

FASTFacts - eSignatures  
eTransmission and eStorage  
HUD MFH Programs



# FASTFacts - eSignatures eTransmission and eStorage HUD MFH Programs

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The material contained in this document is not comprehensive of the continually emerging issues surrounding policies in The Multifamily Housing industry.

The majority of the instruction provided in this workbook is based on interpretation of HUD Handbook 4350.3 Rev 1 Change 4 released in December 2013 and various HUD Question & Answers Documents.

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## ***ELECTRONIC SIGNATURES, ELECTRONIC STORAGE & ELECTRONIC TRANSMISSION***

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### **INTRODUCTION**

In May 2020, HUD [Housing Notice 2020-04 on HUDCLIPS, “Electronic Signature, Transmission, and Storage – Guidance for Multifamily Assisted Housing Industry Partners”](#) meant to provide guidance for HUD’s Multifamily Housing Industry Partners. The term “Industry Partners” includes:

- Owners of HUD assisted and multifamily housing properties;
- Owners, management agents, and service providers; and
- HUD and Contract Administrator (CA) staff.

In, November 2020, HUD replaced that Notice with HUD HSG Notice 2020-10 [Electronic Signature, Transmission and Storage - Guidance for Multifamily Assisted Housing Industry Partners](#)

The only difference between the two Notices is that the second Notice reiterates the terms of HUD’s data share agreements with Social Security and the Department of Health and Human Services who provide data for EIV.

CPAs conducting the HUD financial audit must review EIV information at the site or the management company home office. CPAs and owner/agents should review the EIV Rules of Behavior for information about restrictions surrounding EIV reports.

The Notice provides guidance on acceptable procedures for use of electronic signatures and the electronic transmission and electronic storage of documents and files.

Except as excluded under regulation, the Notice pertains to all HUD forms and owner/agent (OA) created documents related to asset management, Section 8 contract renewal and occupancy policies.

This FASTFact discusses:

- HUD’s requirements,
- How day-to-day practices may change,
- What should be included in any internal policies and
- How this Notice affects guidance related to certifications created during the COVID-19 pandemic.

### **APPLICABILITY**

The Notice is applicable to the following assisted Multifamily Housing programs and pertains to all applicants, assisted residents, and industry partners working with these programs:

- Project-based Section 8 programs under the United States Housing Act of 1937 (42 U.S.C. 1437) as follows:
  - New Construction;
  - State Agency Financed;
  - Substantial Rehabilitation;
  - Supportive Housing for the Elderly with project-based Section 8 (Section 202/8);
  - Rural Housing Service (RHS) Section 515/8;
  - Loan Management Set-Aside (LMSA); and
  - Property Disposition Set-Aside (PDSA).
  - PBRA RAD
- Section 202 Senior Preservation Rental Assistance Contracts (SPRAC);
- Section 202/162 Project Assistance Contract (PAC);
- Section 202 Project Rental Assistance Contract (PRAC);

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- Section 811 PRAC;
- Section 236 (including RAP); and
- Section 221(d)(3)/(d)(5) Below Market Interest Rate (BMIR).

The guidance in the Notice does not apply to the HOME program or to Public and Indian Housing (PIH) programs.

## **PURPOSE OF THE NOTICE**

With the issuance of the final Notice, HUD will permit, but not require, industry partners to use electronic signatures. HUD will also permit industry partners to electronically transmit and electronically store files. Industry partners choosing to use electronic signatures, electronic transmission, and/or storage of electronic documents must do so in compliance with federal, state, and local laws.

*Note that, while HUD does not require original (wet) signatures, some state and local laws or entities may require the use of wet signatures on some forms, such as:*

- HUD-50059, “Owner’s Certification of Compliance with HUD’s Tenant Eligibility and Rent Procedures”;
- HUD-9887 “Document Package for Applicant’s/Tenant’s Consent”; and
- Leases and lease addenda.

