



GoSection8

User Manual

September 2016

Table of Contents

Introduction and Overview	1
Using This Guide	2
Accessing GoSection8.com	3
Part I: Primary Features	7
Chapter 1 Using the Dashboard	9
Rent Reasonable Certifications Block	11
Rent Comparables Block	12
Available Unit Listings Block	13
Savings Summary Block	14
# of Comparables by Bedroom Size Block	15
Average Rent by Bedroom Block	16
Agency Name User Activity (Manage Users) Block	17
Tenant Search Activity in Last 30 Days (Tenant Search) Block	18
Chapter 2 Creating a Rent Reasonableness Certification	19
Step 1: Entering the Subject Property Details	21
Property Details Block	21
Family Details Block	26
Utilities Block	28
Amenities Block	29
Analysis Block	30
Step 2: Completing the Rent Reasonableness Analysis	31
Subject Property Block	32
Selected Comparables Block	34
Certification Block	51
Certification PDF	55
Navigating the Certifications Page	61
Completing Tasks with Certifications	68
Chapter 3 Review and Approve a Certification	70

Reviewing Information	71
Reconciliation and Approval	76
Exiting without Saving	78
Chapter 4 Add a Similar Certification	79
Adding a Similar Certification	79
If Add Similar is Unavailable	83
Chapter 5 Agency Settings	84
Accessing Agency Settings	84
Managing Agency Settings	85
Chapter 6 User Settings	88
Accessing User Settings	88
Managing User Settings	89
Locating a User to Manage	89
Editing Existing Users	90
Deactivating Users	92
Reactivating a Deactivated User	93
Adding New Users	94
Chapter 7 Navigating Back to the Old Site	97
Navigating to GoSection8.com 1.0	97
Returning to the Dashboard from the Legacy Site	98
Part II: Secondary Features	99
Chapter 8 Using the Print List	100
Accessing the Print List	100
Filtering Listings in the Print List	101
Exporting Listings for Print	102
Chapter 9 Flaging Listings	103
Flag a Listing	103
Chapter 10 Certification Summary	106
Accessing the Certification Summary Page	106

Filtering Certification Summary Results	107
Exporting Certification Summary Results	108
Chapter 11 Tenant Searches	109
Accessing the Tenant Search Page	109
Locating a Specific Tenant to View Activity	110
Viewing Recent Tenant Activity	111
Chapter 12 Savings Summary	113
Understanding the Savings Summary	113
Viewing Additional Savings Details	114
Chapter 13 Request Comparables	115
Requesting Comparables without Submitting a Certification	115
Chapter 14 Contacting GoSection8	118
How to Contact Us	118
Appendices	121
Appendix 1: User Permissions Matrix	122
Appendix 2: Adjustments	123
Glossary of Terms	125
Index	132

Introduction and Overview

Welcome to GoSection8, a breakthrough national rent reasonableness system. Nan McKay and Associates (NMA) have teamed with GoSection8.com to bring this unique web-based rent reasonableness solution to PHAs, integrating the Section 8 Housing Choice Voucher (HCV) rent reasonableness certification process with a comprehensive, private market rental listing service.

GoSection8 has been specifically designed to address several critical and interdependent aspects of the rent reasonableness challenge for PHAs.

- With GoSection8, PHAs can establish and document accurate and defensible rent reasonableness certifications that meet HUD regulatory requirements for rent comparisons based on local comparable unassisted units.
- A simple-to-use dashboard interface guides you through the certification process, providing you with the tools you need to make rational, informed, market-based decisions.
- GoSection8 fine-tunes the rent reasonableness process, allowing adjustments based on the critical market factors that impact rent in your area, ensuring an “apples-to-apples” rent comparison.
- GoSection8 maintains electronic documentation of the entire rent reasonableness certification process, supporting every key decision you make when approving a reasonable rent.
- GoSection8 gathers, organizes, and maintains a database of market-based comparable units. Comparables are generated primarily through a landlord property listing service that captures all of the key information you need for rent reasonableness decisions. The database may also be supplemented with comparables entered by the PHA.
- When conducting rent reasonableness certifications, GoSection8 automatically searches the database to provide you with the best matches for any rent reasonableness certification—reducing time and energy staff spend sifting through data to find the best comps.
- GoSection8 helps interested landlords with vacant units and HCV voucher-holder families to find each other. Through the listing service, landlords may market their units to voucher-holder families. Families have 24 hours a day, 7 days a week, web-based access to landlord listings.
- Drawing on the database of open market listings, PHAs can generate up-to-date customized lists of vacancies in your area to assist families in the search process. You can also track families’ search activity.

Using This Guide

This user manual should give you everything you need to know to maximize your use of GoSection8. After reviewing the log-in process and preliminary information to get you up and running in this introduction and overview, the remainder of the manual will be divided into two parts. Part I of the guide provides information and basic instruction on the *primary features* of the system—those that are most frequently accessed and utilized, including:

- The GoSection8 Dashboard
- Creating certifications in RentWatch 5
- Reviewing and approving certifications
- Adding similar comparables
- Navigating agency settings
- Managing user settings
- Returning to the GoSection8 legacy site

Part II discusses the use of the site's *secondary features*, which covers:

- The print list
- Flagging a listing
- The certification summary
- The tenant search
- The savings summary
- Requesting comparables
- Contacting GoSection8.com

You will also find additional references at the end of this guide to help further your understanding of GoSection8, such as a matrix of user roles and permissions, a summary of rent adjustments made by the system, a glossary, and a guide index.

More information and support is available through the GoSection8 [Contact Us](#) page.

Accessing GoSection8.com

The GoSection8 rent reasonableness system is web-based. In order to access GoSection8, you must have access to the Internet.

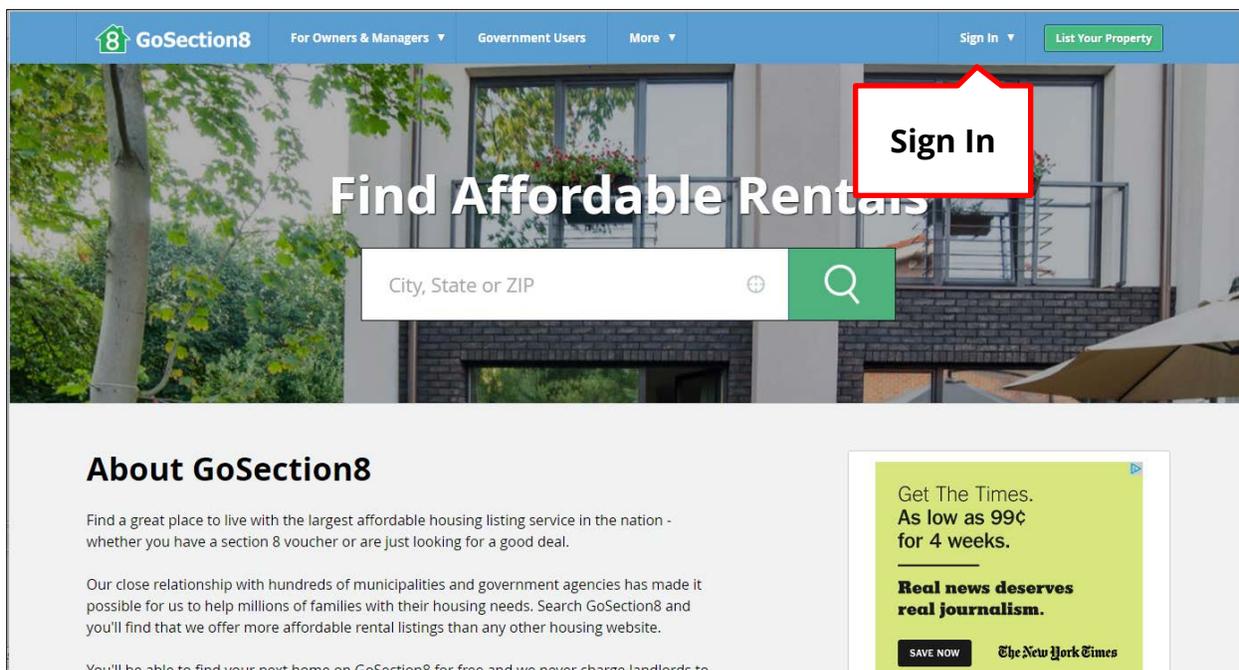
Once you and your PHA have been registered and set-up in the system, you will be able to connect to GoSection8 through any Internet connection—at your own desk, from a workstation in your office or outside your office, or even from home.

To get started, open your web browser and navigate to the following site:

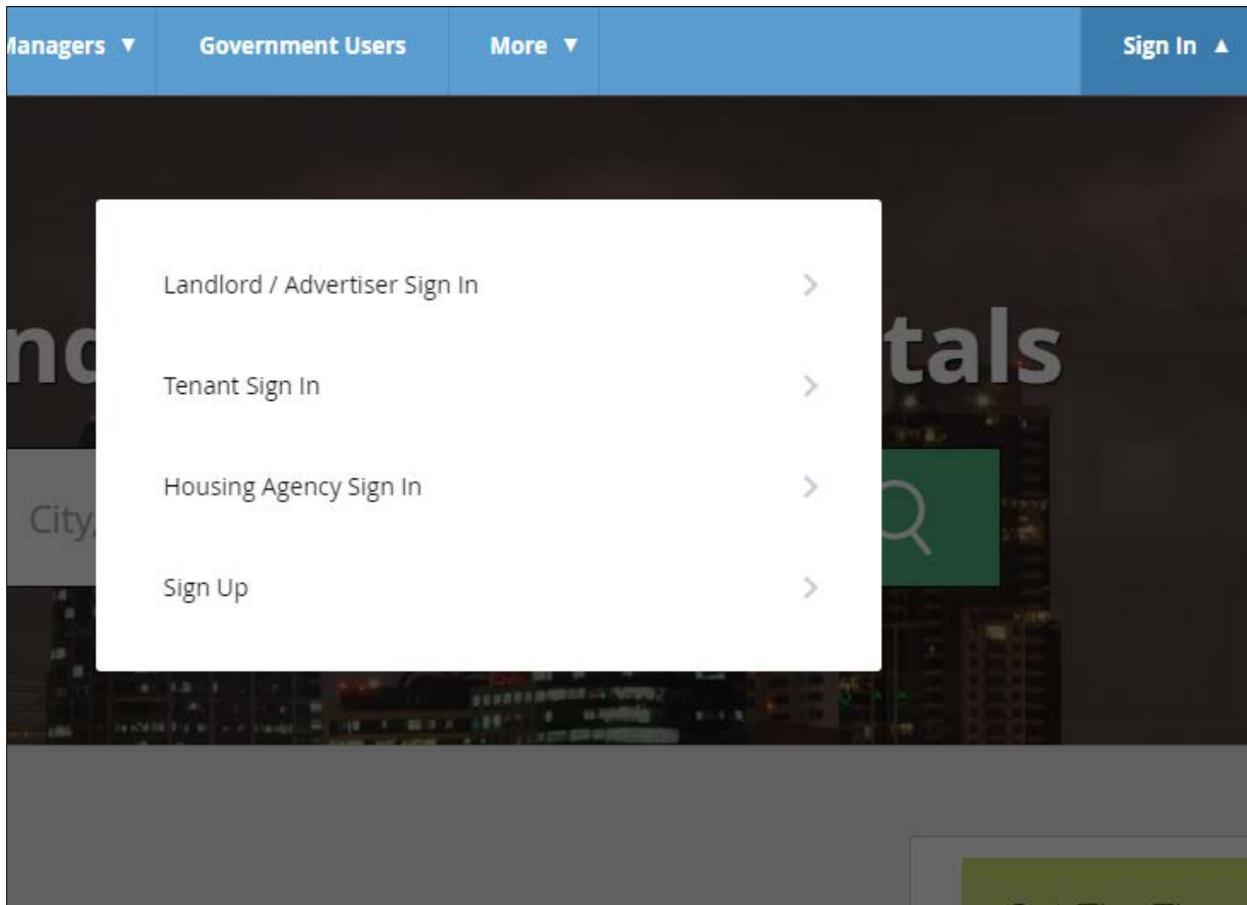
<http://www.gosection8.com>

We recommend that you “bookmark” this site, or add this Internet address to your list of “favorites” for easy access.

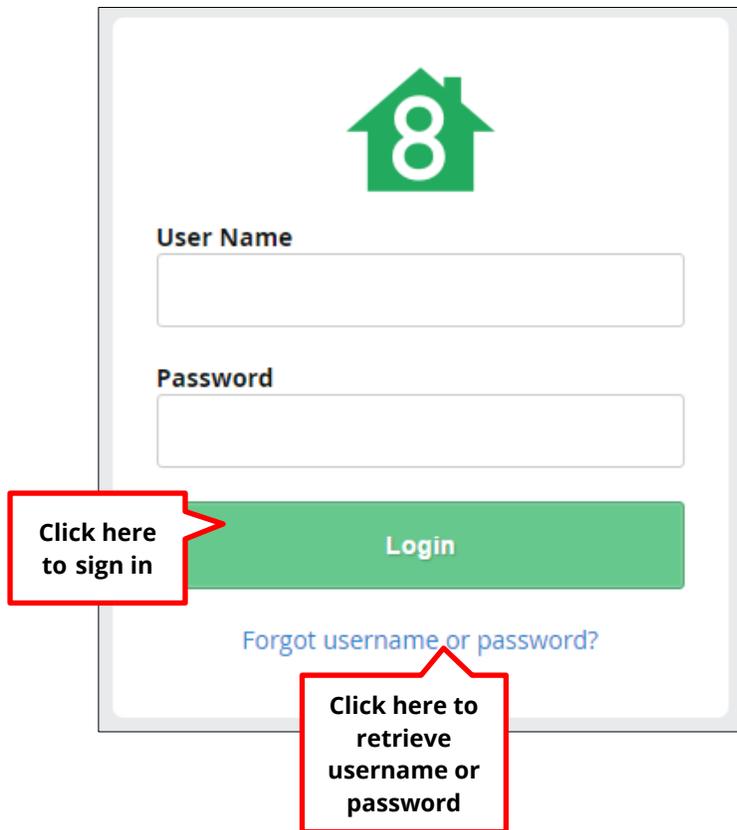
When you enter GoSection8.com, you will see the GoSection8 home page with a login section at the top of the screen. Use your assigned **User Name** and **Password** to access the system.



A dialog box will appear. Select the appropriate sign-in selection based on your role using the site (e.g., Landlord/Advertiser, Tenant, or Housing Agency). If you do not yet have an account, you may select **Sign Up**.

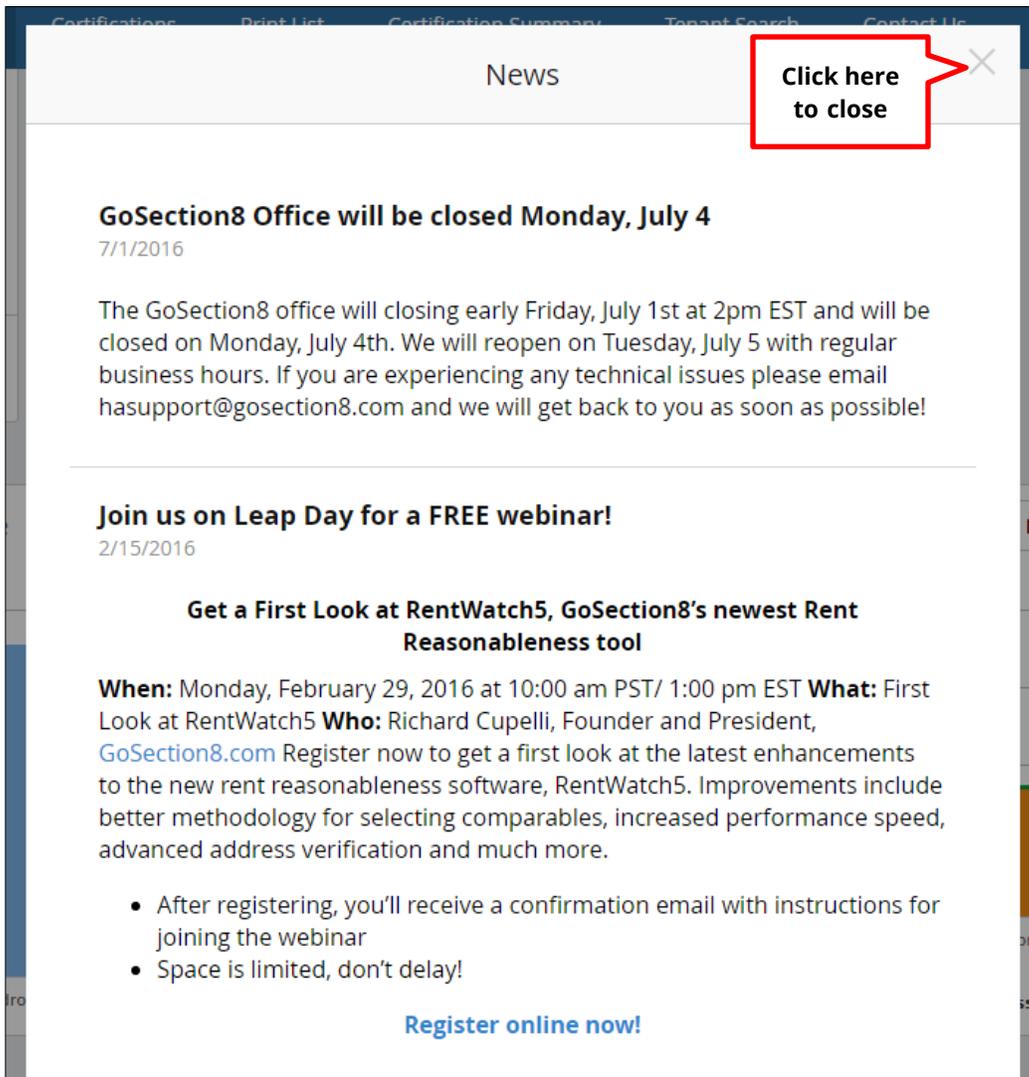


You will be directed to the appropriate Sign In page. Enter your user name and password, then click **Login**. If you do not remember your user name or password, you may retrieve them by clicking on **Forgot username or password?** You will be directed to contact your system administrator.

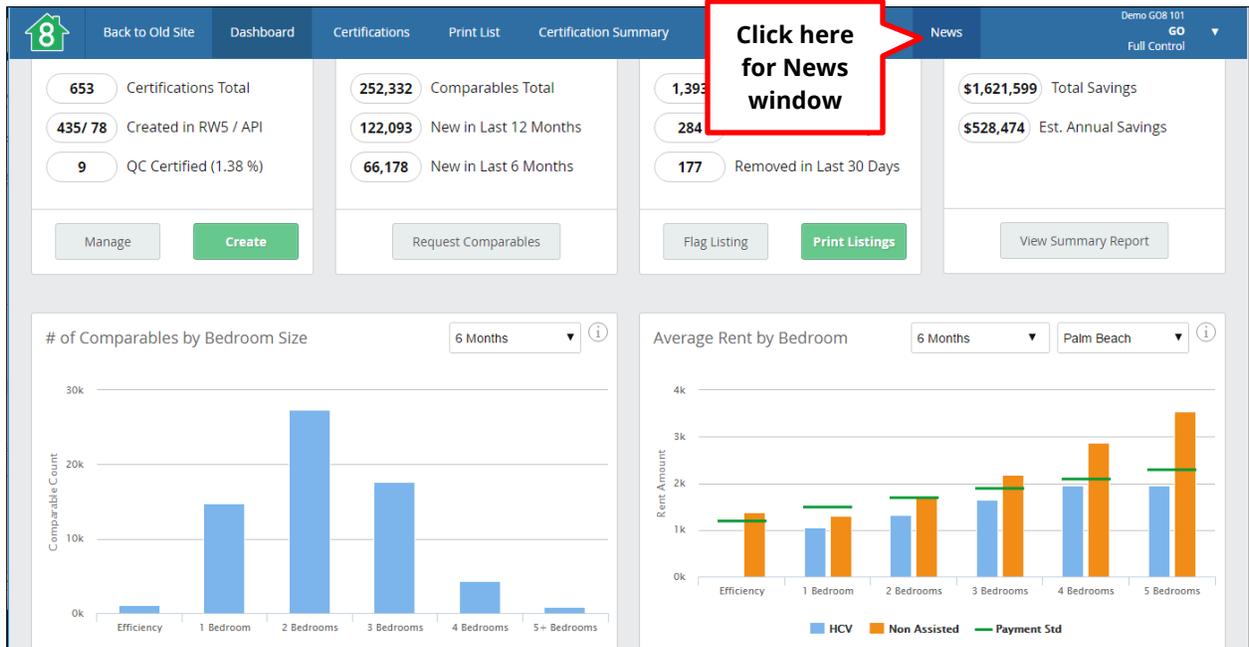


The image shows a login form for GoSection8. At the top center is a green house icon with a white number '8' inside. Below the icon are two input fields: 'User Name' and 'Password'. A green 'Login' button is positioned below the password field. A blue link 'Forgot username or password?' is located below the 'Login' button. Two red callout boxes with white text are overlaid on the form: one pointing to the 'Login' button with the text 'Click here to sign in', and another pointing to the 'Forgot username or password?' link with the text 'Click here to retrieve username or password'.

Once you have logged in, the **News** window will appear if any new news has been posted since you last logged in. Scroll through this window to view the news. Click the **X** in the upper right corner of the window to close it.



The news window displays the 20 most recent news items. You may return to it at any time by clicking on the **News** tab at the top of the screen.



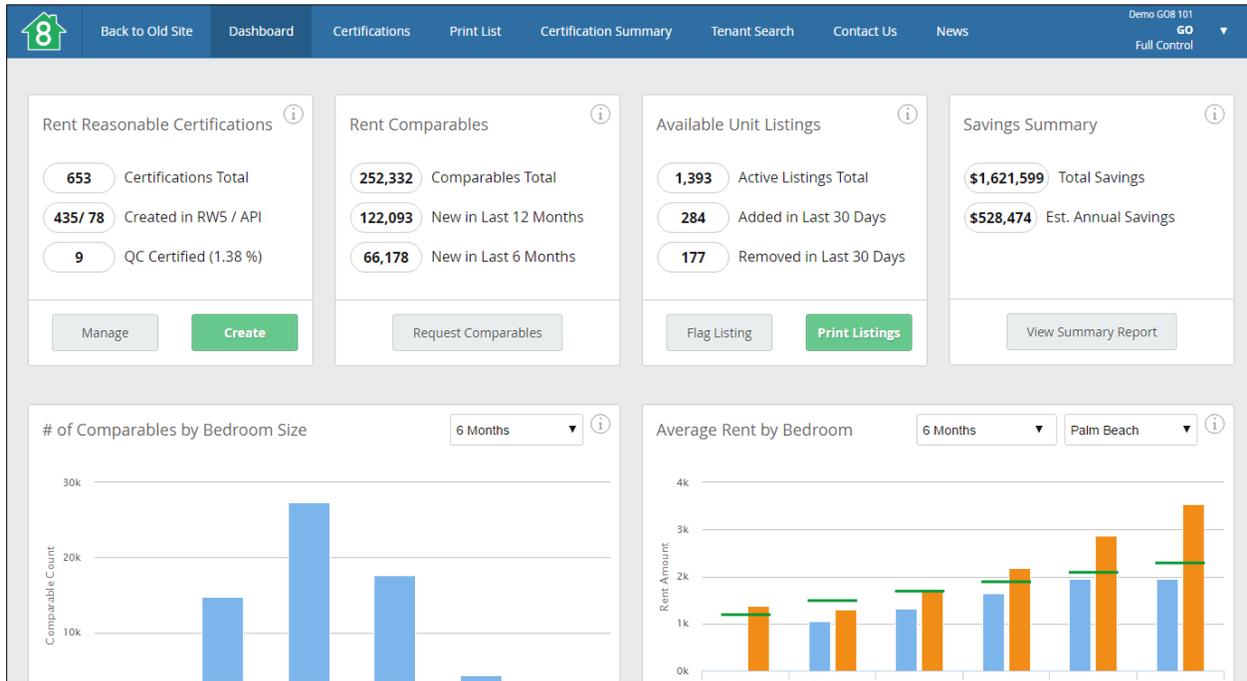
You are now ready to use the dashboard.



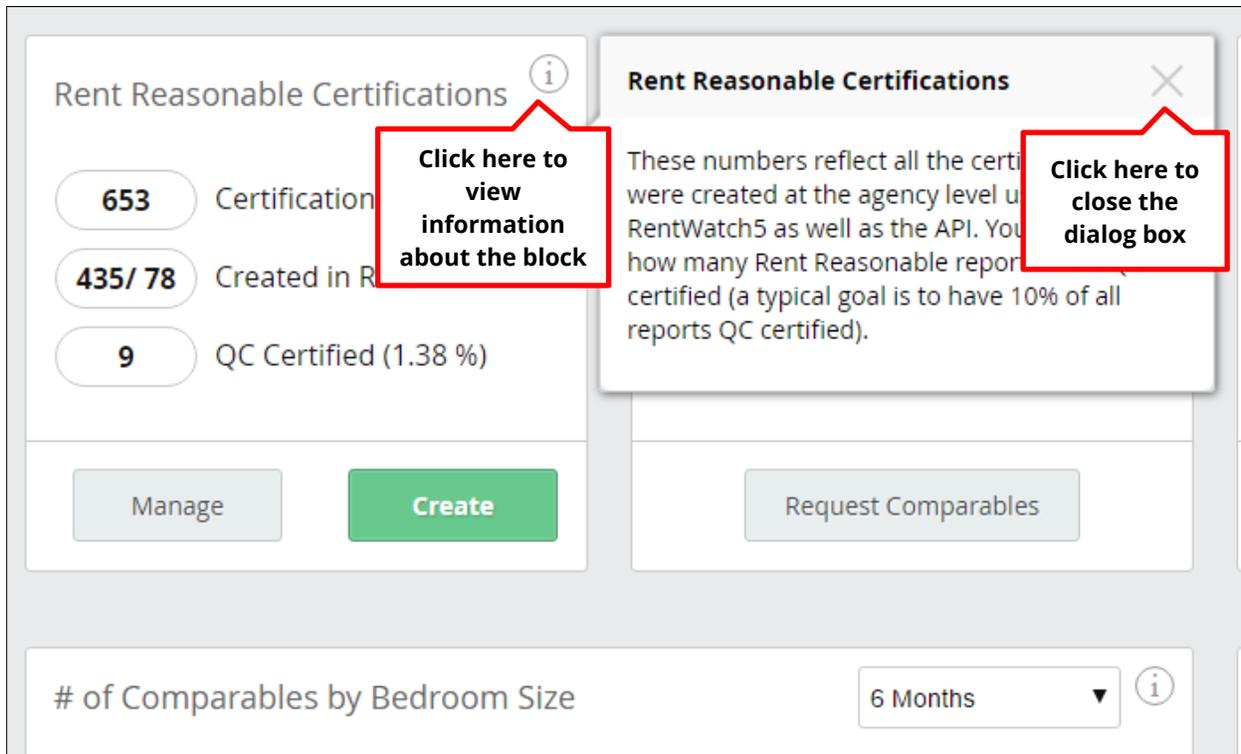
Part I: Primary Features

Chapter 1 Using the Dashboard

Once you have logged in, you will arrive at the **Dashboard**. The Dashboard is the overview page for user activity and will vary depending on the user. It is also the launching point for any action users may take in the application. The Dashboard is comprised of a blue navigation bar at the top of the page where you may choose an action, and several blocks from which certain features can be launched.



To view basic information about any of the blocks, click on the **i** icon at the top right of each block. A dialog box will appear pointing out the specific features of that block. To close the dialog box, click the **X**.



The sections that follow provide a basic overview of each block accessible from the Dashboard.

Rent Reasonable Certifications Block

The **Rent Reasonable Certifications** block is an overview of the total number of certifications in the system. The first number in the block represents the total number of certifications, and the second is a breakdown of those in terms of which were created in RentWatch 5, and the **API**. The last number represents how many rent reasonable reports have been QC certified (a typical goal is to have 10 percent of all reports QC certified). These numbers are updated daily. Clicking on the **Manage** button will navigate to the **Certifications** page, where you can manage your certifications. Clicking on the **Create** button will take you to **RentWatch 5**, where you can create new certifications.

The screenshot shows a dashboard titled "Rent Reasonable Certifications" with an information icon (i) in the top right corner. The data is presented in three rows, each with a number in a rounded rectangle and a label to its right:

- 655 Certifications Total
- 435/ 78 Created in RW5 / API
- 9 QC Certified (1.37 %)

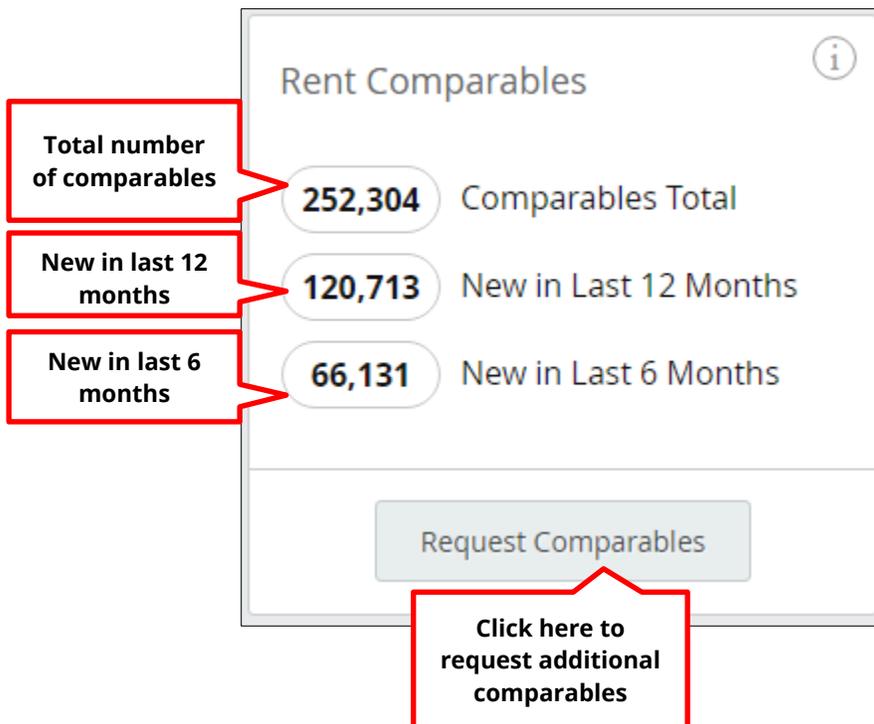
At the bottom of the block are two buttons: "Manage" (grey) and "Create" (green). Red callout boxes provide the following explanations:

- Total number of certifications:** Points to the number 655.
- Breakdown of total:** Points to the number 435/ 78.
- Number of QC certified:** Points to the number 9.
- Click here to navigate to Certifications page and manage certifications:** Points to the Manage button.
- Click here to create a new certification in RentWatch 5:** Points to the Create button.

Rent Comparables Block

The **Rent Comparables** block displays how many rental comparables are being added in your agency's jurisdiction. In this block, the first number represents the total number of comparables within your jurisdiction, and the following numbers show the number of comparables from the last 12 months and the last 6 months, respectively. The timeframe displayed can be adjusted in the **Agency Settings**.

To request additional comparables, click on the **Request Comparables** button. A window will appear prompting you to enter the required information in order to submit the data request.



Available Unit Listings Block

The **Available Unit Listings** block provides a snapshot of the unit listing activity in your agency's jurisdiction. The Active Listings Total represents the total number of active properties in your jurisdiction. The numbers that follow show the number of active listings added and removed within the last 30 days. These numbers are calculated in real-time from a listings database.

Clicking the **Flag Listing** button will open a window where you can submit information to flag a listing, i.e., report a bad listing or owner to GoSection8.com for removal. Clicking the **Print Listings** button will take you to the **Print List**, where you can export the list to a PDF or excel file.

The screenshot shows the 'Available Unit Listings' interface. It features three rows of data: 'Active Listings Total' (1,391), 'Added in Last 30 Days' (280), and 'Removed in Last 30 Days' (175). Below the data are two buttons: 'Flag Listing' and 'Print Listings'. Red callout boxes provide additional context for each element.

Category	Value
Total number of active properties	1,391
Added in last 30 days	280
Removed in last 30 days	175

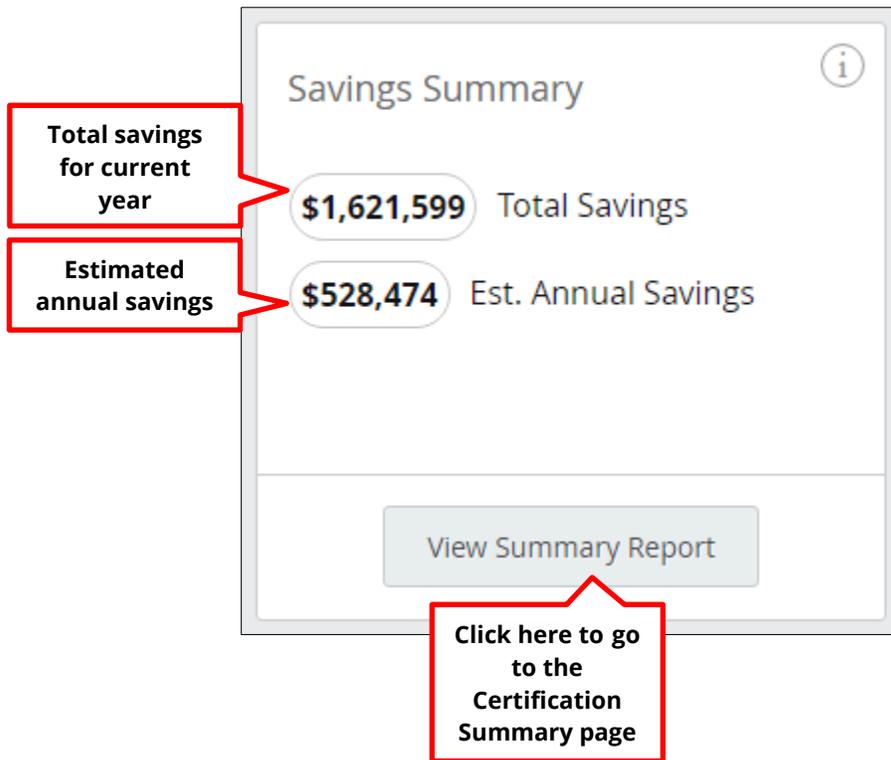
Flag Listing: Click here to report a bad listing or owner

Print Listings: Click here to export print list to PDF or Excel

Savings Summary Block

The **Savings Summary** block shows how much money your agency has saved in HAP payments using GoSection8 in the current year. The Total Savings is the dollar amount of total savings for the months within the current year. The number that follows is the Estimated Annual Savings **based on current agency activity**.

