

# WSHFC HomeBase Overview



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# Introduction

HomeBase is a custom-built application for managing WSHFC's various financing and education programs. Built on the Salesforce platform, HomeBase is customized to manage core business processes for each of the Commission's four divisions, Multi-Family Housing, Asset Management and Compliance, Homeownership, and Administration. This document describes how users from each division will use HomeBase to manage their daily work.

Because of the underlying Salesforce platform, HomeBase is an inherently flexible system that can be easily maintained and updated using agile methodologies. Most enhancements to HomeBase are configurable by the System Administrator. Salesforce includes point-and-click tools like Process Builder, Flows, Approval Processes and Workflows that allow an administrator to create customizations without writing any code. The Salesforce App Exchange contains hundreds of useful add-on products, many of them free of charge. This ecosystem will ensure that the HomeBase application is never out of date. On the contrary, HomeBase will be constantly evolving.

# Salesforce Platform

HomeBase is built on the Salesforce platform, the industry leading platform as a service (PAAS) provider. Because everything about the platform is managed by Salesforce, the Commission can retire certain legacy IT systems which were reliant on locally managed hardware and software. For a monthly fee, the Commission's data is now stored in Salesforce's secured cloud, protected by world-class security systems and available to every Commission employee from any device, including mobile phones. No need for data rooms, server racks, cooling systems, backup power supplies, off-site data backups, on-call staff, or software updates. The Salesforce platform includes robust security, including audit trail functionality and data security controls. All of this can be effectively managed by a single System Administrator. Most Salesforce functionality is point-and-click configurable by the Administrator. This greatly shortens development timeframes and costs, enabling the ongoing agility of HomeBase as the Commission's programs evolve over time.

# Salesforce Accounts & Contacts

Accounts and Contacts are the core objects of a CRM system and therefore, of any system built on the Salesforce platform. An Account in HomeBase can be used to represent any business, agency, or other entity that interacts with the Commission in any way. Accounts can include law firms, lenders, project management companies, low income housing providers, builders, etc. Contacts represent a person associated with one of the Accounts and are all children of Accounts. Every Contact must have an associated parent Account.



To view Accounts in Salesforce, click on the Accounts tab. Use the View menu to select a custom list of Accounts in the system. The options on the View menu are customizable. Either select a list view that you'd like to see and click Go!, or look at the Recent Accounts list, it will show the last 10 Accounts that you've viewed.

Home	Chatter	Accounts	Contacts	Leads	Opportunities	Campaigns	Reports	Dashboards	Documents	+	
	Accounts Home										Tell me more!   Help for this Page 💡
View:	All Accou	nts	❤ Go!	Edit	Create New View						
Rece	ent Acco	unts			New						Recently Viewed 🗸
Acco	unt Name					Billing City		Phone			Account Site
Acme	2					New York		(212) 555-5	5555		
AW C	Computing										
Starfi	ish Publishir	<u>ia</u>				San Francisco		(415) 556-0	999		
acctle	4										
Arbu	ckle Laborate	ories - Germar	<u>ny</u>			Weisbaden		49-5522-58	3-0		
Dizor	n.net					Seattle		(319) 555-5	5662		
Com	panyX										
Teett	nMed.com					Davis		555-5555			
ABC	Labs										
Abou	t World, Inc										New York,NY
Show	v 25 items										

Click the "New" button to create a new Account. Before you do that, first search for the Account name to see if it already exists in HomeBase. The only required fields on an Account is the Account Name and the Type of Account. If the Account is a branch or subsidiary of a larger Account, use the Parent Account to indicate that. Add contact information for the Account, including a website URL, a Billing Address and a Shipping Address if applicable. An optional Description field allows free-form text describing the nature of the Account.

	New Account Edit			
	Account Edit	Save Save & New Cancel		
	Account Information			
	Account Name	<b>A</b>	Account Owner	eightCloud
	Parent Account	Q_	Phone	
ш	SIC Code 🤅		Fax	
	FederalID		Email	
	Notes		Website	
	Short Name		Reference #	
	ReferenceNumber		FundingLevelAmt	
	Division		DoNotCall	
	ActiveFlag		WSHFC Account Key	
	Billing Street		Shipping Street	
	Billing City		Shipping City	
	Billing State/Province		Shipping State/Province	
	Billing Zip/Postal Code		Shipping Zip/Postal Code	
	Billing Country		Shipping Country	
	County	9	Districting Status	
			State Legis District 🥥	
			State Senate District 🥝	
			Congressional District 🥥	



To create a new Contact, first navigate to the Account that represents the entity that the person is related to, for example, Seattle Department of Housing. Scroll down to the Contacts related list and click on the "New Contact" button.

Contacts	New Contact Merge Contacts	Contacts Help 🕐
No records to display		

The user is then prompted to select a Contact Record Type. HomeBase separates housing program contacts from the Homebuyer Education class teachers and attendees. Select either WSHFC or Homebuyer Education for the Contact Type and click Continue.

Н	BASE	Search			Search								
Home Cha	atter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigr			
New C	Contact ect	Contact	Record	Type	in the future, ch		cord type cott			2200			
Select Co	Select a record type for the new contact. To skip this page in the future, change your record type settings on your personal setup page.												
	Re	ecord Type of n	ew record	NSHFC	•								
					Co	ntinue	el						
Available Co	Available Contact Record Types												
Record Type	Name	Description											
Homebuyer	Edu	Record type	for Homebuyer	Education cl	ass participants								
WSHFC		Default recor	d type because	a can't return	to Master								

Fill in the First and Last Name fields and all other Contact information that you have on this person. Custom fields on the Contact object allow the user to indicate which additional languages the Contact speaks and which Service Area they're from. Click Save to save the Contact.



_															
H	HOMEBASE	Search			Search							eightClo	ud 🕶 Setup	Help & Training	HomeBase
Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campa	aigns Conte	nt Cases	Test Scripts	Reports Trackin	g + •
		ontact													Help for this Page
Conta	icts not assoc	clated with ac	counts are pri	vate and car	not be viewed by	other users	or included in	n reports.							
>															
Co	ntact Edit				Sav	e Save & N	ew Cancel								
Co	ntact Inforn	nation												1 =	Required Informatio
		First Na	meNone		±.				Contact	Owner	eightCloud				
		Last Na	me							Phone					
		Familiar na	me 🕜							Mobile					
		Person Ty	/peNone		•				Home	Phone					
		т	itle						Other	Phone					
		Reports	То		<b>Q</b>				Dot	Not Call					
		Descript	lion						N	MLS ID 🕜					
						11									
		Departm	ent							Email					
	Commissi	on wentber sta	None	<b>*</b>						vebsite					
	Cor	nmission Mem	ber 🥑 📄						Lan	guages	Available Cambodian Chinese Chinese - C Chinese - C	antonese huchownese		Chosen	
		Loan Closed D	ate	[ <u>6/2</u>	2/2016 ]				Servic	ce Area	Available Adams Asotin Benton		Chosen	*	

If the Contact you've added is affiliated with other Accounts in HomeBase, navigate to the associated Account and scroll down to the Contact Affiliations related list and click "New Contact Affiliations" button.

Contact Affiliations	New Contact Affiliations
No records to display	

Use the magnifying to search for the Contact name, select the correct Contact. Check the Lender Contact box if this is a Lender Contact. Then click Save.



IH	HOMEBASE	Search			Search						
Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Ca	
Contact Affiliations Edit New Contact Affiliations Contact Affiliations Edit Save Save & New Cancel											
Info	rmation	A ( Lender (	Account W Contact Contact	A State Leg	islature S						
					Save	Save & Nev	w Cancel				

#### **Conga Document Management**

To comply with regulatory and legal requirements, the Commission frequently needs to produce official documents from templates. To do this, HomeBase leverages an AppExchange application called Conga Composer. Conga Composer creates customized printable electronic documents from any object with merge fields containing data from that object (Project, Funding, Building, etc.) Conga can create and populate official government agency forms such as IRS 8823s and IRS 8609s. Conga also includes the ability to make custom buttons for composing documents. Conga documents can then be sent directly from HomeBase. All the documents are saved in a related list on the object itself, giving the Commission digital confirmation and auditability.

The screen capture shows the Conga reports composer for 9% Tax Credit Projects that a user sees when they click on the custom button "MHCF 9% Conga Merge" from any 9% Tax Credit Funding record. Similar custom buttons with their own custom lists of reports are found on other HomeBase object pages.



<i>0</i> Co	nga Compos	er 8 - Google Chrome					-		×
🔒 htt	ps://com	poser.congamerge.cor	n/composer8/i	ndex.html?SessionId	=00DA00000	00hPYc%21ARIAQM	QhloYn	GwSCF	-s9M
Return	to Funding	9							
C	∕nga	compose	<b>*</b>				🚫 Тоо	ils & Setti	ngs 🕶
The	e Delar	ney							
Templ	ate List				Related Conta	ct			0
Ten	nplate List	Conga Email Templates	Local Template	<b>A</b> 0 <b>7</b> 0	Name:	None		~	
Filte	Nope				Output Options	;			0
w.	1st Yr Forw	vard Commitment RAC Templ	ate	93	File Type: 🧕	) Same as Template 🔘 A	dobe PDF	F	
w	2nd Yr For	ward Commitment RAC Temp	late	٩ 🖪	Action:	Download			•
W	75% Home	eless RAC		٩ 🖪	Save a Copy		[	Enabl	e 🕜
W	75% Home	eless Regulatory Agreement			Save To:	Notes & Attachments			~
w	8609 Lette	r dula a			Activity Loggir	g	[	Enabl	e 📀
w.	Amendmen	t to Regulatory Agreement			Subject:				
w,=	Current Su	bordination Agreement			Save Text:	None			
W	IRS Form 8	3609		٩ 🕽	Follow-Up:				
W	Loscod Lon	d Rogulaton Agroomont		0 🗅 🔻	Update Fields		[	📃 Enabl	e 📀
		Output Docum	ent Container'						
					Preview	Ø Merge 8	Downlo	ad	
Copyrigh	t @ 2008-2015	AppExtremes, Inc - dba Conga.	All rights reserved.				8.10.55P	USWB-AC	39B2E8

## **Campaign Monitor**

Campaign Monitor is an app from the Salesforce App Exchange for creating and managing mass mailings. To use Campaign Monitor, the user selects "Campaign Monitor" from the App selector at the top of any page in HomeBase. Note that the default App is "HomeBase".

H	HOMEBASE Sear	rch			Search								eightClo	id • Setup	Help & Training	HomeBase	Ð
Home	Chatter Accou	unts Co	ontacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Is	sues Ca	mpaigns	Content	Cases	Test Scripts	Reports Tracking	+ •	
Quick F	ind / Search 🚺	٩														Help for this Pa	ige 🕜
	Expand All   Colla	pse All	Gettin	g Started										Dismiss 🗙			
ightnin	gExperience				Build App					Loarn Mo							
Salesfor	ce1 Quick Start		1	1	Generate a basic that app with clic	app with just ks or code.	one step, and	then easily e	extend	Next     Force     Force	Steps e.com Workl	pook			TRAI		
Force.co	om Home			198	Add App					<ul> <li>Dowr admir</li> </ul>	nload Salesf ns: iOS   An	orceA, the mo droid	obile app fo		A the f	un way	
Adminis	ter														to learn	Salesforce	2
Manag	e Users		Recen	it Items 🔤	ta										NICH FOR	TUTOPING	
Manag	e Apps		Name					Туре			Obje	ect			VIEW FREE	TUTORIALS	/



Below is a screenshot of the main user page in Campaign Monitor. Two links on the right side of the page control the functionality of creating new campaigns and managing your subscribers.

sfo	ree	Search	Search				eightCloud 🔻	Setup Help & Training Campaign Mor
е	Campaign Monitor	Email Templates	Automatic Subscriptions	Custom Field Mappings	Campaign Monitor Settings 🛛 🕂			
	Recent Drafts							
	CAMPAIGN				CREATED	CONTENT	RECIPIENTS	Create a new campaign
	test				Wednesday, 22 June 2016	٢	0	
	Recently Sent C	Campaign Repo	orts See all sent campaigns					<u>Run a design and spam test</u> Test your design in major email clients. <u>Manage your subscribers</u>
	E NEWS 6/22			2 Hours Ano	2 358	13 95%	9 35%	Add subscribers, change settings, etc.
	Back Office Training C	pportunity		6 Hours Ago	122	20.69%	8.33%	
	AMC Customer Servic	e Survey 2016 Remi	inder	Last Monday	1,932	20.81%	28.4%	
	AMC Customer Servic	e Survey 2016		25 May	2,090	23.47%	39.4%	
	HO Program Announc	ement 5.17.2016		17 May	2,449	28.08%	0%	
	Automated Wor	rkflows	CREATED	TRICCER	STATUS	EMAILC	CENT	
	NAME			INCOLN	010100	CMPAIL 3	JEN I	
	NAME Welcome Email		20 Jun 2015	On Subscription	Activo	4	5	

Leveraging Campaign Monitor, the Commission now has tools to easily create feedback-enabled communications with partners, users, government agencies, property managers, prospective borrowers, etc. This functionality includes the ability to create subscriptions to regular Commission communications.

Senders can now see how many emails were sent, how many were opened and how many were clicked on. Below is an example of the summary results page for a recent Homebuyer Education email campaign. Note the wide variety of reports available that describe results from this Campaign. Opens & Clicks over time, Social Sharing & Friends (Facebook etc.), Recipient Activity (who opened it and who clicked on one of the links), link popularity, and a summary of which emails were undeliverable and why.





We encourage each Commission Division to explore how they could leverage this tool to enhance their internal and external communications.

Below screen capture shows an example email template in Campaign Monitor. Note that it is branded with a WSHFC divisional logo, it includes links to social media, to a communication preferences page and an Unsubscribe link that conforms with anti-spamming laws. The Preferences link can be configured to allow recipients to select which types of communications they would like to receive from WSHFC.

Templates like these can be used for sending out announcements, newsletters, invitations, etc.





# Your title goes here

This is just sample content. You can add your content when you create a campaign using this template. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore.

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.





# HomeBase Data Design Overview

The core data model for HomeBase includes objects that were not present in the Commission's legacy system. In HomeBase, a Project is a container or umbrella grouping together two things: what was financed (a Site) and how it was financed (a Funding). This allows us to more accurately model the Commission's business, including the relationships between multiple financing applications and a group of low income housing or other facilities. By separating out what was financed from the actual financings, HomeBase can represent the entire history of a housing project through multiple financing events without double-counting the Assets and giving the analysts a complete at a glance history of the financing history of any particular Project.

Because of this design change, there are now dozens of former "Projects" from the legacy system that are united as multiple Fundings under one Project record in HomeBase HomeBase because they represent repeat applications for funding for the same housing project.

The objects in this model are all master-detail relationships, with the Project object as the grandparent of all. Fundings and Sites are children of a Project. Assets are children of Sites and grandchildren of Projects. These orderly and defined relationships allow us to roll up summary information onto the parent objects and ensure the integrity of the data in the system.

The data model includes another new object that describes a cluster of buildings or other Assets called a Site. The Site object allows us to describe geographic or organizational groupings of physical Assets, including IRS "scattered sites". It also allows us to report financial numbers for one Project to multiple Counties. Sites are each children of one and only one Project.

A Site is a collection of Assets. Each Asset is a child of one and only one Site. No Asset can exist without a parent Site. This strict data relationship enforces order and integrity in the Commission's portfolio of Assets. Attributes of the Asset object allow HomeBase to accurately describe any kind of Asset that is financed by one of the Commission's programs. An Asset record can describe a Residential Building (with child Units), Equipment, a Facility, Agricultural Land, an Energy Efficiency Program, Land, a Common Area Building or a Manufactured Housing Community.

This basic data structure provides the building blocks for describing all of the financing and compliance operations of the Commission.

The Homeownership division of WSHFC has a mission that is entirely separate from the Commission's Tax Credit and Bond financing Projects and therefore not included in this data structure. The Homeownership division manages programs for promoting home ownership in the State of Washington. Key to those programs are home buyer education classes that are administered by the Commission but



taught by third parties. The Homeownership Division also administers a program for teacher education for the home ownership classes. Finally, the Division administers an IRS program granting tax credits to first-time home buyers.

# Multi-Family Housing Group (MFH)

The Multi-Family Housing Group evaluates applications for Funding for low-income housing projects and shepherds those applications to their final outcome, rejection or to final approval and financing. HomeBase provides tools for assessing the utility and the financial liability of proposed Projects being considered for Funding.

# **Creating a new Project**

A Project record shows a summary of the Commission's relationship to an Entity that is receiving funds from one of the Commission's programs. A Project can have multiple Funding records associated with it. The Fundings and all of the Assets involved in that Project are all clearly summarized on the Project object. It is a one-screen place to see all details about a Project in the Commission's portfolio.

To process a new application for Funding from the Commission, the first step is to create a Project. A Project should be thought of as an umbrella that unites the Fundings and the Assets together in an organized unit. If the Funding application is to rehabilitate or acquire existing housing facilities, or if there has already been a failed application for Funding for the same property, then the user should first determine if the application should be considered to be a new Funding for an already existing facility.

If the application is for a facility that is not already represented in HomeBase, the user will create a new Project by navigating to the Project tab and clicking on the "New" button.

HHOMEBASE Search	Search					eightCloud	▼ Setup Help & Trai	ning HomeBase -
Home Chatter Accounts	Contacts Reports Dashboards	Projects Fundings	Assets Bond Issue	s Campaigns Content	Cases Test Scri	ots Reports Tracking	AMC Reviews 8609's	Units 🔸 🔻
Create New	Home							Help for this Page 🥹
Shortcut	View: All	Go! Edit   Creat	e New View					
Recent liems	Recent Projects		New					Recently Viewed 🔻
Recent nems	Project Name		Project Current OI	D Address1		City	County	Project Status
<u>Lilac Plaza</u>	Yakima Affordable Housing		15-127A	15 North 37th Ave		Yakima	Yakima	Active
@ <u>CS-000110</u>	Willapa Landing Apartments		05-06	506 Willapa Avenue	•	South E	Bend Pacific	Not Funded
KENDRA ERICKSON	Cambridge Apartments		05-92A	13030 Linden Ave N	1	Seattle	King	Active
ALAN D UNDOUIST ID	BabeTest Project			713 8th Ave S		Seattle	King	Active
ACAN D LINDOUIST JK	Keith and Ashley Luft		16-77A	7402 Union Flat Cre	eek RD.	Endicot	t <u>Whitman</u>	Active
EPANK K LIMBERG	Test(to)							In Development
V KEVIN J RUBIO	TestingHELLOWORLD							TempTest
V SUMMER CUSHMAN	2007 Panorama		07-114A	1751 Circle Lane SI	E	Lacey	Thurston	Active
V STEVEN ELLENBROOK	Cedar Ridge Retirement		04-93A	9515 - 198th Ave. E		Bonney	Lake Pierce	Active
	Wisteria Walk Apartments		06-117A	3615 - 112th St SW		Lakewo	ood <u>Pierce</u>	Active

Projects are the core object all of the Commission's financing programs. It is the Master object to several different related objects in addition to the main Funding and Site objects. This diagram documents the Detail (child) objects of a Project, excluding the Funding and Site objects.



Though Projects are created by the Multi-Family group as they process a new application, eventually all Projects become part of the Commission's portfolio under the management of the Asset Management and Compliance group. In the case of Projects which include Fundings with regulatory agreements, the AMC group will use the Project object to manage all compliance activities and interaction with the Project's management.

## Project Detail

The Project Detail page section contains key attributes of the Project. The Project Current OID is a user populated field showing the OID of the currently Active Funding for this Project. The Project Status, the Compliance Type, and key information about the number of Sites, Buildings, and housing Units contained in the Project.

This section contains some key lookup relationships for the Project, including the Portfolio Analyst (User), the Ownership Entity (Account), the Property Manager (Contact), the Property Management Company, the Onsite Manager and the Authorized Signer. These lookups are used for reporting and for special documents.

Projects in HomeBase all will have one of six Project Statuses:

- Pre-Development (for application pre-approval processing)
- In Development (the Project is being developed by MFH group)
- **Financing Closed** (the Project funding mechanism has closed)
- Active (the Project is now managed by the AMC group and has an active Regulatory Agmt
- **Released** (the Project has completed the term of its Regulatory Agreement, no longer under AMC compliance monitoring)
- Not Funded (the Project was rejected and not funded)

Diligent maintenance of these Project Statuses will facilitate the orderly management and reporting of the Commission's portfolio of housing projects.

