GoSection8
User Manual

September 2016

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Part II: Secondary Features

Introduction and Overview

Welcome to GoSection8, a breakthrough national rent reasonableness system. Nan McKay and Associates (NMA) have teamed with GoSection8.com to bring this unique web-based rent reasonableness solution to PHAs, integrating the Section 8 Housing Choice Voucher (HCV) rent reasonableness certification process with a comprehensive, private market rental listing service.

GoSection8 has been specifically designed to address several critical and interdependent aspects of the rent reasonableness challenge for PHAs.

- With GoSection8, PHAs can establish and document accurate and defendable rent reasonableness certifications that meet HUD regulatory requirements for rent comparisons based on local comparable unassisted units.

- A simple-to-use dashboard interface guides you through the certification process, providing you with the tools you need to make rational, informed, market-based decisions.

- GoSection8 fine-tunes the rent reasonableness process, allowing adjustments based on the critical market factors that impact rent in your area, ensuring an "apples-to-apples" rent comparison.

- GoSection8 maintains electronic documentation of the entire rent reasonableness certification process, supporting every key decision you make when approving a reasonable rent.

- GoSection8 gathers, organizes, and maintains a database of market-based comparable units. Comparables are generated primarily through a landlord property listing service that captures all of the key information you need for rent reasonableness decisions. The database may also be supplemented with comparables entered by the PHA.

- When conducting rent reasonableness certifications, GoSection8 automatically searches the database to provide you with the best matches for any rent reasonableness certification—reducing time and energy staff spend sifting through data to find the best comps.

- GoSection8 helps interested landlords with vacant units and HCV voucher-holder families to find each other. Through the listing service, landlords may market their units to voucher-holder families. Families have 24 hours a day, 7 days a week, web-based access to landlord listings.

- Drawing on the database of open market listings, PHAs can generate up-to-date customized lists of vacancies in your area to assist families in the search process. You can also track families' search activity.

Using This Guide

This user manual should give you everything you need to know to maximize your use of GoSection8. After reviewing the log-in process and preliminary information to get you up and running in this introduction and overview, the remainder of the manual will be divided into two

parts. Part I of the guide provides information and basic instruction on the *primary features* of the system—those that are most frequently accessed and utilized, including:

- The GoSection8 Dashboard
- Creating certifications in RentWatch 5
- Reviewing and approving certifications
- Adding similar ==comparables==
- Navigating agency settings
- Managing user settings
- Returning to the GoSection8 legacy site

Part II discusses the use of the site's *secondary features,* which covers:

- Property Listings
- Flagging a listing
- The certification summary
- The tenant search
- The savings summary
- Requesting comparables
- Contacting GoSection8.com

You will also find additional references at the end of this guide to help further your understanding of GoSection8, such as a matrix of user roles and permissions, a summary of rent adjustments made by the system, a glossary, and a guide index.

More information and support is available through the GoSection8 [Contact Us](#) page.

Accessing GoSection8.com

The GoSection8 rent reasonableness system is web-based. In order to access GoSection8, you must have access to the Internet.

Once you and your PHA have been registered and set-up in the system, you will be able to connect to GoSection8 through any Internet connection—at your own desk, from a workstation in your office or outside your office, or even from home.

To get started, open your web browser and navigate to the following site:

<p align="center">http://www.gosection8.com</p>

We recommend that you "bookmark" this site, or add this Internet address to your list of "favorites" for easy access.

When you enter GoSection8.com, you will see the GoSection8 home page with a login section at the top of the screen. Use your assigned **User Name** and **Password** to access the system.
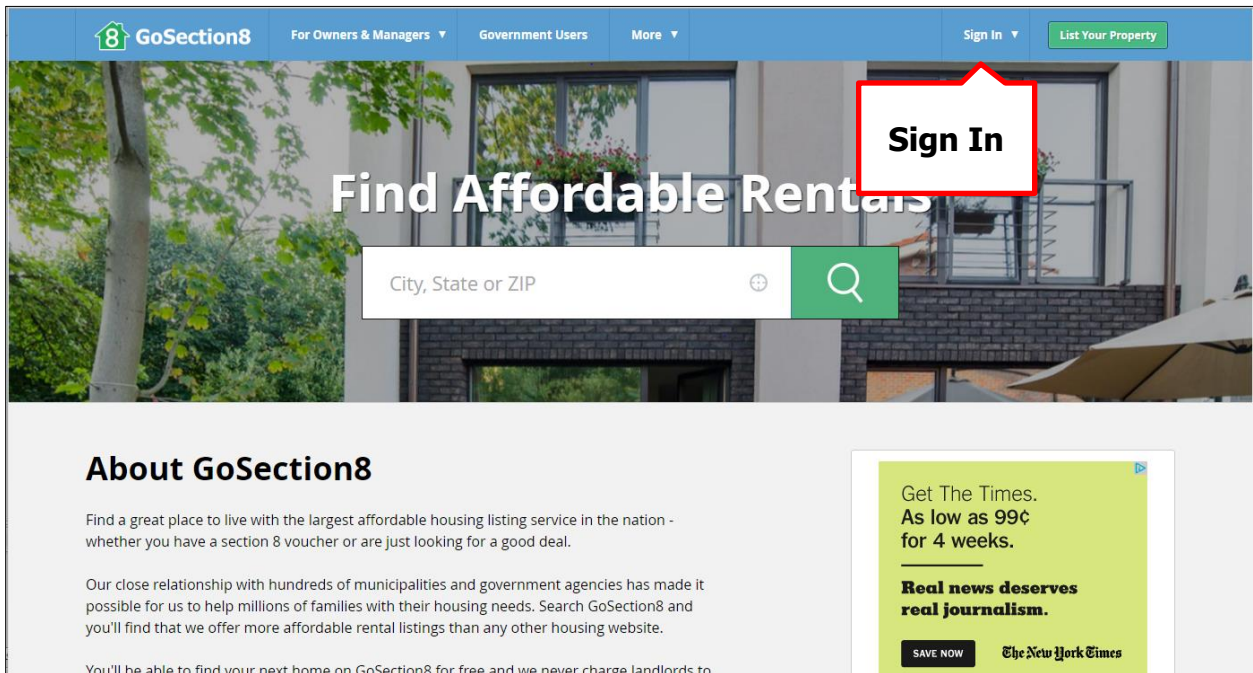
A dialog box will appear. Select the appropriate sign-in selection based on your role using the site (e.g., Landlord/Advertiser, Tenant, or Housing Agency). If you do not yet have an account, you may select **Sign Up.**
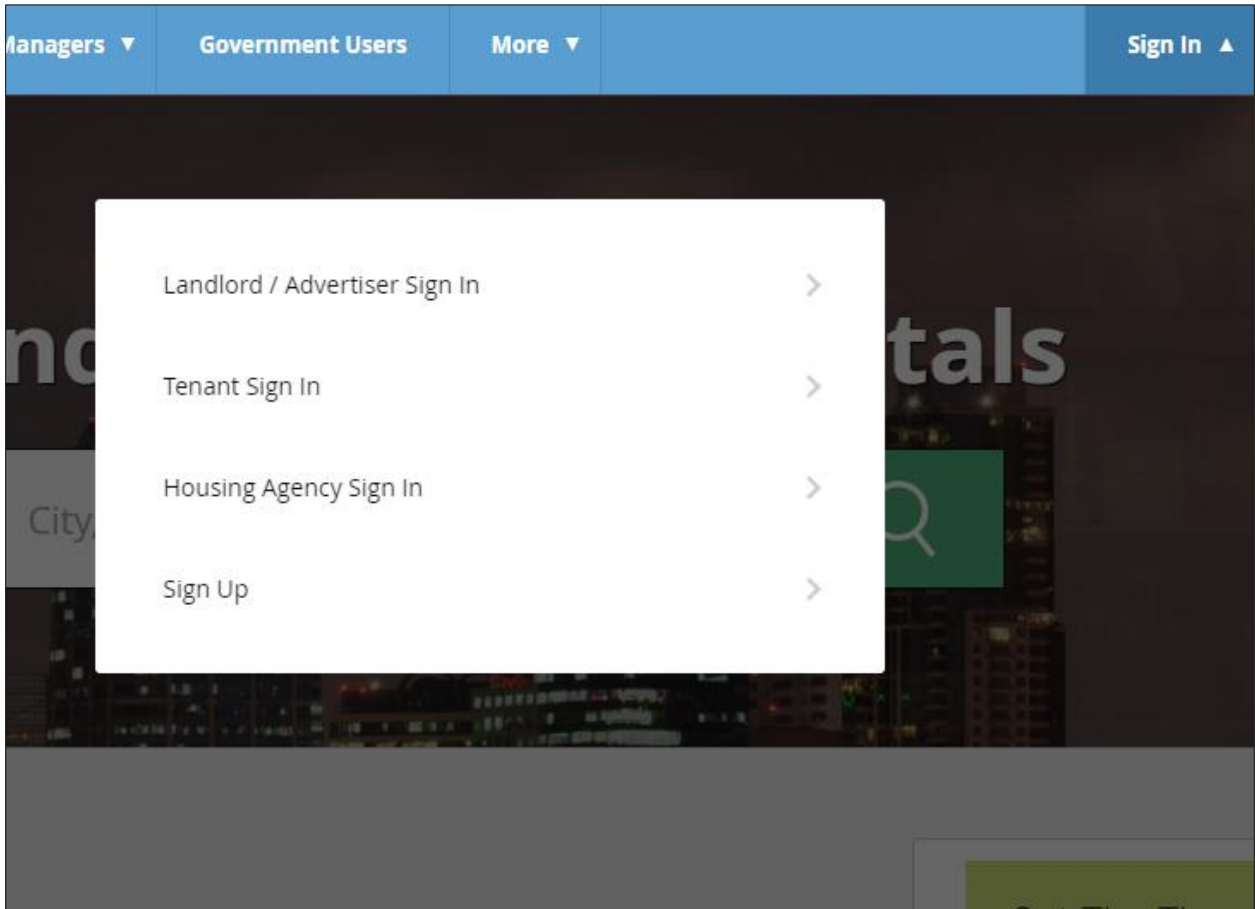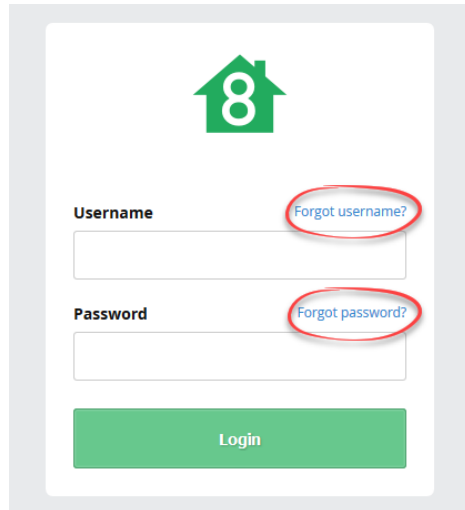
You will be directed to the appropriate Sign In page. Enter your user name and password, then click **Login.** If you do not remember your user name or password, you may retrieve them by clicking on **Forgot User Name or password?** You will be directed to contact your system administrator.
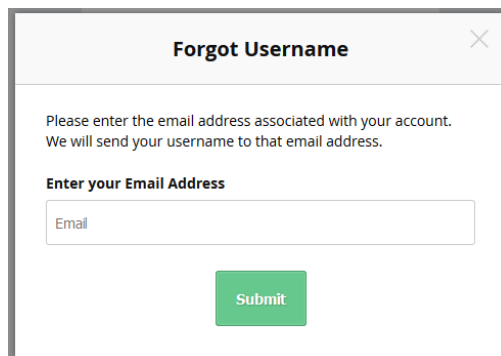
Note: Passwords must be at least 8 characters in length and contain 1 letter, 1 number and a special character *(@$!%#-=?&)**

Forgot Password: When a user forgets their password, they can click the "Forgot Password?" link and enter their username and email. Once submitted, they will receive an email with a link to reset their password. Because passwords are encrypted, they cannot be sent to users. Users must follow specific requirements to reset their passwords.

1. To reset your username, click the **Forgot Username** link.

   A **Forgot Username** window displays.
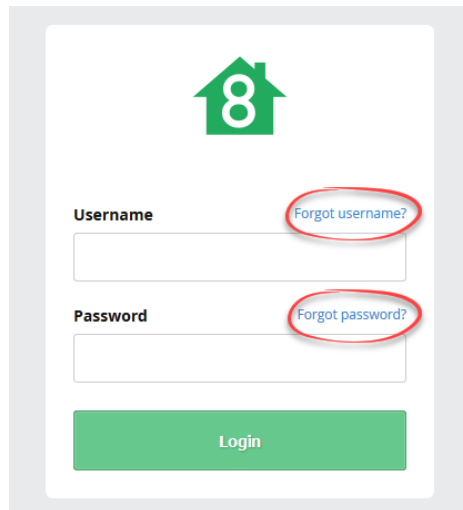

2. Enter your email address and click Submit.

   An email message containing your username and a link to login displays.
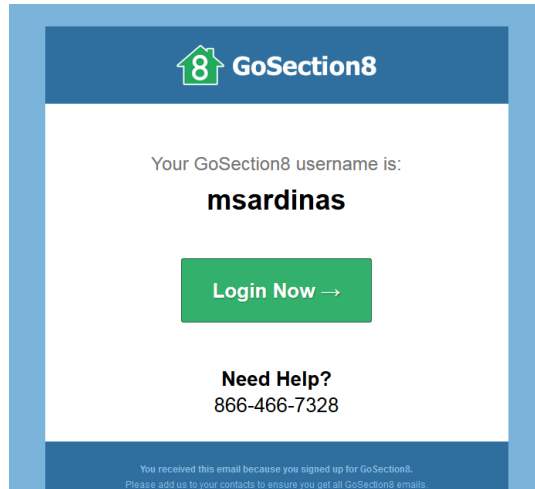
3. To login in, click the Login Now button and continue the login process.
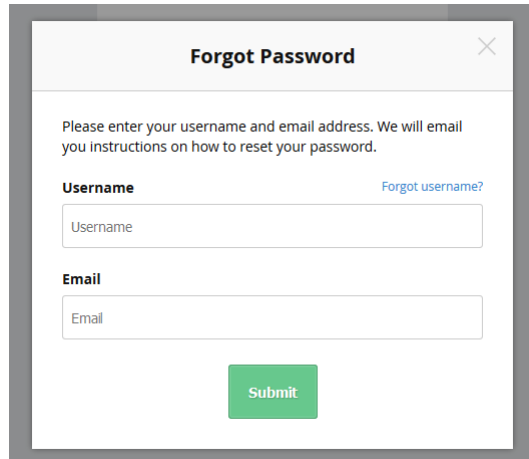
Resetting a Password

1. To reset your password, click the reset password link.

A window displays where you can enter your Username and Email.

2. Enter your Username and Email and click Submit.

   An email is sent containing password reset instructions.
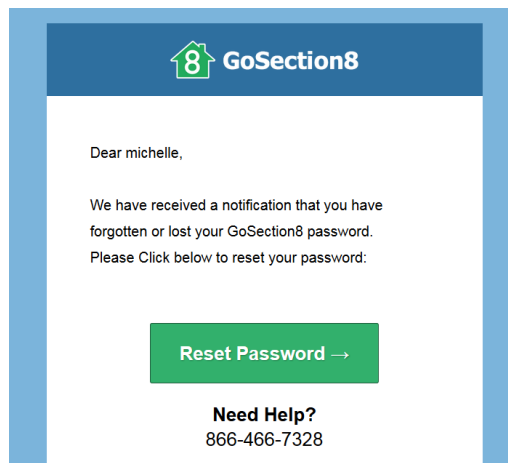
3. Click the Reset Password button to reset your password.
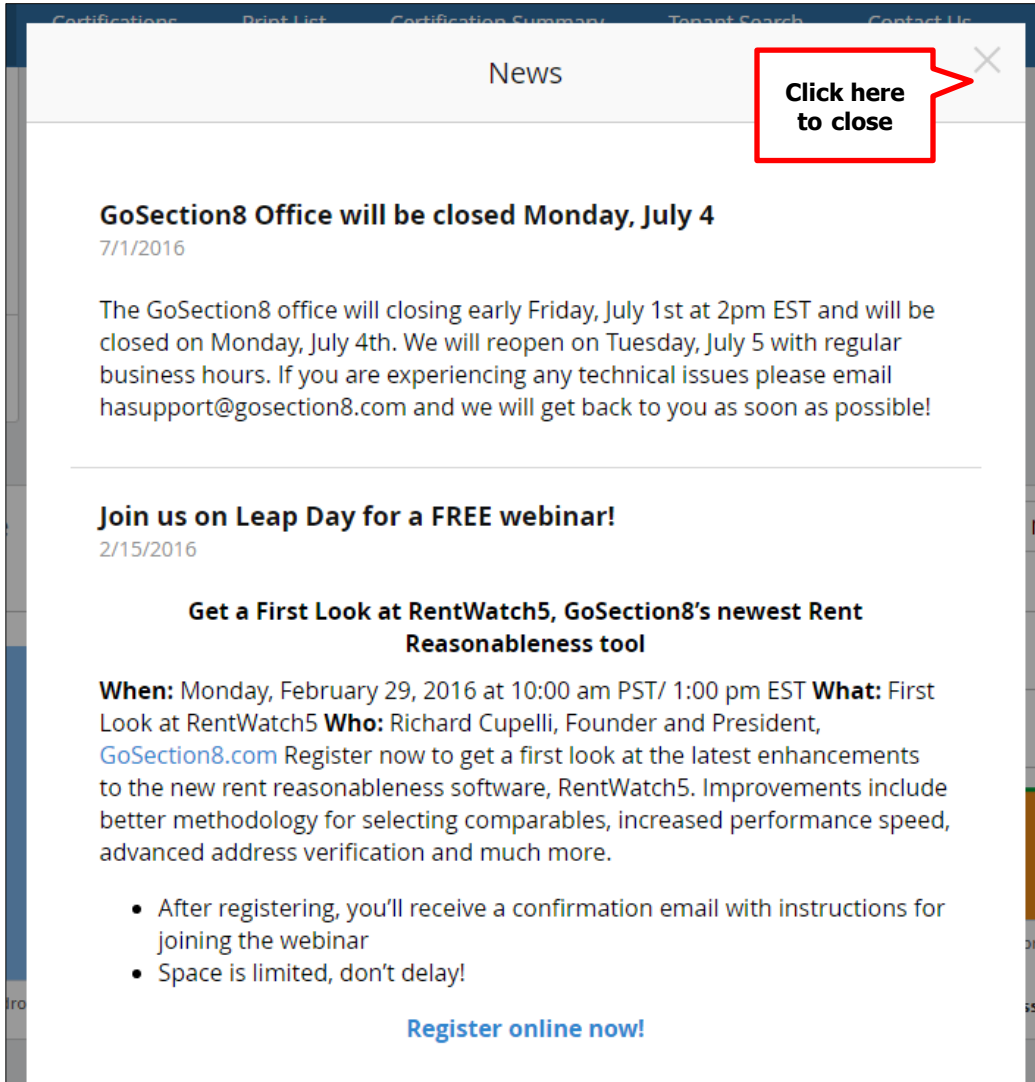
Note: When "adding new user" or in "edit user" in a Master HA account, users created or edited will have to reset their passwords upon the first time logging in to their account.

If a user has made 3 failed attempts to log in, their accounts will be locked. Only Master HA or a Full Control users can reset the passwords. The Master HA can create the new password in "edit user" and the user will be prompted to reset their password upon first log in. See below.
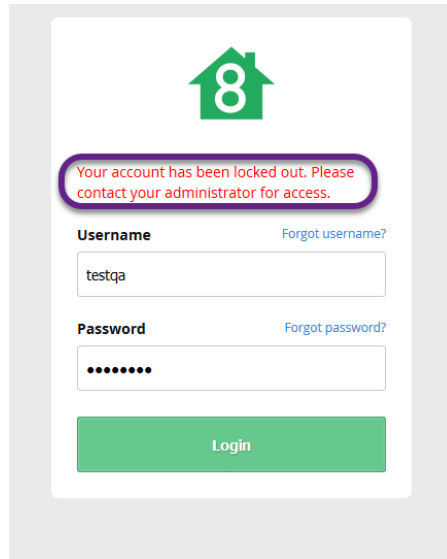
News

Once you have logged in, the **News** window will appear if any new news has been posted since you last logged in. Scroll through this window to view the news. Click the **X** in the upper right corner of the window to close it.

News

Click here to close

GoSection8 Office will be closed Monday, July 4

7/1/2016

The GoSection8 office will closing early Friday, July 1st at 2pm EST and will be closed on Monday, July 4th. We will reopen on Tuesday, July 5 with regular business hours. If you are experiencing any technical issues please email hasupport@gosection8.com and we will get back to you as soon as possible!

Join us on Leap Day for a FREE webinar!

2/15/2016

Get a First Look at RentWatch5, GoSection8's newest Rent Reasonableness tool

When: Monday, February 29, 2016 at 10:00 am PST/ 1:00 pm EST **What:** First Look at RentWatch5 **Who:** Richard Cupelli, Founder and President, GoSection8.com Register now to get a first look at the latest enhancements to the new rent reasonableness software, RentWatch5. Improvements include better methodology for selecting comparables, increased performance speed, advanced address verification and much more.

- After registering, you'll receive a confirmation email with instructions for joining the webinar
- Space is limited, don't delay!

Register online now!

The news window displays the 20 most recent news items. You may return to it at any time by clicking on the **News** tab at the top of the screen.
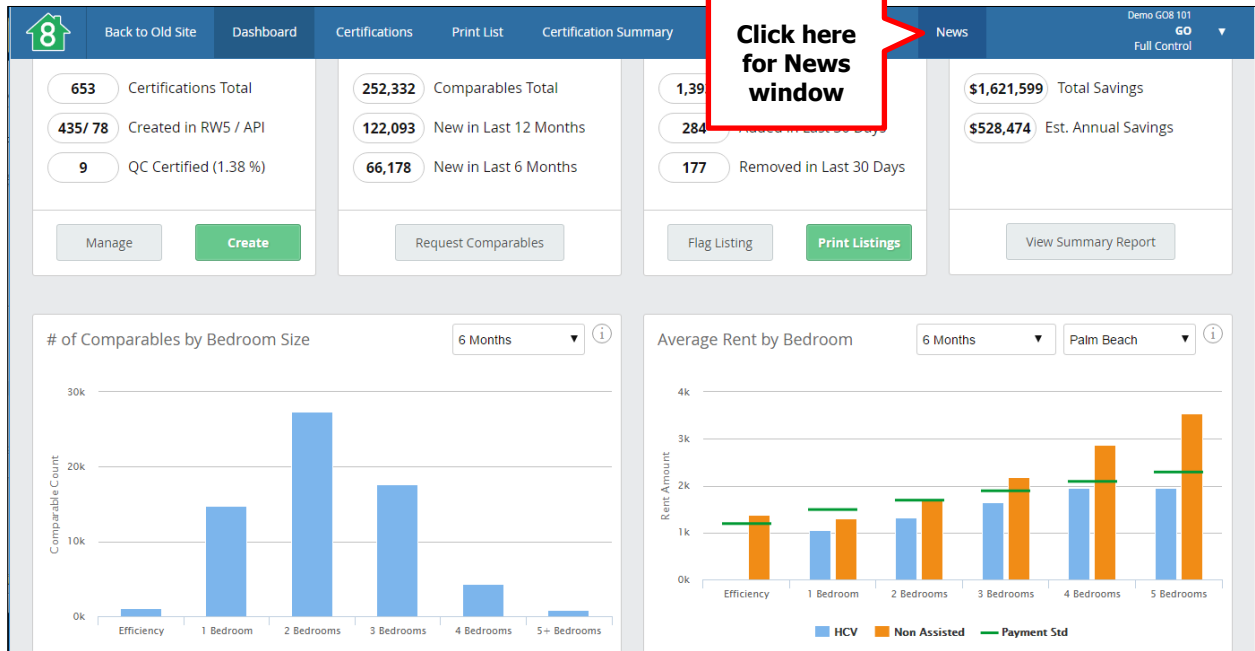
You are now ready to use the dashboard.

Part I: Primary Features

Using the Dashboard

Once you have logged in, you will arrive at the **Dashboard.** The Dashboard is the overview page for user activity and will vary depending on the user. It is also the launching point for any action users may take in the application. The Dashboard is comprised of a blue navigation bar at the top of the page and several blocks that launch applications. Depending on your screen size, the menu might display across the top (shown below) or as a menu dropdown.
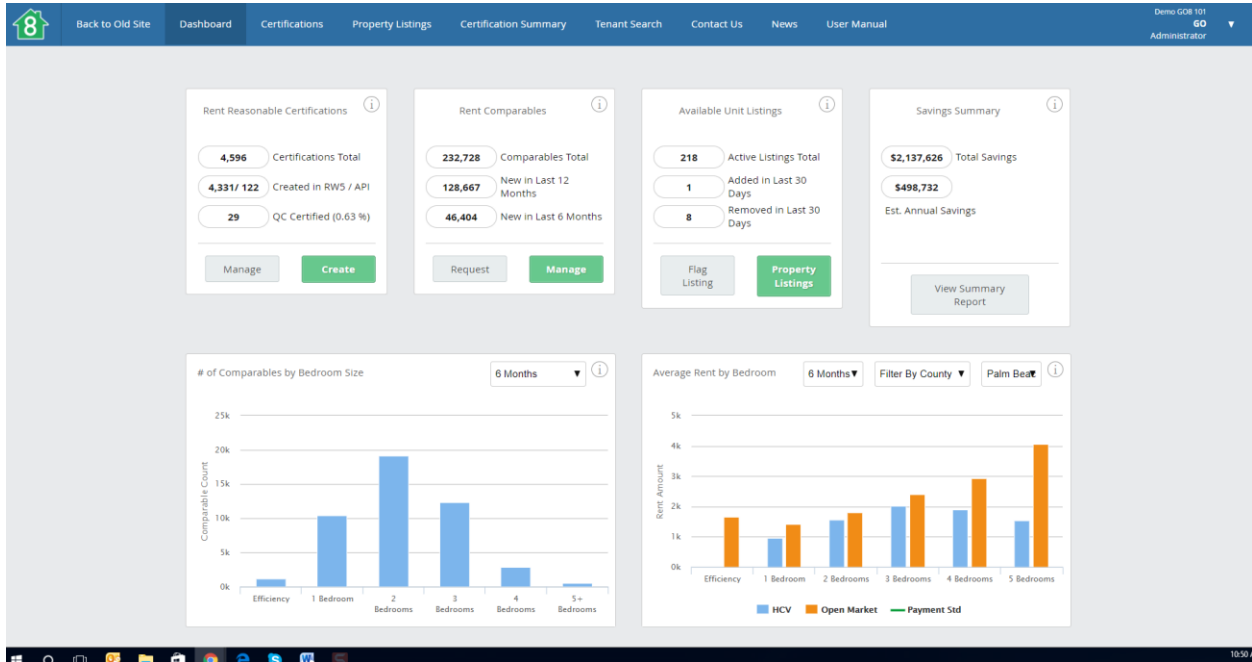
Dashboard menu as a dropdown – see below.
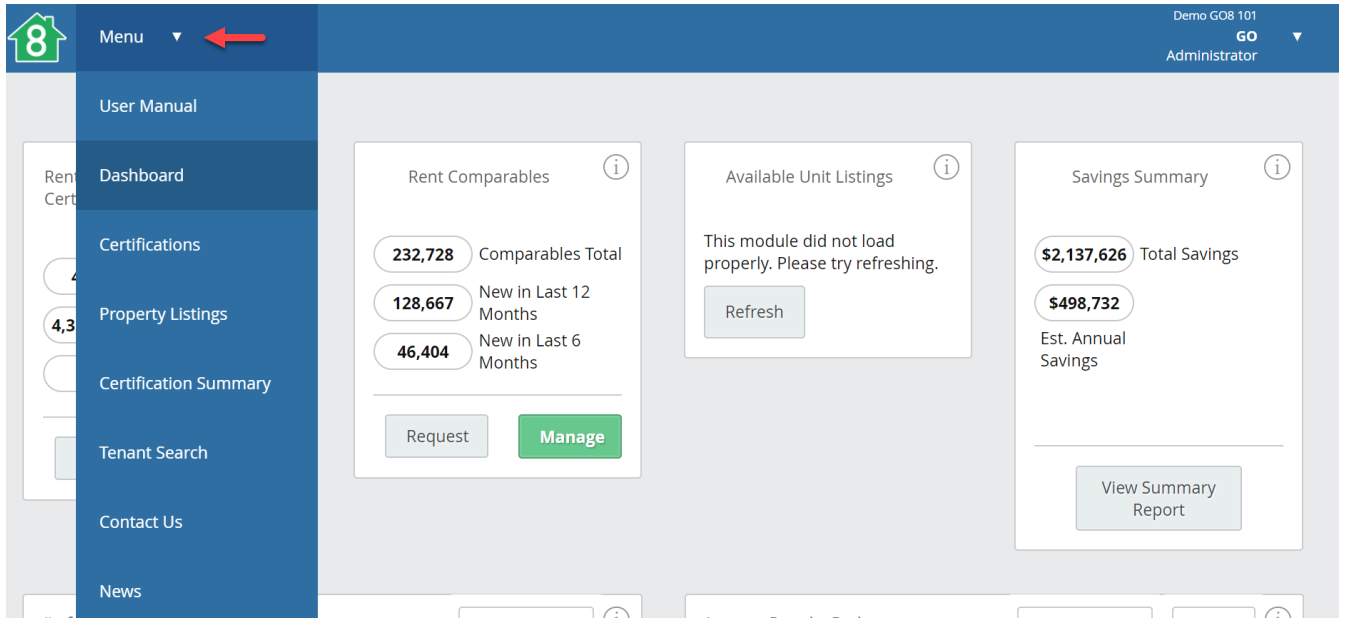
To view basic information about any of the blocks, click on the **i** icon at the top right of each block. A dialog box will appear pointing out the specific features of that block. To close the dialog box, click the **X.**

The sections that follow provide a basic overview of each block accessible from the Dashboard.

Rent Reasonable Certifications Block

The **Rent Reasonable Certifications** block is an overview of the total number of certifications in the system. The first number in the block represents the total number of certifications, and the second is a breakdown of those in terms of which were created in RentWatch 5, and the API. The last number represents how many rent reasonable reports have been QC certified (a typical goal is to have 10 percent of all reports QC certified). These numbers are updated daily. Clicking on the **Manage** button will navigate to the **Certifications** page, where you can manage your certifications. Clicking on the **Create** button will take you to **RentWatch 5,** where you can create new certifications.

Total number of certifications

Breakdown of total

Number of QC certified

Rent Reasonable Certifications

655 Certifications Total

435/ 78 Created in RW5 / API

9 QC Certified (1.37 %)

Manage Create

Click here to navigate to Certifications page and manage certifications

Click here to create a new certification in RentWatch 5

Rent Comparables Block

The **Rent Comparables** block displays how many rental comparables are being added in your agency's jurisdiction. In this block, the first number represents the total number of comparables within your jurisdiction, and the following numbers show the number of comparables from the last 12 months and the last 6 months, respectively. The timeframe displayed can be adjusted in the **Agency Settings.**

To request additional comparables, click on the **Request Comparables** button. A window will appear prompting you to enter the required information in order to submit the data request. The **Manage** button launches the Manage Comps screen where you can add comps, and search and filter by Date Range, Location, Property Type, etc. Go to Manage Comparables to access the Manage Comps section.

Available Unit Listings Block

The **Available Unit Listings** block provides a snapshot of the unit listing activity in your agency's jurisdiction. The Active Listings Total represents the total number of active properties in your jurisdiction. The numbers that follow show the number of active listings added and removed within the last 30 days. These numbers are calculated in real-time from a listings database.

Clicking the **Flag Listing** button will open a window where you can submit information to flag a listing, i.e., report a bad listing or owner to GoSection8.com for removal. Clicking the **Property Listings** button will take you to the **Property Listings,** where you can export the list to a PDF or excel file.

Available Unit Listings

Total number of active properties → 752 Active Listings Total

Added in last 30 days → 273 Added in Last 30 Days

Removed in last 30 days → 62 Removed in Last 30 Days

Flag Listing — **Click here to report a bad listing or owner**

Property Listings — **Click here to export the property listings to PDF or Excel**

Savings Summary Block

The **Savings Summary** block shows how much money your agency has saved in HAP payments using GoSection8 in the current year. The Total Savings is the dollar amount of total savings for the months within the current year. The number that follows is the Estimated Annual Savings based on current agency activity.

Clicking on the **View Summary Report** button will navigate you to the **Certification Summary** page, where you can view a more in-depth report of agency savings.

Total savings for current year → $2,137,626 Total Savings

Estimated annual savings → $498,732 Est. Annual Savings

View Summary Report

Click here to go to the Certification Summary page

# of Comparables by Bedroom Size Block

The **# of Comparables by Bedroom Size** block is a graph showing the comparable count by bedroom size. This number is updated every day and is based on a timeframe. The dropdown menu at the top right corner of the block will allow you view totals for within a specified timeframe. You can also contact HA support for detailed reports.


