THOMAS Compliance Guide

Multifamily Programs Division

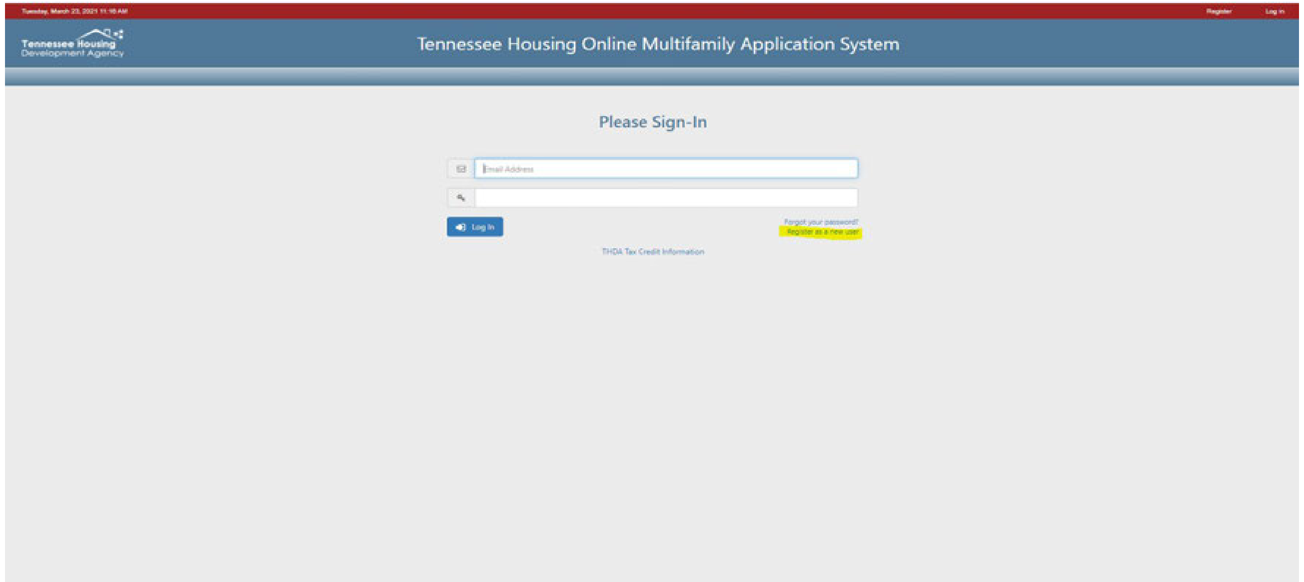
Updated October 20, 2021

THOMAS Access

- Go to resources.thda.org.
- Click on THOMAS (Tennessee Housing Online Multifamily Application System).

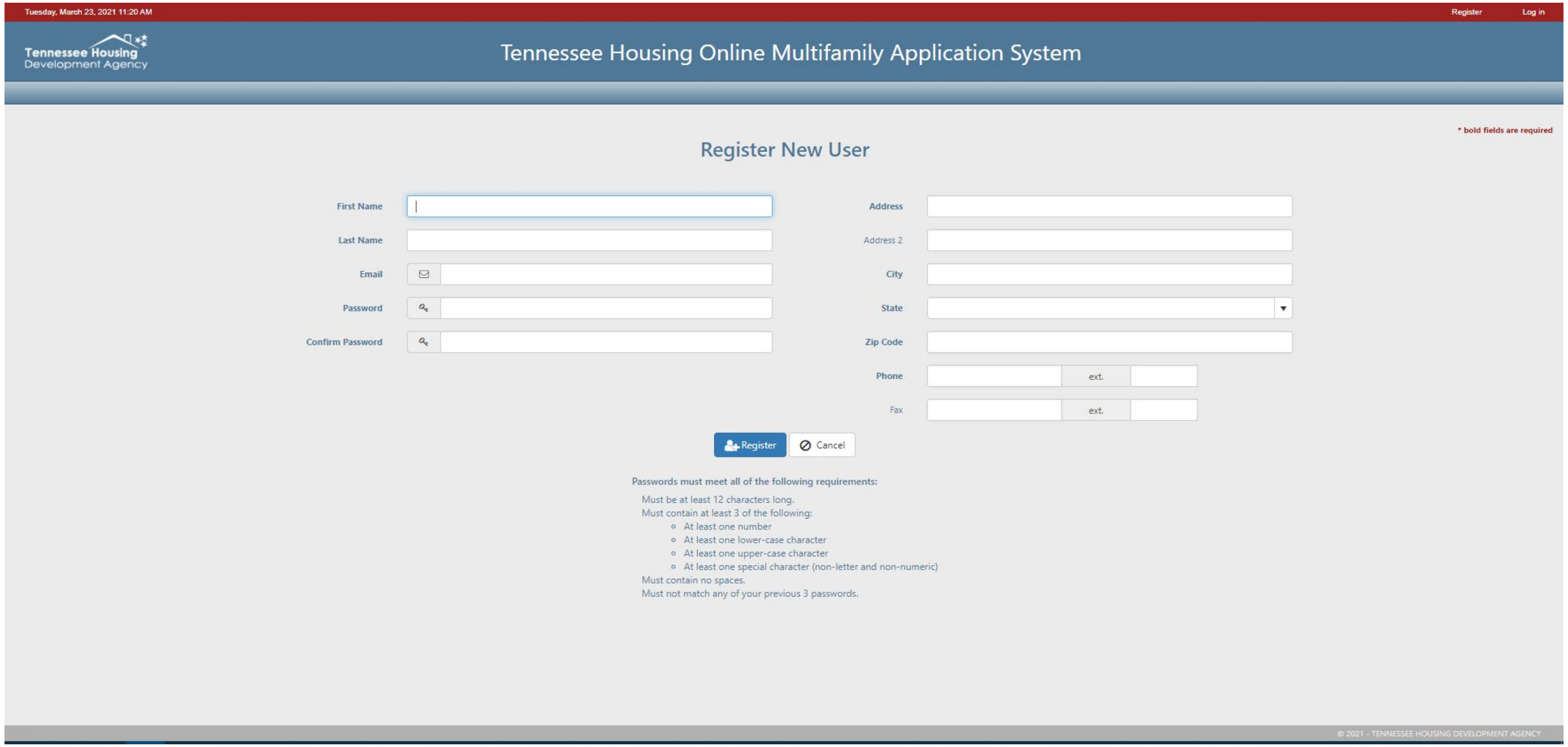
Registration

- If you have already registered for a THOMAS account, you do not need to register again; go directly to page 6, How to Request Access to a Property.
- Register as a new user by clicking the Register as a New User link in the lower right of the screen.



Registration (Continued)

- A new page will appear. Fill in your information and click Register.

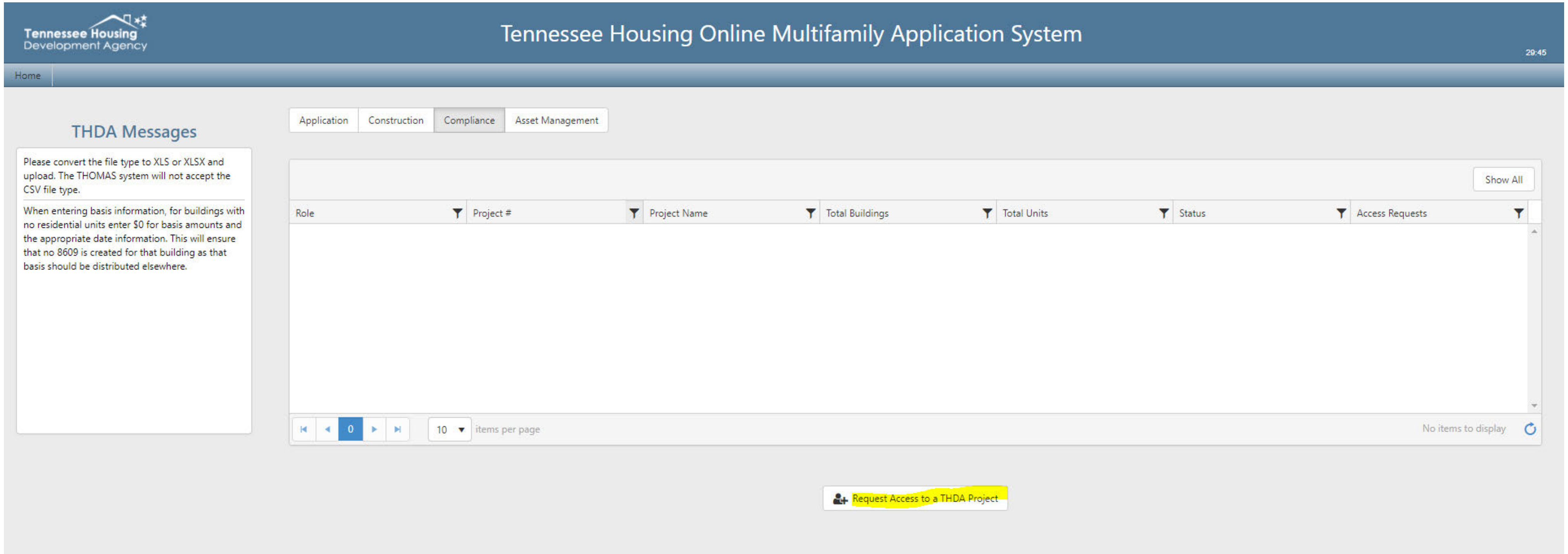


Registration (Continued)

- Once you complete your registration information, your registration will need to be confirmed via an email sent to the email address you listed. Please make sure to check your junk/spam folder as some registration confirmations may be sent there.