## Location

The Location section is where we put the address of the main Project entity. The County populates automatically based on the ZIP Code provided. There is a large text field here for recording Project Notes.



Location		
Address1	2010 S. Jackson St County	King
City	Seattle Districting Status	[6/1/2015] Success
State	WA State Legis District	37
Zip	98144 State Senate District	37
Project Notes	Congressional District	9

#### Document Link

This section is used for displaying a link to the Project Folder in the Commission's document archival system.

▼ Document Link			
	Project Folder Path	Project Folder Link	View

#### Compliance

This section details information vital to the AMC group for ongoing compliance monitoring purposes. Formulas and automation on the Project object bring key data over from related objects. The First Building PIS Date and the Last Building PIS Date are populated automatically from the Assets related to the Project interacting with the Active Funding record. The First Credit Year comes from the Active Funding.

Compliance			
Bond Closing Date		First Building PIS Date	1/2/2013
Bond Maturity Date	)	Last Building PIS Date	1/2/2013
Acquisition Rehab 8 Month Date		First Credit Year	2013
Final Construction Complete Date	)	First Year 8609's Received	
Bond Reg Agreement Exp Date		8609 Multi-Building Project Election 🤅	
Compliance Release Date		Gross Rent Floor Election Date	
		Year 15	2027
Approved for Post 15 Monitoring		Additional Years	22
Recert Waiver Flag		Option Year	2049
Limit Upfront Fees Flag		TC Reg Agreement Exp Date	12/31/2052
ARRA			
ARRA Type		Monitoring Agencies	SOH
WA Works Flag		Loan/IDIS #	
WA Works Amount		Compliance Monitoring Fee Type	PIS Post-April 1, 2001 \$45 per LI Unit
Elderly		DB Additional Years	22
Elderly Type		DB Option Year	2049
Service Provider 🤅		DB TC RegAgmtExpDate	12/31/2052

#### Utility Allowance Tracking

This section is used by the AMC group to track Utility Allowances for certain HUD projects.

<ul> <li>Utility Allowance Tracking</li> </ul>	
UA Type	
Alternate UA Approval Date	
Last AAR Effective Date	
UA Comments	



#### **Reporting Requirements**

This section is used for requesting compliance and monitoring reports for the AMC group as part of the Annual Review process. It is described more fully below under the AMC group section of this document.

Reporting Requirements		
10-90 Quarterly Report	Annual Tax Credit Report	✓
Acq/Rehab Report	Farm worker Move-in Report	
Annual Bond Report	Homeless/Transitional Report	✓
Annual Bond Recertification	UA-Annual Adjustment Review	
Affirmative Marketing Report	IRS Form 8609, 8609A, 8586	✓
8703 Certification	Table 4 Income and Expense	
501(c)3 Nonprofit Certification	Asset Management Review	
Subsidy Contract Renewal	Annual RTC Report	

#### System Information

This section contains basic auditing data from Salesforce, the Owner, the Created By and the Last Modified By. Note that these fields are not editable by anyone, including the System Administrator. The same logic is applied to Salesforce history records, they each are an indelible archive.

This section also includes the Project Aliases. Project Aliases are former names of the Project. They're displayed here in a text field so that they are easily found using Search. Any future new aliases should be added to the end of the existing list of aliases.

▼ System Information		
Project Alia	s OID: 11-13 - Name: Jackson Street Apartments - Comments: - Date: 1/28/2011 OID: - Name: Ernestine Anderson Place - Comments: - Date: 1/17/2012	Owner 🥥 🖾 eightCloud [Change]
ProjectAutoNumb	r 1910	Last Modified By eightCloud, 5/17/2016 4:59 PM
Created E	y eightCloud, 11/18/2014 12:38 PM	

#### Custom Links

This section is used for Custom Links, mostly to reports specifically filtered on to show data for the current Project. This section should be used for other callouts to web services, third-party data providers, etc.

Custom Links						
8609 Group Report						
	Edit	Delete	Clone	AMC Conga Merge	AMC Checklists	

# **Project Related Lists**

All objects in HomeBase can have related lists. A related list appears at the bottom of the main page for the object and they show records from another object that are related in some way to the Project.



#### **Project Contact Roles**

Project Contact Roles is a child object to a Project. Like other related objects, records for Project Contact Roles are summarized on the Project page in the Project Contact Roles related list. A Project Contact Role represents the relationship between the Project and a person or Contact in HomeBase.

To create a new Project Contact Role, first be sure that the desired Contact exists in HomeBase. Then click on "New Project Contact Role", then use the lookup magnifying glass to find the Contact, select it, then select a Role using the dropdown menu and add any text notes regarding the Responsibilities of this Contact to the Project.

To deactivate a Project Contact Role, click Edit next to a record, then uncheck the Active checkbox and record the date in the Deactivated Date field.

		Edit Delete Clor	AMC Conga Me	AMC Checklists						
Project (	Contact Roles	New Project Contact Role Project Con								
Action	Project Contact Role: Project Contact Role Name	First Name	Last Name	Role	Calc Account Name	Phone	Email			
Edit   Del	99188	Sherman B.	Kellar	Additional Authorized Signer	Shelter America Group	206-322-5010	sbkellar@comcast.net			
Edit   Del	92511	Philip	Nored	Additional Authorized Signer	HNN Associates, LLC	425-453-9556	pnored@hnnassociates.com			

## Sites and Fundings

Sites and Fundings are the core child objects of a Project. Details on these objects are spelled out in separate sections below. There is a related list for each on the Project page, providing a quick glance view of the financing history of the Project (Fundings) and the Assets that were financed (Sites).

## **Compliance Monitoring**

The Compliance Monitoring child object is used by the AMC group to indicate a summary of the regulatory specifications that are being enforced on the Project. They are derived from information on the Active Funding and can be adjusted by the AMC group as regulations change or as new Fundings become active and old ones inactive.

The snapshot below of a Compliance Monitoring related list shows that AMC is monitoring that the Project contains 470 units reserved for people and families making 60% of the local median family income, it does not allow for any Market Rate units but does allow for 6 Common Area units. 94 Units are reserved for Disabled people, 94 for Large Households and 25 are set aside for federal PBRA rental assistance.



Complia	nce Monitoring	New Compliance Mor	New Compliance Monitoring						
Action	Compliance Monitoring Name	Site Description	Description	Туре	Unit Count	Effective Date	Expiration Date	Active	
Edit   Del	CM-023727		LIH 60%	LIH	470			✓	
Edit   Del	CM-023728		Market Rate	Non LIH	0			1	
Edit   Del	CM-023729		Common Area	Non LIH	6			✓	
Edit   Del	CM-027372		Disabled	Special Needs	94			✓	
Edit   Del	CM-027373		Large Household	Special Needs	94			1	
Edit   Del	CM-028263		PBRA	Special Needs	25			1	

Click on the "New Compliance Monitoring" button to add a new record. The Project name is populated automatically because the record was created from its parent, a Project record. Select a Description value, a Unit Count and a Unit Pct, if applicable. Note that the Description dropdown menu can be customized by the HomeBase System Administrator.

To accommodate sometimes complicated Compliance regimes for certain Projects, there are now three new attributes of a Compliance Monitoring record, the Effective Date, the Expiration Date and a field for indicating which Site this record applies to. The last field, Site, allows the AMC group to group certain Assets together to record different regulations on Sites within the same Project.

	Ħ	HOMEBASE	Search			Search						eightClou	d <del>•</del> Se	tup Help & Tr
C	Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigns	Content	Cases	Test Scripts
	Ó	Compliance	Monitoring Edit	ce Moni	toring									
>	Cor	npliance M	lonitoring E	dit		Save	Save & New	Cancel						
	Info	ormation												
			1	Project Th	e Delaney	E 9	1				Site	0		
			Desc	ription	lone	T								
				Type	lone- 🔻 👔									
			Unit	Count										
			U	nit Pct										
			Effectiv	ve Date	[	6/13/2016]								
			Expiratio	on Date	[	6/13/2016]								
				Active 🕑										
						Save	Save & New	Cancel						

#### **AMC Reviews**

The AMC Reviews related list shows a summary of all annual reviews for the Project. It includes both paper reviews and On-site physical inspections. Custom functionality to generate inspection records is described in a separate section below. From this related list, a User can see the history of all reviews for this Project, with links for drilling in to the details.



AMC Rev	iews		New AMC Review Generate AMC Review						AMC Reviews Help
Action	AMC Review Name	Review Type	Funding	Review Year	Inspector	Date Inspected	Review Completed Date	In Compliance	Units Reviewed
🔲   Edit   Del	AMC-055838	On-Site Tax Credit Inspection	Ernestine Anderson Place	12/31/2015		3/3/2016			12
🔲   Edit   Del	AMC-016016	Annual Paper Review	Ernestine Anderson Place	1/1/2014			7/1/2015	YES	5
🔲   Edit   Del	CR-007373	Annual Paper Review	Ernestine Anderson Place	1/1/2013			6/3/2014	YES	5
🔲   Edit   Del	AMC-011487	On-Site Physical	Ernestine Anderson Place	1/2/2012	Jason Karpen	4/26/2013			13

#### **Non-Compliance Events**

The Non-Compliance Events related list shows a summary of all Non-Compliance Events for this Project. Instructions for creating a new Non-Compliance Event, including IRS 8823 submissions are detailed in the Asset Management and Compliance section of this document.

Non-Cor	npliance Events	New Non-Compliance Event					Non-Compliance Events Help
Action	Compliance Event Name	BIN	Event Year	Date Sent	Status	Legacy Status	Record Type
Edit   Del	NC-023946	WA-06-00397	2014	3/29/2016	Corrected	Corrected	IRS 8823
Edit   Del	NC-023947	WA-06-00398	2014	3/29/2016	Corrected	Corrected	IRS 8823

#### Notes & Attachments

The Notes and Attachments section is available for all Salesforce objects and is used for creating Notes and for adding file Attachments to the Project.

#### **Open Activities**

The Open Activities related list is available for any Salesforce object and is used for creating Tasks with follow-up functionality and records of Events. Clicking on New Task, the user is presented with a screen for configuring the Task, it requires a person who is responsible for completing the Task, and the Subject or description of the Task. It has a Due Date, a Status, a Priority, and a reference to the relevant Project. Tasks can be customized to fit special workflow and processes. The Assigned To User will receive automatic reminders to complete the Task.



💎 New Task		
Task Edit Task Information Assigned To Subject Due Date He Ed Certs Created Comments	Save S New Task Save & New Event Canod	New! Shared Activities
Additional Information		
Status Not Started • Priority Normal •		Phone Email
Other Information		
Class Number	Cla	ss Type
Recurrence		
Create Recurring Series of Tasks		
Reminder		
Reminder 🗷 6/7/2016 8:00 AM 🔻		
	Save & New Task Save & New Event Cancel	
Attachments	Attach File	
No records to display		

#### Clicking on New Event creates a new Event record:

Event Edit		Save Save & New Task Save & New Event Cancel		New! Shared Activities Use the lookup icon to relate more than one	×
Calendar Details				Tell me morel	
Assigned To Subject ABLOgy Event End Innotade on Timetiane Responsible Parties Hb Ed Certs Created	eightCloud    eightCloud	33 39 1 2004 AM 1 1 2004 AM 1	Related To Name Private	Project • Cress, Poi	nt Id to Inviter
Other Information					
Location Show Time As	Busy •		Phone Email		
Description Information					
Description					
Recurrence					
Create Recurring Series of Events					
Reminder					
Reminder	✓ 15 minutes •				
		Save & New Task Save & New Event Cancel			
Attachments		Attach File			
No records to display					

## Activity History

The Activity History related list is where a User will go to send email relevant to the Project or to log the details of a phone call. Click on "Send an Email" to create a new email with a reference to the Project coded in.



#### **Billing Events**

The Billing Events related list shows details about invoices being sent to the Project's management. Examples include Application Fees, Bond Issuance Fees, Compliance Fees, etc. Detailed instructions on creating Billing Events is included under the Finance Division section of this document.

Billing Events		New Bil	lling Event		Billing Events Help 🕐	
Action	Billing Event Name	Fee Type	Billing Date	Billing Amount	RAC Fee - 1st/2nd	Description
Edit   Del	<u>BE-5074</u>	Bond Issuance Fee; For-profit Housing 4260-03	12/15/2015			
Edit   Del	<u>BE-5009</u>	Bond Issuance Fee; For-profit Housing 4260-03	10/2/2015	\$873.16		Cost of Publication
Edit   Del	<u>BE-5004</u>	Bond Issuance Fee; For-profit Housing 4260-03	9/22/2015	\$150,000.00		Good Faith Deposit/Cost of Issuance Deposit
Edit   Del	<u>BE-4986</u>	Application Fee; For-profit Housing 4280-03	8/18/2015	\$6,750.00		Submitted an OID application prior to the full application which is why the application fee amount is lower than the $$7,500$ .
Edit   Del	<u>BE-5005</u>	Other Miscellanceouse (Explain in Comments) 4999-xx	9/30/2014	\$750.00		OID Application Fee

#### **Billing Docs**

The Billing Docs related list shows documents from the NAV financial system. Invoices resulting from HomeBase Billing Events are sync'd back to HomeBase nightly, giving analysts visibility to the status of invoices. Users do not create Billing Docs, they come from NAV and they're only here for information.

#### **Project Transfers**

The Project Transfers object tracks changes of ownership of a Project that is under Compliance with the Commission. To create a new Project Transfer record, click "New Project Transfer". Indicate the Buyer and the Seller (be sure that we have an Account set up for each in HomeBase first), the Transfer Log Recorded Number, the Status of the transfer, they type of transfer and the Effective and Requested Dates as well as the Portfolio Manager.



roject Transfer Edit	Save Save & New Cancel
Information	
Proje	ct Creston Point
Buyer Accou	nt
Seller Accou	nt 🔍
Transfer Log Recorded N	br
Stat	usNone ▼
Transfer Ty	eNone v
Effective Da	te [6/7/2016]
Requested Da	te [6/7/2016]
Portfolio Analy	st

#### **Project History**

The Project History related list is an indelible audit of key transactions on each Project record. Rows in this object are created by background processes in Salesforce and they cannot be deleted by anyone, not even a System Administrator or an engineer at Salesforce. Though recorded in the background, the Commission's System Administrator can configure which fields get this audit functionality by selecting checkboxes. Up to 20 fields on any object can be tracked in this manner. Note that all Salesforce objects can have a similar History tab.

#### **Creating a New Funding**

A new Funding record represents an application for financing from one of the Commission's programs. There are four types of Funding records (Record Types), 9% Tax Credits, 4% Tax Credits, Bonds, and PIF. Each of these four Funding Types has a page layout that is used to display only information relevant to that Funding Type. For instance, Bond Funding fields are not shown on the page for 9% Tax Credit Fundings, and Tax Credit information is not shown on Bond Fundings, etc.

The Funding Status of a new Funding starts as either "Pre Development", or "In Development". Pre Development status is used to track pre-approvals. As a Funding progresses through the Commission's



approval process, the Funding Status is updated to reflect where it is at. From "In Development", a Funding is either set to "Not Funded", or to "Financing Closed", depending upon the outcome of the Commission's approval process for that Funding. After the Funding has reached "Financing Closed" Status, the next Status is either "Active", if the Project is subject to a regulatory agreement that will be monitored by the AMC group, or "Inactive" if there is no compliance/regulatory agreement. This highlevel Status hierarchy is intended to neatly categorize the current state of every Funding in the Commission's portfolio, giving clear ownership and responsibility to the division charged with managing that portion of the portfolio. A more detailed Funding Status Detail field is used to organizing the processing details of the Funding.

#### **Funding Page Layouts**

There are four distinct page layouts for the Funding object, 9% Tax Credits, 4% Tax Credits, Bonds and PIF. These page layouts correspond to similarly named Record Types. By separating out the different Funding types, we can make the page layout and the user experience more tailored and slightly different for each.

#### **Funding Detail**

This section describes core attributes of this Funding, including, in the case of Bond and Tax Credit projects, the OID of the Funding, the Program Type, the Funding Status and the parent Project. Tax Credit Fundings have a Tax Credit Analyst and a Development Analyst. The purpose of this section is to be a quick glance summary of the Funding.

Funding Detail		Edit	Delete	Clone	MHCF 9% Conga N	lerge	Create/Update 8609(s)		
Funding Name	The Delaney							Project	The Delaney
OID	13-05							Tax Credit Analyst	Mary Gustaveson
OID Signature Date	3							Program Type	9% Tax Credits
County	Spokane							Program Sub Type	
First Building PIS Date	11/21/2013							Funding Status	Active
Last Building PIS Date	11/12/2014							Phase	
Sponsor	Catholic Charities of Spokane							Count of Assets	7
Ownership Entity	The Delaney Group LLC								
Allocation	0								

#### Development Milestones

The Development Milestones section is a long set of dates relevant to the development of the Funding.



<ul> <li>Development Milestones</li> </ul>		
Application Date	1/10/2013	RAC Approved Date 🥝
Application Year	2013	RAC Emailed to Contact 🥝
Scoping Meeting Date		RAC Due Date 🥝
Public Hearing Date		RAC Signature Date
Resolution Date		RAC Process Complete 🕗
Key Run 📀		Equity Commitment Deadline
Key Approved 📀		Equity Closing Date
Requested RAC Date		Gross Rent Floor Election Date
RAC Run Date 🌍		PIS Packet Received
Carryover Met By Date		Reg Agreement Recording Date
Carryover Complete		Reg Agr Amendment Recording Date

#### Post-Development Milestones

The Post-Development Milestones section is intended to provide a quick view of key dates for this Funding after it has been funded, including the Comp Release Date, the Bond Payoff Date, etc.

Post-Development Milestones						
First Credit Year 2,004	Final 8609 Issued					
Additional Years 13	Comp Release Date					
MHCF Handoff Date 🕗 9/30/2004	Bond Payoff Date					
	Bond Maturity Date 4/1/2036					

## Bond Project Info

Both Bond and 4% Tax Credit Funding records contain a section for recording the relevant Bond Funding information.

<ul> <li>Bond Project Info</li> </ul>			
Bond Issue Name			
Bond Issuer Type	HFC Bonds	Non-HFC Bond Issuer	
Public Hearing Notice Amt 🤅		Non-Profit Type	
Estimated Total Cost	\$16,807,716.00	Non-Profit Affiliate	
Total Bond Requested Amt	\$12,950,000	501c3 Quest. Approved by Bond Counsel	
Tax-Exempt Bond Amount	\$13,050,000.00	School with Religious Affiliation	
Taxable Bond Amount	\$800,000.00	Financing Type	

#### Financial Detail

The Financial Detail section contains financial information about this Funding. This section contains different fields depending on the page layout/record type. The Total Development Cost and Total Project Cost fields are populated automatically from the latest version of the Calc Sheet for this Funding.



▼ Financial Detail	
Final Credit Amount 🥝 \$0.00	Total Development Cost 🥥 \$71,169,439.00
Estimated Credit Amount 🥝 \$2,248,008.00	Total Project Cost \$78,587,289.00
Equity Amount \$22,480,080.00	TDC Limit Waiver 🥥 📋
Tax Credit Factor	Per Unit Expenses
Credit Requested Per Unit	Per Unit Reserves
Credit Reservation Fee Pct 6.020%	Donation Amount
Credit Reservation Fee 🥝 \$135,330.08	Aggregate Basis Pct
	Applicable Fraction 100.00%
	Max Credit \$0.00
	Final Basis Amt 🍘 \$0.00

## **Tax Credits**

The Tax Credits page layout section contains data specific to IRS Tax Credits, it appears on the page layout for 9% and 4% projects, but not on the Bond or PIF page layouts.

<ul> <li>Tax Credits</li> </ul>			
Applicant Type	Limited Liability Company	Allocation Date 🥝	7/11/2013
Applicant State of Incorporation		1st Year Forward Commitment	
RAC Type		2nd Year Forward Commitment 📀	
Federal Election	40% at 60% AMI	Geographic Pool	Metro
Qualified Nonprofit Organization	✓	Tribal Deal Flag	
Locked In at RAC		DDA Flag	
Reasonably Expected Basis	\$7,217,553.00	QCT Flag	✓
Allocation Type	Rehabilitation without Federal Subsidies	Discretionary Basis Boost Flag	
MIN LIH AMGI	60%	Rural Basis Boost	
MIN LIH Pct Units	40%	1st Yr Fwd Commit RAC	
Federal Subsidies	without Federal Subsidies	2nd Yr Fwd Commit RAC	

## **Custom Links**

The Custom Links section of the page is where the System Administrator can expose links to reports or to outside web services or to custom reports specific to the Project. The HomeBase System Administrator can edit and add to the links in this section.

