinar discusses the scope of reasonable accommodation requests in the 811 Project Rental Assistance (PRA) program.

Keywords:

Project Rental Assistance () Reasonable Accommodations () Tenant Screening ()

(<https://www.youtube.com/watch?v=xmQeH8eExZU>) Section 811 ()

Posted: 3/29/2018

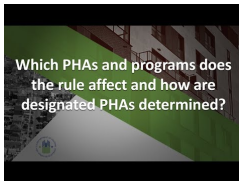
**PIH:** RAD**Closing a RAD Transaction** ([https://www.youtube.com/watch?v=NvsRtLAuld4&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq\\_&index=13](https://www.youtube.com/watch?v=NvsRtLAuld4&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq_&index=13))

Keys to a successful RAD conversion. Path to RAD closing success for public housing conversions.

Keywords:

RAD () Rental Assistance Demonstration () Conversion () Repositioning ()

([https://www.youtube.com/watch?v=NvsRtLAuld4&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq\\_&index=13](https://www.youtube.com/watch?v=NvsRtLAuld4&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq_&index=13))  
Posted: 6/6/2018

**PIH:** Public Housing**Implementing HUD's SAFMRs Rule: Which PHAs and programs are affected?**

(<https://www.youtube.com/watch?v=klhIEjz9b3c>)

A description of the Small Area Fair Market Rate rule and what is affected.

Keywords:

FMR () SAFMR () Fair Market Rate () Small Area () Public Housing () PHA ()

(<https://www.youtube.com/watch?v=klhIEjz9b3c>)

Posted: 4/24/2018

**PIH:** Environmental**2018 02 01 13 01 HEROS training for HUD Partners**

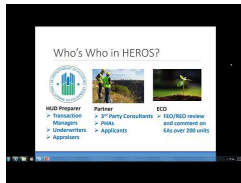
(<https://www.youtube.com/watch?v=4QKyTqlopaU>)

An overview of HEROS

Keywords:

HEROS () Environmental Review () Environmental Assessment () Part 50 ()

Part 58 () Environmental ()



(<https://www.youtube.com/watch?v=4QKyTqlpaU>) Posted: 2/2/2018

**PIH:** RAD



**Closing a Rad Transaction** (<https://www.youtube.com/watch?v=NvsRtLAuld4&t=237s>)

What to expect in the final stages of closing a RAD Transaction

Keywords:

RAD () Rental Assistance Demonstration () Conversion () Repositioning ()

(<https://www.youtube.com/watch?v=NvsRtLAuld4&t=237s>) Posted: 6/6/2018

**PIH:** RAD



**The Building Blocks of a Strong Financing Plan** (<https://www.youtube.com/watch?v=hKNi9z5bZsE&t=151s>)

A description of what goes into a strong RAD Financing Plan

Keywords:

RAD () Financing () Transfer () Conversion ()

(<https://www.youtube.com/watch?v=hKNi9z5bZsE&t=151s>) Posted: 6/13/2018

**PIH:** Public Housing



**Using the Capital Needs Assessment E-Tool** ([https://www.youtube.com/watch?v=xkGFhFXlobc&index=11&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq\\_](https://www.youtube.com/watch?v=xkGFhFXlobc&index=11&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq_))

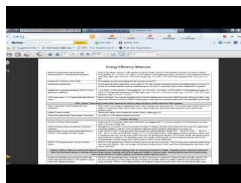
How to use the CNA/PNA Tool

Keywords:

Capital Needs Assessment () Physical Needs Assessment () PASS Physical () PNA () CNA ()

([https://www.youtube.com/watch?v=xkGFhFXlobc&index=11&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq\\_](https://www.youtube.com/watch?v=xkGFhFXlobc&index=11&list=PLDYbj6cykYZ-pgkFajVbFnKSgPbsHNpq_)) Posted: 9/25/2017

**PIH:** Public Housing



**Reporting in EPIC** (<https://www.youtube.com/watch?v=3tVOiqG955s&t=212s>)

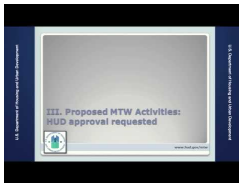
How to use the EPIC Software to enter Capital Fund Information

Keywords:

Capital Fund () CFP () EPIC () Reporting ()

(<https://www.youtube.com/watch?v=3tVOiqG955s&t=212s>) Posted: 4/3/2012

**PIH:** Public Housing



(<https://www.youtube.com/watch?v=w3xUCzpMXrU>) Posted: 4/1/2014

### MTW Reporting Using the Revised Form 50900 Part 1

(<https://www.youtube.com/watch?v=w3xUCzpMXrU>)

MTW Reporting Using the Revised Form 50900 Part 1

Keywords:

MTW () Move to Work Demonstration ()



(<https://www.youtube.com/watch?v=w3xUCzpMXrU>) Posted: 4/1/2014

PIH: Public Housing

### MTW Reporting Using the Revised Form 50900 Part 2

(<https://www.youtube.com/watch?v=w3xUCzpMXrU>)

MTW Reporting Using the Revised Form 50900 Part 2

Keywords:

MTW () Move to Work Demonstration ()



(<https://www.youtube.com/watch?v=kk1xxVh6bU4>) Posted: 9/21/2011

PIH: REAC

### REAC Technical Assistance Center (<https://www.youtube.com/watch?v=kk1xxVh6bU4>)

[v=kk1xxVh6bU4](https://www.youtube.com/watch?v=kk1xxVh6bU4))

A quick description of what the TAC does.

Keywords:

REAC () TAC () Technical Assistance Center () Inspections () Physical Inspections ()



(<https://www.youtube.com/watch?v=RbboN1Tb96U>) Posted: 10/24/2011

PIH: REAC

### Physical Inspection - Quality Assurance Training

(<https://www.youtube.com/watch?v=RbboN1Tb96U>)

An explanation of what QA is and why we perform REAC Inspections.

Keywords:

REAC () Inspections () Physical Inspections () Quality Assurance () QA ()

REAC Inspections ()



([https://www.youtube.com/watch?v=FGINw\\_wl8Pg](https://www.youtube.com/watch?v=FGINw_wl8Pg)) Posted: 2/16/2011

PIH: REAC

### Physical Inspection Review and Time Stamp Analysis

([https://www.youtube.com/watch?v=FGINw\\_wl8Pg](https://www.youtube.com/watch?v=FGINw_wl8Pg))

This webinar discusses the internal physical inspection review process, inspection lessons learned, and timestamp analysis.

Keywords:

REAC () Inspections () Physical Inspections () Quality Assurance () QA ()

REAC Inspections () Inspection Process () Timestamp () Timestamp Analysis ()

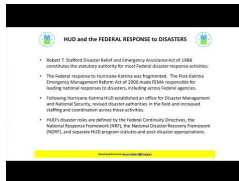
PIH: Public Housing

### HUD's Field Operations for Disaster Response

(<https://www.youtube.com/watch?v=YFVOMZgXVic&t=2336s>)

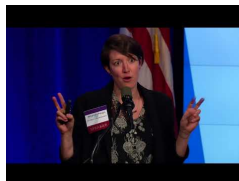
An Overview of the Who, What, Where, and Why of HUD Disaster Response.

Keywords:



(<https://www.youtube.com/watch?v=YFVOMZgXVic&t=2336s>) Posted: 9/25/2017

Disaster () Hurricane () Earthquake () Fire () Presidentially Declared Disasters ()  
Declared () Disaster Response () Disaster Recovery () FEMA ()



(<https://www.youtube.com/watch?v=meeeQjiUQZw&t=50s>) Posted: 6/13/2018

PIH: Environmental

#### Environmental Review and HEROS Submissions

(<https://www.youtube.com/watch?v=meeeQjiUQZw&t=50s>)

An Overview of Environmental Reviews and HEROS Submissions

Keywords:

Environmental Reviews () Environmental Assessments () Part 50 () Part 58 ()  
HEROS () Phase 1 ()



(<https://www.youtube.com/watch?v=LRZJAkyHpOE>) Posted: 11/19/2015

PIH: Public Housing

#### Overview of PHA Risk Assessment and Analysis

(<https://www.youtube.com/watch?v=LRZJAkyHpOE>)

An Overview of Environmental Reviews and HEROS Submissions

Keywords:

Risk Assessment () PHA Risk Assessment () Risk Analysis () PHA Risk Analysis ()  
Public Housing Risk Assessment () Public Housing Risk Analysis () Risk ()



(<https://youtu.be/XTZzjcjb6hl>)  
Posted: 2/9/2016

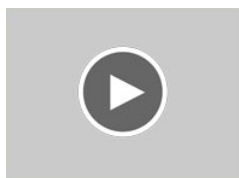
PIH: Environmental

#### Mold and Moisture Problems in Housing (<https://youtu.be/XTZzjcjb6hl>)

Overview of Mold/Moisture Problems in Housing and what actions HUD is taking

Keywords:

Mold () Moisture () Moisture Intrusion () Mold Remediation () Healthy Homes ()



(<https://www.hudexchange.info/trainings/courses/ebll-response-in-public-housing-the-basics/>) Posted: 11/5/2018

PIH: Environmental

#### EBLL Response in Public Housing: Overview

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-public-housing-the-basics/>)

This video introduces the key acronyms, notification requirements, and responsible party for elevated blood lead level (EBLL) response in public housing units.

