Annual Owner Financial Certification Reporting Instructions

Annual Owner Financial Certification Reports are due for all active properties by April 30th of every year with the rest of the Annual Owner's Compliance Report (AOCR). The AOFC is completed in the Contract Monitoring and Tracking System (CMTS). AOFC back up will no longer be required unless it is specifically requested by the Asset Manager or other TDHCA personnel.

The first AOCR is due the second year following the year of award, in accordance with the deadlines set out in Subchapter F of the Uniform Multifamily Rules. For example, if a development is awarded funding in calendar year 2020, the first report is due April 30, 2022. The information in the report will reflect data from January 1st to December 31st of the previous year (the reporting year). Reports are available for submittal starting in January and will be considered late after April 30th.

Questions about the Annual Owner's Financial Certification Report can be directed to the Asset Manager for the development, but questions about any *other* portion of the AOCR should be directed to the Compliance Division. Note that income and expense categories are further detailed in Subchapter D of the Qualified Allocation Plan (QAP) (see Section 11.302(d)(1)-(4) for general guidelines and definitions).

Accessing CMTS

1) From the TDHCA home page at www.tdhca.texas.gov click on the "Services" tab and select "Compliance", then "Online Reporting" under the Compliance Monitoring Section:

Texas Department of Ho Community Affairs	using and	Programs	Services Ag
Services			
Multifamily Services	Single Family Service	s	Migran
Asset Management	Bond Finance		Compli
Compliance	Asset Management		Unidad Migran
Real Estate Analysis	Loan Servicing		mgran
Announcements	Compliance		

Compliance Monitoring

The Compliance Monitoring section is responsible for long-term compliance with the multifamily housing programs funded by the Texas Department of Housing and Community Affairs. Compliance monitors conduct reviews to evaluate compliance with income and rent limits as well as other requirements including social services and affirmative marketing. Compliance Monitoris conduct reviews at least once every three years. In addition, the Compliance Monitoring section reviews each property's Annual Owner's Compliance Reports as required under Chapter 2306 of the Texas Government Code and other federal regulations. The Compliance Monitoring section provides training for owners and managers.



At this point you will be able to log into CMTS

2) Click on the "Login to the TDHCA Housing Contract System" link:

Overview

Welcome to the Compliance Monitoring and Tracking System (CMTS). This system allows owners to submit required reports, such as the Unit Status Report (USR) and the Annual Owners Compliance Report (AOCR) and submit documentation directly to the Department.

Login to the CMTS

If you have already received your user id and password from the Department, login to update or submit required information.

3) Enter your TDHCA provided User ID and Password to enter the CMTS:

CMTS Property Reporting System

Please log in to continue.

User I <u>D</u> :	
Password:	
	Login

HELPFUL TIP: If you do not know your User ID or Password, or need help because personnel at the Development has changed, please send an email to Compliance at CMTS.requests@tdhca.texas.gov to request help with User ID or password issues.

Accessing the Report

1) From the "Property Listings" page, next to the applicable property, click on "Annual Owners Compliance Reports - 20XX".

4500	Peachtree Seniors	
5199	Conrad Lofts	Annual Owners Compliance Reports -

2) Select "Start New Report" next to "Annual Owner Financial Certification" (the new report will show as Due 04/30/20XX (year following the reporting period) – the example below is from another year's report:

Annual Owners Compliance Reports

Owners Certification of Continued Compliance - Part A	Due 04/30/2018		
Property Update		Start New Report	Edit or View Before Submission
Management Update		Start New Report	Edit or View Before Submission
Syndicator Update		Start New Report	Edit or View Before Submission
Owner Update		Start New Report	Edit or View Before Submission
HUB Update		Start New Report	Edit or View Before Submission
Non Profit Update		Start New Report	Edit or View Before Submission
Compliance Questions		Start New Report	Edit or View Before Submission
Written Policies and Procedures Questions		Start New Report	Edit or View Before Submission
Other Program Questions		Start New Report	Edit or View Before Submission
Housing for Persons with Disabilities Report - Part C	Due 04/30/2018	Start New Report	Edit or View Before Submission
Annual Owner Financial Certification	Due 04/30/2018	Start New Report	Edit or View Before Submission

HELPFUL TIP: If the above does not appear correctly, you may also troubleshoot by selecting "Reports" from the properties table, scrolling to the latest Annual Owner Financial Certification and selecting "Start New Report".

