



2013 Annual Awards Entry Form
(Complete one for each entry.)

Entry Name Compliance Tracking and Risk Assessment System

HFA New Mexico Mortgage Finance Authority

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Entry form with description, check(s), and visual aids (optional) must be received by NCSHA by **Monday, July 1, 2013**.

Use this header on the upper right corner of each page.

HFA New Mexico Mortgage Finance Authority

Entry Name Compliance Tracking and Risk Assessment System

Communications	Homeownership	Legislative Advocacy	Management Innovation
<input type="checkbox"/> Annual Report <input type="checkbox"/> Promotional Materials and Newsletters <input type="checkbox"/> Creative Media	<input type="checkbox"/> Empowering New Buyers <input type="checkbox"/> Home Improvement and Rehabilitation <input type="checkbox"/> Encouraging New Production	<input type="checkbox"/> Federal Advocacy <input type="checkbox"/> State Advocacy	<input type="checkbox"/> Financial <input type="checkbox"/> Human Resources <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
<input type="checkbox"/> Multifamily Management <input type="checkbox"/> Preservation and Rehabilitation <input type="checkbox"/> Encouraging New Production	<input type="checkbox"/> Combating Homelessness <input type="checkbox"/> Housing for Persons with Special Needs	<input type="checkbox"/> Special Achievement	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Entry Description

The Compliance Tracking and Risk Assessment System is a data collection and reporting system developed to address the following business needs:

- **Identify Risk Levels for each property.**
Risk levels are calculated using criteria from Physical Inspections, Compliance History, and Financial Data. MFA can now instantly spot properties with a high risk level, or trending toward a higher risk level.
- **Improve scheduling of upcoming inspections.**
MFA performs inspections for a variety of programs over a large geographic area. Data collected centrally provides managers the information they need to leverage staff resources, reducing the amount of travel.
- **Automate Notifications**
Managers, inspectors, and property owners receive automated email notifications of who is going where, and when.
- **Auto-generate letters to property owners.**
Data collected during the visits are merged into predefined templates and emailed to the property owners. Types of letters include Notification Letters, Inspection Results, Follow-up, and Thank You.
- **Eliminate duplicate data entry.**
Using Tablet devices, inspectors can quickly document their findings and store photos for each unit. Data collection forms can be deployed on both Android-based tablets and iPads. When the inspectors return to the office their data is automatically uploaded to the system's central database.
- **Reporting**
 - Risk Levels by property
 - Open Findings
 - Audits
 - Track different visits for multiple programs and contracts.
- **Integration**
 - **Financial Data**
An interface was developed in house to capture annual financial data stored in an external financial system.
 - **Contact Information**
The system interfaces directly with MFA's Master Contact List eliminating data entry errors and the need to maintain separate contact lists. Contacts are assigned to each property. Every contract can have multiple contacts assigned to it.

The Technology

C#, ASP .NET, .NET Framework 4.0, ActionScript, Flex Framework 4.6, MSSQL Server 2008 R2

Planned Enhancements

Develop a User Portal allowing agencies to log into the system and see their monitoring results and securely upload required or missing documents.

