



COVID-19 ("CORONAVIRUS") IMPACT ON TENANT ANNUAL AND INTERIM RECERTIFICATIONS

1. Background

Health officials are currently taking steps to prevent the introduction and spread of COVID-19 ("Coronavirus") into communities across the United States. Housing providers, including organizations that run continuums of care and shelters, as well as the general public, can play an essential role in this effort.

Through collaboration and coordination with State and local health departments, housing providers can disseminate critical information and prepare to take additional steps to prevent the spread of COVID-19, should State and local health officials identify such a need.

The Centers for Disease Control and Prevention (CDC) offers the most up-to-date information on COVID-19. For updates from CDC, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>

2. Impact on Tenant Annual & Interim Recertifications

Due to the coronavirus, if a tenant is unable or unwilling to come into the office to sign an annual re-certification (AR), the owner/agent may submit the AR to the TRACS (via the CA or directly to TRACS, as appropriate) using one of the following three (3) extenuating circumstances codes:

- 1 = Medical (medical staff have quarantined the tenant)
- 2 = Late annual certification due to accommodation or extenuating circumstances.
- 10 = Other



Once the pandemic has passed, the owner/agent must obtain a signature from the tenant and submit a correction certification to TRACS.

If a tenant's income has been drastically reduced, it is recommended the owner/agent submit an interim certification (IR). The IR must comply with the HUD Occupancy Handbook 4350.3 and TRACS requirements.

Please reference HUD's website for additional COVID-19 information:
<https://www.hud.gov/coronavirus>

3. Multifamily Housing Help Desk

TRACS users experiencing technical issues during this period will be able to reach a Help Desk Analyst during normal business hours or you can leave a voicemail requesting technical assistance:

Monday through Friday - 7:00 AM EST to 8:00 PM EST

1-800-767-7588

1-888-297-8689 option 5

1-202-217-2008 FAX Number

Email: Help Desk Hotline at tracs@hud.gov

Note: Property owners and agents are responsible for the security of Personally Identifiable Information (PII), Sensitive Personally Identifiable Information (SPII), and all other personal information regarding assisted persons.