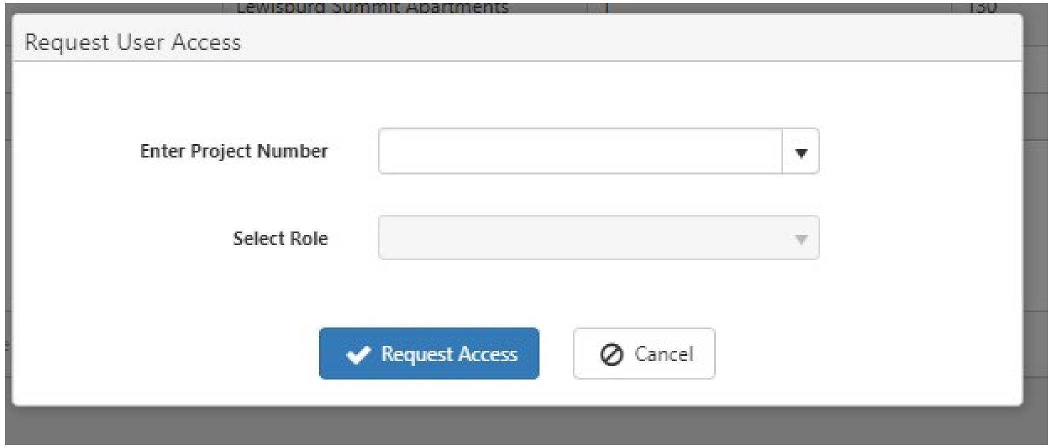
Requesting Access to a Property

- Click on the Request Access to a THDA Project button at the bottom of the page.



Requesting Access to a Property (Continued)

- A box will pop up. You will enter the property's award number and then select a role.
- The role options are Owner Admin, Compliance Admin, Compliance Editor, Consultant, Asset Management Editor, and Read-Only.



Roles

- The Owner Admin is the only user that will be approved by THDA. All other user categories, except for Compliance Editor, must be approved by the Owner Admin.
- Compliance Editors can be approved by the Compliance Admin.
- Please see the table below to determine which role you would like to select.

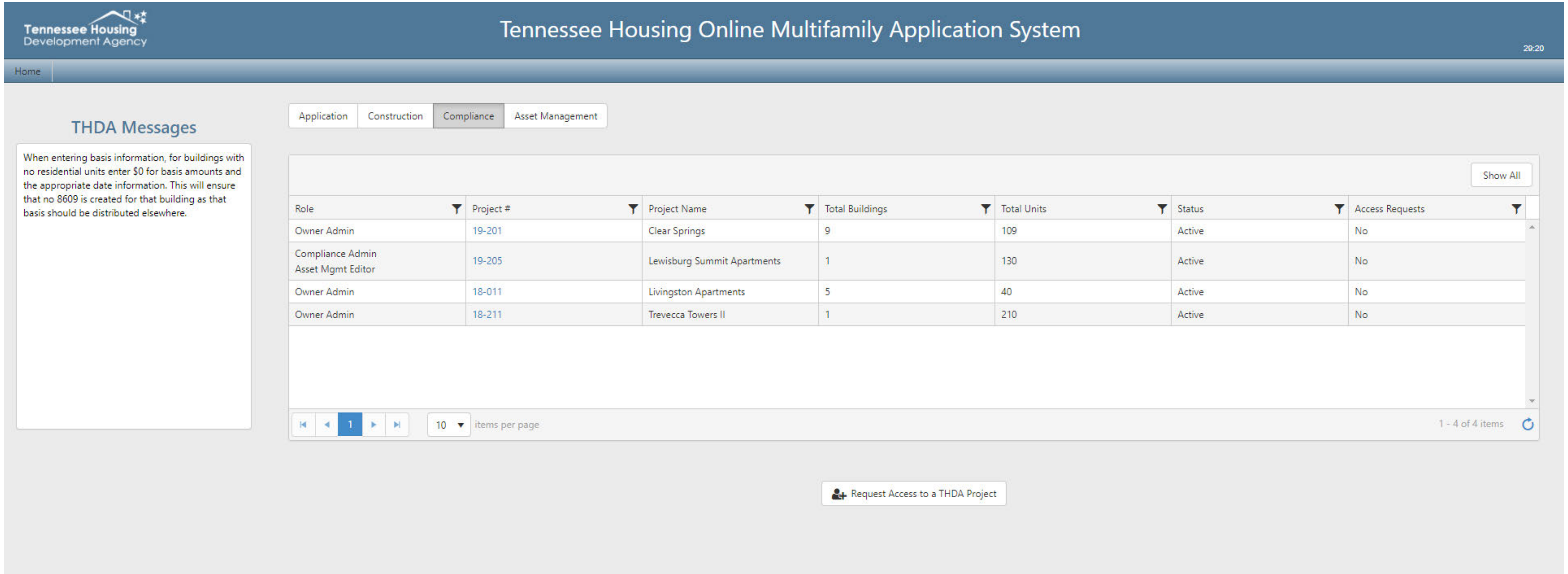
Role	Permission Summary
Owner Admin	Full access to all data and actions for the application/development including managing other users.
Consultant	Nearly full access to all data and actions for the application; cannot manage users; no access to compliance data.
Compliance Admin	Full access to all data and actions for the development during compliance; can manage users in compliance area.
Compliance Editor	Access to edit and upload data events during compliance.
Asset Mgmt Editor	Access to edit and submit asset management reports during compliance.
Read-Only	Read-only access to all data for the application/development.

Asset Management

- If your property has 1602 or TCAP, you will need to choose the Asset Management Editor role. If you also need access to compliance capabilities, you will also need to request either Compliance Admin access or Compliance Editor access.
- If your property does NOT have 1602 or TCAP, the Asset Management Editor role will not be available.

Dashboard

- Once you have completed registration, requested access to a property, and have had your access approved, you will have access to a dashboard that looks like this:



Development Summary

- Click on a property's award number, and you will be taken to the Development Summary page.
- The Development Summary page lists the property's details such as address, the owner information, and the management company information.
- If any of this information is incorrect, please contact the property's THDA compliance coordinator so this can be corrected.

Development Summary (Continued)

- Notice that, on the left side of the page, there are four options listed: Development Summary, Owners Annual Certification, Utility Allowances, and Tenant Events.
- To complete the OAC, click on Owners Annual Certification.

Owners Annual Certification

- Once you have arrived at this page, answer all questions that pop up and upload any requested documents. How you answer the questions will determine how many and which questions you must answer and which documents you must upload.

Owners Annual Certification (Continued)

- Once you have completed the OAC, you must check the box at the bottom of the page to certify that the property is otherwise in compliance, then click Submit.

Note: Failure to complete and submit this form in its entirety to THDA by the specified deadline will result in noncompliance with program requirements and the issuance of an IRS Form 8823.

☐ I, [redacted] certify this development is otherwise in compliance with the Internal Revenue Code Section 42, applicable Treasury Regulations, the applicable State Qualified Allocation Plan, and all other applicable laws, rules, and regulations. This certification and any attachments are made UNDER PENALTY OF PERJURY. False statements are punishable as a Class E felony under Tennessee Code Annotated (TCA) Section 13-23-133.

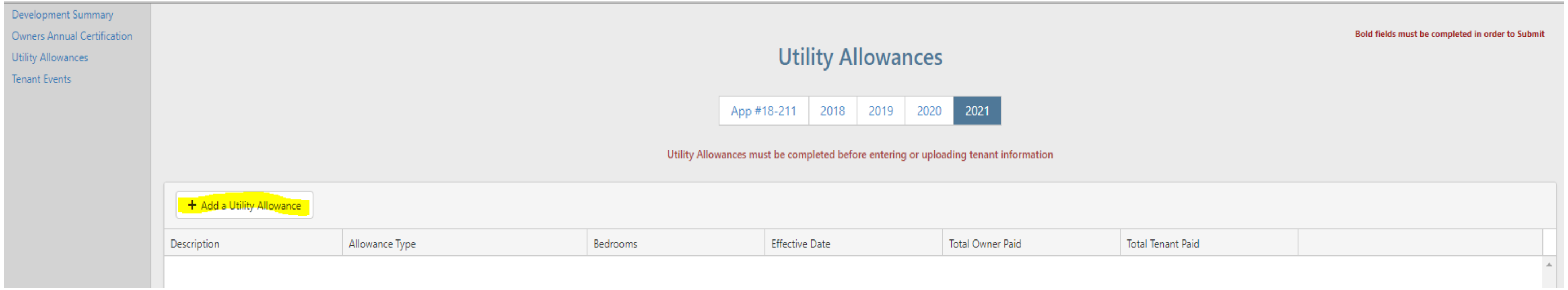
Save | ✔ Submit

Utility Allowances

- The utility allowances must be completed for the year before completing tenant data.
- Click on Utility Allowances on the left side of the page.

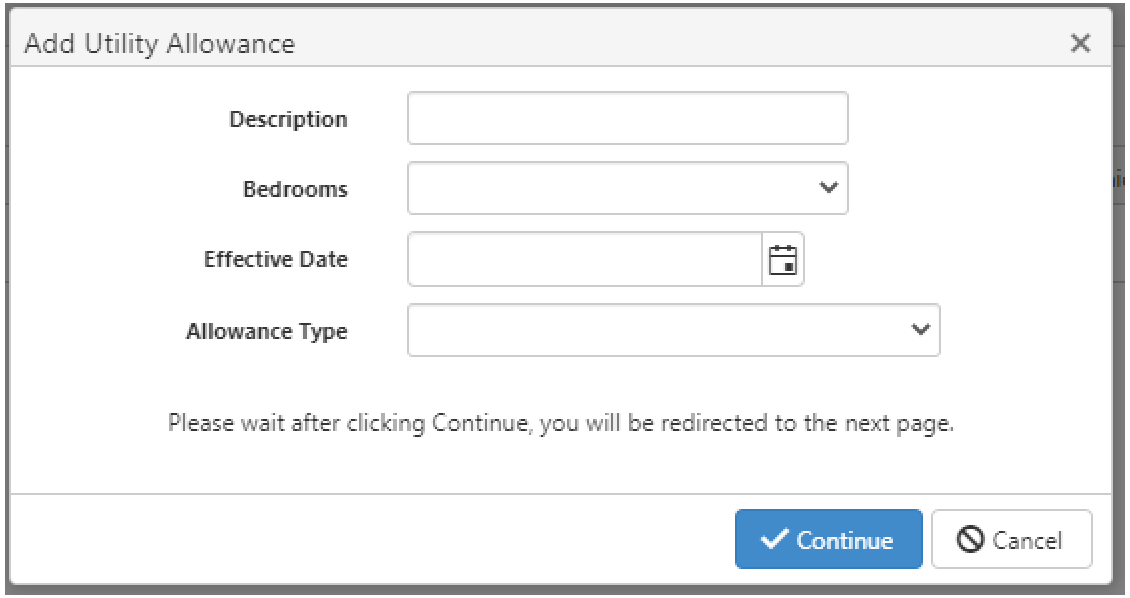
Utility Allowances (Continued)

- Click on Add a Utility Allowance.