Keywords:

LBP () Lead Based Paint () EBLL () Lead ()

PIH: Environmental

**EBLL Response in Public Housing: What to Do**

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-public-housing-index-unit/>)

This video describes the requirements for verification, notification, investigation, control and clearance, and ongoing maintenance and reevaluation for the public housing unit in which a child with an elevated blood lead level (EBLL) resides

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-public-housing-index-unit/>)

unit/) Posted: 11/5/2018

Keywords:

LBP () Lead Based Paint () EBLL () Lead Notification () Notification ()

EBLL Notification ()

PIH: Environmental

**EBLL Response in HCV Units: The Basics**

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-hcv-units-the-basics/>)

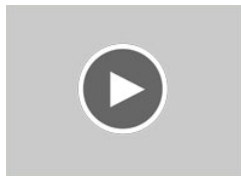
This video introduces the key acronyms, notification requirements, and responsible party for elevated blood lead level (EBLL) response in Housing Choice Voucher (HCV) units.

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-hcv-units-the-basics/>)

Posted: 11/5/2018

Keywords: LBP () Lead Based Paint () EBLL () Lead () HCV ()

PIH: Environmental

**EBLL Response in HCV Units: What To Do**

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-hcv-units-index-unit/>)

This video describes the requirements for verification, notification, investigation, control and clearance, and ongoing maintenance and reevaluation for the Housing Choice Voucher (HCV) unit in which a child with an elevated blood lead level (EBLL) resides.

(<https://www.hudexchange.info/trainings/courses/ebll-response-in-hcv-units-index-unit/>)

Posted: 11/5/2018

Keywords:

LBP () Lead Based Paint () EBLL () Lead () HCV () Lead Notification ()

EBLL Notification ()

PIH: Environmental

**Certifying and Completing Part 50 Reviews in HEROS**

(<https://www.hudexchange.info/trainings/courses/certifying-and-completing-part-50-reviews-in-heros/>)

This video is part of a series of trainings demonstrating the functionality and components of the HUD Environmental Review Online System (HEROS). It shows HUD staff how to complete and certify a Part 50 Environmental Review in HEROS.

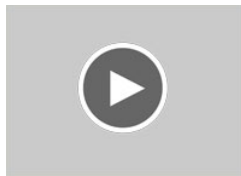
(<https://www.hudexchange.info/trainings/courses/certifying-and-completing-part-50-reviews-in-heros/>)

heros/) Posted: 2/1/2018

Keywords: HEROS () Environmental Review () Part 50 () Part 50 review () Multifamily ()

RAD ()

CPD: CoC Program

**Requirements for Coordinated Entry Systems**

(<https://www.hudexchange.info/trainings/courses/coordinated-entry-requirements-webinar/1872/>)

The videos describes coordinated access system and requirements.

Keywords:

Homeless () CoC ()

(<https://www.hudexchange.info/trainings/courses/coordinated-entry-requirements-webinar/1872/>)

Posted: 5/5/2017



CPD: Homeless



**Emergency Solutions Grants Program: Using IDIS for Financial Management**  
 (<https://www.hudexchange.info/trainings/courses/emergency-solutions-grants-program-using-idis-for-financial-management/790/>)

ESG program integration with HUD financial systems.

Keywords:

IDIS () Recordkeeping ()

(<https://www.hudexchange.info/trainings/courses/emergency-solutions-grants-program-using-idis-for-financial-management/790/>) Posted: 7/23/2015

CPD: ESG



**Determining Homeless and At-Risk Status, Income and Disability Webinar for ESG**  
 (<https://www.hudexchange.info/trainings/courses/determining-homeless-and-at-risk-status-income-and-disability-webinar-for-esg-grantees1/>)

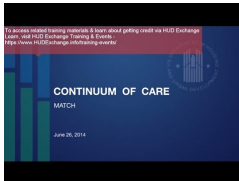
Emergency Solutions Program eligibility determinations and at-risk requirements.

Keywords:

CoC () ESG () Recordkeeping ()

(<https://www.hudexchange.info/trainings/courses/determining-homeless-and-at-risk-status-income-and-disability-webinar-for-esg-grantees1/>) Posted: 11/13/2011

CPD: CoC Program



**Continuum of Care** (<https://www.youtube.com/watch?v=gK1xq3YLaso>)

How to properly document and record homelessness to HUD's standards.

Keywords:

Homeless () Recordkeeping ()

(<https://www.youtube.com/watch?v=gK1xq3YLaso>) Posted: 9/28/2018

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[September 2019 Newsletter](#) (07/19/2019)  
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The PACER Case Locator is a national index for U.S. district, bankruptcy, and appellate courts. A subset of information from each case is transferred to the PACER Case Locator server each night.

The system serves as a locator index for PACER. You may conduct nationwide searches to determine whether or not a party is involved in federal litigation.

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Home / Program Offices / Community Planning and Development / Community Planning and Development Library / Glossary of CPD Terms

## GLOSSARY OF CPD TERMS

These are some terms that are specifically related to HUD's Office of Community Planning and Development (CPD) programs or functions.

- Acquired immunodeficiency syndrome (AIDS)
- Act
- Action Plan
- Adjusted Income
- Administrative costs
- Affordability
- Affordable Housing
- Age of housing
- Alternative transportation fuel
- Annual Income
- Applicant
- ASHRAE/IESNA
- IBR
- Income
- Industrial facility
- Insular Areas
- Integrated Disbursement and Information System (IDIS)
- Jurisdiction
- Landholding agency
- Lease
- Low Income
- Low-and moderate-income household
- Low-and moderate-income person

### CPD Glossary

A B C D E

F G H I



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W X Y Z

### HUD Resources

### HUD Acronyms



- Assisted Household or Person
- Borrower
- British thermal unit
- Building
- Buildings for the general conduct of government
- Carpool
- Carpool matching and promotion campaign
- CDBG funds
- Certification
- Checklist
- Chief Executive Officer
- Citizen Participation Plan
- City
- Classification
- Colonias
- Combined Youthbuild
- Commercially available
- Commercial building
- Commitment
- Commitment to a Specific Project
- Lower-Income Rental Assistance (Section 8 Certificates and Vouchers)
- Major rehabilitation
- Manufactured home
- Match
- Metropolitan Planning Organization
- Moderate Income
- Neighborhood
- Neighborhood Revitalization Strategy
- New Construction
- Nonentitlement public entity
- Nonprofit organization
- Nonprofit recipient
- Non-substantial rehabilitation
- Participating Jurisdiction (PJ)
- Permit
- Person with disabilities
- Political subdivision
- Population
- Preferential traffic control
- Priority Purchaser
- Program activity


- Community and Individual Investment Corporation (CIIC)
- Community Development Financial Institution
- Community Development Block Grant Program (CDBG)
- Community Development Block Grants (Entitlement)
- Community Development Block Grant (Insular Areas)
- Community Development Block Grants (Section 108 Loan Guarantee)
- Community Development Block Grants (Small Cities)
- Community Development Block Grant (State Administered)
- Community Housing Development Organization (CHDO)
- Community Reinvestment Act (CRA)
- Community Renewal - Renewal Communities/Empowerment Zones/Enterprise Communities (RC/EZ/EC)
- Program Income
- Project
- Project Completion
- Project sponsor
- Property
- Public building
- Reconstruction (also Rehabilitation)
- Rehabilitation
- Renewal Communities (RC)
- Renewable energy
- Renewable energy measure
- Renovation
- Residential building
- Revitalization of Severely Distressed Public Housing (HOPE VI)
- Revolving fund
- Screen
- Section 8 Existing Rental Assistance
- Section 8 Homeownership Program
- Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program