*owner/agents are urged to consult with their legal counsel and obtain necessary information about state and local requirements for these types of documents.*

## **COVERED DOCUMENTS**

The Notice pertains to HUD-approved or required documents. Types of forms and documents other than official HUD forms include, but are not limited to, the following:

- Documents transmitted among owner/agents, HUD, CA, and other service providers;
- Documents submitted by and provided to applicants or residents;
- Documents submitted by third-party verifiers to owner/agents; and
- Documents used for other HUD Multifamily Housing business purposes.

The Notice does not change the nature or use of required documents as all such guidance remains the same. For example, an owner/agents may accept a resident’s notarized statement or signed affidavit regarding the veracity of information submitted, if the information cannot be verified by another acceptable verification method.

Now the document may be submitted in paper form or signed electronically and/or transmitted to the owner/agents electronically.

## **EXCEPTIONS**

Sometimes regulations (24CFR) require some notices be

- Sent by First Class Mail;
- Delivered directly to residents or their units; or
- Posted in public spaces.

In these situations, electronic communication (email, posting on a website, etc.) does not satisfy the requirement. These include but are not limited to the following types of Notices:

- Termination of tenancy (§247.4(b));
- Change in leasing and/or occupancy requirements, e.g., proposed pet rules (§5.353(f));
- Increase in maximum permissible rents (§ 245.15);
- Conversion of a project from project-paid utilities to tenant-paid utilities, or a reduction in tenant utility allowances (§ 245.15);

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- Conversion of residential units in a multifamily housing project to a nonresidential use or to condominiums, or the transfer of the project to a cooperative housing mortgagor corporation or association (§ 245.15);
- A partial release of mortgage security (except for any release of property from a mortgage lien with respect to a utility easement or a public taking of such property by condemnation or eminent domain) (§ 245.15);
- Making major capital additions to the project. (The term “major capital additions” includes only those capital improvements that represent a substantial addition to the project. Upgrading or replacing existing capital components of the project does not constitute a major capital addition to the project.) (§ 245.15).

Except for regulatory requirements (noted above), references to original signatures, original documents, the transmission or submission of documents, and file maintenance in HUD established guidance may be implemented through electronic means.

*Note that in the case of wet (i.e., original) signatures, the acceptable electronic equivalent must meet the criteria set forth in the Notice or criteria established under local law.*

When local, state, or federal laws require that specific documents be provided by First Class Mail, delivered in person, or other specified means, the said document must be provided using the stated required procedures and may not be solely transmitted electronically.

### **PERSONAL IDENTIFIERS**

Before we get in to the details, I want to make sure everyone is familiar with PII and SPII.

Personally Identifiable Information (PII) "refers to information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual.

Some examples of PII include name, date of birth (DOB), email address, mailing address, medical history, family relationships, vehicle identifiers including license plates, unique names, certificate, license, telephone and/or other specific reference numbers and/or any information that can directly identify an individual.

To determine whether information is PII, perform an assessment of specific risk that an individual can be identified using the information with other information that is linked or linkable to the individual.

In performing this assessment, it is important to recognize that information that is not PII can become PII whenever additional information becomes available, in any medium or from any source, that would make it possible to identify an individual."

For additional information see [Office of Management and Budget \(OMB\) Memorandum-17-12](#), "Preparing for and Responding to a Breach of Personally Identifiable Information", January 3, 2017.

Sensitive Personally Identifiable Information (SPII) is a higher risk subset of PII.

SPII is PII that, if lost, compromised, or disclosed without authorization, could result in substantial harm, embarrassment, inconvenience, or unfairness to an individual.

Such general data as social security numbers, bank account or passport information, credit and debit card numbers, driver's license numbers, and healthcare or medical insurance related information is considered sensitive PII.

For additional information, see [HUD Breach Notification Response Team \(HBNRT\) Privacy Breach Standard Operating Procedures, Section 3.3](#).