Exhibits

Tablet Screens

Unit Detail



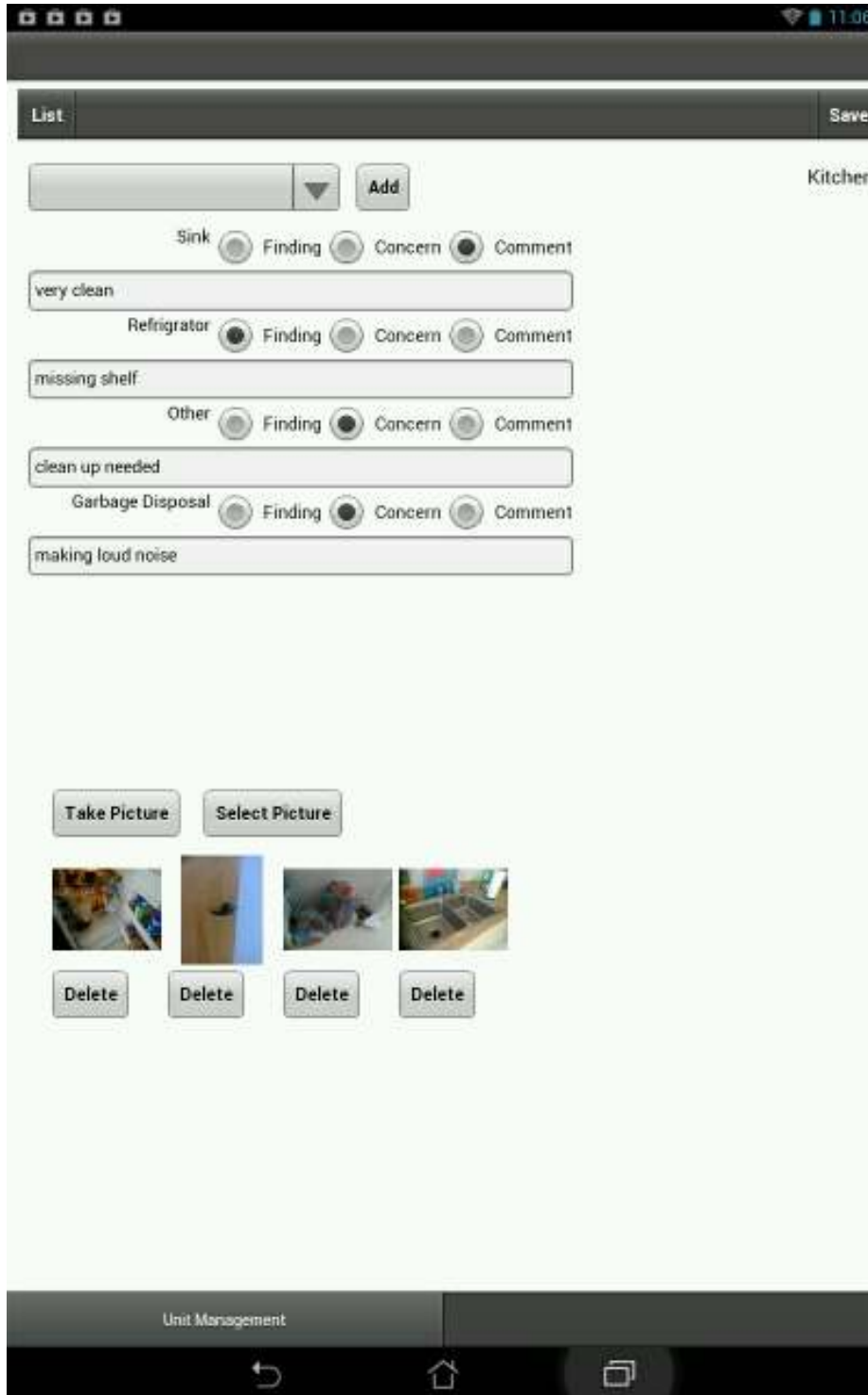
Unit Management



Exhibits (continued)

Tablet Screens

Unit Photos



Exhibits (continued)
Back Office Screens
 Unit Summary

Visit Reports Audit Reports Risk Analysis Reports

Current Entity: Add a New Entity

Summary (Profile) Visit Contract Audits Watch List Entity Info Complaints Risk Data Risk Assessment

Entity Info
 Name Sandpiper Apartments
 Disbarred Date Disbarred
 Section 3 Plan Received
 Date Section 3 Plan Received

Ratings
 Physical Condition **Red**
 Compliance **Below Average**
 Financial **Red**
 Overall **Red**

Last Visit Info
 Notification Date 3/7/2013 Units Inspected 66
 Scheduled Date 4/3/2013 Files Inspected 48
 Report Due 5/2/2013 People Visited 37
 Report Done 5/1/2013 Open Findings 0
 Agency Due 5/30/2013
 Agency Received **Inspectors**
 Loretta Martinez

Visit Activity

Current Entity: Add a New Entity

Summary (Profile) Visit Contract Audits Watch List Entity Info Complaints Risk Data Risk Assessment

Visit Details Documents Information for Letters

Drag a column header here to group by that column.

Details	Notification Date	Scheduled Date	Actual Inspection Date	MFA Report Due	MFA Report Done	Entity Due Date
Show Details	03/07/2013	04/03/2013	04/03/2013	05/02/2013	05/01/2013	05/30/2013
Show Details	09/10/2012	10/09/2012	10/09/2012	11/07/2012	11/07/2012	12/06/2012
Show Details	11/01/2011	12/05/2011	12/05/2011	01/03/2012	01/03/2012	02/01/2012
Show Details	07/01/2010	08/04/2010	08/04/2010	09/22/2010	09/22/2010	10/21/2010
Show Details	07/07/2009	08/18/2009	08/18/2009	09/16/2009	09/16/2009	10/15/2009
Show Details	09/12/2008	10/22/2008	10/22/2008	11/20/2008	11/20/2008	12/19/2008
Show Details	08/14/2007	10/25/2007	10/25/2007	11/23/2007	11/21/2007	12/21/2007
Show Details	10/05/2006	11/09/2006	11/09/2006	12/07/2006	12/05/2006	01/03/2007
Show Details	10/04/2005	11/08/2005	11/08/2005	12/07/2005	12/07/2005	01/06/2006
Show Details	11/02/2004	12/01/2004	12/01/2004	01/05/2005	12/29/2004	01/27/2005
Show Details	11/15/2003	12/16/2003	12/16/2003	01/14/2004	01/14/2004	02/12/2004

Delete Selected Visit

Add New Visit

HFA: New Mexico Mortgage Finance Authority
 Entry Name: **Compliance Tracking and Risk Assessment System**

Exhibits (continued)
Back Office Screens
 Visit Detail

Current Entity: [REDACTED] [Add a New Entity](#)

Summary (Profile) | **Visit** | Contract | Audits | Watch List | Entity Info | Complaints | Risk Data | Risk Assessment

Visit List | **Visit Details** | Documents | Information for Letters

Visit Info

Notification Date: 09/10/2012 | Report Done: 11/07/2012 | Units Inspected: 31
 Scheduled Date: 10/09/2012 | Agency Due: 12/06/2012 | Files Inspected: 47
 Inspector Date: 10/09/2012 | Complete Report Received: [] | People Visited: 39
 Report Due: 11/07/2012 | Monitoring Review Rating: Unsatisfactory

[Remove Contract](#) | [Remove Inspector](#) | [Remove Visit Type](#)

UNITS

Buildings Exterior

Site

Common Areas

Fiscal Management

Participant Files

Policy and Procedures

Contract Progress

Inventory Review

From Old Tracker

Drag a column header here to group by that column.

