OFFICE OF POLICY, PROCEDURES AND TRAINING

DSS Policy Bulletin #2024-004
Date: March 25, 2024   DISTRIBUTION: *ALL STAFF*

SUBMITTING REQUESTS TO DSS FINANCE AND THE LANDLORD MANAGEMENT UNIT (LMU) FOR CHECK PAYMENT AND ELECTRONIC FUNDS TRANSFER (EFT) PAYMENT INFORMATION

Subtopic(s): Rental Assistance Payments, Current, Current NYC, WMS

■ AUDIENCE

This policy bulletin is intended for Department of Social Services (DSS), Department of Homeless Services (DHS), and Human Resources Administration (HRA) staff that submit requests for check and Electronic Funds Transfer (EFT) payment information related to participants in rental subsidy programs who are in housing court. It is information for all other staff.

■ PURPOSE

The purpose of this policy bulletin is to inform staff of the process for submitting requests to the DSS Finance Office's Bureau of Reconciliation and Control (BORAC) and the Homelessness Prevention Administration's (HPA) Landlord Management Unit (LMU) for check and EFT payment information for housing court purposes.

■ BACKGROUND

BORAC is responsible for preparing bank account reconciliations of selected DSS/DHS/HRA programs. LMU is responsible for executing EFT payments to landlords and/or payees on behalf of DSS/HRA/DHS for various rental subsidy programs. Landlords and/or payees can enroll in EFT which allows payments to be electronically transferred into approved bank accounts.

■ REQUIRED ACTION

There may be instances when a landlord's attorney or a participant's attorney contact DSS/DHS/HRA staff to request rental payment information for housing court purposes. If staff do not have access to the Welfare Management System (WMS) or the Current system ("Current") to find this information themselves, or the level of detail requested is beyond what is available in those systems (e.g., endorsement information on back of cashed check), they may submit requests to BORAC or LMU.

Upon request of the landlord, landlord's attorney, participant, or the participant's attorney, BORAC can provide staff with copies of paper checks issued. LMU can provide staff with information on EFT payments.

For Copies of Paper Check(s) Issued

If staff do not have access to WMS to obtain check payment history information, or if the level of information requested is not available, they may submit a request to BORAC. To request copies of a paper check(s) issued, staff must send an email to BORAC's Check Services Inventory Control Unit at BORAC-CheckServ-Inventory@dss.nyc.gov.

Staff must include the following information in the email:
- case number;
- benefit number;
- date; and
- amount of the payment(s).

BORAC will provide the payment information to staff. Staff can then forward the copies to the requestor.

For EFT-Related Inquires

Staff with access to Current can generate the payment history and banking documents from Current to forward to the requestor.

Note: Please refer to the How to View a Landlord Record User Guide (DSS-27b) for instructions on how to find the payment history and banking documents.

Landlords with a Current NYC account can also review payments made to them. If landlords do not have access to Current NYC or cannot find the information requested, staff can direct landlords to contact LMU at HPALandlordMGMT@hra.nyc.gov.

If staff do not have access to Current or cannot find the information requested, staff can also email LMU on behalf of the participant or the participant's attorney to request the information.

Staff must include the following information in the email:
- case number;
- benefit number;
- date; and
- amount of the payment(s).

LMU will research the request and provide staff with the information. Staff can then forward the information to the requestor.

Effective Immediately

RELATED ITEM:

HRA-PB-2023-015

ATTACHMENT:

DSS-27b (E)   Current User Guide - How to View a Landlord Record (07/15/2021)

How to View a Landlord Record

User Guide

SAMPLE

Published Date 6/17/2021

Version 2.0

How to View a Landlord Record

Contents

How to View a Landlord Record

Overview of the Landlord Record

This document explains the process of viewing a landlord record in the Current System.

In Current, landlord is a broad term that includes property owners, property managers, designated payees, or brokers. Current users view the landlord record for information about a Landlord with one or more of these roles. The landlord record includes data about the landlord, and information about the buildings, units, tenants, and other landlords to which they are linked. The landlord record also contains documents linked to the property or unit.

Most DHS and HRA Current users have access to view the Landlord record including those with read only access. However, the ability to edit or add landord records is restricted to users in business units that are responsible for vetting these changes.

Landlord records can be added to Current in a few different ways:

1. Converted from HAPS – The HAPS system was the application used by the Rental Assistance Unit (RAP) to manage the landlord records and rental payments in the CityFHEPS, HOME TBRA, EPVA and MRT subsidy programs. With the implementation of Current, all HAPS records will be migrated to the Current system.
2. From POS - as Cash Assistance (CA) and FHEPS clients complete recertifications or newly apply for Cash Assistance, a record is created for the landlord.
3. In rental assistance applications – when a provider enters landlord, payee, and broker information in a rental assistance application, landlord records are created in Current.
4. By users – Current authorized users in certain business units can create new landlord records.

