

FREQUENTLY ASKED SHIP QUESTIONS

State Housing Initiatives Partnership Program

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QUESTION: We have a question about a potential manufactured home repair client. Although we can verify that this client's unit was built in 1994, we cannot verify which month. Eligibility rules require that such a unit be built after June 1994 to receive SHIP assistance, but we cannot find any information to verify the manufacture date by month like we typically would. Do you have any suggestions on how to proceed in this situation?

ANSWER: You cannot provide assistance unless you can document that the manufactured home was built in June 1994 or later. The improved HUD standards that started in June 1994 require a data plate which is often located in a closet or inside a kitchen cabinet door of the unit. This data plate is an 8.5 by 11 piece of paper that includes the construction date along with a list of appliances, roof loading specifications, the wind zone that the home was built to, the engineering firm involved, the serial number and more.



You might not be able to locate this documentation. This unit is almost 30 years old. While the SHIP statutory eligible housing definition does allow for repairing a

1994 unit built to the HUD standards, some communities have questioned if repairing an old unit is anything more than a Band-Aid for a unit that should be replaced. They limit repairs to manufactured housing built in 2000 or some other more recent year. SHIP communities may update the eligible housing definition with a local standard.

Those who own older manufactured homes still need assistance even if they are not eligible for SHIP rehabilitation. They often have limited incomes and cannot benefit from a local purchase assistance program. The solution may be a replacement housing strategy, an expensive option and one that you may be able to offer only to a few households each year.

QUESTION: Many applicants are using virtual accounts like Venmo, Cash App, Zelle, Google Pay, Apple Pay, PayPal, Samsung Pay, Square Cash, Xoom, and Facebook Pay. How do we document these accounts as part of the income verification process?

ANSWER: First seek to identify new annual sources of income and second ask questions about the Cash App as an asset.

1. Step 1 - Income Questions about Cash Apps: The local government must determine if money going into the Cash App account is a newly identified source of annual income not yet reported by the applicant. The applicant fills out an 'explanation of deposits' form for every deposit of \$100 or more. If these deposits are gifts or repayments between friends, then the explanation on this form is sufficient. However, if it is business income, then the applicant must provide a profit and loss for the business. In January 2022, HUD issued guidance on this topic stating that these transfers do not need to be verified: <https://www.hudexchange.info/faqs/programs/housing-choice-voucher-program/calculating-income-rent-housing-assistance-payments/income-inclusions-and-exclusions/are-phas-required-to-use-form-hud-9886-to-verify-deposits/>
2. Step 2 - Asset Questions about Cash Apps: Treat these virtual accounts like savings accounts. The asset's value is the end balance on the most current statement. However, unlike savings accounts, cash apps often do not offer a rate of return and so the 'income from the asset' is \$0. Obtain a screenshot of the applicant's account profile page which provides account identification. Also get screenshots that show transactions within the most recent month, which serve as the equivalent of a current statement. Here is guidance on finding this data in specific apps:
 - For Cash App, the user selects Profile, then Documents, then Account Statements. The user will select the month from the statement menu. This can be emailed to the intake staff for documentation.
 - For Venmo: On the website, the user logs into the account and selects Statements on the left-hand side. The user may select the month under Account History, download it as a CSV file, and email it to intake staff for documentation.

COMING SOON
**MAKING THE SHIP PROGRAM
 MARKET RESPONSIVE**

PUBLICATION ALERT

Our newest publication is almost complete. It provides best practices for how local governments may build flexibility within their SHIP strategies and other programs to quickly respond to shifting market conditions.

Learn how to use valuable subsidy to maximize the affordable units being built in your community. This publication examines SHIP administrative topics such as cost escalation and setting maximum purchase prices.



QUESTION: I am reviewing recently closed files as I prepare for a SHIP monitoring visit. Most of the files have double sources of income from a verification of employment (VOE) and pay stubs. Will the SHIP monitor double calculate the household's income based on the VOE as well as the pay stubs? Does the monitor use the higher of the two calculations?

ANSWER: Strive to collect only one source of income verification in future files. You are asking about files that have already been closed out, however, so do not remove anything from them. Yes, the SHIP Monitor will calculate the household's income based on both sources of income. The household's income on the residential income certification (RIC) should reflect the higher of the two calculations. Here is more guidance when the sole source of employment income verification comes from pay stubs. Set a local policy about the amount of pay stubs to collect. Collect pay stubs for the most recent two-month period, for example. Calculate an average wage based on these pay stubs and use it to estimate annual job income.

It is important to address the topic of tax returns, which may also be a source of income. Tax returns must only be collected when a household member is self-employed. In such cases, only use the tax return to help estimate future self-employment income, not overall household income.

The Residential Rehabilitation Guide has been updated and is available at <https://flhousing.org/publications/>. This publication is a tool to be used by SHIP Administrators, sponsors, and partners as a guide for selecting and collaborating with Contractors under a SHIP Rehabilitation Program. It offers an overview of SHIP rehabilitation program design, administration, and operation.

The guide also provides customizable templates to create policies, procedures, forms, and rehab guidelines. Best practices are included for recruiting, selecting, and working with contractors; conducting inspections; preparing work write-ups; and creating rehabilitation standards that incorporate elements of green building, universal design/visibility, and disaster mitigation in rehabilitation activities.



MICHAEL CHANEY is a Technical Advisor for the Florida Housing Coalition with 27 years of experience providing technical assistance. Chaney co-wrote the Coalition's Disaster Preparedness Manual and has assisted the statewide network of SHIP administrators with disaster response. Michael has offered foreclosure prevention training and has served as a Neighborworks instructor for Florida-based 5-day certification trainings for housing counselors. Mr. Chaney holds a bachelor's degree from Loyola University in New Orleans and a Master of Social Work Administration from Florida State University, where he has served as an adjunct faculty member of the housing department.