



Common Fixes for Tenant Submissions

0 tenant events were imported.

Check the other messages in this import submission for details on why no tenant events were imported.

Cannot convert this event to a Transfer Out event type; the 'transfer to' building cannot be found.

The unit numbers in your software needs to exactly match the unit number in Procorem. To verify the unit numbers, go to your Procorem Workcenter > Unit Status Report > View Events.

Cannot convert this event to a Transfer In event type; the 'transfer from' building cannot be found.

The unit numbers in your software needs to exactly match the unit number in Procorem. To verify the unit numbers, go to your Procorem Workcenter > Unit Status Report > View Events.

The element ... has incomplete content. List of possible elements expected: ...

A required element is missing from the XML file. Take the following example: "The element 'Recertification' has incomplete content. List of possible elements expected: 'NonOptionalCharges, HouseholdType'"

Every **<Recertification>** must include the elements **<NonOptionalCharges>** and **<HouseholdType>**. This should appear (in part) in the XML like:

```
<Recertification>
  <NonOptionalCharges></NonOptionalCharges>
  <HouseholdType></HouseholdType>
</Recertification>
```

As for the fix, the management agent needs to work with their software vendor to resolve.

A Household member record is required for this event.

Click the Unit # link to open Tenant Events. Make sure each Household Member has a relationship.

LIHTC building (address of...) has unmatched BIN...

The BIN in your software needs to exactly match the BIN in Procorem. To verify the BIN, go to your Procorem Workcenter > Unit Status Report > View Events.

Move In or Transfer In events can only follow a Move Out or a Transfer Out event.

Click the Unit# to open Tenant Events. Review the events and look for a Move In or Transfer In following a Move In, Transfer In, or Recertification event.

Example: The 03/22/2020 Move In event should follow a Transfer Out or Move Out event.

Tenant Events	
Event Type	Event Date
Transfer In	09/11/2020
Move Out	08/28/2020
Move In	03/22/2020
Recertification	01/01/2019
Move In	12/31/2018

No building found with an address of...

The building address in your software needs to exactly match the building address in Procorem. Use the file BINs and Addresses by HFA.pdf to look up the building address.

No unit found with a unit # of...

The unit numbers in your software needs to exactly match the unit number in Procorem. To verify the unit numbers, go to your Procorem Workcenter > Unit Status Report > View Events.



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Only one household member may be Head of Household.

There is an event where two or more members have a Relationship of Head of Household, though only one Head of Household is allowed. Other relationship types: **C**hild/**D**ependent, **F**oster Child/**A**dult, **C**o-Head (**K**), **L**ive-In caretaker, **O**ther family member, **S**pouse, **U**nborn Child/**A**nticipated Adoption or Foster, and **N**one of the above.

Property name in imported file does not match the property for this Compliance Review.

The property name in your software needs to exactly match the property name in Procorem. You can also use the file BINs and Addresses by HFA.pdf to look up the building address.

The required attribute ... is missing.

In XML, an attribute is something that describes the element – the thing we are interested in knowing. Usually elements do not have attributes, but if it has a required attribute and that attribute is missing, you will see this error.

Take the example: “The required attribute 'IncomeType' is missing.” On the screenshot, we see that IncomeType is an attribute for Income and it happens to be required. The second <Income> element is missing the IncomeType attribute. This would cause the error.

```
<Incomes>
  <Income IncomeType="PE">
    <IncomeVerificationSource>0</IncomeVerificationSource>
    <Amount>2410.32</Amount>
  </Income>
  <Income>
    <IncomeVerificationSource>0</IncomeVerificationSource>
    <Amount>11004.00</Amount>
  </Income>
</Incomes>
```

As for the fix, the management agent needs to work with their software vendor to resolve.

Root element is missing

The xml file is missing, or you chose the wrong file type. Click *Choose File* and select a valid xml file.

Tenant Event cannot have program type of 'Market' and be in the LIHTC program.

The management agent should make sure their Market Units are not in the Tax Credit program. They may need to contact their software vendor for help fixing this issue.

Unable to deserialize xml file to Industry Standard Xml.

The XML file is in the wrong format and cannot be read by Procorem. The management agent may need to contact their software vendor for help exporting their events to the NAHMA XML standard.

Validation errors for schema version (5.0, 4.0, etc.)

There is something wrong with how the submission file was created. Please check with your software vendor. They will likely need a copy of the file and a copy of the message from Procorem.