Custom Links

PIS Date Confirmation Report 8609 Upload template

#### **Continuing Care Facility Information**

The Continuing Care Facility Information section contains data specific to continuing care facilities. Data points include the number of Skilled Nursing Beds, the Nbr of Units Assisted Living, the Nbr of Units Independent Living and the name of any Service Provider.



Continuing Care Facility Information						
Skilled Nursing Beds	Nbr of Units_Assisted Living					
Service Provider 🥥	Nbr of Units Independent Living					

#### **Bedroom Breakdown**

The Bedroom Breakdown section contains information about the unit breakdown for this Project. The Total By Unit Type field is a formula summing the number of housing units financed.

Bedroom Breakdown							
Studios	12	Four Bdrms					
One Bdrms	78	Five Bdrms					
Two Bdrms	60	Skilled Nursing					
Three Bdrms		SRO					
Total By Unit Type	150						

#### Compliance

The Compliance section contains key data points needed for the AMC group to add this Funding to the Commission's portfolio of monitored Projects.

Compliance			
Needs Compliance	$\checkmark$	Elects Addl Fee Waiver Flag 🌍	
Archive Box Number		Falls Under Fed Tax Code Flag	✓
Elderly	✓	ARRA Flag	
Elderly Type	55	WA Works Flag	
Release Recording Nbr		WA Works Amount	
Areas not in Basis		Bond Maturity Date	
Areas not in Basis Notes		Bond Payoff Date	
		Comp Release Date	
Created By	eightCloud, 12/3/2014 2:28 PM	Last Modified By	eightCloud, 5/24/2016 3:47 PM

#### **Points Calculation Summary**

The Points Calculation Summary section shows the total low income housing "points" selected by the applicant and approved by the Commission. The details of Points calculation have already undergone some changes and going forward, new Points data will be added to a related object on the Project.

Points Calculation Summary			
Total Points Awarded New		Total Points Selected by Applicant	
Points Calculation Notes			
Created By	eightCloud, 12/3/2014 2:28 PM	Last Modified By	eightCloud, 5/24/2016 3:47 PM
	Edit Delete Clone MHCF 9% Conga Merge	Create/Update 8609(s)	



#### Category

The Category page section only appears on the Bond Funding page layout. It includes six checkboxes characterizing the purpose of the Bond. A single Funding record could have more than one Category field checked.

▼ Category			
New Construction Flag	✓	Refinancing Flag	
Acquisition Flag		Rehab Flag	
Addition Flag		Preservation Flag	

## **Funding Related Lists**

Related lists on the Funding page show child records of the Funding object.

#### LIH Set Asides

The LIH Set Asides object documents low-income housing regulations that are included in the Funding's regulatory agreement. Examples of an LIH Set Aside are 50% of units are reserved for families making less than 40% of the area median household income, etc.

LIH Set Asides		New LIH Set Aside	New LIH Set Aside					
Action	LIH Set Aside Name	Site Description	Set Aside Type	Description	Unit Count	Unit Pct	Effective Date	Expiration Date
Edit   Del	SA-029643		Capital Projects	LIH 50%	30	0		
Edit   Del	SA-029645		Capital Projects	Market Rate	120	0		
Edit   Del	SA-029646		Compliance	LIH 50%	30	0		
Edit   Del	SA-029647		Compliance	Market Rate	120	0		
Edit   Del	SA-032070		Capital Projects	Common Area	0	0		

#### **Special Populations**

The Special Populations object documents regulatory agreement requirements for the Funding. Examples of Special Populations records are 50% of Units reserved for families with disabilities, or 100% of units to be for Elderly persons, etc.

Special	Populations	New Special Populations			Special Populations Help
Action	SP Name	Site Description	Description	Unit Count	Unit Percent
Edit   Del	SP-003027		Disabled	30	0
Edit   Del	SP-003028		Elderly	150	0

In the Commission's legacy system this table was used by the AMC group to document what they were monitoring. Because of the new HomeBase data model, the Funding information is now separate from the overall Project so the AMC group tracks the regulatory requirements that it is monitoring on a similar object (Compliance Monitoring) that is a child of the Project. So the regulations are summarized



on the Funding, and then they're interpreted into monitoring requirements on the Project level. By separating the two, we give the AMC group the ability to accurately monitor a Project as it transitions from one regulatory agreement to another in the event of a refinancing.

#### Points

Tax Credit projects are reviewed using a point-scoring system. There are two separate point calculations, one for 9% Tax Credit Projects, the other for 4% Tax Credit Projects. The Points related object contains details about Low Income Housing points claimed to qualify this Funding application. The totals are summarized on the main Project page section called Points Calculation Summary, see description above.

Points			New Points			Points Help 🥐
Action	Points Name	Site	Total Points Awarded	Total Points Selected by Applicant	Question Text	Points Value
Edit   Del	PP-036264				Additional Low Income Set-Aside	60
Edit   Del	PP-036265				Additional Low-Income Use Period	44
Edit   Del	PP-036266				Homeless	0
Edit   Del	PP-036267				Farm Worker	0
Edit   Del	PP-036268				Large Household	0
Edit   Del	PP-036269				Disabled	10
Edit   Del	PP-036270				Elderly	10
Edit   Del	PP-036271				Local Funding Commitment	5
Edit   Del	PP-036272				Federal Leverage Capital Funds	0
Edit   Del	PP-036273				Federal Leverage Rental Assistance	0
Show 10 r	nore »   <u>Go to list (26) »</u>					

# **Bond Issue Fundings**

A Bond Issue Funding record describes the relationship between a Bond and a Funding. The fields on this object all point to fields from either the Bond Issue or the Funding. The related list shows a summary of the Bond Issues which have funded this Project.

Bond Issue Fundings New Bond Issue Funding			Funding				Bond Issue Fundings F	Help 🥐
Action	Bond Issue Name	Bond Reference Nbr	Status	Tax-Exempt Amount	Taxable Amount	Term Length	Bond Issue Funding: Name	
Edit   Del	2012 Affinity at Southridge	541	Issued	\$13,050,000.00	\$800,000.00		BIF-002055	

To create a new Bond Issue Funding, first create the Bond Issue and the related Funding object. Then, from either of those objects, click on New Bond Issue Funding. Fill in the lookup field with the linked Bond Issue or Funding and you're done, the Bond Issue and the Funding now have a record that describes the relationship.



Bond Issue Funding BIF-002055 « Back to List: Permission Sets						Edit Løyd
Bond Issue Funding Detail		Edit Dele	Clone	Submit for Approval		
Name	BIF-002055				Bond Issue Status	Issued
Bond Issue	2012 Affinity at Southridge				Bond Issue Substatus	
Funding	Affinity at Southridge					
Taxable Amount	\$800,000.00				Bond Program Type	For-Profit Housing
Tax-Exempt Amount	\$13,050,000.00				Term Length	
Total Bond Amount	\$13,850,000.00				Latest Bond Maturity Date	7/1/2045
Bond Closing Date	7/12/2012					
ProjectBondIssueKey	5,863					
Created By	eightCloud, 5/24/2015 1:53	PM Edit Dele	Clone	Submit for Approval	Last Modified By	eightCloud, 5/24/2015 1:53 PM

#### **Funding Contact Roles**

Use Funding Contact Roles to record relationships with outside people. Each Funding Contact role is a bridge to a Contact record in HomeBase. To Add a new Funding Contact Role, first create an Account and Contact if one does not already exist. Once you have located or created the Contact record, click on "New Funding Contact Role" from the Funding page.

Funding Contact Roles New Funding Contact Role							ples Help 🥐
Action	First Name	Last Name	Role	Account	Phone	Email	Active
Edit   Del	Coco	Vasquez	Authorized Signer	Hearthstone Housing Foundation	949-553-9447 x200	coco@hearthstonehousing.org	✓
Edit   Del	Jason	Karpen	Compliance Officer	Washington State Housing	206-287-4451	jason.karpen@wshfc.org	✓
Edit   Del	Maureen	Picarella	Property Manager	FPI Management, Inc.	916-357-5312, Ext. 228	maureen.picarella@fpimqt.com	✓
Edit   Del	Carl	Dominguez	Other	Hearthstone Housing Foundation	949-553-9447 ×203	carl@hearthstonehousing.org	✓
Edit   Del	Nina	Schaefer	Property Manager	FPI Management, Inc.	916-215-6827	nina.schaefer@fpimqt.com	1
Edit   Del	Darin	Davidson	Bond Project Developer	Inland Group	509-321-3222	darind@inlandconstruction.com	
Edit   Del	Mark	Kantor	Borrower's Counsel	Kantor Taylor Nelson Evatt & Decina PC	206-812-2500	mkantor@kantortavlor.com	
Edit   Del	Mark	Dean	Bond Underwriter	Citi Community Capital	206-346-2838	mark.w.dean@citi.com	
Edit   Del	Faith	Pettis	Bond Counsel	Pacifica Law Group LLP	206-245-1715	faith.pettis@pacificalawgroup.com	
Edit   Del	David	Clifton	Capital Projects Manager	Washington State Housing Finance Commission	206-287-4407	david.clifton@wshfc.org	
Show 4 m	ore »   <u>Go to lis</u>	t (14) »					

In the Contact field, type in the first name and first letter or two of the Contact's last name, add a \*, then click on the magnifying glass. The system will return the results of a search of the HomeBase Contacts database using those letters. If the correct Contact appears, click on their name to attach that Contact to this Funding Contact Role. If you do not find the intended Contact, refine your search and search again.

Select a Role description for this Contact. There are about 2 dozen options, more can be added to the list, but it is best to generalize than to create too many detailed roles. The HomeBase System Administrator can update the list of available Roles. The Responsibilities field supports adding a comment about this Contact's role on this Funding. A checkbox for Active defaults to TRUE and can be unchecked when a Contact is no longer active in this Role. This allows the Commission to retain history of this Contact Role while differentiating it from currently active roles. There is a date field, Deactivated Date for recording the date that this Contact Role is deactivated.



Funding Contact Role Edit New Funding Contact	Role
Funding Contact Role Edit	Save Save & New Cancel
Information	
Contact	
Account	
Funding	The Delaney
Role	None •
Active	✓
Distribution List 🥥	
Deactivated Date	[5/30/2016]
Responsibilities	
	Save & New Cancel

#### **Activity History**

The Activity History related list section appears on any object that we want. It is used to send Emails and document phone calls etc. relevant to the Funding.

Activity History		Log a Call Mail Merge Send an Email View All					
Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time	
Edit   Del	Regulatory Agreement review		~		Whitney Goetter	1/26/2016 11:11 AM	

#### Notes & Attachments

Use this section to create Notes or to attach files to the Funding record. Notes and Attachments can be added directly to any Salesforce object, making the information they contain available to authenticated users interested in this Funding wherever they are working from. By making documents easier to use, and securely available from any device, Salesforce makes links to local disk drives obsolete and candidates for retirement.

Notes & Attacl	hments	New Note Attach File View All	N	lotes & Attachments Help 🕐
Action	Туре	Title	Last Modified	Created By
Edit   View   Del	Attachment	14-104A Promenade RECORDED Regulatory Agreement.pdf	3/25/2016 1:12 PM	Yasna Osses
Edit   View   Del	Attachment	Closing Memo WSHFC MFH 644 Promenade Ser 2016 -02-24-2016.PDF	3/2/2016 4:06 PM	Sojung Choi
Edit   View   Del	Attachment	Distribution List - Promenade.doc	3/2/2016 10:16 AM	Sojung Choi
Edit   View   Del	Attachment	COI(3) - Promenade Apartments.pdf	3/2/2016 10:16 AM	Sojung Choi



#### **Funding Documents**

Funding Documents are records containing links to documents that are stored on the Commission's local area network (LAN). This object was built to accommodate existing file storage systems in place at the Commission. New documents that belong stored as part of this Funding can be attached to the Funding object using the "Attach File" button under the Notes & Attachments section of this page, see description above.

Funding	Documents		New Funding Do	ocument	Funding D	locuments Help 🕐
Action	Funding Document Name	Document Type	Document Title	Document Date	Document Path	Document Link
Edit   Del	FDN-0007475		final calc sheet the delaney	4/3/2015	\\SOCRATES\taxcred\PROJECTS\2013\13-05 The Delaney\Final Calc Sheet The Delaney 13-05.xlsx	View
Edit   Del	FDN-0000381	Project Calc Spreadsheet	equity close calc sheet	9/20/2013	\\TINOS\taxcred\PROJECTS\2013\13-05 The Delaney\Equity Close Updated Project Calc Sheet The Delaney 2013.xlsx	View
Edit   Del	FDN-0000380	Project Calc Spreadsheet	initial calc sheet	4/4/2013	\\TINOS\taxcred\PROJECTS\2013\13-05 The Delaney\Project Calc SheetThe Delaney 13-05.xtsx	View

#### **Billing Events**

The Billing Events related list shows billing activities for this Funding. Create a new Billing Event by clicking on the "New Billing Event" button. Details on creating new Billing Events is documented in the Finance section of this document.

Billing Events			New Bill	New Billing Event				
Action	Billing Event Name	Fee Type	Billing Date	Billing Amount RAC Fee - 1st/2nd	Description			
Edit   Del	<u>BE-4251</u>	Good Faith Deposit	6/29/2012	\$64,750.00	Check # 72380 from Inland Washington for Affinity at Southridge project OID # 11-102A.			

## **Funding Sources**

The Funding Sources object is used to document all third-party funding sources for this Project. Click the "New Funding Source" button to add details about another third-party funding source.

Funding	Sources		New Funding Source					Funding Sources Help 🥐
Action	Funding Source Name	Funding Source	Fund Detail	Agency	Source Type	Source Name	Fund Type	Amount
Edit   Del	FS-004216					HOME		\$300,000.00
Edit   Del	FS-004217					Historic Rehab Tax Credit Equity		\$997,629.00
Edit   Del	FS-004218					Seller Financing		\$1,080,612.00
Edit   Del	FS-004219					Deferred Developer Fee		\$41,655.00

## **Creating Allocations**

HomeBase includes functionality for tracking and reporting on the allocation of various sources of money. The Allocation object is editable only by users with the "Manage Allocations" Permission Set. To create a new Allocation, click on the + sign on the right end of the Tab bar, then click on Allocations. Click on the "New" button.



HIMEBASE Search Search				eightCloud 👻 Setup	Help & Training HomeBase •
Home Chatter Accounts Contacts Reports Dash	iboards Projects	Fundings Assets B	ond Issues Campaigns	Content Cases Test Scripts	Reports Tracking + 👻
Allocations Home					Help for this Page 🥹
View: All • Got Edit   Create New View					
Recent Allocations	New				Recently Viewed 🔻
Allocation	Tax Year	Available Credit	Amount Allocated	Forward Committme	nt Amount Amount Returned
2014 Metro Tax Credit Allocation Pool	2014	\$5,981,615.00	\$4,934,944.00	(\$1,0	46,671.00)
2013 Bond Cap	2013				
2014 King County Tax Credit Allocation Pool	2014	\$5,118,847.00	\$6,016,240.00	(\$8	97,393.00)
2011 Bond Cap	2011				
2014 Non-Metro Tax Credit Allocation Pool	2014	\$4,681,631.00	\$4,797,979.00	(\$1	16,348.00)
2012 Bond Cap	2012				

There are two types of Allocations in HomeBase, Tax Credit Allocation Pools and Bond Caps. Select the appropriate type and click Continue. Give the Allocation a name and fill in the remaining fields, then click Save.

HINMEBASE Search	Search			eightCloud 🔹 Setur	Help & Training HomeBas	se 🔻
Home Chatter Accounts Contacts Reports	Dashboards Projects Fundings	Assets Bond Issues	Campaigns Conte	nt Cases Test Scripts	Reports Tracking + 🔻	
New Allocation Edit					Help for this F	Page 🕜
Allocation Edit	Save Save & New Cancel					
Information					= Required Inform	mation
Allocation	<u> </u>		Owner	eightCloud		
Tax Year 🥥			Record Type	Tax Credit Allocation Pool		
Available Credit 🥥			Amount Allocated			
Forward Committment Amount			National Pool Credit			
Other Committed Credit						
Amount Returned						
	Save Save & New Cancel					

Funding records are then related to an Allocation using the Allocation lookup field. By relating the Fundings to the source of funds from an Allocation, users can report on and track the remaining balance of each Allocation.

#### **Creating a New Site**

A Site in HomeBase is a collection of Assets that are related. Assets are generally used to describe low income housing buildings, but an Asset can describe anything that is financed by the Commission and a Site can contain one or more of any of these Assets. This concept of a Site was incorporated to accommodate several different regulatory situations, including IRS Scattered Sites. It is also used to describe Projects that have Assets in different counties and to allocate Bond funding. Note that you can create a Site with no Assets, but you cannot create an Asset without a parent Site.



To create a new Site, click on the "New Site" button on the related list.

🤨 Sites				New Site							
Action	Site Name	Site Description	Address 1	City	County	ResidentialBldgs	RegAgmt LIH Units	RegAgmt CAU Units	RegAgmt Market Units	Total Bond Allocation	
Edit   Del	SITE-02036		242 W. Riverside	Spokane	<u>Spokane</u>	7	82	1	0	0	

The user then sees the Site Edit menu where you enter basic information about this Site, including a Site Description, a Tax Parcel ID and a Legal Description. Note that the Project is pre-populated because you created this Site from its parent Project. If this Site is part of a bond Funding with multiple OIDs, enter this Site's Site OID. The Geocoding Status and Districting Status and the Latitude and Longitude fields populate automatically in a custom background process. Click Save to save this Site.

Site Edit	Save Sav	e & New Cancel			
Information					= R
Site Description	1		Project	The Delaney 💧	<u></u>
Address 1			Site OID		]
City			Geocoding Status		1
Zip			Districting Status		1
County	<u></u>		Latitude		]
State Legis District			Longitude		
State Senate District					
Congressional District					
Description					
Description					
TaxParcellD		B			
LegalDescription		6			

After clicking Save, the user sees the regular object page as opposed to the edit object page. Note that as long as you've added a valid address, it will automatically populate a Latitude and a Longitude value for the Site as well as the State Legislative District, and the Congressional District. The Geocoding Status


field and the Districting field will update with a date and a status. A successful Geocoding will give us a latitude and longitude and a County value. A successful Districting gives us the state Legislative and U.S. Congressional district numbers for this Site.

Note the page section labeled "Housing Units". It is not visible in the above screenshot, the edit screen. That is because none of these fields are editable on this object. The RegAgmt Unit numbers and the Unit counts are values summarized from the Assets under this Site. The RegAgmt numbers being from the Regulatory Agreement and the Units counts are counts of each Unit associated to an Asset that is associated to this Site.

Note that HomeBase automatically adds an embedded Google Map showing the location of the Site and its surrounding community. Click on the map and zoom in or out. Drag the yellow person onto the street in front of the Site to see what it looks like from the street.

Site Detail		Edit Delete	Clone	MHCF Conga Merge		
Site Name	SITE 02026				Project	The Delaney
Site Description	3112-02030				Project Current OID	13-05
Address 1	242 W. Riverside				Site OID	
City	Spokane				First Building PIS Date	11/21/2013
Zip	99201				Last Building PIS Date	11/12/2014
County	Spokane				Geocoding Status	[11/3/2015] Success
State Legis District	3				Districting Status	[11/3/2015] Success
State Senate District	3				Latitude	47.657948
Congressional District	5				Longitude	-117.414446
Total Bond Allocation	0					
<ul> <li>Housing Units</li> </ul>						
RegAgmt CAU Units	1				Restricted Units	83
RegAgmt LIH Units	82				Common Area Units	0
RegAgmt Market Units	0				Market Units	0
ResidentialBldgs	7				Total Units	83
Total Number of Assets	7					
Map     Park     Spokane     ane Falls Blvd Convention Center     ■     Z     Z     Te     S     Z     D     Te     Historic     Davenport, Autograph     Spokan     Spokan	E Spr E Spr E Spr E Spr E Spr E IstA	H M kane Falls B Z Pppes K. Jr Way gue Av				
<ul> <li>Description</li> </ul>						
TaxParcellD	25194 0012 25194 0012 3	5194 0014				
LegalDescription	Lot 16 Lot 17 and Lot 19	Block 5 Have	rmale's A	ddition according to the	a plat thereof recorded in Volume	"A" of Plate Dage 22 records of Spokane County Washington
LegarDescription	Lot 10, Lot 17, and Lot 10,	DIOGN D, FIRVE	initiale S A	aution, according to the	plat and eor recorded in Volume	A or Flats, Fage 22, records or Sponane Codifity, Washington
	Situate in the City of Spokar	ne, County of	Spokane	, State of Washington.		
0.1.10	1 1 101 1 1110000111100					

## Creating a new Asset

An Asset is usually a low income housing building, but Assets in HomeBase are used to describe anything that is funded by one of the Commission's programs. Create new Assets by navigating to the Site record



where you would like this Asset to be represented. Note that you cannot create an Asset without an existing parent Site. Scroll down below the map to the "Assets" related list and click on "New Asset".

