

HDS NextGen guidance videos and a written guide are posted to the Property Owners and Managers page on the Virginia Housing website. If you have not signed up for our communication updates, you can do so, by clicking this [link](#).

Tenant Income Certification Functions

SUBMITTED QUESTIONS	RESPONSES
<i>How do we occupy a unit and create the first tic?</i>	Review the short video on Creating a Tenant Income Certification (TIC) on our website. Contact your assigned Compliance Officer if you have questions.
<i>When the TIC report is generated some TIC's do not include the: Recertification Only Current Income Limit x 140% (if it's a recertifications) Unit meets Restrictions also is not answered in some of the TIC Reports Is there an action the site should take to correct this issue?</i>	<p>The income limits in HDS NextGen are tied to the Placed in Service Date (PISD) in the project's building set-up. If the site has Tax Credits or Tax Exempt Bonds, contact your assigned Compliance Officer to work through resolving the error.</p> <p>The PISD does not apply to Virginia Housing financed properties without Tax Credits or Tax Exempt Bonds; therefore, the income limits may not populate on the printed TIC form. Virginia Housing can assist you with updating your site record to print the limits on the TIC. Send an email with your site name and 4-digit site number to compliance-assetmanagement@virginiahousing.com.</p> <p>Virginia Housing is working with the vendor on this issue, which affects a large portion of our portfolio.</p>
<i>Is the TIC now 3 pages instead of Two? Can the Race Key & Ethnicity Key be removed or filter from the TIC report?</i>	The TIC is now 3 pages. Unfortunately, this is a third party vendor application and there's no way that the system can be modified to omit certain parts of its content; therefore, the Race and Ethnicity Key cannot be removed nor filtered from the TIC report.

Tenant Income Certification Submit/Un-Submit

SUBMITTED QUESTIONS	RESPONSES
<i>If we need to delete a submitted certification do we still have to contact you?</i>	You no longer have to contact Virginia Housing to UnSubmit or Delete a Tenant Certification record. However, your owner or management agent may enact different written procedures for revising submitted certifications in the NextGen system.
<i>In WTCMS, if we need to change an effective date on a TIC (if a resident's move-in is delayed, for example), we need to get our CO to make the adjustment. Will that still be the case with this new system?</i>	<p>You no longer have to contact Virginia Housing to make changes to certifications in HDS NextGen.</p> <p>First, Un-submit the certification, then the system will allow access to change the TIC effective date or other actions needed for the certification.</p>
<i>So you can un-submit a cert after it has been submitted? Is there a restriction as to how far back you can go to do that?</i>	HDS NextGen does not have restrictions or time limitations on the Un-Submit feature on all tenant data in the system. Please work with your management agent on the procedures for maintaining certification compliance for your site.

HDS NextGen Access

SUBMITTED QUESTIONS	RESPONSES
<p><i>Is there a way to see the HDS NextGen Overview Webinar again?</i></p>	<p>A recording of the HDS NextGen system overview can be accessed using the link below.</p> <p><u>Play recording</u> (45 minutes)</p>
<p><i>I cannot log into WTCMS. Please help</i></p>	<p>WTCMS is now HDS NextGen. There is a new website for log-in and the required web browser is Google Chrome.</p> <p>Copy and paste this link into the Google Chrome web browser to access HDS NextGen http://hdsweb.vhda.com.</p>
<p><i>Will we automatically still have access to all sites we do now?</i></p>	<p>If you currently have access to WTCMS, your current credentials will work with HDS NextGen. Your security access, property assignment(s), and tenant data will transition to the new system.</p>
<p><i>Will all our current data (all buildings, units, and tenants) populate the system in the upgrade or will we have to reenter?; What if you already put your annual recerts in wtcms for December?</i></p>	<p>All project data will transition to the new system interface. The sites will not have to re-enter any project or tenant data already set up in the system.</p>
<p><i>Will we use this system if we are only financed by VHDA?</i></p>	<p>All properties in the Virginia Housing portfolio must use HDS NextGen to provide tenant activity for all affordable units, as noted in your Extended Use Agreement (EUA), Regulatory Agreement, or Loan documents.</p>
<p><i>I can see my properties but when attempting to access units and resident data for each, I get a message stating that I do not have access.</i></p> <p><i>Now when I sign in, no communities load and when I click on the tree to get to the communities, it says I have no access. Can you please assist?</i></p>	<p>External users do not have access to the Site nor Building information in HDS NextGen; therefore, the system gives an error stating “not authorized to access this module” if you click on them when using the Blue Tree view or other views using the carrot (>). However, if you click on the > next to the Site, Building, Unit or Tenant, it will display the information stored behind each option.</p> <p>The Occupied and Vacant Units on the dashboard when you first login to the system is populated based on whether or not the Virginia Housing Compliance Officer has run a Compliance Test against your site or not. If no test has been performed, you will not see any data shown at login on your dashboard.</p>

Property/Site Set-up

SUBMITTED QUESTIONS	RESPONSES
Will VA Housing set up the properties and the BIN numbers, or will we need to do that?	Virginia Housing creates the sites and buildings (BINS). The site sets up the units and tenants in the HDS NextGen system.
How do I submit a request to Add a Site?	To add a site to your access, send an email to compliance-assetmanagement@virginiahousing.com . Requests for account re-activation and password resets can also be sent to this email account.

XML Uploads

Are XML uploads going to work for this site as well?	Electronic uploads that work with WTCMS will work with HDS NextGen. The XML version must be 5.0 or higher. Contact your property management software vendor if you have questions.
Will the system work with my current property management software? (Yardi, Boston Post, OneSite, RealPage, etc.)	Yes.

HDS NextGen Reports

Will the "field chooser" option be available? So for common monthly reports that only require certain columns be available still?	Yes, this feature is available in HDS NextGen, but once you leave the screen, the view is not saved. We are working with the vendor on improvements to this feature.
Are you able to mass generate all current certs for all current residents?	No. It is recommended that you generate a Tenant Income Certification (TIC) Report of all current tenants, then conduct a search for certification data. You can find the TIC report and Occupancy and Demographics report on the Tenant screen and Reports tab.

System Income Limits

The blue "i" data / income limits, do these automatically update or do you have to manually update this data?	Virginia Housing uploads the area median income limits in HDS NextGen annually once HUD publishes the limit tables.
Currently, WTCMS does not recognize the National Non-Metropolitan Median Income Limits (NNMIL). Will the new system be able to recognize these limits?	HDS NextGen will recognize National Nonmetropolitan Median Income Limits. HDS NextGen will use the greater of MTSP or the National Nonmetropolitan Median Income Limits for eligible Rural Properties. Contact your assigned Compliance Officer if you have questions.