Compliance Connection Frequently Asked Questions

How do I use Compliance Connection? *The Compliance Connection consists of a webtool with dynamic search features so that IHDA staff and/or property owners and managers of IHDA-assisted multifamily rental housing in the active monitoring portfolio can search, access, and download information on compliance requirements and options. The data can be viewed within the webtool by scrolling horizontally from left to right using the scroll bar at the base of the table. Once desired data has been brought up based on search criteria, it may be downloaded for further formatting, saving, and/or printing.*

Where does the data in Compliance Connection come from? *The data is retrieved and combined from IHDA Asset Management department systems which are populated by IHDA staff and should appropriately reflect related information/documentation submissions by property owners/managers.*

What are the search options for Compliance Connection? *This compliance requirements information may be accessed and filtered for a single property or for a set of properties in a portfolio based on the search criteria used. Search options include project identification number (PID), property name, property address, owner organization name, or management organization name. The search is sensitive, meaning that even by entering partial wording, relevant data will populate. These same search criteria can be used to isolate a single or set of desired records by being very specific.*

I want to download data from Compliance Connection. How do I do that? *You may select the download button on the webtool which will download the data showing on the screen based on your specified search criteria. The download button allows for an export into CSV format which can be opened with any spreadsheet software. If you have Microsoft Excel, once you open the CSV file, it should automatically open as a Microsoft Excel document.*

I want to format data from Compliance Connection. How do I do that? *You must first download the data. Once downloaded, you can save into your preferred file format including Microsoft Excel and from there format as desired (filter, sort, rename, freeze panes, hide columns/rows, etc.)*

I want to save data from Compliance Connection. How do I do that? *You must first download the data. Once downloaded, you can save into your preferred file format including Microsoft Excel.*

I want to print data from Compliance Connection. How do I do that? *You must first download the data. Once downloaded, you can open into your preferred file format including Microsoft Excel and from there set print area and print as desired.*

Where can I find required forms and instructions? *Please see this links on the same page as the webtool for access to all referenced forms and instructions.*

Where do I submit my compliance documentation? *Proxy email addresses are listed in the webtool for submission of documentation.*

What if I have more questions about or encounter issues using Compliance Connection? *Please contact your assigned Asset Management staff via the embedded proxy email addresses. They will try to assist you or engage other tech support if needed.*

What if I have more questions about my compliance requirements? *Please contact your assigned Asset Management staff via the embedded proxy email addresses.*

Our property staff have changed. How can we access our compliance requirements? *The Compliance Connection is a publicly accessible tool and is not restricted in part to ensure this continued access in light of staffing changes. Please share the link with your staff.*

Can I submit data through Compliance Connection? Is it a portal? *You cannot submit anything through Compliance Connection. It is a one-way data repository. Please submit data to the appropriate proxy email as listed in the webtool.*

Where can I learn more about IHDA's Asset Management department or find more content relevant to property owners/managers? *More information regarding IHDA's Asset Management department may be found here:* https://www.ihda.org/property-managers/

How and when will I learn more about expected desk and/or on-site monitoring? *There will be a separate communication with advance notice to affected properties. There is no firm timeline for this currently.*

How and where can I find out about my compliance status? *Please contact your assigned Asset Management staff via the embedded proxy email addresses.*