<u> A</u> sse	ets		Ν	New Asset Assets Help								
Action	Asset Name	Туре	BIN	Address 1	Address 2	City	RegAgmt LIH Units	RegAgmt CAU Units	RegAgmt Market Units	Total Units		
Edit   Del	<u>A-8200</u>	Residential Building	WA-13-00188	242 W. Riverside	Floor 8	Spokane	10	1	0	11		
Edit   Del	<u>A-8201</u>	Residential Building	WA-13-00339	242 W. Riverside	Floor 7	Spokane	12	0	0	12		
Edit   Del	<u>A-8202</u>	Residential Building	WA-13-00340	242 W. Riverside	Floor 6	Spokane	12	0	0	12		
Edit   Del	<u>A-8203</u>	Residential Building	WA-13-00341	242 W. Riverside	Floor 5	Spokane	12	0	0	12		
Edit   Del	<u>A-8204</u>	Residential Building	WA-13-00342	242 W. Riverside	Floor 4	Spokane	12	0	0	12		
Edit   Del	<u>A-8205</u>	Residential Building	WA-13-00343	242 W. Riverside	Floor 3	Spokane	12	0	0	12		
Edit   Del	<u>A-8206</u>	Residential Building	WA-13-00344	242 W. Riverside	Floor 2	Spokane	12	0	0	12		

If this is a Tax Credit Project, indicate the BIN, select the appropriate Type. If it is not a Residential Building, indicate details in the Asset Description field. Fill in the Address 1, City, State and Zip fields, click Save. When you create a new Asset and add or edit the Location information, automation in the background will update the County, the Congressional District and the Legislative District for the Asset. You can click on the County field, it is a hyperlink to a page for that County with lists of Accounts and Projects that are in that County.

Enter the square footage if you have it, select a Type, indicate the Regulatory Agreement unit set-asides in the Regulatory Agreement section. HomeBase Asset Type choices are: Residential Building, Equipment, Facility, Agricultural Land, Energy Efficiency Program, Land, Common Area Building, Manufactured Housing Community.



-																
	H	HOMEBASE	Search			Search						eightCloud +	Setup	Help & Training	C	HomeBase 👻
	Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaig	ns Content	Cases	Test Scripts	+	•
	1	Asset Edit New A	sset												ł	Help for this Page 🥝
	Ass	et Edit				Save	ave & New	Cancel								
	Info	rmation													= Re	equired Information
>				BIN		E					Site	SITE-02036				
Г			Transitional	I Flag 🔲								0112 02000		<u> </u>		
				Type Re	esidential Bui	Iding	•			8609 Pro	oject Group 🥳	None •				
		Nor	nprofit Facilities	Type	lone	•	1									
			Acquisition PIS	6 Date	[6	<u>5/12/2016</u> ]	-									
			NC Rehab PIS	6 Date	[ 5	5/12/2016 ]										
	Ass	set Descrip	tion													
			Asset Descri	iption												
	Loc	ation														
			Add	ress 1							County			9		
			Add	ress 2						Congressio	anal District	None	_			
			100							oongressie			•			
				City						Legisla	tive District	None •				
				State												
				Zip												
	Des	scription														
			Sc	Feet							Sales Price					
			ProjectAutoNu	mber						Improv	e Efficiency			_		
	Reg	gulatory Ag	reement													
		R	egAgmt Market	Units 🕜 🛛						E	BuildingKey					
			RegAgmt LIH	Units 🕜						BuildingL	IHFloorPct					
			RegAgmt CAU	Units 🕜						Building	gLIHUnitPct					

Click on Save to save this Asset. Note that the Asset page view shows more information than the edit screen, the edit screen only shows user-editable fields:



Asset Detail	Edit Delete Clone	
Asset Name	A-8201 Project	The Delane
BIN	WA-13-00339 Project Current OID	13-05
Transitional Flag	Site	SITE-02036
Туре	Residential Building Site Description	
Nonprofit Facilities Type	Restricted Units	12
Acquisition PIS Date	8/8/2013 Market Units	0
NC Rehab PIS Date	12/23/2013 Common Area Units	0
	Total Units	12
AssetAutoNumber	82/2 8609 Project Group	
<ul> <li>Financial Information</li> </ul>		
Bond Amount Rollup	0 First Building PIS Date	12/23/2013
Tax Crdt Amount Rollup	\$89,404.00 Last Building PIS Date	12/23/2013
Asset Description Asset Description		
Location		
Address 1	242 W. Riverside County	Spokane
Address 2	Floor 7 Congressional District	5
City	Spokane Legislative District	3
State	WA	
Zip	99201	
▼ Map		
Park Park Spokane - Spokane -	E Spokane Falls Blvd	
The Historic	Browne St E Sprague Ave	
spokar		
- Description	Color Driss	
ProjectAutoNumber	2,025 Improve Efficiency	
<ul> <li>Regulatory Agreement</li> </ul>		
RegAgmt Market Units	0 BuildingLIHFloorPct	1.0%

Units [10+] | Asset Fundings [1] | 8809's [2] | Non-Compliance Events [0] | Open Activities [0] | Activity History [0] | Notes & Attachments [0'

Data in the Financial Information section are formulas that roll up values from the related Bonds and Tax Credits. The First Building and Last Building PIS Dates are rolled up automatically from the Asset Funding record that is associated to a Funding with a Funding Status of Active.



# **Adding Units**

A User can add new Units to an Asset by scrolling to the Units related list and clicking on the "New Unit" button.

C Units	i	New Unit					Units Help 🥐
Action	Unit Name	Unit Nbr	# BDRMS	Square Feet	Unit Type	Unit Comments	
Edit   Del	UNIT-066696	701			Restricted		
Edit   Del	UNIT-066697	702			Restricted		
Edit   Del	UNIT-066698	703			Restricted		
Edit   Del	UNIT-066699	704			Restricted		
Edit   Del	UNIT-066700	705			Restricted		
Edit   Del	UNIT-066701	706			Restricted		
Edit   Del	UNIT-066702	707			Restricted		
Edit   Del	UNIT-066703	708			Restricted		
Edit   Del	UNIT-066704	709			Restricted		
Edit   Del	UNIT-066705	710			Restricted		
Show 2 m	ore »   Go to list (12) »						

More likely however, the Project Management team will send an Excel file of Unit numbers and configurations for the Project. A Unit record requires a Unit Type, "Market", "Common Area", and "Restricted" are the choices. If the number of Bedrooms/unit configuration is known, include it with "Studio" for a studio unit and a 1, a 2, 3, 4 or a 5 for the number of bedrooms. On the Asset page, use either the AssetAutoNumber attribute or the AssetID18 attribute to refer to the parent Asset in your upsert of Units. The HomeBase System Administrator can take this Excel file of the Units for each Asset and import them.

# Associating an Asset to a Funding

An Asset Funding describes the details of a financing event related to an Asset. To create a new Asset Funding, click on the "New Asset Funding" button on the related list on the Funding page. First navigate over to the Project's Site or Sites and make a note of the Asset number(s). Then navigate to the Funding record, scroll down to the Asset Funding related list and click on "New Asset Funding".

🦔 Asse	et Fundings		New Asset Fur	ding			Asse	t Fundings Help
Action	Asset Name	BIN Number	Categorization of Units	Acquisition PIS Date	NC Rehab PIS Date	Address 1		Address 2
Edit   Del	<u>A-21571</u>					SWC of Southridge Blvd & Hildebrand Rd		

Type in the name of one of the Assets, click on the magnifying glass and select the record. The Categorization of Units field is required, other fields include PIS date fields, one for Acquisitions and another for New Construction/Rehab. Also, include the regulatory requirement set-asides here, Reg Agmt CAU Units, Reg Agmt LIH Units, Reg Agmt Market Units. Include the Allocation amount if applicable, and check the boxes for Preservation and Rehab if relevant.



H	HOMEBASE	Search			Search							eight	tCloud <del>+</del> Setu	ıp Help & Training	HomeB
Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigns	Content	Cases	Test Scripts	Reports Tracking	+
Create	New	•	1 🥡 A	sset Funding E	et Fundin	g									Help for this
Shorter	rt esolved Item:	2	Asset	t Funding E	Edit		Sav	e Save &	New Cancel						
			Infor	mation										1	= Required Info
Recent	Items Delaney Delaney 200 E-02036 E-02146 ttle High Rise abilitation Ph 020 E-02150 E-02150 E-02149	2 ase II		Acqui NC R Reg Ag Reg Agm F	Asset Funding sition PIS Date probable PIS Date gmt CAU Units Agmt LIH Units tt Market Units runding Status	A-8200 The Delaney	( ) [ <u>6/16/2016</u> ] ] [ <u>6/16/2016</u> ]	] <b>%</b> ] ] <b>%</b> ] ] ]		c	A Categorization Pres	llocation ② of Units ② ervation ③ Rehab ③	None	T	
🤨 <u>SITI</u>	E-02148						Sav	e Save &	New Cancel						
-															

The Asset Funding object is very important to the Commission. It represents the Funding of an Asset. This is the core activity engaged in by the Multi-Family Housing and AMC Divisions. Everything else around it describes the details. This object describes what the Commission does, finance low-income housing in Washington State and can be used to report on funding activities.

# Associating a Bond Issue to a Funding

On Projects that have Bonds associated with them, there is a related list for showing the relationship between a Funding and a Bond Issue. To create a new Bond Issue Funding record, from a Bond Project (or a 4% Tax Credit Project), scroll down to the Bond Issue Funding related list and click "New Bond Issue Funding".

Bond Iss	ue Fundings	New Bond Issue Funding Bond Issue Funding						
Action	Bond Issue Name	Bond Reference Nbr	Status	Tax-Exempt Amount	Taxable Amount	Term Length	Bond Issue Funding: Name	
Edit   Del	2001 Vintage at Vancouver	234.00	Matured	\$7,725,000.00	\$2,525,000.00	30	BIF-001475	
Edit   Del	2006 Vintage at Vancouver Refunding	361.00	Issued	\$7,725,000.00	\$1,175,000.00	30	BIF-001476	

Type the name of the Bond Issue in the field and click on the magnifying glass to find the relevant Bond Issue. Indicate the Term Length if available, then click Save.



Bond Issue Funding Edi New Bond Is	Bond Issue Funding Edit New Bond Issue Funding									
Bond Issue Funding E	it Save Save & New Cancel									
Information		= Required Information								
Bond	ssue	Term Length								
F	Vintage at Vancouver									
	Save Save & New Cancel									

### Creating a new Calc Sheet

A Calc Sheet is a custom application built in to HomeBase that is used for stack ranking applications for IRS Low Income Housing Tax Credits. The Calc Sheet also models the long-term financial viability of the proposed Project and is used to allocate Tax Credit amounts to a Project's buildings and issuing the IRS Form 8609 for each allocation.

Each year, there are updates to several variables that are key to all Calc Sheets for the funding year. HomeBase stores these attributes in a custom object called Calc Sheet - Configurations. The HomeBase System Administrator will update these values once the Commission is ready to begin processing Tax Credit applications for the new year. This screenshot shows the Calc Sheet Configurations page. Note that this is an object with one record. To update the values, edit the object and click Save. New Calc Sheets all will reference these attributes when they're created.

H	HOMEBASE	Search			Search							eightClou	ud 🕶	Setup	
Home	Chatter	Accounts	Contact	s Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigns	Conten	t Cases	Test	Scripts	
1	Calc Sheet -	Configuration												Edit I	
<b>7</b> 4	CSC-0	001													
« Bac	k to List: Cus	tom Object De	finitions												
Cal	c Sheet - C	onfiguration	n Detail		Edit	Delete	lone								
▼ Co	nfiguration	s													
		Applicati	on Year 2	,016					CY Av	vailable Per Capita	a Credit	\$16,850,325.0	0		
	С	Y Per Applicant	t Factor 1	0%					Minimum Rehab Required \$				\$40,000.00		
		KingCoMa	x Value 2	0,957.00					Donation Amount Threshold \$			\$10,000.00			
		NoKingC	o Value 1	6,153.00											
🔻 Ар	propriate U	nit Costs													
	Арр	ropriate KingCo	o Studio	237,510.00						Appropriate Bos	S Studio	\$160,380.00			
	Appr	opriate KingCo	1Bdrm §	274,890.00						Appropriate BoS	1Bdrm	\$180,576.00			
	Appr	opriate KingCo	2 Bdrm	292,110.00						Appropriate BoS	2Bdrm	\$204,682.00			
	Appr	opriate KingCo	3Bdrm §	327,600.00						Appropriate BoS	3Bdrm	\$265,864.00			
	Appr	opriate KingCo	4Bdrm \$	360,880.00						Appropriate BoS	4Bdrm	\$292,561.00			
	٨٢	propriate Metro	o Studio	221 130 00					Appr	opriate Dierce Sp	Studio	\$228 574 00			
	Δp	propriate Metro	1Bdrm 9	249 480 00					Appr	opriate Pierce Sno	1Bdrm	\$220,574.00 \$266,643.00			
	Δn	propriate Metro	2Bdrm 9	273 000 00					Appr	opriate Pierce Sno	2Bdrm	\$282 377 00			
	Δn	propriate Metro	3Bdrm 9	315 000 00					Appr	opriate Pierce Sno	3Bdrm	\$317 772 00			
	Ap	propriate Metro	4Bdrm §	347,000.00					Appro	opriate Pierce Sno	4Bdrm	\$350,054.00			
▼ Inf	ormation														
	Calc Shee	t - Configuratio	n Name (	CSC-0001							Owner	🔛 eightCloud	I [Char	ige]	



To create a new Calc Sheet, either clone an existing Calc Sheet version by first opening that Calc Sheet and then clicking on the Clone button from within the Calc Sheet, or click on the New Calc Sheet button on the Calc Sheet related list on any Tax Credit Funding page. If you create the new Calc Sheet by cloning a previous version, be sure to update the Version Name field on the first page of the Calc Sheet. A validation rule prevents the User from creating more than one of any Version Name except for Drafts. A User can create as many Draft Versions as they want, but only one Final Credit Version and only one MTR Version.

### LIHTC Budget

The LIHTC Budget page shows eligible basis details for the Project broken out by Acquisition costs and New Construction/Rehab costs. Details from this page are then used in calculations and validations on the LIHTC Calculation and the Limits pages of the Calc Sheet.

HINNEBASE Search S	earch			eightCloud 🔻
Home Chatter Accounts Contacts Repor	ts Dashboards Projects	Fundings Assets	Bond Issues Campaigns	Content Cases Test
LIHTC Budget LIHTC Calculation Limits Re	nts Operating Pro Forma	Final Credit		
		Clone Save Calc S	save & Exit	
				firet draft
Funding Name: The Delaney	Analyst: Whitne	ey Goetter 🕙 🛛 Version	Name: DRAFT V	Version Notes:
LIHTC Budget Notes:				
	RESI	DEN	TIAL	
	Total Residential	El	igible Basis	
	Project Cost	Acquisition	New Construction/ Ref	lab
Acquisition Costs:				
Land	270,000.00			
Existing Structures	740.000.00	740.000	.00	
Liens				5
Closing, Title and Recording Costs	40.012.00	29.316	.00	
Extension payment				5
SUBTOTAL	1050012.00	769316	00 0.0	0
				_
Construction:		1		
Demolition	133,087.00		133,087.0	0
New Building				
Rehabilitation	3,659,774.00		3,659,774.0	0
Contractor Profit	210,065.00		210,065.0	0
Contractor Overhead	82.697.00		82.697.0	0

# LIHTC Calculation

The LIHTC Calculation page uses the eligible basis numbers from the LIHTC Budget page to calculate various key numbers, the end result being a Final Credit Amount and the Qualified Basis. Note that user entry fields are shaded green on this page. The Final Credit Amount is the lesser of four different



calculations: Total Maximum Annual Credit Amount Allowable based on Qualified Basis (Acquisition plus New Construction/Rehab), Maximum Annual Credit Amount based on Equity Gap, Maximum Annual Credit based on Credit Per Low-Income Housing Unit, and the RAC or Comfort Letter Credit Amount. 9% Tax Credit Projects are subject to a fifth calculation, Maximum Annual Credit Per Project.

Search Search		eigh	ntCloud <del>-</del> Setup Help
Home Chatter Accounts Contacts Reports Dashboards Projects Fundings A	sets Bond Issues Camp	aigns Content Case	es Test Scripts Repor
LIHTC Budget LIHTC Calculation Limits Rents Operating Pro Forma Final Credit			
Clone         Save           Funding Name:         The Delaney         Analyst:         Whitney Goetter         Versice	calc Save & Exit	RAFT Version Notes:	first draft
LIHTC Calculation Notes:			
130% Eligible Basis "Boost"	YES	5 <b>T</b>	
	Acquisition	Rehab/New Construction	0.0
Total Eligible Basis	\$785.8	301 \$6.16	1 752
Less Federal Grants and/or below-market Federal Loans			
Less non-qualified, non-recourse financing			
Less costs of non-qualifying Units of higher quality or excess costs of non-qualifitying Units			
Less Historic Rehabilitation Tax Credit (Residential Portion only)		-1,102,35	52.00
Adjusted Eligible Basis	\$785,8	\$5,05	9,400
Adjusted Eligible Basis	\$785,8	\$5,05	9,400
* 130% Eligible Basis Boost (100% or 130%)	10	0%	130%
Manual Basis Boost			
* Applicable Fraction (lesser of Project's Unit Fraction or Floor Space Fraction)	100	00 10	0.00
Qualified Basis	\$785,8	\$6,57	7,220
Qualified Basis	\$785,8	\$6,57	7,220
	(	11	

#### Limits

The Limits page ensures that various funding limits are not exceeded. Tests calculated are: Maximum Credit Per Applicant, Maximum Development Cost per Housing Unit, Maximum Developer Fee, Maximum Contractor's Profit and Overhead, Maximum Contingency, Tax-Exempt Bond 50% Test, Donation Amount Calculation, Project Age (for Rehabs), Minimum Rehab Threshold, and Related Party Rehab Developer Fee. Note that user entry fields are shaded green on this page.

For the Maximum Development Cost per Housing Unit calculation, the analyst enters the number of units for each bedroom configuration and selects the appropriate state limit using the "Which limit is this project subject to?" dropdown menu. Choices are King/Seattle, Pierce/Snohomish, Metro, and Balance of State. Appropriate Cost/Unit Limits for the entire Project are then calculated using these limits and the number of each type of Unit.



IH	HOMEBASE		Search	Searc	h						
Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigns	C
LIHTC	Budget	LIHTC Calcul	ation Limit	s Rents	Operating Pr	o Forma	Final Credit				
						Save	e Calc Save &	Exit			
Fund Limit	ling Name: s Notes:		The Delane	y Analys	it: W	hitney Goe	tter Version	Name:		DRAFT V	'ersio
Final	Credit Am	ount	2							\$610,3	340
Maxi	mum Credi	t Per Applican	ıt								
Curre	ent Year Ava	ailable Per Capi	ita Credit Amo	ount							
*15%		•								1	5%
Maxi	mum Annu	al Credit Per A	Applicant								\$0
This f	Project's Cr	edit Amount								\$610,3	340
2nd F	Project's Cre	edit Amount								0.	.00
Total	Proposed	Credit Amoun	nt							\$610,3	40
APPF	ROVED?									I	NO

### Rents

The Rents page shows rental income potential for the Project broken out by unit size and income levels served. The Gross Rental Income broken out and totaled here is automatically populated in the Rents section of the Operating ProForma page. Note that user entry fields are shaded green on this page.

The analyst fills in one row for each unit configuration and low-income set-aside included in the proposed Project.