- Consolidated Plan
- Continuum of Care
- Consortium
- Conversion
- Debt obligation
- Designated public agency
- Disability Compensation
- Disaster Recovery Assistance
- Discretionary grant
- Draw-Down
- Economic Development Initiative (EDI)
- Elder Cottage Housing Opportunity (ECHO) units
- Eligible organization
- Eligible Metropolitan Statistical Area (EMSA)
- Eligible person
- Eligible State
- Emergency Shelter Grant (ESG) Program
- Empowerment Zones
- Energy
- Energy audit
- Energy efficiency
- Enterprise Communities
- Shelter Plus Care (S+C) Program
- Self-Help Homeownership Program (SHOP)
- Single Room Occupancy (SRO)
- State-assisted public entity
- State homeless coordinator
- State Recipient
- Subrecipient
- Substantial rehabilitation
- Suitable Property
- Supportive Housing
- Supportive Housing for the Elderly (Section 202)
- Supportive Housing Program (SHP)
- Supportive Services
- Surplus property
- Surplus Property Program To Assist the Homeless (Title V)
- Targeting
- Tenant-Based Rental Assistance
- Total Development Cost (TDC)
- Transitional housing

- Entitlement amount
- Entitlement public entity
- Environment
- Environmental residual
- Excess property
- Extent of growth lag
- Extent of housing overcrowding
- Extent of poverty
- Exterior envelope physical characteristics
- Family
- Federal Housing Administration (FHA) Mortgage Insurance Programs
- Final Rule (HOME)
- Formula city or county
- Grantee
- Group Home
- Guaranteed loan funds
- HOME-Assisted Units
- HOME Funds
- HOME Investment Partnerships Program (HOME)
- Transit level of service
- Underutilized
- Uniform Relocation Assistance (URA)
- Unit of general local government
- Unsuitable property
- Unutilized property
- Urban area traffic restriction
- Useful life
- Value of the building
- Vanpool
- Variable working schedule
- VA Medical Center
- Veteran
- Very Low-Income
- Veteran Service Organization Officers
- Vocational Rehabilitation Program

- HOME Investment Trust Fund
- Homeless prevention
- Homeless Veteran
- Homeownership
- Homeownership Zones (HOZ)
- Household
- Housing
- Housing Opportunities for Persons With AIDS (HOPWA)
- HVAC





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## Managing Web Mail

Our policy is to respond to email within 2 business days. If you have to do some research, you have up to 2 weeks to reply. If you need to research the question or refer it to another office send the customer a brief interim response (/HUD/pa/po/w/webteam/webmail/sampleresponses).

### Referring Email

- **FHA or Single Family Housing inquiries:** Refer directly to answers@hud.gov (mailto:answers@hud.gov) using the boiler plate for the FHA Resource Center (/HUD/pa/po/w/webteam/webmail/sampleresponses#FHAResourceCenter).
- Subsidized apartment search inquiries (http://www.hud.gov/apps/section8/): Refer to Real\_Estate\_MGMT@hud.gov (mailto:Real\_Estate\_MGMT@hud.gov). The user will be assigned a ticket number, and they can telephone the Multifamily Help Desk for follow up information.
- **Public Housing (PIH) or Housing Choice Vouchers (Section 8) inquiries:** Refer to HUD-PIHRC@tngusa.net (mailto:HUD-PIHRC@tngusa.net) using the boiler plate for Public Housing/Section 8 (/HUD/pa/po/w/webteam/webmail/sampleresponses).
- **Other:** For less-common or program-specific questions -- If you are not the subject matter expert, refer the message on to someone who is, and follow up to make sure they respond within the required timeframe. Learn more about forwarding web mail (/HUD/pa/po/w/webteam/webmail/fwding).

### Privacy

When someone sends us email, we won't share that email address with anyone outside HUD (or inside HUD, except to respond to the request). Following are some standard responses that can be used to answer common questions received via email.

### Email Management Guidelines

- Always use **"Reply with History"** when responding, so the customer can see what they sent, as well as your response.
- Use **"boilerplate" (see below)** language to respond to common questions. Just cut and paste the correct boilerplate response into your reply.
- **Tailor the standard response**, if needed, to respond directly to the customer's question.
- Use proper web mail etiquette (/HUD/pa/po/w/webteam/webmail/etiquette/).
- **Always** use **"Send and File"** when responding, and file a copy of the sent message in either the "done" or "pending" folder, depending on the status of the response. For "pending" messages, move to "done" folder when completed. We need to track the amount of web mail to which we respond.

### Answers to Common Questions

- Homebuying (https://www.hud.gov/faqs/homebuying)
- Homeowning (https://www.hud.gov/faqs/homeowning)
- HUD Homes (https://www.hud.gov/faqs/hudhome)
- Renting (https://www.hud.gov/faqs/renting)
- Relocation, Foreclosure, Eviction (https://www.hud.gov/faqs/foreclose)
- FHA Refunds (https://www.hud.gov/faqs/refunds)
- Homeless (https://www.hud.gov/faqs/homeless)
- Fair Housing (https://www.hud.gov/faqs/fairhousing)
- Communities (https://www.hud.gov/faqs/communities)

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Policies

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Quality Control

(/HUD/pa/po/w/webteam/wmqc)

Web Products

(/HUD/pa/po/w/webteam/webprodu




- Consumer Information (<https://www.hud.gov/faqs/consumer>)
- Complaints (<https://www.hud.gov/faqs/complaints>)
- About HUD (<https://www.hud.gov/faqs/hud>)

### Webmail tips

- Forwarding web mail (/HUD/pa/po/w/webteam/webmail/fwding)
- Sample interim responses (/HUD/pa/po/w/webteam/webmail/sampleresponses)
- Web Mail Etiquette (/HUD/pa/po/w/webteam/webmail/etiquette)

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## COMMON HUD TERMS AND ACRONYMS

Related Items

[Glossary of  
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Acronym	Definition
2LP	Home Affordable Second Lien Program
ABA	Annual Budget Authority (for HAP expenses in the HCV program)
ACA	Annual Community Assessment
ACA	Asset Control Area. FHA Single Family Housing designated area for special property sales initiatives.
ACC	Annual Contributions Contract. Annual Contracts with Public Housing Authorities for payments towards rents, financing debt service and financing for modernization.
ACOP	Admissions and Continued Occupancy Policy
ACRS	Administration's system for tracking requests for administrative services
ACS	American Community Survey
ADA	Americans With Disabilities Act (Section 504)

Adm	Administration (HUD Office of)
AFGE	American Federation of Government Employees. One of two (AFGE, NFFE) HUD employee unions. AFGE has national recognition.
AFFH	Affirmatively Furthering Fair Housing
AFR	Applicable Federal Rate
AFS	Annual Audited Financial Statements
AHAP	Agreement to Enter into a Housing Assistance Payments Contract
AHS	American Housing Survey
AI	Analysis of Impediments (to fair housing); a part of Consolidated Plans
Allocation	Budget Authority transferred from one agency
Allotment	Authorization by authorized employee to subordinates to incur obligations
AMP	Asset Management Project
Antideficiency	Prohibits obligations or expenditures prior to appropriations or in excess of apportionment
APICs	America's Private Investment Companies
APP	Annual Performance Plan
APPS	Active Partners Performance System

Apportionment	OMB distribution of authorized (appropriated) funds
Appropriations	Statutory authority permitting agency to incur obligations
APR	Annual Performance Report (Annual Progress Report for homeless programs)
ARAMS	Automatic Renewal and Amendment Management Subsystem
ARRA	American Recovery and Reinvestment Act
BEDI	Brownfields Economic Development Initiative. Grants, connected with 108 guaranteed loans to improve security of viability of projects.
BLI	Budget Line Item (in LOCCS)
BLS	Bureau of Labor Statistics, U.S. Department of Labor
BOSS	Budget Outlay Support System
BRI	Brownfields Redevelopment Initiative. Interagency initiative addressing financial and legal risks of brownfield clean-up and redevelopment.
Brownfields	Vacant or underutilized industrial and commercial properties that are environmentally contaminated
Budget Authority	Legal authority to enter into financial obligations
CBD	Commerce Business Daily
CDBG	Community Development Block Grant (CPD program)

CEF	Community Empowerment Fund; administered by CPD
CFCF	Capital Fund Education and Training Community Facilities
CFFP	Capital Fund Financing Program
CFO	Chief Financial Officer (HUD Office of)
CFP	Capital Fund Program
CFR	Code of Federal Regulations
CHAS	Comprehensive Housing Affordability Strategy
CHDO	Community Housing Development Organization. Nonprofit housing provider receiving minimum of 15% of HOME Investment Partnership funds
CHRB	Community Housing Resource Board. Organization assisting with voluntary compliance with fair housing laws.
CIO	Chief Information Officer (HUD Office of)
CIR	Congressional and Intergovernmental Relations (HUD Office of)
CITI	Correcting Incorrect Tenant Identifiers
CLPHA	Council of Large Public Housing Authorities
CMHI	Cooperative Management Housing Insurance Fund. One of four FHA funds