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<b>What is PII?</b>	
<b>PII includes: Name, email, home address, phone #</b>	
<b>Sensitive PII includes:</b>	
<b><i>If Stand-Alone:</i></b>	<b><i>If Paired With Another Identifier:</i></b>
Social Security Number	Citizenship or immigration status
Driver's license or State ID#	Medical information
Passport Number	Ethnic or religious affiliation
Alien Registration Number	Sexual orientation
Financial account numbers	Account passwords
Biometric identifiers	Last 4 digits of SSN
	Date of birth
	Criminal history
	Mother's maiden name

## **ELECTRONIC TRANSMISSION OF DOCUMENTS SENT TO OR FROM HUD OR A CA**

HUD and CA staff may electronically transmit HUD forms and documents to owner/agent as state, local, or federal laws permit.

HUD and its CA may designate certain electronic transmission methods for documents sent by an owner/agent.

Owner/agents should contact their local HUD field office or CA to determine each agency's submission options and/or transmission preferences.

Owner/agents may continue to receive documents and furnish documents in paper format if they prefer.

### **HUD REVIEWS**

Reviews conducted in compliance with HUD's guidelines must be performed using files (electronic or paper) at the site or at the management company. Reviews conducted by HUD or HUD's agents or reviews conducted in compliance with HUD's guidelines may involve reading files electronically (when available).

The Notice permits Independent Public Auditors (IPA), while conducting HUD financial audits, to have access to an owner/agent's electronic records.

All files must be provided in compliance with HUD's or other federal/state/local government security access requirements.

Owner/agents may continue to furnish documents in paper format if they prefer.

## **APPLICANT/RESIDENT DOCUMENTS & TRANSMISSIONS**

The Uniform Electronic Transactions Act (UETA) provides that when a law requires either a record to be in writing or include a signature, an electronic record or an electronic signature can satisfy that requirement, so long as the parties to the transaction have agreed to proceed electronically.

Their choice must be made affirmatively (*not assumed with an opt-out procedure*).

### **TRANSMISSION FROM APPLICANTS AND RESIDENTS**

Applicants and residents may complete most documents online or by hand and then scan and transmit them electronically to an owner/agents.

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Owner/agents may designate specific methods as acceptable for electronic transmission. However, applicants and residents must have the opportunity (*if they desire*) to provide information and documents in paper copy at any time.

## **TRANSMISSION TO APPLICANTS AND RESIDENTS**

Owner/agents may provide documents and notices electronically or make such documents available in an electronic format when state and local laws permit.

If an owner/agent chooses to provide documents electronically, the owner/agents should inform applicants or residents of their option to receive such documents in paper form.

When providing documents, forms, or notices electronically, owner/agents must be sure to comply with HUD's notification requirements, and state and local laws and regulations.

If required forms and brochures are distributed electronically, owner/agents may accept an electronic Acknowledgement of Receipt where needed.

Where applicant or resident acknowledgement of receipt is not required, owner/agents should maintain records showing that they provided applicants or residents with the electronic form or the electronic address used to access the form.

## **TRANSMISSION METHODS**

When transmitting documents electronically, industry partners must use *National Institute of Standards and Technology* (NIST) compliant methods. Examples include putting the documents inside an encrypted wrapper, such as an encrypted password-protected DOC, PDF, or ZIP file.

Other possible methods for transmitting electronic documents and data must comply with HUD's security requirements. They may include, but are not limited to, the following:

- Direct access (i.e., providing login information to a system in order to access electronically signed and/or stored documents);
- Access to a secure document portal such as [eFileCabinet](#) or [Dropbox Business](#);
- Access to a secure resident portal provided by your software vendor such as [Yardi's Rent Café Affordable](#);
- Secured, password protected removable electronic media, such as thumb drives or SD cards; and
- Other compliant technology as developed.

When transmitting Enterprise Income Verification (EIV) system data, vendors must adhere to NIST compliant standards. Similarly, all emails containing EIV data must be encrypted using a NIST compliant cryptographic module.