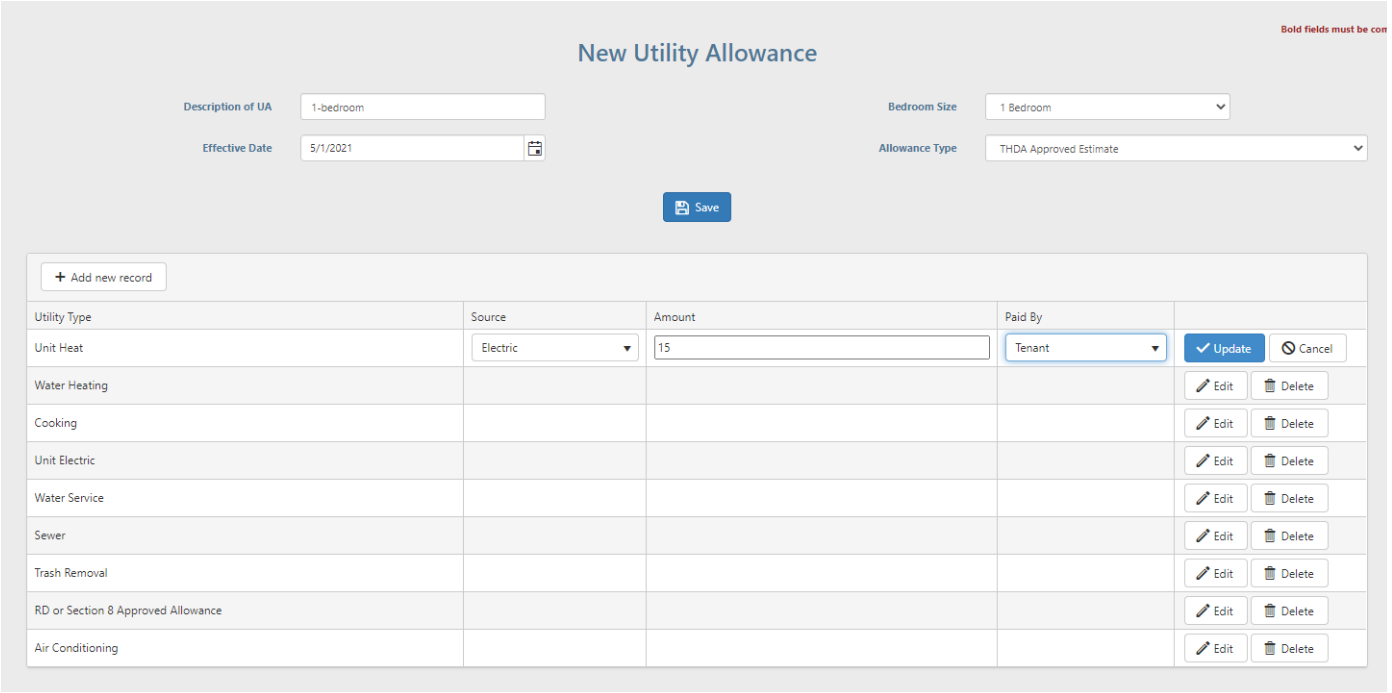
Utility Allowances (Continued)

- A box will pop up. Enter the information, then click Continue.
- The description you enter will show up on the Tenant Events, so make sure you name it something you will recognize; for example, you may want to name your one-bedroom UA “One-Bedroom”.



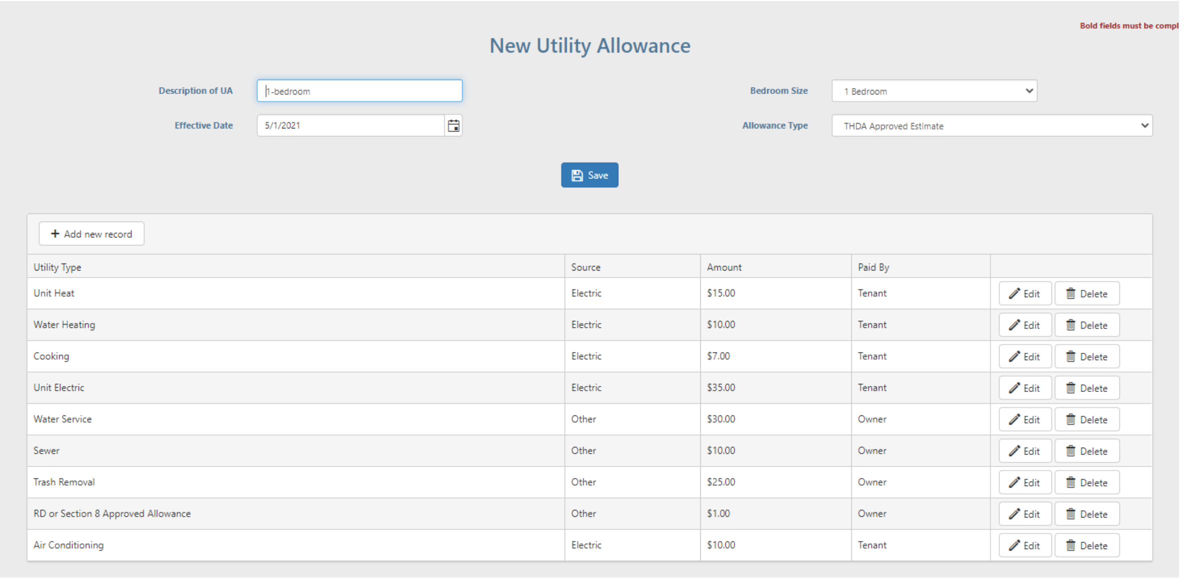
Utility Allowances (Continued)

- You will then click Edit next to each utility type and enter the information next to each applicable utility type.
- Once you have entered the information, click Update.



Utility Allowances (Continued)

- Once you have entered all amounts, click Save. Please note that you do NOT have to enter something on every line; for example, if you have a resident that receives a Housing Choice Voucher and their caseworker has given you a UA, you can select only the RD or Section 8 Approved Allowance line.



Bold fields must be compl

New Utility Allowance

Description of UA: 1-bedroom

Bedroom Size: 1 Bedroom

Effective Date: 5/1/2021

Allowance Type: THDA Approved Estimate

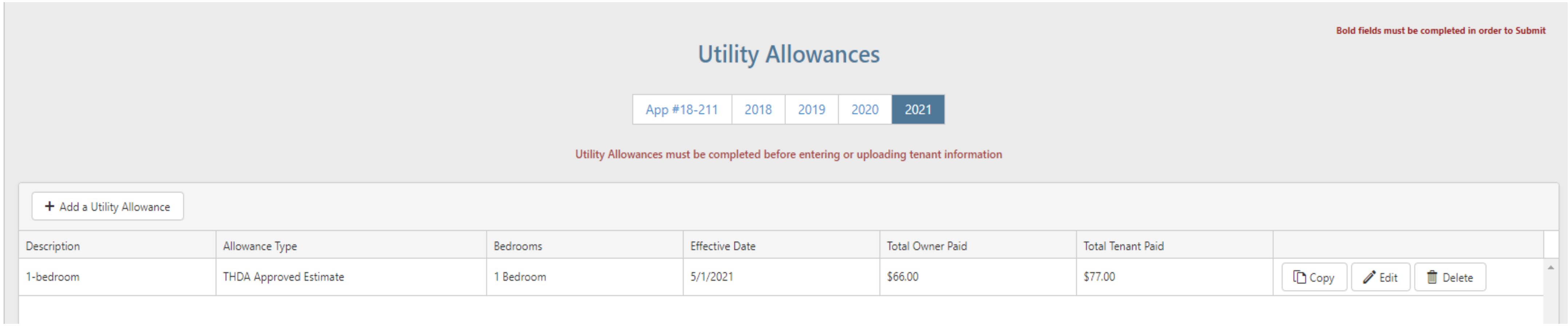
Save

+ Add new record

Utility Type	Source	Amount	Paid By	
Unit Heat	Electric	$15.00	Tenant	Edit Delete
Water Heating	Electric	$10.00	Tenant	Edit Delete
Cooking	Electric	$7.00	Tenant	Edit Delete
Unit Electric	Electric	$35.00	Tenant	Edit Delete
Water Service	Other	$30.00	Owner	Edit Delete
Sewer	Other	$10.00	Owner	Edit Delete
Trash Removal	Other	$25.00	Owner	Edit Delete
RD or Section 8 Approved Allowance	Other	$1.00	Owner	Edit Delete
Air Conditioning	Electric	$10.00	Tenant	Edit Delete

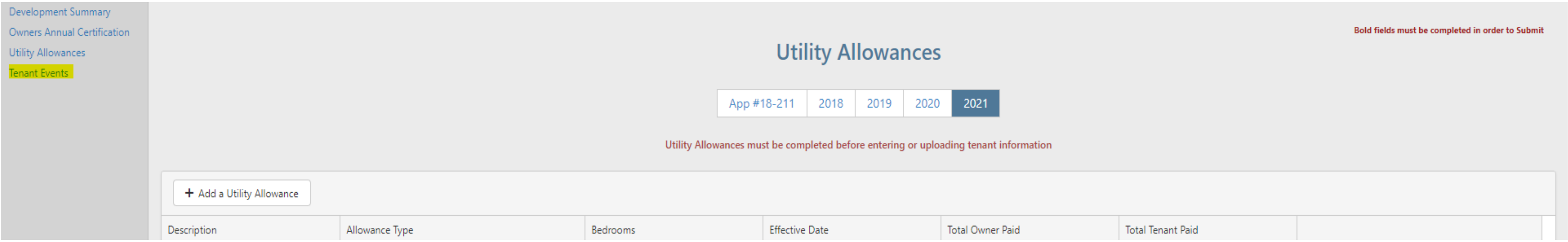
Utility Allowances (Continued)

- Once you click Save, the system will take you back to the main Utility Allowances page. THOMAS automatically calculates the owner-paid and tenant-paid utility amounts.



