

HOUSING TRUST FUND RESERVATION SYSTEM USER GUIDE

Revised November 2014



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LOGGING IN

The TDHCA Housing Reservation System (often referred to as the "Housing Contract System") is an online system that facilitates the administration of HTF programs by Administrators and TDHCA staff.

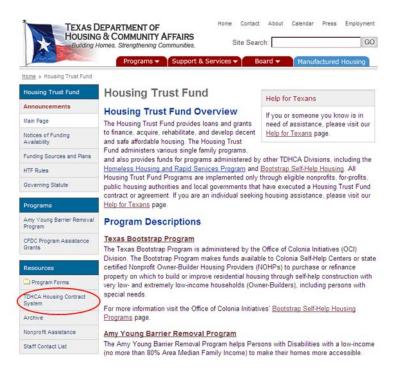
Administrators access the Reservation System through any internet connection in order to submit reservation set-ups, update housing activities, and submit draw requests. TDHCA staff use the Reservation System to review reservation set-ups, approve or declare deficiencies with reservation set-ups, and review and approve draw requests.

The direct link to the Reservation System is: https://contract.tdhca.state.tx.us/alligator/Login.m



You are making a secure connection with our server. All information that you submit is encrypted.

A link to the Reservation System is also under "Resources" on the left side of the HTF program page: www.tdhca.state.tx.us/htf.



HTF staff will issue a "User ID" and temporary password for pre-approved Administrator staff to login. After the very first login, you have to create a new password. If you forget your password, contact HTF staff for a temporary password to re-access the Reservation System.

In the Reservation System, you will enter information into blank fields and upload documents. Click the "Save" button to save your work often and especially before clicking other links.

Only click the "Submit for Approval" button when you are done with your work and ready to submit it to HTF staff. After submitting your reservation, the information cannot be edited without contacting HTF staff.



YOUR RESERVATION AGREEMENT & HOUSEHOLD ACTIVITIES

Your reservation agreement number is a 7-digit number (e.g., 1001899) that is assigned to all your work for a particular program and funding cycle. It is similar to a contract number. If you have multiple active contracts and reservation agreements with different divisions of TDHCA, you will see all your contracts and agreement numbers when you login. Clicking on your agreement number when it is a link (underlined) brings you to the reservation agreement screen, which is a summary of all your reservation agreement information.

To be able to make reservations, your reservation agreement "Status" must be "Active." Any other status means you cannot enter any reservations until an issue is resolved with HTF staff.



An activity number is a 10-digit number (e.g., 1001899001) that is assigned to every household (or "project") that has a reservation under a specific agreement number. The activity number is 3 digits added onto the reservation agreement number. To view all household activities under a reservation agreement, click the "Activities" link in the upper right corner of the reservation agreement screen:



NOTES & ATTACHMENTS

HTF staff or Administrators can post notes or additional information about a reservation agreement or a household activity. To write or read notes, click on the "Notes" link in the upper right corner of the reservation agreement screen or a household activity screen. If you write a note, only you will be able to edit or delete it. You cannot edit or delete other people's notes.

"Notes" link on the reservation agreement screen:



"Notes" link on a household activity screen:



Usually only HTF staff uploads attachments to the Reservation Agreement screen. And, usually only Administrators upload attachments to household activity screens for reservation setups and draw requests. Attachments should be in .pdf. To upload attachments, click on the "Attachments" link on the right side of the screen. If you upload an attachment, only you will be able to edit the description or delete it.



RESERVATION SETUPS: STEP 1, HOUSEHOLD INFO

Your reservation setup is how you will reserve funds for an individual household and submit documentation showing the household is eligible. Always follow the most recent Reservation Setup Checklist for the HTF program from which you are reserving funds.

To begin, from your reservation agreement page, go the "Activities" screen by clicking the "Activities" link in the upper right corner of the screen:



Next, in the bottom right corner, click "City" (or click "Colonia" if appropriate):

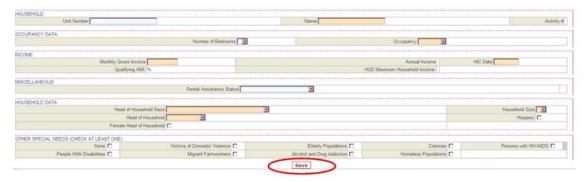


Next, a new page appears where you will enter household information. To begin, click the checkbox at the top of the page (next to "Check this box..."). Then complete ONLY the required fields highlighted in OTT highlighted in orange do NOT need to be filled out.

For the required field "TDHCA Funds Originally Requested," enter the maximum amount of funds you need to reserve. For the Amy Young Barrier Removal Program, this will be "20000."



