HAP REPORTS SYSTEM

HRS

pbcapropertycontactinformation@kyhousing.org

KENTUCKY HOUSING CORPORATION
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1. About the HAP Reports System (HRS)
This system is provided by Kentucky Housing Corporation (KHC) as a way to securely share information with property owners, management agents and their authorized staff. The Housing Assistance Payments (HAP) reports contained in this system allow authorized persons to view all HAP paid to owners of Project-Based Section 8 properties.

2. Trouble Accessing HRS?
If you have trouble accessing the system or have general questions regarding HRS, please contact KHC using the following email address:

pbcapropertycontactinformation@kyhousing.org

3. Type of Reports

1. Voucher Report
These reports should be reviewed monthly as a way to reconcile what you have requested against what has been approved and paid. Comments are added to these reports in order to draw your attention to any areas where our system may not match up with what you have requested. When this happens, it often means that additional information may need to be transmitted. Please review and respond to any comments that KHC staff has provided.

Your monthly HAP report (or often referred to as a Voucher Report) is available to view and/or print by clicking on the Reports link and then selecting a Voucher Report. Vouchers can be viewed throughout the month; however, they should not be considered complete until staff have finalized, and there is a “Closed” date and “Date Sent to HUD” are shown in the top left corner of the report.

Note: If the Closed date is blank, the voucher is still being reconciled by the HAP Voucher Specialist assigned to your property. Should you have questions about the report, please contact your HAP Voucher Specialist. The person is listed at the top to the report.

When the voucher is approved and closed, a TRACS MAT30 Voucher/Payment file will be transmitted to your TRACSmail address via iMAX. You may be able to save this file into your software system. Please contact your software vendor for more information on how to view TRACS messages.

2. Entity Report
This report contains all contacts that we have been provided with by your agency. If any of this information is incorrect and needs to be updated, please send those changes to KHC at pbcapropertycontactinformation@kyhousing.org.

3. Rent Schedule Report
This report will show all the past rent increases for the property selected.

4. Payment History Report
This report is a quick way to view total HAP that has been paid for a property and the date it was processed.
4. Signatory Authority

All properties and/or management company groups have been or will be assigned a main point of contact known as the Signatory Authority. As the Signatory Authority you are responsible for assigning staff member(s) as a Coordinator for the HRS. The Signatory Authority is also responsible for removing staff when they leave your company and/or no longer have a business need to access the system.

The Coordinators can be identified as the TRACS coordinator who will log in to the system to review the reports regularly.

Once you have been given access to the system, you must create your own password. Your password must not be shared. You will be required to access the system every 90 days or your login will be disabled and you will have to contact KHC to have your account reactivated.

Important:

- Each person must access the system using their own ID and password.
- Passwords must be changed every 90 days.
- If you change email addresses after you have created your login ID, you will be required to contact KHC to update your information.
5. How to use the HAP Reports System

1. How to request access to the HRS

To request access to the HRS system, you must either be a Property Owner or a Property Management Company acting as the Signatory Authority for the property.

1. Navigate to the following URL and click the Request Access link:

   [https://wapps.kyhousing.org/HRS/](https://wapps.kyhousing.org/HRS/)

2. Complete all required fields indicated ( ) .
3. Review the Terms & Conditions.
4. Check the I'm not a robot box
   a. This is a security method to distinguish human from machine input, typically as a way of thwarting spam and automated extraction of data from websites.
5. Click the Register button

6. The SA will receive an email notification to confirm the registration request has been sent to KHC.
7. Once KHC has reviewed and approved access, the SA will receive an email notification including the link.
2. **How to log in to HRS**

1. Navigate to the HAP Reports System Login Page
2. Populate the **Login** field with the email address on file.
3. Populate the **Password** field
   
   *Note: Each person must access the system using their own ID and password.*
4. Click the **Login** button

![Login Page](image1.png)

5. Once logged in, the SA can Select Report to run.
   
   *Note: The SA will be able to view reports for all associated properties provided by KHC.*

![Select Report](image2.png)
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**Understanding the Signatory Authority Page:**

1. Click the Signatory Authority link on the left navigation menu
2. The top section on the page indicates the name of the Property Group and the assigned Signatory Authority.
3. The **Coordinator(s)** section will display all Coordinators created by the Signatory Authority.
   *Note: SA’s can add as many Coordinators as needed.*

4. The **Properties** section will display all Properties the SA is responsible.

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**KHC Kentucky Housing Corporation**

**HAP Reports System**

**Manage Group**

**Name**: Suite and Company

**Signatory Authority**: Sue Johnson

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**Coordinators**

<table>
<thead>
<tr>
<th>Select</th>
<th>Login</th>
<th>First Name</th>
<th>Last Name</th>
<th>Active?</th>
<th>Approved?</th>
<th>Approval Options</th>
<th>Created</th>
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</thead>
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<td>(x)</td>
<td></td>
<td>11/15/2019 3:44:40 PM</td>
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**Properties**

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<th>Name</th>
<th>Project #</th>
<th>Active?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>GREATER COREN MANOR</td>
<td>K730474170A</td>
<td>(x)</td>
</tr>
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</table>
**4. How to add a New Coordinator**

1. Once logged into the HRS system, click Signatory Authority on the left navigate menu:

   ![HAP Reports System](image)

2. Click the **New Coordinator** button:

   ![Manage Group](image)

3. Complete all required fields indicated on the New Coordinator page.

   *Note: The Permission Level will default to Coordinator.*
4. Click the **Save** button

5. The newly added **Coordinator** will receive a Welcome Email including the link. **Note:** The Coordinator will be required to set their password when they first access the HRS.

6. Once logged in, the Coordinator can view and select reports.
5. **How to associate a Property to a Coordinator**

The Signatory Authority will need to associate one or more properties to each Coordinator in order for them to access and view reports.

1. Once logged into the HRS system, click Signatory Authority on the left navigate menu.
2. Click the Select (  ) button.
3. Select the property to add in the Add Property field and click the green add (  ) button.
4. Once the property is added, it will display in a grid indicating it is now associated to the Coordinator and they can view report information for that property.
   
   **Note:** A Coordinator can have more than one property associated so they can view the reports for that property.

5. Click the red remove (  ) button to disassociate a property from a Coordinator.

**Note:**
If you have additional questions, please contact KHC by sending an email to pbcapropertycontactinformation@kyhousing.org