Part One (Occupancy)

1) Answer whether the property has been occupied during the last fiscal quarter. "Y" for Yes or "N" for No can be selected but the response cannot be left blank.

Owners Financial C	ertification
OCCUPANCY QUESTION	
Was this property occupied during the last fiscal year?	Yv
If you answered No to the above question, please give the details in the space below.	
^	
· · · · · · · · · · · · · · · · · · ·	
Save	

2) If the answer is "N", explain why the property is not currently occupied. Once an explanation has been entered, the report is complete. If this is the case, you will see a green message appear that says "This completes the AOFC report for Developments with No Occupancy. Please return to the Annual Compliance Reports page and submit your report."

3) If the answer is "Y", the report will continue on the following page.

4) Click "Save".

HELPFUL TIP: If you answered "N", you can click the "Return to the My Report Listing" page link to go back to the Property Listings page to preview your report and submit your report or select another property report. **See Previewing and Submitting Your Report** on p. 13 for more instructions.

Part Two (Vacancy Information)

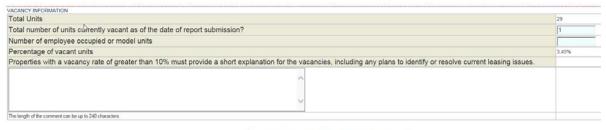
1) The system will automatically pull in the total number of units for the development.

2) Enter the total number of units currently vacant as of the date of your report submission.

3) Enter the number of employee occupied or model units at the development. The system will exclude these from the percentage of vacant units to avoid overstating the vacancy rate.

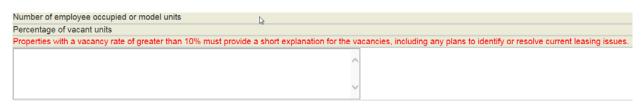
4) If the auto-calculated percentage of vacant units is greater than 10%, provide a short explanation for the vacancies, including any plans to identify or resolve current leasing issues. Two hundred forty (240) characters are allowed in the text box – any additional narrative you would like to enter can be attached in CMTS as an attachment to the report.

5) Select either "Calculate Totals, Save and Return to This Page" or "Calculate Totals, Save and Proceed to Rent Summary Page" (the next page), and click "Save". The page will automatically default to returning to the page unless you select the option to proceed.



Calculate Totals, Save and Return to This Page
 Calculate Totals, Save and Proceed to Income Page

HELPFUL TIP: If the information you've entered indicates a vacancy rate of greater than 10%, the area above the comment box will highlight in red, indicating that an explanation is required:



Part Three (Income)

1) Enter the potential gross rental income (income received from rent) for the property from the yearend profit and loss statement or operating statement (include rental subsidies in the gross rental income total). Please make sure that you **DO NOT use any commas or number signs** or the formatting will create an error.

ANNUAL INCOME				
POTENTIAL GROSS RENTAL INCOME	R			205034

2) Enter the total of all secondary income received for the property (such as laundry fees, application fees, carport or storage fees, etc.) and enter a short description of all secondary income in the narrative space below.

Secondary incomp		1940
Please describe the secondary income in the space below.		
late charges, laundry	Ŷ	
The length of the comment can be up to 240 characters		
Average Secondary Income Per Unit Per Month		5.57

HELPFUL TIP: Average secondary income per unit per month (shown above) will auto-calculate but will not appear until one of the "Calculate Totals, Save and Return" choices is selected and the report page is saved or you've pressed the 'Enter' key.

3) Enter any other non-rental income that is not considered rental or secondary income and enter a short description in the narrative space below.

Please describe the non-rental income in the spa	ace below.	
	^	
	U	
The length of the comment can be up to 240 characters		
POTENTIAL GROSS INCOME		206974.00

HELPFUL TIP: Potential Gross Income will auto-calculate but will not appear until the report page is saved or you've pressed the 'Enter' key.

4) Enter the total for any vacancy and collection loss (please enter ONLY as a positive number).

Vacancy and collection loss (Enter as a positive number)	7869
Percentage of Potential Gross Income	3.80%

HELPFUL TIP: The system will auto-calculate a percentage based on the potential gross income (vacancy loss/potential gross income) but the percentage will not appear until the report page is saved or you've pressed the 'Enter' key.

5) Enter the total of any rental concessions (move in rent specials, etc.) (please enter **ONLY as a positive** *number*).

