

**Instructions for Building Management Occupancy Review (MOR)
Error Data Files**

HUD will accept MOR error data in two file formats: Contract Administrators (CAs) and/or HUD staff may use (1) Comma Delimited Text Files or (2) Excel Spreadsheets when emailing their file attachments to the Office of Multifamily Housing at [MF MOR Error Report@hud.gov](mailto:MF_MOR_Error_Report@hud.gov). Specifications for file formats and guidance for determining whether or not an error has been resolved are described below:

Comma Delimited Text File

- A. The first record in the file must consist of column headers or field names as depicted in column two of Table-A.
- B. There must be one record per line. Each record/line must end with a carriage return and line feed (CRLF).
- C. Field values are separated by commas without leading and trailing space(s) adjacent to the comma.
- D. Fields 1 through 13 are described in Table-A below.

TABLE-A

Field #	Column Header/Field Name	Description
1.	CA_ID	Five character alphanumeric text (e.g. "AK800") for Contract Administrator use only.
2.	Servicing Site	Variable length alpha text (e.g. "Anchorage") for Servicing Site (Field Office) use only.
3.	State Code	Two character alpha text (e.g. "AK"). To be completed by the Contract Administrator and Servicing Site (Field Office).
4.	Report Date	Six character numeric texts defined as MMYYYY where MM must be 10 for October or 04 for April. YYYY represents a 4 digit year. For example, October 2008 would be "102008".
5.	MORs	Numeric field (no embedded commas or decimals) containing the total number of MORs performed during the reporting period. If no MORs were performed during the reporting period, enter "0".
6.	Eligibility in process	Numeric field (no embedded commas or decimals) containing the total number of Eligibility error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter "0".
7.	Eligibility Resolved	Numeric field (no embedded commas or decimals) containing the total number of Eligibility error types resolved during the reporting period. If no errors were

		resolved during the reporting period, enter "0".
8.	Calculation in process	Numeric field (no embedded commas or decimals) containing the total number of Calculation error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter "0".
9.	Calculation Resolved	Numeric field (no embedded commas or decimals) containing the total number of Calculation error types resolved during the reporting period. If no errors were resolved during the reporting period, enter "0".
10.	Timing in process	Numeric field (no embedded commas or decimals) containing the total number of Timing error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter "0".
11.	Timing Resolved	Numeric field (no embedded commas or decimals) containing the total number of Timing error types resolved during the reporting period. If no errors were resolved during the reporting period, enter "0".
12.	Reporting in process	Numeric field (no embedded commas or decimals) containing the total number of Reporting error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter "0".
13.	Reporting Resolved	Numeric field (no embedded commas or decimals) containing the total number of Reporting error types resolved during the reporting period. If no errors were resolved during the reporting period, enter "0".

E. A typical comma delimited file will contain two records. Record one (header record) will consist of column headers or field names as depicted in column two of Table-A. Record two (data record) will contain values in fields 1 through field 13. Servicing Sites will not enter data in field 1. Contract Administrators will not enter data in field 2. Contract Administrators that are both Performance Based and Traditional must submit files containing at least two data records under separate CA_IDs using their assigned PBCA and TCA CA_IDS. CAs should not combine or report their TCA errors and PBCA errors under one CA_ID.

An example Comma Delimited Text File may look like the following for a Contract Administrator:

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CA_ID,Servicing Site,State Code,Report Date,MORs,Eligibility in process,Eligibility Resolved,Calculation in process,Calculation Resolved,Timing in process,Timing Resolved,Reporting in process,Reporting Resolved
AK800,,AK,102008,4321,0,1,22,333,4444,55555,666666,7777777
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An example Comma Delimited Text File may look like the following for a Servicing Site:

CA_ID, Servicing Site, State Code, Report Date, MORs, Eligibility in process, Eligibility Resolved, Calculation in process, Calculation Resolved, Timing in process, Timing Resolved, Reporting in process, Reporting Resolved
 ,Boston,MA,042008,1234,999999999,88888888,7777777,666666,0,55555,0,4444