CO	Contracting Officer
CoC	Continuum of Care approach to assistance to the homeless
COCC	Central Office Cost Center
Continuum of Care	Federal program stressing permanent solutions to homelessness
COE	Army Corps of Engineers
Con Plan	Consolidated Plan; a locally developed plan for housing assistance and urban development under the Community Development Block Grant and other CPD programs
Contract Authority	Statutory authority. Budget authority permitting contracting or obligations prior to an appropriation for payment.
COOP	Continuity of Operations
CPD	Community Planning and Development (HUD Office of)
CPO	Chief Procurement Officer (HUD Office of)
CPU	Cost Per Unit (Total Cost/Number of Units)
CSI	Community Strategies Institute
DAP	Development Application Processing (FHA - Multifamily Housing)

DAP	Downpayment Assistance Program (FHA - Single Family Housing)
DARTS	Departmental Accounts Receivable Tracking/Collection System
Data Warehouse	Information system storing HUD program and operational data
Davis Bacon	Statutory requirement that persons working on federally assisted projects be paid at least minimum prevailing wage rates.
DCR	Debt Coverage Ratio (NOI/Hard Debt)
DE	Direct Endorsement. Program permitting lender processed and endorsed FHA mortgages.
DEC	Departmental Enforcement Center
DGMS	Departmental Grants Management System
DHAP	Disaster Housing Assistance Program (HCV Program)
DM	Data Mart
DOFA	Date of Full Availability
DOT	Declaration of Trust
DSCR	Debt Service Coverage Ratio
DT	Delivering Together
DUNS	Dun and Bradstreet Numbering System

EA	Environmental Assessment. Analysis to determine affect of a project on the environment. May lead to an Environmental Impact Statement (EIS).
EC	Enforcement Center (formally called Departmental Enforcement Center)
EC	Enterprise Community
ED	Executive Director
EDA	Economic Development Administration (part of Dept. of Commerce)
EDI	Economic Development Initiative (CPD program)
EDSC	Elderly/Disabled Service Coordinator
EDSS	Economic Development and Supportive Services (CPD program)
EEO	Equal Employment Opportunity
EGI	Effective Gross Income (GPR - Vacancy Loss + Other Income = EGI)
EHOP	Equal Housing Opportunity Plan. Plan developed by Public Housing Agencies for use in Sec. 8 and Moderate Rehabilitation programs.
EIS	Executive Information System. Designed for senior management for analysis
EIS	Empowerment Information System. Programmed reports for top executives



EIS	Environmental Impact Statement. Analysis of environmental impacts of a proposed project.
EIV	Enterprise Income Verification
EMAD	Economic and Market Analysis Division
EMM	Executive Management Meeting
EPA	U.S. Environmental Protection Agency
EPACS	(HUD) Executive Performance Accountability and Communication System (for performance plans for Senior Executives)
EPC	Energy Performance Contracting
EPIC	Energy Performance Information Center
EPLS	Excluded Parties List System
EPPEs	Employee Performance Planning and Evaluation System. Used to measure/rate employee job performance.
ESG	Emergency Shelter Grants (CPD program)
EVS	Employee Viewpoint Survey
EZ	Empowerment Zone
F47	see MFIS
FA	Financial Analyst
FAIR	Federal Activities Inventory Reform (FAIR) Act of 1998

Fair Housing Act	1968 act (amended in 1974 and 1988) providing HUD Secretary with fair housing enforcement and investigation responsibilities
Fannie Mae	See FNMA
FAR	Federal Acquisition Regulation
FASPHA	Financial Assessment Subsystem
FASS	Financial Assessment Subsystem
FBCO	Faith-Based and Community Organizations
FDS	Financial Data Schedule
FEMA	Federal Emergency Management Administration
FERA	Front-End Risk Assessments (FERAs) are documented reviews by management of a component's susceptibility to waste, fraud, abuse and mismanagement. FERAs are conducted on new or substantially revised programs or administrative functions.
FFS	Federal Financial System
FFY	Federal Fiscal Year
FHA	Federal Housing Administration (HUD Office of Housing)
FHAP	Fair Housing Assistance Program (FHEO program). Program assisting state/local government with processing fair housing complaints.

FHEO	Fair Housing and Equal Opportunity (HUD Office of)
FHIP	Fair Housing Initiatives Program (FHEO program). Program to assist state/local government, community groups and housing resource boards to combat housing discrimination.
FHLBB	Federal Home Loan Bank Board
FHLMC	Federal Home Loan Mortgage Corporation. Federally chartered stockholder owned corporation supporting secondary market for conventional mortgages.
FLRA	Federal Labor Relations Authority
FMC	Financial Management Center (Section 8; under PIH)
FMD	Financial Management Division (Public Housing)
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance)
FMS	Facilities Management Specialist
FNMA	Federal National Mortgage Association. Federally chartered, stockholder owned corporation supporting secondary market for FHA, VA and conventional mortgages.
FOIA	Freedom of Information Act
FONSI	Finding of No Significant Impact. Environmental Assessment finding that a project will not significantly affect the quality of human life.

FPM	Field Policy and Management (HUD Office of)
Freddie Mac	See FHLMC
FSI	Financial Systems Integration
FSS	Family Self-Sufficiency program
FTE	Full-time equivalent (employee) (2080 hours of paid employment)
FUP	Family Unification Program
FWG	Field Working Group
FY	Fiscal year
GI	General Insurance Fund (one of four FHA insurance funds)
GIMS	Grants Interface Management System
Ginnie Mae	(HUD) Government National Mortgage Association
GIS	Geographic Information System
GMC	Grants Management Center (under Public and Indian Housing)
GMP	Grants Management Process
GMS	Grants Management System

GNND	Good Neighbor Next Door-program for sale of Single Family Properties in revitalization areas to law enforcement officers, firefighters, emergency medical technicians and teachers in order to improve neighborhood security
GPO	Government Printing Office
GPR	Gross Potential Rent (Number of Units x Monthly Rent x 12 (months/annual) = GPR)
GPRA	Government Performance and Results Act. Requires Federal Agencies to establish performance standards and report on results.
GSA	General Services Administration
GTM	Government Technical Monitor (for contracts)
GSE	Government Sponsored Enterprises (Fannie Mae and Freddie Mac)
GTR	Government Technical Representative (for contracts)
HAMP	Home Affordable Modification Program
HAP	Housing Assistance Payments
HAP	Housing Assistance Plan. Housing plans required by CDBG program.
HARP	Home Affordable Refinance Program
HART	HUD's Assistance and Recovery Team
HCA	Housing Credit Agency

HCA	Housing Counseling Agency
HCV	Housing Choice Voucher
HERA	Housing and Economic Recovery Act
HERFORU	HEREMS Field Office Reporting Utility aka HEREMS
HFA	Housing Finance Agency. State or local agencies responsible for financing and preserving low/mod housing within a state.
HHS	Health and Human Services (U.S. Department of)
HIFMIP	HUD Integrated Financial Management Improvement Project
HIPRS	HUD Integrated Performance Reporting System (HIPRS) application tracks and reports accomplishments on the national Management Plan goals in Headquarters and the local goals in the Field offices.
HMDA	Home Mortgage Disclosure Act. 1975 Act, amended 1989, requires mortgage lending institutions to collect and disclose information on their lending practices.
HOC	Homeownership Center (FHA - Single Family Housing field structure)
HOME	Home Investment Partnerships (CPD program)
HOPE VI	Program for Revitalization of Severely Distressed Public Housing (PIH program)

HOPWA	Housing Opportunities for Persons with AIDS (CPD program)
HQS	Housing Quality Standards
HUD	U.S. Department of Housing and Urban Development
HUDCAPS	HUD Central Accounting Processing System
HUDCLIPS	HUD Client Information and Policy Systems
HUDstat	Internal Reporting System
HUD-VASH	HUD-Veterans Affairs Supportive Housing program
HUSM	HUD Utility Schedule Model
IBS	Integrated Business System
ICDBG	Indian Community Development Block Grant program
IDA	Individual Development Account
IDIS	Integrated Disbursement and Information System (CPD system)
IG	Inspector General (HUD Office of)
IHA	Indian Housing Authorities
IHBG	Indian Housing Block Grants program
IMS or (IMS-PIC)	Inventory Management System
IPA	Independent Public Accountant