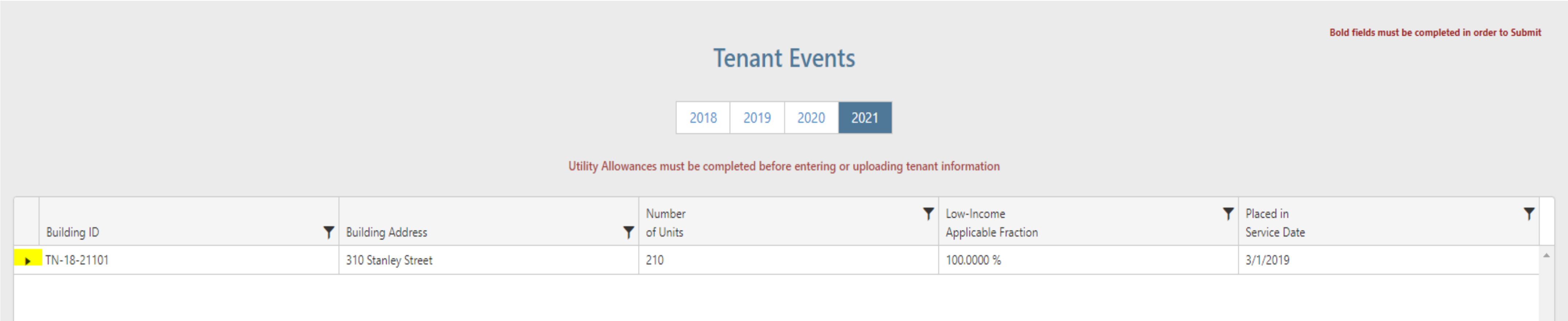
Tenant Events

- Once you are finished with Utility Allowances, you can continue on to entering Tenant Events. Click on Tenant Events on the left side of the page.



Tenant Events (Continued)

- Once you click on Tenant Events, it will take you to the main Tenant Events page. This page lists the buildings. Click on the arrow on the left side of the Building ID for which you want to enter tenant events.



Tenant Events (Continued)

- This will pull up all units in that building. Click on the arrow next to the unit for which you want to enter a tenant event.

Bold fields must be completed in order to Submit

Tenant Events

2018 | 2019 | 2020 | 2021

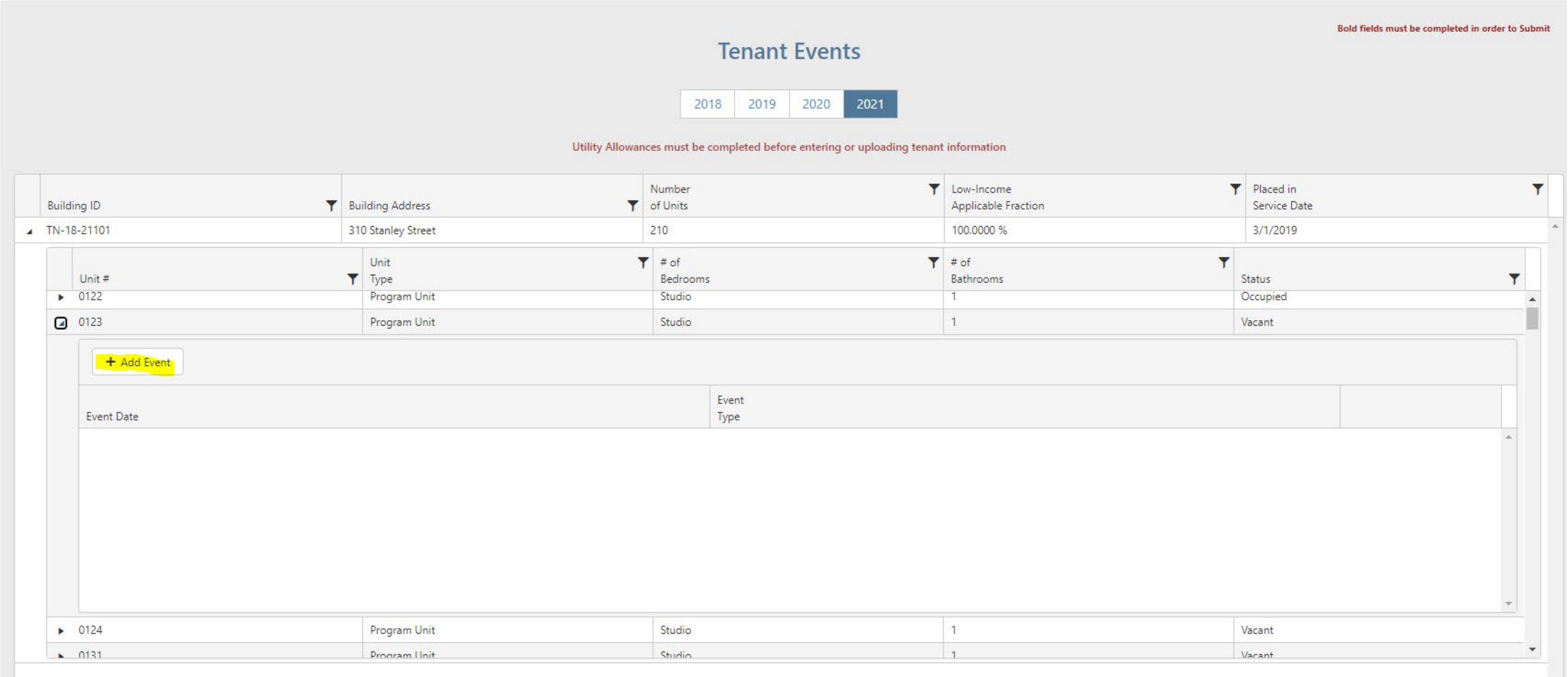
Utility Allowances must be completed before entering or uploading tenant information

Building ID	Building Address	Number of Units	Low-Income Applicable Fraction	Placed in Service Date
TN-18-21101	310 Stanley Street	210	100.0000 %	3/1/2019

Unit #	Unit Type	# of Bedrooms	# of Bathrooms	Status
0122	Program Unit	Studio	1	Occupied
0123	Program Unit	Studio	1	Vacant
0124	Program Unit	Studio	1	Vacant
0131	Program Unit	Studio	1	Vacant
0132	Program Unit	Studio	1	Vacant
0133	Program Unit	Studio	1	Vacant
0222	Program Unit	Studio	1	Vacant
0223	Program Unit	Studio	1	Vacant
0224	Program Unit	Studio	1	Vacant
0232	Program Unit	Studio	1	Vacant
0233	Program Unit	Studio	1	Vacant
0234	Program Unit	Studio	1	Vacant
0323	Program Unit	Studio	1	Vacant
0324	Program Unit	Studio	1	Vacant

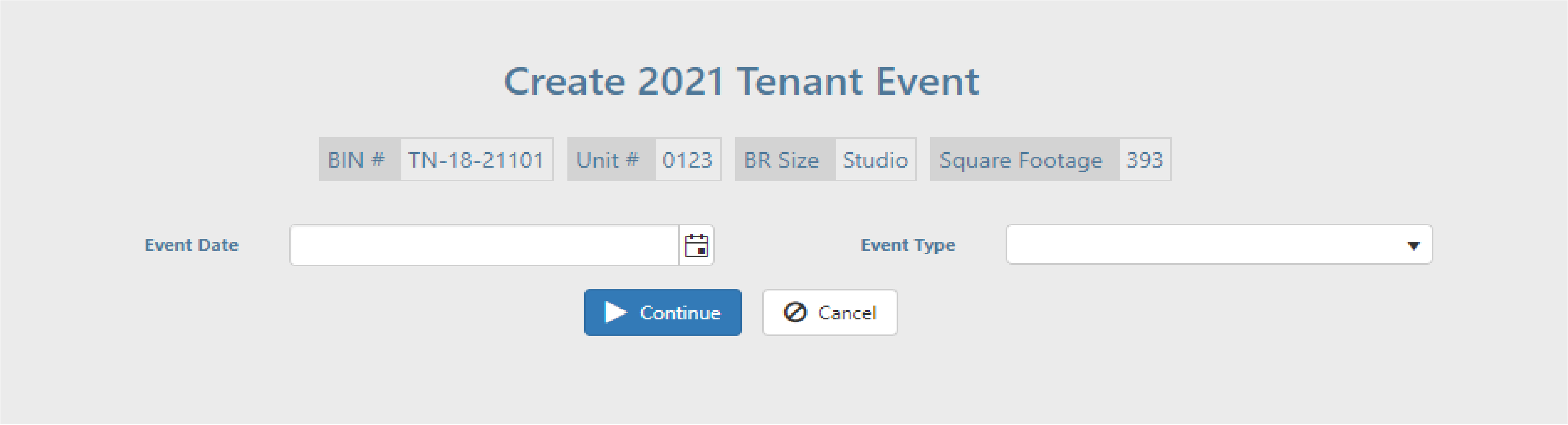
Tenant Events (Continued)

- Next, click on Add Event.