Roll your cursor over any bar to view details.
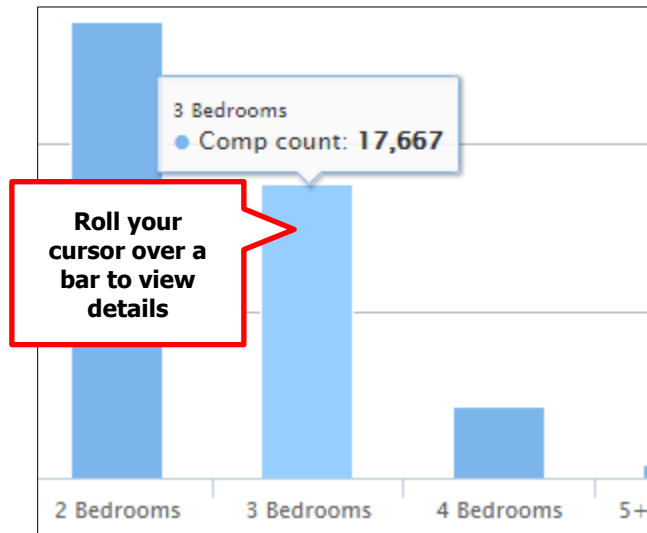
Average Rent by Bedroom Block

The **Average Rent by Bedroom** block is a graph that shows you the average approved rent of HCV units by bedroom size and compares it to the open market (non-assisted) units as well as the payment standard. In this graph, the blue bars represent average rents in the HCV program, and the orange bars represent rents for non-assisted units.[1] The green lines show the agency's payment standards. The figures in this graph are calculated every day. Roll your cursor over a bar in the graph to view details.
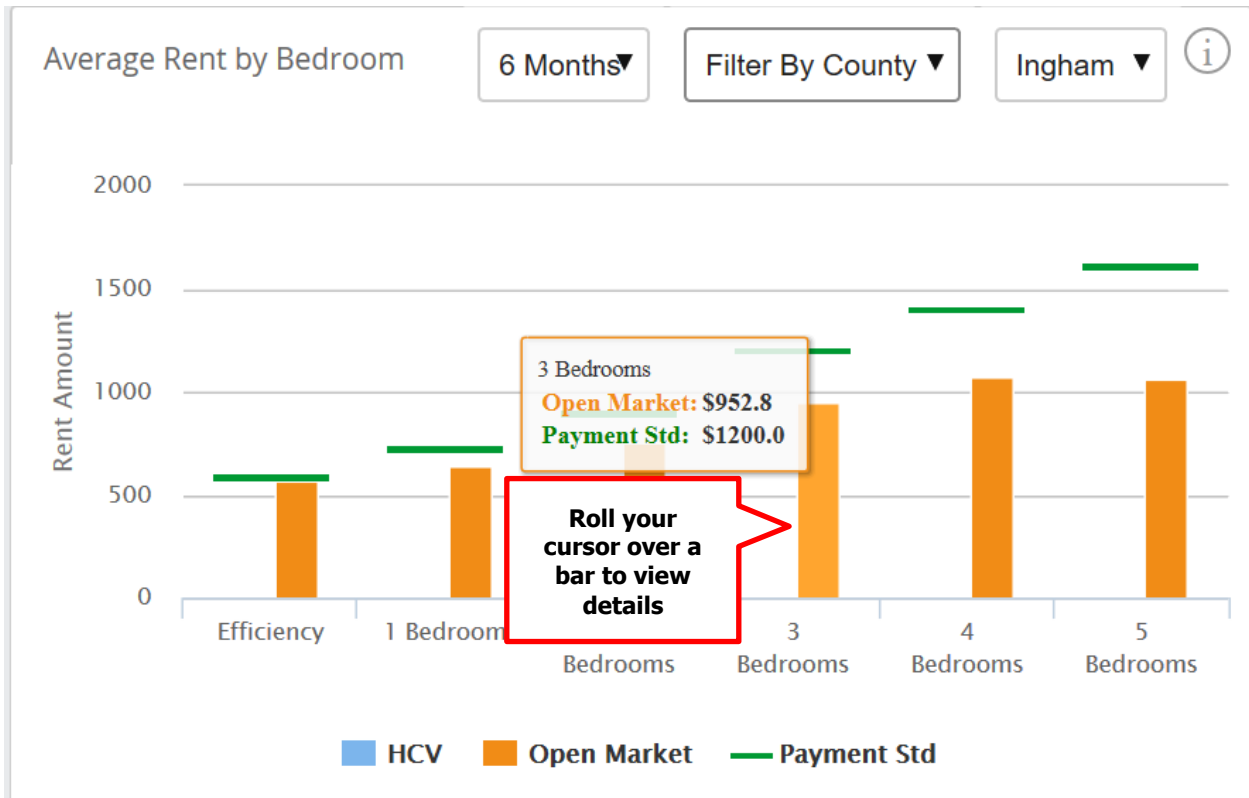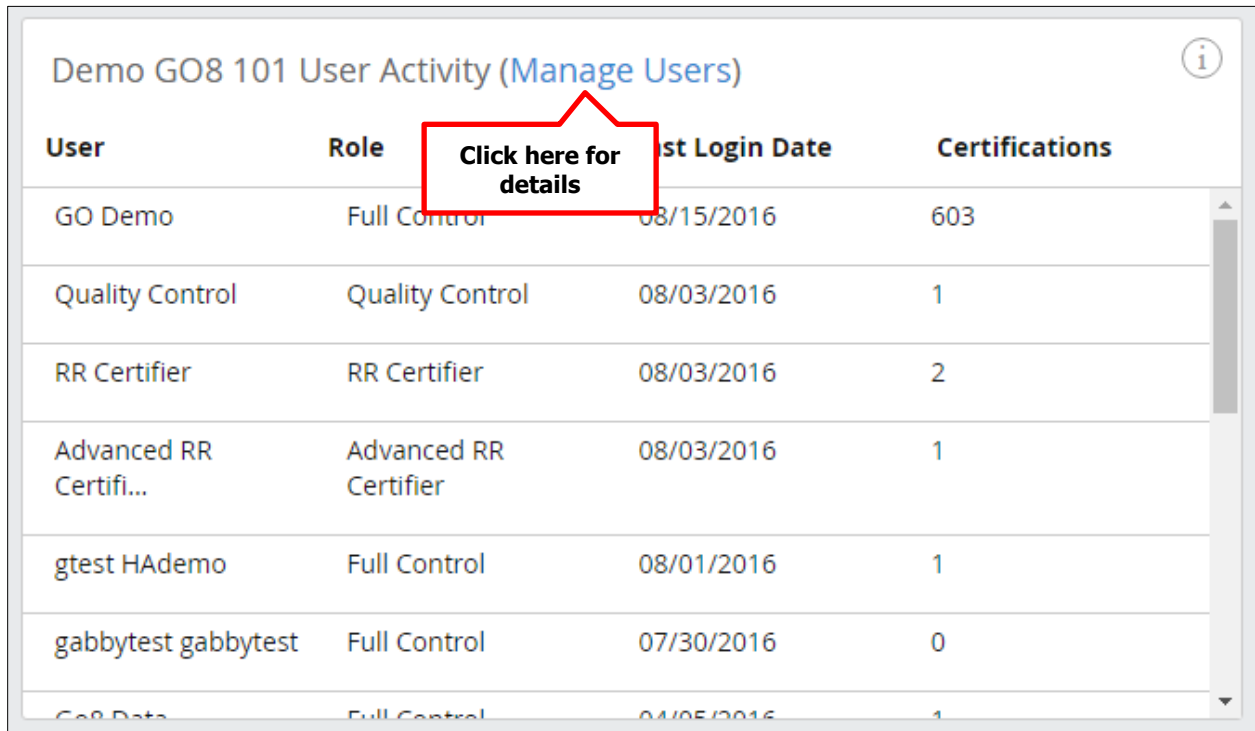

The graph will change based on selections made in from the dropdown menu at the top right of the block. You can select timeframes from 6 months to 5 years and filter results based on city, county, or zip code.

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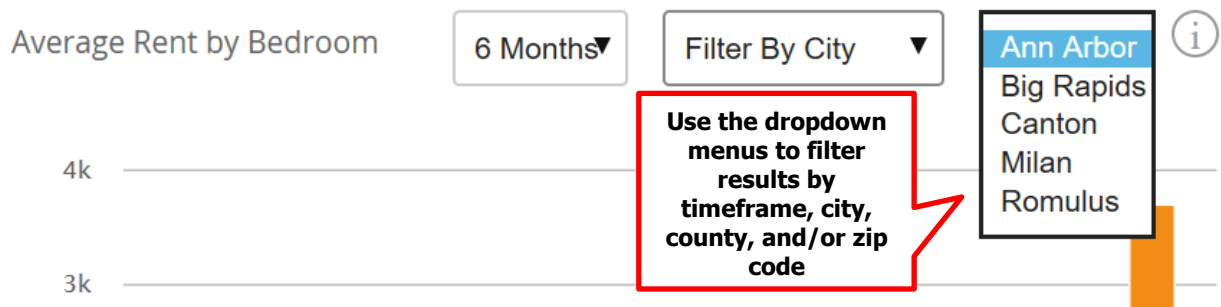
[1] Note that the orange bar for unassisted units will not display if the property count is less than 20.

Agency Name User Activity (Manage Users) Block

The **Manage Users** block shows information on recent user activity for the agency. The name of the block is based on the name of your agency. This block displays all users that have access to the site. User activity is calculated in real time. From this block, you can view the last login date and the number of rent reasonable certifications completed. The purpose is to essentially provide you with an idea of the frequency with which users are accessing the system. Click the **Manage Users** link for details.


Only users with **Full Control** can access the Manage Users tools available from this block. Should an unauthorized user click Manage Users, they will be directed to a notification page that takes them back to the dashboard. This is also the case for any pages unauthorized users don't have access to. A full matrix of user roles and permissions can be found as an appendix to this user manual.

Tenant Search Activity in Last 30 Days (Tenant Search) Block

The **Tenant Search Activity in Last 30 Days (Tenant Search)** block displays the tenant search activity on the GoSection8 website in your agency's jurisdiction. It is a graph that shows the number of property views by bedroom size for the most recent 30 days. Total property views are located at the top of the block. Clicking on **Tenant Search** will take you to the **Tenant Search** page, where you can also view activity on specific tenants. As with other graphs on the dashboard, roll your mouse over a bar on the graph to view details.
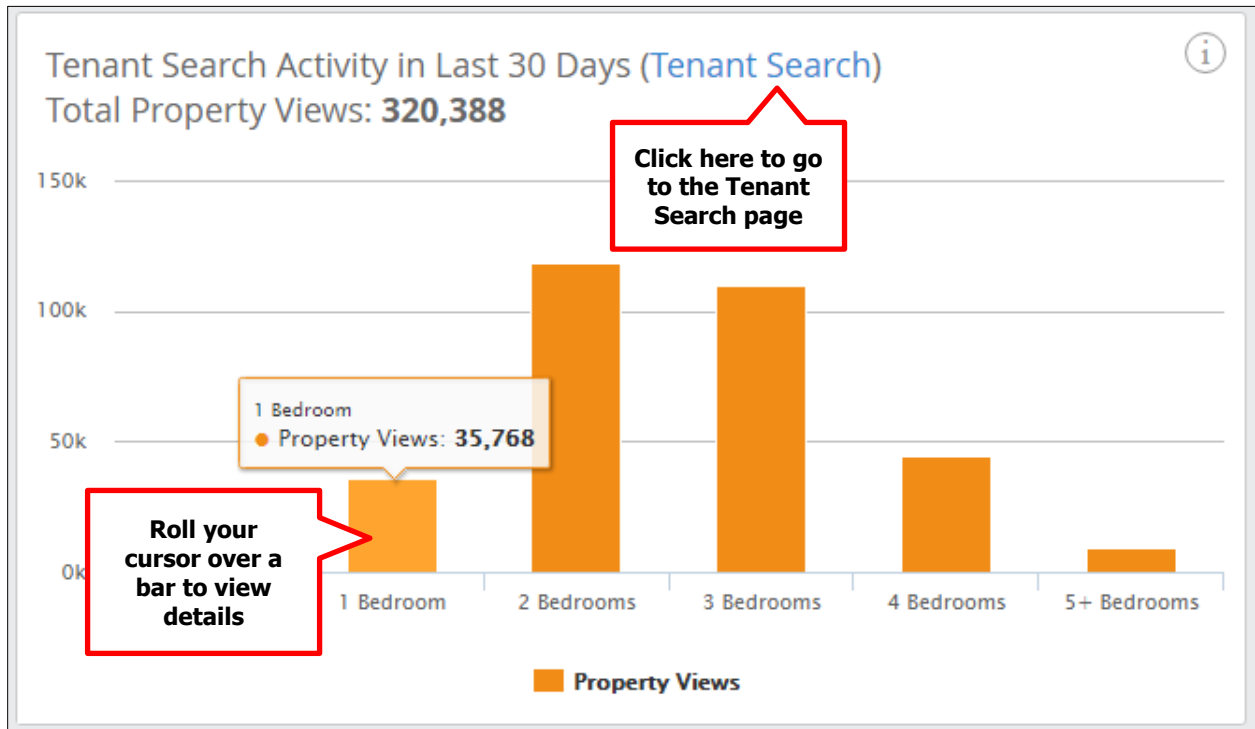
Creating a Rent Reasonableness Certification

This section provides an overview of the steps involved and features relevant to creating a rent reasonableness certification. To begin, you will first need to navigate to the **Certifications** page, which is used for managing certifications created using Rentwatch 5. From the Dashboard, click the **Menu** dropdown arrow and select **Certifications**.
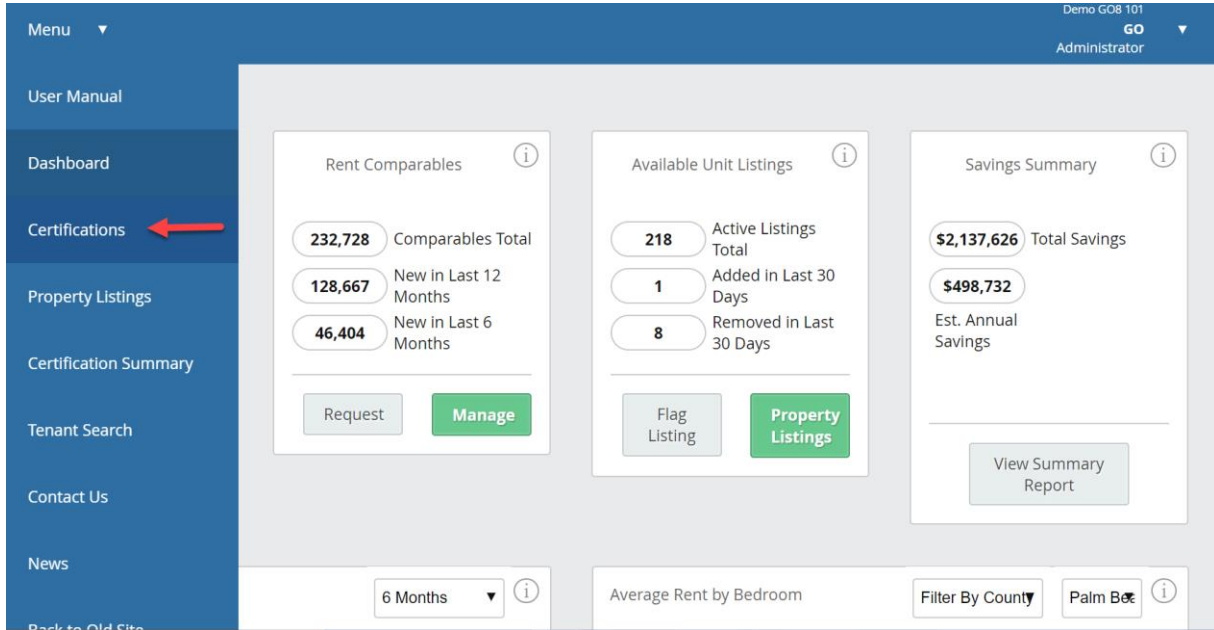
Once you have arrived at the **Certifications** page, click on the green **Create Certification** button at the top right to launch RentWatch 5, the rent reasonableness application.

You can also launch RentWatch 5 to create a new certification by clicking the green **Create** button in the **Rent Reasonable Certifications** block on the Dashboard.

What follows are step-by-step instructions for creating a certification in RentWatch 5.

Step 1: Entering the Subject Property Details

Upon entering RentWatch 5, you will be prompted to enter the details for the subject property in the required fields. This is the first step in creating a new certification.

The subject property details page is divided into several blocks: Property Details, Family Details, Utilities, and Amenities.

Property Details Block

In the **Property Details** block, you can either enter the address automatically or manually. For entering automatically, you can enter a partial address in the Address field, then choose the desired address from the Google dropdown menu. Once the address is selected from the dropdown, existing public details on the address will autopopulate the majority of the remaining fields on the page, and an overview of the property will appear at the bottom of the block. You can also select **Enter manually** to fill in all of the cells manually (cells will not autopopulate).

Cells autopopulate once the address is selected from the dropdown menu where the information exists in public records. Note, however, that the number of bedrooms is never autopopulated, so you will always be required to fill this out.

You will also need to fill out any other required fields that have not been populated in the absence of public records information. If any of the information is incorrect, you may also edit the fields.

If the **Property Type** information is incorrect or absent, a dropdown menu will allow you to select between several housing types.
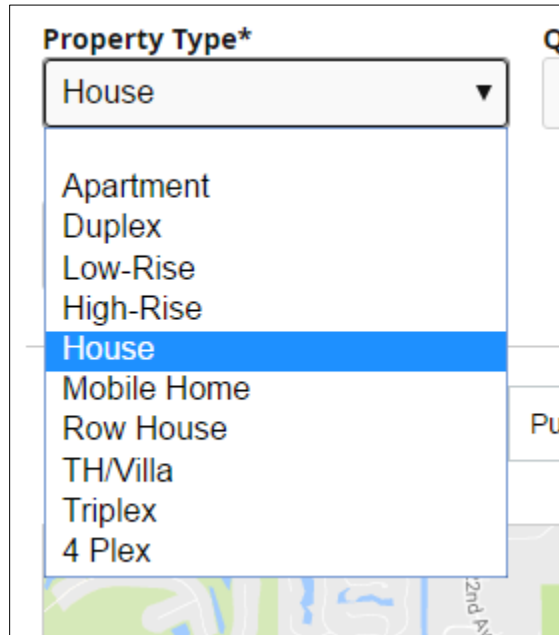
The **Quality/Condition** dropdown can adjust the rent by a percentage based on the condition of the property: Unknown does nothing, Poor condition deducts 10%, Fair deducts 5%, Average does nothing, Above Average adds 5%, and Excellent adds 10%. You may choose to adjust this accordingly or leave alone based on prior information.
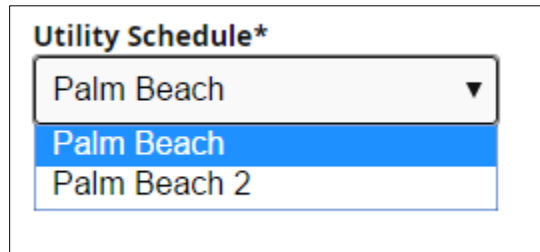
*This is an important feature utilized when the subject property has distinguishing features that are not otherwise accounted for in the comparable analysis, particularly when the other comparables do not have accessible features. For example, an accessible unit for a disabled voucher holder can and should be marked as "Above Average" or "Excellent" to assign the appropriate value to the unit. By making the Quality/Condition adjustment to the comparables, you will be increasing their value in order to make them more similar to the subject unit having the accessible features. When making this adjustment, you should also make a note in the comments field, for example "a condition adjustment was made due to the addition of accessible features in the subject unit"
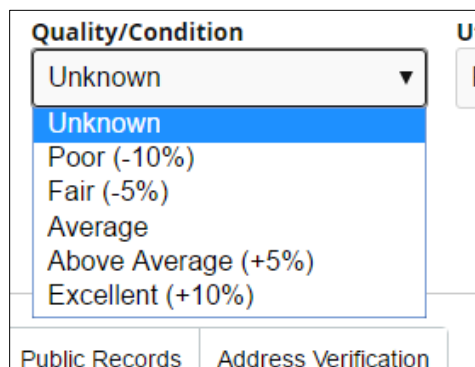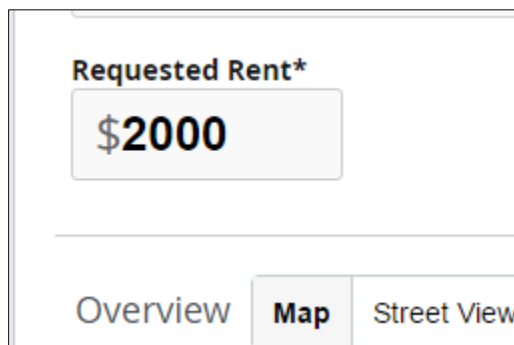
The **Utility Schedule** dropdown allows you to select the appropriate <mark>schedule for the city in your agency's jurisdiction</mark>. Once again, you may choose to adjust this if incorrect, or leave alone if autopopulated correctly.
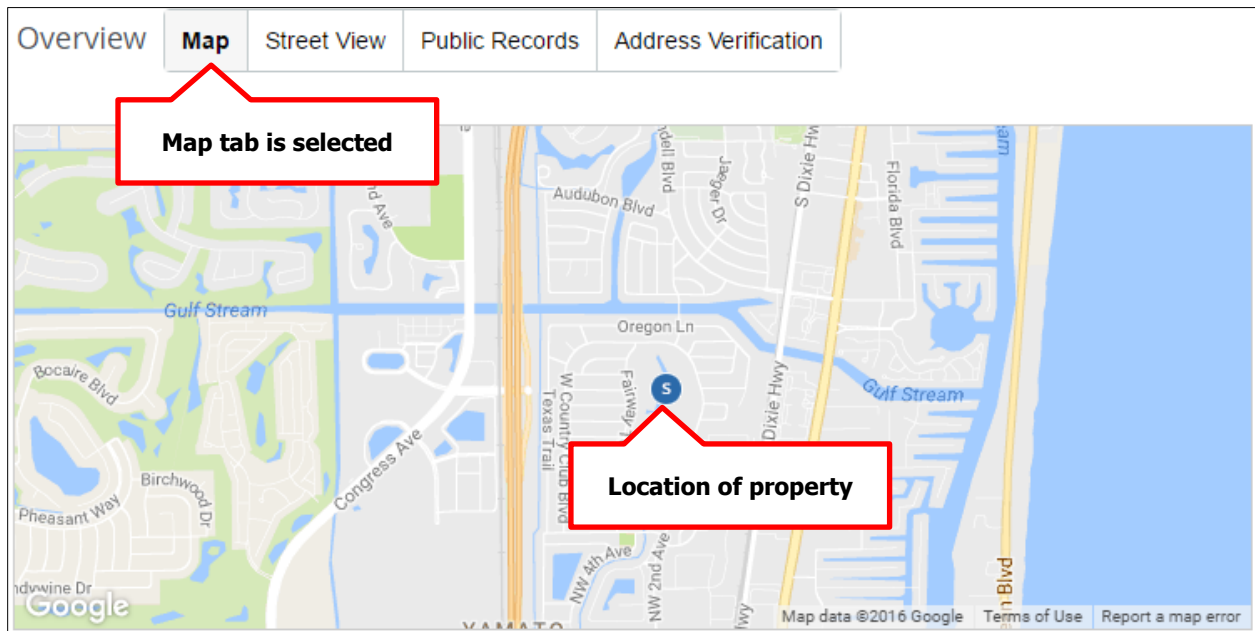
Enter the dollar amount of the requested rent in the **Requested Rent** field.

There are various tabs in the **Overview** section of the **Property Details** block. Selecting the **Map** tab will show the location of the property on a map.

Selecting the **Street View** tab will show the street view of the property.

If public records are available, you can view them using the **Public Records** tab. Note that if public records are not available, the tab will not appear and if the address is approximate, the tab will not be active. Scroll down to see all available information.
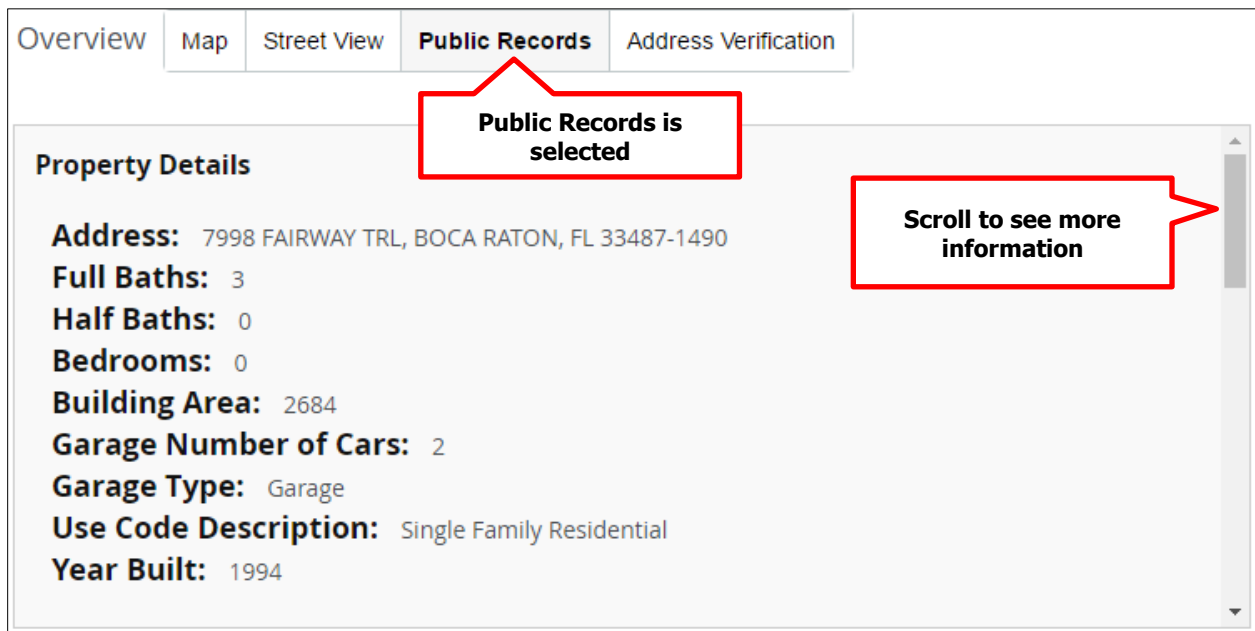
Finally, the **Address Verification** tab displays information as to whether the property's address has been verified and confirmed. Scroll down to see all available information.

Once you have reviewed all of the information in the **Property Details** block, you can then move on to **Family Details**.

Family Details Block

In the **Family Details** block, enter the family name, the number of bedrooms on the voucher **(Voucher Beds),** and the client reference, if any. Note that **Voucher Beds** is a required field.

Once you fill in the **Voucher Beds** field, the block gives you the option to calculate a HAP report by selecting **Calculate HAP.**

NOTE: When payment standards for area of the subject unit are set to 0, the Calculate HAP checkbox will be inactive.

Family Details

Family Name
Smith

Voucher Beds*
3

Client Reference

☐ Calculate HAP

Click here to calculate a HAP report

When **Calculate HAP** is selected, you can select the **Voucher Type** (regular, project-based, or shared unit) and the **Contract Type** (new or rent adjustment) by clicking the appropriate radio buttons. The **Minimum Rent** field will be autopopulated based on your agency's market assumptions (set using the Go8 legacy site). You will also need to enter the family's **Annual Gross Income** and **Annual Adjusted Income** into the required fields.

Family Details

Family Name
Smith

Voucher Beds*
3

☑ Calculate HAP

Voucher Type*
⦿ Regular
○ Project Based
○ Shared

Contract Type*
⦿ New
○ Rent Adjustment

Minimum Rent*
$0

Annual Gross Income*
$

Annual Adjusted Income*
$

Minimum rent is autopopulated based on agency market assumptions

Click buttons for voucher and contract types

Enter gross and adjusted income into required fields

Once all required information is entered, you can then move on to the **Utilities** block.

Utilities Block

In the **Utilities** block, utilities are autopopulated, and are based on either market assumptions or on a previous certification. It will display at the top of the block whether utilities are based on a prior certification and when that certification was done, or whether based on market assumptions.

Use the dropdown menus if manually entering information or correcting autopopulated data. Select the utility source or type (e.g., electric, natural gas, etc.) in the menu. Use the radio buttons to manually select whether each utility is paid by the owner or the tenant.

Once all of the information in the **Utilities** block looks correct, you can move on to the final block in Step 1, **Amenities.**

Amenities Block

Like the **Utilities** block, fields in the **Amenities** block will be autopopulated from the previous certification, but you may modify these if needed by clicking the various boxes. You may also use the dropdown menu to select the Parking type.
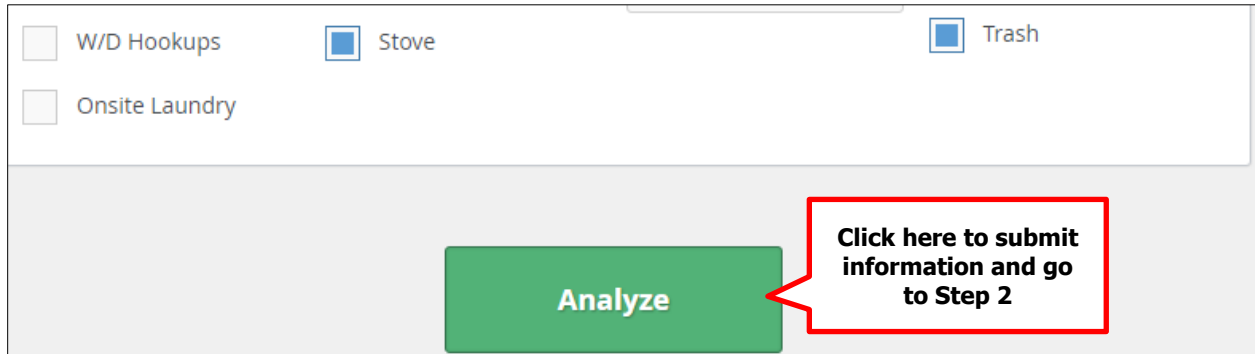

After selecting the appropriate amenities, you are ready to **Analyze.**

Analysis

Once you have entered and reviewed all required information in each of the blocks on the page, click **Analyze** to submit the information and move on to **Step 2** of the certification process.

Note: You can also go to the next step by clicking **Analysis** near the top right of the page, and then selecting **Summary** in the dropdown. Either way, you will be navigated to the **Summary** page.
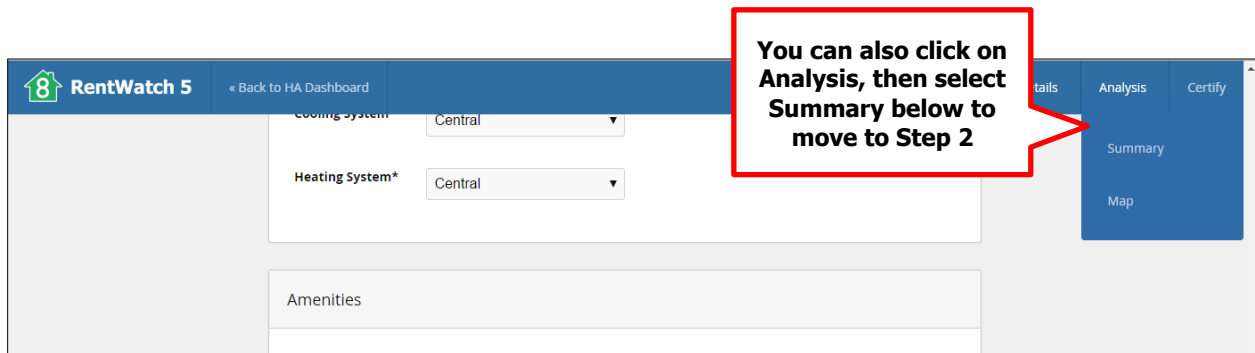
If you have forgotten to enter information into any of the required fields, a pink bar will display at the top of the page with a notification about which missing information would need to be completed before continuing.
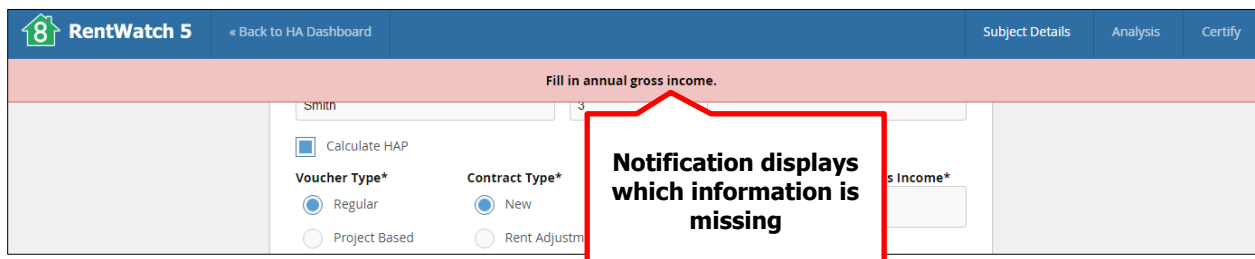
Step 2: Completing the Rent Reasonableness Analysis

After completing **Step 1** and clicking the **Analyze** button, you will be taken to the **Summary** page where you can complete **Step 2** of the certification process. A banner will appear at the top of the new page if any previous certifications have been created for the same address. You can click the blue link in the banner to view any previous certifications for the property. The banner will disappear after a few seconds.

The new page will also display whether the rent is reasonable. If the rent is reasonable, the text will display that it is reasonable in green. If the rent is not reasonable, the text will display in red. The Estimated Market Rent will display directly below that text.

There are three blocks on the **Summary** page that you will use to complete Step 2 of the rent reasonableness certification: the **Subject Property** block, the **Selected Comparables** block, and the **Certification** block.

Subject Property Block

The **Subject Property** block displays the property address and other essential property information, such as the requested rent, the number of bedrooms and bathrooms, the property type, the square footage, and the year built. If previous certifications exist, a **Previous Certifications** button, along with the number of previous certifications, will display in the upper right corner of the block. Click on this button to view any previous certifications.

Subject Property					Previous certifications for this property exist. Click here to view them.	Previous Certifications (14)
7998 FAIRWAY TRL, BOCA RATON, 33487						
Req. Rent	**BR / FB / HB**	**Type**	**Sq. Ft.**	**Year**		
$2,000.00	3 / 3 / 0	House	2684	1994		

Clicking the **Previous Certifications** button has the same function as clicking the blue link from the banner that displayed when the **Summary** page initially launched. When clicked, a new window will appear displaying a list of previous certifications. The list shows the requested/approved rent for the property, the number of bedrooms/bathrooms, the username of the certifier, and the certification date. Scroll down to see all certifications available. To view any of the certifications, click **View,** and a PDF report for that certification will appear. To close the list, click the **X** at the top right of the window.

Selected Comparables Block

The **Selected Comparables** block displays the number of comparables your agency has autoselected in the Agency Settings. The block will display 3, 6, or 9 comparables depending on what your agency has specified.[2] The block lists the addresses of each comparable unit, and displays relevant information about each property, such as the requested and adjusted rents, the number of bedrooms and bathrooms, the housing type, square footage, year built, and distance from the subject property. It also indicates the percentages of similarity and credibility to the subject property.