All documents containing or conveying PII must be encrypted or transmitted in a secure manner in order to safeguard this information.

When sending sensitive PII via email or via an unsecured information system, make sure the information and any attachments are encrypted.

Passwords should not be included in the same transmission as the documents. It is preferable to provide the recipient with the password by calling, texting, or in a separate email.

HUD strongly recommends using an encrypted transfer mechanism such as a shared link with an encrypted cloud storage service, an encrypted mail service or web encrypted transfer tools.

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When investigating these solutions think about what you want.

- Can you make the exchange part of your company/property web site?
- Is access to information be limited based on user name and password setup
- Can you provide documents for a limited amount of time?
- Can the solution track when documents are...?
  - Provided?
  - Accessed?
  - Altered?
  - Returned?

## **ELECTRONIC FORM OF SIGNATURE**

In a paper-based transaction, the most commonly used form of signature is a person's name, written with ink and in his or her own handwriting (i.e., an original or wet signature).

To comply with requirements set forth in the Fair Housing Amendments Act and Section 504 of the Rehabilitation Act, use of alternative methods (e.g., signature stamps) may also be acceptable, as long as such use complies with legal requirements.

The eTransaction laws similarly recognize that electronic signatures can take many forms and can be created by many different technologies, as long as the signing process satisfies the other requirements identified in the Notice.

Examples of commonly used electronic forms of signature include:

- A typed name (e.g., typed at the end of an e-mail message by the sender or typed into a signature block on a website form by a party);
- A digitized image of a handwritten signature that is attached to an electronic record;
- A shared secret (e.g., a secret code, password or PIN) used by a person to sign the electronic record. ("Shared" means that the secret is known both to the user and to the system);
- A unique biometrics-based identifier (e.g., a fingerprint, voice print or a retinal scan), or
- A digital signature;
- Sounds such as a recording of a person's voice expressing consent;
- Processes such as using a mouse to click a button (such as clicking an "I Agree" button);

This is not an exhaustive list, but it illustrates the variety of options available for use as an electronic form of signature. As technology advances, future methods may be adopted. When accepting electronic signatures, owner/agents must determine the level of authentication used.

Owner/agents should use advanced authentication for legal documents or higher risk agreements such as:

- Customized passwords that signers create;
- Multi factor authentication;
- Knowledge-based authentication that requires signers to answer questions that prove their identity;
- Phone authentication with live representatives.

When investigating automated solutions, you need to know if you will have the ability to collect electronic or digital signatures. Other questions you may want to consider are:

- Is there a way for multiple people to sign a single document?
- Is a notary option available?
- Is there a way to witness a signatures?
- Etc.



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*Note: owner/agents are strongly encouraged to consult their legal counsel in determining the requirements for wet signatures for documents required by other federal, state, or local laws and/or agencies. owner/agents must ensure they maintain documents in appropriate formats.*

Owners and management agents (owner/agents) adopting the terms of the Notice must provide applicants and residents the option to utilize wet (i.e. original) signatures and paper documents upon request.

## **ELECTRONIC STORAGE - FILE AND DOCUMENT STORAGE**

HUD forms and owner/agents created forms or documents used for the management of the property may be stored electronically when state and local laws permit.

If industry partners want to utilize EStorage, they may do the following:

- Maintain paper files, electronic files or a combination of both; or
- Convert paper files to electronic format.

When information is stored electronically, data must be encrypted using a NIST compliant encryption solution.

Do not place PII on shared drives, multi-access calendars, on Intranet, or the Internet unless they are compliant with the terms of the Notice.

Do not let documents with PII sit on a printer, scanner, or fax machine where unauthorized employees or contractors can have access to the information.

EIV data stored electronically must be in a restricted access directory or, if placed on portable media, labeled appropriately and encrypted using an NIST compliant cryptographic module.