Rental concessions (Enter as a positive number)	
Loss from Non-income/Employee units (Enter as a positive number)	
EFFECTIVE GROSS ANNUAL INCOME (Actual Receipts)	199105.00

6) Enter any financial loss from non-income or employee units (such as security officer units, manager units, or office staff unit discounts) (enter **ONLY as a positive number**).

Loss from Non-income/Employee units (Enter as a positive number)	
EFFECTIVE GROSS ANNUAL INCOME (Actual Receipts)	199105.00

HELFPUL TIP: The system will auto-calculate a total Effective Gross Annual Income by subtracting vacancy and collection loss, rental concessions, and loss from non-income/employee units but the figure will not appear until the report is saved or you've pressed the 'Enter' key.

7) Select "Calculate Totals, Save and Return to This Page" to review the income information entered and ensure it matches the totals on the profit and loss or operating statement. Once the information is reviewed and all corrections are made, select "Save Then Owners Financial Certification – Annual Operating Expenses Page" to move on to entering expenses.

Calculate Totals, Save, and Return to This Page Calculate Totals, Save, and Proceed to Annual Operating Expenses Page Calculate Totals, Save, and Return to Vacancy Page

Save

Part Five (Expenses)

General and Administrative Expenses

1) Enter all General and Administrative Expenses by the categories listed. If the categories in the operating statement don't match, try to make the best determinations on where the listed items should go. Enter total accounting expenses for the year, advertising expenses for the year, etc. Include items not considered 'other office expenses' that do not match any other category as "Miscellaneous" and describe them in the narrative box below. Depreciation, amortization, and other non-cash expenses should not be included in the Annual Owner's Financial Certification.

Fotal General and Administrative Expenses	9893.00
The length of the comment can be up to 240 characters.	
0	
Please describe the miscellaneous Gen/Admin expense in the space below.	
Miscellaneous	
Other office expenses	839
License, meetings, dues	860
Telephone	1048
Postage and office supplies	2066
Leased equipment	
Legal and consulting	504
Advertising	751
Accounting	3825
ENERAL AND ADMINISTRATIVE EXPENSES	

HELPFUL TIP: The system will auto-calculate your total General and Administrative Expenses next to the total but the figure will not appear until the report is saved or you've pressed the 'Enter' key.

Management Fees

2) Enter the total management fees for the year. If management fees were included in the General and Administrative Expenses, make sure they are subtracted from the General and Administrative Expenses so Expenses are not overstated.

MANAGEMENT FEES	
Management fees	21500
Percent of effective gross income	10.2%
Total Management Fees	21500.00

HELPFUL HINT: The system will auto-calculate the management fee percentage based on effective gross income (management fee/effective gross income total from the previous reporting page) and then will auto-total the total management fees (which will reiterate the management fee entry), but the figure will not appear until the report is saved or you've pressed the 'Enter' key.

Payroll, Payroll Tax, and Employee Benefits

3) Enter the total payroll, payroll taxes, and employee benefits expenses for management employees and maintenance employees (for example, total the salaries, payroll taxes, and benefits expenses for all office employees in the management block and total the salaries, payroll taxes, and benefits expenses for all maintenance employees in the maintenance block). Enter any other salary, payroll, payroll tax, or benefit expenses not included in the above totals in "Other" and describe them in the narrative space below.

Total Payroll, Payroll Tax and Employee Benefits		35097.0
he length of the comment can be up to 240 characters		
page of a	0	
payroll	6	
Please describe the other payroll expense in the space below.		
Other		2100
Maintenance		14991
Vlanagement		18006
AYROLL, PAYROLL TAX AND EMPLOYEE BENEFITS		

HELPFUL HINT: The system will auto-calculate the Total Payroll, Payroll Tax, and Employee Benefits but the figure will not appear until the report is saved or you've pressed the 'Enter' key.

Repairs and Maintenance

4) Enter all Repairs and Maintenance Expenses by the categories listed. If the categories in the operating statement don't match, try to make the best determinations on where your listed items should go. Enter total elevator, exterminating, grounds keeping, unit make-ready, repairs expenses, etc. Any other repair/maintenance items can be listed in "Other" and described in the narrative box below.

Total Repairs and Maintenance		40081.00
The length of the comment can be up to 240 characters		
Elevator maintenance	0	
Please describe the other repair/maintenance expense in the space below.		
Other		22410
Pool		
Repairs		8426
Make-ready		523
Grounds		8722
Exterminating		
Elevator		
REPAIRS AND MAINTENANCE		

HELPFUL HINT: The system will auto-calculate the Total Repairs and Maintenance expenses but the figure will not appear until the report is saved or you've pressed 'Enter'.