Selected Comparables								View More Comparables

341 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
$2,450 / $2,440	3 / 2 / 0	House	0	1995	0.2	98%	97%

Adjustments: -$10.00   Show Adjustments

280 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
$2,590 / $2,796	3 / 2 / 0	House	1624	1979	0.15	89%	98%

Adjustments: $205.80   Show Adjustments

8050 W COUNTRY CLUB BLVD, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
$2,400 / $2,562	3 / 2 / 0	House	1699	1988	0.22	91%	95%

Adjustments: $162.30   Show Adjustments

Note that the bars displaying the percentages of similarity and credibility will change color depending on the percent: 90 percent and above displays as green, 80–89 percent as yellow, and below 80 percent as red.

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[2] Note that for purposes of this manual the Agency Settings are set to display 3 comparables, although in your own settings this number may differ.

The Comp Card

For each property in the Selected Comparables block, the property address displays as a blue link. Clicking the link for a comparable's address will bring up a window called a **Comp Card.**
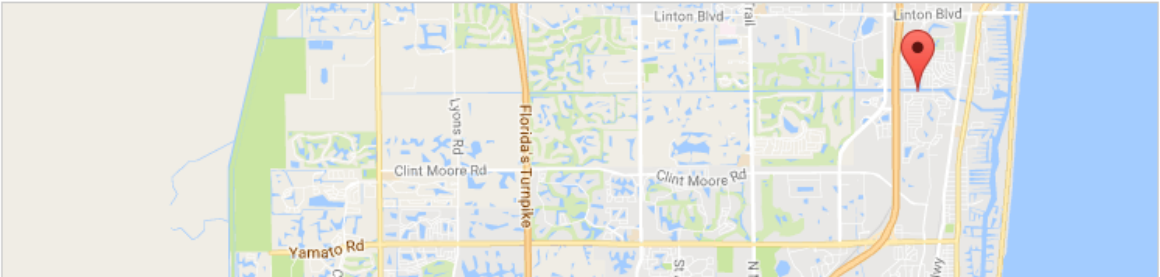

The **Comp Card** is a window containing all information about the comparable property in one place. This includes all of the information contained in the comparable list on the Selected Comparables block in the **Details** section, in addition to other special features in the **Overview, Adjustments, Utilities,** and **Amenities** sections.

In the **Overview** section, you can view where the property is located. Map and Street View options can be shown.
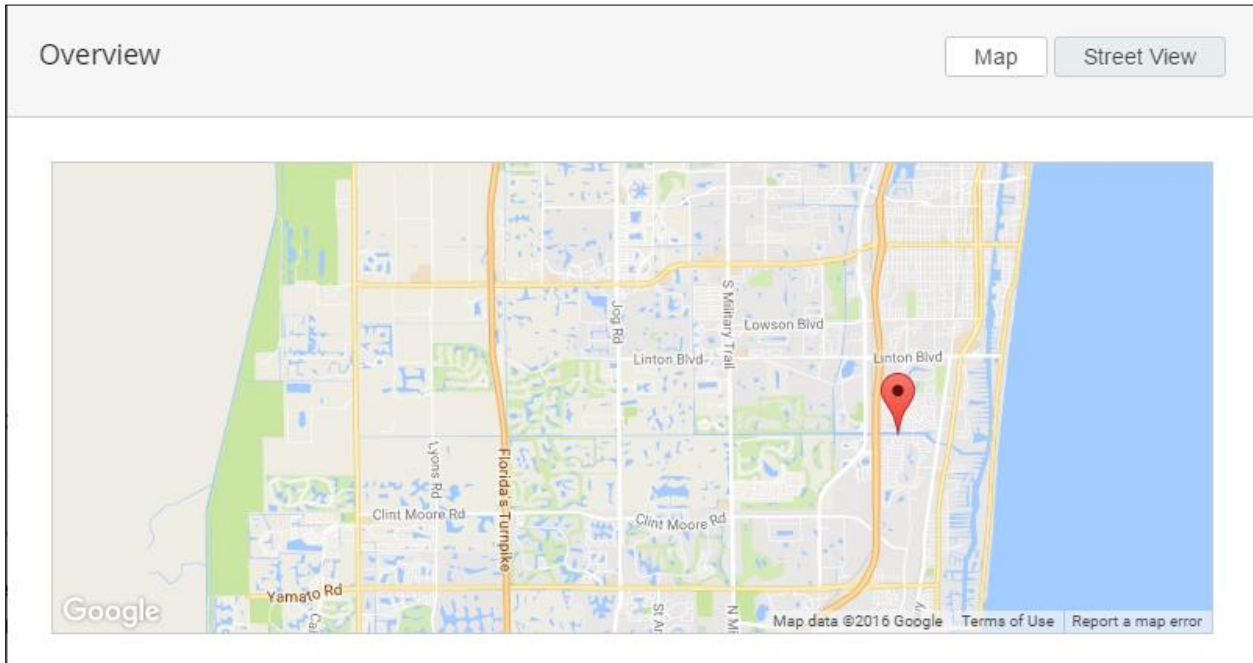
The **Adjustments** section displays any adjustments that are being made to the comparable. Utility adjustments are based on your agency's utility schedule. Amenity adjustments are based on your agency's market assumptions.[3]

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[3] A full breakdown of adjustments is available in <mark>Appendix</mark> 2 at the end of this manual.

The **Utilities** section lists the utilities for the unit and who pays them.

Utilities

Cooking Fuel Paid By: Tenant	**Hot Water Paid By:** Tenant
Cooking Fuel Type: Electric	**Hot Water Type:** Electric
Cooling System Paid By: Tenant	**Water Paid By:** Tenant
Cooling System Type: Central	**Water Type:** City
Heating System Paid By: Tenant	**Sewer Paid By:** Tenant
Heating System Type: Central	**Sewer Type:** Unknown
Heating Fuel Type: Electric	**Other Electricity Paid By:** Tenant

Finally, the **Amenities** section lists the unit's amenities.

Amenities

Indoor

Ceiling Fan: No

Dryer: Yes

Washer: Yes

Kitchen

Dishwasher: Yes

Garbage Disposal: No

Microwave: No

Refrigerator: Yes

Stove: Yes

Outdoor

Pool: Unknown

Parking: Unknown

Maintenance

Lawn: No

Pest Control: No

Trash: Yes

Other

Age Restrictions: Unknown

Gated Community: Unknown

Click **Close** in the upper right corner of the **Comp Card** to return to the **Selected Comparables** block.

Show/Hide Adjustments

In addition to being able to view adjustments in the **Comp Card,** you also have the option to show or hide adjustments for each comparable on the Selected Comparables block. To show adjustments, click the **Show Adjustments** link next to the adjustment figure displayed at the bottom left of the comparable entry.

Note: The Show Adjustments link does not display if the property type is set as "similar" in Market Assumptions.

Click **Hide Adjustments** to collapse them.

Adding or Removing Comparables

To see more than the number of comparables autoselected, click the green **View More Comparables** button at the top right of the Selected Comparables block.

You will be navigated to the **Map** page, where you will be able to add or remove comparables. On this page, you will see a map with comparables showing on the left side of the page, and a list of comparables on the right side. Additional possibilities for comparables are shown in the same format as the Selected Comparables using the **List** tab. You can filter results in the list by clicking the **Filters** button at the top right of the page.

Click the appropriate boxes to apply filters, and/or enter the listing date by clicking in the date fields and selecting a date from the calendar. Click **Apply Filters** to apply the filters to the comparables list, or cancel to return to the **Map** page without applying filters.

Comparable Filters

SOURCE

☑ Rented Non-Subsidized   ☑ HA Added   ☑ Open Market

> **Click boxes to filter results**

BEDROOMS

☐ 0   ☐ 1   ☐ 2   ☑ 3

LISTING DATE

From   **To**

mm/dd/yyyy   mm/dd/yyyy

> **Click inside date fields to select dates from calendar**

PROPERTY TYPES (Clear

Single Family	Low D...	...gh Density	Mobile
☑ House	☐ D...	☐ Apt	☐ Mobile Home
	☐ RowHouse	☐ High-Rise	
	☐ Townhouse	☐ Low-Rise	
	☐ Triplex		
	☐ 4 Plex		

> **Click here to cancel**

> **Click here to apply filters**

Cancel   Apply Filters

Note that property type groups can be personalized in your agency's market assumptions. That is, in the market assumptions, your agency can set various property types as "similar" and no adjustments will be made for property type among the selections within the group.

Once you have applied any filters, scroll down the list to see the currently **Selected Comparables** in addition to several **Unselected Comparables.**

To add a new comparable that has not yet been selected, scroll down the list until you reach the **Unselected Comparables.** You have the option to sort them by Best Match, Distance, Lowest Rent, and Highest Rent using the dropdown menu at the start of the **Unselected Comparables** list. Click the **Add** button on the right side of the entry to add the comparable to the **Selected Comparables** list.

Click the **Remove** button next to a selected comparable to remove it from the Selected Comparables list.

You may only have up to nine comparables selected at any given time.[4] However, you can add or remove a comparable as many times as you wish.

Note that every time you add another comparable (or add one back that was previously deleted), the Estimated Market Rent displayed at the top of the screen will update based on the change. Additionally, if the requested rent is reasonable, it will display in green at the top left of the screen. If the rent is not reasonable, it will display in red.

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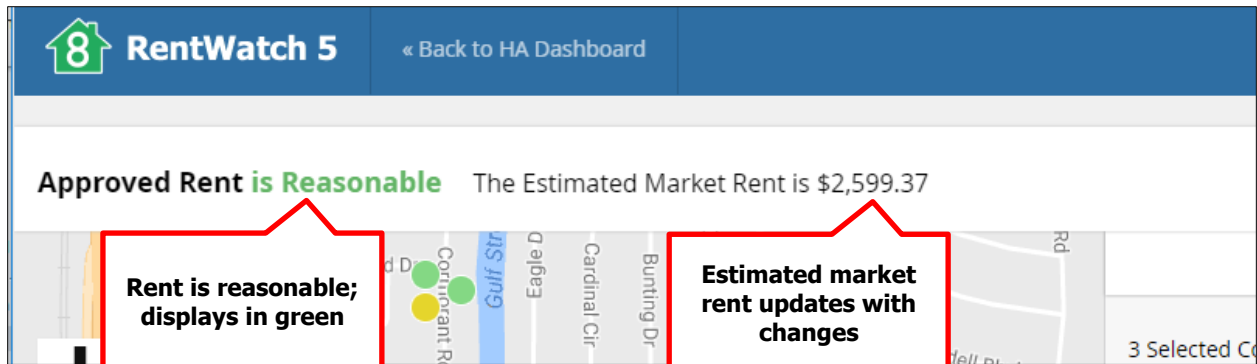
[4] Remember, the number of comparables selected prior to adding or removing comparables is specified in the Agency Settings.

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On the right side of the page, next to the **List** tab, is the **Chart** tab. Clicking the **Chart** tab will display a chart displaying the number of units by average rent amount in the city, county, and specified radius on the map on the left side of the screen. The chart shows where the payment standard falls within the range using a dotted yellow line, and a blue dotted line for the requested rent amount.
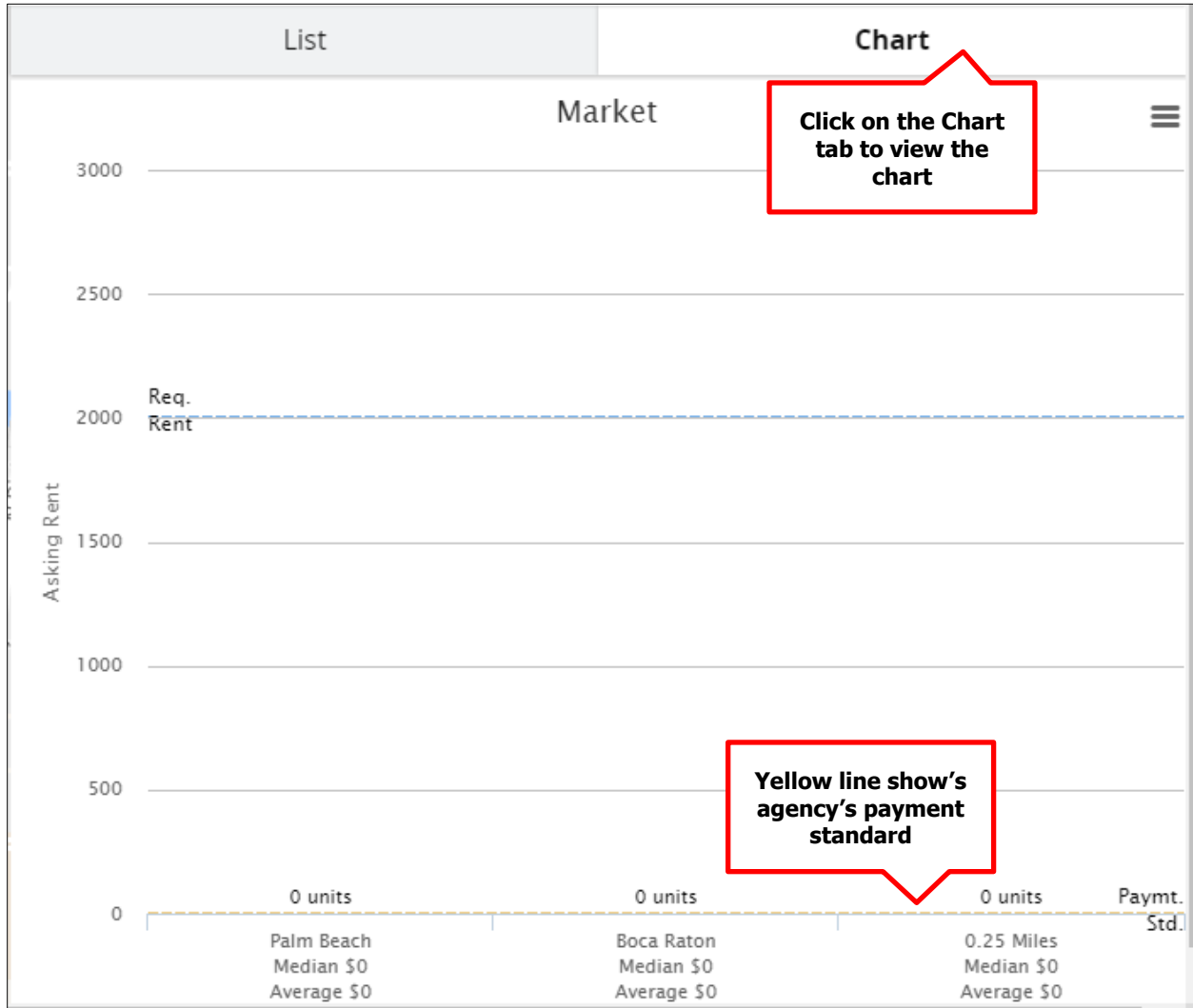
You can print or download the chart by clicking the options icon at the top right. A dropdown menu will allow you to select the option to print or download in various formats.
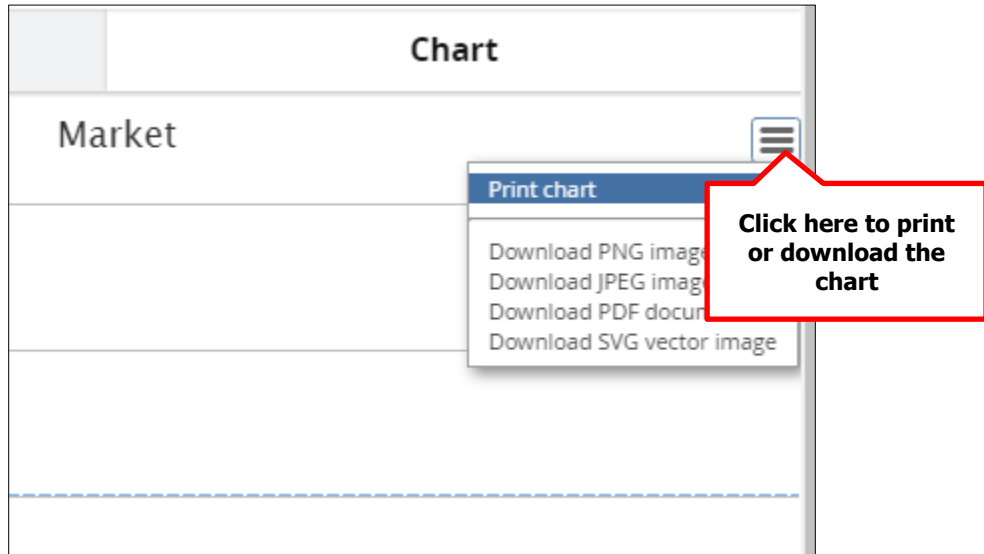
Note that to save or modify the list of comparables, you must return to the **List** tab.
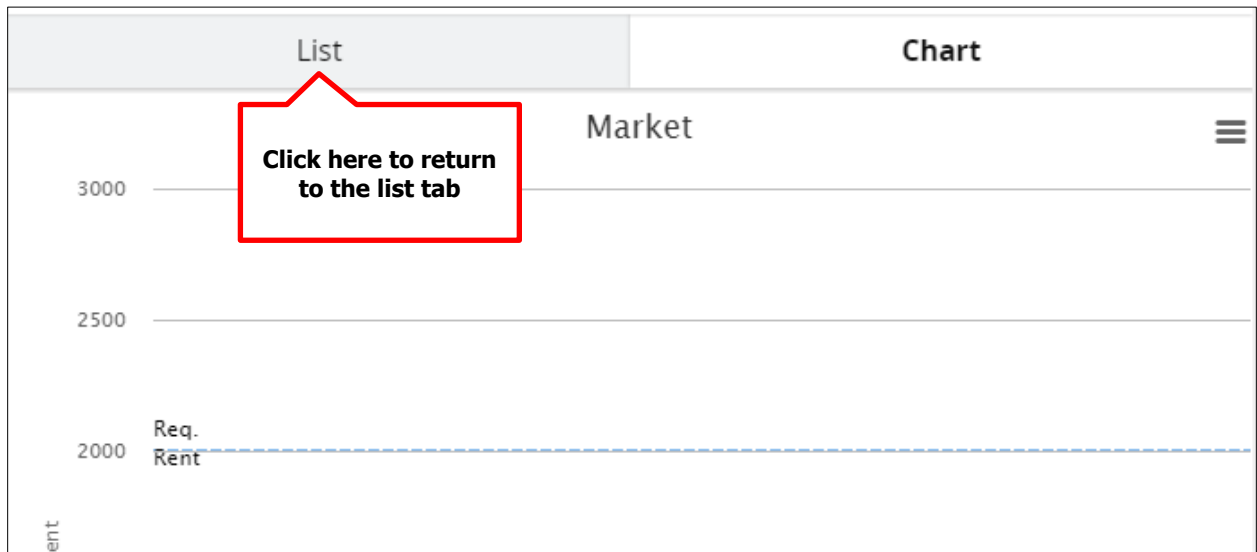
On the left side of the **Map** page is a map. The map shows where each selected and unselected comparable is located with respect to the Subject Property using a dot on the map within the range of 1.75 miles. The Subject Property is shown as a blue dot with as **S** in the middle, and other properties are colored based on their similarity and credibility as in the list (green, yellow, or red). Selected Comparables are marked with a check mark.
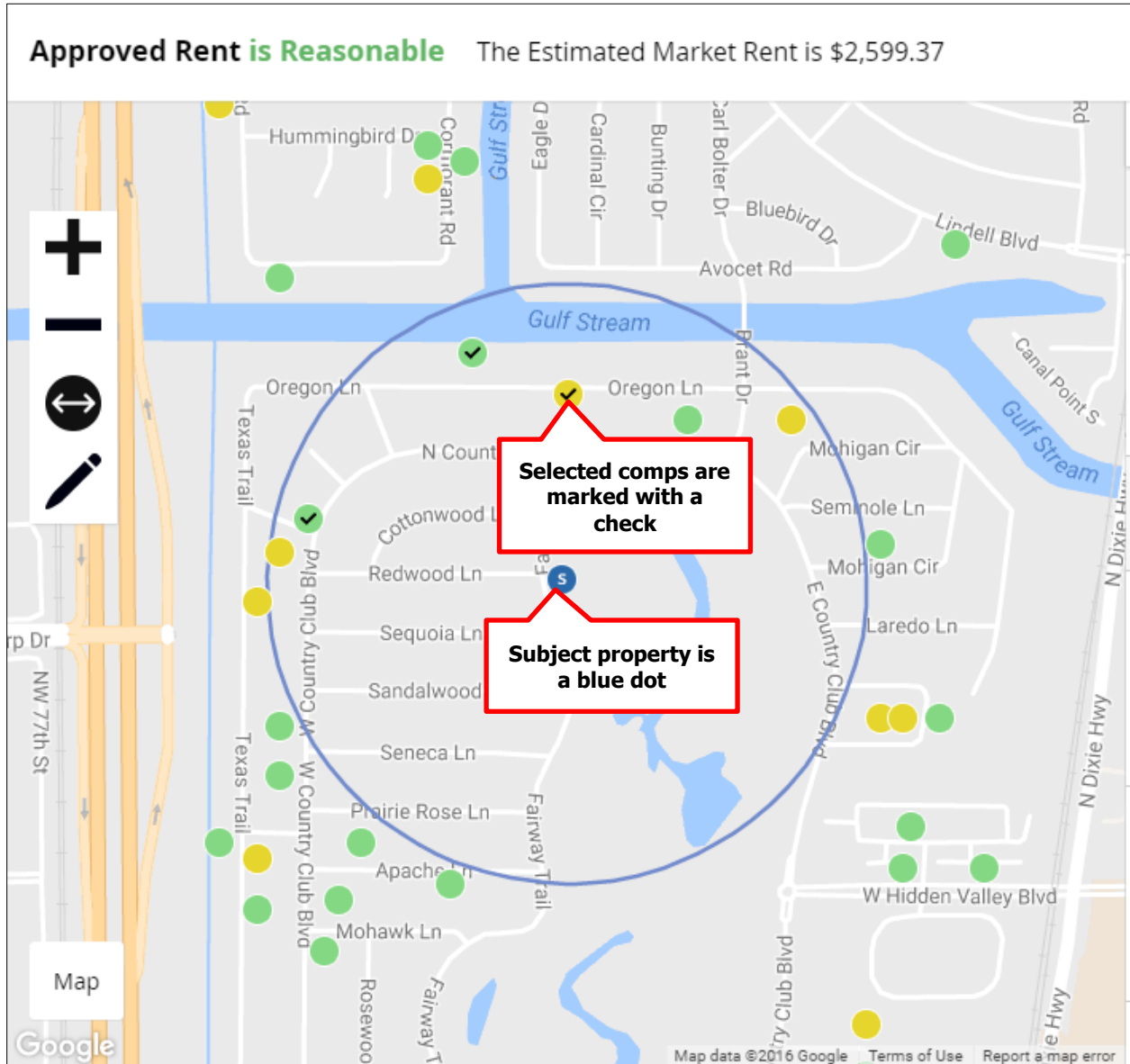
The tool bar on the left side of the map allows users to zoom in and out, to draw additional circles to reflect a new area, or manually draw an area. Click the **+** button to zoom in on the map, and the **−** button to zoom out.
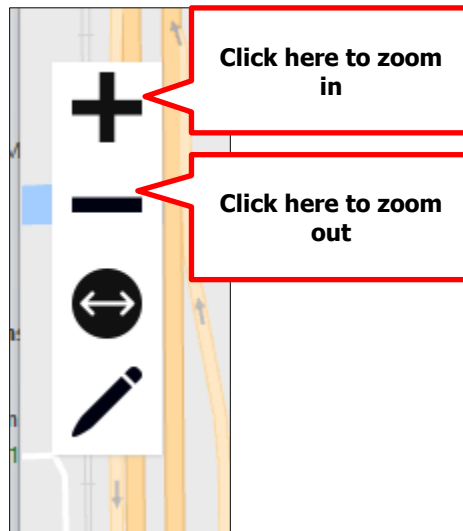
Click the circle with the arrows to draw a new circle area. Click the part of the map you would like to include in your area and hold down the button as you drag to create a new circle. Release the button to finish.
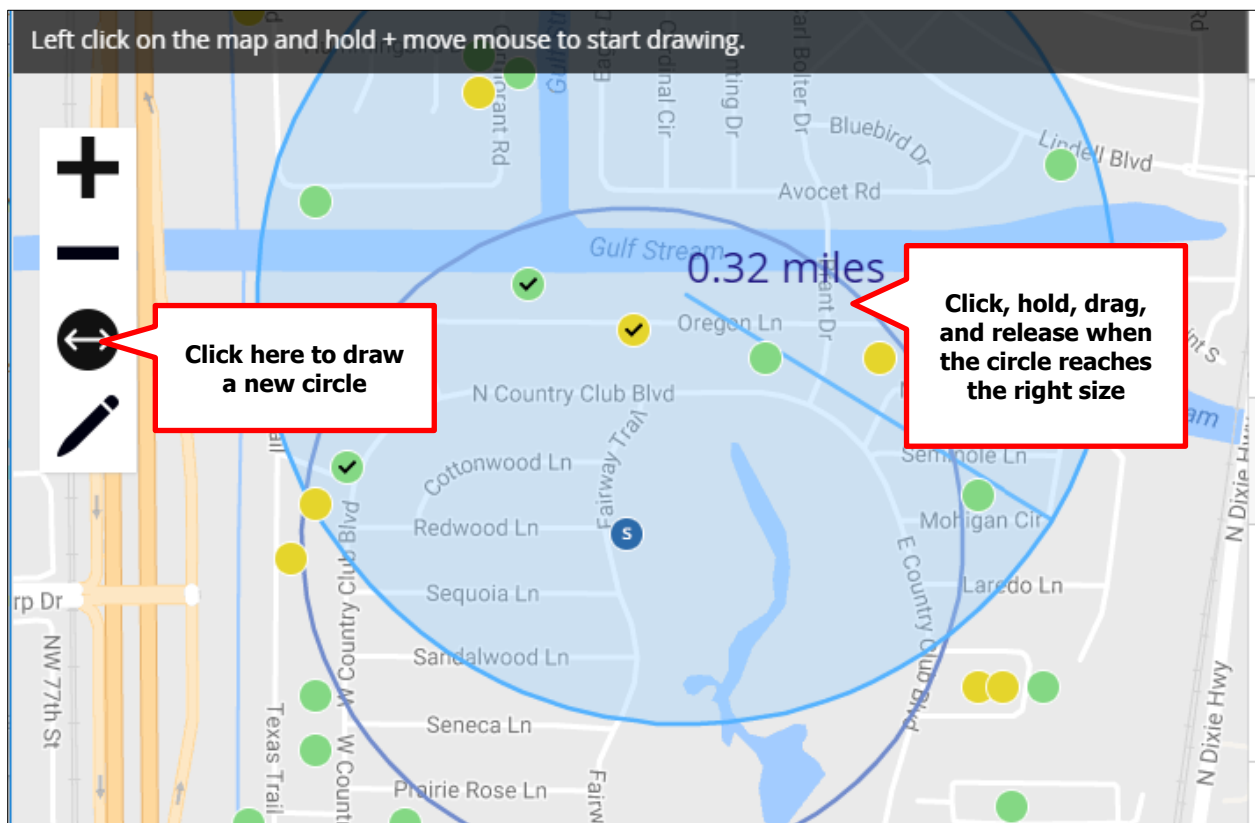
Click on the pencil icon to draw a shape manually. Click and hold down the button as you drag to draw a shape. Release the button to finish.
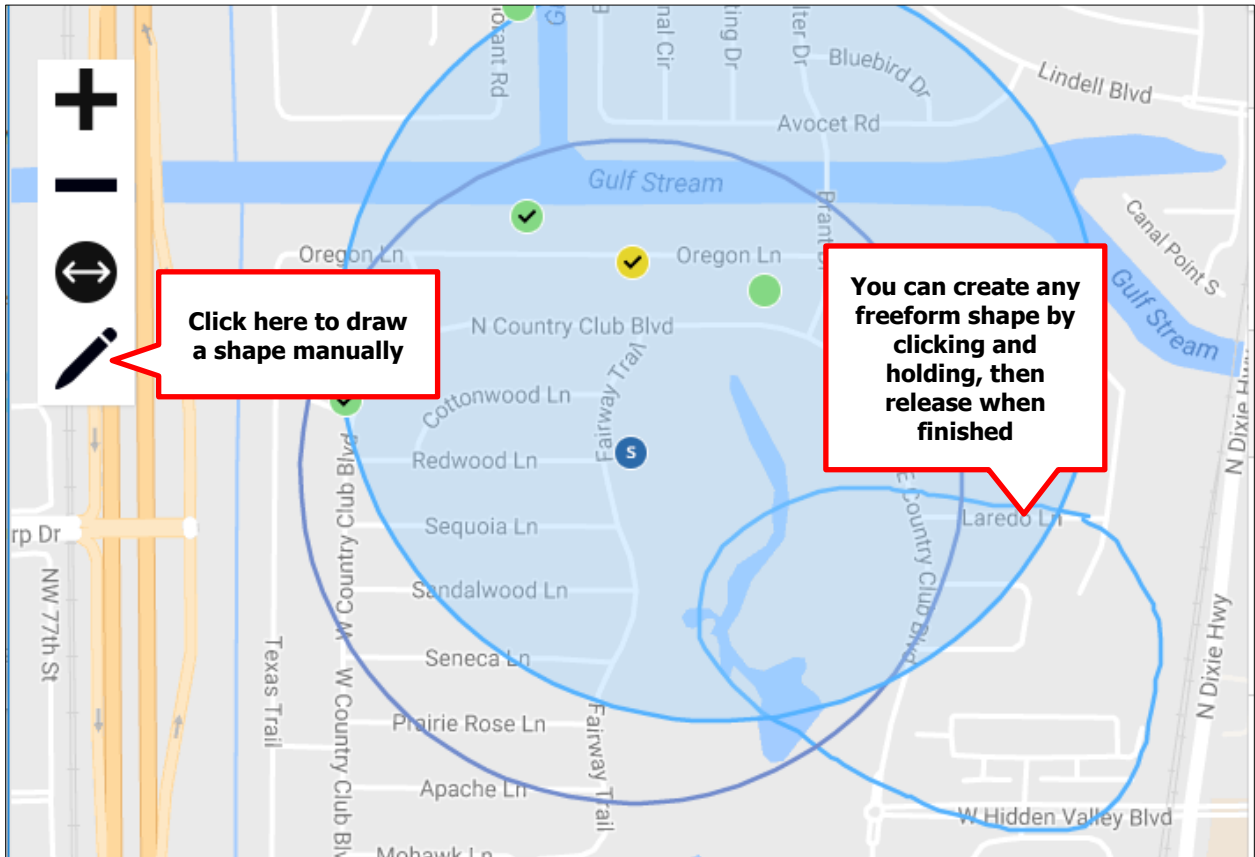
The List and Chart will be updated to reflect whatever you draw on the map.

To remove a drawn shape, click the bar that says **Click here to remove all drawn shapes from the map** at the top of the map section.
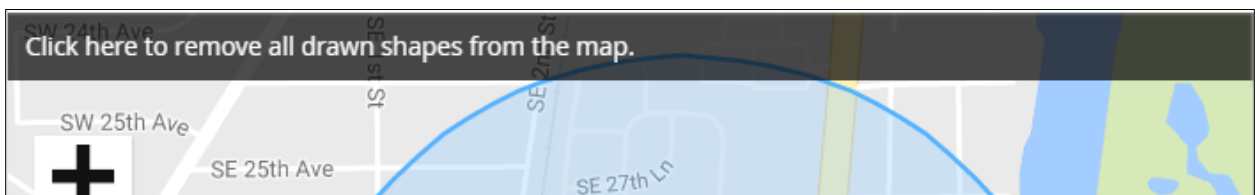
For additional help on the Map page, click the **Help** button near the top right side of the page. This will open a new window that contains tool tips and an explanation of the map's features. Scroll down to see more info. To close the Help window, just click **Close** on the top right corner.
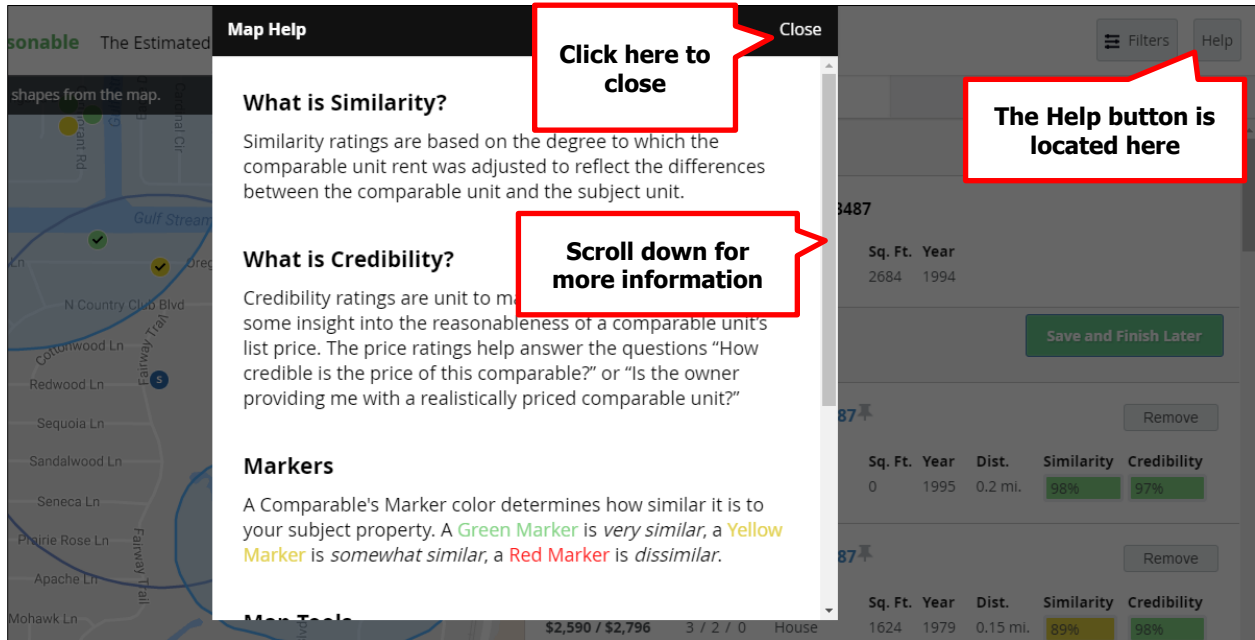
Once you have finished with the Map page, you have two options: you can either return to the **Summary** page or **Save and Finish Later.** If you need more time to complete the certification while adding or removing comparables, click the green **Save and Finish Later** button, which is located at the top right of the comparables list. Doing this will take you back to the **Certifications** page, where the certification will be saved as a **Work In Progress.**
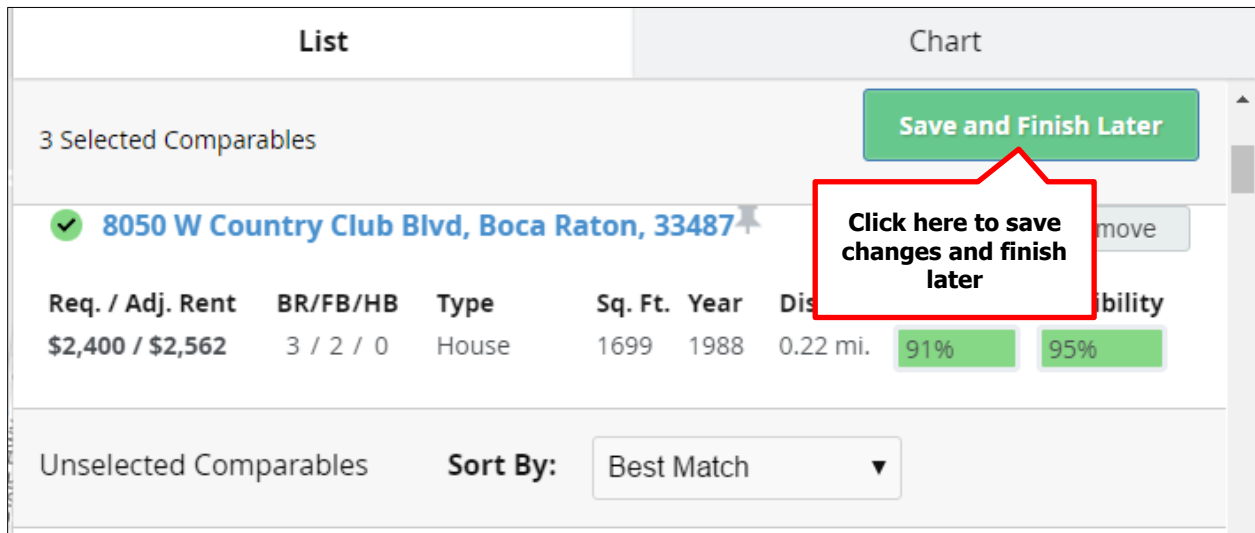
After you click the **Save and Finish Later** button, the **Certifications** page displays. The certification displays as **Incomplete**.

