

**MAYOR'S OFFICE OF HOUSING
AND COMMUNITY DEVELOPMENT**
CITY AND COUNTY OF SAN FRANCISCO



EDWIN M. LEE
MAYOR

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FREQUENTLY ASKED QUESTIONS

**2016 Mayor's Office of Housing and Community Development Homeownership Programs
Compliance Monitoring**

1. How does the 2016 Occupancy Certification process work?

The Mayor's Office of Housing and Community Development monitors to ensure that households who purchase below market rate (BMR) units remain owner-occupants and maintain a current homeowners insurance policy. MOHCD conducts these certifications on a regular basis. This year, certification letters will be mailed on November 18, 2016 and responses are due by December 12, 2016. MOHCD will review the information you submit and will contact you only if we need additional information.

2. Where can I find information about the monitoring process?

- a. The MOHCD website has additional information and copies of the required forms.
<http://sfmohcd.org/HOMEOWNERS>
- b. Information Session: MOHCD will hold an information session on November 30, 2016 from 6:00pm to 7:00pm. The session will be held at 1 South Van Ness Avenue on 5th Floor. Space is limited so please RSVP by November 28, 2016. Please use the telephone numbers or email below to call and RSVP. Be sure to leave your name, the number of attendees and a call back number.
- c. By Phone or Email: If you still have questions about your annual monitoring requirement you may also leave a message for MOHCD at the telephone numbers and email address below. Please allow 5 business days response time.

3. How do I submit my occupancy certification documents?

You can submit your documents by mail to: Mayor's Office of Housing and Community Development, 1 South Van Ness Ave., 5th Floor, San Francisco, CA 94103. Attn: MOHCD Compliance

4. Can I submit my documents electronically by email?

Submitting your personal information via email is not a secured method of submission. Please send your documents by regular mail.

5. Do I have to submit all of the documentation?

Yes! All documents are required. If you fail to submit one of the documents requested, your response will be determined incomplete.

To ensure that your response is complete:

- Fill out the certification form completely;
- Have all owners sign the certification form;
- Make sure that your supporting documents such your Driver's License or California Identification, PG&E statements, insurance declaration, and property taxes clearly show your name and address;
- Make sure that your insurance declaration lists MOHCD as additional loss payee (see question 11);
- Statements should be dated within 60 days; and
- Submit all pages of the documents requested.

Substitution of other documents in place of the requested information will NOT be accepted.

6. I lost my certification form. How do I get another one?

You may download a copy of this form on MOHCD's website at www.sfmohcd.org. If you do not have access to the internet, you may pick one up at MOHCD's front desk Monday through Friday between 8 am – 5pm or you may contact MOHCD's Compliance Team at 415.701.5622. Please note that MOHCD is not able to accept walk-in inquiries.

Steps to downloading a copy on MOHCD's website:

1. Go to www.sfmohcd.org. Click on HOUSING PROGRAMS (please ignore the subcategory of housing programs). It will take you to a new page.
2. Under HOUSING PROGRAMS, select HOMEOWNERS.
3. Scroll down to locate for the appropriate occupancy certification form(s).

7. I turned in my 2016 certification documents but haven't heard from MOHCD. When can I expect to hear from them?

MOHCD will not contact owners who have completed their certification for the year unless we have questions or need additional documentation regarding your occupancy certification. No news is good news!

8. I have been renting my property. What should I do?

STOP. If you have been renting your property, please contact MOHCD immediately. You will need to make arrangements to move back into the property or sell the property to a program qualified buyer. MOHCD will work with you to establish a reasonable timeframe for bringing your property back into compliance. Please contact MOHCD for further questions.

9. What if I don't have my PG&E bills?

Please contact Pacific Gas and Electric Company (PG&E) at 1-877-660-6789 or visit www.pge.com to register for an online account to request for a copy.

10. I don't have a Homeowner Insurance Policy. Do I need one?

It is important to maintain insurance coverage for your property. Mortgage companies require that you maintain adequate coverage for the home to protect the interests of both the bank and the homeowner in the event of a mishap such as a fire. The insurance protects your dwelling, personal property, unattached structures, personal liability, medical expenses and a loss of use benefit.

You can research and buy insurance from an issuing insurance agency. For monitoring purposes, we require that you submit a copy of the Homeowner's Insurance Declaration Page. You can request a copy from the issuing insurance agency, i.e. Farmers, Allstate, AAA, etc.

11. My Homeowner's insurance policy does not list MOHCD as an additional loss payee?

Please contact your insurance provider at once and request MOHCD be added as an additional insurer. Then submit to MOHCD your insurance certificate with MOHCD listed as an additional insurer along with the other monitoring forms requested. All forms must be submitted to our office prior to the deadline. Insurance providers typically do not charge homeowners additional fees for this service.

Please request to add MOHCD as follows:

**CITY AND COUNTY OF SAN FRANCISCO, MAYOR'S OFFICE OF HOUSING AND
COMMUNITY DEVELOPMENT, ISAOA (ITS SUCCESSORS AND/OR ASSIGNS)
1 SOUTH VAN NESS AVENUE, 5TH FLOOR
SAN FRANCISCO, CA 94103, Attn: MOHCD Compliance
415.701.5500**

12. My property tax information does not have my name and mailing address when I go online to retrieve it.

According to California state law (AB 2238), the name of the property owner and the name for mailing purposes will no longer appear on the Internet version of your property tax bill. You will need to contact the Treasurer and Tax Collector or call the Taxpayer Assistance help line at 415.554.4400 to obtain an official copy which has the owner's name and the name for mailing purposes.

13. How can I contact MOHCD's Compliance Team?

You can come and meet us in person by attending the information session on November 30, 2016. Please RSVP by contacting one of the numbers listed below by November 28, 2016. If you do need to call or email us, please leave a detailed message regarding your inquiry and allow 5

business days response time. Please note that MOHCD **is not** able to accept any walk-in inquiries to the office.

To leave a voice message:	Email:	Send us mail:
English: (415) 701-5622 Cantonese: (415) 701-5623 Spanish: (415) 701-5624 Tagalog: (415) 701-5570	mohcd.compliance@sfgov.org	Mayor's Office of Housing and Community Development 1 South Van Ness Ave., 5th Floor San Francisco, CA 94103 Attn: MOHCD Compliance