



Housing Consultants of America

WHAT EVERY SECTION 8 MANAGER SHOULD KNOW

A practical day-to-day compliance guide for HUD-assisted multifamily housing

Section 8 management is more than collecting rent and completing annual recertifications. Managers must keep tenant files accurate, meet HUD deadlines, protect resident rights, document decisions, and make sure subsidy information is supported before it is transmitted. Use this guide as a quick management reference - and always follow the current HUD Handbook, notices, contracts, software guidance, and owner/agent policies.

1. Know Your Critical Certification Dates

- Track annual recertification due dates far enough in advance to allow time for interviews, verifications, corrections, signatures, and transmission.
- Document resident outreach and follow-up attempts. Do not wait until the certification is overdue to begin escalation.
- Process interim changes when required and distinguish between changes that must be reported and those handled under the property's current HUD-compliant policy.

2. Treat EIV as a Compliance Tool - Not the Entire File

- Run and review required EIV reports at the appropriate points in the certification and monitoring process.
- Investigate discrepancies instead of simply filing the report. Document the resolution and retain required supporting information.
- Protect EIV data. Access, printing, storage, and disposal should follow HUD security and privacy requirements.

3. Income, Assets & Deductions Must Tell a Consistent Story

- Compare interview answers, third-party information, EIV data, prior certifications, and file documentation for inconsistencies.
- Use current HOTMA/HUD rules, thresholds, exclusions, deductions, and verification requirements applicable to the property.
- When something changes, document why the calculation changed and how the final amount was determined.

4. File Documentation Is Your Audit Trail

- A reviewer should be able to understand eligibility, rent, household composition, verification decisions, and corrections without guessing.

- Use dated notes to explain unusual circumstances, missing information, resident non-response, discrepancies, and corrective action.
- Avoid backdating. Corrections should be transparent and supported.

5. Resident Notices & Signatures Matter

- Use the correct notice, timing, delivery method, and effective date for rent changes, termination actions, recertification issues, and other required communications.
- Check that required signatures and dates are complete before treating a certification as final.
- Maintain reasonable-accommodation, VAWA, fair-housing, and privacy practices throughout the process.

SECTION 8 MANAGER QUICK-CHECK

Use this page for staff huddles, file reviews, and audit-readiness checks.

Every Week

- Review upcoming recertification deadlines and overdue items.
- Check pending verifications, unsigned documents, and resident follow-up.
- Review unresolved EIV discrepancies and certification errors.
- Confirm move-ins, move-outs, interims, and unit status changes are moving through the workflow.

Every Month

- Reconcile certification activity with subsidy/voucher processing.
- Spot-check files for signatures, dates, notices, calculations, and supporting documentation.
- Review staff access to sensitive systems and records.
- Identify recurring errors and coach staff before they become systemic findings.

Before an MOR or Compliance Review

- Confirm required policies, tenant files, EIV documentation, waiting-list records, notices, and supporting records are organized.
- Perform a targeted pre-audit sample rather than waiting for the reviewer to identify repeat errors.
- Correct deficiencies with a clear audit trail; do not conceal or backdate corrections.
- Prepare staff to explain the property's actual procedures consistently.

Red Flags Managers Should Escalate

- Repeated late recertifications or large backlogs.
- Income or household information that conflicts across documents.
- Missing signatures, verification gaps, or unexplained manual calculations.
- Unresolved EIV discrepancies or improper handling of EIV information.
- Fair housing, VAWA, reasonable accommodation, termination, or repayment-agreement concerns.
- TRACS/subsidy errors that may affect HAP or resident rent.

NEED SECTION 8 COMPLIANCE SUPPORT?

HCA supports affordable housing teams with file audits, recertifications, EIV, move-ins, interims, backlog recovery, MOR preparation, voucher processing, training, and remote or onsite compliance support.

Visit: www.HousingConsultantsOfAmerica.com

Important: This marketing resource is a general management aid and is not a substitute for the current HUD Handbook 4350.3, HUD notices, regulations, contracts, state/local requirements, or program-specific guidance. Requirements can change; verify current rules before acting.