## **SECURITY**

Data security management is a way to maintain the integrity of electronic data and to make sure that the electronic data are not

- Accessible by unauthorized parties; or
- Susceptible to corruption.

You must comply with data security requirements of specific HUD programs, such as but not limited to the following:

- Encryption both at transmission and at rest;
- Use and disclosure of data;
- Passwords for all employees or agents/contractors;
- Using and accessing electronic data and systems, backing up data, and data protection;
- Use of emails, message content, encryption, and file retention;
- Mobile devices - ensure they are secure, used appropriately, and protected from theft;
- Unauthorized access;
- Reporting malicious malware in the event it is inadvertently imported;
- Audit and access logs; and
- Data Destruction.

## **ACCESS**

Industry professionals will access documents as required by the function of those documents. *(For example, maintenance staff will not have access to resident certification records. Real Estate Assessment Center (REAC) inspectors will not have access to resident files.)*

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Access to electronic information must comply with the same HUD program requirements that apply to paper files. Industry partners must ensure the security of important electronic records and documents.

Industry partners must adhere to special rules surrounding EIV or other documents, such as documents disclosing a resident's/applicant's status as a victim of domestic violence, dating violence, sexual assault, or stalking.

Industry partners will use the stored information only for its intended purpose and must not share any electronic or paper files for purposes other than those strictly related to an appropriate request.

This is also the case when records and documents are stored in a central location using document management software and when a secured version of a form is attached to a specific resident or owner record.

Utilize a method to track electronic activity associated with sensitive documents and information. Access tracking methods should also be designed in such a way as to allow security audits of the electronic data when requested by federal or state agencies.

*Note: Such audits must be permissible and conducted within the protections of the Privacy Act and other privacy and confidentiality laws and regulations.*

In the event of a data breach, industry partners should have a method to facilitate disclosure to those affected by the breach.

Report any breach to the entity that owns or administers the data.

Proprietary information must not be shared with another like entity. *(For example, a CA would not share rent comparability studies submitted by one owner/agents with another owner/agents.)*

### **RETENTION**

A data retention policy, or records retention policy, is an organization's established protocol for retaining electronic data for operational or regulatory compliance needs.

Industry partners must comply with established program-specific document retention requirements. Retention requirements are the same for both paper and electronic documents and records.

*Reference Multifamily Housing handbooks for record retention requirements.*

### **DATA AND FILE DESTRUCTION**

Data destruction is the process of destroying electronic data stored on tapes, hard disks, and other forms of electronic media, so that it is completely unreadable and cannot be accessed or used for unauthorized purposes.

Industry partners must have policies and procedures in place to destroy records and data and must document when and how records and data are destroyed.

Procedures must ensure that records and documents cannot be accessed once they have been destroyed. The type of destruction method used should correlate to the sensitivity of the data and HUD's or other federal/state/local government requirements.

### **Paper File Destruction**

owner/agents must dispose of paper files in a manner that will prevent any unauthorized access to personal information, e.g., burn, pulverize, shred, etc.

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When converting paper files/documents to electronic format and prior to destroying the paper format, owner/agents must check local and state laws and practices to determine if hard-copy documents with wet signatures must be retained or whether a print-out of an electronic document with a verifiable electronic signature is acceptable.

### **ACCESSIBILITY OF ELECTRONIC MEDIA**

Industry partners must provide all notices and communications discussed in the Notice consistent with Section 504 of the 1973 Rehabilitation Act and HUD's Section 504 regulations, and Titles II or III of the Americans with Disabilities Act (ADA) and its implementing regulations.

These statutes also require effective communication with individuals with disabilities and prohibit Electronic and Information Technology (EIT) imposed barriers to accessing information, programs, and activities by persons with disabilities.

Owner/agents, Contract Administrators and other Industry partners must provide appropriate auxiliary aids and services necessary to ensure effective communication, which includes ensuring that information is provided in appropriate accessible formats as needed, e.g., Braille, audio, large type, assistive listening devices, sign language interpreters, accessible websites and other electronic communications.