When Current goes live in 2021, it will only have landlord records converted from the HAPS system. Landlord records will be added from the other three sources over time. Approximately one year after Current goes live, by late 2022, it will have a record for any payee actively receiveing rental payments or CA only cases receiving a shelter allowance from HRA.

How to View a Landlord Record

Who is This Document For?

- DHS, HRA and DSS programs can search the database of landlord records
- Users with the system role of caseworker, supervisor, or administrator. Please note that these roles are not civil service or functional titles. These roles are system roles that define the level of access a user has in Current.

The business unit drives access to the landlord record. Specified business units will have the ability to complete the following tasks:

- **View Landlord Records** – the ability to search for specific landlord records and view the landlord record, including contact info, properties, payment history, documents, notices, and change log.
- **Add/Edit Landlord Records** – ability to create landlord records and update the personal information section of existing records.
- **Add/Update Landlord Payment Details** – Ability to change ownership for a property or update the landlord's payment preferences.
- **Initiate and Process Claims on a Landlord Record** – the ability to process claims (security vouchers and SSAF) submitted by a landlord.

How to View a Landlord Record

Please see the matrix noted below for details on access permissions for the capabilities within the landlord record:

KEY:
- **X - No Access** – Users are not able to access the functionality defined in the column heading
- ✔ **- Read Only** – Users will only be able to view including a workflow but will NOT be able to add or edit
- ⌨ **- Add/Edit** – Users will be able to add new information and update existing information

Business Unit	View Landlord Records	Add/Edit Landlord Record	Add/ Update Landlord Payment Details	Initiate/ Process Claims
Landlord Management Unit (LMU)	✔	⌨	⌨	⌨
HOME-TBRA Unit	✔	⌨	✔	✔
Rental Assistance Program Checks	✔	⌨	⌨	✔
FHEPS Centralized Determination Unit (FCDU)	✔	X	✔	✔
Rental Assistance Unit (RAU)	✔	X	✔	✔
Domestic Violence (DV)	✔	⌨	⌨	✔
Landlord Ombudsman Services Unit (LOSU)	✔	⌨	⌨	✔
Centralized Rent Processing Unit (CRPU)	✔	⌨	⌨	✔
Prevention and Community Support (PCS)	✔	⌨	⌨	✔
Public Engagement Unit (PEU)	✔	⌨	⌨	✔
Office of Supportive/Affordable Housing & Services (OSAHS)	✔	⌨	⌨	✔
APS Community Guardianship (APS)	✔	⌨	⌨	✔
Homeless Diversion Program (HDP)	✔	X	X	X
Prevention Assistance and Temporary Housing (PATH)	✔	⌨	X	X
Housing Referral Processing Unit (HRPU)	✔	X	✔	✔
DHS Programs	✔	X	✔	✔
Office of Program Accountability (OPA)	✔	✔	✔	✔
Office of Central Processing (OCP)	✔	✔	✔	⌨

If you are aware of inaccurate landlord information in Current but do not have access to edit records, please contact the landlord management unit at HPALandlordMGMT@hra.nyc.gov

Landlord Types and Roles

There are two types of landlord records – business and individual

- A business landlord is an LLC or other corporation that has a business tax identification number (TIN) or employer identification number (EIN).
- An individual landlord is a person who operates using their name and social security number.

The landlord can have up to four different roles based on their relationship to the linked properties. These roles include:

- Owner
- Broker
- Payee
- Property Manager

Although landlords can have multiple roles, there are rules restricting the roles that a landlord can have to a single property. For example:

- A landlord CAN be an owner of and a payee for the same property
- A landlord CAN be a property manager and a payee for the same property
- A landlord CANNOT be an owner of and a broker for the same property
- A landlord CANNOT be the owner and property manager for the same property
- A landlord CAN be an owner of one property and a broker for another property
- A landlord CAN be an owner of one property and the property manager of another property
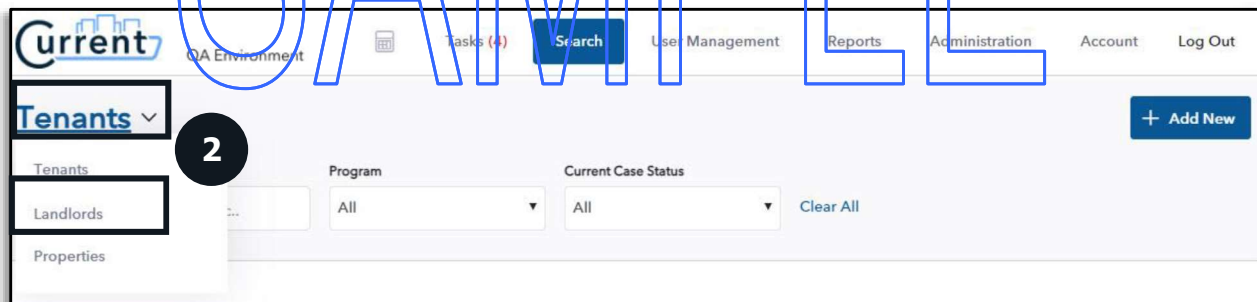- A landlord CANNOT be an owner and a payee for the same lease

Locate and View a Landlord Record

To locate and view the Landlord record, please follow the steps outlined below:

1. To navigate to the Search page, click **Search** at the top of the Dashboard page.
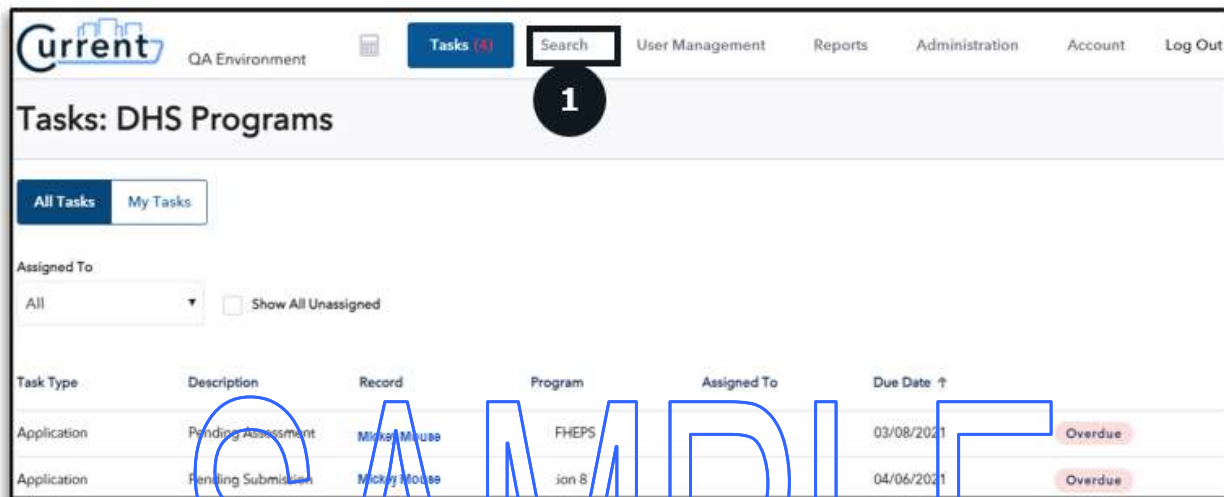
2. To search for a Landlord, Select the Search Type dropdown and select **Landlord**.

3. On the Landlord search page, search by entering or selecting one of the following criteria:
   a. Name, address, etc. in the search bar
   b. Role (Owner, Payee, Broker, Property Manager)
   c. EFT (No EFT, All EFT, Partial EFT, n/a)
   d. Type (Individual, Business)