1	HOMEBASE	Se	earch Searcl	D				eig	htCloud 👻 Setup	Help & Training	HomeBase •
Но	me Chatter	Accounts Conta	cts Reports	Dashboards F	Projects Fundings	Assets Bond I	ssues Campaign	s Content Cas	ses Test Scripts	Reports Tracking	+ -
LI	HTC Budget	LIHTC Calculation	Limits Rents	Operating Pro F	Forma Final Credit						
F	unding Name: ents Notes:	The De	aney Analys	: Whit	Save Calc Save &	Exit Name:	DRAFT	Version Notes:	first	draft	
	Badrooms	Unit Mix	# 1 loite	Application	1 14129-1	Mont	1ly Rents	Market	9/	Pro F	Forma
"	Beardonia	36 median meone	# Onko	Year Maximum TC Rents	Allowance	Rents less Utility Allowance(F)	Restricted Rents from Mkt Study(G)	Rent from Mkt Study	Difference btwn Achievable Rents and Market	Achievable Monthly Rents (Lesser of F or G)	Annual Rental Income
		%							%		
		%							%		
		%							%		
		%							%		
		%							96		
		%							%		
1 5											
		%							%		

#### **Operating ProForma**

The Operating Proforma page details annual rents and other income sources vs expenses, including debt service and is used to model the financial viability of the Project over 15 years. The Annual Gross Rental Income number comes over automatically from the Rents page. For each Expense item, the user enters numbers in the left column, indicating the current year values. The page automatically projects these numbers out 15 years using a user-entry inflation rate selector. The inflation rate selector can be used to model different economic scenarios to ensure long-term project financial viability. There are two inflation rate selectors, one for Rents, another for Expenses. There is also a selector that allows the user to enter an assumed vacancy rate that automatically adjusts the Total Residential Income to calculate the Effective Gross Income amount. The sum of all Revenue, minus the sum of all Expenses and Debt Service results in a Net Cash Flow number for each year.



HINMEBASE	Search	Search								eightCloud - S
ome Chatter Accounts	Contacts Rep	oorts [	Dashboards	Projects	Fundings	Assets E	Bond Issues	Campaign	is Content (	Cases Test Scri
IHTC Budget LIHTC Calculat	ion Limits	Rents	Operating Pr	o Forma	Final Credit					
				Save	Calc Save 8	& Exit				
Funding Name:	The	Delaney	Analyst:	Whit	ney Goetter	Version Name	ə:	DRA	FT Version Note	es:
Operating Pro Forma Notes:										
		li								
Revenues Residential Income		inflatio	on factor	Year 1		Year 2	Year 3		Year 4	Year 5
										10
Annual Gross Rental Income		(	0.000 <mark>%</mark>		\$0		\$0	\$0	\$0	\$
Other					0.00	0.	.00	0.00	0.00	0.0
Other					0.00	0.	.00	0.00	0.00	0.0
Total Residential Income		inflatio	on factor		\$0		\$0	\$0	\$0	\$
Less Annual Residential Vacanc	V		7.000%		\$0		\$0	\$0	\$0	\$
EFFECTIVE GROSS INCOME (	EGI)				\$0		\$0	\$0	\$0	\$
EXPENSES										
Operating Expenses	inflatio	n factor	Cost/Unit(Y	I) Year 1		Year 2	Year 3		Year 4	Year 5
						1			1	
Management - On-site				\$0	0.00	9	50	\$0	\$0	\$0

Under Debt Service, there are two rows with special functionality. For debt service with a fixed payment for 15+ years, enter the Year 1 number into the blue cell and it will automatically copy that value out for the full 15 years. For shorter-term loans and for variable rate loans, enter the Debt expense manually for each year in one of the rows with green cells.



DEBT SERVICE					
HARD DEBT	Loan Amount	Year 1	Year 2	Year 3	Year 4
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
TOTAL HARD DEBT SERVICE		\$0	\$0	\$0	\$0
Gross Cash Flow		\$0	\$0	\$0	\$0
Debt Coverage Ratio (Hard Debt)		0	0	0	0
SOFT DEBT	Loan Amount	Year 1	Year 2	Year 3	Year 4
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
	\$0	\$0	\$0	\$0	\$0
TOTAL SOFT DEBT SERVICE		\$0	\$0	\$0	\$0
Overall Debt Coverage Ratio		0	0	0	0
Net Cash Flow		\$0	\$0	\$0	\$0

## **Final Credit**

The Final Credit page summarizes the calculations from the previous pages. It also has cells for allocating Tax Credit dollars to individual buildings or Assets. The dollars are allocated to each building and an adjustment factor (the Adjustment to Credit and Eligible Basis) is used to ensure that every dollar of the Final Credit Amount is dispersed to the buildings. A special checkbox has been added to easily override this adjustment. The numbers in the Final Building by Building Allocation section are then used to generate IRS Form 8609s.



BIN NUMBER	BLDG ADDRESS	Adjusted Eligible	QCT/DDA	Applicable	Qual. Basis	Credit %	Credit	PIS Date	Tax Credit Type
		Basis	(yes or no)	Fraction					
			None V		\$0.00	%	\$0.00		None
			None *		\$0.00	%	\$0.00		None
			None 🔻		\$0.00	%	\$0.00		None
			None 🔻		\$0.00	%	\$0.00		None
			None 🔻		\$0.00	%	\$0.00		None
			None *		\$0.00	%	\$0.00		None
			None *		\$0.00	%	\$0.00		None
			None *		\$0.00	%	\$0.00		None
Add[+]									
TOTAL		5	50		\$0.00		\$0.00		
ADJUSTMENT TO CO Set adjustment to FINAL BUILDING BY	REDIT and ELIGIBLE BASIS FO 0.1 BUILDING ALLOCATION - COM	OR CARRYOVER ALLOCATION	and EQUITY G.	ap limit(s)					
ADJUSTMENT TO CO	REDIT and ELIGIBLE BASIS FO 1 BUILDING ALLOCATION - COM BLDG ADDRESS	OR CARRYOVER ALLOCATION MISSION/ADJUSTED COMMISSION CREDIT AMOUNT	and EQUITY G. Credit %	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS					
ADJUSTMENT TO CI	REDIT and ELIGIBLE BASIS FC 0 1 BUILDING ALLOCATION - COM BLDG ADDRESS	AMISSION/ADJUSTED COMMISSION CREDIT AMOUNT S0	and EQUITY G	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	50				
ADJUSTMENT TO CO Set adjustment to FINAL BUILDING BY BIN NUMBER	REDIT and ELIGIBLE BASIS FO	AR CARRYOVER ALLOCATION MMISSION/ADJUSTED COMMISSION CREDIT AMOUNT S0 S0	and EQUITY G	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	50 50				
ADJUSTMENT TO CI 0 Set adjustment It FINAL BUILDING BY BIN NUMBER	REDIT and ELIGIBLE BASIS FO	AMISSION/ADJUSTED COMMISSION CREDIT AMOUNT SQ SQ SQ SQ	and EQUITY G Credit %	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	\$0 \$0 \$0 \$0				
ADJUSTMENT TO CI 0 Set adjustment In FINAL BUILDING BY BIN NUMBER	REDIT and ELIGIBLE BASIS FO	AMISSIONADJUSTED COMMISSION CREDIT AMOUNT SO SO SO SO SO SO	and EQUITY G Credit % 0 % 0 % 0 %	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	\$0 \$0 \$0 \$0 \$0				
ADJUSTMENT TO CI 3 Set adjustment In FINAL BUILDING BY BIN NUMBER	REDIT and ELIGIBLE BASIS FO	AMISSION/ADJUSTED COMMISSION CREDIT AMOUNT SO SO SO SO SO SO SO SO SO SO	and EQUITY G	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	50 50 50 50 50				
ADJUSTMENT TO CI ) Set adjustment In FINAL BUILDING BY SIN NUMBER	REDIT and ELIGIBLE BASIS FO	AMISSION/ADJUSTED COMMISSION CREDIT AMOUNT SO SO SO SO SO SO SO SO SO	and EQUITY G	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	50 50 50 50 50 50				
ADJUSTMENT TO CI	REDIT and ELIGIBLE BASIS FC 1 BUILDING ALLOCATION - COM BLDG ADDRESS	AMISSION/ADJUSTED COMMISSION CREDIT AMOUNT SO SO SO SO SO SO SO SO SO SO	and EQUITY G	AP LIMIT(S) COMMISSION ADJUSTED QUALIFIED BASIS	50 50 50 50 50 50 50				
ADJUSTMENT TO CI	REDIT and ELIGIBLE BASIS FC 1 BUILDING ALLOCATION - COM BLOG ADDRESS	AR CARRYOVER ALLOCATION MISSION/ADJUSTED COMMISSION CREDIT AMOUNT SO SO SO SO SO SO SO SO SO SO	and EQUITY G	AP LIMIT(S)	50 50 50 50 50 50 50 50				

## Creating 8609s

IRS Form 8609s can be generated for Tax Credit Fundings by updating the Building by Building funding details on the Final Credit page of a FINAL Version Calc Sheet and then navigating to the Funding object and clicking on the "Create/Update 8609(s)" custom button. This button is visible and clickable by other Commission employees, but it will display an error to any User who is not from the Multi-Family Housing group (has MFHC user profile) or a System Administrator. The custom button triggers functionality that automatically updates and/or creates 8609 records for the current Funding to match what appears in the Building by Building section of the Final Credit sheet of the FINAL Version Calc Sheet. This functionality is restricted only to users from the Multi-Family group. The user is prompted with an Are you sure dialog box that they must agree to before the existing 8609 records will be updated. The IRS 8609 forms are then printed out using Conga.

« Back to List: Custom Object Definitions				
LIH Set Asides [9]   Special Populations [2]	Points [10+]   Asset Fundings [7]   Fun	ding Contact Roles [10+]   Open Activities [0]   Activity History [0]   Notes & Attachments [1]	Funding Documents [3]	Billing Events [3]   Calo Sheets [8]   8809's [10+]   Funding Sources [4]   Funding History [2]
Funding Detail	The Delaney	Edit Delete Clone MHCF 9% Conga Merge (Create/Update 8609(s)	Project	The Delaney
OI	13.05		Tax Credit Analyst	Many Gustaveson
OID Signature Date	0		Program Type	9% Tax Credits
County	Spokane		Program Sub Type	
First Building PIS Date	11/21/2013		Funding Status	Active
Last Building PIS Date	11/12/2014		Phase	
Sponso	Catholic Charities of Spokane		Count of Assets	7
Ownership Entity	The Delaney Group LLC			
Allocation	0			
▼ Development Milestones				
Application Date	1/10/2013		RAC Approved Date	
Application Yea	2013		RAC Emailed to Contact	



The 8609 object itself is a bridge or junction between an Asset and a Funding. It represents a funding event for Tax Credit funds to a Project. Note that each Asset in a Project can have two 8609s, one for Acquisition and another for New Construction/Rehabilitation.

📑 8609's		New 8609				
Action 8609: 8609 Name	BIN	Tax Credit Type	Max Basis	Max Credit Amt	Max Credit Percent	Address 1
Edit   Del 8609-08220	WA-13-00188	Acquisition	\$94,075.00	\$3,048.00	3.24	242 W. Riverside
Edit   Del 8609-08221	WA-13-00339	Acquisition	\$113,788.00	\$3,687.00	3.24	242 W. Riverside
Edit   Del 8609-08222	WA-13-00340	Acquisition	\$113,788.00	\$3,687.00	3.24	242 W. Riverside
Edit   Del 8609-08223	WA-13-00341	Acquisition	\$113,788.00	\$3,687.00	3.24	242 W. Riverside
Edit   Del 8609-08224	WA-13-00342	Acquisition	\$113,788.00	\$3,687.00	3.24	242 W. Riverside
Edit   Del 8609-08225	WA-13-00343	Acquisition	\$113,788.00	\$3,687.00	3.24	242 W. Riverside
Edit   Del 8609-08226	WA-13-00344	Acquisition	\$113,788.00	\$3,687.00	3.24	242 W. Riverside
Edit   Del 8609-08227	WA-13-00188	Rehabilitation - w/o Federal Subsidies	\$787,425.00	\$70,868.00	9.00	242 W. Riverside
Edit   Del 8609-08228	WA-13-00339	Rehabilitation - w/o Federal Subsidies	\$952,413.00	\$85,717.00	9.00	242 W. Riverside
Edit   Del 8609-08229	WA-13-00340	Rehabilitation - w/o Federal Subsidies	\$952,413.00	\$85,717.00	9.00	242 W. Riverside
Show 4 more »   Go to list (14) »						

The screenshot above shows the related list for 8609s on the Project page.

## **Creating a new Serial Number**

WSHFC Financing projects (Fundings) and board resolutions each require a serialized number for indelibly recording an identifier for that Funding or Resolution. There are two major types of Serial Numbers, BINs and OIDs. HomeBase provides a convenient way for certain users to create and modify these Serial Numbers. Access to this functionality is granted to an individual, not to any role or profile using the "Manage Serial Numbers" custom Permission Set. This Permission Set grants Read, Create, Edit and View All permissions to Serial Numbers. Note that it DOES NOT grant anyone privileges to delete a Serial Number. A second Permission Set is required to delete a Serial Number from HomeBase.

WSHFC-0014007			Edit Layou
Serial Number Detail	Edit Delete Clone		
Serial Number Name	WSHFC-0014007	Owner	Change]
Туре	BIN	Funding	
Date Issued	5/22/2015	Program	
Year	2015	Program Sub-Type	
Number	WA-15-00237	Record Type	BIN [Change]
Description	15-17		
Comments	Site (1) Alderwood Manor / Alder Hill - Warden		
Created By	eightCloud, 5/22/2015 3:52 PM	Last Modified By	eightCloud, 5/22/2015 3:52 PM
	Edit Delete Clone		

To create a new Serial Number, a user with the Manage Serial Numbers permission will navigate to the Serial Numbers tab (click on the "+" sign at the top right side of any Salesforce page), then click "New". The user is prompted to select which type of Serial Number they want to create, a BIN or an OID. Board Resolutions are created as OIDs.



Because Serial Numbers are intended to be indelible, access to the object and its records is tightly restricted and no one can delete a Serial Number record except the System Administrator.

## Handoff a Project to AMC

As a Funding progresses through the Financing Closed Status, clear communication is required with the AMC division so they can set up the appropriate Compliance regime for the Project based on the Funding details and the details contained in the regulatory agreement and/or in any previous regulatory agreement.

## Managing Multi-Family Reports

There is a reports folder reserved for reports for the Multi-Family group, "Multifamily Reports". Any user from the Multi-Family group can view and edit all reports in this folder. Additionally, there is a folder for "Multifamily Report Templates". Users from the Multi-family group can view the templates in this folder. The purpose of the templates folder is to eliminate some of the confusion with the multitude of report types.

# Asset Management and Compliance Group (AMC)

The Asset Management and Compliance Group is focused on monitoring low-income housing facilities that have been financed by one of the Commission's Funding programs and are subject to a regulatory agreement.

# Adding a Project to AMC Compliance

If a Project is completely new to the Commission, the Multi-Family Housing group MFH will create a new Project as the parent of the Funding application. Projects progress from In Development Status to Financing Closed Status. Once a Project enters Financing Closed Status, the AMC group must evaluate any regulatory agreements and set up a monitoring program for the Project.

If a new Funding application is being processed by the Commission for a Project that is already subject to Regulatory monitoring by the Commission, the AMC group must manage the transition from one Regulatory Agreement to the new one. Compliance with any lingering regulations must also be monitored. The HomeBase design gives the AMC group tools for managing these transitions.



## Post 15-Year Tax Credit Compliance

When Tax Credit Projects reach the milestone of 15 years after the Funding date, they become eligible for reduced compliance regimens. HomeBase functionality automatically adjusts the on-site inspection requirements for Projects with an approved Post 15 Year status.

## Refinancing

When a Project applies for additional funds from the Commission, a new Funding record is created to represent the new application. Compliance Monitoring on the Project must continue from one Regulatory Agreement to the new one. The HomeBase data model accommodates this situation by allowing both Fundings to be associated to the same Assets and housing Units.

# Project Released - end of Regulatory Agreement

When all requirements of all Regulatory Agreements are completed, a Project can be set to a Status of "Released". A validation rule on the Project object prevents edits to the Project once it is set to Released. This rule can only be overridden by the System Administrator.

# Reporting 8823 events to the IRS

To report an 8823 Non-Compliance to the IRS, create a new Non-Compliance Event record with the type IRS 8823. First, on the Project page, scroll down to the Non-Compliance Event related list. Click on the "New Non-Compliance Event" button. If you want to create a Non-Compliance Event for the State of WA, choose "WA State" in the dropdown menu.

Non-Con	npliance Events	New Non-Compliance Event	New Non-Compliance Event Non-Comp							
Action	Compliance Event Name	BIN	Event Year	Date Sent	Status	Legacy Status	Record Type			
Edit   Del	NC-023946	WA-06-00397	2014	3/29/2016	Corrected	Corrected	IRS 8823			
Edit   Del	NC-023947	WA-06-00398	2014	3/29/2016	Corrected	Corrected	IRS 8823			

The Date Sent field defaults to the current date. Complete the Event Year field by entering "1/1/20xx" indicating January 1 of the current year. Enter the first several letters of the Portfolio Analyst who is filing this report. Click Save. After you save the Event, it is easier to add the Asset or building that you are filing the report for. Click Edit, then click on the magnifying glass next to the Asset field and you will see a list of Assets that are attached to this Project. Select the relevant Asset and click Save.



																				_
H	HOMEBASE	Search			Search										eightCloud	• Setup	Help 8	Training	HomeBase	9
Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigns	Content	Cases	Test Scripts	Reports Tracking	AMC Reviews	8609's	Units	Sites	+ •	
6	Non-Complia	ance Event Edit on-Comp	oliance E	vent															Help for this Page	0
Non	-Compliar	nce Event Eo	lit				Save Save &	New Cano	el											٦
Info	rmation																		= Required Information	n
>			As	iset			a.						Pro	i <sup>ect</sup> Wisteria Wall	Apartments 🔍					
			Event Y	ear									Ana	lyst						
			Date S	ent 6/1	3/2016 [6/13/	2016]							Legacy St	tusNone	•					
INF	D																			
											1	0) Check if fi	iling correction of p	irev 📄						
sur	MARY																			
BU	LDING DIS	POSITION																		
		Building	disposition by S	ale 🗌									Destruct	ion 📃						
			Foreclos Date of Disposit	ion	[ 6/13/	2016]							O	her 📄						

To complete the IRS Form, you must add Non-Compliance Units indicating the violation(s) applicable to each. You can include any number of Non-Compliance Units to a Non-Compliance Event. Click on the "New Non-Compliance Unit" button.

Non Compliance Units	New Non Compliance Unit	Non Compliance Units Help 🥡
No records to display		

Enter the Out of Compliance Date, select a Unit by searching for the Unit Number, clicking on the magnifying glass, click on "All Fields" and it will search all fields on the Unit for the Unit Number text that you typed. Then select from the picklist menu the correct Code Description.



_																			
1	HOMEBASE	Search			Search										eightClo	ud + Setup	Help &	Training	HomeBase +
Hom	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campaigns	Content	Cases	Test Scripts	Reports Tracking	AMC Reviews	8609's U	nits Si	tes +	•
(	Non Compli	iance Unit Edit )00256																	Help for this Page 😢
N	on Complia	nce Unit Ed	it				Save Save 8	& New Car	cel										
Ir	formation																		
	,	Non Complianc	e Unit Name	NCU-000256	5							Unit 🕜 a-'	102	i 🔍					
		Non-Comp	liance Event	NC-023970						🥏 Search ~ S	alesforce - E	interprise E	dition - Google	Chrome		-		×	٣
		Out of Com	pliance Date		[6/13/2016]					A https://n	a7.salesf	orce con	n/ ui/comm	on/data/Lookur	Page?lkfm=e	ditPage&lki	nm=CF	Q 100	
		Co	rrected Date		[6/13/2016]									011, 0010, 200104	agernaria e	and ageound			
С	omments									CON	cup								
			Reason Con	nment						To view then che Nbr".	all units for oose to sear	a building, ch ALL FIE	enter the first fe ELDS and click G	ew characters of the E O. You can sort units	IN. Example: "WA by clicking the co	-10" (without qu dumn header ca	uotes) an Illed "Unit	1	
										a-102		Go!							
							Save Save 8	& New Car	cel	Search 🔘 Nan	ne 🖲 All Fiel	lds							
									_	< Clear Search	Results								
							Convr	inht @ 2000.	2016 salesforce o	Search Rest	ults								
							cop,	giii 0 2000		Units									
										No records we	ere found base	ed on your o	riteria						
													Copyright @ 2000-	2016 salesforce.com, inc. All i	ights reserved.				