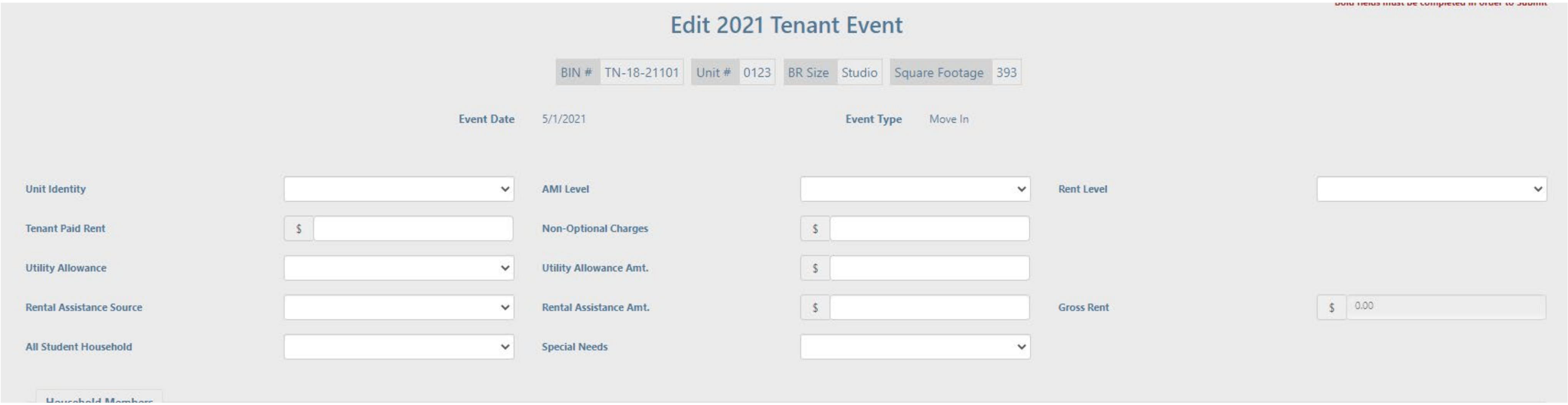
Tenant Events (Continued)

- This will bring you to the Create Tenant Event page. Enter the event date, then select the event type.
- Please note that the No Certification Entered option should only be used under extenuating circumstances, and you must enter a reason why a certification was not completed.



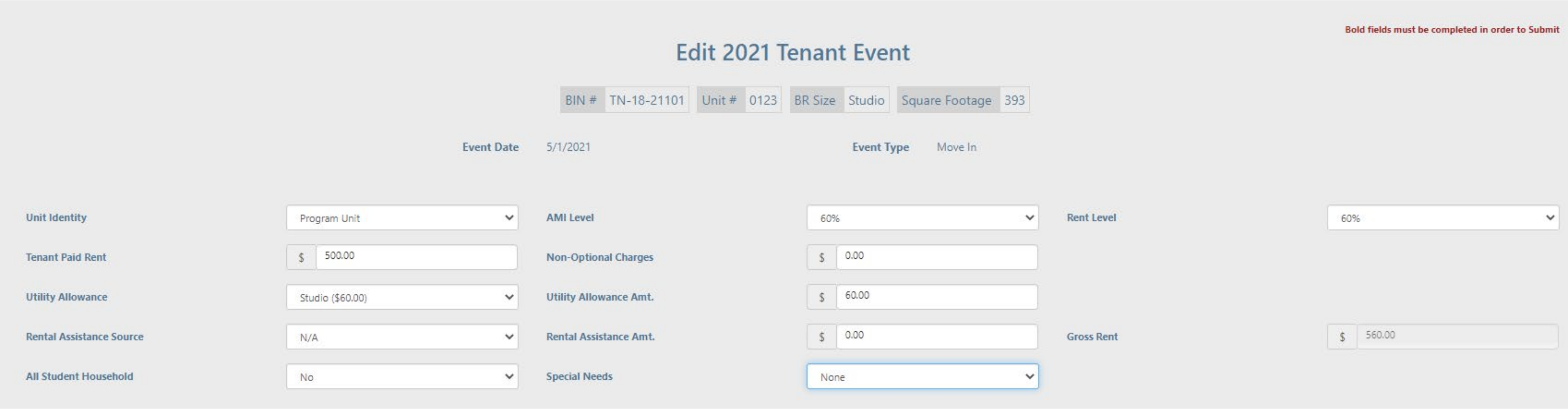
Tenant Events (Continued)

- Once you have selected either a move-in or recertification, the system will take you to the Edit Tenant Event page.



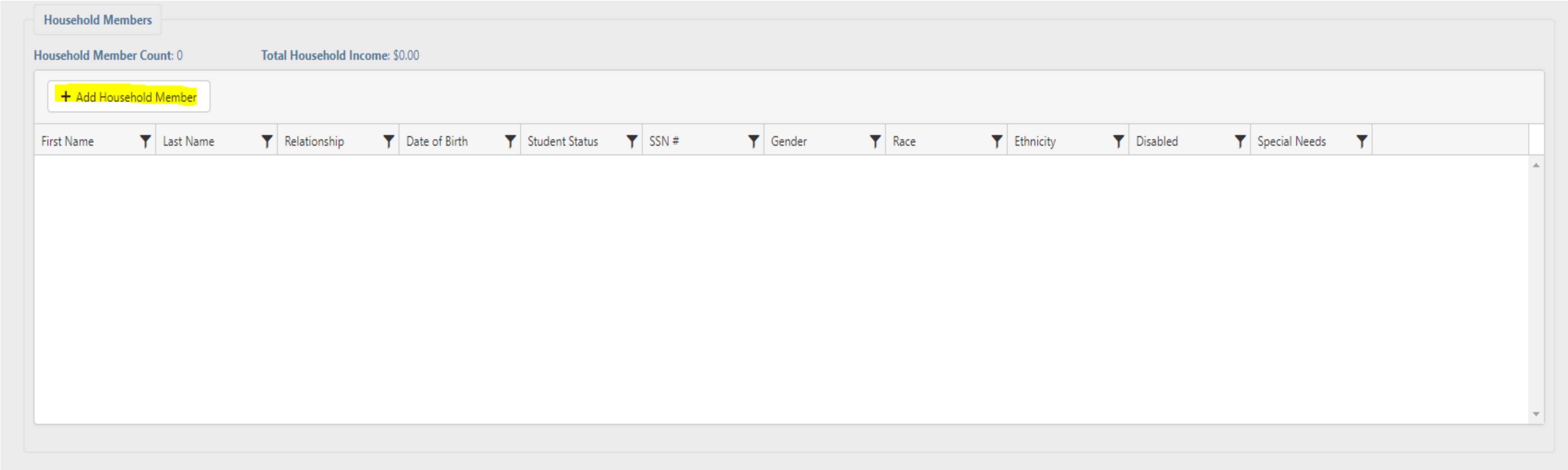
Tenant Events (Continued)

- Enter all information for the top part of the page. Please note, the 100% AMI level should be used for market rate units.
- Once you enter the tenant paid rent, utility allowance, and non-optional charges, the gross rent will be automatically calculated.



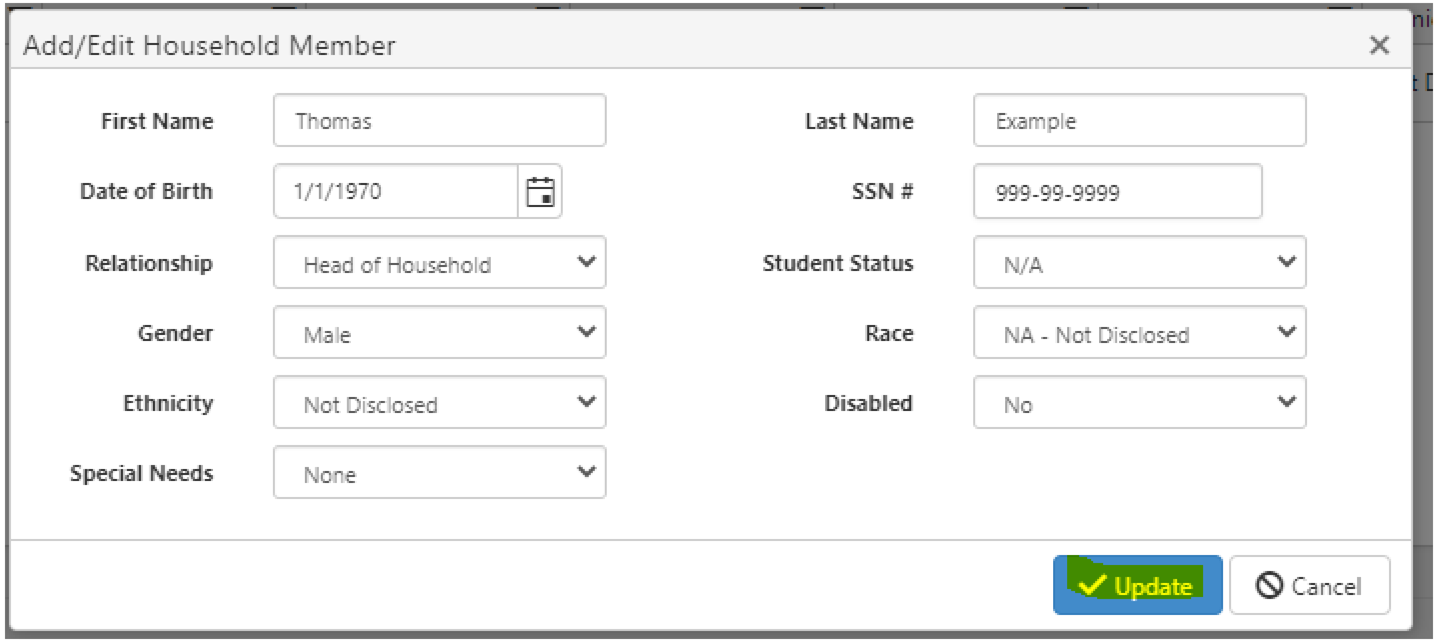
Tenant Events (Continued)

- Next, enter a household member by clicking the Add Household Member button.



Tenant Events (Continued)

- A box will pop up where you can enter the tenant's personal information. Enter this information, then click Update.



Tenant Events (Continued)

- The tenant’s personal information will then appear in the Household Members box, and the Household Member Count will change. You can then add more household members by clicking the Add Household Member box again.