Clicking on the **View Summary Report** button will navigate you to the **Certification Summary** page, where you can view a more in-depth report of agency savings.

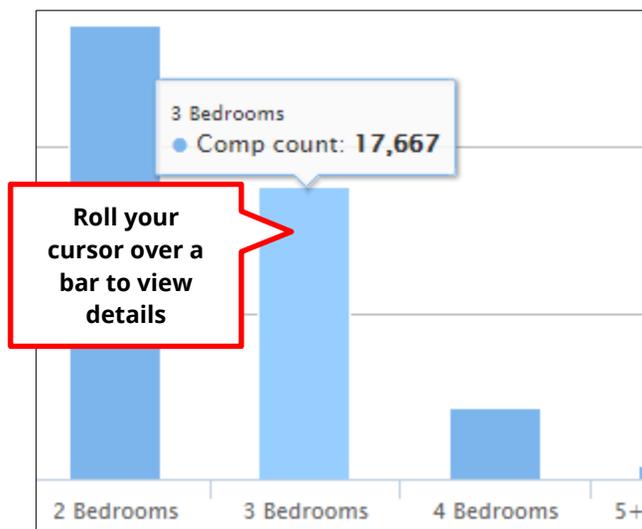


of Comparables by Bedroom Size Block

The **# of Comparables by Bedroom Size** block is a graph showing the comparable count by bedroom size. This number is updated every day and is based on a timeframe. The dropdown menu at the top right corner of the block will allow you view totals for within a specified timeframe. You can also contact HA support for detailed reports.

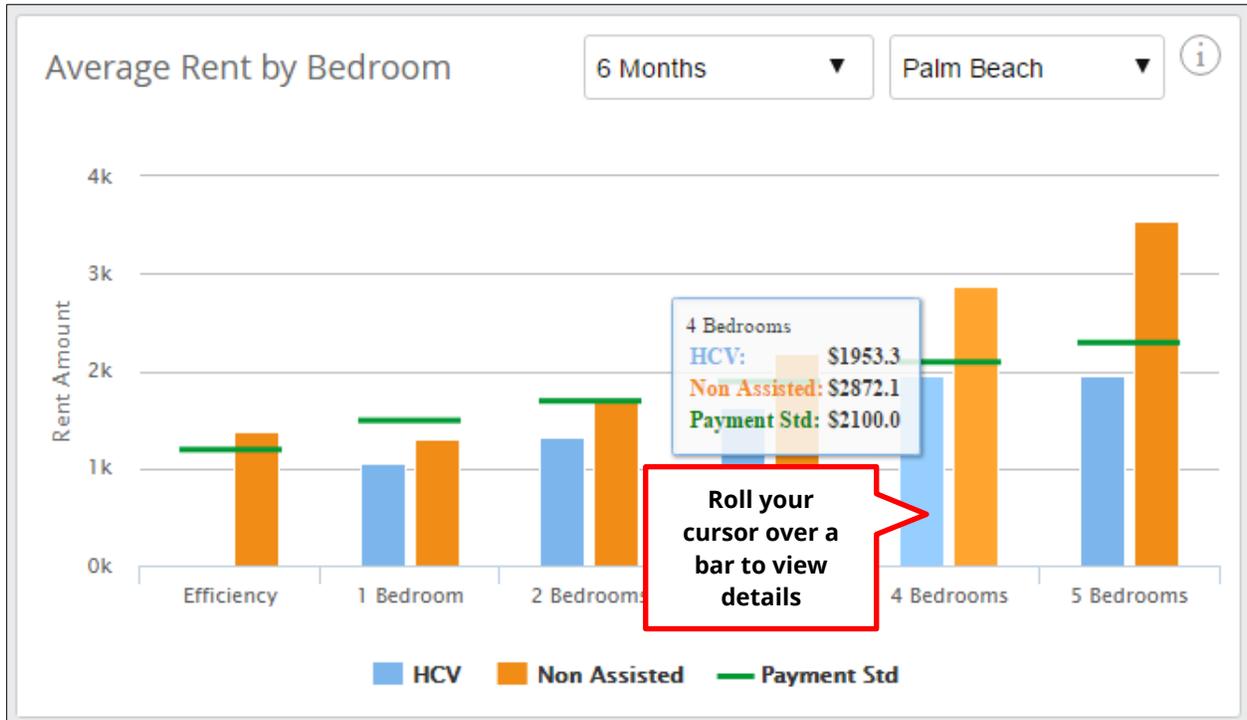


Roll your cursor over any bar to view details.



Average Rent by Bedroom Block

The **Average Rent by Bedroom** block is a graph that shows you the average approved rent of HCV units by bedroom size and compares it to the open market (non-assisted) units as well as the payment standard. In this graph, the blue bars represent average rents in the HCV program, and the orange bars represent rents for non-assisted units.¹ The green lines show the agency's payment standards. The figures in this graph are calculated every day. Roll your cursor over a bar in the graph to view details.



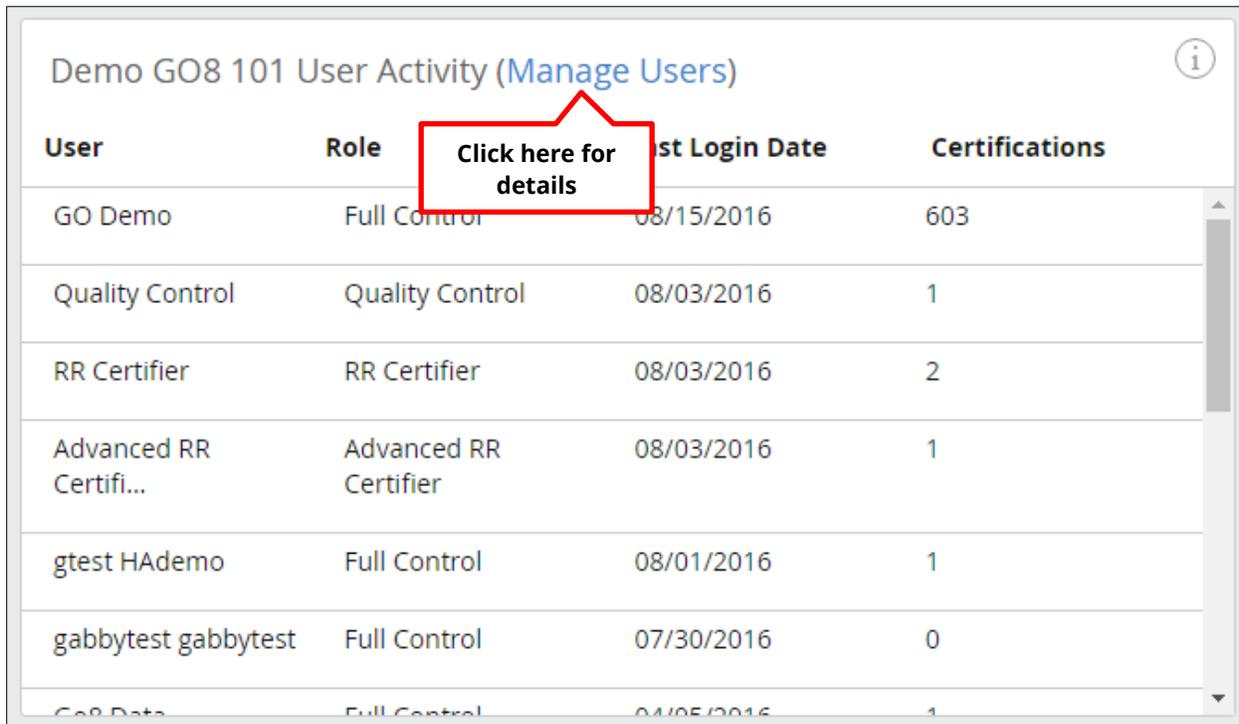
The graph will change based on selections made in from the dropdown menu at the top right of the block. You can select timeframes from 6 months to 5 years in the left dropdown menu, and filter results based on cities within your agency's jurisdiction with the dropdown menu on the right.



¹ Note that the orange bar for unassisted units will not display if the property count is less than 20.

Agency Name User Activity (Manage Users) Block

The **Manage Users** block shows information on recent user activity for the agency. The name of the block is based on the name of your agency. This block displays all users that have access to the site. User activity is calculated in real time. From this block, you can view the last login date and the number of rent reasonable certifications completed. The purpose is to essentially provide you with an idea of the frequency with which users are accessing the system. Click the **Manage Users** link for details.

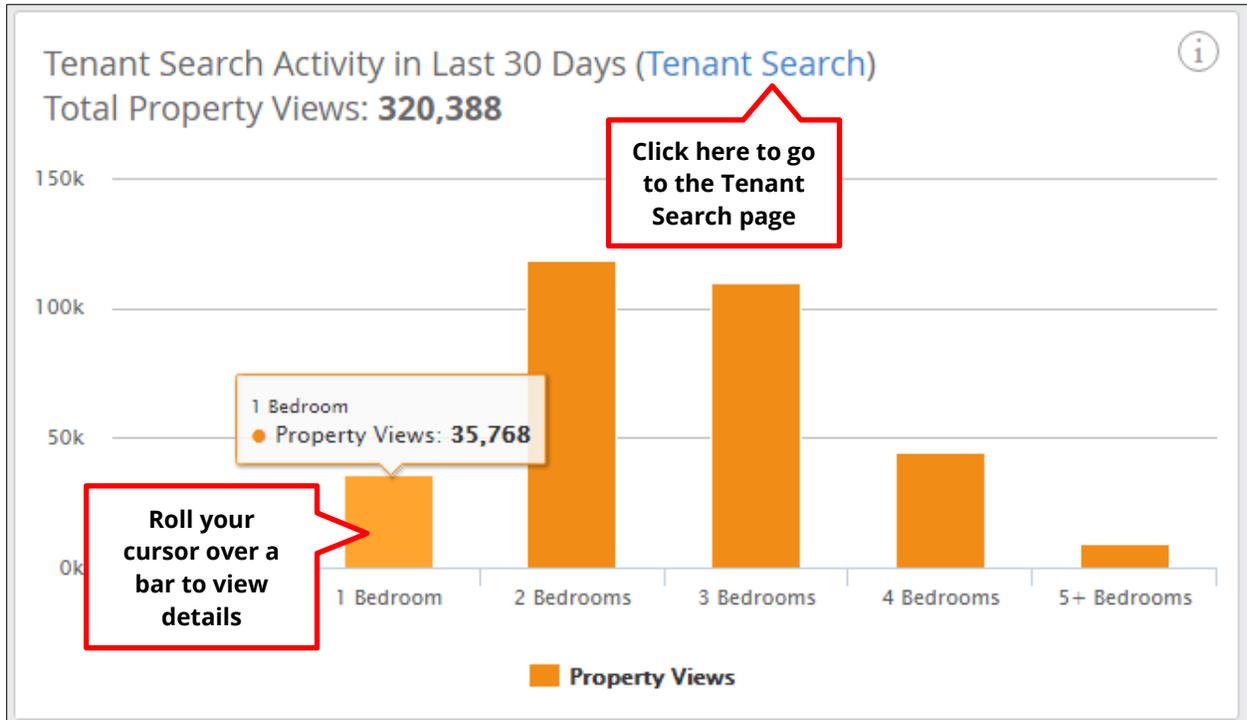


Demo GO8 101 User Activity (Manage Users) i			
User	Role	Last Login Date	Certifications
GO Demo	Full Control	08/15/2016	603
Quality Control	Quality Control	08/03/2016	1
RR Certifier	RR Certifier	08/03/2016	2
Advanced RR Certifi...	Advanced RR Certifier	08/03/2016	1
gtest HAdemo	Full Control	08/01/2016	1
gabbytest gabbytest	Full Control	07/30/2016	0
Go8 Data	Full Control	04/05/2016	1

Only users with **Full Control** can access the Manage Users tools available from this block. Should an unauthorized user click Manage Users, they will be directed to a notification page that takes them back to the dashboard. This is also the case for any pages unauthorized users don't have access to. A full matrix of user roles and permissions can be found as an appendix to this user manual.

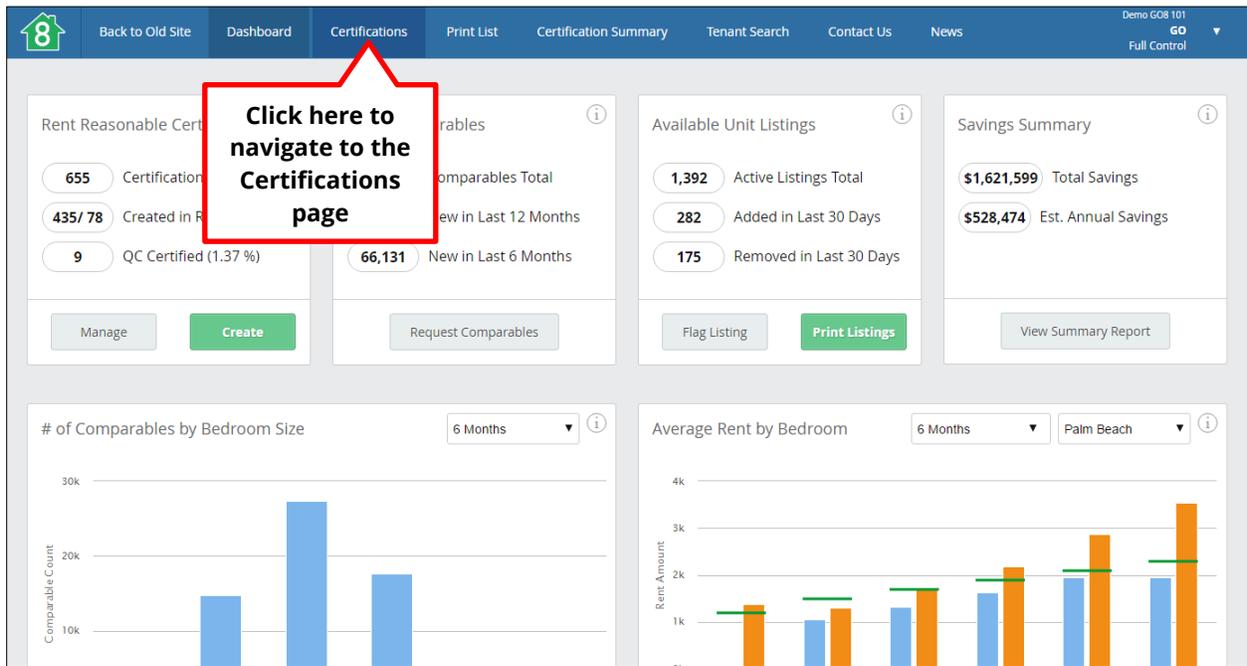
Tenant Search Activity in Last 30 Days (Tenant Search) Block

The **Tenant Search Activity in Last 30 Days (Tenant Search)** block displays the tenant search activity on the GoSection8 website in your agency's jurisdiction. It is a graph that shows the number of property views by bedroom size for the most recent 30 days. Total property views are located at the top of the block. Clicking on **Tenant Search** will take you to the **Tenant Search** page, where you can also view activity on specific tenants. As with other graphs on the dashboard, roll your mouse over a bar on the graph to view details.



Chapter 2 Creating a Rent Reasonableness Certification

This section provides a detailed overview of the steps involved and features relevant to creating a rent reasonableness certification. To begin, you will first need to navigate to the **Certifications** page, which is used for managing certifications created using Rentwatch 5. From the Dashboard, you can do this by clicking the **Certifications** tab located in the blue banner at the top of the page.



Once you have arrived at the **Certifications** page, click on the green **Create Certification** button at the top right to launch RentWatch 5, the rent reasonableness application.

The screenshot shows the 'Certifications' page with a navigation bar at the top containing 'Back to Old Site', 'Dashboard', 'Certifications', 'Print List', 'Certification Summary', 'Tenant Search', and 'Contact Us'. Below the navigation bar, there is a search and filter section with fields for 'Family Name', 'Address', and 'Date Range' (7/16/2016 to 8/15/2016). A green 'Create Certification' button is highlighted with a red callout box that says 'Click here to launch RentWatch 5'. Below this is a table with columns: Certifier, Address, Unit, Type, Bd / Bth, Reference #, Family Name, Req. Rent, Apr. Rent, Diff, and Status. The table contains several rows of certification data. At the bottom right of the table, there is a pagination control showing '1 2 3 4 5 6 7 8 9 10 Next »'.

You can also launch RentWatch 5 to create a new certification by clicking the green **Create** button in the **Rent Reasonable Certifications** block on the Dashboard.

The screenshot shows the 'Dashboard' page with a navigation bar at the top containing 'Back to Old Site', 'Dashboard', 'Certifications', 'Print List', 'Certification Summary', 'Tenant Search', 'Contact Us', and 'News'. Below the navigation bar, there are four main dashboard blocks: 'Rent Reasonable Certifications', 'Rent Comparables', 'Available Unit Listings', and 'Savings Summary'. The 'Rent Reasonable Certifications' block is highlighted with a red callout box that says 'Click here to launch RentWatch 5'. This block shows statistics: 772 Certifications, 552/78 Created in Last 12 Months, and 10 QC Certifications. Below these statistics are buttons for 'Manage', 'Create', and 'Request Comparables'. The 'Available Unit Listings' block shows 1,400 Active Listings Total, 285 Added in Last 30 Days, and 175 Removed in Last 30 Days, with buttons for 'Flag Listing' and 'Print Listings'. The 'Savings Summary' block shows \$1,621,599 Total Savings and \$522,990 Est. Annual Savings, with a 'View Summary Report' button. At the bottom, there are two more blocks: '# of Comparables by Bedroom Size' and 'Average Rent by Bedroom', both with dropdown menus for '6 Months' and 'Palm Beach'.

What follows are step-by-step instructions for creating a certification in RentWatch 5.

Step 1: Entering the Subject Property Details

Upon entering RentWatch 5, you will be prompted to enter the details for the subject property in the required fields. This is the first step in creating a new certification.

The subject property details page is divided into several blocks: Property Details, Family Details, Utilities, and Amenities.

Property Details Block

In the **Property Details** block, you can either enter the address automatically or manually. For entering automatically, you can enter a partial address in the Address field, then choose the desired address from the Google dropdown menu. Once the address is selected from the dropdown, existing public details on the address will autopopulate the majority of the remaining fields on the page, and an overview of the property will appear at the bottom of the block. You can also select **Enter manually** to fill in all of the cells manually (cells will not autopopulate).

The screenshot shows the 'Property Details' section of a web form. At the top, the title 'Property Details' is displayed. Below it, the 'Address*' field is highlighted with a red box and a callout that says 'Click the blue text here to enter information manually'. The field contains the text '7998 Fairway Trl, Bo'. Below the input field is a dropdown menu with several suggestions, each starting with '7998 Fairway' followed by different street names and locations. A second red box with a callout points to this dropdown, stating 'Enter a partial address and select one from the dropdown to autopopulate the cells'. To the right of the address field, there are other form fields: 'Unit or A', 'Year Built', and 'Utility Schedu'. At the bottom of the address field, there is a 'powered by Google' logo and a '\$' symbol in a separate box.

Cells autopopulate once the address is selected from the dropdown menu where the information exists in public records. Note, however, that the number of bedrooms is never autopopulated, so you will always be required to fill this out.

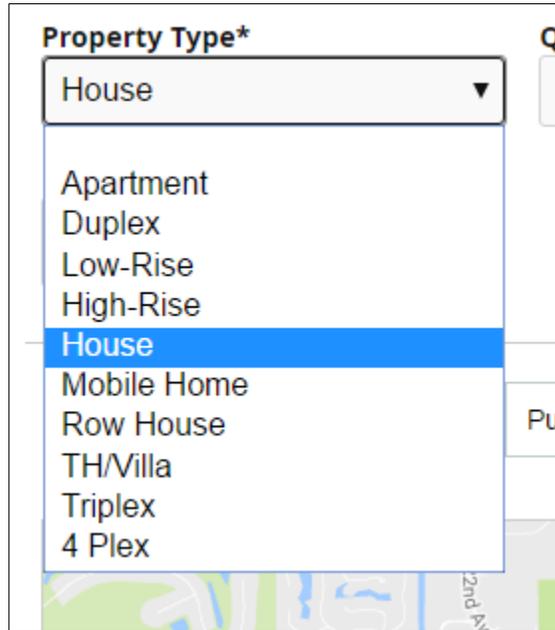
The screenshot shows a 'Property Details' form with the following fields and callouts:

- Address*** Enter manually: 7998 Fairway Trl, Boca Raton, FL 33487
- Unit or Apt #**: (empty)
- Beds***: (empty) - Callout: Enter the number of bedrooms for the property
- Full Baths***: 3
- Half Baths**: 0
- Sqft**: 2684
- Year Built**: 1994
- Quality/Condition**: Unknown
- Utility Schedule***: Palm Beach
- Requested Rent**: \$ (empty)

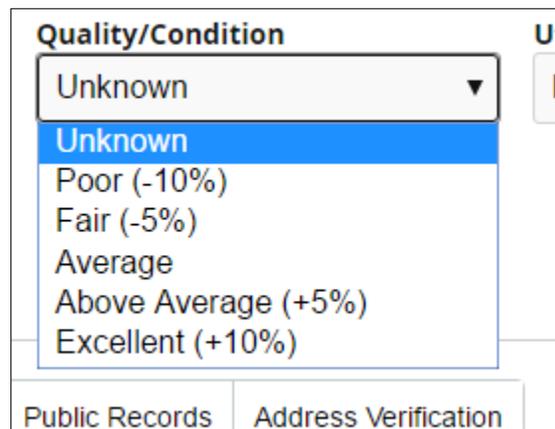
Navigation tabs: Overview, Map, Street View, Public Records, Address Verification. A callout points to the 'Map' tab: Property overview appears when the cells autopopulate.

You will also need to fill out any other required fields that have not been populated in the absence of public records information. If any of the information is incorrect, you may also edit the fields.

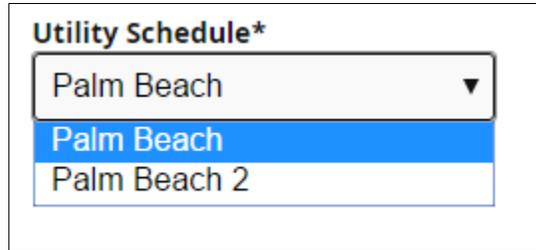
If the **Property Type** information is incorrect or absent, a dropdown menu will allow you to select between several housing types.



The **Quality/Condition** dropdown can adjust the rent by a percentage based on the condition of the property: Unknown does nothing, Poor condition deducts 10%, Fair deducts 5%, Average does nothing, Above Average adds 5%, and Excellent adds 10%. You may choose to adjust this accordingly, or leave alone based on prior information.

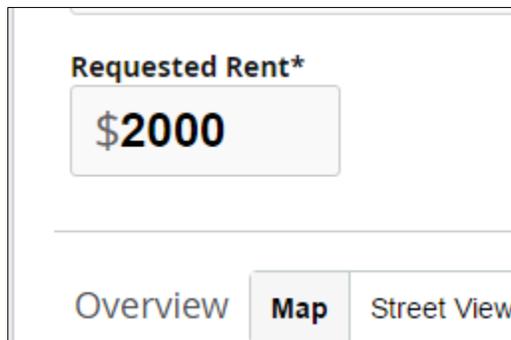


The **Utility Schedule** dropdown allows you to select the appropriate **schedule for the city in your agency's jurisdiction**. Once again, you may choose to adjust this if incorrect, or leave alone if autopopulated correctly.



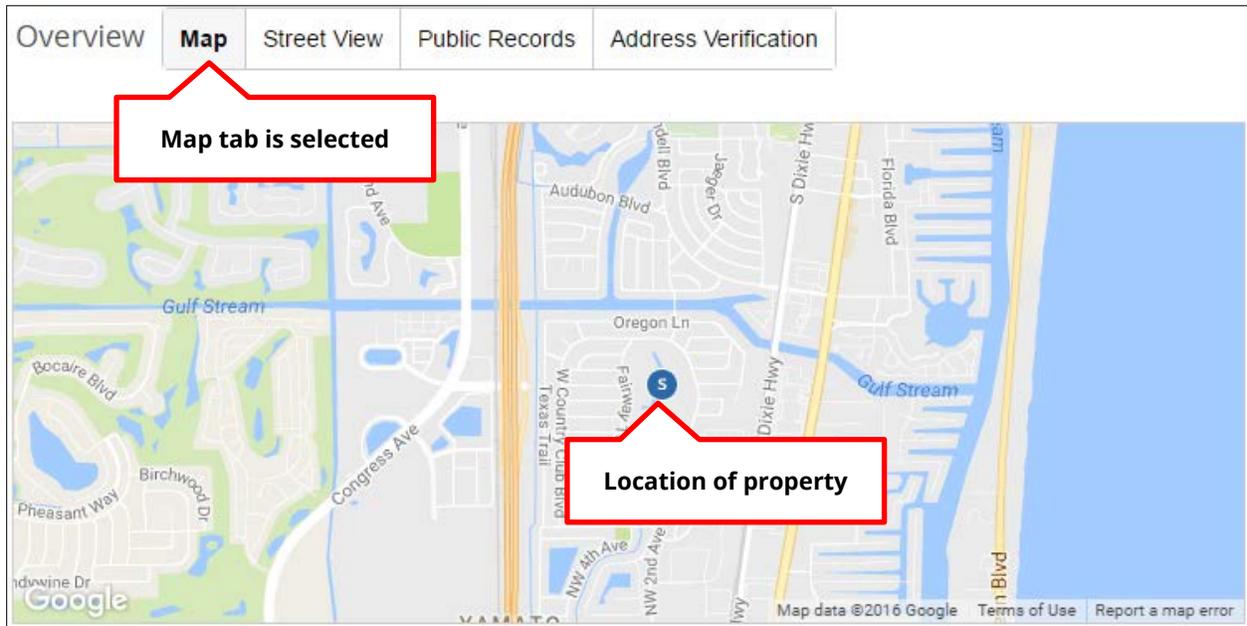
The image shows a dropdown menu titled "Utility Schedule*". The current selection is "Palm Beach". The dropdown is open, showing three options: "Palm Beach" (highlighted in blue), "Palm Beach", and "Palm Beach 2".

Enter the dollar amount of the requested rent in the **Requested Rent** field.



The image shows a form titled "Requested Rent*". The input field contains the text "\$2000". Below the input field are three tabs: "Overview", "Map", and "Street View". The "Map" tab is currently selected and highlighted.

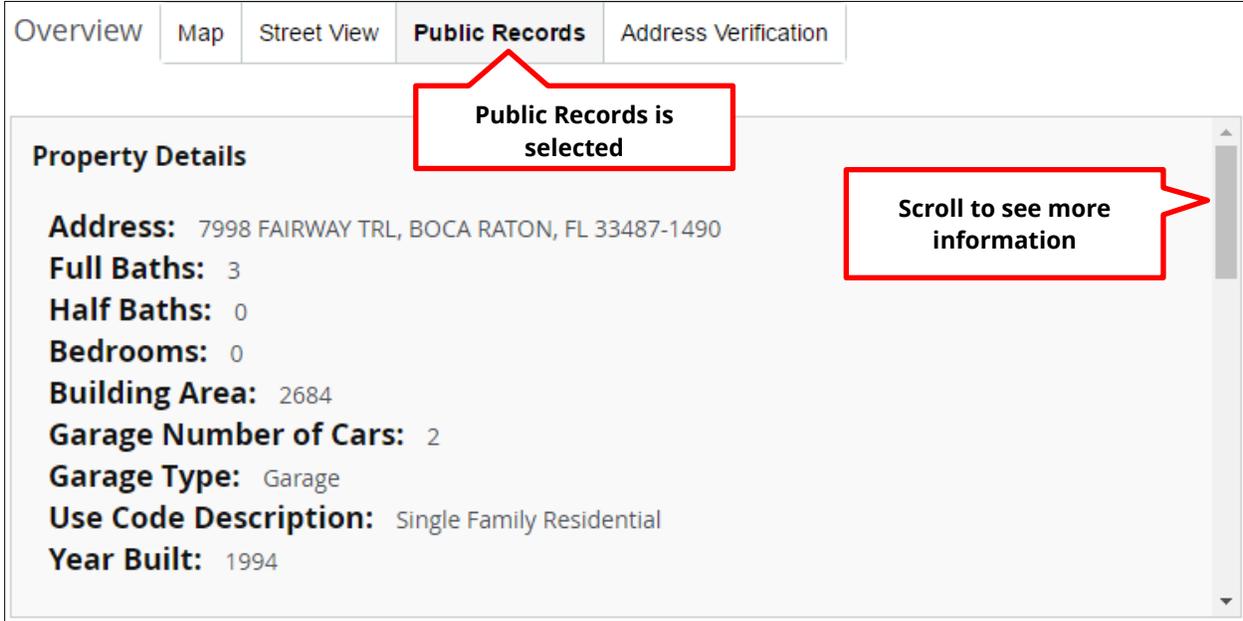
There are various tabs in the **Overview** section of the **Property Details** block. Selecting the **Map** tab will show the location of the property on a map.



Selecting the **Street View** tab will show the street view of the property.



If public records are available, you can view them using the **Public Records** tab. Note that if public records are not available, the tab will not appear. Scroll down to see all available information.



Finally, the **Address Verification** tab displays information as to whether the property's address has been verified and confirmed. Scroll down to see all available information.

Overview | Map | Street View | Public Records | **Address Verification**

Address Verification
Coding Accuracy Support System (CASS) Confirmed: **YES**
Delivery Point Validation (DPV) Confirmed (receives mail): **YES**
Carrier Route: C024
County: Palm Beach
Latitude: 26.421396
Longitude: -80.083888

Original Address
Line 1: 7998 Fairway Trail
Line 2:
City: Boca Raton
State: FL
Zip: 33487

Corrected Address

Once you have reviewed all of the information in the **Property Details** block, you can then move on to **Family Details**.

Family Details Block

In the **Family Details** block, enter the family name, the number of bedrooms on the voucher (**Voucher Beds**), and the client reference, if any. Note that **Voucher Beds** is a required field.

Family Details

Family Name **Voucher Beds*** **Client Reference**

Calculate HAP

Once you fill in the **Voucher Beds** field, the block gives you the option to calculate a HAP report by selecting **Calculate HAP**.

The screenshot shows a form titled "Family Details". It contains three input fields: "Family Name" with the value "Smith", "Voucher Beds*" with the value "3", and "Client Reference" which is empty. Below these fields is a checkbox labeled "Calculate HAP" which is currently unchecked.

Click here to calculate a HAP report

When **Calculate HAP** is selected, you can select the **Voucher Type** (regular, project-based, or shared unit) and the **Contract Type** (new or rent adjustment) by clicking the appropriate radio buttons. The **Minimum Rent** field will be autopopulated based on your agency's market assumptions (set using the Go8 legacy site). You will also need to enter the family's **Annual Gross Income** and **Annual Adjusted Income** into the required fields.

The screenshot shows the "Family Details" form with the "Calculate HAP" checkbox checked. The "Family Name" is "Smith" and "Voucher Beds*" is "3". The "Minimum Rent*" field is populated with "\$0". The "Annual Gross Income*" and "Annual Adjusted Income*" fields are empty, each with a "\$" symbol. The "Voucher Type*" section has radio buttons for "Regular" (selected), "Project Based", and "Shared". The "Contract Type*" section has radio buttons for "New" (selected) and "Rent Adjustment".

Minimum rent is autopopulated based on agency market assumptions

Click buttons for voucher and contract types

Enter gross and adjusted income into required fields

Once all required information is entered, you can then move on to the **Utilites** block.

Utilities Block

In the **Utilities** block, utilities are autopopulated, and are based on either market assumptions or on a previous certification. It will display at the top of the block whether utilities are based on a prior certification and when that certification was done, or whether based on market assumptions.

Utilities Utilities and amenities filled in based on a prior certification done on 8/3/2016.

TYPE		PAID BY
Heating Fuel*	Electric	<input type="radio"/> Owner <input checked="" type="radio"/> Tenant
Cooking Fuel*	Electric	<input type="radio"/> Owner <input checked="" type="radio"/> Tenant
Hot Water*	Electric	<input type="radio"/> Owner <input checked="" type="radio"/> Tenant
Other Electricity*		<input type="radio"/> Owner <input checked="" type="radio"/> Tenant
Water*	City	<input type="radio"/> Owner <input checked="" type="radio"/> Tenant
Sewer*	Public Sewer	<input type="radio"/> Owner <input checked="" type="radio"/> Tenant

Use the dropdown menus if manually entering information or correcting autopopulated data. Select the utility source or type (e.g., electric, natural gas, etc.) in the menu. Use the radio buttons to manually select whether each utility is paid by the owner or the tenant.

TYPE		PAID BY
Heating Fuel*	<div style="border: 1px solid black; padding: 5px;"> Electric ▼ Electric Natural Gas None Oil Other Bottle Gas / Propane Unknown </div>	<input type="radio"/> Owner <input checked="" type="radio"/> Tenant
Cooking Fuel*		<input type="radio"/> Owner <input type="radio"/> Tenant
Hot Water*		<input type="radio"/> Owner <input checked="" type="radio"/> Tenant

Once all of the information in the **Utilities** block looks correct, you can move on to the final block in Step 1, **Amenities**.

Amenities Block

Like the **Utilities** block, fields in the **Amenities** block will be autopopulated from the previous certification, but you may modify these if needed by clicking the various boxes. You may also use the dropdown menu to select the Parking type.