Utilities

5) Enter the total utilities expenses for the property (make sure that electrical, natural gas, garbage/trash, and water and sewer are entered separately). Other fuel might include oil heat or etc. Include any other utilities in other and describe them in the narrative box below.

UTILITIES	
Electrical	1163
Natural gas	
Other fuel (heat/water)	
Total Electrical/Gas/Other fuel	1163.00
Garbage/trash	4579.00
Water and sewer	20709.00
Total Water, Sewer & Trash	25288.00
Other	
Please describe the other utility expense in the space below.	
^	
The length of the comment can be up to 240 characters	
Total Utilities	26451.00

Insurance and Taxes

6) Enter the property insurance expense for the property (total all types of property insurance).

PROPERTY INSURANCE AND TAXES Property insurance premiums (all types)	7960
Net Rentable Square Footage	4200
Property Insurance rate per net rentable square foot per month	0.16

HELPFUL HINT: The system will auto-calculate the net rentable square footage from CMTS and the property insurance rate per net rentable square foot per month but the figures will not appear until the report is saved or you've pressed the 'Enter' key.

7) Enter the property taxes paid for the year.

Real property tax	10302
Assessed value	429055
Tax rate per 100 dollars of assessment	2.35
Personal property tax	
Total Taxes	10302.00
Please describe the personal property tax expense in the space below.	
0	
The length of the comment can be up to 240 characters	
Total Insurance and Taxes	18262.00

8) From the County Appraisal District (CAD) or from the annual tax statement received, enter the total assessed value for the property.

9) Enter the tax rate listed on the CAD or the annual tax statement received for "Tax rate per 100 dollars of assessment".

10) If personal property tax or franchise tax appears on the property's operating or profit and loss statement, enter it under "Personal property tax". Describe any entry for personal property tax expenses in the narrative box below.

HELPFUL HINT: The system will auto-calculate the total insurance and taxes entered but the figure will not appear until the report is saved or you've pressed the 'Enter' key.

Reserve for Replacement

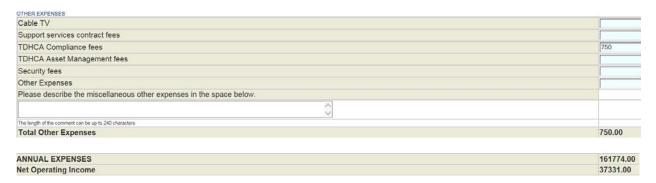
11) Enter the amount contributed to the reserve for replacements account for the full year under "Reserve for replacements".

RESERVE FOR REPLACEMENT	
Reserve for replacements	10100
Reserves per unit per year	341
Total Reserve for Replacement	10100.00

HELPFUL HINT: The system will auto-calculate the amount of reserves contributed per unit per year but the figure will not appear until the report is saved or you've pressed 'Enter'. The system will also auto-calculate the total reserve for replacement contribution for the year (which will reiterate your above entry).

Other Expenses

12) Enter Other Expenses as shown, including Cable TV, Support Services contract fees, TDHCA Compliance fees, TDHCA Asset Management fees (for TCAP and Exchange deals), security fees, and any other expenses. Describe the other expenses entered in the narrative box below.



HELPFUL HINT: The system will auto-calculate the Total Other Expenses but the figure will not appear until the report is saved or you've pressed 'Enter'. The system will also auto-calculate the total annual expenses (each item total from the expenses section will be totaled) and will auto-calculate Net Operating Income (NOI) or the total income remaining after all expenses (operating, replacement reserves, taxes, etc.) are subtracted (Total EGI – Total Expenses).

Debt Service

13) The first drop down box signals the first entry for your lenders. Enter the Lienholder position and then enter the name of the lender in the Lender Name box. List the amount paid in annual debt service in the expense box on the right side of the screen (enter the full *annual* payment amount, which can be found on the property's loan statement). If TDHCA is the first lien lender, please select, "1st Lienholder – TDHCA" and then again list TDHCA in the Lender Name box. If TDHCA is another position lienholder, just choose the appropriate lien position and list TDHCA in the Lender Name box under the appropriate lien position.