To complete the certification, click the **Incomplete** dropdown arrow and select **Finish Certification.**
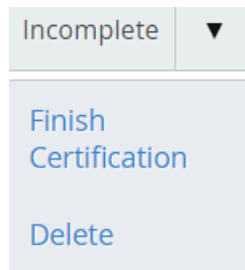
You can also continue your certification by returning to the **Summary** page. Go up to the **Analysis** tab at the top right of the page and select **Summary** from the dropdown menu.

Certification Block

On the **Summary** page, the next block following the **Selected Comparables** block is the **Certification** block. In the Certification block, you can view your rent reasonable analysis.

In the breakdown on the left of the block, the Estimated Market Rent is chosen based on Agency Settings. Your agency has the option to choose low, average, median, and high in its settings, so the Adjusted Rent Reasonable Range will be adjusted depending on what your agency has chosen. The breakdown also displays the Requested Rent and the Max Rent Allowed.[5]

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[5] The Max Rent Allowed is calculated based on the family's income information along with other factors affecting reasonableness.

The **Approved Rent** must be entered in. Once you have done this, the Approved Rent will appear as a black dotted line on the graph on the right side of the block. The graph illustrates the difference between the requested and estimated market rents by rent amounts. As with the Dashboard graphs, scroll over any bar on the graph to see details.

You can print or download the graph by clicking the menu icon at the top right of the graph. From the dropdown menu, you can select **Print Chart** to print, or download the chart in various formats.
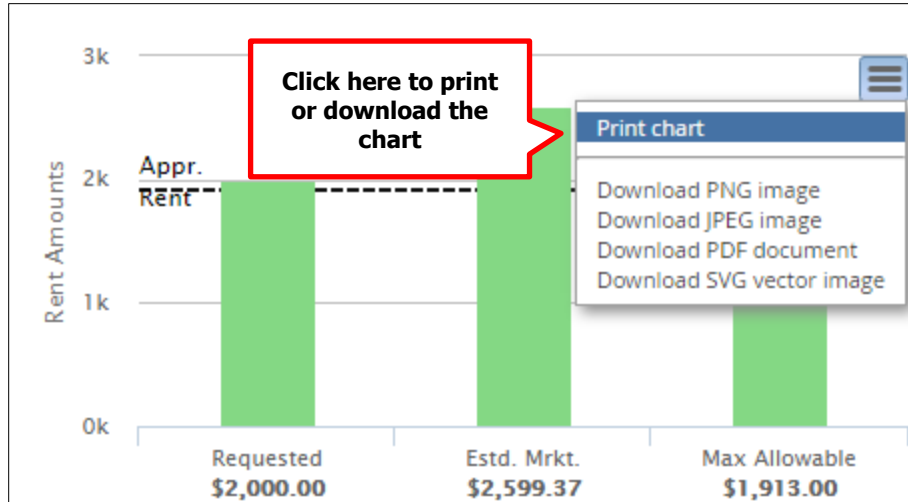
If you enter an amount that is too high into the **Approved Rent** cell, you will be notified that that the approved rent is higher than the requested rent in red underneath where the approved rent is listed. The graph will also be adjusted showing the bars in red instead of green, and the black dotted line showing above the bars. Bars will be displayed as red whenever the approved rent is higher than the amount in the bar.
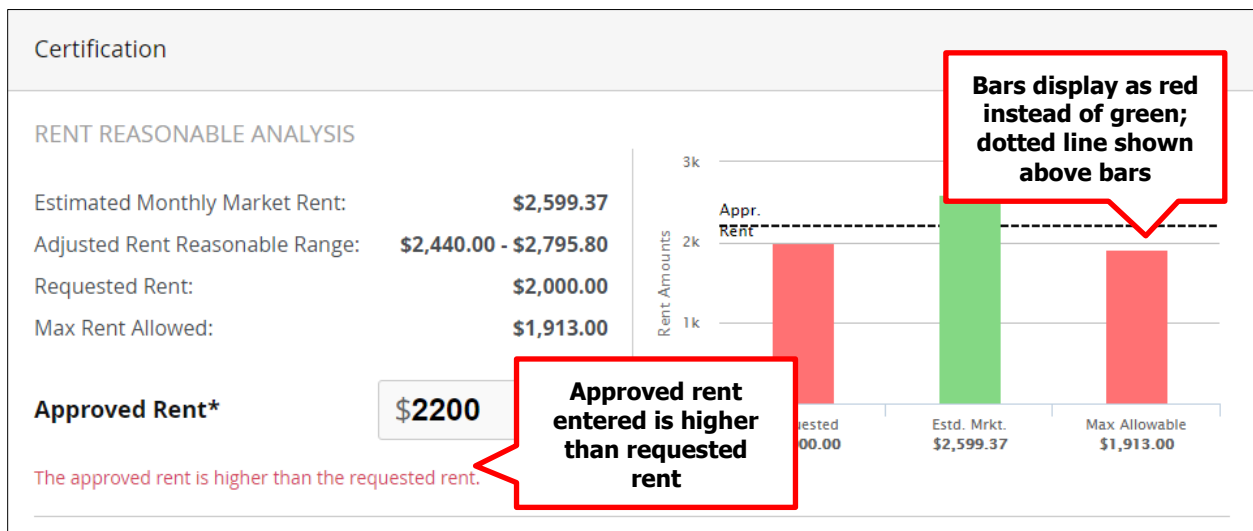
Below the rent breakdown and graph in the Certification block, the Date is autopopulated and there is a space to enter Comments. Comments are not required, but should you choose to add them, click into the field and type. They will be displayed as part of the PDF for the certification.

At the bottom of the Certification block you again have the option to **Save and Finish** Later by clicking the gray button at the bottom left, or to finish the certification by clicking the green **Sign and Certify** button at the bottom right of the block.

After clicking **Sign and Certify,** your certification will be complete.

Certification PDF

Once you have signed and certified, the certification is generated and the certification PDF will open up in a new tab. The PDF will of the certification contains the all of the information about the certification, including the map, graphs showing the local market analysis and rent reasonable analysis, and comments discussing each selected comparable. When there is a HAP calculation, there will be another page on the PDF describing the breakdown of the HAP calculation. Scroll through the pages to view all information.

| RentWatch5.aspx | 1 / 4 | | |

Rent Reasonable Valuation

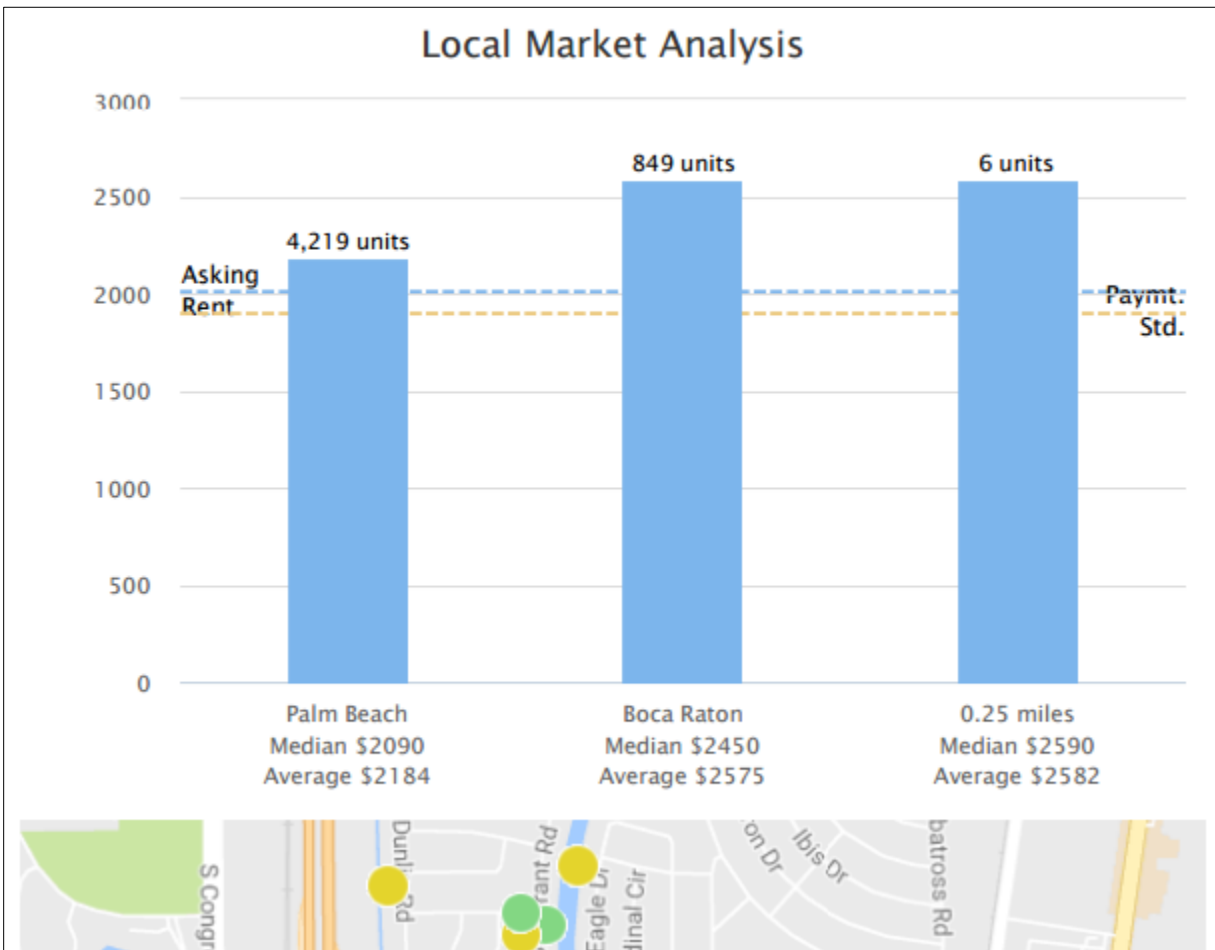|	Subject	Comparable 1	Comparable 2	Comparable 3
Address	7998 Fairway Trl	341 Oregon Ln	280 Oregon Ln	8050 W Country Club Blvd
City	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487
LOCATION				
Subdivision				
Proximity to Subject		0.2	0.15	0.22
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
Size				
Beds/Baths	3/3	3/2	3/2	3/2
Sq. Ft.	2684	0	1624	1699
Adjustment		Inferior / Adj: $45.00	Inferior / Adj: $235.80	Inferior / Adj: $222.30
TYPE				
Property Type	house	house	house	house
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
AGE				
Year Built	1994	1995	1979	1988
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
CONDITION & QUALITY				
Rating	Unknown	Average	Average	Average
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
UTILITIES				
Heat	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Hot Water / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Cooking / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Sewer Type / Paid By	Public Sewer / Tenant	unknown / Tenant	unknown / Tenant	unknown / Tenant
Water Type / Paid By	City Water / Tenant	City Water / Tenant	City Water / Tenant	City Water / Tenant
Lights / Other Electric	Tenant	Tenant	Tenant	Tenant
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
MAINTENANCE				
Maintenance	Trash	Trash	Trash	Trash
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
AMENITIES				
Amenities	Refrigerator, Stove	Washer, Dryer, Dishwasher, Refrigerator, Stove	Washer, Dryer, Dishwasher, Microwave, Pool, Refrigerator, Stove, Security System, Fenced Yard	Washer, Dryer, Dishwasher, Microwave, Refrigerator, Stove, Security System
AC	Central	Central	Central	Central
Heat	Central	Central	Central	Central
Parking	2 - Car Garage	Unknown	None	2 - Car Garage
Exterior Features				
Lot Size				
Adjustment		Superior / Adj: -$55.00	Superior / Adj: -$30.00	Superior / Adj: -$60.00
RENT ADJUSTMENTS				
Data Source		Internet Listing	Internet Listing	Internet Listing

The first page of the certification PDF lists succinctly all of the information regarding the subject property and selected comparables in terms of **Location, Size, Type, Age, Condition and Quality, Utilities, Maintenance, Amenities,** and **Rent Adjustments,** including a **Comparable Breakdown** near the bottom left.

Rent Reasonable Valuation

	Subject	Comparable 1	Comparable 2	Comparable 3
Address	7998 Fairway Trl	341 Oregon Ln	280 Oregon Ln	8050 W Country Club Blvd
City	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487
LOCATION				
Subdivision				
Proximity to Subject		0.2	0.15	0.22
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
Size				
Beds/Baths	3/3	3/2	3/2	3/2
Sq. Ft.	2684	0	1624	1699
Adjustment		Inferior / Adj: $45.00	Inferior / Adj: $235.80	Inferior / Adj: $222.30
TYPE				
Property Type	house	house	house	house
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
AGE				
Year Built	1994	1995	1979	1988
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
CONDITION & QUALITY				
Rating	Unknown	Average	Average	Average
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
UTILITIES				
Heat	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Hot Water / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Cooking / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Sewer Type / Paid By	Public Sewer / Tenant	unknown / Tenant	unknown / Tenant	unknown / Tenant
Water Type / Paid By	City Water / Tenant	City Water / Tenant	City Water / Tenant	City Water / Tenant
Lights / Other Electric	Tenant	Tenant	Tenant	Tenant
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
MAINTENANCE				
Maintenance	Trash	Trash	Trash	Trash
Adjustment		Similar / Adj: $0.00	Similar / Adj: $0.00	Similar / Adj: $0.00
AMENITIES				
Amenities	Refrigerator, Stove	Washer, Dryer, Dishwasher, Refrigerator, Stove	Washer, Dryer, Dishwasher, Microwave, Pool, Refrigerator, Stove, Security System, Fenced Yard	Washer, Dryer, Dishwasher, Microwave, Refrigerator, Stove, Security System
AC	Central	Central	Central	Central
Heat	Central	Central	Central	Central
Parking	2 - Car Garage	Unknown	None	2 - Car Garage
Exterior Features				
Lot Size				
Adjustment		Superior / Adj: -$55.00	Superior / Adj: -$30.00	Superior / Adj: -$60.00
RENT ADJUSTMENTS				
Data Source		Internet Listing	Internet Listing	Internet Listing
Date Listed		6/8/2016	3/21/2015	6/9/2015
Date Rented				
Listing Status		Rented	Rented	Rented
Asking Rent	$2,000.00	$2,450.00	$2,590.00	$2,400.00
Actual Rent				
Adjustment		($10.00)	$205.80	$162.30
Adjusted Monthly Rent		$2,440.00	$2,795.80	$2,562.30

COMPARABLE BREAKDOWN

67,713 Recent comparables in jurisdiction
4,219 Similar 3 bedroom comparables in Palm Beach
849 Similar 3 bedroom comparables in Boca Raton
6 Within 0.25 miles

Certification ID B93DD3CF-D928-4C72-AEF2-962135C7A67C
Certification Date 2016-8-18
Version AVM 6.1, RRC 7.0, RWS

CERTIFICATION

I (we) estimate the monthly market rent of the subject as of 08/18/2016 12:00:00 AM to be

Also at the bottom of left of the first page, the **Certification** box shows the rent range, the requested rent amount, and the approved rent, in addition to the signature of the person who completed the certification. The signature appears here as the username of whoever had logged in. When the certification is QC certified, the signature will in this box as well.

4,219	Similar 3 bedroom comparables in Palm Beach
849	Similar 3 bedroom comparables in Boca Raton
6	Within 0.25 miles

CERTIFICATION

I (we) estimate the monthly market rent of the subject as of 08/18/2016 12:00:00 AM to be $2,599.37.

The adjusted reasonable rent range is $2,440.00 to $2,795.80.

Requested Rent Amount: $2,000.00 Rent Approved: $1,913.00.

Signature: *GO Demo (RR Certifier)*   Signature: *(QC Certifier)*

In accordance with 24 CFR 982.4, 982.54 (d) (15), 982.158(f)(7) and 982.507, I certify that based on the information provided to the Demo GO8 101, the requested rent of $2,000.00 IS reasonable, and the approved rent of $1,913.00 IS reasonable.

The second page shows a graph of the **Local Market Analysis,** followed by the map from the Map page.

Local Market Analysis

Palm Beach	Boca Raton	0.25 miles
Median $2090	Median $2450	Median $2590
Average $2184	Average $2575	Average $2582

The third page lists the comparables and relevant comments regarding the comparables.

The adjusted reasonable rent range is $2,440.00 to $2,795.80.

Comparable 1:	$2,440.00	98.10% Very Similar
Comparable 2:	$2,795.80	88.90% Somewhat Similar
Comparable 3:	$2,562.30	90.79% Very Similar

Comments on market data, property condition, recent improvements, general market conditions, final reconciliation of market rent, or any rent concessions:

Comparable 1:
Full bath count for comparable is inferior to subject ($45.00 adjustment)
Dish washer for comparable is superior to subject (-$15.00 adjustment)
Washer for comparable is superior to subject (-$20.00 adjustment)
Dryer for comparable is superior to subject (-$20.00 adjustment)
Total adjustment for this property is ($10.00)

Comparable 2:
Living area for comparable is inferior to subject ($190.80 adjustment)
Full bath count for comparable is inferior to subject ($45.00 adjustment)
Microwave for comparable is superior to subject (-$5.00 adjustment)
Dish washer for comparable is superior to subject (-$15.00 adjustment)
Pool for comparable is superior to subject (-$25.00 adjustment)
Washer for comparable is superior to subject (-$20.00 adjustment)
Dryer for comparable is superior to subject (-$20.00 adjustment)
Parking for comparable is inferior to subject ($55.00 adjustment)
Total adjustment for this property is $205.80

Comparable 3:
Living area for comparable is inferior to subject ($177.30 adjustment)
Full bath count for comparable is inferior to subject ($45.00 adjustment)
Microwave for comparable is superior to subject (-$5.00 adjustment)
Dish washer for comparable is superior to subject (-$15.00 adjustment)
Washer for comparable is superior to subject (-$20.00 adjustment)
Dryer for comparable is superior to subject (-$20.00 adjustment)
Total adjustment for this property is $162.30

This rent reasonable certification is based on information provided by others and/or obtained from outside sources. No opinion, warranty, or guarantee of the reliability of the data relied upon is implied or expressed by the use of that data herein, and GOsection8.com does not warrant the correctness of the data. All Data should be verified by the RR Certifier for accuracy.

The **HAP Calculations** are located on the last page of the PDF. This page shows the income information, HAP calculations, and what your agency is willing to pay in utilities based on the unit.

Housing Assistance Payment Summary

Family Name	
Contact Type	new
Unit Address and Apt #	7998 Fairway Trl
City, State, Zip	Boca Raton, FL 33487
# Bedrooms	3
Census Tract	
Parcel ID	0

Utility Allowance

Utility Allowance Schedule
Palm Beach

Utility Service	Cost Per Month
Air Conditioning	$10.00
Cooking	$10.00
Heating	$10.00
Other Electric	$10.00
Range	$0.00
Refrigerator	$0.00
Sewer	$10.00
Trash	$0.00
Water	$10.00
Water Heating	$10.00
Total Utility Allowance	**$70.00**

Payment Standard Information

Voucher bedroom size	3
Payment Standard	$1,900.00
Payment Standard Version	2016-05-30

Income Information

Minimum Rent	$0.00
Monthly Gross Income	$1,033.00
Monthly Adjusted Income	$833.00

HAP Calculations

Total Tenant Payment	$250.00
Tenant Rent To Owner	$263.00
HAP Subsidy	$1,650.00
Utility Reimbursement	$0.00
Rent Approved	$1,913.00
Payment Standard	$1,900.00
Gross Rent	$1,983.00
Family's Rent Burden	40.00 %
Maximum TT Contribution	$333.00

Finally, the **Rent Reasonable Analysis** and accompanying graph from the Summary page appear at the end of the last page.

RENT REASONABLE ANALYSIS

Estimated Monthly Market Rent:	$2,599.37
Adjusted Rent Reasonable Range:	$2,440.00-$2,795.80
Requested Rent:	$2,000.00
Max Rent Allowed:	$1,913.00
Approved Rent:	**$1,913.00**
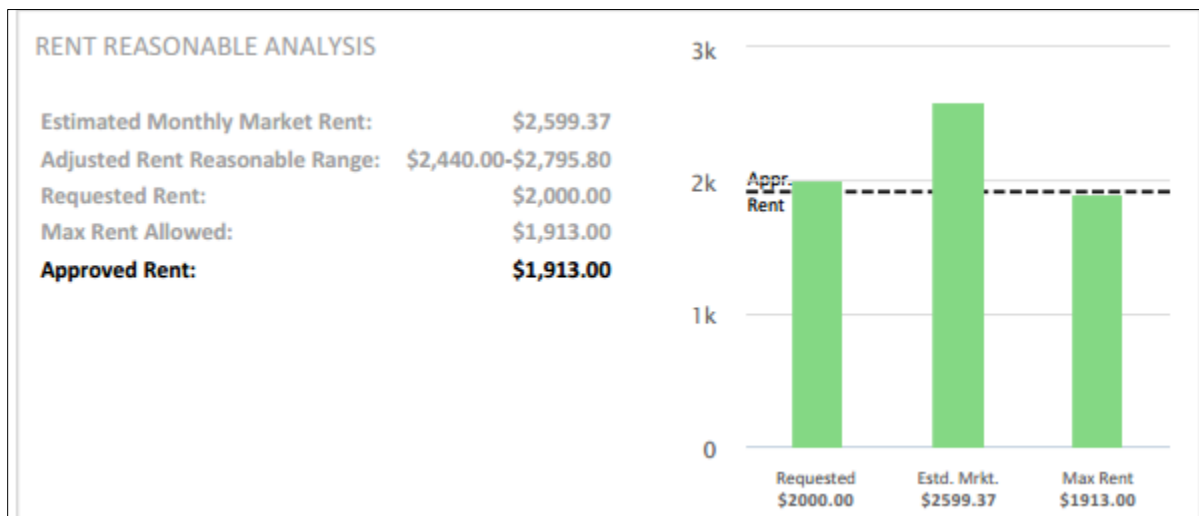
Close the tab to navigate to the **Certifications** page, which lists all certifications that have been QC certified, completed, or are currently in progress. When you sign and certify, the previous tab in your browser will have navigated here from the Summary page and remained open.
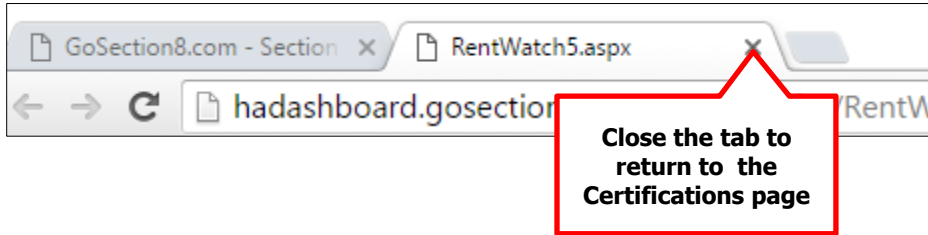
Navigating the Certifications Page

When you have completed a certification, or if you have saved a certification in progress, it will appear in the certifications listed on the **Certifications** page. If you have just completed a certification, you will arrive on this page after you have closed the certification PDF. If you are navigating here from the Dashboard, click the **Certifications** tab in the blue banner at the top of the page.
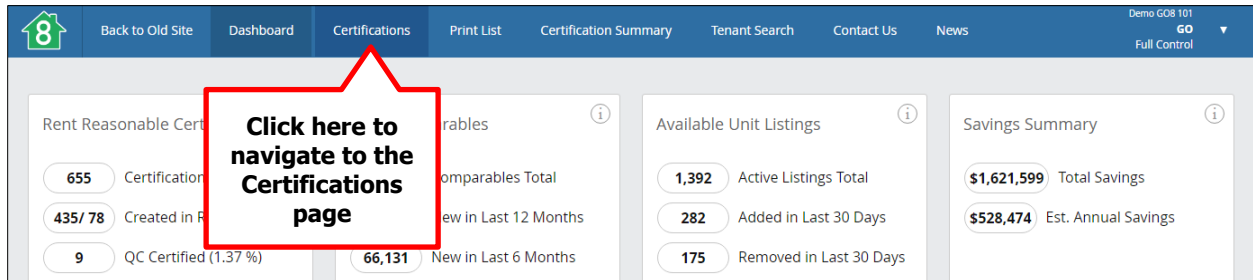
The **Certifications** page is used for managing certifications created using RentWatch 5, although certifications created using the Go8 legacy website will also appear here.
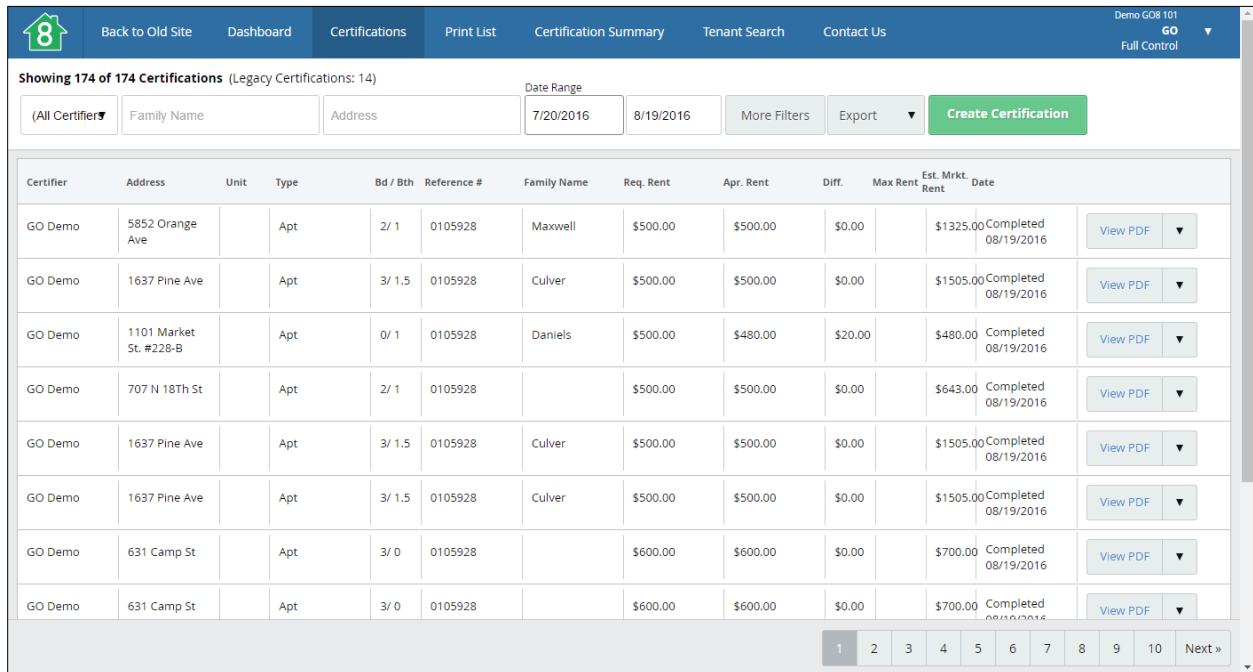
Certifications are listed in rows consisting of 14 columns. Information displayed in each column includes:

- Certifier
- Address
- Unit number
- Housing type
- Bedrooms/bathrooms
- Reference number, if any
- Family name
- Requested rent
- Approved rent
- Difference between requested and approved rent
- Maximum rent
- Estimated market rent
- Date completed, saved, or QC certified
- Action dropdown menu

Certifier	Address	Unit	Type	Bd / Bth	Reference #	Family Name	Req. Rent	Apr. Rent	Diff.	Max Rent	Est. Mrkt. Rent	Date		
GO Demo	7998 Fairway Trl		House	3/ 3			$2000.00	$1913.00	$87.00	$1913.00	$2599.37	Completed 08/18/2016	View PDF	▼
GO Demo	1639 6Th St W		Duplex	5/ 3		John Doe	$2290.00	$1901.00	$389.00		$1901.00	Completed 08/16/2016	View PDF	▼
GO Demo	1300 N Federal Hwy		Apt	2/ 1			$1587.00	$0.00	$1587.00		$1469.00	Work In Progress 08/16/2016	View PDF	▼
GO Demo	5000 T Rex Ave	3F	Apt	2/ 1		Tenant	$1500.00	$1500.00	$0.00		$0.00	Completed 08/12/2016	View PDF	▼
GO Demo	5560 T-Rex Avenue	2F	Apt	2/ 2	Rw5	Add Sim	$1000.00	$1000.00	$0.00		$0.00	Completed 08/12/2016	View PDF	▼
GO Demo	2330 Nw 132Nd St		Apt	4/ 2	0105928	Rodriguez Berdier	$500.00	$500.00	$0.00		$1740.00	Completed 08/11/2016	View PDF	▼
GO Demo	7369 Nw 174Th Ter		Apt	3/ 2	0105928		$600.00	$600.00	$0.00		$1750.00	Completed 08/09/2016	View PDF	▼

Note that the Date column lists the date for one of three possible states for the certification:

- Completed – the column will list the date the certification was completed, i.e., signed by an RR Certifier
- Work In Progress – the column will list the date the unfinished, unsigned certification was last saved in RentWatch 5
- QC Certified – the column will list the date the certification was signed by both the QC Certifier and the RR Certifier

Apr. Rent	Diff.	Max Rent	Est. Mrkt. Rent	Date	
$1913.00	$87.00	$1913.00	$2599.37	Completed 08/18/2016	View PDF
$1901.00	$389.00		$1901.00	Completed 08/16/2016	View PDF
$0.00	$1		.00	Work In Progress 08/16/2016	View PDF
$1500.00	$0.00		$0.00	Completed 08/12/2016	View PDF

Note the status of the certification in the date column

To locate specific certifications or narrow the list, you can apply several filters at the top of the page. You can filter by **Certifier** using the dropdown menu on the top left.
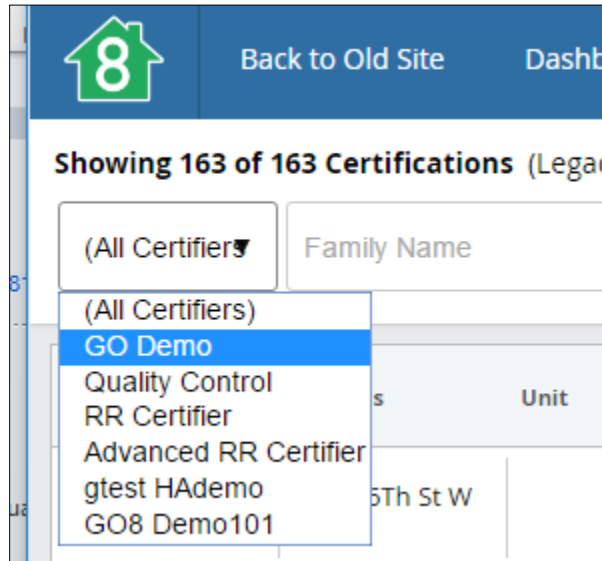
You can filter by family name and address by entering either a full or partial name or address into the **Family Name** or **Address** fields.
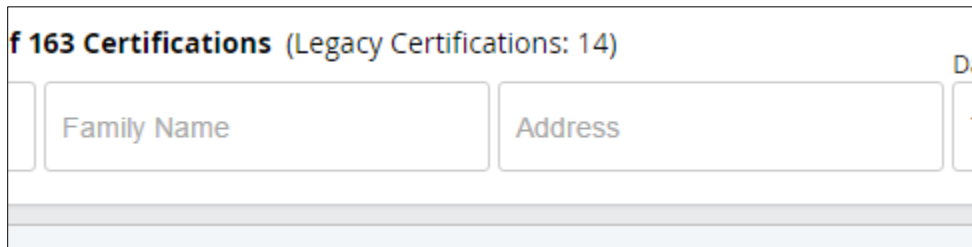
You can filter by **Date Range** by clicking into the date fields and selecting dates from the calendar.[6] The system will not allow the start date to be later than the end date, or the end date to be earlier than the start date.
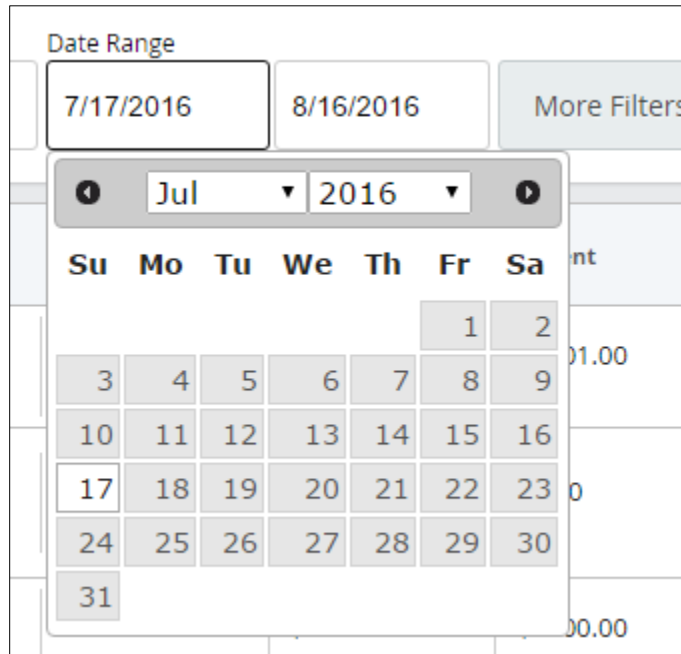
You can also use the **More Filters** button to further filter by Certification Status (QC Certified, Work in Progress, or Completed) using the dropdown menu, by Reference Number by entering it into the field, by Property Type by using the dropdown menu, or by bed, bath, and zip code by entering information into the fields. These filters can be applied by clicking **Update Search,** and cleared by clicking **Clear.**

