

Miland Services Special Claims

April 2023

www.Miland.net

Miland Services Special Claims

How to submit a Special Claim:

- **Follow your company's Move-out procedures being sure to:** a) take pictures @ move-out; b) fill out the move-out inspection form; c) prepare the FAS and mail certified mail if they owe money; d) sent account to collection if they owe money; and e) make the unit ready for next tenant
- **READ the email you receive from SpecialClaims@Miland.net and follow the instructions.** This will summarize the steps that need to be taken. The attachments on the email is unique to your property and meet your contract administrator's requirements.
- **Print out the .PDF that is attached to the email.** There will be a form for each Special Claim opportunity and one blank one you can use to submit a claim if you want to fill it out as you are completing the move-out process.
- **Fill out the form and attach the requested documents.** If you believe there is no claim, please return the form without the attachments. We will mark it in the database so that this entry drops off your monthly email.
- **Email the required documents to SpecialClaims@Miland.net**
- **Wait for**
 - Additional instructions** OR
 - Your money to appear on your HAP Voucher**



Miland Services Special Claims

What we do:

- ▶ Download your move-in, move-out and unit transfer activity from your software into a database to:
 - ▶ Track when claims are submitted
 - ▶ Determine when a claim has expired
 - ▶ Mark how much is paid on a claim
 - ▶ Identify when we receive documents from you
- ▶ Send emails reminding you which move-outs are eligible for Special Claims
- ▶ Pull additional documents from your database required to submit a claim.
- ▶ Submit claims to your Contract Administrators (currently we are working with over 30 Contract Administrators)
- ▶ Post successful claims to your software so that you receive your money when your HUD Voucher pays
- ▶ Negotiate with Contract Administrators when claims are denied or require more information

Miland Services Special Claims

Options for submitting Claims

Wait until you receive your monthly email and pull the required documents

Fill out and submit the documents as you complete the Move-out process. Each month your mailing includes a blank form you can copy and use.

OR

Please return the form even if there is no claim because we will mark this in the database

You may also submit the claim as soon as convenient. We will keep track of the claim and submit the claim for payment ASAP.

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What it looks like

Email

Attached, please find Tenant Move-out Sheets for each of your recent Moveouts that are still eligible for Special Claims.

Please print these out and attach the requested documents.

If there is no claim, please write "No Claim" on the form and return it to us. We will mark it in our system so that we do not ask you again.

Please give us a call if you have any questions.

Aaron Schnipke 419-234-5765

Gail Schnipke 614-893-7696

Mardene Kelley 614-296-3352

Miland Services Special Claims Team

If you are new to Special Claims—Welcome. Special Claims is money HUD will pay to the property to compensate for Vacancy Loss and Damages. It's money that provides more income to the bottom line.

The way this works is that every month we send you a Move-out form for each tenant that has moved out during the prior month. All you have to do is:

1. Grab the documents that are listed in the section, scan them and send them to HUDSpecialClaims@outlook.com or FAX them to **749-920-9006**.
2. Fill out the section in green (**Make Ready Check list for Unit**). The Make Ready dates are important because these dates are used to calculate vacancy.
3. You also need to print out the form that is attached and sign it.

Perhaps the most confusing part is that you are sending in the Move-in 50059 for the tenant moving out. You don't have to worry about who is moving in. That information is already on the form. These forms are all tailored to the requirements of your Contract Administrator. The items on your list are unique to your contract administrator.

AND, if you by chance miss something, we will reach out to you and ask you for the items. There are other items we need and we are grabbing those out of your computer software program. We're just trying to make it as simple as possible.

And, we are always just a phone call and/or email away.