IPA	Intergovernmental Personnel Act. Permits temporary assignment of employees to public and private sector.
IPIA	Improper Payments Information Act
IRR	Internal Rate of Return
IRV	Traditional method of determining property values (NOI/Cap Rate = Value)
IT	Information Technology
ITIM	Information Technology Investment Management
LAS	Loan Accounting System; direct loans
LASS	Lender Assessment Subsystem
LDRS	(HUD) Leadership Development Recognition System (incentive awards system for executives, managers and supervisors)
LGBT	Collectively refers to the lesbian, gay, bisexual and transgender community
LIHTC	Low Income Housing Tax Credit
LM	Loan Management
LMR	Labor Management Relations
LOCCS	Line of Credit Control System
LDP	Limited Denials of Participation



LR	Labor Relations (usually in reference to HUD programmatic compliance with Davis-Bacon and related Acts)
MAHRA	Multifamily Assisted Housing Reform and Affordability Act of 1997
MAP	Multifamily Accelerated Processing (FHA-Multifamily Housing process)
MAPS	Monitoring and Planning System
MARS	Multifamily Accounting Reporting and Servicing System aka CSMS; HUD-held loans
MBA	Mortgage Bankers Association
MBE	Minority Business Enterprise
MBS	Mortgage-Backed Securities (for secondary market issued by Ginnie Mae)
MDDR	Multifamily Delinquency and Default Reporting
MFHRHIIP	Multifamily Housing Rental Housing Integrity Improvement Project
MFIS	Multifamily Insurance System aka F47-insured loans
MHA	Making Home Affordable
MIS	Management Information System
MLIS	Mortgage Lending Information System

M&M	Management and Marketing. Single Family program to manage and market acquired properties using contractors.
MMIF or MMI	Mutual Mortgage Insurance Fund (one of four FHA funds)
MSPB	Merit Systems Protection Board. Independent agency which hears and adjudicates federal employees' allegations of abuse of merit principles.
MOU	Memorandum of Understanding
MTCS	Multifamily Tenant Characteristics System
MTW	Moving to Work
NACO	National Association of Counties
NAHASDA	Native American Housing Assistance Self-Determination Act
NAHB	National Association of Home Builders
NAHRO	National Association of Housing and Redevelopment Officials
NAPA	National Academy of Public Administration
NAR	National Association of Realtors
NAREB	National Association of Real Estate Brokers

National Partnership for Reinventing Government	Formally known as NPR (National Performance Review). Review of federal government operations resulting in recommendations for improvement.
NCHS	National Center for Health Statistics
NCSBCS	National Conference of States on Building Codes and Standards
NED	Non-Elderly Disabled
NEPA	National Environmental Policy Act
NFC	National Finance Center
NFFE	National Federation of Federal Employees (one of 2 employee unions in HUD)
NGMS	Next Generation Management System
NIBS	National Institute of Building Sciences
NOFA	(HUD) Notice of Funding Availability
NOI	Net Operating Income (EGI - Operating Expenses = NOI)
NPV	Net Present Value
NRP	Nuisance Remedy Program
NSF	National Science Foundation
NSP	Neighborhood Stabilization Program

NTO	National Tenant's Organization
OCHCO	Office of the Chief Human Capital Officer
ODEEO	(HUD) Office of Departmental Equal Employment Opportunity
ODOC	(HUD) Office of Departmental Operations and Coordination
Officer Next Door/OND	HUD sale of Single Family Properties in revitalization areas to police officers in order to improve neighborhood security. Now Good Neighbor Next Door (GNND)
OFFP	Operating Fund Financing Program
OFND	Operating Fund Program
OGC	(HUD) Office of General Counsel
OHHLHC	(HUD) Office of Healthy Homes and Lead Hazard Control
OIG	Office of Inspector General
OLHC	See Office of Healthy Homes and Lead Hazard Control
OLR	(HUD) Office of Labor Relations-now OLSE
OLSE	(HUD) Office of Labor Standards and Enforcement
OMB	U.S. Office of Management and Budget
OMB Circular A-76	Policies and procedures to determine if work should be contracted or performed in-house

OMB Circular A-102	Policies for Federal Departments for establishing and maintaining internal controls in program and administrative activities
OMHAR	(HUD) Office of Multifamily Housing Assistance Restructuring
ONAP	Office of Native American Programs
Operating Subsidies	Payments authorized by the U.S. Housing Act of 1937 for operating costs of low-rent public housing projects.
OPIIS	Online Property Integrated Information Suite formerly NASS
OPM	Office of Personnel Management
OPPLI	Office of Policy, Program, and Legislative Initiatives
Outlay	Measure of government spending for budget purposes. Any type of funds used to liquidate a federal obligation.
OSDBU	(HUD) Office of Small and Disadvantaged Business Utilization
P&F	program and funding (budget table)
PACS	HUD Performance Accountability and Communication System (for managers and supervisors)

PAE	Participating Administrative Entity. Organization eligible to implement mortgage restructuring and rental assistance sufficiency (Restructuring) Plans. ( multifamily housing assistance restructuring)
PAS	Program Accounting System; grants
PASS	Physical Inspection Assessment Subsystem
PATH	Partnership for Advancing Technology in Housing (PD&R program)
PATH	Prevention Assistance and Temporary Housing (Homeless program )
PBCA	Performance Based Contract Administrator
PBVP	Project-Based Voucher Program
PEL	Project Expense Level
PD	Property Disposition. Disposition of real property.
PD	Position Description. Description of the functions of a position
PD&R	Policy Development and Research (HUD Office of)
PFS	Performance Funding System. Formula used to calculate the amount of operating subsidies required by each PHA to operate it's public housing.
PFS	Pre-Foreclosure sale (REO program)
PHA	Public Housing Authority

PHARS	Public Housing Authority Recovery and Sustainability Initiative
PHAS	Public Housing Assessment System (under REAC)
PHDEP	Public Housing Drug Enforcement Program (PIH program)
PHMAP	Public Housing Management Assessment Program (under PIH)
PHRS	Public Housing Revitalization Specialist
PIC	Public and Indian Housing Information Center
PIH	Public and Indian Housing (HUD Office of)
PILOT	Payment in Lieu of Taxes
PJs	Participating Jurisdictions (in HOME program)
PMS	Portfolio Management Specialist (Public and Indian Housing)
PMS	Property Management System (Multifamily)
POST	PIH One Stop Tool
PTR	Post Technical Reviews
PUM	Per Unit Month
PV	Present Value
QHWRA	Quality Housing and Work Responsibility Act

QMR	(HUD) Quality Management Review program (for oversight of field operations)
RAD	Rental Assistance Demonstration
RAMPS	Recovery Act Management and Performance System
REAC	(HUD) Real Estate Assessment Center
REAP	Resource Estimation and Allocation Process (under Chief Financial Officer)
REMIC	Real Estate Mortgage Investment Conduit (under Ginnie Mae)
REMS	Real Estate Management System (under REAC)
Rent Supplement	Payments to owners of private housing on behalf of qualified low income tenants. (Housing and Urban Development Act of 1965).
Rental Rehabilitation	Grants to cities and states for rehabilitation of rental housing. (Housing Act of 1937)
REO	real estate owned (in reference to defaulted FHA-insured properties)
Reservation	Set-aside of funds for a particular program initiative.
RESPA	Real Estate Settlement Procedures Act. Requires lenders to provide borrowers under Federal loan or mortgage insurance programs to receive specific loan transaction information.
RHF	Replacement Housing Factor



RHIIP	Rental Housing Integrity Improvement Project
RFP	Request for Proposals. Used to solicit proposals for contracts under the negotiated procurement method.
RFQ	Request for Quotations. Used to solicit price quotes under the simplified acquisition procurement method.
RIF	Reduction In Force. Action by management to reduce or adjust an agency's workforce.
RMI	Removed from Inventory
ROI	Rate on Investment (Cash Flow/Initial Investment)
ROSS	Resident Opportunity and Supportive Services
S+C	Shelter Plus Care
S&E	salaries and expenses appropriation
SAC	Special Applications Center (under PIH)
SAMA	Site Appraisal and Market Analysis. Required for commitment of FHA mortgage insurance on most Multifamily Projects and large subdivisions.
SAVE	Systematic Alien Verification for Entitlements Program
Schedule A	Excepted appointment for positions which are not practical to examine
Schedule B	Excepted appointment to positions for which there is not competitive exams







Schedule C	Appointment exempt from competitive procedures for individuals involved in setting Presidential policies or serving in confidential positions reporting to policy makers.
SCS2	Strong Cities, Strong Communities
Section 3	Obligates PHAs to afford resident access to jobs and contracting opportunities created by federal funding
Section 5(h)	Permits PHAs to sell all or part of a public housing development to eligible residents
Section 8	Housing Assistance Payment Program (Housing and Community Development Act of 1974)
Section 8	Housing Choice Voucher Program (Housing and Community Development Act of 1974)
Section 8(a)	Small Business Act authorizing SBA to enter into contracts with other federal agencies for goods and services. SBA then subcontracts work with eligible small firms.
Section 8 FMC	Section 8 Financial Management Center (under PIH)
Section 9 Operating Subsidies	See Operating Subsidies
Section 184	Loan Guarantee Program
Section 202	Loans for construction/rehab of housing for the elderly or handicapped
Section 203	Basic FHA Single Family mortgage insurance program.