4. The **Search Results** section displays all results based on the criteria entered.

5. View additional details about the landlord by selecting anywhere in the row (except the hyperlinks). The details pane pops out on the right side of the screen.
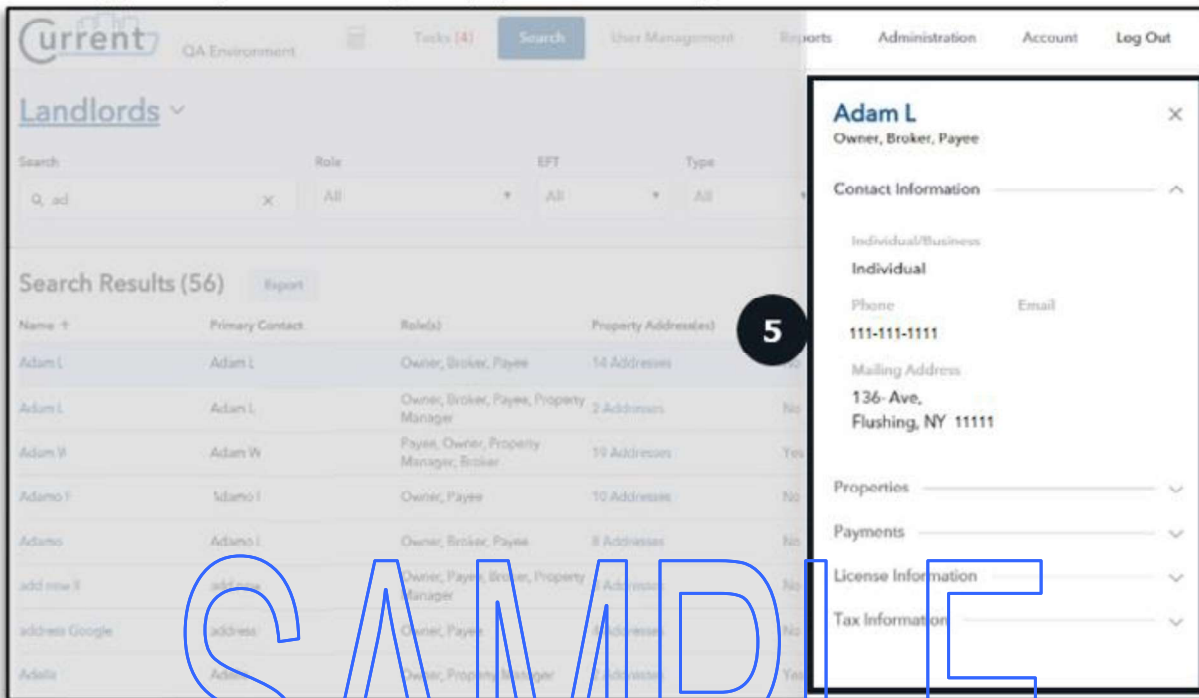
6. Open records for the Landlord or Property from the search results by selecting the **Name** and **Property Address** hyperlinks in the results section. If multiple addresses are displayed instead of a single street address, the landlord is linked to several buildings, and selecting the hyperlink will display a list of the properties.
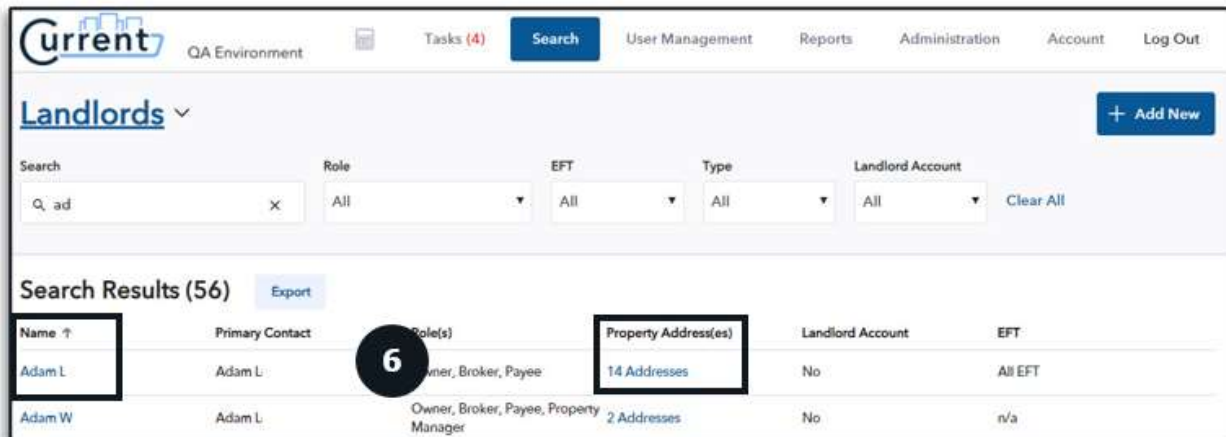
How to View a Landlord Record

View a Record – Personal Information Tab

The Personal Info tab list the role(s) the landlord serves (i.e., owner, broker, payee, or property manager). The tab displays the following:

1. Landlord type – business or individual
2. Contact information for the landlord including the mailing address*, phone number and a contact person for business landlords
3. Landlord role(s) – a landlord can have multiple roles
4. The Point of Contact – a DSS staff person and their business unit

*The mailing address on the Personal Info page may be different than the payment address. To see the payment address, go to the Payments tab.

How to View a Landlord Record

Depending on the role of the landlord, additional information may be available.