Click Save and then click on the Non-Compliance Event link at the top of the page to return to the Non-Compliance Event page. Note that the corresponding checkbox is now checked under the Summary section. The box on the left will remain checked if there are any Non-Compliance Units attached to the Event that cite that Code Description. When the last Non-Compliance Unit with that Code Description is listed with a Compliance Date, the corresponding checkbox on the right side of the Summary section is checked to indicate Non-Compliance Correction.



▼ SUMMARY		
11a - OOC Household Income above	✓ 11a NCC	
11b - OOC Owner faild tenant income cert	11b NCC	
44- 000 Vielefere -6UBCS		
The - OOC Violations of OPCS	THE NCC	
11d - OOC Owner failed annual certs	11d NCC	
11e - OOC Changes in EB or AP	11e NCC	
11f - OOC Project failed min setaside	11f NCC	
41- 000 Creat and a	- NCC	
ing - OOC Gross rents exceed	ng Noc	
11h - OOC Project not available	11h NCC	
11i - OOC Violation Available Unit Rule	11i NCC	
11j - OOC Violation Vacant Unit Rule	11k NCC	
Atly OOC Owner feiled where event		
The - OOC Owner laned extruse agent	11j NCC	
11I - OOC LIH Unit Occupied by Students	111 NCC	
11m - OOC Utility Allowance	11m NCC	
11n - OOC Monitoring Reviews	11n NCC	
110 - OOC LIH Units used as Transient	The NCC state of the NCC	
The cool can only used as fraitsleft		
11p - OOC Building no longer Section 42		
11q - OOC Other Noncompliance Issues	11q NCC	

## **Requesting Reports**

HomeBase custom-built functionality facilitates requesting annual reports from Project Owners. A section of the Project page layout entitled "Reporting Requirements" contains a series of 16 checkboxes that are used for indicating which reports to request/require.

Perperting Requirements       Annual Tax Credit Report       Image: Creport       Image: Credit Report <t< th=""><th></th><th></th><th></th><th></th></t<>				
10-80 Quarterly Report       Annual Tax Credit Report         Acq/Rehab Report       Farm worker Move-in Report         Acq/Rehab Report       Homeless/Transitional Report         Annual Bond Report       Homeless/Transitional Report         Annual Reteing Report       Homeless/Transitional Report         Affirmative Marketing Report       Homeless/Transitional Report         8703 Certification       Homeless/Transitional Report         Stubidy Contract Renewal       Annual Reteing Report         Project Atias       OID: 95-24R - Name: Catherina Johnson Court - Comments: From converted data - Date: 37/2002         Project Atias       OID: 95-24R - Name: Catherina Johnson Court - Comments: From converted data - Date: 37/2002         Project Atias       OID: 95-24R - Name: Catherina Johnson Court - Comments: From converted data - Date: 37/2002         Project Atias       OID: 95-24R - Name: Catherina Johnson Court - Comments: From converted data - Date: 37/2002         Project Atias       OID: 95-24R - Name: Catherina Johnson Court - Comments: From converted data - Date: 37/2002         Project Atias       OID: 95-24R - Name: Catherina Johnson Court - Comments: From converted data - Date: 37/2002         Coreated By	Reporting Requirements			
Acq/Rehab Report       Farm worker Move-in Report         Annual Bond Report       HomelessTransitional Report         Annual Bond Recort Infaction       UAAnnual Adjustment Review         Annual Bond Recort Infaction       UAAnnual Adjustment Review         Affirmative Marketing Report       IRIS Form 8609, 8698, 8698         8703 Certification       Table 4 Income and Expense         5016(s) Nonprofit Certification       Annual Report         Subsidy Contract Renewal       Annual Report         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 3/1/2002         Project AlutoNumber       257         Created By       eightCloud, 11/18/2014 12:38 PM	10-90 Quarterly Report		Annual Tax Credit Report	$\checkmark$
Annual Bond Report       Homeless/Transitional Report         Annual Bond Report       UAAnnual Adjustment Review         Annual Bond Report       UAAnnual Adjustment Review         Affirmative Marketing Report       IRS Form 8609, 8609, 8508         8703 Certification       IRS Form 8609, 8609, 8508         8703 Certification       Annual Roome and Expense         501(c)3 Nonprofit Certification       Annual Roome and Expense         Subsidy Contract Renewal       Annual RTC Report         System Information       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002         Converted Gata.       Date: 37/2002         Converted Gata.       Date: 37/2002         Converted Gata.       East Modified B         eightCloud, 5/17/2016 4:58 PM	Acq/Rehab Report		Farm worker Move-in Report	
Annual Bond Recertification       UA-Annual Adjustment Review       Interface         Affirmative Marketing Report       IRS Form 8009, 80	Annual Bond Report		Homeless/Transitional Report	
Affirmative Marketing Report       IRS Form 8608, 8608, 8608       IRS Form 8608, 8608, 8608         8703 Certification       Table 4 Income and Expense       Image: Comparison of the certification         501(c)3 Nonprofit Certification       Asset Management Review       Image: Certification         Subsidy Contract Renewal       Annual RTC Report       Image: Certification         Project Alias       OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 3/7/2002       Owner Image: Certification         Project AlutoNumber       257       Last Modified By       eightCloud, 5/17/2016 4;58 PM         Created By       eightCloud, 11/18/2014 12;38 PM       EightCloud, 11/18/2014 12;38 PM       EightCloud, 11/18/2014 12;38 PM	Annual Bond Recertification		UA-Annual Adjustment Review	
8703 Certification       Table 4 Income and Expense       Image: Certification         601(c)3 Nonprofit Certification       Asset Management Review       Image: Certification         Subsidy Contract Renewal       Annual RTC Report       Image: Certification         Project Alias       Obj: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 3/7/2002       Owner Image: Certification         Project Alias       257       Last Modified By       eightCloud, 5/17/2016 4:58 PM         Created By       eightCloud, 11/18/2014 12:38 PM       EightCloud, 5/17/2016 4:58 PM	Affirmative Marketing Report		IRS Form 8609, 8609A, 8586	✓
501(q)3 Nonprofit Certification       Asset Management Review         Subsidy Contract Renewal       Annual RTC Report         * System Information       OUD: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/7/2002         Project AutoNumber       257         Created By       eightCloud, 11/18/2014 12:38 PM	8703 Certification		Table 4 Income and Expense	✓
Subsidy Contract Renewal     Annual RTC Report          • System Information             Project Alias             OID: 95-24R - Name: Catherine Johnson Court - Comments: From             converted data Date: 3/7/2002             Conver	501(c)3 Nonprofit Certification		Asset Management Review	
System Information         Owner © Image: Michael Soper [Change]           Project Alias         OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 3/7/2002         Owner © Image: Michael Soper [Change]           ProjectAutoNumber         257         Last Modified By         eightCloud, 5/17/2016 4:58 PM           Created By         eightCloud, 11/18/2014 12:38 PM         EightCloud, 5/17/2016 4:58 PM         EightCloud, 5/17/2016 4:58 PM	Subsidy Contract Renewal		Annual RTC Report	
Project Alias     OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 37/2002     Owner ©     ©     Michael Soper [Change]       ProjectAutoNumber     257     Last Modified By     eightCloud, 5/17/2016 4:58 PM       Created By     eightCloud, 11/18/2014 12:38 PM     EightCloud, 11/18/2014 12:38 PM	▼ System Information			
ProjectAutoNumber 257 Last Modified By <u>eightCloud</u> , 5/17/2016 4:58 PM Created By <u>eightCloud</u> , 11/18/2014 12:38 PM	Project Alias	OID: 95-24R - Name: Catherine Johnson Court - Comments: From converted data Date: 3/7/2002	Owner	Michael Soper [Change]
Created By eightCloud, 11/18/2014 12:38 PM	ProjectAutoNumber	257	Last Modified By	eightCloud, 5/17/2016 4:58 PM
	Created By	eightCloud, 11/18/2014 12:38 PM		

When a new AMC Review cycle is created using the AMC Review Generation tool, a record for each trackable report is created as part of the resulting AMC Review record.



Back to J	C Review MC-011892						Customize Page   Edit Layout   Printable
		Reports Tracking [1]	AMC Review Units [5]	Open Activities [0]   Activity H	istory [0]   Notes & Attachment	<u>s [0]   AN</u>	IC Review History [10+]
AMC Re	eview Detail		Edit Delete Clone	AMC Review Letters			
	AMC Review Name	AMC-011892			In	spector	
	Project	Catherine Johnson Court			Inspection	Agency	
	Funding	Catherine Johnson Court			Units Re	viewed	5
	Project Current OID	95-24R			Schedule	ed Visit	5/7/2014
	Review Type	Post 15 Year On-Site			Date In:	spected	5/7/2014
	Review Year	1/1/2013			Deficiency Lett	er Sent	
	In Compliance	YES			Response R	eceived	
	Review Completed By				On-Site Issues R	esolved 🕜	
	Review Completed Date	10/16/2014			ARRA Review Cor	npleted	
▼ On-Site	Comments						
	On-Site Comments	COM did early					
	Created By	eightCloud, 1/24/2015 8:45 P	M		Last Modi	fied By	eightCloud, 6/23/2015 3:07 PM
			Edit Delete Clone	AMC Review Letters			
🛶 Rep	orts Tracking		New Report Tracking				
Action	Report Tracking Name	Report Name		Report Date	Status		Tracking Completed Date
Edit   Del	RT-018546	Annual Tax Credit	Report	12/31/2013	Review Completed		10/16/2014
	dana Halta						
ANC RE	view Units		New AMC Review Unit				A
Action	Review Unit Name	BIN	Building Address	Building /	Address 2	Unit Nbr	Compliance Review Unit Comment
Edit   Del	RU-113818	WA-95-00162	6321 E 4th Avenue			25	
Edit   Del	RU-113819	WA-95-00162	6321 E 4th Avenue			27	
Edit   Del	RU-113822	WA-95-00162	6321 E 4th Avenue			29	
Edit   Del	RU-113820	WA-95-00163	6321 E. 4th Avenue			11	

Report Tracking records can then be used to track the progress of each request. The screen shot below shows a request for an Annual Tax Credit Report for a Tax Credit Project. The record has a Status field that is updated automatically when the tracking dates below are filled out. Tracking dates include Requested Date, Received Date, Reviewed Date, Correction Due Date, Tracking Completed Date and Resident Packages Received Date. There is also a field for any Comments generated by the interaction with the Project Owner. Activities such as Tasks and Events can be used to track and follow up on any special efforts required to complete this Report and another section allows the addition of documents or detailed Notes.



Report Tracking RT-018546						Customize Page   Edi	t Layout   Pri
« Back to List: Projects		Open Ac	tivities [0]   Ad	tivity History [0]	Notes & Attachments [0]		
Report Tracking Detail		Edit Delete Clone					
Project	Catherine Johnson Court				AMC Review	AMC-011892	
Project Current OID	95-24R				Report Tracking Name	RT-018546	
Report Name	Annual Tax Credit Report				ReportKey	26310	
Status	Review Completed						
Report Date	12/31/2013						
∵ Dates							
Requested Date	11/20/2013						
Received Date	1/31/2014				Resident Packages Received Date	5/22/2014	
Reviewed Date	9/3/2014						
Correction Due Date	10/2/2014						
Tracking Completed Date	10/16/2014						
- Comments							
Comments							
Created By	eightCloud, 4/13/2015 9:49 P	М			Last Modified By	eightCloud, 5/26/2015 11:50 AM	
		Edit Delete Clone					
Open Activities		New Task New Event					
No records to display							
Activity History		Log a Call Mail Merge	Send an Ema	uil .			
No records to display							
Notes & Attachments		New Note Attach File					

Report requests that generate a "trackable" report are determined by a Custom Setting accessible by the System Administrator. Any report name on the list can be added to this Custom Setting to trigger a Report Tracking record when the AMC Review is generated.

	cn Search eightCloud ▼ Setup Help&Training
Home Chatter Accounts Control Quick Find / Search O Q	tacts Reports Dashboards Projects Fundings Assets Bond Issues Campaigns Content Cases Test Scripts +
Expand All   Collapse All	If the custom setting is a list, click New to add a new set of data. For example, if your application had a setting for country codes, each set might include the country's name and dialing code. If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, you may want different values to display depending on whether a specific user is running the custom setting is a hierarchy.
Salesforce1 Quick Start	profile, or just a general user. View: All  Create New View
Administer Manage Users Manage Apps Manage Apps Company Profile Security Controls Domain Management Communication Templates Translation Workbench Data Management Mobile Administration Desklop Administration Salesforce App for Outook	Action Name *  Rew  Action Name *  Example Annual Bond Report _c Example Annual Tax Credit Report _c E



## **Generating Annual Reviews**

HomeBase includes functionality for generating annual Project compliance reviews, including report tracking records, annual paper reviews and on-site physical inspections. This functionality includes random selection of Units using the IRS guidelines for Project inspections.

To generate reviews for the Commission's entire portfolio, users can go to this URL.

https://c.na7.visual.force.com/apex/WSHFC\_AMCReviewsPage

Users can also generate an Annual Review on a one-off basis by navigating to the AMC Reviews related list on the Project page and clicking on "Generate AMC Review". There is another button there for "New AMC Review", that should be used only in rare cases where you need to create something custom.

AMC Review	/S	[	New AMC Review Generate AMC Revi	ew				A	MC Reviews Help 🥐
Action	AMC Review Name	Review Type	Funding	Review Year	Inspector	Date Inspected	Review Completed Date	In Compliance	Units Reviewed
🗌   Edit   Del	AMC-056069	On-Site Tax Credit Inspection	TEST Hopesource II Unit Picking	1/1/2015					10

Click on the "Generate AMC Review" button and you will see a new custom page. Enter the Review Year and the Requested Date for your review, click on the correct radio button for either Bond or Tax Credit, then click on the "Generate AMC Review" button.

AMC Reviews															
			Gene	rate	AMC I	Reviev	ws	Cancel							
	Review Year:					Rec	ques	ted Date:			Compliance Ty	pe:  Bond  Tax C	Credit		
Show 10 v entries		💽 💽	anuary		~ >	201	6 ~								
Sample Size A Review Type 🔶 OID 🔅	Project Name 🛊 🛛 First PIS Date 🛊	Sun 27	Mon Tu 28 2	ue We 19 30	ed Thu ) 31	Fri S	Sat 2	Compliance Type	† 1st y	ear 🕴	Post 15 🔶	Recert Waiver 🛊	Do NOT crea	te AMC review	¢
No matching records found		3 10	4 5	56 213	7 3 14	8 15	9 16								
Showing 0 to 0 of 0 entries (filtered from 1 total entr	ies)	17 24	18 1 25 2	9 20 6 21	) 21 7 28	22 29	23 30							Previous 1	\ext
×		31	1 2	2 3 Tod	4 av	5	6								
					-,	-	-	,							

HomeBase will automatically create the appropriate review type based on the last time the Project had an On-Site Physical inspection and whether it is eligible for Post 15 Year Inspection rules. It will also select Units from the Project's Assets using the IRS guidelines.

Finally, the automation will create a Report Tracking record for each Report Type that is checked on the Project page and configured in the "Report Types" Custom Setting to generate Report Tracking records.



	<sup>C Review</sup> MC-011892							Customize Page   Edit Layout   Pri	intable V
« Back to L	ist: Projects	Reports Tracking [1]	AMC Review Units [5]	Open Activities [0]   A	ctivity History [0]	Notes & Attachments [0]	AMC Revie	w History [10+]	
AMC Re	eview Detail		Edit Delete Clone	AMC Review Letters					
	AMC Review Name	AMC-011892				Inspector			
	Project	Catherine Johnson Court				Inspection Agency	1		
	Funding	Catherine Johnson Court				Units Reviewed	5		
	Project Current OID	95-24R				Scheduled Visi	t 5/7/201	4	
	Review Type	Post 15 Year On-Site				Date Inspected	5/7/201	4	
	Review Year	1/1/2013				Deficiency Letter Sen	t		
	In Compliance	YES				Response Received	l i		
	Review Completed By					On-Site Issues Resolved	0		
	Review Completed Date	10/16/2014				ARRA Review Completed			
▼ On-Site	Comments								
	On-Site Comments	COM did early							
	Created By	eightCloud, 1/24/2015 8:45 P	M			Last Modified By	eightCl	oud, 6/23/2015 3:07 PM	
			Edit Delete Clone	AMC Review Letters					
🛶 Rep	orts Tracking		New Report Tracking						
Action	Report Tracking Name	Report Name		Report Date	Status		Trac	king Completed Date	
Edit   Del	RT-018546	Annual Tax Credit	Report	12/31/2013	Review	v Completed	10/1	6/2014	
AMC Re	view Units		New AMC Review Unit						AI
Action	Review Unit Name	BIN	Building Address	Bu	ilding Address 2	Unit N	or	Compliance Review Unit Comment	
Edit   Del	RU-113818	WA-95-00162	6321 E 4th Avenue			25			
Edit   Del	RU-113819	WA-95-00162	6321 E 4th Avenue			27			
Edit   Del	RU-113822	WA-95-00162	6321 E 4th Avenue			29			
Edit   Del	RU-113820	WA-95-00163	6321 E 4th Avenue						
Luit   Dei	10-110020	100-00100	ODE T E. HIT AVOIDO						

There is a Salesforce Custom Setting for the System Administrator to change certain variables regarding the functionality of AMC Review creation call "AMC Review Settings". Below is a screenshot of the System Admin-configurable page.

p moachaitea 🐨 octaing ataitea 🐨 Ann	azon.com onnic i	U LIMANCE U III		n comes									
salesforce	rch	Search									eightCloud 🔻	Setup	Help & Training
Home Chatter Accounts Con	ntacts Reports	Dashboards Pro	ects Fundings	Assets	Bond Issues	Campaigns	Content	Cases	Test Scripts	+			
Quick Find / Search 🕜 🔍 Expand All   Collapse All	AMC Revi Back to List	ew Settings	Detail										
Lightning Experience				E	dit								
Salesforce1 Quick Start		Name	Initial Settings					In	spection sample	size 🕜	20		
Force.com Home	Minimum numbe	r of units per project (	5					Num	ber of years betw inspect	veen 🅜 tions	3		
Administer	Post 15 yea	ir status sample size (	10				P	roject Stat	uses in scope fo re	r any 🕜 view	Active		
Manage Users		Review sample size (	5						Ba	tchld	NULL		
Manage Apps		Testing							Batch	nSize	100		
Manage Territories     Company Profile	BatchC	CompletionAlertEmail	admin8@eightclo	ud.com									
Security Controls													
Domain Management													
Communication Templates													

![](_page_60_Picture_0.jpeg)

A second Custom Setting, "Report Types" is used to indicate which Report Types will generate a Report Tracking Record. To update the list, navigate to Custom Settings under Develop from the Setup page. Then click on Custom Settings, select "Report Types", then click "Manage".

H HOMEBASE Search	Search eightCloud - Setup Help & Training HomeBase
Home Chatter Accounts C	Contacts Reports Dashboards Projects Fundings Assets Bond Issues Campaigns Content Cases Test Scripts 🔹 🔻
Quick Find / Search 🕖 🔍 Expand All   Collapse All	Custom Setting Help for this Pag Report Types
> ightning Experience	If the custom setting is a list, click New to add a new set of data. For example, if your application had a setting for country codes, each set might include the country name and dialing code.
Salesforce1 Quick Start	If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, you may want different values to display depending o whether a specific user is running the app, a specific profile, or just a general user.
Force.com Home	View: All  Create New View A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Othe
Administer	New
Manage Users	Action Name +
Manage Apps	Edit   Del Annual Bond Report c
Manage Territories	Edit   Del Annual RTC Report c
Company Profile	Edit   Dei Annual Tax Credit Report c
Security Controls	Edit Del Asset Management Review c
<ul> <li>Domain management</li> <li>Communication Templates</li> </ul>	Edit   Del X8/03 Certification c

# **Recording Physical Inspection Results**

AMC Reviews that include an on-site inspection will include multiple child records called "AMC Review Units". The records in this object represent the randomly selected Units from this Project that are marked for inspection this year. The list of Units to be inspected appears as a related list on the AMC Review object:

AMC Rev	view Units		New AMC Review Unit			
Action	Review Unit Name	BIN	Building Address	Building Address 2	Unit Nbr	Compliance Review Unit Comment
Edit   Del	RU-121351	WA-13-00188	242 W. Riverside	Floor 8	802	
Edit   Del	RU-121352	WA-13-00188	242 W. Riverside	Floor 8	803	
Edit   Del	RU-121347	WA-13-00339	242 W. Riverside	Floor 7	710	
Edit   Del	RU-121348	WA-13-00339	242 W. Riverside	Floor 7	707	
Edit   Del	RU-121345	WA-13-00340	242 W. Riverside	Floor 6	610	
Edit   Del	RU-121346	WA-13-00340	242 W. Riverside	Floor 6	607	
Edit   Del	RU-121341	WA-13-00341	242 W. Riverside	Floor 5	510	
Edit   Del	RU-121342	WA-13-00341	242 W. Riverside	Floor 5	505	
Edit   Del	RU-121354	WA-13-00341	242 W. Riverside	Floor 5	512	
Edit   Del	RU-121339	WA-13-00342	242 W. Riverside	Floor 4	405	
Show 7 m	ore »   Go to list (17) »					

Each record represents a work order, a unit that requires a physical inspection. In HomeBase, a Unit inspection results can be recorded on this object. A field for Compliance Review Unit Comments and the Open Activities related list give the inspector a place to record results as well as to create new Tasks to be followed up on regarding the specific Unit.