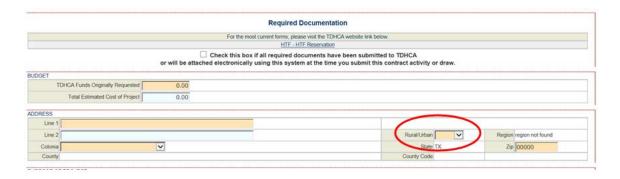
When ALL office fields are completed, hit the "Save" button at the bottom of the screen:



A special note regarding the "Rural/Urban" field:

Please double check that the household location is correctly identified as rural or urban by looking it up on the "List of Urban and Rural Places" on the Amy Young Barrier Removal Program page:

http://www.tdhca.state.tx.us/htf/single-family/amy-young.htm



The household activity screen has now been created. You will see that the "Status" at the middle top of the screen is "Pending" because you are not yet finished with the setup and you have not yet submitted the reservation:



RESERVATION SETUPS: STEP 2, BUDGET DETAIL

Click the "Budget Detail" link on the right side of the screen:



Next, click the "Itemize" link on the right side of the screen:



The "Budget Itemization" screen will appear. Click the "(+)" sign next to "Hard Cost" to make a drop-down menu appear:



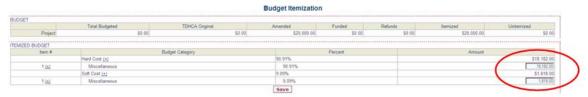
Scroll down on the drop-down menu and select the category "Miscellaneous (Hard)" then hit the "Save" button:



Next, do the same for "Soft Cost." Click the "(+)" sign next to "Soft Cost" to make a drop-down menu appear, scroll down and select the category "Miscellaneous (Soft)" then hit the "Save" button:

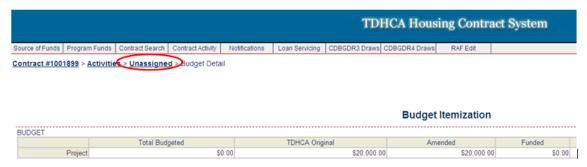


When the Budget Itemization screen reappears, fill in the dollar amounts for "Hard Cost Miscellaneous" and for "Soft Cost Miscellaneous" in the blue fields on the right side of the screen. For the Amy Young Barrier Removal Program, if you are reserving the maximum \$20,000 amount permitted per household, enter the default amounts of "18182" for "Hard Cost Miscellaneous" and "1818" for "Soft Cost Miscellaneous."



NOTE: Soft Costs are optional. But, your Soft Costs cannot exceed 10% of the Hard Costs amount (not 10% of the Total funds reserved). To figure out the maximum Soft Costs you may get for your reservation, divide the Total funds to be reserved by 11. For example, if you are reserving a Total of \$14,500 for the household, divide \$14,500 by 11. This will give you \$1,318 in maximum Soft Costs.

To return to the household activity screen, click the "Unassigned" link at the top left area of the screen to go back one level. Do not use the "back button" in your browser, it might log you out:



RESERVATION SETUPS: STEP 3, UPLOADING DOCS

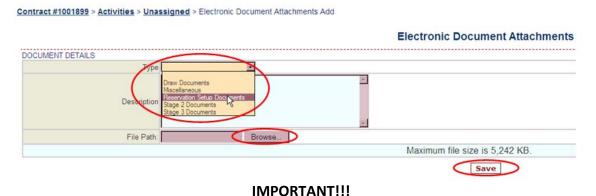
To upload the reservation setup checklist and the other forms the setup checklist requires (e.g., Intake Application, Certification of Disability, Household Income Certification, etc.) click on the "Attachments" link on the right side of the household activity screen.



Click on the "Attach a Document" link on the right side of the screen:



Then click on the "Type" field for the drop-down menu to appear. Select "Reservation Setup Documents." Typing the name of the document in the "Description" field is optional, but helpful. Then, click the "Browse" button to locate where the document is saved on your computer. Once the "File Path" field is filled in with the location, hit the "Save" button. Continue this step for each document you wish to upload.