Result Type: Comment

Comment

[Add](#) [VisitResult](#)

Result Type: Comment | Data Cleared: []

The sidewalks in certain areas of the property have spalling issues. Several of the buildings have uneven stairs. The second floor landings have paving (spalling) issues. In some cases, the patchwork has deteriorated and some landings appear to be unstable. The buildings' damaged and leaky roofs have not been replaced. In some cases, ceilings have been patched in some units. Many of the units have unpatched ceiling damage, which is contributing to the aged vacant units not being prepared for occupancy.

[Corrective Action](#)

[Delete Finding](#) | [Add Picture](#) | [Delete Picture](#) | [Save](#)

Letter Generation Screen

Summary (Profile) | **Visit** | Contract | Audits | Watch List | Entity Info | Complaints | Risk Data | Risk Assessment

Visit List | Visit Details | **Documents** | Information for Letters

Document Type: All

DocumentName	DocumentDate	DocumentType
Physical Inspection	11/07/2012	pdf
Report Cover	11/07/2012	pdf
Sandpiper FR 2012-1	11/07/2012	pdf
Sandpiper FR 2012-2	11/07/2012	pdf
Sandpiper Jacobs & Zuzu	11/07/2012	pdf
HUD 542c	11/07/2012	pdf
test	04/16/2013	docx

[Delete Selected Document](#)

Upload Document

Document Name: []
 Document Date: 6/17/2013
 Document Type: []
 Convert to PDF
[Upload Document](#)

Email

Convert to PDF
[Email Selected Document\(s\)](#)

Letter Generation

Letter Type: []
[Generate Letter](#)

HFA: New Mexico Mortgage Finance Authority
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Reports
Risk Levels

Current Entity: Sandpiper Apartments

Summary (Profile) | Visit | Contract | Audits | Watch List | Entity Info | Complaints | **Risk Data** | Risk Assessment

Compliance Data | Financial Report

Refresh Report

	2009	2010	2011	2012	2013
Occupancy Rate	120.26	115.83	79.72	70.95	-
Debt Service Coverage	1.73	1.70	0.64	0.12	-
Reserves per Unit	1028.03	1239.01	660.88	379.36	-
Physical Occupancy	0.86	0.91	0.89	0.79	0.57
Rent Collection Ratio	0.01	-	0.01	0.01	-
Current Ratio	0.10	0.07	0.06	0.07	-
Surplus Cash per Unit	61.04	27.38	1.90	142.42	-
Net Cash throw-off per Unit	2596.47	2302.72	(1166.14)	(2602.46)	-
Operating Cost Coverage	6.53	11.33	3.29	2.28	-

Open Findings

Select Program: - All -

Date	Comment
12/06/2010	Inspection done by REAC Inspector. Comments Entered on 4/4/2011. City of Albuquerque notified the property for their WAM being. Property passes inspection.
09/25/2011	Comments Entered on 4/29/2011. Annual monitoring completed.
12/06/2011	Comments Entered on 12/6/2011. REAC inspection done by REAC certified inspector hired by HFA. THIS IS A NEW PROCESS.
09/29/2010	Comments Entered on 6/03/2010. Court Order did not apply for report 09/29/2010.
09/25/2011	Comments Entered on 4/29/2011. Annual monitoring completed.
12/06/2011	Comments Entered on 12/6/2011. REAC PROCESS inspection done by REAC certified inspector.
18/09/2012	Findings: Bathroom - water broken SH & S item. Unit is not ready for occupancy.
18/09/2012	Findings: Unit is not ready for occupancy - 64 days vacant.
18/09/2012	Findings: Unit is not ready for occupancy - 263 days vacant.
18/09/2012	Findings: Carpet and vinyl replacement - Carpet & vinyl have not been replaced (uncomplete). This item is a Hazard for Replacement. Unit is not ready for occupancy.
18/09/2012	Findings: REAC: Bathroom - water closed/leak damaged/leaking/showering. DPHM item. REAC - Door - interior/door/missing seals (entry) - OPEN item. REAC - Hazard - tripping (fall) - OPEN item. REAC - Infestation (rodent) - OPEN item.
18/09/2012	Findings: Unit is not ready for occupancy - 210 days vacant. Painted & finished.
18/09/2012	Findings: Unit is not ready for occupancy.
18/09/2012	Findings: Bathroom - water broken CH & S item. Bathroom - rational systems damaged. Unit is not ready for occupancy. TSC also covered.

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