DEBT SERVICE		
1st Lienholder		19360
Lender Name		
Bank of America	0	
The length of the comment can be up to 240 characters		
2nd Lienholder		
Lender Name		
Sterling Bank	ô.	
The length of the comment can be up to 240 characters		
3rd Lienholder		
Total Debt service		19400.00
Debt coverage ratio		1.92

HELPFUL HINT: The system will auto-calculate total debt service and Debt Coverage Ratio (NOI/Debt Service Total) from the blanks above. *If the Net Cash Flow calculated by the system is a negative number, you must include an explanation of the plans to identify or resolve any current operating issues in the narrative box below.*

Net Cash Flow	17931.00
f the Net Cash Flow is a negative number, please provide a short explanation regarding the negative net cash flow, including any plans to identify or resolve current issues	
^	
\checkmark	

Capital Improvements

14) Capital Improvement Descriptions should be entered as a consolidated amount for any Capital Improvement item(s) expensed during the year. Enter a short description for the item (for example, Carpet replacements or roof repair) and then select the Type of Account that was used from the drop down box. You can choose either "First Lien Reserve for Replacement Account" or "Other Reserve for Replacement Account", describe the type of account in the narrative box below. Identify the amount for the capital item in the Amount box.

CAPITALIMPROVEMENTS		
Capital Improvements Made	Type of Account	Amount
Roof Replacement	First Lien Reserve for Replacement Account	50147
If you selected 'Other Reserve for Replacement Account', please describe the type of account below:		
	0	
The length of the comment can be up to 240 characters		
	V	
If you selected 'Other Reserve for Replacement Account', please describe the type of account below:		
	0	
Total Capital Improvements		50147.00

HELPFUL HINT: The system will auto-calculate the total capital improvements but the figure will not appear until the report is saved or you've pressed 'Enter'.

Below the Line Expenses

15) Below the Line Expenses is an *optional* expense category, allowing for the ability to record other partnership expenses, non-TDHCA asset management or compliance fees, and developer fees. The amounts entered will not be considered by TDHCA in determining net cash flow or total expenses. You may choose to enter the Below the Line Expenses *or you may leave this area blank*.

Reserve Accounts

16) Select whether the 1st Lien Lender requires a Replacement Reserve Account. You can select "Y" or "N" but cannot leave the response blank.

Does the 1st Lien Lender require a Replacement Reserve Account?	YV
If Yes, what is the annual amount required to be deposited in their account?	13557
Has the Development Owner made all required lender deposits since the last report was submitted?	YV
If TDHCA is the First Lien Lender or if the First Lien Lender does not require a Replacement Reserve Account, has the Development Owner established a Reserve Account and made the required annual deposit pursuant to 10 TAC 10.404?	N/A 🗸

17) If you answered "N" to the 1st Lien Lender question, leave the amount blank. If you answered "Y" to the 1st Lien Lender question, enter the annual amount required to be deposited to the reserve account.

18) If you answered "Y" to the 1st Lien Lender question, enter whether all deposits were made since the last annual report was submitted. If you answered "N", you can leave the response blank or use "N/A".

19) If TDHCA is your first lien lender or if the first lien lender does not require a reserve account, select whether the Owner has established a Reserve Account and made the required TDHCA annual deposit. If TDHCA is not your first lien lender and you already responded that your first lien lender requires a reserve account, you can leave the response blank or use "N/A".

20) Enter the information for your Replacement Reserve Account, including the beginning balance (as of the first day of the reporting year on 1/1), deposits and withdrawals made during the year, and the ending balance (as of the end of the reporting year on 12/31).

REPLACEMENT RESERVE ACCOUNT

Institution:	BofA
Beg. Bal. 1/1:	157853
Deposits:	13557
Withdrawals:	76317
Ending Bal. 12/31:	95093

21) **IF THIS IS AN EXCHANGE PROPERTY ONLY**, enter the information for the Exchange property's Special Reserve Account, including the beginning balance (as of the first day of the reporting year on 1/1), deposits and withdrawals made during the year, and the ending balance (as of the end of the reporting year on 12/31).

SPECIAL RESERVE ACCOUNT (EXCHANGE DEVELOPMENTS ONL	Y)
Institution:	Sterling Bank
Beg. Bal. 1/1:	1000
Deposits:	200
Withdrawals:	150
Ending Bal. 12/31:	1150

Capital Needs or Physical Needs Assessment

22) By Texas Government Code, properties funded after 2003 that are in their 11th year of award or later are required to contract with a third party for a physical needs assessment and submit copies to the Department. The system will automatically pull the earliest date of any active awards to assist you in determining if this is applicable to the property.