1. Tax Information displays in owner records only. This section displays the SSN for an owner who is an individual, TIN, or EIN. The tax address where the landlord receives their 1099 form.
2. Agent section displays the First and Last name, Phone Number, and Email address for the agent.
3. Broker License section displays the License Number, States, and Expiration Date of the license.
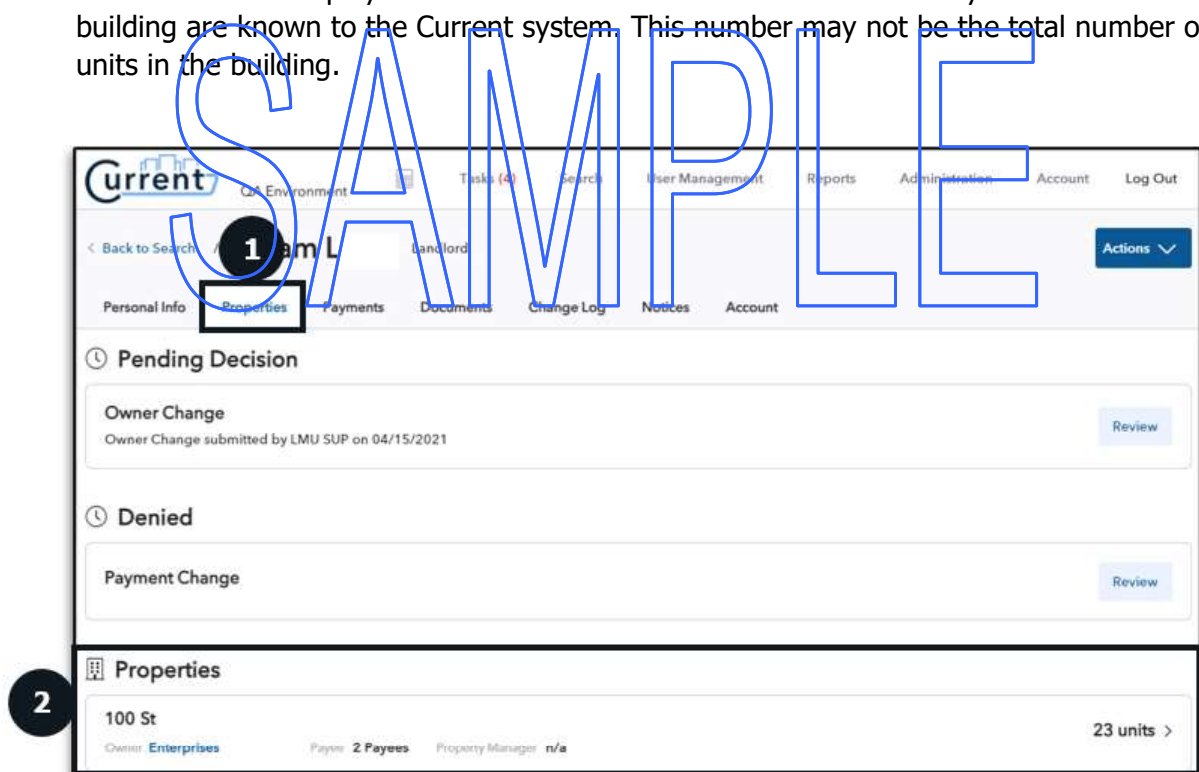
How to View a Landlord Record

View a Record – Properties Tab

The Properties tab displays any workflow in a Pending status and Properties.

In addition to being accessible in a task queue, workflows in pending status can be accessed from the properties tab. Pending workflows will show up at the top of the screen. Because a record can have just one workflow in progress at a time, it can be helpful to check the properties tab for any pending workflows before starting a new one to be sure you are not blocked.

Properties

The properties tab displays a list of all properties associated with the landlord and their roles.