You can export any list, filtered or unfiltered, to PDF or Excel using the **Export** dropdown button near the top right of the page. Click the button, then select the format to which you would like to export.
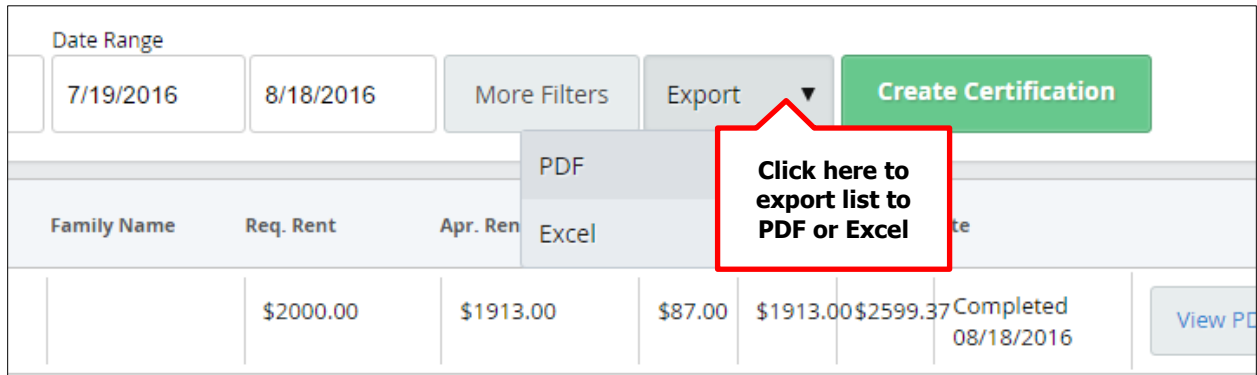
If you are looking for a specific certification, once you have applied any filters, scroll through the listed certifications to find it. Use the page numbers or click **Next** to move on to the next page in the list.
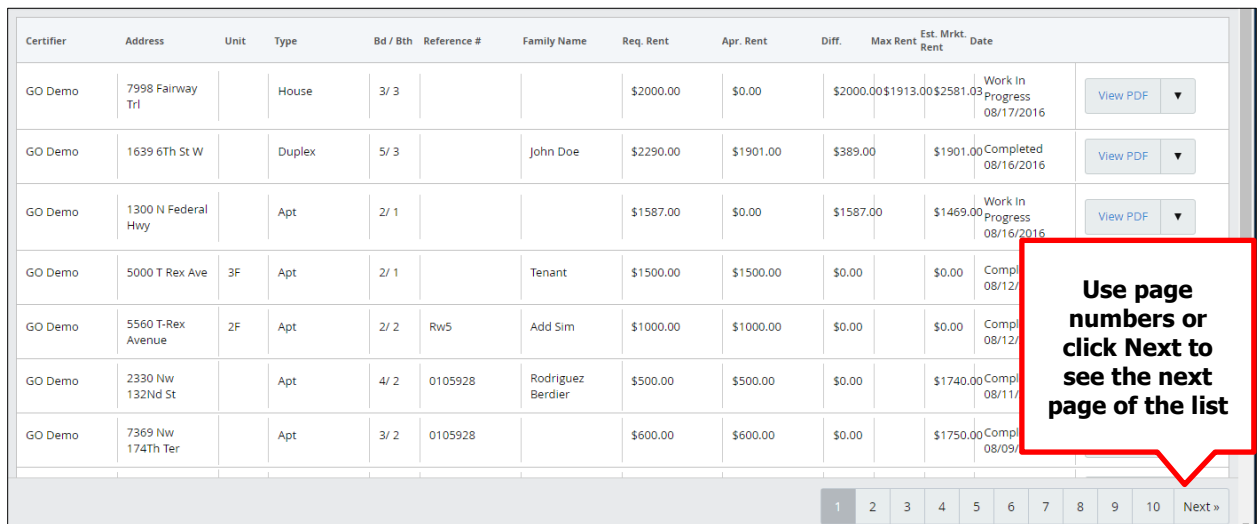
Once you have located the specific certification, you can use the **View PDF** button and dropdown menu on the right of the entry to perform a variety of tasks for the certification.

Completing Tasks with Certifications

View PDF Link and Dropdown Menu

To view the PDF for the certification, for example, click the blue **View PDF** text. A PDF like the one that is generated upon certification completion will appear.

Note that you can generate a PDF for a certification for all certification states—regardless of whether the certification is **Completed,** a **Work In Progress,** or **QC Certified.**

Clicking the dropdown arrow on the right side of the button will display options for different actions you can take regarding the certification. These options will vary depending on your user role and permissions, and the status of the certification.

Works in Progress

If the certification is a **Work In Progress,** the dropdown menu can be used to continue or finish the certification. Click the dropdown arrow, then select **Finish Certification.** This will bring you back to the Summary page, or Step 2 of the certification.

You also have the option to delete certifications by selecting **Delete.**

Completed Certifications

For **Completed** certifications, the dropdown menu will allow <mark>Full Control</mark> users to **Review and Approve** certifications, and for other users to **Add Similar** or **Delete.** These options will be covered in detail in subsequent sections. Click the arrow and select the option from the dropdown menu.
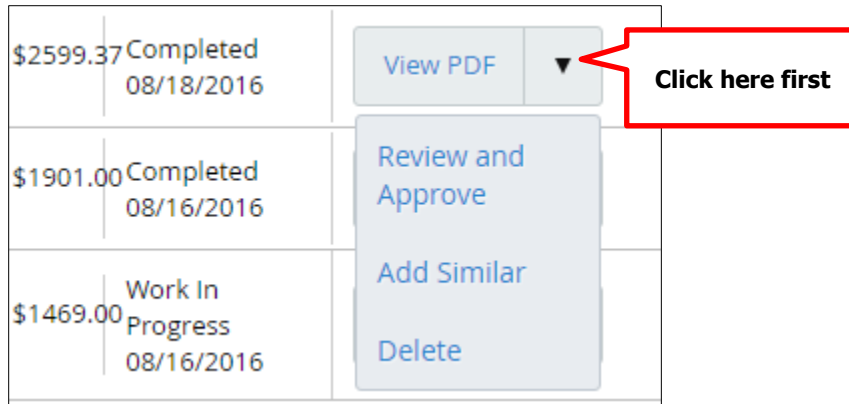
For **Advanced Rent Reasonable (RR) Certifiers,** the dropdown will show the **Edit Certification** option in the dropdown in the place of **Review and Approve.**

If your agency's settings have been changed and the comparables used in a previous certification don't comply with the updated settings, the Add Similar link is disabled—a notification will appear when your <mark>mouse is over the link.</mark>

Users also have the ability to use the **Delete** link to delete a certification <mark>(soft delete in DB).</mark>

QC Certified Certifications

For certifications that have been **QC Certified, Full Control** users will have the options **QC Approved, Add Similar,** and **Delete** in the dropdown menu. Click the arrow and select the option from the dropdown.
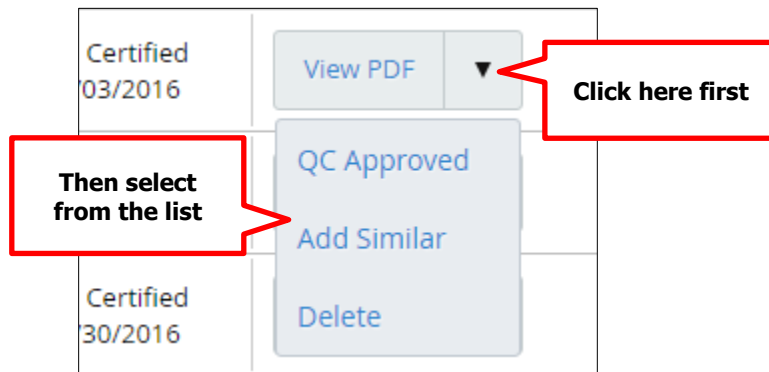
Review and Approve a Certification

Full Control users have the ability to **Review and Approve** certifications. To review and approve a certification, navigate to the **Certifications** page and follow the steps outlined in the previous section to locate the certification. Note that only <mark>Completed</mark> and <mark>Work In Progress</mark> certifications have the option to **Review and Approve.** Certifications that have already been **QC Certified** will have already been reviewed, so this function will be disabled.

When you have located the certification you would like to review and approve, click on the **View PDF** dropdown menu on the right of the entry. Then select **Review and Approve.** If you are an **Advanced RR Certifier,** click **Edit Certification.** Clicking **Edit Certification** functions the same as **Review and Approve.**

A new page will appear. This is called the **Compare Form.** All of the information for the subject property and each comparable property you will use to complete your review is displayed on this page in its own block in a column format. Beneath the block with the columns is where you will sign and approve the certification.

You may return to the Certifications page at any time by clicking **Certifications** at the top left of the page.

Reviewing Information

The information contained in the first block on the **Compare Form** you will use for your review is organized into four columns. The Subject Property is located in the left column, and the three comparable properties are displayed in the columns to the right. The similarity and credibility for comparable properties are shown at the top of each column.

The information for each column is organized in blocks for **Location, Details, Type, Utilities, Maintenance, Amenities, Quality and Condition,** and **Rent Adjustments.** Scroll down to see all information displayed on the page.

You can also view a quick overview of the details for each property by clicking on the **Property Details** link in each corresponding column.
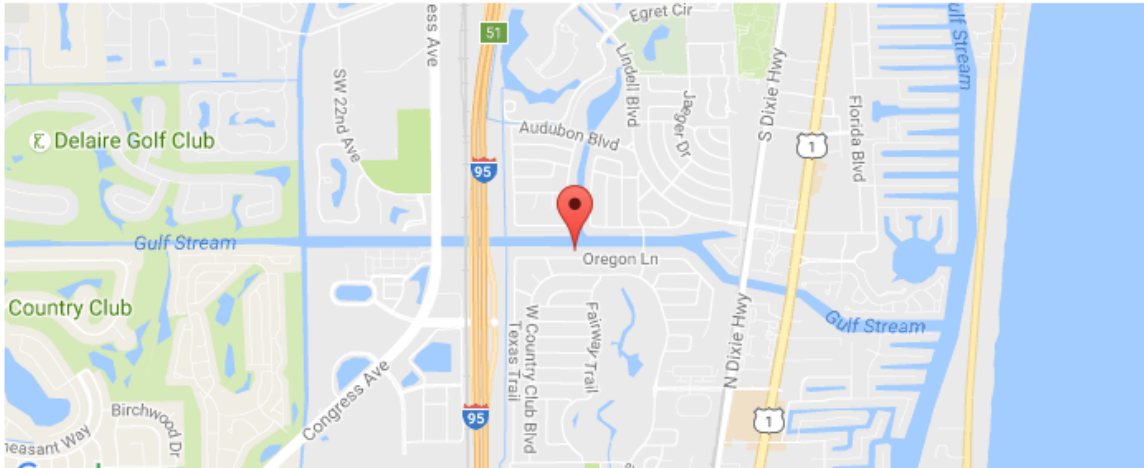
Clicking **Property Details** will bring up a new window called the **Subject Card.** The **Subject Card** is similar to the **Comp Card**, and contains all of the same information: property details, location, adjustments, utilities, and amenities, in addition to a map function with map view and street view. The address of the property will be displayed at the top of the Subject Card. Scroll down to see all information. Click the **X** to return to the Compare Form.

When you have returned to the Compare Form, review all of the information on the page for the subject property and each comparable property to determine proper comparability. You can make any changes by entering information into designated fields, using dropdown menus, and clicking the appropriate buttons and boxes.

The Subject Property column will already contain editable fields for any changes you find are needed during your review. However, to edit information for any of the comparables, you will

need to click the **Edit** link at the top of the comparable property's column.

When you click **Edit** for one comparable property, the editing feature will be disabled in the other comparable property columns. Once you have made your edits, you will need to click **Save** to save the information and re-enable the Edit/Remove features in the other comparables. You do not need to click **Save** when making edits in the subject property column.

Each time a field is edited, an animation will appear notifying you that the update is being made. Any adjustment that you make will change the prices in the **Adjustments** row in the other columns for the other comparables.

This occurs in the subject property after:

- You click back onto the page after editing a text box
- You select a different or previous unselected button or box
- You click a different option from one of the dropdown menus

This also occurs upon clicking **Save** after editing information in one of the comparable columns.

To remove a comparable, click the **Remove** link at the top of the column. Clicking the green **Add More Comparables** button will take you to the **Map** page, where you can add another comparable using the steps specified in the last section.

The only difference in accessing the **Map** page from the **Compare Form** is that the green **Save and Finish Later** button will read **Save and Return to Certification.** You also have an option to **Save and Return to Certification** from the blue banner at the top right corner of the Map page. Using either one will return you to the **Compare Form.**

Reconciliation and Approval

Once you have reviewed and made any needed changes to information in the columns on the **Compare Form,** you can move on to the **Reconciliation** block at the bottom of the page to finish your review and approval. Here you can make any final adjustments to the certification, including making changes to the requested and approved rents, editing or adding a family name or client reference, or adding comments. Click in any editable cell to edit. The date will be autopopulated.

Note that any changes made to the approved or requested rent will update the chart on the right side of the block. As with the Summary page in RentWatch 5 described in the last section, the approved rent appears as a black dotted link against green or red bars. Notifications will display if:

- The Approved Rent is higher than the Requested Rent
- The Approved Rent is higher than the Estimated Market Rent

Remember, the estimated market rent is chosen based off of the Agency Settings.

After you have completed your review of all information in the columns and the **Reconciliation** block, you can digitally sign and complete the certification. Make sure the appropriate boxes on the bottom left of the form are selected. **Digital Signature** will be autoselected. If you are a

QC Certifier, click the **Quality Control Certified** box to quality control certify the report.[7] Note that the bottom of the form displays that you are attesting that the rent is reasonable. Now click the green **Complete Certification** button to approve. You will be navigated back to the Certifications page, and a new PDF will be generated and appear in a new tab.

If you have selected the **Quality Control Certified** box, the status for the certification will now display as **QC Certified** in the **Date** column on the **Certifications** page. Remember, once the certification has been QC certified, it will no longer be editable. This means if you attempt to perform any editing functions on the certification using the dropdown menu, editing links will be unavailable.

Exiting without Saving

If you try to exit the certification without saving, you will be prompted with a notification. Click **Exit Without Saving** to leave the certification without saving any changes. You will be returned to the Certifications page. Click **Return and Complete** to return to the Compare Form and finish the review and approval. You will be directed to the bottom of the form to sign and complete. You can also click the **X** to cancel and return to the Compare Form.

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[7] If you are not a Full Control user or a QC Certifier, this box will not appear as an option on the form.

Add a Similar Certification

Adding a Similar Certification

If a previous certification already exists for a specific property and has the status of **Completed,** you have the option to create a new similar certification for the property using existing information. To add a similar certification, navigate to the **Certifications** page and follow the steps outlined in the Section 1 to locate a certification with the same address.

When you have located the certification you would like to use, click on the **View PDF** dropdown menu on the right of the entry. Then select **Add Similar** from the dropdown.

Certifier	Address	Unit	Type	Bd / Bth	Reference #	Family Name	Req. Rent	Apr. Rent	Diff.	Max Rent	Est. Mrkt. Rent	Date	
GO Demo	7998 Fairway Trl		House	3/ 3			$2000.00	$0.00		$2000.00	$1913.00	$2581.03	Work In Progres 08/17/2	**Click here**
GO Demo	1639 6Th St W		Duplex	5/ 3		John Doe	$2290.00	$1901.00	$389.00		$1901.00	Completed 08/16/2016	View PDF ▼
GO Demo	1300 N Federal Hwy		Apt	2/ 1			$1587.00	$0.00			Work In	Review and Approve
GO Demo	5000 T Rex Ave	3F	Apt	2/ 1		Tenant	$1500.00	$1500.00			**Then select Add Similar**	Add Similar
GO Demo	5560 T-Rex Avenue	2F	Apt	2/ 2	Rw5	Add Sim	$1000.00	$1000.00				View PDF ▼

Note that **Add Similar** is not an option for certifications with the status of **Work In Progress** or **QC Certified.**

A new window will appear showing the previous certification, including address, date created, and rent approved, and you will be able to access the PDF report for the certification. Click on the blue **View PDF Report** link to review the **Rent Reasonable Valuation** for the previous certification and determine whether it will be sufficient in order to create a new certification for the same property. The PDF report is covered in detail in Section 1. Click the **X** to cancel.

Add Similar Certification

Previous Certification

631 Camp St
View PDF Report

> **Click here to review the PDF report for the previous certification**

Date Created	Rent Approved
08/19/2016	$500.00

New Certification

631 Camp St

Unit / Apt #*

Date
8/19/2016

Family Name

Voucher Beds*

Client Reference

Requested Rent*
$

Rent Approved*
$

Check the digital signature box to sign this certification electronically. Your name will automatically be "signed" to the RR certificate.

☐ Digital Signature*

Complete Certification

After reviewing the previous PDF report, enter the information for the property into the required fields under **New Certification.** Note that **Unit/Apt #, Voucher Beds, Requested Rent,** and **Rent Approved** are all required fields. **Rent Approved** will autopopulate based on the previous certification <mark>if the new **Requested Rent** is not more than the previous rent approved.</mark>

If the previous certification was created using the HAP calculator, the **Calculate HAP** box will be available to check on the form. This option will display after you enter an amount in the **Voucher Beds** field. Click inside this box to calculate HAP for the new similar certification as well. You will need to enter income information for the family into the required fields. As with other pages, **Minimum Rent** will autopopulate based on Agency Settings. The **Max Rent Allowed** will calculate based on the new income numbers.

New Certification

7998 Fairway Trl

Unit / Apt #* Date
0   8/22/2016

Check this box to calculate HAP for the new similar certification

Voucher Beds*   Client Reference
3

☐ Calculate HAP

Enter income information into required fields

Minimum Rent*   Annual Gross Income*   Annual Adjusted Income*
$ 0 $ 20000 $ 14000

Max Rent Allowed
$ 1946

Requested Rent*
$ 1913

Rent Approved*
$ 1913

Check the digital signature box to sign this certification electronically. Your name will automatically be "signed" to the RR certificate.

☐ Digital Signature*

Complete Certification

If the previous certification was not completed using the HAP calculation, this option will not be available on the **Add Similar Certification** form.

After entering all information into required fields, review your entries to confirm accuracy and check the **Digital Signature** box. The **Complete Certification** button will change from gray to green once all required fields are completed, and the **Digital Signature** box has been checked. Click **Complete Certification** to finish and your similar certification will be generated and added to the list.
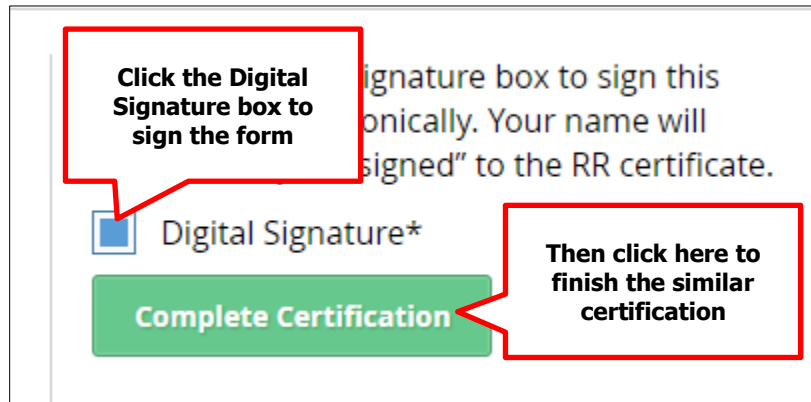
When Add Similar is Unavailable

If the **Add Similar** function is unavailable or appears as grayed out in the **View PDF** dropdown menu, but the previous certification has the status of **Completed** or **Work In Progress** (not QC Certified), that means that your agency has changed its settings since the previous certification was completed. For this reason, the comparables would no longer be valid with the new settings, so you wouldn't be able to add a similar certification.

Agency Settings

Accessing Agency Settings

The **Agency Settings** are accessible from the upper right corner of any page, in the blue banner. This area of the page shows the username of the person who is logged in and the type of controls they have (e.g., **Full Control**). For **Full Control** users, clicking the arrow in the right corner of this area will bring up a dropdown menu.[8] From the dropdown menu, select **Agency Settings** to manage the settings.

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[8] Only Full Control users will be able to see and manage the Agency Settings and User Settings from this dropdown menu. Users without Full Control who attempt to use this feature will be directed to a notification page that takes them back to the dashboard.

Managing Agency Settings

When you select **Agency Settings** from the dropdown menu, a new page appears that allows you to modify Utility Allowance Schedules, Jurisdictions, Payment Standards etc. You can also adjust the **Date Range** for selecting comparables, the **Auto Selection Limit,** and what amount to **Approve Rent Equal To.** The **Export Settings** section allows HA users to enter customized text that displays in the Property Listings header and footer and the Opportunity Area Listings header.
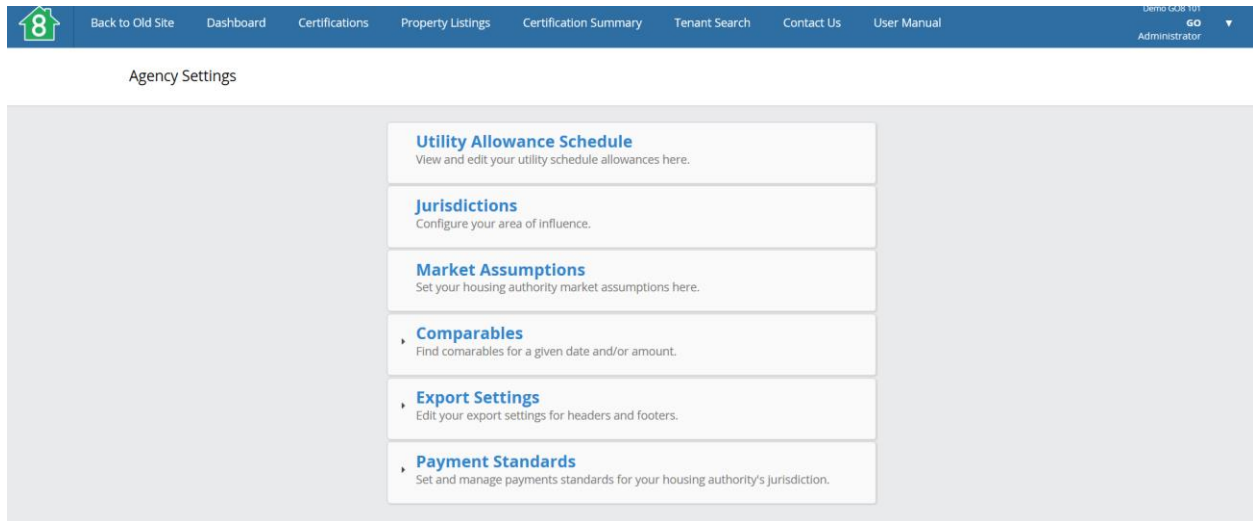
To modify or view your Agency Settings, navigate to the Agency Settings screen and select a setting.

Utility Allowance Schedule

The Utility Allowance Schedule allows users to access utility schedules from the HA dashboard. You can add, edit, and create similar schedules based on existing ones. You can also activate and deactivate schedules when necessary. The Utility Allowance Schedule function is available to Full Control, Administrator, Quality Control, and RR Certifier Roles.

Accessing the Utility Allowance Schedule

1. On the HA Dashboard, click Agency Settings.
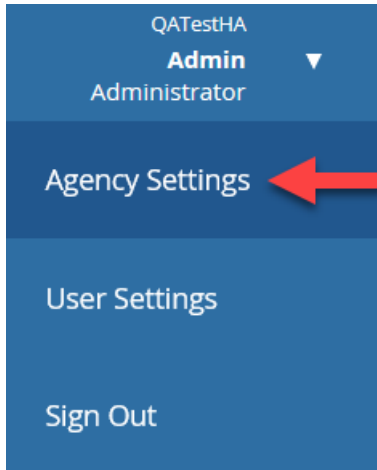
The HA Agency Settings screen displays.
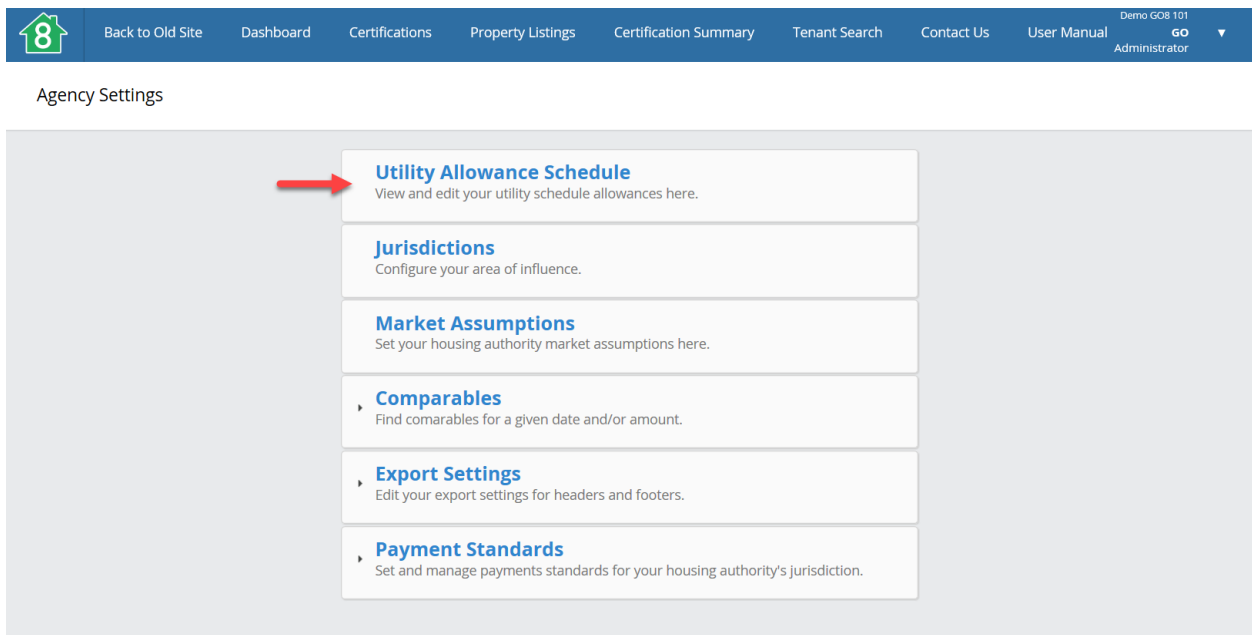
2. To open the Utility Allowance Schedule, click Utility Allowance Schedule.

The Utility Allowance Schedule screen displays.

You can search for a specific schedule by name using the search box and filter by All, Active, or Inactive. You can also activate or deactivate a schedule by clicking the ON/OFF options in the far left column. The pagination buttons in the bottom, right corner allow you to quickly advance through the existing schedules.

Adding a New Utility Schedule

1. To add a new schedule, click the **Add New** button. The Utility Allowance Schedule page displays.

2. In the **Add Utility Name** (required) field, enter a unique name (up to 300 characters allowed) for the schedule.
    You can apply the schedule to properties built within a specific timeframe using the Schedule Applies to Properties Built dropdown and YYYY field. If you want to apply a schedule to properties built during a specific time follow step 3, otherwise go to step 4.
3. Click the **Schedule Applies to Properties Built** dropdown to select either **Before**, **After**, or **Any** and enter a year in the **YYYY** format.
4. In the **Effective Date** field, enter a date that you want the schedule to become effective.
5. Next, select a **county**. County is a required field. If you select a city first, the county for that city will automatically be selected.

NOTE: Once you select a county, the Cities included in that county display. You must select one or more cities or you can include all of the cities by selecting the **Check All** checkbox. If you deselect all cities, the selected counties will be deselected.

6. Now, select one or more cities.

In the example below, Baker is the selected County and all of the cities within that county are selected.

7. In the Property Type section, select a property type or types for the schedule. You can select the **Check All** checkbox to select all of the property types. You must select at least one property type.
    In the example below, Apt, Duplex, and Triplex are selected.

8. Next, to set the monthly dollar amounts, go to the Heating section and enter in the amounts according to heating sources and bedroom size.
Continue to enter amounts for Cooking, Other Electric, AD, Water Heating Sources and all other utilities that apply.

9. Once you have entered all of the amounts, click the **Save Utility Schedule** button.

10. To return to the main Utility Allowance Schedule screen, click the **Back** button.
The schedule that you just created displays in the screen.

Editing a Utility Allowance Schedule

You can make necessary changes to existing Utility Allowance Schedules by clicking the **Edit Schedule** option. The process for entering the new information is the same as for **Adding a New Schedule.**

1. To edit a schedule, click the **Edit Schedule** option for the schedule that you want to change.
2. **Do not** change the Utility Schedule Name.
3. Next, make the changes in the appropriate fields. For example, you might need to add another city or enter different amounts for electric etc.
4. Once you have made the changes, click the **Save Utility Schedule** button.

 The changes you made are saved to that schedule.

Adding a Similar Schedule

The Add Similar function allows you to create a new schedule based on the values of an existing schedule.

1. To create a new schedule from an existing one, click on the **Add Similar** option for the Utility Schedule that you want to use.
2. In the **Add Utility Name** field, enter a unique name for the utility schedule (required action).
3. Next, depending on your needs, you can accept all of the values that are currently entered or change some values.
4. Click the **Save Utility Schedule** button to save your schedule.
5. Click the **Back** button to view your schedule on the main Utility Schedule screen.

Jurisdiction

The Jurisdiction module can be accessed via Agency Settings on the HA Dashboard.
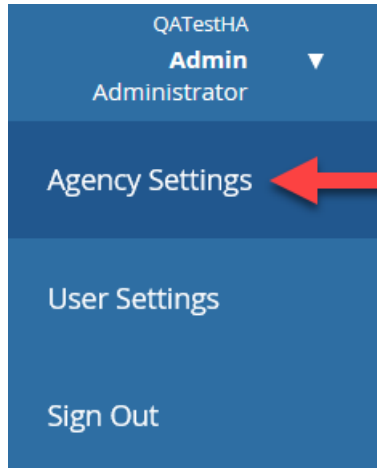
Configuring your Jurisdiction

To open the Jurisdiction page, click **Jurisdictions** under Agency Settings.
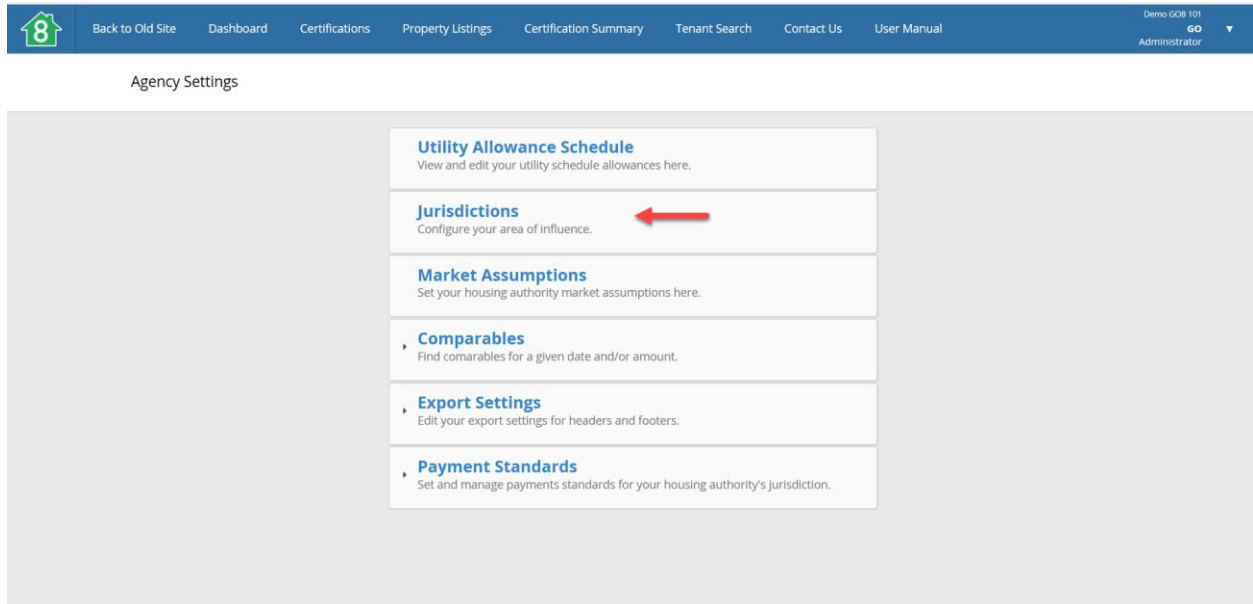
Typically, your jurisdiction will be already set up in the system for you. But if you need to make changes to the area that your HA covers, you can do so on the Jurisdiction page. The Jurisdiction page displays the state that your housing authority is located in and all of the counties for your state. The system allows you to remove and add a state and add or remove counties and cities as well.