Section 108	Section 108 Loan Guarantee Program (under CPD)
Section 202/811	Programs for housing assistance to the elderly and people with disabilities
Section 207	Basic FHA multifamily insurance program
Section 221(d)(2)	FHA Single Family Mortgage insurance for low/moderate income families
Section 221(d)(3)	FHA mortgage insurance for Multifamily housing for low/moderate income families.
Section 223(e)	FHA mortgage insurance with housing in older declining neighborhoods
Section 223(f)	FHA mortgage insurance to refinance existing multifamily housing
Section 231	Mortgage insurance for housing constructed or rehabilitated primarily for elderly persons
Section 235	FHA single family mortgage insurance with subsidies on interest for low/moderate income families
Section 236	FHA multifamily mortgage insurance with subsidies on interest for low/moderate income projects
SEMAP	Section 8 Management Assessment Program
SES	Senior Executive Service. Personnel/Payroll system for executives. (Civil Service Act of 1978)
SHP	Supportive Housing Program
SLR	Subsidy Layering Review

Source Evaluation Board	Group of HUD officials responsible for reviewing proposals on competitive contracts of more than \$500,000
Special Risk Insurance Fund	One of four FHA funds used primarily for higher risk programs (eg. Section 235; Section 223(e))
SRI	Special Risk Insurance Fund (of FHA)
SRO	Single-Room Occupancy. Mortgage insurance under Section 221(d) for single room apartments.
STARS	System for tracking calls requesting computer-related assistance
START	Neighborhood Networks Strategic Tracking and Reporting Tool
Super NOFA	HUD's consolidated approach to issuance of Notices of Funding Availability
TAC	Technical Assistance Center (REAC Helpdesk)
TANF	Temporary Assistance to Needy Families
TARC	Troubled Agency Recovery Center (under PIH)
TASS	Tenant Assessment Subsystem
TDAT	Tribal Directory Assessment Tool
TDHEs	Tribally Designated Housing Entities
TEAPOTS	Title VIII Paperless Office and Tracking System (FHEO system)





Title I (HCD 1974)	Title I of the Housing and Community Development Act of 1974 (CDBG) authorized CDBG
Title I (NHA 1937)	Title I of the National Housing Act of 1937 provided FHA insurance for home improvements and mobile homes.
Title VI	Loan Guarantee Program
TLI	Targeted Lending Initiative (of Ginnie Mae)
TRACS	Tenant Rental Assistance Certification System
Turnkey	Completed housing unit initially financed and constructed by private sponsor and purchased by PHA
UEL	Utilities Expense Level
UFAS	Uniform Federal Accessibility Standards
UMA	Unit Months Available
UML	Unit Months Leased
UNP	Formerly known as UNA Unrestricted Net Assets will now be referred to as Unrestricted Net Position
UPCS	Uniform Physical Condition Standards
USDA	U.S. Department of Agriculture
USHA	United States Housing Act of 1937
VA	Veterans Affairs (U.S. Department of)
VASH	HUD-Veterans Affairs Supportive Housing Program

VAWA	Violence Against Women Act and Department of Justice Reauthorization Act of 2005
VCA	Voluntary Compliance Agreement. Conciliation agreement signed by a complainant to resolve a complaint.
VMS	Voucher Management System
WASS	Web Access Security Subsystem
Youthbuild	HUD program to promote apprenticeships for needy youth in building trades

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## Phonebooks/Directories

[Phone book \(https://peoplesearch.hud.gov/po/i/weblocator/\)](https://peoplesearch.hud.gov/po/i/weblocator/)

- Browse people by organization (<https://www.hud.gov/directory/director>)
- Locator changes (/HUD/haw/resources/how/chgloc) - Update your information in HUD's Locator
- HQ Frequently Called Numbers (/HUD/chco/po/ars/services/dir\_svcs)

### Groups and Teams

- Contracting staff (/HUD/eoo/po/u/phonedir)
- Correspondence Coordinators (/HUD/admin/po/es/phonedir)
- Technology Investment Board Executive Committee (/HUD/cio/po/i)
- Web managers (/HUD/pa/po/w/webteam)

### Directories

- Administrative Services Centers (/HUD/chco/po/a)
- Field offices ([https://www.hud.gov/program\\_offices/field\\_policy\\_mgt/localoffices](https://www.hud.gov/program_offices/field_policy_mgt/localoffices))
- Office technology coordinators - Headquarters (/HUD/cio/po/i/it/phonedir/otclist)
- Leadership (<https://www.hud.gov/about/leadership>)
- Web managers (<https://www.hud.gov/library/bookshelf11/webman>)

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
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## Photographs and Graphics

### HUD Seal, Equal Housing Logo

The HUD seal is the legal symbol of the U.S. Department of Housing and Urban Development. It should be used for all formal, official situations. It is only to be used by the Department. Please see further Guidance for using HUD seal and logos (<http://hudatwork.hud.gov/HUD/haw/resources/how/graficpg>). Below are formats you can use.

- For web (<http://hudatwork.hud.gov/HUD/haw/refs/hwgraphics/web/webgraf>)
- For PowerPoint (<http://hudatwork.hud.gov/HUD/haw/refs/hwgraphics/powerpnt/pptgraf>)
- For print publications (<http://hudatwork.hud.gov/HUD/haw/refs/hwgraphics/printing/printgrf>)
- For Microsoft Word documents (<http://hudatwork.hud.gov/HUD/haw/refs/hwgraphics/word/wordgraf>)

### Photographs

- Photo Gallery (<https://www.flickr.com/photos/hudopa/>) (Flickr)
- Schedule a photographer (<http://hudatwork.hud.gov/HUD/admin/HUD%20Photographic%20Department/>)

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- Graphics used on HUD@work ([http://hudatwork.hud.gov/HUD/haw/Image\\_repository](http://hudatwork.hud.gov/HUD/haw/Image_repository))
- Get help with graphics (<http://hudatwork.hud.gov/HUD/admin/DigitalEnterpriseGraphicsArtsBranch>) - HUD@work slides, Digital Signage

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## HUD's Direct Distribution Center

HUD's Direct Distribution Center provides documents to the public, HUD clients, and employees. Materials distributed include publications, handbooks, forms, posters; and mortgagee letters, ethics letters, Title 1 letters, and labor relations letters.

Most items can be viewed on-line and are available to download 24 hours per day. Some items must be mailed and will arrive in 7 to 10 business days.

The following information is required to access the system:

**User Name:** staff

**Password:** welcome

Also, requests are accepted by telephone. You can contact us Monday through Friday between the hours of 8:00 a.m. and 5:15 p.m. ET on 1-800-767-7468.

The Direct Distribution Center is committed to providing fast, courteous, and quality customer service. If you need any additional assistance, please contact us at (800) 767-7468 or by email ([mailto:on\\_demand\\_mail@hud.gov](mailto:on_demand_mail@hud.gov)).

Access the DDC On-Line Ordering System ([http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/dds](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/dds))

### Related Information

- [Comments and Questions \(mailto:on\\_demand\\_mail@hud.gov\)](mailto:on_demand_mail@hud.gov)
- [Glossary \(http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/administration/dds/glossary\)](http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/dds/glossary)

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## PD&R Publications

### Publications

HUD USER (<http://www.huduser.org>) makes available printed copies of recently published HUD material. Primarily sponsored by HUD's Office of Policy Development and Research, these reports, executive summaries, case studies, and guidebooks span the fields of housing and urban development. HUD USER is making attempts to provide electronic copies of this material available for easy downloading, while also providing access to the HUD USER Web Store ([http://webstore.huduser.org/catalog/shopping\\_cart.php](http://webstore.huduser.org/catalog/shopping_cart.php)), for online ordering.

