

Unit Status Report FAQs

Q: What NAHMA version are acceptable?

A: Currently, NAHMA XML 2.0, 3.1, 4.0, 5.0 and 6.0 are acceptable versions.

Q: What is the due date for the USR submissions?

A: January 31

Q: Do the property name, address and unit numbers have to match exactly?

A: Yes. The property name, building address and unit numbers must match exactly. However, the fields are no longer case sensitive. You can make sure you are using the correct information by verifying it in Procorem. The property name is located at the top of the project's WorkCenter. Building address and unit numbers are found by clicking Unit Status Report and View Events.

Q: After I correct validation errors, do I need to re-validate?

A: Yes, please re-validate after correcting errors. The validation page is going to look the same but it is important to click on the validation button again.

Q: I'm getting upload message errors or validation errors. How do I know what these errors are?

A: Please see "[Common Fixes for Tenant Submissions](#)" document.

Q: Can I manually fix an error in Procorem?

A: Yes, but WHEDA does not recommend that if you are uploading XML files. Please go back to the software and update your software system if there are errors. Then proceed to re-upload the XML again. This will ensure that both WHEDA's system and your system will contain the same data.

Q: I have received emails linking me to properties but have been unable to create an account.

A: Try the reset password function if you are unable to create an account. If that doesn't work, please check with your DA to make sure your email address is accurate. If that doesn't work, please check with daa@wheda.com and we can help you out!

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Q: Is it possible to edit the XML file after it's pulled from the software to correct errors after the validation fails instead of pulling a new XML?

A: If updating your software to reflect address or name changes would cause your leases, TICs, or other paperwork to generate incorrectly, updating the xml file is acceptable. However, please don't update the xml file for unit specific information such as **income**/asset changes. Its best to change those in the software.

Q: How do I get zero income households to pass the validation process?

A: Zero income households must have zero in an income record. If the software doesn't provide this in the xml, the agent can manually enter the record during the Validation of Events (Pressing the Blue Button in Procorem and adding the record for each event identified). This will allow Procorem to clear the Validation of the Events error(s) and the USR to be submitted. When entering zero or an income amount you may need to tab out of the record before pressing Save.

Q: How will I know I have completed Submission of my Unit Status Report?

A: Two ways. 1) You will get a message saying the Submission was successful right after clicking the Submit Button. 2) You will also see the status on the Compliance Periods page. Under YYYY - Tenant Events you will see Events: Submitted to indicate the events have been submitted and the records are locked. (Do not confuse this with Compliance Period: Pending. This refers to actions WHEDA takes when evaluating the USR.)

Q: What if I want to see the video training again? Where can I find the link?

A: The training videos as well as the WHEDA webinars are found at [Webinars | WHEDA](#).

Q: Who do I contact if I have questions?

A: Please check here for a listing of Housing Management Officers: <https://www.wheda.com/developers-and-property-managers/property-managers>