On the **Add/Remove Counties** screen, all of the counties display for your state (example below displays the state of Florida).
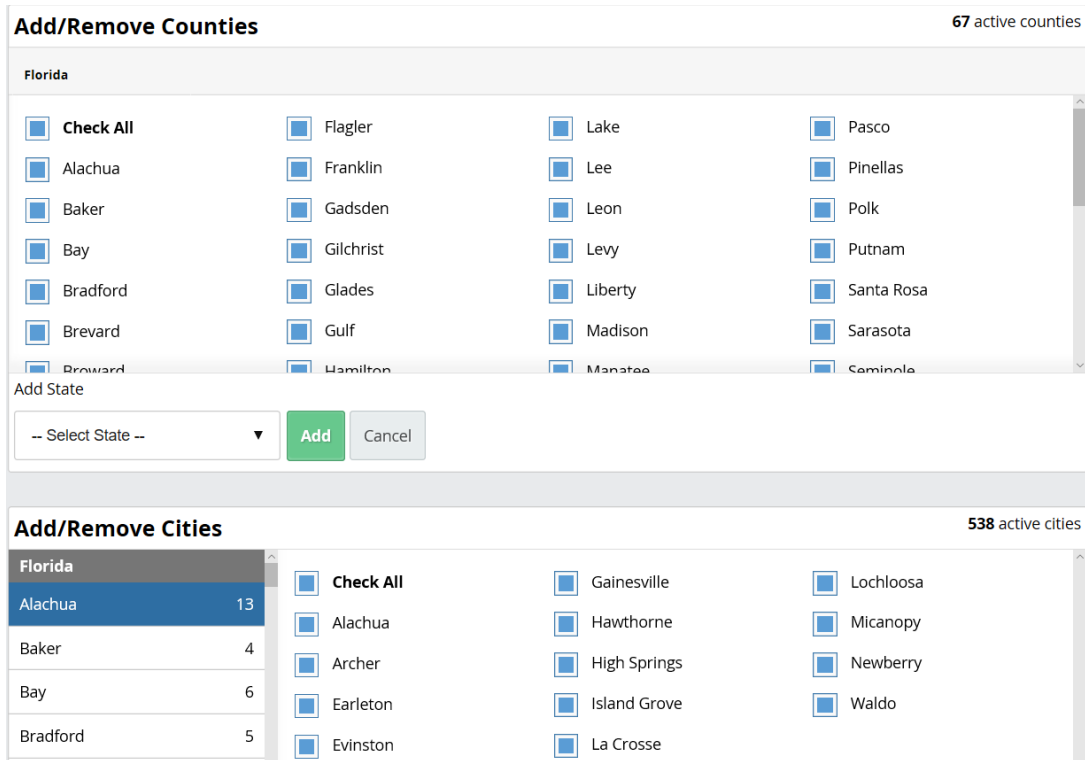
1. To remove a county, deselect the checkbox for that county.

The example below displays counties for Florida, but Flagler and Lake are not selected.
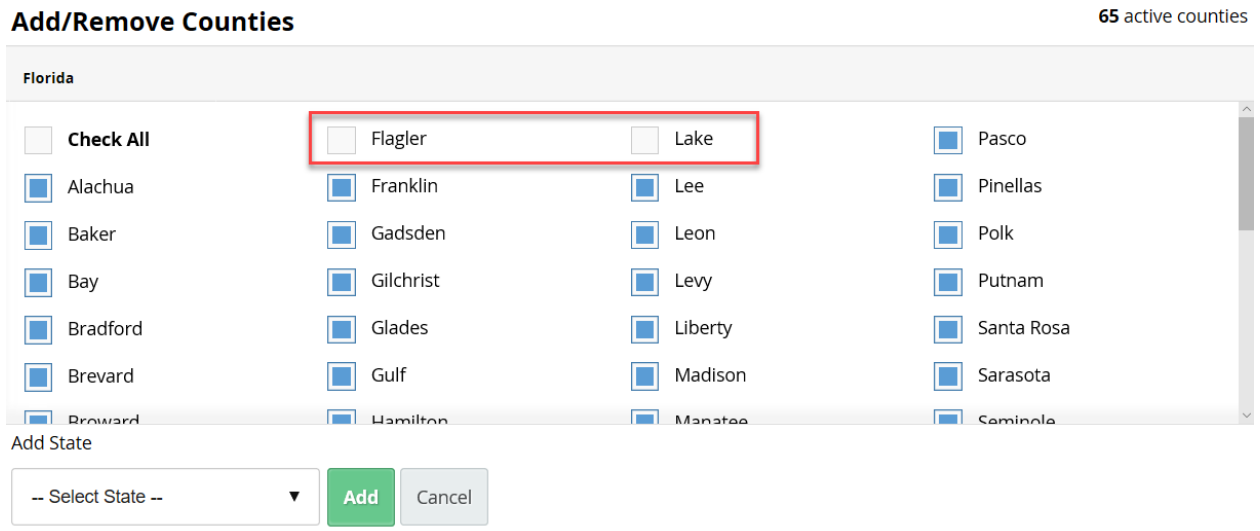
2. If you want to deselect all counties, select the Check All checkbox. If you select the Check All checkbox again, all counties will be selected.

The example below displays all of the counties as deselected. You can add counties individually by selecting the checkbox for a specific county.

3. To add a specific county, simply click in the corresponding checkbox.

4. After you select the county/counties, go to the Add/Remove Cities section. All of the cities for the selected county display on the screen. You can select individual cities or select all cities

The selected county/counties display in the Add/Remove Cities dropdown menu and all of the cities for the selected county display on the screen. In the example below, all of the cities for Alachua county display on the screen.
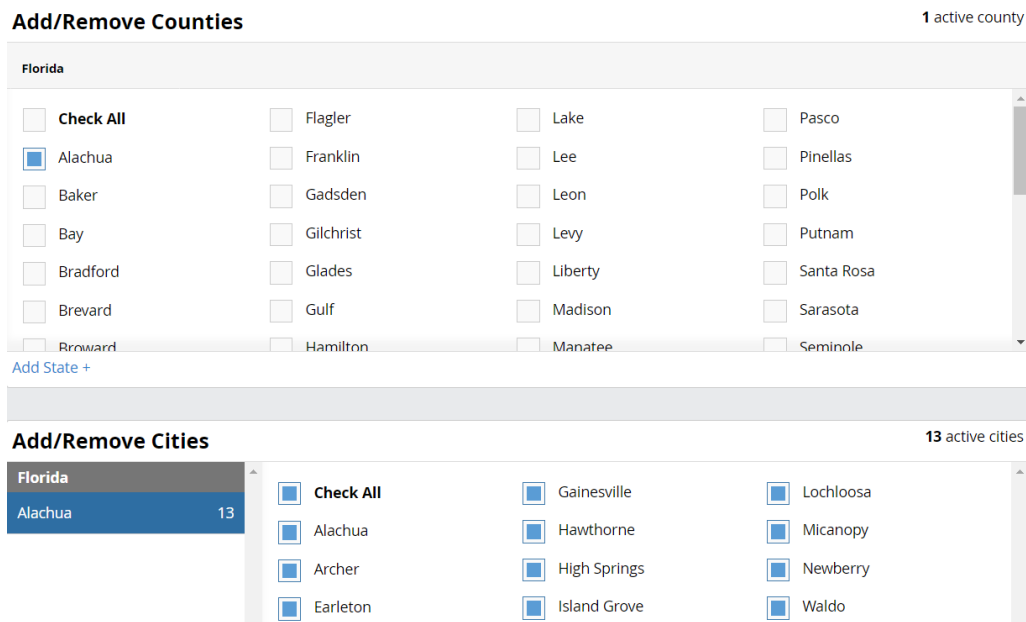
Note: You must first add a County to make the cities in that county available for selection. And, in order to successfully save a county, at least one city must be selected for that county.

Adding a State

1. If you need to add a state, click the **Add State** link at the bottom of the counties section. Click the **+ by Add State**.

Add State +
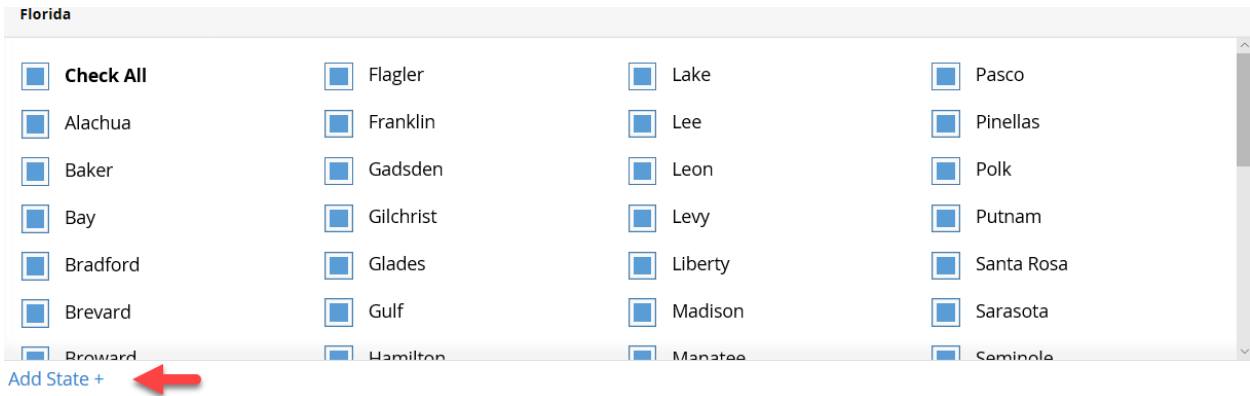
The Select State dropdown menu displays.

2. Click the Select State dropdown arrow and select a state. Next, click the **Add** button.

Once you add the state, all of the counties for the state display on the screen, by default they are not selected. You can then select a county or all counties for that state. The example below shows the counties for both Florida and Georgia.
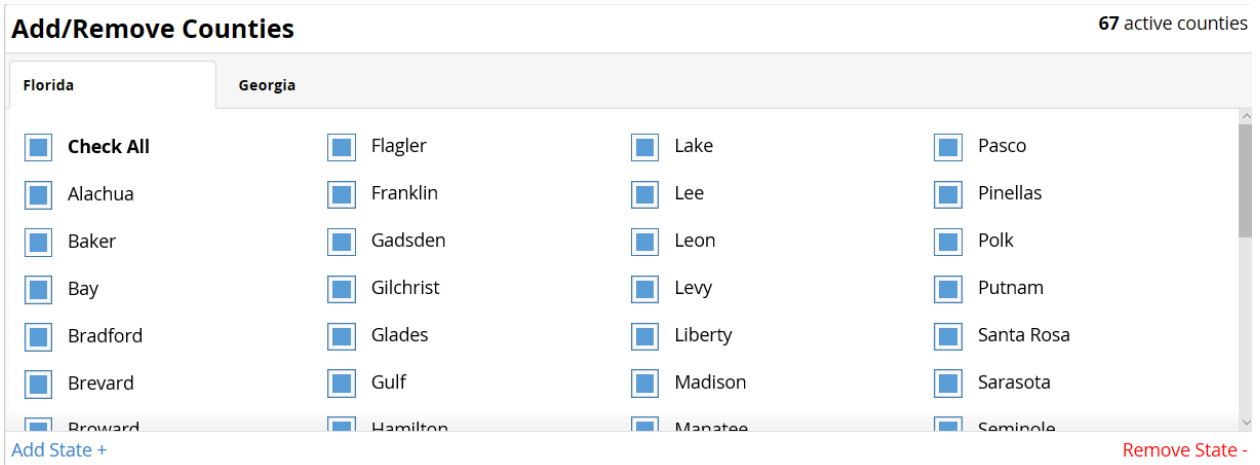
3. To save your changes, click the **Save** button.

Deleting a State

You can delete a state and all cities within the state by clicking the **Remove State** link.

1. To delete the state, click the **Remove State** link.

    The Remove State dropdown menu displays.

Remove State

| Georgia ▼ | **Delete** | Cancel | ⬅ |

2. Click the dropdown and select the state that you want to remove from the jurisdiction.
3. Click the **Delete** button to remove the state. To cancel your selection, click the Cancel button.

NOTE: You must always have at least one Active state.

Market Assumptions and Rent Reasonableness Methodology

The Market Assumptions and Rent Reasonableness Methodology worksheet allows HA users to define the criteria used to help determine if rental amounts are reasonable. The MARRM function can be accessed from the HA Dashboard by users with the Administrator role.

1. To access the Market Assumptions and Rent Reasonable Methodology Worksheet, you need to have the Administrator role assigned to you.
2. Next, click the Go arrow and select Agency Settings.
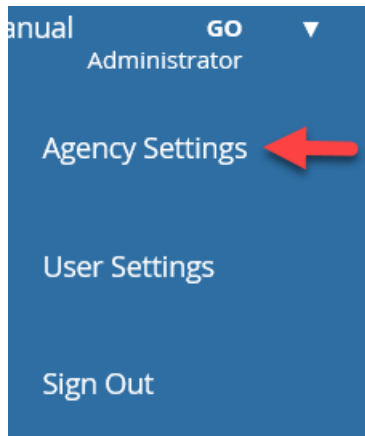
The Dashboard displays the Market Assumptions menu option.
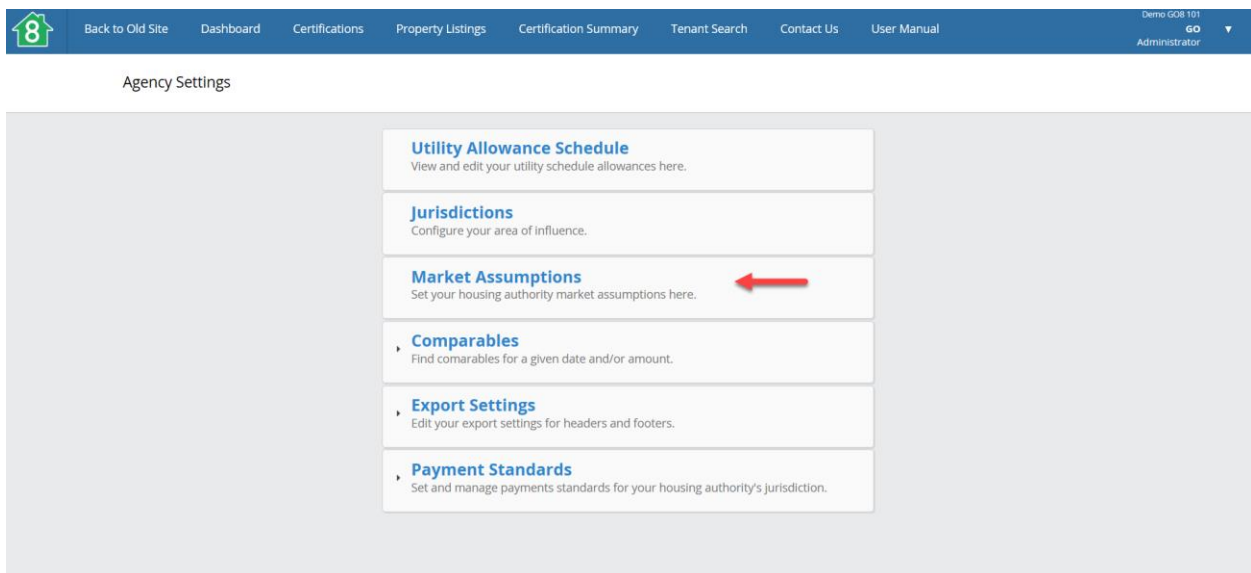
3. On the Dashboard, click the Market Assumptions option.

Size Adjustments

| 10 % ▼ | Set Living Area Differential Threshold |

If the square footage of a compareable differs by more than **10%** of the subject property, then make an adjustment.

| $ 0.18 | Set Living Area Rental Value |

Adjust living area by **$0.18** for each square foot.

| 15 % ▼ | Adjustment of Total Rent for difference in Bedrooms |

| $ 45 | Adjust for Full Bath |

| $ 30 | Adjust for Half Bath |

Property Type

The following property types will be set as similar. No adjustments will be made among the selections within each category

High Density Multifamily

☑ Apt	☐ House	☑ High-Rise	☑ Low-Rise
☐ Row House	☐ Mobile Home	☐ Townhouse/Villa	☐ Duplex
☐ Tri-Plex	☐ 4 Plex		

Single Family

☐ Apt	☑ House	☐ High-Rise	☐ Low-Rise
☑ Row House	☑ Mobile Home	☐ Townhouse/Villa	☐ Duplex
☑ Tri-Plex	☑ 4 Plex		

Low Density Multifamily

☐ Apt	☐ House	☐ High-Rise	☐ Low-Rise
☑ Row House	☐ Mobile Home	☑ Townhouse/Villa	☑ Duplex
☑ Tri-Plex	☑ 4 Plex		

Maintenance

| $ 25 | Lawn |
| $ 10 | Pest Control |

Parking

$ 15	1 Carport
$ 30	2 Carports
$ 35	1 Car Garage
$ 55	2 Car Garage
$ 55	3 Car Garage

Amenities

$ 0	On-Site Laundry
$ 20	Washer
$ 20	Dryer
$ 25	Stove
$ 15	Dishwasher
$ 5	Microwave
$ 25	Refrigerator
$ 5	Garbage Disposal
$ 10	Ceiling Fans
$ 10	Gated Community
$ 25	Pool

Air Conditioning

$ 35	Window A/C
$ 50	Central A/C
$ 35	Swamp Cooler

Heating

$ 10	Window
$ 10	Central
$ 10	Furnace
$ 10	Space
$ 0	Base Board
$ 50	Other

The MARRM worksheet displays. You can adjust amounts regarding Size, Property Type, Maintenance, Parking, Amenities, and Heating and Cooling.

4. To adjust any amount, enter the new amount in the required field and click the **Save Market Assumptions** button.

[Back]   [**Save Market Assumptions**]

After you click the Save Market Assumptions button, the message "Market Assumptions successfully saved" displays on the screen.

Comparables

For Comparable, the **Date Range** is the listing date of the comparables that will be included automatically when generating the RentWatch 5 certificates: 3 months, 6 months, 1 year, or 2 years. RentWatch 5 will not consider any comparables that are older than the date range selected here.

The **Auto Selection Limit** is the number of comparables that will show in RentWatch 5. You have the choice between 3, 6, or 9 comparables to show, but no more than 9 at one time. Note that while you could select 3 here as a default number to display, you would still be able to choose up to 9 comparables in RentWatch 5.

Approve Rent Equal To is what helps to determine the Estimated Market Rent amount in RentWatch 5, that is, whether the Estimated Market Rent would be **Low, Average, Median, or High.** Remember, the **Adjusted Rent Reasonable Range** for a given certification will be adjusted as a result of what your agency has chosen here. Rent will be approved at or below the selected value of the market estimate.

After making the desired selections from the dropdown menus, click the green **Save Settings** button.

A message will appear to warn you that changes made to the settings are agency-wide and will affect all reports by all users moving forward, in addition to confirming that you want to change the settings. Click **Yes** to confirm and save the changes. Click **No** or the **X** to cancel.
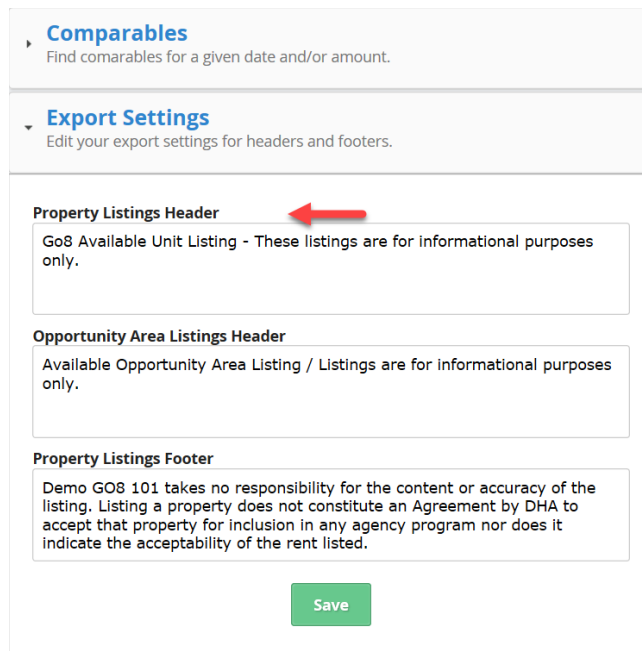
Export Settings

The **Export Settings** text displays on the PDFs files that you export from the Property Listings page. These settings allow you to enter customized text that displays in the header and footer area of the PDF when you export. Once you enter your text into each setting, click the **Save Export Settings** button.

Note: The Property Listings header displays if Opportunity Area is not checked. If Opportunity Area is used as a filter and checked, this header displays when you export to PDF.

Example – Property Listing header text

Available Unit Listing / These listings are for informational purposes only.

ADDRESS	ACCESSIBILITY	TYPE	BED/BATH	RENT	DEPOSIT	LAST UPDATED
33110 Alberta St , Westland	No	Duplex	3 / 1	$800.00	$1,000.00	Call

Comments: New renovated town home
Contact: Hikmat Mahmood at (248) 268-3901

Payment Standards

The Payment Standards function can be accessed via Agency Settings on the HA Dashboard. The function is available to Admin and Full Control users.
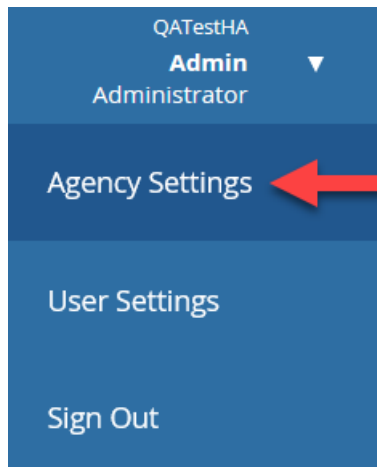
The Agency Settings screen displays.
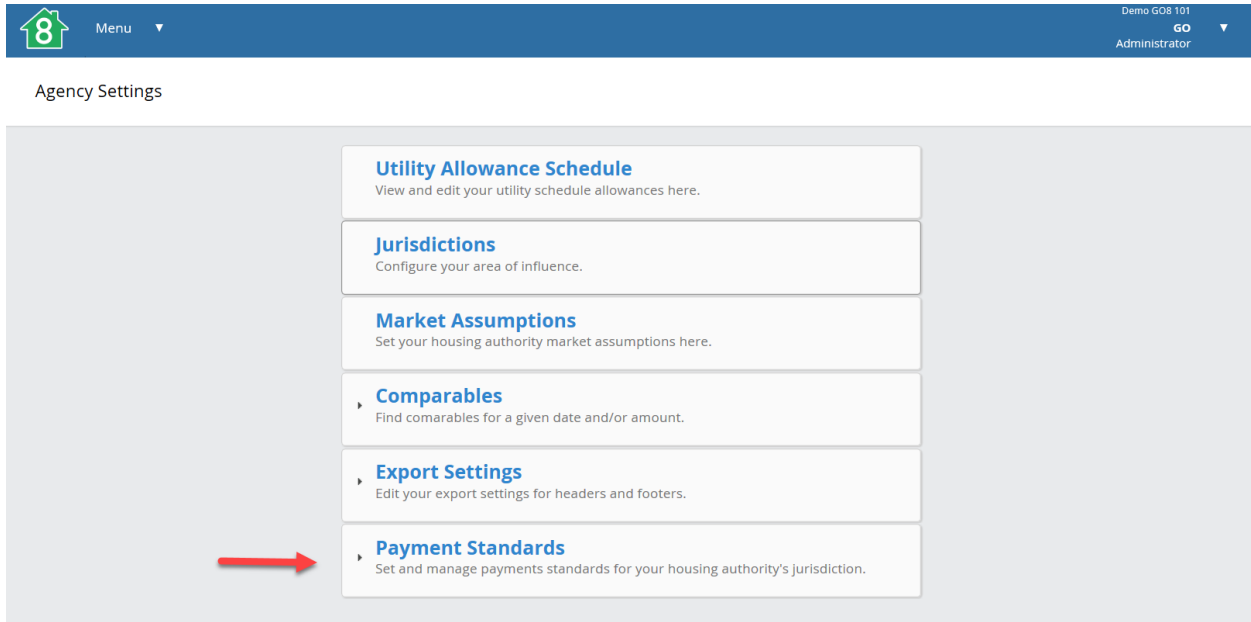
Select the Payment Standards menu option to navigate to existing payment standards.

Adding Payment Standards

1. To add new payment standards into the system, click the **Add New** button. You can also click the **View/Edit** button to review and make changes to existing payment standards.

NOTE: The **Add New** button will only display when FMR data is available for the following year and there is no payment standard already created. Payment Standards can have three different statuses: Expired, Current, and Future. The Current Payment Standards are used to calculate HAP when creating a Certification. The system will not allow more than one *current* payment standards.

On the Payment Standard screen, you can add new payment standards manually or adjust the HUD Fair Market Rent. The **Help Center** provides some useful tips and additional information to help you understand payment standards.

2. In the **Payment Standard For Effective Date** field, enter a date or click inside the field to view a calendar.
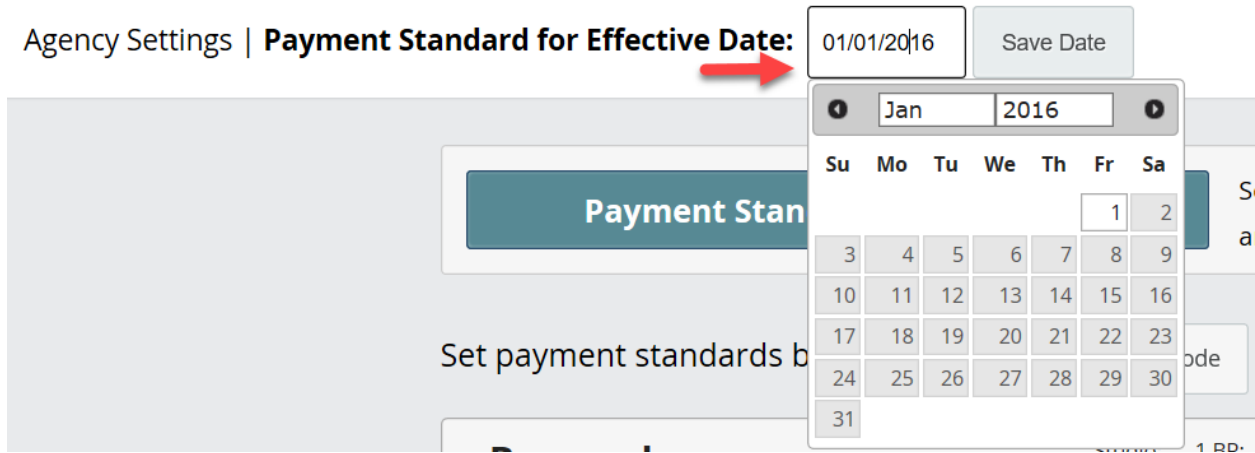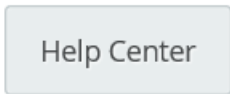
3. Enter a date and click the **Save Date** button.
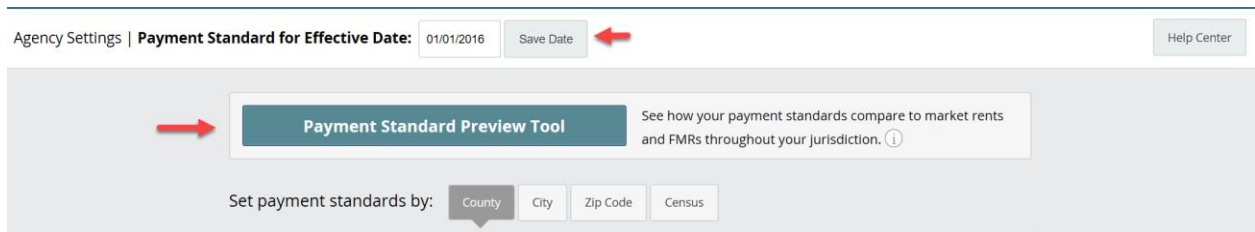
4. Next, to set or view agency-wide payment standards by a specific percentage, click the **Payment Standard Preview Tool** button.
Note: Click the Tool Tip icon to view more information about this feature. You can also refer to the Payment Standards Online Help by clicking the Help Center button.

The fields below allow you to enter a specific percentage for units with 4+ bedrooms ; you can also adjust payment standards (for all bedroom sizes) by a percentage of HUD Fair Market Rent.

5. To adjust the Fair Market Rent for 4+ bedrooms, enter a percentage in the corresponding field.
6. Click the **Generate Preview** button to view the adjusted payment standards.

The new values display on the screen. The message at the top of the screen notifies you that you are in preview mode.

If you want to save the new payment standards, click the **Save these previewed values as your new payment standards** link – or to cancel the preview mode, click the Cancel Preview button. See below.

You can set payment standards according to County, City, Zip Code, and Census. In the example below, the **County** tab is selected, so each county displays on the screen. You can click the arrow next to a specific county to expand it. By default, the first county will display in expanded format. In this example, Broward County is expanded. If you want to set payment standards by city, zip code, or census tract, you need to first select a tab - city, zip, or census to be able to view and set payment standards accordingly.

Note: You can either manually enter each payment standard per bedroom size or apply a percentage that calculates the payment standards for you.

7. To adjust the HUD Fair Market Rent for *4+* bedrooms by a percentage, enter the percent in the **% per bedroom** field and click the **Apply** button.
8. To adjust the amounts for *all* bedroom sizes by a percentage of HUD Fair Market Rent, enter the percentage in the **% of HUD FMR.**
   -or-

9. To manually enter the payment standards for all bedrooms sizes, enter each payment standard in the corresponding bedroom field.

Beds	Payment Standard	HUD FMR	Open Market
0	$ 795	$829	$853
1	$ 982	$1023	$927
2	$ 1254	$1307	$1323
3	$ 1807	$1883	$1738
4	$ 2210	$2303	$1973
5	$ 2475	$0	$2019
6	$ 2772	$0	$0
7	$ 3104	$0	$0
8	$ 3477	$0	$0

Payment Standards for 33023- Broward   1 Year ▼

Cancel   Save these payment standards for 33023- Broward

10. Click the **Save these Payment Standards for** button to save your payment standards; or to cancel your entry, just click the **Cancel** button.

Adding a City, Zip Code, or Census

You can add a city, zip code, or census tract that are in your jurisdiction. The **+Add** button displays when a city, zip code, or census tab is selected and the process for adding is the same for all three.

Agency Settings | **Payment Standard for Effective Date:** 06/20/2017   Save Date   Help Center

Payment Standard Preview Tool   See how your payment standards compare to market rents and FMRs throughout your jurisdiction. ⓘ

Set payment standards by: County   City   Zip Code   Census   + Add City

1. To add a new city, select the **City** tab.
2. Next, click the **+Add City** button.
   The Add City screen displays.
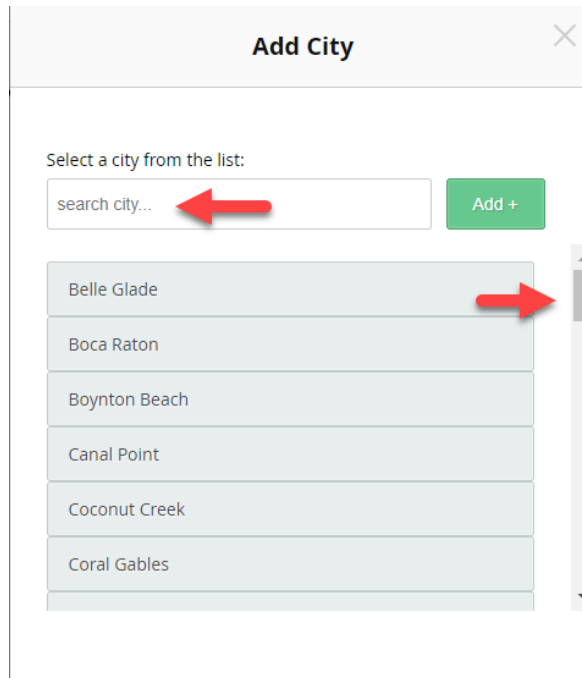
3. You can type the name of the city you want to add in the **Search City** box, or use the scroll bar to find the city you want to add.
4. After you enter the city name, click the **Add+** button.
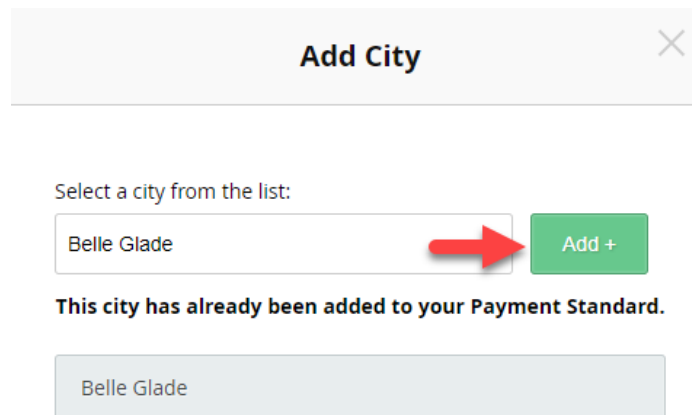
The city you just added displays in the main Payment Standards screen and you can now enter values for that city.

4. Click the **Save Payment Standards** button to save your payment standards for that city.

5. If you added the city by mistake, you can delete it by clicking the **Delete City** button. See below.

6. Once you click **Delete City**, a warning message displays.

7. To confirm that you want to delete, click the **Yes** button. Otherwise, click **No** and the city will not be deleted.

You can add the same city, zip code, or census tract only once. If you try to add it more than once, you will receive an error message.

Add City   ✕

Select a city from the list:

belle glade   **Add +**

This city has already been added to your Payment Standard.

If you try to add a city, zip code, or census tract that is out of your jurisdiction, you will receive an error message as well.

Add City   ✕

Select a city from the list:

ft lauderdale   **Add +**

City out of Jurisdiction. Please configure your jurisdictions if you do not see your city listed.

User Settings

Accessing User Settings

The **User Settings** are accessible from the upper right corner of any page, in the blue banner. This area of the page shows the username of the person who is logged in and the type of controls they have (e.g., Full Control). For **Full Control** users, clicking the arrow in the right corner of this area will bring up a dropdown menu.[9] From the dropdown menu, select **User Settings** to manage the settings.