1. The property cards display information about the property, including the owner, payee, and property manager. If any of these are unknown, n/a will display instead of the name.
2. To see units within the building, select the arrow on the far-right side of the screen. The number of units displayed to the left of the arrow indicates how many units within the building are known to the Current system. This number may not be the total number of units in the building.
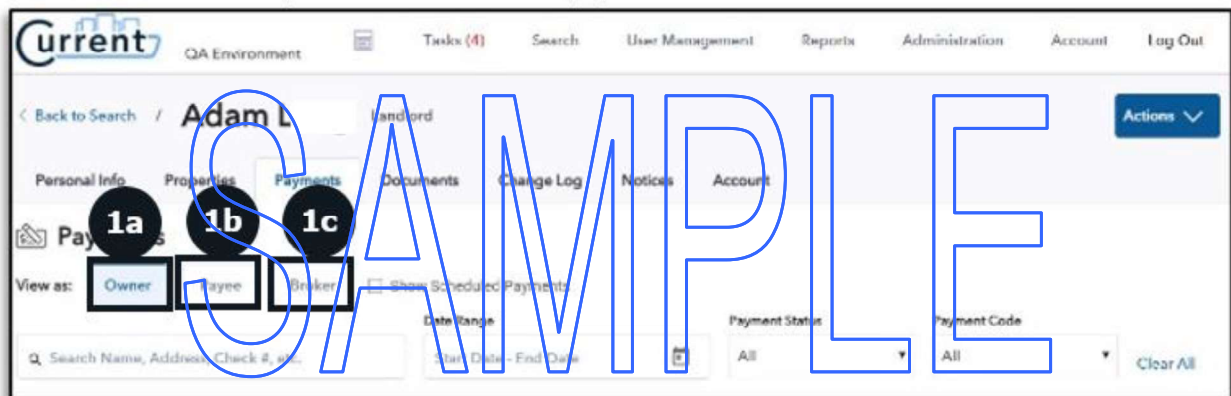
How to View a Landlord Record

View a Record – Payments Tab

The Payments page displays historical payment records across all programs and any future subsidy payments scheduled to be made through Current.

1. To view the **payment history**, select **View As** either an Owner, Payee, or Broker.
   a. Selecting owner will show any payments made for units that the landlord owns, regardless of whether the payments went to that landlord or a designated payee.
   b. Selecting payee will show any payments made to that landlord, regardless of whether the landlord owns the property to which the payments are associated.
   c. All rent payments will display in the landlord payment history regardless of the system that issued the payment.

2. To view upcoming payments that have not yet been made select the **Show Scheduled Payments** checkbox
   a. Only those payments that are made through Current will display as scheduled.
   b. Single issuance payments made in POS and recurring payments from WMS (e.g., shelter allowance) will not display as scheduled payments because they are scheduled outside of Current.
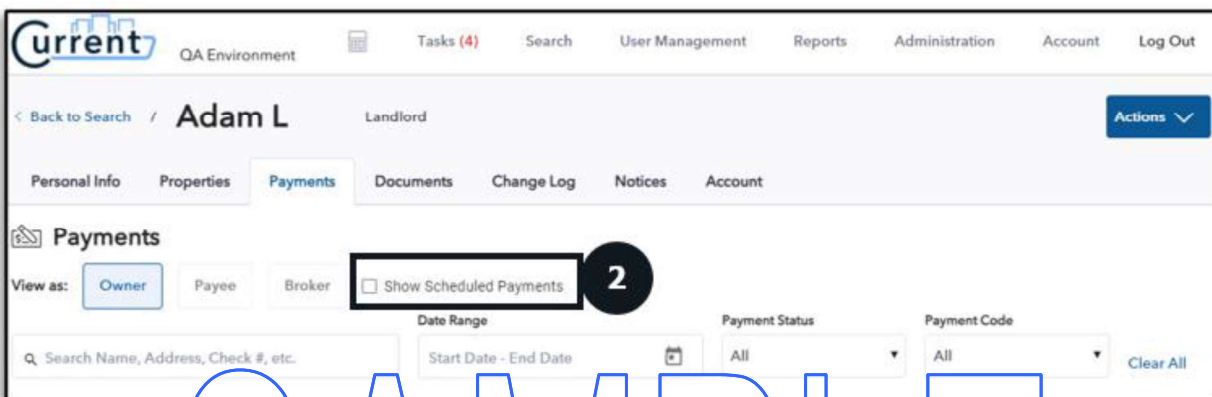

