

To: All Owners and Management Agents of RD Multifamily Properties

SUBJECT: Reminder of Procedures in the Event of a Resident Displacement and/or Property Damage

The recent natural disasters affecting the RD portfolio are a good reminder for all owners and management agents of the importance of preparedness for emergencies or natural disasters. The Rural Housing Service, Office of Multifamily Housing wants to remind you of the procedures and tools available for owners and residents affected by disasters. This information will make preparation and response and recovery efforts go more smoothly if an event occurs that affects your tenants and/or your property.

Now would be a good time to develop an Emergency Response Plan if you do not already have one. If you already have one, now would be a good time to review it with your staff and residents. That way, if an emergency should arise, everyone is more prepared. It is also a good time to collect and update tenant contact information.

Following an event that affects tenants or the property, assess the damage as soon as possible. MFH has reporting obligations based on information that staff obtains from owners/agents. We remind you that owners and management agents are obligated to report any physical damage to a property. It is important for owners/agents to proactively report damage to the property's assigned Servicing Specialist. Updated reports should be given as more information becomes available concerning resident displacement or the extent of damage sustained.

Current USDA RD multifamily tenants displaced by natural disaster are entitled to receive a Letter of Priority Entitlement (LOPE) allowing the household to apply for housing in properties financed by USDA Rural Development or the U.S. Department of Housing and Urban Development (HUD). Tenants with LOPEs may receive priority placement in vacant units and may move to the top of the waitlist for RD-financed multifamily properties. A LOPE is good at USDA and HUD properties anywhere in the United States or its territories. Households displaced from a subsidized RD unit may also be able to bring their subsidy to a previously unsubsidized unit at a different RD property. Notify RD servicing staff of any displaced tenants so that LOPE letters can be issued. The Priority Housing Access for Displaced Households Factsheet is available to provide tenants is available at

<https://www.rd.usda.gov/factsheet/priority-housing-access-displaced-households>

As recovery from the event begins, work with insurance carrier adjusters on getting repairs and notify servicing staff of any issues.

If you need more information for your specific property, please contact your assigned servicing specialist. A complete and sortable list of Servicing Specialists is located at:

<https://www.sc.egov.usda.gov/data/MFH.html>

We will be using GovDelivery for all general Multifamily Housing Updates. To ensure you are receiving these updates, please sign up for GovDelivery at [https://public.govdelivery.com/accounts/USDARD/subscriber/new?topic\\_id=USDARD\\_1272](https://public.govdelivery.com/accounts/USDARD/subscriber/new?topic_id=USDARD_1272)