

Welcome to the MULTIFAMILY HOUSING RENTAL HOUSING INTEGRITY IMPROVEMENT PROJECT (RHIIP) LISTSERV that brings you up-to-date RHIIP related publications, news, information and occupancy tips in an effort to help reduce errors in rent determinations and subsidy calculations.

NEED A REFRESHER ON TENANT INTERVIEWING SKILLS????

Do you apply the C.A.V.E. methodology when interviewing your tenants?

- **Collection** of complete information
- **Analysis** of the information to determine verification requirements and to resolve discrepancies
- **Verification** of the information
- **Education** of applicants and tenants on what is required and how the program works

Collection + Analysis + Verification + Education = Correct eligibility determinations, tenant selection decisions and correct rent determinations

As part of the Rental Housing Integrity Improvement Project (RHIIP), HUD issued "A Guide to Interviewing for Owners of HUD-Subsidized Multifamily Projects." This Guide provides great techniques for interviewing applicants and tenants to ensure they understand the reasons for and importance of disclosing the information needed for determining their eligibility and rent. Accurate eligibility and rent determinations ensures that "the right benefits go to the right persons" and helps eliminate improper rental assistance payments being paid by HUD. This Guide is a great tool for owners and management agents to use in training their staff who conduct tenant interviews.

"A Guide to Interviewing for Owners of HUD-Subsidized Multifamily Housing Projects" is posted on the Multifamily RHIIP website at:
<http://www.hud.gov/offices/hsg/mfh//rhiip/mfhrhiip.cfm>.

You can view the RHIIP Tips Archives, under "Listserv-Multifamily RHIIP Tips" at
<http://www.hud.gov/offices/hsg/mfh/rhiip/mfhrhiip.cfm>

Please encourage others to sign-up for the Listserv, so they too can receive current RHIIP related information from HUD <http://www.hud.gov/subscribe/maillinglist.cfm>