3. To filter the results or search for a specific payment or set of payments, enter additional information into the fields:
   a. **Search Field** – Search Name, Address, Check #.
   b. **Date Range** – Enter State Date – End Date or select the calendar icon to open the calendar.
   c. **Payment Status** – To view all the dropdown menu options, scroll up or down. **Note**: select payment status to view list in this guide.
   d. **Payment Code** – To view all the dropdown menu options, scroll up or down. **Note**: select payment code to view list in this guide.
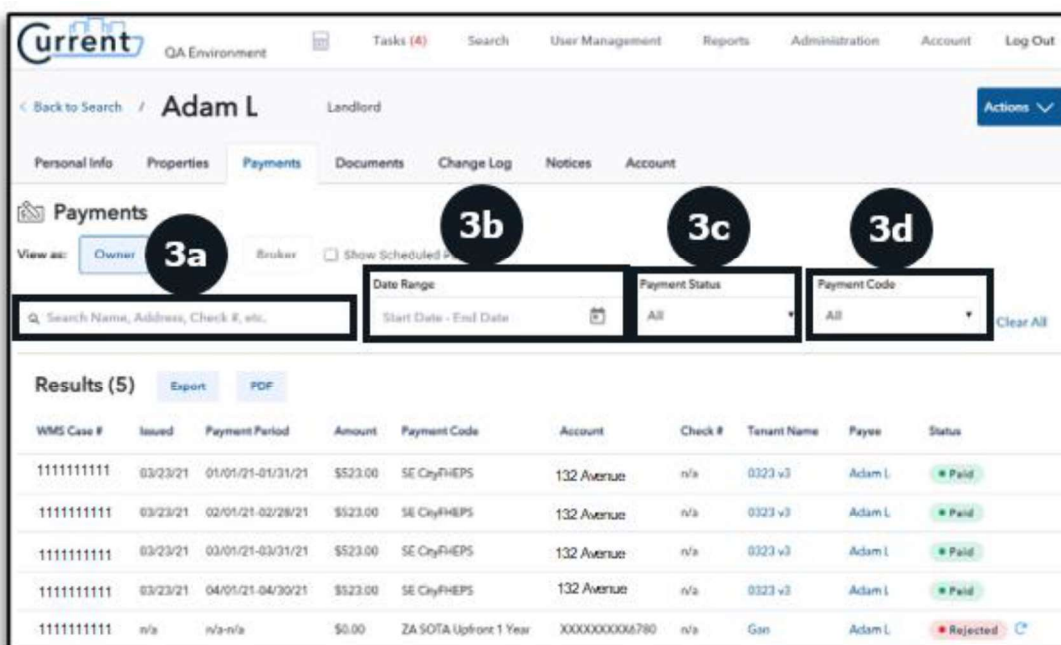
4. If a payment needs to be reissued, select the **Circle Arrow** ↻ next to the status column (i.e., Cancelled, Stopped, Rejected). To learn more about Reissue Payments see the Payment Management user guide and video.
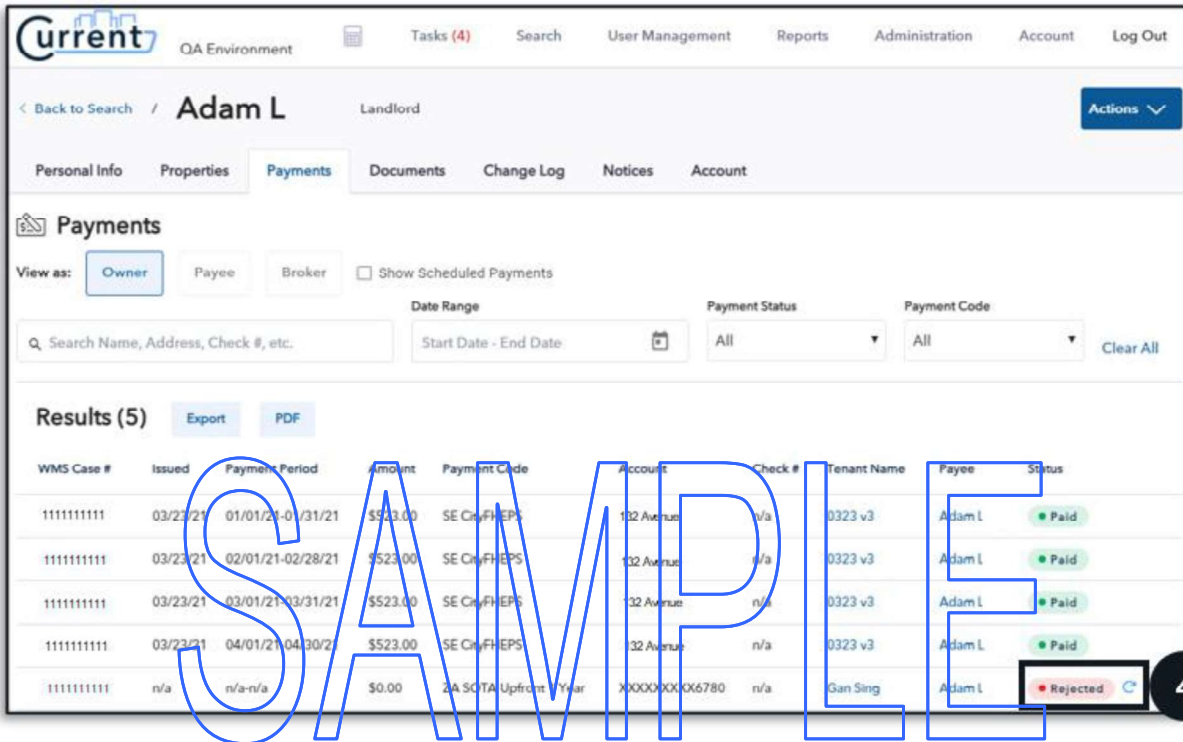
View a Record – Documents Tab