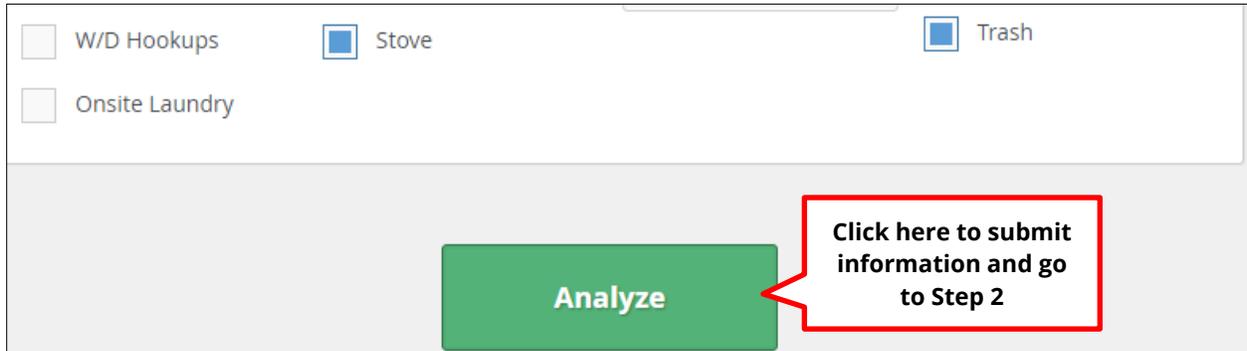
Amenities

Indoor	Kitchen	Outdoor	Other
<input type="checkbox"/> Cable Included	<input type="checkbox"/> DishWasher	<input type="checkbox"/> Balcony	<input type="checkbox"/> Gated Community
<input type="checkbox"/> Ceiling Fans	<input type="checkbox"/> Garbage Disposal	<input type="checkbox"/> Pool	Maintenance
<input type="checkbox"/> Dryer	<input type="checkbox"/> Microwave	Parking*	<input type="checkbox"/> Lawn
<input type="checkbox"/> Washer	<input checked="" type="checkbox"/> Refrigerator	2 Car Garage	
<input type="checkbox"/> W/D Hookups	<input checked="" type="checkbox"/> Stove	1 Car Garage	
<input type="checkbox"/> Onsite Laundry		2 Car Garage	
		3 Car Garage	
		1 Covered Space	
		2 Covered Spaces	
		None	
		Unknown	

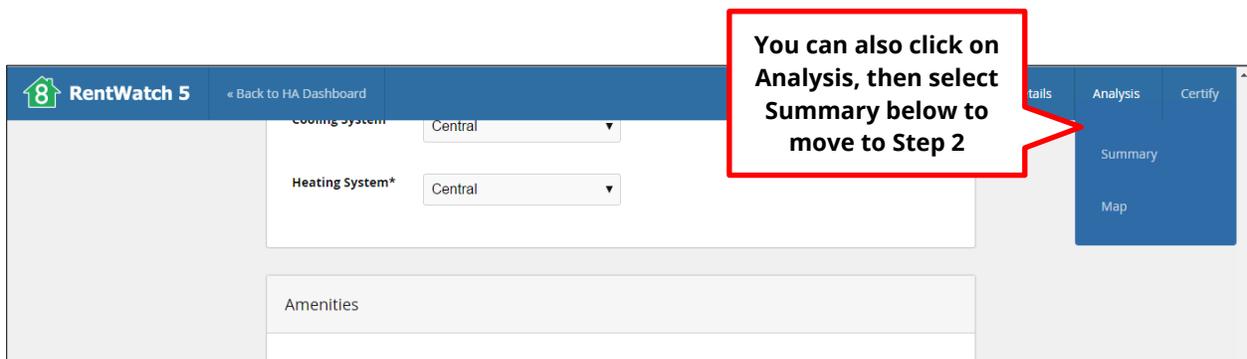
After selecting the appropriate amenities, you are ready to **Analyze**.

Analysis

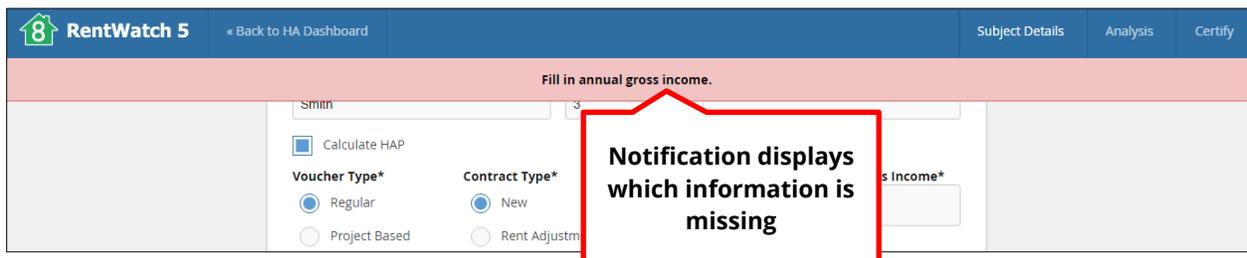
Once you have entered and reviewed all required information in each of the blocks on the page, click **Analyze** to submit the information and move on to **Step 2** of the certification process.



Note: You can also go to the next step by clicking **Analysis** near the top right of the page, and then selecting **Summary** in the dropdown. Either way, you will be navigated to the **Summary** page.



If you have forgotten to enter information into any of the required fields, a pink bar will display at the top of the page with a notification about which missing information would need to be completed before continuing.



Step 2: Completing the Rent Reasonableness Analysis

After completing **Step 1** and clicking the **Analyze** button, you will be taken to the **Summary** page where you can complete **Step 2** of the certification process. A banner will appear at the top of the new page if any previous certifications have been created for the same address. You can click the blue link in the banner to view any previous certifications for the property. The banner will disappear after a few seconds.

The screenshot shows the RentWatch 5 interface. At the top, there is a navigation bar with 'RentWatch 5', a 'Back to HA Dashboard' link, and tabs for 'Subject Details', 'Analysis', and 'Certify'. A green banner at the top reads 'Previous Certifications were found! View Previous Certifications'. Below this, the main heading is 'Requested Rent is Reasonable' in green, followed by 'The Estimated Market Rent is \$2,581.03'. The page is divided into sections: 'Subject Property' (7998 FAIRWAY TRL, BOCA RATON, 3348), 'Selected Comparables' (341 OREGON LN, BOCA RATON, 33487), and 'Adjustments' (-\$10.00). Callouts with red boxes and arrows point to specific elements: 'Click here to view previous certifications' points to the banner link; 'Banner displays if previous certifications found' points to the banner text; 'Rent is reasonable, so text displays in green' points to the 'Requested Rent is Reasonable' text; and 'Estimated market rent displays below reasonable rent notification' points to the estimated market rent value.

Req. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
\$2,000.00	3 / 3 / 0	House	2684	1994			
\$2,450 / \$2,440	3 / 2 / 0	House	0	1995	0.2	98%	100%

The new page will also display whether the rent is reasonable. If the rent is reasonable, the text will display that it is reasonable in green. If the rent is not reasonable, the text will display in red. The Estimated Market Rent will display directly below that text.

There are three blocks on the **Summary** page that you will use to complete Step 2 of the rent reasonableness certification: the **Subject Property** block, the **Selected Comparables** block, and the **Certification** block.

Subject Property Block

The **Subject Property** block displays the property address and other essential property information, such as the requested rent, the number of bedrooms and bathrooms, the property type, the square footage, and the year built. If previous certifications exist, a **Previous Certifications** button, along with the number of previous certifications, will display in the upper right corner of the block. Click on this button to view any previous certifications.



The screenshot shows the 'Subject Property' block. At the top left, it says 'Subject Property'. Below that is the address '7998 FAIRWAY TRL, BOCA RATON, 33487'. A table below the address lists property details: 'Req. Rent' (\$2,000.00), 'BR / FB / HB' (3 / 3 / 0), 'Type' (House), 'Sq. Ft.' (2684), and 'Year' (1994). In the top right corner, there is a button labeled 'Previous Certifications (14)'. A red callout box with a pointer to the button contains the text: 'Previous certifications for this property exist. Click here to view them.'

Req. Rent	BR / FB / HB	Type	Sq. Ft.	Year
\$2,000.00	3 / 3 / 0	House	2684	1994

Clicking the **Previous Certifications** button has the same function as clicking the blue link from the banner that displayed when the **Summary** page initially launched. When clicked, a new window will appear displaying a list of previous certifications. The list shows the requested/approved rent for the property, the number of bedrooms/bathrooms, the username of the certifier, and the certification date. Scroll down to see all certifications available. To view any of the certifications, click **View**, and a **PDF report** for that certification will appear. To close the list, click the **X** at the top right of the window.

The screenshot shows a window titled "Previous Certifications" with a close button (X) in the top right corner. The window contains a table of certification records. Two callouts are present: one pointing to the close button with the text "Click here to exit", and another pointing to the bottom of the table with the text "Scroll down to see more".

Req. / Appr. Rent	BR / FB / HB	HA Username	Certification Date
\$1,500 / \$1,500	5 / 3 / 0	GO Demo	08/15/2014
View			
\$1,500 / \$1,500	5 / 3 / 0	GO Demo	08/15/2014
View			
\$1,500 / \$1,200	3 / 3 / 0	GO Demo	12/19/2014
View			
\$2,590 / \$2,490	5 / 3 / 0	GO Demo	08/02/2015
View			
\$4,500 / \$3,000	5 / 3 / 0	GO Demo	08/02/2015
View			
\$1,230 / \$1,234	5 / 2 / 1	GO Demo	08/02/2015

Selected Comparables Block

The **Selected Comparables** block displays the number of comparables your agency has autoselected in the Agency Settings. The block will display 3, 6, or 9 comparables depending on what your agency has specified.² The block lists the addresses of each comparable unit, and displays relevant information about each property, such as the requested and adjusted rents, the number of bedrooms and bathrooms, the housing type, square footage, year built, and distance from the subject property. It also indicates the percentages of similarity and credibility to the subject property.

Selected Comparables								View More Comparables
341 OREGON LN, BOCA RATON, 33487								
Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility	
\$2,450 / \$2,440	3 / 2 / 0	House	0	1995	0.2	98%	97%	
Adjustments: -\$10.00 Show Adjustments								
280 OREGON LN, BOCA RATON, 33487								
Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility	
\$2,590 / \$2,796	3 / 2 / 0	House	1624	1979	0.15	89%	98%	
Adjustments: \$205.80 Show Adjustments								
8050 W COUNTRY CLUB BLVD, BOCA RATON, 33487								
Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility	
\$2,400 / \$2,562	3 / 2 / 0	House	1699	1988	0.22	91%	95%	
Adjustments: \$162.30 Show Adjustments								

Note that the bars displaying the percentages of similarity and credibility will change color depending on the percent: 90 percent and above displays as green, 80–89 percent as yellow, and below 80 percent as red.

² Note that for purposes of this manual the Agency Settings are set to display 3 comparables, although in your own settings this number may differ.

The Comp Card

For each property in the Selected Comparables block, the property address is linked blue. Clicking the link for a comparable's address will bring up a window called a **Comp Card**.

Selected Comparables				View More Comparables	
341 OREGON LN, BOCA RATON, 33487					
Req. / Adj. Rent	BR / FB / HB	Type		Similarity	Credibility
\$2,450 / \$2,440	3 / 2 / 0	House		98%	97%

Click on address to view Comp Card

The **Comp Card** is a window containing all information about the comparable property in one place. This includes all of the information contained in the comparable list on the Selected Comparables block in the **Details** section, in addition to other special features in the **Overview**, **Adjustments**, **Utilities**, and **Amenities** sections.

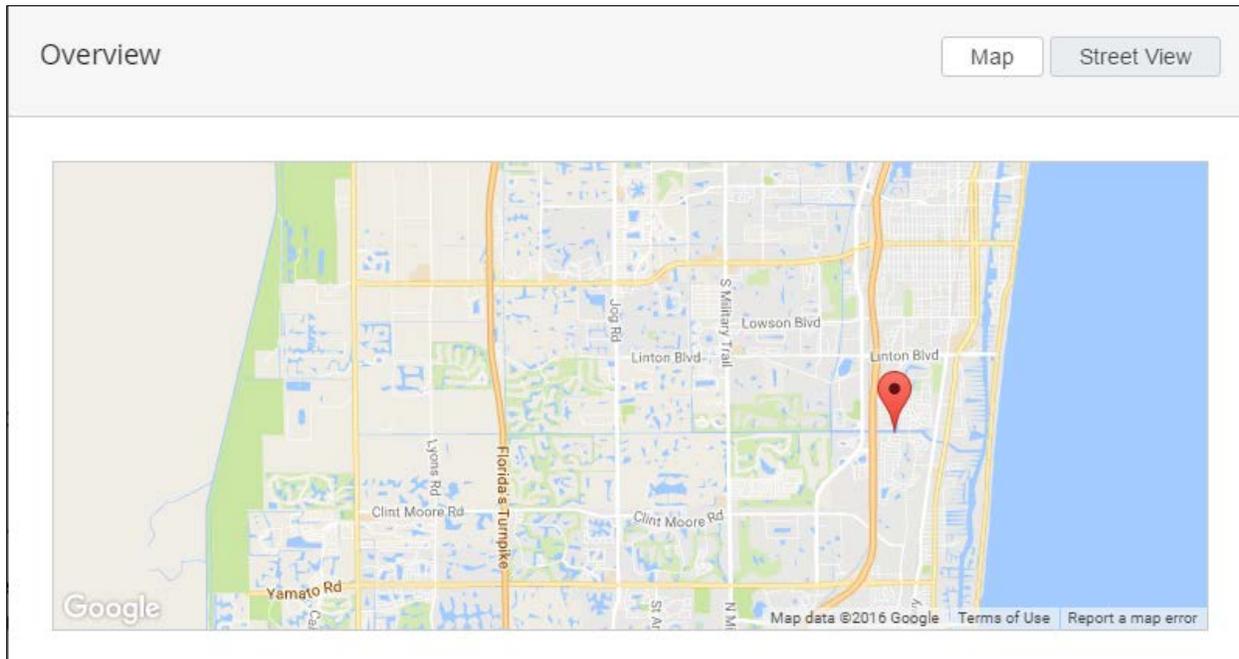
341 Oregon Ln Boca Raton, Palm Beach, 33487 Close

Details

Req. / Adj. Rent: \$2,450 / \$2,440	Distance: 0.2 miles
Beds/FB/HB: 3/2/0	Similarity: 98%
Type: House	Credibility: 97%
Sqft: 0	
Year: 1995	

Overview

In the **Overview** section, you can view where the property is located. Map and Street View options can be shown.



The **Adjustments** section displays any adjustments that are being made to the comparable. Utility adjustments are based on your agency's utility schedule. Amenity adjustments are based on your agency's market assumptions.³

Adjustments	
FullBathCount:	\$45.00
DishWasher:	-\$15.00
ClothesWasher:	-\$20.00
ClothesDryer:	-\$20.00

³ A full breakdown of adjustments is available in [Appendix 2](#) at the end of this manual.

The **Utilities** section lists the utilities for the unit and who pays them.

Utilities	
Cooking Fuel Paid By: Tenant	Hot Water Paid By: Tenant
Cooking Fuel Type: Electric	Hot Water Type: Electric
Cooling System Paid By: Tenant	Water Paid By: Tenant
Cooling System Type: Central	Water Type: City
Heating System Paid By: Tenant	Sewer Paid By: Tenant
Heating System Type: Central	Sewer Type: Unknown
Heating Fuel Type: Electric	Other Electricity Paid By: Tenant

Finally, the **Amenities** section lists the unit's amenities.

Amenities		
Indoor	Outdoor	Other
Ceiling Fan: No	Pool: Unknown	Age Restrictions: Unknown
Dryer: Yes	Parking: Unknown	Gated Community: Unknown
Washer: Yes	Maintenance	
Kitchen	Lawn: No	
Dishwasher: Yes	Pest Control: No	
Garbage Disposal: No	Trash: Yes	
Microwave: No		
Refrigerator: Yes		
Stove: Yes		

Click **Close** in the upper right corner of the **Comp Card** to return to the **Selected Comparables** block.

Close

341 Oregon Ln Boca Raton, Palm Beach, 33487

Details

Req. / Adj. Rent: \$2,450 / \$2,440

Beds/FB/HB: 3/2/0

Type: House

Sqft: 0

Year: 1995

Distance: 0.2 miles

Similarity: 98%

Credibility: 97%

Click here to return to Selected Comparables

Show/Hide Adjustments

In addition to being able to view adjustments in the **Comp Card**, you also have the option to show or hide adjustments for each comparable on the Selected Comparables block. To show adjustments, click the **Show Adjustments** link next to the adjustment figure displayed at the bottom left of the comparable entry.

Selected Comparables
View More Comparables

341 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
\$2,450 / \$2,440	3 / 2 / 0	House				98%	97%

Adjustments: -\$10.00 [Show Adjustments](#)

280 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility

Click here to show adjustments

Click **Hide Adjustments** to collapse them.

[View More Comparables](#)

341 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
\$2,450 / \$2,440	3 / 2 / 0	House	0	1995	0.2	98% <div style="width: 100%; height: 10px; background-color: #4CAF50; margin-top: 2px;"></div>	97% <div style="width: 100%; height: 10px; background-color: #4CAF50; margin-top: 2px;"></div>

Bathrooms \$45.00	Dishwasher -	Click here to hide adjustments	Dryer -\$20.00
--	---	---------------------------------------	---

Adjustments: -\$10.00 [Hide Adjustments](#)

Adding or Removing Comparables

To see more than the number of comparables autoselected, click the green **View More Comparables** button at the top right of the Selected Comparables block.

[View More Comparables](#)

341 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity
\$2,450 / \$2,440	3 / 2 / 0	House	0	1995	0.2	98% <div style="width: 100%; height: 10px; background-color: #4CAF50; margin-top: 2px;"></div>

Adjustments: -\$10.00 [Show Adjustments](#)

280 OREGON LN, BOCA RATON, 33487

Req. / Adj. Rent	BR / FB / HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
------------------	--------------	------	---------	------	-------	------------	-------------

You will be navigated to the **Map** page, where you will be able to add or remove comparables. On this page, you will see a map with comparables showing on the left side of the page, and a list of comparables on the right side. Additional possibilities for comparables are shown in the same format as the Selected Comparables using the **List** tab. You can filter results in the list by clicking the **Filters** button at the top right of the page.

Approved Rent is Reasonable The Estimated Market Rent is \$2,599.37

Filters Help

List

Subject Property

7998 Fairway Trl, Boca Raton, 33487

Req. Rent	BR/FB/HB	Type	Sq. Ft.	Year
\$2,000.00	3 / 3 / 0	House	2684	1994

3 Selected Comparables Save and Finish Later

341 Oregon Ln, Boca Raton, 33487 Remove

Req. / Adj. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
\$2,450 / \$2,440	3 / 2 / 0	House	0	1995	0.2 mi.	98%	97%

280 Oregon Ln, Boca Raton, 33487 Remove

Req. / Adj. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
\$2,590 / \$2,796	3 / 2 / 0	House	1624	1979	0.15 mi.	89%	98%

Click the appropriate boxes to apply filters, and/or enter the listing date by clicking in the date fields and selecting a date from the calendar. Click **Apply Filters** to apply the filters to the comparables list, or cancel to return to the **Map** page without applying filters.

Comparable Filters

SOURCE

Rented Non-Subsidized HA Added Open Market

BEDROOMS

0 1 2 3

LISTING DATE

From **To**

PROPERTY TYPES (Clear)

Single Family House Duplex RowHouse Townhouse Triplex 4 Plex

High Density Apt High-Rise Low-Rise

Mobile Mobile Home

Note that property type groups can be personalized in your agency’s market assumptions. That is, in the market assumptions, your agency can set various property types as “similar” and no adjustments will be made for property type among the selections within the group.

Once you have applied any filters, scroll down the list to see the currently **Selected Comparables** in addition to several **Unselected Comparables**.

The screenshot displays the RentWatch 5 interface. At the top, it shows 'Approved Rent is Reasonable' and 'The Estimated Market Rent is \$2,599.37'. The interface is split into a map view on the left and a list view on the right. The map shows a neighborhood with several properties marked with green and yellow dots. The list view shows the following data:

Subject Property	Req. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
7998 Fairway Trl, Boca Raton, 33487	\$2,000.00	3 / 3 / 0	House	2684	1994			
3 Selected Comparables								
341 Oregon Ln, Boca Raton, 33487	Req. / Adj. Rent \$2,450 / \$2,440	BR/FB/HB 3 / 2 / 0	Type House	Sq. Ft. 0	Year 1995	Dist. 0.2 mi.	Similarity 98%	Credibility 97%
280 Oregon Ln, Boca Raton, 33487	Req. / Adj. Rent \$2,590 / \$2,796	BR/FB/HB 3 / 2 / 0	Type House	Sq. Ft. 1624	Year 1979	Dist. 0.15 mi.	Similarity 89%	Credibility 98%

To add a new comparable that has not yet been selected, scroll down the list until you reach the **Unselected Comparables**. You have the option to sort them by Best Match, Distance, Lowest Rent, and Highest Rent using the dropdown menu at the start of the **Unselected Comparables** list. Click the **Add** button on the right side of the entry to add the comparable to the **Selected Comparables** list.

3 Selected Comparables Save and Finish Later

Unselected Comparables Sort By: Best Match ▼

Sort unselected comps by using this dropdown menu

Req. / Adj. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Sim	
\$2,600 / \$2,797	3 / 2 / 0	House	1369	1981	0.23 mi.	89%	Add

Click Add to add to selected comps list

Req. / Adj. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility	
\$2,450 / \$2,606	3 / 2 / 0	House	1422	2011	0.24 mi.	89%	97%	Add

Click the **Remove** button next to a selected comparable to remove it from the Selected Comparables list.

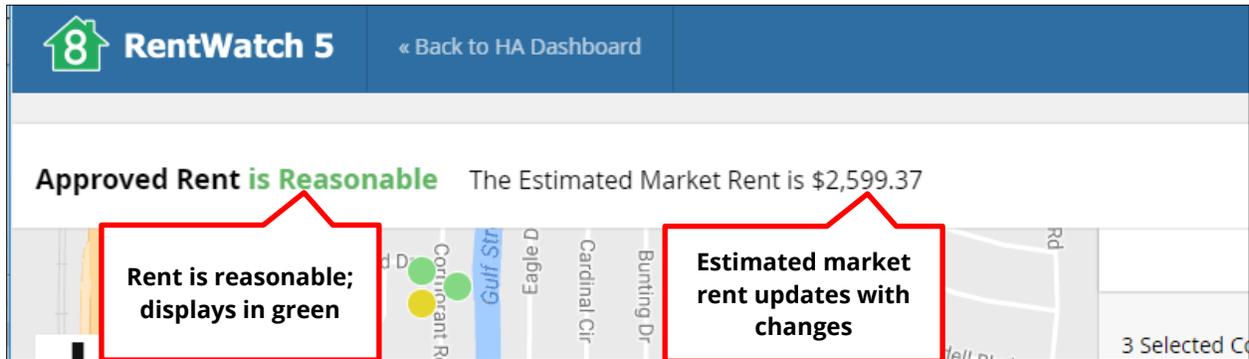
3 Selected Comparables Save and Finish Later

✓	341 Oregon Ln, Boca Raton, 33487	Remove				
Req. / Adj. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Sim
\$2,450 / \$2,440	3 / 2 / 0	House	0	1995	0.2 mi.	89%

Click Remove to remove from selected comps list

You may only have up to nine comparables selected at any given time.⁴ However, you can add or remove a comparable as many times as you wish.

Note that every time you add another comparable (or add one back that was previously deleted), the Estimated Market Rent displayed at the top of the screen will update based on the change. Additionally, if the requested rent is reasonable, it will display in green at the top left of the screen. If the rent is not reasonable, it will display in red.

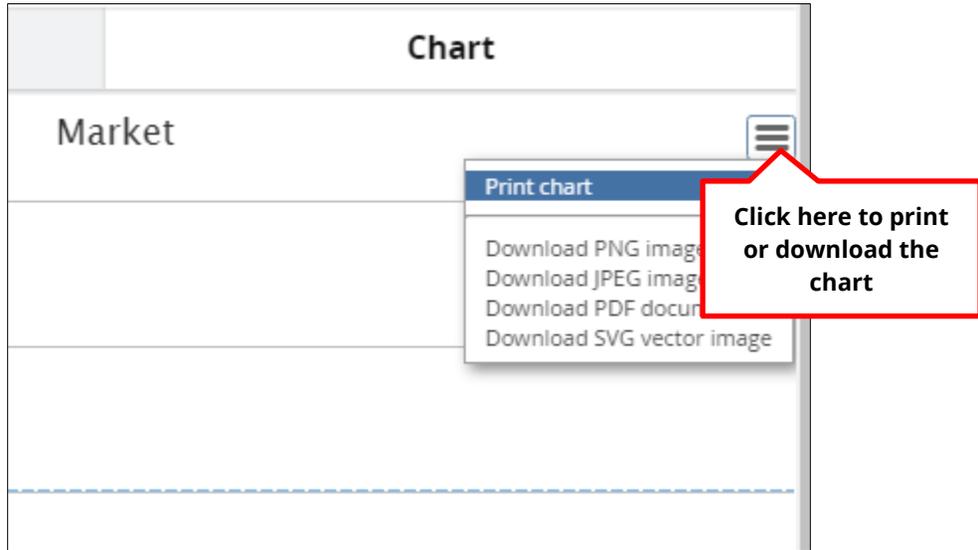


⁴ Remember, the number of comparables selected prior to adding or removing comparables is specified in the Agency Settings.

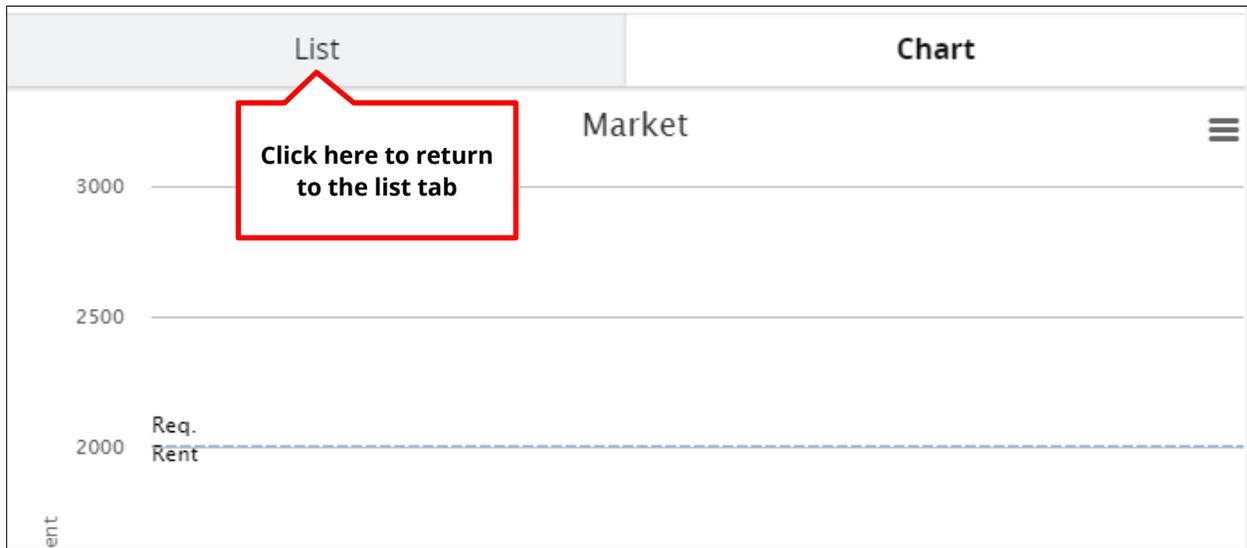
On the right side of the page, next to the **List** tab, is the **Chart** tab. Clicking the **Chart** tab will display a chart displaying the number of units by average rent amount in the city, county, and specified radius on the map on the left side of the screen. The chart shows where the payment standard falls within the range using a **dotted yellow line**, and a blue dotted line for the requested rent amount.



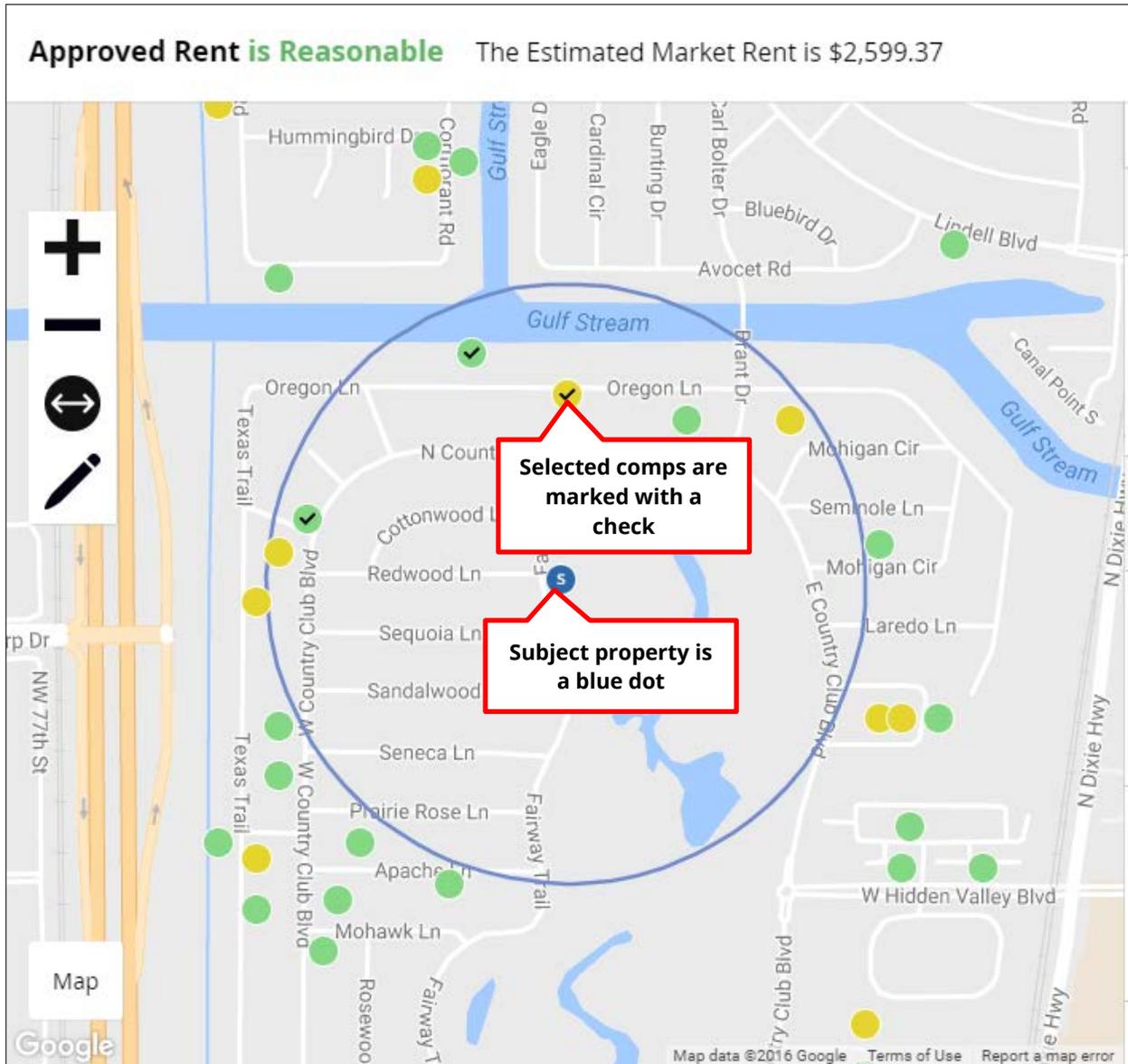
You can print or download the chart by clicking the options icon at the top right. A dropdown menu will allow you to select the option to print or download in various formats.



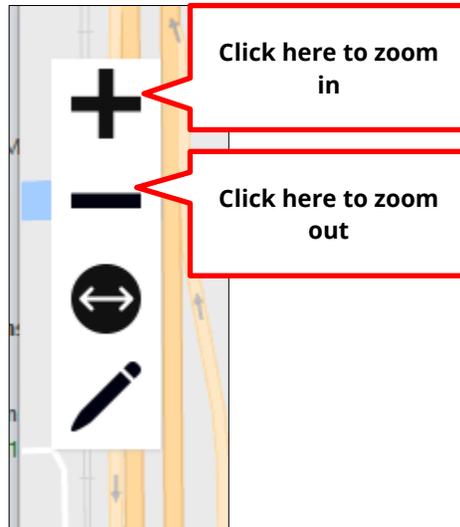
Note that to save or modify the list of comparables, you must return to the **List** tab.



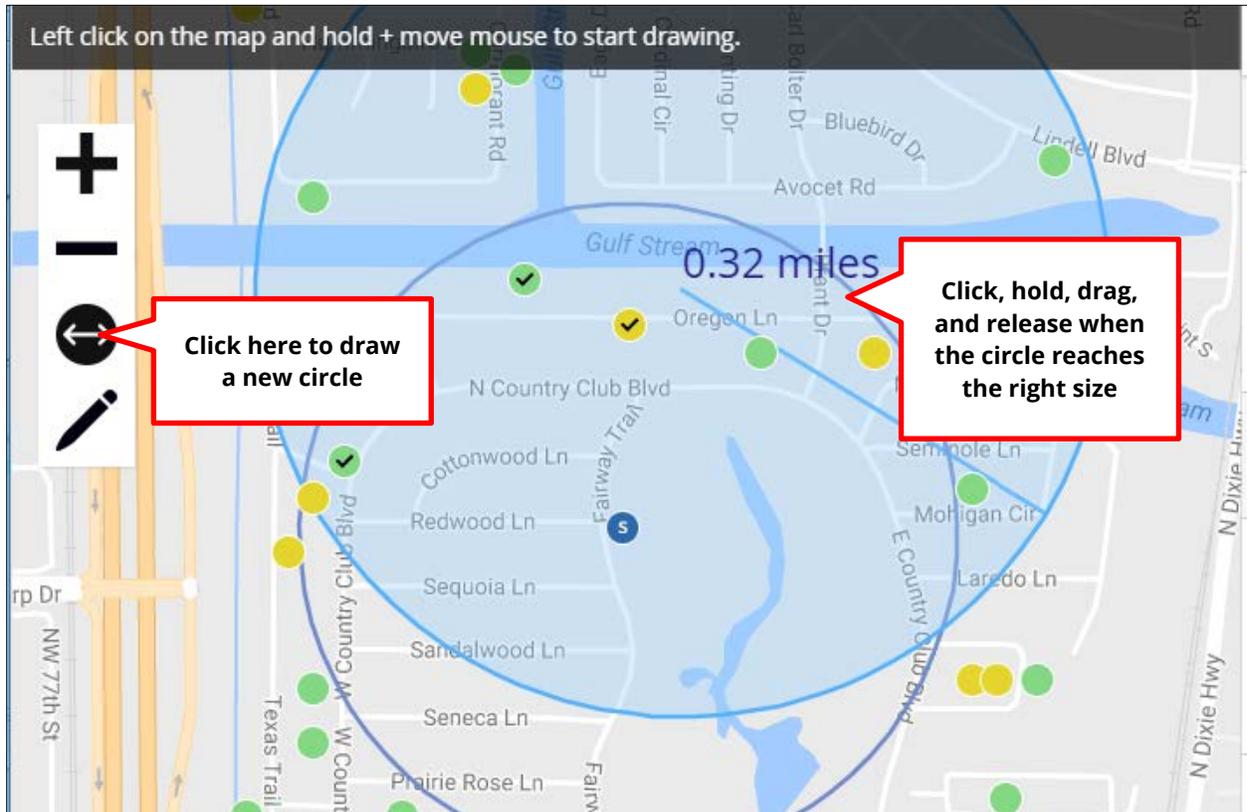
On the left side of the **Map** page is a map. The map shows where each selected and unselected comparable is located with respect to the Subject Property using a dot on the map within the range of 1.75 miles. The Subject Property is shown as a blue dot with an **S** in the middle, and other properties are colored based on their similarity and credibility as in the list (green, yellow, or red). Selected Comparables are marked with a check mark.