In the event that a person with a disability is unable to use an electronic system or file that meets federal accessibility standards, owner/agents must provide reasonable accommodations to afford users an equal opportunity to participate (e.g., in completing and signing documents or submitting documents in paper copy).

In the event that a person with a disability is unable to use an electronic system or file that meets federal accessibility standards, owner/agents must provide reasonable accommodations to afford users an equal opportunity to participate (e.g., in completing and signing documents or submitting documents in paper copy). (See 24 CFR 8.6; 28 CFR 35.160, 36.303.)

### **LIMITED ENGLISH PROFICIENCY**

Additionally, in accordance with Executive Order 13166 (E.O. 13166), it is the responsibility of housing providers to ensure that effective communication of electronic media includes reasonable steps taken to ensure meaningful access for persons with Limited English Proficiency (LEP) across technological platforms.

Such formats may include, but are not limited to, multilingual websites and other electronic media.

### **IN CLOSING**

The release of the HSG Notice introduces more flexibility for property managers. Implementing electronic transmission, electronic signature and electronic storage provides more options for residents, CAs and HUD.

Additional FASTFacts can be found on our web site at <https://www.rbdnow.com/resources>.

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## APPENDIX A: SAMPLE DRAFT CONSENT TO COMMUNICATE ELECTRONICALLY

Date: \_\_\_\_\_

Property Name:		Telephone:	
Address:		Fax:	
Address 2:		TTD/TTY:	711 National Voice Relay
Property Web Site		Email	

HOH Name:	
Unit Number	

Applicant/Resident Name	
Do you live in the unit? <i>If you do not live in the unit, we must have resident consent to disclose any information.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Current Address	
Address Line 2	
City, State, Zip	
Home Phone	
Cell Phone	<input type="checkbox"/> Yes <input type="checkbox"/> No Cell Phone Number
Email address	<input type="checkbox"/> Yes <input type="checkbox"/> No Email Address
Work Phone	<input type="checkbox"/> Yes <input type="checkbox"/> No Phone Number
Applicant/Resident Portal	<input type="checkbox"/> Yes <input type="checkbox"/> No Address
Other Communication Information	<input type="checkbox"/> Yes <input type="checkbox"/> No Describe
Comments	

For Property Management Staff Use Only
<p>Initial and date when system has been updated to include resident information.</p> <p style="text-align: center;"><b>File in tenant file with the lease record.</b></p>

Except where required by Department of Housing & Urban Development (HUD) and other applicable law, the owner/agent will allow the resident to choose the preferred method to receive notices and other communications. Multiple communication methods are allowed.

When allowed by regulation, the resident may choose to receive messages electronically or to provide electronic signatures on required documents.

Some notices may also be posted or be delivered to the applicant's/resident's address in accordance with HUD requirements.

*(Note from RBD – Optional. If you are going to provide access to documents online, provide that address. Delete this note before completing edits.)* Residents may obtain forms and brochures, including brochures provided by HUD describing residents rights, responsibilities and protections from the following web site: xxx.com.

*(Note from RBD – Optional. If you are going to conduct business electronically, you have to obtain agreement from the resident. Review the Notice for information about requirements. You may not force any resident to communicate with you electronically. Delete this note before completing edits.)* **Technical Requirements:** To complete an online application, lease or other required forms and to access/retain electronic records, you will need a recent version of Internet Explorer, Safari, Firefox, and/or Chrome browser. You may need access to a printer and/or the ability to download information in order to keep

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copies of the lease/ related electronic materials for your records. You can return to our website to review, save, and print the documents you signed electronically.

**Recordkeeping:** Documents provided and executed during the application process or while you are living on the property are recorded and made part of your file as required by HUD and as required based on other applicable law.

