

Unauthorized Assistance – HB -3, Chapter 9
Management Checklist

1. Identify Unauthorized Assistance

- a. Document amount and clearly identify how you arrived at amount
Recapture **full amount**, regardless of amount or if error was by Agency, borrower or tenant
- b. Summarize how discovered

2. Preliminary Notice to Tenant

- a. Management send HB Letter 304 and Form RD 3560-65 to tenant
Prepare Form RD 3560-65 – MFH Unauthorized Assistance Notification /Repayment Agreement
If repayment agreement greater than 90 days:
 - Complete with assistance from Agency on interest rate and payment terms
 - Agreement cannot be for more than 24 months without approval from National Office
- b. Provide copy of letter and 3560-65 to Agency - Agency will sign form and fax to DCFO
- c. Issue Notice of Lease violation, if applicable. (HB-3 - 9.19)

3. Meet with tenant, if requested:

- A. If tenant Agrees:
 - a. Complete Form RD 3560-65 and submit to Agency.
 - b. Recertify as needed - Do **not** modify existing tenant certification through MINC. (HB-3 - 9.19)
- B. If tenant does not respond within 15 days or disagrees
 - a. Send HB Letter 305, final determination notice (with appeal rights)
- C. If tenant disagrees and appeals:
 - a. Proceed to Appeal process – only if requested.

4. If no response or agreement:

- a. Send notice of eviction (HB-3 – Exhibit 9-3) **and**
- b. Send 3560-65 to Agency partially completed - **without** tenant signature, interest, or installment amounts

5. Payment:

- a. If Lump Sum payment is made, submit payment to Agency Servicing Office.
- b. Tenants that agree to repayment on 3560-65 submit payment directly to CSC
Note: If over 90 days, tenant will receive billings from St. Louis office
Management no longer will collect
- c. If tenant moves – notify agency **and** provide forwarding address to Servicing Office.

Old Agreements prior to 7/29/11:

- d. Continue as is, however, no longer adjusting project worksheets.
- e. Send checks for repayment directly to CSC