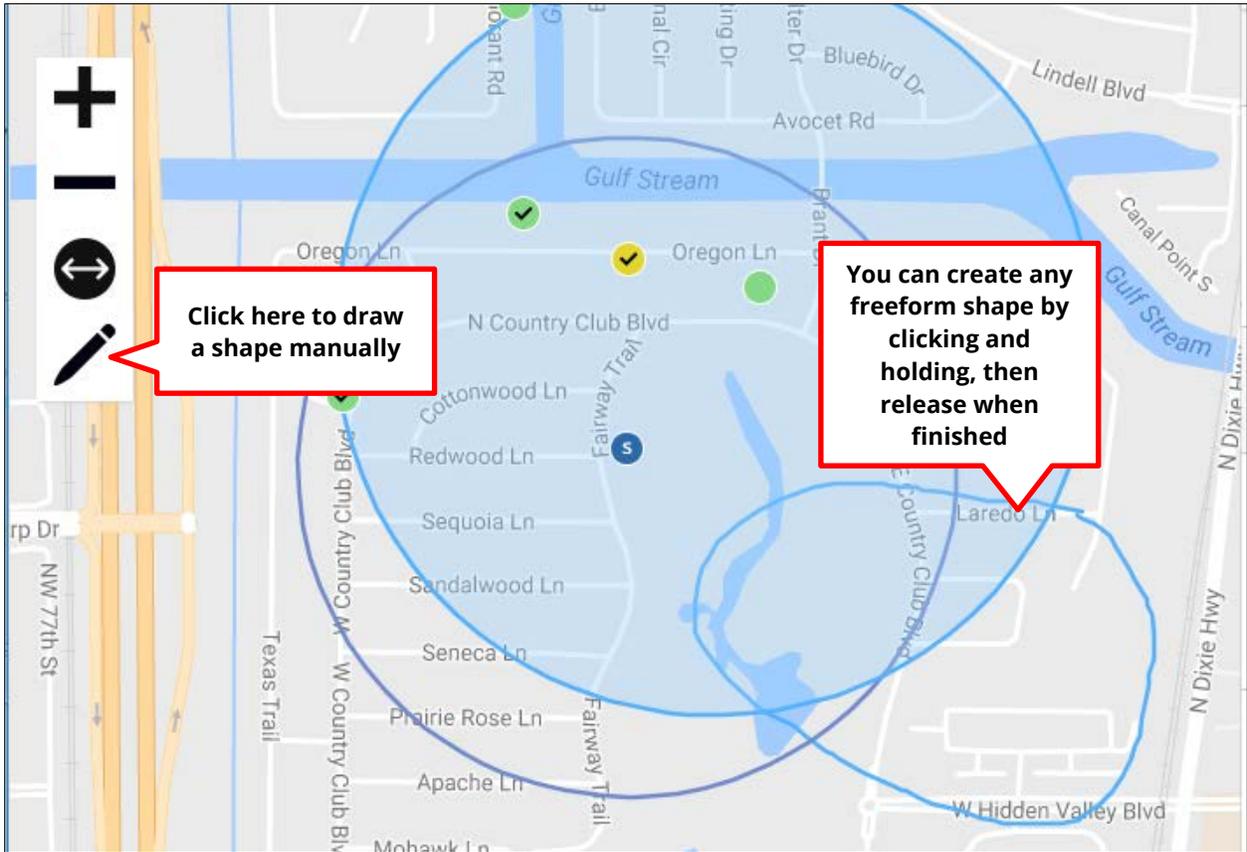
The tool bar on the left side of the map allows users to zoom in and out, to draw additional circles to reflect a new area, or manually draw an area. Click the + button to zoom in on the map, and the - button to zoom out.



Click the circle with the arrows to draw a new circle area. Click the part of the map you would like to include in your area and hold down the button as you drag to create a new circle. Release the button to finish.

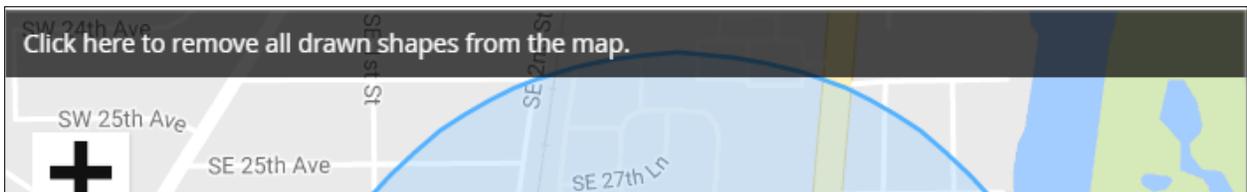


Click on the pencil icon to draw a shape manually. Click and hold down the button as you drag to draw a shape. Release the button to finish.

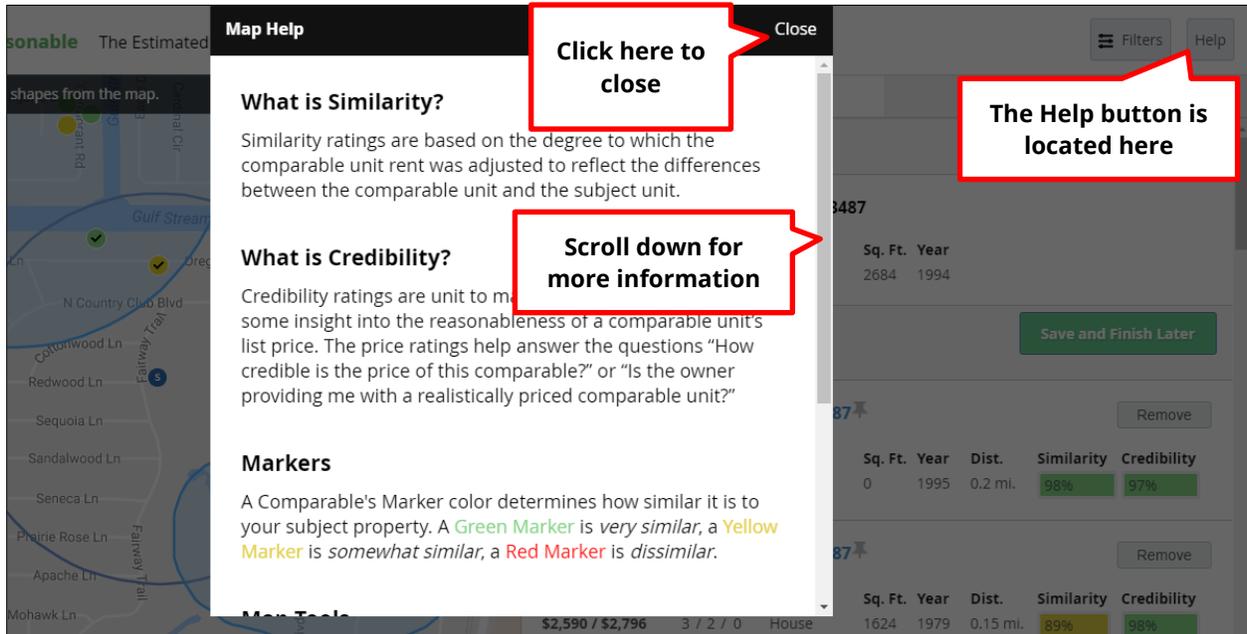


The List and Chart will be updated to reflect whatever you draw on the map.

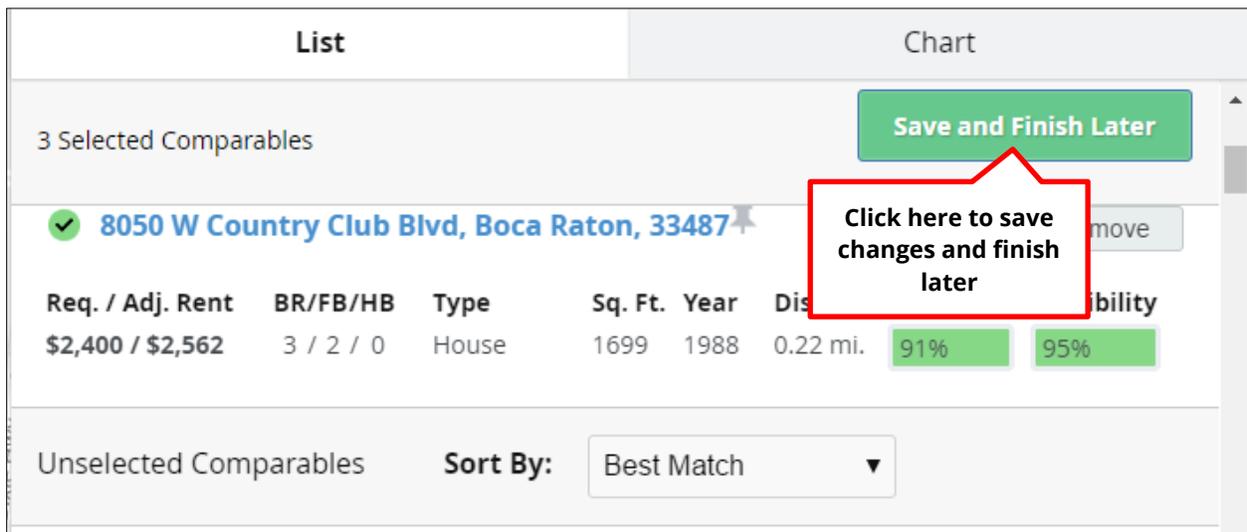
To remove a drawn shape, click the bar that says **Click here to remove all drawn shapes from the map** at the top of the map section.



For additional help on the Map page, click the **Help** button near the top right side of the page. This will open a new window that contains tool tips and an explanation of the map's features. Scroll down to see more info. To close the Help window, just click **Close** on the top right corner.



Once you have finished with the Map page, you have two options: you can either return to the **Summary** page or **Save and Finish Later**. If you need more time to complete the certification while adding or removing comparables, click the green **Save and Finish Later** button, which is located at the top right of the comparables list. Doing this will take you back to the **Certifications** page, where the certification will be saved as a **Work In Progress**.



If you would like to continue your certification and return to the **Summary** page, go up to the **Analysis** tab at the top right of the page and select **Summary** from the dropdown menu.

The screenshot shows the RentWatch 5 interface. At the top, there's a navigation bar with 'RentWatch 5' and a 'Back to HA Dashboard' link. On the right, there are tabs for 'Analysis' and 'Certify'. A dropdown menu is open under 'Analysis', showing 'Summary' and 'Map'. A red callout box with a speech bubble contains the text: "Click Analysis, then select Summary from the dropdown". Below the navigation, a status bar says "Approved Rent is Reasonable" and "The Estimated Market Rent is \$2,595.51". The main area is split into a map on the left and property details on the right. The map shows a street grid with several colored markers. The property details section includes the subject property "7998 Fairway Trl, Boca Raton, 33487" with a requested rent of \$2,000.00. Below that, it lists "3 Selected Comparables": "341 Oregon Ln, Boca Raton, 33487" (rent \$2,450 / \$2,440) and "280 Oregon Ln, Boca Raton, 33487".

Certification Block

On the **Summary** page, the next block following the **Selected Comparables** block is the **Certification** block. In the Certification block, you can view your rent reasonable analysis.

The screenshot shows the Certification block. At the top, it says "Certification". Below that is a "RENT REASONABLE ANALYSIS" section. It contains a table with the following data:

Estimated Monthly Market Rent:	\$2,599.37
Adjusted Rent Reasonable Range:	\$2,440.00 - \$2,795.80
Requested Rent:	\$2,000.00
Max Rent Allowed:	\$1,913.00

Below the table, there is a field for "Approved Rent*" with a value of "\$0". To the right of the table is a bar chart titled "Rent Amounts". The y-axis is labeled "Rent Amounts" and ranges from 0k to 3k. The x-axis has three categories: "Requested", "Estd. Mrkt.", and "Max Allowable". The bars are green. The "Requested" bar is at \$2,000.00, the "Estd. Mrkt." bar is at \$2,599.37, and the "Max Allowable" bar is at \$1,913.00. A dashed line labeled "Appr. Rent" is shown at the bottom of the chart.

Below the chart, there are two input fields: "Date" (with the value "08/18/2016") and "Comments". Below these is a "Tenant Name" label and a large empty text area.

At the bottom of the block, there is a line of text: "In accordance with 24 CFR 982.4, 982.54 (d)(15), 982.158(f)(7), and 982.507 I, GO Demo, certify that based on the

In the breakdown on the left of the block, the Estimated Market Rent is chosen based on Agency Settings. Your agency has the option to choose low, average, median, and high in its settings, so the Adjusted Rent Reasonable Range will be adjusted depending on what your agency has chosen. The breakdown also displays the Requested Rent and the Max Rent Allowed.⁵

Certification

RENT REASONABLE ANALYSIS

Estimated Monthly Market Rent:	\$2,599.37
Adjusted Rent Reasonable Range:	\$2,440.00 - \$2,795.80
Requested Rent:	\$2,000.00
Max Rent Allowed:	\$1,913.00

Approved Rent*

\$0

The **Approved Rent** must be entered in. Once you have done this, the Approved Rent will appear as a black dotted line on the graph on the right side of the block. The graph illustrates the difference between the requested and estimated market rents by rent amounts. As with the Dashboard graphs, scroll over any bar on the graph to see details.

Certification

RENT REASONABLE ANALYSIS

Estimated Monthly Market Rent:	\$2,599.37
Adjusted Rent Reasonable Range:	\$2,440.00 - \$2,795.80
Requested Rent:	\$2,000.00
Max Rent Allowed:	\$1,913.00

Approved Rent*

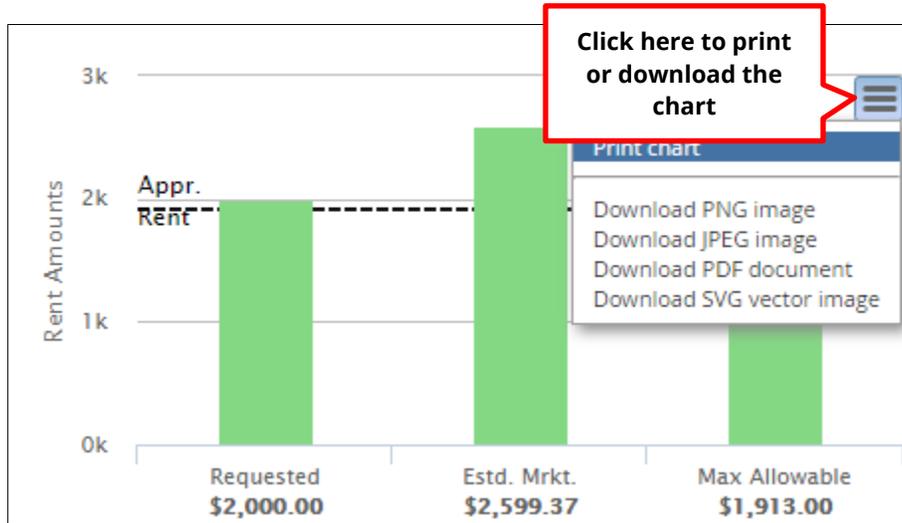
\$1913

Rent Amounts

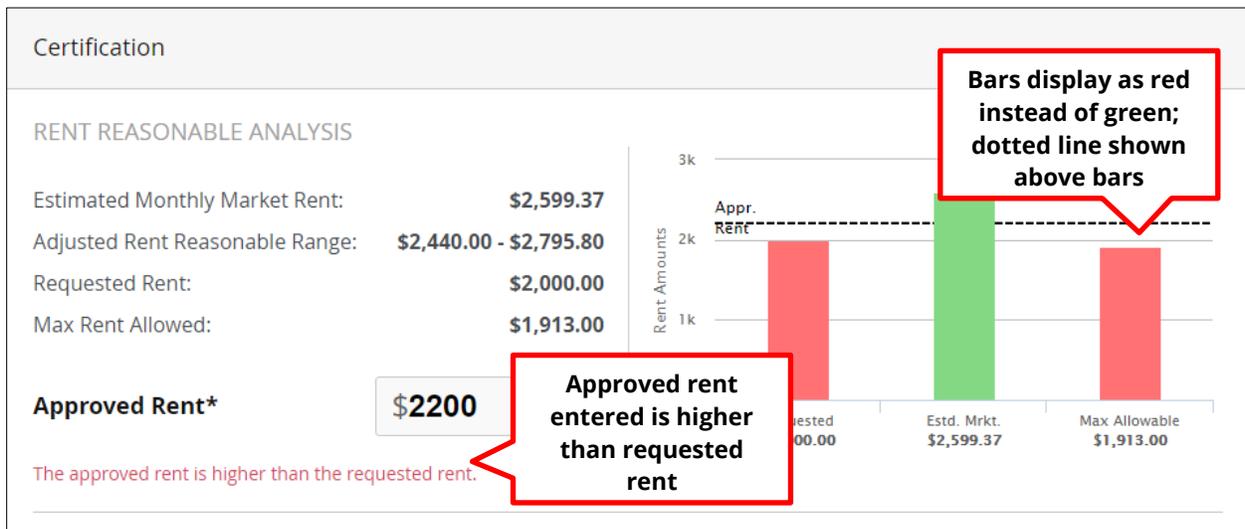
Requested \$2,000.00	Estd. Mrkt. \$2,599.37	Max Allowable \$1,913.00
--------------------------------	----------------------------------	------------------------------------

⁵ The Max Rent Allowed is calculated based on the family's income information along with other factors affecting reasonableness.

You can print or download the graph by clicking the menu icon at the top right of the graph. From the dropdown menu, you can select **Print Chart** to print, or download the chart in various formats.



If you enter an amount that is too high into the **Approved Rent** cell, you will be notified that that the approved rent is higher than the requested rent in red underneath where the approved rent is listed. The graph will also be adjusted showing the bars in red instead of green, and the black dotted line showing above the bars. Bars will be displayed as red whenever the approved rent is higher than the amount in the bar.



Below the rent breakdown and graph in the Certification block, the Date is autopopulated and there is a space to enter Comments. Comments are not required, but should you choose to add them, click into the field and type. They will be displayed as part of the PDF for the certification.

The screenshot shows a form with the following fields:

- Date:** A text box containing "08/18/2016".
- Tenant Name:** A text box that is currently empty.
- Comments:** A large text area for entering comments. A red callout box with a pointer to the text area contains the text: "Click inside here and begin typing to enter comments".

Below the form, there is a line of text: "In accordance with 24 CFR 982.4, 982.54 (d)(15), 982.158(f)(7), and 982.507 I, GO Demo, certify that based on the

At the bottom of the Certification block you again have the option to **Save and Finish** Later by clicking the gray button at the bottom left, or to finish the certification by clicking the green **Sign and Certify** button at the bottom right of the block.

The screenshot shows the bottom of the certification form with two buttons:

- Save and Finish Later:** A gray button on the left. A red callout box with a pointer to the button contains the text: "Click here to save and finish later".
- Sign and Certify:** A green button on the right. A red callout box with a pointer to the button contains the text: "Click here to complete the certification".

Part of the text from the previous screenshot is visible above the buttons: "In accordance with 24 CFR 982.4, 982.54 (d)(15), 982.158(f)(7), and 982.507 I, GO Demo, certify that based on the information provided, the approved contract rent is reasonable."

After clicking **Sign and Certify**, your certification will be complete.

Certification PDF

Once you have signed and certified, the certification is generated and the certification PDF will open up in a new tab. The PDF will of the certification contains the all of the information about the certification, including the map, graphs showing the local market analysis and rent reasonable analysis, and comments discussing each selected comparable. When there is a HAP calculation, there will be another page on the PDF describing the breakdown of the HAP calculation. Scroll through the pages to view all information.

RentWatch5.aspx 1 / 4

Rent Reasonable Valuation				
	Subject	Comparable 1	Comparable 2	Comparable 3
Address	7998 Fairway Trl	341 Oregon Ln	280 Oregon Ln	8050 W Country Club Blvd
City	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487
LOCATION				
Subdivision				
Proximity to Subject		0.2	0.15	0.22
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
Size				
Beds/Baths	3/3	3/2	3/2	3/2
Sq. Ft.	2684	0	1624	1699
Adjustment		Inferior / Adj: \$45.00	Inferior / Adj: \$235.80	Inferior / Adj: \$222.30
TYPE				
Property Type	house	house	house	house
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
AGE				
Year Built	1994	1995	1979	1988
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
CONDITION & QUALITY				
Rating	Unknown	Average	Average	Average
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
UTILITIES				
Heat	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Hot Water / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Cooking / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Sewer Type / Paid By	Public Sewer / Tenant	unknown / Tenant	unknown / Tenant	unknown / Tenant
Water Type / Paid By	City Water / Tenant	City Water / Tenant	City Water / Tenant	City Water / Tenant
Lights / Other Electric	Tenant	Tenant	Tenant	Tenant
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
MAINTENANCE				
Maintenance	Trash	Trash	Trash	Trash
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
AMENITIES				
Amenities	Refrigerator, Stove	Washer, Dryer, Dishwasher, Refrigerator, Stove	Washer, Dryer, Dishwasher, Microwave, Pool, Refrigerator, Stove, Security System, Fenced Yard	Washer, Dryer, Dishwasher, Microwave, Refrigerator, Stove, Security System
AC	Central	Central	Central	Central
Heat	Central	Central	Central	Central
Parking	2 - Car Garage	Unknown	None	2 - Car Garage
Exterior Features				
Lot Size				
Adjustment		Superior / Adj: -\$55.00	Superior / Adj: -\$30.00	Superior / Adj: -\$60.00
RENT ADJUSTMENTS				
Data Source		Internet Listing	Internet Listing	Internet Listing

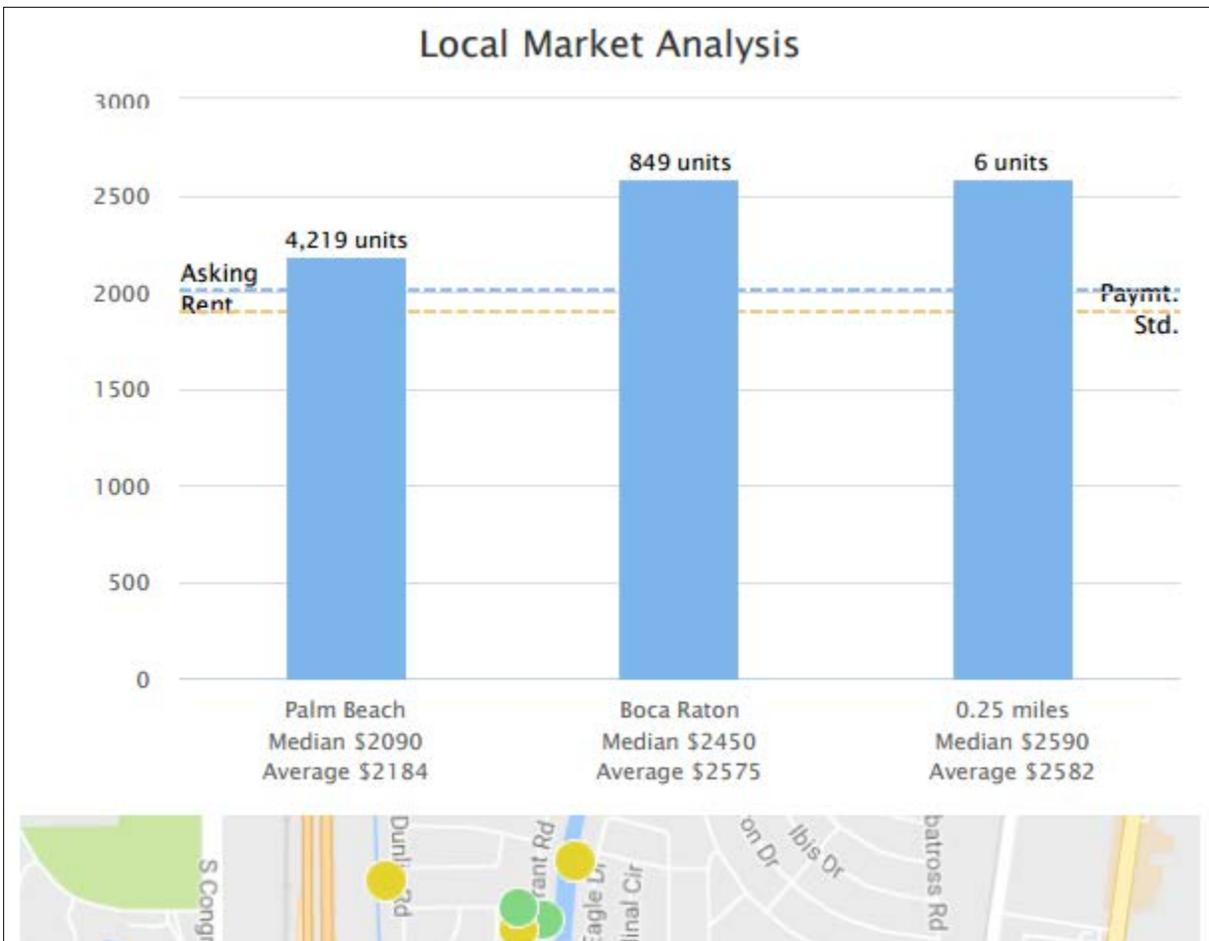
The first page of the certification PDF lists succinctly all of the information regarding the subject property and selected comparables in terms of **Location, Size, Type, Age, Condition and Quality, Utilities, Maintenance, Amenities, and Rent Adjustments**, including a **Comparable Breakdown** near the bottom left.

Rent Reasonable Valuation				
	Subject	Comparable 1	Comparable 2	Comparable 3
Address	7998 Fairway Trl	341 Oregon Ln	280 Oregon Ln	8050 W Country Club Blvd
City	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487	Boca Raton 33487
LOCATION				
Subdivision				
Proximity to Subject		0.2	0.15	0.22
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
Size				
Beds/Baths	3/3	3/2	3/2	3/2
Sq. Ft.	2684	0	1624	1699
Adjustment		Inferior / Adj: \$45.00	Inferior / Adj: \$235.80	Inferior / Adj: \$222.30
TYPE				
Property Type	house	house	house	house
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
AGE				
Year Built	1994	1995	1979	1988
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
CONDITION & QUALITY				
Rating	Unknown	Average	Average	Average
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
UTILITIES				
Heat	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Hot Water / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Cooking / Paid By	Electric / Tenant	Electric / Tenant	Electric / Tenant	Electric / Tenant
Sewer Type / Paid By	Public Sewer / Tenant	unknown / Tenant	unknown / Tenant	unknown / Tenant
Water Type / Paid By	City Water / Tenant	City Water / Tenant	City Water / Tenant	City Water / Tenant
Lights / Other Electric	Tenant	Tenant	Tenant	Tenant
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
MAINTENANCE				
Maintenance	Trash	Trash	Trash	Trash
Adjustment		Similar / Adj: \$0.00	Similar / Adj: \$0.00	Similar / Adj: \$0.00
AMENITIES				
Amenities	Refrigerator, Stove	Washer, Dryer, Dishwasher, Refrigerator, Stove	Washer, Dryer, Dishwasher, Microwave, Pool, Refrigerator, Stove, Security System, Fenced Yard	Washer, Dryer, Dishwasher, Microwave, Refrigerator, Stove, Security System
AC	Central	Central	Central	Central
Heat	Central	Central	Central	Central
Parking	2 - Car Garage	Unknown	None	2 - Car Garage
Exterior Features				
Lot Size				
Adjustment		Superior / Adj: -\$55.00	Superior / Adj: -\$30.00	Superior / Adj: -\$60.00
RENT ADJUSTMENTS				
Data Source		Internet Listing	Internet Listing	Internet Listing
Date Listed		6/8/2016	3/21/2015	6/9/2015
Date Rented				
Listing Status		Rented	Rented	Rented
Asking Rent	\$2,000.00	\$2,450.00	\$2,590.00	\$2,400.00
Actual Rent				
Adjustment		(\$10.00)	\$205.80	\$162.30
Adjusted Monthly Rent		\$2,440.00	\$2,795.80	\$2,562.30
COMPARABLE BREAKDOWN				
67,713 Recent comparables in jurisdiction				
4,219 Similar 3 bedroom comparables in Palm Beach				
849 Similar 3 bedroom comparables in Boca Raton				
6 Within 0.25 miles				
CERTIFICATION				
I (we) estimate the monthly market rent of the subject as of 08/18/2016 12:00:00 AM to be \$3,600.00				
				
		Certification ID B93DD3CF-D928-4C72-AFF2-962135C7A67C Certification Date 2016-8-18 Version 1.0		

Also at the bottom of left of the first page, the **Certification** box shows the rent range, the requested rent amount, and the approved rent, in addition to the signature of the person who completed the certification. The signature appears here as the username of whoever had logged in. When the certification is QC certified, the signature will in this box as well.

4,219	Similar 3 bedroom comparables in Palm Beach
849	Similar 3 bedroom comparables in Boca Raton
6	Within 0.25 miles
CERTIFICATION	
I (we) estimate the monthly market rent of the subject as of 08/18/2016 12:00:00 AM to be \$2,599.37.	
The adjusted reasonable rent range is \$2,440.00 to \$2,795.80.	
Requested Rent Amount: \$2,000.00 Rent Approved: \$1,913.00.	
Signature: <u>GO Demo (RR Certifier)</u>	Signature: <u>(QC Certifier)</u>
In accordance with 24 CFR 982.4, 982.54 (d) (15), 982.158(f)(7) and 982.507, I certify that based on the information provided to the Demo GO8 101, the requested rent of \$2,000.00 IS reasonable, and the approved rent of \$1,913.00 IS reasonable.	

The second page shows a graph of the **Local Market Analysis**, followed by the map from the Map page.



The third page lists the comparables and relevant comments regarding the comparables.

<p>The adjusted reasonable rent range is \$2,440.00 to \$2,795.80.</p>	
Comparable 1:	<p>\$2,440.00 98.10% Very Similar</p>
Comparable 2:	<p>\$2,795.80 88.90% Somewhat Similar</p>
Comparable 3:	<p>\$2,562.30 90.79% Very Similar</p>

Comments on market data, property condition, recent improvements, general market conditions, final reconciliation of market rent, or any rent concessions:

Comparable 1:
 Full bath count for comparable is inferior to subject (\$45.00 adjustment)
 Dish washer for comparable is superior to subject (-\$15.00 adjustment)
 Washer for comparable is superior to subject (-\$20.00 adjustment)
 Dryer for comparable is superior to subject (-\$20.00 adjustment)
 Total adjustment for this property is (\$10.00)

Comparable 2:
 Living area for comparable is inferior to subject (\$190.80 adjustment)
 Full bath count for comparable is inferior to subject (\$45.00 adjustment)
 Microwave for comparable is superior to subject (-\$5.00 adjustment)
 Dish washer for comparable is superior to subject (-\$15.00 adjustment)
 Pool for comparable is superior to subject (-\$25.00 adjustment)
 Washer for comparable is superior to subject (-\$20.00 adjustment)
 Dryer for comparable is superior to subject (-\$20.00 adjustment)
 Parking for comparable is inferior to subject (\$55.00 adjustment)
 Total adjustment for this property is \$205.80

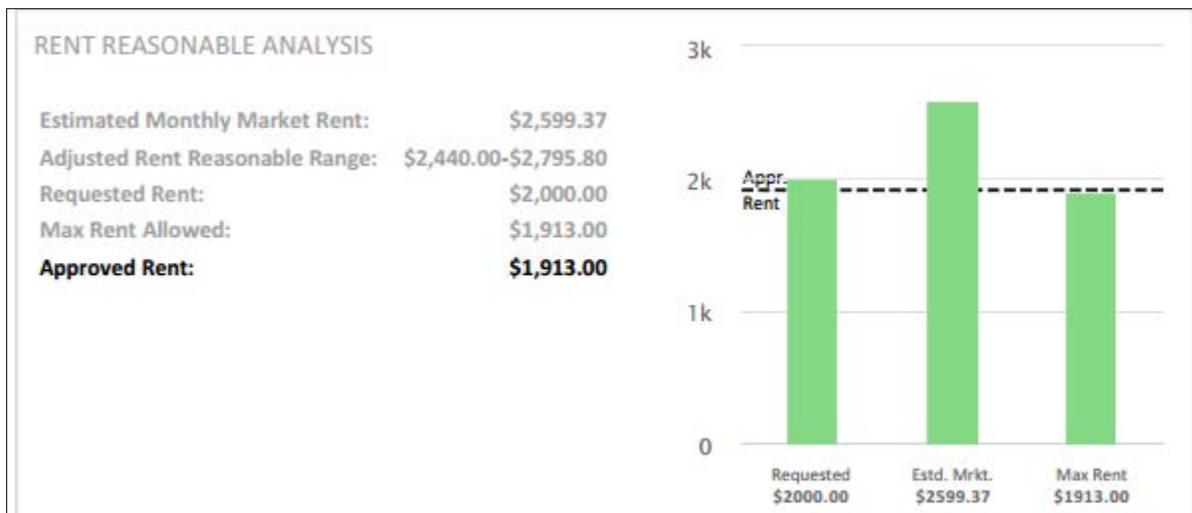
Comparable 3:
 Living area for comparable is inferior to subject (\$177.30 adjustment)
 Full bath count for comparable is inferior to subject (\$45.00 adjustment)
 Microwave for comparable is superior to subject (-\$5.00 adjustment)
 Dish washer for comparable is superior to subject (-\$15.00 adjustment)
 Washer for comparable is superior to subject (-\$20.00 adjustment)
 Dryer for comparable is superior to subject (-\$20.00 adjustment)
 Total adjustment for this property is \$162.30

This rent reasonable certification is based on information provided by others and/or obtained from outside sources. No opinion, warranty, or guarantee of the reliability of the data relied upon is implied or expressed by the use of that data herein, and GOsection8.com does not warrant the correctness of the data. All Data should be verified by the RR Certifier for accuracy.

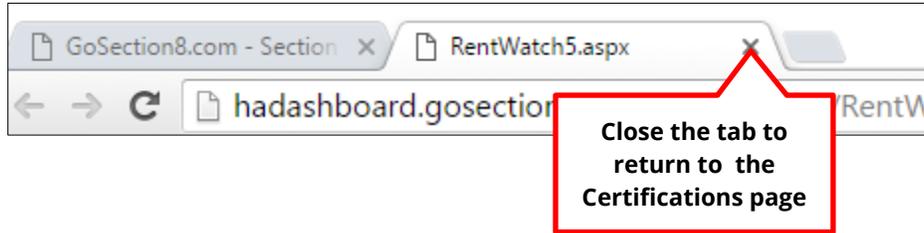
The **HAP Calculations** are located on the last page of the PDF. This page shows the income information, HAP calculations, and what your agency is willing to pay in utilities based on the unit.