Excel Spreadsheet File

- A. Row one of the Spreadsheet contains a predefined set of column headers (see Table-B below and attachment titled MOR Error Report Spreadsheet).
- B. Row two of the Spreadsheet will contain data values in columns A through M. Data values are entered by the reporting Contract Administrator or HUD Office. Servicing Sites will not enter data in column A. Contract Administrators will not enter data in column B.
- C. Contract Administrators that are both Performance Based and Traditional must submit files containing at least two rows of data under separate CA_IDs using their assigned PBCA and TCA CA_IDS. CAs should not combine or report their TCA errors and PBCA errors under one CA_ID.
- D. Spreadsheet columns are described in Table-B below:

TABLE-B

Column	Column Header	Description
A.	CA_ID	Five character alphanumeric text (e.g. “AK800”) for Contract Administrator use only. May be entered or selected from the in-cell dropdown.
B.	Servicing Site	Variable length alpha text (e.g. “Anchorage”) for Servicing Site (Field Office) use only. May be entered or selected from the in-cell dropdown.
C.	State Code	Two character alpha text (e.g. “AK”). To be completed by the Contract Administrator and Servicing Site (Field Office). May be entered or selected from the in-cell dropdown.
D.	Report Date	Six character numeric texts defined as MMYYYY where MM must be 10 for October or 04 for April. YYYY represent a 4 digit year. For example, October 2008 would be “102008”.
E.	MORs	Numeric field (no embedded commas or decimals) containing the total number of MORs performed during the reporting period. If no MORs were performed during the reporting period, enter “0”.
F.	Eligibility in process	Numeric field (no embedded commas or decimals) containing the total number of Eligibility error types in the process of being resolved during the reporting period. If no errors were in the process of being

		resolved during the reporting period, enter “0”.
G.	Eligibility Resolved	Numeric field (no embedded commas or decimals) containing the total number of Eligibility error types resolved during the reporting period. If no errors were resolved during the reporting period, enter “0”.
H.	Calculation in process	Numeric field no embedded commas or decimals) containing the total number of Calculation error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter “0”.
I.	Calculation Resolved	Numeric field (no embedded commas or decimals) containing the total number of Calculation error types resolved during the reporting period. If no errors were resolved during the reporting period, enter “0”.
J.	Timing in process	Numeric field (no embedded commas or decimals) containing the total number of Timing error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter “0”.
K.	Timing Resolved	Numeric field (no embedded commas or decimals) containing the total number of Timing error types resolved during the reporting period. If no errors were resolved during the reporting period, enter “0”.
L.	Reporting in process	Numeric field (no embedded commas or decimals) containing the total number of Reporting error types in the process of being resolved during the reporting period. If no errors were in the process of being resolved during the reporting period, enter “0”.
M.	Reporting Resolved	Numeric field (no embedded commas or decimals) containing the total number of Reporting error types resolved during the reporting period. If no errors were resolved during the reporting period, enter “0”.

Resolved Error Definitions

In determining whether or not an error has been resolved, the following error resolution definitions should be used:

1. 100% repayment
100% repayment to/from tenant or owner is made to correct error.
2. If 100% repayment cannot be made all at once Repayment plan entered into between owner and tenant or between HUD/CA and owner will be evidence to consider the error resolved.
3. Defaults on repayment plan

- When the tenant defaults on his/her repayment plan, if the owner has taken any of the following types of actions, the error would be considered resolved:
 - Termination of assistance or tenancy
 - Referral to collection agency
 - Owner files civil/criminal action
 - Garnishment

 - When the owner does not comply with the requirements of the repayment agreement, once administrative action is taken by HUD or the CA to cure the deficiency, the error would be considered resolved.
4. Fraud determined
- If the owner, after investigating, determines tenant fraud, if he/she has taken any of the following types of actions, the error would be considered resolved:
 - Termination of assistance or tenancy
 - Referral to collection agency
 - Filing civil/criminal action
 - Reports fraudulent activity to the Office of Inspector General or other law enforcement agency

 - If HUD or CA determines fraudulent activity on the part of the owner, once administrative action is taken by HUD, the error would be considered resolved.
5. False positives
- After verification/investigation it is determined that no error occurred.