Tenant Move-out Form



Miland Services
P O Box 8423
The Woodlands, TX 77387-8423
614-296-3352 (OH Office) 740-920-9006 (FAX)

Seymour OBrien Manor -- Special Claims for Unit #			
Move-Out Tenant		Move-In Tenant	
Name:		Name:	
Move-Out Date:		Move-In Date:	
No Claim: Reason			
Move-out Tenant owes no \$ and Unit was Ready for occupancy on ___/___/___			
Include MO Tenant's		If MO Tenant owes money for rent or damages	
___ Signed Move-in 50059 (Pages 1 & 2)		___ Certified Mail Stamp from Final Demand Letter	
___ Final Accounting Statement		___ Pictures of Damages <i>(Only if there are damages)</i>	
___ Security Deposit Receipt		___ Move-in/Move-out Unit Inspection <i>(Only if there are damages)</i>	
		Has account been sent to Collection Agency? Yes No	
		Please include Contractor Invoices if you use outside contractors.	
Make Ready Checklist for Unit #			
	Start Date	Complete Date	Comments
Painting			If entire unit is Painted, date last painted _____
Maintenance			If <u>blinds</u> are replaced, date last replaced _____ If <u>carpet</u> is replaced, date last replaced _____
Miscellaneous			
Final Cleaning			
Date Make Ready Started:		Date Make Ready Completed:	
Sign this form and return to HUDSpecialClaims@outlook.com or FAX: 740-920-9006			
(Even if there is no claim.)			

I certify: (a) Unit is in decent, safe and sanitary condition and is available for occupancy during the vacancy period in which the payment is claimed; (b) the Owner/Agent did not cause the vacancy by violating the lease, the contract, or any applicable law; (c) The contract administrator was notified immediately upon learning of the vacancy or prospective vacancy and reasons for it; (d) All HUD requirements were followed on termination of tenancy (chapter 8, Section 3 of Handbook 43.5.0.3 Rev.1) if the vacancy was caused by an eviction. All documentation will be retained in the tenant's file for 3 years. (e) That charges are not the result of normal wear and tear or routine maintenance. (f) Tenants were billed for unpaid rent or damages and took all reasonable steps to collect the debt; (g) Damage claim was due to the tenant's negligence or abuse; (h) documentation will be retained for 3 years.

Arnold Grounds IN

(signed)

(date)

Sending account to Collection

HUD requires that if a tenant owes money at the end of his/her tenancy AND you want to be reimbursed for either unpaid rent and/or damages, two events must happen:

1. The FAS must be sent Certified Mail (many states require this be sent within 30 days of move-out). Your FAS or cover letter needs to have a statement similar to this:

Our records indicate you have a balance due. You have thirty (30) days from the date of this notice to pay this outstanding balance in full before it is transferred to a collection agency. If you cannot pay this balance inside of 30 days, you have 10 days from the date of this notice to meet with the property manager to discuss. We do not discriminate on the basis of handicapped status in the admission or access to, or treatment, or employment in its assisted programs

2. Send the account to your Collection Agency 30 days after you send the FAS Certified Mail **ONLY IF** the move-out tenant owes over \$50 for unpaid rent and/or damages.

Most Collection agencies require copies of the following documents:

a) MO Tenant's original MI 50059; b) Original Lease; c) Final Demand Letter; d) Certified Mail Stamp; e) Application; F) Move-out Inspection.

After the account is sent of to collection, you are no longer responsible for collecting this account. If a tenant wishes to make payment after it has been sent off to collection, they must work with the Collection Agency. **Do not accept money on an account that has been sent to a collection agency.**





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That's really all you need to know. But, in case you are curious, here are additional topics included below:

- ▶ What are Special Claims
- ▶ What money is available
- ▶ How Claims are Calculated
- ▶ How to File a Claim
- ▶ Who are we

Miland Services Special Claims

What are Special Claims?

A Program that provides funds to properties to reimburse property for Vacancy Loss and Unpaid Rent and Damages.

All claims require that

- The unit is Safe, Sanitary and ready for occupancy
- The Move-out Tenant was on Subsidy or Subsidy was removed for failure to recertify
- The unit/property is not being Rehabbed
- The unit is available for occupancy by a new tenant

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What money is available and how is it calculated?

Vacancy Loss provides compensation for the loss of rental income between when a ready-to-lease unit is no longer occupied, and a new tenant has not yet moved in.

Maximum Claim depends on the type of property:

- **HUD**—pays up to 80% of two month's Contract Rent
- **Mod Rehab**—Pays tenant's portion until the end of the first month and 100% of contract rent up to the full next month. If the unit is not made-ready within the month following move-out, no funds are available.
- **50058 Properties**—Special rules apply.