Housing Assistance Payment Summary		Payment Standard Information	
Family Name		Voucher bedroom size	3
Contact Type	new	Payment Standard	\$1,900.00
Unit Address and Apt #	7998 Fairway Trl	Payment Standard Version	2016-05-30
City, State, Zip	Boca Raton, FL 33487		
# Bedrooms	3		
Census Tract			
Parcel ID	0		
Utility Allowance		Income Information	
Utility Allowance Schedule Palm Beach		Minimum Rent	\$0.00
Utility Service	Cost Per Month	Monthly Gross Income	\$1,033.00
Air Conditioning	\$10.00	Monthly Adjusted Income	\$833.00
Cooking	\$10.00		
Heating	\$10.00		
Other Electric	\$10.00		
Range	\$0.00		
Refrigerator	\$0.00		
Sewer	\$10.00		
Trash	\$0.00		
Water	\$10.00		
Water Heating	\$10.00		
Total Utility Allowance	\$70.00		
		HAP Calculations	
		Total Tenant Payment	\$250.00
		Tenant Rent To Owner	\$263.00
		HAP Subsidy	\$1,650.00
		Utility Reimbursement	\$0.00
		Rent Approved	\$1,913.00
		Payment Standard	\$1,900.00
		Gross Rent	\$1,983.00
		Family's Rent Burden	40.00 %
		Maximum TT Contribution	\$333.00

Finally, the **Rent Reasonable Analysis** and accompanying graph from the Summary page appear at the end of the last page.

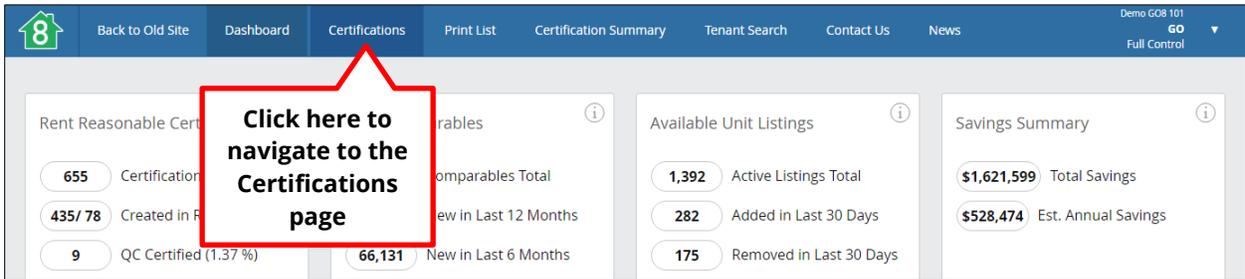


Close the tab to navigate to the **Certifications** page, which lists all certifications that have been QC certified, completed, or are currently in progress. When you sign and certify, the previous tab in your browser will have navigated here from the Summary page and remained open.

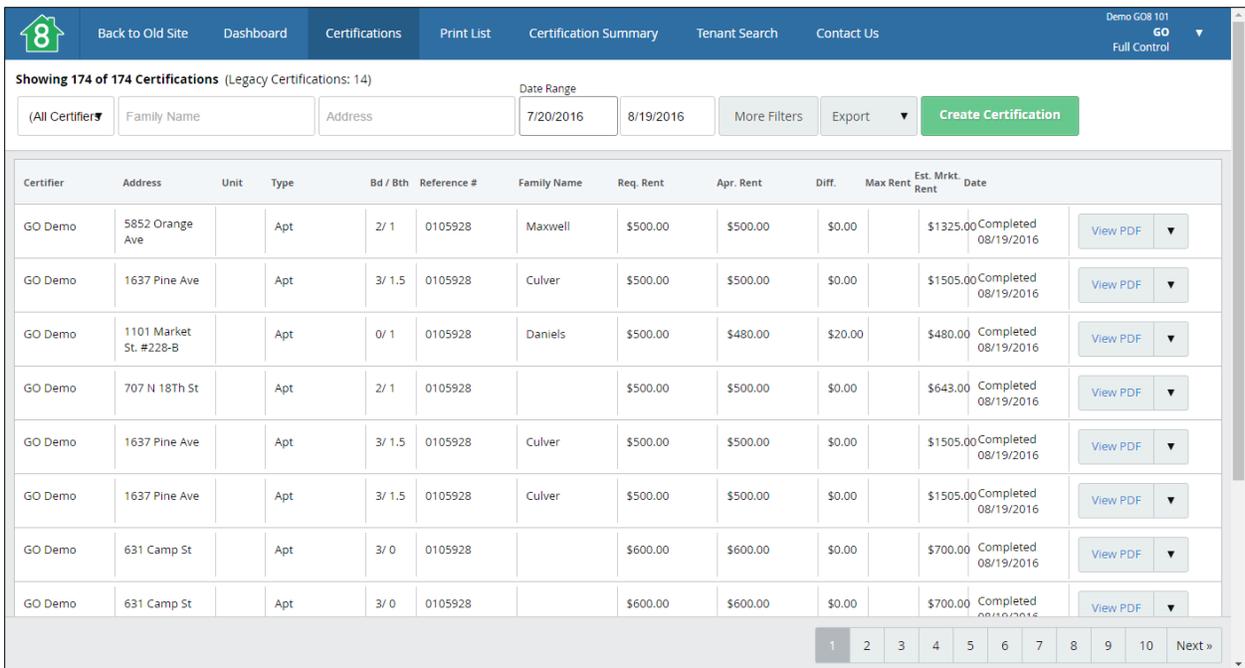


Navigating the Certifications Page

When you have completed a certification, or if you have saved a certification in progress, it will appear in the certifications listed on the **Certifications** page. If you have just completed a certification, you will arrive on this page after you have closed the certification PDF. If you are navigating here from the Dashboard, click the **Certifications** tab in the blue banner at the top of the page.



The **Certifications** page is used for managing certifications created using RentWatch 5, although certifications created using the Go8 legacy website will also appear here.



GoSection8 User Manual

Certifications are listed in rows consisting of 14 columns. Information displayed in each column includes:

- Certifier
- Address
- Unit number
- Housing type
- Bedrooms/bathrooms
- Reference number, if any
- Family name
- Requested rent
- Approved rent
- Difference between requested and approved rent
- Maximum rent
- Estimated market rent
- Date completed, saved, or QC certified
- Action dropdown menu

Certifier	Address	Unit	Type	Bd / Bth	Reference #	Family Name	Req. Rent	Apr. Rent	Diff.	Max Rent	Est. Mrkt. Rent	Date	
GO Demo	7998 Fairway Trl		House	3/ 3			\$2000.00	\$1913.00	\$87.00	\$1913.00	\$2599.37	Completed 08/18/2016	View PDF ▼
GO Demo	1639 6Th St W		Duplex	5/ 3		John Doe	\$2290.00	\$1901.00	\$389.00		\$1901.00	Completed 08/16/2016	View PDF ▼
GO Demo	1300 N Federal Hwy		Apt	2/ 1			\$1587.00	\$0.00	\$1587.00		\$1469.00	Work In Progress 08/16/2016	View PDF ▼
GO Demo	5000 T Rex Ave	3F	Apt	2/ 1		Tenant	\$1500.00	\$1500.00	\$0.00		\$0.00	Completed 08/12/2016	View PDF ▼
GO Demo	5560 T-Rex Avenue	2F	Apt	2/ 2	Rw5	Add Sim	\$1000.00	\$1000.00	\$0.00		\$0.00	Completed 08/12/2016	View PDF ▼
GO Demo	2330 Nw 132Nd St		Apt	4/ 2	0105928	Rodriguez Berdier	\$500.00	\$500.00	\$0.00		\$1740.00	Completed 08/11/2016	View PDF ▼
GO Demo	7369 Nw 174Th Ter		Apt	3/ 2	0105928		\$600.00	\$600.00	\$0.00		\$1750.00	Completed 08/09/2016	View PDF ▼

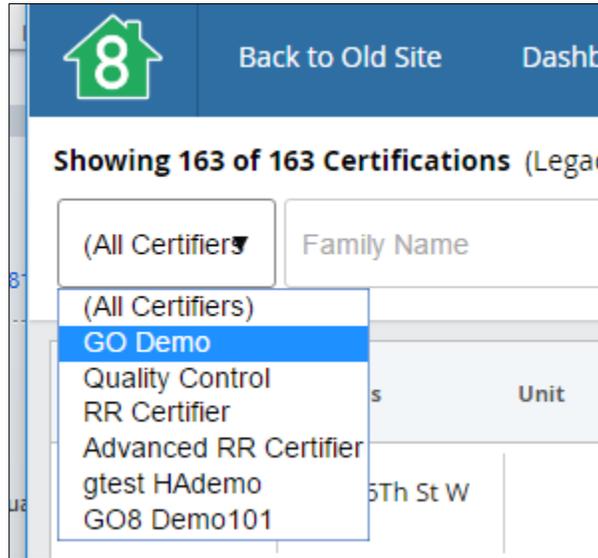
Note that the Date column lists the date for one of three possible states for the certification:

- Completed – the column will list the date the certification was completed, i.e., signed by an RR Certifier
- Work In Progress – the column will list the date the unfinished, unsigned certification was last saved in RentWatch 5
- QC Certified – the column will list the date the certification was signed by both the QC Certifier and the RR Certifier

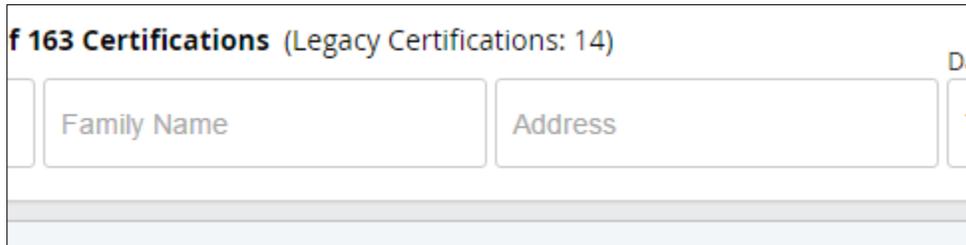
Apr. Rent	Diff.	Max Rent	Est. Mrkt. Rent	Date	
\$1913.00	\$87.00	\$1913.00	\$2599.37	Completed 08/18/2016	View PDF
\$1901.00	\$389.00		\$1901.00	Completed 08/16/2016	View PDF
\$0.00	\$1			Work In Progress 08/16/2016	View PDF
\$1500.00	\$0.00		\$0.00	Completed 08/12/2016	View PDF

Note the status of the certification in the date column

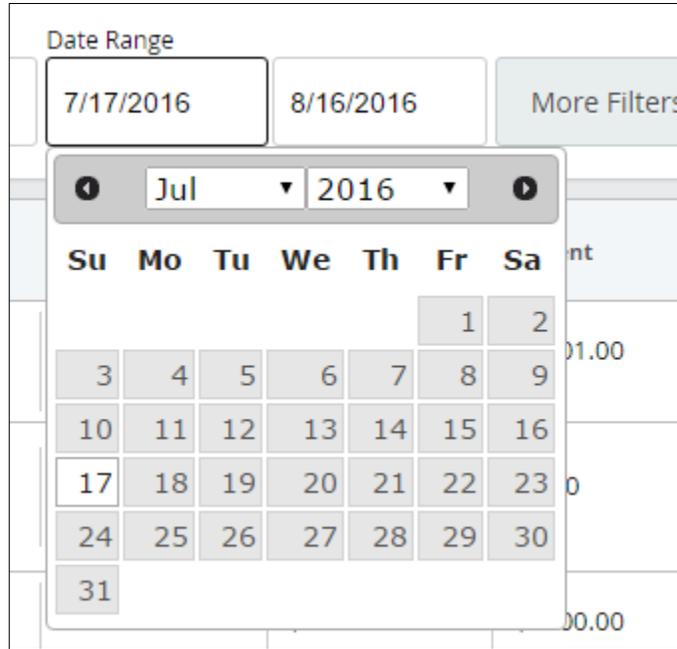
To locate specific certifications or narrow the list, you can apply several filters at the top of the page. You can filter by **Certifier** using the dropdown menu on the top left.



You can filter by family name and address by entering either a full or partial name or address into the **Family Name** or **Address** fields.



You can filter by **Date Range** by clicking into the date fields and selecting dates from the calendar.⁶ The system will not allow the start date to be later than the end date, or the end date to be earlier than the start date.

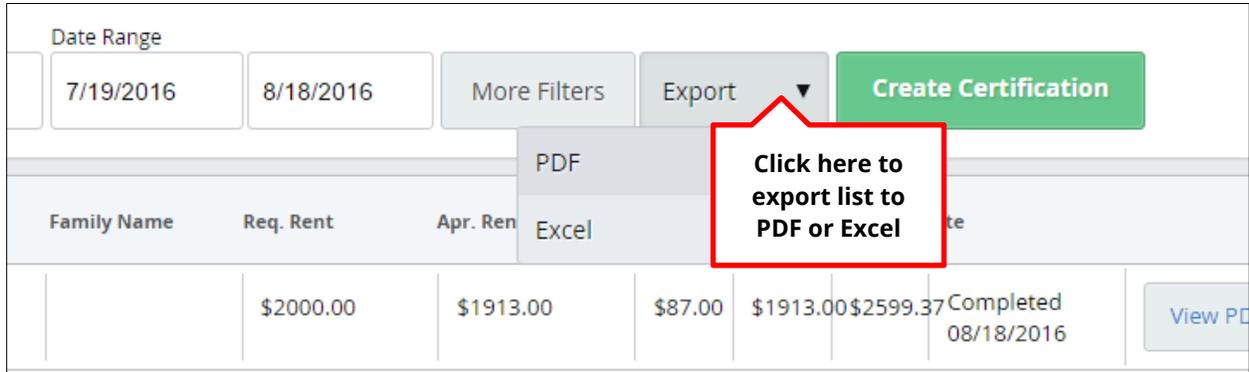


⁶ Start and end dates are required fields and may only be accessed from the calendar.

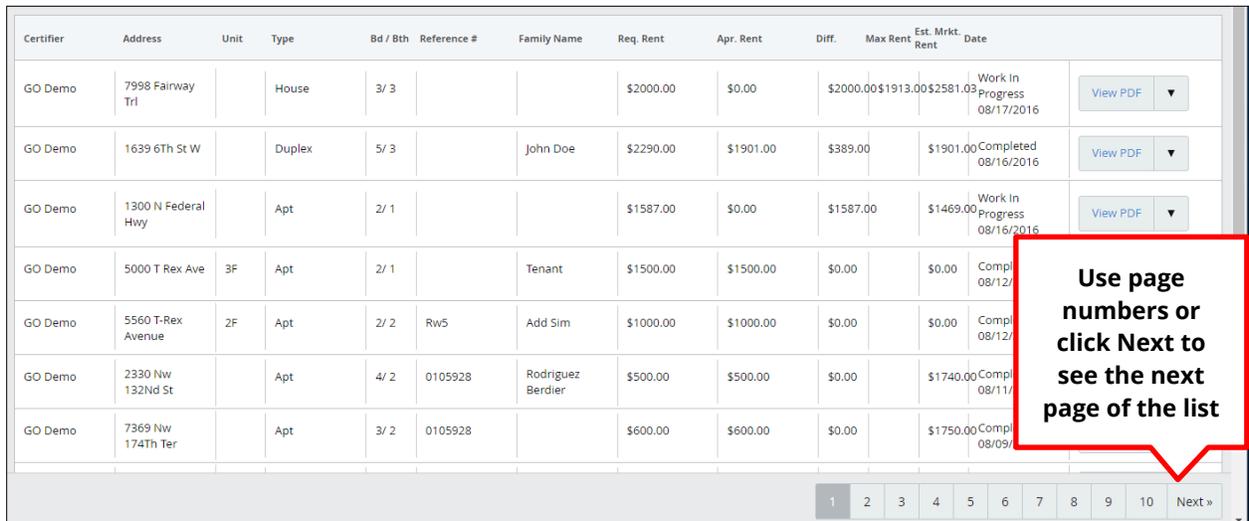
You can also use the **More Filters** button to further filter by Certification Status (QC Certified, Work in Progress, or Completed) using the dropdown menu, by Reference Number by entering it into the field, by Property Type by using the dropdown menu, or by bed, bath, and zip code by entering information into the fields. These filters can be applied by clicking **Update Search**, and cleared by clicking **Clear**.

The image shows a search filter interface with several sections and buttons. At the top, there are three buttons: '8/16/2016', 'More Filters', and 'Export'. Below these are three filter sections: 'CERTIFICATION' with a dropdown menu showing 'All', 'REFERENCE #' with an empty text input field, and 'PROPERTY TYPE' with a dropdown menu showing 'All'. At the bottom, there are three input fields for 'BED', 'BATH', and 'ZIP'. Below these fields are two buttons: 'Clear' and 'Update Search'. Three red callout boxes with black text are overlaid on the interface: one pointing to the 'More Filters' button with the text 'Click here to bring up more filters', one pointing to the 'Clear' button with the text 'Click here to clear filters', and one pointing to the 'Update Search' button with the text 'Click here to update search'.

You can export any list, filtered or unfiltered, to PDF or Excel using the **Export** dropdown button near the top right of the page. Click the button, then select the format to which you would like to export.



If you are looking for a specific certification, once you have applied any filters, scroll through the listed certifications to find it. Use the page numbers or click **Next** to move on to the next page in the list.



Once you have located the specific certification, you can use the **View PDF** button and dropdown menu on the right of the entry to perform a variety of tasks for the certification.

Completing Tasks with Certifications

View PDF Link and Dropdown Menu

To view the PDF for the certification, for example, click the blue **View PDF** text. A PDF like the one that is generated upon certification completion will appear.

rent	Est. Mrkt. Rent		
913.00	\$2599.3		View PDF ▼
\$1901.00	Completed	08/16/2016	View PDF ▼

Click the blue View PDF link to view the PDF for any certification

Note that you can generate a PDF for a certification for all certification states—regardless of whether the certification is **Completed**, a **Work In Progress**, or **QC Certified**.

Clicking the dropdown arrow on the right side of the button will display options for different actions you can take regarding the certification. These options will vary depending on your user role and permissions, and the status of the certification.

Works in Progress

If the certification is a **Work In Progress**, the dropdown menu can be used to continue or finish the certification. Click the dropdown arrow, then select **Finish Certification**. This will bring you back to the Summary page, or Step 2 of the certification.

\$1469.	Work In Progress		View PDF ▼
\$0.00			Finish Certification
\$0.00	Completed	08/12/2016	Delete
			View PDF ▼

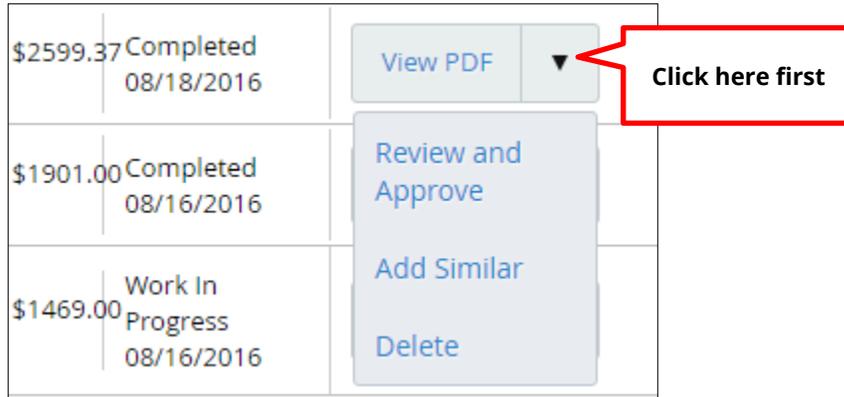
Then click here to continue a certification that is a Work In Progress

Click here first

You also have the option to delete certifications by selecting **Delete**.

Completed Certifications

For **Completed** certifications, the dropdown menu will allow **Full Control** users to **Review and Approve** certifications, and for other users to **Add Similar** or **Delete**. These options will be covered in detail in subsequent chapters. Click the arrow and select the option from the dropdown menu.



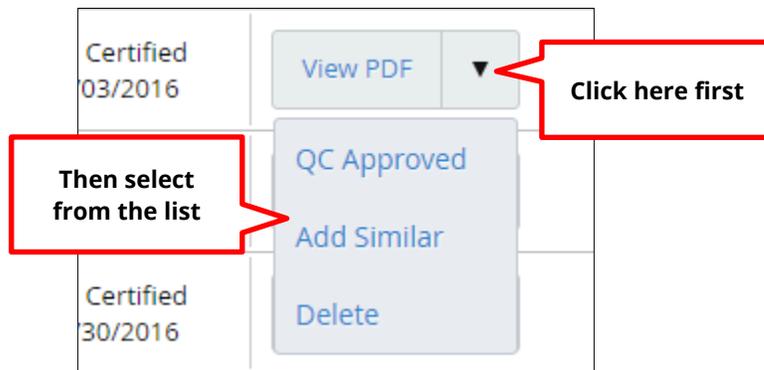
For **Advanced Rent Reasonable (RR) Certifiers**, the dropdown will show the **Edit Certification** option in the dropdown in the place of **Review and Approve**.

If your agency's settings have been changed and the comparables used in a previous certification don't comply with the updated settings, the Add Similar link is disabled—a notification will appear when your **mouse is over the link**.

Users also have the ability to use the **Delete** link to delete a certification (**soft delete in DB**).

QC Certified Certifications

For certifications that have been **QC Certified**, **Full Control** users will have the options **QC Approved**, **Add Similar**, and **Delete** in the dropdown menu. Click the arrow and select the option from the dropdown.



Chapter 3 Review and Approve a Certification

Full Control users have the ability to **Review and Approve** certifications. To review and approve a certification, navigate to the **Certifications** page and follow the steps outlined in the previous chapter to locate the certification. Note that only **Completed and Work In Progress** certifications have the option to **Review and Approve**. Certifications that have already been **QC Certified** will have already been reviewed, so this function will be disabled.

When you have located the certification you would like to review and approve, click on the **View PDF** dropdown menu on the right of the entry. Then select **Review and Approve**. If you are an **Advanced RR Certifier**, click **Edit Certification**. Clicking **Edit Certification** functions the same as **Review and Approve**.

Certifier	Address	Unit	Type	Bd / Bth	Reference #	Family Name	Req. Rent	Apr. Rent	Diff.	Max Rent	Est. Mkkt. Rent	Date	
GO Demo	7998 Fairway Trl		House	3/ 3			\$2000.00	\$0.00	\$2000.00	\$1913.00	\$2581.00	Work In Progress 08/17/2016	Click here
GO Demo	1639 6th St W		Duplex	5/ 3		John Doe	\$2290.00	\$1901.00	\$389.00	\$1901.00	\$1901.00	Completed 08/16/2016	View PDF
GO Demo	1300 N Federal Hwy		Apt	2/ 1			\$1587.00	\$0.00					Review and Approve
GO Demo	5000 T Rex Ave	3F	Apt	2/ 1		Tenant	\$1500.00	\$1500.00					Add Similar
GO Demo	5560 T-Rex Ave	2F	Apt	2/ 2	Rw5	Add Sim	\$1000.00	\$1000.00	\$0.00	\$0.00	\$0.00	Completed 08/16/2016	Delete
													View PDF

A new page will appear. This is called the **Compare Form**. All of the information for the subject property and each comparable property you will use to complete your review is displayed on this page in its own block in a column format. Beneath the block with the columns is where you will sign and approve the certification.

You may return to the Certifications page at any time by clicking **Certifications** at the top left of the page.

8 Certifications												
3 Comparables Selected Add More Comparables												
SUBJECT PROPERTY				COMP #1 Edit Remove			COMP #2 Edit Remove			COMP #3 Edit Remove		
Siml... 87% Cred... 100%				Siml... 95% Cred... 100%			Siml... 97% Cred... 100%					
Location												
ADDRESS	1639 6th St W Property Details			738 30th Ter E Property Details			1623 51st St S Property Details			1655 51st St S Property Details		
CITY	West Fargo			West Fargo			Fargo			Fargo		
ZIP	58078			58078			58103			58103		

Reviewing Information

The information contained in the first block on the **Compare Form** you will use for your review is organized into **four** columns. The Subject Property is located in the left column, and the **three** comparable properties are displayed in the columns to the right. The similarity and credibility for comparable properties are shown at the top of each column.

3 Comparables Selected						Add More Comparables	
SUBJECT PROPERTY		COMP #1	Edit Remove	COMP #2	Edit Remove	COMP #3	Edit Remove
Simi... 98% Cred... 97%		Simi... 89%	Cred... 98%	Simi... 91%	Cred... 95%		
Location							
ADDRESS	7998 Fairway Trl Property Details	341 Oregon Ln Property Details	280 Oregon Ln Property Details	8050 W Country Club Blvd Property Details			
CITY	Boca Raton	Boca Raton	Boca Raton	Boca Raton			
ZIP	33487	33487	33487	33487			
DISTANCE		0.2 miles	0.15 miles	0.22 miles			
ADJ.		Similar: No Adjustment	Similar: No Adjustment	Similar: No Adjustment			
SQUARE FEET	2684	0	1624	1699			

The information for each column is organized in blocks for **Location, Details, Type, Utilities, Maintenance, Amenities, Quality and Condition, and Rent Adjustments**. Scroll down to see all information displayed on the page.

You can also view a quick overview of the details for each property by clicking on the **Property Details** link in each corresponding column.

Location							
ADDRESS	1639 6th St W Property Details	738 30th Ter E Property Details	1623 51st St S Property Details	1655 51st St S Property Details			
CITY	West Fargo	West Fargo	Fargo	Fargo			
ZIP	58078	58078	58103	58103			
DISTANCE		1.59 miles	1.81 miles	1.82 miles			

Click here to view property details

Clicking **Property Details** will bring up a new window called the **Subject Card**. The **Subject Card** is similar to the **Comp Card**, and contains all of the same information: property details, location, adjustments, utilities, and amenities, in addition to a map function with map view and street view. The address of the property will be displayed at the top of the Subject Card. Scroll down to see all information. Click the **X** to return to the Compare Form.

341 Oregon Ln, Boca Raton, FL 33487

Click here to return to Compare Form

Details

Req. / Adj. Rent: \$2450 / \$2440 **Distance:** 0.2 miles
Beds/FB/HB: 3 / 2 / 0 **Similarity:** 98%
Property Type: House **Credibility:** 97%
Sqft: 0
Year Built: 1995

Location [View Map](#) [View Street View](#)

The map shows the property location at the intersection of Oregon Ln and S Dixie Hwy. Nearby landmarks include Delaire Golf Club, Country Club, and various residential streets like Audubon Blvd and Egret Cir.

When you have returned to the Compare Form, review all of the information on the page for the subject property and each comparable property to determine proper comparability. You can make any changes by entering information into designated fields, using dropdown menus, and clicking the appropriate buttons and boxes.

The Subject Property column will already contain editable fields for any changes you find are needed during your review. However, to edit information for any of the comparables, you will need to click the **Edit** link at the top of the comparable property's column.

3 Comparables Selected		Add More Comparables	
SUBJECT PROPERTY	COMP #1 Edit Remove	COMP #2 Edit Remove	COMP #3 Edit Remove
Location	<div style="border: 2px solid red; padding: 5px; text-align: center;"> Click here to enable editing for comparable column </div>		
ADDRESS	7998 Fairway Trl <small>Property Details</small>	280 Oregon Ln <small>Property Details</small>	8050 W Country Club Blvd <small>Property Details</small>
CITY	Boca Raton	Boca Raton	Boca Raton
ZIP	33487	33487	33487
DISTANCE	0.2 miles	0.15 miles	0.22 miles
ADJ.	Similar: No Adjustment	Similar: No Adjustment	Similar: No Adjustment
SQUARE FEET	<input type="text" value="2684"/>	0	1624
BED / BATHS	<input type="text" value="3"/> / <input type="text" value="3"/> / <input type="text" value="0"/>	3 / 2 / 0	3 / 2 / 0

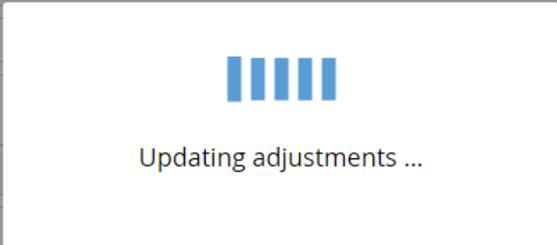
Subject property fields are already editable

When you click **Edit** for one comparable property, the editing feature will be disabled in the other comparable property columns. Once you have made your edits, you will need to click **Save** to save the information and re-enable the Edit/Remove features in the other comparables. You do not need to click **Save** when making edits in the subject property column.

3 Comparables Selected		Add More Comparables	
SUBJECT PROPERTY	COMP #1 Save	COMP #2	COMP #3
Location	<div style="border: 2px solid red; padding: 5px; text-align: center;"> Click Save to save changes and re-enable editing for other columns </div>		
ADDRESS	7998 Fairway Trl <small>Property Details</small>	280 Oregon Ln <small>Property Details</small>	8050 W Country Club Blvd <small>Property Details</small>
CITY	Boca Raton	Boca Raton	Boca Raton
ZIP	33487	33487	33487
DISTANCE	0.2 miles	0.15 miles	0.22 miles
ADJ.	Similar: No Adjustment	Similar: No Adjustment	Similar: No Adjustment
SQUARE FEET	<input type="text" value="2684"/>	0	1624
BED / BATHS	<input type="text" value="3"/> / <input type="text" value="3"/> / <input type="text" value="0"/>	3 / 2 / 0	3 / 2 / 0

Each time a field is edited, an animation will appear notifying you that the update is being made. Any adjustment that you make will change the prices in the **Adjustments** row in the other columns for the other comparables.

House	House	House	House
	Similar: No Adjustment	Similar: No Adjustment	Similar: No Adjustment
Age			
1994			1988
			Similar: No Adjustment
Utilities			
Electric			Electric
<input checked="" type="radio"/> Owner <input type="radio"/> Tenant	Tenant	Tenant	Tenant
Electric	Electric	Electric	Electric
<input type="radio"/> Owner <input checked="" type="radio"/> Tenant	Tenant	Tenant	Tenant
Electric	Electric	Electric	Electric



This occurs in the subject property after:

- You click back onto the page after editing a text box
- You select a different or previous unselected button or box
- You click a different option from one of the dropdown menus

This also occurs upon clicking **Save** after editing information in one of the comparable columns.

To remove a comparable, click the **Remove** link at the top of the column. Clicking the green **Add More Comparables** button will take you to the **Map** page, where you can add another comparable using the steps specified in the last chapter.

3 Comparables Selected		Add More Comparables	
SUBJECT PROPERTY	COMP #1 Edit Remove	COMP #2 Edit Remove	Remove
	Simi...	Simi... 89% Cred...	95%
Location			
7998 Fairway Trl Property Details	341 Ore	280 Oregon Ln Property Details	8050 W Country Club Bl Property Details



The only difference in accessing the **Map** page from the **Compare Form** is that the green **Save and Finish Later** button will read **Save and Return to Certification**. You also have an option to **Save and Return to Certification** from the blue banner at the top right corner of the Map page. Using either one will return you to the **Compare Form**.

The screenshot shows the RentWatch 5 interface. At the top, there is a blue banner with the text "Save and Return to Certification". Below this, a status bar indicates "Approved Rent is Reasonable" and "The Estimated Market Rent is \$2,826.67". The main area is split into a map on the left and a data table on the right. The map shows a blue circle around a property location. The data table lists the subject property and three comparables. Two red callout boxes highlight the "Save and Return to Certification" buttons: one in the top right corner and one in the middle right section of the comparables table.

Req. Rent	BR/FB/HB	Type	Sq. Ft.	Year
\$2,000.00	3 / 2 / 0	House		0

Req. / Adj. Rent	BR/FB/HB	Type	Sq. Ft.	Year	Dist.	Similarity	Credibility
\$2,500 / \$2,680	3 / 2 / 0	House	158				2%
\$2,950 / \$3,070	3 / 3 / 0	House	2450		0.39 mi.	91%	92%

Reconciliation and Approval

Once you have reviewed and made any needed changes to information in the columns on the **Compare Form**, you can move on to the **Reconciliation** block at the bottom of the page to finish your review and approval. Here you can make any final adjustments to the certification, including making changes to the requested and approved rents, editing or adding a family name or client reference, or adding comments. Click in any editable cell to edit. The date will be autopopulated.

Reconciliation

Estimated Monthly Market Rent:	\$2,599.37	
Adjusted Rent Reasonable Range:	\$2,440.00 - \$2,795.80	
Maximum Rent Allowed:	\$1,913.00	

Requested Rent*

Approved Rent*

Chart will update if any changes are made to requested or approved rents

Date

Family Name

Client Reference

Check the digital signature electronically. Your name will appear as "signed" to the RR certificate.

Digital Signature

Quality Control Certified

Comments

In accordance with 24 CFR 982.4, 982.54 (d)(15), 982.158(f)(7), and 982.507 I, , certify that based on the information provided to the , the approved contract rent **is** reasonable.

Complete Certification

Click inside a field to make any changes

Note that any changes made to the approved or requested rent will update the chart on the right side of the block. As with the Summary page in RentWatch 5 described in the last chapter, the approved rent appears as a black dotted link against green or red bars.

Notifications will display if:

- The Approved Rent is higher than the Requested Rent
- The Approved Rent is higher than the Estimated Market Rent

Remember, the estimated market rent is chosen based off of the Agency Settings.

After you have completed your review of all information in the columns and the **Reconciliation** block, you can digitally sign and complete the certification. Make sure the appropriate boxes on the bottom left of the form are selected. **Digital Signature** will be autoselected. If you are a QC Certifier, click the **Quality Control Certified** box to quality control certify the report.⁷ Note that the bottom of the form displays that you are attesting that the rent is reasonable. Now click the green **Complete Certification** button to approve. You will be navigated back to the Certifications page, and a new PDF will be generated and appear in a new tab.

Check the digital signature box to sign this certification electronically. Your name will automatically be "signed" to the RR certificate.

Digital Signature

Quality Control Certified

Comments

CFR 982.4, 982.54 (d)(15), 982.158(f)(7), and 982.507 I, , certify that based on tract rent IS reasonable.