**Privacy:** Personal data that you enter is protected under The Privacy Act.

Your information will be used by and may be transmitted to the owner/agent staff and contractors as appropriate, any new owner/agent, HUD, HUD's agents, or other third parties for the purpose of the administration, evaluation and management of your application/lease as well as for the purpose of preparing reports that may be required by government agencies. The owner/agent will comply with rules established by the Department of Housing & Urban Development when transmitting or sharing your data.

*(Note from RBD – Optional. Please delete or edit to conform to your own policies. Delete this note before completing edits.)* Any communication, including but not limited to calls/texts/emails made to the management office or to property staff devices may be monitored and recorded and stored using a service provider that complies with HUD's document storage requirements as provided in HUD's Housing Notice 2020-04 and subsequent publications from HUD.

Disclosure of your information to any other party requires resident consent. Please contact the property management staff if you would like a copy of the form used to provide such consent. Alternatively, you may provide such consent in writing or in another electronic format.

**Updating Contact Information:** Please note that it is your responsibility to update the owner/agent regarding any changes to your contact information.

**Paper Copy:** You have the right to request paper copies of any documents we provide to you electronically. You have the option to complete any document or receive any information using the traditional hard copy and original signature process.

**Withdrawal of Consent:** You have the right to withdraw your consent to communicate electronically. If you choose to do so, please note that you will no longer receive information through this resident portal. You may withdraw your consent by emailing ABC Properties management office at *(Note from RBD: enter the appropriate email address.)* [xxx@xxx.com](mailto:xxx@xxx.com), by calling *(Note from RBD: enter the appropriate phone)* 111-111-1111 or by sending a written withdrawal of consent to *(Note from RBD: enter the appropriate address.)* 101 Paradise Point, Management Office, Anywhere, USA 11111.

## **Agreement:**

You are not required to give consent to communicate and conduct business electronically as allowed by the Department of Housing & Urban Development (HUD) and other applicable law.

By signing this document, you give your consent to communicate and conduct business electronically as allowed by the Department of Housing & Urban Development (HUD) and other applicable law. You understand that certain information cannot be sent electronically because of government or HUD restrictions.

\_\_\_\_\_  
Signature of Applicant/Resident  
cc: Applicant/Resident File

\_\_\_\_\_  
Date

## RBD FASTForms



Ross Business Development's FASTForms library is one of the most comprehensive compilations of individual policies, forms, notices, checklists, and compliance packages available.

These forms have been designed for use on properties providing housing assistance through one of HUD's Multifamily Housing (MFH) programs.

Policies, Forms and checklists discussed in this class are available and can be downloaded from our web site. We offer complete [Packages, Bundles](#) or [Individual FASTForms](#).

What people are saying...

*"YOU ARE A SAINT!!! I downloaded everything and it could not have worked out better. I have 3 MOR's to respond to and all were needing updated VAWA policies and forms. I really appreciate your efforts and I am not above taking the bows when the kudos come rolling in - HA! HA! Actually, I do share with the owner and contract administrators that I used RBD policies and forms as the foundation for our individual properties. It is only fitting that your labors be acknowledged, as the ultimate goal is to get the policies in place. Thanks again for your help." Mindy H.*

**Select the library type that most closely matches your need.**

### [FASTForms Packages](#)

When developing our FASTForms Packages, we designed a policy template and determined the documents necessary to support that policy. For example, the TSP FASTForms Package includes the TSP template, applications and pre-applications, notices, file checklists and much more.

For our PBRA RAD Conversion FASTForms, we include a RAD Reference Guide, Conversion Checklist, instructions for completing the 50059 for RAD, tenant file checklists, Tenant Conversion Packages and much more. Pick and choose the FASTForms Package that meets your needs - VAWA, EIV, Tenant Selection Plan, House Rules, Reasonable Accommodation & Modification...plus many more.

### [FASTForms Individual Forms](#)

For years, our customers have requested the ability to select an individual policy, notice or form without all of the related forms. FASTForms Individual Forms allows you to purchase individual forms ala carte. Hundreds of forms are available and can be viewed by "Area of Interest."