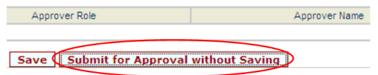


- ✓ Documents should be .pdfs
- ✓ Scan and upload EACH document SEPARATELY (do not scan several docs as one single .pdf)
- ✓ If your document is 4 pages, scan and upload it as ONE, SINGLE .pdf (do not scan each page separately and upload 4 one-page attachments)
- ✓ Each uploaded document cannot exceed 5MB

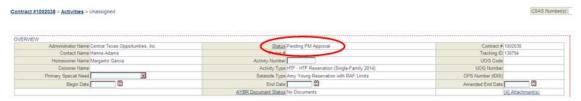
To return to the household activity screen, click the "Unassigned" link at the top left area of the screen to go back one level. Do not use the "back button" in your browser, it might log you out:



After you have entered the household info, budget detail and have uploaded all attachments listed on the reservation setup checklist, the reservation is ready to be submitted. Hit the "Submit for Approval" button on the bottom of the household activity screen:



You will know your reservation has been submitted if the "Status" at the middle top of the screen is "Pending PM Approval" and the reservation is waiting to be approved by Program Management/HTF staff. If your status still says "Pending" that means you are still working on the setup and it has not been submitted to HTF yet.



UPLOADING STAGE 2 DOCUMENTS

In the Amy Young Barrier Removal Program, after a reservation setup for a household is approved and put into "Active" status, you will have to submit "Stage 2 Documents." You will see in the middle area of the household activity screen that the "AYBR Document Status" says "Pending Stage 2 Documents":



The term "Stage 2 Documents" refers to:

- 1) the initial inspection
- 2) the accessibility inspection
- 3) the work write-up & cost estimate
- 4) before photos, and
- 5) the initial inspection & work-write-up checklist

To upload these Stage 2 Documents to the system, click on the "Attachments" link on the right side of the household activity screen:



When the attachments screen appears, you should see the reservation setup documents that you already uploaded there. Click on the "Attach a Document" link:



Then click on the "Type" field for the drop-down menu to appear. Select "Stage 2 Documents". Typing the name of the document in the "Description" field is optional, but helpful. Then, click the "Browse" button to locate where the document is saved on your computer. Once the "File Path" field is filled in with the location, hit the "Save" button. Continue this step for each Stage 2 Document you need to upload:



REMINDERS ABOUT ATTACHMENTS!

- ✓ Documents should be .pdfs
- ✓ Scan and upload EACH document SEPARATELY (do not scan several docs as one single .pdf)
- ✓ If your document is 4 pages, scan and upload it as ONE, SINGLE .pdf (do not scan each page separately and upload 4 one-page attachments)
- ✓ Each uploaded document cannot exceed 5MB

To return to the household activity screen, click the 10-digit activity number link at the top left area of the screen to go back one level. Do not use the "back button" in your browser, it might log you out:



After you have uploaded all the Stage 2 Documents, hit the "Submit for Approval" button on the bottom of the household activity screen:



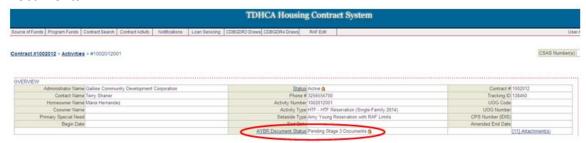
You will know your Stage 2 Documents have been submitted and are waiting to be approved by HTF staff if the "AYBR Document Status" at the middle top of the screen is

"Pending Stage 2 Approval." If it still says "Pending Stage 2 Documents" that means you are still uploading and no Stage 2 Documents have been submitted to HTF yet.

Status Active 6	Contract #	1001986
Phone # 2816177416	Tracking ID	138433
Activity Number 1001986002	UOG Code	
Activity Type HTF - HTF Reservation (Single-Family 2014)	UOG Number	
Setaside Type Amy Young Reservation with RAF Limits	CPS Number (IDIS)	
End Date	Amended End Date	
AYBR Document Status Pending Stage 2 Approval @		[12] Attachment(s)

UPLOADING STAGE 3 DOCUMENTS

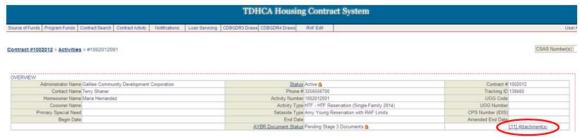
In the Amy Young Barrier Removal Program, after you have your Stage 2 Documents approved, you will have to submit "Stage 3 Documents." You will see in the middle area of the household activity screen that the "AYBR Document Status" says "Pending Stage 3 Documents":



The term "Stage 3 Documents" refers to:

- 1) the construction contract, and
- 2) the construction contract checklist

To upload these Stage 3 Documents to the system, click on the "Attachments" link on the right side of the household activity screen:



When the attachments screen appears, you should see the reservation setup documents and Stage 2 Documents that you already uploaded there. Click on the "Attach a Document" link:



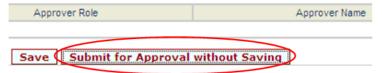
Then click on the "Type" field for the drop-down menu to appear. Select "Stage 3 Documents". Typing the name of the document in the "Description" field is optional, but helpful. Then, click the "Browse" button to locate where the document is saved on your computer. Once the "File Path" field is filled in with the location, hit the "Save" button. Continue this step for each Stage 3 Document you need to upload:



To return to the household activity screen, click the 10-digit activity number link at the top left area of the screen to go back one level. Do not use the "back button" in your browser, it might log you out:



After you have uploaded all the Stage 3 Documents, hit the "Submit for Approval" button on the bottom of the household activity screen:



You will know your Stage 3 Documents have been submitted and are waiting to be approved by HTF staff if the "AYBR Document Status" at the middle top of the screen is "Pending Stage 3 Approval." If it still says "Pending Stage 3 Documents" that means you are still uploading and no Stage 3 Documents have been submitted to HTF yet.



PROJECT DRAWS: STEP 1, DATES & AMOUNTS

To submit a project draw when a specific household has completed construction and you are ready for reimbursement, go to that household activity's page. Click on the "Draw Requests" link on the right side of the screen:



Next, click on "Create New FINAL Draw Request." This is the final draw because this draw is the *only* one you will be submitting for this household activity:

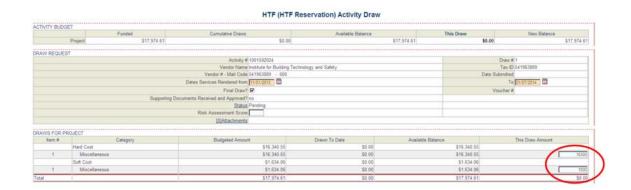


To begin, click the checkbox at the top of the page (next to "Check this box..."). Next, enter start and end dates. The start date (or "Services Rendered From") can be the date the household completed their intake application. The end date (or "Services Rendered To") can be the date you are submitting this project draw request (today's date). Use the MM/DD/YYYY format. Then hit the "Save" button.

NOTE: disregard references to the Project Complete Report (PCR). This is for HTF staff only.



When the draw request screen appears, fill in the dollar amounts for "Hard Cost Miscellaneous" and for "Soft Cost Miscellaneous" in the blue fields on the right side of the screen. Dollar amounts cannot be greater than what is listed as the "Budgeted Amount." For the Amy Young Barrier Removal Program, it is possible that you may not need to request the entire amount of funds that you reserved. If this is the case, make sure that the Soft Costs you are requesting do NOT exceed 10% of the Hard Costs you are requesting.

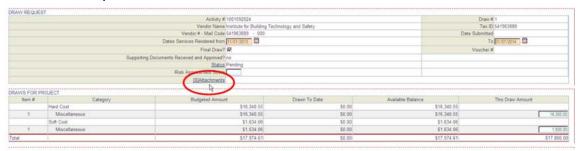


After completing the Hard Cost and Soft Cost draw amounts, be sure to hit the "Save" button at the bottom of the screen:



PROJECT DRAWS: STEP 2, UPLOADING DOCS

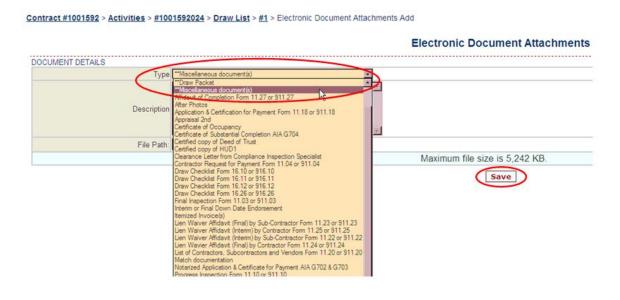
To upload the draw checklist and the other forms the draw checklist requires (e.g., final inspection, after pictures, contractor's request for payment form, contractor's invoices, soft costs invoice, if applicable, etc.) click on the "Attachments" link in the middle area of the draw request screen:



Click on the "Attach a Document" link on the right side of the screen:



Then click on the "Type" field for the drop-down menu to appear. Selecting "Draw Packet" or "Miscellaneous document(s)" is fine. Type a brief name of the document in the "Description" field. Then, click the "Browse" button to locate where the document is saved on your computer. Once the "File Path" field is filled in with the location, hit the "Save" button. Continue this step for each document you wish to upload.



REMINDERS ABOUT ATTACHMENTS!