Complete Certification

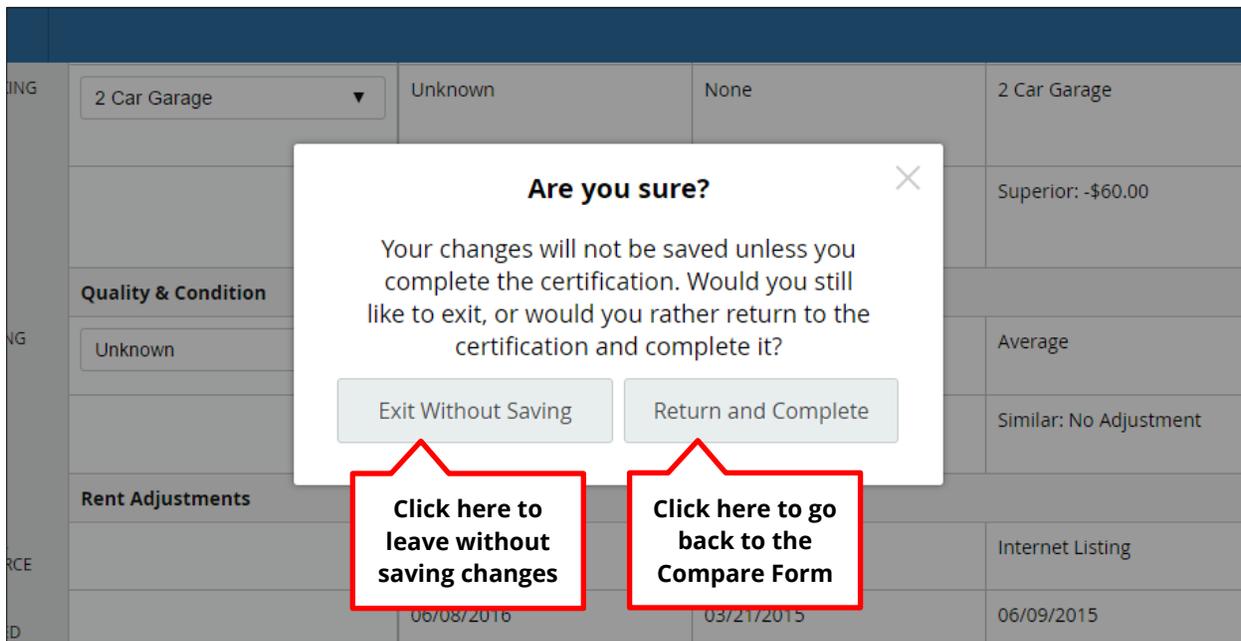
If you have selected the **Quality Control Certified** box, the status for the certification will now display as **QC Certified** in the **Date** column on the **Certifications** page. Remember, once the certification has been QC certified, it will no longer be editable. This means if you attempt to perform any editing functions on the certification using the dropdown menu, **editing links will be unavailable.**

Max Rent	Est. Mrkt. Rent	Date	
		QC Certified 08/19/2016	View PDF
0	\$700.0		QC Approved Add Similar Delete
0	\$1505.00	Completed 08/19/2016	

⁷ If you are not a Full Control user or a QC Certifier, this box will not appear as an option on the form.

Exiting without Saving

If you try to exit the certification without saving, you will be prompted with a notification. Click **Exit Without Saving** to leave the certification without saving any changes. You will be returned to the Certifications page. Click **Return and Complete** to return to the Compare Form and finish the review and approval. You will be directed to the bottom of the form to sign and complete. You can also click the **X** to cancel and return to the Compare Form.



Chapter 4 Add a Similar Certification

Adding a Similar Certification

If a previous certification already exists for a specific property and has the status of **Completed**, you have the option to create a new similar certification for the property using existing information. To add a similar certification, navigate to the **Certifications** page and follow the steps outlined in the Chapter 1 to locate a certification with the same address.

When you have located the certification you would like to use, click on the **View PDF** dropdown menu on the right of the entry. Then select **Add Similar** from the dropdown.

Certifier	Address	Unit	Type	Bd / Bth	Reference #	Family Name	Req. Rent	Apr. Rent	Diff.	Max Rent	Est. Mrkt. Rent	Date	
GO Demo	7998 Fairway Trl		House	3/ 3			\$2000.00	\$0.00	\$2000.00	\$1913.00	\$2581.03	Work In Progress 08/17/2016	Click here
GO Demo	1639 6Th St W		Duplex	5/ 3		John Doe	\$2290.00	\$1901.00	\$389.00	\$1901.00		Completed 08/16/2016	View PDF
GO Demo	1300 N Federal Hwy		Apt	2/ 1			\$1587.00	\$0.00				Work In Progress	Review and Approve
GO Demo	5000 T Rex Ave	3F	Apt	2/ 1		Tenant	\$1500.00	\$1500.00					Add Similar
GO Demo	5560 T-Rex Ave	2F	Apt	2/ 2	Rw5	Add Sim	\$1000.00	\$1000.00					Delete
													View PDF

Note that **Add Similar** is not an option for certifications with the status of **Work In Progress** or **QC Certified**.

A new window will appear showing the previous certification, including address, date created, and rent approved, and you will be able to access the PDF report for the certification. Click on the blue **View PDF Report** link to review the **Rent Reasonable Valuation** for the previous certification and determine whether it will be sufficient in order to create a new certification for the same property. The PDF report is covered in detail in Chapter 1. Click the **X** to cancel.

After reviewing the previous PDF report, enter the information for the property into the required fields under **New Certification**. Note that **Unit/Apt #**, **Voucher Beds**, **Requested Rent**, and **Rent Approved** are all required fields. **Rent Approved** will autopopulate based on the previous certification **if the new Requested Rent is not more than the previous rent approved.**

Add Similar Certification ✕

Previous Certification

631 Camp St View PDF Report	Unit / Apt #	Date Created	Rent Approved
	Unknown	08/19/2016	\$500.00

New Certification

631 Camp St	Unit / Apt #*	Date
	<input type="text" value="3"/>	<input type="text" value="8/22/2016"/>

Family Name	Voucher Beds*	<input type="text"/>
<input type="text" value="Smith"/>	<input type="text" value="2"/>	<input type="text"/>

Requested Rent*	Check the digital signature box to sign this certification electronically. Your name will automatically be "signed" to the RR certificate.
<input type="text" value="\$ 500"/>	
Rent Approved*	<input type="checkbox"/> Digital Signature*
<input type="text" value="\$ 500"/>	<input type="button" value="Complete Certification"/>

Fill out all required fields and check for accuracy

If the previous certification was created using the HAP calculator, the **Calculate HAP** box will be available to check on the form. This option will display after you enter an amount in the **Voucher Beds** field. Click inside this box to calculate HAP for the new similar certification as well. You will need to enter income information for the family into the required fields. As with other pages, **Minimum Rent** will autopopulate based on Agency Settings. The **Max Rent Allowed** will calculate based on the new income numbers.

New Certification

7998 Fairway Trl Unit / Apt #* Date

0 8/22/2016

Check this box to calculate HAP for the new similar certification

Voucher Beds*

3

Client Reference

Calculate HAP

Minimum Rent*

\$ 0

Annual Gross Income*

\$ 20000

Annual Adjusted Income*

\$ 14000

Max Rent Allowed

\$ 1946

Requested Rent*

\$ 1913

Rent Approved*

\$ 1913

Check the digital signature box to sign this certification electronically. Your name will automatically be "signed" to the RR certificate.

Digital Signature*

Complete Certification

If the previous certification was not completed using the HAP calculation, this option will not be available on the **Add Similar Certification** form.

After entering all information into required fields, review your entries to confirm accuracy and check the **Digital Signature** box. The **Complete Certification** button will change from gray to green once all required fields are completed, and the **Digital Signature** box has been checked. Click **Complete Certification** to finish and your similar certification will be generated and added to the list.



When Add Similar is Unavailable

If the **Add Similar** function is unavailable or appears as grayed out in the **View PDF** dropdown menu, but the previous certification has the status of **Completed** or **Work In Progress** (not QC Certified), that means that your agency has changed its settings since the previous certification was completed. For this reason, the comparables would no longer be valid with the new settings, so you wouldn't be able to add a similar certification.

Chapter 5 Agency Settings

Accessing Agency Settings

The **Agency Settings** are accessible from the upper right corner of any page, in the blue banner. This area of the page shows the username of the person who is logged in and the type of controls they have (e.g., **Full Control**). For **Full Control** users, clicking the arrow in the right corner of this area will bring up a dropdown menu.⁸ From the dropdown menu, select **Agency Settings** to manage the settings.

The screenshot shows the GoSection8 dashboard interface. In the top right corner, there is a blue banner with the user's name 'Demo G08 101' and the role 'Full Control'. A dropdown menu is open, showing options: 'Agency Settings', 'User Settings', and 'Sign Out'. A red box highlights the dropdown menu, and a white arrow points to the 'Agency Settings' option. The dashboard also displays various data cards and charts, including 'Rent Reasonable Certifications', 'Rent Comparables', and 'Available Unit Listings'.

⁸ Only Full Control users will be able to see and manage the Agency Settings and User Settings from this dropdown menu. Users without Full Control who attempt to use this feature will be directed to a notification page that takes them back to the dashboard.

Managing Agency Settings

When you select **Agency Settings** from the dropdown menu, a new page appears that allows you to modify the **Date Range** for selecting comparables, the **Auto Selection Limit**, and what amount to **Approve Rent Equal To**.

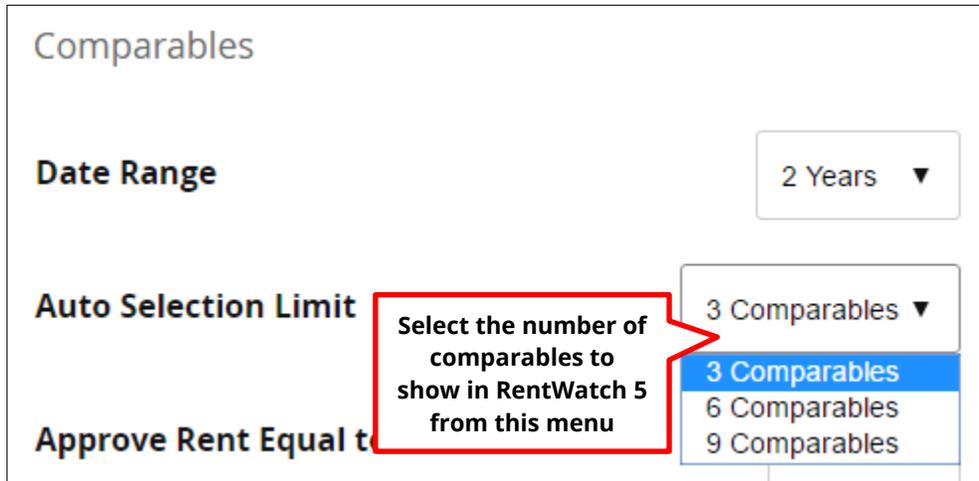
The screenshot shows a form titled "Comparables" with three dropdown menus and a "Save Settings" button. The "Date Range" dropdown is set to "2 Years", the "Auto Selection Limit" dropdown is set to "3 Comparables", and the "Approve Rent Equal to" dropdown is set to "Average".

You can modify the **Agency Settings** using the dropdown menus on this page to make selections.

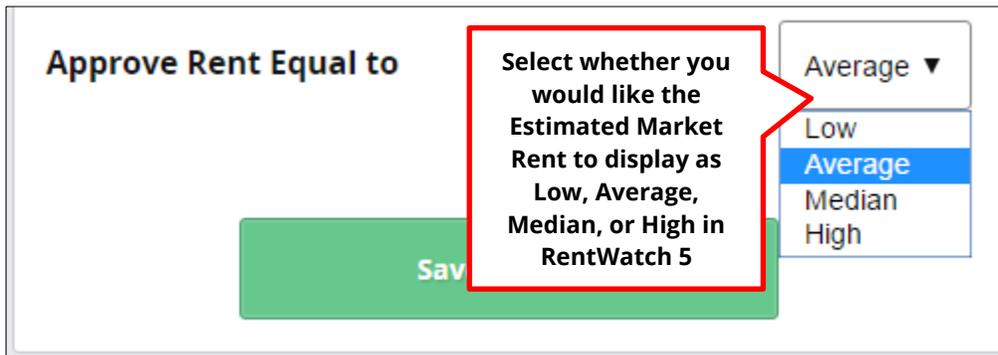
The **Date Range** is the listing date of the comparables that will be included automatically when generating the RentWatch 5 certificates: 3 months, 6 months, 1 year, or 2 years. RentWatch 5 will not consider any comparables that are older than the date range selected here.

The screenshot shows the "Date Range" dropdown menu open, displaying the following options: 2 Years, 3 Months, 6 Months, 1 Year, and 2 Years. A red callout box points to the dropdown menu with the text: "Select a Date Range from this dropdown menu".

The **Auto Selection Limit** is the number of comparables that will show in RentWatch 5. You have the choice between 3, 6, or 9 comparables to show, but no more than 9 at one time. Note that while you could select 3 here as a default number to display, you would still be able to choose up to 9 comparables in RentWatch 5.



Approve Rent Equal To is what helps to determine the Estimated Market Rent amount in RentWatch 5, that is, whether the Estimated Market Rent would be **Low, Average, Median,** or **High**. Remember, the **Adjusted Rent Reasonable Range** for a given certification will be adjusted as a result of what your agency has chosen here. Rent will be approved at or below the selected value of the market estimate.



After making the desired selections from the dropdown menus, click the green **Save Settings** button.

The screenshot shows a settings form titled "Comparables". It contains three dropdown menus: "Date Range" set to "2 Years", "Auto Selection Limit" set to "3 Comparables", and "Approve Rent Equal to" set to "Average". A red callout box points to a green "Save Settings" button at the bottom of the form, with the text "Click here to save changes".

A message will appear to warn you that changes made to the settings are agency-wide and will affect all reports by all users moving forward, in addition to confirming that you want to change the settings. Click **Yes** to confirm and save the changes. Click **No** or the **X** to cancel.

The screenshot shows a confirmation dialog box titled "Save Agency Settings" with a close button (X) in the top right corner. The text inside reads: "Please note that changes made to these settings are agency-wide and will affect all reports by all users going forward. Are you sure you want to change these settings?". At the bottom, there are two buttons: "No" and "Yes". A red callout box points to the "Yes" button with the text "Click Yes to save changes or No to cancel".

Chapter 6 User Settings

Accessing User Settings

The **User Settings** are accessible from the upper right corner of any page, in the blue banner. This area of the page shows the username of the person who is logged in and the type of controls they have (e.g., Full Control). For **Full Control** users, clicking the arrow in the right corner of this area will bring up a dropdown menu.⁹ From the dropdown menu, select **User Settings** to manage the settings.

The screenshot shows the GoSection8 dashboard interface. In the top right corner, a blue banner displays the user's name 'Demo G08 101' and role 'GO Full Control'. A dropdown menu is open, listing options: 'Agency Settings', 'User Settings', 'Sign Out', and 'User Savings'. A red callout box with a white arrow points to the 'User Settings' option, with the text: 'Click the white arrow in the corner for the dropdown menu. Select User Settings.' The dashboard content includes three summary cards: 'Rent Reasonable Certifications' (764 total, 544/78 created in RW5/API, 10 QC Certified), 'Rent Comparables' (252,117 total, 119,591 new in last 12 months, 65,921 new in last 6 months), and 'Available Unit Listings' (1,403 active, 286 added, 171 removed in last 30 days). Below these are two bar charts: '# of Comparables by Bedroom Size' and 'Average Rent by Bedroom'.

⁹ Only Full Control users will be able to see and manage the Agency and User Settings from this dropdown menu. Users without Full Control who attempt to use this feature will be directed to a notification page that takes them back to the Dashboard.

Managing User Settings

Locating a User to Manage

When you select **User Settings** from the dropdown menu, you will be navigated to a new page—the **Manage Users** block. The page lists each user by **Username, Email, First Name, Last Name, Date Created**, whether they have **HA Dashboard Access**, and **User Role**. Use the dropdown menu at the top of the page to view either the **Active Users** or **Deactivated Users** lists. Use the page numbers in the bottom right corner to continue to the next pages of the list you select.

The screenshot shows the 'User Settings' page in the GoSection8 application. At the top, there is a navigation bar with links: Back to Old Site, Dashboard, Certifications, Print List, Certification Summary, Tenant Search, and Contact Us. On the right side of the navigation bar, it says 'Demo G08 101' and 'GO Full Control'. Below the navigation bar, there is a 'User Settings' section with a dropdown menu set to 'Active Users' and a green 'Add New User' button. A red callout box with a speech bubble points to the dropdown menu, containing the text: 'Use the dropdown to view active or deactivated users lists'. Below this is a table of users with columns for Username, Email, First Name, Last Name, Date Created, and HA Dashboard Access. The table contains several rows of user data. At the bottom right of the table, there are page numbers '1', '2', and '3'. A red callout box with a speech bubble points to these page numbers, containing the text: 'Click the page numbers to move to the next pages in the list'.

Username	Email	First Name	Last Name	Date Created	HA Dashboard Access	User Role	Actions
rrcertifier	msalmeron2@gosection8.com	RR	Certifier				Deactivate Edit
mary-ann	mary-ann@mailinator.com	mary	ann	07/30/2016	true		Deactivate Edit
rrcu	edwvwdc@gmail.com	rrc	user	07/30/2016	true		Deactivate Edit
arrcu	cgcb@gmail.com	arrc	user	07/30/2016	true		Deactivate Edit
AdvancedRRCertifier	ARRctest@gosection8.com	Advanced	RR Certifier	05/13/2016	true	Advanced RR Certifier	Deactivate Edit
gabb	go@gabby@gmail.com	gabby	muttillo	03/10/2016	false		
gabbmutt	go@gabby@gmail.com	gabby	testy	02/03/2016	false		
QualityControl	msalmeron@gosection8.com	Quality	Control	01/23/2016	true	Quality Control	

Editing Existing Users

To edit an existing user, follow the directions above to locate the user you would like to edit. Once you locate the user, click the **Edit** button on the right side of the row to edit user roles and permissions.

User Settings							Active Users ▼	Add New User
Username	Email	First Name	Last Name	Date Created	HA Dashboard Access	User Role		
rrcertifier	msalmeron2@gosection8.com	RR	Certifier	08/02/2016	true		Click the Edit button to edit the user's role and permissions Edit	
mary-ann	mary-ann@mailinator.com	mary	ann	07/30/2016	true		Deactivate Edit	
rrcu	edwvwdc@gmail.com	rrc	user	07/30/2016	true		Deactivate Edit	
arrcu	cgcb@gmail.com	arrc	user	07/30/2016	true		Deactivate Edit	

When you click the **Edit** button, a new **Edit User** window will appear. Modify any of the information in required fields by clicking into the field you would like to edit. Click the appropriate boxes to define the access the user will have to your agency's Dashboard, and click the boxes to indicate the user's role. Click the **X** to cancel.

The screenshot shows the 'Edit User' window with the following fields and options:

- USER INFO**
- Username***: rrcertifier
- Email***: msalmeron2@gosection8.com
- First Name***: RR
- Last Name***: Certifier
- HA Dashboard Access**:
- Settings***:
 - Full Control
 - Front Desk / Clerk
 - RR Certifier
 - Advanced RR Certifier

Callouts in the image:

- A red box around the Username and Email fields contains the text: "Click into fields to edit the information".
- A red box around the HA Dashboard Access checkbox contains the text: "Note whether the user has dashboard access by selecting or deselecting the box".
- A red box around the RR Certifier role checkbox contains the text: "Note the user's role by selecting or deselecting the box".

Review the changes, then scroll down and click the green **Update Settings** button to save the changes.

The screenshot shows a user settings form for the user 'rrcertifier'. It includes a checkbox for 'HA Dashboard Access' which is checked. Under the 'Settings*' section, there are several checkboxes: 'Full Control', 'Quality Control', 'Front Desk / Clerk', 'RR Certifier' (checked), and 'Advanced RR Cert'. A red callout box points to the 'RR Certifier' checkbox with the text 'Click here to save changes'. At the bottom of the form is a large green button labeled 'Update Settings'.

Deactivating Users

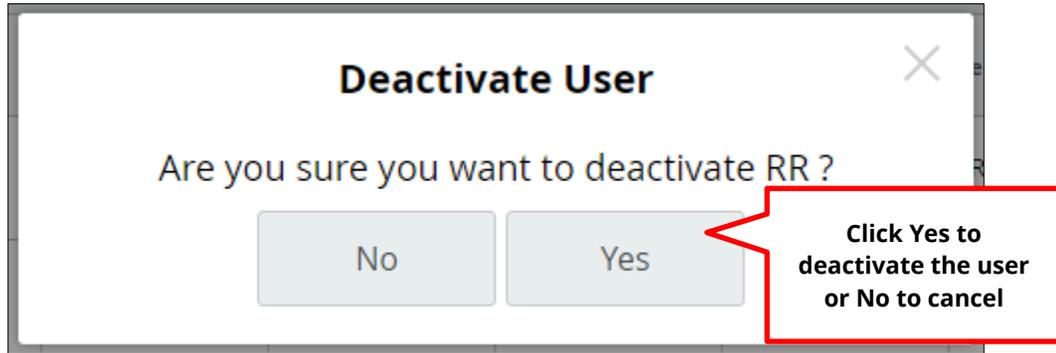
To deactivate an existing user, follow the directions above to locate the user you would like to deactivate. Once you locate the user, click the **Deactivate** button on the right side of the row to deactivate the user. This will remove the user from the **Active Users** list.

User Settings Active Users ▼ [Add New User](#)

Username	Email	First Name	Last Name	Date Created	HA Dashboard Access	User Role	
rrcertifier	msalmeron2@gosection8.com	RR	Certifier	08/02/2016	True		Deactivate Edit
mary-ann	mary-ann@mailinator.com	mary	ann	07/30/2016	True		Deactivate Edit
rrcu	edwvwdc@gmail.com	rrc	user	07/30/2016	True		Deactivate Edit
arrcu	cgcb@gmail.com	arrc	user	07/30/2016	True		Deactivate Edit

A red callout box points to the 'Deactivate' button in the first row with the text 'Click the Deactivate button to deactivate the user'.

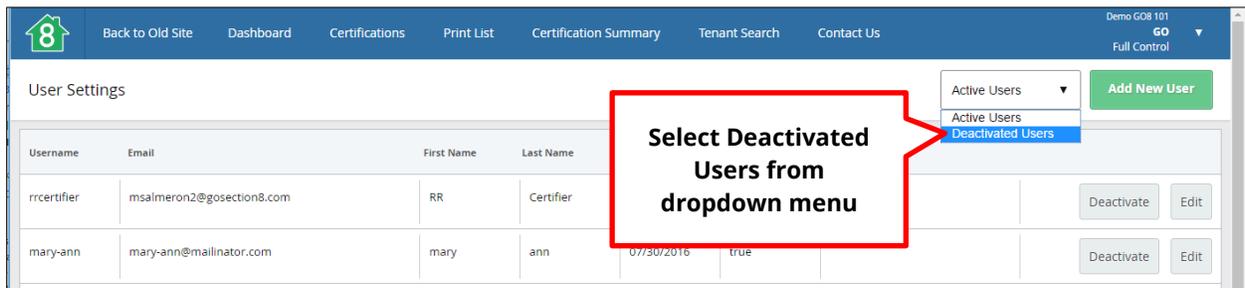
You will receive a notification to confirm that you would like to deactivate the user. Click **Yes** to deactivate the user. Click **No** or the **X** to cancel.



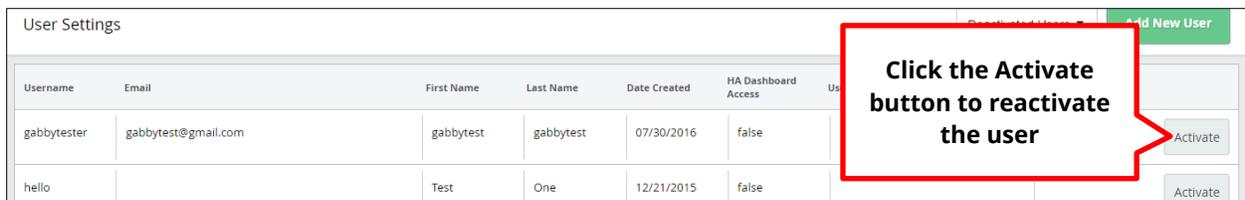
Once you have confirmed deactivation, the user will be removed from the **Active Users** list, and placed on the **Deactivated Users** list.

Reactivating a Deactivated User

To reactivate a user that has been deactivated, use the dropdown menu at the top of the page and select **Deactivated Users** to view the **Deactivated Users** list.

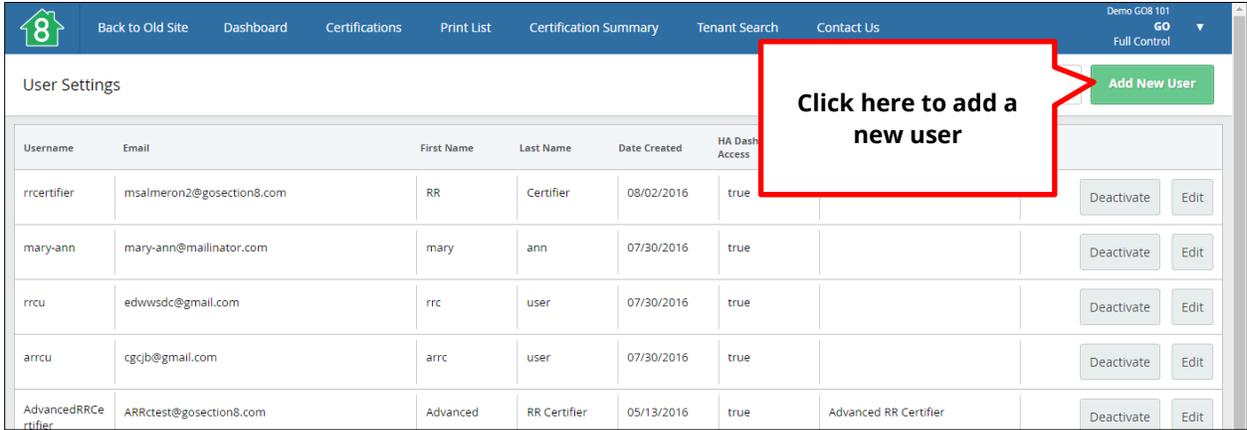


Locate the user you would like to reactivate following the instructions for locating a user above. Once you have located the user, click the **Activate** button on the right side of the row. The user will be active right away and removed from the deactivated list.



Adding New Users

To add a new user, click the green **Add New User** button at the top right of the **Manage Users** block.



The screenshot displays the 'User Settings' interface. At the top, there is a navigation bar with links: Back to Old Site, Dashboard, Certifications, Print List, Certification Summary, Tenant Search, and Contact Us. On the right side of the navigation bar, it shows 'Demo G08 101' and 'GO Full Control'. Below the navigation bar, the 'User Settings' section contains a table of users. A red callout box with a white background and black text points to a green 'Add New User' button located in the top right corner of the table area. The callout text reads 'Click here to add a new user'. The table has the following data:

Username	Email	First Name	Last Name	Date Created	HA Dash Access		
rrcertifier	msalmeron2@gosection8.com	RR	Certifier	08/02/2016	true		Deactivate Edit
mary-ann	mary-ann@mailinator.com	mary	ann	07/30/2016	true		Deactivate Edit
rrcu	edwvsdc@gmail.com	rrc	user	07/30/2016	true		Deactivate Edit
arrcu	cgjcb@gmail.com	arrc	user	07/30/2016	true		Deactivate Edit
AdvancedRRCertifier	ARRctest@gosection8.com	Advanced	RR Certifier	05/13/2016	true	Advanced RR Certifier	Deactivate Edit

A new **Add New User** window will appear. Enter the new user's information into required fields marked with an asterisk by clicking into the field and typing the information. Click the appropriate boxes to indicate whether the user has access to your agency's Dashboard, and click the boxes to indicate the user's role.¹⁰ Click the **X** to cancel.

The screenshot shows a window titled "Add New User" with a close button (X) in the top right corner. The window contains the following fields and options:

- USER INFO**
- Username***: A text input field with a callout: "Click in a field and type to enter information".
- Password***: A text input field.
- Email***: A text input field.
- First Name***: A text input field.
- HA Dashboard Access**: A checkbox that is currently checked, with a callout: "Click to indicate Dashboard access".
- Settings***: A section with the instruction "Must select at least one role" in red. It contains four radio button options:
 - Full Control
 - Quality Control
 - Front Desk / Clerk
 - RR CertifierA callout: "Click to indicate user role" points to the "Quality Control" option.

¹⁰ You must select at least one role for the user.

Once you have entered all information into the required fields, scroll down to the bottom of the window and click the green **Create User** button. The button will turn from gray to green once all required information has been entered.

Last Name*

 HA Dashboard Access

Settings*

Full Control Quality Control

Front Desk / Clerk Classifier

Advanced RR Cer

Create User

The new user will now appear on the **Active Users** list.

Chapter 7 Navigating Back to the Old Site

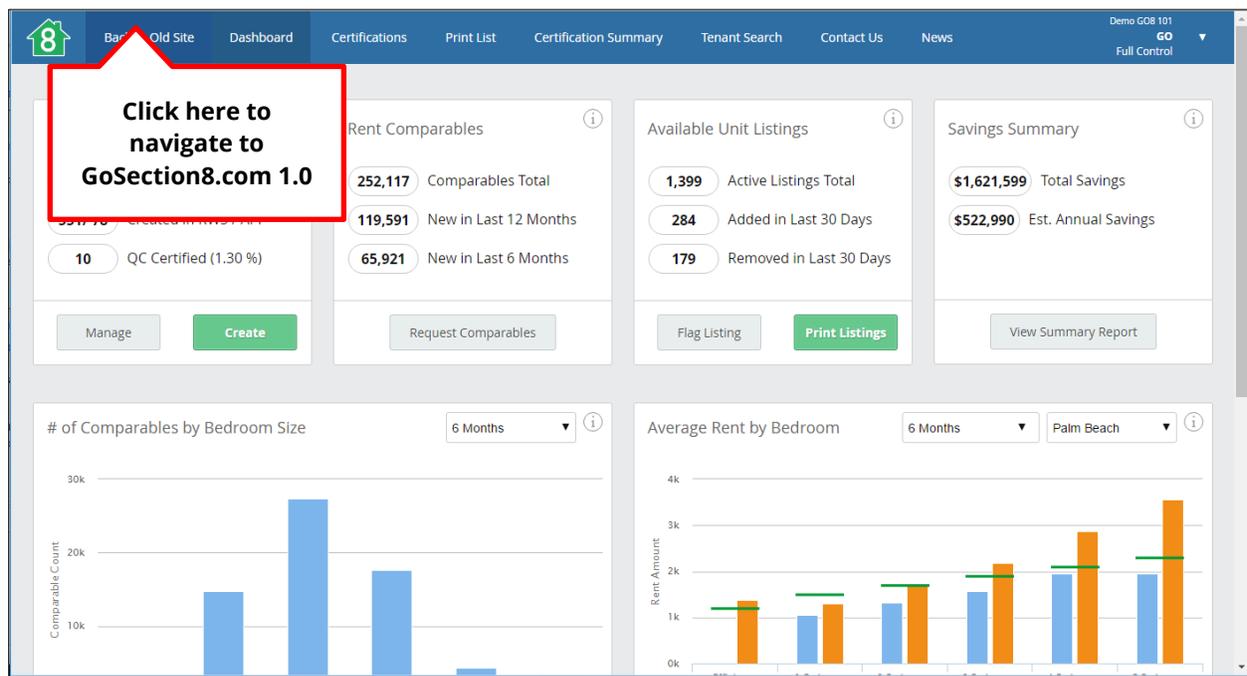
At times there may be features and settings that you may wish to access that are not yet available from the **Dashboard**, which include:

- Changing your agency's default settings
- Defining your agency's jurisdiction
- Setting your agency's payment standards
- Changing the minimum rent
- Managing your market assumptions
- Managing comparables
- Managing family allowances
- Setting your agency's utility schedules

These features are accessible on the **GoSection8.com 1.0 legacy site**. Keep in mind that most of the time the information available here is added by GoSection8 administration during the set-up process, so the majority of users will not need to return to the old site.

Navigating to the GoSection8.com 1.0 Legacy Site

To navigate back to the GoSection8.com legacy site, click the **Back to Old Site** link located on the left side of the blue banner at the top of any page. From there you may access the features listed above.



Returning to the Dashboard from the Legacy Site

To return to the **Dashboard** from GoSection8.com 1.0, click the **New HA Dashboard** link at the bottom of the green column on left side of the page.

GOsection8.com Demo GO8 101 Home Page

PHA Welcome GO8demo101. You are logged in. Logout

NEWS & ANNOUNCEMENTS

Stay Connected! [Follow Us](#) [Like Us](#)

GoSection8 Office will be closed Monday, July 4

7/1/2016 9:15:09 AM

The GoSection8 office will closing early Friday, July 1st at 2pm EST and will be closed on Monday, July 4th. We will reopen on Tuesday, July 5 with regular business hours. If you are experiencing any technical issues please email hasupport@gosection8.com and we will get back to you as soon as possible!

Join us on Leap Day for a FREE webinar!

2/15/2016 5:56:35 PM

Get a First Look at RentWatch5, GoSection8's newest Rent Reasonableness tool

Monday, February 29, 2016 at 10:00 am PST/ 1:00 pm EST **What:** First Look at RentWatch5 **Who:** Richard Under and President, GoSection8.com Register now to get a first look at the latest enhancements to our rent reasonableness software, RentWatch5. Improvements include better methodology for selecting comparables, increased performance speed, advanced address verification and much more.

- After registering, you'll receive a confirmation email with instructions for joining the webinar
- Space is limited, don't delay!