Household Members

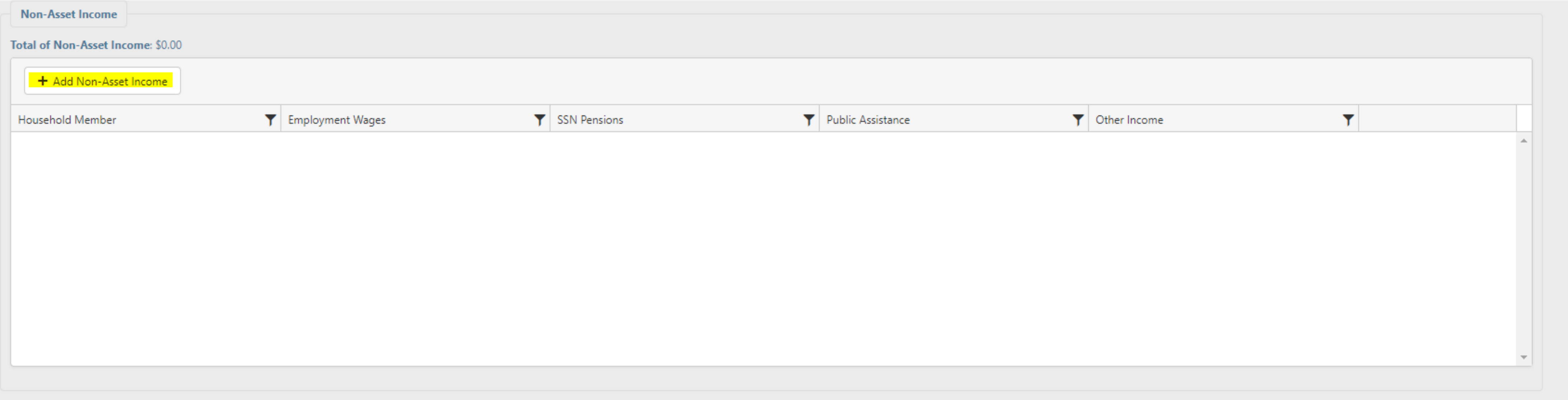
Household Member Count: 1 **Total Household Income:** $0.00

\+ Add Household Member

First Name	Last Name	Relationship	Date of Birth	Student Status	SSN #	Gender	Race	Ethnicity	Disabled	Special Needs	
Thomas	Example	Head of Household	1/1/1970	N/A	XXX-XX-9999	Male	NA - Not Disclosed	Not Disclosed	No	None	Edit Delete

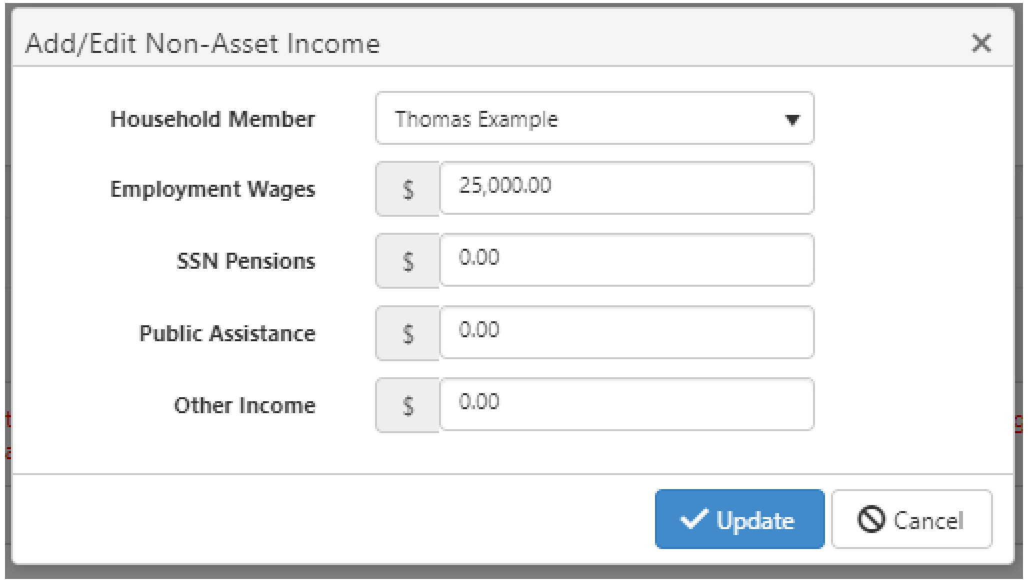
Tenant Events (Continued)

- Once you have added all household members, you will then click Add Non-Asset Income to enter income such as employment wages, Social Security, public assistance, etc.



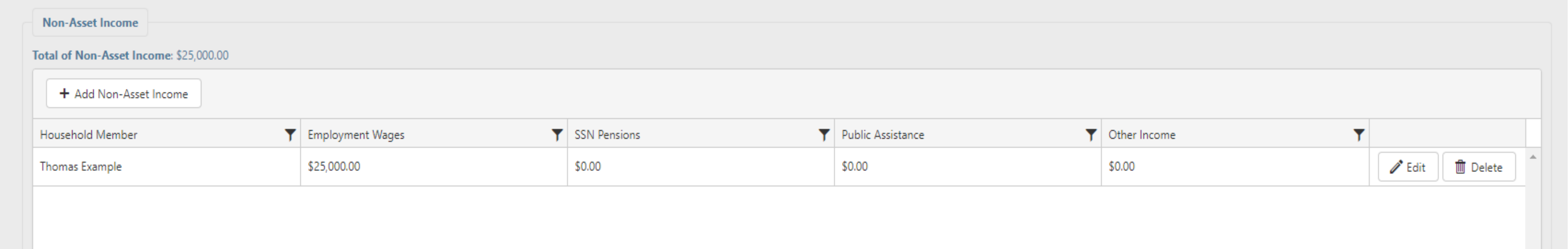
Tenant Events (Continued)

- A box will pop up. Enter all non-asset income for one household member at a time, then click Update.



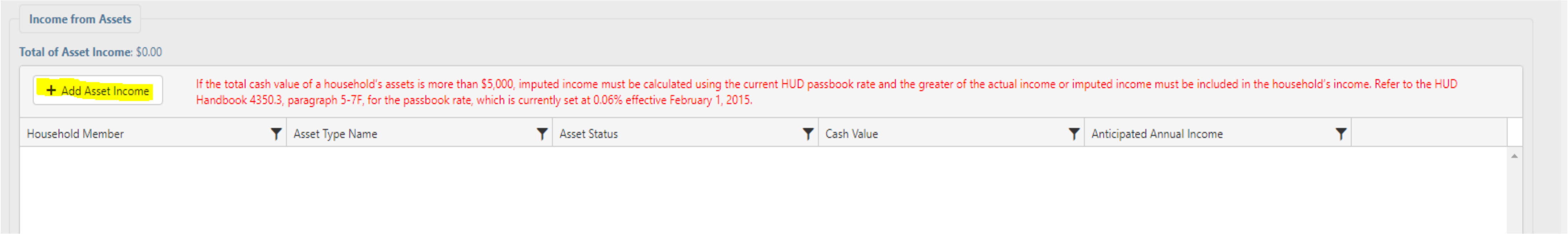
Tenant Events (Continued)

- Once you have done that, the Non-Asset Income box will update, and the Total of Non-Asset Income will automatically calculate.



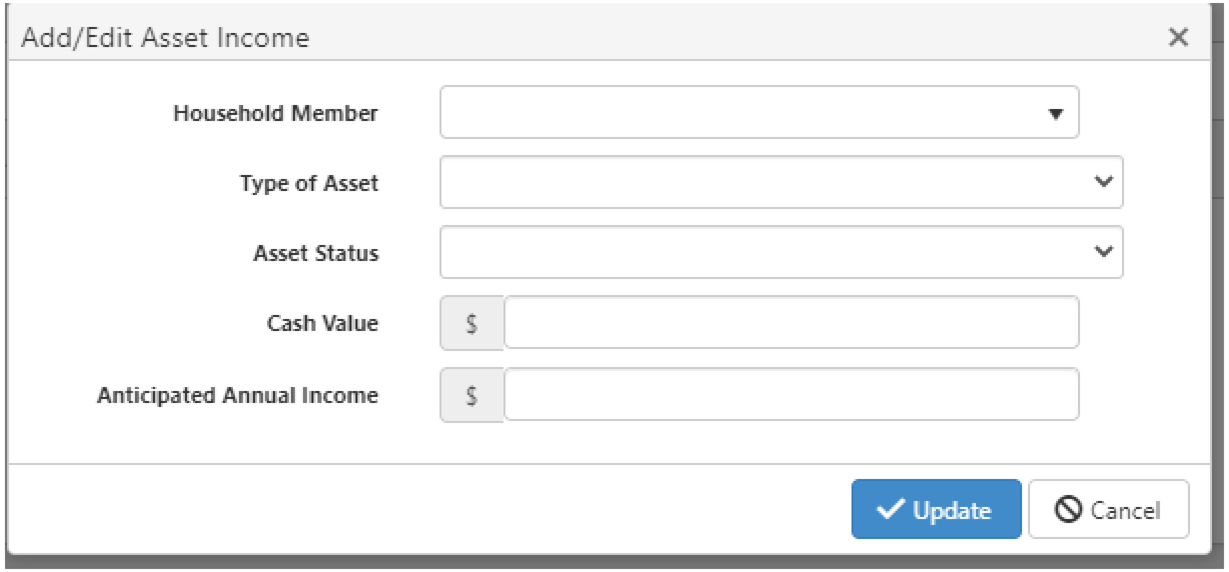
Tenant Events (Continued)

- Next, click Add Asset Income if the household has any assets.



Tenant Events (Continued)

- A box will pop up where you can enter an asset's information. Enter all information, then click Update.
- Note that if a household has $5000 or more in assets, you should enter either the actual anticipated income or the imputed income based on the passbook rate, whichever is higher.



Tenant Events (Continued)

- Once you have added all assets, the Income from Assets box will populate with the information you entered. The Total of Asset Income will also update if the household has any income from assets.

Income from Assets

Total of Asset Income: $100.00

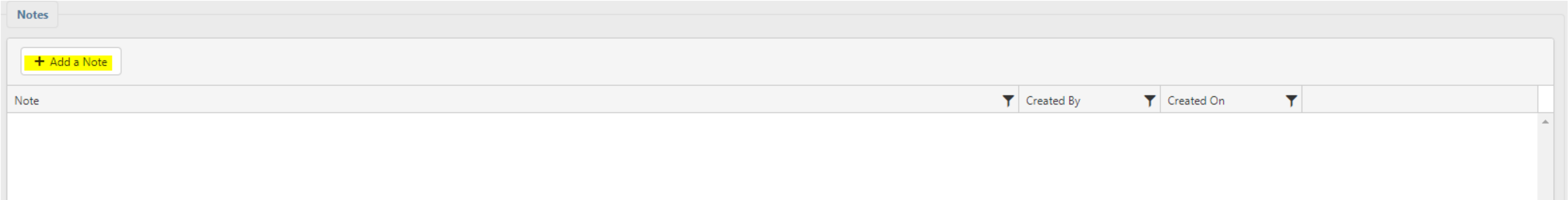
+ Add Asset Income

If the total cash value of a household's assets is more than $5,000, imputed income must be calculated using the current HUD passbook rate and the greater of the actual income or imputed income must be included in the household's income. Refer to the HUD Handbook 4350.3, paragraph 5-7F, for the passbook rate, which is currently set at 0.06% effective February 1, 2015.