### PD&R = Housing Research, Data, and Analysis

HUD USER (<http://www.huduser.org/>) publishes a wide array of HUD-sponsored research and data spanning all the major fields of housing and urban development. Managed by HUD's Office of Policy Development and Research, the HUD USER Clearinghouse and website (<http://www.huduser.org/portal/home.html>) features over 9,000 downloadable reports, data sets, case studies, periodicals, and related materials. Many of our research titles are also available in print by calling 1-800-245-2691, Option 1; print-based reports are available for free to all HUD employees, as well as to members Congress and their respective staffs; the electronic versions are free to everyone. The toll-free number above puts you in touch with our knowledgeable Help Desk staff, who can provide assistance in locating the information & resources you need. The Help Desk can also be reached via email at [helpdesk@huduser.org](mailto:helpdesk@huduser.org) (<mailto:helpdesk@huduser.org>).

Other useful products and services available from PD&R (<http://www.huduser.org>) include:

- A free eBookstore (<http://www.huduser.org/portal/eBookStore.html>) where visitors can download our most in-demand reports and periodicals in all popular eBook formats (Mobi, ePub, and PDF);
- Mobile apps ([http://www.huduser.org/portal/pdr\\_mobile.html](http://www.huduser.org/portal/pdr_mobile.html)), including phone- and tablet-ready versions of *PD&R Updates / The Edge* (our free online magazine ([http://www.huduser.org/portal/pdredge/pdr\\_edge\\_home.html](http://www.huduser.org/portal/pdredge/pdr_edge_home.html))), U.S. Housing Market Conditions (<http://www.huduser.org/portal/ushmc/home.html>), and Fair Market Rents (<http://www.huduser.org/portal/datasets/fmr.html>) / Income Limits (<http://www.huduser.org/portal/datasets/il.html>);
- Case Studies (<http://www.huduser.org/portal/casestudies/home.html>), an online series of concise, well-illustrated community and economic development projects that show how innovative affordable and assisted housing projects are being funded and built throughout the U.S.; and
- A variety of free periodicals (<http://www.huduser.org/portal/subscribe/subscribe.html>) that keep you up to date and well-informed on the latest trends in housing research and practice. For most readers, *PD&R Updates / The Edge* ([http://www.huduser.org/portal/pdredge/pdr\\_edge\\_home.html](http://www.huduser.org/portal/pdredge/pdr_edge_home.html)) is a great way to cover a lot of ground with a minimal time investment, and with the mobile version ([http://www.huduser.org/portal/pdr\\_mobile.html](http://www.huduser.org/portal/pdr_mobile.html)), you can take it with you!

### HUD Library Re-Opening

After several months of construction, the HUD Federal Library has re-opened in room 8141 on the 8th floor at Headquarters. Please visit the library to learn more about how our staff can assist you with your research needs. The Library's extensive collection contains a wide variety of books and electronic resources; our services are available for use by both HUD Headquarters and field office employees. A virtual version of the HUD Library (<http://www.huduser.org/library/index.html>) can be accessed online, 24 hours a day.




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## Library: Region I

### References/Resources

- About Your Office ([http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar\\_neo](http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar_neo))
- Web Coordinators (/HUD/regions/lo/1/library/webcoordinator)
- Customer Service Plans (/HUD/regions/lo/1/library/csplans)
- Evacuation Plans (/HUD/regions/lo/1/evacuationplans)

### Local Program Offices

- Boston Regional Office (/HUD/regions/lo/1/programs/boston)
- Bangor Field Office (/HUD/regions/lo/1/programs/bangor)
- Burlington Field Office (/HUD/regions/lo/1/programs/burlington)
- Hartford Field Office (/HUD/regions/lo/1/programs/hartford)
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- Providence Field Office (/HUD/regions/lo/1/programs/providence)

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## Library: Region II

### References/Resources

- Region II Disaster Recovery Plan  
(/HUD/regions/doc/recoveryplan\_2303.doc)
- Evacuation Plans  
(/HUD/regions/lo/2/evacuationplans)
- Customer Service Plans  
(/HUD/regions/lo/2/library/csplans)
- **Federal Executive Boards**
  - Newark (http://www.newark.feb.gov/)
  - New York City  
(http://www.newyorkcity.feb.gov/)
- Local work resources (http://webcast.hud.gov/)
- Region II Web Coordinators  
(/HUD/regions/lo/2/library/webteam)
- Mapping your community (EGIS)  
(http://egis.hud.gov/)
- Economic/Demographic resources  
(/HUD/regions/lo/2/library/econresources)
- Customer email boilerplate responses  
(/HUD/pa/po/w/webteam/webmail/boilrplt)
- Web Update  
(/HUD/regions/lo/9/library/webupdate/index)

### Field Office Jurisdictional Maps (FPM)

- Albany (/HUD/regions/img/albanymap\_2307.gif)
- Buffalo  
(/HUD/regions/doc/buffalomap\_2304.pdf)
- Newark  
(/HUD/regions/doc/newarkmap\_2305.pdf)
- New York City  
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### Local Program Offices

- New York  
(/HUD/regions/lo/2/library/localprograms#ny)
- New Jersey  
(/HUD/regions/lo/2/library/localprograms#nj)

### Archives

- Features (/HUD/regions/lo/2/library/features)


### Local Grants and News Releases


- New York  
(http://portal.hud.gov/hudportal/HUD?src=/states/new\_york/news)
- New Jersey  
(http://portal.hud.gov/hudportal/HUD?src=/states/new\_jersey/news)

### HUD in the Community

- New York  
(http://portal.hud.gov/hudportal/HUD?src=/states/new\_york/stories)
- New Jersey  
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## Library: Region III

### References/Resources

- About Your Office ([http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar\\_neo](http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar_neo))
- Customer Service Plans (/HUD/regions/lo/3/library/csplans)
- Evacuation Plans (/HUD/regions/lo/3/library/evacplans)
- Hazardous Weather Policies (/HUD/regions/lo/3/library/hazard)

### Local Program Offices

- Philadelphia Regional Office (<http://mgmthudatwork.hud.gov/HUD/regions/lo/3/programoffices/philadelphia>)
- Baltimore Field Office (/HUD/regions/lo/3/programoffices/baltimore)
- Charleston Field Office (/HUD/regions/lo/3/programoffices/charleston/library)
- District of Columbia Field Office (/HUD/regions/lo/3/programoffices/distofcolumbia)
- Pittsburgh Field Office (/HUD/regions/lo/3/programoffices/pittsburgh)
- Richmond Field Office (/HUD/regions/lo/3/programoffices/richmond)
- Wilmington Field Office (/HUD/regions/lo/3/programoffices/wilmington)

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## Library: Region IV

### References/Resources

- [About Your Office \(/HUD/admin/po/a/ofar/docs/ofar\\_neo\)](/HUD/admin/po/a/ofar/docs/ofar_neo)
- [Customer Service Plans \(/HUD/regions/lo/4/customerservice/\)](/HUD/regions/lo/4/customerservice/)
- [Evacuation Plans \(/HUD/regions/lo/4/evacuationplans\)](/HUD/regions/lo/4/evacuationplans)
- [Web Update \(http://hudatwork.hud.gov/HUD/regions/lo/9/library/webupdate/index\)](http://hudatwork.hud.gov/HUD/regions/lo/9/library/webupdate/index)

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### Local Program Offices

- [Atlanta HOC \(http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/housing/sfh/sfhhocs/at/\)](http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/sfhhocs/at/)
- [Library \(/HUD/regions/lo/4/library/\)](/HUD/regions/lo/4/library/)

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## Library: Region V

### References/Resources

- Who is your office web coordinator?  
(/HUD/regions/lo/5/library/webcoordinators)
- Customer Service Plans (/HUD/regions/lo/5/library/csplans)
- Evacuation Plans (/HUD/regions/lo/5/evacuationplans/)
- Web Update  
(http://hudatwork.hud.gov/HUD/regions/lo/9/library/webupdate/index)

### Local Program Offices


- Chicago Regional Office  
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- Cleveland Field Office  
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- Milwaukee Field Office  
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- Minneapolis Field Office  
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## Library: Region VI

### References/Resources

- About Your Office  
(http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar\_neo)
- Where to forward webmail  
(/HUD/pa/po/w/webteam/webmail/fwding)
- Customer Service Plans (/HUD/regions/lo/6/spotlight/csp)
- Evacuation Plans (/HUD/regions/lo/6/library/evacuationplan)