[Register online now!](#)

Click here to return to the Dashboard

New HA Dashboard

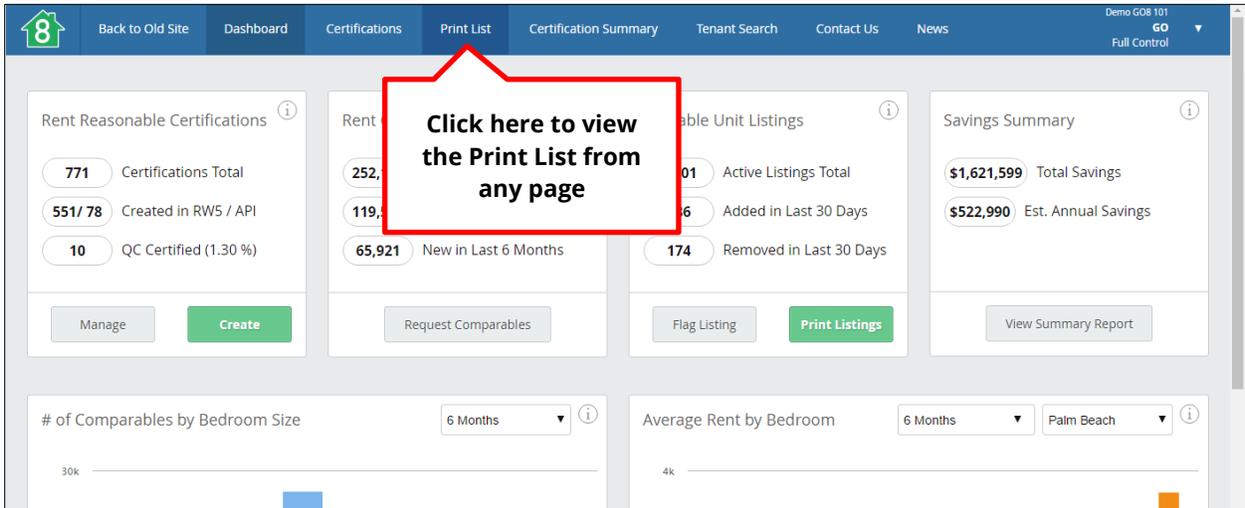


Part II: Secondary Features

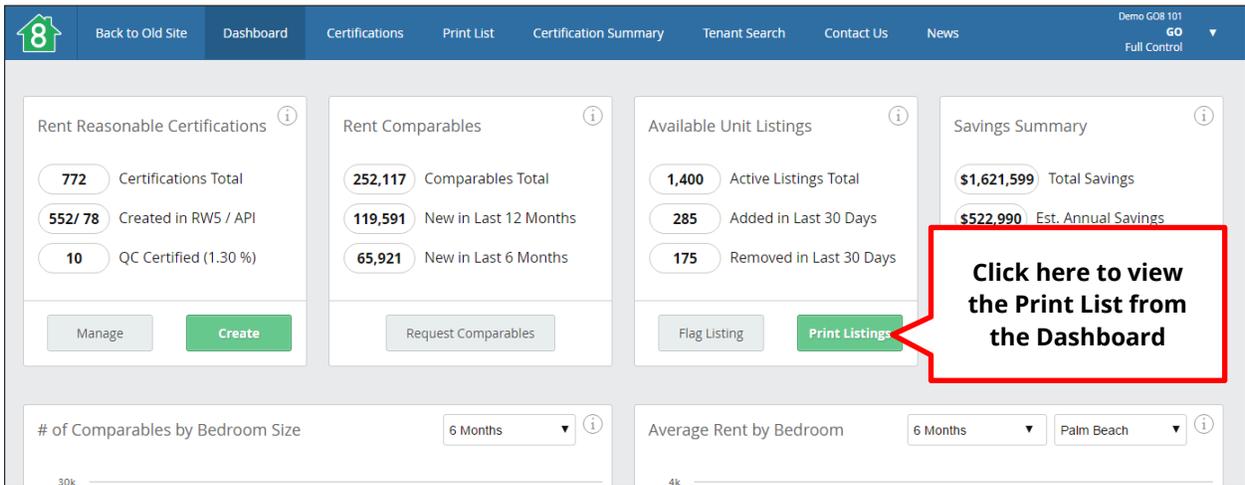
Chapter 8 Using the Print List

Accessing the Print List

The **Print List** allows you to view and print a list of properties that are available for rent. To access the **Print List** from any page, click on the **Print List** tab located in the blue banner at the top of the screen.



You can also access the **Print List** from the Dashboard. In the **Available Unit Listings** block toward the top right of the Dashboard, click the green **Print Listings** button.



Filtering Listings in the Print List

The **Print List** shows properties in the agency's jurisdiction from the GoSection8.com listing website, where affiliated landlords list their available properties. Properties are listed by **Address, City, Accessibility, Type, Bedrooms** and **Bathrooms, Rent** and **Deposit** amounts, name of **Landlord**, contact **Phone Number, Availability**, and **Estimated Utility Allowance**, in addition to providing a **Tagline** description of the property. The **list can be printed for program participants to help them in their search for housing.**

Address	City	Accessibility	Type	Bed, Bath	Rent / Deposit	Landlord	Phone	Availability	Est. Util. Allowance	Tagline
6020 Plunkett St	Hollywood	No	House	0, 1	\$975, \$975	Julie Hinds	(954) 404-2410	Call	\$31.00	
328 N J St	Lake Worth	No	Apt	0, 1	\$750, \$750	Baruch Azulay	(917) 386-3489	Available Now	\$37.00	very nice studio apartment
325 Executive Center Dr	West Palm Beach	Yes	Apt	0, 1	\$503, \$503	Christian Manor Apar	(561) 686-5766	Available Now	\$36.00	Studio Apartment - Applicant must be age and income qualified. Balcony available on 2nd and 3rd floor ...
121 Villa Cir	Boynton Beach	No	Apt	1, 1	\$1200, \$1200	caroline hoveopian	(561) 674-2219	Call	\$65.00	Its a must see beautiful 1/1 one mile form beautiful Atlantic Ave in Delray
320 Ne 13th Ave	Boynton Beach	No	Apt	1, 1	\$850, \$2550	Gjk Property Management	(786) 859-4431	Call	\$78.75	Nice 1/1 apartment with beautiful landscape
320 Ne 11th Ave Apt 1	Boynton Beach	No	Apt	1, 1	\$850, \$850	Tic Prperties	(561) 376-6016	Available Now	\$60.75	Cute one bedroom unit, designed for no more than 2 people: Check Preview
320 Ne 13th Ave	Boynton Beach	No	Apt	1, 1	\$850, \$850	Wholesale Realty Network, Llc	(954) 548-7971	Call	\$128.00	Home Sweet Home 1 bedroom 1 bath.
111 Sw 1st St	Dania Beach	No	Apt	1, 1	\$1150, \$500	Irvin Irvin	(630) 699-2571	Available Now	\$157.00	Excellent location and Upgraded 1/1 unit...brand new kitchen! Quiet neighborhood. Close to shopping are...

To filter listings to print, use the dropdown menus at the top of the page and click the boxes to make selections. You can filter by number of bedrooms (**Beds**), or **City or Neighborhood**. Once you have made selections, click the **Update Filters** button to the right of the dropdown menus.

Use the dropdown menus and click the boxes to filter according to selections

After making selections, click here to update results

Exporting Listings for Print

Use the export function to export the **Print List** to either PDF or Excel formats. This can be done either before or after applying filters. To export the **Print List**, click on the **Export** dropdown menu toward the top right side of the page and select the preferred format.

The screenshot shows the 'Print List' page in the GoSection8 application. The top navigation bar includes links for 'Back to Old Site', 'Dashboard', 'Certifications', 'Print List', 'Certification Summary', 'Tenant Search', and 'Contact Us'. The user is logged in as 'Demo G08 101' with 'Full Control' permissions. The main content area shows 'Showing 605 of 605 Properties' with filters for 'Beds' and 'City or Neighborhood'. An 'Export' dropdown menu is open, showing options for 'PDF' and 'Excel'. A red callout box points to the 'Export' button with the text 'Click on the Export dropdown menu and select format below'. Below the dropdown is a table of property listings.

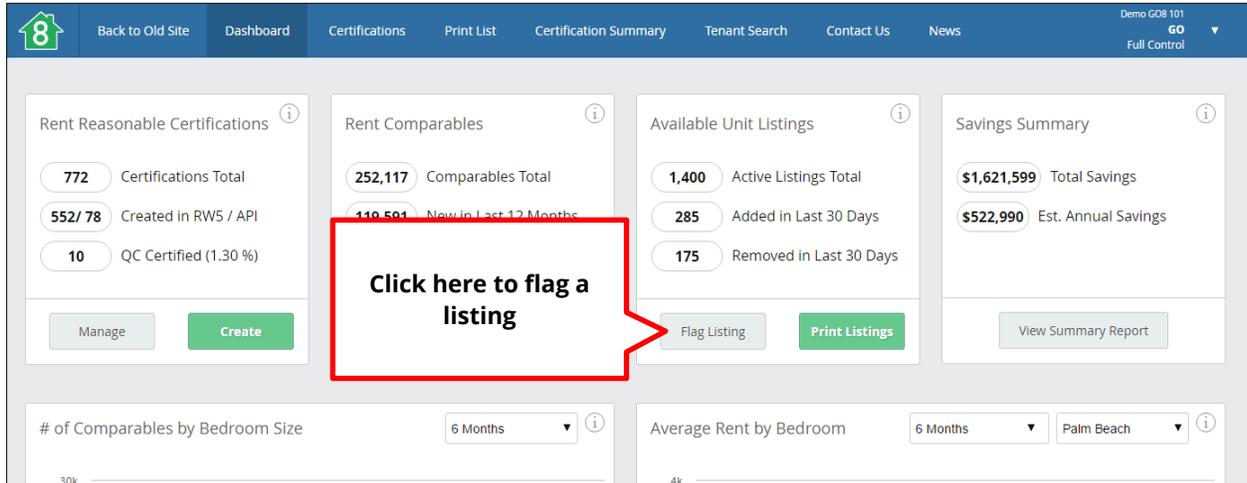
Address	City	Accessibility	Type	Bed, Bath	Rent / Deposit	Landlord	Phone	Availability	Price	Description
6020 Plunkett St	Hollywood	No	House	0, 1	\$975, \$975	Julie Hinds	(954) 404-2410	Call		
328 N J St	Lake Worth	No	Apt	0, 1	\$750, \$750	Baruch Azulay	(917) 386-3489	Available Now	\$37.00	very nice studio apartment
325 Executive Center Dr	West Palm Beach	Yes	Apt	0, 1	\$503, \$503	Christian Manor Apar	(561) 686-5766	Available Now	\$36.00	Studio Apartment - Applicant must be age and income qualified. Balcony available on 2nd and 3rd floor ...
121 Villa Cir	Boynton Beach	No	Apt	1, 1	\$1200, \$1200	caroline housepian	(561) 674-2219	Call	\$65.00	Its a must see beautiful 1/1 one mile form beautiful Atlantic Ave in Delray

The exported list will appear as a new tab in your web browser for easy printing.

Chapter 9 Flaging Listings

Flag a Listing

In the unlikely event that a bad listing or owner is listed on GoSection8.com, you may flag it for removal. To flag a listing, click the **Flag Listing** button in the **Available Unit Listings** block on the Dashboard.



A new window will appear. Enter information as prompted by clicking into the fields and typing, and clicking the appropriate radio button to indicate the reason for removal. Scroll down to see all fields. Click the **X** to cancel.

✕

Flag Listing

Report a Bad Listing or Owner to GoSection8.com for Removal

To remove a listing:

Enter information by
typing into fields

Address*

Zip*

- or -

Property URL

Or, to remove a landlord and all of their listings:

Name of Owner / Agent	Phone of Owner / Agent*
<input style="width: 95%; height: 30px;" type="text"/>	<input style="width: 95%; height: 30px;" type="text"/>

Reason for removal*

Unavailable/Rented

Click buttons to
indicate reason for
removal

Number

Click the green **Flag Listing or Landlord** button at the bottom of the window to submit your request, and the listing will be sent to GoSection8.com administration for review and removal. Note that you will not be able to use this button until all fields marked with an asterisk are complete.

Reason for removal*

- Unavailable/Rented
- Spam/Fraud
- Invalid Phone Number

Comments

|

Your email*

jsmith@abcpha.com

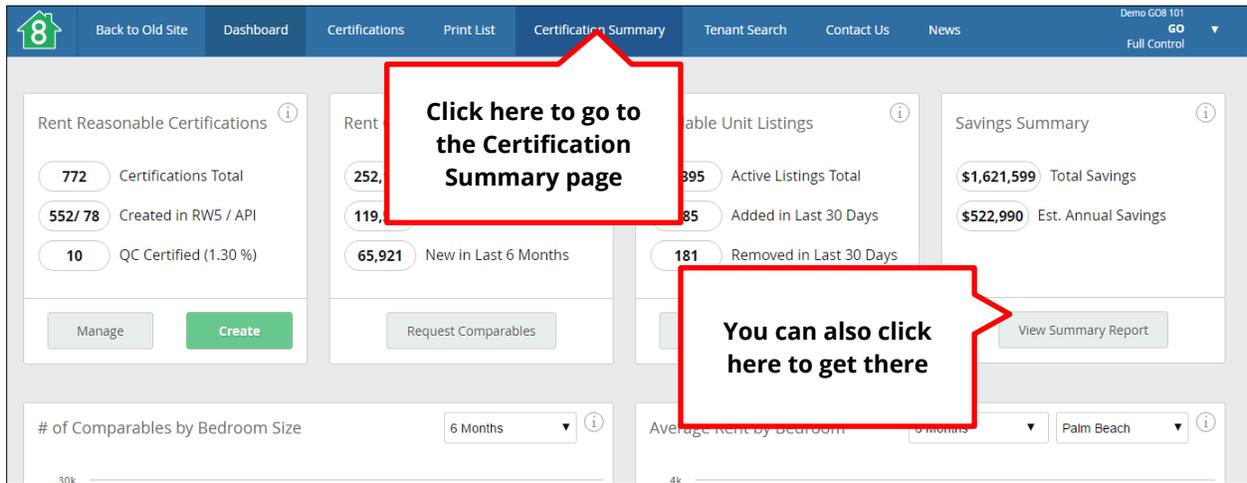
Click here to submit request

Flag Listing or Landlord

Chapter 10 Certification Summary

Accessing the Certification Summary Page

The **Certification Summary** page is an overview of the savings that your agency has made using GoSection8.com. To access the Certification Summary page, click the **Certification Summary** tab located in the middle of the blue banner at the top of any page. You can also reach the Certification Summary page by clicking the **View Summary Report** button in the **Savings Summary** block on the top right side of the Dashboard.



The **Certification Summary** page lists the **Average Requested Rent**, **Average Approved Rent**, **Average Savings**, number of certifications (**# of Certs**), **Monthly Savings**, and **Annual Savings** for the agency by **Certifier**.

Certifier	Average Requested Rent	Average Approved Rent	Average Savings	# of Certs	Monthly Savings	Annual Savings
Advanced RR Certifier ARRctest@gosection8.com	\$1,500.00	\$1,500.00	\$0.00	1	\$0.00	\$0.00
GO Demo msalmeron@gosection8.com	\$1,450.05	\$1,359.27	\$90.77	304	\$27,594.11	\$331,129.32
GO8 Demo101 msalmeron@gosection8.com	\$1,390.69	\$1,241.67	\$149.02	42	\$6,259.00	\$75,108.00
Maritza Demo msalmeron@gosection8.com	\$5,611.00	\$1,111.00	\$4,500.00	2	\$9,000.00	\$108,000.00
Maritza Salmeron msalmeron@gosection8.com	\$1,000.00	\$1,000.00	\$0.00	1	\$0.00	\$0.00

Filtering Certification Summary Results

You can filter the list on the **Certification Summary** by the **Certifier** and the **Date Range**. To filter by **Certifier**, select the certifier's name from the **Certifier** dropdown menu on the top left of the page.

The screenshot shows the 'Certification Summary' page. At the top, there is a navigation bar with links: 'Back to Old Site', 'Dashboard', 'Certifications', 'Print List', 'Certification Summary', 'Tenant Search', and 'Contact Us'. On the right, it says 'Demo GO8 101 GO Full Control'. Below the navigation bar, there is a 'Date Range:' section with two date input fields and an 'Update Date' button. A dropdown menu for 'Certifier' is open, showing options: '(All Certifiers)', 'Advanced RR Certifier', 'GO Demo', 'GO8 Demo101', 'Maritza Demo', 'Maritza Salmeron', 'Quality Control', and 'RR Certifier'. A red callout box points to this menu with the text: 'Select the certifier's name from the dropdown menu to filter by Certifier'. Below the menu is a table with columns: 'Certifier', 'Average Rent', 'Average Savings', '# of Certs', 'Monthly Savings', and 'Annual Savings'. The table contains three rows of data.

Certifier	Average Rent	Average Savings	# of Certs	Monthly Savings	Annual Savings
GO Demo msalmeron@gosection8.com	\$1,450.05	\$1,359.27	304	\$27,594.11	\$331,129.32
GO8 Demo101 msalmeron@gosection8.com	\$1,390.69	\$1,241.67	42	\$6,259.00	\$75,108.00

You can filter by **Date Range** by clicking into the date fields and using the calendar to select a date. Click **Update Date** after entering the range desired.

The screenshot shows the 'Certification Summary' page with the 'Date Range' section. The first date field is set to '8/23/2015' and the second to '8/22/2016'. A calendar is open for the month of August 2015, with the date '23' selected. A red callout box points to the calendar with the text: 'Click in date fields to select a date from the calendar'. Another red callout box points to the 'Update Date' button with the text: 'Then click Update Date to filter by new date range'. The table below shows the same data as the previous screenshot.

Certifier	Average Rent	Average Savings	# of Certs	Monthly Savings	Annual Savings
GO Demo msalmeron@gosection8.com	\$1,450.05	\$1,359.27	304	\$27,594.11	\$331,129.32
GO8 Demo101 msalmeron@gosection8.com	\$1,390.69	\$1,241.67	42	\$6,259.00	\$75,108.00

Note that the default date range on this page is one full year, or 12 months. However, the savings listed in the **Savings Summary** block on the Dashboard are for the current year only (from January of the current year to present).

Exporting Certification Summary Results

Either before or after filtering results on the **Certification Summary** page, you can export the list to either PDF or Excel formats to save or print. Click on the **Export** dropdown menu toward the top middle of the page and select the preferred format.

The screenshot shows the GoSection8 interface. At the top, there is a navigation bar with links: Back to Old Site, Dashboard, Certifications, Print List, Certification Summary (active), Tenant Search, and Contact Us. On the right of the navigation bar, it says 'Demo GO8 101 GO Full Control'. Below the navigation bar, there is a filter section with a dropdown menu set to '(All Certifiers)', a 'Date Range' section with dates '8/23/2015' and '8/22/2016', an 'Update Date' button, and an 'Export' button. The 'Export' button has a dropdown menu open, showing 'PDF' and 'Excel' options. A red callout box with a white background and black text points to the dropdown menu with the text: 'Select the format to which you would like to export from the dropdown menu'. Below the filter section is a table with the following data:

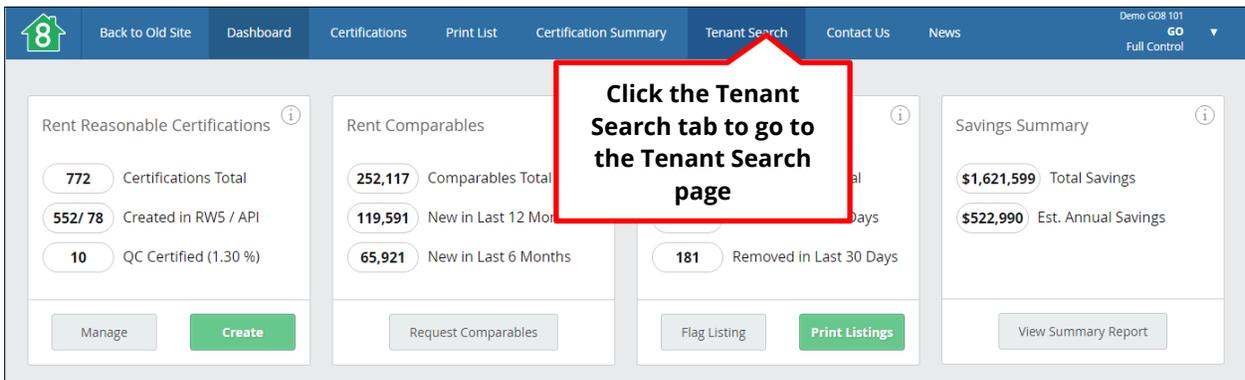
Certifier	Average Requested Rent	Average Approved Rent	Average Savings			
Advanced RR Certifier ARRctest@gosection8.com	\$1,500.00	\$1,500.00	\$0.00	1		\$0.00
GO Demo	\$1,450.05	\$1,359.27	\$90.77	304	\$27,594.11	\$331,129.32

The exported list will appear as a new tab in your web browser to save or print.

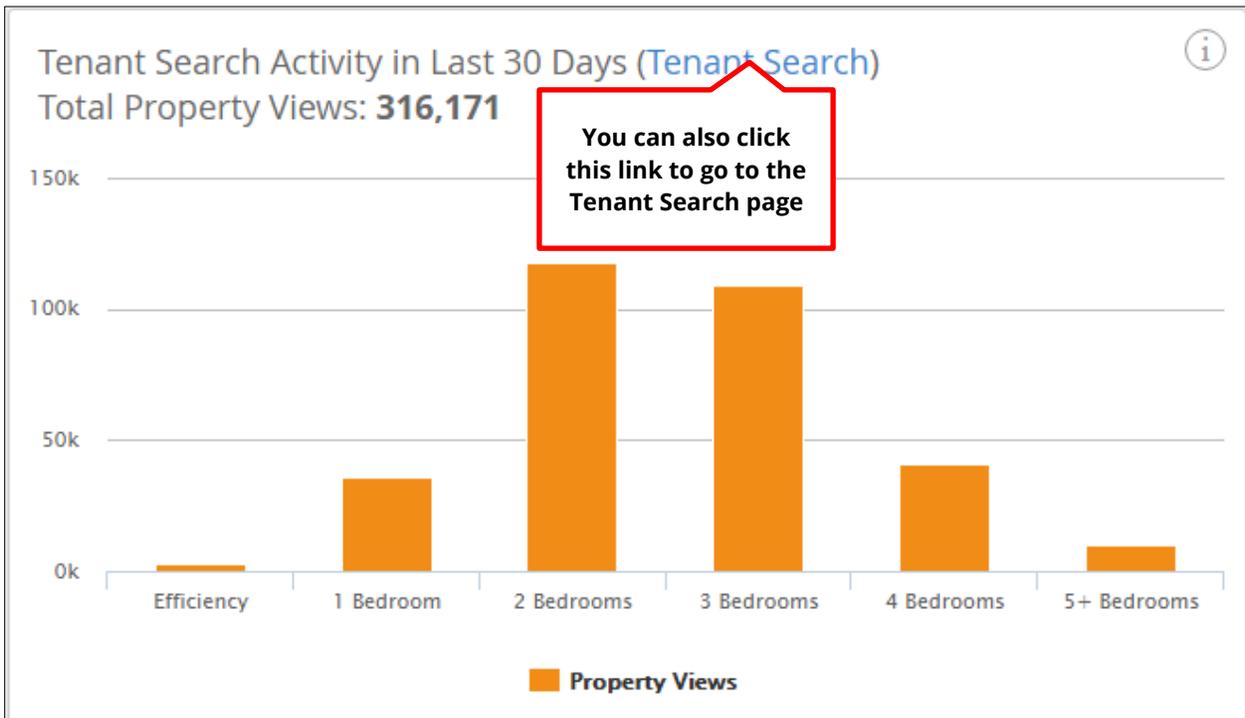
Chapter 11 Tenant Searches

Accessing the Tenant Search Page

The **Tenant Search** page lists tenant activity in your agency's jurisdiction. It allows you to see the activity level for tenants and what kinds of properties they have been viewing. To access the **Tenant Search** page, click the **Tenant Search** tab located in the middle-right of the blue banner at the top of any page.



You can also reach the **Tenant Search** page by clicking the blue **Tenant Search** link located in the **Tenant Search Activity in Last 30 Days** block at the bottom right of the Dashboard.



Locating a Specific Tenant to View Activity

On the **Tenant Search** page, tenants are displayed in a list by **Name, Email, Phone, City,** number of bedrooms (**Beds**), **Rent, Move by Date,** and date the tenant was **Last Online.**

Name	Email	Phone	City	Beds	Rent	Move by date	Last online	
Mary Jackson	maryjohnstayjackson@yahoo.com	(305) 741-1571	FORT LAUDERDALE	2	\$900.00	01/10/2014	08/22/2016	View Recent Activity
Latempestt Jacobs	Latempestt@yahoo.com	(954) 708-6401	CORAL SPRINGS	2	\$1,100.00	07/09/2016	08/22/2016	View Recent Activity
LEQUENTIN STAFENIE	Stafenie1986@gmail.com	(305) 928-0618	FORT LAUDERDALE	2	\$900.00	08/11/2016	08/22/2016	View Recent Activity
Connie Mobley	conniemobley1978@gmail.com	(954) 812-4954	POMPANO BEACH	3	\$1,500.00	07/01/2016	08/22/2016	View Recent Activity
Verma Wallace	Vcn678@gmail.com	(347) 361-1928	POMPANO BEACH	1	\$900.00	09/23/2016	08/22/2016	View Recent Activity
April Washington	businessfirstlady@gmail.com	(813) 998-4259	SAINT PETERSBURG	3	\$1,300.00	10/21/2016	08/22/2016	View Recent Activity
Azizi Toney	azizitreatpain@gmail.com	(561) 904-1217	GREENACRES	2	\$1,200.00	04/07/2016	08/22/2016	View Recent Activity

To locate a specific tenant, you can filter results by entering a full or partial **Name** or **Email**, or a full **Phone** number into the corresponding fields at the top of the page, then clicking the **Update Search** button. To clear filters, click the **Clear Search** button.

Name	Email	Phone	City	Beds	Rent	Move by date	Last online	
Mary Jackson	maryjohnstayjackson@yahoo.com	(305) 741-1571	FORT LAUDERDALE	2	\$900.00	01/10/2014	08/22/2016	View Recent Activity
Latempestt Jacobs	Latempestt@yahoo.com	(954) 708-6401	CORAL SPRINGS	2	\$1,100.00	07/09/2016	08/22/2016	View Recent Activity
LEQUENTIN STAFENIE	Stafenie1986@gmail.com	(305) 928-0618	FORT LAUDERDALE	2	\$900.00	08/11/2016	08/22/2016	View Recent Activity
Connie Mobley	conniemobley1978@gmail.com	(954) 812-4954	POMPANO BEACH	3	\$1,500.00	07/01/2016	08/22/2016	View Recent Activity
Verma Wallace	Vcn678@gmail.com	(347) 361-1928	POMPANO BEACH	1	\$900.00	09/23/2016	08/22/2016	View Recent Activity
April Washington	businessfirstlady@gmail.com	(813) 998-4259	SAINT PETERSBURG	3	\$1,300.00	10/21/2016	08/22/2016	View Recent Activity
Azizi Toney	azizitreatpain@gmail.com	(561) 904-1217	GREENACRES	2	\$1,200.00	04/07/2016	08/22/2016	View Recent Activity

Viewing Recent Tenant Activity

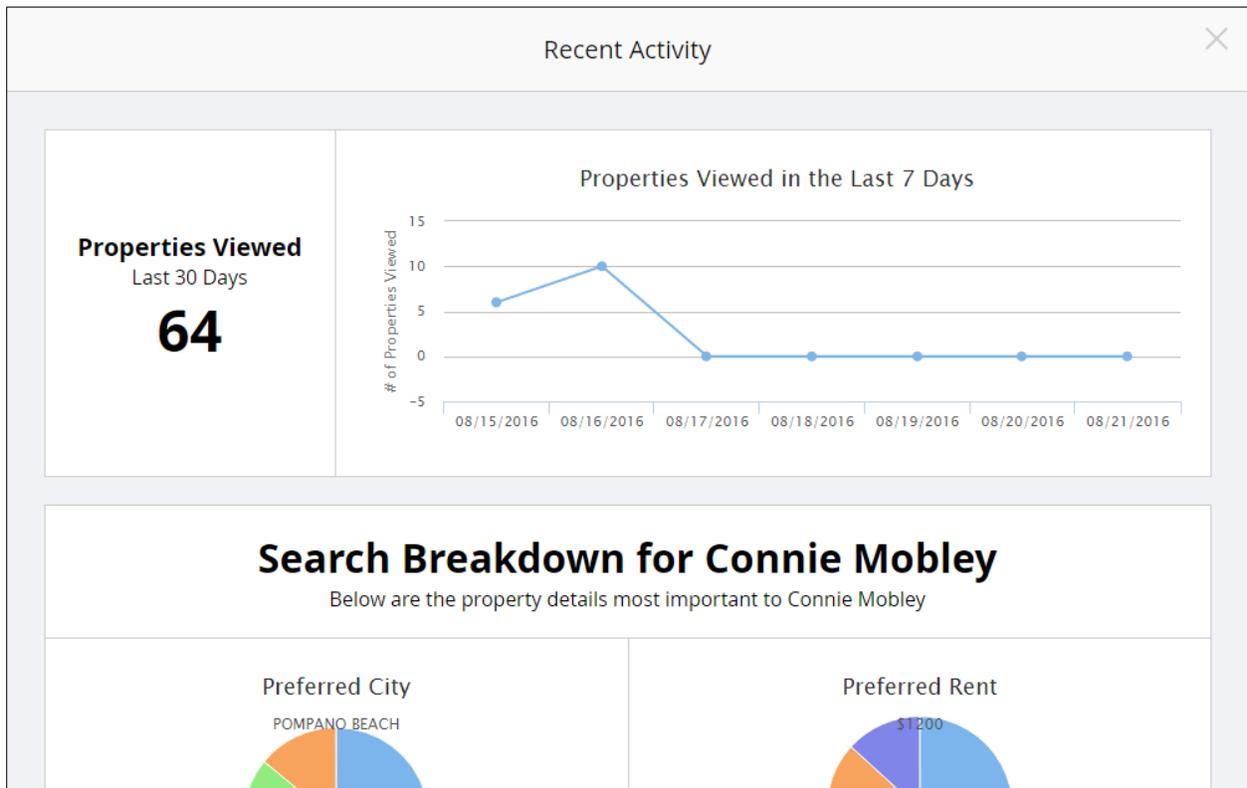
To view activity for a specific tenant, click the **View Recent Activity** button on the right side of the screen in the row corresponding to that particular tenant.

Search activity for tenants active within the last 30 days							
Name	Email	Phone	City	Beds	Rent		
Mary Jackson	maryjohntayjackson@yahoo.com	(305) 741-1571	FORT LAUDERDALE	2	\$90		View Recent Activity
Latempestt Jacobs	Latempestt@yahoo.com	(954) 708-6401	CORAL SPRINGS	2	\$1,1		View Recent Activity
LEQUENTIN STAFENIE	Stafenie1986@gmail.com	(305) 928-0618	FORT LAUDERDALE	2	\$90		View Recent Activity
Connie Mobley	conniemobley1978@gmail.com	(954) 812-4954	POMPANO BEACH	3	\$1,500.00	07/01/2016 08/22/2016	View Recent Activity

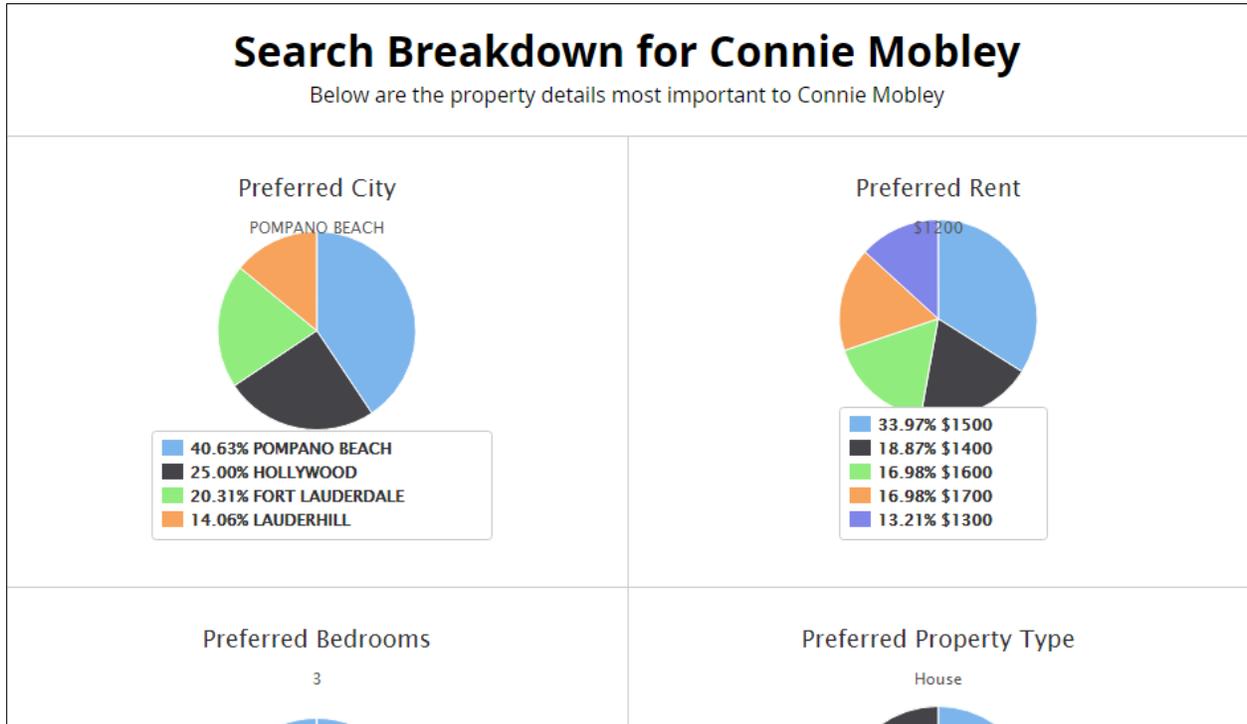
Click here to view recent activity for a specific tenant

Clicking on the **View Recent Activity** button will bring up a new **Recent Activity** window that provides a breakdown of that specific tenant’s search activity using the site. Scroll down to see all information. Click the **X** at the top right at any time to close the window.

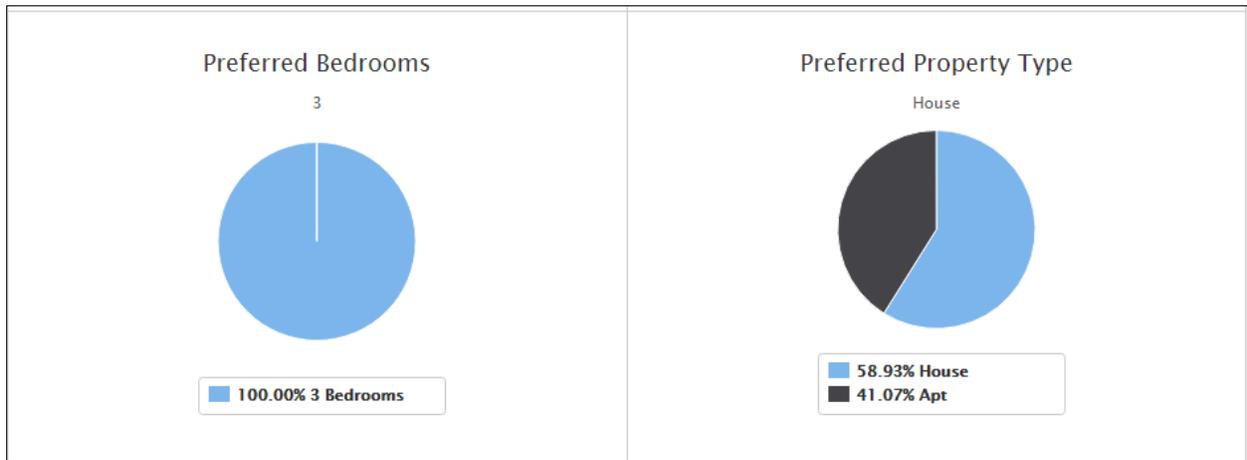
The top of the window displays the number of properties viewed in the last 30 days on the left, and a graph of the number of properties viewed in the last 7 days on the right.