The Documents tab displays documents linked to the landlord's record. Documents can be linked in a few different ways:
- Added by the landlord in the Current NYC landlord portal
- Uploaded as part of a rental assistance application
- Uploaded by DSS staff

Documents that may be linked to a landlord's record include
- Property deeds
- W-9 and IRS verification
- Security voucher?
- Account ownership documents
- Broker's license

The Document table lists the Type, Verification, Property, and Date.
1. To view the Document, select the **Document Type** hyperlink and the document will open in a new tab.

How to View a Landlord Record
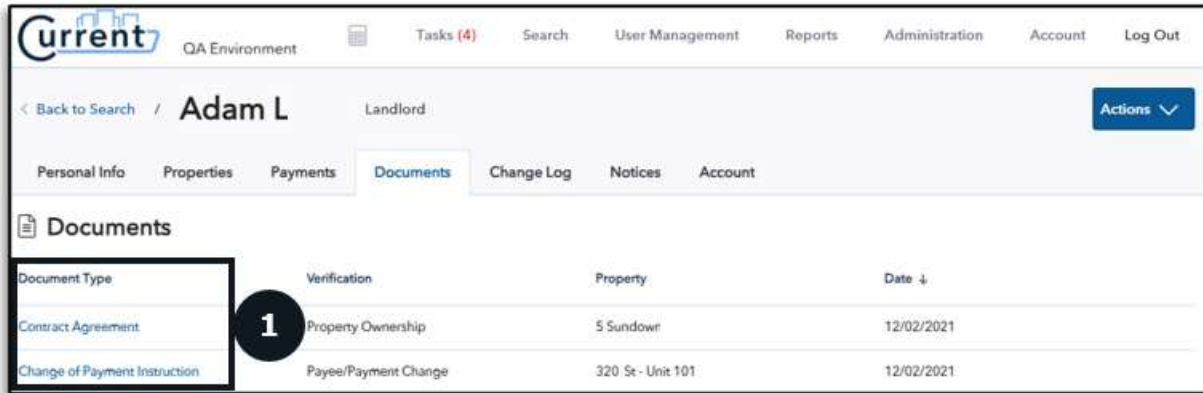
View a Record – Change Log

The Change Log tab displays changes made to the landlord record with key information about the change: Date & Time the change was made, the user who made the change, and the Business Unit/Organization of the user.

1. Select the **Arrow** to the left of the Date & Time to expand a change event and view additional information about a change.
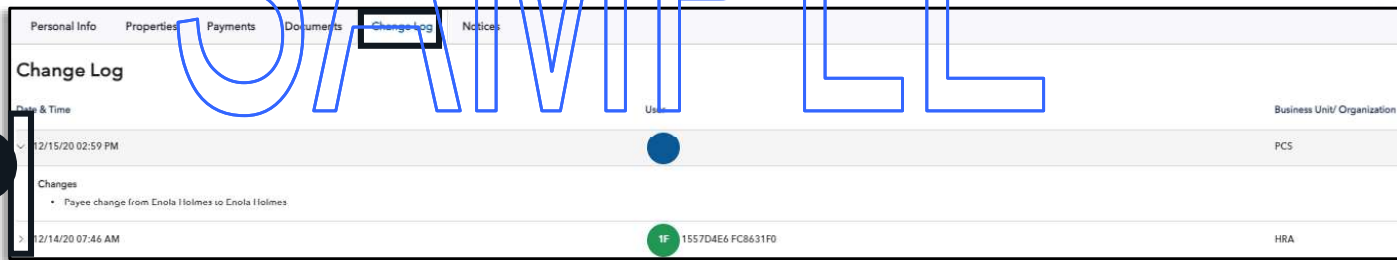
View a Record – Notices Tab

The Notices tab displays the notices sent to the Landlord from Current. Notices issued outside of Current are not displayed.

The notices table includes the Form Name, Form #, Language, Generated By (staff who approved or denied the workflow that resulted in the notice), Date of issue, and Status. All Notices will be indexed in the HRA One Viewer or Landlord Viewer if it only pertains to the landlord record.

How to View a Landlord Record

1. All the notices will hyperlink to a PDF copy in a new tab.