Click the white arrow in the corner for the dropdown menu. Select User Settings.

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[9] Only Full Control users will be able to see and manage the Agency and User Settings from this dropdown menu. Users without Full Control who attempt to use this feature will be directed to a notification page that takes them back to the Dashboard.

Managing User Settings

Locating a User to Manage

When you select **User Settings** from the dropdown menu, you will be navigated to a new page—the **Manage Users** block. The page lists each user by **Username, Email, First Name, Last Name, Date Created,** whether they have **HA Dashboard Access,** and **User Role.** Use the dropdown menu at the top of the page to view either the **Active Users** or **Deactivated Users** lists. Use the page numbers in the bottom right corner to continue to the next pages of the list you select.

On the User Settings page, you can search for a user by Name, Email, Role etc. Additional filters allow you to filter by All Users, Users with Dashboard Access and without Dashboard Access. You can also view by Active Users or Deactivated Users.

Editing Existing Users

To edit an existing user, follow the directions above to locate the user you would like to edit. Once you locate the user, click the **Edit** button on the right side of the row to edit user roles and permissions.

When you click the **Edit** button, a new **Edit User** window will appear. Modify any of the information in required fields by clicking into the field you would like to edit. Click the appropriate boxes to define the access the user will have to your agency's Dashboard, and click the boxes to indicate the user's role. Click the **X** to cancel.

Review the changes, then scroll down and click the **Create User** button to save the changes.

NOTE: There is an Administrator role for the MARRM (Market Assumption Rent Reasonable Methodology) function. To be an administrator, users first are set up in the HA Admin portal. Once they are set up and have Administrator permission, they have to log out and back into the

system. Administrator users will then see the option in the Settings area in their edit modal. The only difference between the Full Control and Administrator roles is that the Administrator is the only role that can access MARM. The User Role tool tip explains the Administrator Role.
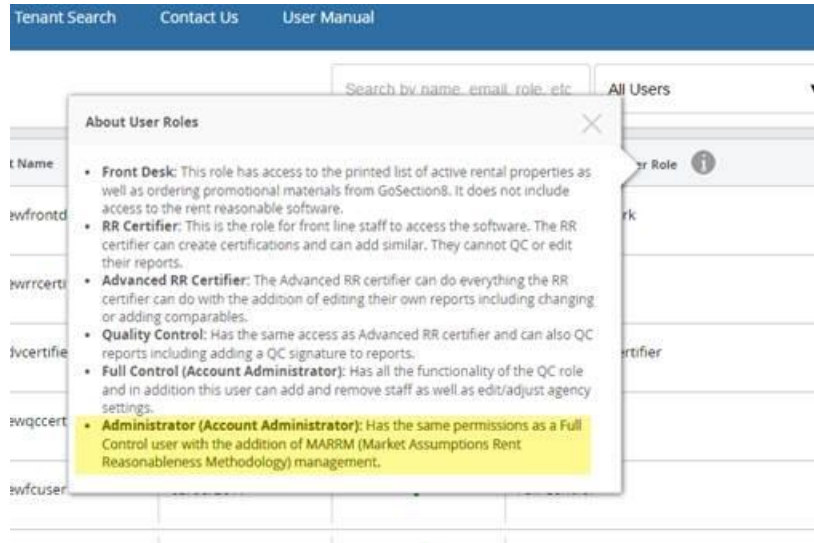
Deactivating Users

To deactivate an existing user, follow the directions above to locate the user you would like to deactivate. Once you locate the user, click the **Deactivate** button on the right side of the row to deactivate the user. This will remove the user from the **Active Users** list.
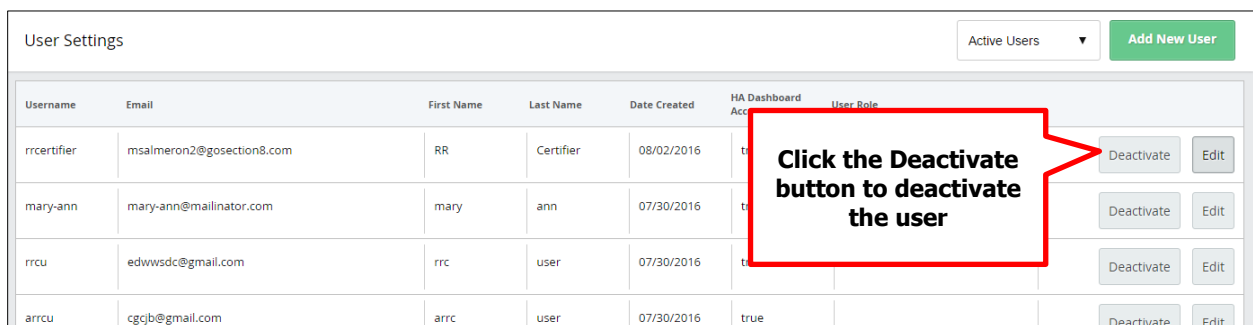
You will receive a notification to confirm that you would like to deactivate the user. Click **Yes** to deactivate the user. Click **No** or the **X** to cancel.

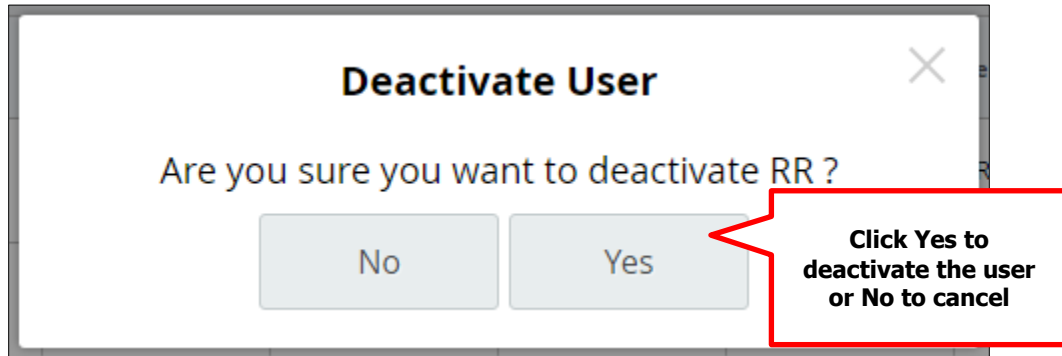Once you have confirmed deactivation, the user will be removed from the **Active Users** list, and placed on the **Deactivated Users** list.

Reactivating a Deactivated User

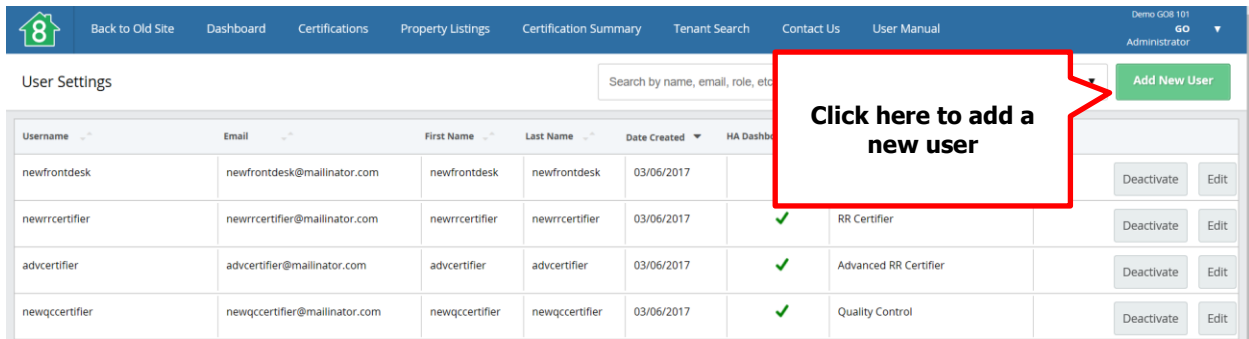To reactivate a user that has been deactivated, use the dropdown menu at the top of the page and select **Deactivated Users** to view the **Deactivated Users** list.

Locate the user you would like to reactivate following the instructions for locating a user above. Once you have located the user, click the **Activate** button on the right side of the row. The user will be active right away and removed from the deactivated list.

Adding New Users

To add a new user, click the green **Add New User** button at the top right of the **Manage Users** block.

A new **Add New User** window will appear. Enter the new user's information into required fields marked with an asterisk by clicking into the field and typing the information. Click the appropriate boxes to indicate whether the user has access to your agency's Dashboard, and click the boxes to indicate the user's role.[10] Click the **X** to cancel.

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[10] You must select at least one role for the user.

Add New User   ✕

USER INFO

Username*

Click in a field and
type to enter
information

Password*

Email*

First Name*

Last Name*

Click to indicate
Dashboard access

☑ HA Dashboard Access

Click to indicate
user role

Settings* ⓘ *Must select at least one role*

☐ Full Control   ☐ Quality Control

☐ Advanced RR Certifier   ☐ RR Certifier

☐ Front Desk / Clerk

Create User

Once you have entered all information into the required fields, scroll down to the bottom of the window and click the **Create User** button. The button will turn from gray to green once all required information has been entered.

The new user will now appear on the **Active Users** list.

Navigating Back to the Old Site

At times there may be features and settings that you may wish to access that are not yet available from the **Dashboard,** which include:

- Changing your agency's default settings
- Defining your agency's jurisdiction
- Setting your agency's payment standards
- Changing the minimum rent
- Managing your market assumptions
- Managing comparables
- Managing family allowances
- Setting your agency's utility schedules

These features are accessible on the **GoSection8.com 1.0 legacy site.** Keep in mind that most of the time the information available here is added by GoSection8 administration during the set-up process, so the majority of users will not need to return to the old site.

Navigating to the GoSection8.com 1.0 Legacy Site

To navigate back to the GoSection8.com legacy site, click the **Back to Old Site** link located on the left side of the blue banner at the top of any page. From there you may access the features listed above.

Returning to the Dashboard from the Legacy Site

To return to the **Dashboard** from GoSection8.com 1.0, click the **New HA Dashboard** link at the bottom of the green column on left side of the page.

Part II: Secondary Features

Using Property Listings

Accessing Property Listings

The **Property Listing** option allows you to view and print a list of rental properties. To access **Property Listings**, click on **Property Listings** in the top navigational menu.

You can also access **Property Listings** from the Dashboard. In the **Available Unit Listings** block, click the green **Property Listings** button.
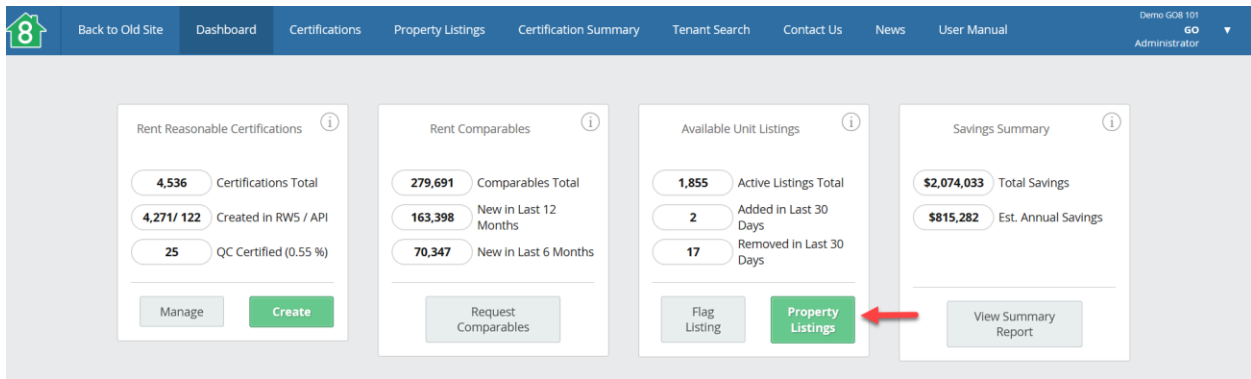
Filtering Property Listings

The **Property Listing** option displays properties in the agency's jurisdiction from the GoSection8.com listing website, where affiliated landlords list their available properties. Properties are listed by **Address, City, Accessibility, Type, Bedrooms** and **Bathrooms, Rent** and **Deposit** amounts, name of **Landlord,** contact **Phone Number, Availability,** and **Estimated Utility Allowance,** and a property description (tagline).

To filter property listings, use the dropdown menus at the top of the page and click the boxes to make selections. You can filter by number of bedrooms (**Beds**), or **City or Neighborhood, # of Days Last Updated, Handicap Accessible, and Opportunity Area.** Once you have made selections, click the **Update Filters** button.

Exporting Listings for Print

Use the export function to export **Property Listings** to either PDF or Excel formats. This can be done either before or after applying filters. To export, click the **Export** dropdown menu and select a format.

After you select your format, the list displays as a new tab in your web browser for printing.

Note: To set up the header and footer text that displays for each exported report, go to the **Export Settings** section under **Managing Agency Settings**.

Flaging Listings

Flag a Listing

In the unlikely event that a bad listing or owner is listed on GoSection8.com, you may flag it for removal. To flag a listing, click the **Flag Listing** button in the **Available Unit Listings** block on the Dashboard.
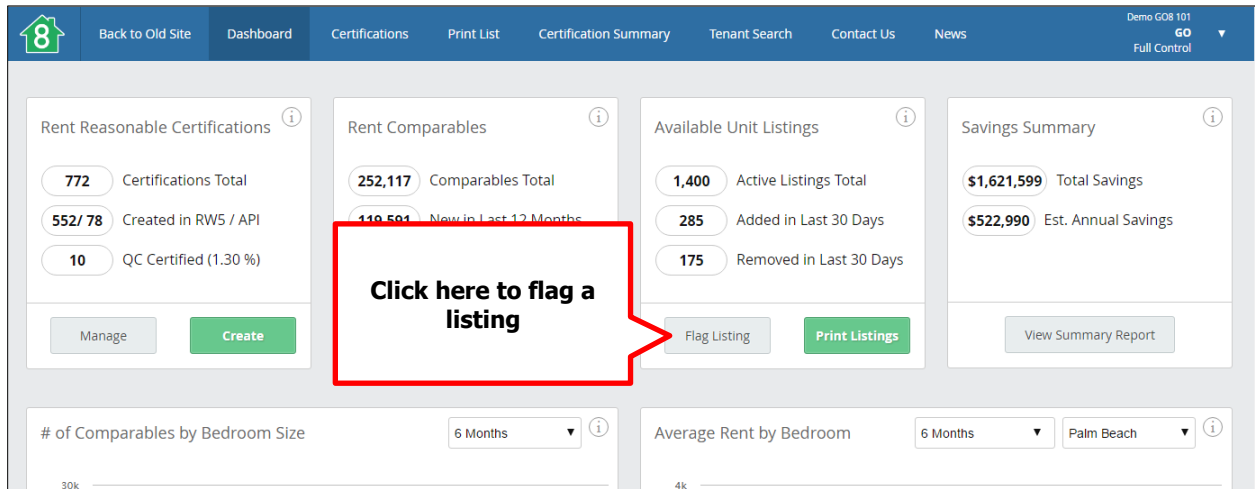
A new window will appear. Enter information as prompted by clicking into the fields and typing, and clicking the appropriate radio button to indicate the reason for removal. Scroll down to see all fields. Click the **X** to cancel.

Click the g[   ]**andlord** button at the bottom of the window to submit your request, and the listing will be sent to GoSection8.com administration for review and removal.

Note that you will not be able to use this button until all fields marked with an asterisk are complete.

Certification Summary

Accessing the Certification Summary Page

The **Certification Summary** page is an overview of the savings that your agency has made using GoSection8.com. To access the Certification Summary page, click the **Certification Summary** tab located in the middle of the blue banner at the top of any page. You can also reach the Certification Summary page by clicking the **View Summary Report** button in the **Savings Summary** block on the top right side of the Dashboard.
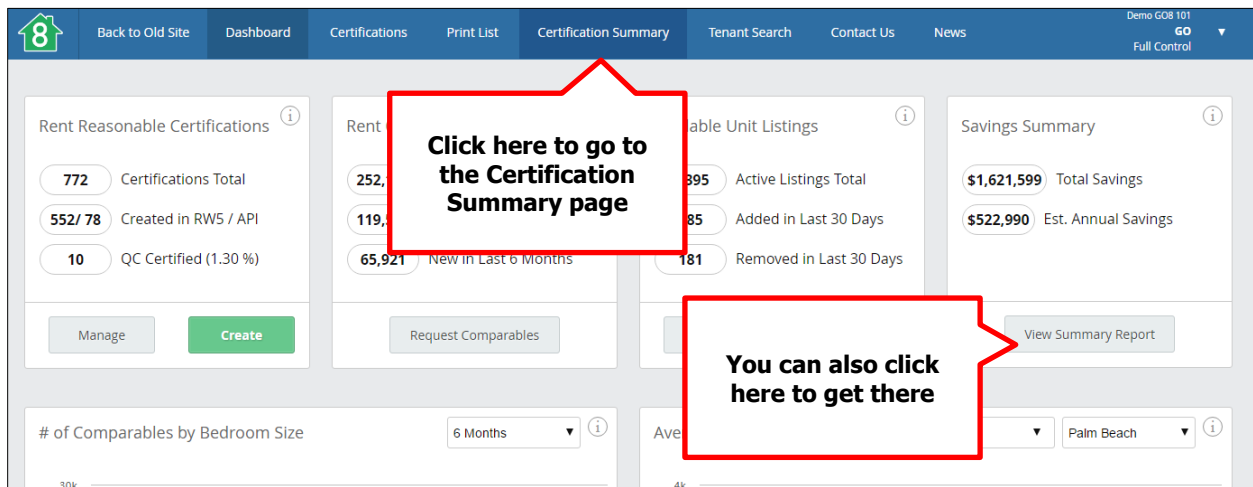
The **Certification Summary** page lists the **Average Requested Rent, Average Approved Rent, Average Savings,** number of certifications (**# of Certs**), **Monthly Savings,** and **Annual Savings** for the agency by **Certifier.**

Certifier	Average Requested Rent	Average Approved Rent	Average Savings	# of Certs	Monthly Savings	Annual Savings
Advanced RR Certifier ARRctest@gosection8.com	$1,500.00	$1,500.00	$0.00	1	$0.00	$0.00
GO Demo msalmeron@gosection8.com	$1,450.05	$1,359.27	$90.77	304	$27,594.11	$331,129.32
GO8 Demo101 msalmeron@gosection8.com	$1,390.69	$1,241.67	$149.02	42	$6,259.00	$75,108.00
Maritza Demo msalmeron@gosection8.com	$5,611.00	$1,111.00	$4,500.00	2	$9,000.00	$108,000.00
Maritza Salmeron msalmeron@gosection8	$1,000.00	$1,000.00	$0.00	1	$0.00	$0.00

Filtering Certification Summary Results

You can filter the list on the **Certifcation Summary** by the **Certifier** and the **Date Range.** To filter by **Certifier,** select the certifier's name from the **Certifier** dropdown menu on the top left of the page.

You can filter by **Date Range** by clicking into the date fields and using the calendar to select a date. Click **Update Date** after entering the range desired.

Note that the default date range on this page is one full year, or 12 months. However, the savings listed in the **Savings Summary** block on the Dashboard are for the current year only (from January of the current year to present).

Exporting Certification Summary Results

Either before or after filtering results on the **Certification Summary** page, you can export the list to either PDF or Excel formats to save or print. Click on the **Export** dropdown menu toward the top middle of the page and select the preferred format.

The exported list will appear as a new tab in your web browser to save or print.

Tenant Searches

Accessing the Tenant Search Page

The **Tenant Search** page lists tenant activity in your agency's jurisdiction. It allows you to see the activity level for tenants and what kinds of properties they have been viewing. To access the **Tenant Search** page, click the **Tenant Search** tab located in the middle-right of the blue banner at the top of any page.
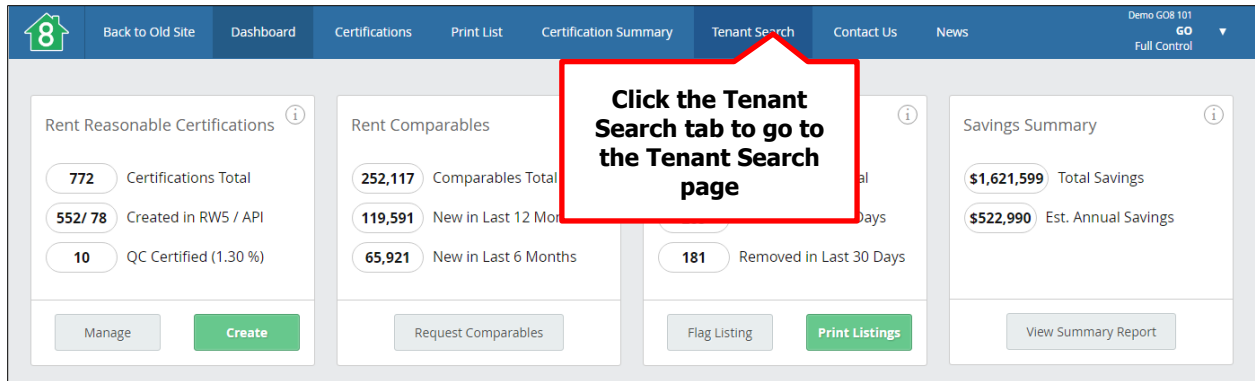
You can also reach the **Tenant Search** page by clicking the blue **Tenant Search** link located in the **Tenant Search Activity in Last 30 Days** block at the bottom right of the Dashboard.

Locating a Specific Tenant to View Activity

On the **Tenant Search** page, tenants are displayed in a list by **Name, Email, Phone, City,** number of bedrooms (**Beds**), **Rent, Move by Date,** and date the tenant was **Last Online.**

To locate a specific tenant, you can filter results by entering a full or partial **Name** or **Email,** or a full **Phone** number into the corresponding fields at the top of the page, then clicking the **Update Search** button. To clear filters, click the **Clear Search** button.

Viewing Recent Tenant Activity

To view activity for a specific tenant, click the **View Recent Activity** button on the right side of the screen in the row corresponding to that particular tenant.

Clicking on the **View Recent Activity** button will bring up a new **Recent Activity** window that provides a breakdown of that specific tenant's search activity using the site. Scroll down to see all information. Click the **X** at the top right at any time to close the window.

The top of the window displays the number of properties viewed in the last 30 days on the left, and a graph of the number of properties viewed in the last 7 days on the right.
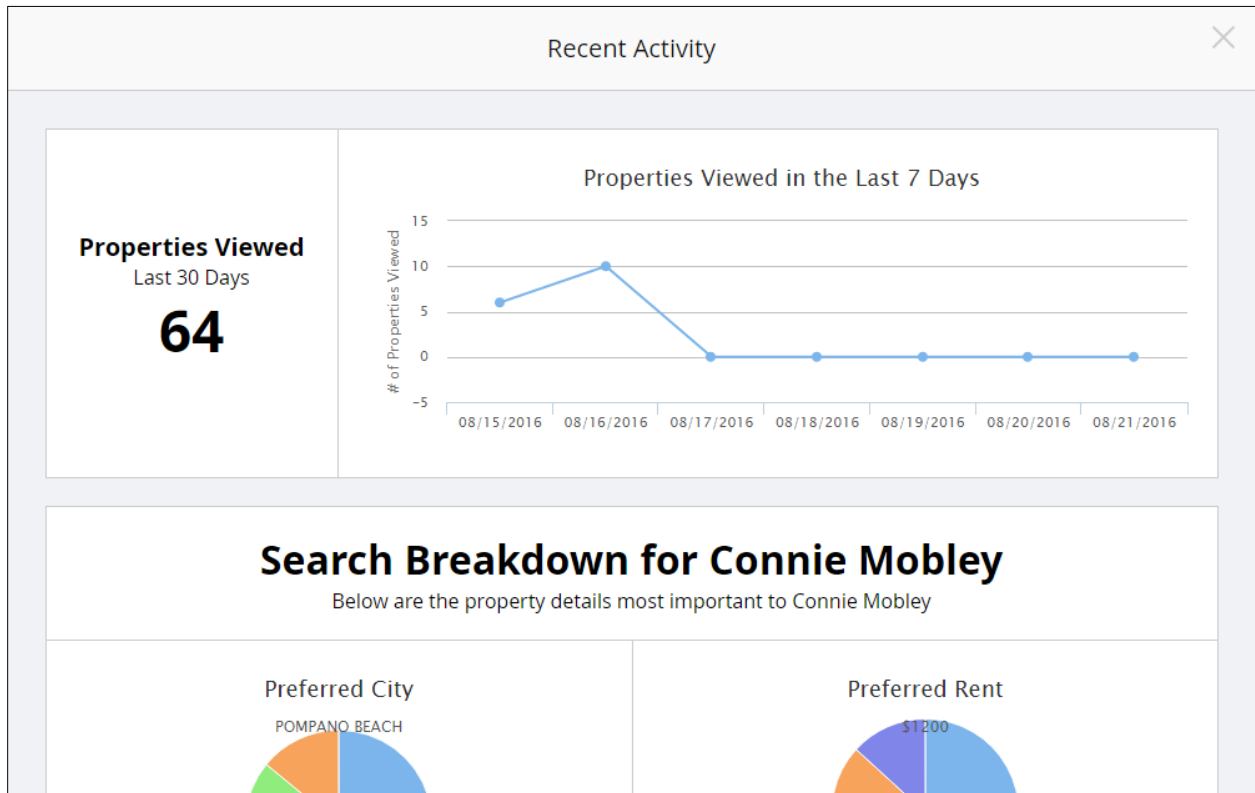
Below the number of properties viewed, two pie charts break down the tenant's preferred search cities and preferred rent amount based on search activity.

Search Breakdown for Connie Mobley
Below are the property details most important to Connie Mobley

Preferred City
POMPANO BEACH

- 40.63% POMPANO BEACH
- 25.00% HOLLYWOOD
- 20.31% FORT LAUDERDALE
- 14.06% LAUDERHILL

Preferred Rent
$1200

- 33.97% $1500
- 18.87% $1400
- 16.98% $1600
- 16.98% $1700
- 13.21% $1300

Preferred Bedrooms
3

Preferred Property Type
House
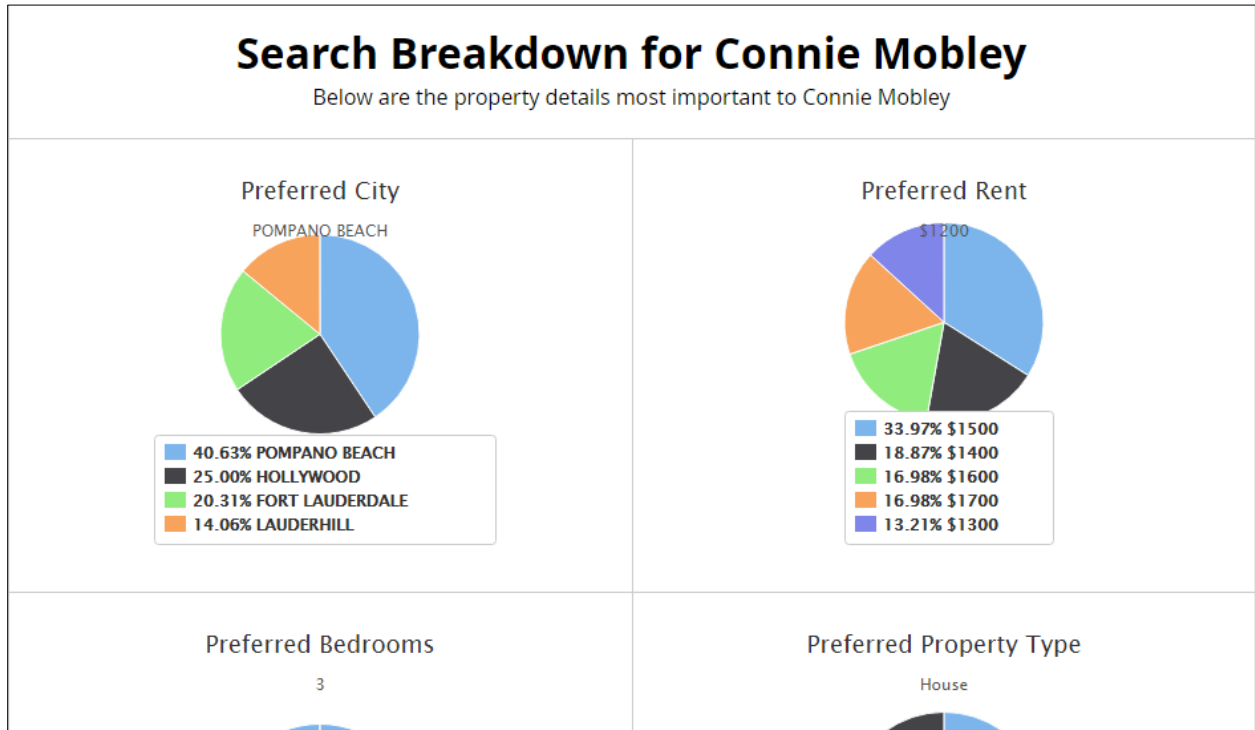
The final two pie charts at the bottom of the window show the tenant's preferred number of bedrooms, and preferred property type based on search activity.

Preferred Bedrooms
3

- 100.00% 3 Bedrooms

Preferred Property Type
House

- 58.93% House
- 41.07% Apt
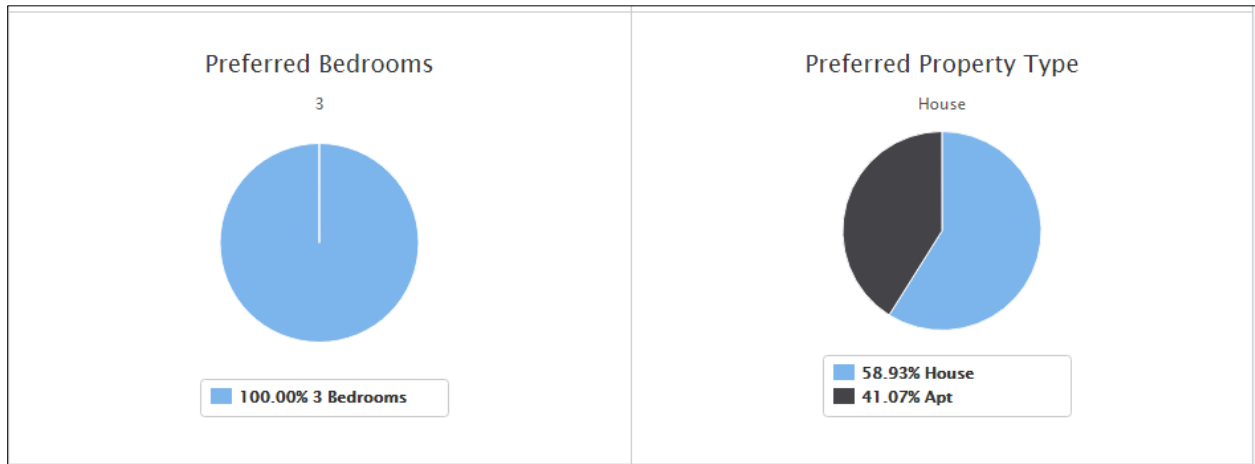
Savings Summary

Understanding the Savings Summary

As discussed in Section 1 of this user manual, the **Savings Summary** block shows how much money the agency has saved in HAP payments using GoSection8 within the current year (January of the current year to present).

There are two dollar amounts listed on the block. <mark>The **Total Savings** is the amount of total savings for the months within the current year. The **Estimated Annual Savings** is an estimate of the amount the agency will save for the year based on current agency activity</mark>.
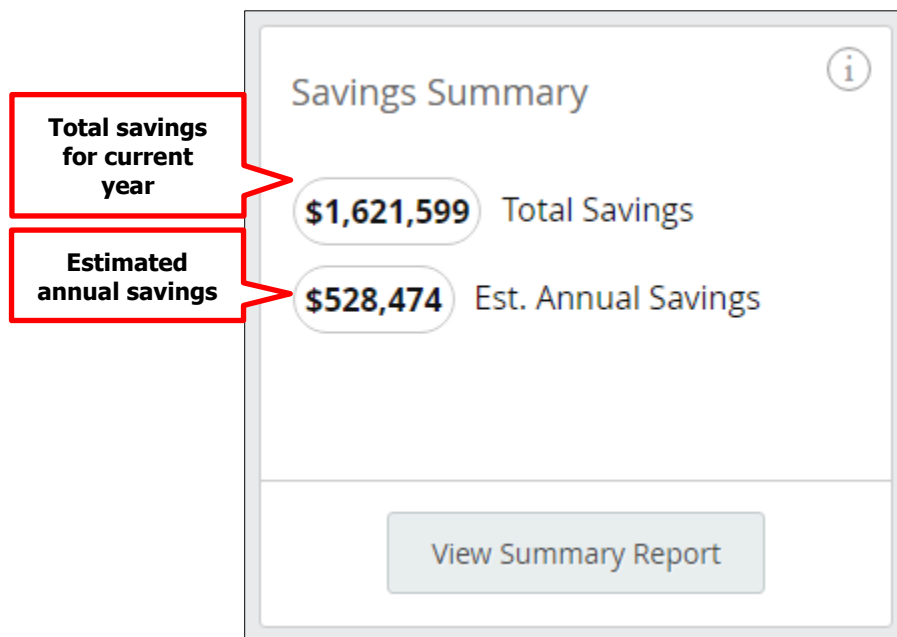
Viewing Additional Savings Details

Clicking on the **View Summary Report** button will navigate you to the **Certification Summary** page, where you can view a more in-depth report of agency savings by certifier or within a specified time frame.
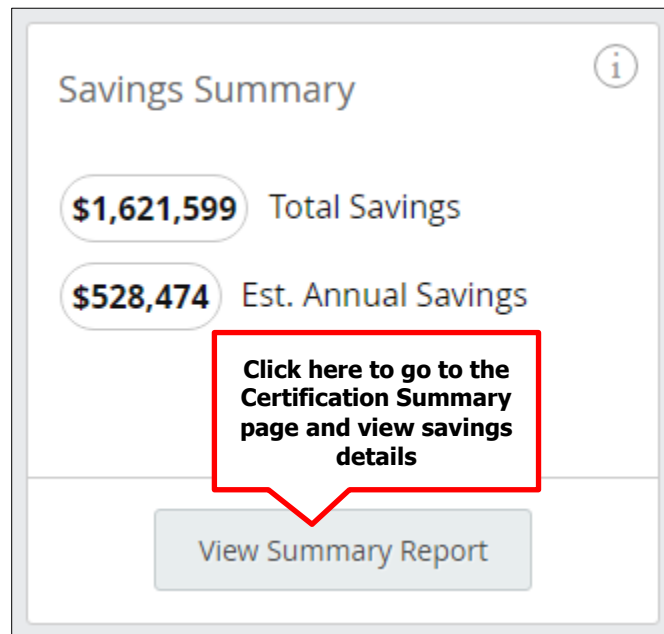
Remember, you can also reach the **Certification Summary** page by clicking on the **Certification Summary** tab located in the middle of the blue banner at the top of any page.
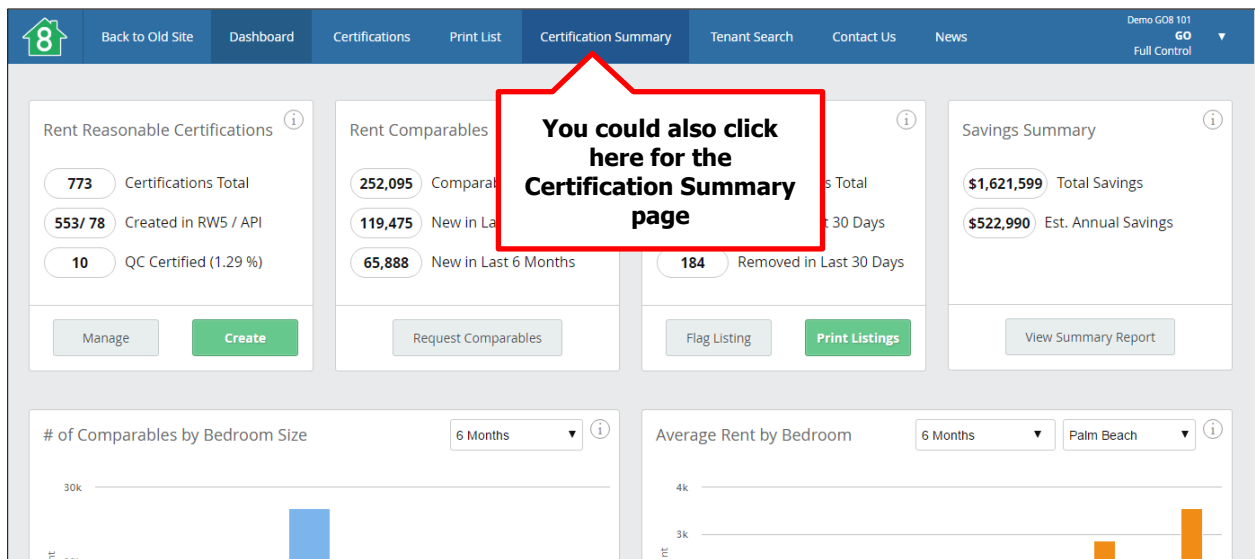
The **Certification Summary** page is discussed in detail in the Certification section of this user manual.