Below the number of properties viewed, two pie charts break down the tenant's preferred search cities and preferred rent amount based on search activity.



The final two pie charts at the bottom of the window show the tenant's preferred number of bedrooms, and preferred property type based on search activity.

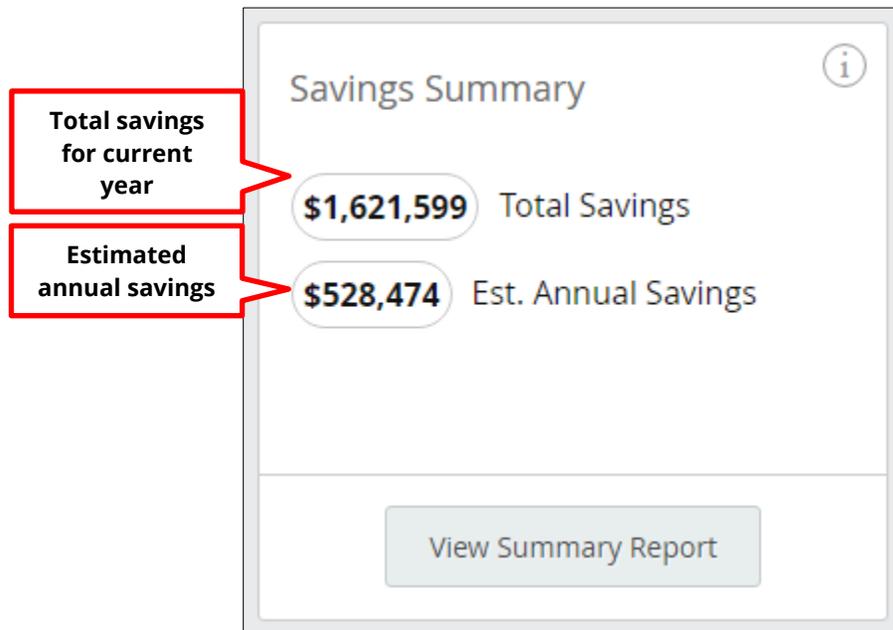


Chapter 12 Savings Summary

Understanding the Savings Summary

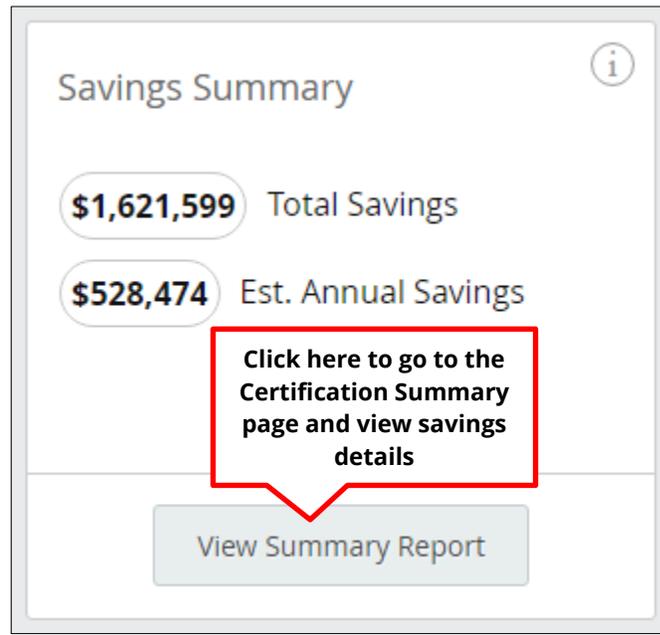
As discussed in Chapter 1 of this user manual, the **Savings Summary** block shows how much money the agency has saved in HAP payments using GoSection8 within the current year (January of the current year to present).

There are two dollar amounts listed on the block. The **Total Savings** is the amount of total savings for the months within the current year. The **Estimated Annual Savings** is an estimate of the amount the agency will save for the year based on current agency activity.

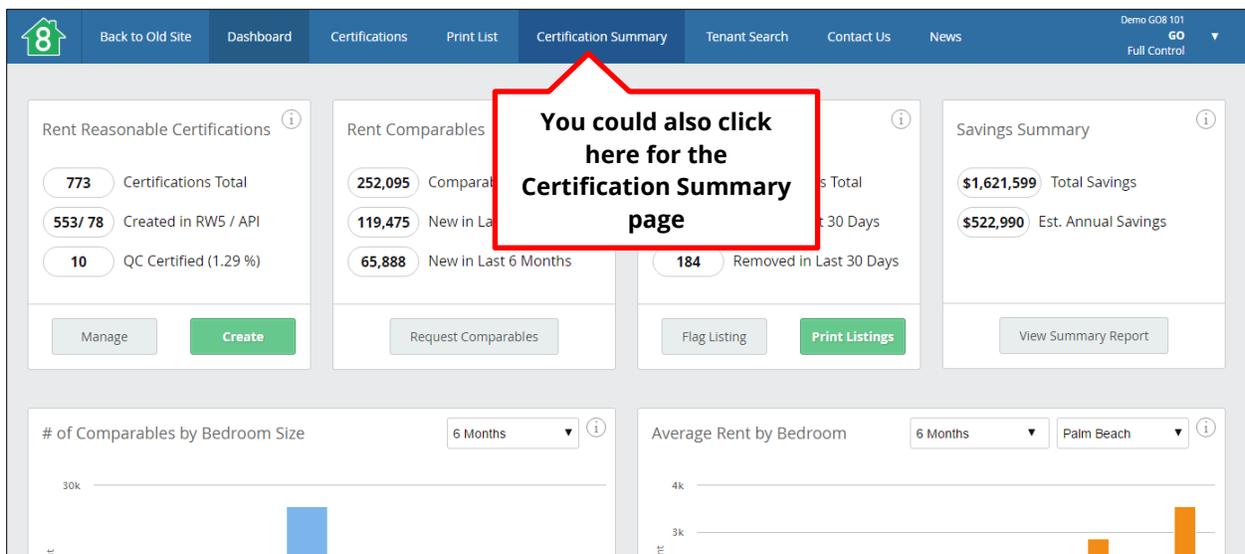


Viewing Additional Savings Details

Clicking on the **View Summary Report** button will navigate you to the **Certification Summary** page, where you can view a more in-depth report of agency savings by certifier or within a specified time frame.



Remember, you can also reach the **Certification Summary** page by clicking on the **Certification Summary** tab located in the middle of the blue banner at the top of any page.

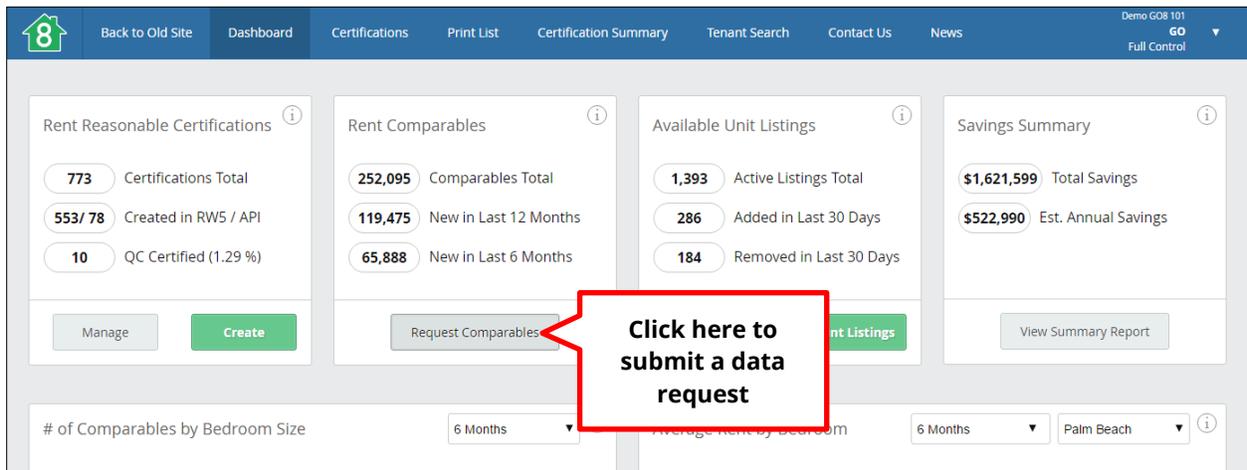


The **Certification Summary** page is discussed in detail in Chapter 10 of this user manual.

Chapter 13 Request Comparables

Requesting Comparables without Submitting a Certification

From the **Rent Comparables** block on the Dashboard, you can request comparables for a property without submitting a certification in RentWatch 5. To request comparables for a property, click the **Request Comparables** button at the bottom of the block.



A new **Comparable Data Request** form window will open. Fill out the form by clicking into the fields and typing, and by selecting the property type from the dropdown menu. The **Housing Authority, Full Name, and Email** will all autopoulated based on your login information.

×

Comparable Data Request

Complete this form to request additional comparable rental units similar to the subject property entered below

Housing Authority*

Full Name*

Phone Number

Extension

Email*

Subject Address

Property Type*

House ▼

Beds*	FB	HB	Sqft.
<input style="width: 100%; height: 30px;" type="text"/>	<input style="width: 100%; height: 30px;" type="text"/>	<input style="width: 100%; height: 30px;" type="text"/>	<input style="width: 100%; height: 30px;" type="text"/>
Year Built	Requested Rent Amount		
<input style="width: 100%; height: 30px;" type="text"/>	<input style="width: 100%; height: 30px;" type="text" value="\$"/>		

Comments

Click into fields and type to fill out form

Use the dropdown menu to select property type

Required fields in the form are marked with an asterisk, but filling out fields that are not required can increase the accuracy of the data. The form offers additional tips as well:

Tips:

1. Before sending in a data request, try expanding your search radius and/or including other similar property types and/or bedroom sizes. The system will make adjustment for each of these items for you.
2. Request rent rolls from your apartment communities! Send us a rent roll and we will add the data for you.

Send Data Request

Click the green **Send Data Request** button at the bottom of the form to submit your request. You will not be able to use this button until all required fields are have been completed.

Tips:

1. Before sending in a data request, try expanding your search radius and/or including other similar property types and/or bedroom sizes. The system will make adjustment for each of these items for you.
2. Request rent rolls from your apartment communities! Send us a rent roll and we will add the data for you.

Click here to submit request

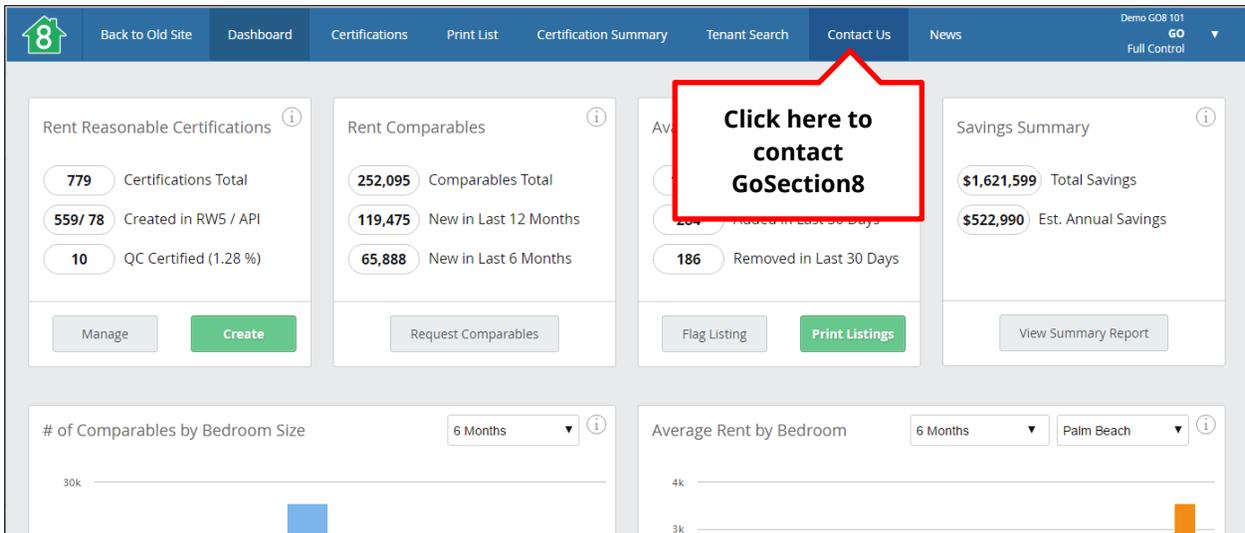
Send Data Request

Data requests are typically turned around within 24 to 48 hours.

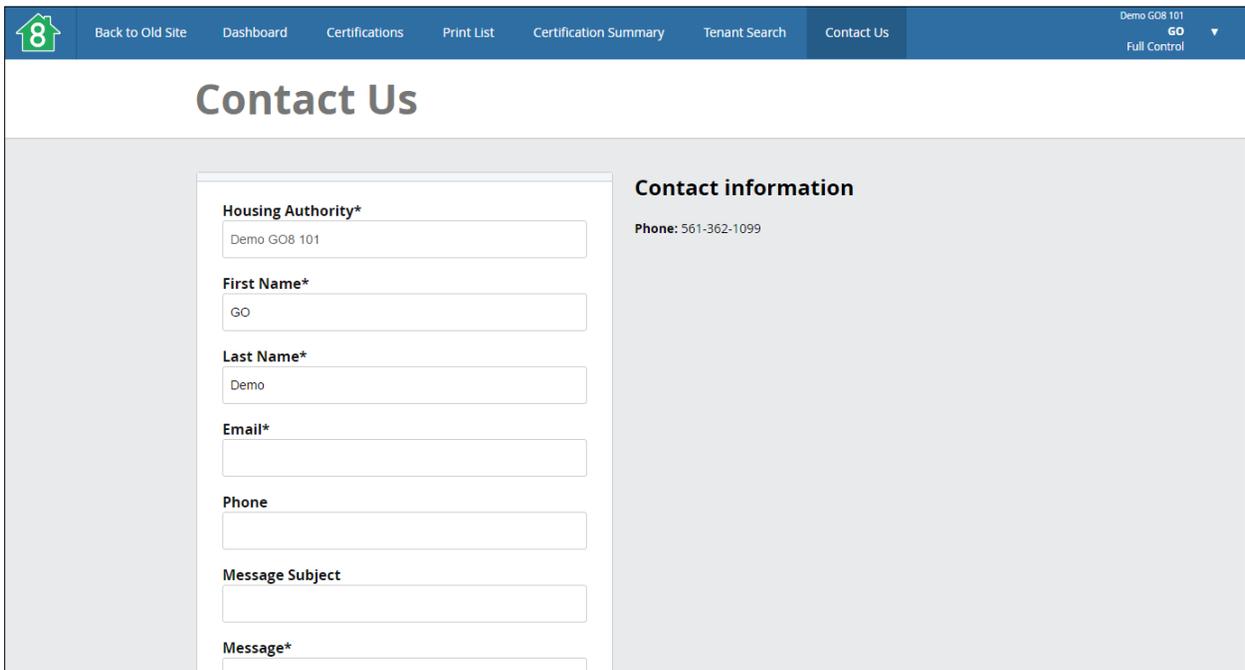
Chapter 14 Contacting GoSection8

How to Contact Us

Contacting GoSection8 is easy—just click on the **Contact Us** tab toward the right side of the blue banner at the top of any page.



You will be navigated to the **Contact Us** page, where you can find the phone number for GoSection8, and use a form to submit a message.



On the form, the **Housing Authority, First Name** and **Last Name** fields are autopopulated based on your login information. **Housing Authority, First Name, Last Name, Email**, and space for the **Message** are required fields, while **Phone** and **Message Subject** are optional. Click into any field and begin typing to fill out the form.

Housing Authority*
Demo GO8 101

First Name*
GO

Last Name*
Demo

Email*

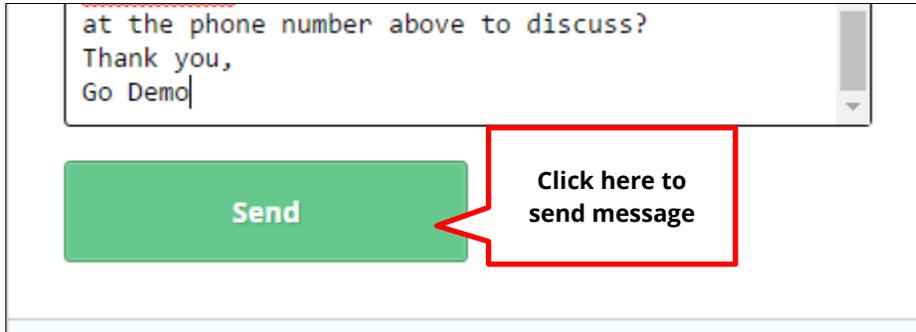
Phone

Message Subject

Message*

Click into a field and type to fill out form

Once you have filled out all required information on the form, click the green **Send** button to send the message. You will not be able to use this button until all required fields have been completed.



The image shows a screenshot of a web form. At the top, there is a text input field containing the text: "at the phone number above to discuss?", "Thank you,", and "Go Demo". Below the input field is a green button labeled "Send". A red callout box with a white background and a red border points to the "Send" button. The text inside the callout box reads: "Click here to send message".

You should receive a response within 24 to 48 hours.



Appendices

Appendix 1: User Permissions Matrix

	Full Control User	Quality Control Certifier	Advanced RR Certifier	RR Certifier	Front Desk User
Can Create Certificate	✓	✓	✓	✓	
Can View Certificate	✓	✓	✓	✓	
Can Edit Certificate	✓	✓	✓		
Can Delete Certificate	✓	✓	✓	✓	
Can Quality Control	✓	✓			
Can Add Similar	✓	✓	✓	✓	
Can View Foreign Certificate ¹¹	✓	✓	✓	✓	
Can Edit Foreign Certificate	✓	✓			
Can Delete Foreign Certificate	✓	✓			
Can Edit HA Settings	✓				
Can Edit Users	✓				
Can Do Nothing with Certifications					✓

¹¹ A foreign certificate is one not created on RentWatch 5.

Appendix 2: Adjustments

Adjustments¹² are made based on the following factors:

- Size
- Age and condition
- Utilities
- Maintenance
- Amenities
- Parking

Adjustments are **not** made for:

- Location
- Housing type

Size Adjustments

Size adjustments are based on the following factors:

- Number of bedrooms and bathrooms (per agency's individual market assumptions)
- Square footage

The living area differential threshold is different for each agency, and is found in the market assumptions.

Age and Condition Adjustments

For age and condition adjustments:

- The age difference between the comparable and subject must be at least 5 years.
- The newest property must be built within the last 5 years.
- When the **comparable is newer** than the subject property, 10% is deducted when the property is 0-2 years old, 5% when it is 3-4 years old, and 2.5% is deducted when it is 5 years old.
- When the **subject property is newer** than the comparable, 10% is added when the property is 0-2 years old, 5% when it is 3-4 years old, and 2.5% is added when it is 5 years old.
- When the property is in excellent condition, 10% is added.
- When the property is in above average condition, 5% is added.

¹² If the subject property is inferior to the comparable, the adjustment will be negative. If the comparable is inferior to that of the subject, the adjustment will be positive.

- When the property is in average condition, 0% is added.
- When the property is in fair condition, 5% is deducted.
- When the property is in poor condition, 10% is deducted.

Utility Adjustments

Utility and other electrical adjustments are based on an agency's individual utility schedule.

- Microwaves, ranges and refrigerators are included in other electrical adjustments if amenities include them.
- Heating and cooling system adjustments are based on an agency's individual market assumptions.
- If sewer is "unknown" and owner-paid and the comparable is "unknown" and tenant-paid (or comp is owner-paid and subject is tenant-paid), an adjustment is made for sewer.
- If water is "unknown" and owner-paid and the comparable is "unknown" and tenant-paid (or comp is owner-paid and subject is tenant-paid), an adjustment is made for water.

Maintenance, Amenity, and Parking Adjustments

Maintenance, amenity, and parking adjustments are based on an agency's individual market assumptions.

Glossary of Terms

Active Listing: A listing for a property that is currently active in the agency's jurisdiction.

Active User: A user of GoSection8.com that is currently active and able to use the system to the degree permitted under the user's role.

Add Similar: The feature of GoSection8.com that allows permitted users to add a similar certification for a property when a previous certification for that property has been completed and the agency's settings have not been changed significantly since that last certification.

Address Verification: A tab in the Overview section of the Property Details block on the Property Details page in RentWatch 5. The tab displays information as to whether the subject property's address has been verified and confirmed.

Adjusted Rent Reasonable Range: The dollar amount range in which rent for a property is considered reasonable. It is adjusted based on agency settings.

Adjustments: Positive or negative adjustments between a subject property and comparable properties that help to enhance the accuracy of the comparison. Adjustments are based on factors such as property size, age, condition, utilities, amenities, and parking.

Advanced Rent Reasonable (RR) Certifier: A user role that permits the creation, viewing, editing, and deletion of current certificates, and the viewing of foreign certificates created in RentWatch 5.

Agency Name User Activity (Manage Users)

Block: The block on the Dashboard that shows an overview of information on recent user activity for the agency, in addition to providing access to more detailed user activity information via the Manager Users link.

Agency Settings: Settings in GoSection8.com where the agency can select the date range for selecting comparables, the auto selection limit for the number of comparables selected, and what amount to approve rent equal to.

Amenities Block: The block on the Property Details page in RentWatch 5 where amenities for the subject property are listed and selected as part of the certification process. Amenities can be autopopulated where prior certifications exist and edited if updates are required.

Annual Adjusted Income: A program participant's annual income after all deductions and allowances have been made.

Annual Gross Income: A program participant's total annual income before deductions and allowances.

Approve Rent Equal To: The amount (i.e., low, average, median, or high) that the agency specifies in the Agency Settings at which the Estimated Market Rent will appear in RentWatch 5.

Approved Rent: The amount of rent that is approved by GoSection8 based on a rent reasonableness certification completed in RentWatch 5.

Auto Selection Limit: The number of comparables the agency elects to have considered and displayed in rent reasonableness certifications completed in RentWatch 5 accessible through the Agency Settings.

Autopopulate: Automatic population of editable fields in GoSection8 based on identifying information of the user signed in to the system.

Average Rent by Bedroom Block: A block on the Dashboard consisting of a graph that displays the average approved rent of HCV units by bedroom size compared to open market (non-assisted) units as well as the payment standard.

Available Unit Listings Block: A block on the Dashboard displaying the total active listings in the agency's jurisdiction, the number added in the last 30 days, and the number removed in the last 30 days. The block provides access to the Flag Listing feature as well as the Print List via buttons located at the bottom of the block.

Back to Old Site: A link located in the blue banner displayed at the top of any page on GoSection8.com that navigates the user back to the legacy website in order to access features that may not yet be available on the Dashboard.

Calculate HAP: A checkbox in the Family Details block of the Property Details page in RentWatch 5 that allows users to calculate the family's housing assistance payment based on their income information as part of the rent reasonableness certification process.

Certification Summary Page: The page on GoSection8.com that provides detailed information on the savings that the agency has made using GoSection8 within a specified date range.

Certifications Page: The page on GoSection8.com that allows users to manage certifications created in RentWatch 5 and on the legacy website.

Chart Tab: The chart on the Map page in RentWatch 5 that displays the number of units by average rent amount in the city, county, and specified radius on the map.

Comp Card: For comparables listed on the Summary page in RentWatch 5, the Comp Card contains all of the information about the comparable property in one place.

Comparable/Comp: A property that is credibly similar enough to a subject property to compare for rent reasonableness certification purposes.

Compare Form: A page that contains all of the information for a subject property and comparable properties used for reviewing and approving rent reasonableness certifications.

Completed: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has been completed for a subject property and is ready to be reviewed and approved.

Contact Us Page: The page on GoSection8.com where users can find the phone number for GoSection8 and submit a message to GoSection8 for assistance.

Contract Type: When selecting the option to calculate HAP in RentWatch 5, the Contract Type will be indicated as either a new contract or a rent adjustment for an existing contract.

Credibility: In a rent reasonableness certification, a comparable unit to market comparison score that provides some insight into the reasonableness of a comparable unit's list price.

Dashboard: The main page of the GoSection8 website made up of blocks that provide general information and act as launch pads to the various features of the site.

Data Request: A request for data on comparables for a property that can be submitted to GoSection8 without completing a certification. The feature is accessible using a button at the bottom of the Rent Comparables block on the Dashboard.

Deactivated Users: Former users of GoSection8 that have been deactivated and as such no longer have access to the system.

Digital Signature: An electronic signature for certifications completed in RentWatch 5 hard coded from the login information of the user that acts as a stand-in for an in-person signature.

Estimated Annual Savings: An estimate of the dollar amount that the agency is expected to save during the calendar year based on current agency activity.

Estimated Market Rent: The estimated amount of rent for a subject property on the private, unassisted market based on comparable properties in the area.

Export: The process through which lists on GoSection8.com are converted to printable files in PDF and Microsoft Excel file formats.

Family Details: On the Subject Property Details page in RentWatch 5, the Family Details consist of the family's name, number of bedrooms on the voucher (Voucher Beds), and the client reference, if any. If the agency elects to calculate HAP, the income information for the family would be included there as well.

Flag Listing: A feature of GoSection8.com accessible through the Available Unit Listings block on the Dashboard that allows users to report a bad owner or listing for removal from the site.

Front Desk User: A user role for GoSection8.com that does not have any certification-related permissions for the site.

Full Control User: A user role for GoSection8.com that has access to every feature of the site with reference to managing certifications and settings.

HAP: The housing assistance payment that the agency makes on behalf of participant families to owners of housing who rent to these families.

Jurisdiction: The geographical area in which the agency has authority under state and local law to administer assisted housing programs such as the Housing Choice Voucher program.

Legacy Site: The version of GoSection8.com (version 1.0) that existed prior to the new HA Dashboard version.

List Tab: On the Summary page in RentWatch 5, the List Tab lists the number of comparables autoselected by the agency along with their corresponding information and similarity/credibility ratings. The list also shows possibilities for alternate comparables that have not been selected.

Local Market Analysis: A graph on the PDF report for a rent reasonableness certification illustrating the median and average rents for cities within the subject property's area in relation to the asking rent and agency's payment standard.

Map Page: Accessible from the Summary page in RentWatch 5, the Map page launches when the user clicks the View More Comparables button. It provides various tools to aid users in adding or removing comparables in a certification through the use of an area map, a comparables list, and a chart.

Market Assumptions: On the GoSection8.com legacy site, market assumptions are the default settings on the appraisal form under the Rent Reasonableness tab.

Max Rent Allowed: This is the maximum rent that the system will allow based on the rent reasonableness range as it relates to the participant's income when calculating HAP.

Minimum Rent: An amount zero to 50 dollars the agency selects as the minimum possible amount that families participating in the voucher program would be required to pay based on their income.

Move by Date: The date by which a participant family would be required to move based on the expiration date of the voucher issued to them.

News Window: A window that appears at sign-in showing site-related news that has occurred since the user last signed in. It is also accessible by clicking the News link in the blue banner at the top of any page.

Number (#) of Comparables by Bedroom Size Block: A graph on the Dashboard showing the comparable count by bedroom size. The number is updated every day and based on a specified timeframe.

Parking Type: The type of parking available at a property (e.g., 1, 2, or 3 car garage, 1 or 2 covered spaces, etc.).

PDF Report: The report in PDF file format generated by RentWatch 5 for a rent reasonableness certification.

Permissions: The level of access a particular user role has to the features of GoSection8.com, particularly as they relate to certifications.

Previous Certifications: Certifications that have previously been completed for a particular subject property, allowing the system to use certain information to help complete a current certification.

Print List: A feature of GoSection8.com that allows users to view and print a list of properties that are available for rent.

Property Details: Information about a property that normally includes address, number of bedrooms and bathrooms, square footage, year built, property type, and quality and condition, if known.

Property Details Block: The information block that users must complete in the Subject Property Details form in Step 1 of submitting an application in RentWatch 5. The block includes details about the property, in addition to fields for the applicable utility schedule and requested rent.

Property Type: The type of unit that a subject property or comparable property is categorized as (e.g., house, apartment, high-rise, etc.).

QC Certified: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has been completed, reviewed and approved, and quality control certified by a QC Certifier.

QC Certifier: A user role for GoSection8.com that has the ability to quality control certify certifications, in addition to having access to every feature of the site with reference to managing certifications. The QC Certifier does not have access to agency and user settings.

Quality/Condition: A rating system for rent reasonableness certifications in RentWatch 5 that adjusts the rent by a percentage based on the condition of the property. Unknown does nothing, poor condition deducts 10 percent, fair deducts 5 percent, average does nothing, above average adds 5 percent, and excellent adds 10 percent.

Reconciliation: The final step in the review and approval process for rent reasonableness certifications in which any final changes are made and the Compare Form is digitally signed and submitted.

Rent Comparables Block: A block on the Dashboard displaying how many rental comparables are being added in the agency's jurisdiction.

Rent Reasonableness Certification: A document that establishes that a potential HCV unit's rent is comparable (or reasonable) to rent of unassisted units on the private market.

Rent Reasonableness (RR) Certifier: A user role for GoSection8.com that has the ability to create, view, and delete certifications, in addition to adding similar certifications and viewing foreign certifications in RentWatch 5.

Rent Reasonable Certifications Block: A block on the Dashboard displaying the total number of certifications using RentWatch 5, as well as the API.

Rent Reasonable Valuation: The breakdown on the PDF Report showing the reasoning behind why rent was determined to be reasonable in a particular certification.

Rent Reasonableness: The concept that rent to an owner should not be more than rent charged for comparable units in the private, unassisted market, or for comparable unassisted units in the same premises.

RentWatch 5: The application on GoSection8.com used to determine reasonable rent and perform rent reasonableness certifications.

Request Comparables: The button accessible from the Rent Comparables block on the Dashboard that allows users to submit data requests.

Requested Rent: The amount of rent a family is requesting from the agency in order to find a suitable unit for their voucher size.

Review and Approve: The process by which full control users can review certifications completed in RentWatch 5 and approve them.

Savings Summary: A block on the Dashboard displaying the amount of money the agency has saved in HAP payments using GoSection8 in the current year (January to present).

Selected Comparables: The comparables that have been selected for use in RentWatch 5 to compare to the subject property in rent reasonableness certifications. These can be comparables autoselected by GoSection8, or manually selected by the user.

Selected Comparables Block: On the Summary page in RentWatch 5, this block shows the comparables that are currently selected for use in the rent reasonableness certification.

Similarity: The percent to which a comparable property is similar to the subject property.

Subject Card: On the Compare Form, a card similar to the Comp Card that displays the property details, location, adjustments, utilities, and amenities for a property. It is accessible by clicking the Property Details link for the property at the top of the column.

Subject Property: The property that a family is interested in leasing for which a rent reasonableness certification is being completed.

Subject Property Block: On the Summary page in RentWatch 5, the Subject Property Block displays the property address and other essential property information, such as the requested rent, the number of bedrooms and bathrooms, the property type, the square footage, and the year built.

Summary Page: In RentWatch 5, this page is used to complete Step 2 in a rent reasonableness certification.

Tenant Search Activity in Last 30 Days (Tenant Search) Block: A block on the Dashboard that displays the tenant search activity on GoSection8.com in the agency's jurisdiction. It is a graph that shows the number of property views by bedroom size within the last 30 days.

Tenant Search Page: A page on GoSection8.com that provides detailed activity on tenants in the agency's jurisdiction. Users can locate and track activity for specific tenants and search within a specified date range.

Total Savings: On the Savings Summary block on the Dashboard, the amount of total savings made using GoSection8 for the months within the current year (January to present).

Unselected Comparables: On the Map page in RentWatch 5, additional comparables listed that may be suitable for use in the rent reasonableness certification but are currently not selected for comparison.

User Role: The role that a user of GoSection8.com is assigned that defines the level of access to the site's features.

Utility Schedule: An agency-defined comprehensive chart (or schedule) of the dollar amount an average family would spend on utilities for a certain bedroom size for a specified type of unit, using a specified type of energy (e.g., gas or electric).

User Settings: The page on GoSection8.com that allows Full Control users to adjust the roles and permissions for other users of the site.

Voucher Beds: The number of bedrooms listed on the participant family's voucher.

Voucher Type: When calculating HAP in RentWatch 5, users can select the type of voucher the family is using (e.g., regular, project-based, or shared unit).

View PDF: A dropdown menu for each certification on the Certifications page used for performing a variety of tasks for a particular certification.

Work In Progress: The status a rent reasonableness certification will display in the Date column of the Certifications page when the certification process has not yet been completed.

Index

A

Accessing GoSection8.com, 3
Adjustments, 35, 36, 38, 39, 56, 71, 74, 123
Amenities, 21, 29, 35, 37, 56, 71
Amenities block, 29
Analysis, 30, 31, 51, 57, 59
Approved rent, 62, 106

C

Calculate HAP, 27, 82
Certifications page, 11, 19, 20, 50, 60, 61, 70, 77, 78, 79
Chart tab, 45
Completed, 63, 66, 68, 69, 70, 79, 83

D

Dashboard, 2, 9, 10, 19, 20, 52, 61, 89, 91, 95, 97, 98, 100,
103, 106, 107, 109, 115, 129
Data request, 117
Delete, 69, 122

E

Estimated market rent, 62
Excel, 67, 102, 108
Export, 67, 102, 108

F

Filters, 40, 41, 66, 101

H

HAP, 14, 27, 55, 59, 82, 113

L

List tab, 40, 45, 46, 100

N

News window, 6

P

Parking type, 29
PDF, 13, 33, 54, 55, 56, 59, 61, 67, 68, 77, 80, 81, 102, 108,
129
PDF report, 33, 80, 81
Permissions, 122
Print list, 100

Q

QC certified, 11, 57, 62, 77

R

Reconciliation, 76, 77, 129
RentWatch 5, 2, 20, 21, 61, 63, 72, 74, 76, 85, 86, 115, 122,
129
Requested rent, 62

S

Selected comparables, 47
Summary page, 14, 30, 31, 32, 33, 51, 59, 60, 68, 76, 106,
108, 114

U

Utilities, 21, 28, 29, 35, 37, 56, 71
Utilities block, 28, 29

V

View PDF, 67, 68, 70, 79, 80, 83