Unpaid Rent and Damages provides compensation for past-due rent, tenant damages and other charges due from the move-out tenant because of their failure to pay past-due rent, or for damages caused by the former tenant's negligence and/or abuse.

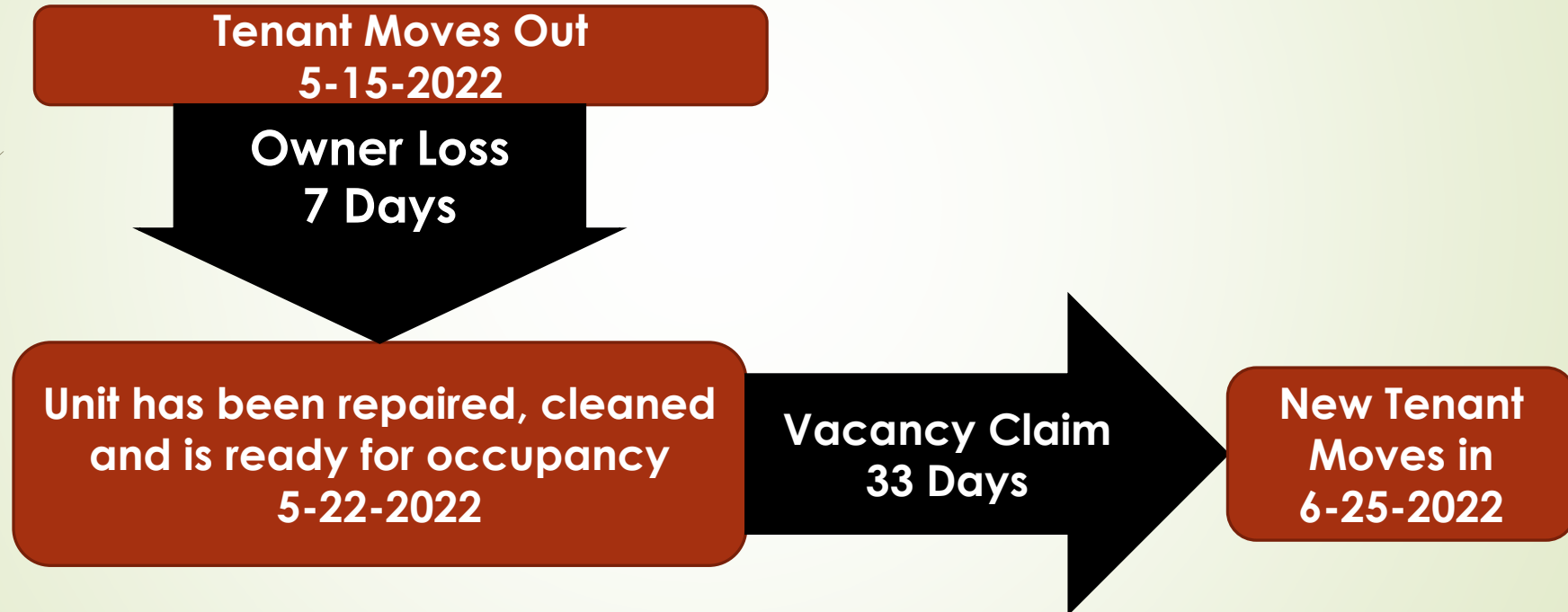
Maximum Claim depends on the type of property:

- **HUD**—pays up to 100% of one month's Contract Rent
- **Mod Rehab**—pays up to 100% of two month's rent
- **50058 Properties**—no money

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Example: How Vacancy Claim is calculated

- Vacancy Loss is the gap between the time the unit is “Made Ready” for occupancy and the next tenant moves in. For Example:



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Example: How Damages and Unpaid Rent are calculated

Contract Rent	\$ 800
Security Deposit	<u>\$ 25</u>
Amount available for Unpaid Rent and Damages	\$ 775

- **Unpaid Rent** is the amount of Unpaid Rent on the tenant's ledger at Move-out
 - If Unpaid Rent is \$2,000, We will only submit unpaid rent and collect \$775.
 - If Unpaid Rent is \$500, we will submit \$500 for unpaid rent and the rest is available for damages.
- **Damages** is what the property charges the move-out tenant for damages that are above "normal wear and tear".