Household Member	Asset Type Name	Asset Status	Cash Value	Anticipated Annual Income	
Thomas Example	Cash/Demand Deposit Accounts	Current	$200.00	$0.00	Edit Delete
Thomas Example	Retirement/Pension Fund	Current	$6,000.00	$100.00	Edit Delete

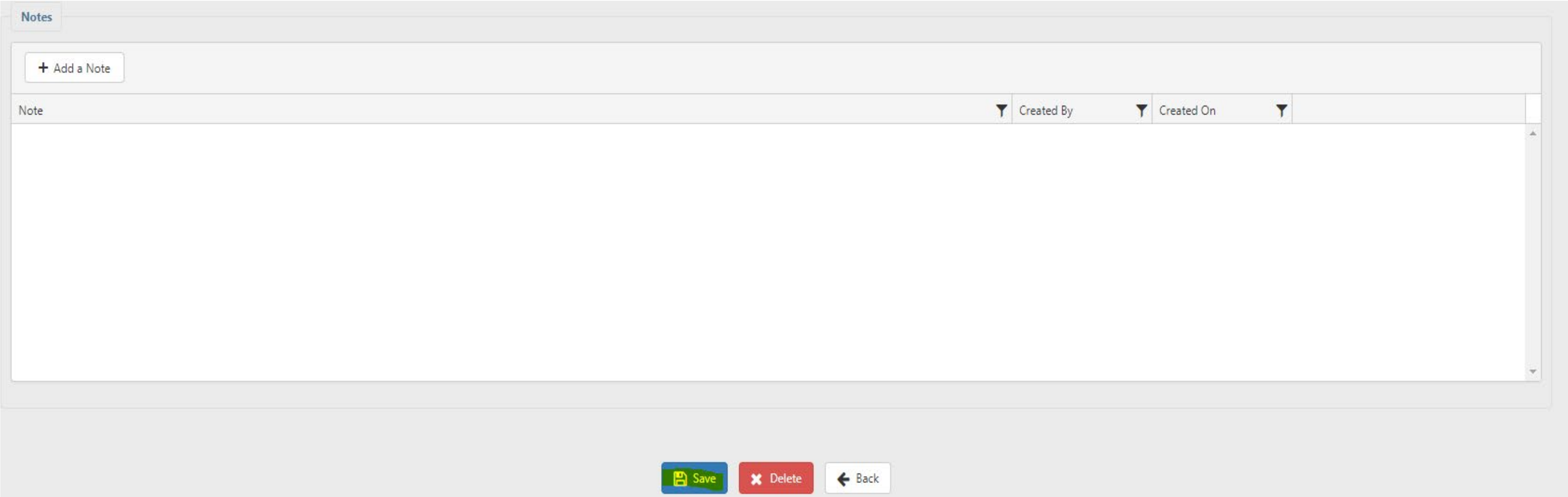
Tenant Events (Continued)

- You can also add Notes if you wish, but this is not required.



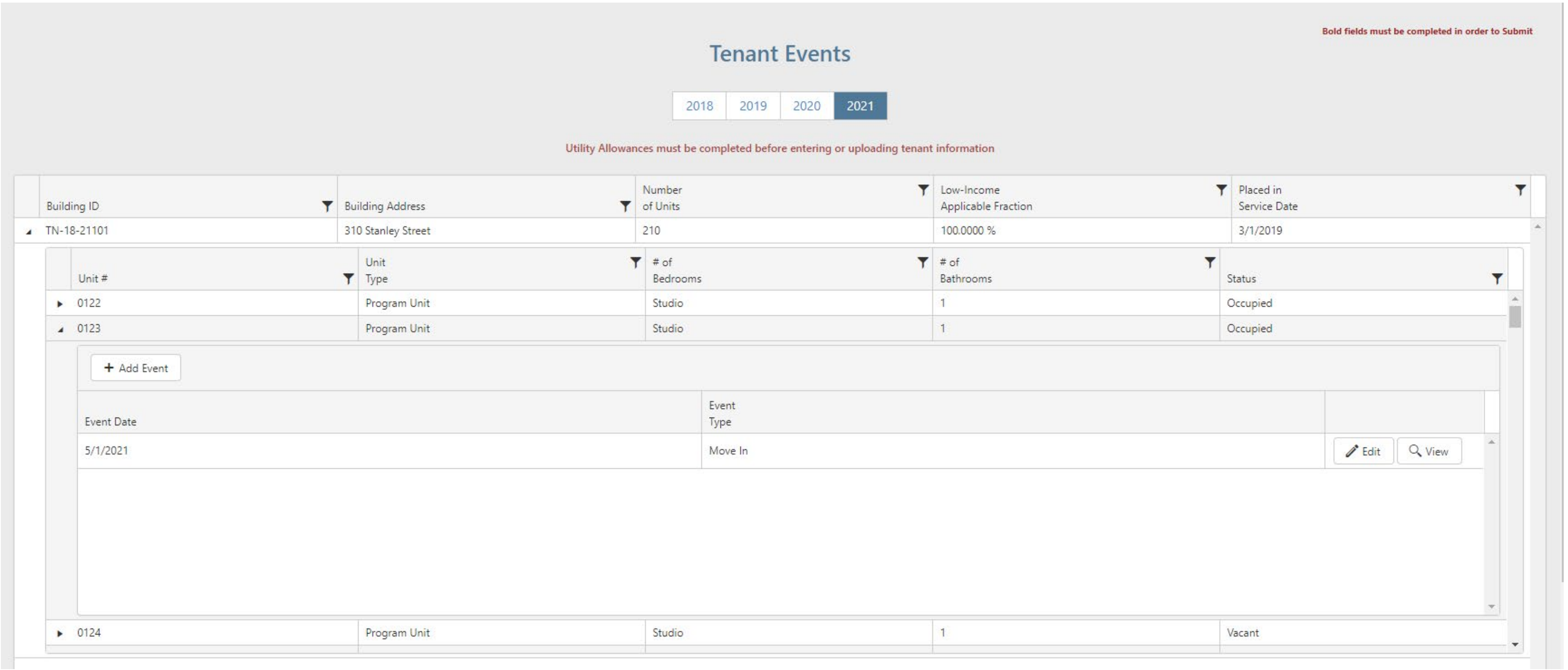
Tenant Events (Continued)

- Once you have completed all tenant information, click Save at the bottom of the page.



Tenant Events (Continued)

- Once you click Save, the system will take you back to the main Tenant Events page, where you can select another unit or add another event to the unit you just finished.



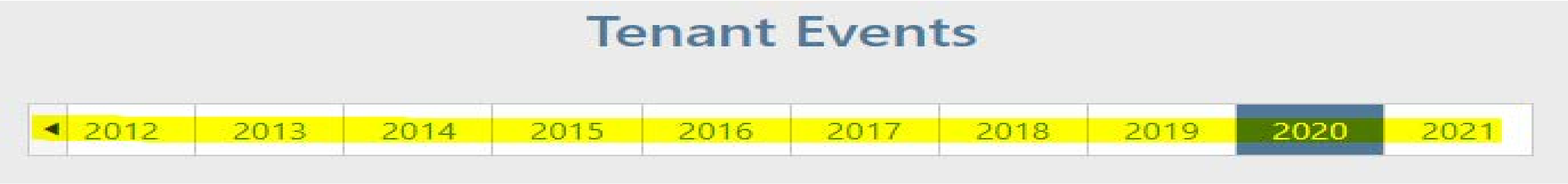
XML Uploads

- Make sure your XML is NAHMA Version 5.
- Access property and ensure you have entered all Utility Allowances for the year.

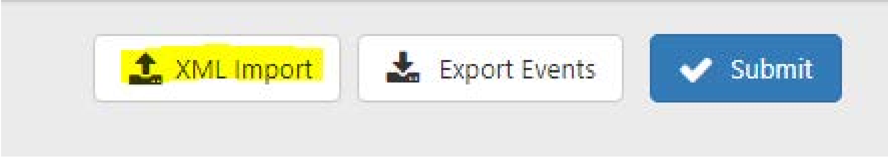
- Click the Tenant Events link on the left side of the page.

XML Uploads (Continued)

- Select the year you would like to upload.

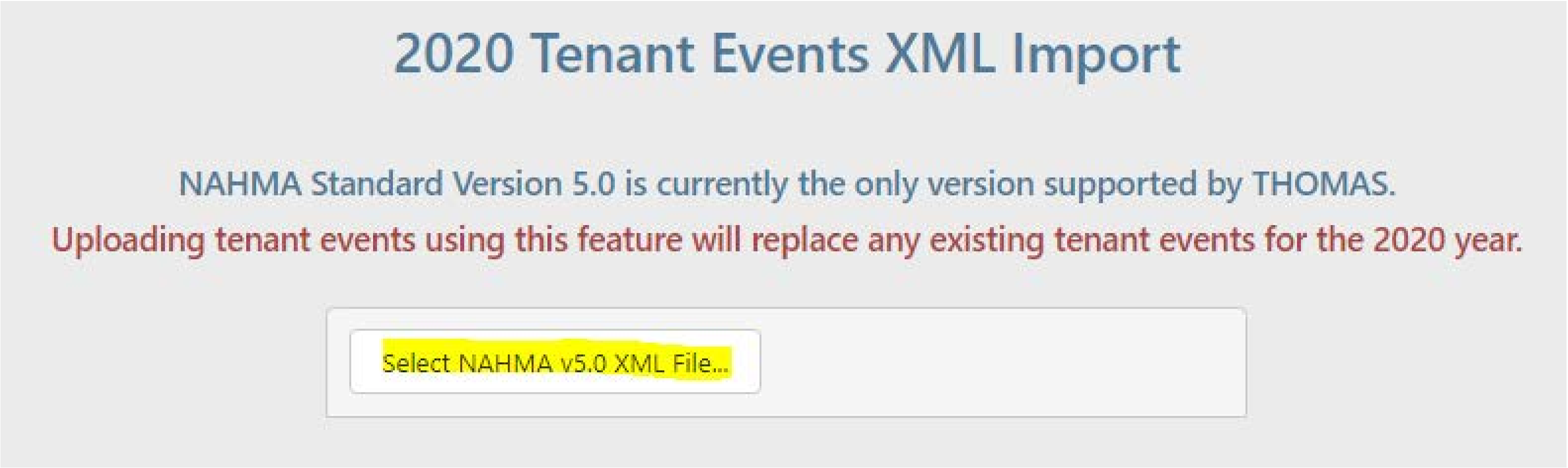


- Scroll to the bottom of the page and click XML Import.