Request Comparables

Requesting Comparables without Submitting a Certification

From the **Rent Comparables** block on the Dashboard, you can request comparables for a property without submitting a certification in RentWatch 5. To request comparables for a property, click the **Request Comparables** button at the bottom of the block.
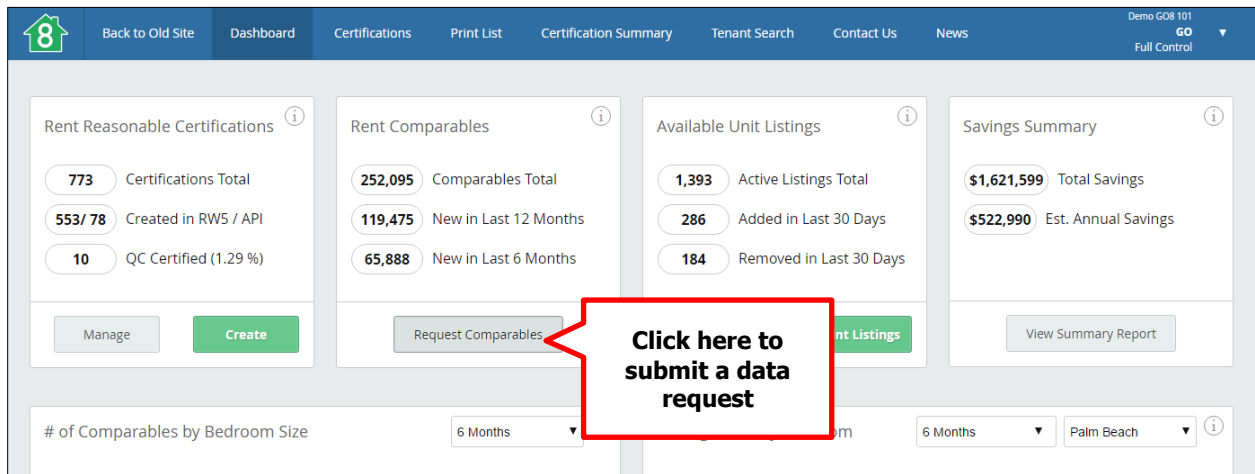
A new **Comparable Data Request** form window will open. Fill out the form by clicking into the fields and typing, and by selecting the property type from the dropdown menu. The **Housing Authority, Full Name,** and **Email** will all autopoulated based on your login information.

Required fields in the form are marked with an asterisk, but filling out fields that are not required can increase the accuracy of the data. The form offers additional tips as well:

> **Tips:**
>
> 1. Before sending in a data request, try expanding your search radius and/or including other similar property types and/or bedroom sizes. The system will make adjustment for each of these items for you.
>
> 2. Request rent rolls from your apartment communities! Send us a rent roll and we will add the data for you.
>
> **Send Data Request**

Click the green **Send Data Request** button at the bottom of the form to submit your request. You will not be able to use this button until all required fields are have been completed.

> **Tips:**
>
> 1. Before sending in a data request, try expanding your search radius and/or including other similar property types and/or bedroom sizes. The system will make adjustment for each of these items for you.
>
> 2. Request rent rolls frent communities! Send us a rent roll ae data for you.
>
> **Click here to submit request**
>
> **Send Data Request**

Data requests are typically turned around within 24 to 48 hours.

Manage Comparables
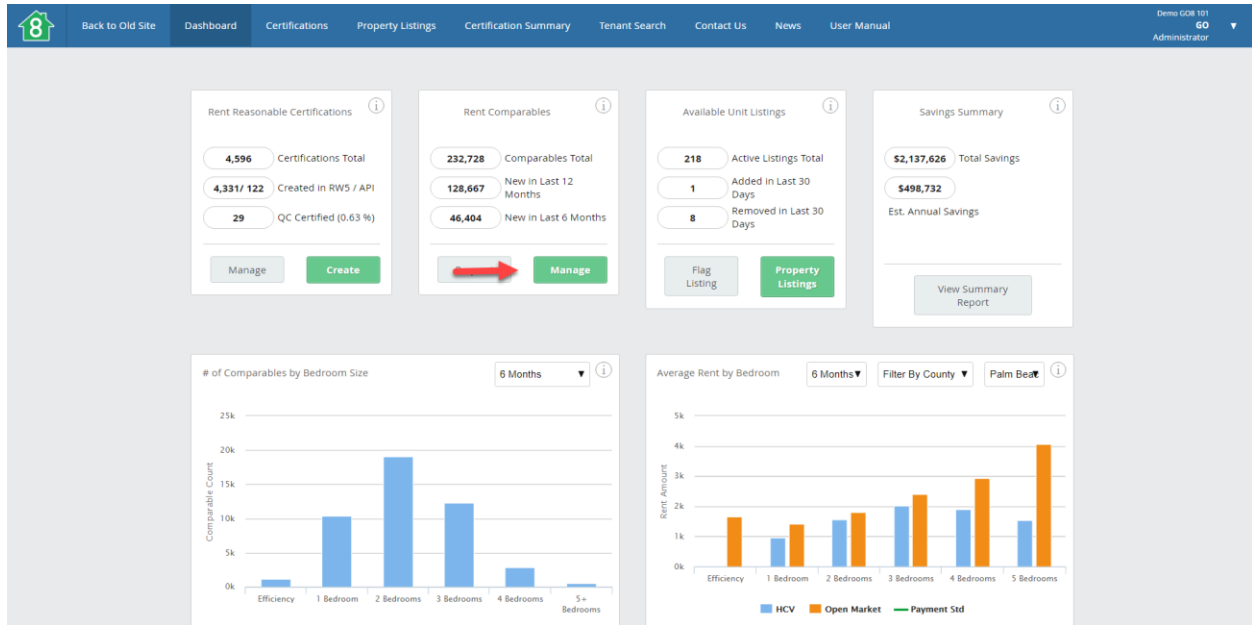
The Manage Comp function allows users to access all comparables in the system regardless of how they have been added. There are four ways a comparable can be added – either by a housing authority, an import process, landlord comparable, or landlord listing. By default, you can access the first 10,000 comps in the system. The page number options at the bottom of the screen allow you to adjust the number of comps viewed per page.

1. To access the Manage Comps screen, click the **Manage** button on the Dashboard.
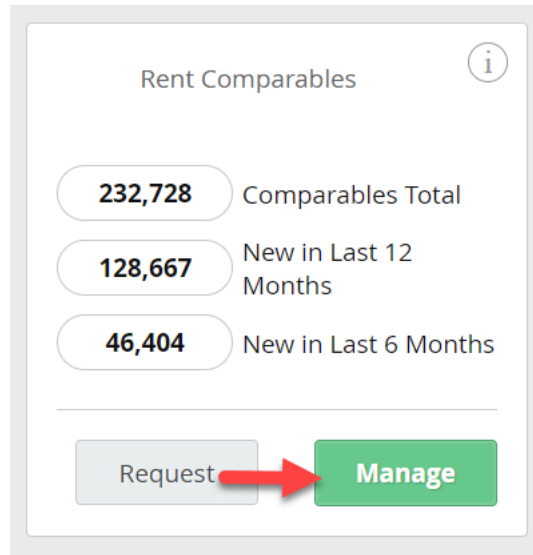
On the **Manage Comparables** screen you can easily view comparable property details such as address, property type, the date it was added into the system, and how it was added. You can also search for a specific comparable using the **Address**, **More Filters,** and **Date Range** fields. You can sort each column (except for Unit #) by clicking on the column header.

- The **Address** field allows you to sift through the comparables that display on the screen. As you type the address your search is narrowed and only the properties that match the address or a portion of it will display.
- The **Date Range** fields automatically default to one year back, so all of the comparables that display will be from up to one year ago.
- The **Add New** button opens the **Add New Comparable** window.

Searching for a Comparable

1. To search by address, enter the property address or a portion of the address in the **Address** field.

   - The filtered search results display on the screen. A message displays at the top and bottom of the screen stating that your search has been narrowed based on what you entered into the **Address** field.
   - The pagination and page number options change as the search results are filtered.

- The **More** button displays if the address entered does not exactly match any of the first 10,000 comps *and* when the displayed results reach less than 25. By clicking on **More,** you can access more comparables from the database.

To search using the search filters, click the **More Filters** dropdown arrow.

The **More Filters** window displays.

You can search using any of the filter options that display. In the next example, **County** is used to search.

1. To search by a specific County, click the **County** dropdown arrow and select a county.

Note: The counties and cities that display in the dropdown are populated based on your jurisdiction.

2. Next, click the **Search** button.

   The comparables located in the selected county display on the **Manage Comps** screen. You can continue to narrow the results by using more filter options and/or the date range fields.

Adding a New Comparable

From the Manage Comparable screen, you can add a new comparable to the system.

1. To add a new comp, click the **Add New** button.

The **Add New Comparable** window displays and is organized into three sections: Property Details, Utilities, and Amenities.

1. In the **Address** field, enter the property address – street name, number and apt number if applicable; once you start typing, address suggestions display and you can select the correct address;
   - or-
   Click the **Enter Manually** link to enter the address into the system.
   An error message displays if the address does not pass validation. You can either search again or correct the address manually. See below.

2. Next, enter the number of **Beds** and **Full Baths** (required fields).
3. In the **Sqft** field, type in the total square footage of the property.

4. In the **Year Built** field, you can enter the year that the property was built.
5. Click the **Property Type** dropdown arrow, and select a property type (required).

Property Type *

Choose... ▼
Choose...
Apartment
Duplex
Low-Rise
High-Rise
House
Mobile Home
Row House
Townhouse/Villa
TriPlex
4 Plex
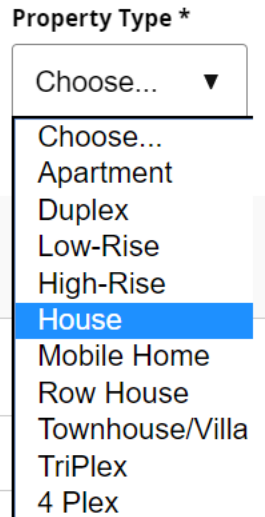
6. If you want to enter the property condition, click the **Quality/Condition** dropdown arrow and select the property condition.

7. In the **Requested Rent** field, enter the monthly rental amount that the landlord is requesting (required).
8. Now, go to the **Utilities** Section.

Utilities

The Utilities section allows you to enter the utilities available at the property and who is responsible for payment (landlord or tenant). All of these fields are required and must be completed.

1. In each field, click the dropdown arrow and select the appropriate utility.
2. Then, for each type of utility, select either owner or tenant – depending on who pays for the service. In the example below, electric is selected for the heating fuel and the tenant is responsible for payment.

3. Once you complete all the **Utilities** fields, go to the Amenities section.

Amenities

The Amenities section allows you to add miscellaneous information about the property - from kitchen appliances to available parking. None of these fields is required but the additional information helps create a good comparable.

1. Select any amenity that is applicable and Click the **Save Comparable** button.

Once you click the **Save Comparable** button, the comp will be added to the database and can be viewed on the **Manage Comps** screen. You can view and/or edit the comparable if necessary.

Editing a Comparable

1. On the **Manage Comparable** screen, find the comparable that you need to edit.

   Note: You can only edit comparables that are added by a housing authority, landlord listing, or landlord comps. You cannot edit a comp that is added by an import process.

2. Click the **Edit** link under the property address.

The **Property Details** window displays where you can make the necessary changes to the comparable.

3. After you enter the information, click the **Save Comparable** button.

Adding a Similar Comparable

The **Add Similar** function allows you to enter a comparable that is similar to one that is already in the system. This feature saves you time as you can use property information that is already entered.

Note: When you click the **Add Similar** link, the **Property Details** window displays where you can adjust the existing information, however the **City**, **State**, and **Zip** fields are grayed out and cannot be edited.

1. To add a similar comparable, click the **Add Similar** link for the comparable that you want to use.

2. On the **Add Similar Comparable** window, enter the property information just like you would if you were adding a new comp. Some fields are required while others are optional. Refer to Adding a New Comparable.

Deleting a Comparable

Comparables can be at any time if necessary. After a delete is complete, the comparable will no longer display on the screen.

1. To delete a comparable, click the Delete option located under the comparable's property address.

A confirmation message displays.

2. If you are sure you want to delete, click **Yes**. If you do not want to delete the comp, click **No** and you will return to the Manage Comps screen.

3. After you add all of the property information, click the **Save Comparable** button.

Contacting GoSection8

How to Contact Us

Contacting GoSection8 is easy—just click on the **Contact Us** tab toward the right side of the blue banner at the top of any page.
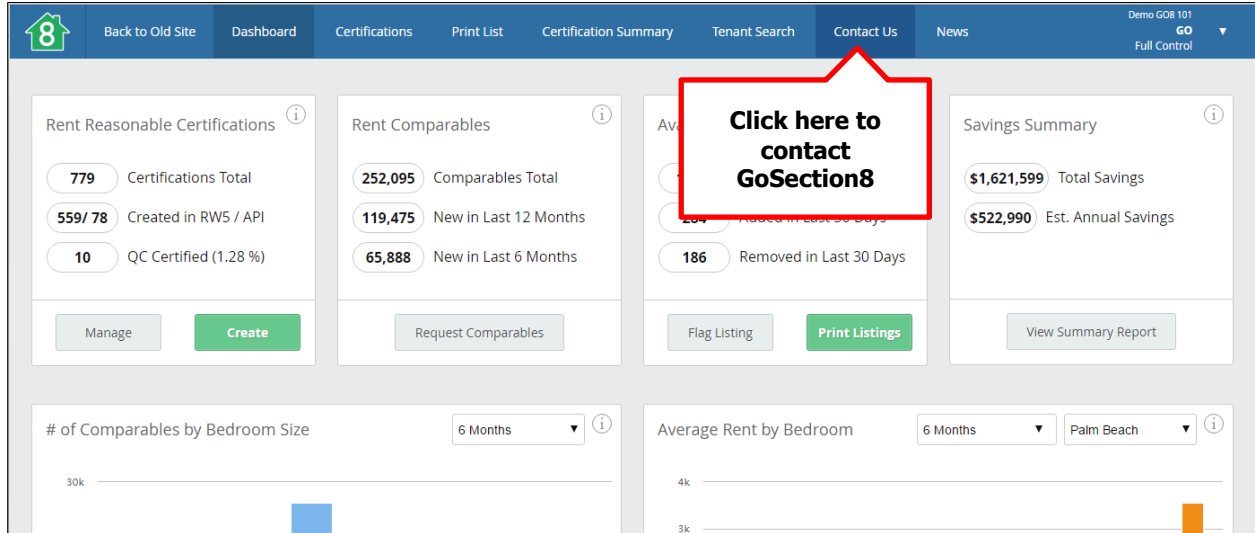
You will be navigated to the **Contact Us** page, where you can find the phone number for GoSection8, and use a form to submit a message.

On the form, the **Housing Authority, First Name** and **Last Name** fields are autopopulated based on your login information. **Housing Authority, First Name, Last Name, Email,** and space for the **Message** are required fields, while **Phone** and **Message Subject** are optional. Click into any field and being typing to fill out the form.

Housing Authority*

Demo GO8 101

First Name*

GO

Last Name*

Demo

Email*

Phone

Click into a field
and type to fill
out form
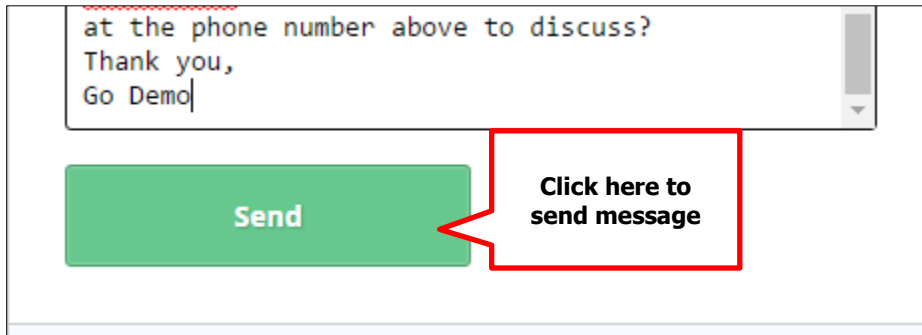
Message Subject

Message*

Once you have filled out all required information on the form, click the green **Send** button to send the message. You will not be able to use this button until all required fields have been completed.

You should receive a response within 24 to 48 hours.

Appendices

Appendix 1: User Permissions Matrix

	Full Control User	Quality Control Certifier	Advanced RR Certifier	RR Certifier	Front Desk User
Can Create Certificate	✓	✓	✓	✓	
Can View Certificate	✓	✓	✓	✓	
Can Edit Certificate	✓	✓	✓		
Can Delete Certificate	✓	✓	✓	✓	
Can Quality Control	✓	✓			
Can Add Similar	✓	✓	✓	✓	
Can View Foreign Certificate[11]	✓	✓	✓	✓	
Can Edit Foreign Certificate	✓	✓			
Can Delete Foreign Certificate	✓	✓			
Can Edit HA Settings	✓				
Can Edit Users	✓				
Can Do Nothing with Certifications					✓

---

[11] A foreign certificate is one not created on RentWatch 5.

Appendix 2: Adjustments

Adjustments[12] are made based on the following factors:

- Size
- Age and condition
- Utilities
- Maintenance
- Amenities
- Parking

Adjustments are **not** made for:

- Location
- Housing type

Size Adjustments

Size adjustments are based on the following factors:

- Number of bedrooms and bathrooms (per agency's individual market assumptions)
- Square footage

The living area differential threshold is different for each agency, and is found in the market assumptions.

Age and Condition Adjustments

For age and condition adjustments:

- The age difference between the comparable and subject must be at least 5 years.
- The newest property must be built within the last 5 years.
- When the **comparable is newer** than the subject property, 10% is deducted when the property is 0-2 years old, 5% when it is 3-4 years old, and 2.5% is deducted when it is 5 years old.
- When the **subject property is newer** than the comparable, 10% is added when the property is 0-2 years old, 5% when it is 3-4 years old, and 2.5% is added when it is 5 years old.
- When the property is in excellent condition, 10% is added.
- When the property is in above average condition, 5% is added.
- When the property is in average condition, 0% is added.
- When the property is in fair condition, 5% is deducted.
- When the property is in poor condition, 10% is deducted.

Utility Adjustments

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[12] If the subject property is inferior to the comparable, the adjustment will be negative. If the comparable is inferior to that of the subject, the adjustment will be positive.

Utility and other electrical adjustments are based on an agency's individual utility schedule.

- Microwaves, ranges and refrigerators are included in other electrical adjustments if amenities include them.
- Heating and cooling system adjustments are based on an agency's individual market assumptions.
- If sewer is "unknown" and owner-paid and the comparable is "unknown" and tenant-paid (or comp is owner-paid and subject is tenant-paid), an adjustment is made for sewer.
- If water is "unknown" and owner-paid and the comparable is "unknown" and tenant-paid (or comp is owner-paid and subject is tenant-paid), an adjustment is made for water.

Maintenance, Amenity, and Parking Adjustments

Maintenance, amenity, and parking adjustments are based on an agency's individual market assumptions.

Glossary of Terms

Active Listing: A listing for a property that is currently active in the agency's jurisdiction.

Active User: A user of GoSection8.com that is currently active and able to use the system to the degree permitted under the user's role.

Add Similar: The feature of GoSection8.com that allows permitted users to add a similar certification for a property when a previous certification for that property has been completed and the agency's settings have not been changed significantly since that last certification.

Address Verification: A tab in the Overview section of the Property Details block on the Property Details page in RentWatch 5. The tab displays information as to whether the subject property's address has been verified and confirmed.

Adjusted Rent Reasonable Range: The dollar amount range in which rent for a property is considered reasonable. It is adjusted based on agency settings.

Adjustments: Positive or negative adjustments between a subject property and comparable properties that help to enhance the accuracy of the comparison. Adjustments are based on factors such as property size, age, condition, utilities, amenities, and parking.

Advanced Rent Reasonable (RR) Certifier: A user role that permits the creation, viewing, editing, and deletion of current certificates, and the viewing of foreign certificates created in RentWatch 5.

Agency Name User Activity (Manage Users) Block: The block on the Dashboard that shows an overview of information on recent user activity for the agency, in addition to providing access to more detailed user activity information via the Manager Users link.

Agency Settings: Settings in GoSection8.com where the agency can select the date range for selecting comparables, the auto selection limit for the number of comparables selected, and what amount to approve rent equal to.

Amenities Block: The block on the Property Details page in RentWatch 5 where amenities for the subject property are listed and selected as part of the certification process. Amenities can be autopopulated where prior certifications exist and edited if updates are required.

Annual Adjusted Income: A program participant's annual income after all deductions and allowances have been made.

Annual Gross Income: A program participant's total annual income before deductions and allowances.

Approve Rent Equal To: The amount (i.e., low, average, median, or high) that the agency specifies in the Agency Settings at which the Estimated Market Rent will appear in RentWatch 5.

Approved Rent: The amount of rent that is approved by GoSection8 based on a rent reasonableness certification completed in RentWatch 5.

Auto Selection Limit: The number of comparables the agency elects to have considered and displayed in rent reasonableness certifications completed in RentWatch 5 accessible through the Agency Settings.

Autopopulate: Automatic population of editable fields in GoSection8 based on identifying information of the user signed in to the system.

Average Rent by Bedroom Block: A block on the Dashboard consisting of a graph that displays the average approved rent of HCV units by bedroom size compared to open market (non-assisted) units as well as the payment standard.

Available Unit Listings Block: A block on the Dashboard displaying the total active listings in the agency's jurisdiction, the number added in the last 30 days, and the number removed in the last 30 days. The block provides access to the Flag Listing feature as well as the Print List via buttons located at the bottom of the block.

Back to Old Site: A link located in the blue banner displayed at the top of any page on GoSection8.com that navigates the user back to the legacy website in order to access features that may not yet be available on the Dashboard.

Calculate HAP: A checkbox in the Family Details block of the Property Details page in RentWatch 5 that allows users to calculate the family's housing assistance payment based on their income information as part of the rent reasonableness certification process.

Certification Summary Page: The page on GoSection8.com that provides detailed information on the savings that the agency has made using GoSection8 within a specified date range.

Certifications Page: The page on GoSection8.com that allows users to manage certifications created in RentWatch 5 and on the legacy website.

Chart Tab: The chart on the Map page in RentWatch 5 that displays the number of units by average rent amount in the city, county, and specified radius on the map.

Comp Card: For comparables listed on the Summary page in RentWatch 5, the Comp Card contains all of the information about the comparable property in one place.

Comparable/Comp: A property that is credibly similar enough to a subject property to compare for rent reasonableness certification purposes.

Compare Form: A page that contains all of the information for a subject property and comparable properties used for reviewing and approving rent reasonableness certifications.

Completed: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has been completed for a subject property and is ready to be reviewed and approved.

Contact Us Page: The page on GoSection8.com where users can find the phone number for GoSection8 and submit a message to GoSection8 for assistance.

Contract Type: When selecting the option to calculate HAP in RentWatch 5, the Contract Type will be indicated as either a new contract or a rent adjustment for an existing contract.

Credibility: In a rent reasonableness certification, a comparable unit to market comparison score that provides some insight into the reasonableness of a comparable unit's list price.

Dashboard: The main page of the GoSection8 website made up of blocks that provide general information and act as launch pads to the various features of the site.

Data Request: A request for data on comparables for a property that can be submitted to GoSection8 without completing a certification. The feature is accessible using a button at the bottom of the Rent Comparables block on the Dashboard.

Deactivated Users: Former users of GoSection8 that have been deactivated and as such no longer have access to the system.

Digital Signature: An electronic signature for certifications completed in RentWatch 5 hard coded from the login information of the user that acts as a stand-in for an in-person signature.

Estimated Annual Savings: An estimate of the dollar amount that the agency is expected to save during the calendar year based on current agency activity.

Estimated Market Rent: The estimated amount of rent for a subject property on the private, unassisted market based on comparable properties in the area.

Export: The process through which lists on GoSection8.com are converted to printable files in PDF and Microsoft Excel file formats.

Family Details: On the Subject Property Details page in RentWatch 5, the Family Details consist of the family's name, number of bedrooms on the voucher (Voucher Beds), and

the client reference, if any. If the agency elects to calculate HAP, the income information for the family would be included there as well.

Flag Listing: A feature of GoSection8.com accessible through the Available Unit Listings block on the Dashboard that allows users to report a bad owner or listing for removal from the site.

Front Desk User: A user role for GoSection8.com that does not have any certification-related permissions for the site.

Full Control User: A user role for GoSection8.com that has access to every feature of the site with reference to managing certifications and settings.

HAP: The housing assistance payment that the agency makes on behalf of participant families to owners of housing who rent to these families.

Jurisdiction: The geographical area in which the agency has authority under state and local law to administer assisted housing programs such as the Housing Choice Voucher program.

Legacy Site: The version of GoSection8.com (version 1.0) that existed prior to the new HA Dashboard version.

List Tab: On the Summary page in RentWatch 5, the List Tab lists the number of comparables autoselected by the agency along with their corresponding information and similarity/credibility ratings. The list also shows possibilities for alternate comparables that have not been selected.

Local Market Analysis: A graph on the PDF report for a rent reasonableness certification illustrating the median and average rents for cities within the subject property's area in relation to the asking rent and agency's payment standard.

Map Page: Accessible from the Summary page in RentWatch 5, the Map page launches when the user clicks the View More Comparables button. It provides various tools to aid users in

adding or removing comparables in a certification through the use of an area map, a comparables list, and a chart.

Market Assumptions: On the GoSection8.com legacy site, market assumptions are the default settings on the appraisal form under the Rent Reasonableness tab.

Max Rent Allowed: This is the maximum rent that the system will allow based on the rent reasonableness range as it relates to the participant's income when calculating HAP.

Minimum Rent: An amount zero to 50 dollars the agency selects as the minimum possible amount that families participating in the voucher program would be required to pay based on their income.

Move by Date: The date by which a participant family would be required to move based on the expiration date of the voucher issued to them.

News Window: A window that appears at sign-in showing site-related news that has occurred since the user last signed in. It is also accessible by clicking the News link in the blue banner at the top of any page.

Number (#) of Comparables by Bedroom Size Block: A graph on the Dashboard showing the comparable count by bedroom size. The number is updated every day and based on a specified timeframe.

Parking Type: The type of parking available at a property (e.g., 1, 2, or 3 car garage, 1 or 2 covered spaces, etc.).

PDF Report: The report in PDF file format generated by RentWatch 5 for a rent reasonableness certification.

Permissions: The level of access a particular user role has to the features of GoSection8.com, particularly as they relate to certifications.

Previous Certifications: Certifications that have previously been completed for a particular subject property, allowing the system to use

certain information to help complete a current certification.

Property Listing: A feature of GoSection8.com that allows users to view and print a list of rental properties.

Property Details: Information about a property that normally includes address, number of bedrooms and bathrooms, square footage, year built, property type, and quality and condition, if known.

Property Details Block: The information block that users must complete in the Subject Property Details form in Step 1 of submitting an application in RentWatch 5. The block includes details about the property, in addition to fields for the applicable utility schedule and requested rent.

Property Type: The type of unit that a subject property or comparable property is categorized as (e.g., house, apartment, high-rise, etc.).

QC Certified: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has been completed, reviewed and approved, and quality control certified by a QC Certifier.

QC Certifier: A user role for GoSection8.com that has the ability to quality control certify certifications, in addition to having access to every feature of the site with reference to managing certifications. The QC Certifier does not have access to agency and user settings.

Quality/Condition: A rating system for rent reasonableness certifications in RentWatch 5 that adjusts the rent by a percentage based on the condition of the property. Unknown does nothing, poor condition deducts 10 percent, fair deducts 5 percent, average does nothing, above average adds 5 percent, and excellent adds 10 percent.

Reconciliation: The final step in the review and approval process for rent reasonableness certifications in which any final changes are made and the Compare Form is digitally signed and submitted.

Rent Comparables Block: A block on the Dashboard displaying how many rental comparables are being added in the agency's jurisdiction.

Rent Reasonableness Certification: A document that establishes that a potential HCV unit's rent is comparable (or reasonable) to rent of unassisted units on the private market.

Rent Reasonableness (RR) Certifer: A user role for GoSection8.com that has the ability to create, view, and delete certifications, in addition to adding similar certifications and viewing foreign certifications in RentWatch 5.

Rent Reasonable Certifications Block: A block on the Dashboard displaying the total number of certifications using RentWatch 5, as well as the API.

Rent Reasonable Valuation: The breakdown on the PDF Report showing the reasoning behind why rent was determined to be reasonable in a particular certification.

Rent Reasonableness: The concept that rent to an owner should not be more than rent charged for comparable units in the private, unassisted market, or for comparable unassisted units in the same premises.

RentWatch 5: The application on GoSection8.com used to determine reasonable rent and perform rent reasonableness certifications.

Request Comparables: The button accessible from the Rent Comparables block on the Dashboard that allows users to submit data requests.

Requested Rent: The amount of rent a family is requesting from the agency in order to find a suitable unit for their voucher size.

Review and Approve: The process by which full control users can review certifications completed in RentWatch 5 and approve them.

Savings Summary: A block on the Dashboard displaying the amount of money the agency has saved in HAP payments using GoSection8 in the current year (January to present).

Selected Comparables: The comparables that have been selected for use in RentWatch 5 to compare to the subject property in rent reasonableness certifications. These can be comparables autoselected by GoSection8, or manually selected by the user.

Selected Comparables Block: On the Summary page in RentWatch 5, this block shows the comparables that are currently selected for use in the rent reasonableness certification.

Similarity: The percent to which a comparable property is similar to the subject property.

Subject Card: On the Compare Form, a card similar to the Comp Card that displays the property details, location, adjustments, utilities, and amenities for a property. It is accessible by clicking the Property Details link for the property at the top of the column.

Subject Property: The property that a family is interested in leasing for which a rent reasonableness certification is being completed.

Subject Property Block: On the Summary page in RentWatch 5, the Subject Property Block displays the property address and other essential property information, such as the requested rent, the number of bedrooms and bathrooms, the property type, the square footage, and the year built.

Summary Page: In RentWatch 5, this page is used to complete Step 2 in a rent reasonableness certification.

Tenant Search Activity in Last 30 Days (Tenant Search) Block: A block on the Dashboard that displays the tenant search activity on GoSection8.com in the agency's jurisdiction. It is a graph that shows the number of property views by bedroom size within the last 30 days.

Tenant Search Page: A page on GoSection8.com that provides detailed activity on tenants in the agency's jurisdiction. Users can locate and track activity for specific tenants and search within a specified date range.

Total Savings: On the Savings Summary block on the Dashboard, the amount of total savings made using GoSection8 for the months within the current year (January to present).

Unselected Comparables: On the Map page in RentWatch 5, additional comparables listed that may be suitable for use in the rent reasonableness certification but are currently not selected for comparison.

User Role: The role that a user of GoSection8.com is assigned that defines the level of access to the site's features.

Utility Schedule: An agency-defined comprehensive chart (or schedule) of the dollar amount an average family would spend on utilities for a certain bedroom size for a specified type of unit, using a specified type of energy (e.g., gas or electric).

User Settings: The page on GoSection8.com that allows Full Control users to adjust the roles and permissions for other users of the site.

Voucher Beds: The number of bedrooms listed on the participant family's voucher.

Voucher Type: When calculating HAP in RentWatch 5, users can select the type of voucher the family is using (e.g., regular, project-based, or shared unit).

View PDF: A dropdown menu for each certification on the Certifications page used for

performing a variety of tasks for a particular certification.

Work In Progress: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has not yet been completed.

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