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How to file a Claim

Each month, Miland Services, SpecialClaims@Miland.net will send an email that shows move-outs that are still eligible and attaches a form for each. That email will provide instructions on what to do.

There is a wide variety on what documents are required. **The only items that every Contract Administrator requires are:**

1. The **signed 50059 MI** for the tenant moving out (and even here there is some flexibility). *Feel free to redact the SSN and Date-of-Birth. If you do not redact the sensitive information, we will do that for you before submitting the claim.*
2. A copy of the **Certified Mail Stamp** showing the FAS was sent Certified Mail. Some Contract Administrators require this is sent within 30 days of move-out, others have a bit more flexibility.
3. The **Make Ready Checklist**.
4. A Signed statement that the unit is safe and sanitary and ready for occupancy.

There are additional requirements depending on where the property is located. Your Tenant Move-out Sheet will show what is required.

The Required documents are emailed to SpecialClaims@Miland.net.

Miland Services Special Claims

Required Steps When a Tenant Moves Out

Follow the instructions on your Tenant Move-out Sheet that you receive monthly from Miland Services and send to SpecialClaims@Miland.net.

1. Take Pictures



2. Complete Move-out Inspection listing all damages



3. Prepare the FAS (Final Accounting Statement)



4. Send FAS Certified MAIL if tenant owes > \$50 (even if tenant is deceased)



5. Make the unit ready for occupancy



Filing a Special Claim with Miland Services: Summary Steps

1. Steps required at move-out:
 - Inspect the Unit
 - List any damages on the Move-in/Move-out form
 - Take Pictures (even if your contract administrator does not require pictures)
 - Prepare the FAS
 - Send FAS Certified Mail if the tenant owes > \$50
 - Make the unit ready for occupancy and enter these dates in OneSite
2. Send accounts **for persons who owe money** off to Collection **even if the tenant is deceased**
3. **Read and respond to emails from SpecialClaims@Miland.net!**
 - Every contract administrator requires different documents. Follow the Tenant Move-out Sheet to know exactly what documents you are required to submit.
 - Even if there is no vacancy and the tenant owes no money, you still need to send an email to **SpecialClaims@Miland.net** so we can make notes in the database
 - Unit must be receiving subsidy at move-out unless subsidy has been terminated for any reason other than “over-income”
4. There are two categories of Special Claims—**both require different documentation**
 - Vacancy
 - Unpaid Rent and Damages (one category two different sections for reimbursement)
5. Your Special Claim Reimbursement will show up on your HAP Voucher.
6. Feel free to call the Miland Services Special Claims Team for help:

Aaron Schnipke 419-234-5765

Gail Schnipke 614-893-7696

Mardene Kelley 614-296-3352



Miland Services Special Claims

Who are we?

We are a small, family-run business located in Granville Ohio. Aaron Schnipke, MBA, (419-234-5765) and Gail Schnipke, BA, BSN (614-893-7696) do most of the work assisted occasionally by Wayne Kelley, CPA, MBA (inactive), COS, (614-296-5534) and Mardene Kelley, MSBA (614-296-3352).

We work out of our house that is on a 7-acre farm, so occasionally, we will answer our phone from the barn-yard. We practice Regenerative Agriculture—Ask Aaron if you want more details on what that means and what he does. Our current inventory includes 7 cows, 50 meat-chickens, 1 Guiney Hen and 36 layers. We also have 4 children who you may occasionally hear in the background.

We frequently work late at night or early in the morning, depending on what is happening.

Gail is also a part-time nurse at Nationwide Children's Hospital, so there are some days (after she has worked a night shift) that she is not available until late afternoon.

Our goal is to process as many Special Claims as quickly as possible because if you don't make money, we don't make money.

We also help Miland Services with Voucher Processing, EIV Master Binder Maintenance, EIV Discrepancy Resolutions and Compliance. So, even though Special Claims is our main focus, we assist in providing a variety of services.