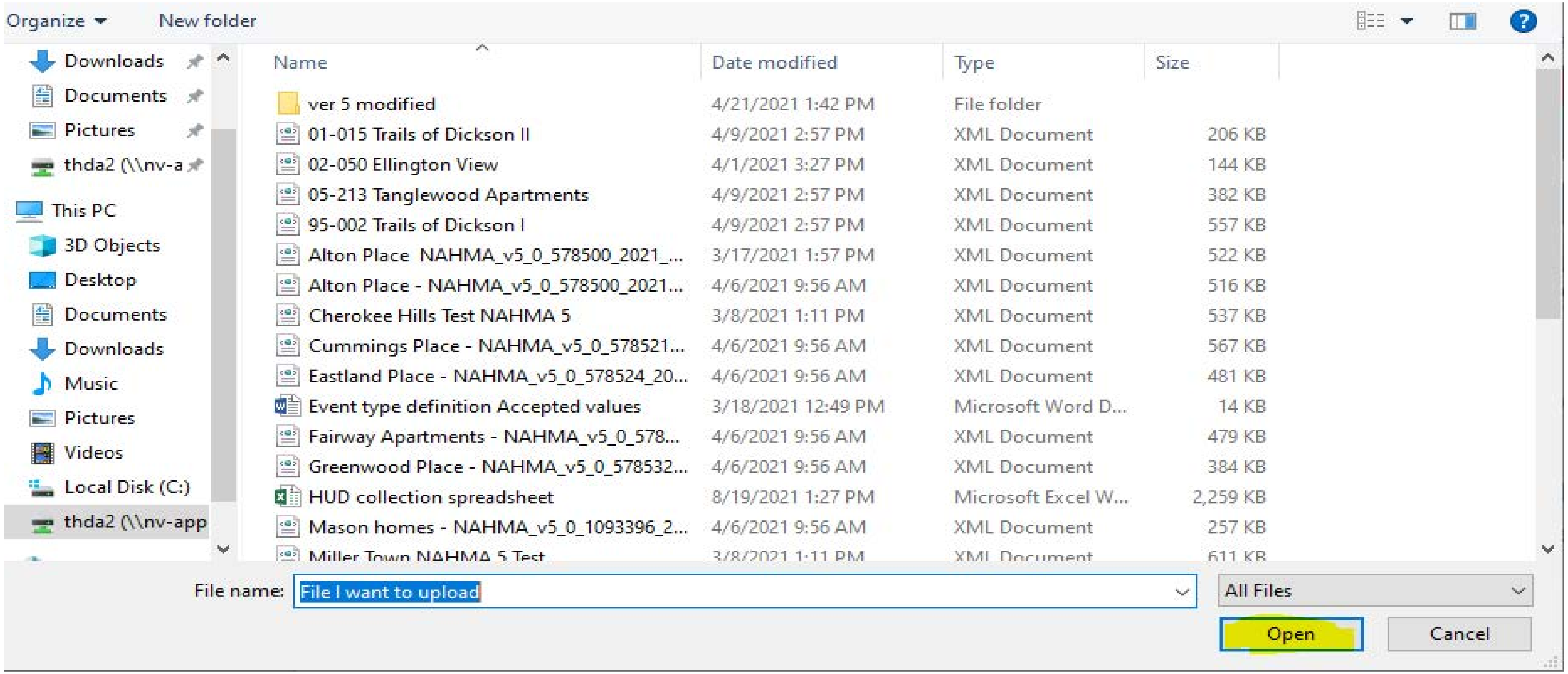
XML Uploads (Continued)

- Click the ‘Select NAHMA v5.0 XML File..’ button.



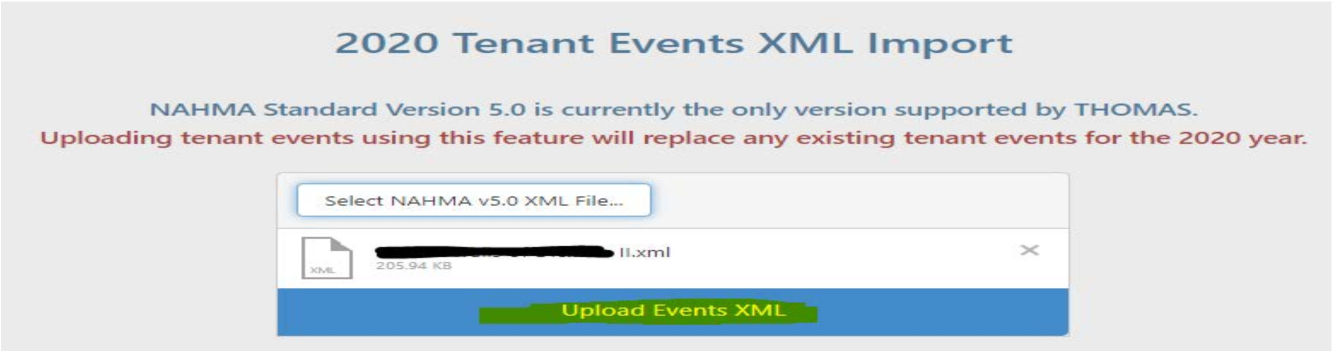
XML Uploads (Continued)

- Find the file you want to upload and click the Open button.

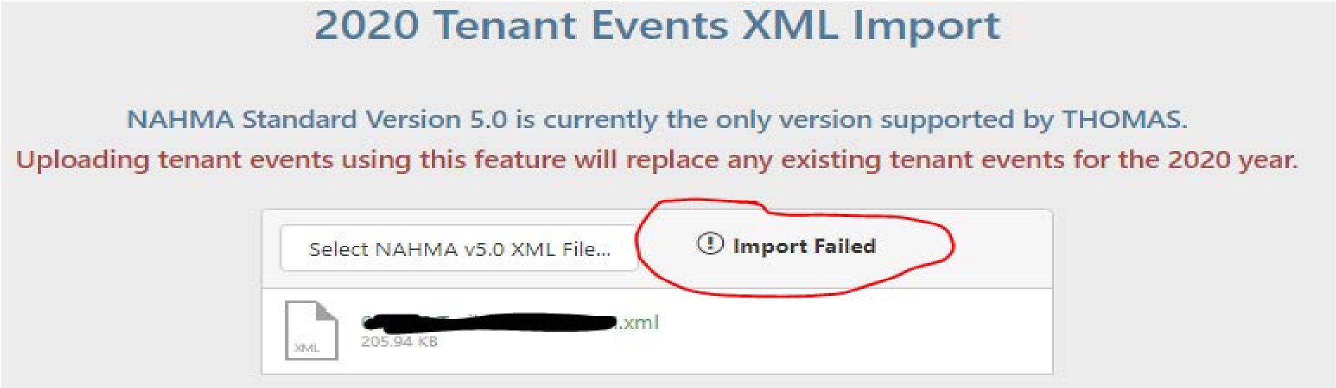


XML Uploads (Continued)

- Then click the Upload Events XML button.



- Check and make sure the import uploaded. If it says Import Failed, then it did not upload.



XML Uploads (Continued)

- If it fails, you will see a list of errors that tell you why below the import attempt.

Validation Failed

The uploaded xml file has the following errors and has NOT been successfully uploaded. You will need to correct the errors in your system and/or last year's tenant events in THOMAS and try again.

Export to Excel

Building ID	Unit ID	Event Date	Event Type	Tenant Name	Error Message
TN-01[redacted]	09-101				Unit 09-101 does not exist in building TN-01[redacted]09
TN-01[redacted]	09-103				Unit 09-103 does not exist in building TN-01-[redacted]09
TN-0[redacted]	09-105				Unit 09-105 does not exist in building TN-01-[redacted]9
TN-01-[redacted]	09-107				Unit 09-107 does not exist in building TN-01[redacted]09
TN-01-[redacted]	09-109				Unit 09-109 does not exist in building TN-01-[redacted]09
TN-01-[redacted]	09-111				Unit 09-111 does not exist in building TN-01-[redacted]09
TN-01-[redacted]	09-113				Unit 09-113 does not exist in building TN-01-[redacted]09
TN-01-[redacted]	09-115				Unit 09-115 does not exist in building TN-01-[redacted]09

XML Uploads (Continued)

- If you did not enter a UA which matches the the XML then you will see an error like this one.

Validation Failed

The uploaded xml file has the following errors and has NOT been successfully uploaded. You will need to correct the errors in your system and/or last year's tenant events in THOMAS and try again.

Export to Excel

Building ID	Unit ID	Event Date	Event Type	Tenant Name	Error Message
TN[redacted]01	142	4/25/2020	R		The Utility Allowance value (92.00) does not match the Total Tenant Paid amount of an applicable utility allowance in THOMAS

XML Uploads (Continued)

- If no errors occur while processing the XML, then:
  - The information will be added to the Tenant Information page.
  - A Done check mark will appear by the Select Files.
  - A Message stating 'The XML file has been successfully uploaded. The uploaded information can be viewed by clicking the Tenant Event tab.'
  - Continued Message in RED stating 'Any unit that did not have an event uploaded will need a 'No Certification Entered' event manually entered before the THOMAS system will allow you to submit your information to THDA.'
  - Another message stating 'Last successful upload for this year by <user that did upload> on <date of upload>.'

XML Uploads (Continued)

- This concludes the XML Upload process.

Further Assistance

- For help with THOMAS compliance reporting issues, please contact Chuck O'Donnell at codonnell@thda.org.