
Enterprise Income Verification (EIV) System

Advisory Notice for Multifamily Housing Program Users

On April 24, 2008, the Department sent an email to contract administrators, including performance based contract administrators (PBCAs) and traditional contract administrators (TCAs), informing them that their EIV roles needed to be converted from HSC to CAC or HSU to CAU for security and tracking related purposes, and the Department gave them instructions on how to accomplish that. Although the email was restricted to CAs, some CAs misunderstood the email and thought that owners and management agents (O/As) had to have their roles converted too, so they informed their O/As that they too needed to have their roles converted from HSC to CAC or HSU to CAU, and instructed them on how to accomplish this. Consequently, some O/As had their roles converted at their CA's instruction, resulting in EIV system errors and problems for these O/As.

When made aware of this, on July 21, 2008, the Department sent another email to CAs asking them to notify O/As who were told they needed to have their roles converted from HSC to CAC or HSU to CAU and instructed them to send identifying information to Kevin Garner at Kevin_X_Garner@hud.gov to have their roles converted back to the appropriate HSC or HSU role. Specifically, the email is to include the below O/A information:

- * First Name
- * Last Name
- * M-ID
- * Current EIV Role (CAC or CAU role)
- * Identification (Owner or Management Agent)
- * Email address

Some O/As are following the above instructions to have their EIV role converted from CAC or CAU back to the appropriate HSC or HSU role. However, the Department has been informed that some O/A Coordinators are either contacting HUD's Multifamily Helpdesk to make the role conversion from CAC back to HSC or attempting to perform the role conversion themselves and then contacting HUD's Multifamily Helpdesk by phone or email or submitting an electronic Coordinator Access Authorization Form (CAAF) request for certification or recertification to HUD's Multifamily Helpdesk to process. **O/As should not be contacting HUD's Multifamily Helpdesk to make the role conversion or attempting to make the role conversion themselves, as O/As are prohibited from assigning EIV access rights to themselves**, as indicated in several prior RHIP Listserv Messages and established in the "External (Non-HUD Coordinator/User) Instructions for Applying for EIV Access for Multifamily Housing Programs," located at: <http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/applyforeivaccess.pdf>.

If you are an O/A who currently has the CAC or CAU role assigned to your contract(s) and/or property(ies) in WASS, but you should have the HSC or HSU role assigned to your contract(s) and/or property(ies) in WASS and be certified in EIV with the appropriate role, please follow the above instructions and email Kevin Garner with the specified information to have your role converted the from CAC or CAU back to the appropriate HSC or HSU role.

If you are an O/A and have questions concerning this RHIP Listserv Message, please contact Kevin Garner via email at: Kevin_X_Garner@hud.gov or by phone at: 202/402-2057 for assistance.

We apologize for the confusion and thank you for your continued cooperation and interest in HUD's EIV System for Multifamily Housing Programs.