![](_page_61_Picture_0.jpeg)

## Managing AMC Reports

There is a reports folder reserved for reports for the AMC group, "AMC Reports". Any user from the AMC group can create, view and edit all reports in this folder. Additionally, there is a folder for "AMC Report Templates". Users from the AMC group can view the templates in this folder but they can only be edited by the System Administrator. The purpose of the templates folder is to eliminate some of the confusion with the multitude of report types. Users wanting to create a new report can click on one of the templates and do a Save As (it won't allow them to save over the existing template report).

# Home Ownership Division

The Homeownership Division runs programs that assist first-time low and moderate-low income home buyers across the state of Washington. The Division trains instructors, including loan originators, real estate professionals and non-profit partners to teach free home buyer education seminars. The Commission facilitates about 8,000 class attendees per year. First-time home buyers who attend the class become eligible for the Division's down payment and other assistance programs.

# **Accounts and Contacts**

Salesforce Accounts and Contacts are the core objects in HomeBase relevant to the Home Ownership Division. Most of the HomeBuyer Division's work in HomeBase will be with Accounts and Contacts. See the section at the top of this document for more details about managing Accounts and Contacts in HomeBase.

# EventBrite

**Timba Surveys** 

# Homebuyer Education Class Registration

When a home buyer registers for a Commission class, their information is recorded as a Contact record with a record type of Homebuyer. The Contact is then added to the Campaign for that class as a Campaign Member with a default status of "Registered". Instructor lists are used to update Campaign Members status to "Attended" or "Not Attended". Contacts with a Campaign Member related list

![](_page_62_Picture_0.jpeg)

showing status of Attended are eligible for the Commission's home buyer programs. This list will be used to:

- Provide certificates to attendees
- Email the attendees (target list)
- Survey the attendees
- Gather demographic data for reporting
- Produce reports

To qualify as an Instructor, a real estate professional has to attend two classes, the AM session (Home Advantage Training) and the PM session (Instruct Homebuyer Ed and Originate when a Lender) and also have closed a Commission loan in the past 12 months. Note that Realtors have to stay all day in order to instruct at all and Lenders have an option to originate only or originate and instruct. A calculated field on the Contact object uses the latest related loan close date to calculate the Instructor Qualification Expiration Date. The Instructor's Contact record is automatically updated to Not Qualified on the Instructor Qualification Expiration Date.

## **MITAS Integration**

Each day at 9:00PM Pacific time, a process is run that synchronizes data from MITAS to Home Base. This process inserts the Borrower and Co-Borrower information into HomeBase. The actual fields are:

- First / Last Name
- Address
- City
- State
- Zip
- Loan Closed Date
- Loan Number
- Class Number

![](_page_63_Picture_0.jpeg)

		-					
Contact Detail		Edit Delet	Clone	Request Update	Conga Composer - Hon	neownership	Send Survey
Name	VALERIE POLEVOI				Contact Owner	🦾 <u>eightCloud</u>	[Change]
Familiar name 🍘					Phone		
Person Type					Mobile		
Title					Home Phone		
Reports To	[View Org Chart]				Other Phone		
Description					Do Not Call		
Department					NMLS ID 🥝		
Commission Member Status					Email		
Commission Member 📀					Website		
Loan Closed Date	11/24/2014				Languages		
Loan Number	3141470				Service Area		
Address Information							
Account Name					Other Address		
Mailing Address	408 HARRISON LN NOOKSACK, WA 9137						
County							
Homeownership							
Organization ID from Parent					Instructor		
Branch ID from Parent					Last Loan Close Date 👔	)	
Approve Bank Branches 🕜					Passcode	0479	
Lender Contact 📀					MITAS User Name	VALERIEPOLE	EVOI
Assistant1					Class Date 1 👔	)	
Assistant email					Class Date 2 👔		
Email 2					Class Number	10067080001	8432567
Email 3					Class # Import		

In addition to the Borrower and Co-Borrower data, the originator is included in the sync. For the originator, the loan closed date gets put in their "Last Loan Closed Date" field. If a new loan happens in the future that data will get updated, and so on.

▼ Homeownership	
Organization ID from Parent 306	Instructor
Branch ID from Parent 1562	Last Loan Close Date 📀 10/1/2015
Approve Bank Branches 🥝 🔛	Passcode 5-0203
Lender Contact 🥝	MITA'S User Name ERICAASNESS
Assistant1	Class Date 1 🍘 3/23/2012
Assistant email	Class Date 2 🍘
Email 2	Class Number
Email 3	Class # Import

![](_page_64_Picture_0.jpeg)

## Managing Homeownership Reports

There is a reports folder reserved for reports for the Homeownership group, "Homeownership Reports". Any user from the Homeownership group can view and edit all reports in this folder. Additionally, there is a folder for "Homeownership Report Templates". Users from the Homeownership group can view the templates in this folder. The purpose of the templates folder is to eliminate some of the confusion with the multitude of report types.

# **Finance Group**

WSHFC's Finance group manages the accounting for the Commission's various financing activities. Although HomeBase is NOT THE SYSTEM OF RECORD for any of the Commission's financial data, there are several key areas in HomeBase with data integrating to and from other financial management systems.

# **Bond Issues**

A Bond Issue describes a Bond Issue from the Commission or from a third party. The Name, current Status, Bond Reference Nbr, the Financing Resolution Nbr, the total Amount and the Closing Dates are examples of key information stored on the Bond Issue record.

Bond Issues are the parent of Bonds and Bonds are the parent of any Bond Credit Enhancements. A Bond Issue Funding record is used to associate the Bonds in a Bond Issue to a Commission financing Project or Funding.

![](_page_65_Picture_0.jpeg)

2012 Affinity at Sout	hridae	Customize Page   Edit Layout
	Bonds [2]   Bond issue Fundings [1]   Bond issue Documents [8]   Notes & Attachments [8]   Billing Eve	nts [0]   Bond Issues [0]
ond Issue Detail	Edit Delete Clone	
Bond Issue Name	2012 Affinity at Southridge Bond Reference	e Nbr 541
Status	Issued Bond A	nalvst Angel Galgana
Bond Issue Status	Issued Program	Type For-Profit Housing
Bond Issue Substatus	Private Activit	y Flag
Refunding Bond Issue	Governmen	t Flag
Financing Resolution Nbr	12-70 4% T(	
Final Closing Date	7/12/2012 Total Taxable Au	nount \$800.000.00
Final Bond Maturity Date	7/1/2045 Total Tax-Exempt Av	nount \$13,050,000,00
Bond Payoff Date	Total Bond Ar	nount \$13.850.000.00
CUSIP Number	93978RFN8	
Purpose		
Bond Issue Complete Name	Washington State Housing Finance Commission Variable Rate Demand Multifamity Housing Revenue Bonds (Affinity at Southridge Apartments Project) Series 2012A and Washington State Housing Finance Commission Taxable Variable Rate Demand Multifamity Housing Revenue Bonds (Affinity at Southridge Apartments Project) Series 2012B	
BondIssueKey	3244	
Purpose	150 units of senior housing in Kennewick, WA Benton County	
Bond Issue Comment		
Cost of Issuance		
Commission Fee	\$34,625.00 COI Financial Advisor Exp	enses \$0.00
Donation Amount	\$13.00 COI Financial Adviso	r Fees \$0.00
Trustee Costs	\$2,000.00 COI Number of	f Days 169
Bond Cap Fee	\$3,614.85 COI Prepaid Commission	m Fee \$16,254.51
COI Bond Counsel Expenses	\$2,500.00 COI Note Semi-annual F	Period 1/1/2013
COI Bond Counsel Fees	\$40,966.00 COI Last Impor	t Date 7/5/2012
COI Closing Date	7/12/2012 COI Prepaid Trust	ee Fee
COI Commission Fee Rate	25 COI STEE	P Flag
COI Deposit Amount	COI STEP Program Ar	nount \$0.00
COI Deposit Check Nbr	COI Total Bond Ar	nount \$13,850,000.00
COI Deposit Date	COI Total Prepair	Fees \$17,193.40
COL Due Diligence Fee	COI Total CO	Fees 693 705 95
oor bde brigenoer ee		rees 303,703.03

# Bonds

Bonds are a child object of a Bond Issue. To create a new Bond record, click on the "New Bond" button from the appropriate Bond Issue page.

Bonds			New Bond					Bonds Help 🥐
Action	Bond Name	Bond_Name	Interest Rate	CUSIP Number	Bond Amount	Bond Maturity Date	Taxable/Tax-Exempt	Refunding Amount
Edit   Del	Bond-00199	Affinity at Southridge			\$13,050,000.00	7/1/2045	Tax-Exempt	
Edit   Del	Bond-00200	Affinity of Southridge - Taxable			\$800,000.00	7/1/2045	Taxable	

![](_page_66_Picture_0.jpeg)

4	Bond-00199				Cu	istomize Page   Edit Layou	t   Printable View   Help for this Page
_				Bond Credit Enhancements [1]			
Bond	d Detail		Edit Delete Clone				
	Bond Name	Bond-00199		Bond Amount	\$13,050,000.00		
	Bond Issue	2012 Affinity at Southridge		Bond Maturity Date	7/1/2045		
	Bond Type			Interest Rate			
	Taxable/Tax-Exempt	Tax-Exempt		CUSIP Number	0		
	Bond Cap Paid Date			Variable Interest Rate			
	Bond Cap Paid Down Flag			Bond Cap Anticipated Amt Paid			
	LC Expiration Date			Bond Cap Anticipated Paid Date			
	Private Placement Flag			Bond Cap Amt Paid			
	Private Placement Type			Refunding Flag			
	Bond_Name	Affinity at Southridge		Refunding Amount			
				Multi-Project Bond (			
▼ Com	ments						
	Bond Comment						
	Created By	eightCloud, 12/7/2014 6:26 F	M	Last Modified By	eightCloud, 6/17/2	2015 1:19 PM	
			Edit Delete Clone				
Bond	Credit Enhancements		New Bond Credit Enhancement				Bond Credit Enhancements Help
Action	Bond Credit Enhancement Name	Cred	it Enhancement Type	Account		Effective Date	Expiration Date
Edit   I	Del BCE-0732	Lette	r of Credit	Citigroup Corporate and Investment Banking			
^ Back	То Тор		Always	show me fewer ▲ / ▼ more records per related list			

## **Bond Credit Enhancements**

Bond Credit Enhancements are child records of a Bond that describe credit enhancements from third parties.

Bond Cr	edit Enhancements	New Bond Credit Enhancement		Bond	Credit Enhancements Help
Action	Bond Credit Enhancement Name	Credit Enhancement Type	Account	Effective Date	Expiration Date
Edit   Del	BCE-0732	Letter of Credit	Citigroup Corporate and Investment Banking		

Bond Credit Enhancements have a Credit Enhancement Type, an Amount, an Effective Date and an Expiration Date.

Bond Credit Enhancement BCE-0732			Edit Layout   Printable View
Bond Credit Enhancement Detail	Edit Delete Clone	e	
Bond Credit Enhancement Name	BCE-0732	Account	Citigroup Corporate and Investment Banking
Bond	Bond-00199	Expiration Date	
Credit Enhancement Type	Letter of Credit	Effective Date	
Created By	eightCloud, 12/7/2014 6:34 PM	Last Modified By	eightCloud, 5/25/2015 11:25 PM
	Edit Delete Clone	e	

![](_page_67_Picture_0.jpeg)

## **Bond Issue Fundings**

A Bond Issue Funding is a bridge between a Bond Issue and the associated Funding representing the relationship between them.

# Fees, Billing Events

The Billing Event custom object in HomeBase is the Detail record in a Master-Detail relationship with Project. This means that a Billing Event record cannot be created without an association to a Project record.

There are six different Billing Event record types. When a Billing Event record is being created, the user must select one of these record types. The record type selection will control the page layout, the picklist options, and the calculations specific to each type.

The choices are:

- Ad Hoc Billing Event Choose for Billing Events which do not fall into any other category. [default]
- Application Fees Choose for creating an Application Fee Billing Event
- Compliance Fees Compliance monitoring fee
- Cost of Issuance Fees Choose for creating a Cost of Issuance Fee Billing Event
- Credit Issuance Fees Choose for Credit Issuance Fees
- RAC Fees Choose for creating a RAC Fee Billing Event

![](_page_67_Picture_14.jpeg)

Select a record type for the new billing event. To skip this page in the future, change you

Select Billing Event Record Type						
Record Type of new record Ad Hoc Billing Event						
Continue						
Available Billing Event Record Types						
Record Type Name	Description					
Ad Hoc Billing Event	Choose for Billing Events which are do not fall into any other category.					
Application Fees	Choose for creating an Application Fee Billing Event					
Compliance Fees	Compliance monitoring fee					
Cost of Issuance Fees Choose for creating a Cost of Issuance Fee Billing Event						
Credit Issuance Fees	Choose for Credit Issuance Fees					
RAC Fees	Choose for creating a RAC Fee Billing Event					

![](_page_68_Picture_0.jpeg)

#### Invoicing a Billing Event

A Billing Event record may be created in HomeBase and updated as a draft as often as required. It should not be sent to NAV for Invoice creation until the HomeBase user affirmatively decides that it is ready.

When an invoice needs to be produced based on a Billing Event, the HomeBase user must click the "Submit for Approval" button on the Billing Event record. By clicking this button the following actions will automatically be performed:

- Set the Billing Date to "Today" When a Billing Event is created it defaults the Billing Date field to the day it was created but when Invoiced, it updates to the day it was Invoiced.
- Lock the Record (HomeBase users will no longer be able to make changes of any kind to the Billing Event record essentially it becomes read only)
- **Time-Stamp the Record** (Record the date/time that the user clicked the Invoice button in a custom field called "Submitted Date & Time" to be used for batch integration)

Before:

Billing Event BE-5090 « Back to List: Custom Object	Definitions					Edit Layout   Printable Vie
Billing Event Detail		Edit Delete	Clone	Submit for Approval	)	
Billing Event Name	BE-5090				Billing Date 📀	6/7/2016
Project Name	TEST Unit Picking				Billing Contact	Jimtest Test Mulligan
Division	Administration				Billing Amount	\$1,000.00
<b>Fee Type</b>	Good Faith Deposit				Units 📀	
Billed To Account	Test No Parent				Fee Rate 🌀	
Funding	test (27-999)					
Description	box of staples					
Account Code	2200 GFD					
Created By	eightCloud, 6/7/2016 1	Edit Delete	Clone	Submit for Approval	Last Modified By	eightCloud, 6/7/2016 1:37 PM

#### After:

Billing Event BE-5090 « Back to List: Custom Object	Definitions					Edit Layout   Printable View
Billing Event Detail		Unlock Record	Edit Delete	Clone Su	bmit for Approv	/al
Billing Event Name	BE-5090				Billing Date 🕜	6/7/2016
Project Name	TEST Unit Picking			Bi	lling Contact	Jimtest Test Mulligan
Division	Administration			Bi	lling Amount	\$1,000.00
Fee Type	Good Faith Deposit				Units 🕜	
Billed To Account	Test No Parent				Fee Rate 🕜	
Funding	test (27-999)					
Description	box of staples					
Account Code	2200 GFD					
Created By	eightCloud, 6/7/2016 1	:26 PM		Last	Modified By	eightCloud, 6/7/2016 1:39 PM
		A				

![](_page_69_Picture_0.jpeg)

#### Batching Invoices from HomeBase to NAV

One time per day, at a set time (i.e. 12:00AM) a Boomi process will run and query HomeBase for all Billing Event records that set to be invoiced in that last 24-hour period. For example, on 4/15/16 at 12:00AM (midnight) the query would select all Billing Event records with a submitted timestamp of 4/14/16. The process does not have to be executed at midnight, but would make for a good delineation of the data and chances are no Billing Event records will be updated by users at that time.

![](_page_70_Picture_0.jpeg)

Mapping – Billing Events						
Data Type	HomeBase Field Label	Notes	Navision			
			Fieldname			
Auto-Number	Billing Event Name		External Document No.			
Lookup(User)	Created By					
Lookup(User)	Last Modified By					
SFDCID	Record Type					
Formula	Account Code	4 digit account code, driven by user selection in Fee Type picklist				
Picklist	Add'l Amount for Drawdown					
Picklist	Add'l Annual Amount Fees					
Formula	Annual Trustee/Fiscal Agent Fee					
Currency	Annual Trustee Fee					
Formula	Application Fee					
Lookup(Account)	Billed To Account					
Currency	Billing Amount		Invoice Line: Amount			
Lookup(Contact)	Billing Contact	Sell-to Contact				
Date	Billing Date		Posting Date			
			Document Date			
Text	BillingEventKey	n/a – legacy migration				
Currency	Bond Amount (Taxable)					
Currency	Bond Amount (Tax-Exempt)					
Formula	Bond Cap Fee					
Currency	Bond Counsel Expenses					
Formula	Bond Counsel Fees					
Currency	Bond Counsel Fee (Negotiated)					
Picklist	Bond Counsel Fee Type					
Lookup (Bond Issue)	Bond Issue					
Formula	Bond Reference Number	Ref number from Bond Issue record				
Formula	Bond Taxable Amount	Total Taxable Amount from Bond Issue record				
Formula	Bond Tax-Exempt Amount	Total Tax-Exempt Amount from Bonc Issue record	1			
Date	Closing Date					
Formula	Commission Issuance Fee	I				

![](_page_71_Picture_0.jpeg)

Example Screenshots:


Seneral							**
No.:	RIN-17858		Sell-t	o Contact:	Melissa	Koenig	
Sell-to Customer No.:	98-28I	-	Posti	ng Description:	98-28I V	– Vindsor Heigh	ts re.
Sell-to Customer Nam			Posti	ng Date:	5/1/201	6	•
Sell-to Address:	1601 East Valley Rd. Sui	te 180	Docu	ment Date:	5/1/201	б	•
Sell-to Address 2:			Extern	nal Document N	CR 1554		
Sell-to City	Renton	-	Cales	nerson Code:			_
Sell-to City.	W/O	•	Charles		0		
	WA		Statu	5; 	Open		
Sell-to ZIP Code:	98057	•	) dol	ueue Status: unt Including Tr			
nes					-	<ul> <li>Show fewer</li> </ul>	field
🗲 Functions 👻 🛄 Li	ne 🔹 🎢 Find 🛛 Filter 🗋	🍢 Clear F	ilter				
Type No.	Description			Dimension	Fund No.	Allocation	
G/L Account 2200	) 98-28I Windsor H	Heights ref	fund		GOF		
G/L Account 2190	) 98-28I Windsor H	Heights ref	fund	DD	GOF		
	Figure - Ex	ample	Invoic	e in NAV			Þ
	Figure - Ex	ample	Invoic	e in NAV			4
Billing Event BE-2589	Figure - Ex	ample	Invoic	e in NAV	Edit La	ayout   Printable Viev	► w [Hel
Billing Event BE-2589 Billing Event Detail	Figure - Ex	te Cione	Invoic	e in NAV	Edit La	ayout   Printable Viev	► w Hel
Billing Event         BE-2589         Billing Event Detail         Billing Event Name	Figure - Ex	te Clone	Invoic	e in NAV Billing Dr	Edit La ate 🎝 8/28/2000	syout   Printable Viev	► w Hel
Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name	Figure - Ex Edit Delet BE-2589 Somerset Gardens West Huttle contin	te Clone	Invoic	e in NAV Billing Cont	Edit La ate	ayout   Printable Viev	► w Het
Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Division Fee Type	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credi Fee	te Clone	Invoic	e in NAV Billing D Billing Cont Billing Amot Un	Edit Li ate 2 8/28/2000 act int \$16,636.52	ayout   Printable Viev	► W   Hel
Billing Event BE-2589 Billing Event Detail Billing Event Name- Project Name Division Fee Type Billed To Account	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Parte	te Clone	Invoic	e in NAV Billing Di Billing Cont Billing Amot Un Fee Ra	Edit La ate 2 8/28/2000 act int \$16,636.52 its 2 ate 2	ayout   Printable Viev	► w   Het
III Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Division Fee Type Billed To Account Funding	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Parts Somerset Gardens West	te Clone	Invoic	e in NAV Billing Da Billing Cont Billing Amot Un Fee Ra	Edit La ate 20 8/28/2000 act its 20 ate 20	ayout   Printable Viev	► w Het
Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Project Name Division Fee Type Billed To Account Funding Description	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Parth Somerset Gardens West 15t 112 Credit Issuance Fee KCHA - Kona Village LP Check #1030	te Clone	Invoic	e in NAV Billing D Billing Cont Billing Amou Un Fee Ra	Edit La ate 2 8/28/2000 act act \$16,636.52 its 2 ate 2	ayout   Printable Viev	N   Hel
Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Division Fee Type Billed To Account Funding Description	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Parth Somerset Gardens West 1st 1/2 Credit Issuance Fee KCHA - Kona Village LP Check #1030	te Clone	Invoic	e in NAV Billing D Billing Cont Billing Amou Un Fee Ra	Edit Li ate 2 8/28/2000 act int \$16,636.54 its 2	ayout   Printable Viev	► w Het
III Billing Event BE-2589 Billing Event Detail Billing Event Detail Billing Event Name Project Name Division Fee Type Billed To Account Funding Description Account Code RAC Fee	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Part Somerset Gardens West 1st 1/2 Credit Issuance Fee KCHA - Kona Village LP Check #1030	te Clone	Invoic	e in NAV Billing Di Billing Cont Billing Amot Un Fee Ra	Edit La ate 2 8/28/2000 act ant \$16,636.52 its 2 ate 2	ayout   Printable Viev	►   w   Het
III Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Division Fee Type Billed To Account Funding Description Account Code RAC Fee RAC Fee	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Part Somerset Gardens West 1st 1/2 Credit Issuance Fee KCHA - Kona Village LP Check #1030	te Clone	Invoic	e in NAV Billing Di Billing Cont Billing Amou Un Fee Ra	Edit La ate 2 8/28/2000 act int \$16,636.52 its 2 ate 2	ayout   Printable Viev	r Hel
III Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Project Name Project Name Division Fee Type Billed To Account Funding Description Account Code RAC Fee RAC Fee Percent © RAC Fee - 1st/2nd ©	Edit Delet BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Limited Path Somerset Gardens West Somerset Gardens West 151 1/2 Credit Issuance Fee KCHA - Kona Village LP Check #1030	te Clone	Invoice	e in NAV Billing Da Billing Cont Billing Amot Un Fee Ra	Edit Li ate 2 8/28/2000 act ant \$16,636.55 its 2 ate 2 ee 2	ayout   Printable Viev	w   Hel
III Billing Event BE-2589 Billing Event Detail Billing Event Name Project Name Division Fee Type Billed To Account Funding Description Account Code RAC Fee RAC Fee Percent @ RAC Fee - 1st/2nd @ System Information	Edit Deter BE-2589 Somerset Gardens West MultiFamily Tax Credit Fee KCHA - Kona Village Lmitted Parth Somerset Gardens West 1st 1/2 Credit Issuance Fee KCHA - Kona Village LP Check #1030	te Clone nership		e in NAV Billing Du Billing Cont Billing Amou Un Fee Ra RAC F	Edit Li ate 2 8/28/2000 act int \$16,636.59 its 2 ate 2 ee 2	ayout   Printable Viev	► w Het

## RIN-17858 Mindson Height

Figure - Example Billing Event in HomeBase



### Batching Billing Docs from NAV to HomeBase

Billing Documents is an object in HomeBase that is designed to accept all A/R document types from NAV. One time per day, at a set time (i.e. 12:00AM) a Boomi process will run and query NAV for all Billing Documents that were created or updated in the last 24-hour period. For example, on 4/15/16 at 12:00AM (midnight) the query would select all Billing Document records with a last modified date of 4/14/16. The process does not have to be executed at midnight, but would make for a good delineation

Mapping – Billing Docs								
Data Type	HomeBase Field Label	Notes	Navision					
			Fieldname					
Auto Number	Billing Doc ID	SFDC generated						
Lookup(User)	Created By	SFDC generated						
Lookup(User)	Last Modified By							
Currency	Amount		Amount Including Tax					
Currency	Applied Amount							
Date	Date		Posting Date					
			Document Date					
Text (Ext ID)	Doc Number	Key from NAV	No.					
M-D(Project)	Project Name		Sell-to Customer Name					
Picklist	Status		Status					
Picklist	Туре	Invoice, Credit Memo, Debit Memo, Adjustment	?					

of the data and chances are no Billing Document records will be updated by users at that time.



#### RCM-00890 · Rate Lock Extension Fees for Home Adv

General				** ^
No.:	RCM-00890	Sell-to Contact:		
Sell-to Customer No.:	EXT FEES -	Posting Description:	Ext Fee: Rev S	Sell
Sell-to Customer Name:	Rate Lock Extension Fees	Posting Date:	10/31/2012	•
Sell-to Address:		Document Date:	10/31/2012	•
Sell-to Address 2:		External Document No.:		
Sell-to City:	· · · · · · · · · · · · · · · · · · ·	Salesperson Code:		•
Sell-to State:		Status:	Open	•
Sell-to ZIP Code:	· · · · · · · · · · · · · · · · · · ·	Job Queue Status:		
		Amount Including Tax:		1,080.08
			∧ Show fev	wer fields
Lines				** ^
🗲 Functions 👻 🛄 Line	🝷 🁬 Find 🛛 Filter 🏷 Clear	Filter		
Type No.	Description	Dimension Fund No.	Division	Pr 🔺
	Invoice No. RIN-12005:			E
G/L Account 4110	Sells 3122654 Eagle Home	Mortg GOF	но	FT
				-
٠ III				F.

#### Figure - Example Credit Memo in NAV

	C		
Billing Doc Edit	Save Save & New Cancel		
Information			L:
Project Name Arnount Applied Amount 🥥	Somerset Gardens West	Date Doc Number Status Type	6/14/2016 [ <u>6/13/2016</u> ] RCM-00090 Open ~ Credit Memo ~
	Save Save & New Cancel		

Figure - Example Billing Doc in HomeBase



## **Managing Finance Reports**

There is a reports folder reserved for reports for the Finance group, "Finance Reports". Any user from the Finance group can view and edit all reports in this folder. Additionally, there is a folder for "Finance Report Templates". Users from the Finance group can view the templates in this folder. The purpose of the templates folder is to eliminate some of the confusion with the multitude of report types.

# **Administration Division**

The Administration Division oversees all of the Commission's programs and is tasked with key external communications. HomeBase gives managers visibility to all of the Commission's activities and includes various tools for managing communications.

## **Accounts and Contacts**

HomeBase Accounts and Contacts are key to the Administration Division's mission. A prior section of this document provides more details about Salesforce Accounts and Contacts.

HomeBase includes a custom feature for hiding certain Contacts from most users. To make a Contact private, check the "Commission Member" checkbox when creating the Contact. You can also check this box after you create the Contact. By checking the box, you're indicating that this is a private Contact to be seen only by users who have been granted the "Manage Commission Members" Permission Set.



H	HOMEBASE	Search			Search								eightCloud	d 🕶 Setup	Help & Training	C	lomeBase ·
Home	Chatter	Accounts	Contacts	Reports	Dashboards	Projects	Fundings	Assets	Bond Issues	Campa	aigns	Content	Cases	Test Scripts	Reports Traci	king	+ •
Contact	Contact Edit New Co is not assoc	ontact	counts are priv	vate and car	not be viewed by	other users	or included ir	n reports.								He	lp for this Page
Cont	tact Edit				Sav	e Save & Ne	w Cancel										
Con	tact Inform	ation													l. I	= Requ	ired Information
	Commissio	First Na Last Na Familiar na Person Ty T Reports Descript Departm	meNone me //peNone ittle	2 ▼ 3 9 ▼	E				Contact Home Other N	Owner Phone Mobile Phone Phone Not Call MLS ID Email Vebsite	eightClou	Jd					
	Con	nmission Memi	ate	[ 6/2	<u>2/2016 ]</u>				Lan Servic	guages ce Area	Availat Cam Chine Chine Chine Availat Adan Asoti Bente	ole bodian ese ese - Canto ese - Chuch ole ns n on	nese nownese	Chosen	Chosen	*	*

## State Legislature

Each Legislative District in the State has an Account, WA 2<sup>nd</sup> Legislative District, etc. Under each of these District Accounts are Contact records for three legislators, two representatives plus one Senator for each District. These Accounts and Contacts can be used for communications with the individual Representatives and Senators. Two custom list views on the Contacts page, "State Representatives" and

"State Senators" can be used to add members to a Campaign.



WA 2nd Legisl	ative District			Customize Page   Edit Layo	ut   Printable View   Help for t
🖌 🖌 🔽					
Hide Feed Click to add topics:	)				
🙃 Post 📲 File 🎤 New Task	More *				
		Follow			
Write something		Followers			
Q   Show All Updates ~		No followers.			
There are no updates.					
"Rack to Liste Custom Object Definitions					
Contacts [3]   Open Activitie Project	es [0]   Activity History [0]   Notes & Attachments [0]   E Transfers (Seller Account) [0]   Funding Sources [0]   Eu	Project (Ownership) [0]   Billing Events [0]   ndings Sponsor [0]   Projects (Sponsor) [0]	Contact Affiliations [0]   Bond Cre Fundings (Ownership Entity) [0]	dit Enhancements [0]   <u>Account History</u> [2] <u>Projects (Property Management Company)</u> [[	<u>Project Transfers [0]</u>   2]
Account Detail	Edit Delete Sha	ring Conga Composer			
Account Name	WA 2nd Legislative District [View Hierarchy]		Account Owner	SightCloud [Change]	
Parent Account	WA State Legislature		Phone	(800) 562-6000	
SIC Code	0		Fax		
FederalID			Email		
Notes			Website		
ReferenceNumber			Fundinal evelAmt		
Division			DoNotCall		
ActiveFlag	1		WSHFC Account Key		
Address Information					
Additional Information					
System Information					
Custom Links					
	Contacts, Accounts, and Parents Google Search	Google Maps		Google News	
	Edit Delete Sha	Conga Composer			
Contacts	New Contact Merg	e Contacts			Contac
Action Contact Name	Title	Email Phone		Active Flag	Lender Contact
Edit   Del Andrew Barkis	Representative	3607867824	4	1	
Edit   Del Randi Beckner	Senator	3607867602	2	$\checkmark$	
Edit   Del J.T. Wilcox	Representative	3607867912	2	$\checkmark$	

## Using County Summary Data

HomeBase includes references to the County on each Project, Site, and Asset. This allows the Commission to accurately report on low income housing and other financings by County. To see a list of Projects in any County, just search for the County name, or click on a hyperlinked County name field on the Project, Site, or Asset objects. There is a summary page for each County in the State.



ده Be	enton							Customize Page   Edit Layout   Printable Vie	w   Help for this Page 🥹
« Back to L	List: Custom Obje	ct Definitions							
				Projects [10+]   ZIP Codes [1	0]   <u>Accounts [10+]</u>	Campaigns [10+]   Open	Activities [0]   Activity H	listory [0]	
County	Detail			Edit Delete Clone					
		County Name	Benton				Current MHI Year		
		Region					MHI		
		Map Link	View Map				US Census Data Link	http://quickfacts.census.gov/qfd/states/53/5300	
				Edit Delete Clone					
🧑 Proj	jects			New Project					Projects Help
Action	Project Name			Address1	City	Project Status	Unit Count	Ownership Entity	
Edit   Del	Desert Rose Te	rrace		510 14th St	Benton City	Active	26	Desert Rose Terrace Limited Partnership	
Edit   Del	Heatherstone			1114 W. 10th Ave.	Kennewick	Active	225	Heatherstone ICG Apartment Portfolio V LLC	
Edit   Del	Quail Ridge Apa	rtments		1026 West 10th Ave.	Kennewick	Active	53	GP Quail Ridge LLC	
Edit   Del	Kent Manor			1001 West 5th	Kennewick	Active	51	GFTWC, LLC	
Edit   Del	Parkview Apartr	nents		1138 W. 10th, Bldg A-K	Kennewick	Active	110	Heatherstone ICG Apartment Portfolio V LLC	
Edit   Del	Sandstone Apar	tments		1212 W 10th Ave	Kennewick	Active	121	Heatherstone ICG Apartment Portfolio V LLC	
Edit   Del	Vincent Village			402 E 10th	Kennewick	Released	46	James McClain	
Edit   Del	Chenoweth Hou	ise		1108 West Fifth Avenue	Kennewick	Released	0	LTC Properties, Inc.	
Edit   Del	Manor at Canyo	n Lakes II		2802 West 35th Street	Kennewick	Released	0	MGP XXXIX, LLC	
Edit   Del	Manor at Canyo	n Lakes I		2802 West 35th	Kennewick	Released	0	MGP XXXIX, LLC	
Show 10	more »   Go to list	(55+) »							
_									
ZIP Cod	les			New ZIP Code					ZIP Codes Help 🕐
Action	ZIP Code Name					Primary City	/		
Edit   Del	99320					Benton City			
Edit   Del	<u>99336</u>					Kennewick			
Edit   Del	<u>99337</u>					Kennewick			
Edit   Del	<u>99338</u>					Kennewick			
Edit   Del	<u>99345</u>					Paterson			
Edit   Del	<u>99346</u>					Plymouth			
Edit   Del	<u>99350</u>					Prosser			
Edit   Del	<u>99352</u>					Richland			

The Map Link field displays a clickable hyperlink to a Wikipedia map of WA State with the county highlighted in red. Click on the View Map link. Below is the County map for Benton County.



File:Map of Washington highlighting Benton County.svg



The US Census Data Link field hyperlinks to the U.S. Department of Commerce US Census Bureau data summary for the County. Below is a screenshot showing the front page of the site for Benton County.

							U.S.	Department of Comm
es"	and the second s	And Person and					[	Q Search
Sau	Topics Population, Economy	Geography Maps, Products	Library Infographics, Publications	Data Tools, Developers	Surveys/Programs Respond, Survey Data	Newsroom News, Blogs	About Us Our Research	
Quic	kFacts							What's New & F
UNITE	DSTATES							Tell us what yo
QuickFa	acts provides statistics fo	r all states and co	ounties, and for cities and	towns with a popula	ation of 5,000 or more.			
							_	
Ent	er state, county, city, t	own, or zip code	SELECT A	FACT 🤝		MAP	CHART	
Table	)			·		HICK!	CHART	BASILBOARD
	TOPICS	- O = Bro	wse more datasets	UNITED STATES	Enter state, county	city, town, or a	zip code	
						,,,,		
2	PEOPLE							
Рори	lation							
6 P	opulation estimates, July	1, 2015, (V2015	)	321,418,820				
<b>0</b> P	opulation estimates, July	1, 2014, (V2014	)	318,857,056				
0 P	opulation estimates base	e, April 1, 2010, (	/2015)	308,758,105				
0 P	opulation estimates base	e, April 1, 2010, (	/2014)	308,758,105				
0 P 1,	opulation, percent chang 2015, (V2015)	je - April 1, 2010	(estimates base) to July	4.1%				
P 1,	opulation, percent chang 2014, (V2014)	je - April 1, 2010	(estimates base) to July	3.3%				
0 P	opulation, Census, April	1, 2010		308,745,538				
Age a	and Sex							
0 P	ersons under 5 years, pe	ercent, July 1, 201	4, (V2014)	6.2%				
0 P	ersons under 5 years, pe	ercent, April 1, 20	10	6.5%				
0 P	ersons under 18 years, p	percent, July 1, 20	14, (V2014)	23.1%				
0 P	ersons under 18 years, p	ercent, April 1, 2	010	24.0%				
0 P	ersons 65 years and ove	r, percent, July 1,	2014, (V2014)	14.5%				
<b>0</b> P	ersons 65 years and ove	r, percent, April 1	, 2010	13.0%				
0 Fe	emale persons, percent,	July 1, 2014, (V2	014)	50.8%				
O Fe	emale persons, percent,	April 1, 2010		50.8%				
Baco	and Hispanic Origin							

### Managing Administration Reports

There is a reports folder reserved for reports for the Administration group, "Administration Reports". Any user from the Administration group can view and edit all reports in this folder. Additionally, there is a folder for "Administration Report Templates". Users from the Administration group can view the templates in this folder. The purpose of the templates folder is to eliminate some of the confusion with the multitude of report types.

## HomeBase System Administration



## Data Model and Security

Because the HomeBase data design has the Project object as the overall parent of most objects in the system in master-detail relationships, the security model for most objects is controlled by the security set on the parent Project. The Default Internal Access to Projects is set to Public Read/Write. Because the default does NOT include Delete permissions, we can control who at the Commission can delete a Project or a Funding or any other object that is a child or grandchild of the Project object. All HomeBase users can view any Project in the system.

Salesforce history tracking allows us to record changes to objects in HomeBase, providing a fairly complete audit trail of who has changed or deleted what and when it was done. It is however limited to 20 fields per object.

Salesforce gives us the ability to define the parameters for password management, giving the Commission world-class security tools for managing access to HomeBase. Password settings in HomeBase are best summed up with this screenshot from the Password Policies page under Security Controlls on the System Configuration page. These are the settings for HomeBase:

- User passwords expire every 90 days
- System won't allow reuse going back three password changes
- User passwords must be 8 digits long
- User passwords must have alpha and numeric characters
- A user account is locked out for 15 minutes after 10 failed login attempts



# **Password Policies**

Set the password restrictions and login lockout policies for all users.

Password Policies	
User passwords expire in	90 days
Enforce password history	3 passwords remembered 🔹
Minimum password length	8
Password complexity requirement	Must mix alpha and numeric characters
Password question requirement	Cannot contain password 🔻
Maximum invalid login attempts	10 🔹
Lockout effective period	15 minutes
Obscure secret answer for password resets	
Require a minimum 1 day password lifetime	
Forgot Password / Locked Account	Assistance
Message	•
Help link	x
Forgot password preview	If you still can't log in, try the following: Contact your company's administrator for assistance.
Locked account preview	To re-enable your account, try the following: Contact your company's administrator for assistance.
API Only User Settings	
Alternative Home Page	e i
	Save

### **Profiles**

In Salesforce, User Profiles are used to grant permissions to functionality and to objects. We have created separate Profiles for each of the Commission's Divisions:

- Administration
- AMC
- Exec
- Finance
- Homeownership
- MFHCF
- System Administrator

These Profiles can be used to restrict access to specific fields or to entire objects.



## "Public" groups

Salesforce has a concept of a Public Group. The word public is in quotes in the heading of this section because it can be misleading. Public groups are actually a way of providing access to small groups, not to the public. A Public Group is a convenient way to treat groups of users as one for communications and for automation purposes and for granting permissions. We have set up Public Groups for each of the Commission's Divisions:

- Administration
- All WSHFC Users
- AMC
- CRM Admin
- Finance
- Homeownership
- Multifamily

New users are automatically members of one of the Division groups based on their user Role. Membership in All WSHFC Users Public Group is automatic.

### **Permission sets**

Salesforce includes the concept of a Permission Set. A Permission Set allows us to add single-user granularity to our data access, functionality and security. For example, with Permission Sets, we can grant delete permissions over certain objects that other users with the same Profile do not have. It is a useful tool for managing specific tasks and data. We have set up a Permission Set for granting certain users the ability to Manage Serial Numbers for example. Without those permissions, a User cannot create or edit a Serial Number. Because we have locked down the ability to delete objects in HomeBase, when there are exceptions to this rule, we can use Permission Sets to allow certain users the ability to delete certain objects that are appropriate to their job.