- ✓ Documents should be .pdfs
- ✓ If you are attaching several documents, scan and upload EACH one SEPARATELY (do not scan them all as one single .pdf)
- ✓ If your document is 4 pages, scan and upload it as ONE, SINGLE .pdf (do not scan each page separately and upload 4 one-page attachments)
- ✓ Each uploaded document cannot exceed 5MB

To return to the draw request screen, click the "#1" link at the top left area of the screen to go back one level. Do not use the "back button" in your browser, it might log you out:



After you have entered the draw amounts *and* have uploaded all attachments listed on the draw checklist, the draw request is ready to be submitted. Hit the "Submit for Approval" button on the bottom of the draw request screen:



You will know your draw has been submitted if the "Status" at the middle top of the screen is "Pending PM Approval" and the draw is waiting to be approved by Program Management/HTF staff. If your draw status still says "Pending" that means you are still working on the draw request and it has not been submitted to HTF yet.



GOOD JOB! YOU ARE ALMOST DONE...

Your next step now is to submit the administrative draw ("admin draw") you will receive for assisting this household. Your admin draw will be exactly 10% of the Total project draw (Hard plus Soft Costs) that you just submitted for the household. For example, if you just submitted a project draw for a household that totaled \$18,604.30 (Hard plus Soft Costs), then you will now submit an admin draw for \$1,860.43.

ADMIN DRAWS: DATES & AMOUNTS

Administrative draws ("admin draws") are how you are paid for administering HTF programs and assisting households. Submitting an admin draw request is similar to submitting a project draw request (reimbursements for specific household activities) EXCEPT FOR THE LOCATION WHERE THE DRAW IS UPLOADED: Admin draws are created from the Reservation Agreement screen (not from any household activity screen). The #1 MISTAKE Administrators make when doing draws is that they create them on the WRONG SCREEN! For example, they might upload a household's project draw docs to the Reservation Agreement screen attachments.

REMEMBER: Admin draw request are general and don't belong on the household activity screen. Always create admin draws from the Reservation Agreement screen.

To begin, first make sure you are on the Reservation Agreement screen, which is a summary of all your reservation agreement information. Clicking on your agreement number when it is a link (underlined) brings you to the Reservation Agreement screen.

| TDHCA Housing Contract System | Source of Funds | Program Funds | Contract Search | Contract Activity Colonia | Allocates | Lean Servicing | CDBCDR4 Draws| CDBCDR4 Draws| | RAF Edit | Source of Funds | Program Funds | Pr

Next, click on the "Draw Request" link on the right side of the screen:

Next, click on "Create New Draw Request." For the Amy Young Barrier Removal Program, the list of admin draws on this screen will grow as you complete each household activity and receive the 10% admin funds for each household served.



To begin, click the checkbox at the top of the page (next to "Check this box..."). Next, enter start and end dates. The start date (or "Services Rendered From") can be the date the household completed their intake application. (NOTE: if the intake application date took place BEFORE your Reservation Agreement "Begin Date" just use the Reservation Agreement "Begin Date." You can find this date on the Reservation Agreement screen

on the upper left side of the screen.) The end date (or "Services Rendered To") can be the date you are submitting this admin draw request (today's date). Use the MM/DD/YYYY format. Then, hit the "Save" button.



When the admin draw request screen appears, enter the 10-digit activity number for the household that you just assisted into the bue field called "Admin Draw Activity Nbr." An activity number is your reservation agreement number with three digits added (e.g., 1001995001).



Next, scroll down the page for the different categories under "Draws for Admin" and find "Miscellaneous Admin." Fill in the "This Draw Amount" field on the right:

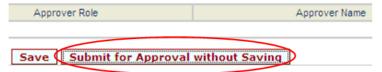


The amount in the "This Draw Amount" field must be exactly 10% of the Total project draw (Hard and Soft Costs combined) that you just submitted for the household. For example, if you just submitted a project draw for a household that totaled \$18,775.06 (Hard and Soft Costs combined), then you will now submit an admin draw with "1877.51" typed into the "This Draw Amount" field on the right side of the screen. When rounding, always round up 5 through 9, round down 4 through 1.

After filling in the "Admin Draw Activity Nbr" field and the "This Draw Amount" field, hit the "Save" button at the bottom of the screen:



After you have entered the "activity nbr" and admin draw amount, the admin draw request is ready to be submitted. Hit the "Submit for Approval" button on the bottom of the draw request screen:



You will know your admin draw has been submitted if the "Status" at the middle top of the screen is "Pending PM Approval" and the admin draw is waiting to be approved by Program Management/HTF staff. If your admin draw status still says "Pending" that means you are still working on the admin draw and it has not been submitted to HTF yet.



CONGRATULATIONS! YOU ARE DONE!

If at any time you have questions about reservations setups, submitting Stage 2 or Stage 3 documents, project draws or admin draws, please contact the HTF staff.