### Local Program Offices

- Fort Worth Regional Office  
(http://mgmthudatwork.hud.gov/HUD/regions/lo/6/programoffices/fortworth-progoffices)
- Albuquerque Field Office (/HUD/regions/lo/6/programoffices/albuquerque-progoffices)
- Houston Field Office (/HUD/regions/lo/6/programoffices/tx-houston-progoffices)
- Little Rock Field Office (/HUD/regions/lo/6/programoffices/ar-littlerock-progoffices)
- New Orleans Field Office (/HUD/regions/lo/6/programoffices/la-neworleans-progoffices)
- Oklahoma City Field Office (/HUD/regions/lo/6/programoffices/ok-oklahomacity-progoffices)
- San Antonio Field Office (/HUD/regions/lo/6/programoffices/tx-sanantonio-progoffices)
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## Library: Region VII

### Region VII

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[Local Travel](/HUD/haw/lo/travel)

(/HUD/haw/lo/travel)

[Library](/HUD/regions/lo/7/library)

(/HUD/regions/lo/7/library)

### References/Resources

- About your Office  
(http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar\_neo)
- Conference Room Reservations-Des Moines  
(http://hudatwork.hud.gov/HUD/regions/lo/7/news/newconfctr)
- Customer Service Plans (/HUD/regions/lo/7/library/csplans)
- Evacuation Plans  
(http://hudatwork.hud.gov/HUD/regions/lo/7/evacuationplans)
- Guide to Housing Resources  
(/HUD/regions/lo/7/library/rentalresources)
- Inclement Weather Procedures  
(http://hudatwork.hud.gov/HUD/regions/lo/7/news/inclement-weather-2006)
- Web Resources  
(http://hudatwork.hud.gov/HUD/regions/lo/7/resources/index)

### Local Program Offices

#### • Staff Directories

- Des Moines Office (/HUD/regions/lo/7/directories/desmoines/region)
- Kansas City Office (/HUD/regions/lo/7/directories/kan/org-main)
- Omaha Office (/HUD/regions/lo/7/directories/oma/org-main)
- St. Louis Office (/HUD/regions/lo/7/directories/stl/org-main)

### Archives

- Good Stories  
(http://hudatwork.hud.gov/HUD/regions/lo/7/library/archivedstories)
- Web Manager Tips  
(http://hudatwork.hud.gov/HUD/regions/lo/7/library/wmtipsarchive)
- Web Update (/HUD/regions/lo/9/library/webupdate/index)

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






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## Library: Region VIII

### References/Resources

- About your Office ([http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar\\_neo](http://hudatwork.hud.gov/HUD/admin/po/a/ofar/docs/ofar_neo))
- Denver Car Reservations (<http://sharepoint.hud.gov/sites/apps/DenGSAVehRes/SiteAssets/request.aspx>)
- Denver Conference Room Reservations (<http://hudatwork.hud.gov/HUD/regions/lo/8/news/newconfctr>)
- Denver Multifamily Hub E-Suggestion Box (<http://hudatwork.hud.gov/HUD/regions/lo/8/suggestion>)
- Evacuation Plans (<http://hudatwork.hud.gov/HUD/regions/lo/8/evacuationplans/>)

### Customer Service in....

- Casper, WY (<http://hudatwork.hud.gov/HUD/regions/lo/8/customerservice/casper>)
- Denver, CO (/HUD/regions/lo/8/customerservice/denver)
- Fargo, ND (<http://hudatwork.hud.gov/HUD/regions/lo/8/customerservice/fargo>)
- Helena, MT (/HUD/regions/lo/8/customerservice/helena)
- Salt Lake City, UT (<http://hudatwork.hud.gov/HUD/regions/lo/8/customerservice/saltlakecity>)
- Sioux Falls, SD (/HUD/regions/lo/8/customerservice/siouxfalls)
- Customer Service Plans (<http://hudatwork.hud.gov/HUD/regions/lo/8/library/csplans>)
- Customer Service Protocols (/HUD/regions/lo/8/customerservice/protocols)

### Traveling to....

- Casper, WY (<http://hudatwork.hud.gov/HUD/regions/lo/8/travel/casper>)
- Denver, CO (/HUD/regions/lo/8/travel/denver)
- Fargo, ND (<http://hudatwork.hud.gov/HUD/regions/lo/8/travel/fargo>)
- Helena, MT (/HUD/regions/lo/8/travel/helena)
- Salt Lake City, UT (<http://hudatwork.hud.gov/HUD/regions/lo/8/travel/saltlakecity>)
- Sioux Falls, SD (/HUD/regions/lo/8/travel/siouxfalls)

### Web Management

- Standard responses to webmail (/HUD/haw/lo/travel) (<http://hudatwork.hud.gov/HUD/pa/po/w/webteam/webmail/boilrplt>)
- Web management library (<http://www.hud.gov/library/boilrplt11/>)
- Web page shortcuts (/HUD/pa/po/w/webteam/aliases)
- Web policies & procedures (<http://hudatwork.hud.gov/HUD/pa/po/w/webteam/policies>)

### Archives

- Web Manager Tips (<http://hudatwork.hud.gov/HUD/regions/lo/7/library/wmtipsarchive>)
- Web Update (/HUD/regions/lo/9/library/webupdate/index)

### Region VIII

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## Library: Region IX Arizona, California, Hawaii and Nevada

### References/Resources

- About your Office (/HUD/admin/po/a/ofar/docs/ofar\_neo)
- Club HUD Mailing List (<https://www.hud.gov/subscribe/signup?listname=Club%20HUD%20Mailing%20List&list=CLUB-HUD-L>)
- Customer Service Plans (/HUD/regions/lo/9/library/csplans)
- Evacuation Plans (/HUD/regions/lo/9/evacuationplans/)
- Labor Management Agreements (/HUD/regions/lo/9/services/unioninfo)
- Meet your Web Coordinator (/HUD/regions/lo/9/library/webcoordinators)
- Reasonable accommodations for disabilities (/HUD/regions/lo/9/services/disabilitiesaccom)
- Requesting Ethics Approval for Training and Events (/HUD/regions/lo/9/library/ethicstraining)
- Reserve a Car or Conference Room-San Francisco Office (/HUD/regions/lo/9/library/reservesf)
- Reserve a car in Santa Ana (<https://hudgov.sharepoint.com/sites/fpm/R9/SF/SantaAna/sa-admin/SitePages/Home.aspx>)
- Reserve a conference room in Santa Ana (<https://hudgov.sharepoint.com/sites/FPM/R9/SF/SantaAna/saconf/SitePages/Home.aspx>)
- Workplace Violence Policy Statement (/HUD/chco/po/arh/eap/violwkp)

### Region IX

Home (/HUD/regions/lo/9)  
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(/HUD/haw/lo/customerservice)  
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### Local Program Offices

- Region IX Designations  
(/HUD/regions/lo/9/programoffices/designations)  
when a Director is absent
- Principal Staff  
(/HUD/regions/lo/9/programoffices/principalstaff)

### Archives

- Newsletters  
(/HUD/regions/lo/9/library/newsletters)
- Web Manager Tips  
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## Library: Region X

### References/Resources

- For New Employees  
(/HUD/regions/lo/10/library/newemployees)
- Emergency Info (/HUD/regions/lo/10/emergency)
- Seattle Employees Association pictures  
(/HUD/regions/lo/10/programoffices/ea/pics)
- **Federal Executive Boards**
  - Anchorage (http://www.fea.gov)
  - Oregon  
(http://oregonfeb.squarespace.com/)
  - Seattle (https://www.seattlefeb.us/)
- How to schedule a conference call  
(/HUD/admin/teleconferencing)

### Web Management

- Region X Web Team  
(/HUD/regions/lo/10/webteam)
- Web policies & procedures  
(/HUD/pa/po/w/webteam/index)
- Web management library  
(https://www.hud.gov/library/bookshelf11)
- Standard responses to webmail  
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- Forwarding webmail  
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- Web page shortcuts  
(/HUD/pa/po/w/webteam/aliases)

### Traveling to....

- Anchorage (/HUD/regions/lo/10/travel/anchorage)
- Boise (/HUD/regions/lo/10/travel/boise)
- Portland (/HUD/regions/lo/10/travel/portland)
- Seattle (/HUD/regions/lo/10/travel/seattle)

### Local Program Offices

- Multifamily  
(https://www.hud.gov/states/shared/working/west/mf)
- Regional Counsel  
(/HUD/regions/lo/10/programoffices/ogcpage)

### Customer Service in....

- Anchorage  
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- Seattle (/HUD/regions/lo/10/customerservice/seattle)
- Customer Service Plans  
(/HUD/regions/lo/10/library/csplans)

### Archives

- Features (/HUD/regions/lo/10/library/features)
- Spotlight on Staff  
(/HUD/regions/lo/10/library/spotlight)
- Web Update  
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