

HUD'S OFFICE OF MULTIFAMILY HOUSING PROGRAM's CONFERENCE CALL SUMMARY from September 8, 2017 with Washington DC based national trade associations with multifamily members received from HUD by MBA

HUD Office of Multifamily Housing

A. Hurricane Harvey Overall Summary of Texas Section 8 Assisted and FHA-Insured Impacted Properties Report To Date (9/8/17)

- **454 total properties in the impacted area**
- **50,818 total units in the impacted area**
- **20,971 assisted units in the impacted area**
- Email blast went to all Section 8 properties before the hurricane reminding owners of disaster preparedness and maintaining contact information with residents (see "Email Blast" below).
- Site assessments by HUD staff beginning next week. HUD staff will visit all damaged properties over the next month and perform assessments.
- REAC inspections in a Presidentially Declared Disaster (PDD) on hold for 90 days.
- MORs in PDD on hold for 90 days.
- [Guidance for Section 8 and FHA insured property owners in Handbook 4350.1, Chapter 38](#), i.e., escrow releases, mortgage payments and delinquencies, accepting displaced residents, etc.
- Statutory and Regulatory Agreement requirement for owners of properties insured under Section 221(d)4 to accept applicants displaced by a disaster.
- Vacant unit focus is on the Southwest region. We work with FEMA to provide updates.
- HUD staff will work with owners on expedited reserve for replacement releases for repairs.

- HUD held mortgages, like Section 202 loans, may request deferment on payments.
- Owners can request a delay in submission of annual audited financial statements.

B. Text of HUD's Email Blast to Multifamily Property Owners and Managers

TO: All Owners and Management Agents for HUD Insured or Assisted Multifamily Properties

SUBJECT: Reminder of Procedures in the Event of Resident Displacement and/or Property Damage

As Hurricane Irma approaches the Southeast, HUD wants to remind you of the procedures and tools available for owners and residents impacted by disasters. This information will make post-recovery efforts go more smoothly if an event occurs that impacts your residents and/or your property.

A website has been established with information and guidance in the event of a storm event or disaster. The website, Multifamily Housing Guidance for Disaster Recovery, can be accessed at: <http://www.hud.gov/offices/hsg/mfh/disasterguide.cfm>. For your convenience, [Chapter 38: Multifamily Emergency/Disaster Guidance](#), from HUD Handbook 4350.1 is attached to this communication. HUD encourages you to review this material before an event occurs.

Following an event that impacts residents and/or properties, HUD has reporting obligations based on information staff obtains from Owners and Management Agents of HUD insured and/or assisted properties. Owners and Management Agents are obligated to always immediately report physical damage to a property interior or exterior that has resulted from a fire, flood, wind, severe cold, or other natural disaster or weather event. It is most convenient for all parties if Owners and Agents proactively report to HUD. Owners are encouraged to complete and forward damage assessments to HUD. Please use the forms as follows:

- For a FEMA Declared Emergency or Disaster: Preliminary Disaster Assessment (Appendix A-3 of Chapter 38 of Handbook 4350.1.)
- For an Event not declared by FEMA: Basic Damage Assessment

Please forward the appropriate Assessment Form within 24 hours of the damage. Either form should be legibly handwritten and emailed to DamageAssessmentsFlorida@hud.gov .

Updated reports should be submitted as additional information is available concerning resident displacement or regarding the level/amount of damage sustained. While the Department is not a payee on an insurance loss draft for a property with an insured mortgage, HUD must still be notified of the event and any damage sustained to the property.

If you need additional information for your specific property, please contact HUD at 678-732-2743.

OWNER RESPONSIBILITIES

Owners/agents are responsible for:

- Developing an emergency relocation plan to relocate residents prior to the storm especially at 202/811 Elderly or Disabled Properties and nursing homes;
- Developing a pre-disaster checklist that is shared with tenants in case of a disaster;
- Ensuring that the property and records are secured and that residents' possessions and valuables are secured and protected to the greatest extent possible.
- Contacting FEMA for on-going guidance and instruct residents to register with FEMA through 1-800-621-FEMA (3362), or www.fema.gov.
- Applying for assistance with FEMA, Small Business Administration, Housing Finance Agency and others;
- Contacting the local HUD office following a disaster;
- Providing a status report for the residents and property condition;
- Ensuring that residents provide EMERGENCY contact numbers;
- Determining the extent of damage, security needs, resident property protection needs, etc.
- Contacting the property's insurance provider to apply for property and business interruption claims;
- Maintaining inventory of all residents, property, phone numbers, mailing address, and emails;
- Determining which residents have been displaced due to unit damage or a failure of a major building system such as the electrical system, etc.; and

- Tracking each displaced resident's temporary location and maintain contact information for each displaced resident, particularly if the property will likely have units off-line for more than 30 days.

C. Other Important Contact Information including Florida contact info:

- Florida Emergency Information Hotline: 1-800-342-3557
- Information on shelters, road closures, and evacuation routes.
<http://www.floridadisaster.org>
- Federal Emergency Management Agency (FEMA) 1-800-621-3362
– <https://www.fema.gov/>
- American Red Cross - <http://www.redcross.org> 1 800 RED CROSS
(1-800-733-2767)
- Salvation Army- <http://www.salvationarmyflorida.org> (813) 962-6611
- Department of Agriculture's Rural Housing www.rd.usda.gov/fl
(352) 338-3402
- Florida Housing Finance Corporation
<http://www.floridahousing.org/> (850) 488-4197
- HUD's housing discrimination hotline: 800-669-9777 (Voice), 800-927-9275 (TTY).