CAPITAL NEEDS OR PHYSICAL NEEDS ASSESSMENT The property's earliest date of an active award is 2016 Properties awarded after 2003 in their 11th year of award or later are required by Texas Government Code Section 2306.186 to contract with a third party for a physical needs assessment and submit copies to the Department. Enter the date the last PNA occurred:

13) *If the physical needs assessment is applicable to the property because it is in its* 11th *year of award or later ONLY*, enter the date the last physical needs assessment was conducted. If one was not conducted, leave this area blank. Note that in the above example, the property's earliest date is 2016, so no date is entered.

UPCS Inspections

15) The system will automatically display any UPCS scores received within the last year that the system has recorded. If the entry shows "N/A" there is no UPCS score showing in the database as occurring within the last year.

UPCS INSPECTIONS	
Property's UPCS inspection yielded a score of: N/A	
Properties with a score of less than 70 on their latest UPCS inspection must provide a short	explanation
	\sim
The length of the comment can be up to 2000 characters	

16) If the score displayed is below 70, enter a short explanation (up to 240 characters) regarding plans to identify or resolve current issues with property repairs and maintenance. If the score is above 70 or N/A is displayed as the last score, leave this section blank.

17) Select calculate totals, save, and either return to this page, return to the vacancy page, return to the Income page, or calculate, save, and submit the report from the options. Make sure to click the "Save"

button after selecting the appropriate button. To return to the property listings and preview or print the report prior to submission, click the link to "Return to My Property Listings":

Calculate Totals, Save, and Return to This Page

 $\odot\,$ Calculate Totals, Save, and Return to Vacancy Page

 $\odot\,$ Calculate Totals, Save, and Return to Income Page

 \bigcirc Calculate Totals, Save, and Submit AOFC

Save

Return to the My Property Listing

Previewing Your Report

1) To preview the PDF of your report and see what your Asset Manager will see, you must click on Return to the Property Listing link. From the Property Listing page, click back into the AOCR, and next to the Annual Owner Financial Certification, click "Preview Report" – the link appears between "Edit or View Before Submission" and "Submit".

5199	Conrad Lofts	Annual Owners Compliance Repo	orts - 2017		Unit Status Report
5200	SilverLeaf at Panhandle Seniors				Unit Status Report
Annual O	wner Financial Certification Due 04/30/2018	Start New Report	Edit or View Befo	ore Submission	Preview Report
	Ownership Changes	Retrieve Form			

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS Annual Owner's Compliance Reports - Financial Certification

> Report Due Date: April 30, 2018 Development Name: Conrad Lofts (5199)

Vacancy Information

Total	Units:	29								
Total submis		of unit	s curre	ntly	vacant	as o	f the	date	of	report
Number	r of emp b	ployee o	ccupied	or 1	nodel u	nits:	10			
Percer	ntage of	f vacant	units:	0.00	0%					

By hovering your cursor over the lower portion of the screen once the PDF report copy is shown, you should see the options to either print or save the report in the PDF pop up window. To get out of the preview copy after printing or saving, use your browser's back button to return to the AOFC Report screen.



Submitting Your Report

1) To submit the report, return to the Property Listings page and select the AOCR -20XX link for the property for which you wish to submit the report. Click "Submit" at the far end of the line next to the AOFC report:

Annual Owner Financial Certification	Due 04/30/2018	Start New Report	Edit or View Before Submission	Preview Report	Submit
Ownership Changes		Retrieve Form			45
Update Federal Tax IDs		Update			

Before you click the submit button, please enter your name and Title. **By entering your name and title** *in the report submission, you are certifying on behalf of the ownership entity in the capacity of owner contact or GP that the information is true and correct.*

Submit the Owners Financial Certification!

Preparers	Name	
Preparer	rs Title	

3) Click "Submit". The report will show as submitted as of the date it was submitted to the Department.

On behalf of the Owner and Ownership entity, the preparer listed above hereby certifies that all information in this report is true and correct.
Warning: Title 18, Section 1001 of the U.S. Code makes it a criminal offense to make willful false statements or misrepresentations to any Department or Agency in the United States as to any matter within its jurisdiction.
Submit

4) Congratulations! The Annual Owner's Financial Certification has been submitted! If you have trouble submitting through CMTS or need additional clarification, please contact your Asset Manager. If you need assistance on any other portion of the AOCR, please contact the Compliance Division or send an email to CMTS.requests@tdhca.texas.gov.